



**RPM**  
® *REAL-TIME PARTS MANAGEMENT*

# Accounts Receivable Frequently Asked Questions

*August 19<sup>th</sup>, 2019 – Ver. 0.0d*

## *About this FAQ*

- Provides answers to frequently asked questions about Accounts Receivable and detailed steps for AR Statement process.

## *Who Should Read It?*

- Store owners and store managers.
- Store personnel who manage accounts receivable in RPM.

## Accounts Receivable – Frequently Asked Questions (FAQ)

The following are answers to some of the most frequently asked questions about Accounts Receivable in RPM.

### Are Credits and Payments applied separately?

Yes, you must apply credits and payments separately.

### How do you close Payment Batches?

All **AR Payment Batches** must be closed before a store runs **Close of Day (COD)** and closes the **Accounting Day**.

Use the following steps to close a payment batch.



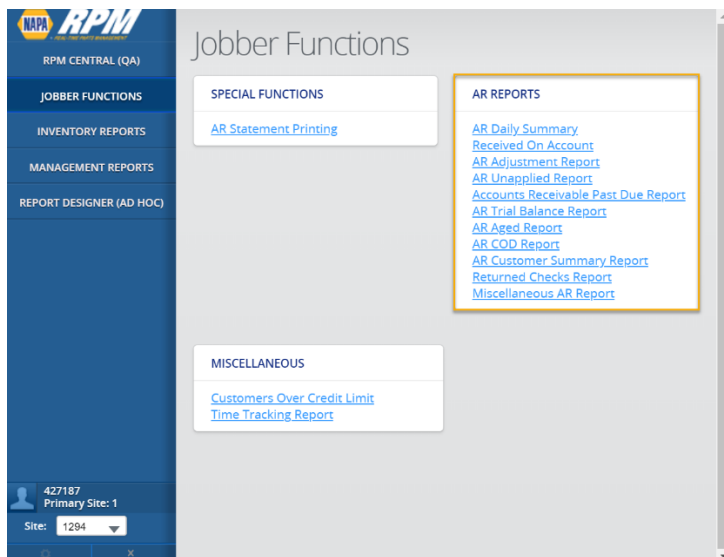
*POS batches are closed automatically and can't be closed manually. No changes or edits can be made to a batch once it is closed. Payments are verified and closed by the batch creator when payment entries are complete.*

#### Steps

1. On **RPM Central**, go to **Manager Tools > Accounts Receivable > AR Payment Maintenance**.
2. Ensure the correct group is selected in the **Select Ownership Group** drop-down list.
3. Filter the list for open batch payments by selecting the following.
  - **Batch Type** BO.
  - **Batch Status** Open.
4. Click **Apply**, select the open batch, then **Close Batch**.

### Where can I find AR Reports?

To find **AR Reports**, go to **RPM Central** and then click **Jobber Functions** on the left.




## How do you Configure AR for AR Statements?

Use the following process to Configure AR for AR Statements.

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### Steps

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1. On **RPM Central**, go to **Manager Tools > Accounts Receivable > AR Configuration**.
2. Ensure the correct group is selected in the **Select Ownership Group** drop-down list.
3. Specify the following details by clicking the  **Edit Config** button.
  - Under **General Information**  
**Email Address to receive A/R Archived Reports** Ensure the e-mail address is correct. The AR Trial Balance report is sent when statements are finalized.
  - Under **Remittance Information**  
**Address** Ensure the address is where you want payments sent.
  - Under **Statement Information**  
**Next Monthly Statement Date** Ensure this is the next date when monthly statements are created.
4. Review and edit all other fields as necessary.

A/R Configuration - A/R Ownership Group B040 Edit Config

**General Information**

\* Primary A/R Site 0121 - PARTS DEPARTMENT OF NORTH

Returned Payment Fee Amt \$ 0.00

Default A/R Terms 4

Default A/R Terms Description Net 10th S/C 1.5% Min. \$15.00

\* Email Address to receive A/R Archived Reports fax@napanorthfield.com

**Remittance Information**

\* Remit to Name NAPA AUTO PARTS

Attention

\* Address 1 108 7TH ST EAST

Address 2

Address 3

\* City NORTHFIELD

\* Country USA

\* State MIN

\* Zip 55057

\* Phone 507 645-9526

**Statement Information**

Upload Logo Choose File No file chosen Upload

☐ Print Custom Logo

☐ Print in Customer Language Preference

☒ Print Site Name on Statements

☐ Print Tax Summary on Statements

☐ Use Online Statement

☐ Print Monthly Statement for Weekly Customers

☐ Use Weekly Statement Cycle

\* A/R Statement Form Type Laser Plain Paper

USPS Mailer ID

\* Next Weekly Statement Date 10/31/17

\* Next Monthly Statement Date 07/31/18

View Statement Messages

Created 337713 2017-10-31 13:04:41  
Last Modified 100243 2018-12-03 16:42:51

- Click **View Statement Messages** to view and edit the messages that print on the customer statements.

