

Brainworks AR

Creating, Accessing and Maintaining Client Profiles

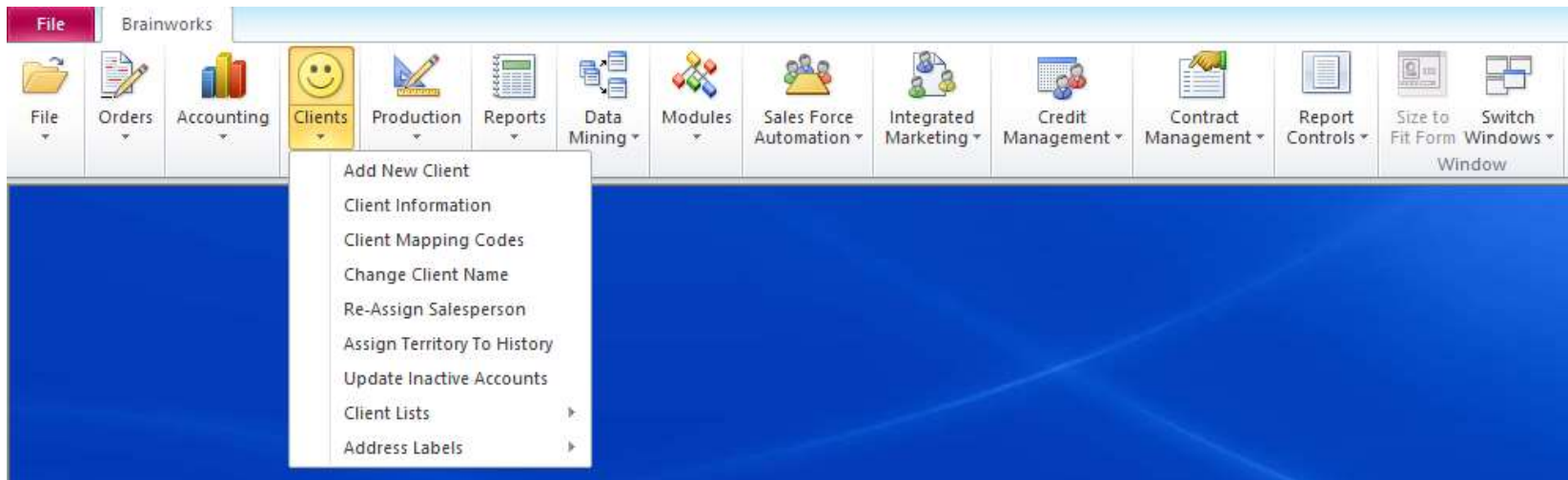
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Creating or Accessing Client Profiles

To create a new customer profile – select “Add New Client”

To access an existing customer’s profile – select “Client Information”

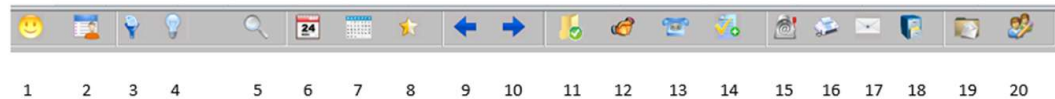


Client Toolbars

The only difference as seen, is the “client information” toolbar (on bottom) contains a “binoculars” image.

1. Refresh the client information
2. View the client list
3. Filter lists
4. Shows is a filter is being used
5. Zoom
6. Daily Schedule
7. Calendar Schedule
8. Star – filter open/closed tasks
9. Previous customer in list
10. Next customer in list
11. Tasks
12. Schedule appointment
13. Schedule phone call
14. Schedule to-do
15. Send e-mail
16. Send fax
17. Send letter
18. File Explorer
19. Messages
20. Attendees Tracking

Add New Client Toolbar:

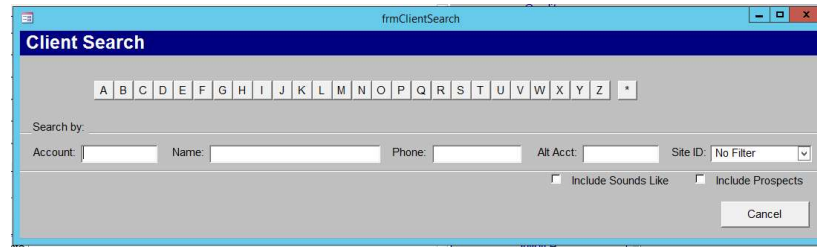


Client Information Toolbar:



Searching for a Client

- To open an existing customer's profile, click on the binoculars on the "client information" toolbar

The image shows a software window titled "frmClientSearch" with a "Client Search" header. Below the header is a horizontal menu of letters from A to Z. Underneath is a "Search by:" label followed by five input fields: "Account:", "Name:", "Phone:", "Alt Acct:", and "Site ID:". The "Site ID:" field has a dropdown menu currently showing "No Filter". Below these fields are two checkboxes: "Include Sounds Like" and "Include Prospects". A "Cancel" button is located at the bottom right of the dialog box.

- At this point you can either select the first letter of the customer's name and search through a list of customers, or you can directly enter one of the following fields:
 - Account number
 - Name (% can be used as wildcard)
 - Phone number
 - Alternate account number
 - Site
 - Press the **Tab** or **Enter** key to execute the search
- If you searched by customer using the alphabet icon, click the **Client List** icon on the toolbar to toggle the customer list on/off

Client Profile Information

- As seen on slide 4, the client profile is built with the following sections:
 - Address information
 - Contact information
 - Credit
 - Statement
 - Invoice
 - Customer Type
 - Account Information
 - Client Designations

Address & Contact Information

- Account/Name:
 - The account number is assigned when opening a new account. Name appears on all BW reports and will populate to Company Name in Address Information.
- Address Information:
 - This is the name and address to mail Statements/Invoices. You can change the Company Name that populated from the Account Name.
- Contact Information:
 - Enter contact information for billing purposes:
 - Need e-mail address for e-statements/e-invoices
 - Obtain as much information as possible when entering a new account.

Credit Section

- Code/Hold
 - When a new customer is created, a default PP credit code will automatically populate this field
- Hold Check Box:
 - If box is checked, the account will not be allowed to place ads until the credit department releases them.
- Collector
 - The name or user login of the collection person assigned to the account.
- Print P.D. Notice
 - Check this box if this account should get past due notices
 - Customer will only receive a past due notice if this box is checked, and they are 30 days or over past due
- Svc Charge Exempt
 - Y – this client is exempt from all service charges
 - N – services charges may be applied
- Credit App Status
 - Choose from the following options:
 - A – approved
 - D – denied
 - P – pending
 - N – not applicable

Statement, Invoice & Customer Type Sections

- There are three check boxes in the statement and invoice sections for delivery methods: print, fax, or email.
 - Print
 - Check this box if you want this customer to have their statement/invoice printed
 - Fax
 - Check this box if you want this customer to have their statement/invoice faxed
 - It will be faxed to the fax number listed in the contact information section
 - This feature must be setup before statement faxing is available
 - Email
 - Check this box if you want this customer to have their statement/invoice emailed
 - It will be emailed to the email address listed in the contact information section
 - This feature must be setup before statement emailing is available
 - Cycle
 - Defines the period when the customer's statement/invoice will be delivered
- Customer Types
 - Commercial – commercial customer
 - Subscriber – client subscribes to the newspaper
 - Prepay – don't use this option, instead select the **PP** option for **code/hold** in the credit section
 - Funnel – used for sales force automation
 - State/county/city tax exempt – client is exempt from these taxes
 - No purge – classified ads are to be kept
 - Standby – client is a standby customer
 - No Web Prepay – client is not required to prepay web entered ads
 - PO required – purchase order # is required
 - If this box is checked, it will prompt Ad Perks to put in a PO #

Account Information – Info 1 tab

- Creating a Parent Account
 - Parent accounts can only be created and linked to advertisers in the A/R application
 - To create a parent account, enter all the normal client information and select **YES** in the Parent Acct field
 - Accounts that have advertising activity cannot become a parent
- Linking an account to a parent account
 - With the client loaded into the form, click the **Parent** button at the bottom of the panel
 - Click the **Add** button
 - Choose a parent account from the drop-down list in the Parent Acct field
 - Decide whether the statement, contract, A/R and credit belong to the parent or the child
 - Click **ok**
 - Refresh client information (smiley face on toolbar) to close the agency listing
- Creating an Agency Account
 - Agency accounts can only be created and linked to advertisers in the A/R application
 - To create an agency account, enter all the normal client information and select **YES** in the Agency Acct field
 - To use the agency relationship, choose the agency from the list of options for the customer in Ad Perks
- Linking a customer to an agency
 - With the client loaded into the form, click the **Agencies** button at the bottom of the panel
 - Click the **Add** button
 - Choose an agency from the drop-down list in the Agency field
 - Enter a commission %
 - Decide whether the statement, A/R and credit belong to the advertiser or the agency
 - Decide if the billing is net or gross
 - Click **ok**
 - Refresh client information (smiley face on toolbar) to close the agency listing

