
PRACTICE CS

Accounts Receivable WalkThrough

Version 2014.x.x

PRACTICE CS[®]

part of the
CS PROFESSIONAL SUITE[®]



CS Support: 800-968-0600
CS Sales: 800-968-8900
CS.ThomsonReuters.com



THOMSON REUTERS

Copyright Information

Text copyright 2004-2016 by Thomson Reuters. All rights reserved.

Video display images copyright 2004-2016 by Thomson Reuters. All rights reserved.

Thomson Reuters hereby grants licensee of CS Professional Suite software the right to reprint this document solely for their internal use.

Trademark Information

The trademarks used herein are trademarks and registered trademarks used under license.

All other brand and product names mentioned in this guide are trademarks or registered trademarks of their respective holders.

Contents

Introduction.....	1
Opening the sample database	1
Backing up the sample database	2
 Walkthrough Exercises.....	 5
Setting up your preferences	5
Bank accounts	5
User preferences	6
Approval and posting process	8
Entering receipts and adjustments	8
Entering receipts.....	9
Entering adjustments.....	12
Allocating receipts or adjustments at the transaction level	13
Using the Overview tab	15
Filtering.....	15
Grouping.....	16
Approving and posting receipts and adjustments	18
Service charges	20
Setting up service charges	20
Adding service charge rates	21
Enabling service charges.....	22
Assigning service charges to clients	23
Assessing service charges	24
Choosing statement formats for clients	25
Choosing a predefined format	26
Custom formats	26
Printing statements	27
Restoring the sample database.....	29
 Processing online payments.....	 31
Prerequisites	31
Processing an online bill payment.....	32

Introduction

This walkthrough introduces you to the processes involved in entering receipts and adjustments, assessing service charges, and printing statements in Practice CS. After you have completed the walkthrough, you will have a good understanding of the basic accounts receivable features of Practice CS.

Note: This walkthrough assumes you are familiar with using Practice CS or that you have read chapter 3, Program Overview, in the [Practice CS Getting Started guide](#).

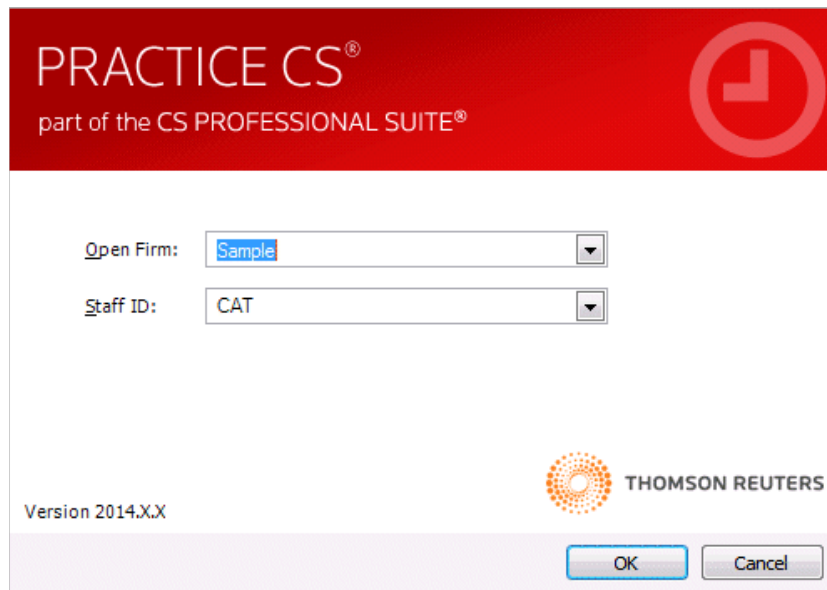
Opening the sample database

To perform the exercises in this walkthrough, you will start Practice CS and log in to the Sample database as staff member CAT. To log in, follow these steps.

1. Start Practice CS.
2. In the Login dialog, select **Sample** in the *Open Firm* field.
3. In the *Staff ID* field, select **CAT**.

Note: If you previously marked the *Remember login information* checkbox, press and hold the SHIFT key as you double-click the Practice CS icon. Continue to hold the SHIFT key until the login dialog appears.

4. Click OK.




Backing up the sample database

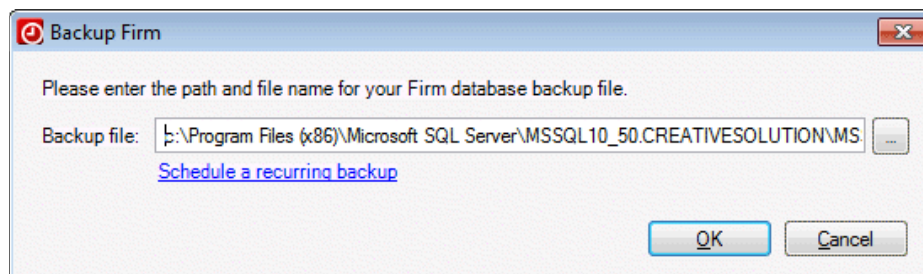
Data that you enter while performing the exercises in this walkthrough will affect the Sample database. Therefore, we recommend that you make a backup of the Sample database before you begin so that it is available for use in other Practice CS walkthroughs.

Note: If you are running Practice CS through the Virtual Office CS™ module, the Backup menu command is not available. We recommend that you install a local copy of Practice CS so that you can back up the sample database. For instructions on installing the program, please see chapter 2, Installation Instructions, in the *Practice CS Getting Started* guide.

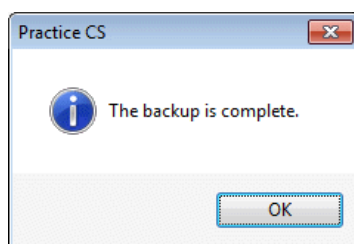
To back up the Sample database, follow these steps.

1. In Practice CS, choose File > Backup.
2. Click the  button next to the *Backup File* field and if necessary, navigate to the folder where you want to save the backup file. The backup file will have a file extension of BDF.

Note: The backup file will be created on the computer where the data resides. The path specified here must be a valid path on that computer.



3. Click OK.
4. When prompted that the backup is complete, click OK.



Note: After you complete this walkthrough, you can restore the sample database. For instructions, see “Restoring the sample database” on page 29.



Walkthrough Exercises

Practice CS enables you to track accounts receivable information for the services your firm provides to its clients. Your firm also has the option to require that receipt and adjustment entries are approved before they are posted.

In the Receipt & Adjustment Entry screen, you can enter and apply receipts to open invoices and enter adjustments. Additionally, you can assess service charges to outstanding client balances, and print client invoices and statements.

Setting up your preferences

Before you begin using the Sample database for receipt and adjustment entry, you should set up some firm-wide preferences and individual user preferences. These can be changed later, if necessary.

Bank accounts

Enter bank account records into Practice CS to associate batches of payments with your firm's bank accounts. In this walkthrough, we will enter receipts and adjustments to two different bank accounts.

1. From the Setup menu, choose Bank Accounts.
2. Click the Add button to add a new record.
3. Enter a short identifier for the bank account in the *ID* field. For this walkthrough, enter **ACME**.

- Enter a description of the bank account in the *Description* field. For this walkthrough, enter **Acme National Bank**.

The screenshot shows the 'Bank Accounts' window in Practice CS. The window has a menu bar (File, Edit, View, Actions, Setup, Tools, Help) and a toolbar. On the left is a 'Navigation Pane' with a tree view showing 'Bank Accounts' and 'Adjustments'. The main area is divided into two panes. The left pane shows a list of bank accounts with columns 'ID' and 'Description'. The right pane shows the details for a selected bank account, with fields for 'ID' (ACME) and 'Description' (Acme National Bank). At the bottom of the window are buttons for 'Add', 'Edit', 'Delete', 'Enter', and 'Cancel'. The status bar at the bottom indicates 'Current Login: CAT' and 'Current Period: 4/1/2014 - 4/30/2014'.

- Click Enter to save the record.

User preferences

User preferences are user-specified options that enable staff members to customize the program for their needs.

- From the Setup menu, choose User Preferences.
- In the User Preferences dialog, click the Receipt & Adjustment Entry tab.
- Settings and field defaults:** You can choose default values for certain entry fields and whether to skip or hide fields to speed up data entry. You can opt to include *Description* columns for some items during entry. You can also choose default control and transaction dates.

