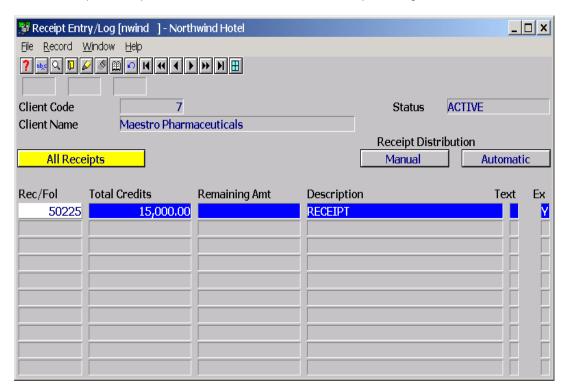# Common AR Questions

I've posted a cheque and distributed it to the incorrect invoice?

The purpose of this document is to illustrate the proper steps to correct a payment that has been applied to an incorrect Accounts Receivable invoice. This document begins in Receipt Management, as we apply a payment to an outstanding invoice.
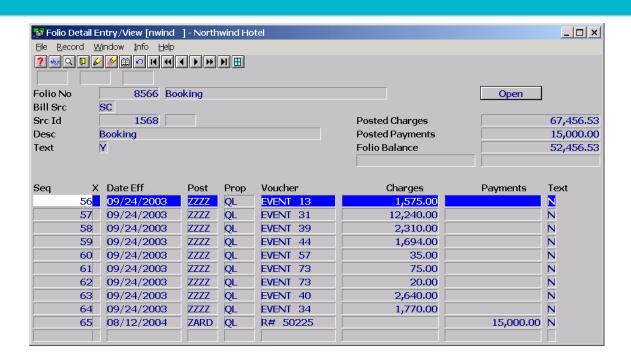
In this example, receipt # 50225 has been created in Receipt Management.

Below, receipt # 50225 has been applied to outstanding invoice #8566 in error. When Maestro applies a receipt to an invoice, the ZARD posting code is used.
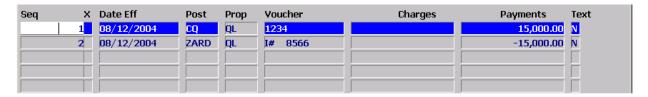
Folio Detail Entry/View [nwind] - Northwind Hotel

File Record Window Info Help

Folio No	8566 Booking					Open
Bill Src	SC					
Src Id	1568			Posted Charges	67,456.53	
Desc	Booking			Posted Payments	15,000.00	
Text	Y			Folio Balance	52,456.53	

Seq	X	Date Eff	Post	Prop	Voucher	Charges	Payments	Text
56		09/24/2003	ZZZZ	QL	EVENT 13	1,575.00		N
57		09/24/2003	ZZZZ	QL	EVENT 31	12,240.00		N
58		09/24/2003	ZZZZ	QL	EVENT 39	2,310.00		N
59		09/24/2003	ZZZZ	QL	EVENT 44	1,694.00		N
60		09/24/2003	ZZZZ	QL	EVENT 57	35.00		N
61		09/24/2003	ZZZZ	QL	EVENT 73	75.00		N
62		09/24/2003	ZZZZ	QL	EVENT 73	20.00		N
63		09/24/2003	ZZZZ	QL	EVENT 40	2,640.00		N
64		09/24/2003	ZZZZ	QL	EVENT 34	1,770.00		N
65		08/12/2004	ZARD	QL	R# 50225		15,000.00	N

***NOTE:
The ZARD posting code is used internally by Maestro and should never be adjusted manually. Manual postings will put ZARD out of balance.

When the receipt is applied to the invoice Maestro performs the following tasks internally:

On the Receipt:
    -ZARD offsets the payment

Seq	X	Date Eff	Post	Prop	Voucher	Charges	Payments	Text
1		08/12/2004	CQ	QL	1234		15,000.00	N
2		08/12/2004	ZARD	QL	I# 8566		-15,000.00	N

