

Enter Adjustments Function

Contextual Information for Enhanced Customer Service



Enter Adjustments Function

Introduction

The Enter Adjustments function is used when you have offsetting adjustments. Meaning, you need to debit one invoice and credit another – like in situations when the charges aren't added to a prepaid invoice because a box was not checked, etc.

Problem Statement

I know Summit Traffic is an open invoice system and the invoices won't ever remove if they still have a balance, whether it is a debit or a credit. I have quite a few adjustments that I need to make to zero out those open invoices. It is sometimes quite difficult to enter the adjustments having to locate each invoice.

Parameters

If there are two invoices, one with a credit amount and one with a debit amount, both are considered open invoices. The Enter Adjustments function will allow you to add adjustments to both invoices on the same screen saving time and aggravation.

Solution Overview

Enter the Adjustments

Post the Adjustments

Run the Adjustments report

Implementation: Step-by-step process to use the Enter Adjustments Function

1. **Enter the Adjustments**
 - a. Go to the Accounting menu, choose the A/R module, choose the Data Entry menu, and choose the Enter Adjustments function
 - b. Select either the Advertiser or the Agency tab depending on the adjustments you need to make
 - c. Press the New Adjustment button
 - d. Select the Advertiser or Agency from the list
 - e. Tab to the Adjustment type and the list of their invoices will display
 - f. Select the adjustment type from the drop-down. Be sure that it matches the type of adjustment you are doing. Example: if a payment is on one invoice and it needs to be moved to another invoice, you will use the adjustment type of adj payment (adjust payment)
 - g. The date will default today. You should leave the date at today to track when the adjustment was done and so you don't change balancing for prior months
 - h. Enter a reference as to why you are making the adjustment – this will be for both invoices
 - i. Enter the adjustment amounts on the appropriate invoice lines. Enter positive and negative amounts until the Amt Applied column and the Adjustment unapplied amounts are zero unless you are using the write off adjustment type.
 - j. If you make a mistake, you can click the remove button to remove what you have done to start over

2. Post the Adjustments

- a. Once the Amt Applied column and the Adjustment unapplied amounts are zero, you need to press the Post to A/R button. This button will not highlight unless those amounts are zero or you are using the write-off adjustment type. The system will automatically add the transaction lines to each invoice

3. Run the Adjustments report

- a. Once you are done entering the necessary adjustments for today, go to the Reports menu and choose the Adjustments report
- b. Include Invoices Dated: set the from date to the date of the first of the year of the first open invoice and set the thru date to today
- c. Include Adjustments Dated: set the from and thru dates to today
- d. Include Transactions: make sure all of them have a checkmark
- e. Report Format: Default layout is fine unless you have one created for this purpose
- f. Alphabetize by: Set to whatever sorts you want by right-clicking in the white areas
- g. Report Options: Set to whatever report options you want. Most commonly, none would be checked
- h. Restrictions: Set to the restrictions you want. Most commonly, set everything to All

Frequently Asked Questions

Question: I have the Adjustments report set to start each Channel on a new page and I'm getting some blank pages. Is information missing?

Answer: No, no information is missing. This is a known issue when having something on a new page. You can discard the blank pages.

Question: It is not allowing me to Post to A/R but I'm sure I am doing it correctly.

Answer: You need to double-check that the Adjustment unapplied amount at the bottom totals zero or that you are using the write-off adjustment type.

Question: I need to enter adjustments that don't offset each other, how do I do that?

Answer: You will need to go into Enter Transactions and manually add the adjustments. Please see the white paper on how to enter manual transactions.