Accounts Receivable Topics

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About Accounts Receivable

The Accounts Receivable feature is available when the **Cashiering>Accounts Receivables** application function is set to **Y**.

Accounts Receivable offers unparalleled flexibility to manage your customers according to their individual preferences, maximize collection and increase customer satisfaction. With A/R you can utilize:

Improved cash flow while building better customer relationships.

National Account management.

Online summary and activity information.

Flexible transaction and batch transaction processing.

Powerful controls to minimize financial exposure.

Customizable reporting options.

All the information you need about a customer, from credit availability and aging limits to contact names and ship-to locations, is stored within the system. Online inquiry tools give you instant access to summary and activity information, and let you quickly drill down through multiple levels of detail.

Manage national accounts and large conglomerates as a whole, while keeping track of each individual store or subsidiary. Improve cash flow and minimize financial exposure through customizable monitoring options and account controls, automatically generated dunning letters, and more. Automate transaction entry, process cash receipts quickly, make adjustments easily, even to prior periods, and tailor customer pricing, terms, aging and billing to your business needs.

No matter how unique your requirements, Accounts Receivable has the features and flexibility to improve the processes that help you generate revenue.

As a convenience, Accounts Receivable (AR) accounts (sometimes called direct bill accounts or city ledger accounts) can be set up for companies, travel agents, groups, sources, and individual guests so that charges can be accumulated and billed for payment on an agreed-upon schedule. The Opera Accounts Receivable features provide tools for creating accounts, tracking account activity, preparing statements and reminder letters, and managing payments.

AR Statement Numbering

When the **AR>Statement Numbering** application parameter is set to **Y**, Opera automatically assigns a unique (to the property) number to the AR statement at the time it is generated. This allows the property to see which invoices have been included in each generated statement and to search for invoices using the statement number. In addition, payments can be applied per statement.

Following is a list of some of the major Opera AR features:

New AR Accounts. Create a new account from within the Profile options (using the Profile screen **Statistics and Info** tab) or from AR Account Search screen (**AR>Account Maintenance**). AR accounts are associated with a profile (company, travel agent, source, group, or individual guest).

Permanent Accounts. Accounts can be flagged as permanent to prevent deletion. (AR Account Search screen **New** or **Edit** button.)

Delete AR Accounts. Delete AR Accounts that are not designated as **Permanent**, and that have no outstanding balance. (AR Account Search screen **Delete** button.)

Transfer FO Data. During Night Audit, direct bill charges from Front Office are sent to a working queue where the details can be modified prior to transferring to an AR account. (**AR>Transfer FO Data**.)

Aging Periods. Monitor outstanding transactions using property-defined aging periods. (**Aging** button from AR Account screen Options menu.)

Traces. Record unlimited remarks and traces per account. (**Traces** button from AR Account screen Options menu.) AR Traces allow you to attach internal communications to an AR account.

Payments and Credits. Payments and credits can be applied to specific invoices, automatically distributed to the oldest outstanding balances, or left unallocated (to be allocated when and where necessary). (**Pay** button and **Apply Cr** button from AR Account screen.)

Direct AR Invoice. Postings can be made directly to AR invoices using either Front Office transaction codes or transaction codes specific to Accounts Receivable. (**New** button from Invoice Details screen). New invoices can be created and postings made directly to them (**New** button from AR Account screen).

Access to Complete Account, Invoice, and Payment Activity. Search for accounts then view invoice and payment activity per account. When viewing invoices, you may view all invoices or only

those which are open. (**AR>Account Maintenance**. Search for and select the account from the AR Account Search screen.)

Invoice Editing. View and adjust invoices from within AR. (**View** button from the AR Account screen. Then select the **Adjust** button from the Invoice Details screen to adjust postings on an invoice.)

Close Invoices. You may close invoices so that they may not be edited. (**Close Inv** button from the AR Account Search screen, or **Close Inv** button from the AR Account screen Options menu.) Once closed, an invoice cannot be re-opened.

Transfer Between Accounts. Transfer whole or partial invoices or payments between accounts. (**Transfer** button from AR Account screen Options menu; or use the right-click Quick Menu from the AR Account screen and select **Transfer**.)

Transfer Credit Card Transactions to AR. Display credit card transaction information including guest name, folio number, date, amount and credit card number. Search for records by credit card company or date. You can transfer balances from folios to A/R accounts selectively or all at once. (**AR>Credit Cards**.)

Old Balances. Pre-existing balances can be entered from a previous accounts receivable system, either as single-folio balances or per aging period (**System Configuration>AR>Enter Old Balance**).

Payment History. Payments that have been spread to cover different invoices can be traced by reviewing the payment history. (**Pay History** button from AR Account screen Options menu.)

Future Activity. View future reservation activity for the account. (**Future Res** button from AR Account Search options menu.)

Search for Invoices or Transactions. Invoices or individual transactions can be found using invoice number, posting date, amount or amount range, folio number, guest name, payment number, account name, or account number. (**AR>Research**.)

Year View. Display a month-by-month summary view of the last 12 months' of account activity (debits, credits and balance). (**Year View** button from the AR Account Search screen Options menu.)

Statements. Statements can be produced individually (on demand) or as a batch for quick, end- of-month mailing. (**Statement** button from the AR Account Search screen Options menu.)

Reminder Letters. The reminder letter history feature tracks exactly which reminder letters were created, and when they were generated. Any letter can be changed and/or reprinted from the history. (**Reminders** button from the AR Account Search screen Options menu.) Reminder letters can be automatically prepared based on a customized cycle. (**System Configuration>AR>Account Types**.)

Glossary

Here are definitions of some accounts receivable terms as they are used in the online help.

Direct Bill - An AR account. Sometimes called a city ledger account.

Folio - The guest's bill.

Invoice - The folio, once it is transferred to AR.

Posting - Any account entry (transaction code, amount, etc.).

Transaction - a debit or credit posted to the guest's account (for example, a charge for a meal or a credit for a payment on the account).
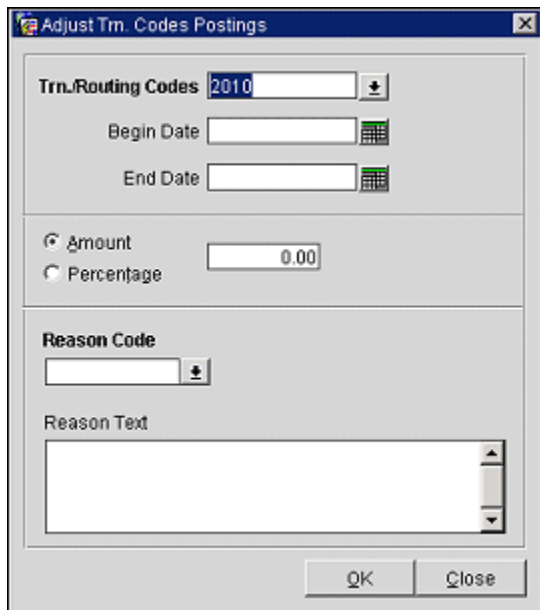
Adjusting Postings

Once transactions have been posted, the amount of a posting can be changed (increased or decreased) by using the Adjustment feature. Postings made on or before the current business date can be adjusted.

To make flat-amount or percentage changes to invoice transactions based on transaction codes/routing codes and date range, select **AR>Account Maintenance**. On the Account Search screen highlight the account for which you wish to make an adjustment. Select the **Select** button. From the Account Maintenance screen, highlight the invoice to which you want to make the adjustment and select the **Invoice** button. The Invoice Details screen appears. From the Invoice Details screen, select the **Adjust** button. The Adjust Transaction Codes Postings screen appears.

> **Note:** The **AR>Adjustment Allowance** application setting determines how long charges remains open to adjustment. The **Adjust** button on the Invoice Details screen is unavailable if there are no charges on the invoice remaining open to adjustment.

AR Account Search Screen

The Accounts Receivables feature is available when the **Cashiering>Accounts Receivables** application function is set to **Y**.

Select **AR>Account Maintenance** to access the AR Account Search screen. The AR Account Search screen is the starting point for most account maintenance activities. Use the search criteria to locate a specific AR account or group of accounts.

> **Note:** The **Cashiering>Bypass Cashier Login** application parameter may be used to speed access to Cashiering functions for users having a cashier ID associated with their user ID. If the **Cashiering>Bypass Cashier Login** application parameter is set to **Y**, and if you have previously logged in to Cashiering and the Cashier is still open, the Cashier Login screen does not appear when subsequently accessing Cashiering functions. If **Bypass Cashier Login** is set to **N** (the default), you are prompted for a Cashier Login each time a Cashiering function is accessed.
>
> **Note:** There are other ways to access AR features in Opera. For example, the AR Account No. screen appears when you select the down arrow for the **AR Number** field on the **Profile**

screen Stats & Info tab. Selecting the **New** or **Edit** button from the AR Account No. screen takes you to the **Setup Account screen** described below.

Many AR features are accessed directly from the AR Account Search screen, while others are available from the AR Account Maintenance screen, which appears when you select one or more accounts and choose the **Select** button.
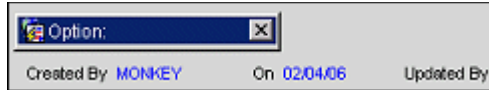
X Account Name	Alt. Name	Account No.	Balance	Contact	Type	City
Alonso, Craig		33			LOCAL	West Palm Beach
Andressen, Stephen		HJ34589	578.76		LOCAL	Lower Salem
Baker, Jordan		HJ394211			LOCAL	Southampton
Barnwell, Beth		3	637.89		LOCAL	Topeka
Barnwell, Jane		27	322.11		LOCAL	Topeka
Cameron, Fischer		6			LOCAL	Gaylordsville
Carson, Jim		253	572.00		LOCAL	Olsen
Carstens, Joe		HJJ345789	940.58		LOCAL	Rockland
Corbett, Alice		HJ453456124	-905.48		LOCAL	Greenbush
Decarlo, Max		11	17.11		LOCAL	Vienna
Delacorte, Sam		HJJ0238945	573.49		LOCAL	New Hope
Desenna, Joe		4564521			LOCAL	Cincinnati

Permanent Account

From the AR Account Search screen you can access these features:

- Delete an Account. Highlight an account in the search results grid and select the **Delete** button to delete the account. You may delete an account only if the account has a zero balance and the **Permanent** flag is not selected on the Setup Account screen. When you delete an account, account data is not actually deleted from database tables.

- Create a New AR Account / Edit an Existing AR Account. To create a new AR account, select the **New** button. To edit an existing account, highlight the account in the search results grid and select the **Edit** button.

- Select an Account. Choose one or more accounts in the search results grid and select the **Select** button to display the Account Maintenance screen(s) for the account(s) you chose. The Account Maintenance screen allows you to:

- Display account activity (invoices and/or payments). You may search for account activity by folio number, date, and/or invoice number. You may display payments only or both invoices and payments. When searching for invoices, you may display all invoices or only those that are open.

- Compress invoices. Combine two or more invoices into a single invoice.

- View invoice details. Display detailed invoice information; add new posting's, adjust transactions, and edit transaction details.

- Edit posting's. View posting details and edit reference and supplemental information.

- Add new invoices. Create a new invoice and post charges to it.

- Apply or unapply credit. Apply or unapply credit to the account at large, to one or more specific invoices, or to the oldest invoices.

- Post payments. Post payments to an account.

- AR options. Select the **Options** button to display the AR Posting Options menu.

  When the **General> Enhanced Options Management** application parameter is set to **Y** you have another way of quickly accessing options. You can press **Ctrl+T** to display the blue Option field.

  To view all the available options in alphabetical order, scroll through the options list by selecting the Up and Down arrow keys. Press Enter to select the displayed option and open the corresponding option screen.

  Or, instead of scrolling through the options list, type the first three letters of the desired option. The corresponding options screen appears. (For example, type c-a-n for Cancel.)

  You may also enter the first letter of the desired option and all options beginning with that letter will appear in alphabetical order as you scroll. To scroll, use the arrow keys or repeatedly press the beginning letter key. For example, if you typed a-a-a-a you might scroll through the options of Accompanying, Add on, Agent/Company, Alerts. Press Enter to open the desired option.

- If a Fixed Rate applies to the account, then a Fixed Rate indicator lamp is displayed in the bottom left portion of the screen and this lamp can be clicked on to display the Fixed Rate screen.

AR Account Search Criteria

By default, all accounts are displayed on this screen initially. To filter search results, enter your search criteria in the following fields.

Account Name. Enter all or the first part of the profile name to which the account is attached.

From Account Number/To Account Number. If you are searching for a specific AR account and you know its number, enter the account number in the **From Account Number** field. If you are searching for a range of AR account numbers, enter the first account number in the **From Account Number** field and the last account number in the **To Account Number** field. The following rules will apply if a partial account number is entered:

- If only *From Account No* - will return accounts with partial matches.

- If only *From Account No* and *To Account No* - will return accounts in between this range.

- If only *To Account No* - returns all accounts less than this.

- If *From Account No* is greater than *To Account No* message will pop saying 'From Account No. cannot be greater than To Account No.' and search will not be performed.

Account Type. Each AR account is assigned an account type. Account types are defined in **Configuration>AR>Account Types**. Some examples of AR account types are: CORP = Corporate, LOCAL = Local Business, CATER = Catering, TRAV = Travel Agents, and BNQT = Banquets. Selecting an account type helps you to categorize your accounts receivable accounts for searching and reporting. Select the down arrow to display the AR Account Types list of values.

Agent. Available when the **AR>AR Account Agent** application function is set to **Y**. Select the down arrow to choose the account agent whose account(s) you wish to search for.

Scope of Search. Select a radio button to indicate how broad you wish the search to be.

- **All.** Show accounts having an open balance and accounts having a zero balance. This is the default.

- **Open Balance.** Show accounts having an outstanding balance only.

- **No Balance.** Show accounts having a zero balance only.

AR Account Search Screen Fields

X. An **X** in this column indicates that the record is selected for an AR account maintenance function. Click in the **X** column to select the record. Or you may select the record by highlighting it and selecting the spacebar. If you are choosing only one record for a function, you may simply highlight the record without placing an **X** in this column.

Account Name. The profile name attached to this AR account.

Alt. Name. If the **General>Extended Byte** application parameter is set to **Y**, multiple-byte character sets may be used to enter names in languages that require extended-byte (for example, Chinese). If the profile includes a double-byte name, it appears in this field.

Account No. The accounts receivable number, if one has been assigned to this profile for the property. If the **AR>Account Number Mandatory** application parameter is set to **N**, and the profile has an AR account, this field is blank.

Balance. The current balance for the AR account, in local currency.

Contact. The name of the account contact specified on the Setup Account screen.

Type. The AR account type. Account types are defined in **Configuration>AR>Account Types**. Some examples of AR account types are: CORP = Corporate, LOCAL = Local Business, CATER = Catering, TRAV = Travel Agents, and BNQT = Banquets.

City. The city portion of the AR account address specified on the Setup Account screen.

Red Indicator lamps can be displayed at the bottom of the screen, if the AR account meets certain criteria. For example, if a Fixed Charge applies to the selected account, then a Fixed Charge lamp is displayed. See **Indicator Lamps** for details.

Flagging an AR Account

To flag an AR account (e.g., because of late payment), highlight the account on the AR Search screen and select the **Options** button, or select the **Options** button on the Account Maintenance screen. From the Account Posting Options menu, choose the **Account Setup** option. On the Setup Account screen, select the **Flagged** check box in the Status frame.

When you select this check box, a **Description** field becomes available. In this field you may enter the reason for flagging this account. If an AR account is flagged, you are notified when an invoice is created for the account, when an existing invoice is edited for the account, or when the bill is settled to the account. The following message appears: "Account <name> has been flagged <description>. Do you want to continue?"

Respond **Yes** to continue. Respond **No** if you do not wish to proceed with the invoice. How flagged accounts are handled is determined by your property.

Create or Edit an AR Account

> **Note:** You may also select the Stats & Info tab from the account-holder's Profile screen and click the down arrow on the **AR Number** field to create accounts at other properties and edit accounts for that profile. See **Profile Stats & Info** for details.
>
> **Note:** For information about automatic creation of AR accounts at checkout, see **Check Out to Direct Bill**.

Starting from the AR Account Search screen, you may either create a new AR account, or edit an existing AR account.

- To create a new AR account, select the **New** button. If you currently have an AR Account highlighted in the AR Account Search Grid, then selecting the **New** button will automatically populate this Profile Name in th Profile Search Screen. The **Profile Search screen** appears. Use the Profile Search screen to find the existing profile or to create a new profile, as necessary. If the profile selected does not have an AR Address attached to it, then the profile address will be copied over into the **Select AR Address** screen and a new AR address with an AR ADDRESS Type will be created and has to be selected before advancing to the Setup Account screen. But if the profile that the account is being created for has multiple AR addresses attached to it that have not yet been assigned to another AR Account, the **Addresses** screen is displayed and an address has to be selected from the list to use. After selecting or creating the profile for the new account, the Setup Account screen appears.

- To edit an existing AR account, use the search criteria to find the AR account you wish to edit. Highlight the account in the search results grid and select the **Options** button. Select the **Account Setup** option from the Account Posting Options screen. The Setup Account screen appears.

> **Note:** While you are working in the Account Maintenance screen, you may set up additional accounts for the company, travel agent, source, group, or individual whose account you are currently working with. To do so, select the **Account Setup** button from the Account Maintenance screen Options menu. See **Account Maintenance Screen** for details.

The following fields are available. (If you are creating a new AR account, all fields from the associated profile will be auto-filled, as appropriate; changes can be made to this information.)

Property. This field is displayed when the **OPP_MHOT Multi-property** license is active. You may select the properties to which you wish to propagate the account at the time you create the account.

Account Type. Each AR account is assigned an account type. Account types are defined in **Configuration>AR>Account Types**. Some examples of AR account types are: CORP = Corporate, LOCAL = Local Business, CATER = Catering, TRAV = Travel Agents, and BNQT = Banquets. Selecting an account type helps you to categorize your accounts receivable accounts for searching and reporting. Account **types are also used to determine which statement format is to be used when printing statements for each account and the reminder cycle for that account.** Select the down arrow to display the AR Account Types list of values. When you select an account type, its description appears to the right of the **Account Type** field.

Note: Default account types can be specified for each type of profile using the following **AR** application parameter settings: **Default Travel Agent Account Type** (for Travel Agent accounts), **Default Group Account Type** (for Group accounts), **Default Company Account Type** (for Company accounts), and **Default Individual Account Type** (for individual guest accounts). For example, when creating a new account for a Company profile type, the account type defaults to the type defined by **Default Company Account Type**.

Account Number. If this is a mandatory requirement in your organization (**AR > AR Number Mandatory** application parameter is set to **Y**), you will not be able to continue without entering an account number. If your property uses AR account number templates, and you enter a number in the incorrect format (the required format is defined in the **AR> Account Picture** application setting), a message prompts you with the correct format for account numbers. The account number must be unique at the property where it is created, and — if the **OPP_MHOT Multi-property** add-on license is active and the **AR>Prompt Account Copy** application parameter is set to **Y** — unique across any other property where the number may be propagated.

