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Adjustment Processing

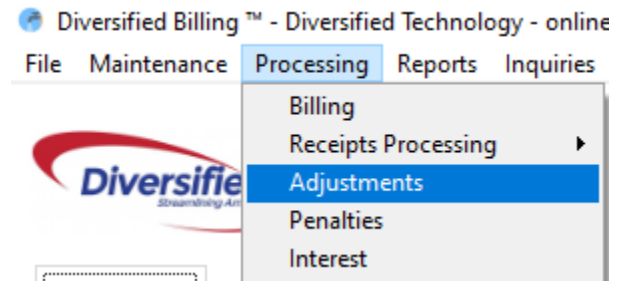# Table of Contents

Adjustments

The **Adjustments** option will allow you to adjust a customer's account balances. The **Adjustments** can be either credits or debits to a customer's account balance.

To access this option, you can do the following:

1. Select the **Processing** option from the Menu Toolbar
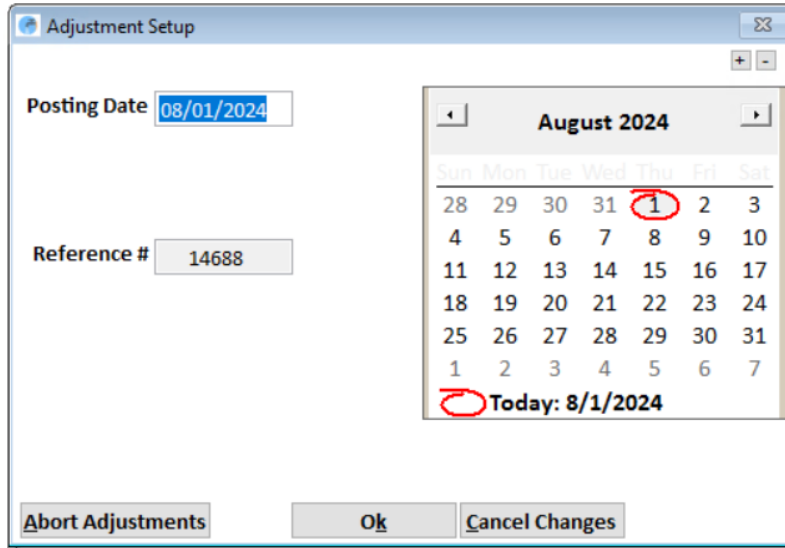2. Select the **Adjustments**

You can also enter by selecting the **Adjustments** option from the Landing Page

The **Adjustment Processing** will open. As a step is **entered** into or **completed** a check mark will appear.
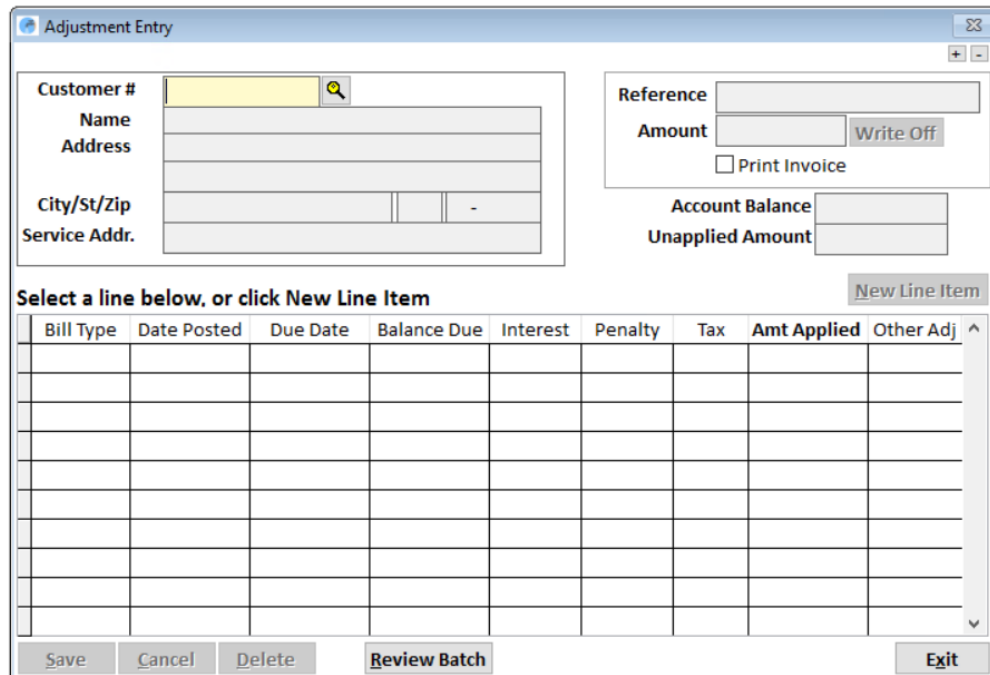
Step 1 – Job Setup

