



Allocating an Invoice & Credit with no receipt

In Interprise there may be times when a Credit Note is sitting on a customer account and an Invoice has been entered on the system or vice versa. This can happen if a Proforma is paid upfront & the Invoice is posted afterwards. The two now require allocating off against one another. See the below steps which outline how to do this.

NB. The customer account balances back to zero, but in the open transactions on the customer account they are still displayed. It displays both the Invoice and Credit note which net one another off for £168.00 (1).

The screenshot shows the Interprise Suite interface for a customer account. The window title is "Customer - CUST-000048 - Rally Ltd". The interface includes a menu bar with options like Home, New, Save, Save and Close, Undo, Find, Delete, Print, CRM, Help, Write Letter, Send Statement, and What Do I Owe. Below the menu bar is a navigation pane with tabs for General, Setup, Contact, Pricing, Analysis, Transactions, Recent Sales, Credit / Receivables, Ship To List, Service Contracts, Consignment, Head Office Lookup, and Projects. The main area displays a ledger for the customer account, showing a list of transactions. The transactions are as follows:

| Document Code | Type | Docume... | Due Date | Refere... | Refere... | Total | Base Currenc... | Outstanding | Base... | Disc... | Atta... | In Di... | Reason | Date Paid |
|---------------|-------------|------------|------------|-----------|-----------|------------|-----------------|-------------|---------|---------|---------|----------|--------|------------|
| INV-000103 | Invoice | 22/07/2020 | 22/07/2... | | | £ 168.00 | £ 168.00 | £ 168.00 | £ 16... | £ 0.00 | | | | |
| CCNOTE-000019 | Credit Memo | 22/07/2020 | 22/07/2... | | | (£ 168.00) | (£ 168.00) | (£ 168.00) | (£ 1... | £ 0.00 | | | | 22/07/2020 |

A red circle with the number "1" is overlaid on the table, highlighting the credit memo entry. At the bottom of the table, the net balance is shown as £ 0.00.



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NB – Make sure no details are entered into the customer receipt tab to ensure a receipt isn't created by mistake. If a receipt is generated it will have to be voided.

Go straight to the 'Allocation Details' Tab (6)

Receipt - [To be generated] - Rally Ltd

Home Num Key 0

New Save and New Save Save and Undo Find Print Customer Detail View Journal Void Auto Allocate CRM Help

Receipt Allocation Details

Payment Information

Received From Rally Ltd

Payment Type Cash/Other

Amount Paid £ 0.00

Date Paid 23/07/2020

Currency GBP 1.000000

Notes

Payment Method Information

Check Number

Account Undeposited Deposit

Bank Account BNKAC-000001

Paying In Slip

Bank Currency Value £ 0.00

Ready



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Once in the allocation the relevant transactions can be allocated. In the below example an Invoice and a Credit will be allocated.

The Allocation Date (7) is important as this will be the day it appears allocated on the aged debtors Report. In the example below both transactions are dated 22/07/2020 therefore the Allocation Date should reflect this. If the accounting period for the month has been closed then this must be allocated into the current month. This will not affect the overall debtors as the balance will still be zero but both transactions will appear on a detailed Debtors report.

NB. The Allocation Date cannot be dated any earlier than the latest transaction(s) in the allocation. I.e., if a receipt was dated 31/07/2020 and the Invoice was dated 01/08/2020 then the allocation MUST be august. The payment on account must show on the debtors in July as it was outstanding.

Tick the relevant credit note (8) and the relevant Invoice (9).

As long as there is no allocation difference value (10) between the transactions simply click the "Save" or "Save and Close" button (11) to complete the allocation.

The screenshot shows the 'Receipt Allocation' window for 'Rally Ltd'. The 'Allocation Date' is set to 23/07/2020. The 'Receipts' section shows a selected credit note (CCNOTE-000019) dated 22/07/2020 with a total amount of £168.00. The 'Debits' section shows a selected invoice (INV-000103) dated 22/07/2020 with a total amount of £168.00. The 'Allocation Difference' is £0.00. The 'Save' button is highlighted in the ribbon.

| Chk | Document Code | Document Date | Ref 1 | Total Amount | Previous Applied | Reserved Amount | Available | Allocate | Outstanding | |
|-------------------------------------|---------------|---------------|-------|--------------|------------------|-----------------|--------------|----------|-------------|--------|
| <input checked="" type="checkbox"/> | CCNOTE-000019 | 22/07/2020 | | £ 168.00 | £ 0.00 | £ 0.00 | £ 168.00 | £ 168.00 | £ 0.00 | |
| | | | | | | | Total | £ 168.00 | £ 168.00 | £ 0.00 |

| Chk | Document Code | Document Date | Ref 1 | Terms Disc... | Amount | Already All... | Outstanding... | Write Off | Potential ... | Is Ap... | Allocate | Outstanding |
|-------------------------------------|---------------|---------------|-------|---------------|----------|----------------|----------------|-----------|---------------|----------|----------|-------------|
| <input checked="" type="checkbox"/> | INV-000103 | 22/07/2020 | | Payment ... | £ 168.00 | £ 0.00 | £ 168.00 | £ 0.00 | £ 0.00 | | £ 168.00 | £ 0.00 |
| | | | | | | | Total | 0.00 | £ 168.00 | £ 0.00 | £ 168.00 | £ 0.00 |

Allocation Difference: £ 0.00



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Once allocated the 'Allocation' will be assigned a system generated number (12) and the transactions will now be allocated against one another.