For this walkthrough, mark and unmark items so your preferences match those shown in the illustration.

The screenshot shows the 'User Preferences' dialog box with the 'Receipt & Adjustment Entry' tab selected. The dialog has a 'Settings and field defaults' section with a table of settings. The table has columns for 'Entry Field', 'Default', 'Skip', 'Hide', and 'Description'. The settings are as follows:

Entry Field	Default	Skip	Hide	Description
Control Date	Today's Date	<input type="checkbox"/>	<input type="checkbox"/>	
Bank Account	Chase Bank	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adjustment Bank Account	Adjustments	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Date	Control Date	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Client				<input type="checkbox"/>
Type Description	Check	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reference		<input type="checkbox"/>	<input type="checkbox"/>	
Comments		<input type="checkbox"/>	<input type="checkbox"/>	
Invoice Search		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Links Button		<input type="checkbox"/>	<input type="checkbox"/>	
Custom Fields Button		<input checked="" type="checkbox"/>	<input type="checkbox"/>	

4. **Entry:** These checkboxes govern the program's behavior during certain receipt and adjustment entry tasks. For example, if the *Automatically apply receipts to oldest first* checkbox is marked, Practice CS will apply receipts to the client's oldest outstanding balances first.

For this walkthrough, unmark the *Automatically apply receipts to oldest first* checkbox and the *Automatically display applied amounts* checkbox, and verify that the *Implied decimal on amounts* checkbox is marked.

5. **Display settings:** These settings enable you to display hash totals at the bottom of the entry grid, and to specify the default tab of the Receipt & Adjustment Entry screen. Practice CS will select the default tab for you each time you open the Receipt & Adjustment Entry screen.

For this walkthrough, unmark the *Display hash totals* checkbox and verify that the Entry tab is selected in the *Start-up tab* field.

6. Verify that the Receipt & Adjustment Entry tab resembles the following illustration.

User Preferences*

System | Time & Expense Entry | Billing | **Receipt & Adjustment Entry**

Settings and field defaults

Entry Field	Default	Skip	Hide	Description
Control Date	Today's Date	<input type="checkbox"/>		
Bank Account	Chase Bank	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Adjustment Bank Account	Adjustments	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Date	Control Date	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Client				
Type Description	Check	<input type="checkbox"/>		
Reference		<input type="checkbox"/>	<input type="checkbox"/>	
Comments		<input type="checkbox"/>	<input type="checkbox"/>	
Invoice Search		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Links Button		<input type="checkbox"/>	<input type="checkbox"/>	
Custom Fields Button		<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Entry

☐ Automatically apply receipts to oldest first

☐ Automatically display applied amounts

☐ Automatically display Links entry

☐ Automatically display Custom Fields entry

☒ Implied decimal on amounts

☒ Automatically check spelling

Display settings

☐ Display hash totals

Start-up tab: Entry

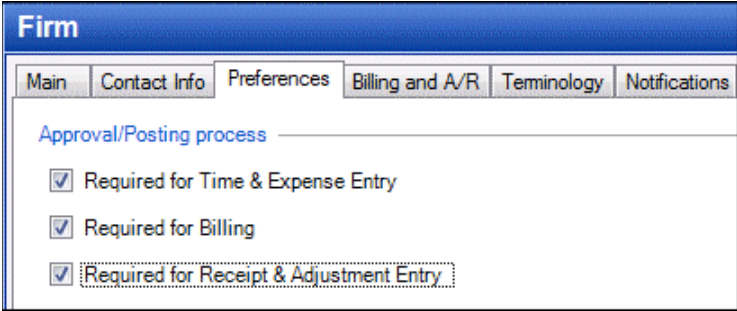
[Reset to new Staff defaults for Firm](#) OK Cancel

7. Click OK to save your changes and close the User Preferences dialog.

Approval and posting process

This walkthrough will guide you through the approval and posting process for receipts and adjustments. For this to work properly, the approval and posting process must be enabled on the Firm setup screen prior to entering the receipts and adjustments in this walkthrough.

1. Choose Setup > Firm and click the Preferences tab.
2. Mark the *Required for Receipt & Adjustment Entry* checkbox.
3. Click Enter to save your changes.



The screenshot shows a software window titled "Firm" with a blue header bar. Below the header is a tabbed interface with tabs labeled "Main", "Contact Info", "Preferences", "Billing and A/R", "Terminology", and "Notifications". The "Preferences" tab is selected. Under the "Preferences" tab, there is a section titled "Approval/Posting process" in blue text. Below this section are three checkboxes, all of which are checked: "Required for Time & Expense Entry", "Required for Billing", and "Required for Receipt & Adjustment Entry". The third checkbox is highlighted with a dashed border.

Note: This walkthrough uses a Sample database. Your firm's database may use security profiles that prevent access to approval and posting features.


Entering receipts and adjustments

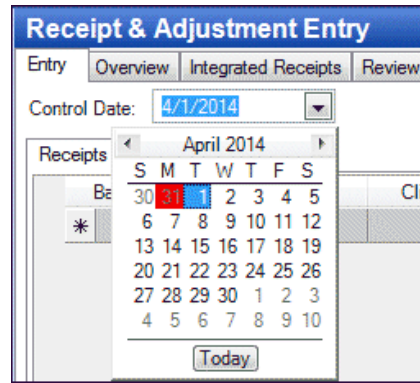
On the Receipt & Adjustment Entry screen you can manage accounts receivable payments for your firm's services.

- To open the Receipt & Adjustment Entry screen, choose Receipt & Adjustment Entry from the Actions menu.

Note: You can also press CTRL+R to open Receipt & Adjustment Entry, or click the Receipts & Adjustment Entry action icon  in the Clients navigation pane.

Entering receipts

1. In the Entry tab, click the  button next to the *Control date* field.
2. Use the forward and back buttons at the top of the calendar to navigate to April and select **April 1**.



3. Click the *Bank Account* field in the first open row and choose the account to which the payment will be deposited. For this walkthrough, select the **Acme National Bank** entry that we created previously.

Note: You can either click the  button or press F4 to open the list of selections in this field and similar fields.

4. In the *Client* field, select **Ace Advertising (ACEADVERT)** from the list.
5. In the *Ref Number* field, enter **1357**. For receipts paid by check, you can use this field to enter the check number. For other receipt types, use this field to record any relevant reference number. Notice that the *Bank Account*, *Date*, and *Type* fields are populated for you automatically because of your User Preferences.

Note: In addition to check and cash receipts, Practice CS offers the ability to process credit card and ACH transactions. For more information, see [“Credit card and ACH processing in Practice CS”](#) in the Practice CS help, and the “Processing online payments” chapter at the end of this walkthrough.

6. In the *Amount* field, enter **\$500.00**.

Practice CS - [Sample] - [Receipt & Adjustment Entry]

File Edit View Actions Setup Tools Help

Control Date: 4/1/2014

Receipts Adjustments

Bank Account	Date	Client ID	Type	Reference	Amount	Applied Amount	Comments
ACME	4/1/2014	ACEADVERT	CHK	1357	500.00	0.00	

Entry Information

Client: Ace Advertising A/R balance: \$6,450.00

For Help, press F1

Current Login: CAT Current Period: 4/1/2014 - 4/30/2014

7. Click the  button next to the *Applied Amount* field to open the Applied Amounts dialog.

In the Applied Amounts dialog, you can use the Applied column to enter the amounts to be applied to each outstanding invoice, or click the Auto Apply button to apply the payment automatically to the oldest invoices first until it has been fully applied or until there are no other invoices to which it can be applied.