The **Statement Messages Maintenance** screen displays.

- Click **Preview** to see where the messages appear on the customer statements.

**Statement Message Maintenance**

**Statement Messages - Monthly**

Monthly Header Message Thank you for shopping at NAPA Preview

Monthly Marketing Message Be sure to check our monthly specials

Monthly Footer Message Happy Holidays from your NAPA store

Monthly Automatic COD Message Your account has been placed on COD

Monthly Aging Period 1 Message Your account is 30 days past due

Monthly Aging Period 2 Message Your account is 60 days past due

Monthly Aging Period 3 Message Your account is 90 days past due

The **Statement Preview** screen displays.

**Statement Preview**

Store Name   
Address   
City, State, Zip   
Phone

**Statement**

Date	Account #	Sales Rep	Page
XXXX/XXXX	XXXX	XXXXXX	1

Terms: XXXXXXXXXX

Bill To: Customer Name  
Address  
Address 2  
City, State, ZIP

Summary as of  
Previous Balance 0.00  
-(-) Payments 0.00  
-(-) Purchases 0.00  
-(-) Adj/Disc 0.00  
**Current Balance 0.00**  
Future Dated 0.00

Thank you for shopping at NAPA

Date	Type	Site - Transaction #	Transaction Amount	Payments / Credits Applied	Open Amount	Reference	Paid Due
XX/XX/XX	XXXX	XXXXXXXXXX	0.00	0.00	0.00	XXXXXXXXXX	
XX/XX/XX	XXXX	XXXXXXXXXX	0.00	0.00	0.00	XXXXXXXXXX	
XX/XX/XX	XXXX	XXXXXXXXXX	0.00	0.00	0.00	XXXXXXXXXX	
XX/XX/XX	XXXX	XXXXXXXXXX	0.00	0.00	0.00	XXXXXXXXXX	

Be sure to check our monthly specials

Your account has been placed on COD

Your account is 30 days past due

Your account is 60 days past due

Your account is 90 days past due

Current	Past Due XX	Past Due XX	Past Due XX
0.00	0.00	0.00	0.00
<b>Total Owed: 0.00</b>	<b>Total Futures: 0.00</b>	<b>Total Now Due: 0.00</b>	

## What is the AR Statement Process?

The AR Statement Process consists of the following steps.

1. [AR Statement Generation](#)
2. [AR Statement Printing](#)
3. [AR Statement Finalization](#)

### 1. AR Statement Generation

Generating Statements is the first step in the AR Statement process.




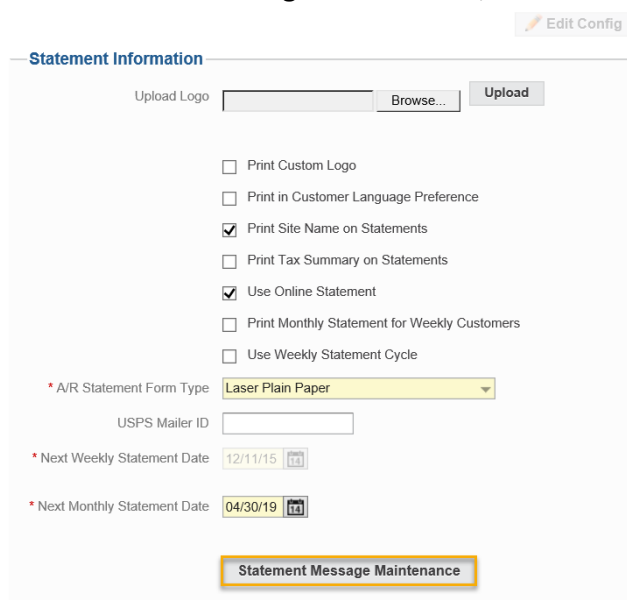
*If you are running customer statements for the first time, review the [AR Configuration](#) settings before you begin. Also, End of Day (EOD) for statement dates must be processed on all sites in the AR group before statements are generated.*


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#### Steps

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1. On **RPM Central**, go to **Manager Tools > Accounts Receivable > AR Statements > AR Statement Generation**.
2. Ensure the correct group is selected in the **Select Ownership Group** drop-down list.
3. Select **Monthly Statement Cycle** or **Weekly Statement Cycle**, then click **Next** for **Statement Generation**.
4. Review statement **Messages**.
  - a. If the messages are correct, click **Next**.
  - b. If the messages need to be modified, click **AR Configuration**.
    - I. Select **A/R Ownership Group** and click .
    - II. Click **Statement Message Maintenance**, make necessary changes, and then **Save**.



