1. Accounts Receivable Procedures

Scope:

This policy covers Accounts Receivable procedures for ISTC customers using the current management approved accounting system and the Primus Training Management System.

I. <u>Invoice Procedures</u>

A. Balancing Receipts /Cash Reports

B. Adding /Updating Clients

C. Generating payment reports

D. Separating Cash Customers

E. Exporting out of Primus F. Import into Microsoft Dynamics SL G. Paying Invoices H. Creating Manual Invoices

A. Balancing Receipts and Cash with Reports

Go into Customer Service Department and get Credit Card Balance Receipt and all papers out of accounting file bin. Then get money envelope and previous day's paper work along with money envelope from prior day out of locked drawer in accounting department.

a. Remove checks and check deposit slip from envelope, make sure total of checks and deposit slip and check part of the report have same totals. Place in a separate envelope with date and amount written on the front. Place that envelope in locked drawer with mailed in checks.

b. Count money left in the envelope and make sure totals match on deposit slip, and cash part of the report. Exchange larger bills for change from prior day envelope. Write day, date and amount on front of previous day's envelope. Put prior day money envelope into bank bag in locked drawer and previous day's money envelope along side of bag.

c. Make sure each credit card transaction and each check has been copied, including refunds, and a copy of the deposit slips. All checks cashed for employees are to be kept with copy of deposit slips.

d. Staple all Credit Card Receipts together. Bring up month's shortcut to deposit on desktop. Type in date, tab over twice, type in total of VISA and Master Card added together, tab over twice and type in total of American Express, then tab over twice and type in total of Discover Card, save and close

e. On Daily Deposit and Journal Reconciliation, write in today's date, then previous day's date. Then write the total of cash and checks deposits in space for "Customer service daily deposit" under Nederland. Then write in the amount of all the credit cards in space for "CS Daily credit card charges" under Nederland.

f. On report for "Weekly Deposit Sheet, write in dates for that week. Daily, write in totals for cash & checks on first line, total for credit cards in second line over. And total of both in third line over. This will be totaled up after totals for each day of the week are written in.

g. Make sure all totals match on "daily deposit report" and "receipts by payment type" report from customer service, "daily deposit and journal reconciliation" and "the weekly deposit sheet". If there is a difference, write an explanation on the "daily deposit and journal" under the corresponding cash or credit card spaces. Sign the bottom of the Daily Deposit Report from customer service

h. Baytown will fax over all previous day's paperwork early morning. Follow steps c - g.

B. Adding /Updating Clients

- a. Select Microsoft Dynamics SL on desktop
- **b.** Select Accounts Receivable
- c. Select Customer Maintenance
- d. Type in new/existing client ID number (if new select defaults, select space by Tax ID 1, F3, sales
- e. Tax, ok.
- f. Select Customer Information and type in new/change company name
- g. If client is a member, type Member in Class ID

- h. Select Address
- i. Next to Attention Line 1, type Accounts Payable
- j. Fill in all information on left side of screen
- **k.** Select Copt to Bill to
- **I.** Select Control and S buttons
- **m.** Initial 2nd page of Client Information and give to EDMS

C. Generating payment reports

- a. Select Accounting Reports on Internet favorites
- **b.** Select By Client ID
- c. Select location Nederland /Baytown (both need to be printed)
- d. Select start and end dates on calendars
- e. Click on arrow button
- **f.** Select Export to PDF
- g. Select open
- **h.** Select print
- i. Close report screen
- j. Staple and write date and location on first page of each report
- **k.** Select Reports icon on desktop
- **I.** Select Accounting Reports
- m. Select location Nederland/Baytown (both will need to be printed)
- n. Select Receipts By Client ID
- o. Type in first date, ok, second date, ok
- **p.** Print and close screen

D. Separating Cash Customers

- a. Select Primus on Internet favorites
- **b.** Select Client, Client Search
- c. Type in Client #, select search (for each client listed on the Receipts Report)
- d. Select Open Book icon

e. If the client is a Member

- ✤ Select Trainee, Trainee Search
- ✤ Type in SS #, select search
- Select Client / PO Edit Training
- Select date of class on calendar
- ✤ Select location and Find Training
- ✤ Locate class taken and select edit
- ✤ Type "CASH" in PO box for that class
- Select edit (this is done for each class paid for)

E. Exporting out of Primus

- a. Select HC Export Generator on Internet favorites
- **b.** Select location
- c. Select Start and End Dates from calendar and click on arrow button
- **d.** Select Export to PDF
- e. Select Open
- f. Select Bookmarks
- g. Select backup page for each of the clients listed on the Receipts Report
- h. Select Print, Current Page, OK
- i. Select the last page and repeat step h

j. Get Receipt By Payment Type report and receipt copies

k. Match each printed out page with copy of receipt with the same receipt # listed in the Receipts # column on the Receipts Report