Applied Amounts

Summarize Detail by: ☐ Invoice Component ☐ Entry Type ☐ Client ☐ Engagement ☐ Project

☐ Staff ☐ Activity ☐ Type ☐ Date ☐ Taxing Authority

Description	Reference	Date	Original Amount	Balance	Applied Amo	NetClient C
Invoice #334	2014-MICHI	2/28/2014	975.00	975.00	0.00	
Invoice #340	2014-MICHI	3/31/2014	975.00	975.00	0.00	
Invoice #345	2014-MICHI	3/31/2014	4,500.00	4,500.00	0.00	

Entry Information

Client: Ace Advertising Amount: 500.00

Type: Check Applied amount: 0.00

Auto Apply ☐ Include zero balance A/R items

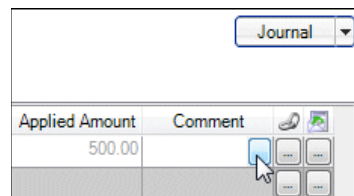
OK Cancel


Note: You have the option to apply all open credits for all clients to any outstanding debit items, starting with oldest items first and going forward. To do this, you would right-click in the Receipt & Adjustment Entry screen and choose Apply All Open Credits from the context menu.

8. Click the Auto Apply button to apply the \$500.00 payment to the client's oldest invoice.
9. Click OK.

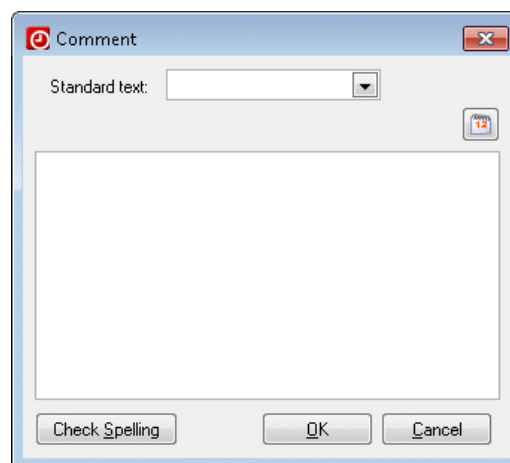
Note: If the *Automatically apply receipts to oldest first* checkbox is marked in User Preferences, this receipt would already have been applied to the oldest invoice.

10. Click the  button in the *Comment* field to open the Comment dialog.



11. In the Comment dialog, you can:
 - enter whatever text you wish
 - select standard text to insert at the cursor's location from the *Standard text* field
 - click the  button to enter a variable date (such as invoice date, period end date, year end date, and so on)
 - click the Check Spelling button to double-check the text in this dialog

For this walkthrough, we'll leave the *Comment* field blank.



12. Click OK to close the Comment dialog.

Entering adjustments

Entering adjustments is quite similar to entering receipts. To make adjustments to client balances, follow these steps.

1. Verify that **April 1** is the control date.
2. Click the Adjustments subtab.
3. In the *Date* field, enter **4/1/2014**.
4. In the *Client* field, select client **ACEADVERT**.

Tip: You can begin typing a client ID and the selection will change to match your entry.

5. In the *Type* field, select **Credit Memo (CM)** as the type of adjustment. Other choices are Credit Card Return (CCR), Debit Memo (DM), Non-Sufficient Funds (NSF), and Write Off (WO).
-

Notes

- A Debit Memo, which acts as its own invoice, cannot be applied to an existing invoice.
 - Non-Sufficient Funds entries are applied to receipts, not invoices.
-
6. You can enter a check number or other reference in the *Ref Number* field. For this exercise, leave this field blank.
 7. In the *Amount* field, enter **\$120.00**.

Practice CS - [Sample] - [Receipt & Adjustment Entry]

File Edit View Actions Setup Tools Help

Back Add Search for assistance

Receipt & Adjustment Entry

Entry Overview Integrated Receipts Review

Control Date: 4/1/2014 Journal


Receipts	Date	Client ID	Type	Reference	Amount	Applied Amount	Comments
* 4/1/2014	ACEADVERT	CM			120.00	0.00	
* (none)							

Navigation Pane

Entry Information

Client: Ace Advertising A/R balance: \$6,450.00

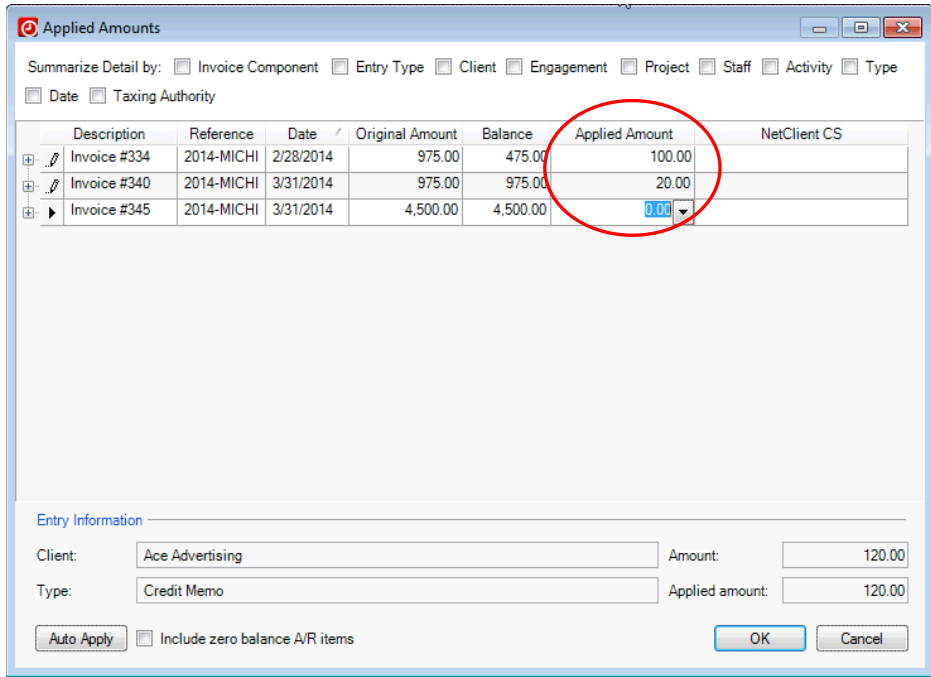
For Help, press F1 Current Login: CAT Current Period: 4/1/2014 - 4/30/2014

8. Click the  button next to the *Amount* column to open the Applied Amounts dialog.

Note: Adjustments will not be applied to outstanding invoices unless you use the Applied Amounts dialog to apply the amounts, as you would with receipts.

In the Applied Amounts dialog, you can use the *Applied Amount* column to enter the amounts to be applied to each outstanding invoice, or click the Auto Apply button to apply the adjustment automatically to the oldest invoices first until it has been fully applied or until there are no other invoices to which it can be applied.

9. Apply the adjustment amount to the first invoice, as shown in the following illustration.



Description	Reference	Date	Original Amount	Balance	Applied Amount	NetClient CS
Invoice #334	2014-MICHI	2/28/2014	975.00	475.00	100.00	
Invoice #340	2014-MICHI	3/31/2014	975.00	975.00	20.00	
Invoice #345	2014-MICHI	3/31/2014	4,500.00	4,500.00	0.00	

Entry Information

Client: Ace Advertising Amount: 120.00

Type: Credit Memo Applied amount: 120.00

Auto Apply ☐ Include zero balance A/R items

OK Cancel

10. Click OK.
11. With your cursor in the *Comment* field, begin entering the following text:

Applied CM to invoices #334 and #340.

When your entry exceeds the length of the *Comment* field, the Comment dialog opens automatically.

12. When finished, click OK to close the Comment dialog.





Allocating receipts or adjustments at the transaction level

To have more control over how receipts are applied, you can use the Applied Amounts dialog to apply payments at the transaction detail level. For example, you may want to apply a payment to a specific engagement, staff member, or to an invoice component such as tax or service charge.

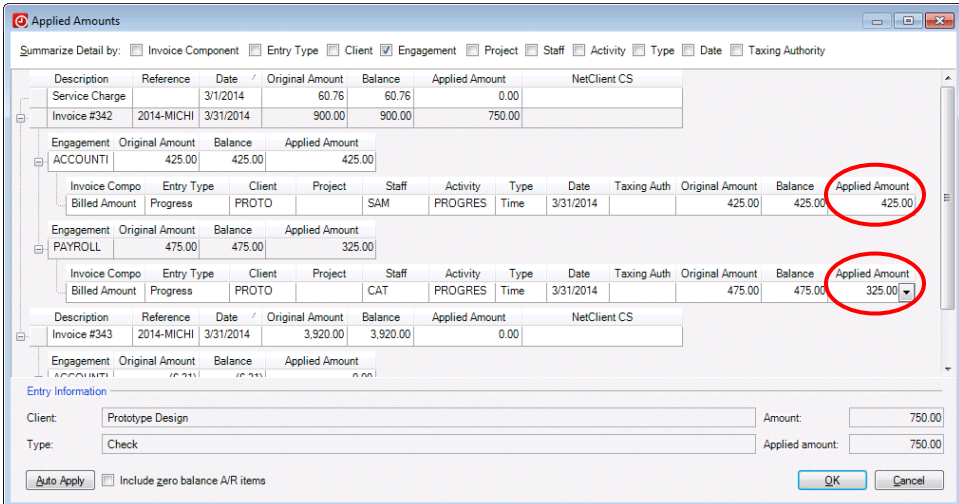
In this exercise, you will allocate a receipt to a specific engagement.