On the Invoice:
    -ZARD offsets the outstanding charges

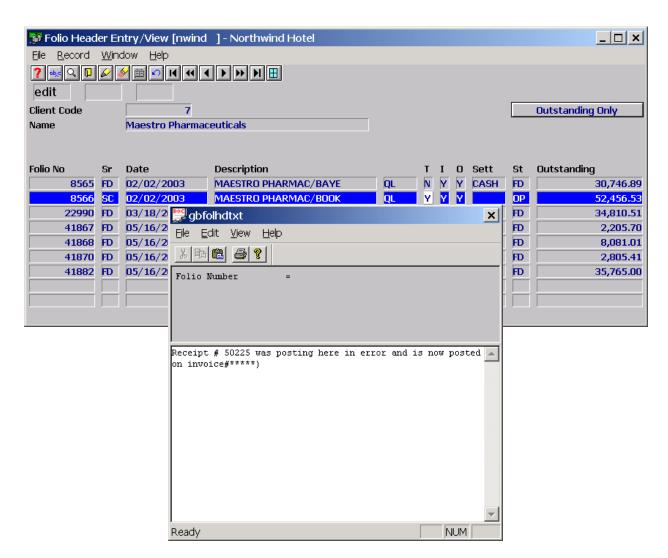|								
62		09/24/2003	ZZZZ	QL	EVENT 73	20.00		N
63		09/24/2003	ZZZZ	QL	EVENT 40	2,640.00		N
64		09/24/2003	ZZZZ	QL	EVENT 34	1,770.00		N
65		08/12/2004	ZARD	QL	R# 50225		15,000.00	N
66		06/08/2004	CQ	QL	ERROR		-15,000.00	N

Maestro
PMS like no other.

If you were to use ZARD on the invoice to correct the misapplied amount, Maestro will not automatically offset the manual posting which will leave ZARD out of balance.

To correct the receipt application error:
1) Locate the invoice that received the payment in error (invoice # 8566) and re-open the invoice.
2) F6, and use your posting code for cheque and enter a negative amount equal to the original receipt, in the voucher make a notation that this was an error or refer to the line you are fixing.
3) When you F4 from the Folio Detail Entry/View screen to the Folio Header Entry/View, F5 on T (text) and type in that the cheque was posting here in error and is now posted on invoice#*****)
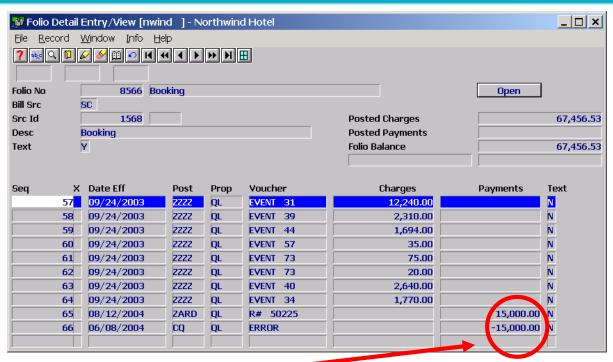

These steps will give this invoice a balance to be settled, the text on the folio header will let anyone know where the receipt amount is now sitting.
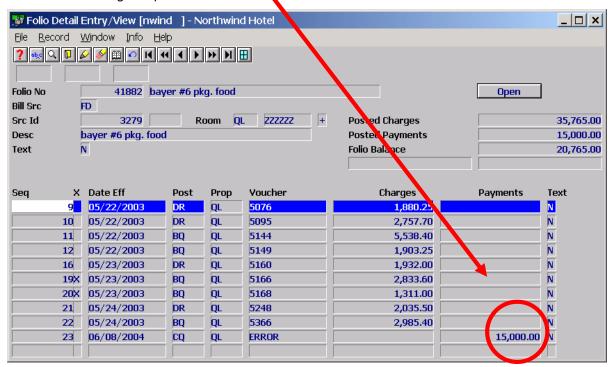
4) Then, F5 into the invoice to be settled and F6.
5) Use your cheque posting code, note the error in the voucher field, and post the receipt amount.

Folio Detail Entry/View [nwind   ] - Northwind Hotel

File   Record   Window   Info   Help

Folio No   8566   Booking   [Open]
Bill Src   SC
Src Id   1568   Posted Charges   67,456.53
Desc   Booking   Posted Payments
Text   Y   Folio Balance   67,456.53

Seq	X	Date Eff	Post	Prop	Voucher	Charges	Payments	Text
57		09/24/2003	ZZZZ	QL	EVENT 31	12,240.00		N
58		09/24/2003	ZZZZ	QL	EVENT 39	2,310.00		N
59		09/24/2003	ZZZZ	QL	EVENT 44	1,694.00		N
60		09/24/2003	ZZZZ	QL	EVENT 57	35.00		N
61		09/24/2003	ZZZZ	QL	EVENT 73	75.00		N
62		09/24/2003	ZZZZ	QL	EVENT 73	20.00		N
63		09/24/2003	ZZZZ	QL	EVENT 40	2,640.00		N
64		09/24/2003	ZZZZ	QL	EVENT 34	1,770.00		N
65		08/12/2004	ZARD	QL	R# 50225		15,000.00	N
66		06/08/2004	CQ	QL	ERROR		-15,000.00	N