Note: Account numbers are required if the **AR>AR Number Mandatory** application parameter is set to **Y**. Uniformity of AR account numbers can be enforced by specifying an account number format, or template. Templates may be set up using the **AR> Account Picture** application setting.

Note: If the **AR>Automatically Assign AR Number** application parameter is set to **Y**, an account number will be automatically assigned and this field will be read-only. When this parameter is active, the **AR>Account Picture** application setting is set to null and is not displayed; similarly, the **AR Number Mandatory** application parameter is set top **Y** and is not displayed.

Note: When the **Cashiering>Allow Duplicate AR Numbers** application parameter is set to **Y**, the same AR number can be entered on multiple AR accounts. This parameter is only displayed when the **AR>Automatically Assign AR Number** application parameter is set to **N**.

Credit Limit/LOC. The maximum amount of credit available to this account, or the amount of the letter of credit provided by the account holder. The credit limit for the account type associated with this account or, in the absence of a credit limit for the account type, the **AR>Global Credit Limit** application setting, may be used to set a default for this field. You may change this amount if necessary.

If you attempt to settle to direct bill or to directly add a new invoice to the AR account and the transaction would exceed the credit limit for the account, a warning message prompts you to indicate whether you wish to proceed with the action. When settling to AR, the credit limit set for the AR account is compared to (1) the current outstanding balance on the AR account + any accruals awaiting Transfer FO Data + the amount being settled.

Other Opera areas where validation takes place to verify the credit limit are:

> When editing an invoice in the Transfer FO Data area and attaching it to a different account.

> When using Transfer from the AR Options menu to move an existing invoice to a different AR account.

> When using AR batch posting to make postings to multiple AR accounts at one time.

Agent. Available when the **AR>AR Account Agent** application function is set to **Y**. Select the down arrow to choose the account agent who will be responsible for this account. The account agent can be used as a filter when running AR Aging reports.

Status. Set the AR account status if you wish to be notified of any special conditions whenever an invoice is created for this account.

> Flagged - Select the **Flagged** check box. When you select this check box, a *Description* field becomes available. In this field you may enter the reason for flagging this account. See **Flagging an AR Account**, above, for details.

Contact. Enter the name of the AR account contact. If you enter a contact here, the contact is used for AR purposes only (for example, for statements and reminder letters).

Phone / Fax. Enter the phone number and/or fax number used to contact this account or select the ellipsis button to display the **Communication Information** screen to select the Phone/Fax or enter a new one. If you enter phone and/or fax numbers here, the phone number and/or fax number is used for AR purposes only (for example, for statements and reminder letters).

Email. Enter the email address for the account or select the ellipsis button to display the **Communication Information** screen to select the email or enter a new one.

AR Address. By default, these fields are populated with the primary address from the profile associated with this account. Change this information if AR information is to be directed to a different

address. If you enter an AR address, the address is used for AR purposes only (for example, for statements and reminder letters). The address recorded in the profile will not be changed.

City. Enter the city of the AR account address.

Postal Code. Enter the postal code of the AR account address.

Country / State. Select the down arrows to display Countries list of values and the States and Provinces list of values. Select the country and state or province for the AR account address.

Reference Currency. This is the currency used for reminder letters and statements sent to this account. This field is populated with the profile **Reference Currency**. To change the reference currency, select the down arrow to display the Currency list of values. Choose the reference currency from the list. If you enter reference currency here, it is used for AR purposes only (for example, for statements and reminder letters).

Last Reminder Sent. The date the last reminder was sent to this account. (See **Reminders** for details.)

Last Reminder Text. The text of the last reminder letter sent.

Last Reminder Sent To. The contact name to whom the last reminder letter was sent.

Last Statement Sent. The date the last statement was sent to this account. (See **Statements** for details.)

Last Statement Sent To. The contact name to whom the last statement was sent.

Include In Batch Statement. Select this check box if the account is to be included when batch statements are run. You may not want some accounts (such as internal accounts or credit card accounts) to be included in a batch statement run (**AR>Mailing>Batch Statements**); in these cases, un-select this check box.

Permanent Account. Select this check box if this account is to be a permanent AR account. As long as this check box is selected, the account may not be deleted. This check box is selected by default.

> **Note:** If the **OPP_MHOT Multi-property** add-on license is active and the **AR>Prompt Account Copy** application parameter is set to **Y**, you may propagate new AR accounts to other properties at the time you create the account. When you have provided the information for a new account on the Setup Account screen and you select the **OK** button, you are prompted whether you want to create the new AR account at other properties in your cluster. Respond **Yes** to display the Property List from which you may choose one or more properties at which you wish to create the account.

Button Functions

Address. Select to display the Select AR Address screen. (See **Addresses** for details.)

Ok. Saves any changes that have been made to the account and exits out of the Setup Account screen.

Close. Exits out of the Setup Account screen.

Delete an AR Account

You may delete an AR account only if it has a zero balance and the **Permanent Account** check box on the Setup Account screen is not selected. (If you need to delete a permanent account, you must first un-select the **Permanent Account** check box on the Setup Account screen.) When you delete an account, account data is not actually deleted from database tables.

> **Note:** Accounts can only be deleted if there are no active transactions for the account. While an account may have a net balance of zero, transactions are considered active if the zero balance is due to equal and offsetting debits and credits. If that is the case, the account is considered to have active transactions and may not be deleted.

If you wish to delete all no-balance accounts of a specific account type, or all no-balance accounts having account numbers in a specific range, use the AR Account Search screen search criteria to filter the accounts.

To remove an AR account, highlight the account you wish to delete in the AR Account Search screen search results grid (or, to delete multiple accounts, mark the accounts you wish to delete with an **X** in the **X** column). Then select the **Delete** button.

When deleting an account, Opera removes the AR number from the profile to which the account is attached; the profile itself is not deleted from the Opera database. To remove a profile entirely, access the **Profile screen** features.

AR Account Maintenance

To access the Account Maintenance screen, highlight the account record in the **AR Account Search screen** search results grid (or, to access multiple accounts, mark the accounts you wish to open with an **X** in the **X** column). Then select the **Select** button. The Account Maintenance screen appears. Select the tabs along the bottom of the screen to access the individual accounts selected from the AR Account Search screen.

> **Note:** The following system behavior is employed for security reasons when working with this screen: Assume that the Account Maintenance screen is opened by user 1 (who has a valid cashier ID). User 1 then logs out using the F8 Quick Key from the Account Maintenance screen. Further assume that user 2 (who does not have a valid cashier ID) logs in to continue from where user 1 left off. All previously opened screens will be immediately closed and user 2 will be required to start any activity from the beginning.

The account number and account name are shown above the grid in large blue type so that you can be certain which account you are viewing and managing.

The view-only **Account Balance** field shows the total open amount for all invoices belonging to this account.

The view-only **Total Selected** field beneath the grid shows the total open amount for all selected invoices (i.e., for all invoices marked with an **X** in the **X** column).

If a Fixed Rate applies to the account, then a Fixed Rate indicator lamp is displayed in the bottom left portion of the screen and this lamp can be clicked on to display the Fixed Rate screen.

AR Account Screen Search Criteria

Use the following search criteria to filter the invoice list in the search results grid.

From Date/To Date. Enter the range of dates for the invoices you wish to find.

Folio No. The full folio number or the first part of the folio number you wish to find.

Invoice No. The full invoice number or the first part of the invoice number you wish to find.

Statement No. Available when the **AR>Statement Numbering** application parameter is set to **Y**. Enter the system-assigned statement number associated with the invoice(s) you wish to find.

Fiscal Bill No. Available when the **Cashiering> Fiscal Folio Printing** and **Cashiering>Display Fiscal Bill Number** application parameters are set to **Y**. Enter the fiscal bill number of the folio you wish to find.

All/Open. Select the radio button that indicates the type of invoices you wish to find:

All. Display all invoices regardless of whether they are open invoices (those having a non-zero balance) or zero balance invoices; also display all payments.

Open. Display only open invoices (those having a non-zero balance).

Payments Only. Select this check box if you wish to display only payments applied to the account.

Unbilled. Available when the **AR>Statement Numbering** application parameter is set to **Y**. Select this check box if you wish to display only those invoices that do not have a statement number associated with them.

Printed. Available when the **AR>AR Invoices Printed Check Mark** application parameter is set to **Y**. Select this check box to search only for invoices that have been included as line items on successfully printed statements.

Not Printed. Available when the **AR>AR Invoices Printed Check Mark** application parameter is set to **Y**. Select this check box to search only for invoices that have not been included as line items on successfully printed statements.

AR Account Details

Select the **Details** button to see a view-only summary of the AR account details. On the left, the account name and address are shown. In the center, the account number, account type and account contact information are provided. (This information can be edited on the **Setup Account screen**.) To the right is a breakdown of the account balance by each of the aging periods set up for your property. (See **Aging** for details.) The account number and total account balance are shown just above the search results grid.

Account Maintenance Function Buttons

Mark an **X** in the **X** column to choose the invoices to which you wish to apply those functions that apply to multiple invoices (such as **Compress** and **Unlink**). You may use the **All** and **None** buttons to select all invoices or to un-select all invoices.

The search results grid shows the activity (invoices and payments) for the account. Function buttons along the right edge of the screen can be applied to the invoices and payments you select from the grid.

New. Add a new invoice to the AR account.

> **Note:** When the **OPV_<version number> Opera Vacation Ownership System** license and the AUTO_INV_CREATION and PERIOD_INV_DAYS parameters are active, invoices can be automatically created during the night audit process for larger properties or owners with multiple rooms.

Edit. Display the Edit Postings screen for the invoice or payment highlighted in the search results grid. This screen shows the details of the invoice or payment, and allows you to edit the reference and supplement information. From the Edit Postings screen you may also access the profile to which the invoice or payment is attached. (This button is not available for **closed invoices**.)

Invoice. Display the Invoice Details screen. View and manage the invoice details for one or more invoices selected in the search results grid. From the Invoice Details screen you may add new postings to the invoice, edit transaction details, adjust postings based on transaction codes, print the invoice, or access the profile to which the AR account is attached. When the **Profiles>Restrict Profile Name Change After Folio Creation** application parameter is set to **Y**, the Profile name can't be modified after a folio or invoice has been generated for the Payee and/or Guest.

Payment. Make a payment on one or more selected invoice(s). Apply credit to the account at large, to one or more specific invoices, or to the oldest invoices. The Payment button is active only when there is an open amount on at least one of the invoices you choose.
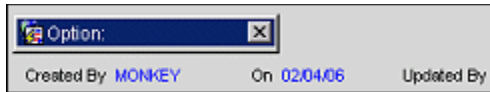
Compress. To combine two or more invoices into one invoice, mark the invoices you wish to combine with an **X** in the **X** column and select **Compress**. You might use this feature, for example, to combine several invoices that are for small amounts. Once an invoice is compressed, you may not post additional charges to the invoice or make adjustments to the transactions on the invoice.

Unlink. Available when the **AR>Statement Numbering** application parameter is set to **Y**. The selected invoice (or, if multiple invoices are selected, all the chosen invoices) must be associated with

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a statement number in order for this button to be available. Disassociate the selected invoice(s) from the statement with which they are associated.

Options. Display the Account Posting Options menu.

When the **General> Enhanced Options Management** application parameter is set to **Y** you have another way of quickly accessing options. You can press **Ctrl+T** to display the blue Option field.

To view all the available options in alphabetical order, scroll through the options list by selecting the Up and Down arrow keys. Press **Enter** to select the displayed option and open the corresponding option screen.

Or, instead of scrolling through the options list, type the first three letters of the desired option. The corresponding options screen appears. (For example, type c-a-n for Cancel.)

You may also enter the first letter of the desired option and all options beginning with that letter will appear in alphabetical order as you scroll. To scroll, use the arrow keys or repeatedly press the beginning letter key. For example, if you typed a-a-a-a you might scroll through the options of Accompanying, Add on, Agent/Company, Alerts. Press **Enter** to open the desired option.

AR Account Screen Fields

Invoices and/or payments are displayed based on your search criteria. The following information is available in the search results grid:

X. An **X** in this column indicates that the record is selected for an AR account maintenance function. Click in the **X** column to select the record. Or you may select the record by highlighting it and selecting the spacebar. If you are choosing only one record for a function, you may simply highlight the record without placing an **X** in this column.

+. A plus sign (**+**) in this column indicates that two or more invoices have been compressed. Click the **+** to display the individual invoices. When you do so, the **+** changes to a **-**. Click the **-** to "roll up" the display of individual invoices. (See **Compress Invoices** for details.)

Date. Date when the invoice was created or the payment was made.

Name. In the case of invoices, the name that appears on the folio. In the case of payments, the payment method. Payments are prefixed by an asterisk for easy identification. In addition, the asterisk makes it possible for you to click on the **Name** column heading to display all payment entries followed by all invoice entries for easy review.

Folio No. Folio number of the folio covered by this invoice. A folio number will not appear for compressed invoices, for payments, or for old balances.

Invoice No. Invoice number assigned by Opera when the folio is transferred to AR or when a new invoice is created in AR. Payments do not have an invoice number assigned.

Statement Number. Available when the **AR>Statement Numbering** application parameter is set to **Y**. The most recent system- assigned statement number associated with this invoice.

Note: The **sample_statement_numbering** report form must be used when implementing the AR Statement Numbering feature. Use of this form for statement printing is required in order for Opera to assign sequential numbers to statements and to properly display statement numbers in the **Statement** field on the Account Maintenance screen.

Fiscal Bill No. Available when the **Cashiering> Fiscal Folio Printing** and **Cashiering>Display Fiscal Bill Number** application parameters are set to **Y**. The fiscal bill number of the folio.

Amount. Amount of the invoice or payment.

Open. Balance remaining on the invoice (amount minus paid).

Paid. Total amount paid. (This amount encompasses all payments against this invoice.) For invoices, this is a negative number. For payments, this is a positive number.

Currency. For invoices, the code for the Preferred Currency selected for the profile to which the account is attached. For payments, the code for the currency in which the payment was made.

Adjusted. An **X** in this field indicates that this invoice or payment was adjusted. See **Adjust Postings** for details.

Transferred. An **X** in this field indicates that the invoice or payment has been transferred to another account. Use the **Edit** option from the right- click Quick Menu to display the Edit Postings screen. The **Invoice Reference** field on the Edit Postings screen shows the account to which the invoice was transferred. (See **Transfer** for details.)

Age. The age of the invoice in days.

> **Note:** When multiple invoices are compressed, the age shown applies to the compressed invoice. Once invoices are compressed, age information is no longer tracked for the individual invoices.

Supplement. Additional information regarding the invoice or payment.

Reference. Invoice or payment reference information. For payments, the credit card number used for the payment. A POS check number may also appear here.

Red Indicator lamps can be displayed at the bottom of the screen, if the ar account meets certain criteria. For example, if a Fixed Charge applies to the selected account, then a Fixed Charge lamp is displayed. See **Indicator Lamps** for details.

Right-Click Quick Menu Options

You can right-click with your mouse on any entry in the AR Account screen search results grid to display the Quick Menu. This feature allows you quick access to the most used AR Account functions.

Edit. To display the Edit Postings screen for the invoice or payment highlighted in the search results grid, select this option. This screen shows the details of the invoice or payment, and allows you to edit the reference and supplement information. From the Edit Postings screen you may also access the profile to which the invoice or payment attached. The **Edit** option has the same function as the **Edit** button. (This option is not available for **closed invoices**.)

Uncompress. To un-combine two or more invoices that have been compressed into one invoice, highlight the compressed invoice and select **Uncompress**. You may only uncompress an invoice on the same business date on which it was compressed. Thereafter, the details are still available in view-only mode, but the invoice cannot be uncompressed. (See *Compress Invoices*, below, for details.)

Unapply. To unapply one or more payments made to an invoice on today's business date, highlight the invoice to which the payment(s) were applied and select this option. Payment may then be applied to another invoice. (See *Apply Payment*, below, for details.)

Reverse Payment. To "undo," or reverse, a payment that has been applied to the account on today's business date, highlight the payment you wish to reverse and select this option. A reverse posting transaction will be added to the account. (See *Apply Payment*, below, for details.) Reversing a payment voids the payment so that is does not show as having been posted. This option is not available if a payment has not been applied to the account.

First. Scroll the grid to display and highlight the first entry in the AR Account screen search results grid.

Last. Scroll the grid to display and highlight the last entry in the AR Account screen search results grid.

> **Note:** An AR account may be flagged for some reason (see **Flagging an AR Account** for details). If you attempt to create a new invoice for a flagged account, or if you attempt to edit an invoice belonging to a flagged account, the following message appears: "Account <name> has been flagged <description>. Do you wish to continue?" Respond **Yes** to continue. Respond **No** if you do not wish to proceed with the invoice. How flagged accounts are handled is determined by your property.
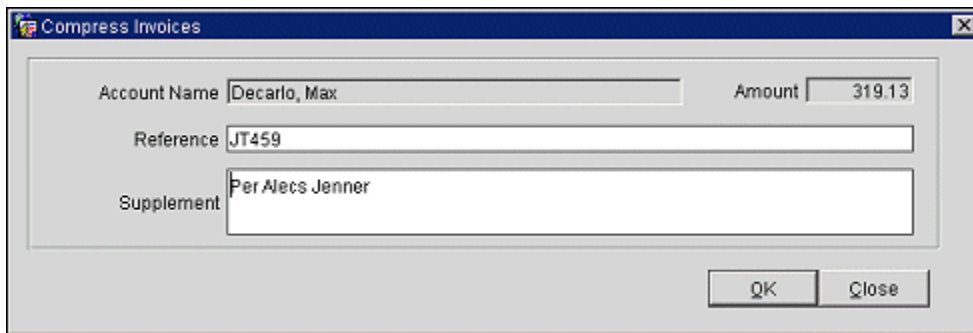
Compress Invoices

Use the Compress feature to combine two or more invoices into one invoice. You might use this feature, for example, to combine several invoices that are for small amounts into one invoice.

> **Note:** Once an invoice has been compressed, you may not add new postings to the invoice nor may you adjust transactions on the invoice.
>
> **Note**: You may not compress invoices that include postings for the current business date. You also may not compress invoices that have been paid, either partially or in full.
>
> **Note:** The **Payment** button is not available for the detail invoices of a compressed invoice. Payment may only be applied to the top-level "master" invoice.

To compress two or more invoices, mark the invoices you wish to combine with an **X** in the **X** column of the Account Maintenance screen and select the **Compress** button. The Compress Invoices screen appears, showing the account name and total amount of the compressed invoices. The screen provides fields for you to add reference and supplement information, if you wish. Click **OK** to compress the invoices.

When you combine two or more invoices into a single invoice, the combined entry is assigned a new invoice number on the Account Maintenance screen. The new entry reflects the total amount of the compressed invoices. A plus sign (+) appears in the + column to the left of the new entry. Click on the **+** next to the entry to "roll down" the individual invoices that were compressed. When you do so, the **+** changes to a minus sign (-). Click the **-** to again "roll up" the display of individual invoices that were compressed.

