

# Accounts Receivable

## Introduction

The Accounts Receivable module of CDM+ Accounting allows users to create invoices, track payments, and generate statements. Payments can be entered and a deposit entry made in the General Ledger or the receivables module can be used without direct posting into the ledger. The module consists of four primary areas: customer records, invoices, payments, and statements. Finance charges can be generated from the Accounts Receivable module if desired.

Some primary uses of this module can be for daycare billing, property rental, weddings, and special outside functions which are billed by the church.

## Setting up the Customer Record

► Program ► Receivables



Be sure to enter a valid **Email Address** if you wish to e-mail Invoices or Statements to a customer.

Code	Name
CUST1	Mr. & Mrs. Charles Cook
CUST100	Ruth Stokes
CUST2	Mr. & Mrs. Michael Disney
<b>CUST3</b>	<b>Dana McLaughlin</b>
CUST98	Mrs. L. Torley
CUST99	Mr. H. Graham

**Dana McLaughlin** 8 Results

Code: CUST3  Inactive Balance: 600.00

Name: Dana McLaughlin

Address: 2007 Sewell Street

City: Big City State: KY Zip: 40123 MapQuest

Country:

Phone Number: 606.555.4176 Email Address: dana.mclaughlin@gmail.com

Default Terms: Invoice Due Upon Receipt

Finance charge After 30 Days No Finance Charge

## Name tab

Click **Add** or **Multi-Add** to enter new customer information: name, address, phone, and e-mail. For a customer with address information in CDM+ Membership, you may click the **Select Address** button. This opens a new window where you can find and select any address in the CDM+ Membership database to auto fill this information.

A **Default Chart of Account** number and **Default Terms** can be entered if the invoices for this customer are to be charged to the same account most of the time. The last statement date and customer account balance displays.

## Billing tab

Displays lists of **Invoices** and **Payments** for this customer. Total for Invoices, Payments, and Balance display. Double-click on an invoice or payment to see its details.

Dana McLaughlin

Name : Billing : Statements : Recurring : Connections : Individuals : Engage : User Fields : Events : Groups

Invoices				Payments			
Number	Date	Total	Balance	Number	Entered	Posted	Total
7	Apr 19 2021	300.00	300.00	8	Jun 29 2021	Jun 29 2021	150.00
12	Feb 16 2003	600.00	300.00	3	Jul 30 2017	Aug 12 2017	150.00

## Statements tab

Displays lists of **Statements** for this customer, including detail of each Invoice and Payment.

Statements

Statements			Statement Detail		
Number	Date	Balance	Number	Entered	Amount
14	Jul 31 2019	300.00	9	Jul 3 2018	150.00
11	Aug 31 2016	150.00			
8	Jul 31 2016	150.00			
5	Jul 31 2014	225.00			
3	Feb 13 2014	150.00			
1	Jan 15 2014	150.00			

Statement Detail

Number: 14      Beginning Balance: 150.00  
 Date: Jul 31 2019      Invoices: 150.00  
 Printed:      Payments: 0.00  
 Ending Balance: 300.00

Invoices			Payments		
Number	Date	Total	Number	Entered	Amount
9	Jul 3 2018	150.00			

## Recurring tab

This feature is used for customers who are billed on a regular basis. A **Recurring Invoice** can be entered by clicking **Change**, then **Add**, and entering the recurring transaction information.

Recurring

Account	Description	Qty	Cost	Total	Day of Month	Set Invoice Date	Start Date	Expires
4350	Wee Ones Daycare Monthly fee	1	600.00	600.00	30	<input checked="" type="checkbox"/> Posted Date		
	Day Care Income - 3130.4350.N (150.00)							
4350	After-School Program Hourly fee	35	15.00	525.00	30	<input type="checkbox"/> Posted Date		May 30 2015
	Day Care Income - 3130.4350.N (150.00)							

Add Recurring Invoice

If you check the "Posted Date" box in the Set Invoice Date Column it will date the invoice for the day you post it. If unchecked, it will set the date for the day of the month you have set for the recurring invoice to take place

Click on pencil icon to choose the **Account** number from the Select Account window. Enter a **Description**, **Qty**, **Cost**, and the **Day of Month** the invoice is to be generated. If this recurring invoice is for a limited time, enter the date of the last invoice to be created. If it is ongoing, leave the **Expires** field blank. If you want to schedule a recurring invoice to begin on a certain date, enter a **Start Date**.

## Connections tab

Use Connections to link customers to each other or to other records.

## Individuals tab

Use this tab to allow individuals logged into Engage to make payment on this customer's account.

## User Fields tab

This tab allow you to add an unlimited number of extra fields to customers. Store text, date, numbers, and files. For childcare, keep permission slips, vaccination dates, and custom notes on students.

## Groups tab

Organize customers into groups. For child care, this is a great way to track grades, allergies, or denote accounts who pay on a given frequency.

## Events tab

You can link customer to Roommate events and generate invoices for facility usage. This feature is covered below. Any events to which the customer is linked will appear on this tab.

## Notices tab

The Notices tab will display notices sent to this customer.

