

Discovery Conference 2016: Correcting the Financial Side of iMIS

Conrad Henley-Calvert, Millpost Technologies: conrad@millpost.com.au

Reconciliation

- The need to make corrections comes about as a result of reconciliation, whether formal or informal
- Wikipedia's summary definition: Reconciliation is the process of ensuring that two sets of records are in agreement

Why reconcile?

- Identify errors
- Your errors
- Other people's errors
- Identify fraud
- Improve the accuracy of financial recording and reporting

What to reconcile: bank

- Compare: Your records of deposits and withdrawals
- With: Bank records of deposits and withdrawals
- How: Using your accounting system reconciliation process
- Fix errors
 - Deposits on bank statement not in iMIS (and accounting system)
 - Enter into iMIS
 - Deposits in iMIS (and accounting system) not in bank
 - Enter reversing transactions into iMIS
 - Export new transactions from iMIS and import to accounting system

What to reconcile: Debtors

- Compare: Your records of amounts owed by customers
- With: What customers believe that they owe
- How: Regular issuing of statements
- Fix errors
 - Customer has actually paid an outstanding amount
 - Enter payment into iMIS (*-tab unidentified deposits)
 - Customer no longer owes amount for other reason
 - Enter cancellation or credit memo into iMIS

What to reconcile: Stock

- Compare: Your records of stock levels
- With: Actual stock levels
- How: Print stock list from iMIS and count all stock
 - Fix errors
 - Enter inventory adjustments into iMIS

What iMIS does

- iMIS, in accounting terms, is a sales ledger, recording
 - Sales made

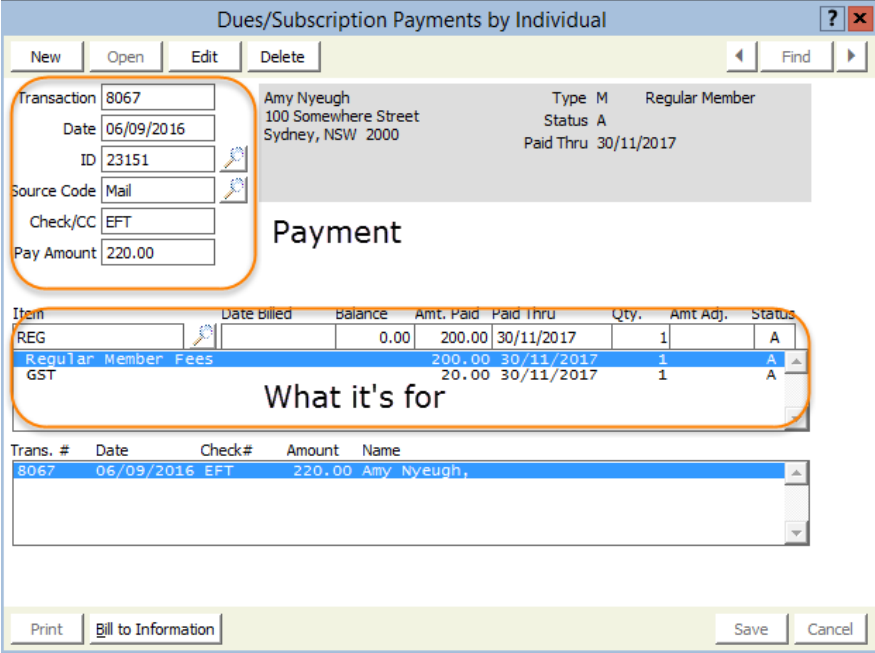
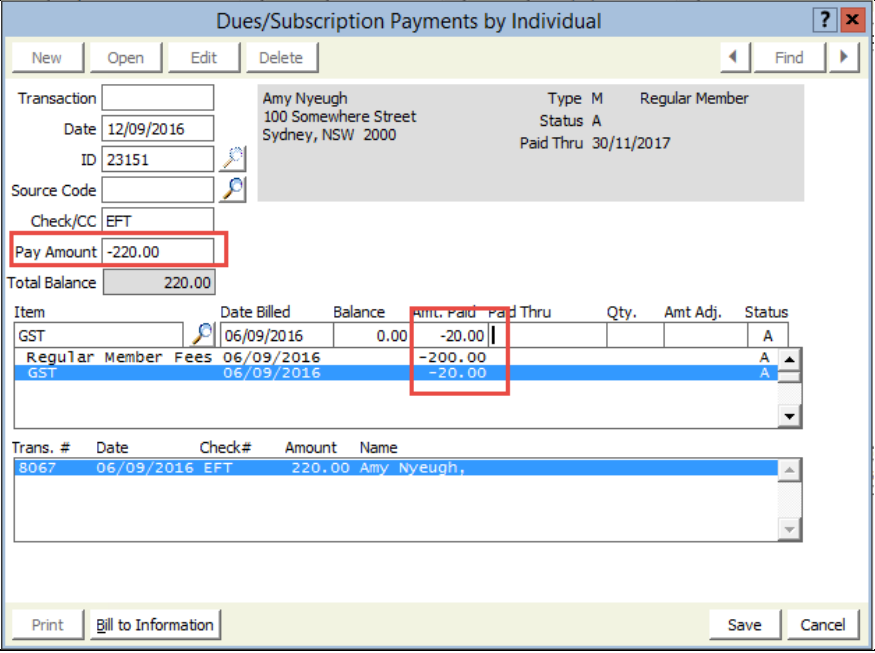
- Money received for goods and services
- The amount of money owed for goods and services
- Another term for this money that is owed is accounts receivable
- If you are integrating iMIS with your accounting system, then iMIS will pass over to your accounting system:
 - Total value of sales made, split by income account code
 - Total GST collected on those sales
 - Total money received for goods and services
 - Changes in the amount of money owed for goods and services

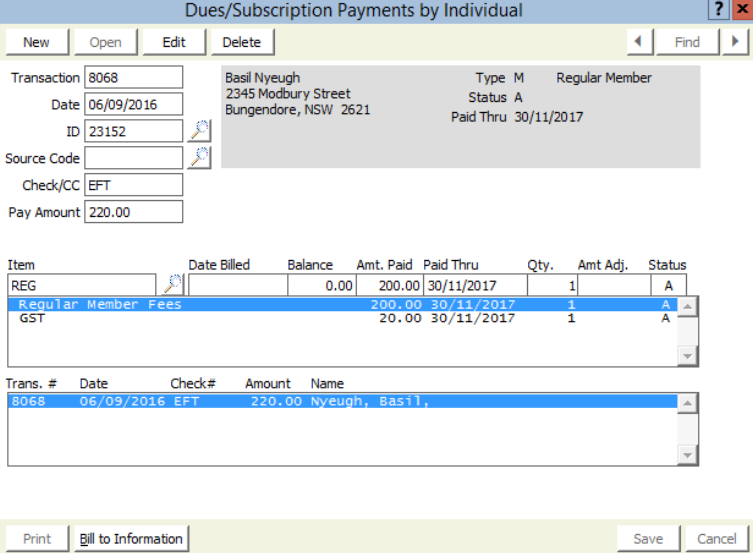
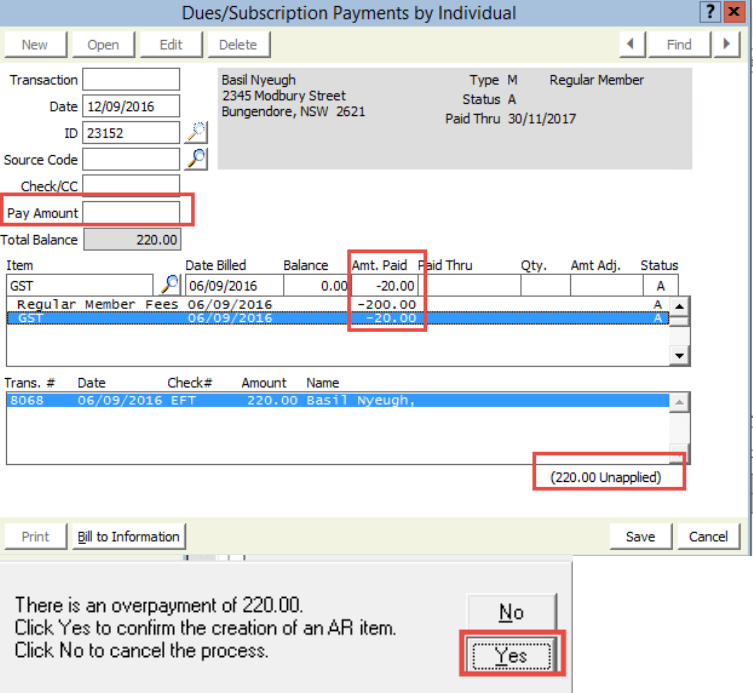
Double entry bookkeeping for non-financial iMIS people

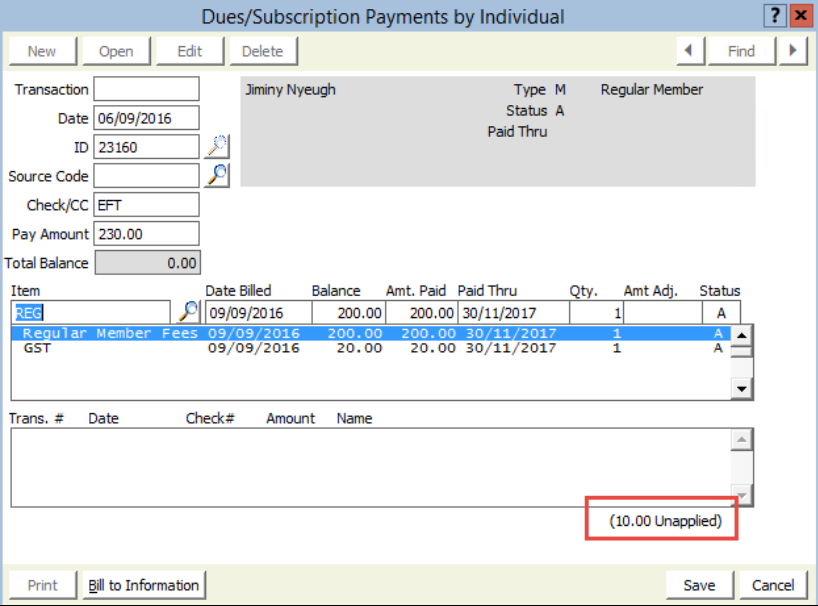
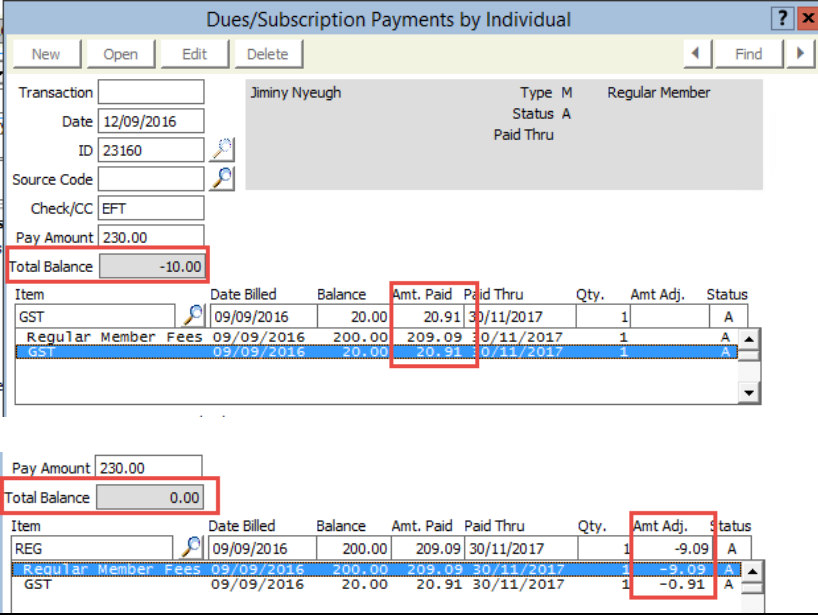
- In double entry bookkeeping, every transaction has two sides:
 - Debit
 - Credit
- For example, you always receive money *for* something
- Understanding the basics helps with untangling problems
- Don't think of them as positive and negative, or an increase and a decrease
- They are two related changes in your accounts

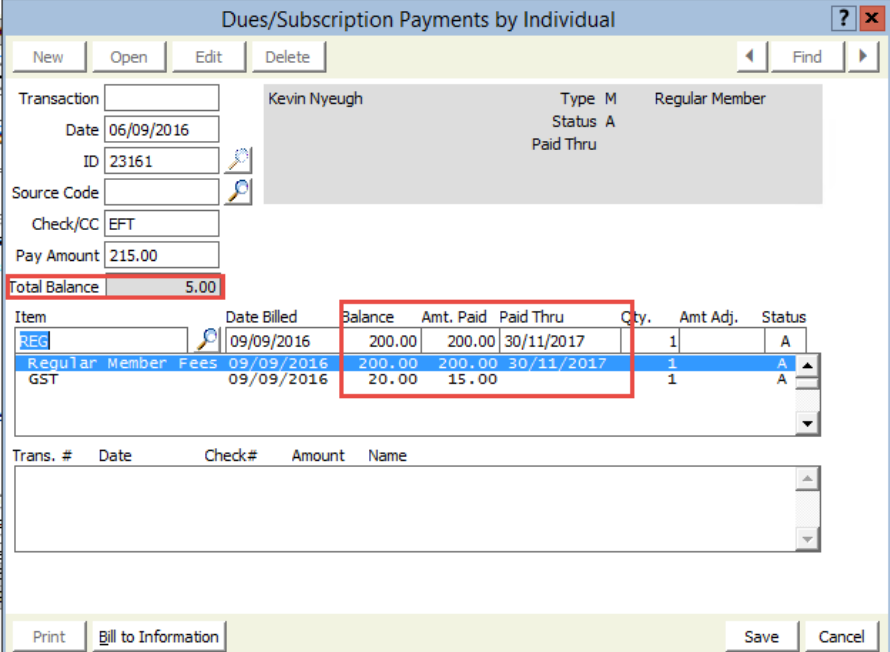
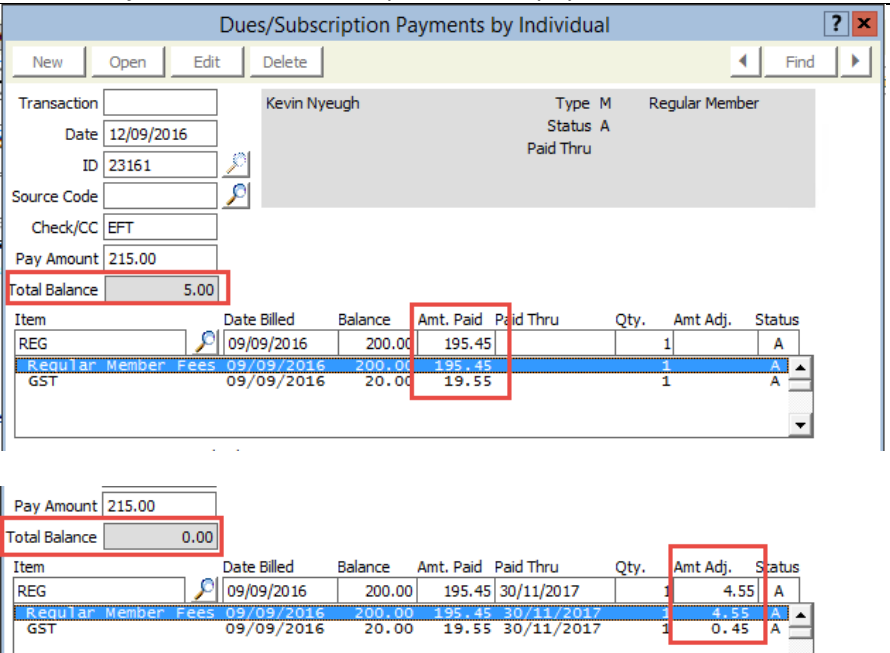
Some golden rules