In Opera when compressing invoices in Accounts Receivable, the compressed record will hold the most recent date of all records that are compressed, i.e. :

01/01/04   Invoice 10 100.00
01/05/04   Invoice 100 400.00
05/01/04   Invoice 1000 500.00

On 05/31/04 the above records are compressed and a new record created is created:

05/01/04   Invoice 2000   1000.00 (compressed record) Which carries the date of the youngest invoice included in the compression.

The Current business date is now 06/01/04

When running the aging report for the current business date (06/01/04) Opera knows that it can take the posting transaction and details as shown on the account as these are exactly as the accounts stands and does not need to even consider what might have been the case if it was a date in the past and therefore references a compressed transaction with the date of the transaction i.e. in our example 05/01/04.

However if a user chooses to select the aging report for a date in the past, Opera has to go back and look at the physical transactions/details for the date selected which must reflect exactly what was the aging of the account at that time i.e. postings existing on the account today may have no bearing on the aging at that time. This means for aging in the past Opera has to ignore compressed transactions.

This means that amounts reflected in the aging buckets for past date could be entirely different for reasons such as compressions, payments made against the account outside of the aging date range selected for the report, all of these are valid situations as you are requesting to look at what the account looked like at that time, not what the account reflects today.

Uncompress

To reverse the compress action, highlight the compressed invoice and right-click to display the Quick Menu. Select **Uncompress**. You may only uncompress invoices that were compressed on the current business date.
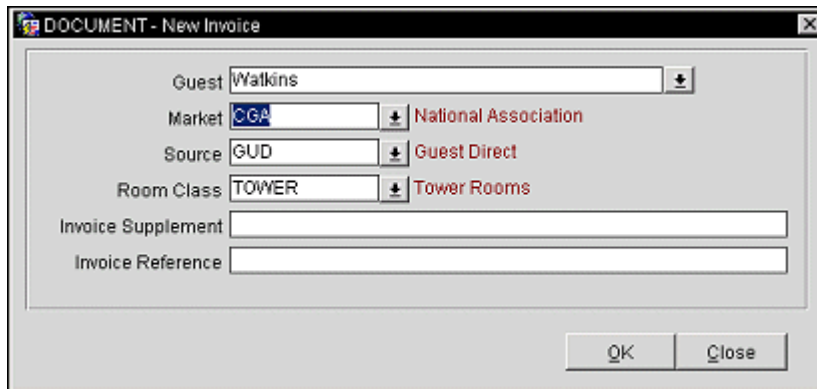
> **Note:** When Country Mode = ITALY, the compress action cannot be reversed, regardless of the business date.
>
> **Note:** If you have applied payments to the compressed invoice, you must unapply the payments before you can uncompress the invoice. To unapply payments, highlight the compressed invoice and right-click to display the Quick Menu. Select **Unapply**. (See *Apply Payment*, below, for details.)

Add New Invoice to the AR Account

To add a new invoice to the AR account, select the **New** button from the Account Maintenance screen. The New Invoice screen appears.

> **Note:** When the **OPV_<version number> Opera Vacation Ownership System** license and the AUTO_INV_CREATION and PERIOD_INV_DAYS parameters are active, invoices can be automatically created during the night audit process for larger properties or owners with multiple rooms.

The screen shows the name of the AR account to which the new invoice is being added. The following fields are available:

Guest. Select the down arrow to choose the name to be attached to the invoice. By default, the name on the AR account appears in this field. If you change the name, the Profile Search screen prompts you to select the name from existing profiles or to create a new profile.

Market. The market code for this invoice. Select the down arrow to change the market code.

Source. The source code for this invoice. Select the down arrow to change the source code.

Room Class. The room class for this invoice. Select the down arrow to change the room class. Available when the **General>Room Class** application function is set to **Y**.

> **Note:** If default market code, source code, and/or room class have been set up in the AR application parameters settings (DFLT MARKET CODE, DFLT SOURCE CODE, DFLT ROOM _CLASS), these defaults will be displayed in the **Market**, **Source**, and **Room Class** fields. The default values may be changed.

Invoice Supplement. Supplemental information regarding the invoice.

Invoice Reference. Invoice reference information.

Add or change information as necessary. To proceed, select the **OK** button. The Transaction Posting screen appears. Use this screen to enter the details of the transaction you wish to post to the new invoice. This screen is discussed in detail in **Posting Transactions**.)

When you have posted the transaction(s), you are given the opportunity to print an invoice before returning to the AR Account screen.

View Invoices and Manage Invoice Details

To view the invoice details for an invoice, highlighted the entry in the search results grid (or, to access multiple invoices, mark the invoices you wish to open with an **X** in the **X** column) and select the **Invoice** button. The Invoice Details screen appears. From the Invoice Details screen you may:

- **Post additional transactions to the invoice.** Additional transactions can still be posted to an invoice for a reservation with a status of No Show or Checked Out. This can be done until the invoice is closed for the reservation.

- **Edit transaction details.** Make changes to the reference and supplemental information for a transaction.

- **Adjust postings.** Make flat-amount or percentage changes to transactions based on date and transaction code/routing code. Posting can be adjusted for a reservation with a status of No Show or Checked Out, until the invoice is closed.

- **Transfer charges from one AR account to another AR account.**

> **Note:** The **Post, Edit**, **Adjust** and **Transfer** buttons are not available for **closed invoices**. The buttons are also not available if the **AR>AR No Modify Invoice** application parameter is set to **Y**.
>
> **Note:** The **Adjust** button and the **Transfer** button are not available if the **Cashiering>Folio No Reprint** application parameter is set to **Y**.

You may also print the invoice (select the **Folio** button), or access the profile for the guest (select the **Profile** button).

> **Note:** The **Folio** button changes to **Report** when you have highlighted a credit invoice.

The Invoice Details screen header fields provide the following View only information:

Account Name. The AR account name on the account being accessed.

Name. Payee name on the reservation.

Group. Group profile, if any, attached to the reservation.

Company. Company profile, if any, attached to the reservation.

Account No. The AR account number.

Folio No. The folio number assigned by Opera to this bill.

Invoice No. The invoice number.

Fiscal Bill No. (Available when the Cashiering> Fiscal Folio Printing and Cashiering>Display Fiscal Bill Number application parameters are set to Y.)   The fiscal bill number of the folio.

Arrival. Arrival date of the reservation.

Departure. Departure date of the reservation.

Amount. The total amount of the invoice.

Rate Code. Rate code for the reservation.

Rate. The nightly room rate, including the currency.

The grid shows the transactions for the invoice. Function buttons can be applied to the transactions you select from the grid.

At the bottom of the screen are tabs that permit you to switch among the invoices you selected from the AR Account screen. Click on a tab to display the invoice details for that AR account invoice.

Search Criteria

By default, all invoice entries are displayed in the Invoice Details grid. Select the **Advanced** button to display the following search options which allow you to filter the display. Make your entries and select the **Search** button. Use the **Clear** button to remove all search criteria.

Date From/Date To. To display postings for a range of dates, specify the start date in the Date From field and the end date in the Date To field.

Transaction Code. Select the down arrow to choose the transaction codes for which you wish to display postings.

Transaction Code Subgroup. Select the down arrow to choose the transaction code subgroups for which you wish to display postings.

Check Number. Enter the check number to search for postings associated with that check.

Cashier Number. Select the down arrow and choose the cashier ID to search for postings made by that cashier.

Remarks. Enter text in this field to search for postings having that text in the **Remarks** field.

Reference. Enter text in this field to search for postings having that text in the **Reference** field.

Invoice Details Grid Fields

The fields shown in the grid provide the following information:

X. An **X** in this column indicates that the record is selected for an invoice details function. Click in the X column to select the record. Or you may select the record by highlighting it and selecting the spacebar. If you are choosing only one record for a function, you may simply highlight the record without placing an **X** in this column.

Date. Date the posting took place in the short date format defined for this property.

Code. Transaction code. Each type of transaction has a unique code that identifies it and determines how it is handled by Opera's internal accounting routines. When a posting is composed of more than one transaction (for example, when tax is automatically generated and added to a food and beverage charge), a separate transaction code may apply to each component, or "line item," of the posting.

> **Note:** The transaction code used for transfers from Front Office to AR is set by the **Cashiering>AR Settle Code** application setting. The transaction code used for old balances added to an account is set by the **AR>AR Bal Trx Code** application setting.

Description. Description of the transaction code. If a Check Number applies to the transaction, that number follows the description. (Check Numbers may have been entered manually when the charge was posted, or they may be generated automatically by a POS transaction.)

Amount. Amount of the transaction. Net amounts and taxes are shown separately. For rolled-up transactions (where a plus sign appears in the **Code** column), the Amount is the total of all line item transactions, including applicable taxes. Double-click on the plus sign to see the individual transaction net amounts.

Supplement. Additional information regarding the transaction.

Reference. Transaction reference information. This field may also include any automatically generated taxes for the previously listed transaction.

Exchange Rate. If a foreign currency was used for this transaction, the then-in-effect exchange rate between the foreign currency and the local currency.

Cashier. The Cashier Name of the Opera cashier handling the transaction.

User. The User Name of the Opera user handling the transaction.

Time. The time when the transaction took place.

Group. The transaction code group to which the transaction code for this transaction belongs.

Subgroup. The transaction code subgroup to which the transaction code for this transaction belongs.

Market. The market code for this transaction. By default this is the market code associated with the reservation. If this posting was posted by AR, this is the market code assigned at the time the invoice was posted by AR.

Source. The source code for this transaction. By default this is the source code associated with the reservation. If this posting was posted by AR, this is the source code assigned at the time the invoice was posted by AR.

Room Class. Available when the **General>Room Class** application function is set to **Y**. The room class for this transaction. By default this is the room class associated with the reservation. If this posting was posted by AR, this is the room class assigned at the time the invoice was posted by AR.

Right-Click Quick Menu Options

You can right-click with your mouse on any entry in the Invoice Details screen search results grid to display the Quick Menu. This feature allows you quick access to the following functions.

Edit. To display the Edit Transaction Details screen for the transaction highlighted in the search results grid, select this option. From this screen you may edit the reference and/or supplement information for a transaction on the current invoice. See *Edit Transaction Details*, below, for more information.

Delete. Use this option to delete transactions posted on the current business date.

POS Check Details. POS check number and transaction details. Available for transactions posted through the POS interface. Details may be printed.
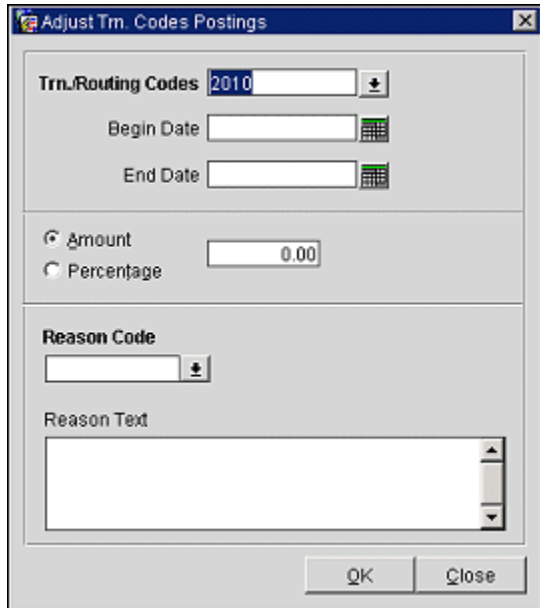
Add New Postings to an Invoice

To add new postings to an invoice, even invoices with a No Show or Checked Out status, select **AR>Account Maintenance**. On the Account Search screen highlight the account for which you wish to add a new posting. Select the **Select** button. From the Account Maintenance screen, highlight the invoice to which you want to add a new posting and select the **Invoice** button. The Invoice Details screen appears. Select the **Post** button. The Transaction Posting screen appears. Use this screen to enter the details of the transaction you wish to post. (This screen is discussed in detail in **Posting Transactions**.) Even if a reservation has a status of No Show or Checked Out, postings can be added or adjusted until the invoice is closed.

Adjust Postings

Once transactions are posted, the amount of a posting can be changed (increased or decreased) by using the Adjustment feature. Postings made on or before the current business date can be adjusted. (Non-essential information such as the transaction Reference and Supplement may be changed at any time via the Transaction Edit feature. (See *Edit Transaction Details*, below.)

To make flat-amount or percentage changes to invoice transactions based on transaction codes (and/or routing code if the **Cashiering>Routing** application function is set to **Y**), select **AR>Account Maintenance**. On the Account Search screen highlight the account for which you wish to make an adjustment. Select the **Select** button. From the Account Maintenance screen, highlight the invoice to which you want to make the adjustment and select the **Invoice** button. The Invoice Details screen appears. From the Invoice Details screen, select the **Adjust** button. The Adjust Transaction Codes Postings screen appears.

Note: The **AR>Adjustment Allowance** application setting determines how long charges remains open to adjustment. The **Adjust** button on the Invoice Details screen is unavailable if there are no charges on the invoice remaining open to adjustment.

See **Adjustments** for details on making adjustments using this screen.

Edit Transaction Details

To edit the reference and/or supplement information for a transaction on the current invoice, highlight the transaction on the Invoice Details screen grid and select the **Edit** button (or select the right-click Quick Menu **Edit** option). The Edit Transaction Details screen appears.

The screen shows the following view-only information:

Room. The room number assigned to the guest. If this transaction was posted following guest check out, this field will be empty.

Name. The name of the guest to whose bill the transaction was posted.

Code. The transaction code for this posting. to the right is the description of the code.

Price. Unit price of the item posted. Currency code appears to the right.

Quantity. Quantity of the item posted.

Amount. The total amount of the posting (Price **x** Quantity).

Cashier. The Opera Cashier Name of the cashier who posted this transaction.

Folio No. The folio number of the currently selected invoice.

Arr. Code. Select the down arrow to choose a folio arrangement code. The arrangement code may be used to organize charges on the folio into property-defined categories.

Posting Date. The date and time the transaction was posted to the guest's account. Opera advances the business date only after the completion of the Night Audit; this means that there may be some charges made after midnight which show the previous day's date as the Posting Date.

Revenue Date. The date when the revenue associated with this transaction was recorded into the property's accounting system. This normally happens when the Night Audit is run.

In order to explain the relationship between posting date and revenue date, consider this example. If the guest has a package allowance associated with their reservation, but does not use it until 2 days after check in, the Posting Date is the date the package item was actually used and posted to the guest's bill. The revenue date is the date of check in.

Article. If the transaction coders several items, the items included in this transaction.

Credit Card No. Credit card number if payment is made by credit card.

Expiry Date. Credit card expiration date, if payment is made by credit card.

The following fields may be edited:

Supplement. Additional information regarding the transaction.

Reference. Transaction reference information. This field may also include a notation of any automatically generated taxes for the transaction.

Check No. If POS check is associated with the transaction, the check number.

Covers. If POS check is associated with the transaction, the number of covers (persons served).

Transfer Individual Charges from One AR Account to Another

The Transfer Charges feature is available when the **AR>AR Postings Transfer** application parameter is set to **Y**. In addition, the **AR>AR No Modify** application parameter must be set to **N**, and the **Cashiering>Folio No Reprint** application parameter must be set to **N**. This feature works in conjunction with the default AR application settings Default Individual Account Type, Default Group Account Type, Default Company Account Type, and Default Travel Agent Account Type.

You may transfer one or more charges from a selected AR account to another AR account. The "source" AR account's balance is decreased by the amount equaled to the postings that are transferred to the "target" AR account. The charge(s) appear on the target invoice associated with the same transaction code(s) as on the source invoice.

The following transfer options are offered:

- Transfer individual charges from an invoice in one AR account to a new invoice in another existing AR account.
- Transfer individual charges from an invoice in one AR account to an existing invoice in another AR account.
- Transfer charges from an invoice in one AR account to a new invoice in a new AR account.

Keep in mind the following when transferring individual charges:

You may not transfer charges from an invoice if that invoice was previously transferred from one AR account to another AR account (using the Account Maintenance screen's Account Posting options menu **Transfer** button).

Transferred postings are flagged on the source invoice so that these transactions may not be edited.
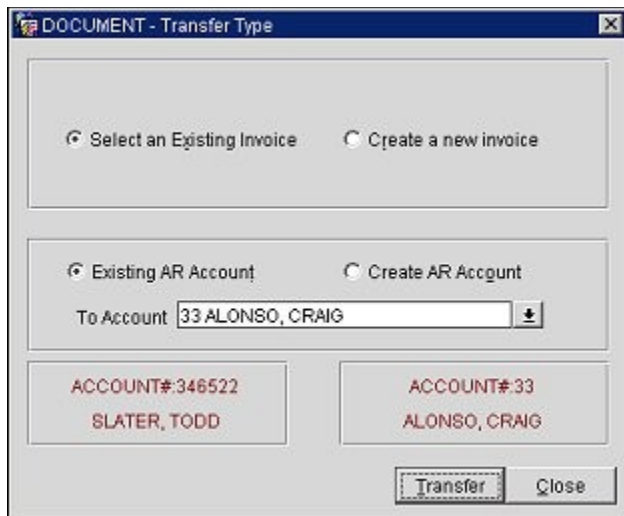
The Transfer Charges feature is available only for invoices associated with reservations that are checked out. When an invoice is generated as an interim bill, an advance bill, or for an early departure, without checking out the reservation, the message "Guest is in house. No modifications to this invoice in AR" appears when the **Transfer** button is selected from the Invoice Details screen.

If an automatic statement number was assigned to an invoice (available when the **AR>Statement Numbering** application function is set to **Y**), the charges on that invoice may not be transferred. You will need to first unlink the statement number from the invoice.

Payments may not be transferred.

Transferring Charges

On the Account Details screen, mark the charge(s) you want to transfer with an **X** in the X column. Select the **Transfer** button. The Transfer Type screen appears. The current AR account number and the name of the account holder are shown in the lower part of the screen.

The following information is included on this screen.

Select an Existing Invoice/Create a New Invoice. If you wish to transfer the selected charge(s) to an existing invoice belonging to another AR account, choose **Select an Existing Invoice**. If you wish to transfer the charges to a new invoice that will be created to receive them, choose **Create a New Invoice**.

Existing AR Account/Create AR Account. If you wish to transfer the selected charge(s) to an invoice belonging to an existing AR account, choose **Existing AR Account**. If you wish to transfer the charges to a new invoice belonging to a new AR account, choose **Create AR Account**. (If you choose **Create AR Account**, **Create a New Invoice** is automatically selected.)

To Account. Available when you select **Existing AR Account**. Select the ellipsis to display the **AR Account Search screen**. Choose the AR account to which you wish to transfer the charge(s). (Alternatively, you may do a quick search by entering an account name (whole or part) in this field and then selecting the down arrow.) The account number and account holder's name appear in the lower right part of the screen.

When You Select an Existing AR Account

Choose the account to which the charge(s) are to be transferred from the AR Account Search screen. From the AR Account Maintenance screen, select an available invoice as the target for the transferred charge(s) and press the **Select** button. (Only Open invoices that are not compressed are available for selection. If no invoices are available, you must close the AR Account Maintenance screen and return to the Transfer Type screen where you may choose the **Create a New Invoice** radio button.)