Accounting Information

Accounting Information: Additional Features on Info 2 tab

Info 1 tab - continued

- Client Designations
 - All of these are **REQUIRED**:
 - Salesperson Code – used to identify orders by a particular salesperson
 - Territory – designates a specific geographic region in which a client is located
 - Client Type – designates the client as an agency, legal, display, etc.
 - Rev Code – for reporting revenue to the proper accounting type
 - Category – represents the type of business the client performs
- Rate Cat – **LEAVE BLANK** – the client's rate category

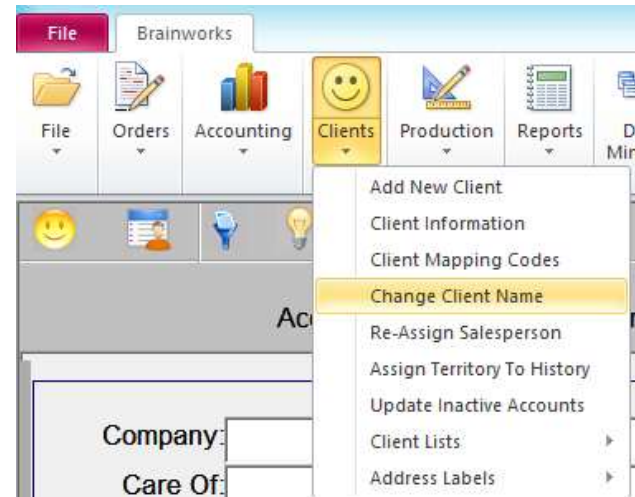
The screenshot displays a software interface with several windows. At the top, a tabbed menu includes 'Info 1', 'Info 2', 'Info 3', 'Info 4', 'Notes', 'Reps', and 'Documents'. The 'Info 2' tab is active, showing 'Account Information' and 'Additional Features' sections. The 'Account Information' section contains fields for Phone2, Email2, Website2 (with 'http://' pre-filled), Pwd, Affidavits, Level, Trancode, and Web Access. The 'Additional Features' section includes checkboxes for Tears, Coop, Solicitation, Credit Card, and Bank Info, along with buttons for Tears, Targets, Audit Report, and Multi SP. Below this is a toolbar with icons for Sales, Open Items, Payments, Adjustments, Ledger, Contracts, Sales Total, Orders, Messages, Notes, Parent, Tasks, UDF Fields, Budget, Ad, Ad Order, Agencies, Aging, Comp Media, Opportunity, Map, ZoomInfo, Social, Comp Ad, and Graph. Below the toolbar are three detail windows: 'Tear Sheets Detail' with fields for 'Number of tear sheets this location', 'Name', 'Attention', 'Street', 'Street 2', 'City State Zip', and 'Email'; 'Client Solicitation' with a 'Do not solicit by' section containing checkboxes for Phone, Email, Fax, and Letter; and 'Credit Card Detail' with fields for Card Number, Name on card, Type, Expiration, Address, Address 2, City, State, and Zip Code. A red asterisk indicates required fields. Each window has 'Save' and 'Cancel' buttons.

Accounting Information: Info 2 tab - Additional Features, plus remaining tabs

- Tears
 - To enter tears information, click the **Tears** button
 - The number to the left of the tears button reflects the number of tear sheets defined – it is updated when you enter information in the Tear Sheets panel
 - Click the **Add** button to add tear sheet information
- Solicitation Rules
 - To enter Do Not Solicit information for this account, click the **Solicitation** button
 - Specify if the customer requests you to block phone calls, emails, faxes, or letters
- Credit Cards
 - You can store a customer's credit card information with their account by clicking on the **Credit Card** button under the info 2 tab
 - Enter the appropriate information and click the **Save** button
 - An asterisk (*) indicates the required fields
 - The BW system stores the credit card number in an encrypted format
- **Ignore info tabs 3 & 4 and Reps tab. These are reference tabs only, or contain fields that should not have any information entered into them.**
- Notes
 - There are two notes screens that can be used
 - By selecting the checkbox next to Alert on either/or both notes, you prompt these notes to appear in the Ad Perks panel
- Documents
 - This is used so that you can keep important documents on file that pertain to the customer such as contracts, letters, presentations, etc.
 - The folder icon will open the folder on the server containing the document
 - The copy icon will copy the document to a new location

Changing a Client's Name

- To change the client name, **select** Brainworks – Clients – Change Client Name
- Search for the client by name or account number
- Specify the **New Client Name**
- Click the **Update Billing Name** checkbox
- Click the **ok** button at the bottom of the panel



Change Client Name

Select Existing Customer

Account: Name:

New Client Name: Update Billing Name

Client Details - Lists

- In any of the lists generated by the Client Detail buttons, you can sort the information by right-clicking anywhere in the column
 - To sort by amount, right-click in the amount column
 - You can sort in ascending or descending order
- You can filter for specific information
 - Right-click on the information that you wish to filter and use one of the filtering options provided
 - You can filter by
 - Selection
 - Filter excluding specific item
 - Filter for a specific item
 - Type the item name in the white search box

Dis	DateTran	Pub	Ticket	Units	StatSect	Rate	PaidP	Color	PU	Amount	Advert		
▶	12/30/17	1000	TTE	9721	5.00	5.00	CHURC	10.35	0.00	2.15	0.00	12.50	28
□	12/23/17	1000	TTE	9721	5.00	5.00	CHURC	10.35	0.00	2.15	0.00	12.50	28
□	12/16/17	1000	TTE	9721	5.00	5.00	CHURC	10.35	0.00	2.15	0.00	12.50	28
□	12/09/17	1000	TTE	9721	5.00	5.00	CHURC	10.35	0.00	2.15	0.00	12.50	28
□	12/02/17	1000	TTE	9721	5.00	5.00	CHURC	10.35	0.00	2.15	0.00	12.50	28
□	11/25/17	1000	TTE	9721	5.00	5.00	CHURC	10.35	0.00	2.15	0.00	12.50	28
□	11/18/17	1000	TTE	9721	5.00	5.00	CHURC	10.35	0.00	2.15	0.00	12.50	28
□	11/11/17	1000	TTE	9721	5.00	5.00	CHURC	10.35	0.00	2.15	0.00	12.50	28

Right-Click a column to sort by that column

Record: 11 of 1 | No Filter | Search | 4 |

Ticket: View Ads | Posted Non Posted All | View Tears | EMail Tears | Print | Detail

Sales \$ | Open Items | Payments \$ | Adjustments | Ledger \$ | Contracts | Sales Total | Orders \$ | Messages | Notes | Parent | Tasks | UDF Fields | Budget | Ad 24 | Ad Order | Agencies | Aging | Comp Media | Opportunity | Map | ZoomInfo | Social | Comp Ad | Graph

Client Details

Sales

- To view sales information, click the **Sales** button
- The listing shows an item-by-item list of all the customer's sales
- The customer's sales are displayed on this screen in descending date order
- The Dis check box signifies the ad is in dispute
- You can view the list by posted, non-posted and all
- You can:
 - View tear sheets for the client
 - E-mail tear sheets to the client
 - Print the list as a report
 - View details about a specific ad in the list

Open Items

- To view a list of open (unpaid) items for the client click the **Open Items** button
- Outstanding transactions and anything that has not been paid in full are displayed
- The Dis check box signifies the ad is in dispute
- You can:
 - Print a report
 - View transaction detail
 - View e-tears
 - E-mail tear sheets
- To see the detail of a specific open item, click the **Detail** button
- The Open Items screen also allows you to toggle between *Bad Debt* and *Non Bad Debt* items
 - As items get paid, they will be removed from the Open Items screen

Client Details

Payments

- To view a list of payments, click the **Payments** button
- A list of all payments made by the client is displayed
 - Payments are shown with the corresponding check number and batch number
- Click the gray box on the right end to view the credit target

Account	Date	Tran	Invoice	Check No.	Batch #	Note Billing	Amount	Applied	Balance
110008	10/01/12	Y9004	0	24320039	5392	thank you for yo	-11008.65	-11008.65	0.00
110008	09/30/12	Y9004	0	24287791	5154	thank you for yo	-8021.40	-8021.40	0.00
110008	07/30/12	Y9004	0	24255118	4889	thank you for yo	-9316.20	-9316.20	0.00
110008	07/02/12	Y9004	0	24225458	4686	thank you for yo	-10732.20	-10732.20	0.00
110008	06/04/12	Y9004	0	24194648	4418	thank you for yo	-5883.45	-5883.45	0.00
110008	05/02/12	Y9004	0	24161524	4282	thank you for yo	-7781.50	-7781.50	0.00
110008	03/30/12	Y9004	0	24127461	4161	thank you for yo	-9992.20	-9992.20	0.00
110008	03/02/12	Y9004	0	24097802	4054	thank you for yo	-8088.50	-8088.50	0.00
110008	01/31/12	Y9004	0	24066400	3942	thank you for yo	-24492.00	-24492.00	0.00