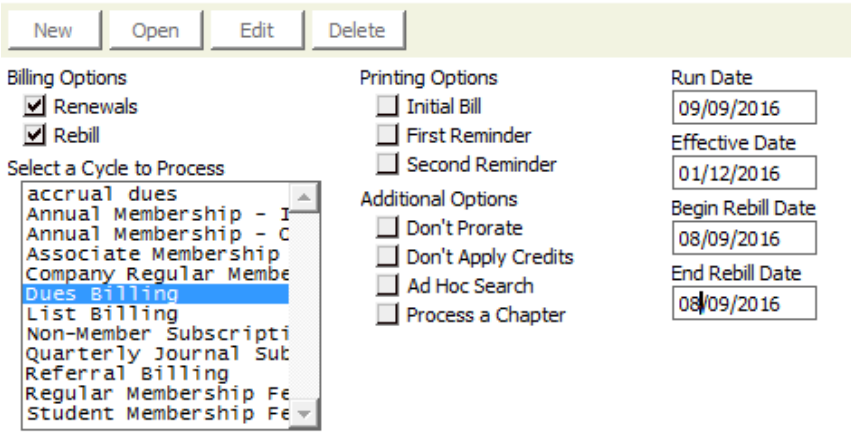
- You don't need the "how" for every situation that might come up
- You need to understand the transaction(s) you are trying to fix
- What is the other half of the fix you are being asked to do?
- To refund an amount, it must be available as a credit balance
- Debits by the window, credits by the door

The correction	Reversing a cash billing payment																																
Why	A payment was incorrectly entered when it never actually happened A cheque bounced, or an EFT transaction was reversed																																
The original transaction	Increased cash at bank Increased income and GST collected																																
The correction	Decreases income and GST collected Decreases cash at bank																																
Before correcting	 <p>The screenshot shows a software window titled "Dues/Subscription Payments by Individual". It contains a form for entering payment details for a customer named Amy Nyeugh. The "Pay Amount" field is set to 220.00. Below the form is a table titled "What it's for" with the following data:</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Date billed</th> <th>Balance</th> <th>Amt. Paid</th> <th>Paid Thru</th> <th>Qty.</th> <th>Amt Adj.</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>REG</td> <td></td> <td>0.00</td> <td>200.00</td> <td>30/11/2017</td> <td>1</td> <td></td> <td>A</td> </tr> <tr> <td>Regular Member Fees</td> <td></td> <td></td> <td>200.00</td> <td>30/11/2017</td> <td>1</td> <td></td> <td>A</td> </tr> <tr> <td>GST</td> <td></td> <td></td> <td>20.00</td> <td>30/11/2017</td> <td>1</td> <td></td> <td>A</td> </tr> </tbody> </table>	Item	Date billed	Balance	Amt. Paid	Paid Thru	Qty.	Amt Adj.	Status	REG		0.00	200.00	30/11/2017	1		A	Regular Member Fees			200.00	30/11/2017	1		A	GST			20.00	30/11/2017	1		A
Item	Date billed	Balance	Amt. Paid	Paid Thru	Qty.	Amt Adj.	Status																										
REG		0.00	200.00	30/11/2017	1		A																										
Regular Member Fees			200.00	30/11/2017	1		A																										
GST			20.00	30/11/2017	1		A																										
The technique	Enter a negative payment to give money back Enter a negative amount paid against each line																																
Correcting	 <p>The screenshot shows the same software window, but the "Pay Amount" field is now -220.00. The "What it's for" table has been updated to reflect the correction:</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Date Billed</th> <th>Balance</th> <th>Amt. Paid</th> <th>Paid Thru</th> <th>Qty.</th> <th>Amt Adj.</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>GST</td> <td>06/09/2016</td> <td>0.00</td> <td>-20.00</td> <td></td> <td></td> <td></td> <td>A</td> </tr> <tr> <td>Regular Member Fees</td> <td>06/09/2016</td> <td></td> <td>-200.00</td> <td></td> <td></td> <td></td> <td>A</td> </tr> <tr> <td>GST</td> <td>06/09/2016</td> <td></td> <td>-20.00</td> <td></td> <td></td> <td></td> <td>A</td> </tr> </tbody> </table>	Item	Date Billed	Balance	Amt. Paid	Paid Thru	Qty.	Amt Adj.	Status	GST	06/09/2016	0.00	-20.00				A	Regular Member Fees	06/09/2016		-200.00				A	GST	06/09/2016		-20.00				A
Item	Date Billed	Balance	Amt. Paid	Paid Thru	Qty.	Amt Adj.	Status																										
GST	06/09/2016	0.00	-20.00				A																										
Regular Member Fees	06/09/2016		-200.00				A																										
GST	06/09/2016		-20.00				A																										
Issues	Note or calculate the split between lines (fee and GST, for example) If the billing lines have been deleted, you have to recreate them Manually adjust the paid thru dates on the billing lines and the customer																																

The correction	Cancelling a cash billing payment																																
Why	A payment was received, but it was incorrectly applied to billing A member paid twice. Staff billed them for the next year and applied the payment, but they now want it back (or used for something else).																																
The original transaction	Increased cash at bank Increased income and GST collected																																
The correction	Decreases income and GST collected Increases the customer's credit balance																																
Before correcting	 <p>Dues/Subscription Payments by Individual</p> <p>Transaction: 8068, Basil Nyeugh, 2345 Modbury Street, Bungendore, NSW 2621, Type M Regular Member, Status A, Paid Thru 30/11/2017</p> <p>Date: 06/09/2016, ID: 23152, Source Code: , Check/CC: EFT, Pay Amount: 220.00</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Date Billed</th> <th>Balance</th> <th>Amt. Paid</th> <th>Paid Thru</th> <th>Qty.</th> <th>Amt Adj.</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>REG</td> <td></td> <td>0.00</td> <td>200.00</td> <td>30/11/2017</td> <td>1</td> <td></td> <td>A</td> </tr> <tr> <td>Regular Member Fees</td> <td></td> <td></td> <td>200.00</td> <td>30/11/2017</td> <td>1</td> <td></td> <td>A</td> </tr> <tr> <td>GST</td> <td></td> <td></td> <td>20.00</td> <td>30/11/2017</td> <td>1</td> <td></td> <td>A</td> </tr> </tbody> </table> <p>Trans. # Date Check# Amount Name</p> <p>8068 06/09/2016 EFT 220.00 Nyeugh, Bas11,</p>	Item	Date Billed	Balance	Amt. Paid	Paid Thru	Qty.	Amt Adj.	Status	REG		0.00	200.00	30/11/2017	1		A	Regular Member Fees			200.00	30/11/2017	1		A	GST			20.00	30/11/2017	1		A
Item	Date Billed	Balance	Amt. Paid	Paid Thru	Qty.	Amt Adj.	Status																										
REG		0.00	200.00	30/11/2017	1		A																										
Regular Member Fees			200.00	30/11/2017	1		A																										
GST			20.00	30/11/2017	1		A																										
The technique	Enter a payment amount of 0 to create a credit balance Enter a negative amount paid against each line																																
Correcting	 <p>Dues/Subscription Payments by Individual</p> <p>Transaction: , Basil Nyeugh, 2345 Modbury Street, Bungendore, NSW 2621, Type M Regular Member, Status A, Paid Thru 30/11/2017</p> <p>Date: 12/09/2016, ID: 23152, Source Code: , Check/CC: , Pay Amount: 0</p> <p>Total Balance: 220.00</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Date Billed</th> <th>Balance</th> <th>Amt. Paid</th> <th>Paid Thru</th> <th>Qty.</th> <th>Amt Adj.</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>GST</td> <td>06/09/2016</td> <td>0.00</td> <td>-20.00</td> <td></td> <td></td> <td></td> <td>A</td> </tr> <tr> <td>Regular Member Fees</td> <td>06/09/2016</td> <td></td> <td>-200.00</td> <td></td> <td></td> <td></td> <td>A</td> </tr> <tr> <td>GST</td> <td>06/09/2016</td> <td></td> <td>-20.00</td> <td></td> <td></td> <td></td> <td>A</td> </tr> </tbody> </table> <p>Trans. # Date Check# Amount Name</p> <p>8068 06/09/2016 EFT 220.00 Bas11 Nyeugh,</p> <p>(220.00 Unapplied)</p> <p>There is an overpayment of 220.00. Click Yes to confirm the creation of an AR item. Click No to cancel the process.</p> <p>Yes</p>	Item	Date Billed	Balance	Amt. Paid	Paid Thru	Qty.	Amt Adj.	Status	GST	06/09/2016	0.00	-20.00				A	Regular Member Fees	06/09/2016		-200.00				A	GST	06/09/2016		-20.00				A
Item	Date Billed	Balance	Amt. Paid	Paid Thru	Qty.	Amt Adj.	Status																										
GST	06/09/2016	0.00	-20.00				A																										
Regular Member Fees	06/09/2016		-200.00				A																										
GST	06/09/2016		-20.00				A																										
Issues	Note or calculate the split between lines (fee and GST, for example) If the billing lines have been deleted, you have to recreate them Manually adjust the paid thru dates on the billing lines and the customer A credit balance can be refunded or applied to another sale																																

The correction	Dues payment was more than dues balance																																																																
Why	A member has made a minor error in a cheque or direct deposit payment																																																																
The original transaction	Member is billed but payment is for slightly more than the amount																																																																
The correction	The amount the member paid will be fully applied																																																																
Before correcting	 <p>Dues/Subscription Payments by Individual</p> <p>Transaction: [] Jiminy Nyeugh Type M Regular Member Date: 06/09/2016 Status A ID: 23160 Paid Thru Source Code: [] Check/CC: EFT Pay Amount: 230.00 Total Balance: 0.00</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Date Billed</th> <th>Balance</th> <th>Amt. Paid</th> <th>Paid Thru</th> <th>Qty.</th> <th>Amt Adj.</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>REG</td> <td>09/09/2016</td> <td>200.00</td> <td>200.00</td> <td>30/11/2017</td> <td>1</td> <td></td> <td>A</td> </tr> <tr> <td>Regular Member Fees</td> <td>09/09/2016</td> <td>200.00</td> <td>200.00</td> <td>30/11/2017</td> <td>1</td> <td></td> <td>A</td> </tr> <tr> <td>GST</td> <td>09/09/2016</td> <td>20.00</td> <td>20.00</td> <td>30/11/2017</td> <td>1</td> <td></td> <td>A</td> </tr> </tbody> </table> <p>Trans. # Date Check# Amount Name</p> <p>(10.00 Unapplied)</p> <p>Print Bill to Information Save Cancel</p>	Item	Date Billed	Balance	Amt. Paid	Paid Thru	Qty.	Amt Adj.	Status	REG	09/09/2016	200.00	200.00	30/11/2017	1		A	Regular Member Fees	09/09/2016	200.00	200.00	30/11/2017	1		A	GST	09/09/2016	20.00	20.00	30/11/2017	1		A																																
Item	Date Billed	Balance	Amt. Paid	Paid Thru	Qty.	Amt Adj.	Status																																																										
REG	09/09/2016	200.00	200.00	30/11/2017	1		A																																																										
Regular Member Fees	09/09/2016	200.00	200.00	30/11/2017	1		A																																																										
GST	09/09/2016	20.00	20.00	30/11/2017	1		A																																																										
The technique	Accept the extra money against membership using the adjustment field																																																																
Correcting	 <p>Dues/Subscription Payments by Individual</p> <p>Transaction: [] Jiminy Nyeugh Type M Regular Member Date: 12/09/2016 Status A ID: 23160 Paid Thru Source Code: [] Check/CC: EFT Pay Amount: 230.00 Total Balance: -10.00</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Date Billed</th> <th>Balance</th> <th>Amt. Paid</th> <th>Paid Thru</th> <th>Qty.</th> <th>Amt Adj.</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>GST</td> <td>09/09/2016</td> <td>20.00</td> <td>20.91</td> <td>30/11/2017</td> <td>1</td> <td></td> <td>A</td> </tr> <tr> <td>Regular Member Fees</td> <td>09/09/2016</td> <td>200.00</td> <td>209.09</td> <td>30/11/2017</td> <td>1</td> <td>-9.09</td> <td>A</td> </tr> <tr> <td>GST</td> <td>09/09/2016</td> <td>20.00</td> <td>20.91</td> <td>30/11/2017</td> <td>1</td> <td>-0.91</td> <td>A</td> </tr> </tbody> </table> <p>Pay Amount: 230.00 Total Balance: 0.00</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Date Billed</th> <th>Balance</th> <th>Amt. Paid</th> <th>Paid Thru</th> <th>Qty.</th> <th>Amt Adj.</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>REG</td> <td>09/09/2016</td> <td>200.00</td> <td>209.09</td> <td>30/11/2017</td> <td>1</td> <td>-9.09</td> <td>A</td> </tr> <tr> <td>Regular Member Fees</td> <td>09/09/2016</td> <td>200.00</td> <td>209.09</td> <td>30/11/2017</td> <td>1</td> <td>-9.09</td> <td>A</td> </tr> <tr> <td>GST</td> <td>09/09/2016</td> <td>20.00</td> <td>20.91</td> <td>30/11/2017</td> <td>1</td> <td>-0.91</td> <td>A</td> </tr> </tbody> </table>	Item	Date Billed	Balance	Amt. Paid	Paid Thru	Qty.	Amt Adj.	Status	GST	09/09/2016	20.00	20.91	30/11/2017	1		A	Regular Member Fees	09/09/2016	200.00	209.09	30/11/2017	1	-9.09	A	GST	09/09/2016	20.00	20.91	30/11/2017	1	-0.91	A	Item	Date Billed	Balance	Amt. Paid	Paid Thru	Qty.	Amt Adj.	Status	REG	09/09/2016	200.00	209.09	30/11/2017	1	-9.09	A	Regular Member Fees	09/09/2016	200.00	209.09	30/11/2017	1	-9.09	A	GST	09/09/2016	20.00	20.91	30/11/2017	1	-0.91	A
Item	Date Billed	Balance	Amt. Paid	Paid Thru	Qty.	Amt Adj.	Status																																																										
GST	09/09/2016	20.00	20.91	30/11/2017	1		A																																																										
Regular Member Fees	09/09/2016	200.00	209.09	30/11/2017	1	-9.09	A																																																										
GST	09/09/2016	20.00	20.91	30/11/2017	1	-0.91	A																																																										
Item	Date Billed	Balance	Amt. Paid	Paid Thru	Qty.	Amt Adj.	Status																																																										
REG	09/09/2016	200.00	209.09	30/11/2017	1	-9.09	A																																																										
Regular Member Fees	09/09/2016	200.00	209.09	30/11/2017	1	-9.09	A																																																										
GST	09/09/2016	20.00	20.91	30/11/2017	1	-0.91	A																																																										
Issues	You need to calculate the correct split between membership fee and GST If the difference is large, let the unapplied amount create a credit balance instead																																																																