1. In the Receipt & Adjustment Entry screen, make sure the selected control date is April 1.
2. In the Receipts tab, enter the following receipt.

Bank Account	CHASE
Date	4/1/2014
Client	PROTO
Type	CHK
Ref Number	1254
Amount	750.00

3. Click the  button.
4. In the Applied Amounts dialog, mark the *Engagement* checkbox to summarize the detail by engagement.
5. Click the  button next to Invoice #342 to expand the detail.
6. Click the  button next to the ACCOUNTING engagement below it.
7. In the *Applied Amount* field, enter **425.00**.
8. Click the  button next to the PAYROLL engagement.
9. In the *Applied Amount* field, enter **325.00**.

You have now applied the 750.00 receipt to the client's invoice #342.



10. Click OK.

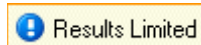
Using the Overview tab

The Overview tab of the Receipt & Adjustment Entry screen is similar to the Entry tab, but it combines receipts and adjustments in a single grid. It also includes a *Control Date* field in the entry grid, enabling you to enter both receipts and adjustments for multiple dates.

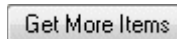
This tab also offers filtering options, and enables you to click and drag column headings into the grouping area above the grid to group transactions by that heading.

Notes

- You cannot enter new items in this tab when the grid is grouped, but you can still make edits to existing entries.
- To improve performance in Practice CS wherever large lists of items are displayed, results are limited to a pre-determined maximum size. When a screen displays results that are limited, the message Results Limited appears above the list.




If the data you are looking for is not included in the limited results, refine your sort order, search criteria, and/or filter to narrow down the data displayed in the list. The Results Limited message will appear until all results from your filter and / or search criteria can be displayed. You can also click the Get More Items button, but this may degrade the performance of the program.



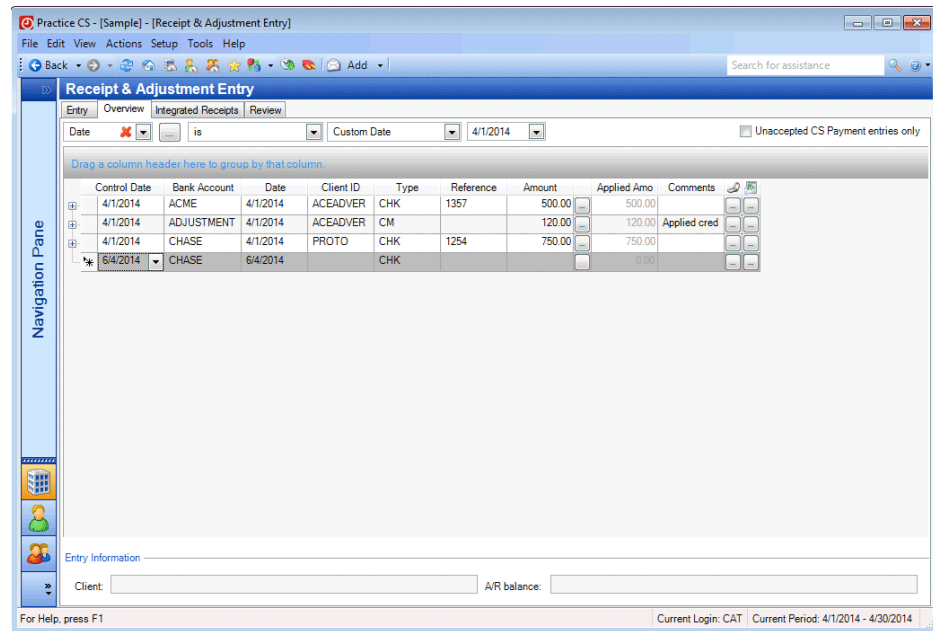
See "[Filtering your data](#)" in the Practice CS help for more information on creating your own filters.

Filtering

The *Filter* field at the top of the Overview tab enables you to filter transactions by any field on the screen or by a saved filter. If you choose to filter using a field, an additional *Method* field appears. Use the *Method* field to specify the kind of filter. Depending on the option you choose, additional fields appear for choosing the filtering criteria.

1. Click the Overview tab.
2. Click the  button next to the filter field and select **Date** from the drop-down list.
3. In the *Method* field, select **is**.
4. In the field after the *Method* field, select **Custom Date** from the drop-down list.
5. In the next field, navigate to April in the calendar, and click **April 1**.

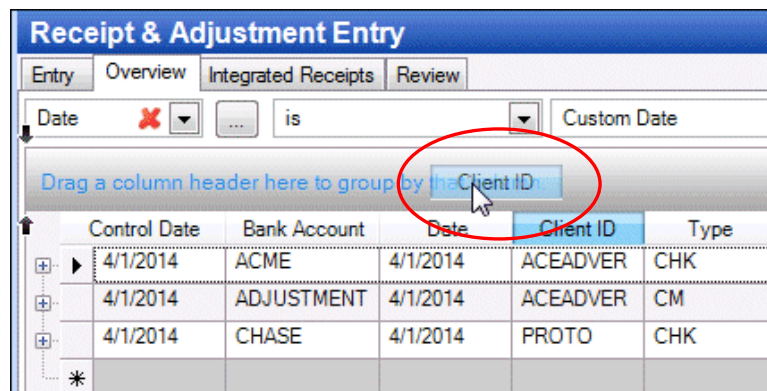
Notice that the grid now displays only the adjustment and receipts that you entered earlier.



Grouping

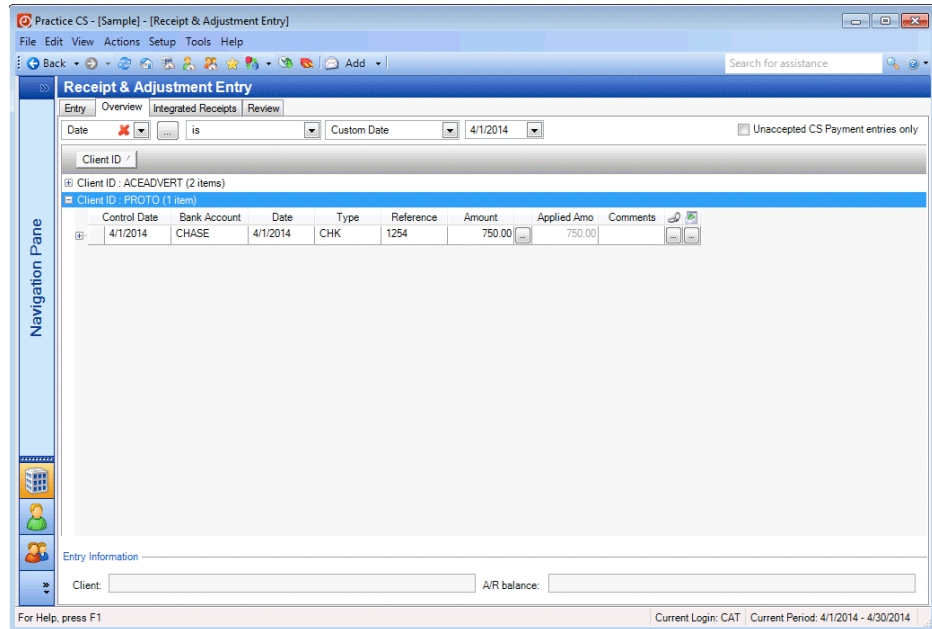
You can click and drag a column header into the grouping area, which is the grey area labeled *Drag a column header here to group by that column.*

1. Click and drag the Client ID column header into the shaded area.



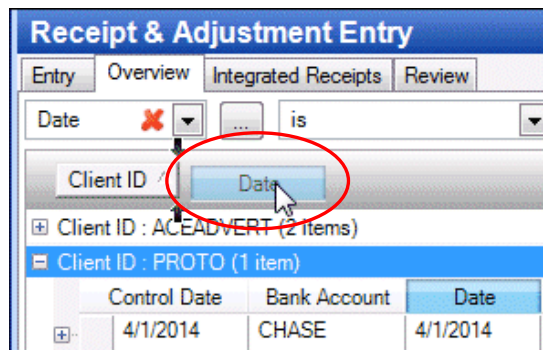
- The grid is now grouped by client ID.