Ledger

- To view a list of ledger items, click the **Ledger** button
- A complete history for the client is displayed
 - Shows all of the charges, payments, adjustments, bad debts and refunds that have been posted to the account
- To see the detail of a specific item, select the item and click the **Detail** button
- The Dis check box signifies the ad is in dispute
- Click the gray button next to the Balance column to see how the item was applied
 - If it is a payment, you will see all of the charges the payment was applied to
 - If it is a charge, you will see any payment or adjustment applied to the charge
- To find a specific ad, type the ticket number into the **Ticket** box
- To view the bad debt ledger, select the **Bad Debt** check box

Client Details

Contacts

- To view a list of all contact people that exist for a client, click on the **Contacts** button
- Each contact is assigned a type so that you can quickly identify each contact person
- Click the **Add** button to add a new contact person
- Click on the first or last name of an existing contact person to edit the contact details of this person

Contact Details

- In contact details, you can enter critical data such as contact type, notes, interests, solicitation options, etc.
- Press the ALT+I keys to enter the username and timestamp to a note
- Check the primary box if this is the primary contact
- The customer type is a **REQUIRED** field

The screenshot shows a 'Contact Details' form with several sections:

- Address Information:** Fields for First Name, Last Name, Title, Street, Address 2, and City St Zip.
- Contact Information:** Fields for Bus Phone, Cell Phone, Fax, Email, Extension, and Home Phone. It also includes checkboxes for 'Primary', 'Credit', 'Cr App', 'No Phone', 'No Fax', 'No Email', and 'No Mail', and a 'Type' dropdown menu.
- Statement:** Checkboxes for 'Print', 'Fax', and 'Email', and a 'Revenue Categ' dropdown.
- UDF Fields:** Fields for 'Birthday', 'Extra_Email', 'Interest_Hobbies', 'Spouse_Name', and 'Annual_Events_Promo'.
- Notes:** A large text area for entering notes.
- Buttons:** 'Delete', 'Save', and 'Close' buttons at the bottom right.

Client Details

Sales Total

- To view a list of total dollars and units by month for this client, click the **Sales Total** button
- Displays an “at-a-glance” look at the account’s sales activity
 - All ads and ad specific adjustments make up the monthly totals
 - To generate a monthly sales totals report, click the **Print** button
- To view a list of ads that make up the Sales Totals for a month, double click on the Month name
 - This will display the **Sales** button and filter on all ads for that particular month
 - Click the **Filter** button to return to the full list of ads on the Sales panel, or click the **Sales Totals** button and double click on another month to see the details of that month

Orders

- To view a list of orders (tickets) for this client, click the **Orders** button
 - Displays detail about the start and stop date of the ad as well as the number of times the ad is scheduled to run
- To search for a specific order, enter the ticket number and press the **Enter** key
 - Displays the order at the top of the list

Client Details

Messages

- To view a list of all Credit Messages that were placed on the account, click the **Message** button
- The screen displays the date and time of any notes that have been entered by the credit department
- It also shows call back dates
 - If the call back is completed, then the box will be checked
- Messages can be entered here or in the credit management module
- To add a new message, click the **Add** button or right click on the message button
- To view more information about a specific message, select the gray box to the left of the item you want to view and then click the **Detail** button

Graphs

- To view a bar graph of the client's monthly sales activity compared to last year, click on the **Graph** button
- To print a copy of the bar graph, click the **Print** button

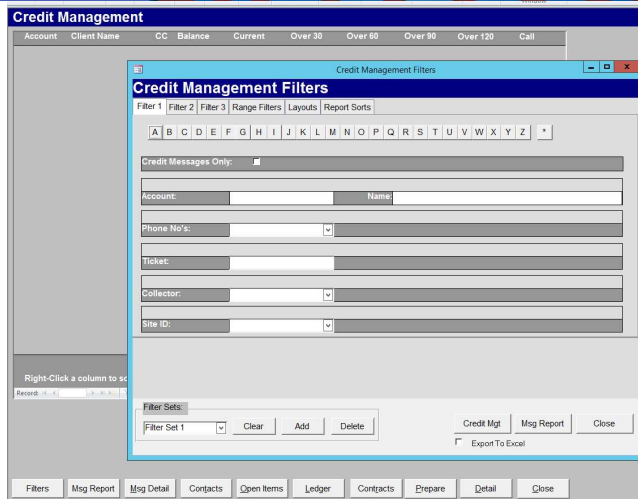
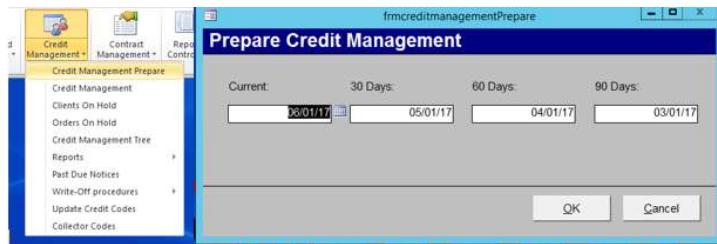
Brainworks AR

Credit Management, Bad Debts & AR Aging

Credit Management

Preparing Credit Management

- **Select** Brainworks – Credit Management – Credit Management Prepare
 - Updates credit management information



Accessing Credit Management

- **Select** Brainworks – Credit Management – Credit Management
- Click the **Filters** button to specify your search within the client list
 - Filter 2 includes the option to search by action and result codes

Credit Management Message Codes		
Code	Description	Type
CR	Called Sales Rep	Action
IC	Incoming Call	Action
OC	Outgoing Call	Action
RE	Received Email	Action
SL	Sent Letter	Action
BD	Bad Debit Account	Result
BL	Blocked Insertions	Result
BP	Broken Promise	Result
CB	Need To Call Back	Result
PC	Promise to Pay with Change	Result
PP	Promise to Pay	Result

- Using the detail buttons
 - Msg Detail – shows account number, name, phone number
 - Contacts – enter new contact information here
 - Prepare – refreshes screen for payments applied

Past Due Notices

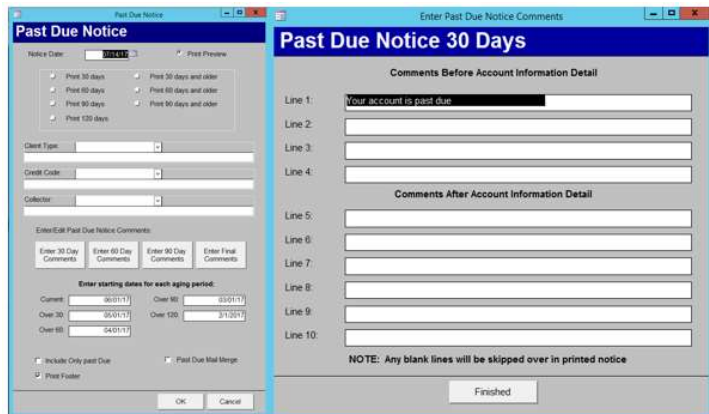
- **Select Brainworks – Credit Management – Past Due Notices**
- The Past Due Notices report lists all of the past due accounts as of a specific date and prints a separate notice for each account that shows the aging and lists all of the open items. The notice is typically printed on company letterhead.
- To enter past due comments:
 - Press either the enter **30 day, 60 day, 90 day, or final comments buttons** on the **Past Due Notice** screen and enter appropriate comments

July 14, 2017 Account # 28017

[REDACTED]

Dear Advertiser:
Your account is past due

Publication	Invoice Date	Ad Number	Amount
	06/30/17	0	\$1,157.50
Total Amount Past Due --			\$0.00
Total Amount Due On Account --			\$1,157.50



CURRENT AMOUNT	30 DAYS	60 DAYS	90 DAYS	120 DAYS	AMOUNT DUE
1,157.50	0.00	0.00	0.00	0.00	\$1,157.50

Sincerely,

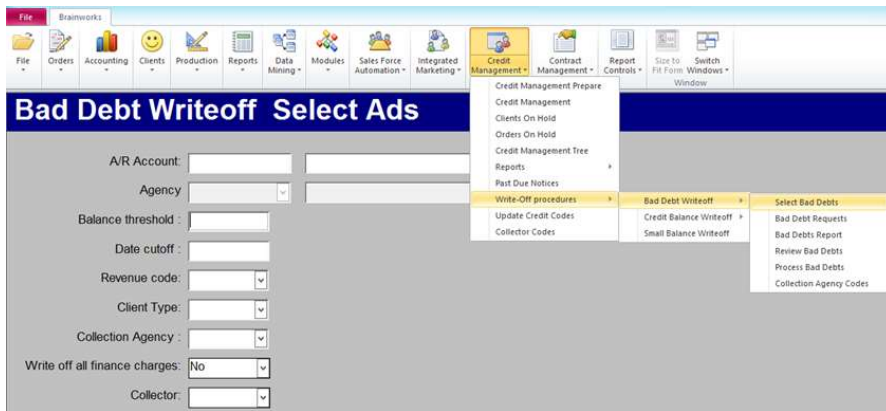
Bad Debts

First Step – Write Off

- **Select** Brainworks – Credit Management – Write Off Procedures – Bad Debt Writeoff – Select Bad Debts
- Choose your parameters to obtain a list of customers to write-off