- **I.** Put receipt copies behind backup
- **m.** Put a Post-it note upside down on top backup page so that the Post-it sticks up higher than the page *Write on the Post-it note: Ca for cash and the amount of cash payment; Ck and the check number and the amount of the check; CC and the amount of the credit card payment
- **n.** When all payments have been matched up, close HC Export screen
- o. Select Export To Dynamics
- **p.** Type in date _ _/_ _/_ __
- **q.** Select Export To Dynamics
- r. Select Save
- s. Save to Sol_Imp.dta , Yes

F. Import into Microsoft Dynamics SL

- **a.** Select Microsoft Dynamics SL from desktop
- b. Select Application, Business Date, the date, OK
- c. Select Administration, Transaction Import
- d. Select Date File Name, F3, Sol_Imp.dta, Open
- e. Select Data File Type, ascii
- f. Select Screen, type in 08, F3, OK (Invoice and Memo)
- g. Select Control File Name,F3
- **h.** Select Invoice And Memo (No Tax) for training import, or Invoice And Memo (Tax) for BCG Import, Open
- i. Select Output Log File Name, F3

j. Select a log report without a B in it for Nederland and BCG, and one with a B for Baytown and change the date to the date of the import, Open, Begin Processing

- k. When Process is complete, the Transaction Import box will appear, close
- I. Select Accounts Receivable, Invoice and Memo, F3
- **m.** Select the imported batch with an H in the Status column, OK
- n. Select the box next to Invoice/Memo Nbr, F3
- o. Select any invoice that needs to be edited, OK, and make changes
- **p.** Control S to save
- **q.** Use last page of daily report and match to batch total.
- **r.** Enter the amount in Control Total.
- s. Make sure period to post is correct
- t. Select Handling: Release Now and Close
- **u.** Yes to save changes

v. Using the Report just generated, find the invoice numbers that match the backups and write the invoice number on the top of the backup paper.

G. Paying Non-Subscriber/ Subscriber Invoices

- a. Select Payment Application
- **b.** Batch number is automatic: ENTER
- c. Check Period to Post and date
- **d.** Enter Customer ID (make sure it is the same)
- **e.** Enter check number followed by CK if payment is by check, the invoice number followed by CC if paid with credit card, and invoice number followed by CA if paid with cash.
- **f.** Enter amount of payment

g. 10100 is cash payments and 12700 is credit card payment for Nederland, 10500 is cash payments and 12800 is credit card payments for Baytown

h. Start with cash payments and check total with amount on weekly deposit sheet to make sure they match when finished. If they don't match, refer back to the daily deposit and journal for any differences listed.

- i. Enter credit card payments next and check control total again
- **j.** If correct: Release batch
- **k.** Give all paid invoices to EDMS

H. Creating Manual Invoices (Subscriber Dues, Lost Badges, Credit Memos)

- a. Open Dynamics SL (set date in FILE for the date you are working on)
- **b.** Module: A/R
- c. Invoice and Memo
- d. In Invoice and Memo Screen now Batch # is Automatic Enter
- e. Control total will be the total of all invoices added together.
- f. Type of document: Invoice or Credit Memo

Note: CM's add to the control total, not subtract even though they are a negative amount

- g. Invoice # is automatic it will say (NEW) enter
- **h.** Customer ID enter the Customer ID # that you are going to bill.
- i. Date should be correct *make sure your date is always correct*.
- j. Amount of Invoice put the total amount of the invoice you are working on here.
- **k.** Description is PO # *leave blank if you are not provided with one*.
- I. Enter all the way down to detail all fields are default
- m. Account # -
 - 50000 Nederland Basic's / Onsite
 - 51000 CBT classes
 - **53000** Best Complex Training
 - **56000** Specialized Training
 - 57000 Subscriber Fee
 - 50100 Baytown Basic's / Onsite
 - 51100 Baytown CBT Classes
 - F3 to look up any others

Sub Accounts -look on chart or use F3 to lookup

- n. Quantity put in how many you are billing for
- o. Unit Price how much for each class or each lost badge
- **p.** Amount is auto hit enter
- q. Description type out what it is you are invoicing *i.e.: Lost Badge, Subscriber Fee, BN, BN1, DP, etc*
- **r.** Select Tax, delete Tax, OK
- s. Save and go to next invoice.
- t. When batch is complete. Control Totals should match.
- u. Release batch and use Report to write invoice numbers on backups
- v. Print out invoices that have payments.
- w. Give to EDMS

II. Payment Processing Procedures

This policy covers procedures for posting Accounts Receivable payments received by mail.

