

How do I find an invoice in Commission Reconciliation?

Summary

Finding an invoice in the Commission Reconciliation module.

Requirements

Knowledge of *Commission Reconciliation and Reports*

Related FAQs: CR-104, CR-103

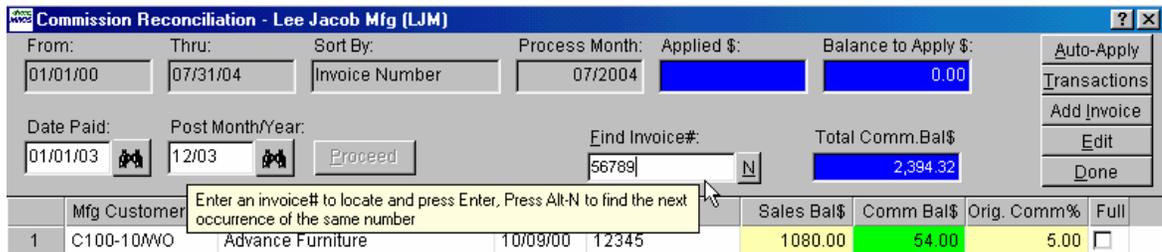
Module

Commission Reconciliation

Solution

Follow the instructions below:

1. Type the invoice number in the FIND field located above the invoice list and press ENTER.



Mfg Customer	Invoice Number	Date	Invoice Amount	Sales Bal\$	Comm Bal\$	Orig. Comm%	Full
C100-10/WO	Advance Furniture	10/09/00	12345	1080.00	54.00	5.00	<input type="checkbox"/>

(Figure 1)

IF the program does not find the invoice:

Check that the invoice number was typed properly.

2. Check the date of the invoice against the date range. (Make sure that the date on the invoice is within the From and Thru date range that you selected for the current session).

IF the invoice date falls outside of the selected date range:

You may need to reconcile/pay this invoice in another session if you are certain that the invoice has been entered into the system.

IF the invoice has not been selected for this session, print an Open Invoice reports to find the invoice.

3. Run the Open Invoice Report to see if the invoice has been entered and is still outstanding.
 - a. Exit the session by selecting Done.
 - b. Select the Report icon from the toolbar.
 - c. Select Open Invoice Reports from the left toolbar.

- d. Select *Audit Report 002 Mfg/Reference #* under Open Invoice Audit Reports.
- e. Select Print.
- f. Click on the Filter box.
- g. Add a filter on Field 8 (Mfg Ack Ref) for the missing invoice number.
- h. Add another filter on Field 2 (Mfg Code) for the manufacturer you are reconciling.
- i. Select Done and follow the screen prompts.
- j. Select Print and choose preview from the Printing Options window.
- k. Review the report.

IF the invoice is on the report:

Check the date of the invoice and if it is outside of the From and Thru date range, then it was not selected for reconciliation. This invoice needs to be reconciled in another session.

IF the invoice is not on the report, proceed to Step 4:

4. Run the Posted Commissions Received Report.
 - a. Select the Report icon from the toolbar.
 - b. Select Commissions Received icon on the left toolbar.
 - c. Select *Audit Report 002 Mfg* under Commission Rec. Audit Reports.
 - d. Select Print.
 - e. Click on the Filter box.
 - f. Add a filter on Field 8 (Mfg Ref No) for the missing invoice number.
 - g. Add another filter on Field 2 (Mfg Code) for the manufacturer you are reconciling.
 - h. Select Done.
 - i. Select Print and choose Preview from the Printing Options window.
 - j. Review the report.

IF the invoice is on the report one of the following has happened:

- a. You are receiving another payment for the same invoice. Use the Add Invoice function to enter the commission amount only. (Note: Ignore the duplicate invoice warning message)
- b. You paid this invoice by accident in a previous session. (See FAQ CR-104 – How to correct Commission Reconciliation entries that have already been posted.)
- c. The manufacturer has double paid the invoice or is sending last month's statements over again.

IF the invoice is not on this report:

It was never entered and you will have to add the invoice during commission reconciliation (See FAQ CR-103 – How to Add an Invoice On-The-Fly). While adding the invoice, if you get a duplicate invoice warning, contact technical support for further assistance.