Second Step - Review

- **Select** Brainworks – Credit Management – Write Off Procedures – Bad Debt Writeoff – Review Bad Debts



Bad Debt Writeoff Review Ads										
Review Bad Debts										
Account	Name	Adi/Agency	Adi/Agency Name	Rev	Date	Ticket	SP	FC	Balance	Collection Agency
62823	*ALACHUA TODAY NEWSPAP	62823	*ALACHUA TODAY NEWSPAP		05/31/17	0			\$2,517.03	BW
62823	*ALACHUA TODAY NEWSPAP	62823	*ALACHUA TODAY NEWSPAP		06/30/17	0			\$4,769.39	BW
62695	*AMERICUS SHOPPER	62695	*AMERICUS SHOPPER		06/30/17	0			\$4,857.20	BW
63594	*BLUE WILLOW MEDIA GROU	63594	*BLUE WILLOW MEDIA GROU		12/31/16	0			\$2,016.47	BW
63594	*BLUE WILLOW MEDIA GROU	63594	*BLUE WILLOW MEDIA GROU		01/31/17	0			\$45.25	BW
63594	*BLUE WILLOW MEDIA GROU	63594	*BLUE WILLOW MEDIA GROU		02/28/17	0			\$45.93	BW
63594	*BLUE WILLOW MEDIA GROU	63594	*BLUE WILLOW MEDIA GROU		03/31/17	0			\$46.61	BW
63594	*BLUE WILLOW MEDIA GROU	63594	*BLUE WILLOW MEDIA GROU		04/30/17	0			\$39.81	BW
63594	*BLUE WILLOW MEDIA GROU	63594	*BLUE WILLOW MEDIA GROU		05/31/17	0			\$40.41	BW
63594	*BLUE WILLOW MEDIA GROU	63594	*BLUE WILLOW MEDIA GROU		06/30/17	0			\$33.52	BW
61968	*COOK COUNTY ADVERTISER	61968	*COOK COUNTY ADVERTISER		04/30/17	0			\$5,038.03	BW
61968	*COOK COUNTY ADVERTISER	61968	*COOK COUNTY ADVERTISER		05/31/17	0			\$14,989.58	BW
61968	*COOK COUNTY ADVERTISER	61968	*COOK COUNTY ADVERTISER		06/30/17	0			\$11,111.99	BW
62733	*DIXIE CO ADVOCATE	62733	*DIXIE CO ADVOCATE		04/30/17	0			\$510.17	BW
62733	*DIXIE CO ADVOCATE	62733	*DIXIE CO ADVOCATE		05/31/17	0			\$3,260.63	BW
62733	*DIXIE CO ADVOCATE	62733	*DIXIE CO ADVOCATE		06/30/17	0			\$2,544.25	BW
61561	*GREENE PUBLISHING	61561	*GREENE PUBLISHING		05/31/17	0			\$9,197.50	BW
61561	*GREENE PUBLISHING	61561	*GREENE PUBLISHING		06/30/17	0			\$7,925.71	BW
63396	*MID STATE SHOPPERS GUID	63396	*MID STATE SHOPPERS GUID		06/30/17	0			\$5,474.04	BW
63441	*MIDDLE GEORGIA MARKETP	63441	*MIDDLE GEORGIA MARKETP		06/30/17	0			\$4,181.64	BW
67621	*PRE-PAID PRINT JOBS	67621	*PRE-PAID PRINT JOBS		06/30/17	0			\$248.89	BW
62456	*PROPERTY X CHANGE	62456	*PROPERTY X CHANGE		02/28/17	0			\$562.72	BW
62456	*PROPERTY X CHANGE	62456	*PROPERTY X CHANGE		03/31/17	0			\$1,746.10	BW
62456	*PROPERTY X CHANGE	62456	*PROPERTY X CHANGE		05/31/17	0			\$1,746.10	BW
62456	*PROPERTY X CHANGE	62456	*PROPERTY X CHANGE		06/30/17	0			\$1,396.88	BW
64097	*QUEZADA'S COMMUNICATIO	64097	*QUEZADA'S COMMUNICATIO		06/30/17	0			\$167.62	BW
61920	*SOUTH GA SHOPPER AND O	61920	*SOUTH GA SHOPPER AND O		01/31/17	0			\$1,220.46	BW
61920	*SOUTH GA SHOPPER AND O	61920	*SOUTH GA SHOPPER AND O		02/28/17	0			\$3,073.89	BW
61920	*SOUTH GA SHOPPER AND O	61920	*SOUTH GA SHOPPER AND O		03/31/17	0			\$3,128.33	BW
61920	*SOUTH GA SHOPPER AND O	61920	*SOUTH GA SHOPPER AND O		04/30/17	0			\$2,346.80	BW
61920	*SOUTH GA SHOPPER AND O	61920	*SOUTH GA SHOPPER AND O		05/31/17	0			\$2,019.90	BW
61920	*SOUTH GA SHOPPER AND O	61920	*SOUTH GA SHOPPER AND O		06/30/17	0			\$2,654.79	BW
63651	*SOUTHERN OUTDOORS MAG	63651	*SOUTHERN OUTDOORS MAG		12/31/16	0			\$10,305.09	BW

Bad Debts

Second Step - Review

- The review screen shows a list of all transactions that were selected for Bad Debt Write Off
- To review the client record for a specific account, select a transaction for the account and click on the **Client** button
- To delete transactions from the write-off list, select the transactions and then hit the **Delete** key on the keyboard
- To highlight a group of transactions to be deleted:
 - Select the box at the left of the account number
 - Hold the left mouse button down
 - Scroll down the list of transactions
- The system will show a message box stating the number of accounts to be deleted
- Click **OK** to delete or **Cancel** to exit
- At the bottom of the screen the total write-off amount is displayed
- After removing all the transactions that are not to be written off, click the **Close** button to exit the Review Bad Debts screen

Third Step - Print

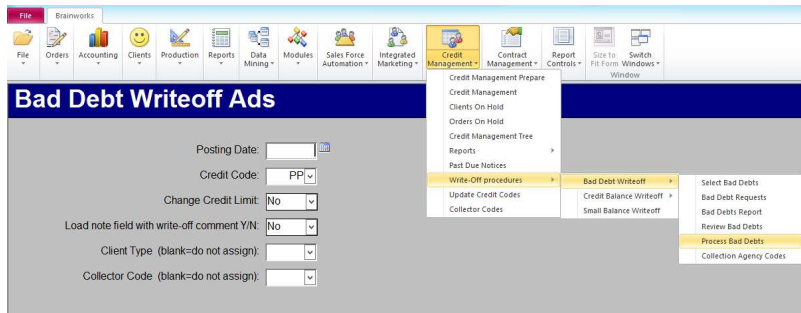
- **Select** Brainworks – Credit Management – Write Off Procedures – Bad Debt Writeoff – Bad Debts Report
- Print this report **BEFORE** processing the Bad Debt Write-off to see a list of ad transactions that are ready to be sent to Bad Debt Write-off
- To print the report to the screen, make sure the **Preview** button is selected



Bad Debts

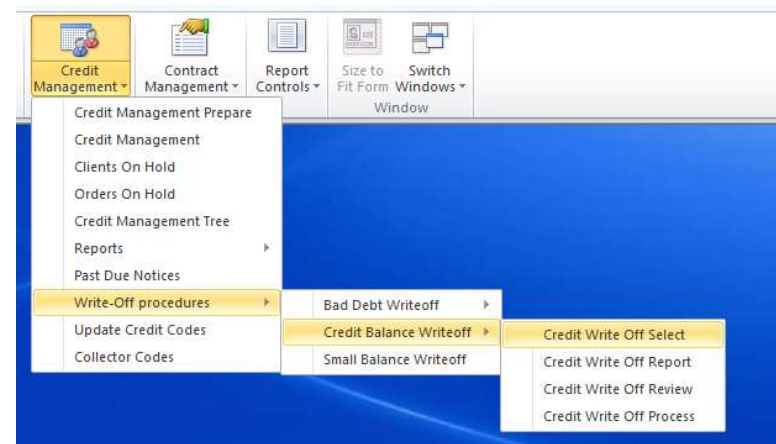
Final Step – Process Bad Debts

- **Select** Brainworks – Credit Management – Write Off Procedures – Bad Debt Writeoff – Process Bad Debts
- Enter appropriate criteria and select the **Process** button at the bottom of the screen
- When the write-off is complete a credit entry will be made to your accounts receivables and your bad debt receivables



Other Ways to Process Bad Debts

- **Select** Brainworks – Credit Management – Write Off Procedures – Credit Balance Write off or Small Balance Write off
- Credit Balance Write-off is used to select individual transactions or account balances
- Small Balance Write-off is used for transactions usually less than a \$1.00