The correction	Dues payment was less than dues balance																																																																
Why	A member has made a minor error in a cheque or direct deposit payment																																																																
The original transaction	Member is billed but payment is for slightly less than the amount																																																																
The correction	The amount the member paid will be applied and there will be no balance																																																																
Before correcting	 <p>Dues/Subscription Payments by Individual</p> <p>Transaction: Kevin Nyeugh, Type M, Regular Member, Status A, Paid Thru</p> <p>Date: 06/09/2016, ID: 23161, Source Code, Check/CC: EFT, Pay Amount: 215.00</p> <p>Total Balance: 5.00</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Date Billed</th> <th>Balance</th> <th>Amt. Paid</th> <th>Paid Thru</th> <th>Qty.</th> <th>Amt Adj.</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>REG</td> <td>09/09/2016</td> <td>200.00</td> <td>200.00</td> <td>30/11/2017</td> <td>1</td> <td></td> <td>A</td> </tr> <tr> <td>Regular Member Fees</td> <td>09/09/2016</td> <td>200.00</td> <td>200.00</td> <td>30/11/2017</td> <td>1</td> <td></td> <td>A</td> </tr> <tr> <td>GST</td> <td>09/09/2016</td> <td>20.00</td> <td>15.00</td> <td></td> <td>1</td> <td></td> <td>A</td> </tr> </tbody> </table>	Item	Date Billed	Balance	Amt. Paid	Paid Thru	Qty.	Amt Adj.	Status	REG	09/09/2016	200.00	200.00	30/11/2017	1		A	Regular Member Fees	09/09/2016	200.00	200.00	30/11/2017	1		A	GST	09/09/2016	20.00	15.00		1		A																																
Item	Date Billed	Balance	Amt. Paid	Paid Thru	Qty.	Amt Adj.	Status																																																										
REG	09/09/2016	200.00	200.00	30/11/2017	1		A																																																										
Regular Member Fees	09/09/2016	200.00	200.00	30/11/2017	1		A																																																										
GST	09/09/2016	20.00	15.00		1		A																																																										
The technique	Use the adjustment field to accept the underpayment																																																																
Correcting	 <p>Dues/Subscription Payments by Individual</p> <p>Transaction: Kevin Nyeugh, Type M, Regular Member, Status A, Paid Thru</p> <p>Date: 12/09/2016, ID: 23161, Source Code, Check/CC: EFT, Pay Amount: 215.00</p> <p>Total Balance: 5.00</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Date Billed</th> <th>Balance</th> <th>Amt. Paid</th> <th>Paid Thru</th> <th>Qty.</th> <th>Amt Adj.</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>REG</td> <td>09/09/2016</td> <td>200.00</td> <td>195.45</td> <td></td> <td>1</td> <td></td> <td>A</td> </tr> <tr> <td>Regular Member Fees</td> <td>09/09/2016</td> <td>200.00</td> <td>195.45</td> <td></td> <td>1</td> <td></td> <td>A</td> </tr> <tr> <td>GST</td> <td>09/09/2016</td> <td>20.00</td> <td>19.55</td> <td></td> <td>1</td> <td></td> <td>A</td> </tr> </tbody> </table> <p>Pay Amount: 215.00</p> <p>Total Balance: 0.00</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Date Billed</th> <th>Balance</th> <th>Amt. Paid</th> <th>Paid Thru</th> <th>Qty.</th> <th>Amt Adj.</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>REG</td> <td>09/09/2016</td> <td>200.00</td> <td>195.45</td> <td>30/11/2017</td> <td>1</td> <td>4.55</td> <td>A</td> </tr> <tr> <td>Regular Member Fees</td> <td>09/09/2016</td> <td>200.00</td> <td>195.45</td> <td>30/11/2017</td> <td>1</td> <td>4.55</td> <td>A</td> </tr> <tr> <td>GST</td> <td>09/09/2016</td> <td>20.00</td> <td>19.55</td> <td>30/11/2017</td> <td>1</td> <td>0.45</td> <td>A</td> </tr> </tbody> </table>	Item	Date Billed	Balance	Amt. Paid	Paid Thru	Qty.	Amt Adj.	Status	REG	09/09/2016	200.00	195.45		1		A	Regular Member Fees	09/09/2016	200.00	195.45		1		A	GST	09/09/2016	20.00	19.55		1		A	Item	Date Billed	Balance	Amt. Paid	Paid Thru	Qty.	Amt Adj.	Status	REG	09/09/2016	200.00	195.45	30/11/2017	1	4.55	A	Regular Member Fees	09/09/2016	200.00	195.45	30/11/2017	1	4.55	A	GST	09/09/2016	20.00	19.55	30/11/2017	1	0.45	A
Item	Date Billed	Balance	Amt. Paid	Paid Thru	Qty.	Amt Adj.	Status																																																										
REG	09/09/2016	200.00	195.45		1		A																																																										
Regular Member Fees	09/09/2016	200.00	195.45		1		A																																																										
GST	09/09/2016	20.00	19.55		1		A																																																										
Item	Date Billed	Balance	Amt. Paid	Paid Thru	Qty.	Amt Adj.	Status																																																										
REG	09/09/2016	200.00	195.45	30/11/2017	1	4.55	A																																																										
Regular Member Fees	09/09/2016	200.00	195.45	30/11/2017	1	4.55	A																																																										
GST	09/09/2016	20.00	19.55	30/11/2017	1	0.45	A																																																										
Issues	You need to calculate the correct split between membership fee and GST If the difference is large, split the amount correctly between membership fee and GST, leave the balance unpaid and the paid thru not updated																																																																

The correction	Mass billing (cash-based) run with some details incorrect
Why	Billing was run before prices had been updated, or before members were moved between types/categories
The original transaction	An entire group of members has been billed for the wrong amount
The correction	Bills everyone for the correct amount
Before correcting	An entire group of members has been billed for the wrong amount
The technique	Use the iMIS rebill process
Correcting	<p>Process billing</p> 
Issues	You can use rebill for an individual too

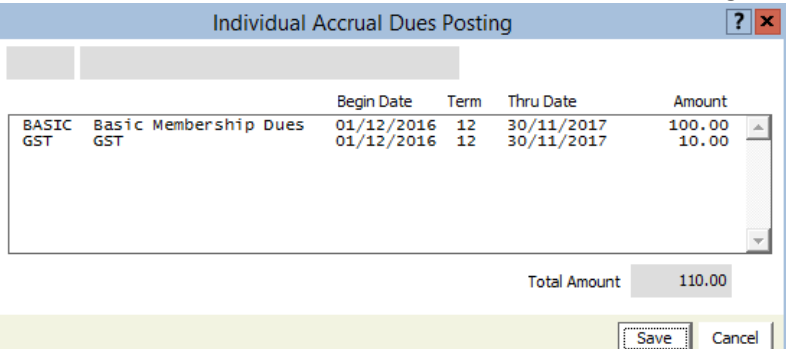
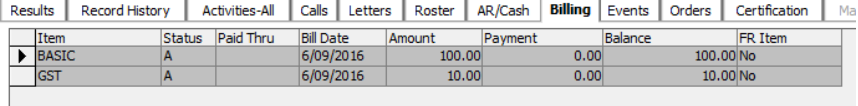
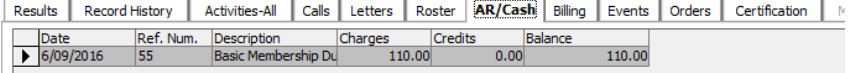
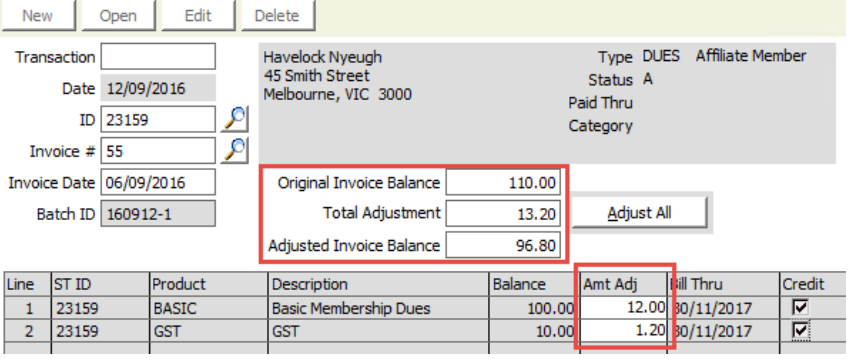
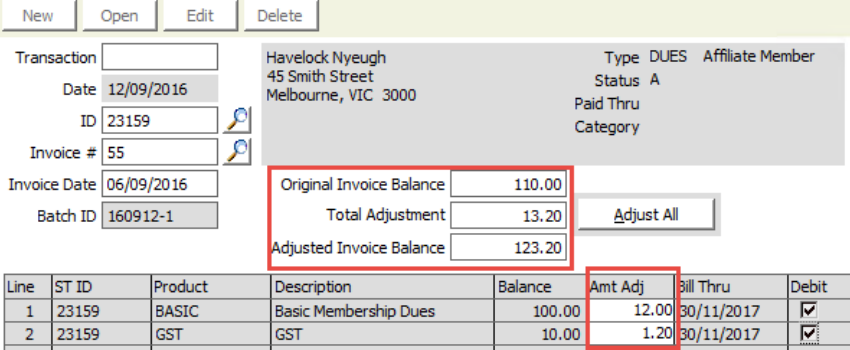
The correction	Mass billing (cash-based) run in error
Why	Somebody wasn't paying attention
The original transaction	An entire group of members has been billed when they weren't supposed to be billed at all.
The correction	Reverses these changes
Before correcting	Your billing records are an irretrievable pile of rubbish
The technique	Restore from backup and replace the updated billing lines in the transaction table with the equivalents from before the billing was run
Correcting	<p>I use SQL script that:</p> <ul style="list-style-type: none"> • Identifies the billing lines to be deleted by a combination of ID and product code. Note that some of these were updated, and others inserted, by the mass billing. I ignore any that have had any payments applied since the mistake • Updates the renewed thru date from the backup for all IDs affected • Updates the paid thru date from the backup for all IDs affected (if you have any complimentary memberships) • Inserts the equivalent billing lines from the backup into the live database, with XXX temporarily appended to the ID or the product code • Deletes the lines identified for deletion • Removes the XXX from where it was appended
Issues	Use your internal or external SQL expert for this

