

Course Description:

This class will introduce new users to the receipt, entry and management of payment information and customer balances in COMMANDseries. Demonstrations, hands-on practice, and group discussions will be used to provide students with the knowledge and skills required to process payments, create statements, track customer balances, and generate related reports using COMMANDreceivables.

Who should attend and when:

Anyone in your organization who will be responsible for processing payments, creating customer statements, and generating payment and balance related reports should attend. If your company is new to COMMANDseries, this class should be taken prior to your Go-Live on COMMANDreceivables.

Prerequisites:

Prior to attending this class the student should:

- Possess basic Windows Operating System skills
- Be comfortable with the use of a keyboard and mouse
- Possess basic accounting knowledge
- Understand basic payment entry, posting, and balancing routines within your company
- Understand their specific job responsibilities within your organization

Course Objectives:

After completing this class students will know how to:

- Describe the flow of information in COMMANDseries
- Create a payment batch
- Create an adjustment batch
- Create an assignment batch
- Void a payment
- Create finance charges
- Edit finance charges
- Apply payments to invoices
- Create open payments
- Create miscellaneous payments
- Create invoice adjustments
- Create tax adjustments
- Release batches for posting
- Place batches on hold
- Post batches
- Edit GL entries in a sales batch
- Determine customer credit status
- Create customer notes
- Create messages to print
- Entering Beginning Balances
- Select appropriate A/R report
- Generate a report
- Use COMMANDseries Online Help and Workplace Features