In the **Adjustments Setup**, the posting date will always default to today's date. ***Note: Back dating adjustments will affect other reports; such as A/R Trial balance.***

Step 2 –Adjustments Entry

With **Step 2- Adjustments Entry**, you will be able to select the customer(s) that need to have an amount adjusted, as well as entering in the adjusted amount that will be applied to any transaction.

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Selecting A Transaction To Adjust

When the customer's transactions are displayed in the grid area of the **Adjustment Entry** window, you will be able to select a transaction to modify the amount by selecting the service and double clicking.

Always enter a reference and enter the total dollar amount of the transaction in the amount field.

Adjustment Entry								☒

Customer # 7008-01

Name CORAK TOWERS
Address 300 STATE STREET

City/St/Zip BLOOMSBURG PA 17815-
Service Addr. 500 BEAVER AVENUE

Reference Remove Pen-Int
Amount $-424.46 **Write Off**
☐ Print Invoice

Account Balance 7892.87
Unapplied Amount -424.46

Select a line below, or click New Line Item — **New Line Item**

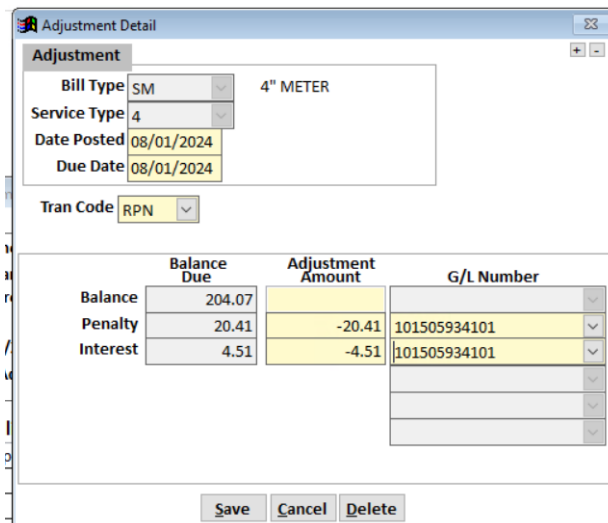| Bill Type	Date Posted	Due Date	Balance Due	Interest	Penalty	Tax	Amt Applied	Other Adj
SM	05/30/24	06/18/24	204.07	4.51	20.41	0.00		0.00
DM	06/27/24	07/17/24	1655.00	16.55	165.50	0.00		0.00
SM	06/27/24	07/17/24	1977.17	19.77	197.72	0.00		0.00
DM	07/25/24	08/15/24	1655.00	0.00	0.00	0.00		0.00
SM	07/25/24	08/15/24	1977.17	0.00	0.00	0.00		0.00

Save **Cancel** **Delete** **Review Batch** **Exit**

To select a service

You can click on the **Bill Type Code** and this will be highlighted with a blue rectangle. Once highlighted, you can double click on the **Amt Applied** field and the **Adjustment Detail** window will be displayed.