Accounts Receivable Aging

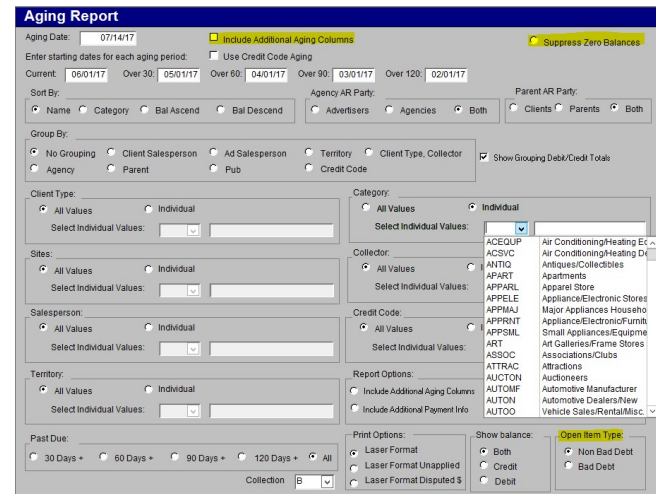
AR Aging

- To view the aging detail for a client, click in a specific aging bucket
 - A listing of open items for that aging period will be displayed



Aging Report

- Select Brainworks – Accounting – Accounting Reports – Aging Report
- Reports are generated based on your selections and can include all values or individual client types, categories, sites, etc.
- If the *Suppress Zero Balances* is marked, accounts with a zero balance will not appear on the report, even if they had activity
- If *Include Additional Aging Columns* is not checked, the report will only include up to the Over 90 day column
- In the *Open Item Type* box, you can choose between Non Bad Debt and Bad Debt (which includes anyone written off)

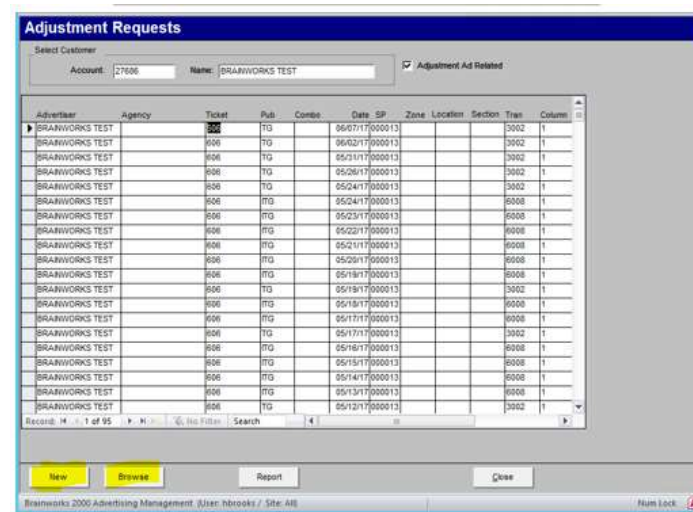


Brainworks AR

Adjustments, Payments & Statements

Adjustments

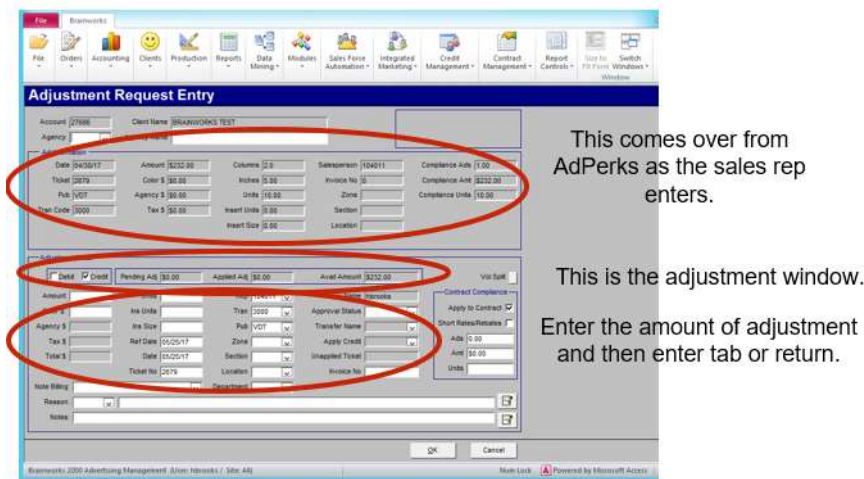
- Adjustment request will always default to credit, but they can be changed to debit
- The following fields are required (this may vary depending on whether it is an ad adjustment or non-ad adjustment, so pay attention to pop up messages):
 - Amount
 - Color \$
 - Approval Status
 - Note Billing
 - Reason
- **Select** Brainworks – Accounting – Adjustments – Adjustment Request
- This is where adjustments that are ad related will be entered
 - Any ads that are not paid for will show in this list
- Click on the **New** button to add an adjustment request
- Click on **Browse** to view adjustments waiting for your approval
 - User will get a pop up message upon logging in/out if an approval is pending



Adjustments

- The top part of the screen shows information about the original ad
 - If an adjustment is not ad related, this area will contain no information

- The lower section of this screen is where you will enter relevant information about the adjustment
- After completing all of the details, enter an explanation for the adjustment, in the **Reason** field
- Use the **Note Billing** field to have a note appear on the customer's invoice/statement
- The final approval person will be able to review these notes
- A **Notes** field is available in which you may enter additional information about the adjustment



Adjustments

- There are 4 Approval Statuses:
 - Denied: request was denied and removed from list of adjustments
 - Denied – Return to Sender: request was denied but original user will receive a notice and adjustment will be returned to original user's browse list
 - Final Approval: automatically posts adjustment
 - Transfer: adjustment request is moved to another user for review
- Based on privileges granted in the user setup, the system will determine which of these types can be used
- If Transfer is used, the Transfer Name from Security setup will be pre-filled with the transfer data
 - To view a list of adjustments transferred to the current user, click **Browse** in the Adjustment Request
- A NOTE on Ad-related vs Non Ad-related adjustments
 - If an ad is paid for it will not appear in the adjustment list
 - Once the ad is paid in full the system assumes there to be no issues and removes it from the open ads lists
 - If the ad is not available for an adjustment to be applied, then a non ad-related adjustment will need to be made against the customer

Posting Payments

- **Select** Brainworks – Accounting – Cash Receipts
- This is where all AR payments are processed
 - This is for cash receipts only - not prepayments
 - Prepayments for ads are to be processed through Ad Perks
- Payments are typically processed in batches
- Batches allow for easy reapplication of payments
- The following payment types can be done in Cash Receipts
 - Cash (choose payment type *other*)
 - Check (choose payment type *other*)
 - Credit Card (Visa, MC, Discover, Amex)
 - Card numbers are encrypted up to the last 4 digits
 - Brainworks AR can store up to 10 credit cards
 - Double click in the *Credit Card No* box to add/see all cards on file
 - When making credit card payments, you will be notified immediately if the payment is authorized or if the card is declined
 - If the credit card is declined, be sure to click **CANCEL** when the error message is received, and **not ok**
 - Cash Receipts is fully PCI compliant
 - Credit cards are stored as tokens and referenced in a credit card warehouse
 - When entering a credit card for payment, the address information is not marked as required, but go ahead and enter it, because it will be required on a later screen.
 - The initial screen also doesn't ask for the CC security code, but you will need this before you finish processing the payment so go ahead and get it as well.

Posting Payments

- Select **New Batch** button
- The current date will be entered but this can be changed if necessary
- Control total is the amount of your batch
- Description – Name your batch (ex. 1040 RLE 070317)
- Click **ok**
- Start posting – **Checks should be posted in a separate batch from credit cards**
 - **Don't close batch until you are finished posting**
 - Use the Switch Windows button
- Select Customer
- Enter account number and hit enter
- Enter check number
 - When entering checks, you must select a **tran code** (payment type)
 - At the bottom, the duplicate transaction box is checked which remembers the tran code selected
 - If you post all checks together, you don't have to change the tran code
- Post Date and Check Date are the same
 - Leave the date defaulted to the entry date
- Billing Note can be left blank, you can choose a preset option, or you can type in a custom note
- Enter amount – Click **Enter**
 - You won't be able to change the amount at this point

Posting Payments

Cash Receipts New Batch 1172

Select Customer
 A/R Account: 28154 Name: LOWNDES CO COMMISSIONERS Phone: 229-333-5116 Ticket: _____

Agency: _____ Name: _____

Payment Information
 Check Number: 0 Tron: _____ Post Date: 07/17/17 Check Date: 07/17/17 Billing Note: _____ Amount: _____
 Payment Type: Other Credit Card E-Check Amount Applied: \$0.00
 Amount Unapplied: \$0.00

List Unapplied

Date	Invoice	Ticket	Tran	Pub	SP	Billing Notes	Amount	Balance	Payment	Prompt Pay	Apply
											Full
06/30/17	0	0	6000			Conversion Balance	497.60	497.60	0.00	0.00	<input type="checkbox"/>