***NOTE: Offsetting cheque entries.

Folio Detail Entry/View [nwind   ] - Northwind Hotel

File   Record   Window   Info   Help

Folio No   41882   bayer #6 pkg. food   [Open]
Bill Src   FD
Src Id   3279   Room QL ZZZZZZ [+]   Posted Charges   35,765.00
Desc   bayer #6 pkg. food   Posted Payments   15,000.00
Text   N   Folio Balance   20,765.00

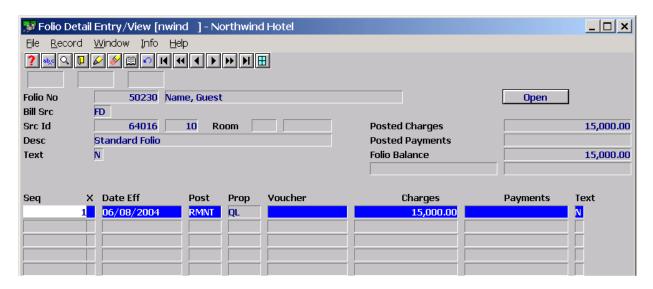| Seq	X	Date Eff	Post	Prop	Voucher	Charges	Payments	Text
9		05/22/2003	DR	QL	5076	1,880.25		N
10		05/22/2003	DR	QL	5095	2,757.70		N
11		05/22/2003	BQ	QL	5144	5,538.40		N
12		05/22/2003	BQ	QL	5149	1,903.25		N
16		05/23/2003	DR	QL	5160	1,932.00		N
19	X	05/23/2003	BQ	QL	5166	2,833.60		N
20	X	05/23/2003	BQ	QL	5168	1,311.00		N
21		05/24/2003	DR	QL	5248	2,035.50		N
22		05/24/2003	BQ	QL	5366	2,985.40		N
23		06/08/2004	CQ	QL	ERROR		15,000.00	N

6)   The two opposing Cheque posting codes will offset each other effectively transferring the receipt amount from one invoice to another.
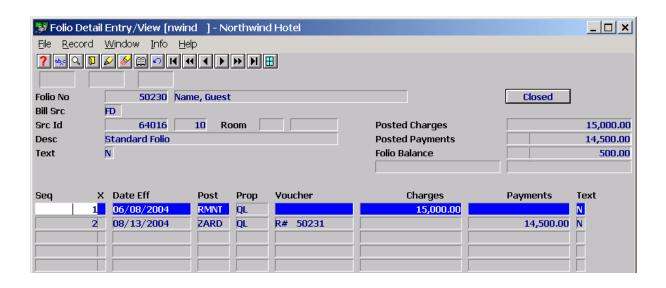
Maestro
PMS like no other.

I distributed a receipt but the amount was not enough to cover what needed to be paid?

In this example, we have received a cheque worth $15,000.00 to be applied to the outstanding invoice (# 50230).
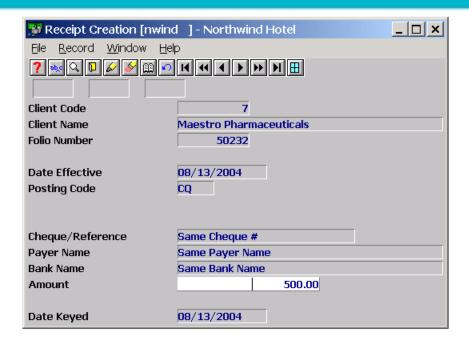

Below, receipt # 50231 has been applied against the outstanding balance on invoice #50230. However, there is still an outstanding of $500.00 to be settled.
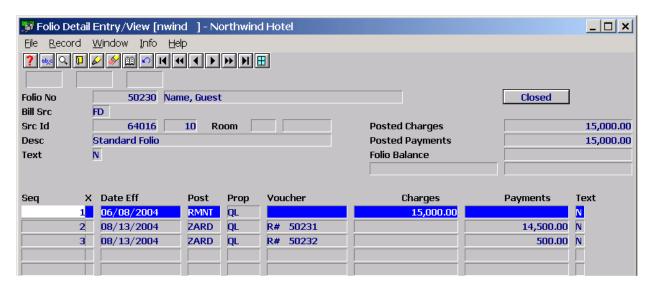

To rectify this situation, enter Receipt Management and create a second receipt duplicating the first cheque's information. See below.