— **Statement Information** 

Upload Logo

☐ Print Custom Logo

☐ Print in Customer Language Preference

☒ Print Site Name on Statements

☐ Print Tax Summary on Statements


☒ Use Online Statement


☐ Print Monthly Statement for Weekly Customers

☐ Use Weekly Statement Cycle

\* A/R Statement Form Type **Laser Plain Paper**

USPS Mailer ID

\* Next Weekly Statement Date  

\* Next Monthly Statement Date  

**Statement Message Maintenance**

**Statement Message Maintenance**

**Statement Messages - Monthly**

Monthly Header Message: Thank you for shopping at [redacted] Preview

Monthly Marketing Message: [redacted]

Monthly Footer Message: [redacted]

Monthly Automatic COD Message: Your account is on COD. Please contact us to discuss reinstating your account privileges.

Monthly Aging Period 1 Message: Oops! Did you forget to send your payment last month?

Monthly Aging Period 2 Message: Your account is past due. Please pay the total amount due as soon as possible.

Monthly Aging Period 3 Message: Your account is seriously past due. Please contact us to make payment arrangements.

**Statement Messages - Weekly**

Weekly Header Message: [redacted] Preview

Weekly Marketing Message: [redacted]

Weekly Footer Message: [redacted]

Weekly Automatic COD Message: [redacted]

Weekly Aging Period 1 Message: [redacted]

Weekly Aging Period 2 Message: [redacted]

Weekly Aging Period 3 Message: [redacted]

Cancel Save

5. Review **Remittance Information**.

- If the information is correct, click **Next**.
- If the information needs to be modified, click **AR Configuration**.
  - Select **A/R Ownership Group** and click Edit Config.
  - Make necessary changes to **Remittance Information** fields and then **Save**.

**Remittance Information**

\* Remit to Name: [redacted]  
 Attention: [redacted]

\* Address 1: [redacted]  
 Address 2: [redacted]  
 Address 3: [redacted]

\* City: [redacted]  
 \* Country: [redacted]  
 \* State: [redacted]  
 \* Zip: [redacted]  
 \* Phone: [redacted]

☐ Print Monthly Statement for Weekly Customers  
☐ Use Weekly Statement Cycle

\* A/R Statement Form Type: **Laser Plain Paper**

USPS Mailer ID: [redacted]

\* Next Weekly Statement Date: 12/11/15

\* Next Monthly Statement Date: 04/30/19

Statement Message Maintenance

Created: 336689 2015-12-11 08:47:41  
 Last Modified: RS1111 2019-04-01 06:19:46

Cancel Save

6. Review the **Generate** information.

- If the display date (ex. 04/30/2019ForA359) is correct, then **Save** and click **Generate Statement**.
- If the display date is incorrect, click **AR Configuration**.
  - Select **A/R Ownership Group** and click Edit Config.
  - Under **Statement Information**, make necessary changes to **Next Monthly Statement Date** and then **Save**.

\* Next Weekly Statement Date: 12/11/15

\* Next Monthly Statement Date: 04/30/19

Statement Message Maintenance

Created: 336689 2015-12-11 08:47:41  
 Last Modified: RS1111 2019-04-01 06:19:46

Cancel Save

Customer	Pricing	Replenishment	Cost Adjustments	Accounts Receivable	Receiving	Items
<div> <div> Statement Date Messages Remittance Info Generate </div> <div> Statement Generation - Generate  Set up is complete.  Please press the Generate Statements button when ready.  Monthly statements will be generated for  04/30/2019ForA359. </div> </div>						
<div> <div>Regenerate Statements</div> <div>Statement Activity Log</div> <div>AR Configuration</div> </div> <div> <div>Previous</div> <div>Generate Statement</div> <div>Cancel</div> <div>Save</div> </div>						



**Do not close this screen** while statements are generating.

When statement generation completes, the system displays the number of statements created.

7. Click **OK**.

## 2. AR Statement Printing

The next step in the AR Statement process is AR Statement Printing.



