
ACCOUNTS RECEIVABLE FAQ'S

Table of Contents

Invoiced order has the wrong invoice date, due date. How can i correct this?.....	2
How can i back out a payment applied to the wrong invoice?.....	2
Can i write-off a group or all invoices for a customer's account?.....	3
How to issue a customer check for returned material or a credit on their account?.....	3
How can i mass remove finance charges that were created in error?.....	4
Can i manually put a so back on credit hold even if it has been approved?.....	4

Invoiced order has the wrong invoice date, due date. How can I correct this?

Invoiced sales order has the wrong invoice and due dates. Can I correct this, so the invoice shows the correct date on statements?

- You cannot change the invoice date, but the due date and discount date can be changed.
- Go to System Administration > System Setup > Open Item Edit to modify these dates.
- Other option would be to do a credit memo to reverse the original SO and then create a new SO with the correct invoice date.

For More Information, Click Here: [AR562 – Invoiced Order Has The Wrong Invoice Date, Due Date \(Pay Term\). How Can I Correct This?](#)

How can I back out a payment applied to the wrong invoice?

Entered an AR check and sent the amount to unapplied cash. Then applied the amount to a customer's invoice, but the invoice that was paid ended up being the wrong invoice. Can the payment be adjusted to pay the correct invoice?

To correct go to Accounts Receivable > Payments > Payment Backout.

This will re-open the invoice and place the payment as unapplied cash on the customer's account, so it can be applied to another invoice.

For More Information, Click Here: [AR66 – How Can I Back Out A Payment Applied To The Wrong Invoice?](#)

Can I write-off a group or all invoices for a customer's account?

Customer is bankrupt. What is the best way to write off the entire customer's account?

1. Go to Accounts Receivable > Inquiries > Open Items Inquiry.
2. Select the invoice(s) you want to write-off and select the write-off icon.
3. Enter the appropriate reason code for the write-off and a remark.
4. Click OK to complete the process.

For More Information, Click Here: [AR75 – Can I Write-Off A Group Or All Invoices On A Customer's Account?](#)

How to issue a customer check for returned material or a credit on their account?

Invoiced customer sales order was paid for, but the customer returned the material. What is the process to return the quantity on hand and issue the customer a refund?

1. Create a CM for the returned material (using the correct reason code) and invoice the CM without making a payment (or a refund). If the credit already exists on the customer's account, this step can be skipped.
2. Go to AR > Open Items > Write-off and write-off the CM to a GL account of your choosing (typically a customer refund or write-off account). Put a note referencing which SO this CM is for.
3. Create the AP Invoice by going into AP > Invoices > Invoice Entry.
 - a. Enter the AP Invoice as non-inventory using a temporary supplier with the customer address information.
 - b. On the GL tab, make sure it is set to post to the customer refund account (or whichever account you wrote the CM off to in step #2). This washes that GL account back to zero.
4. The one-step payment from within the AP Invoice Entry can be used or the AP voucher can be processed along with your normal AP check processing to create the check for the customer.

For More Information, Click Here: [AR659 – How To Issue A Customer Check Refund For Returned Material Or An Existing Credit Memo?](#)

How can I mass remove finance charges that were created in error?

Accidentally ran finance charges multiple times in a month in error for all customers. Is there a way to remove the duplicates without having to write them off one by one?

To correct:

1. Go to A/R > Inquiries > Open Items Inquiry.
2. Search for all customers and select item type of FC.
3. Sort the finance charge invoices based on created date (or whatever criteria helps narrow down the duplicates).
4. Highlight the invoices to write off, then select the A/R Write-off icon to mass write-off these invoices. Select a reason code that is setup with the same Finance Charge account that is used when assessing finance charges.

For More Information, Click Here: [AR717 – How Can I Mass Remove Finance Charges That Were Created In Error?](#)

Can I manually put a SO back on credit hold even if it has been approved?

Have a sales order that passed credit checking but need to place it back on credit hold. Is that possible?

1. SO shows that it was on credit hold and then approved.
2. Go to Accounts Receivable > Inquiries > A/R Credit Inquiry.
3. Select the Display Detail Records icon at the top.
4. Select the appropriate SO and click the Place on Credit Hold button.
5. This will put the SO back on credit hold until it is manually released.

For More Information, Click Here: [AR2022 – Can I Manually Put A So Back On Credit Hold Even If It Has Been Approved?](#)