Accrual dues

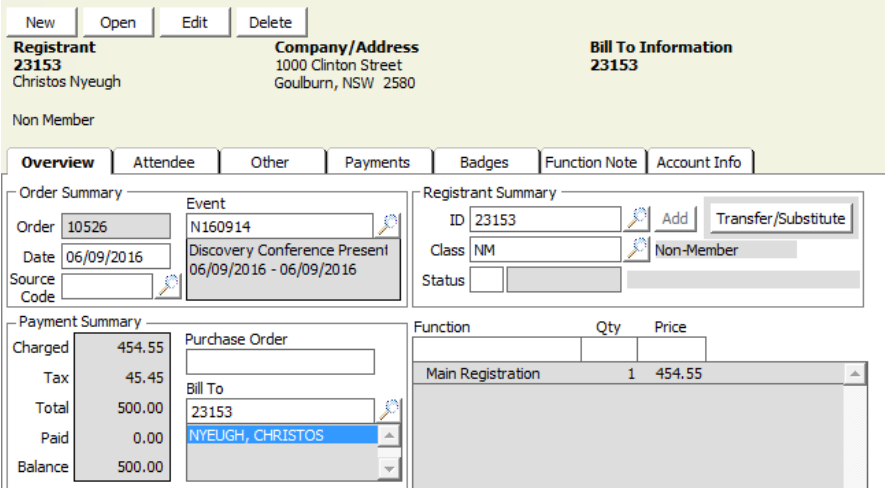
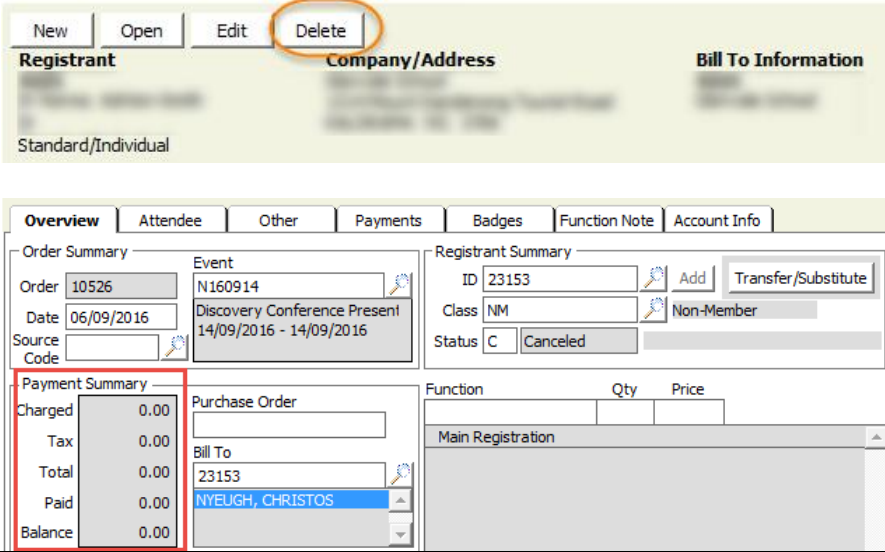
- In accrual dues, income is recorded at the point of billing, resulting in an invoice causing
 - Increased income and GST collected
 - Increased customer debt
- If you use accrual dues, you need to do credits and debits using the dedicated functionality in the billing module
- Credit memos will
 - Decrease income and GST collected
 - Decrease customer debt
- Debit memos will
 - Increase income and GST collected
 - Increase customer debt

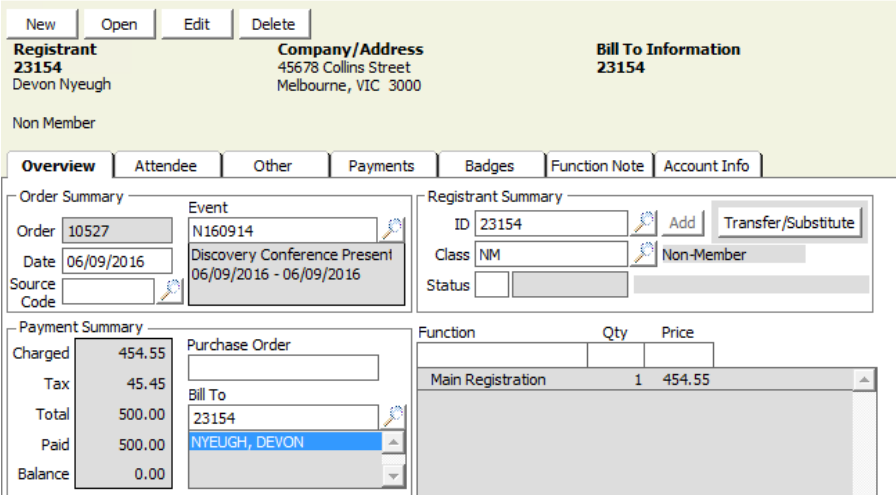
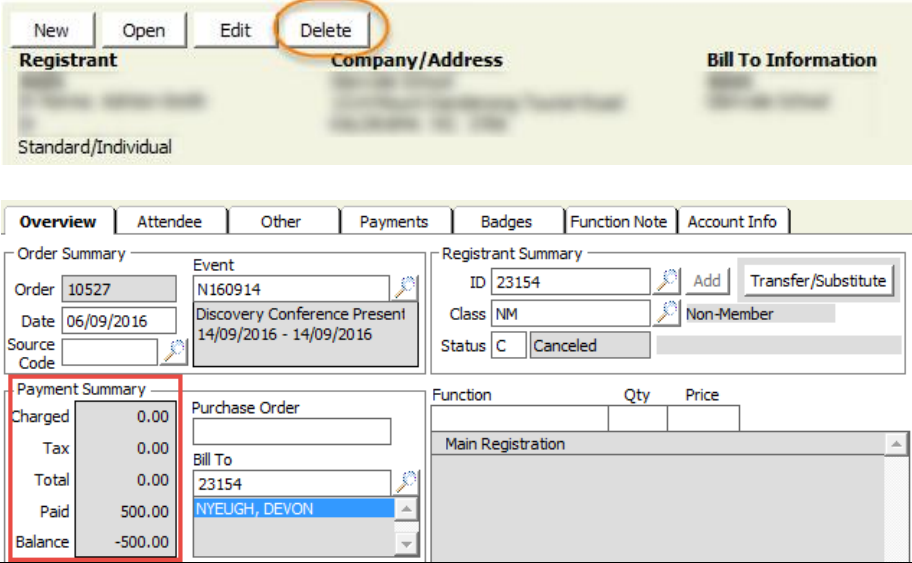
Enter and edit credit memos

New	Open	Edit	Delete				
Transaction	<input type="text"/>	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Transaction ID: 26625</p> <p>Invoice # 764</p> <p>Invoice Date: 12/06/2015</p> <p>Batch ID: 151113-1</p> </div> <div style="width: 45%;"> <p>Original Invoice Balance: 0.00</p> <p>Total Adjustment: 0.00</p> <p>Adjusted Invoice Balance: 0.00</p> </div> </div>					
Date	13/11/2015						
ID	26625						
Invoice #	764						
Invoice Date	12/06/2015						
Batch ID	151113-1						
				Original Invoice Balance	0.00		
				Total Adjustment	0.00	<input type="button" value="Adjust All"/>	
				Adjusted Invoice Balance	0.00		
Line	ST ID	Product	Description	Balance	Amt Adj	Bill Thru	Credit
1	250	MFEE		0.00	0.00	30/06/2016	<input type="checkbox"/>
2	250	MFEE_GST		0.00	0.00	30/06/2016	<input type="checkbox"/>
3	1973	MFEE		0.00	0.00	30/06/2016	<input type="checkbox"/>
4	1973	MFEE_GST		0.00	0.00	30/06/2016	<input type="checkbox"/>
5	2241	MFEE		0.00	0.00	30/06/2016	<input type="checkbox"/>
6	2241	MFEE_GST		0.00	0.00	30/06/2016	<input type="checkbox"/>
7	11318	MFEE		0.00	0.00	30/06/2016	<input type="checkbox"/>
8	11318	MFEE_GST		0.00	0.00	30/06/2016	<input type="checkbox"/>

The correction	Wrong dues amount billed to an individual – Accrual Dues
Why	<p>The amount was incorrect and wasn't noticed when the billing was run</p> 
The original transaction	<p>The person has been billed, but for the wrong amount <i>Power session ID: 23159</i></p>
The correction	The person's bill will reflect the correct amount
Before correcting	 
The technique	Use a credit or debit memo
Correcting	<p>Credit</p> <p>Enter and edit credit memos</p>  <p>Debit</p> <p>Enter and edit debit memos</p> 
Issues	If you need to adjust between lines on a multi-line invoice, then a negative credit is a debit and vice versa

The correction	Wrong dues amount billed to a group – Accrual Dues										
Why	Billing was run before prices had been updated, or before members were moved between types/categories Billing should not have been run at all										
The original transaction	There are no transactions; mass billing for accrual dues simply prepares the billing for checking										
The correction	Removes the batch so that information can be corrected and the billing run again										
Before correcting	<p>Post batches</p> <p>New Open Edit Delete</p> <table border="1"> <thead> <tr> <th>Batch</th> <th>Status</th> <th>Date</th> <th>Trans.</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>160909-1</td> <td>Open</td> <td>09/09/2016</td> <td>16</td> <td>accrual dues</td> </tr> </tbody> </table>	Batch	Status	Date	Trans.	Description	160909-1	Open	09/09/2016	16	accrual dues
Batch	Status	Date	Trans.	Description							
160909-1	Open	09/09/2016	16	accrual dues							
The technique	Delete the batch										
Correcting	<p>Post batches</p> <p>New Open Edit Delete</p> <table border="1"> <thead> <tr> <th>Batch</th> <th>Status</th> <th>Date</th> <th>Trans.</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>160909-1</td> <td>Open</td> <td>09/09/2016</td> <td>16</td> <td>accrual dues</td> </tr> </tbody> </table>	Batch	Status	Date	Trans.	Description	160909-1	Open	09/09/2016	16	accrual dues
Batch	Status	Date	Trans.	Description							
160909-1	Open	09/09/2016	16	accrual dues							
Issues											

The correction	Cancelling an event registration (unpaid)
Why	The registrant is no longer coming The registrant was never coming in the first place
The original transaction	Increased income and GST collected Increased customer debt
The correction	Decreases income and GST collected Decreases (clears) customer debt
Before correcting	<p>Register a customer</p>  <p>Register a customer</p> <p>New Open Edit Delete</p> <p>Registrant 23153 Christos Nyeugh Company/Address 1000 Clinton Street Goulburn, NSW 2580 Bill To Information 23153</p> <p>Non Member</p> <p>Overview Attendee Other Payments Badges Function Note Account Info</p> <p>Order Summary Order: 10526 Date: 06/09/2016 Source Code: []</p> <p>Event N160914 Discovery Conference Present 06/09/2016 - 06/09/2016</p> <p>Registrant Summary ID: 23153 Class: NM Status: []</p> <p>Payment Summary Charged: 454.55 Tax: 45.45 Total: 500.00 Paid: 0.00 Balance: 500.00</p> <p>Purchase Order Bill To: 23153 NYEUGH, CHRISTOS</p> <p>Function Qty Price Main Registration 1 454.55</p>
The technique	Find the registration Delete it
Correcting	<p>Register a customer</p>  <p>Register a customer</p> <p>New Open Edit Delete</p> <p>Registrant [] Company/Address [] Bill To Information []</p> <p>Standard/Individual</p> <p>Overview Attendee Other Payments Badges Function Note Account Info</p> <p>Order Summary Order: 10526 Date: 06/09/2016 Source Code: []</p> <p>Event N160914 Discovery Conference Present 14/09/2016 - 14/09/2016</p> <p>Registrant Summary ID: 23153 Class: NM Status: C Canceled</p> <p>Payment Summary Charged: 0.00 Tax: 0.00 Total: 0.00 Paid: 0.00 Balance: 0.00</p> <p>Purchase Order Bill To: 23153 NYEUGH, CHRISTOS</p> <p>Function Qty Price Main Registration</p>
Issues	

The correction	Cancelling an event registration (paid)													
Why	The registrant is no longer coming													
The original transaction	Increased income and GST collected Increased cash at bank													
The correction	Decreases income and GST collected Increases the customer's credit balance													
Before correcting	<p>Register a customer</p>  <p>Register a customer</p> <p>New Open Edit Delete</p> <p>Registrant 23154 Company/Address 45678 Collins Street Melbourne, VIC 3000 Bill To Information 23154</p> <p>Non Member</p> <p>Overview Attendee Other Payments Badges Function Note Account Info</p> <p>Order Summary Event Registrant Summary</p> <p>Order 10527 N160914 ID 23154 Add Transfer/Substitute</p> <p>Date 06/09/2016 Discovery Conference Present Class NM Non-Member</p> <p>Source Code 06/09/2016 - 06/09/2016 Status</p> <p>Payment Summary Purchase Order</p> <table border="1"> <tr><td>Charged</td><td>454.55</td></tr> <tr><td>Tax</td><td>45.45</td></tr> <tr><td>Total</td><td>500.00</td></tr> <tr><td>Paid</td><td>500.00</td></tr> <tr><td>Balance</td><td>0.00</td></tr> </table> <p>Function Qty Price</p> <table border="1"> <tr><td>Main Registration</td><td>1</td><td>454.55</td></tr> </table>	Charged	454.55	Tax	45.45	Total	500.00	Paid	500.00	Balance	0.00	Main Registration	1	454.55
Charged	454.55													
Tax	45.45													
Total	500.00													
Paid	500.00													
Balance	0.00													
Main Registration	1	454.55												
The technique	Find the registration Delete it													
Correcting	<p>Register a customer</p>  <p>Register a customer</p> <p>New Open Edit Delete</p> <p>Registrant Company/Address Bill To Information</p> <p>Standard/Individual</p> <p>Overview Attendee Other Payments Badges Function Note Account Info</p> <p>Order Summary Event Registrant Summary</p> <p>Order 10527 N160914 ID 23154 Add Transfer/Substitute</p> <p>Date 06/09/2016 Discovery Conference Present Class NM Non-Member</p> <p>Source Code 14/09/2016 - 14/09/2016 Status C Canceled</p> <p>Payment Summary Purchase Order</p> <table border="1"> <tr><td>Charged</td><td>0.00</td></tr> <tr><td>Tax</td><td>0.00</td></tr> <tr><td>Total</td><td>0.00</td></tr> <tr><td>Paid</td><td>500.00</td></tr> <tr><td>Balance</td><td>-500.00</td></tr> </table> <p>Function Qty Price</p> <table border="1"> <tr><td>Main Registration</td><td></td><td></td></tr> </table>	Charged	0.00	Tax	0.00	Total	0.00	Paid	500.00	Balance	-500.00	Main Registration		
Charged	0.00													
Tax	0.00													
Total	0.00													
Paid	500.00													
Balance	-500.00													
Main Registration														
Issues	A credit balance can be refunded or applied to another sale													

The correction	Charging cancellation fees for event registrations (paid or unpaid)
Why	The registrant is no longer coming but your policies specify a cancellation fee
The original transaction	Increased income and GST collected Increased cash at bank or increased customer debt
The correction	Decreases income and GST collected (but not in full) Increases the customer's credit balance or reduces their debt (but not by the full amount)