A. Mail – In Checks	E. Di
B. Customer Service Checks C. To Post Checks to Accounts	F. To G. Cl

A. Mail – In Checks

a. Pull checks from drawer

b. Sort size of checks out – pull all with paper clips/staples to one stack, small checks and full page checks to separate stacks.

- c. Make copies of all checks. Be sure to count and to have all checks and copies.
- d. Tear stubs off of checks. Keep stubs. Make sure checks are stamped on back and are for ISTC.
- e. Go to Texas First Bank log-in.
- f. Follow steps and procedures for electronic deposit.
- g. Deposit name is the date of the stamped date of checks followed by M (031910M)
- **h.** For checks that do not scan do the following:
 - Put in separate batch
 - Fill out deposit slip. On envelope write "MAIL IN CHECK", DATE, AMOUNT.
 - On deposit slip write "MAIL IN CHECK"
 - Goes in bag for deposits.

i. Once all are scanned and electronic deposit has been made, run report. One copy to Daily Reports File, one copy with copy of deposit slip for checkbook.

j. Put checks with tape in envelope. On envelope write "DATE, AMOUNT". If any checks did not scan, put the amount of the deposit being made at the bank. On tape, write the amount of the bank deposit.

- **k.** Take envelope with checks and put in box of checks.
- **I.** Checks are kept for 2 months.

B. Customer Service Checks

- **a.** Pull checks from drawer
- **b.** Go to Texas First Bank log-in.
- c. Follow steps and procedures for electronic deposit.
- **d.** Deposit name is date of the deposit slip followed by CST (031910CST)
- e. For checks that do not scan, on the envelope write CST, DATE, AMOUNT, and goes in bag for deposits.

f. Once scanned and electronic deposit has been made, run report. One copy to Daily Reports File, one copy with copy of deposit slip for checkbook.

- g. Put check in envelope, write on envelope "DATE, AMOUNT, CST"
- h. Take envelope with checks and put in box of checks.
- i. Checks are kept for 2 months.

C. To Post Checks to Accounts

- **a.** Open Dynamics
- **b.** Open Module
- c. Choose Accounts Receivable
- d. Choose Reports
- e. Choose Invoice/Memo Forms
- f. Choose Load Template
- g. Choose Select
- h. Click on box under Value

- E. Direct Deposit Checks F. To Post Direct Deposits to Accounts G. Checkbook Recording Procedures
- H. Posting Online Payments

- **i.** Type in invoice number
- j. Choose Print Preview
- **k.** This will display a copy of the invoice to get the Client ID
- **I.** Write Client ID on copy of the check; some checks will have the Client ID on the check.
- m. Once all checks have been coded with Client ID, close
- n. Go to Dynamics SL Menu/File Choose Business Date; choose the date that is stamped on the checks
- o. Choose Payment Application
- **p.** Tab to Customer ID box
- **q.** Type in Client ID#
- **r.** Tab to Payment Number box / type in check number
- s. Tab to Pmt/Memo Orig Amt / type in amount of check
- t. Tab down to invoices and apply amounts as listed on check for each invoice they are paying
- **u.** F3 to start a new document
- v. Repeat steps o-u for each check
- w. On the last check **DO NOT** F3 when finished. Check totals in the Total box compared to Deposit

Report. **These totals must match. EXCEPTION: If there was a mail in check for something other than payment on an account. This should be noted on the Deposit Report.

- **x.** If totals match, type in amount in the Control box
- y. In the Handling box, choose Release Now
- z. Close. The report will automatically print.

aa. Take this report and the Daily Deposit Electronic Report; staple together put totals on the Daily Reconciliation Report.

*Note – If posting a credit card the COA account number MUST be changed to 12700.

D. Processing Applied Credit Payments

- **a.** Log into Dynamics
- **b.** Verify date is correct
- c. Select Accounts Receivable Module
- d. Select Payment Application
- e. Enter down to Customer ID number type in Client ID#
- **f.** Enter to "Number" press F3
- **g.** Click on "Ref Nbr" of credit being used and write that number on copy of deposit and "applied credit of \$" click on "OK"

h. Enter down to amount to apply and scroll down to invoice number to apply credit to and type in the amount being applied.

- i. When finished applying all credits click on "save"
- j. Click "Handling" scroll down to "Release Now"
- **k.** Close screen by clicking on the "x" in the top right hand corner.
- **I.** Click yes to save

E. Direct Deposit Checks

- **a.** Direct deposits will come through the accounting email or accounting fax line.
- **b.** Take all direct deposits for the day and run tape.
- c. Add the direct deposits twice to be sure totals match.
- **d.** Follow the procedures listed below to post deposit to the accounts.