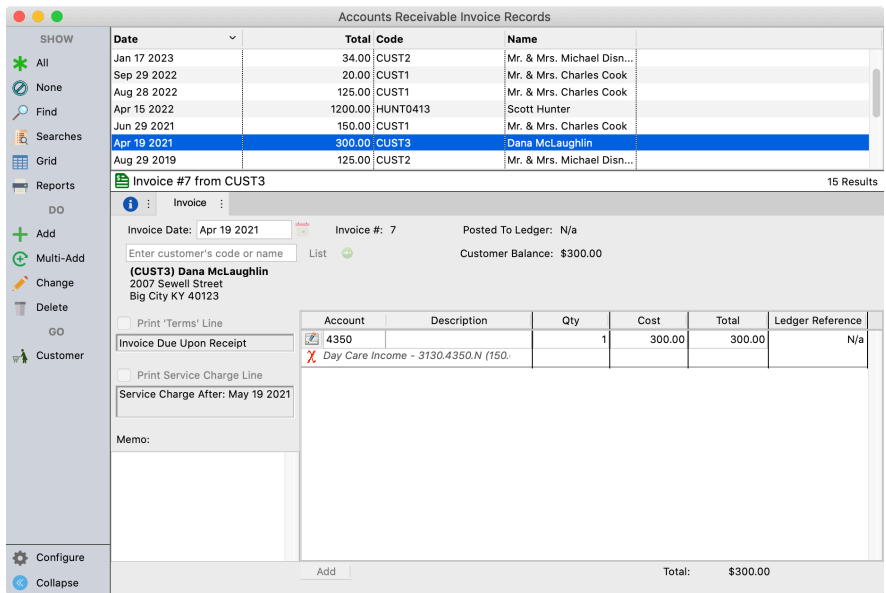
## Creating Invoices

There are three ways to create invoices in Accounts Receivable. They are:

1. Entering them on the Invoices window, accessible by
  - clicking the Invoices jump button on the Customer Records window or
  - menu (► **Program** ► **Receivables** ► **Invoices**), toolbar, or Welcome to Accounting (Windows) selection
2. Creating Recurring Invoices
3. Generating Invoices from Roommate

### Creating an Invoice on the Invoices Window

**NOTE:** If you came to the Invoices window by clicking the Invoices button at the bottom of the **Customer Records** window, any existing invoices for the customer you had selected will display in the top **Find Results** section of the window.



Choose the **Add** or **Multi-Add** button and complete the invoice information. The **Customer** can be chosen from the list resulting from clicking either the drop-down arrow or the small List button. A **Memo** may be entered and the **Print 'Terms' Line** and **Print 'Service Charge' Line** check boxes can be selected. Choose the appropriate Income account by clicking on the hand icon and complete the **Description**, **Quantity**, and **Cost** fields. More than one account breakdown can be added if necessary. Click **Save**.

The Invoice can then be printed from this window by clicking the **Print** button and selecting Invoices. A **Selected Record** invoice can be printed, or you can print all the invoices shown in the **Results** list at the top of the window.

## Creating Recurring Invoices

This feature is used for Customers who get billed on a regular basis. Setup for these invoices is done on the Customer Records window under the Recurring tab.

► **Program** ► **Receivables** ► **Create Recurring Invoices**



Placing a check in the "Bring Invoice Window Up after Filing" box will automatically open the Invoices window for review of the created invoices.

In the **Month Selection** box, choose the month and year for which you desire to create invoices and reset the invoice dates for that month. Changes to the amount or line items can be made here after clicking the **Change** button. Any changes here will only affect the invoices being created at this time. Click the **File Selected** button to create and file these invoices. This creates new invoices for these customers in the Invoices window and updates the Billing tab of the relevant Customer Records.

## Generating Invoices from Roommate

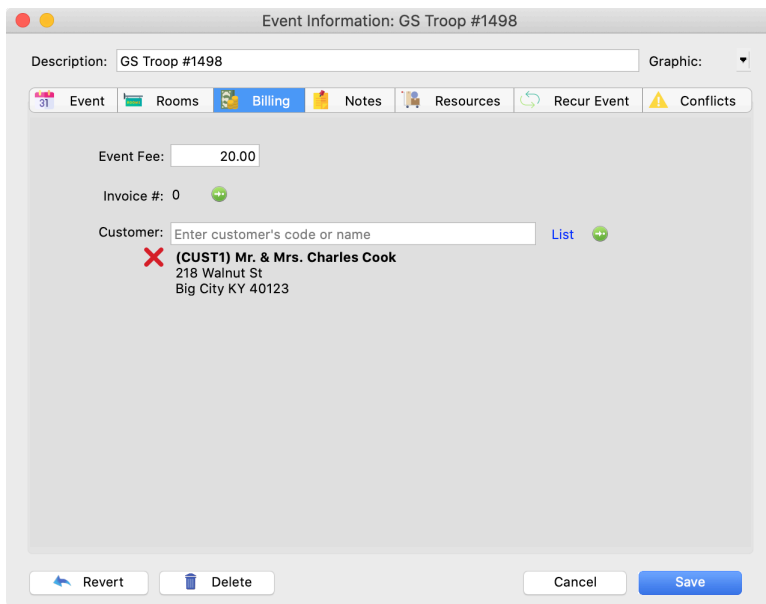
Roommate is a powerful tool to manage your facilities and resources. If you charge for the use of your space, you can easily generate Accounts Receivable Invoices from events tracked in Roommate.

This features requires you own both the Roommate and Accounting programs.