*AR Statement Printing only works at the main AR Site. Workstations can print statements to any printer with access.*

### Steps

1. On **RPM Central**, go to **Jobber Functions > AR Statement Printing**.

2. Ensure the correct group is selected in the **Select Ownership Group** drop-down list.

3. Select the appropriate row from the list of **Available Statements** and click **Next**.

4. On **Print Criteria**, select the following options.

- **Sort By** Choose how you want the AR statements sorted from the drop-down.
  - ☐ **ZIP CODE, ADDRESS, CUSTOMER NUMBER**
  - ☐ **SITE RESPONSIBILITY, CUSTOMER NUMBER**
  - ☐ **FAXES FIRST, CUSTOMER NUMBER**
  - ☐ **CUSTOMER NUMBER**
  - ☐ **AGING, CUSTOMER NUMBER**
  - ☐ **CUSTOMER NAME, CUSTOMER NUMBER**
  - ☐ **NUMBER OF LINE ITEMS**
- **Statement Form** Choose from **Letterhead**, **Laser Plain Paper**, and **Two Window**.

- **Print Select OMR Codes and Double Sided.**



*Intelligent Mail Barcode is currently not supported and should be cleared.*

Sort By

#### Formatting Options

Statement Form

Print ☐ Intelligent Mail Barcode

☒ OMR Codes

☒ Double Sided

Previous

**Next**


Close

Cancel

Site: 1 Current Date: 08/20/19 3.13.10-110

5. Click **Next** to continue.

On **Filter and Review**, do the following.

- a. Preview customer statements by clicking **Preview**  on the row you wish to review.
- b. Include or exclude customers from printing by selecting or clearing **Print** on the appropriate row.
- c. Sort the results by clicking on a column header.

6. Click **Next** to go to the **Print** option.

The system displays the number of statements that will be printed and emailed.

7. Click **Save Print Options**, then click **Start Printing**.

A PDF with all the statements selected for printing is generated and opened.

8. Hover over the PDF to display the bottom tool bar. Click the **Print** icon to print the statements or click the **Save** icon to save the file.

### 3. AR Statement Finalization

The last step in the AR Statement process is to finalize the statements.

#### Steps

1. On **RPM Central**, go to **Manager Tools > Accounts Receivable > AR Statements > AR Statement Finalization**.
2. Ensure the correct group is selected in the **Select Ownership Group** drop-down list.
3. Click on the appropriate row from the list of **Available Statements**.  
The system displays the number of statements ready to be finalized, emailed, and sent to an online provider.
4. Click **Finalize Statements**.



Customer	Pricing	Replenishment	Cost Adjustments	Accounts Receivable	Receiving	Items				
A/R Statement Finalization - A/R Ownership Group A359										
View Trial Balance										
<table border="1"> <thead> <tr> <th>Frequency</th> <th>Date</th> </tr> </thead> <tbody> <tr> <td>Monthly</td> <td>04/30/19</td> </tr> </tbody> </table>							Frequency	Date	Monthly	04/30/19
Frequency	Date									
Monthly	04/30/19									
<div> 7575 Statements Ready to be Finalized  39 to be Emailed  0 to be sent to Online Provider </div>										
Statement Activity Log										
Finalize Statements										
Site: 1 Current Date: 08/20/19 3:14:54										

The **Confirm Finalization** screen displays

- Review the information and click **Yes, I Want to Finalize**.

Confirm Finalization

Are you sure you wish to continue to Finalize Statements for A/R Ownership Group **A359 Monthly Statements 2019-04-30 00:00:00.0**? Finalizing Statements cannot be undone. This process will:

- Archive the Trial Balance
- Post Service Charges
- Update Customer Accounts
- Send Email and Online Statements

Yes, I Want to Finalize
No, Do Not Finalize

AR statements begin to finalize.

Customer	Pricing	Replenishment	Cost Adjustments	Accounts Receivable	Receiving	Items				
A/R Statement Finalization - A/R Ownership Group A359										
View Trial Balance										
<table border="1"> <thead> <tr> <th>Frequency</th> <th>Date</th> </tr> </thead> <tbody> <tr> <td>Monthly</td> <td>04/30/19</td> </tr> </tbody> </table>							Frequency	Date	Monthly	04/30/19
Frequency	Date									
Monthly	04/30/19									
7575 Statements Ready to be Finalized 39 to be Emailed 0 to be sent to Online Provider										
Monthly Statements dated 2019-04-30 00:00:00.0 for A/R Ownership Group A359 are now being finalized. Do not close this screen.										
Statement Activity Log										
Finalize Statements										
Site: 1 Current Date: 08/20/19 3:14:54										



**Do not close this screen** while statements are finalizing.

When statement finalization completes, the system displays the number of statements finalized.

- Click **OK**.

## Can I print statements in the customer's preferred language?

Not at this time. That will be possible in a future release of RPM.