Click the  button to expand the client PROTO.

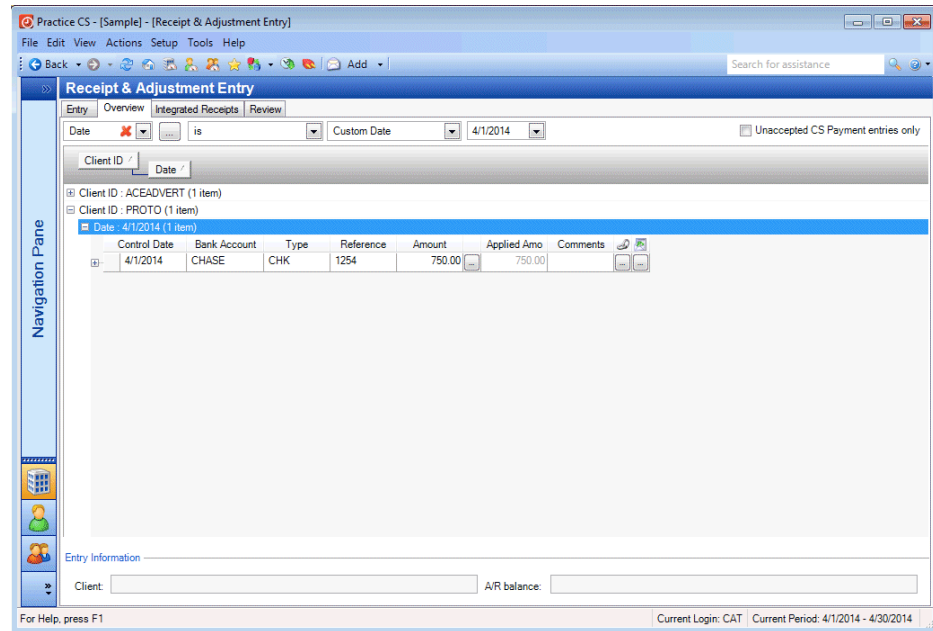


You can group further by dragging additional column headers next to the first grouping.

- Click and drag the *Date* column header, dropping it next to the *Client* header.



4. Click the  button to expand the client PROTO. Now the client's items are grouped by date.



5. To clear the groupings, drag the grouped column headers out of the grouping area.

Approving and posting receipts and adjustments

If your firm uses the approval and posting process for receipts and adjustments, each receipt and adjustment must be approved and posted by staff whose Practice CS security privileges allow them to approve and post these items.

The approval and posting process helps to ensure accurate data. When used, the process excludes entries from firm balances until a staff member approves and posts the entries.

Typically, one staff member enters the data, and another (usually a supervisor, manager, or partner) approves the data. The data is then posted, often by the same staff member who approved it.

Notes

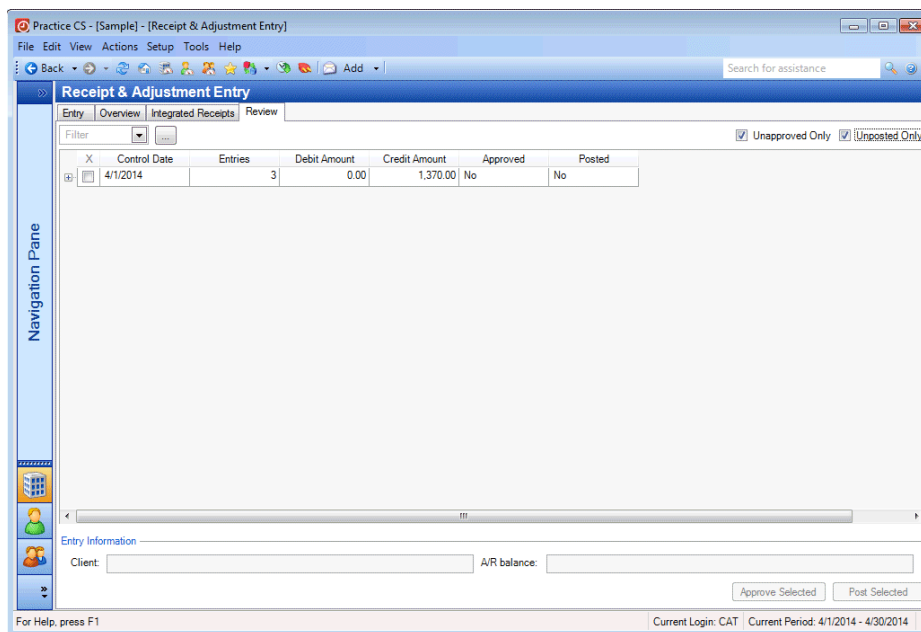
- To use the approval and posting process, the *Required for Receipt & Adjustment Entry* checkbox must be marked on the Preferences tab of the Firm setup screen.
- To restrict approval and posting privileges to certain staff members, your firm must use the Practice CS security features. Choose Setup > Firm > Preferences tab and mark the *Enable Firm Security* checkbox. Close and re-open Practice CS, and then set up security groups for your staff. See [“Setting up security groups”](#) in the Practice CS help for more information on security groups.

To approve and/or post receipts and adjustments, follow these steps.

1. In the Receipt & Adjustment Entry screen, click the Review tab.

Note: The Review tab is available only if the approval and posting process is activated on the Preferences tab of the Firm setup screen.

2. If necessary, mark the *Unapproved Only* and *Unposted Only* checkboxes. The entries you made for April 1 appear.



3. Click the buttons to view expanded information for the entries you are about to approve and post.

- Mark the checkbox next to the *Control Date* field in the top row to select the entries for 4/1/2014.

Practice CS - [Sample] - [Receipt & Adjustment Entry]

File Edit View Actions Setup Tools Help

Back Forward Add

Search for assistance

Firm

Actions

- Dashboard
- Print Reports
- Print Labels & Letters
- Change Periods

Setup

- Firm
- Offices
- Office Custom Fields
- Departments
- Bank Accounts
- Activities
- Activity Categories
- Activity Custom Fields
- Contact Categories
- Standard Text
- Custom Formats

Receipt & Adjustment Entry

Entry Overview Integrated Receipts Review

Control Date ☒ is Custom Date 4/1/2014

☒ Unapproved Only ☒ Unposted Only

X	Control Date	Entries	Debit Amount	Credit Amount	Approved	Posted
<input checked="" type="checkbox"/>	4/1/2014	3	0.00	1,370.00	No	

Bank Accou Date Type Reference Amount Applied Comments Client ID Approved b Posted by

ACME 4/1/2014 CHK 1357 500.00 500.00 ACEADVE

Reference Description Date Original Amount Applied

2014-MICHIGAN- Invoice #334 02/28/2014 975.00 500.00

Bank Accou Date Type Reference Amount Applied Comments Client ID Approved b Posted by

ADJUSTM 4/1/2014 CM 120.00 120.00 Applied cre

Reference Description Date Original Amount Applied

2014-MICHIGAN- Invoice #334 02/28/2014 975.00 100.00

2014-MICHIGAN- Invoice #340 03/31/2014 975.00 20.00

Bank Accou Date Type Reference Amount Applied Comments Client ID Approved b Posted by

CHASE 4/1/2014 CHK 1254 750.00 750.00 PROTO

Reference Description Date Original Amount Applied

2014-MICHIGAN- Invoice #342 03/31/2014 900.00 750.00

Entry Information

Client: A/R balance:

Approve Selected Post Selected

For Help, press F1

Current Login: CAT Current Period: 4/1/2014 - 4/30/2014

- Click the Approve Selected button to approve the selected items.