F. To Post Direct Deposits to Accounts

- **a.** Open Dynamics SL.
- **b.** Open Module.
- c. Choose Accounts Receivable.

- d. Choose Reports.
- e. Choose Invoice/Memo Forms.
- f. Choose Load Template.
- g. Choose Select.
- **h.** Click on box under Value.
- **i.** Type in invoice number.
- **j.** Choose Print Preview.
- **k.** This will display a copy of the invoice to get the Client ID.
- **I.** Write Client ID on copy of the direct deposit.
- m. Once all direct deposits have been coded with Client ID, close.
- n. Go to Dynamics SL Menu/File Choose Business Date; choose the date that is on the direct deposit forms.
- o. Choose Payment Application.
- **p.** Tab to Customer ID box.
- q. Type in Client ID#.

r. Tab to Payment Number box / type in the EFT/ACH number + DD(12345DD). If no number, put date with DD at the end.

- s. Tab to Pmt/Memo Orig Amt / type in amount of direct deposit.
- t. Tab down to invoices and apply amounts as listed on direct deposit for each invoice they are paying.
- **u.** F3 to start a new document.
- v. Repeat steps p-u for each direct deposit.

w. On the last deposit **DO NOT** F3 when finished. Check totals in the Total box compared to Deposit Tape. These totals must match. If totals match, type in amount in the Control box.

- x. In the Handling box, choose Release Now.
- y. Close. The report will automatically print.
- z. Take this report and put totals on the Daily Reconciliation Report.

G. <u>Checkbook Recording Procedures</u> <u>Nederland Checkbook:</u>

- a. Select Microsoft Excel from Program Menu (or shortcut on desktop if available)
- b. Open "TFB Checkbook" (or current page number) if continuing on page.
- c. Entering Checks
 - Enter Date

♦ Enter Check Number (if entering a large number of checks, click on cell of first check number, hold curser at bottom right corner (+), then drag to last check number of batch.

- * Enter Vendor Check Payable to
- Enter Check amount in "Checks" column
- **d.** Entering Deposits
 - Enter Date of transaction corresponding to customer service or mail date
 - Enter Deposit amount in "Deposits" column
- e. Page will automatically total itself based on debit or credit
- f. Continue entries on page until line 50. At line 50 save page, print and place in checkbook.
- **g.** To start a new page
 - ✤ Add new worksheet to Checkbook
 - Copy and paste from last blank page be sure there is nothing entered on the page
 - ✤ The first line in Balance column will pick up the balance from the previous page.
 - ♦ On new page, change formula to pick up total from previous page number.
 - Select "FILE" "SAVE AS"
 - Save file as "CHECKBOOK255" (next page number)

Baytown Checkbook:

Each day Baytown will fax a copy of the deposit slip.

- a. Select Microsoft Excel from Program Menu (or shortcut on desktop if available)
- **b.** Open "BTC Checkbook"

c. Follow same procedures to enter deposits as the Nederland checkbook. There will not be any checks written out of this account.

NOTES: When making your deposit each day, prior to placing in deposit bag and sealing, you should record daily deposits in checkbook. When cutting payables checks, the checks should be recorded in the checkbook as soon as they are processed.

These steps will eliminate balancing errors at the end of the month

H. Posting Online Payment from AccountCentral

The following procedure shall be followed in order to process online payment made through the ISTC Account Central program. These steps should be done once a day in the morning (processing for previous days payments) or as needed in the future.

- a. Print the credit card report from PayPal Manager
 - 1. Logon to https://manager.paypal.com/logout.do
 - 2. Enter Partner
 - 3. Enter Merchant Login
 - 4. Enter Password
 - 5. Click on Report Tab
 - 6. Click on Daily Activity
 - 7. Enter date for the day of processing you want the report to run
 - 8. Click Run Report
- **b.** Open Dynamics SL
- c. Open Accounts Receivable Module
- **d.** Module A/R
- e. Click AR Batch Register
 - Sort tab choose batch.batnbr
 - Select tab Field* field F3 click batch.status
 - Operator field Equal
 - ✤ Value field H
 - Click Print Preview be sure it is the period you are posting
 - Click Print
 - Close
- **f.** Go to Module Payment Application
- **g.** Type in batch number from report
- **h.** Open the batch
- i. Verify all payments are correct with the credit card report from Paypal
- j. Verify COA number is 12700 in the Payment/Memo field
- **k.** Click Handling field
- **l.** Click Release Now
- **m.** Click Close
- **n.** Click Yes to save changes
- **o.** Repeat steps for each batch on HOLD
- **p.** File batch reports and AR Batch Register Report along with the Paypal report into the A/R batch folder for that day