Records: 1 of 1 No Filter Search

Open Item Type: Non Bad Debt Bad Debt

Duplicate Post Date Duplicate Check Date Duplicate Account Duplicate Transaction

Current	1-30	31-60	61-90	Over 90
497.60	0.00	0.00	0.00	0.00

Pay Oldest

Unapplied Cash Report Client Detail Print Receipt OK Cancel Close

- There are 4 payment application types:
 - Pay oldest
 - If there are multiple outstanding balance transactions on the customer's account, the pay oldest button will be available and you can apply the payment directly to the oldest balance
 - Pay by Aging Bucket
 - If a payment is received that matches the amount of an aging bucket, (ex. the balance shown in the 61-90 box), you can click on that bucket and apply the payment to all ads that make up that amount
 - Pay individual line in full
 - Pay individual line in partial

Posting Payments

- Overpayments can be applied 3 ways:
 - Auto-apply when possible to account – as soon as there is a balance on a customer’s account, the adjustment will be applied
 - Auto-apply when possible to ticket – applied to specific ticket number that will be entered
 - To automatically apply unapplied cash set to auto-apply to accounts & tickets:
 - Accounting – Apply Unapplied Cash
 - Click **Start Auto Key Process**
 - System automatically applies items and will show a message when complete
 - Click **OK** and **Close** buttons
 - Leave unapplied for manual application
 - When searching a customer, if there is unapplied cash on the account, the **List Unapplied** button will be available
- When you finish posting your batch **double click next to the Batch #**
 - The **Print Receipts box** can be checked and used if you want to print out a receipt for the customer
 - This check box can be defaulted to be checked or unchecked under file – security – edit users – select user – user defaults – print cash receipts check box
- The *Review/Amend Cash Receipt* batch box will appear
- Verify your batch is correct
- Print copies as needed
- For other cash receipts/payment application tools, **select** Brainworks – Accounting:
 - Delete Cash/Adjustments
 - Search for customer
 - All payments to the customer will show in the list
 - Choose appropriate payment, select **Delete** button at bottom of page
 - When deleting payments, you have to reapply the deleted payment to its batch so it balances
 - Find Cash/Adjustments
 - Change search dates
 - Search by check/credit card number
 - Credit card types are divided based on if they were entered into Brainworks AR or Ad Perks
 - **Select** Brainworks - Accounting Reports – Cash Receipts Report Detail
 - If the batch number is zero, this indicates it was a Ad Perks payment

Customer Statements

- Click on the **Statement** client detail button in the client profile
- Select the year and month you want to print from the drop downs
- Print to your printer or e-mail
- After month end closing the statements are saved to the client record and are usually available by the 3rd working day of the month

Balance	Current	1-30	31-60	61-90	Over 90	Service Chgs	BD
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	

Statement Year: 2014
Statement Date: 10/31/2014

Customer Refunds

- Customer refunds are issued through the Adjustment Request
 - **Select** Brainworks – Accounting – Adjustments – Adjustment Request
 - The system defaults to a credit, but a debit adjustment can be selected
 - Check or uncheck the “Adjustment Ad Related” box whether you’re issuing a refund against a customer or a specific ad
 - Click **New**
 - Enter the applicable information in the adjustment detail section
 - Amount, tran and pub are **REQUIRED**
 - Select transfer in the approval status box
 - Choose “Refund Due” in the Note Billing Box
 - Additional notes can be typed into the note billing box – these will appear on the customer statement
 - The Reason and Notes boxes are for internal use only
 - All refunds will be processed through the check request process

Brainworks AR

Top Hits for Beginners: Processes and Reports

The main AR processes most likely be used

- Under Accounting:
 - Cash Receipts
 - Delete Cash/Adjustments
 - Find Cash/Adjustments
 - Apply Unapplied Cash
 - Unpost Ads
 - Refund Export
- Under Accounting – Adjustments:
 - Adjustment Requests
- Under Accounting – Daily Billing Options:
 - Print Invoices
 - Post Days Billings
 - Open/Lock Sections

The main AR reports most likely to be used

- Under Accounting – Adjustments:
 - Adjustment Report – Details
 - Credit/Debit Memo
- Under Accounting – Daily Billing Options:
 - Unposted Report
 - Daily Published Ads Report
- Under Accounting – Accounting Reports:
 - Aging Report
 - Aging Detail Report
 - Past Due Report
 - Unapplied Cash Report
 - Flat Rate Report Override
 - Days Sales Outstanding Report
- Under Production:
 - PO Number Report
- Under Modules – General Ledger Interface
 - General Ledger Reports
 - In this section you can select activity specifically related to automotive, medical, real estate, department stores and employment
 - The reports looks to be only 1 page, but when you right click and choose to **Close Report**, it has additional pages with more details

Most common data mining fields

Fields 1

- A/R Account*
- A/R Client Name (customer)*
- Ad Cost
- Ad Revenue Code
- Ad SP Name (sales rep)*
- Adtype
- Base Dollars
- Billing Note
- Cash Batch #
- Cash Batch Description
- Color Dollars
- Columns
- Credit Code
- Date*

Fields 1 continued

- Dollars (Amount)*
- Inches
- Insert Bill Units
- Number of Ads
- Package Name
- Product Name
- Pub*
- Ticket
- Tran
- Tran Description
- Units

Fields 2

- Adj Reason Desc
- Disputed Ad
- Disputed Amount
- Disputed Notes
- Entry Name
- Flat Color Adj. Chg
- Flat Rate Adj. Chg
- Flat Reason Code
- Flat Reason Code Liner
- Flat Reason Note
- Office Code
- Preprint Bill Qty
- Pub Name

Data Mining

- **Select** Brainworks – Data Mining – Data Mining Report
- The Data Mining Report is designed to allow you to create your own reports built from most fields within the system
- Fields 1 – mostly Display Ad details
- Fields 2 – mostly Line Ads and Color details
- Make sure to choose the fields in the order you want the columns to appear on your report
- Sort Report – you can sort report by anything, not just the data fields used to build the report
 - You can also choose to print totals, force a new page or display titles based on the sort criteria chosen
- Aliases – you can adjust the column widths and rename the column headers
- Layouts – where you can save a public/private report or access a previously saved report
- Filters – if you select a filter you don't want, just leave the information blank and it will not print on the report
 - All reports default to the publication date, but the filter tab gives you the choice of expiration date
 - Only green line ads will show in the reports
 - Under Ledger Code, you can select **type E** to see the ads that are stuck in blocking queues

The screenshot shows the 'Data Mining' software interface. At the top, there is a blue header with the text 'Data Mining'. Below this is a large table listing various data fields. The table has five columns and 25 rows. Below the table is a selection area with five columns and three rows, where users can choose which fields to include in their report. To the right of this selection area is a 'Reset Fields' button. Below the selection area is a row of buttons for different report types: 'Fields 1', 'Fields 2', 'Sort Report', 'Aliases', 'Layouts', 'Filters', 'Option Filters', and 'Range Filters'. Below these buttons is another row of buttons: 'Numeric Filters', 'UDF Filters', 'Count', 'Map', 'PDF', 'E-Mail', 'Fax', and 'Display Report'. Below this row is a row of buttons: 'Reset Form Size', 'Start Robot', 'End Robot', and 'Exit'. At the bottom of the interface, there are several checkboxes: 'Prospecting', 'Client Labels', 'Client Report', 'Excel', and 'Laser'.

# Of Tears	A/R Account	A/R Client Name	Actual Page Section	Actual Section ID
Ad Category	Ad Category Name	Ad Code	Ad Cost	Ad Credit Rating
Ad Discount	Ad Rate	Ad Revenue Code	AD Salesperson	AD SPName
Ad Start Date	Ad Stop Date	AD Territory	Ad Type	Advertiser Account
Advertiser Name	AdvertiserClient Type	Agate Lines	Agency Account	Agency Dollars
Agency Dollars + Ad Cost	Agency Name	Allocated Revenue	Alt Account	ALT Rate
Amount Due	Avg Rate	Base Dollars	Billed Agate Lines	Billed Lines
Billed Words	Billing Name	Billing Note	Blind Box #	Blind Box Option
Blind_Box	Bold Lines	Bold Words	Border	BW Classif Adtaker
Cash Batch #	Cash Batch Description	Class	Client Category	Client Category Name
Client Entry Date	Client Revenue Code	Client Salesperson	Client Site ID	Client SP Name
Client Territory	Client Type	Color 1	Color 2	Color 3
Color Code	Color Description	Color Dollars	Color Trade Percent	Color Type
Columns	Combo Pub	Combo Zone	Contract Code	Contract Discount
Contract ID	County Tax Dollars	Credit Code	Date	Date Last Modified
Day Of Week	Days	Dollars	Email	Fax
Flat Code	Flat Color \$	Flat Discount Code	Flat Discount Dollars	Flat Rate Dollars

Brainworks AR

Trade Advertisers

Trades

- This section is used to create a list of customers who agree to do trade advertising with your organization
- When ads run for these companies, you can assign a trade account and determine the percent value to assign to the trade amount
 - This can be setup to do an automatic calculation to adjust the amount of the trade still available
- To access the Trade Advertiser list, **click** File – Control Files – Trade Advertisers
- To search for a trade advertiser, you can enter the Advertiser ID in the box at the top of the control file screen which shows a list of all trade advertisers associated with your customers

Advert ID	Trade Advertiser Name	Amount	Start Date	End Date
164385	Maine Performing Arts	7500.00	11/01/12	10/01/13
192357	Showcase Theaters	500.00	01/01/13	12/31/13
192358	Benedom Center	7500.00	11/01/12	10/01/13
192359	Shaw Theatre	500.00	01/01/13	12/31/13
192360	Buffalo Bruins	7500.00	11/01/12	10/01/13
192361	Holiday Inn	500.00	01/01/13	12/31/13

Add

To add a new Trade Advertiser, click the **Add** button.