Before correcting

Register a customer

Order Summary

Order	10528	Event	N160914
Date	06/09/2016	Discovery Conference Present	06/09/2016 - 06/09/2016

Payment Summary

Charged	454.55	Purchase Order	
Tax	45.45	Bill To	23155
Total	500.00		NYEUGH, EVADNE
Paid	500.00		
Balance	0.00		

Function

Function	Qty	Price
Main Registration	1	454.55
Main Registration	1	454.55

The technique

You need to have a cancellation fee set up as a function

Event Function Detail

Function Code: CANC Title: Cancellation Fee

Type: REG Status: A Active Sort Sequence: 0

Begin Date: 14/09/2016 Time: 2:00 PM End Date: 14/09/2016 Time: 5:00 PM

Description:

Track:

Maximum: 0

Conflict Code:

Last Ticket #: 0

Entity Code:

GST/HST

Print Tickets

Automatic Option

Create Detail Activity

Event Function Definition - Fees

Registrant Class	Comp.	Early	Regular	Lat
Default		0.00	100.00	0
Company Member		0.00	0.00	0
Member		0.00	0.00	0
Non-M		0.00	0.00	0
Staff		0.00	0.00	0
Volu		0.00	0.00	0

Find the registration
Delete it
Edit the cancelled registration to include the cancellation fee

Correcting

After cancelling a registration
Edit the registration

Register a customer


Register a customer

New Open **Edit** Delete

Registrant: 23155 Evadne Nyeugh
Company/Address: 60 Lysaght Street Mitchell, ACT 2911
Bill To Information: 23155

Standard/Individual

This will uncancel it

	<div style="border: 1px solid gray; padding: 5px;">  This Registration is currently canceled. Do you want to Uncancel it? <div style="text-align: right;"> <input type="button" value="No"/> <input type="button" value="Yes"/> </div> </div> <p>Manually edit the status: C for cancelled</p> <div style="border: 1px solid gray; padding: 5px;"> <p>Registrant Summary</p> <p>ID <input type="text" value="1721"/> <input type="button" value="Add"/> <input type="button" value="Transfer/Substitute"/></p> <p>Class <input type="text" value="M"/> <input type="button" value="Member"/></p> <p>Status <input type="text" value="C"/> <input type="button" value="Canceled"/> <input type="button" value="Active"/></p> </div> <p>Manually add the cancellation fee (type the GST inclusive amount if you are manually setting the amount)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Function</th> <th style="text-align: center;">Qty</th> <th style="text-align: center;">Price</th> </tr> </thead> <tbody> <tr> <td>Cancellation Fee</td> <td style="text-align: center;">1</td> <td style="text-align: center;">85.91</td> </tr> </tbody> </table> <p>Save</p>	Function	Qty	Price	Cancellation Fee	1	85.91
Function	Qty	Price					
Cancellation Fee	1	85.91					
Issues	<p>When you charge a cancellation fee, you are increasing income and GST collected</p> <p>If the registration was unpaid, the customer's debt is still decreased by the cancellation, but not completely cleared</p> <p>If the registration was paid, the customer's credit balance is still increased by the cancellation, but not by the full amount originally paid</p> <p>A credit balance can be refunded or applied to another sale</p>						

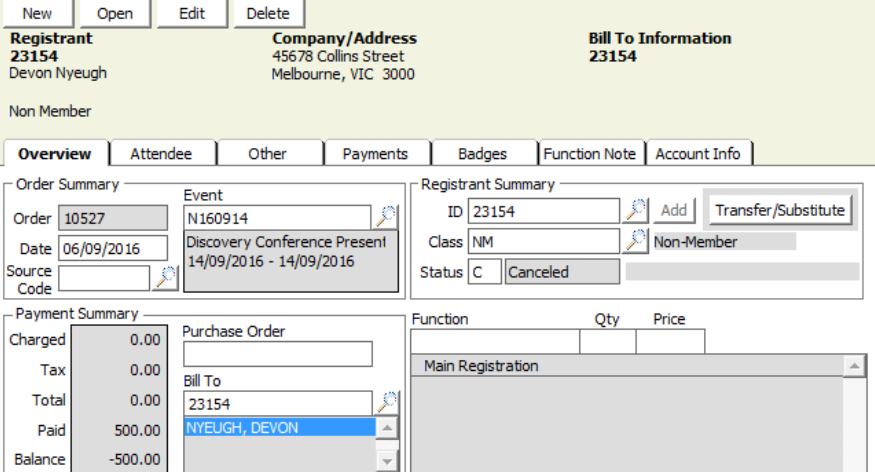
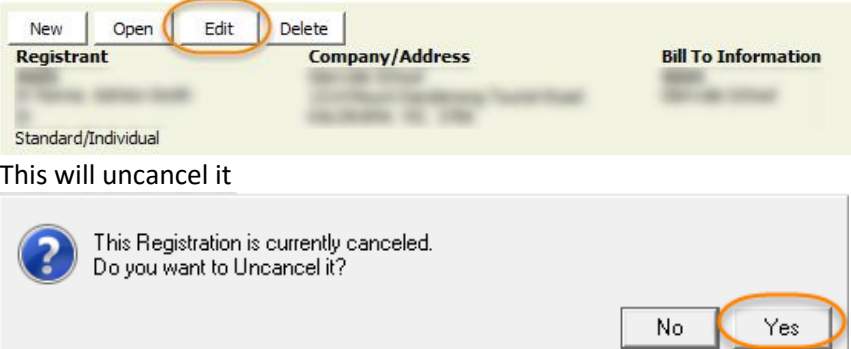
Editing event registrations

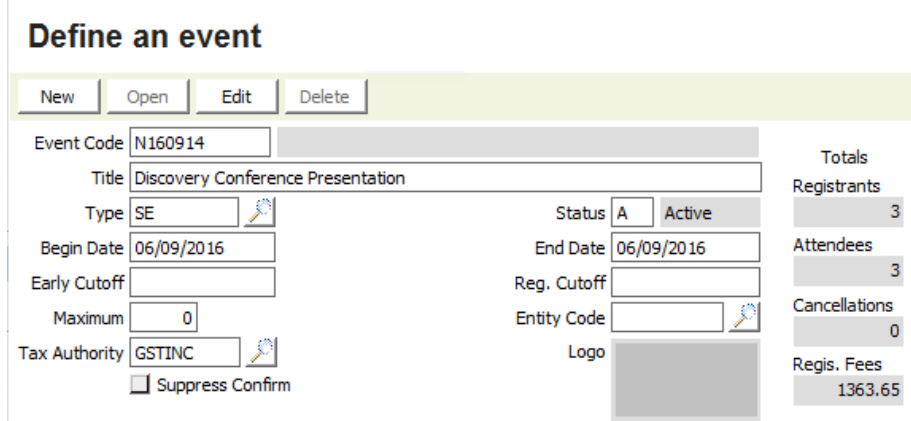
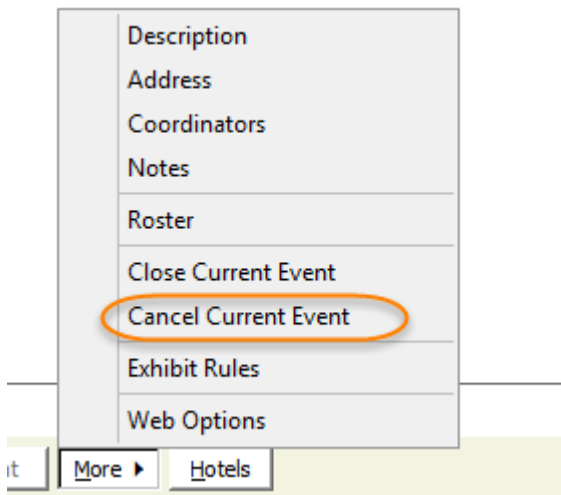
- Editing an event registration will
 - Increase or decrease income and GST collected
 - Increase or decrease customer debt
- You can manually reprice to any desired amount
- Don't forget to add quantity of 1 when entering a price
- Always include GST in your price; iMIS will work it out for you

Transfer and substitute in event registrations

- Use the Transfer/Substitute button to
 - Change the event (transfer)
 - Change the registrant (substitute)
 - Change the bill to ID ("My invoice must be addressed to my company")
- When using Transfer
 - If the new event does not have automatic option set up on functions, then the correct functions may not be selected
- When using Substitute
 - If the new registrant has a different registrant class, they may not be able to register for certain functions

Examples for power session: registration for 23156. Edit, transfer to N160921, substitute 23157, change bill to 23158

The correction	Reregister someone with a cancelled event registration
Why	The member has changed their mind. Again.
The original transactions	<p>Increased income and GST collected</p> <p>Increased cash at bank or increased customer debt</p> <p>Decreases income and GST collected</p> <p>Increases the customer's credit balance or reduces their debt</p>
The correction	<p>Increased income and GST collected</p> <p>Increases the customer's credit balance or increased customer debt</p>
Before correcting	 <p>The screenshot shows a registration record for Registrant 23154, Devon Nyeugh. The event is 'Discovery Conference Present' on 06/09/2016. The status is 'C' (Canceled). The payment summary shows a balance of -500.00. The 'Edit' button in the top navigation bar is highlighted with an orange circle.</p>
The technique	You cannot enter a new registration for someone who has cancelled their registration, including someone who has been replaced with a substitute. You need to use their original registration.
Correcting	<p>Edit the registration</p> <p>Register a customer</p>  <p>The screenshot shows the 'Edit' button in the top navigation bar highlighted with an orange circle. Below the registration details, a dialog box asks 'This Registration is currently canceled. Do you want to Uncancel it?' with the 'Yes' button highlighted with an orange circle.</p> <p>This will uncancel it</p> <p>Make sure that the registration details are correct and save.</p>
Issues	If the cancellation resulted in a credit balance that hasn't yet been refunded or applied elsewhere, then that credit balance will be automatically used in full or part as payment for the uncancelled registration.

The correction	Cancelling an entire event
Why	The event is no longer taking place
The original transaction	A mix of paid and unpaid registrations: <ul style="list-style-type: none"> Increased income and GST collected Increased cash at bank (paid) or increased customer debt (unpaid)
The correction	Decreases income and GST collected Credit balances for paid registrations Debts cleared for unpaid registrations
Before correcting	
The technique	Cancel from the event definition
Correcting	
Issues	Cancelling an entire event does the equivalent of cancelling each registration List the paid registrations before you cancel the event

The correction	Cancelling a paid order that has not been invoiced																														
Why	Customer no longer wants product																														
The original transaction	Increased cash at bank Increased prepayments																														
The correction	Decreases prepayments Increases the customer's credit balance																														
Before correcting	<p>Enter and edit orders</p> <p>New Open Edit Delete</p> <p>Customer 23151 Amy Nyeugh Bill to Address 100 Somewhere Street Sydney, NSW 2000 Ship to 23151 Amy Nyeugh Ship to Address 100 Somewhere Street Sydney, NSW 2000</p> <p>Regular Member</p> <p>Overview Order Details Ship to Info Payments Account Info</p> <p>Order Summary Order 10530 Order Type REG Bill to ID 23151 Add Order Date 06/09/2016 Invoice # Purchase Order Source</p> <p>Shipping Summary Shipping Method UPS Ship Date Total Weight 0.00 Tax Summary Tax Authority GSTINC</p> <p>General Status SHIPPAPER Terms 30 % Discount Priority Inv. Date</p> <p>Cost Summary Product Total 22.72 Freight 1.00 Handling 2.00 Restock Tax 2.27 Order Total 27.99 Paid 27.99 Balance 0.00</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Product</th> <th>Description</th> <th>Quantity</th> <th>Ship</th> <th>Back</th> <th>Price</th> <th>% Disc.</th> <th>Extension</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>FRGOLFSHIRT</td> <td>Personalized Golf Shirt</td> <td>1</td> <td>1</td> <td></td> <td>22.72</td> <td>0.00</td> <td>22.72</td> </tr> </tbody> </table>	Item	Product	Description	Quantity	Ship	Back	Price	% Disc.	Extension	1	FRGOLFSHIRT	Personalized Golf Shirt	1	1		22.72	0.00	22.72												
Item	Product	Description	Quantity	Ship	Back	Price	% Disc.	Extension																							
1	FRGOLFSHIRT	Personalized Golf Shirt	1	1		22.72	0.00	22.72																							
The technique	Find the order Delete it																														
Correcting	<p>Enter and edit orders</p> <p>New Open Edit Delete</p> <p>Customer Bill to Address Ship to Ship to Address</p> <p>Standard/Individual</p> <p>Overview Order Details Ship to Info Payments Account Info</p> <p>Order Summary Order 10530 Order Type REG Bill to ID 23151 Add Order Date 06/09/2016 Invoice # Purchase Order Source</p> <p>Shipping Summary Shipping Method UPS Ship Date Total Weight 0.00 Tax Summary Tax Authority GSTINC</p> <p>General Status CANCELED Terms 30 % Discount Priority Inv. Date</p> <p>Cost Summary Product Total 0.00 Freight Handling Restock Tax Order Total 0.00 Paid Balance 0.00</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Product</th> <th>Description</th> <th>Quantity</th> <th>Ship</th> <th>Back</th> <th>Price</th> <th>% Disc.</th> <th>Extension</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>FRGOLFSHIRT</td> <td>Personalized Golf Shirt</td> <td>0</td> <td></td> <td></td> <td>0.00</td> <td>0.00</td> <td>0.00</td> </tr> </tbody> </table> <p>Results Record History Activities-All Calls Letters Roster AR/Cash Billing Events C</p> <table border="1"> <thead> <tr> <th>Date</th> <th>Ref. Num.</th> <th>Description</th> <th>Charges</th> <th>Credits</th> <th>Balance</th> </tr> </thead> <tbody> <tr> <td>12/09/2016</td> <td>R8075</td> <td>Order 10530 - Cance</td> <td>0.00</td> <td>27.99</td> <td>-27.99</td> </tr> </tbody> </table>	Item	Product	Description	Quantity	Ship	Back	Price	% Disc.	Extension	1	FRGOLFSHIRT	Personalized Golf Shirt	0			0.00	0.00	0.00	Date	Ref. Num.	Description	Charges	Credits	Balance	12/09/2016	R8075	Order 10530 - Cance	0.00	27.99	-27.99
Item	Product	Description	Quantity	Ship	Back	Price	% Disc.	Extension																							
1	FRGOLFSHIRT	Personalized Golf Shirt	0			0.00	0.00	0.00																							
Date	Ref. Num.	Description	Charges	Credits	Balance																										
12/09/2016	R8075	Order 10530 - Cance	0.00	27.99	-27.99																										
Issues	A credit balance can be refunded or applied to another sale																														

