

## PBS Tips and Tricks #14 – Accounts Receivable Viewing and Managing Open Items

In previous Tips & Tricks we have been covering system and infrastructure things within PBS, providing help across the board over multiple applications to get the most out of the system.

In this installment we are covering PBS Accounts Receivable and several features/techniques, allowing you to view Open Items in different ways, solving problems and keeping the AR “cleaned up” in an efficient manner.

Viewing “Customer Open Items” from the View menu (in older versions of PBS under the View menu this may be called “Customers”). You will see this:

View open items

File View Options Tools Help

New Edit Save Save / New Delete Cancel Exit

Select by ascending customer number

Starting date Earliest

General Customer info

Doc #	Ty	Doc date	Due date	Apply-To	P.D. #	Trms	Reference	Rep	Commis due	Amount-1	Amount-2	Doc total
22004	I	02/01/2020	03/17/2020	22004	SM21957	N45	Ref #: 0022004	SB	0.00	6,395.00	383.70	6,778.70
22005	I	02/01/2020	03/17/2020	22005	SM22024	N45	Ref #: 0022005	SB	0.00	730.00	43.80	773.80
32012	I	03/14/2020	04/28/2020	32012	SM21967	N45	Ref #: 0032012	SB	0.00	6,395.00	383.70	6,778.70
32041	I	03/23/2020	04/22/2020	32041	CEA16134	N30	Ref #: 0032041	JML	0.00	2,219.00	0.00	2,219.00
WIRE	P	03/27/2020		22004	N45	JOB#14957-C-41				-6,778.70	0.00	-6,778.70
WIRE	P	03/27/2020		22005	N45	JOB#14957-C-42				-773.80	0.00	-773.80

Balance forward  
Invoices 16,550.20  
Payments -7,552.50

Credit memos  
Debit memos  
Finance charges

Total Prepaid 8,997.70

Payments

<F2> = "Earliest", <SF2> = Net unpaid, <F3> = Invoice history, <F5> = Summary by invoice, <F6> = Notes, <SF6> = By apply-to, <F7> = Print statements

Eliminating the middle portion of the screen and enlarging the focus on information for our purposes:

General Customer info

Doc #	Ty	Doc date	Due date	Apply-To	Amount-1	Amount-2	Doc total
22004	I	02/01/2020	03/17/2020	22004	6,395.00	383.70	6,778.70
22005	I	02/01/2020	03/17/2020	22005	730.00	43.80	773.80
32012	I	03/14/2020	04/28/2020	32012	6,395.00	383.70	6,778.70
32041	I	03/23/2020	04/22/2020	32041	2,219.00	0.00	2,219.00
WIRE	P	03/27/2020		22004	-6,778.70	0.00	-6,778.70
WIRE	P	03/27/2020		22005	-773.80	0.00	-773.80

By default this list is sorted by document date, which means that the two payments at the bottom of the screen are not near the invoices they are paying.

Notice at the very bottom of this screen a list of special display option function keys:

Balance forward		Credit memos
Invoices	16,550.20	Debit memos
Payments	-7,552.50	Finance charges

<F2> = "Earliest", <SF2> = Net unpaid, <F3> = Invoice history, <F5> = Summary by invoice, <F6> = Notes, <SF6> = By apply-to, <F7> = Print statements

By default, the on-screen data is sort as if <F2> had been touched. However, for convenience in analyzing what the relationships are amongst the various transactions, several other options are available.

<SF6> Sorts all items by apply-to number, which means any payments that have been applied to an invoice (or other document) will be positioned right after that document:

Doc #	Ty	Doc date	Due date	Apply To	Orig amt	Payments	Net Due
22004	I	02/01/2020	03/17/2020	22004	6,778.70	0.00	6,778.70
WIRE	P	03/27/2020		22004	0.00	-6,778.70	-6,778.70
22005	I	02/01/2020	03/17/2020	22005	773.80	0.00	773.80
WIRE	P	03/27/2020		22005	0.00	-773.80	-773.80
32012	I	03/14/2020	04/28/2020	32012	6,778.70	0.00	6,778.70
32041	I	03/23/2020	04/22/2020	32041	2,219.00	0.00	2,219.00