Detail

The Detail button allows the user to edit information for an existing Trade Advertiser.

Delete

To remove a trade advertiser, select the gray button to the left of the advertiser that you wish to remove and then click the **Delete** button.

Close

To exit the Trade Advertiser Screen, click the **Close** button.

Trades

- The Trade Advertisers Detail screen follows which is where new trade advertisers are added or existing ones are edited

The screenshot shows a window titled "Trade Advertiser Detail" with a blue header. The main area is light gray and contains several input fields. At the bottom, there are two buttons: "OK" and "Cancel".

Advertiser ID:	146400
Advertiser Name:	Skylite
Start Date:	11/01/12
End Date:	10/01/13
Amount:	7500
Notes:	Ticket Trade

Advertiser ID

This is a unique number assigned automatically by the system. It is not linked to an advertiser account number in any way.

Advertiser Name

This is the name of the trade advertiser.

Start Date

This is the effective start date. It is the beginning date that the trade is valid. Ads scheduled before this date will not count toward the trade amount used.

End Date

This is the effective end date. It is the ending date that the trade is valid. Ads scheduled after this date will not count toward the trade amount used.

Amount

This is the total dollar amount available for trade.

Notes

This is just a general note box associated with trade. It includes any special instructions.

Trades

- The trade information is also linked to the Trade Under
 - **Select** Brainworks – Accounting – Accounting Reports – Trade Report
- There are two dictionary entries that are needed in order to use the Trade functionality (these are background processes that should be already set up, but something to keep in mind should a problem be encountered)

Title	Description	Data Field	Value List
TradeAdjDescFromTradeTran	This is used to set the note billing field in the trade adjustment that we automatically create to be the same as the trancode description of the trade trancode. It will default to off (0) so nothing will change for any client unless this dictionary entry is added.	Code	0 or 0 (true or false)
TradeAdv	Set the code to 1 to use the AR Trade functionality.	Code	1 or 0 (true or false)

- All trades are approved at corporate, and all trade entry permissions are reserved for corporate staff accountants
 - When initially setting up trades in AR, or when receiving new future trades, a list of trade advertisers should be sent to your location's assigned staff accountant
 - That list should include:
 - The credit balance in the trade liability (GL Act 2008) – for an existing trade to be set up
 - Total amount of the trade – for a new trade
 - Start Date & End Date
 - From this point the location's accountant responsible for trades will receive further instructions
-
- Input the dictionary entries by **selecting** File – Control Files – Dictionary Codes

Trades

- In Ad Perks:
 - Enter Trade on an ad via Ad Plus Panel
 - Click the Trade Advertiser button to select the trade account
 - The percentages will default to 100% but you can enter the wanted percentage for trade and color
 - Trade will only be available if there is still money available from the original trade setup and the ad is within the time frame based on the Start and End dates entered in the Trade Account
 - Ad Perks will either hide the trade account, or a pop up message will occur that the trade is no longer available
- Once the ad is posted the trade adjustment will be automatically created and the trade credit amount will automatically apply to the ad cost
- Note: SI permissions are needed
 - Permission 312 Change Trade Advertiser – if the user doesn't have this permission, the Trade Advertiser button is grayed out

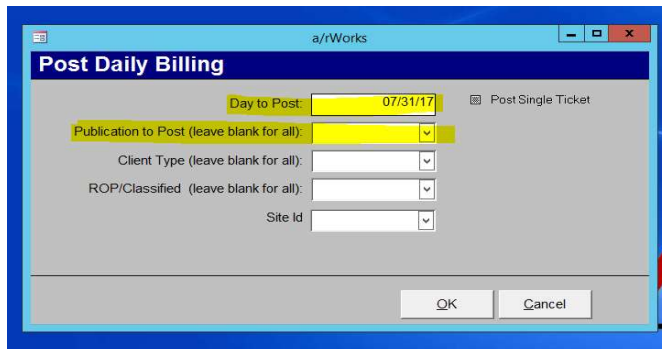
The screenshot displays the 'Ad Plus' panel in a software interface. At the top, a navigation bar contains buttons for '? Ad', '? Cust', 'Cust', 'Ad', 'Ad+', 'Disp', 'Ins', 'Pay', and 'Con'. The 'Ad+' button is highlighted in yellow. Below the navigation bar, the main area is divided into several sections. On the left, there are five dropdown menus labeled OC1 through OC5. In the center, there are fields for 'TS Delivery' (set to 'Deliver'), 'Tearsheets' (set to '0'), 'Clash Code', 'PO' (set to '705347'), 'Promo Code', 'Ordered By', 'Category' (set to 'DEPT - Departm'), and 'Territory'. On the right, there are fields for 'Value of Items' (set to '0'), 'Flat Rate' (set to '0'), 'Override Reason', 'AdPerfect Adj', 'AdPerfect Price', 'Trade Advertiser' (set to 'None'), 'Trade %' (set to '0'), and 'Color Trade %' (set to '0'). The 'Trade Advertiser' button is highlighted in yellow.

Brainworks AR

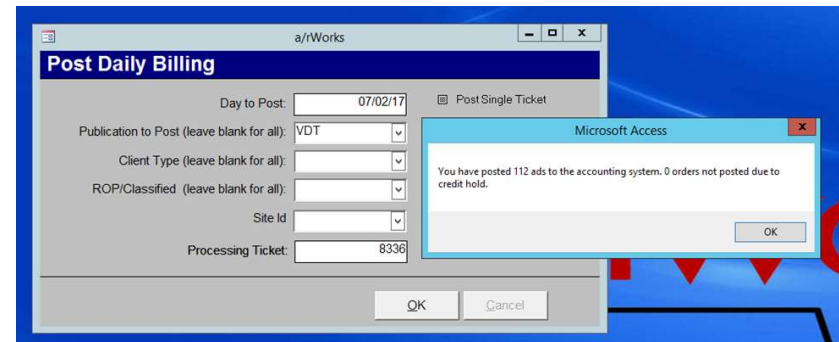
Daily & Month End Closing Procedures

Daily Procedures

- **Step 1:** Make sure all papers are balanced and posted for current billing period
 - To Balance paper use the Daily Sales Journal report from Data Mining
 - To Post Daily Ads (many recognized as the daily “move over” process)
 - **Select** Brainworks - Accounting – Daily Billing Options – Post Days Billing
- Select the date and publication you would like to post (bill to the customer account)
- NOTE: your user permission may not allow you to see the “Site Id” drop down in the print screen below



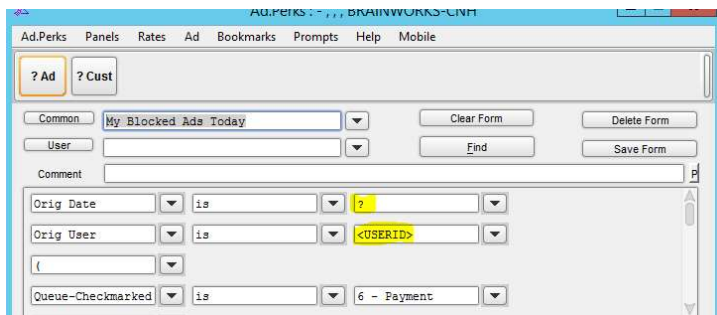
- Once you click OK the system will scroll through all the tickets and display the ad (ticket) numbers as they post
- When posting is complete you will receive the following pop up message
 - It will state the number of ads posted and those not posted due to credit hold (Nothing will ever show as not posted)
 - Click ok



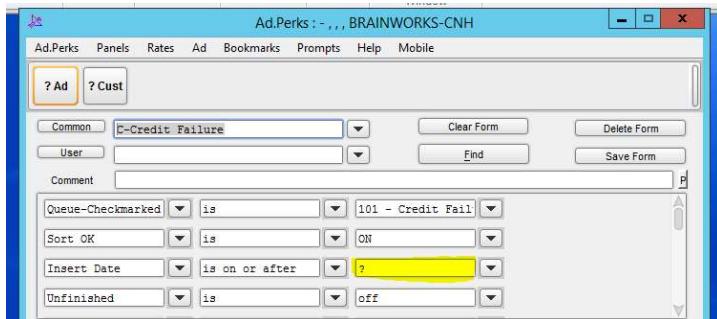
- Note: Any ad open on the users screen will not post