Note: If the grid is now empty, unmark the *Unapproved Only* checkbox. The items for 4/1/2014 should reappear.

- Click the Post Selected button to post the selected items.

Note: You can right-click in the selection grid to access additional commands for this tab, including Unapprove Selected, Unpost Selected, Select All, Deselect All, and Print Grid.

Service charges

Ideally, service charges are set up as part of your firm's initial Practice CS setup tasks. When you create one or more service charges, and then enable service charges and select a default service charge on the Firm setup screen, that default service charge is applied to any new client records that you create later. You can change or disable the default service charge on a client-by-client basis.

Setting up service charges

Before you can assess service charges, your firm must first perform the following tasks:

- Set up service charges
- Enable service charges in the Firm setup screen
- Assign service charges to each client who should be subject to service charges

Adding service charge rates

The firm administrator (or staff member with security permission to add and edit billing information) should enter service charge information into the program.

1. Choose Setup > Service Charges.
2. Click the Add button.
3. In the *Description* field, enter **Service Charge 15%**.
4. In the *Annual Rate* field, enter **15**.
5. In the *Grace days after due date* field, enter **14**.
6. In the *Calculate from* field, select **Due Date**.
7. In the *Minimum Balance* field, enter the minimum outstanding balance required before the program will calculate service charges. For this walkthrough, enter **\$500.00**.
8. Use the *Minimum Charge* field to enter the minimum amount that will be charged when the calculated service charge is less than the minimum amount. For this exercise, leave this field at zero.
9. Mark the *Maximum Charge* checkbox and enter **\$500.00** in the accompanying field. This caps any calculated service charges at \$500.00, regardless of the client's outstanding balance.

The screenshot shows the 'Service Charges' window in the Practice CS software. The window has a menu bar (File, Edit, View, Actions, Setup, Tools, Help) and a toolbar with buttons like Back, Add, and a search bar. On the left is a 'Navigation Pane' with a tree view showing 'Service Charge 18%'. The main area is divided into two sections: 'Identification' and 'Service Charge information'. The 'Identification' section has a 'Description' field with 'Service Charge 15%'. The 'Service Charge information' section contains several fields: 'Annual Rate' (15.0000 %), 'Grace Days' (0), 'Calculate from' (Due Date), 'Minimum Balance' (\$500.00), 'Minimum Charge' (\$0.00), 'Maximum Charge' (checked, \$500.00), 'Compound' (unchecked), and 'Round' (unchecked). At the bottom are buttons for 'Add', 'Edit', 'Delete', 'Enter', and 'Cancel'. The status bar at the very bottom shows 'For Help, press F1' and 'Current Login: CAT | Current Period: 4/1/2014 - 4/30/2014'.


10. Mark the *Compound Service Charges* checkbox if you want to calculate service charges on outstanding service charges. For this walkthrough, leave this checkbox unmarked.
11. Mark the *Round* checkbox if you want to round all service charges to the nearest dollar. For this walkthrough, leave this checkbox unmarked.
12. Click Enter to save your changes.

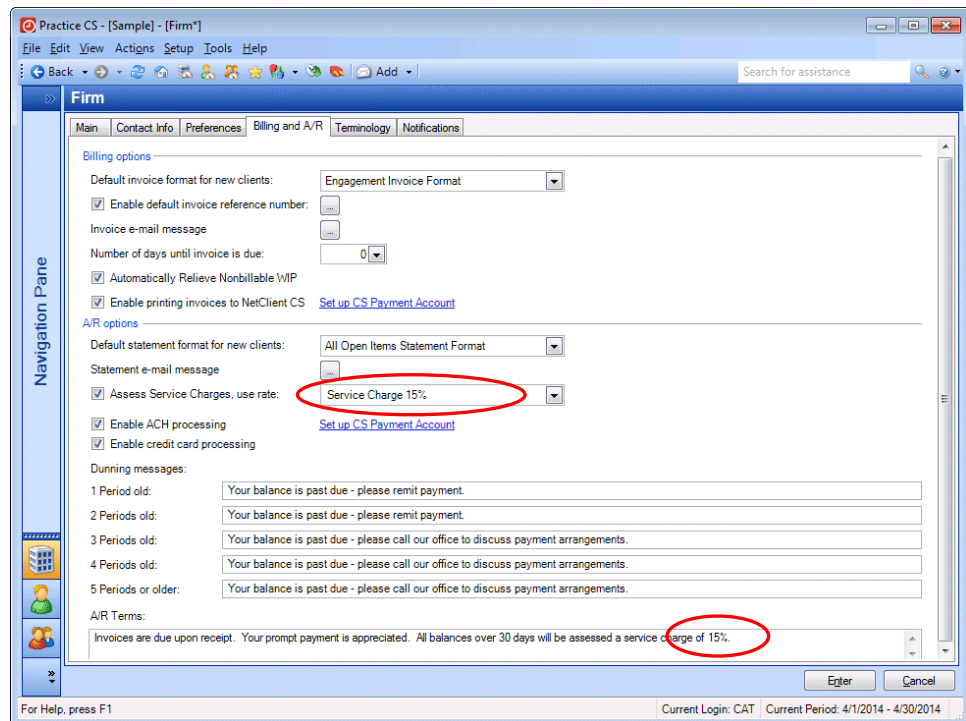
Note: You can add, edit, or delete service charge rates on the fly by right-clicking in a related field elsewhere in the program and choosing the desired action from the context menu. An example of such a field is the *Assess Service Charges, use rate* field in the Billing and A/R tab of the Client setup screen.

Enabling service charges

Before you can assess service charges, you must enable them in the Firm setup screen.

Note: Practice CS uses the service charge settings in Firm setup as the default for any new clients you set up. These settings can be changed for each client on the Billing and A/R tab of the Clients setup screen.

1. From the Setup menu, choose Firm.
2. Click the Billing and A/R tab.
3. Mark the *Assess Service Charges, use rate* checkbox.
4. Click the  button next to the adjacent field and select **Service Charge 15%**.
5. In the *A/R Terms* field, edit the text to reflect the change to a 15% service charge.



The screenshot shows the 'Firm' setup window in Practice CS. The 'Billing and A/R' tab is selected. Under 'Billing options', the 'Assess Service Charges, use rate' checkbox is checked, and the dropdown menu is set to 'Service Charge 15%'. Under 'A/R options', the 'Assess Service Charges, use rate' checkbox is also checked, and the dropdown menu is set to 'Service Charge 15%'. In the 'A/R Terms' field, the text is edited to 'Invoices are due upon receipt. Your prompt payment is appreciated. All balances over 30 days will be assessed a service charge of 15%'. The 'Enter' and 'Cancel' buttons are at the bottom right.

6. Click Enter to save your changes.

Assigning service charges to clients

If you set up service charges and enabled them on the Firm setup screen prior to setting up new clients, those settings are applied by default to each new client record you later set up. For clients that were already set up, you would need to change service charge settings on a client-by-client basis. To change these settings for many clients at one time, use Edit multiple Clients.

For this walkthrough, you will change the service charge setting for client PROTO, Prototype Design.

1. From the Setup menu, choose Clients.
2. Select client PROTO in the Clients list.
3. In the Clients setup screen, click the Billing and A/R tab.
4. Click the Edit button.

The screenshot shows the 'Clients' setup window for client PROTO. The 'Billing and A/R' tab is active. The 'Assess Service Charges, use rate' checkbox is checked, and the 'Service Charge 18%' is selected in the dropdown menu. The 'Edit' button is visible at the bottom.

ID	Description
AAC	Advanced Advertising Consult
ABCP	ABC Partnership
ACEADVERT	Ace Advertising
ALPHA	Alpha Promotions
ANDERSON	Anderson, Joe & Kim
ANIMAL	Animal Shelter 101
BENTON	Benton, Stephanie
BINGS	Bing, Sally
BINGTA	Bing, Ted & Angela
BROWNJ	Brown, Jerald & Elizabeth
CRAWFORD	Crawford's Steak House
GOLDEN	Golden, Michael & Meredith
HANNA	Hanna, Jason
JONESRJ	Jones, Ron & Jenny
MANSFIELD	Mansfield, Edward & Sylvia
PROTO	Prototype Design
PVM	Parnes, Velano, Martinez & Co
QBL	Collins, Brown & Lewis Adv
QUINN	Quinn, Brian & Michelle
SMITH	Smith, Tom & Kathleen
WILSON	Wilson, Dan & Joanne

5. The **Assess Service Charges, use rate** checkbox is already marked for this client. Click the button next to the adjacent field and select **Service Charge 15%**.
6. Click Enter to save your changes.