Notice that the two payments now immediately follow the invoices that they have been applied to and all the data is sorted by apply-to. This screen is particularly useful when there have been partial payments and it may not be obvious that the invoices and payment should be matching or what the net of the several invoice(s) plus payment(s) should be. This becomes even more important when there are partial payments and possibly debits and credits all applying to the same transaction/apply-to set. So for invoice 22001 below there has been a credit and debit and a payment applied. Seen in the <F2> (default) view i.e. sorted by Doc date this looks like:

Doc #	Ty	Doc date	Due date	Apply-To	Amount-1	Amount-2	Doc total
121930	I	12/01/2019	12/31/2019	121930	5,920.42	392.23	6,312.65
121964	I	12/30/2019	01/29/2020	121964	750.00	49.69	799.69
12009	I	01/01/2020	01/31/2020	12009	5,920.42	392.23	6,312.65
12051	I	01/30/2020	02/29/2020	12051	750.00	49.69	799.69
5538	P	02/03/2020		121930	-3,000.00	0.00	-3,000.00
22001	I	02/11/2020	03/12/2020	22001	6,066.44	392.23	6,458.67
22056	I	02/29/2020	03/30/2020	22056	750.00	49.69	799.69
22001C	C	03/15/2020		22001	-1,400.00	-84.00	-1,484.00
22001D	D	03/18/2020	03/18/2020	22001	210.00	12.60	222.60
52885	P	03/30/2020		22001	-4,500.00	0.00	-4,500.00

Jumbled in with the other transactions for that customer, it can be hard to follow the “logic” of what happened to a particular invoice. However, sorted by Apply-to number <SF6>:

General		Customer info						
Doc #	Ty	Doc date	Due date	Apply-To ▲	Orig amt	Payments	Net Due	
12009	I	01/01/2020	01/31/2020	12009	6,312.65	0.00	6,312.65	
12051	I	01/30/2020	02/29/2020	12051	799.69	0.00	799.69	
22001	I	02/11/2020	03/12/2020	22001	6,458.67	0.00	6,458.67	
22001C	C	03/15/2020		22001	0.00	0.00	-1,484.00	
22001D	D	03/18/2020	03/18/2020	22001	0.00	0.00	222.60	
52885	P	03/30/2020		22001	0.00	-4,500.00	-4,500.00	
22056	I	02/29/2020	03/30/2020	22056	799.69	0.00	799.69	
121930	I	12/01/2019	12/31/2019	121930	6,312.65	0.00	6,312.65	
5538	P	02/03/2020		121930	0.00	-3,000.00	-3,000.00	
121964	I	12/30/2019	01/29/2020	121964	799.69	0.00	799.69	

This sort is in apply-to sequence based on date, allowing all transactions applying to one invoice be brought together and the historical time-line is much clearer.

Two other function keys offer similar benefit. For example, the <SF2> and the <F5> show the net open for all the transactions in one apply-to group:

General		Customer info						
Doc #	Ty	Doc date	Due date	Apply-To ▲	Orig amt	Payments	Net Due	
12009	I	01/01/2020	01/31/2020	12009	6,312.65	0.00	6,312.65	
12051	I	01/30/2020	02/29/2020	12051	799.69	0.00	799.69	
22001	I	02/11/2020	03/12/2020	22001	6,458.67	-4,500.00	697.27	
22056	I	02/29/2020	03/30/2020	22056	799.69	0.00	799.69	
121930	I	12/01/2019	12/31/2019	121930	6,312.65	-3,000.00	3,312.65	
121964	I	12/30/2019	01/29/2020	121964	799.69	0.00	799.69	

Note also that invoice 121930 which had a partial pay of 3,000 shows the net outstanding as well.

As these are function key operations, you can jump around using one then another, adjusting the view to make the most sense of what you are looking at. For example, you might start by using the <SF2> to see the partial paid and then use the <SF6> to expand all the transaction/apply-to sets, displaying the details of how the net for each was arrived at.