The correction	Cancelling an unpaid order that has not been invoiced																						
Why	Customer no longer wants product																						
The original transaction	There is no original transaction An order that has not been invoiced is just in preparation																						
The correction	Removes the order that is in preparation Marks the order as CANCELLED																						
Before correcting	<div style="border: 1px solid black; padding: 5px;"> <h3 style="text-align: center; margin: 0;">Enter and edit orders</h3> <div style="display: flex; justify-content: space-between; margin-bottom: 5px;"> New Open Edit Delete </div> <div style="display: flex; justify-content: space-between; margin-bottom: 5px;"> <div> Customer 23152 Basil Nyeugh </div> <div> Bill to Address 2345 Modbury Street Bungendore, NSW 2621 </div> <div> Ship to 23152 Basil Nyeugh </div> <div> Ship to Address 2345 Modbury Street Bungendore, NSW 2621 </div> </div> <p style="margin: 0;">Regular Member</p> <div style="display: flex; justify-content: space-between; margin-bottom: 5px;"> Overview Order Details Ship to Info Payments Account Info </div> <table border="1" style="width: 100%; border-collapse: collapse; font-size: small;"> <tr> <td style="width: 25%;"> Order Summary Order: 10531 Order Type: REG Bill to ID: 23152 Order Date: 06/09/2016 Invoice #: Purchase Order: Source: </td> <td style="width: 25%;"> Shipping Summary Shipping Method: UPS Ship Date: Total Weight: 0.00 Tax Summary Tax Authority: GSTINC </td> <td style="width: 25%;"> General Status: SHIPPAPER Terms: 30 % Discount: Priority: Inv. Date: </td> <td style="width: 25%;"> Cost Summary Product Total: 22.72 Freight: 1.00 Handling: 2.00 Restock: Tax: 2.27 Order Total: 27.99 Paid: Balance: 27.99 </td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse; font-size: x-small;"> <thead> <tr> <th>Item</th> <th>Product</th> <th>Description</th> <th>Quantity</th> <th>Ship</th> <th>Back</th> <th>Price</th> <th>% Disc.</th> <th>Extension</th> </tr> </thead> <tbody> <tr style="background-color: #e0f0ff;"> <td>1</td> <td>FRGOLFSHIRT</td> <td>Personalized Golf Shirt</td> <td>1</td> <td>1</td> <td></td> <td>22.72</td> <td>0.00</td> <td>22.72</td> </tr> </tbody> </table> </div>	Order Summary Order: 10531 Order Type: REG Bill to ID: 23152 Order Date: 06/09/2016 Invoice #: Purchase Order: Source:	Shipping Summary Shipping Method: UPS Ship Date: Total Weight: 0.00 Tax Summary Tax Authority: GSTINC	General Status: SHIPPAPER Terms: 30 % Discount: Priority: Inv. Date:	Cost Summary Product Total: 22.72 Freight: 1.00 Handling: 2.00 Restock: Tax: 2.27 Order Total: 27.99 Paid: Balance: 27.99	Item	Product	Description	Quantity	Ship	Back	Price	% Disc.	Extension	1	FRGOLFSHIRT	Personalized Golf Shirt	1	1		22.72	0.00	22.72
Order Summary Order: 10531 Order Type: REG Bill to ID: 23152 Order Date: 06/09/2016 Invoice #: Purchase Order: Source:	Shipping Summary Shipping Method: UPS Ship Date: Total Weight: 0.00 Tax Summary Tax Authority: GSTINC	General Status: SHIPPAPER Terms: 30 % Discount: Priority: Inv. Date:	Cost Summary Product Total: 22.72 Freight: 1.00 Handling: 2.00 Restock: Tax: 2.27 Order Total: 27.99 Paid: Balance: 27.99																				
Item	Product	Description	Quantity	Ship	Back	Price	% Disc.	Extension															
1	FRGOLFSHIRT	Personalized Golf Shirt	1	1		22.72	0.00	22.72															
The technique	Find the order Delete it																						
Correcting	<div style="border: 1px solid black; padding: 5px;"> <h3 style="text-align: center; margin: 0;">Enter and edit orders</h3> <div style="display: flex; justify-content: space-between; margin-bottom: 5px;"> New Open Edit Delete </div> <div style="display: flex; justify-content: space-between; margin-bottom: 5px;"> <div> Customer Basil Nyeugh </div> <div> Bill to Address 2345 Modbury Street Bungendore, NSW 2621 </div> <div> Ship to Basil Nyeugh </div> <div> Ship to Address 2345 Modbury Street Bungendore, NSW 2621 </div> </div> <p style="margin: 0;">Standard/Individual</p> <div style="display: flex; justify-content: space-between; margin-bottom: 5px;"> Overview Order Details Ship to Info Payments Account Info </div> <table border="1" style="width: 100%; border-collapse: collapse; font-size: small;"> <tr> <td style="width: 25%;"> Order Summary Order: 10531 Order Type: REG Bill to ID: 23152 Order Date: 06/09/2016 Invoice #: Purchase Order: Source: </td> <td style="width: 25%;"> Shipping Summary Shipping Method: UPS Ship Date: Total Weight: 0.00 Tax Summary Tax Authority: GSTINC </td> <td style="width: 25%;"> General Status: CANCELED Terms: 30 % Discount: Priority: Inv. Date: </td> <td style="width: 25%;"> Cost Summary Product Total: 0.00 Freight: Handling: Restock: Tax: Order Total: 0.00 Paid: Balance: 0.00 </td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse; font-size: x-small;"> <thead> <tr> <th>Item</th> <th>Product</th> <th>Description</th> <th>Quantity</th> <th>Ship</th> <th>Back</th> <th>Price</th> <th>% Disc.</th> <th>Extension</th> </tr> </thead> <tbody> <tr style="background-color: #e0f0ff;"> <td>1</td> <td>FRGOLFSHIRT</td> <td>Personalized Golf Shirt</td> <td>0</td> <td></td> <td></td> <td>0.00</td> <td>0.00</td> <td>0.00</td> </tr> </tbody> </table> </div>	Order Summary Order: 10531 Order Type: REG Bill to ID: 23152 Order Date: 06/09/2016 Invoice #: Purchase Order: Source:	Shipping Summary Shipping Method: UPS Ship Date: Total Weight: 0.00 Tax Summary Tax Authority: GSTINC	General Status: CANCELED Terms: 30 % Discount: Priority: Inv. Date:	Cost Summary Product Total: 0.00 Freight: Handling: Restock: Tax: Order Total: 0.00 Paid: Balance: 0.00	Item	Product	Description	Quantity	Ship	Back	Price	% Disc.	Extension	1	FRGOLFSHIRT	Personalized Golf Shirt	0			0.00	0.00	0.00
Order Summary Order: 10531 Order Type: REG Bill to ID: 23152 Order Date: 06/09/2016 Invoice #: Purchase Order: Source:	Shipping Summary Shipping Method: UPS Ship Date: Total Weight: 0.00 Tax Summary Tax Authority: GSTINC	General Status: CANCELED Terms: 30 % Discount: Priority: Inv. Date:	Cost Summary Product Total: 0.00 Freight: Handling: Restock: Tax: Order Total: 0.00 Paid: Balance: 0.00																				
Item	Product	Description	Quantity	Ship	Back	Price	% Disc.	Extension															
1	FRGOLFSHIRT	Personalized Golf Shirt	0			0.00	0.00	0.00															
Issues																							

The correction	Cancelling a paid order that has been invoiced																																																						
Why	Customer wishes to return product																																																						
The original transaction	Increased income and GST collected Increased cash at bank																																																						
The correction	Decreases income and GST collected Increases the customer's credit balance																																																						
Before correcting	<div style="border: 1px solid black; padding: 5px;"> <h3 style="text-align: center; margin: 0;">Enter and edit orders</h3> <div style="display: flex; justify-content: space-between; margin-bottom: 5px;"> New Open Edit Delete </div> <div style="display: flex; justify-content: space-between; margin-bottom: 5px;"> <div style="width: 20%;"> Customer 23153 Christos Nyeugh </div> <div style="width: 20%;"> Bill to Address 1000 Clinton Street Goulburn, NSW 2580 </div> <div style="width: 20%;"> Ship to 23153 Christos Nyeugh </div> <div style="width: 20%;"> Ship to Address 1000 Clinton Street Goulburn, NSW 2580 </div> </div> <p style="margin: 0;">Non Member</p> <div style="display: flex; justify-content: space-between; margin-bottom: 5px;"> Overview Order Details Ship to Info Payments Account Info </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 25%;"> Order Summary Order: 10532 Order Type: REG Bill to ID: 23153 Order Date: 06/09/2016 Invoice #: 53 Purchase Order: Source: </div> <div style="width: 25%;"> Shipping Summary Shipping Method: UPS Ship Date: 09/09/2016 Total Weight: 0.00 Tax Authority: GSTINC </div> <div style="width: 20%;"> General Status: COMPLETED Terms: 30 % Discount: Priority: Inv. Date: 09/09/2016 <input type="checkbox"/> Use Member Pricing </div> <div style="width: 20%;"> Cost Summary Product Total: 22.72 Freight: 1.00 Handling: 2.00 Restock: Tax: 2.27 Order Total: 27.99 Paid: 27.99 Balance: 0.00 </div> </div> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th>Item</th> <th>Product</th> <th>Description</th> <th>Quantity</th> <th>Ship</th> <th>Back</th> <th>Price</th> <th>% Disc.</th> <th>Extension</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>FRGOLFSHIRT</td> <td>Personalized Golf Shirt</td> <td>1</td> <td>1</td> <td></td> <td>22.72</td> <td>0.00</td> <td>22.72</td> </tr> </tbody> </table> </div>	Item	Product	Description	Quantity	Ship	Back	Price	% Disc.	Extension	1	FRGOLFSHIRT	Personalized Golf Shirt	1	1		22.72	0.00	22.72																																				
Item	Product	Description	Quantity	Ship	Back	Price	% Disc.	Extension																																															
1	FRGOLFSHIRT	Personalized Golf Shirt	1	1		22.72	0.00	22.72																																															
The technique	Enter a credit memo																																																						
Correcting	<div style="border: 1px solid black; padding: 5px;"> <table border="1" style="width: 100%; border-collapse: collapse; margin-bottom: 5px;"> <thead> <tr> <th>Item</th> <th>Product</th> <th>Description</th> <th>Quantity</th> <th>Ship</th> <th>Back</th> <th>Price</th> <th>% Disc.</th> <th>Extension</th> </tr> </thead> <tbody> <tr style="background-color: #e0f0ff;"> <td>1</td> <td>FRGOLFSHIRT</td> <td>Personalized Golf Shirt</td> <td>1</td> <td>1</td> <td></td> <td>22.72</td> <td>0.00</td> <td>22.72</td> </tr> </tbody> </table> <div style="display: flex; justify-content: space-between;"> <div style="width: 25%;"> Invoice #: 53 Order Date: 06/09/2016 Bill to ID: 23153 Order Type: REG Order #: 10532 </div> <div style="width: 25%;"> Tax Authority: GSTINC Total Weight: 0.00 Ship Date: 09/09/2016 Shipping Method: UPS </div> <div style="width: 20%;"> <input type="checkbox"/> Use Member Pricing Inv. Date: Priority: % Discount: Terms: 30 <input type="checkbox"/> INVOICE </div> <div style="width: 20%;"> Balance: -27.99 Paid: Order Total: -27.99 Tax: -5.53 Restock: 3.00 Handling: Freight: Product Total: -22.72 </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> Overview Order Details Ship to Info Payments Account Info </div> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th>Results</th> <th>Record History</th> <th>Activities-All</th> <th>Calls</th> <th>Letters</th> <th>Roster</th> <th>AR/Cash</th> <th>Billing</th> <th>Events</th> </tr> <tr> <th>Date</th> <th>Ref. Num.</th> <th>Description</th> <th>Charges</th> <th>Credits</th> <th>Balance</th> <th></th> <th></th> <th></th> </tr> </thead> <tbody> <tr style="border: 2px solid red;"> <td>6/09/2016</td> <td>53</td> <td>Personalized Golf Shi</td> <td>27.99</td> <td>49.98</td> <td>-21.99</td> <td></td> <td></td> <td></td> </tr> <tr> <td>6/09/2016</td> <td>R8030</td> <td>Discovery Conferenc</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> </div>	Item	Product	Description	Quantity	Ship	Back	Price	% Disc.	Extension	1	FRGOLFSHIRT	Personalized Golf Shirt	1	1		22.72	0.00	22.72	Results	Record History	Activities-All	Calls	Letters	Roster	AR/Cash	Billing	Events	Date	Ref. Num.	Description	Charges	Credits	Balance				6/09/2016	53	Personalized Golf Shi	27.99	49.98	-21.99				6/09/2016	R8030	Discovery Conferenc	0.00	0.00	0.00			
Item	Product	Description	Quantity	Ship	Back	Price	% Disc.	Extension																																															
1	FRGOLFSHIRT	Personalized Golf Shirt	1	1		22.72	0.00	22.72																																															
Results	Record History	Activities-All	Calls	Letters	Roster	AR/Cash	Billing	Events																																															
Date	Ref. Num.	Description	Charges	Credits	Balance																																																		
6/09/2016	53	Personalized Golf Shi	27.99	49.98	-21.99																																																		
6/09/2016	R8030	Discovery Conferenc	0.00	0.00	0.00																																																		
Issues	A credit balance can be refunded or applied to another sale																																																						