Assessing service charges

To assess service charges for past due invoices, follow these steps.

1. Choose Actions > Assess Service Charges to open the Assess Service Charges screen.

Notes

- The Assess Service Charges screen is available only if your firm administrator has given you security privileges to use it.
- The Assess Service Charges screen is a user-defined terminology screen. Your firm may refer to it by a different name. You can restore the default names for user-defined items by choosing Help > Enable Default Terminology (or by pressing CTRL+SHIFT+H).

2. In the *Calculate Service Charges through* field, enter **4/30/2014**.

After you enter a date, the results grid shows all service charges that were calculated according to the preferences set in the Service Charges setup screen.

Note: If necessary, you can make a selection in the *Filter* field to use a saved filter or other criteria to narrow the results.

X	Client ID	Client Description	Office	Partner	Manager	Past Due	Service Charge	Posted by
<input type="checkbox"/>	AAC	Advanced Advertising	MICHIGAN	SAM		5,396.00	162.32	
<input type="checkbox"/>	ACEADVERT	Ace Advertising	MICHIGAN	MHR		375.00	11.28	
<input type="checkbox"/>	PROTO	Prototype Design	MICHIGAN	SAM		4,070.00	50.18	

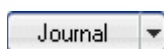
If you choose to filter using criteria from the *Filter* field, an additional *Method* field appears. Use the *Method* field to specify the kind of filter. Depending on the option you choose, additional fields appear for selecting additional filter criteria.

- To view a journal of the service charges for this date, click the Journal button at the top of the screen.

<i>Parnes, Velano, Martinez & Co.</i>				
Service Charge Journal				
April 30, 2014 - April 30, 2014				
ID	Description	Total A/R	Past Due Amount	Service Charge
AAC	Advanced Advertising Consultan	5,558.32	5,396.00	162.32
ACEADVERT	Ace Advertising	5,841.28	375.00	11.28
PROTO	Prototype Design	4,180.94	4,070.00	50.18
Total Service Charges		15,580.54	9,841.00	223.78

When you are finished viewing the Service Charge Journal, click the Back button on the toolbar to return to the Assess Service Charges screen.

Note: You can click the arrow on the Journal button to open a drop-down menu from which you can select any custom report that is based on the Service Charge Journal report. You can also set options for the selected report.



- In the grid, mark the checkbox next to the item for client PROTO.

X	Client ID	Client Description	Office	Partner	Manager	Past Due	Service Charge	Posted by
<input type="checkbox"/>	AAC	Advanced Advertisin	MICHIGAN	SAM		5,396.00	162.32	
<input type="checkbox"/>	ACEADVERT	Ace Advertising	MICHIGAN	MHR		375.00	11.28	
<input type="checkbox"/>	PROTO	Prototype Design	MICHIGAN	SAM		4,070.00	50.18	

- To post the service charge, click the Post Selected button.

Note: If you have security privileges to do so, you can override the service charge amounts calculated by Practice CS on this screen. Overridden amounts will appear in red numerals. Override amounts in the Service Charge column and then post your changes. Unposted changes will revert to the calculated amounts.

Choosing statement formats for clients

You can choose different statement formats for each client. The Practice CS Sample database comes with several predefined statement formats that you may use as setup suggestions.

Choosing a predefined format

1. From the Setup menu, choose Clients.
2. Click client PROTO in the Clients list, and then click the Edit button.
3. Click the Billing and A/R tab.
4. In the *Default invoice format* field, you could select a different statement format if you have more than one statement format in your database.
5. Leave the default statement format selected.

The screenshot shows the 'Practice CS - [Sample] - [Clients]' application window. The 'Clients' list on the left includes PROTO (Prototype Design). The 'Billing and A/R' tab is selected, showing the following options:

- Billing options:**
 - ☐ Subsidiary Client in Client family
 - Bill to parent Client: [Dropdown]
 - Default invoice format: **Project with Details Invoice Format**
 - Number of days until invoice is due: 0
- Billing instructions:**

If billing over \$5,000 - please use the Project with Details Invoice Format. Also, client has recurring billing - you may need to change the invoice format to Project Invoice Format.
- A/R options:**
 - Default statement format: All Open Items Statement Format
 - ☒ Assess Service Charges, use rate: Service Charge 15%
 - CS Payment: [Manage Client accounts](#)
- Invoice and Statement Delivery:**
 - Additional E-mail addresses: [Text field]

Buttons at the bottom include 'Add', 'Edit', 'Delete', 'Enter', and 'Cancel'. The status bar shows 'Current Login: CAT' and 'Current Period: 4/1/2014 - 4/30/2014'.

6. Click Enter to save your changes.

Custom formats

You can use the powerful custom format editor, available from Setup > Custom Formats, to create your own custom statement formats. You can create a new format based on an existing format, or create a new format from scratch.

In addition, a Practice CS Library portlet is available on all dashboards. This portlet enables you to download custom formats created by others in the industry or additional formats created by our Development staff. You can also submit your own custom formats for consideration. To access this portlet from any dashboard, click the **Select Portlets** link at the top of the screen, or right-click and choose Select Portlets from the context menu, and then mark the Practice CS Library checkbox.

For more on custom formatting, please see the [Practice CS Custom Formatting WalkThrough](#).

Printing statements

Use the Statements tab on the Print Invoices & Statements screen to generate your statements for the period. From this screen, you can print, filter to print only those statements that meet your criteria, and override a client's default statement format.

1. From the File menu, choose Print Invoices & Statements.
2. For this exercise, click the Statements tab to print statements.
3. Mark the checkbox next to the statement for client PROTO.

Practice CS - [Sample] - [Print Invoices & Statements]

File Edit View Actions Setup Tools Help

Back Forward Stop Add

Search for assistance

Print Invoices & Statements

Invoices Statements

Statement date: Period End Date 4/30/2014 Options

Statement activity date range: Period-to-date 4/1/2014 to 4/30/2014 Format override:

Filter

X	ID	Description	Office	Partner	Manager	Oldest Balance	A/R Balance
<input type="checkbox"/>	BROWNJ	Brown, Jerald & Eliz	MICHIGAN	SAM		30	350.00
<input type="checkbox"/>	ACEADVERT	Ace Advertising	MICHIGAN	MHR		61	5,830.00
<input type="checkbox"/>	ANIMAL	Animal Shelter 101	MICHIGAN	CAT		60	55,049.64
<input type="checkbox"/>	CRAWFORD	Crawford's Steak Ho	CALIFORNIA	CAT		30	1,025.00
<input checked="" type="checkbox"/>	PROTO	Prototype Design	MICHIGAN	SAM		60	4,029.09
<input type="checkbox"/>	AAC	Advanced Advertisin	MICHIGAN	SAM		61	5,396.00


Navigation Pane

Preview Selected Print Selected

For Help, press F1

Current Login: CAT Current Period: 4/1/2014 - 4/30/2014

4. Click the Preview Selected button at the bottom of the screen.


Parnes Velano Martinez & Co.
Certified Public Accountants

880 Technology Drive
Ann Arbor, MI 48108

Phone: (800)968-8900 E-mail: Info@p.v.m.co.com Web: www.pvmco.com

Date: 04/30/2014

Prototype Design
9565 Placid Way
Brighton, MI 48114

STATEMENT

Date	Type	Reference	Due Date	Debit	Credit	Balance
03/01/14	Service Charge			60.76		60.76
03/31/14	Invoice #342	2014-MICHIGAN-SAM	03/31/14	150.00		210.76
03/31/14	Invoice #343	2014-MICHIGAN-SAM	03/31/14	3,920.00		4,130.76
04/30/14	Service Charge			50.18		4,180.94
04/30/14	Amount Due					<u>\$4,180.94</u>

<u>04/30/2014</u>	<u>03/31/2014</u>	<u>02/28/2014</u>	<u>01/31/2014</u>	<u>12/31/2013+</u>	<u>Total</u>
50.18	4,130.76	0.00	0.00	0.00	\$4,180.94





Your balance is past due - please remit payment

Please return this portion with payment

Date: 04/30/2014

ID: PROTO
Prototype Design
(918)622-1564

Amount Due: \$4,180.94


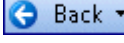
Card Type:    

Card #: _____ Exp Date: _____ Amount Enclosed: \$ _____

Signature: _____

Invoices are due upon receipt. Your prompt payment is appreciated. All balances over 30 days will be assessed a service charge of 15%.