## Setting Up Events

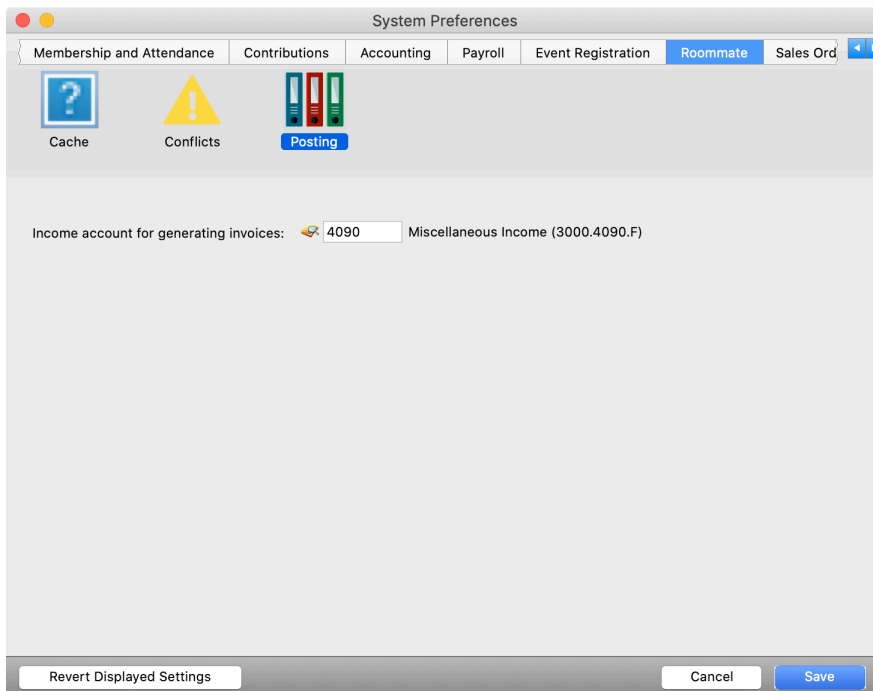
Begin by creating or editing a Roommate event. For more information on Roommate, refer to the Roommate chapter in this book.

Select the **Billing** tab, enter an amount and select a customer.



Save your changes. If this is a recurring event and the customer will be billed each time, apply the change to all future events.

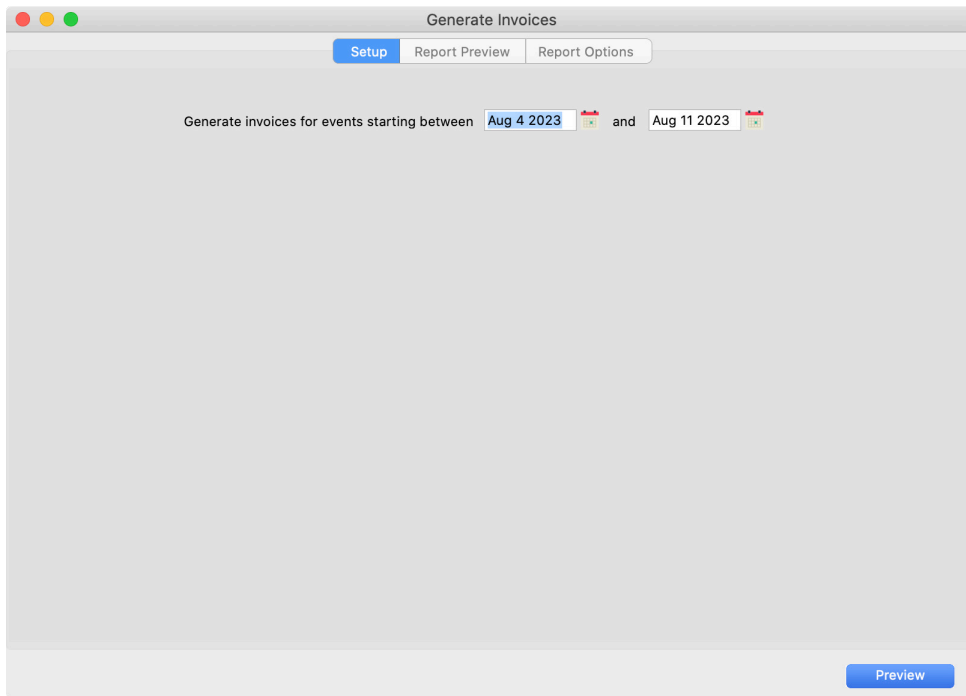
►CDM+(macOS)/File(Windows) ►System Preferences ►Roommate ►Posting



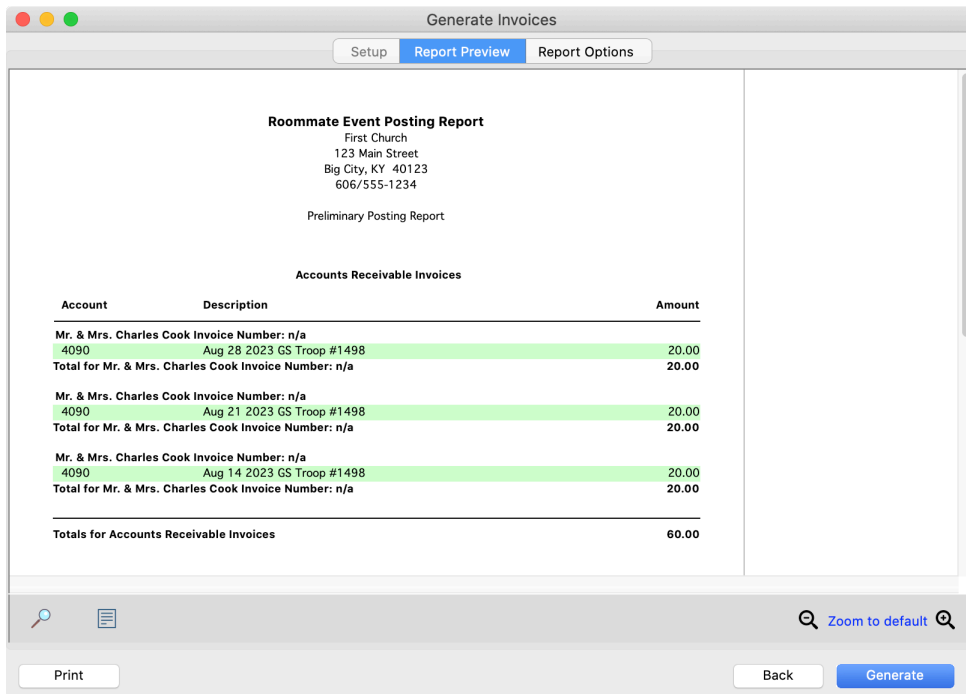
Select the income account use on invoices generated from Roommate.