The correction	Cancelling an unpaid order that has been invoiced																																				
Why	Customer has not paid and is not going to Order was entered in error																																				
The original transaction	Increased income and GST collected Increased customer debt																																				
The correction	Decreases income and GST collected Decreases customer debt																																				
Before correcting	<p>Enter and edit orders</p> <p>New Open Edit Delete</p> <p>Customer 23154 Devon Nyeugh Bill to Address 45678 Collins Street Melbourne, VIC 3000 Ship to 23154 Devon Nyeugh Ship to Address 45678 Collins Street Melbourne, VIC 3000</p> <p>Non Member</p> <p>Overview Order Details Ship to Info Payments Account Info</p> <p>Order Summary Order: 10533 Order Type: REG Bill to ID: 23154 Order Date: 06/09/2016 Invoice #: 54</p> <p>Shipping Summary Shipping Method: UPS Ship Date: 09/09/2016 Total Weight: 0.00</p> <p>General Status: COMPLETED Terms: 30 % Discount: <input type="text"/> Priority: <input type="text"/> Inv. Date: 09/09/2016 <input type="checkbox"/> Use Member Pricing</p> <p>Cost Summary Product Total: 22.72 Freight: 1.00 Handling: 2.00 Restock: <input type="text"/> Tax: 2.27 Order Total: 27.99 Paid: <input type="text"/> Balance: 27.99</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Product</th> <th>Description</th> <th>Quantity</th> <th>Ship</th> <th>Back</th> <th>Price</th> <th>% Disc.</th> <th>Extension</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>FRGOLFSHIRT</td> <td>Personalized Golf Shirt</td> <td>1</td> <td>1</td> <td></td> <td>22.72</td> <td>0.00</td> <td>22.72</td> </tr> </tbody> </table>	Item	Product	Description	Quantity	Ship	Back	Price	% Disc.	Extension	1	FRGOLFSHIRT	Personalized Golf Shirt	1	1		22.72	0.00	22.72																		
Item	Product	Description	Quantity	Ship	Back	Price	% Disc.	Extension																													
1	FRGOLFSHIRT	Personalized Golf Shirt	1	1		22.72	0.00	22.72																													
The technique	Enter a credit memo																																				
Correcting	<p>Overview Order Details Ship to Info Payments Account Info</p> <p>Order Summary Order: 10537 Order Type: CMINV Bill to ID: 23154 Order Date: 12/09/2016 Invoice #: 54</p> <p>Shipping Summary Shipping Method: UPS Ship Date: <input type="text"/> Total Weight: 0.00</p> <p>General Status: INVOICE Terms: 30 % Discount: <input type="text"/> Priority: <input type="text"/> Inv. Date: <input type="text"/> <input type="checkbox"/> Use Member Pricing</p> <p>Cost Summary Product Total: -22.72 Freight: -1.00 Handling: -2.00 Restock: <input type="text"/> Tax: -2.27 Order Total: -27.99 Paid: <input type="text"/> Balance: -27.99</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Product</th> <th>Description</th> <th>Quantity</th> <th>Ship</th> <th>Back</th> <th>Price</th> <th>% Disc.</th> <th>Extension</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>FRGOLFSHIRT</td> <td>Personalized Golf Shirt</td> <td>-1</td> <td>-1</td> <td></td> <td>-22.72</td> <td>0.00</td> <td>-22.72</td> </tr> </tbody> </table> <p>Manual Handling: -2.00 Auto Handling: 0.00 <input type="checkbox"/> Auto Calc Handling Manual Freight: -1.00 Auto Freight: 0.00 <input type="checkbox"/> Auto Calc Freight Restocking: 0.00 <input type="checkbox"/> Auto Calc Restocking</p> <p>Results Record History Activities-All Calls Letters Roster AR/Cash Billing Events Order:</p> <table border="1"> <thead> <tr> <th>Date</th> <th>Ref. Num.</th> <th>Description</th> <th>Charges</th> <th>Credits</th> <th>Balance</th> </tr> </thead> <tbody> <tr> <td>6/09/2016</td> <td>R8031</td> <td>Discovery Conferenc</td> <td>0.00</td> <td>500.00</td> <td>-500.00</td> </tr> <tr> <td>6/09/2016</td> <td>54</td> <td>Personalized Golf Shi</td> <td>27.99</td> <td>27.99</td> <td>0.00</td> </tr> </tbody> </table>	Item	Product	Description	Quantity	Ship	Back	Price	% Disc.	Extension	1	FRGOLFSHIRT	Personalized Golf Shirt	-1	-1		-22.72	0.00	-22.72	Date	Ref. Num.	Description	Charges	Credits	Balance	6/09/2016	R8031	Discovery Conferenc	0.00	500.00	-500.00	6/09/2016	54	Personalized Golf Shi	27.99	27.99	0.00
Item	Product	Description	Quantity	Ship	Back	Price	% Disc.	Extension																													
1	FRGOLFSHIRT	Personalized Golf Shirt	-1	-1		-22.72	0.00	-22.72																													
Date	Ref. Num.	Description	Charges	Credits	Balance																																
6/09/2016	R8031	Discovery Conferenc	0.00	500.00	-500.00																																
6/09/2016	54	Personalized Golf Shi	27.99	27.99	0.00																																
Issues																																					

Credit memos

- Enter a credit memo as a new order
- Select your credit memo order type (typically CM or RET)
- Enter or lookup the ID
- Enter or lookup the invoice you are crediting
- Enter or lookup each product you are crediting and the quantity
 - Enter quantities as positive values; iMIS will make them negative
- Save

Enter and edit orders

New Open Edit Delete

Customer Bill to Address Ship to Ship to Address

Overview Order Details Ship to Info Payments Account Info

Order Summary

Order 5976

Order Type CM

Bill to ID 34146 Add

Order Date 02/09/2015

Invoice # 1010

Purchase Order

Source E

Shipping Summary

Shipping Method AUSPOST

Ship Date 02/09/2015

Total Weight -1.00

Tax Summary

Tax Authority GSTINC

General

Status COMPLETED

Terms PRE

% Discount

Priority

Inv. Date 02/09/2015

Use Member Pricing

Cost Summary

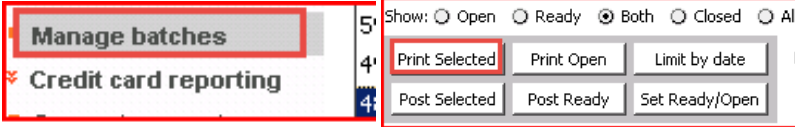
Product Total	-40.00
Freight	
Handling	
Restock	
Tax	-4.00
Order Total	-44.00
Paid	
Balance	-44.00

Item	Product	Description	Quantity	Ship	Back	Price	% Disc.	Extension
1			-1	-1		-40.00	0.00	-40.00
1			-1	-1		-40.00	0.00	-40.00

- Credit memos must be processed (invoiced) to take effect
- Credit memos may need to affect stock levels, so your system may have two types
 - General credit memos that adjust charges but not stock
 - Return credit memos that adjust charges and stock
- If you charge for returns or otherwise cancelled orders, the iMIS add-on charge is *restocking*

Debit memos

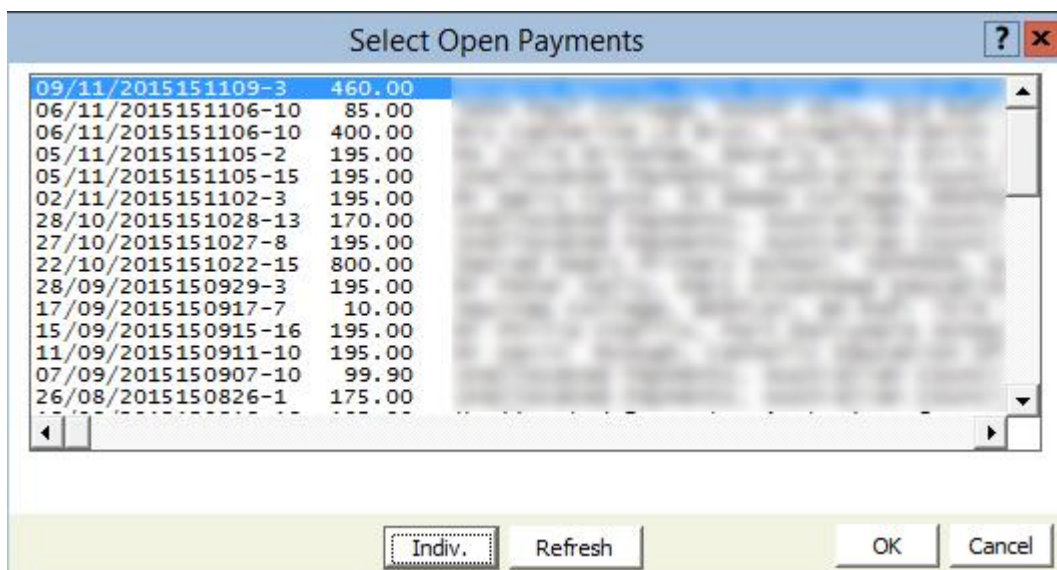
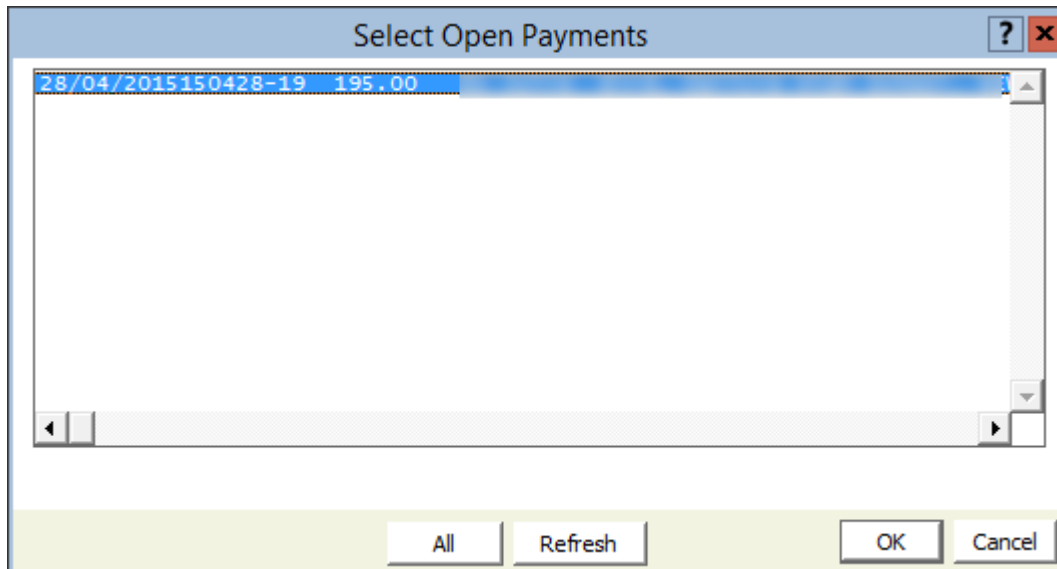
- Debit memos are used to increase charges on a given invoice
- Use a debit memo to make other increases to charges on an invoice
- Debit memos will typically not affect stock
- If someone is ordering more products, it makes sense to create a new invoice

The correction	Payment entered in wrong batch
Why	This applies in organisations where payments of different types need to be entered into different batches. Typically, this might cover cash and cheques that are batched for deposit together. Someone wasn't paying attention and entered a payment in the wrong batch.
The original transaction	Is correct but is not grouped in the specified batch.
The correction	Deletes the transaction so it can be entered in the correct batch.
Before correcting	
The technique	Find and delete the transaction, then re-enter it.
Correcting	<p>Determine where the payment was entered by printing the batch summary report: DUES = billing module; SC = Service Central; AR = AR / Cash module</p>  <p>Navigate to the appropriate module:</p> <ul style="list-style-type: none"> • In Service Central, click the payment button • In AR/Cash, go to Cash Receipts • For dues payments go to the billing tab of the customer's record and click on the payment button <p>Delete the payment: Click the open button Enter the transaction number in the box Click OK Click the delete button Click Yes when asked if you are sure you want to delete the transaction</p>
Issues	If the batch has been exported to GL, you cannot do this. For a crucial matter, you may need to enter a reversing payment in a new batch in order to re-enter the transaction in the correct batch.

The correction	Re-open a closed batch																
Why	You have more transactions to enter into the batch You need to delete a payment from a batch																
The original transaction	The batch was posted																
The correction	Leaves the batch open and available for more transactions,																
Before correcting	<div style="border: 2px solid red; padding: 5px;"> <p>Manage batches</p> <p>New Open Edit Delete</p> <table border="1"> <thead> <tr> <th>Batch</th> <th>Description</th> <th>Cash entity</th> <th>Date</th> <th>Date created</th> <th>Created by</th> <th>To GL</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>14</td> <td>Checks 10-9 through 10-</td> <td></td> <td>10/12/2009</td> <td>10/12/2009</td> <td>JILL</td> <td>No</td> <td>Posted</td> </tr> </tbody> </table> </div>	Batch	Description	Cash entity	Date	Date created	Created by	To GL	Status	14	Checks 10-9 through 10-		10/12/2009	10/12/2009	JILL	No	Posted
Batch	Description	Cash entity	Date	Date created	Created by	To GL	Status										
14	Checks 10-9 through 10-		10/12/2009	10/12/2009	JILL	No	Posted										
The technique	Edit the batch and make it open																
Correcting	Verify that the batch has not been exported to GL Select the batch and click the Edit button Manually change the status to Open and then click Save																
Issues	If the batch has been exported to GL, you cannot do this If the batch is an auto-created web batch, it will not have a cash table set. You will need to select a cash table when you edit the batch in order to be able to save it																

*TAB to apply open credit balances

- In the desktop, entering a payment method (check number) of *TAB will open the customer's list of credit balances, which can then be used in part or full payment for another sale
- You can also find every credit balance in the system through this method

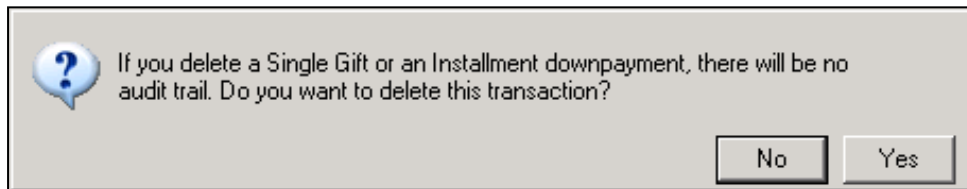


Fundraising adjustments

Delete a fundraising gift

In this example, someone notifies you that s/he wants to renege on her/his fund raising gift.