Daily Procedures

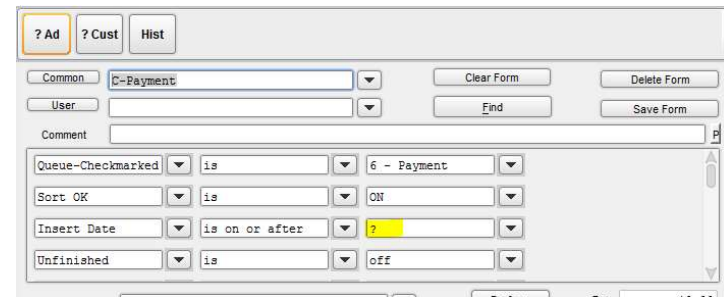
- **Step 2:** Verify there are no ads in the Blocking Queue
 - Ad Perks – Find Ad Panel
 - Blocked Ads Report



- Credit Failure Queue Report



- Credit Payment Queue Report



- **Step 3:** Run *Unposted Report*
 - **Select** Brainworks - Accounting – Daily Billing Options – Unposted Report
 - Use current billing period date range
 - **Click** Apply button
 - Report should show no data
 - If data does appear, determine whether it should be posted or unscheduled

Month End Procedures

- **Step 4:** Make sure all adjustments are entered
- **Step 5:** Process small balance write-offs
- **Step 6:** Make sure all adjustments are entered by running the *Adjustments Request Report*
 - Filter on A status - make sure no pending requests that need attention (all adjustments should be marked as Final Approved or Denied)
 - Run dates for current month
 - Group report by Status
 - Page setup – force new page for each approval statuses

Status	
A	Awaiting Action
C	Closed
D	Denied
X	Deny - Return to Sender
F	Final Approval
K	Deleted After Final Approval
R	Returned to Sender
T	Transfer
W	Waiting for Response

- **Step 7:** Run an Adjustment Report Detail/Total Report
 - **Select** Brainworks – Accounting – Adjustments – Adjustments Report Detail
- **Step 8:** All misc charges entered (commercial printing, etc)
- **Step 9:** Make sure all cash has been entered
- **Step 10:** Run a Cash Receipts Report Detail/Total Report
 - **Select** Brainworks – Accounting – Accounting Reports – Cash Receipts Report Detail
 - Shows all payments entered for the current billing period

Month End Procedures

- **Step 11:** Run key applied cash
 - **Select** Brainworks – Accounting – Apply Unapplied Cash
- **Step 12:** Run *Unapplied Cash Report*
 - **Select** Brainworks - Accounting – Accounting Reports – Unapplied Cash report
 - **Step 13:** Apply any applicable cash
 - **Step 14:** Apply – Accounting – Cash Receipts
 - Select batch
 - Enter account number
 - Select List Unapplied button
- **Step 15:** Generate Finance Charges
 - **Select** Brainworks - Accounting – End Billing – Generate Additional Charges
 - Calc Service Charges
- **Step 16:** View Service Charges
 - **Select** Brainworks - Accounting – End Billing – Generate Additional Charges
 - View Service Charges
- **Step 17:** Run Post Calc Report
 - **Select** Brainworks - Accounting – End Billing – Print Post Calc Report
- **Step 18:** Aging Report
 - Select Brainworks – Accounting – Accounting Reports – Aging Reports
 - Use last day of your current period

Month End Procedures

- **Step 19:** Get total from Prior Period Aging Report
- **Step 20:** Prove Aging Report
 - Take last month's aging balance minus this month's total aging balance
 - The net difference should equal the balance from the Print Post Calc Report (step 20)
- **Step 21:** Close the Billing Period
 - **Select** Brainworks - Accounting – End Billing – Close Billing Period
 - Select Site ID
 - Dates will default
 - They are usually correct but can be changed if need be
 - Click **Close This Period** button
 - **CAUTION! Do not close the billing period until you are certain that everything for the current period has been finished**
 - Some reports are not available once the period is closed
- **Step 22:** Print Customer Statements found under Accounting – Ending Billing
 - On the Options Screen, in the Transmit box
 - Check **Screen** for statements to open in PDF
 - Uncheck Screen and check **Web** so that statements will be saved to the Brainworks server and can be pulled at a later date from the customer's profile
- **Step 23:** *General Ledger Reports* can be run that will show each GL # and the transactions that are associated
 - **Select** Brainworks - Modules – General Ledger Interface – General Ledger Reports
 - 3 reports:
 - First list each GL # and the total amount
 - Second list each GL # and the transactions totals
 - Third list each GL # and every transaction that is included in date range
 - General Ledger Interface
 - **Select** Brainworks - Modules – General Ledger Interface – General Ledger Interface
 - Creates a file that can be imported into a General Ledger system
- **Step 24:** Your site must be closed in AR before the 10th of the month.

Brainworks AR

Frequently Asked Questions
(in no particular order)

Frequently Asked Questions

- I have a Sales Rep that has left the company. How do I reassign her accounts?
 - In AR under File – Control Files – Salesperson Setup - Salesperson
 - Change the information associated to the old sales rep’s code to reflect the personal information of the new sales rep
 - In AR under File – Security – Edit User
 - Select the user name of the old sales rep so their profile becomes active
 - Under the SFA tab, remove their sales rep code from their profile so it become available for use
 - Select the user name of the new sales rep so their profile becomes active
 - Under the SFA tab, assign the sales rep code to the user’s account
- In SI under Classified Users
 - Select the User Name for the old rep and double click on it to open their profile
 - Remove the sales rep code from the “Default Sales Rep” field in their profile and save changes
 - Select the User Name for the new rep and double click on it to open their profile
 - Add the sales rep code to the “Default Sales Rep” field in their profile and save changes

Group	1 - Admin
Default Sales Rep	
Default Ad Route	Sort

Frequently Asked Questions

- How do I check, add or edit the salesperson's contact information that is shown on the customer's statements?
 - The contact information can be found under File – Control Files – Salesperson Setup – Salesperson
 - Click anywhere in the line of data for the salesperson whose information needs to be updated so the line is activated and then click the Detail button
 - In this screen you can add, delete or edit the information and then save the changes
- I have a payment that was posted to an incorrect customer's account in our old system, and now the balance has been transferred into our new system incorrectly?
 - Post a cash refund and use TranCode 9010 (Cash Refund) to the incorrect account and then post a cash payment to the correct account
 - Your cash reconciliation will not be out of balance this way because both of these TranCodes use GL accounts 1020 & 1200 and will net

Frequently Asked Questions

- I want to use the Daily Sales Journal report in Data Mining to balance the daily ads and to reconcile a Post Office Total for Display advertising only, but the report includes all the Line Ads as well?
 - You will need to exclude the ad type Liners and any other ad types you do not want to see on the report
 - Under Filters, Choose the ad types from the drop down list of available filters that you don't want to see and check the box next to "exclude"
- The page numbers for the ads are not showing up on my report used for reconciling/balancing the paper. What can I do?
 - In AR under Production – Update Page Number, just enter single date, or date range, and click the OK button (no other selections are needed)
 - In the Data Mining Reports, make sure you are using the "Actual Page Section" which can be found under fields 1

Frequently Asked Questions

- I'm having issues exporting AR reports to Excel?
 - In many sections of AR, there will be a display report option and an Excel option
 - Even if you want to export your report to Excel, go ahead and tell AR to display your report first
 - (While it's not a tested theory, it is believed there is a programming issue between using the immediate export against us running these programs on a remote server)
 - Once the report is displayed, right click and then select to export your report to Excel
 - Set your export settings so that the report saves in your desired location, such as your desktop
 - The remote server using the Apache Office Suite app which is slightly different and limited than the Microsoft Office Excel product
 - Copy the file from the remote server and paste it to your windows hard drive
 - Right click on the file and tell it to open the document with Excel
- An account was previously written off but then a payment was received from the customer and applied to the customer's account.
 - When applying the payment to the customer's account
 - Apply the credit through cash receipts
 - When you open cash receipts, it will prompt you that the account has both Bad Debt and Non Bad Debt items
 - Choose Bad Debt
 - Under the "List Unapplied" you can choose the payments and apply it to the write off

Frequently Asked Questions

- **How do I take payments for window sales on misc items?**
 - All payments will be recorded through the cash receipts batch entry process
 - Consider setting up two separate batches for a day and name them 101517 AR payments & 101517 misc
 - Use the AR payments batch for those payments that have control totals that will tie to deposit slips and cash sheets
 - Use the misc batch for random sales, such as tickets to a community event
 - You can go into a batch multiple times and the misc batch won't be set up with control totals, so it can be used as needed
- **I used the incorrect trans code, how can I fix it?**
 - Go to Delete Cash/Adjustments under Accounting
 - Double click in the trans code box on the transaction line that needs to be corrected
 - An input box will appear
 - Enter the correct tran code and click ok, then close
 - Pull a report to ensure the tran code was changed