►Program ►Roommate ►Generate Invoices

Enter the date range of Events for which you will generate invoices.



Click **Preview** to see a preview of a report of invoices that will be generated.



Click **Generate** to create the invoices. Once an invoice is created from an event, that event cannot be deleted and the billing information cannot be changed.

## Entering Payments

There are two ways to open the Payments window. They are:

1. Clicking the Payments jump button on the Customer Records window or
2. Use the menu (► **Program** ► **Receivables** ► **Payment Records**), toolbar, or Welcome to Accounting (Windows) to select Payments

**NOTE:** If you use the **Payments** jump button on the Customer Records window, the Results section at the top of the Payments window will display all existing payments for the customer you had selected.

Regardless of how you open the Payments window, to enter a payment, choose the **Add** or **Multi-Add** button and complete the payment information. The customer can be chosen using the drop-down arrow or the **List** button. **Notes** can be entered, if desired.

Payments can be identified as five types: check, cash, credit card, credit memo, and bank transfer. This is optional information, but different reports for each type can be generated. Use the drop-down list to identify the type of payment received. After the information is entered, click on the **Save** button.

The screenshot shows the 'Accounts Receivable Payment Records' window. At the top, there is a table with columns: Amount, Deposit Date, Reference Number, Code, and Name. Two rows are visible, both with an amount of 150.00 and a name of Dana McLaughlin. The second row, dated Jun 29 2021 with reference number 8, is highlighted in blue. Below the table, a summary line reads 'CUST3 - Dana McLaughlin: 150.00 on Jun 29 2021' with '10 Results' on the right. The main form area contains fields for Date (Jun 29 2021), Customer (CUST3 Dana McLaughlin, 2007 Sewell Street, Big City KY 40123), Asset/Liability (1000 Checking (1000.A1)), Payment Type (Check), Check/Bank Number (3456), Amount (150.00), and Apply First to Invoice # (checked). A Notes field is also present. On the right side, 'Account Schedule GUID' is shown with Reference Number: 8, Ledger Reference: 228, and Posted To Ledger: Jun 29 2021. A red error message at the bottom states: 'Entry closed due to being posted to the ledger.'

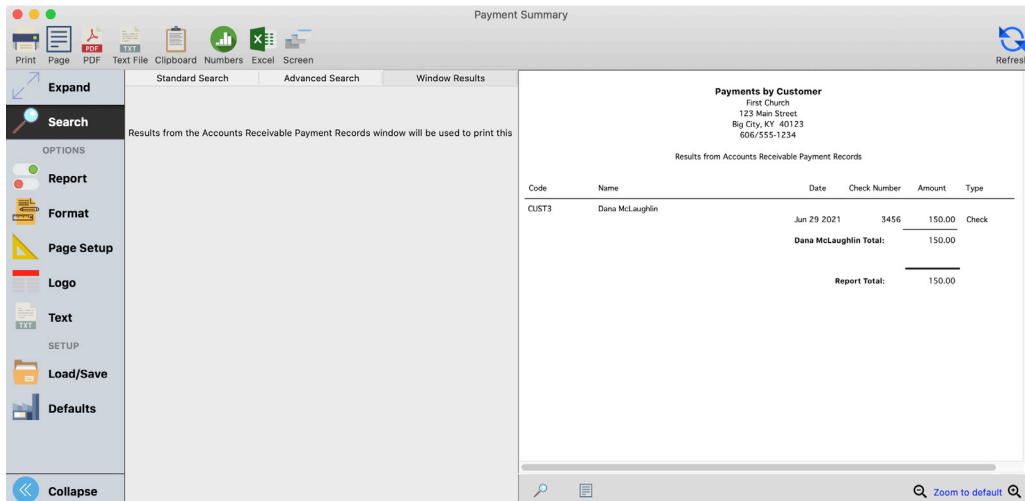
This creates a new payment for the customer on the Payments window and updates the Billing pane of the Customer Records window. CDM+ will credit payments to the most outstanding invoice balance. However, you have the option to select the specific invoice(s) to which the payment will be credited by choosing which invoice you want the payment applied to in the Apply First to Invoice # field.

The Results list at the top of the Customer Payments window displays each payment after it is entered and saved. A Payment Summary list of the payments displayed there can be printed by clicking the **Print** button, choosing **Results List**, and clicking **OK**.