- Step 1 – Locate the gift by going to Fund Raising > Enter and edit gifts, then click the DELETE button
- Step 2 – Answer Yes when warned that no audit trail will remain



Delete a pledge payment

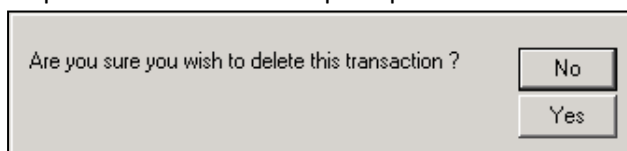
In this example, someone notifies you that s/he wants to renege on her/his fund raising pledge payment.

- Step 1 – Locate the payment by going to Fund Raising > Enter and edit gifts, then click the DELETE button

A screenshot of a web form for editing a gift. At the top, there are buttons for "New", "Open", "Edit", and "Delete". A red arrow points to the "Delete" button. Below the buttons, there are input fields for "Date" (02/11/2008), "Transaction" (27452), "ID" (10993), "Type" (M), and "Member". There are also fields for "Check/CC" (5555) and "Payment Amount" (500.00). At the bottom, there is a table with columns: Invoice, Date, Description, Balance, and Amt Paid.

Invoice	Date	Description	Balance	Amt Paid
R8237	02/11/2008	Pledges Inst# 1	0.00	500.00
R8237	02/11/2008	Pledges Inst# 1	0.00	500.00

- Step 2 – Answer Yes when prompted



Reducing a pledge amount

In this example, someone notifies you that s/he wants to reduce her/his pledged amount from \$1,250 to \$1,000.

- Step 1 – Go to Fund Raising>Enter and edit adjustments>Pledge credit memos
- Step 2 – Enter an adjustment amount of \$250

A screenshot of a web form for editing a pledge. It includes input fields for "Transaction", "Date" (02/11/2008), "ID" (11746), and "Pledge Date" (02/11/2008). There are also fields for "Current Pledge Balance" (1,250.00), "Total Adjustment" (250.00), and "Adjusted Pledge Balance" (1,000.00). A red arrow points to the "Adjusted Pledge Balance" field. At the bottom, there is a table with columns: Inv. Date, Installment Date, Inv. #, Description, Balance, Amount Adj., and Credit.

Inv. Date	Installment Date	Inv. #	Description	Balance	Amount Adj.	Credit
02/11/2008	02/11/2008	R8238	Pledges Inst# 1	1,250.00	250.00	<input checked="" type="checkbox"/>

Increasing a pledge amount

In this example, someone notifies you that s/he wants to increase her/his pledged amount from \$1,250 to \$1,500.

- Step 1 – Go to Fund Raising>Enter and edit adjustments>Pledge debit memos
- Step 2 – Enter an adjustment amount of \$250

Transaction		Type NM	Non Member
Date	02/11/2008	Status A	
ID	11746		
Pledge Date	02/11/2008		
Current Pledge Balance	1,250.00		
Total Adjustment	250.00		
Adjusted Pledge Balance	1,500.00		

Inv. Date	Installment Date	Inv. #	Description	Balance	Amount Adj.	Debit
02/11/2008	02/11/2008	R8238	Pledges Inst# 1	1,250.00	250.00	<input checked="" type="checkbox"/>

Some good practice: refunds

- People often think about fixing transactions as “doing refunds”
- You can’t (shouldn’t) refund money to a customer until you have created a credit balance
- An ordinary (debit) balance where the customer owes money is a positive amount

Results	Record History	Activities-All	Calls	Letters	Roster	AR/Cash	Billing	Events	Or
Date	Ref. Num.	Description	Charges	Credits	Balance				
▶ 21/08/2015	1142		151.90	0.00	151.90				

- A credit balance, where you owe the customer money, is a negative amount

Results	Record History	Activities-All	Calls	Letters	Roster	AR/Cash	Billing	Events	O
Date	Ref. Num.	Description	Charges	Credits	Balance				
▶ 28/04/2015	R4138		0.00	195.00	-195.00				
4/11/2014	R140		360.00	360.00	0.00				

- Split your stages of the process; if you are big enough, split the responsibilities
 1. Create the credit balance through the appropriate correction/cancellation process
 2. Process the refund
 3. If you haven’t processed the refund in iMIS, record the refund in iMIS
- A refund is a negative payment applied to a negative (credit) balance
- Even if you have auto-apply set for payments, you have to manually apply the negative payment to the correct line
- Refunds as negative credit card transactions in iMIS
 - You need the customer’s card details to do this
 - You have to have your gateway set up correctly
 - Anyone who can enter transactions can do these
 - Refunds may not be to the same card/method as the original transaction
 - Record and process in one step
- Refunds via your payment gateway
 - You can do a full or partial refund referenced to the original transaction
 - Restricted to certain staff members
 - Separate process and then record in iMIS
 - Refunds as manual payments through internet banking
 - You need the customer’s bank details to do this
 - Restricted to certain staff members
 - Separate process and then record in iMIS
- Refunds as batch payments through internet banking file upload
 - You need the customer’s bank details and to set them up as a payee within your accounting system
 - Restricted to certain staff members
 - Use the iMIS refund clearing process to move the credit balances to a liability account, which is used in your accounting system as the expense account for the payments
- You can also use this latter method for cheque payments

You can create a refund request activity type for staff generating credit balances to notify accounts of a credit balance to refund

Activity types

<input type="button" value="New"/> <input type="button" value="Open"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>			
Product Types NSWCPLT ORDER PDSMMODULE REFUND REFUNDREQ REMOVED RESIGNED RTS SALES SEQUENCE STAFFSIZE STM TRANSFER VISIT X-WA ZZ_WEBAFM ZZ_WEBBUY ZZ_WEBCPD ZZ_WEBGEN ZZ_WEBMEM	Type <input type="text" value="REFUNDREQ"/> Description <input type="text" value="Refund Request"/>		
Other <input checked="" type="checkbox"/> Allow user Edit Profile Position <input type="text" value="0"/> Retain (months) <input type="text" value="0"/> <input type="checkbox"/> Create History Tab	Prompts Subtype <input type="text" value="Notes"/> Note <input type="text"/> Eff. Date <input type="text"/> Source <input type="text" value="Assigned To"/> Task Date <input type="text" value="Required Date"/> CEU Type/Category <input type="text"/> UF_1 <input type="text"/> UF_2 <input type="text"/> UF_3 <input type="text" value="Created By"/> CO ID <input type="text"/> Other Code <input type="text"/>	Description <input type="text" value="Finance Notes"/> Follow-Up <input type="text"/> Thru Date <input type="text"/> Amount <input type="text" value="Refund Amount"/> Action <input type="text"/> Qty/CEU <input type="text"/> UF_4 <input type="text"/> UF_5 <input type="text"/> UF_6 <input type="text"/> UF_7 <input type="text"/> Keywords <input type="text"/>	

You can create a refund activity type to capture details of refunds processed through refund clearing

Activity types

<input type="button" value="New"/> <input type="button" value="Open"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>			
Product Types NSWCPLT ORDER PDSMMODULE REFUND REFUNDREQ REMOVED RESIGNED RTS SALES SEQUENCE STAFFSIZE STM TRANSFER VISIT X-WA ZZ_WEBAFM ZZ_WEBBUY ZZ_WEBCPD ZZ_WEBGEN ZZ_WEBMEM	Type <input type="text" value="REFUND"/> Description <input type="text" value="Refund Activity"/>		
Other <input type="checkbox"/> Allow user Edit Profile Position <input type="text" value="22"/> Retain (months) <input type="text" value="0"/> <input type="checkbox"/> Create History Tab	Prompts Subtype <input type="text"/> Note <input type="text"/> Eff. Date <input type="text"/> Source <input type="text"/> Task Date <input type="text"/> CEU Type/Category <input type="text"/> UF_1 <input type="text"/> UF_2 <input type="text"/> UF_3 <input type="text"/> CO ID <input type="text"/> Other Code <input type="text"/>	Description <input type="text" value="Description"/> Follow-Up <input type="text"/> Thru Date <input type="text"/> Amount <input type="text" value="Amount"/> Action <input type="text"/> Qty/CEU <input type="text"/> UF_4 <input type="text"/> UF_5 <input type="text"/> UF_6 <input type="text"/> UF_7 <input type="text"/> Keywords <input type="text"/>	

Some good practice: unidentified deposits

- Do you let customers drop money into your bank account?
- Do they identify those deposits clearly?
- You need to enter the deposits, because you need to reconcile your bank account
- So create a dummy customer for unidentified deposits and put them all as prepayments against that customer
- When someone phones because they paid and put “ABC membership” as the description, that is where any iMIS user can find it

Results	Record History	Activities-All	Calls	Letters	Roster	AR/Cash	Billing	Events	Orders
Date	Ref. Num.	Description	Charges	Credits	Balance				
23/01/2015	R1070		0.00	195.00	-195.00				
27/01/2015	R1057		0.00	380.00	-380.00				
30/01/2015	R1078		0.00	225.00	-225.00				
18/02/2015	R1176		0.00	195.00	-195.00				
26/03/2015	R2777		0.00	195.00	-195.00				
26/03/2015	R2776		0.00	195.00	-195.00				
9/04/2015	R3407		0.00	195.00	-195.00				
24/04/2015	R3818		0.00	195.00	-195.00				
29/04/2015	R4139		0.00	195.00	-195.00				
30/04/2015	R4140		0.00	195.00	-195.00				
29/06/2015	R5355		0.00	195.00	-195.00				
9/07/2015	R5851		0.00	195.00	-195.00				
16/07/2015	R5913		0.00	195.00	-195.00				

Some good practice: reconciling your bank statement

- With one system, you can enter transactions as you (don't) find them
- With two integrated systems, when you find a missing transaction, you need to:
 - Create a batch for the correct date
 - Enter the transaction
 - Post the batch
 - Repeat for each transaction
 - Create the GL journal for the correct period
 - Import it to your accounting system
- Various things can stop the amounts transferring over from iMIS matching the amounts on your bank statement
 - Transactions entered for the wrong day (especially cheques)
 - Credit card transactions on one date before and after settlement time
 - Amex transactions not settling on the same day
- Ways to make reconciliation easier include
 - Export by batch is normally sufficient to support reconciliation
 - Always enter cheques with a date that matches the anticipated deposit date
 - If you enter cheques through the desktop, use a single batch for all of them with the anticipated banking date
 - Update all open batches to be ready at 6pm (settlement time)
 - Use separate clearing "bank" accounts for Visa/MC and for Amex
 - Daily export/import and reconciliation

Double entry bookkeeping for non-financial iMIS people: some examples

Amy makes a donation for overseas aid

Receive money into the bank	\$100	Donations for overseas aid	\$100
-----------------------------	-------	----------------------------	-------

Brian pays his membership subscription

Receive money into the bank	\$110	Membership income	\$100
		GST collected	\$10

Chandu registers and pays for an event

Receive money into the bank	\$220	Event income	\$200
		GST collected	\$20

Davinder registers for an event

Davinder's debt increases	\$220	Event income	\$200
		GST collected	\$20

Davinder pays his event invoice

Receive money into the bank	\$220	Davinder's debt decreases	\$220
-----------------------------	-------	---------------------------	-------

Eagle Pty Ltd is invoiced for corporate membership

Eagle's debt increases	\$1,100	Membership income	\$1,000
		GST collected	\$100

Eagle pays its membership invoice

Receive money into the bank	\$1,100	Eagle's debt decreases	\$1,100
-----------------------------	---------	------------------------	---------

Fatima places an order with payment for books

Receive money into the bank	\$231	Fatima's debt decreases (in the form of a prepayment)	\$231
-----------------------------	-------	---	-------

Fatima's order is invoiced and processed

Fatima's debt increases	\$231	Book 1 income	\$50
		Book 2 income	\$100
		Book 3 income	\$40
		Freight	\$20
		GST collected	\$21

Other transactions for Fatima's book order

Book 1 cost of goods increases	\$20	Book 1 inventory decreases	\$20
Book 2 cost of goods increases	\$35	Book 2 inventory decreases	\$35
Book 3 cost of goods increases	\$10	Book 3 inventory decreases	\$10

Turning this into accounting transactions

Debits on the left, credits on the right

Receive money into the bank	1-1100	\$100	Donations for overseas aid	4-1000	\$100
Receive money into the bank	1-1100	\$110	Membership income	4-2000	\$100
			GST collected	2-2000	\$10
Receive money into the bank	1-1100	\$220	Event income	4-3000	\$200
			GST collected	2-2000	\$20
Davinder's debt increases	1-3000	\$220	Event income	4-3000	\$200
			GST collected	2-2000	\$20
Receive money into the bank	1-1100	\$220	Davinder's debt decreases	1-3000	\$220
Eagle's debt increases	1-3000	\$1,100	Membership income	4-2000	\$1,000
			GST collected	2-2000	\$100
Receive money into the bank	1-1100	\$1,100	Eagle's debt decreases	1-3000	\$1,100
Receive money into the bank	1-1100	\$231	Fatima's debt decreases (in the form of a prepayment)	1-3000	\$231
Fatima's debt increases	1-3000	\$231	Book 1 income	4-4100	\$50
			Book 2 income	4-4200	\$100
			Book 3 income	4-4300	\$40
			Freight	4-5000	\$20
			GST collected	2-2000	\$21
Book 1 cost of goods	5-2100	\$20	Book 1 inventory	1-2100	\$20
Book 2 cost of goods	5-2200	\$35	Book 2 inventory	1-2200	\$35
Book 3 cost of goods	5-2300	\$10	Book 3 inventory	1-2300	\$10