You will be able to modify the transaction amount for the selected service as you need. The available fields are:

- **Bill Type** – a code that identifies the general service group

- **Service Type** – a code that identifies the specific service

- **Date Posted** – the date the adjustment will be posted to the account. This will default to today's date, but can be modified as needed.

- **Due Date** – the date the adjustment is due. This will default to today's date, but can be modified as needed.

- **Transaction Code** – a code that identifies the transaction code that will be used for posting the adjustment. A drop down is available for selecting the correct code.

- **Balance** – there are two fields: one that displays the current balance for the selected service and the **Amount** field for entering the adjustment amount.

- **Penalty** - there are two fields: one that displays the current penalty balance for the selected service and the **Amount** field for entering the penalty adjustment amount.

- **Interest** - there are two fields: one that displays the current interest balance for the selected service and the **Amount** field for entering the interest adjustment amount.

- **GL Fields** – if the interface to an accounting system is activated, then you will see three fields for selecting or accepting the general ledger account numbers that will be used for posting the adjustment in the accounting software. Depending upon the system setup, you may be able to select different general ledger account numbers.

Adjustment Amount Entry

NOTE: When entering the adjustment amounts, the amount types must match the entry made on the **previous** screen: **FOR EXAMPLE:**

> **If you are making a credit adjustment entry of $25.00, on the Adjustment Entry screen, the amount should be entered with a minus sign, -$25.00.**

> **If you are making a debit adjustment entry of $25.00, on the Adjustment Entry screen, the amount should be entered as $25.00.**

> **You will be able to spread the adjustment over several services, by selecting the services on the Adjustment Entry and recording the individual amounts on the Adjustment Detail screen.**

> **If the total adjustment is $15.00 and needs to be spread across the three services, you would need to select the individual services and enter the adjustment amount of $5.00 for each service.**

Review Batch

The **Review Batch** will allow you to review the selected customers and their adjustment amounts that will be adjusted during the **Adjustment Process**. This will allow you to go back into a specific customer and make changes to the adjustment.
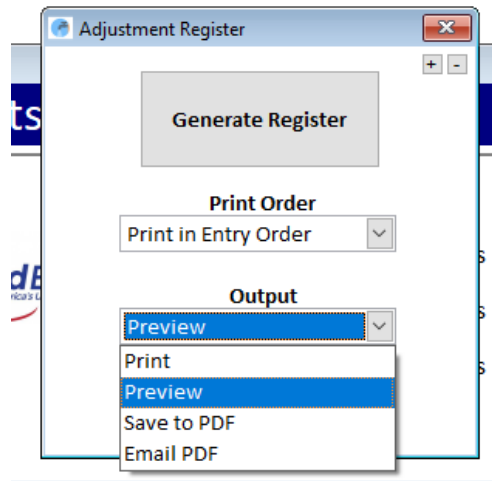
Adjustments Review

Customer #	Name	Service Address	Ref #	Amount
▶ 7008-01	CORAK TOWERS	500 BEAVER AVENUE	Remove Pen-Int	-424.46

Select   Cancel

Number of Adjustments - 1
Total Adjustments - -424.46

Step 3 – Adjustment Register

The **Adjustment Register** step will allow you to view and print the Adjustment Register report that will list the customer(s) to will receive adjustment to their accounts.

When you select the **Preview** option from the **Output** drop down and click on the **Generate Register** button, the system will generate the Adjustment Register for you to view. You will be able to print the report from this selected option also.

The **Adjustment Register** report will detail the customer and adjustment information that was adjusted.

Step 4 –Adjustment Update

With **Step 4 – Adjustment Update** option, you will be able to update the customer's balances and transactions with the adjustments made. You should only run this step when you have validated the adjusted amounts to ensure that they are correct. The adjustment transactions will not be posted to the accounts until this step has been completed.