**Multi-Add** button allows you to enter as many payments as needed without repeatedly clicking on the **Add** button.





## Engage Billing

Engage Billing is a complimentary service to Accounts Receivable that allows customers to make electronic payments on their account using a credit card, debit card, or bank transfer.

There are a number of requirements for Engage Billing:

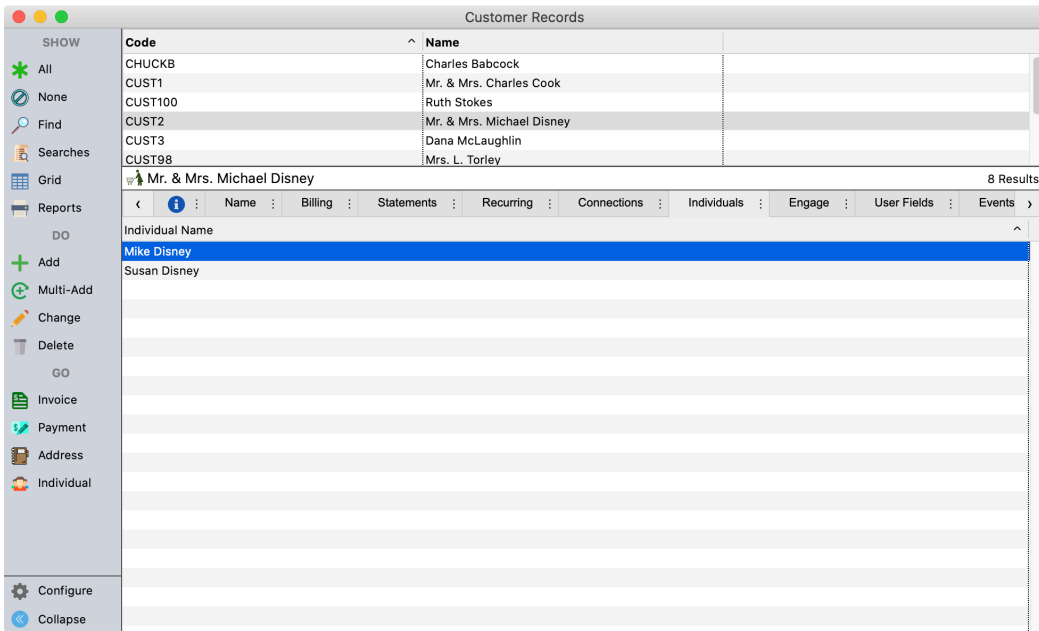
- ▮ Accounting Program
- ▮ Membership Program
- ▮ Data Hosting or SAAS
- ▮ Engage Subscription
- ▮ Merchant Account with Paragon

If you have a Paragon Merchant Account for online giving, registration, or payroll, that same account can be used for Engage Billing.

## Linking Customers

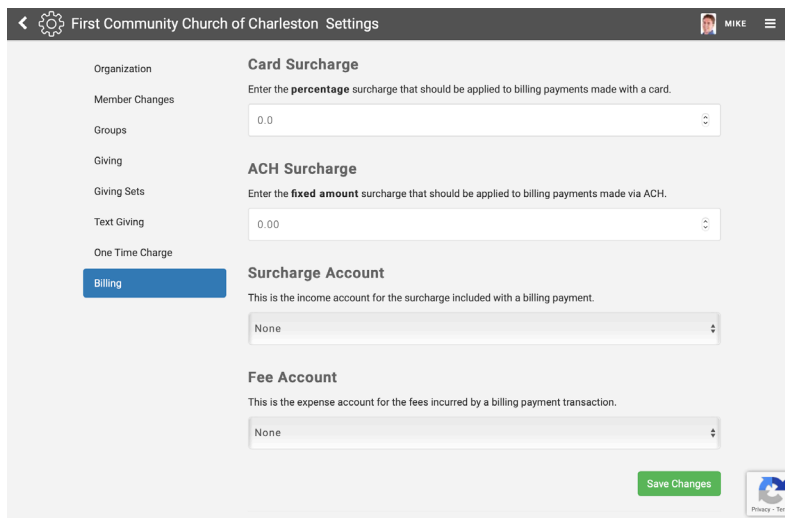
Begin by linking customers to individuals. This linkage determines for which customer(s) an individual can make payments after logging into Engage. You can link an individual to multiple customers, and multiple individuals to one customer. This allows, for example, parents of multiple children to each log into Engage and make payments on each of the children.

► **Program** ► **Receivables** ► **Customer Records** ► **Individuals** tab



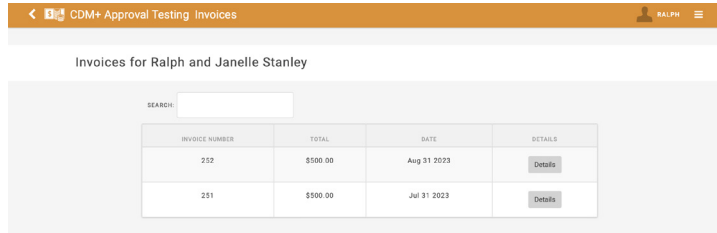
Find a customer and click **Change** or **Add** a new customer. On the Individuals tab, click **Add** and find an individual. Select the individual and click **Save**. That individual will now be able to make payments for this customer when logging into Engage.