Note: When transferring charges, Opera checks to see if any payments were applied to either the source or the target invoice. If such payments are found, they will be un-applied on both the source and target invoices. You must manually re-apply payments as appropriate. If an automatic statement number has been applied to either the source or target invoice (available when the **AR>Statement Numbering** application function is set to **Y**), a message prompts you to first unlink the invoice and retry the transfer.

When you create a new AR invoice to receive the transferred postings, Opera automatically creates the new invoice and the transferred charges are posted to it.

When You Choose To Create a New AR Account

The Profile Search screen allows you to select the profile for which you wish to create a new AR account. When you select **OK** to continue, an AR account is created using the account type defaults for the property (see **AR Account Setup**). Opera automatically creates the new invoice and the transferred charges are posted to it.

Select the **Transfer** button to transfer the selected postings from the source account to the target account. You are prompted to generate a new folio for the target account showing the transferred charge(s). When the source Account Details screen redisplays, the transferred charge(s) are shown as being reversed and "Charge Transfer" is noted in the **Supplement** field.

Applying Payments

To apply payments to an invoice, highlight the invoice on the Account Maintenance screen and select the **Payment** button. The **Payment** button is only available when you select an invoice having an outstanding balance.

The Payment screen appears, with the **Amount** field showing the amount of the invoice you selected.

The Payment screen displays the following fields, depending on the method of payment.

Payment Code. The transaction code for the method of payment being used. Select the down arrow to display the Payment Code list of values. Options typically include:

Cash

Check

Credit Cards. Select the payment code for the specific type of credit card used for payment.

(Your complete list of payment types is configured in **Configuration>Cashiering>Payment Types**.)

The description of the code displays to the right of the field.

Currency. The currency code for the currency being used to pay the account. The local currency for this property is shown by default. The description of the currency code displays to the right of the field. For cash or check payments you may select a new currency from the **Currency** list of values. For payment methods other than cash or check, or if the **MULTI CURRENCY** Cashiering application parameter is not enabled at this property, this field may not be changed.

Amount. Enter the amount of the payment in the currency selected in the **Currency** field. If a currency other than the local currency is selected for payment, the exchange rate between the selected foreign currency and the local currency is displayed to the right of the amount.

Supplement Info. Enter a comment relevant to the payment being entered.

Credit Card No. For credit card payments, enter the credit card number. The default is the credit card number provided on the AR account profile. You may enter a different credit card number, if you wish. Opera verifies that the number you enter is valid.

> **Note:** If the **General>Mask Credit Card Number** application parameter is set to **Y**, credit card numbers and expiration dates are masked.

Expiry Date. For credit card payments, enter the credit card expiration month and year. The default is the credit card expiration date provided or the credit card on the AR account profile.

Approval Code. Displayed when the Online Credit Card Settlement is active for credit cards and the **AR>External Auth CC AR Payment** application function is active. The Approval Code field allows a user to enter a manual authorization code for the credit card payment. If a code is entered here, it is then sent along with the payment information to the bank for processing and will not require additional authorization when posting the payment.

Reference. Enter any reference information relevant to the payment being entered. This field is not available when the Payment Code is selected as a credit card type.

Payment Options

The following options are available for applying payments to an account. Provide the requested information and select **Post** to post the payment.

Apply Payment. This option is selected by default. The amount will be applied to the invoice highlighted on the AR Account screen.

Unallocated Payment. Apply credit to the account at large. For information on later applying these payments, see *Applying Unallocated Payments*, below.

Apply Payment to Oldest Charges. The payment will be applied to whichever outstanding invoice has the earliest date. If the amount of the payment is greater than the outstanding amount of the oldest invoice, the remainder of the payment will be applied to the next oldest invoice which has an outstanding balance, and so on, until the payment is completely allocated. Any remaining payment amount will be credited to the account as an unallocated payment.

Apply Payment to Marked Charges. This option is automatically selected if you marked two or more invoices to which to apply the payment prior to selecting the **Payment** button. The payment will be equally divided among the invoices you marked. When you select more than one invoice for payment, the total outstanding for all selected invoices is shown in the Payment screen **Amount** field. If the amount is changed to less than the total of all selected invoices, the payment will be applied to the greatest outstanding balance. If there is any part of the payment remaining after the greatest outstanding balance is paid, it will be applied to the next largest outstanding balance, and so on. If the payment is larger than the total outstanding balance on the selected invoices, the remainder will be applied to the account at large.

Apply Payment Selectively. This option lets you see a list of open invoices so that you can select those to which you wish to apply payment, and the applicable portion of the payment. See *Applying Payment Selectively*, below.

Copies of Receipt. The **Cashiering>Print Receipt** application setting determines the options available to you for printing receipts. The settings are:

Always - (This is the default.) Always create and print a receipt. The **Copies of Receipt** field allows you to specify the number of copies of the receipt you wish to print. The default is 1. When you select the **Post** button, the payment is posted and one or more receipts are printed.

> **Note:** If the **Cashiering>Print Receipt** application setting is set to **Always**, a payment receipt will not be generated for payments made to the direct bill Payment Code (that is payments associated with the transaction code specified by the **Cashiering>AR Settlement Trn Code** application setting).

Ask To Print - You have the option of printing or not printing a receipt. If you wish to print one or receipts, enter the number of copies in the **Copies of Receipt** field. The default is 1. When you select the **Post** button, you will be prompted to indicate whether you wish to print a receipt. Select **Yes** or **No**. The payment will be posted and, if you responded **Yes** to the Print prompt, one or more receipts will be printed.

Do Not Print - Never print a receipt. The **Copies of Receipt** field will not appear on the screen. When you select the **Post** button, the payment is posted but no receipt is printed.

> **Note:** Payment receipts can be printed in the guest's language as specified on the guest's profile if the **General>Profile Language** application function is set to **Y**. You must also have set up payment receipt reports in the appropriate languages and associated each with a language (see **System Configuration>Setup>Report Setup**).

Applying Payment Selectively

You are given an opportunity to apply payments to invoices selectively when you are applying new payments to the account; or when you are applying existing unallocated payments to specific invoices (see *Applying Unallocated Payments*, above).

In either situation, the Apply Credit Selectively screen appears.

The screen shows the following information:

Post Date. The date when the invoice was posted.

Name. The guest in whose name the reservation was made.

Folio No. Folio number.

Invoice No. Invoice number.

Statement. Statement number. Available when the **AR>Statement Numbering** application function is set to **Y**.

Paid. The amount paid on the invoice to date.

Balance. The outstanding balance on the invoice.

Apply. Highlight the invoice record to which you wish to apply payment and directly enter the amount you wish to apply to the invoice in this field. As you enter amount(s) in the **Apply** field for each invoice, the following fields in the lower part of the screen track the allocation of the payment:

Payment. The total amount of the payment being applied to invoices.

Total Selected. The total amount of the payment applied to invoices so far.

Remaining. The amount of the total payment remaining to be applied.

If the remaining amount is sufficient to pay the invoice in full, the **Pay Full** button becomes available when that invoice is highlighted. Select this button to enter the full amount of the highlighted invoice in the **Apply** field.

When you are finished allocating the payment to one or more of the listed invoices, select the **Post** button. Any portion of the payment not applied to an invoice will remain as an unallocated payment.

Unallocated payments or unallocated portions of payments continue to be displayed on the Account Maintenance screen. If the **AR >Unallocated Payment on Reminder** application parameter is set to **Y**, unallocated payments will be shown as credits reported to account holders on reminder letters.

Applying Unallocated Payments

If the account includes unallocated payments, you may apply those payments to selected invoices or to the oldest invoice(s).

If you wish to apply one or more unallocated payments to a specific invoice, mark both the unallocated payment(s) and the invoice with an **X** in the **X** column of the Account Maintenance screen. When you select the **Payment** button, the payment or payments are immediately applied to the selected invoice. If the total payment applied is greater than the outstanding balance of the invoice, an unallocated payment will remain, containing the overage.

If you wish to apply one or more unallocated payment to more than one selected invoice, or if you wish to apply unallocated payments to the oldest invoice(s), mark the payment or payments you wish to allocate from the Account Maintenance screen. Select the **Payment** button. The Apply Credit screen appears.

The following options are available. Make a selection and click **OK** to proceed.

Apply Payment to Oldest Charges. The unallocated payment(s) will be applied to whichever invoice has the earliest date. If the amount of the payment is greater than the outstanding amount on the oldest invoice, the remainder of the payment will be applied to the next oldest invoice which has an outstanding balance, and so on.

Apply Payment Selectively. Select this option if you decide to apply the payment(s) selectively to one or more invoices. (See *Applying Payment Selectively*, below.)

Unapply Payment

To unapply one or more payments made to an invoice on today's business date, highlight the invoice to which the payment(s) were applied and select the **Unapply** option from the Account Maintenance screen right-click Quick Menu. The Unapply screen appears.

Select the payment(s) you wish to unapply. If you are unapplying one payment, you may highlight that payment then select the **Unapply** button. To unapply two or more payments, click in the **X** column to mark the payments you wish to unapply, then select the **Unapply** button. To unapply all payments listed on the Unapply screen, select the **Unapply All** button.

The following fields are available on this screen:

X. An **X** in this column indicates that the payment is selected to be unapplied. Click in the **X** column to select the record. Or you may select the record by highlighting it and selecting the spacebar. If you are choosing only one record for a function, you may simply highlight the record without placing an **X** in this column.

Invoice. The number of the invoice to which the payment was applied, if applicable.

Type. How the payment was entered into the Opera system. (O = Old Balance Entry; P = Posting; CO = Check Out; ECO = Early Check Out).

Transaction Code. The transaction code for the payment method.

Description. Description of the payment method transaction code.

Posting Date. The date on which the payment was posted.

Amount. The amount of the payment.

Applied Amount. The amount of the payment applied to the current invoice. (The payment may have been split between invoices, with only part being applied to the current invoice.)

Reference. Reference information for this payment. The credit card number appears here if a credit card was used for payment.

Once unapplied from the current invoice, the payment may be applied to another invoice, left as an unallocated payment, or transferred to another account.

Reverse Payment

To "undo" a payment that has been applied to the account, select the **Payments Only** check box on the Account Maintenance screen to search for and display payments made to the account. Mark the payment you wish to reverse with an **X** in the **X** column and select the **Reverse Payment** option from the Account Maintenance screen right-click Quick Menu. A reverse payment transaction will be added to the account.

Edit Postings

The Edit Postings screen shows the details of an invoice or payment, and allows you to edit the reference and supplement information. From the Edit Postings screen you may also access the profile to which the AR account is attached. To display the Edit Postings screen for an invoice or payment, select **AR>Account Maintenance**. From the AR Account Search screen, highlight the account for which you wish to edit postings and select the **Select** button. The Account Maintenance screen appears. Select the invoice for which you wish to edit postings and select the **Edit** button. The Edit Postings screen appears.

The screen shows the following view-only information:

Name. The payee name on the reservation. For a compressed invoice, the name of the guest on the last-selected invoice being compressed into this invoice.

Room. The room number assigned to the reservation. If this is a new invoice initiated by AR, or if this is a compressed invoice, this field will be empty. This field is blank for payments.

Folio Number. The folio number of the folio covered by this invoice. A folio number will not appear for compressed invoices, for payments, or for old balances.

Invoice Number. The invoice number of the currently selected invoice. This field is blank for payments.

Transfer Date. The date when this invoice was transferred from Front Office to AR.

Check Out Date. The check out date on the reservation covered by this invoice. A check out date will not appear for new invoices initiated by AR or for compressed invoices. This field is blank for payments.

Check Out Time. The check out time on the reservation covered by this invoice. A check out date will not appear for new invoices initiated by AR or for compressed invoices. This field is blank for payments.

Fiscal Bill No. (Available when the **Cashiering> Fiscal Folio Printing** and **Cashiering>Display Fiscal Bill Number** application parameters are set to **Y**.) The fiscal bill number of the folio.

Cashier. The Opera Cashier ID of the Opera user who handled the payment or invoice activity.

Adjusted. This check box is selected if the amount of the invoice has been changed by either posting new charges to the invoice or by posting an adjustment to existing amounts.

Folio Type. Credit bill folio type. This column appears when the Folio History screen is accessed from within AR and the **Cashiering>Credit Bill** application parameter is set to **Y**.

Original Amount. The amount of the invoice or payment before adjustments, if any, were made. The currency appears next to the original amount.

Amount. The amount of the invoice or payment after adjustments, if any, were made.

Paid. The amount paid. In the case of invoices, this amount is a running total of payments made.

Open Amount. For invoices, the remaining amount outstanding. Zero appears here for payments.

Statement. The Statement number associated with the currently selected invoice. Available when the **AR>Statement Numbering** application function is set to **Y**.

Close Date. If the invoice is closed, the date when it was closed. (Available if the **AR>Close Invoice** application parameter is set to **Y**.)

> **Note:** The **Profile** button is unavailable for closed invoices. When an invoice is closed no further changes can be made to the invoice; this also means that you can no longer edit the associated profile.

Closed By. If the invoice is closed, the user ID of the person who closed the invoice. (Available if the **AR>Close Invoice** application parameter is set to **Y**.)

Posting Date. The date and time the invoice or payment was posted to the guest's account.

Revenue Date. The date when the revenue associated with this invoice or payment was recognized by the property's accounting system. This normally happens when the Night Audit is run.

Credit Card No. Credit card number if payment was made by credit card.

Exp. Date. Credit card expiration date if payment was made by credit card.

Market. The market code for this invoice. This is the market code assigned to the reservation, or for new invoices initiated by AR, the market code assigned on the New Postings screen (see *Add New Invoice to the AR Account*, below). For a compressed invoice, the market code on the last-selected invoice being compressed into this invoice. For payments, this field is blank unless the payment was added through Configuration>AR>Old Balances.

Source. The source code for this invoice. This is the source code assigned to the reservation, or for new invoices initiated by AR, the source code assigned on the New Postings screen (see *Add New Invoice to the AR Account*, below). For a compressed invoice, the source code on the last-selected invoice being compressed into this invoice. For payments, this field is blank unless the payment was added through Configuration>AR>Old Balances.

Room Class. The room class for this invoice. This is the room class assigned to the reservation, or for new invoices initiated by AR, the room class assigned on the New Postings screen (see *Add New Invoice to the AR Account*, below). For a compressed invoice, the room class on the last-selected invoice being compressed into this invoice. For payments, this field is blank unless the payment was added through Configuration>AR>Old Balances.

> **Note:** Cutover balances and payments entered through **Configuration>AR>Old Balances** will show the market code, source code, and room class specified at the time the cutover balance or payment was entered.

The following fields may be edited:

Invoice Supplement/Supplement. The **Invoice Supplement** (**Supplement** for payments). Use this field for supplemental information.

Invoice Reference/Reference. The **Invoice Reference** (**Reference** for payments). Use this field for reference information.

A Note About Terminology

The distinction between a folio number, a bill number, and an invoice number requires some explanation.

The piece of paper a guest receives upon checkout is often referred to as a folio. This folio has a unique number on it that is commonly known as the folio number. Opera assigns this number automatically to the folio upon generation and this number will be different for each folio generated for the guest's stay (depending on the **Cashiering>Fixed Bill Number** application parameters).

What the Opera user calls a folio number is, internally for Opera, a bill number (or more correctly, the BILL_NO). This is because "folio number" has a special meaning, internally, for Opera. Internally, a FOLIO_NO is a unique number assigned to the financial transactions for a given reservation. The FOLIO_NO is assigned at check-in and it remains the same for every financial transaction belonging to the reservation throughout the duration of the stay. The FOLIO_NO is used for internal tracking purposes and users never see or need to know it.

Finally, the term "invoice number" (specifically, the AR invoice number) refers to the unique identifier assigned by Opera to cover one or more guest folios that are transferred to an AR account. This number is the same for users and for Opera's internal processes, where it is called an INVOICE_NO.

AR Account Number

The AR Account Number screen appears when you select the down arrow from the **AR Number** field on the **Profile screen Stats & Info tab** or the AR Accounts lamp on the **AR Addresses** screen. Based on where this screen is called from, only accounts for the current property or all of the accounts for all of the property's are displayed. If this screen is called from the **Payment** screen, then only the accounts that belong to the current property will be displayed. But if called from the **Profile Stats & Info Tab>Information Tab**, then all of the accounts will be displayed.

This screen shows the accounts that have been set up for the current profile.

Property. Property where the AR number is used. If the **OPP_MHOT Multi- property** add-on license is active, you may create AR accounts for any one or more properties in the cluster. The Account numbers may be set up individually for each property, or one account number may be configured and copied to all or selected other properties.

Account No. AR account number. If the **AR>Account Number Mandatory** application parameter is set to **N** at the property, and no AR number has been assigned, this field is blank.

Contact. The name of the AR account contact that is used for AR purposes only (for example, for statements and reminder letters).

Address. By default, these fields are populated with the primary address from the profile associated with this account. The address is used for AR purposes only (for example, for statements and reminder letters). If more than one address exists for the Account, then they can be viewed by selecting **Edit** and then the **Address** button on the **Setup Account** screen (see **Addresses** for details).

City. The city portion of the AR account address specified on the Setup Account screen.

Primary. A **Y** is displayed if this address to be the primary address.

Owner. When the **OPO_<version number> Opera Vacation Ownership** license code is active and the **AR Account Number** screen is called from the **Profiles Stat & Info Tab>Information Tab**, the Owner column is displayed. A **Y** is displayed in the column if the AR Account is the owner. This column is not displayed when the AR Account Number screen is accessed from **AR>Account Maintenance>Options>Account Setup>Addresses>AR Accounts Lamp**.

Button Functions

Ok. When the AR Account Number screen is called from the Payment screen, the **OK** button is displayed. Select the **OK** button to choose the particular AR Account that is highlighted. This button is not displayed when the AR Account Number screen is accessed from **AR>Account Maintenance>Options>Account Setup>Addresses>AR Accounts Lamp**.

New. Select the **New** button to create a new AR account for the profile. This button is not displayed when the AR Account Number screen is accessed from **AR>Account Maintenance>Options>Account Setup>Addresses>AR Accounts Lamp**.

Edit. Highlight an entry and select the **Edit** button to view or modify information for an existing AR Account. This button is not displayed when the AR Account Number screen is accessed from **AR>Account Maintenance>Options>Account Setup>Addresses>AR Accounts Lamp**.

Close. Exits out of the AR Account Number screen.

Transfer Front Office Data

When a guest uses the direct bill payment method, charges to the guest's folio are processed by Night Audit and made available as invoices for transfer into Accounts Receivable either automatically, if the **AR>Auto Transfer Folios** application function is set to **Y**, or manually, if the **Auto Transfer Folios** function is set to **N** (the default).

> **Note:** The **Cashiering>AR Settle Code** application setting defines the transaction code for the direct bill payment method.