Receipt Creation [nwind   ] - Northwind Hotel

File   Record   Window   Help

| | | | |

Client Code   7
Client Name   Maestro Pharmaceuticals
Folio Number   50232

Date Effective   08/13/2004
Posting Code   CQ

Cheque/Reference   Same Cheque #
Payer Name   Same Payer Name
Bank Name   Same Bank Name
Amount   500.00

Date Keyed   08/13/2004

Then apply this second receipt against the invoice with the outstanding balance.

Folio Detail Entry/View [nwind   ] - Northwind Hotel

File   Record   Window   Info   Help

| | | | |

Folio No   50230   Name, Guest   Closed
Bill Src   FD
Src Id   64016   10   Room   Posted Charges   15,000.00
Desc   Standard Folio   Posted Payments   15,000.00
Text   N   Folio Balance

Seq	X	Date Eff	Post	Prop	Voucher	Charges	Payments	Text
1		06/08/2004	RMNT	QL		15,000.00		N
2		08/13/2004	ZARD	QL	R# 50231		14,500.00	N
3		08/13/2004	ZARD	QL	R# 50232		500.00	N

I distributed a receipt but the amount was too much and I have a balance remaining on the receipt?

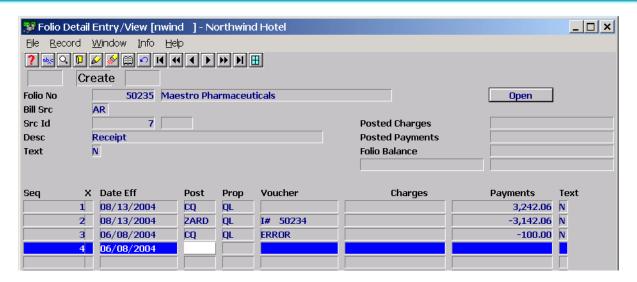In this example, we have received a cheque worth $3142.06 to be applied to the outstanding invoice (# 50234).

However, when entering the cheque amount in Receipt Management, the user entered $3242.06 in error. Maestro will apply the receipt against the outstanding balance and leave the remained on the receipt.
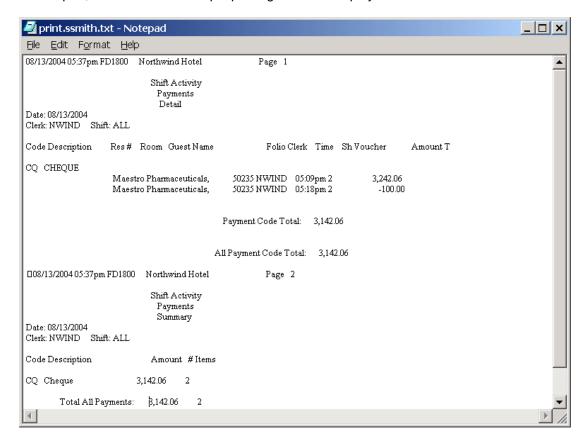

To remove this remaining amount, enter into Receipt Management and F5 into that receipt. F6 and use the cheque posting code, put in voucher about too much payment and then post a negative payment equal to your overage.

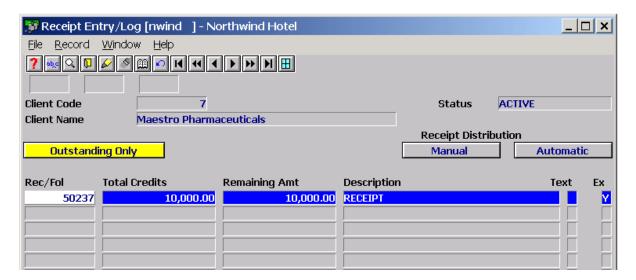On the Shift Report, the total of the Cheque posting code will display the net amount the entries.

I have posted a cheque and then realized it is on the wrong Account Receivable account?

In this example, we have received a payment of $1000.00 and created a new receipt (receipt # 50237) in Receipt Management for $10,000.00 in error. See Below.
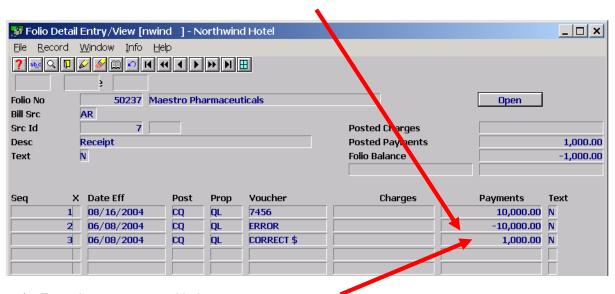
To resolve this situation:
1) Left click on the Receipt number and F5. F6 and use the cheque posting code, type into the voucher field notation about the error and post a negative payment equal to the error.

2) F6 and post an entry with the correct amount.