5. To print the statement, do one of the following:

- Click the Print button  in the preview window toolbar. This prints the statement to your default printer.
- Click the Back button  and then click the Print Selected button. This opens the Print dialog, where you can choose to output the statement to your printer, FileCabinet CS® or GoFileRoom® (if licensed), a file on your computer, and/or as an attachment to an email message. The email message is sent to the email address of the Billing Contact that is listed on the Contact Info tab of the Clients setup screen.


6. If you printed via the Print Selected button, click OK to send the statement to your selected outputs and close the Print dialog.

Tips

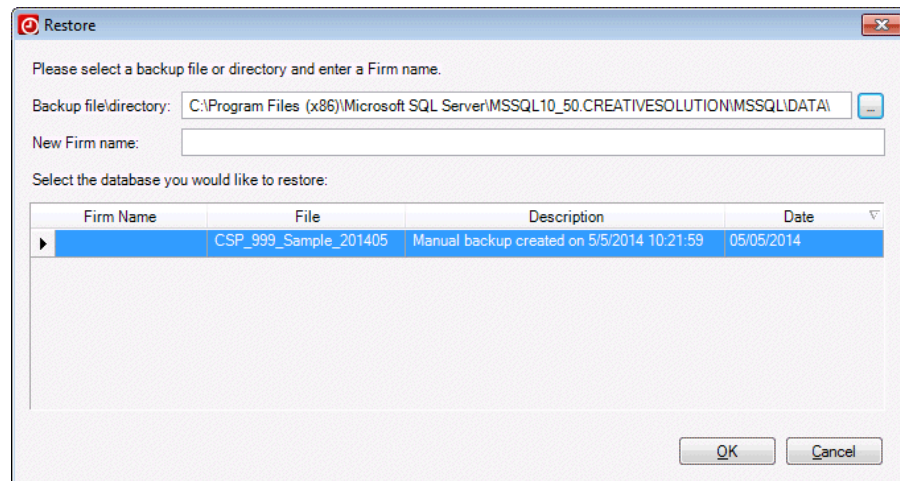
- To quickly select all statements in the grid at once, right-click and choose Select All from the context menu.
 - Use the *Filter* field to narrow down the list of statements.
 - When printing statements, you can further define the statements you want to print:
 - In the Statement activity date range fields, select beginning and ending dates to specify the A/R information that you want to appear in detail in the ledger section of the statement. A/R items dated prior to the range will be shown as a beginning balance.
 - If you want to override the default statement format, select a different format from the Format override field.
 - Click the Options button for additional ways to include or exclude clients based on their balances and/or invoices during the activity range.
-

Restoring the sample database

After you have completed this walkthrough, you should restore the sample database that you backed up (see “Backing up the sample database” on page 2). Use the restored sample database to complete other Practice CS walkthroughs.

1. From the File menu, choose Restore.
2. In the Restore dialog, enter the path to the backup file that you want to restore, or click the  button to navigate to the backup location (usually X:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Data, where X: is the drive on the computer where the data resides).
3. In the Backup File Location dialog, click the backup file that you want to restore and click OK.

4. In the Restore dialog, enter a new name for the database in the *New Firm name* field.



Note: When you restore the Sample database, you must give it a different name. The restore process in Practice CS does not overwrite an existing database, and Practice CS does not allow firm databases with duplicate names. Therefore, you will need to give the database a different name when you restore it (for example, **Sample1**). The name may contain only alphanumeric characters.



Processing online payments

If you are licensed for NetClient CS®, you can enable clients who have a NetClient CS account to pay their invoices online, and you can process their online bill payments in the Receipt & Adjustment Entry screen.

Note: NetClient CS allows you to create a personalized, secure web space — a portal — for each of your clients. Your clients access their customized portals through your website using their unique login and password, so security is preserved at all times. You and your clients can use NetClient CS portals in a variety of ways, including exchanging documents, gathering financial data, and accessing software.

Prerequisites

Before you can process online bill payments from clients via NetClient CS, your firm needs to:

- Set up an account with Kotapay (formerly InterceptEFT). See [“Kotapay applications for credit card and ACH processing”](#) in the Practice CS help to view and print the application form and other documents.

Disclaimer: Kotapay is an unaffiliated third party that some of our customers have engaged to provide direct deposit, tax payments, ACH processing, or credit card merchant services.

- Set up a CS Payment account with your firm’s Kotapay information

Note: To set up a CS Payment account, choose Setup > Firm > Billing and A/R tab, and click the **Set up CS Payment Account** link. For details, please see [Setting up a CS Payment account](#) in the Help & How-To Center.

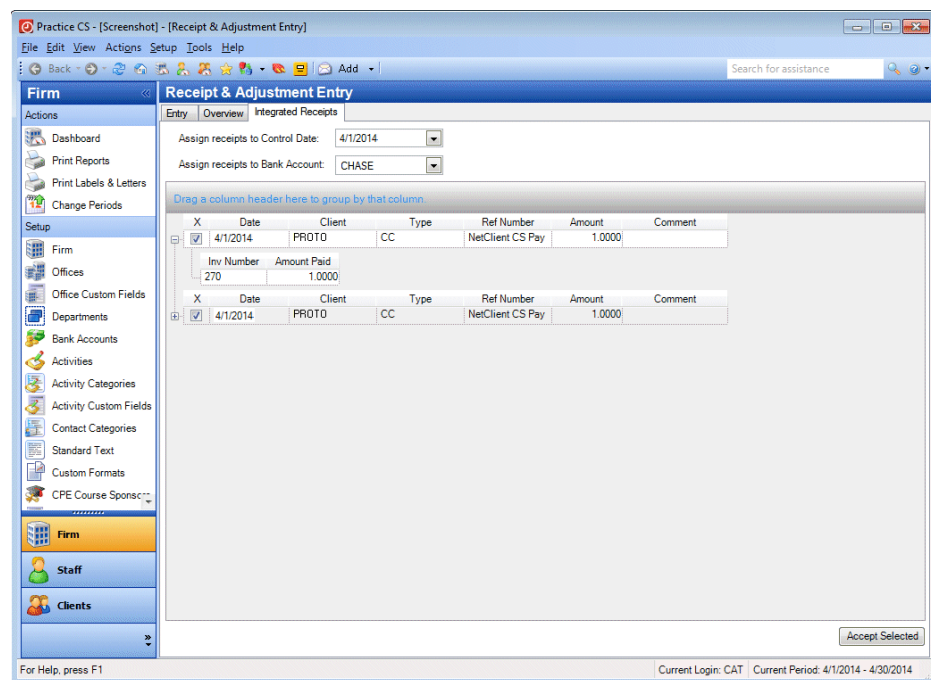
- Enable printing invoices to NetClient CS in the Firm setup screen
- Enable one or more clients to pay invoices that you have printed to their NetClient CS portals. See “Printing an invoice to NetClient CS” in the [Practice CS Billing WalkThrough](#) for step-by-step instructions on printing invoices to NetClient CS for your clients.

Processing an online bill payment

When a client submits an online payment from NetClient CS, your NetFirm CS™ administrator will receive an email message with the subject line *Receipt of payment* to let you know that the client has paid the invoice.

To accept the receipt in Practice CS, follow these steps.

1. Open the Receipt & Adjustment Entry screen (Actions > Receipt & Adjustment Entry).
2. Click the Integrated Receipts tab. Outstanding payments will appear here.
3. In the *Assign receipts to Control Date* field, select a date from the drop-down list.
4. In the *Assign receipts to Bank Account* field, select a bank from the drop-down list.
5. Mark the checkbox for the payment you would like to accept.
6. Click the Accept Selected button.



After the payment is accepted, it will appear on the Entry and Overview tabs.