When the transfer is handled manually, the Transfer Accruals to AR screen is used. Access this screen to transfer invoices to AR by selecting **AR>Transfer FO Data**. Invoices can be transferred to AR daily or on any manual schedule determined by business practices at your property.

> **Note:** The **Cashiering>Bypass Cashier Login** application parameter may be used to speed access to Cashiering functions for users having a cashier ID associated with their user ID. If the **Cashiering>Bypass Cashier Login** application parameter is set to **Y**, and if you have previously logged in to Cashiering and the Cashier is still open, the Cashier Login screen does not appear when subsequently accessing Cashiering functions. If **Bypass Cashier Login** is set to **N** (the default), you are prompted for a Cashier Login each time a Cashiering function is accessed.
>
> **Note:** Because OVOS does not require further processing of the charges, when the Transfer Owner function is turned on in OVOS and the Transfer to Owner right-click option is selected

from the Billing screen, items are directly transferred, without going through the Transfer FO Data process.

Invoices appear on the Transfer Accruals to AR screen on the business date following the business date on which Night Audit is run. For example, if a guest checks out using the direct bill payment method on 09-05, the Night Audit run on 09-05 makes the charges to his folio available on the Transfer Accruals to AR screen on 09-06.

The Transfer Accruals to AR screen is a "holding area" where you can review invoices before you move them to AR. For example, you may wish to make sure the correct account has been billed and that the correct amounts have been charged. If any changes are required, they can be made before the information is transferred to the AR account.

- Use the **Edit** button to access the **Edit Transfer screen** and transfer the invoice to an account other than the account shown in the *Account Name* and *Account No.* fields.

- Use the **Details** button to open the **Invoice Details screen** for the invoice. From this screen you may edit transaction details, display the profile of the account-holder, and print a copy of the invoice. See **Account Maintenance** for details.

You can transfer all invoices or one or more selected invoices at any time. Invoices that you do not choose to transfer remain listed on the Transfer Accruals to AR screen. See, **Transferring Invoices to AR**, below.

To print one or more invoices, select the invoice(s) you wish to print by placing an **X** in the *X* column. If you are only printing a single invoice, you may simply highlight the invoice you wish to print. Select the **Print** button. If you wish to print all the listed invoices, you do not need to select invoices. Simply select the **Print All** button.

Selected and Remaining Values

Invoices can be selected for any of the functions available on this screen by placing an **X** in the *X* column at the left side of the grid. As you mark invoices the total value of the selected invoices is shown for your reference in the *Selected* field in the lower part of the screen. The total value of the unselected invoices is shown in the *Remaining* field.

Transfer Accruals to AR Search Criteria

Use the following search criteria to filter the list of invoices.

From Date / To Date. Use the calendar tool to select the date range of the invoices you wish to display in the grid. Or, you may enter the dates manually.

> **Note:** Invoices are not available for transfer to AR until the business date following the Night Audit on the date the direct bill payment is made.

Folio No. Enter the number of the folio you wish to find.

Invoice No. Enter the number of the invoice you wish to find.

Fiscal Bill No. (Available when the **Cashiering> Fiscal Folio Printing** and **Cashiering>Display Fiscal Bill Number** application parameters are set to **Y**.) Enter the fiscal bill number of the folio you wish to find.

Account Name. The name of the AR account to which the invoice will be transferred.

Name. The guest's name. The guest's name may be different from the payer name (the name of the AR account holder)

Transfer Accruals to AR Screen Fields

X. An **X** in this column indicates that the invoice has been selected for one of the functions available from this screen. Click in the **X** column to select the invoice. Or you may select the invoice by highlighting it and selecting the spacebar. If you are choosing only one invoice for a function, you may simply highlight the invoice without placing an *X* in this column.

Account Name. The name of the AR account to which the invoice will be transferred.

Account No. The AR account number.

Name. The guest's name. The guest's name may be different from the payee name (the name of the AR account holder).

Date. The date when the payment was made to direct bill.

Amount. The total amount of the direct bill payment. This is also the amount of the invoice.

Folio No. The folio number assigned to the guest's bill.

Invoice No. The invoice number assigned to the invoice.

Fiscal Bill No. (Available when the **Cashiering> Fiscal Folio Printing** and **Cashiering>Display Fiscal Bill Number** application parameters are set to **Y**.) The fiscal bill number of the folio.

Transferring Invoices to AR

To transfer one or more invoices to Accounts Receivable, select the invoice(s) you wish to transfer by placing an **X** in the *X* column. If you are only transferring a single invoice, you may simply highlight the invoice you wish to transfer. Select the **Transfer** button.

If you wish to transfer all the listed invoices, you do not need to select invoices. Select the **Transfer All** button.

A message asks: *"Are you sure?"* Select **Yes** to transfer the invoice(s) to AR.

> **Note:** The selected invoice(s) are immediately removed from the Transfer Accruals to AR screen and moved to Accounts Receivable.

Select **No** if you do not wish to transfer the invoice(s) at this time.

Transfer Editing an Invoice

The *Account Name* and *Account No.* fields on the Transfer Accruals to AR screen show the account to which the invoice will be added once it has been transferred to AR. If you wish to add the invoice to a different account, highlight the invoice on the Transfer Accruals to AR screen and select the **Edit** button. The Transfer Edit screen appears.

This screen lists all the available AR Accounts. To search for a specific account, use the search criteria to filter. Highlight your choice and select the **OK** button. A message asks: *"Are you sure?"*. Select **Yes** to transfer the invoice to the selected AR account.

> **Note:** The invoice is immediately removed from the Transfer Accruals to AR screen and moved to Accounts Receivable, where it is added to the selected account.

Select **No** if you do not wish to transfer this invoice to a different account at this time. You may transfer all or a portion of the invoice to another AR account after it has been moved to AR. See **AR Transfer** for details.

Transfer Edit Search Criteria

To display all accounts, leave all search criteria fields blank and the **All** radio button selected. (This is the default.) To filter search results, enter your search criteria in the following fields.

Name. Enter all or the first part of the profile name to which the AR account is attached.

Number. If you are searching for a specific AR account and you know its account number, enter the number in this field.

Type. Each AR account is assigned an account type. Account types are defined in **System Configuration>AR>Account Types**. Some examples of possible AR account types are: **CORP** = Corporate, **LOCAL** = Local Business, **CATER** = Catering, **TRAV** = Travel Agents, and **BNQT** = Banquets. Selecting an account type helps you to categorize your accounts receivable accounts for searching and reporting. Select the down arrow to display the AR Account Types list of values.

Scope of Search. Select a radio button to indicate how broad you wish the search to be.

All. Show accounts having an open balance and accounts having a zero balance. This is the default.

Open Balance. Show accounts having an outstanding balance only.

No Balance. Show accounts having a zero balance only.

Invoice Details

On the Transfer Accruals to AR screen, select the invoice(s) for which you wish to see the billing details and select the **Details** button. The Invoice Details screen appears.

This screen shows the individual transactions charged to the guest. This is the same screen that appears when you select the **View** button from the **AR Account screen**. (To access the AR Account screen, select **AR>Account Maintenance** and select the account you are interested in.) However, when you access the Invoice Details screen from the Transfer Accruals to AR screen, the **New** and **Adjust** buttons are never available.

From this screen you may:

>   Edit transaction details (select the **Edit** button or select **Edit** from the right-click Quick menu).

>> **Note:** This option is not available if the AR application parameter **AR_NOMODIFY_INVOICE** is set to **Y**.

>   Display the profile of the account-holder (select the **Profile** button).

>   Print a copy of the invoice (select the **Print** button).

See **Account Maintenance** for details on the Invoice Details screen.

AR Credit Cards

The AR Credit Cards feature allows you to "bulk transfer" credit card transactions from Front Office guest folios and partial payments to credit card company AR accounts. At the time they are transferred to AR, the transactions you select are consolidated into a single AR invoice for each credit

card issuer. From AR, you can keep track of outstanding amounts and amounts that have been paid based on the batches that were forwarded to the credit card companies.

If the **AR>Consolidate CC** application parameter is set to **Y**, all credit card payments will automatically be transferred to AR during End of Day processing.

> **Note:** Transactions are available for transfer to AR immediately when payment is posted using a credit card payment transaction code that has an AR account associated with it.

Background

In order to use the AR Credit Cards feature, the transaction code to be used for credit card payments using a specific type of credit card must be associated with an AR account. This means that you must **create an AR account** for the credit card company, then specify that account on the Transaction Code Input screen (an example is shown below) prior to posting any transactions using that transaction code. (See **Transaction Code Setup** for details.) But only one account can exist for the AR Credit Card Profile for the property.

> Note: The screen shot below shows the **Credit Card** radio button selected. Alternatively, the **Others** radio button could be selected for credit card payments that are direct billed to an AR account. In addition, the screen shot shows the **Manual** radio button checked. The transaction code could also have been set up as **EFT**, which means that the credit card payment would go through the credit card interface and validation algorithms would be applied.

All payments posted against this transaction code will be displayed on the Credit Cards screen.

AR Credit Cards Screen

To access the AR Credit Cards feature, select **AR>Credit Cards** from the main menu. The Credit Cards screen appears.

> **Note:** The **Cashiering>Bypass Cashier Login** application parameter may be used to speed access to Cashiering functions for users having a cashier ID associated with their user ID. If the **Cashiering>Bypass Cashier Login** application parameter is set to **Y**, and if you have previously logged in to Cashiering and the Cashier is still open, the Cashier Login screen does not appear when subsequently accessing Cashiering functions. If **Bypass Cashier Login** is set to **N** (the default), you are prompted for a Cashier Login each time a Cashiering function is accessed.
>
> **Note:** The following system behavior is employed for security reasons when working with this screen: Assume that the Credit Cards screen is opened by user 1 (who has a valid cashier ID). User 1 then logs out using the F8 Quick Key from the Credit Cards screen. Further assume that user 2 (who does not have a valid cashier ID) logs in to continue from where user 1 left off. All previously opened screens will be immediately closed and user 2 will be required to start any activity from the beginning.

This screen lists folios for guests who checked out using a credit card payment transaction code that has an AR account associated with it. It also lists payments made prior to check out if the payment was made using a credit card transaction code that has a an AR account associated with it. From this screen you may transfer one or more folios and payments (referred to as "transactions") to the appropriate credit card company AR accounts. See **Transferring Credit Card Transactions to AR**, below.

To print one or more transactions, select the transaction(s) you wish to print, then select the **Print** button. If you wish to print all the listed transactions, simply select the **Print All** button.

AR Credit Card Screen Search Criteria

Use the search criteria to locate specific transactions by credit card payment method transaction code description, or by the date when the transaction was created.

Credit Card. Select the down arrow to choose from a list of the credit card companies that are associated with an AR account. Use this option to display the transactions that belong to a particular credit card company.

From Date / To Date. Use the calendar tool to select the date range of the transactions you wish to display in the grid. Or, you may enter the dates manually.

AR Credit Card Screen Fields

The following fields are shown on this screen.

X. An **X** in this column indicates that the transaction has been selected for one of the functions available from this screen. Click in the **X** column to select the transaction. Or you may select the transaction by highlighting it and selecting the spacebar. If you are choosing only one transaction for a function, you may simply highlight the transaction without placing an **X** in this column. As you select transactions by placing an **X** in the **X** column, the total value of the selected transactions appears in the **Balance** field on the left side of the screen, below the grid. Use the **All** button to select all listed transactions, and use the **None** button to un-select all transactions.

Date. The date the posting was created.

Name. The name on the transaction.

Folio No. The number assigned to the folio. This field is blank if the posting was made manually (no bill was generated)to a Billing screen window associated with an AR account.

Fiscal Bill No. (Available when the **Cashiering> Fiscal Folio Printing** and **Cashiering>Display Fiscal Bill Number** application parameters are set to **Y**.) The fiscal bill number of the folio.

Amount. The amount of the transaction.

Credit Card / Reference. The credit card number used in payment for this transaction. This is the same information as appears in the **Reference** field on the **Billing screen** (**Cashiering>Billing**).

Expiry Date / Supplement. The expiration date for the credit card used in payment for this transaction. This is the same information as appears in the **Supplement** field on the **Billing screen** (**Cashiering>Billing**).

Balance. As you select transactions by placing an **X** in the **X** column, the total value of the selected transactions appears in this view-only field.

Transferring Credit Card Transactions to AR

To transfer one or more credit card payment transactions to Accounts Receivable, select the transaction(s) you wish to transfer by placing an **X** in the **X** column. If you are only transferring a single transaction, you may highlight the transaction you wish to transfer. Select the **Transfer** button.

If you wish to transfer all the listed transactions, you do not need to select transactions. Simply select the **Tfr All** button.

> **Note:** When you select **Transfer** or **Tfr All**, the AR Credit List report (arcrdlist.rep) prints a list of all postings that have been transferred. The selected transaction(s) are immediately removed from the AR Credit Cards screen and moved to their respective AR accounts.

Select **No** if you do not wish to transfer the transaction(s) at this time.

All transactions associated with a particular credit card transaction code that are transferred together will be grouped and shown as a single invoice. Once transferred, the consolidated transactions for

each credit card company will be shown on the**AR Account screen** for their respective company accounts with an invoice number assigned.

The **Invoice Details screen** (highlight the invoice and select the **Invoice** button on the AR Account screen) shows the individual transactions that are covered by the invoice.

Invoice Details

	Account Name	Mastercard			Folio No.				Arrival		
	Name	Mastercard			Invoice No.		12		Departure		
	Group								Amount	60.61	
	Company				Status	Credit Invoice			Rate Code		
	Account No.	53402							Rate		

Date	Code	Description	Amount	Supplement	Reference	Exchange
19.04	9040	Slater, Todd	35.50			
19.04	9040	Slater, Todd	25.11			

Buttons: Post, Adjust, Folio, Edit, Profile, Close

`<< < Mastercard > >>`

AR Research

The AR Research feature, based on the Transaction Search screen, is designed to help you find invoices and payments when you do not know all the details of the transaction. Besides being a versatile search tool for accessing AR information, the Transaction Search screen is a convenient starting point for performing many of the most-common AR tasks.

To access the Transaction Search screen, select the **AR>Research** menu option. From this screen you can:

> Use the search criteria to search for specific invoices and payments based on any one or more search criteria: date, invoice number, folio number, AR account name or number, guest name, or amount or range of amounts.

> Display a history of payments for the highlighted account. (Highlight the account and select the **Pay History** button. The **Payment History Screen** appears.)

> Access complete AR account information for the account related to an invoice or payment. (Highlight the transaction and select the **Account** button. The **AR Account screen** appears.)

> Apply payments to specific invoices. (Highlight the invoice and select the **Pay** button. The **Payment screen** appears.)

> Transfer invoices from one account to another account. (Highlight the invoice and select the **Transfer** button. The **Transfer screen** appears.)

> Transfer payments that have not been allocated to an invoice. (Highlight the payment and select the **Transfer** button. The **Transfer screen** appears.)

> Examine the posting history for an invoice or payment. (Highlight the invoice or payment and select the **History** button. The **Posting History screen** appears.)

View invoice details. (Highlight the invoice and select the **View** button. The **Invoice Details screen** appears.)

View the posting details or edit supplement and reference information for the posting. (Highlight the invoice or payment and select the **Edit** button. The **Edit Postings screen** appears. You may also double-click on an entry to display the Edit Postings screen.)

> **Note:** The **Cashiering>Bypass Cashier Login** application parameter may be used to speed access to Cashiering functions for users having a cashier ID associated with their user ID. If the **Cashiering>Bypass Cashier Login** application parameter is set to **Y**, and if you have previously logged in to Cashiering and the Cashier is still open, the Cashier Login screen does not appear when subsequently accessing Cashiering functions. If **Bypass Cashier Login** is set to **N** (the default), you are prompted for a Cashier Login each time a Cashiering function is accessed.

> **Note:** The following system behavior is employed for security reasons when working with this screen: Assume that the Transaction Search screen is opened by user 1 (who has a valid cashier ID). User 1 then logs out using the F8 Quick Key from the Transaction Search screen. Further assume that user 2 (who does not have a valid cashier ID) logs in to continue from where user 1 left off. All previously opened screens will be immediately closed and user 2 will be required to start any activity from the beginning.

Transaction Search Screen Search Criteria

By default, the Transaction Search screen grid displays all open transactions. Use the following search criteria to find one or more specific transactions.

Invoice No. Enter the invoice number to display transactions related to that invoice. The full invoice number must be entered.

Folio No. Enter the folio number to display the transactions related to that folio. The full folio number must be entered.

Fiscal Bill No. (Available when the **Cashiering> Fiscal Folio Printing** and **Cashiering>Display Fiscal Bill Number** application parameters are set to **Y**.) Enter the fiscal bill number of the folio you wish to find.

Account Name. Enter the AR account name or the first part of the name to display transactions belonging to that account.

Name. Enter the guest's name or the first part of the guest's name to display transactions related to charges incurred by that guest.

Account No. Enter the AR account number to display transactions belonging to that account.

Amount From / Amount To. Enter a value in the **Amount From** field to display only transactions with an open balance equal to or greater than the entered amount. Enter an **Amount To** value if you wish to establish an upper limit to the search. Enter the same amount in both fields to look only for transactions with that specific open balance.

Date. Use the calendar tool to select a date to display transactions occurring on that date. Or, you may enter the date manually.

Transaction Search Screen Fields

The following information is included for each transaction, as appropriate.

Account Name. The AR account name.

Account No. The AR account number.

Name. The name of the guest who incurred the charges covered by the invoice. For payments, the payment method is shown. Payments are preceded by as asterisk to assist in sorting.

Date. The date of the transaction.

Open. The open balance on the transaction.

Invoice No. The invoice number associated with the transaction.

Folio No. The folio number associated with the transaction.

Fiscal Bill No. (Available when the **Cashiering> Fiscal Folio Printing and Cashiering>Display Fiscal Bill Number** application parameters are set to **Y**.)   The fiscal bill number of the folio.

Reference. Any reference information, such as a POS check number or credit card number, associated with the transaction.

Statement and Reminder History

The Statement and Reminder History feature provides an archive of all statements and reminder letters prepared for your AR accounts from the time the account was created up to the present. This feature can be used to regenerate a letter or statement in the event the materials must be re-sent (for example, if the customer claims they were not received), or when you wish to check what information has been prepared for a particular account.

Select **AR>Statement History** to access the Statement History screen. This screen allows you to preview and print or fax historical copies of the reminder letters and statements generated for your AR accounts. Statements or letters may not be edited from this screen.

Choose either the **Reminder** or **Statement** radio button at the top of the screen to indicate the type of information you wish to retrieve.