## Program ► CDM+ Engage ► Settings ► Billing



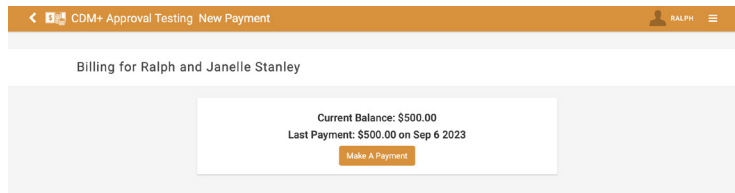
Click on the Billing options in Settings. At minimum, select an expense account to use for fees. You can also add an optional surcharge to recoup processing fees. If you do not specify a surcharge, no fees will be added. You can specify a surcharge for credit/debits cards, ACH transactions, or both. If using a surcharge be sure to select an income account to receive the surcharge funds.

## Invoices



When you create an invoice for the customer it will automatically show up for them to view on their Engage account. Clicking on details will provide them with the line items you listed on the invoice.

## New Payment



The New Payment section of Engage Billing will provide the customer their total balance due as well as the amount and date of their last payment. When you click on the Make a Payment button they will have the option to pay the balance in full or pay a specific amount towards their balance.

## New Payment Method

The screenshot shows the 'New Payment Method' page for a customer named Ralph and Janelle Stanley. At the top, there is a navigation bar with a back arrow, the text 'CDM+ Approval Testing New Payment Method', and a user profile icon labeled 'RALPH'. Below the navigation bar, there are two tabs: 'NEW CARD' (selected) and 'NEW BANK'. The 'NEW CARD' tab is active, showing the following form fields:

ACCEPTED CARDS: American Express, Discover, Mastercard, VISA

ACCOUNT NICKNAME:

NAME ON CARD:

CARD NUMBER:

MONTH:  YEAR:  CVV:

ADDRESS 1:  ADDRESS 2:

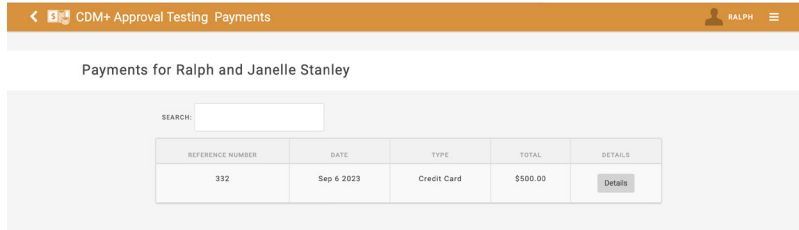
CITY:

COUNTRY:  STATE:  POSTAL CODE:

At the bottom of the form is a button labeled 'SAVE PAYMENT METHOD'.

When they make a payment in Engage Billing it will show them the payment methods they have saved in their Engage account. They can choose one of those methods or create a new payment method to use. You can make one of the payment methods as the primary one you want to use for billing.

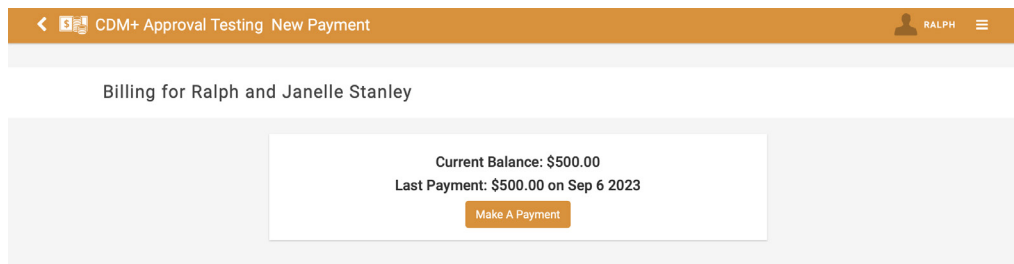
## Payments



This section of Engage Billing will show all payments that have been made for that customer whether paid online or manually put into the system. They can click on the details button and see the detail of that specific payment.

## Engage

Log into your Engage account. To make a payment, click on New Payment under the Billing section in Engage.



Select to pay the full balance or a partial amount.

Continue and complete the required information. If your individual is linked to a giving unit who make gifts, the save payment methods from giving will be available for use in Engage Billing.

### Payment in CDM+

Engage will create an Accounts Receivable Payment Record in CDM+ for the amount of the payment. Any surcharges will be omitted from this record, but will be added to the deposit from Deposit Processing.

Engage Billing assumes invoices are accrued to the ledger using the system-wide accrual account.

The payment will appear in Deposit Processing after a few days. Once processed, the ledger will be affected thusly:

Account	Debit	Credit
Checking Asset	Net payment + surcharge after fees	
Accounts Receivable Asset		Gross Payment
Surcharge Income		Surcharge Amount
Fee Expense	Total Fee	

## Printing Statements

Statements can be generated at any time. Usually this is done on a monthly basis. A cut-off date is entered when statements are created. All invoices and payments from the last statement date up to this date will print. When the statements are finished printing, the user is asked if the statements are to be marked as printed.

## ►Program ►Receivables ►Create Monthly Statements

Create Monthly Statements

Statements Last Done:

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Cutoff Date:

**NOTE:** Once statements have been generated, invoice and payment records cannot be entered for the period covered by the statement. If you need to delete accidentally-generated statements, please contact CDM+ Support for help deleting statements.

There are two ways to print statements after they have been created:

1. From the Statements section of the Receivables Reports menu.
2. From the Detailed Statements section of the Receivables Reports menu.

