

# Switch Business Systems

## How do I make an adjustment?

and

## How do I apply an 'on account'?

Click on cash receipts on the menu.

Select the NEW option.

Enter the customer number or the name and select the customer. A message box will appear indicating the number of open invoices.

The Payment Type defaults to CH for check. There is a drop down box allowing for adjustment (AJ) and Wire Transfer (XF) instead. Select adjustment (AJ) in this instance.

Adjustments do not require a specific payment number. So enter the payment number as any desired reference number or even zero. It cannot be left empty.

Enter the adjustment amount in the payment attribute. This may be positive, negative. It is zero if adjustments are being made that do not change the bottom line.

Click on the grey 'Invoice application' button.

A form will appear showing the open invoice information. Enter the adjustment amount in the 'amount box' of the appropriate detail line.

Multiple invoices may be adjusted, positively or negatively, as long as the net result is equal to the total adjustment amount entered above.

To move a payment from one invoice to another or to apply an 'on account' amount the total adjustment or payment amount is entered as a zero.

When you have finished applying the payments click on the grey 'Continue' button and then click on the grey 'Save' button and the application is complete. If there is an imbalance between the payment amount and the total amount that has been applied against invoices an error message will appear showing the numbers. You will have to correct the entries before Retriever will accept them.

If you get any error messages please read them carefully as they are telling you that you are either missing data or have incorrect information entered.