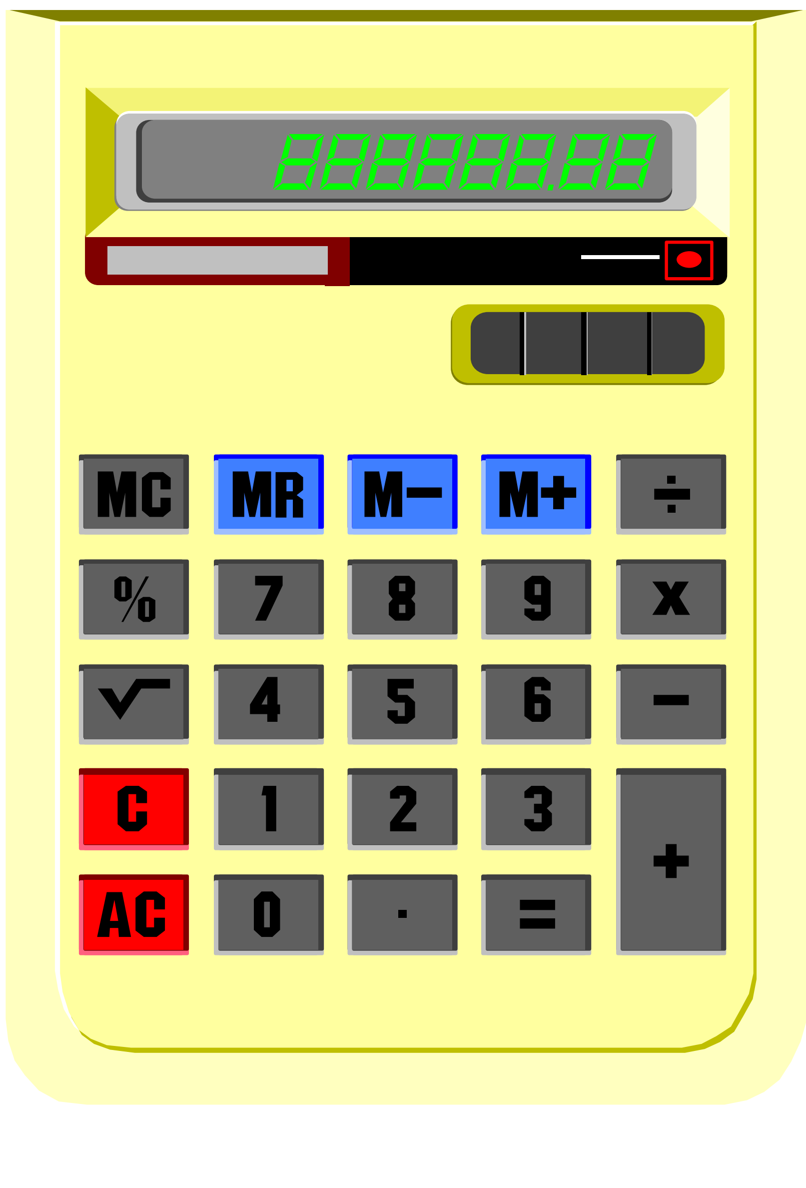
ACCOUNTS RECEIVABLE: CREATING A/R ACCOUNTS