> **Note:** If two or more statements or reminder letters are prepared for one account on the same date, only the newest version is saved in the history.
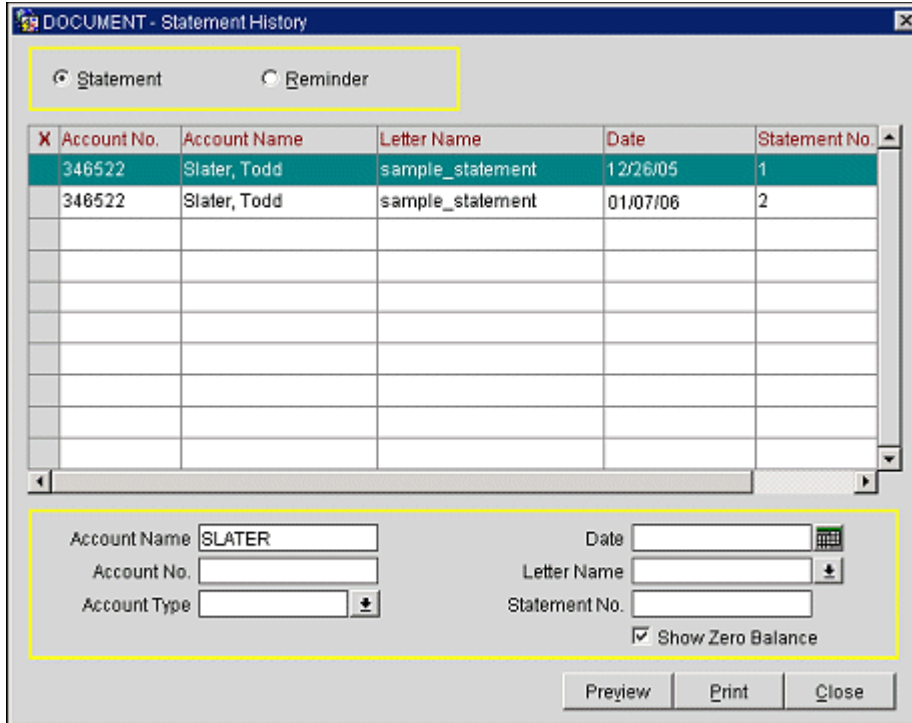
To preview a statement or reminder letter, highlight the grid entry and select the **Preview** button. Select multiple statements or reminders by placing an **X** in the *X* column for the item(s) you wish to preview.

To print a statement or reminder letter, select the **Printer** option (this is the default) from the **Mode** list of values in the lower part of the screen. Highlight the grid entry and select the **Print** button. Select multiple statements or reminders by placing an **X** in the **X** column for the items you wish to print.

To fax a statement or reminder letter, select the **Fax** option from the **Mode** list of values in the lower part of the screen. Highlight the grid entry and select the **Fax** button. Select multiple statements or reminder letters by placing an **X** in the **X** column for the items you wish to fax.

Note: Your Opera system must have a properly installed and configured fax interface in order to use the **Fax** communication method.

The fax number used to send the statement or reminder is, by default, the fax number specified on the **Setup Account screen**. If there is no fax number specified on the Setup Account screen, the fax number defaults to the fax number specified on the account profile. If no fax number is configured on the account profile, the output mode defaults to Print and the statement or reminder is printed on the local printer.

Statement History

Select the **Statement** radio button to display the history of statements prepared for AR accounts. By default, all statements are listed (alphabetically by account name, then by date). Use the search criteria to identify the specific statements you wish to preview, print, or fax.

Statement History Search Criteria

The following search options are available.

Account Name. Enter the AR account name or the first part of the name to display statements belonging to that account.

Account No. Enter the AR account number to display statements belonging to that account.

Account Type. Each AR account is assigned an account type. To search by account type, select the down arrow to display the AR Account Types list of values.

Date. Use the calendar tool to select a date to display statements created on that date. Or, you may enter the date manually.

Letter Name. Select the down arrow to choose the name of the statement form used to generate the statement(s) you wish to identify.

Statement No. Available when the **AR>Statement Numbering** application parameter is set to **Y**. Enter the system-assigned statement number belonging to the statement you wish to identify.

Show Zero Balance. Select this check box if you wish to show zero-balance invoices (that is, paid invoices) on the statement.

Statement History Grid Fields

The following information fields are available.

X. An **X** in this column indicates that the statement has been selected for previewing, printing, or faxing. Click in the *X* column to select the statement. Or you may select the statement by highlighting it and selecting the spacebar. If you are choosing only one statement for a function, you may simply highlight the statement without placing an **X** in this column.

Account No. AR account number.

Account Name. Name of the AR account.

Letter Name. Name of the form (report) used to create the statement for this account type (specified in **Configuration>AR>Account Types**).

Date. Date the statement was created.

Statement No. Available when the **AR>Statement Numbering** application parameter is set to **Y**. The system-assigned statement number for this statement.

Type. AR account type. Each AR account is assigned an account type. Account types are defined in **Configuration>AR>Account Types**. Some examples of possible AR account types are: CORP = Corporate, LOCAL = Local Business, CATER = Catering, TRAV = Travel Agents, and BNQT = Banquets.

Reminder History

Select the **Reminder** radio button to display the history of reminder letters prepared for AR accounts. By default, all reminders are listed (alphabetically by account name, then by date). Use the search criteria to identify the specific reminder letters you wish to preview, print, or fax.

Reminder History Search Criteria

The following search options are available.

Account Name. Enter the AR account name or the first part of the name to display reminders belonging to that account.

Account No. Enter the AR account number to display reminders belonging to that account.

Account Type. Each AR account is assigned an account type. To search by account type, select the down arrow to display the AR Account Types list of values.

Date. Use the calendar tool to select a date to display reminders created on that date. Or, you may enter the date manually.

Letter Name. Select the down arrow to choose the name of the reminder form used to generate the reminder(s) you wish to identify.

Reminder History Grid Fields

The following information fields are available.

X. An **X** in this column indicates that the reminder has been selected for previewing, printing, or faxing. Click in the *X* column to select the reminder. Or you may select the reminder by highlighting it and selecting the spacebar. If you are choosing only one reminder for a function, you may simply highlight the reminder without placing an **X** in this column.

Account No. The AR account number.

Account Name. The name of the AR account.

Letter Name. The name of the form used to create the letter for this account type and reminder cycle (specified in **Configuration>AR>Account Types**).

Date. The date the reminder was created.

Days Aged. The age of the account balance, in days, at the time the reminder letter was created. (At least one transaction this old was found outstanding on the account at the time the letter was generated.)

Type. The AR account type. Each AR account is assigned an account type. Account types are defined in **Configuration>AR>Account Types**. Some examples of possible AR account types are: CORP = Corporate, LOCAL = Local Business, CATER = Catering, TRAV = Travel Agents, and BNQT = Banquets.

AR Traces

> **Note:** The AR Traces feature is available when the AR application parameter **AR Traces** is set to **Y**. AR Traces are distinct from reservation traces. See **Reservation Traces** for details.

AR Traces allow you to attach internal communications to an AR account. They are used to associate action items or requests with an account, especially if follow-up is required by yourself or other AR staff members by a specific date. Traces provide an "audit trail" showing when the trace was originated and by whom, and when the trace was acted upon (or resolved) and by whom. AR traces are accessible only to Opera users who have permission to access the AR Traces feature. You can create, view, and edit traces for each account from the Traces screen.

To display the Traces screen for an account, select **Traces** from the Account Maintenance Options menu or the Account Posting Options menu. (The Account Maintenance Options menu is accessible from the **AR Account Search screen**. The Account Posting Options menu is accessible from the **AR Account screen**.) You may also click on the Traces lamp on the AR Account Search screen (See **Indicator Lamps** for details). This lamp is displayed when you highlight an account to which remarks are attached. Finally, you may access the AR Traces feature by selecting **AR>Traces**.

If the Traces screen is accessed from the **AR>Traces** menu bar option, all AR traces for all AR accounts are displayed. If the screen is accessed via any of the other methods, only the traces for the selected account are displayed.
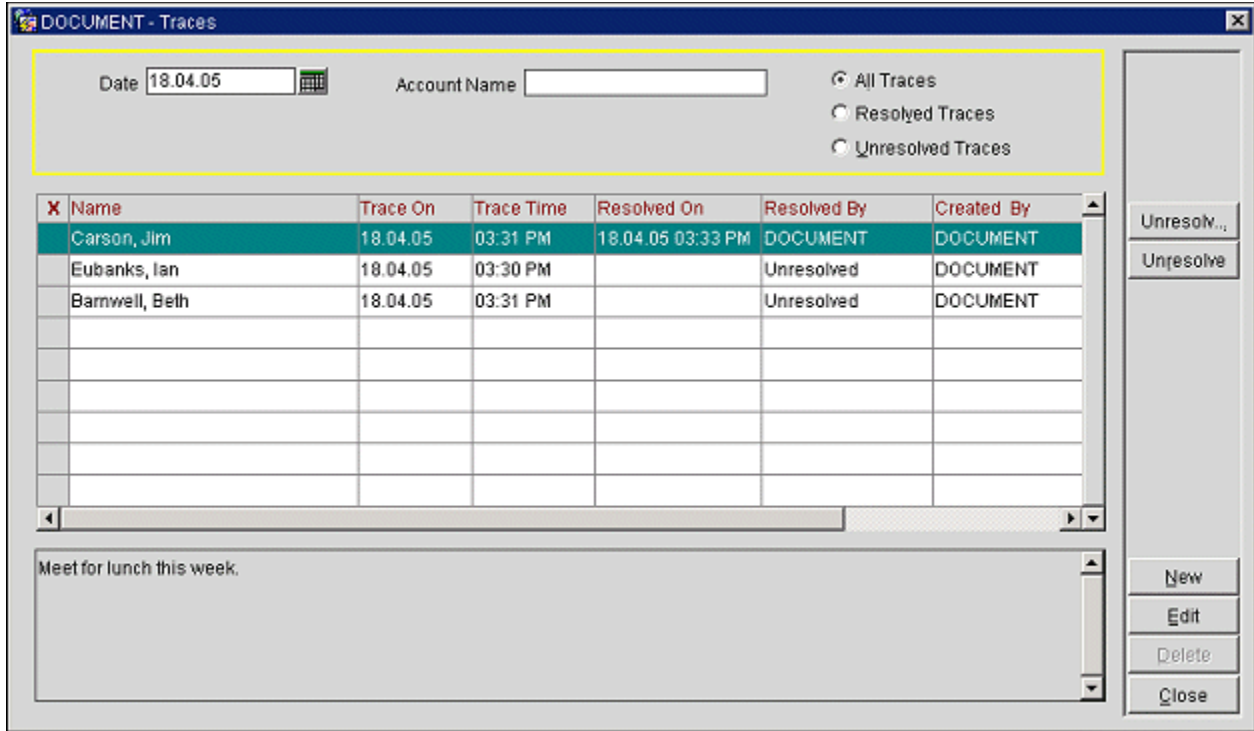
The grid portion of the Traces screen displays a list of the traces for the account or accounts you selected. The text box below the grid displays the full text of the trace highlighted in the grid. Search criteria allow you to filter the display based on the action date and whether the traces are resolved or unresolved.

Search Criteria

Date. Enter the date on which the trace must be resolved (the **Trace On** date). By default this field shows today's date. You may use the calendar tool to select a date or enter the date manually. Clear the **Date** field to search for all traces, regardless of **Trace On** date.

All Traces/Resolved Traces/Unresolved Traces. Select a radio button to indicate whether you wish to display all traces (the default), unresolved traces, or resolved traces. By default, **All Traces** is selected.

Account Name. Enter the last name (or first part of the last name) of the AR account.

Traces Screen Fields

The following information is shown on the AR Traces screen.

X. An **X** in this field indicates that the account has been selected for creating, editing, resolving, unresolving, or deleting traces.

Name. AR account to which the trace is attached.

Trace On. Date when action needs to be taken on the trace. The action date.

Trace Time. Time when action needs to be taken on the trace.

Resolved On. Date when the trace was resolved.

Resolved By. User ID of the Opera user who resolved the trace (if the trace was resolved). "Unresolved" appears in this field if the trace has not yet been resolved.

Created By. User ID of the Opera user who entered the trace.
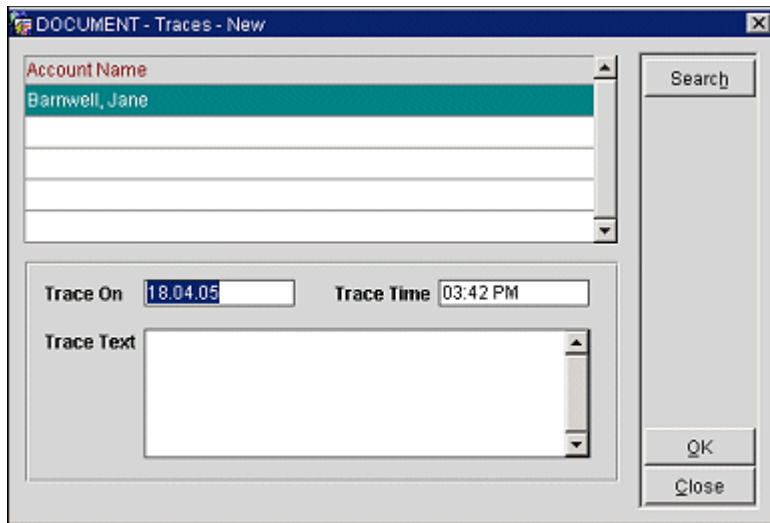
Created On. Date on which the trace was entered and attached to the account.

Created Time. Time the trace was entered and attached to the account.

Adding and Editing Traces

To create a new trace mark the **X** column to indicate the account or accounts for which the trace(s) should be created. Then select the **New** button. If you do not choose an account before selecting the **New** button, the AR Account Search screen prompts you to select an account for the trace.

The Traces - New screen appears.

Provide the following information and select the **OK** button.
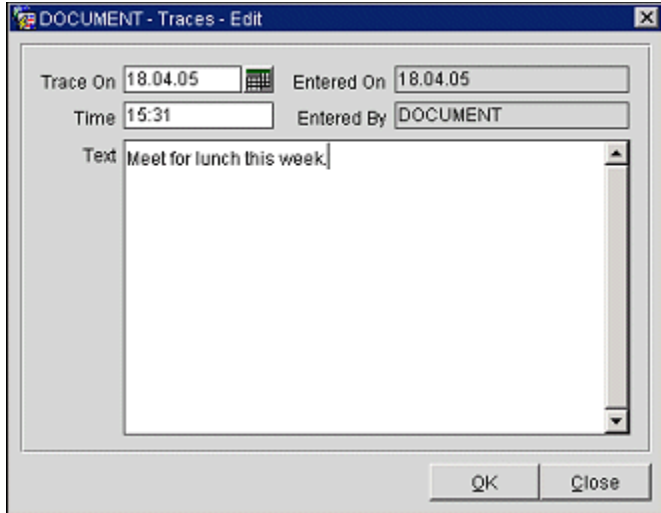
Account Name. The accounts you selected appear here. To add other accounts, select the **Search** button to display the **AR Account Search screen**. To remove an account from the list, select the **Search** button and un-mark the account on the AR Account Search screen.

Trace On. By default, today's date appears here. You may change the date to any future date to indicate when action must be taken on the trace.

Trace Time. By default, the current time appears here. Change the time to reflect when the trace is actionable.

Trace Text. A description of the action to be taken.

To edit an existing trace, highlight your choice on the AR Traces screen and select the **Edit** button. (Or, double click on a grid entry.) The Traces - Edit screen appears.

The **Entered On** date and **Entered By** user ID are shown in view-only fields for reference.

Provide the following information and select the **OK** button.

Trace On. By default, the current Trace On date appears here. Change the date to any future date to indicate when action must be taken on the trace.

Trace Time. By default, the current Trace Time appears here. Change the time to reflect when the trace is actionable.

Trace Text. The current trace text appears. You may edit this text as necessary.

Resolving and Unresolving Traces

Use the **Resolve** and **Unresolve** buttons to change the status of the highlighted trace or the traces marked with an **X**. The button that appears depends on whether the highlighted trace is resolved or unresolved.

The button that appears depends on whether the highlighted trace is resolved or unresolved.

> If the trace is unresolved, change the trace status to resolved by selecting the **Resolve** button. The current system date and time appear in the **Resolved On** field to indicate that the trace has been resolved. In addition, the User ID of the person who changed the status appears in the **Resolved By** field.

> If the trace has been resolved (a date and time appear in the **Resolved On** field), select the **Unresolve** button to change the status in the **Resolved On** field back to blank. In addition, the User ID is removed from the **Resolved By** field, and "Unresolved" displays in the field
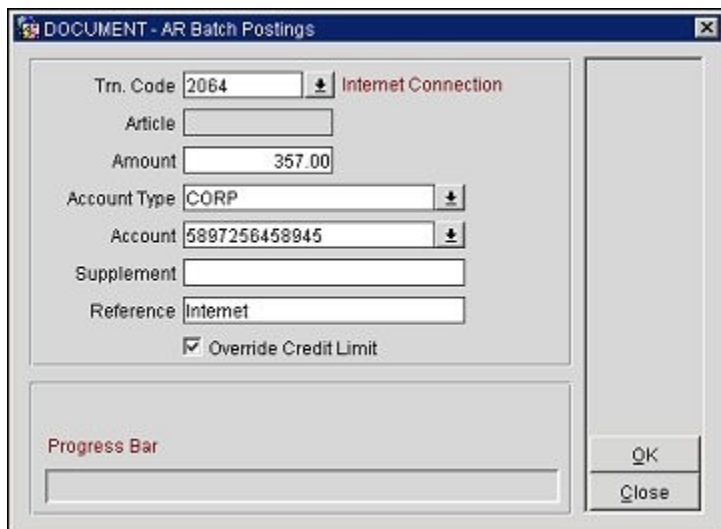
You may use the **Resolve All** button to change the status of all unresolved traces to resolved. The system date and time is automatically entered in the **Resolved On** field. In addition, the user ID of the person who changed the status appears in the **Resolved By** field. Use **Unresolve All** to change all resolved traces to unresolved.

AR Batch Posting

Accounts Receivable Batch posting allows you to simultaneously post a one-time charge to multiple individually selected AR Accounts. For example, AR batch postings are useful if you want to charge each member in a group for baggage handling or a nominal fee for an internet connection. This feature is only available when the application functions **Cashiering**>**Accounts Receivables** and **Cashiering**>**Fixed Charges** are active. Select **AR>Batch Postings** to display the AR Batch Postings

screen. This screen allows you to designate a one time charge to be posted and to whom the transaction will be billed.

AR Batch Postings Display

Trn. Code. Enter the transaction code for charge you wish to post. **Transaction Codes** are also used to post charges to AR invoices and Opera uses certain transaction codes for internal posting.

Article. This field will only displays when a transaction code configured with articles is selected. Otherwise this field remains in the default disabled state. Articles are individual items which can be sold individually but still grouped with other items in one transaction code, such as minibar items. See **Articles** for more details.

Amount. Enter the numeric value of the charge to be posted.

Account Type. When this option is selected you are automatically taken to the **Account Types** screen. Select one of the pre-configured account types from the list of values. It is possible to select more than one account type from this screen.

Account. When selected, this option takes you to the Account Search screen. The account type is defaulted to the type selected in the account type field. If you wish to search for a different account type

Supplement. Enter supplementary text regarding this batch posting. The information entered here is displayed in the Reference field on the guest Billing screen. An entry is required in this field when posting negative amounts.