## Print Statements

### ►Reports ►Receivable Reports ►Statements ►Statements

The screenshot shows the 'Statements' application window. On the left is a navigation sidebar with options like 'Expand', 'Search', 'Report', 'Format', 'Page Setup', 'Logo', 'Setup', 'Load/Save', and 'Defaults'. The main area is divided into a search panel and a statement preview panel.

**Search Panel:**

- Standard Search / Advanced Search tabs
- Date Selection: Statement Ending: **Aug 31 2023**
- Customers list:
  - (CHUCK) Charles Babcock
  - (CUST1) Mr. & Mrs. Charles Cook
  - (CUST100) Ruth Stokes
  - (CUST2) Mr. & Mrs. Michael Disney
  - (CUST3) Dana McLaughlin
  - (CUST198) Mrs. L. Torley
  - (CUST199) Mr. H. Graham
  - (HUNT0413) Scott Hunter

**Statement Preview Panel:**

**First Church**  
 113 Main Street  
 Big City, KY 40123  
 606-999-1234

**Statement**  
 Number: 19      Date: Aug 31 2023

Account #: CUST3  
 Bill To: Dana McLaughlin  
 2007 Sewell Street  
 Big City KY 40123

Previous Balance	New Charges or Adjustments	New Payments or Credits	Amount Due
0.00	900.00	300.00	600.00

**Current Activity**

Date	Description	Amount
Feb 16 2023	Invoice Number 12	600.00
Apr 19 2021	Invoice Number 7	300.00
Jul 30 2017	Payment	-150.00
Jan 20 2021	Payment	-150.00

**Summary**

Current	30-60	61-90	Over 90	Total
0.00	0.00	0.00	600.00	600.00

Statements can be printed for all customers or for one customer. Select the statement to be printed using the **Statement Ending** drop-down box.

## Print Detail Statements

### ► Reports ► Receivable Reports ► Statements ► Detail Statement

This report allows the printing of a list of Invoices and Payments that have different dates by selecting the Begin Date and the Ending Date. A Detail Statement may be printed for all customers, selected customers, or for a single customer.

## Email Statements

### ► Reports ► Accounting Reports ► Statements ► Email Statements

Email Statements allows you to send statements to customers via email. Configure email statements just like you would for print.

## Posting Accounts Receivable to the Ledger

To post accounts receivable payments to the ledger, some information must be entered on the Accounting Setup window. A receivables asset must be defined. If you want to charge finance charges, you can enter the rate and income account for the finance charge.

### ► Accounting ► Accounts Setup ► Accounts Receivables tab

Accounting Setup

Service Charge for Overdue Invoices:  Percent

Post Service Charges to Account:   *Miscellaneous Income - 3000.4090.F*

Accrual Account:   *Accounts Receivable - 1560.A2*

Invoice Defaults

Print 'Terms' Line

Print 'Service Charge' Line

Customer Defaults

Terms Line:

Service Charge After:  
 Days

## Accrue Receivables

### ►Accounting ►Receivables ►Accrue Receivables

This option allows the user to show income in the General Ledger for items that have been billed, but not yet paid. A listing of all outstanding invoices will be displayed. Click on the items to be accrued or click on the Mark All button to accrue all items. A listing of line items to be accrued will be printed.

Accrue Receivables

Post By Account Number
  Post Single Ledger Transaction

Customer	Invoice Date	Transaction Date	Amount	Invoice #	Post
Mr. & Mrs. Michael Disney	Jul 26 2017		100.00	3	NO
Mr. & Mrs. Charles Cook	Jul 26 2017		75.00	4	NO
Mr. & Mrs. Michael Disney	Aug 26 2019		125.00	5	NO
Mr. & Mrs. Michael Disney	Aug 29 2019		125.00	6	NO
Dana McLaughlin	Apr 19 2021		300.00	7	NO
Mr. & Mrs. Charles Cook	Jun 29 2021		150.00	9	NO
Mr. & Mrs. Charles Cook	Aug 28 2022		125.00	10	NO
Mr. & Mrs. Charles Cook	Sep 29 2022		20.00	11	NO

## Post Payments

### ►Accounting ►Receivables ►Post Payments

Post Payments

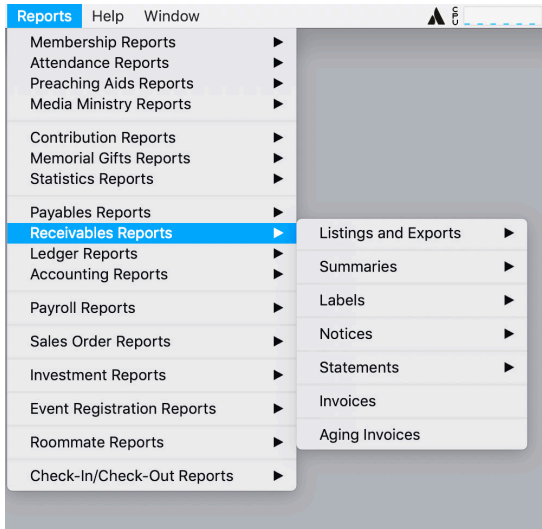
Post Single Credit Per Asset

Customer	Payment Date	Transaction Date	Amount	Asset	Post
Mr. & Mrs. Charles Cook	Sep 3 2022		70.00	Checking - 1000.A1 (122638.60)	NO

On the Post Payments window, click the Mark All button to select the payments to post. Click the Post button. Print the posting report to the screen to review before actually posting the payments to the Ledger.