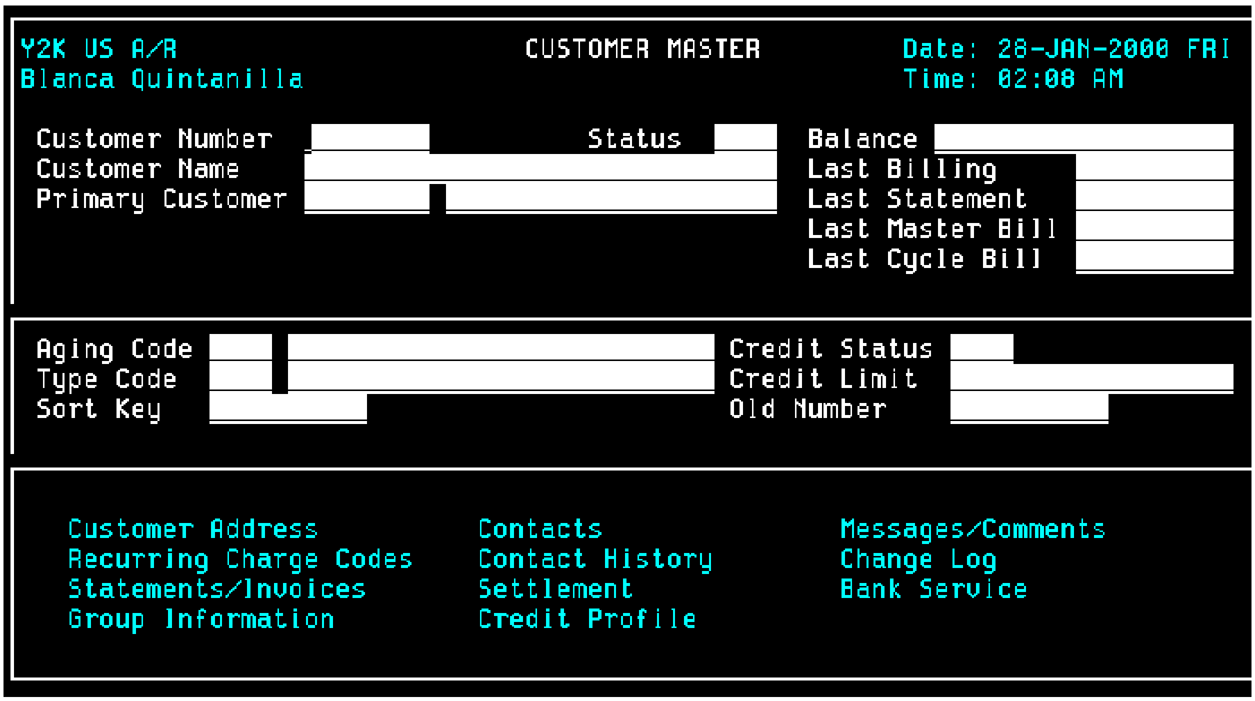


Accounts Receivable – Customer Maintenance

The Accounts Receivable portion of the application is used to manage those accounts which have direct billing privileges, or those accounts which are not paid at the time of checkout. During night audit, all folios for checked out guests with a balance transfer to Accounts Receivable. When the A/R number is assigned before transferring, the folio transfers to the correct account. When the A/R number is not assigned, the system creates a temporary account using the guest's name and address. Note that all postings done in Accounts Receivable do not reflect on the Daily Revenue Report.

How To Create An A/R Account

1. From the Accounts Receivable Menu, select Customer Maintenance
2. Select Customer Maintenance



3. Enter the appropriate information into the fields:
   - **Customer Number –** Press [Enter] and the system automatically generates a new sequential number. A number may also be manually assigned. This is a numeric field of at least one character, and it cannot be zero.
   - **Status -** [List Values] may be used to select the most appropriate status for the account:
     - ?? **PERM -** This is a permanent account. When a folio drops to A/R and creates it's own account (because there was a remaining balance but no A/R account was assigned to it) the system uses PERM as the default. A permanent account never purges from the Galaxy system.
     - ?? **PURG -** An account with this status is set to purge on next purge cycle. This status is chosen for an account in order to purge it prior to the regular purging cycle. The system automatically sets an account with an original status of "temp" to this status once it has been zero for the allotted time set in the purge parameters.
     - ?? **TEMP –** This is a temporary account. Once an account has been zero balance for the allotted time set in the purge parameters, the system automatically sets the account to the purge status.
   - **Balance –** This represents the grand total of the account. This is automatically calculated by the system and can not be altered. Therefore, the cursor cannot be placed in this field.

When the field is blank, no activity has taken place on the account. A zero indicates that the account does not have a remaining balance.