Reference. Enter a reference comment in this field.

Override Credit Limit. The maximum amount of credit available to this account or credit limit (if one exists) which can be set as a default with the application parameter setting **AR**>**Global Credit Limit**, can be overridden when this check-box is selected.

> **Note:** When calculating whether, or not, this posting will exceed the credit limit of an AR account, only the amount in the amount field is considered. No taxes or generates are used for this calculation.

Progress Bar. The progress bar displays the advancement (in percentage) of the batch posting. When the posting is completed you are prompted to view the posting details with a confirmation

screen. Select **Yes** to display the Posting Detail screen, or **No** to return to the AR Batch Postings screen. See **Creating and Editing an Account** for more details.

Posting Details

The Posting Details screen provides you with a record of the posting transaction or transactions and their associated status'. The details on this screen are listed below.

Account Number. The account number or numbers that were processed in the batch posting.

Account Name. The account name or names that were processed in the batch posting.

Balance. The balance on the account that was processed in the batch posting.

OK. An **X** appears in the **OK** column if the posting was completed successfully. Otherwise this column remains blank.

AR Batch Posting

Accounts Receivable Batch posting allows you to simultaneously post a one-time charge to multiple individually selected AR Accounts. For example, AR batch postings are useful if you want to charge each member in a group for baggage handling or a nominal fee for an internet connection. This feature is only available when the application functions **Cashiering**>**Accounts Receivables** and **Cashiering**>**Fixed Charges** are active. Select **AR**>**Batch Postings** to display the AR Batch Postings screen. This screen allows you to designate a one time charge to be posted and to whom the transaction will be billed.

AR Batch Postings Display

Trn. Code. Enter the transaction code for charge you wish to post. **Transaction Codes** are also used to post charges to AR invoices and Opera uses certain transaction codes for internal posting.

Article. This field will only displays when a transaction code configured with articles is selected. Otherwise this field remains in the default disabled state. Articles are individual items which can be sold individually but still grouped with other items in one transaction code, such as minibar items. See **Articles** for more details.

Amount. Enter the numeric value of the charge to be posted.

Account Type. When this option is selected you are automatically taken to the **Account Types** screen. Select one of the pre-configured account types from the list of values. It is possible to select more than one account type from this screen.

Account. When selected, this option takes you to the Account Search screen. The account type is defaulted to the type selected in the account type field. If you wish to search for a different account type

Supplement. Enter supplementary text regarding this batch posting. The information entered here is displayed in the Reference field on the guest Billing screen. An entry is required in this field when posting negative amounts.

Reference. Enter a reference comment in this field.

Override Credit Limit. The maximum amount of credit available to this account or credit limit (if one exists) which can be set as a default with the application parameter setting **AR**>**Global Credit Limit**, can be overridden when this check-box is selected.

> **Note:** When calculating whether, or not, this posting will exceed the credit limit of an AR account, only the amount in the amount field is considered. No taxes or generates are used for this calculation.

Progress Bar. The progress bar displays the advancement (in percentage) of the batch posting. When the posting is completed you are prompted to view the posting details with a confirmation screen. Select **Yes** to display the Posting Detail screen, or **No** to return to the AR Batch Postings screen. See **Creating and Editing an Account** for more details.

Posting Details

The Posting Details screen provides you with a record of the posting transaction or transactions and their associated status'. The details on this screen are listed below.

Account Number. The account number or numbers that were processed in the batch posting.

Account Name. The account name or names that were processed in the batch posting.

Balance. The balance on the account that was processed in the batch posting.

OK. An **X** appears in the **OK** column if the posting was completed successfully. Otherwise this column remains blank.

Reminders

Reminders are letters that can be mailed or faxed to AR account holders to advise them of payment due, to provide their current account balance, or for other purposes. Opera simplifies the reminder letter-generation process by keeping track of account balances and making the appropriate reminder letter available based on:

> The account type and the age of the account balance. (The association between account type, the age of the account balance, and the reminder letter is set up in **Configuration>AR>Account Types**, as described in **Account Types**.)

> Any minimum time between reminder letters that you specify (see **Minimum Reminder Days**, below).

Reminder letters can be prepared for one account or in-batch for multiple accounts.

To prepare batch reminders, select **AR>Batch Processing> Reminder Letters.** The **Print Reminder Letters screen** appears. This screen allows you to select the account or accounts for which you wish to prepare reminder letters. Select the **Generate** button to display the **Reminders screen**.

To prepare a reminder letter for a single account, select the account or accounts for which you wish to print reminder letters from the **AR Account Search screen**. Then select the **Reminders** option from the Account Maintenance Options menu. (Select the **Options** button on the AR Account Search screen to display the Account Maintenance Options menu.) After selecting the output mode (print or fax), the **Reminders screen** appears.

> **Note:** The most recent date on which a reminder was generated is displayed on the **Setup Account screen** in the *Last Reminder Sent* field. *Last Reminder Text* shows the name of the report file used for the text of the letter. If the letter was faxed, the fax number used appears in the *Last Reminder Sent To* field.
>
> **Note:** The **Statement History screen** (**AR>Statement History**) provides a record of previously generated statements and reminder letters that can be previewed, printed or faxed.

Print Reminder Letters Screen

Select **AR>Batch Processing>Reminder Letters** to display the Print Reminders screen. This screen is the same as the **AR Account Search screen**, except that it has different function buttons.

By default, all accounts with an open balance are displayed. You may use the search criteria to display accounts based on the other filter options.

Using the search results grid, select the account or accounts for which you wish to generate reminder letters by placing an **X** in the *X* column. Click in the *X* column to select the account. Or you may select the account by highlighting it and selecting the spacebar. If you are choosing only one account for the function, you may simply highlight the account without placing an **X** in this column. When you have

selected the account or accounts for which you wish to generate reminder letters, select the **Generate** button.

If you wish to generate reminder letters for all accounts listed, select the **All** button.

Account Name. AR account name.

Alt. Name. Alternative name for the account.

Account Number. The AR account number.

Balance. The current outstanding balance for the account.

Contact. The account contact as specified on the Setup Account screen.

Type. The AR account type. Account types are defined in **Configuration>AR>Account Types**. Some examples of AR account types are: CORP = Corporate, LOCAL = Local Business, CATER = Catering, TRAV = Travel Agents, and BNQT = Banquets.

City. The city portion of the AR account address specified on the Setup Account screen. The AR address specified on the **Setup Account** screen may differ from the address specified on the Profile screen as more than one address can exist for the AR Account (see **Addresses** for details).

The Reminders screen appears, listing all reminder letters for the accounts you selected on the Print Reminder Letters screen.
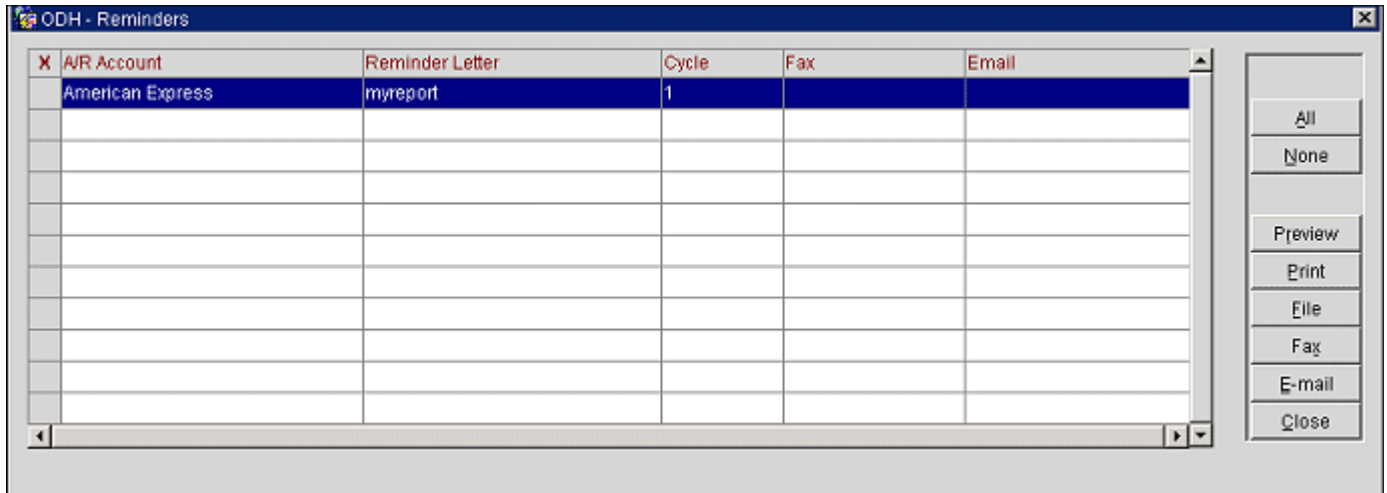
Reminders Screen

To prepare reminder letters, select the **Generate** button from the Print Reminder Letters screen, or select the **Reminders** button from the Account Maintenance Options menu (available by selecting the **Options** button from the AR Account Search screen). The Reminders screen appears. The Reminders screen is slightly different, depending on the setting of the **AR>Simple Reminder** application parameter. This parameter determines which letters are available on the Reminders screen for printing, e-mailing, copying to a file, or faxing (see **Which Letters Will Be Shown on the Reminders Screen?**, below).
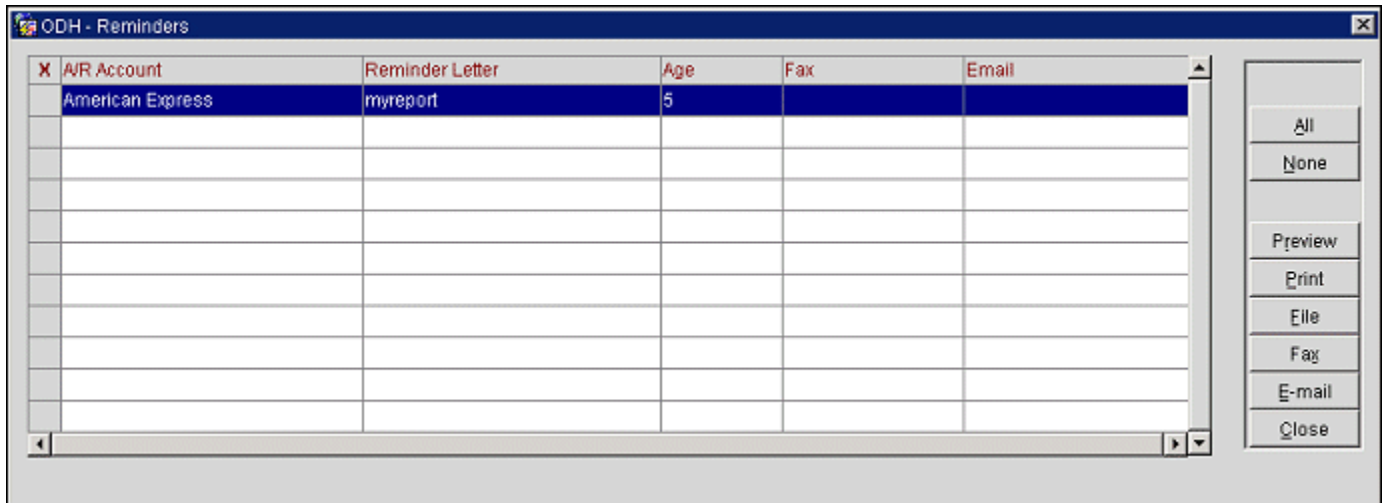
> If the **AR>Simple Reminder** application parameter is set to **Y**, the *Cycle* column appears in the grid as shown in the first screen shot below. There may be more than one letter "queued up" to be generated for the account, depending on the age of the account balance and which letters have already been printed or faxed. (If more than one letter is shown on the Reminders screen for an account, it is up to you to decide which letter or letters should be generated and sent to the account.)

> If the **AR>Simple Reminder** application parameter is set to **N**, the *Age* column appears in the grid as shown in the second screen shot below. Only one reminder letter will be available for the account at any given time as determined by the age of the account balance, which is shown in the *Age* column.

The following information fields are displayed:

X. An **X** in this column indicates that the reminder letter has been selected for printing, emailing, copying to a PDF file, or faxing. Click in the **X** column to select the letter. Or you may select the letter by highlighting it and selecting the spacebar. Use the **All** and **None** buttons to select/un- select all letters. If you are choosing only one letter to be generated, you may simply highlight the letter without placing an **X** in this column.

AR Account. AR account name.

Reminder Letter. Name of the report that contains the reminder letter text.

Cycle/Age. If the AR application parameter Simple Reminder is set to **Y**, this field is labeled **Cycle**. It displays the reminder letter cycle to which this letter belongs. (See **Which Reminder Letters Will Be Shown on the Reminders Screen?**, below.)

If the AR application parameter Simple Reminder is set to **N**, this field is labeled **Age**. It displays the age of the account balance (in number of days).

Fax/Email. These fields show the current fax phone number and/or email address that will be used if the letter is generated using these methods.

> **Note:** Your Opera system must have properly installed and configured interfaces in order to use the fax and email communication methods. If there is a problem with the interface

configuration, the **Fax/Email Exceptions screen** appears allowing you to print the reminder letter.

The fax number/email address used to send the reminders is, by default, the fax number/email address specified on the **Setup Account screen**. If there is no fax number/email address specified on the Setup Account screen, the information defaults to the fax number/email address specified on the account profile. If no fax number/email address is configured on the account profile, the output mode defaults to Print and the letter is printed on the local printer.

Buttons

When you have chosen the letter or letters you wish to generate, select the button that corresponds to the method you wish to use to generate the reminders:

Print/File/Fax/Email. Generate the reminder using the method indicated by the button.

Print. Print reminders on the local printer. This is the default output mode if Fax or Email is selected and no fax number or email address is available.

File. Generate a PDF file for each reminder letter. You may print the file and/or save it to a location you specify.

Fax. Generate and send a fax for each reminder letter.

Email. Generate and send an email for each reminder letter.

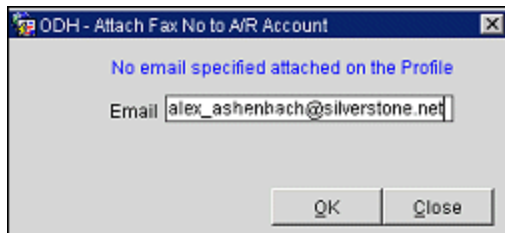Select **Preview** to review the letter(s) before generating.

The fax number/email address used to send the reminder is, by default, the fax number/email address specified on the **Setup Account screen**. If there is no fax number/email address specified on the Setup Account screen, the information defaults to the fax number/email address specified on the account profile. If no fax number/email address is configured on the account profile, the output mode defaults to Print and the statement is printed on the local printer.

Note: Your Opera system must have properly installed and configured interfaces in order to use the fax and email communication methods. If there is a problem with the interface configuration, the **Fax/Email Exceptions screen** appears allowing you to print the statement.

Preparing a Reminder for a Single Account

To prepare a reminder for a single account, select the **Reminders** option from the Account Maintenance Options menu. (The Account Maintenance Options menu is accessible from the **AR Account Search screen**.)

If you are generating the reminder by selecting the **Fax** button or the **Email** button, the Attach Fax/Email to AR Account screen appears. Use this screen to verify the current fax number or email address for sending the reminder. You may edit this address. If no fax/email address is available, you are prompted to enter the information before proceeding.

The fax number/email address used to send the reminder is, by default, the fax number/email address specified on the **Setup Account screen**. If there is no fax number/email address specified on the

Setup Account screen, the information defaults to the fax number/email address specified on the account profile. If no fax number or email address is recorded for the account, you are prompted to enter the information in the field provided. If no fax number/email address is entered, the output mode defaults to Print and the reminder is printed on the local printer.

> **Note:** Your Opera system must have properly installed and configured interfaces in order to use the fax and email communication methods.

After you enter a fax number or email address and click **OK**, a message asks if you wish to add the fax number/email address to the AR Account information on the Setup Account screen. Select **Yes** to include the information in the account record, or select **No** to continue without adding the fax number or email address to the account.

The Summary Currency screen appears when you have made a selection of output method. The summary currency is the currency used to show the balance due on the reminder; by default, the summary currency selected for this account on the Setup Account screen is shown. For the convenience of the account-holder, you may wish to change the summary currency here.

Which Letters Will Be Shown on the Reminders Screen?

Which reminder letters are displayed on the Reminders screen for a given account, and are therefore "eligible" to be printed or faxed, depends on the setting of the AR application parameter Simple_Reminder.

For example, assume three types of reminder letters have been set up for AR accounts that belong to a property's Corporate (CORP) account type. The first letter, named reminder_letter_1, is a letter that is intended to be sent to companies when their outstanding balance is between 7 and 29 days old. A second letter, reminder_letter_2, is intended for companies whose outstanding account balance is from 30 to 59 days old. And a third letter, reminder_letter_3, is intended for companies whose outstanding balance is 60 or more days old.

When a corporate account, say, Acme Industries, has had an outstanding balance for 7 days, it is "eligible" to receive reminder_letter_1. When the Reminder Letters feature is selected for the Acme Industries account, the Reminders screen will show that reminder_letter_1 is queued to be generated.

> If the Simple Reminder parameter is set to **Y**, the Reminders screen will show a **1** (meaning it is the first letter in the 3-letter cycle) in the *Cycle* column.

> If the Simple Reminder parameter is set to **N**, the Reminders screen will show **7** (meaning the account balance is 7 days old) in the *Age* column.

After 30 days with an outstanding balance, reminder_letter_2, will appear on the Reminders screen for Acme Industries.

> If the Simple Reminder parameter is set to **Y**, the **Cycle** column will show **2.** In addition, if the reminder letter for cycle 1, reminder_letter_1, has not yet been generated, it will also show on this screen as well.

> If the Simple Reminder parameter is set to **N**, the **Age** column will show **30**. Even if reminder_letter_1 was not printed or faxed, it will not show on the Reminders screen.

And if there is still an outstanding balance after 60 days, reminder_letter_3, will be shown on the Reminders screen for Acme Industries.

> If the Simple Reminder parameter is set to **Y**, the **Cycle** column will show **3**. The letters for cycle 1 and 2 will also appear on the Reminders screen if the earlier letters have not been printed or faxed.

If the Simple Reminder parameter is set to **N**, the **Age** column will show **60**. Even if reminder_letter_1 and/or reminder_letter_2 were not printed or faxed, they will not show on the Reminders screen.

Note: When the Simple Reminder parameter is set to **N**, you may re-generate the current reminder letter if it has already been printed or faxed and is no longer displayed on the Reminders screen. To do so, go to the **Setup Account screen** for the account and clear the **Last Reminder Sent** and **Last Reminder Text** fields. The most current reminder letter for that account will be displayed when you return to the Reminders screen.