# Reports

## ► Reports ► Receivable Reports



## ► Reports ► Receivable Reports ► Summaries ► Invoice Summary

The screenshot displays the 'Invoice Summary' report interface. On the left, there is a sidebar with navigation options like 'Expand', 'Search', 'Report', 'Format', 'Page Setup', 'Logo', 'Text', 'SETUP', 'Load/Save', and 'Defaults'. The main area is divided into search filters and a data table.

**Search Filters:**

- Date Range: Invoice Date From: Jan 1 2017 To: Aug 31 2023
- Customers:
  - (CHUCKB) Charles Babcock
  - (CUST1) Mr. & Mrs. Charles Cook
  - (CUST100) Ruth Stokes
  - (CUST2) Mr. & Mrs. Michael Disney
  - (CUST3) Dana McLaughlin
  - (CUST98) Mrs. L. Torley
  - (CUST99) Mr. H. Graham
  - (HUNT0413) Scott Hunter

**Table: Invoices by Customer**

Code	Name	Date	Invoice #	Invoice Total	Balance
<b>Invoices by Customer</b> First Church 123 Main Street Big City, KY 40123 606/555-1234 Invoice Date Jan 1 2017 to Aug 31 2023					
CUST3	Dana McLaughlin	Apr 19 2021	7	300.00	300.00
				<b>Dana McLaughlin Total:</b>	<b>300.00</b>
CUST1	Mr. & Mrs. Charles Cook	Jul 26 2017	4	75.00	75.00
		Jun 29 2021	9	150.00	150.00
		Aug 28 2022	10	125.00	125.00
		Sep 29 2022	11	20.00	20.00
		Aug 14 2023	21	20.00	20.00
		Aug 28 2023	22	20.00	20.00
		Aug 21 2023	23	20.00	20.00
				<b>Mr. &amp; Mrs. Charles Cook Total:</b>	<b>430.00</b>
CUST2	Mr. & Mrs. Michael Disney	Jan 14 2017	2	400.00	25.00
		Jul 26 2017	3	100.00	0.00
		Aug 26 2019	5	125.00	125.00
		Aug 29 2019	6	125.00	125.00
		Jan 17 2023	20	34.00	34.00
				<b>Mr. &amp; Mrs. Michael Disney Total:</b>	<b>784.00</b>



► Reports ► Receivable Reports ► Summaries ► Payment Summary

Payment Summary

Print Page PDF Text File Clipboard Numbers Excel Screen Refresh

Expand Search

Standard Search Advanced Search

Date Range: From: Jan 1 2017 To: Aug 31 2023

Customers: (CHUCKB) Charles Babcock, (CUST1) Mr. & Mrs. Charles Cook, (CUST100) Ruth Stokes, (CUST2) Mr. & Mrs. Michael Disney, (CUST3) Dana McLaughlin, (CUST98) Mrs. L. Torley, (CUST99) Mr. H. Graham, (HUNT0413) Scott Hunter

Sort By: Code Name

Payments by Customer

First Church  
123 Main Street  
Big City, KY 40123  
606/555-1234  
Payment Date Jan 1 2017 to Aug 31 2023

Code	Name	Date	Check Number	Amount	Type
CUST3	Dana McLaughlin	Jul 30 2017	12345	150.00	Check
		Jun 29 2021	3456	150.00	Check
<b>Dana McLaughlin Total:</b>				<b>300.00</b>	
CUST1	Mr. & Mrs. Charles Cook	Jul 30 2017	9876	75.00	Check
		Sep 3 2022	1345	70.00	Check
<b>Mr. &amp; Mrs. Charles Cook Total:</b>				<b>145.00</b>	
CUST2	Mr. & Mrs. Michael Disney	Jan 27 2017		150.00	Check
		Jul 30 2017		100.00	Credit Card
		Sep 7 2019		125.00	Check
		Jun 29 2021	2345	100.00	Check
<b>Mr. &amp; Mrs. Michael Disney Total:</b>				<b>475.00</b>	
<b>Report Total:</b>				<b>920.00</b>	

All None Show Inactive Zoom to default

► Reports ► Receivable Reports ► Aging Invoices

Aging Invoices

Print Page PDF Text File Clipboard Numbers Excel Screen Refresh

Expand Search

Standard Search Advanced Search

Date Selection: Balance as of Aug 31 2023

Customers: (CHUCKB) Charles Babcock, (CUST1) Mr. & Mrs. Charles Cook, (CUST100) Ruth Stokes, (CUST2) Mr. & Mrs. Michael Disney, (CUST3) Dana McLaughlin, (CUST98) Mrs. L. Torley, (CUST99) Mr. H. Graham, (HUNT0413) Scott Hunter

Sort By: Code Name

Accounts Receivable Aging By Customer

First Church  
123 Main Street  
Big City, KY 40123  
606/555-1234  
Balances as of Aug 31 2023

Code	Name	Current	31-60	61-90	Over 90	Total
CUST3	Dana McLaughlin	0.00	0.00	0.00	600.00	600.00
CUST1	Mr. & Mrs. Charles Cook	60.00	0.00	0.00	375.00	435.00
CUST2	Mr. & Mrs. Michael Disney	0.00	0.00	0.00	309.00	309.00
HUNT0413	Scott Hunter	0.00	0.00	0.00	1,200.00	1,200.00
<b>Report Total:</b>		<b>60.00</b>	<b>0.00</b>	<b>0.00</b>	<b>2,484.00</b>	<b>2,544.00</b>
<b>Total Receivables and Credits:</b>		<b>2,544.00</b>				