- **Customer Name –** This field is used as a reference, showing the customer's name. The name is actually entered in the address field ([Quick] to Customer Address). Therefore, the cursor cannot be placed in this field.
- **Last Billing** - This field displays the date of the last invoice that was printed for this customer. This is for reference only. Therefore, the cursor cannot be placed in this field**.**
- **Primary Customer** – Future Feature. Not currently working.
- **Last Statement** - This field displays the date of the last statement printed for this customer. This is for reference only. Therefore, the cursor cannot be placed in this field**.**
- **Last Master Bill -** This field displays the date of the last master bill printed for this customer. This is for reference only. Therefore, the cursor can not be placed in this field.
- **Last Cycle Bill** - This field display the date of the last cycle billing printed for this customer. This is for reference only**.** Therefore, the cursor cannot be placed in this field.
- **Aging Code –** [List Values] may be used to view the choices. All choices are user defined and created in database setup by the property. Use the Aging Code to group similar types of accounts together to print in the Aging Report.
- **Credit Status –** There are three credit statuses available:
  - **OK** – Indicates the account is in good standing (maintains a current and allowable balance). No restrictions are placed on accounts with this status.
  - **HOLD** – Indicates the account is not in good standing. Placing an account on hold prevents future guest and group reservations from being linked to it. Therefore no guest charges can fall to the account.
  - **MGR –** Indicates that a manager's approval is needed in order to link future guest and group reservations. The manager is required to enter their executable password.
- **Type Code** – This is an optional field. It is not required fill out this field in order to complete an account. [List Values] may be used to view the choices. All choices are user defined, and are created in database setup by the property. Use the Type Code to group similar types of accounts together for the Aging Report.
- **Credit Limit -** This is an optional field. It is not required fill out this field in order to complete an account. Enter the dollar amount to which the account needs to be limit. NOTE: This DOES NOT prevent the account from charging more than the listed amount. This field is used as a notation and for reporting purposes only. The credit balance report may be printed to compare actual account balances to their corresponding credit limits.
- **Sort Key -** This is an optional field. It is not required fill out this field in order to complete an account. This is a free text, alphanumeric field. Any type of information may be entered in this field to help separate accounts for reporting purposes (such as the name or initials of the A/R clerk or sales manager responsible for the account).
- **Old Number -** This is an optional field. It is not required fill out this field in order to complete an account. This field is designed to assist querying for an account by recording the number used in the last PMS prior to conversion to the Galaxy system.

4. Press [Save] and the system automatically brings up the Customer Address window, which is a required field. [Quick] may also be used to access this window. Complete the name and address information as prompted.
5. Press [Save] when finished, or complete the remaining windows as needed.

Other Windows In Customer Maintenance

- **Statements and Invoices.** This window is used to customize the format of the statements and invoices for the individual customers. The prompts default from the original setup of the database. *(See database setup*). If any information is amended here, it only affects this customer account.
- **Group Information.** This window is for display only. When this account has a group function, the group information would be displayed.
- **Contact Information.** This information is used in the Master Billing process.

- **Contact History.** This area is used to keep information regarding this customer up to date. For example, one member of the department goes on vacation, another member of the team can simply go through the history to see what is/has been happening with this customer, regarding payments, disputes, etc.
  - **Date:** The date contacted.
  - **Contact Name:** The name of person who was contacted.
  - **Contacted By:** The person from the hotel who contacted them.
  - **Subject:** The reason for the contact.
- **Settlement Information.** Some properties have purchased an interface called A/R bank, which allows for customers to automatically settle the account to a specified credit card on a regular basis, generally monthly. The settlement associated with the automatic posting, needs to be entered in this window. When A/R bank is not used, this field can be used to set a default settlement. When entering a payment to the account, press [Enter] at the settlement type field in the payment window, and the settlement information from this field is automatically entered.
- **Credit Profile.** This are displays a record of the customer's credit record. This information includes the largest amount owed, the longest payment period, and the aging information.
- **Messages And Comments**
  - **Front Desk:** This message appears on the bottom of the screen whenever this A/R number is selected. This feature could be used to convey important information to front office agents.
  - **Statement:** This message appears on the customer's statement. This field can be used to remind a customer of a past due balance or to simply give a personal message to this customer.
  - **Comments**: [List Values] may be used to select the department to which send a message. This does not print on any documents given to the client.
- **Change Log.** This window allows tracking information such as who made the customer master and what changes were made to the account.
- **Bank Service.** When purchased, the A/R bank interface window displays all bank statuses and payment information.
- **Recurring Charge Codes.** Recurring charges are those items charged on a regularly scheduled basis. When this account incurs such charges, enter the appropriate charge code (as defined in the A/R database). The description and amount are displayed.