

A/R FAQs

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Q. When entering invoices, a warning or stop message displays indicating past due invoices although there are no open invoices for the selected customer.

A. The invoice warning may be the result of a recurring invoice saved for the customer at *Accounting / Setup/ A/R /Recurring Invoices*. Two options are available to address the warning:

- Edit the recurring invoice and select a different customer, such as the Cash Customer.
- Delete the recurring invoice and then re-enter it, resetting the date in the database.

Q. Where is the sales tax rate changed in Agvance?

A. The default *Sales Tax Multiplier* can be changed on the *Preferences* tab at *Accounting / Setup / Locations*.

Q. Do discounts apply to prepay dollars on an Invoice?

A. In Agvance, the Invoice discount does not apply to prepaid line items. To give a customer a discount on prepay, it should be given at the time the Booking is entered.

Q. I am not able to save an invoice because the Save button is unavailable.

A. There are several instances when the Save button will become unavailable:

- Changing the discount
 - Changing a quantity, price, or total
 - Changing a product from taxable to non-taxable
 - In these cases, you must click on the **Apply** button, and then the **Save** button will be available.
- If both the **Apply** and **Save** buttons are unavailable, you will need to apply the analysis on the invoice.
- This can happen when you change the prepay status, discount, quantity, price, or total on the invoice.

Q. On the printout of a split Invoice, the line items' split percentages show correctly but in the lower left corner of the document, the splits show differently.

A. In Agvance, there are two controls of split percentages on Invoices.

The split percentage listed on the Invoice printout under the *This Invoice is Shared With* area is the original split selected at the start of the Invoice or the split on the originating ticket. This split is the overall default Invoice split.

In addition to the overall Invoice split, each line item can have its own individual split percentage. This prints on the Invoice document line item.

Q. When I select multiple customers at the same time on the select customer screen while adding an invoice, booking, or delivery ticket, my customers do not always default into the transaction in the same order as selected. Why?

A. Agvance automatically orders customers designated as "growers" first on transactions. Customers can be designated as "growers" by checking the *Grower* checkbox at the customer *Profile* tab. If you want the customers to be in a different order you will need to select the customers one at a time.

Q. How can I default into an invoice a ship-to and Federal Permit other than that of the owner of the field?

A. If "Customer A" has a field but "Customer A" is not listed first on the billing splits, when invoicing this field the ship-to and the federal permit on the *Additional Info* tab will default in with the information from the first customer listed on the billing splits, not from the owner of the field ("Customer A").

Q. What is the hierarchy for auto-population of the "Salesperson" on the Additional Info window of the A/R invoice, blend ticket or delivery ticket?

A. Here is the process that Agvance goes through to populate the *Salesperson* field:

1. First it will look at the applicable ship-to address for the salesperson.
2. If there is no ship-to address, or no salesperson on the ship-to address, then it will look at the primary customer on the document and pull the salesperson from their file. In the case of a split invoice, it will look at the first customer in the bill split to determine the salesperson.
3. If there is no salesperson in the customer file, the "Salesperson" field will not populate but can be filled in manually.

Q. Why are zero balance customers showing up on the Aged Balances style of the Customer Balances report?

A. In this instance, there were open Invoices that offset to zero. This can happen if Invoices have been reversed. To correct this, go to *Accounting / AR / Payments*, and select the customer. Pay the offsetting Invoices with a zero Payment and run the report again. The report should no longer include the customer.

Q. I would like all locations to be able to run the Sales Analysis for any customer and include all invoices from all locations. Is this possible?

A. Depending on your user security setup, this may not be possible. If the user is restricted from another location's customers, that user will not be able to run the report for any of those customers. If the user is not restricted from another location's customers but is restricted from logging into another location, then the sales analysis can be run for any customer, but the restricted location's invoices will not appear on the report. If the user is not restricted from another location's customers and is not restricted from logging into another location but is restricted from another location's products, then all locations' invoices will appear on the report but any products from the restricted location that are actually on those invoices will not appear on the report. The only way to run a Sales Analysis for complete and accurate information is to run it while logged in as a user who can log into any location and who is not restricted from other locations' products or customers.

Q. When running the Vehicle/Applicator report in *Accounting Reports / Accounts Receivable / Sales Reports* and have the *Sort by* set to *Applicator by Vehicle*, the vehicles do not display on the report.

A. If the vehicle is set up with a Vehicle ID but no Description at *Hub / Setup / Vehicles*, the vehicle will not show on the report. Edit the vehicle and enter a description and rerun the report to see the vehicles display.

Q. Not all of my products are listed on the Tonnage report when compared to Sales Analysis.

A. First check to see if the user is running the report by the same parameters. The fiscal month range on the Sales Analysis should match the fiscal month range on the Tonnage report. Next make sure all the products on the Sales Analysis report are included in the Tonnage Tax setup on the report criteria screen. If not, add them to the Tonnage Tax product setup. To find out what products are in the setup, use the print option for a hard copy.

Note: The tonnage report will never match the Sales Analysis unless the hierarchy of the tonnage report happens to match the exact sort criteria of the Sales Analysis. This will happen in very few cases. There is currently no way to match sales reports with the same hierarchical filters as the tonnage reports in all cases.

Q. When I run the Sales Analysis report *By Customer / By Product* I get a line for each load for the customer even when the product is the same. Why is it doing this?

A. This report will show a separate line for each load delivered if the "Product Description" has been edited when creating the Invoice. To get the report to combine like items that have had the description edited, go to the *Hub / Setup / Preferences / Product* tab and set the Product Sort to *ID*.

Q. If Sales Analysis Report is run including a prior year dataset and product names have been changed, will the information for those products be displayed separately on the report?

A. In Agvance, there is a preference in the Hub that will determine how these products will be grouped on the Sales Analysis report when run including a prior year dataset. In the Hub under *Setup / Preferences / Product* Tab there is a Product Sort option. If this preference in the current year data is set to sort by ID then on the sales analysis report the products will be reported together because they have the same product ID. Within the ID sort they will be

divided by the name that was on the invoice at the time it was saved and will be subtotaled by the name. A grand total for everything with the same product ID will also be displayed. If the preference is set to sort by Name then on the report the products will be sorted according to the Name of the product at the time the invoice was saved and it will be reported separately under each Name on the report.

Q. When running Sales Analysis report and selecting additional datasets some of my sales are not showing on the report from the previous year?

A. In some instances, the product IDs/names have been changed OR the products have been deleted or moved into other departments. Try running the report for ALL products instead of selecting specific ones. This will cause the report to search both databases for the all of the sales information.

Q. When I print the Product Rebate report it is not printing a Federal Permit #, but shows an expiration date of 12/31/1899. The invoice was not saved with a Federal Permit # selected on the *Additional Information* screen.

A. Edit the invoice and select the correct Federal Permit #.