



## **QuickStart Guide**

### **Charge Customer History**

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## Charge Customer History

ARKONA QuickStart Guide

*Use this QuickStart Guide to learn how to inquire on history for charge customers.*

- **Charge customer history can be accessed from several areas** in the General Ledger application.
  1. From **41=Charge Customers** on the General Ledger menu.
  2. From **3=Accounts Receivable** using option **9=History** by a customer with open receivables or **F9=Select History** for any customer.
  3. Limited history can be accessed while posting a receipt through **22=Receivables** for customers with open receivables.
- **To print all history for a charger customer**, use function **F18=Print** from the A/R History screen.
- **To inquire on open invoices**, use option **3=Accounts Receivable** from the General Ledger menu.

### 1. Select the customer to inquire on.

- a. Take option **41=Charge Customers** to display a list of customers.
- b. Position to the customer name.
- c. Take option **9=History** by the customer to display the A/R History screen.

### 2. Decide how you want to search the history.

- The default view is transaction date sequence. Key in a date and press [ENTER] to search.
- Use function **F4=Sequence** to change the way the history is sorted.
- Use the Position To feature to find items by:
  1. Transaction Date – The date the customer charged an invoice.
  2. Transaction Document – The dealership invoice number.
  3. Reconciled Date – The date an invoice was paid by the customer.
  4. Reconciled Document – The dealership receipt number given out when the invoice was paid.
  5. Check Number – The customer's check number on the check they used to pay an invoice.

**3. Determine if an invoice has been paid.**

- Paid invoices display the Date, Document, and Check # in the Reconciled By column.

**4. Use the A/R History screen to locate and reprint source documents.**

- a. Take option **1=Source** by a transaction to display the invoice the charge originated from.
  - Use function **90=Reprint** to reprint a copy of the original dealership invoice.
- b. Take option **5=Recon Document** to display the dealership receipt generated when the invoice was paid by the customer.
  - Use function **F8=Reprint** to reprint a copy of the original receipt.