Minimum Reminder Days

The AR parameter setting MIN_REMINDER_DAYS establishes the minimum number of days that must pass following the sending of a reminder letter before another reminder can be sent to the same account holder. For example, assume the minimum is set to 14 days. Suppose a reminder letter is sent to John Smith on 09-01-03. Then, on 09-02-03, an invoice with a 60-day-old balance is transferred to Smith's account. Even if a 60-day- old balance makes Smith immediately eligible for another reminder letter, another letter will not be queued for the account on the Reminders screen until 09-16-03 — 14 days later. The purpose of this feature is to prevent extremely frequent letters that might annoy the client.

Accounts Receivable Statements

Accounts receivable statements are print, file, email, or fax reports showing amounts owed by AR account holders. They are typically prepared for billing purposes. Opera makes it possible to produce AR statements on an as-needed basis (this is sometimes called "on-demand"), for either one account at a time or in batch for two or more selected accounts.

To prepare batch statements, select **AR>Batch Processing>Statements.** The Statements screen appears. (See *Statements Screen* and *Additional Batch Statement Screen Features*, below.) This screen allows you to select the account or accounts for which you wish to prepare statements and to customize the statement content.

To prepare a statement for a single account, select the **Statements** option from the Account Maintenance Options menu or from the Account Posting Options menu. (The Account Maintenance Options menu is accessible from the **AR Account Search screen**. The Account Posting Options menu is accessible from the **AR Account screen**.) See *Statements Screen*, below.

To prepare a statement that includes selected invoices and payments from a single account, open the **AR Account screen** for the account. Select one or more individual invoices and/or payments for which you want to prepare a statement by marking the invoice(s) and/or payment(s) with an **X** in the *X* column. (Even if you are printing a statement for a single transaction, you must mark it with an **X**.) Then select the **Statements** option from the Account Posting Options menu. See *Statements Screen*, below.

> **Note:** The most recent date on which a statement was prepared is displayed on the **Setup Account screen** in the **Last Statement Sent** field. If the statement was faxed, the fax number used appears in the **Last Statement Sent To** field.
>
> **Note:** The **Statement History screen** (**AR>Statement History**) provides a record of previously generated statements and reminder letters that can be previewed, printed or faxed.

The Statements screen is the same for single statement production and for batch statement production, except that the Statements screen for batch statements has sorting options and search criteria, which are described in **Additional Batch Statement Screen Features**, below.

AR Statement Numbering

When the **AR>Statement Numbering** application parameter is set to **Y**, Opera automatically assigns a unique (to the property) number to the AR statement at the time it is generated. This allows the property to see which invoices have been included in each generated statement and to search for invoices using the statement number. In addition, payments can be applied per statement. Once an invoice is attached to a statement, you must use the Unlink feature on the Account Maintenance screen to remove the invoice from the statement before that invoice can be included in a different statement.

When you are generating a statement using the Statement Numbering feature, the actual number to be assigned will not be visible when you Preview the statement. Only when Print. File, Email, or Fax is selected will the statement number be generated.

Note: The **sample_statement_numbering** report form must be used when implementing the AR Statement Numbering feature. Use of this report for statement printing is required in order for Opera to properly display statement number on the printed AR statement and in the Statement field on the Account Maintenance screen for invoices included in the statement. All the account types must have the **sample_statement_numbering** report configured on the account type setup in configuration accessed via **Configuration>AR>AR Account Types**.

Note: When the **AR>Statement Numbering** parameter is active, the Balance Brought Forward **Statement Mode**, if selected for the account type on the Account Type setup screen, is ignored. In addition, if the **AR>Statement Numbering** parameter is active, the **AR>AR Invoices Printed Check Mark** application parameter is ignored. (The AR Invoices Printed Checkmark feature allows display of invoices on the Account Maintenance screen depending on whether they have been included in a printed statement or not.)

Note: With **Statement Numbering a**ctive, when the user who is working from the Account Maintenance screen selects invoices having statement numbers and then attempts to use the **Statement** button from the Account Posting Options menu to create a new statement, the following message appears: *"The selected invoices currently have a statement number. Please use the Statement History option to print/preview these statements."* Select **OK** to return to the Account Maintenance screen. (This message is displayed only when explicitly selecting invoices with statement numbers from the Account Maintenance screen, then using the **Statement** option from the Account Posting Options menu.)

Statements Screen

The Statements screen consists of a grid listing the AR account or accounts you have selected, and a set of options that you may use to control the content, appearance, and number of copies of the statements you prepare. The buttons allow you to choose the method to be used to generate the statements.

The Statements screen grid includes the following information for each account.

X. An **X** in this column indicates that the record is selected for an AR statement function. Click in the **X** column to select the record. Or you may select the record by highlighting it and selecting the spacebar. If you are choosing only one record for a function, you may simply highlight the record without placing an **X** in this column. Select the **All** or **None** buttons to select or un- select all records.

Account Name. AR account name.

Account Number. The AR account number.

Balance. The current outstanding balance for the account.

Contact. The account contact as specified on the Setup Account screen.

Type. The AR account type. Account types are defined in **Configuration>AR>Account Types**. Some examples of AR account types are: CORP = Corporate, LOCAL = Local Business, CATER = Catering, TRAV = Travel Agents, and BNQT = Banquets.

VIP. The VIP code attached to the account profile, if any. (Available when the **Profiles>VIP** application function is set to **Y**.)

City. The city portion of the AR account address specified on the Setup Account screen. The AR address specified on the **Setup Account** screen may differ from the address specified on the Profile screen as more than one address can exist for the AR Account (see **Addresses** for details).

In the lower part of the Statements screen, the following options appear. Use these features to control the content of the statement.

Print Zero Balance. When selecting this option, Opera will print Invoices with a Balance of 0 (i.e., which are paid in full) also on the statement as long as they are not purged, otherwise Opera will only print invoices which have an open balance at the invoice level (invoices that are not paid in full).

> **Note:** This check box is enabled when the **AR>AR Use Debit Credit** application parameter is set to **N**. If the parameter is set to **Y**, the check box is selected and disabled. When using a balance forward statement and using a running total in the Statements, this parameter should be turned on so the running total for each line item on the statement will match the aging totals on the statements. If this parameter is turned on when printing Statement, it will print in Debit and Credit Format and not Amount and paid format for each line item.

Balance Forward From. (The Balance Brought Forward **Statement Mode** is enabled per account type. The Balance Forward feature is ignored if the **AR>Statement Numbering** application parameter is set to **Y**.) The date specified in this field determines the balance forward date and balance forward total that is printed on the statement. (A balance forward shows the net amount for all invoices and payments (debits and credits) prior to the balance forward date as a single total, rather than itemizing them individually on the statement.) For example, if you enter 09-02-03 in this field, all debits and credits prior to 09-02-03 will be shown on the statement as a net total amount identified by "Balance as of 09-02-03". Invoices and payments dated 09-02--03 and later will be individually itemized and added to the balance forward amount. Use the calendar tool to select a date or enter the date manually.

> **Note:** The last statement date and total amount from the last statement will be printed on the statement as the balance forward date and balance forward, respectively, by default, unless overridden by a date in the **Balance Forward From** field.
>
> **Note:** If the account type for this account uses the **Individual Open Items** Statement Mode (see **Account Types Setup**), the statement will show all open invoices making up the outstanding balance listed as individual line items. You may override this by entering a Balance Forward From date.

Balance Forward To. The date in this field will be the final date for invoices and payments to be included on this statement. For example, if you enter 09-15-03 in this field, debits and credits dated 09-16-03 or later will not be included on the statement. The default is the current business date. Use the calendar tool to select a date or enter the date manually. This date must be later than the **Balance Forward From**.

Last Posted From/To. Select dates to indicate a date range of transactions you wish to cover in this statement. Use the calendar tool to select a date or enter the date manually. For example, if you set **Last Activity** to 10-01- 03 and **To** to 10-31-03, the statement would include all invoices whose final transaction is dated between 10-01-03 and 10-31-03. Any payments dated within this period would also be included on the statement.

> **Note:** Typically, you would use either **Balance Forward From** and **Balance Forward To**, or **Last Posted From** and **Last Posted To**, to specify the date range to be covered on the statement, but not both.

Print Full Statement. (Available when generating Print output only. This setting is ignored when Preview, Fax, or Email output is generated.) This feature is used when you have accessed the Statements screen by selecting the **Statement** button from the Account Posting Options menu (this menu is accessed by selecting the Options button on the **AR Account screen**). Un-check this checkbox if you wish to prepare a statement that includes only the invoice(s) and/or payment(s) you have marked with an **X** in the **X** column on the AR Account screen. (The check box is un-checked by

default when you have made at least one selection from the AR Account screen by making it with an **X**.) If you decide to override any selections you have made on the AR Account screen and print a statement that includes all invoices and payments listed on that screen, select this check box.

Print Invoices. (Available when generating Print output only. This setting is ignored when Preview, Fax, or Email output is generated.) Select this check box to print the statement followed by the folios associated with the statement. This box will be selected by default if the **Print Separate Folios** check box is selected on the **Account Type Setup screen** for the account type associated with this AR account. (When statements for multiple accounts are selected on the Statements screen, **Print Folios** will not be checked if any one of the accounts has the **Print Separate Folios** option selected.) When this option is selected, the **Folio Styles** button is available to allow you to select the folio style you wish to use. (See **Folio Styles** for details.) The selected (or default) Folio Style appears next to the check box when it is checked.

> **Note:** Only folios having a folio number assigned to them will be printed. Folios that do not have a folio number (such as those that were entered via **Configuration>AR>Enter Old Balances**) will not be printed.

Copies. For printed statements only. Enter the number of copies to be printed.

Previously Printed. Available when the **AR>AR Invoices Printed Check Mark** application parameter is set to **Y**. Not available if the **AR>Statement Numbering** application parameter is set to **Y**. Only include invoices as line items on the statement if those invoices have previously been printed on a statement. When using the AR Invoices Printed Check Mark functionality, the **Statement Mode** must be set to Individual Open Items in the **Configuration>AR>Account Types**.

Not Printed. Available when the **AR>AR Invoices Printed Check Mark** application parameter is set to **Y**. Not available if the **AR>Statement Numbering** application parameter is set to **Y**. Only include invoices as line items on the statement if those invoices have not been previously printed on a statement. When using the AR Invoices Printed Check Mark functionality, the **Statement Mode** must be set to Individual Open Items in the **Configuration>AR>Account Types**.

> **Note:** Whether or not an invoice is considered to have been printed as a line item on a statement is determined by your response to the prompt: "Did the statement(s) print successfully?" which appears when printing has completed. If you respond Yes, all invoices included on the successfully printed statement(s) are internally flagged as "printed" if they have not already been flagged as printed during a previous statement printing. These invoices will not appear as line items on statement(s) printed with the **Not Printed** check box selected. If you respond **No**, any invoices that have not been previously included on a successfully printed statement are not flagged as "printed." These invoices will again appear as line items on statement(s) printed with the **Not Printed** check box selected.

Order By. Select the down arrow to choose the ordering of line item invoices printed on the statement. If folios are to be printed (**Print Invoices** check box selected), invoices will be printed in the same order. Options include:

- Invoice Date (the default) - Sort by the date the invoice was generated.

- Custom Reference - Sort by the contents of the **Custom Reference** field on the reservation, if used. This property-customizable field is screen paintable on the Reservation screen and may be used to store a property- specific reservation identifier; accordingly, it may be labeled by the property as appropriate (e.g., Booking Number) on the Reservation screen.

- Arrival Date - Sort by arrival date.

- Departure Date - Sort by the reservation departure date.

- Guest Last Name - Sort alphabetically by the guest's last name. Sort will be by last name, first name in cases of duplicate last names.

- Room - Sort by room number.

> **Note:** If you make a selection other than the default (Invoice Date) Balance Brought Forward functionality is not available, regardless of whether the **Balance Forward From**/**To** fields are completed..

Buttons

When you have chosen the statement or statements you wish to generate, select the button that corresponds to the method you wish to use to generate the statements.

> **Note:** If the AR account type specifies **Print Separate Folios** or **Print Invoices with Details**, the Preview, Fax and Email functions will ignore these settings. Only the statement for the selected account is generated.

Print/File/Fax/Email. Generate the statement using the method indicated by the button.

Print. Print statements on the local printer. This is the default output mode if Fax or Email is selected and no fax number or email address is available.

File. Generate a PDF file for each statement. You may print the file and/or save it to a location you specify.

Fax. Generate and send a fax for each statement.

Email. Generate and send an email for each statement.

Select **Preview** to review the statement(s) before generating.

The fax number/email address used to send the statement is, by default, the fax number/email address specified on the **Setup Account screen**. If there is no fax number/email address specified on the Setup Account screen, the information defaults to the fax number/email address specified on the account profile. If no fax number/email address is configured on the account profile, the output mode defaults to Print and the statement is printed on the local printer.

When using the Fax option to fax AR statements via batch processing, if any of the AR accounts selected to process in the Statements screen do not have a fax number either on the Account setup or the Account Profile screen, once the batch processing of statements is initiated Opera does not interrupt the process for inputting missing fax numbers; instead, the whole process is completed as a batch and then whichever AR accounts are not processed in this batch process are displayed as an exception list with an option to print the statements for those unprocessed AR accounts.

> **Note:** Your Opera system must have properly installed and configured interfaces in order to use the fax and email communication methods. If there is a problem with the interface configuration, the **Fax/Email Exceptions screen** appears allowing you to print the statement.

Add Text. Select this button to enter an optional text message that you wish to display on the final page of the statement, for example, "Thank you for prompt payment" or "Call Annette if you have any questions about this bill".
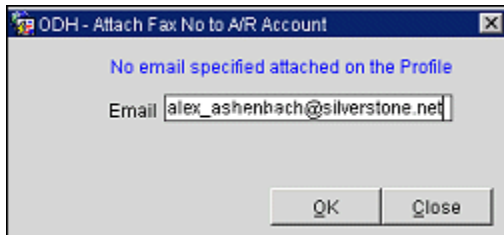
Folio Styles. Select this button to chose a folio style if folios are being printed with statements (that is , if **Print Folios** is selected). See **Folio Styles** for details.

Generating the Statement for a Single Account

> **Note:** The standard default statement shows the account balance as of the current business date. It also includes an aging summary that shows how long outstanding balances have been "on the books" for each aging level set up for your property. Be aware that the default statement may have been customized for your property.

To prepare a statement for a single account, select the **Statements** option from the Account Maintenance Options menu or from the Account Posting Options menu. (The Account Maintenance Options menu is accessible from the **AR Account Search screen**. The Account Posting Options menu is accessible from the **AR Account screen**.)

If you are generating the statement(s) by selecting the **Fax** button or the **Email** button, the Attach Fax/Email to AR Account screen appears. Use this screen to verify the current fax number or email address for sending the statement(s). You may edit this address. If no fax/email address is available, you are prompted to enter the information before proceeding.

The fax number/email address used to send the statement is, by default, the fax number/email address specified on the **Setup Account screen**. If there is no fax number/email address specified on the Setup Account screen, the information defaults to the fax number/email address specified on the account profile. If no fax number or email address is recorded for the account, you are prompted to enter the information in the field provided. If no fax number/email address is entered, the output mode defaults to Print and the statement is printed on the local printer.

> **Note:** Your Opera system must have properly installed and configured interfaces in order to use the fax and email communication methods.

After you enter a fax number or email address and click **OK**, a message asks if you wish to add the fax number/email address to the AR Account information on the Setup Account screen. Select **Yes** to include the information in the account record, or select **No** to continue without adding the fax number or email address to the account.

Reference Currency

Once you have chosen the output mode, select **OK** to display the Reference Currency screen. (Available when the **General>Multi- currency** application function is set to **Y**.) The reference currency is the currency used to show the balance due on the statement; by default, the reference currency selected for this account on the Setup Account screen is shown. For the convenience of the account-holder, however, you may wish to change the reference currency here.

For details on the statement (i.e., invoice amounts) Opera uses either the check out date (if the transaction is associated with a reservation) or the posting date for the exchange rate between the local currency and the reference currency. If no exchange rate is found, Opera uses the exchange rate for the current business date. For aging totals, Opera uses the exchange rate for the current business date.

To change the currency used as the reference currency on the statement, select the down arrow. From the list of currencies, select a currency to be used for the statement reference currency. When you have chosen a reference currency, select **OK** to print or fax the statement.

In order to display an additional column on the statement for a reference currency, other than the property's default currency, the statement must be customized with the following merge codes:

> PRINTED_CURRENCY
>
> PRINTED_EXCH_INFO
>
> PRINTED_INV_AMOUNT
>
> PRINTED_OPEN_BALANCE
>
> PRINTED_PAID

See **Customizing Reports** for additional information on statement merge codes.

Additional Batch Statement Screen Features

The Statements screen for batch statement production is similar to the Statements screen used for single-account statement production, except for additional search criteria and sort options. When you select **AR>Batch Processing> Statements**, the Statements screen appears.

By default, all AR accounts are listed if the if the **Include in Batch Statement** check box is selected (the default) on the **Setup Account screen**. You may use the search criteria to filter the display of accounts available for selection.

When statements are being printed for mailing, use the **Sort Mailing By** options to organize the print output for easier handling.

Select the **Print** button (or the **Fax** button, if you selected the Fax mode) to print statements for the accounts you have selected. Select the **Print All** button (or the **Fax All** button if you selected the Fax mode) to print or fax statements for all accounts listed in the grid, without having to make any selections.

Messages appear in the lower part of the screen as each selected statement is output. A "Completed" message informs you when all selected statements have been sent to the printer or fax interface.

Search Criteria

Scope of Search. Select a radio button to indicate how broad you wish the search to be.

All. Show accounts having an open balance and accounts having a zero balance. This is the default.

Open Balance. Show accounts having an outstanding balance only.

No Balance. Show accounts having a zero balance only.

Account Name. Enter all or the first part of the profile name to which the account is attached.

From Account Number/To Account Number. If you are searching for a specific AR account and you know its number, enter the account number in the **From Account Number** field. If you are searching for a range of AR account numbers, enter the first account number in the **From Account Number** field and the last account number in the **To Account Number** field.

Account Type. Each AR account is assigned an account type. Account types are defined in **Configuration>AR>Account Types**. Some examples of AR account types are: CORP = Corporate, LOCAL = Local Business, CATER = Catering, TRAV = Travel Agents, and BNQT = Banquets. Selecting an account type helps you to categorize your accounts receivable accounts for searching and reporting. Select the down arrow to display the AR Account Types list of values.

Minimum Balance. Enter an amount to show accounts having an outstanding balance of that amount or greater. Entering an amount here overrides the **No Balance** radio button, if selected.

Sort Mailing By (Print Mode Only). When printing statements, select the down arrow and make a choice to indicate how you would like the printed copies sorted. When you make a selection, the grid display is automatically organized according to your choice.

Account Name. Sort alphabetically by AR account name. Individual guest accounts are alphabetized by the guest's last name. This is the default.

AR Account Number. Sort by AR account number. Accounts having account numbers starting with an alphabetic character are output, in alphabetic order, following all statements having account numbers starting with numbers.

Country + Postal Code. Sort by the country, then postal code as provided by the AR address or, if no AR address is specified, by the primary address on the profile. If a postal code is not available, statement will be sorted by country, then alphabetically by city.