The screenshot shows the 'Receipt Allocation - CALLOC-000029 - Rally Ltd' window. A red circle highlights the system-generated allocation number '12'. The interface is divided into two main sections: 'Receipt' and 'Debits'.

Receipt Section:

- Allocation Date: 23/07/2020
- Type: Credit Memo
- Table with columns: Chk, Document Code, Document Date, Ref 1, Total Amount, Previous Applied, Reserved Amount, Available, Allocate, Outstanding.
- Row 1: CCNOTE-000019, 22/07/2020, £ 168.00, £ 0.00, £ 0.00, £ 168.00, £ 168.00, £ 0.00.
- Total: £ 168.00, £ 168.00, £ 0.00.

Debits Section:

- Type: Invoice
- Table with columns: Chk, Document Code, Document Date, Ref 1, Terms Disc..., Amount, Already All..., Outstanding..., Write Off, Potential..., Is Ap..., Allocate, Outstanding.
- Row 1: INV-000103, 22/07/2020, Payment ..., £ 168.00, £ 0.00, £ 168.00, £ 0.00, £ 0.00, £ 168.00, £ 0.00.
- Total: 0.00, £ 168.00, £ 0.00, £ 0.00, £ 168.00, £ 0.00.
- Allocation Difference: £ 0.00.

This allocation number can be used in future, if the transaction needs to be de-allocated.

Find Customer Receipt – 'Customer Allocation' Tab

The screenshot shows the 'Apex II - For more information visit www.apexit.co.uk - Interprise Suite' window. The 'Find - Customer Receipt' tab is active, and the 'Customer Allocation' sub-tab is selected. The interface includes a search bar and a table of allocation records.

Find - Customer Receipt

Export | Advanced Search | Print | Refresh | New Customer | New Ship To

1 Customer Payment History | 2 Authorized Card Payment | 3 Unauthorized Card Payment | 4 Customer Allocation

Search: []

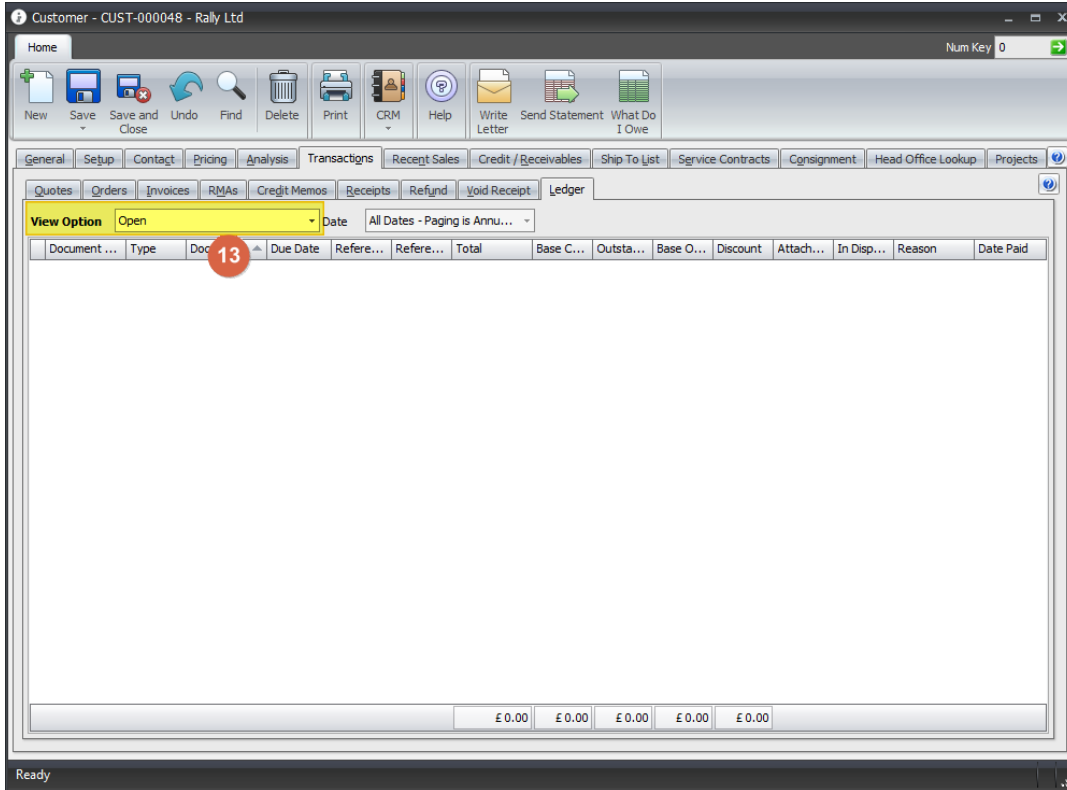
Drag a column header to group by that column

| Allocation Code | Allocation Date | Customer Name | Customer Code |
|-----------------|-----------------|---------------------------|-------------------------|
| > CALLOC-000051 | 16/09/2020 | Default eCommerce Shopper | DefaultECommerceShopper |
| CALOC-000050 | 15/07/2020 | Schools Out | CUST-000003 |
| CALOC-000049 | 09/04/2020 | Boredom Free Toys | CUST-000009 |
| CALOC-000048 | 09/04/2020 | Boredom Free Toys | CUST-000009 |
| CALOC-000046 | 09/04/2020 | The Dolls House | CUST-000002 |
| CALOC-000045 | 09/04/2020 | The Dolls House | CUST-000002 |



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When viewing the customer record, the transactions will now not show under open transactions (13) as they have been allocated.



Change the view option to "All" to see the transactions, where the outstanding amount (15) can now be drilled into if ever required to view the allocation again.

