Chapter 9

Client-Account Receivable

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Client Accounts Receivable Entity Definition

In Nexsure, a **Client Accounts Receivable** is money owed to the agency for an agency bill policy. The Client Accounts Receivable account is debited the full premium when a client is invoiced on Nexsure. When the client pays for the premium or if a refund from the carrier is invoiced, the Client Account Receivable account is reduced (credited).

The receivables for clients must always be done at the lowest book level, which is the Territory level. All payments, disbursements and queued invoices will be handled at this level. There is no access to client accounts at the Organization level.

Receive Payments from Clients Relating to Policies

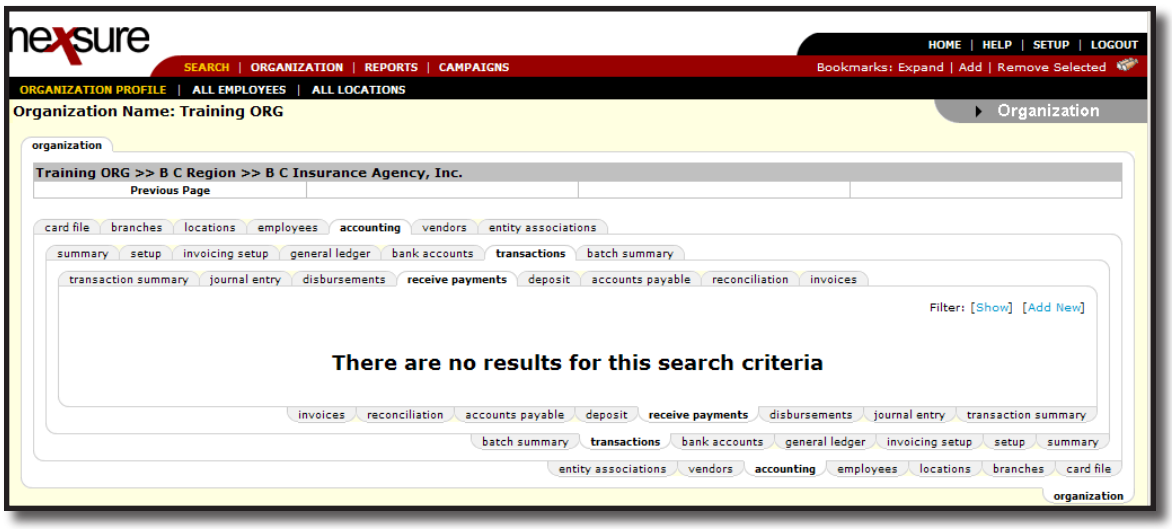
Any payment received from a client is recorded in Nexsure as mentioned above at the Territory level. The clients must exist in Nexsure prior to offsetting payments against any outstanding Accounts Receivable. They may be added at the **Search** level, downloaded by a carrier (in the download process) and imported manually or from a data conversion. If the invoice exists on the client's account, then the payment received can be applied at the same time the payment is being entered into Nexsure. If the invoice does not exist, then apply the payment to the client's account. It is important to note that if payment is left on the client's account, that the payment must be applied at a later time to clear the open accounts receivable amount left at the client transaction level.

Receiving a Payment and Offsetting to an Open Item

The process begins by accessing **Receive Payments** at the Territory level. Click the **ORGANIZATION** link on the **Primary** menu, click the **territories** tab, click the **Details** icon for the territory of the branch where the client has been added, click the **accounting** tab, click the **transactions** tab and then click the **receive payments** tab.

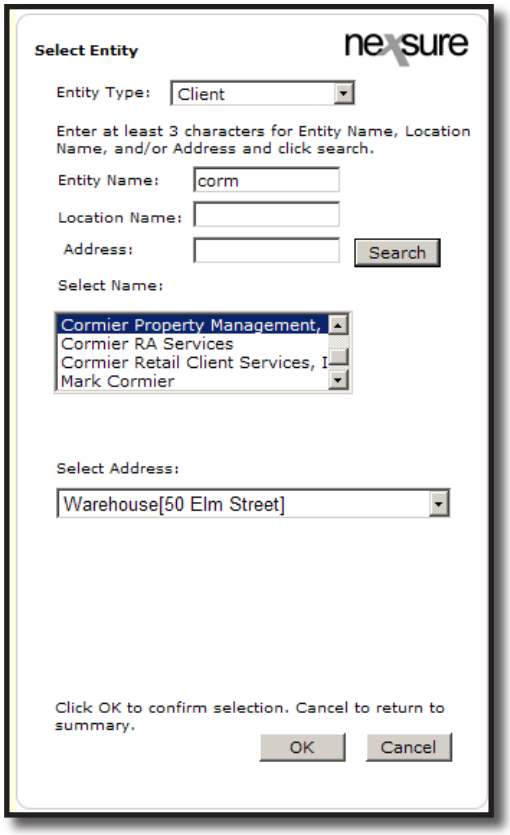
> **Note:** Add a bookmark by clicking the Add link located on the right side of the Primary menu after clicking the Details icon to access the territory. This provides a shortcut to the territory.

Receiving a payment is identifying that the payment has been received, not depositing the money. This functionality allows an organization to allow someone else to enter the payments without having access to the bank accounts. To add the payment, click the **[Add New]** link on the upper right portion of the **receive payments** tab.

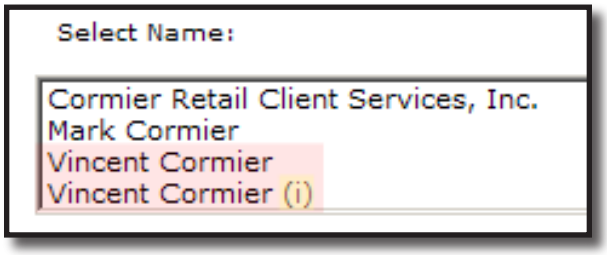


The **Select Entity** screen is displayed with the **Entity Type** defaulting to **Client**, so no change is necessary since this payment is from a client. Enter a few characters of the client's name in the field under the **Entity Type** and click the **Search** button to return the results of the search. Find the correct client name in the list and click to highlight. The addresses for the selected client display, select the correct address and click the **OK** button to bring up the **receive payments** tab.

> **Note:** Use the Location Name and/or Address to narrow the search if necessary.



Client names displayed in the Select Name list appended with an (i) indicate an inactive client. The inactive client name will display immediately below the active client(s) with the same name.

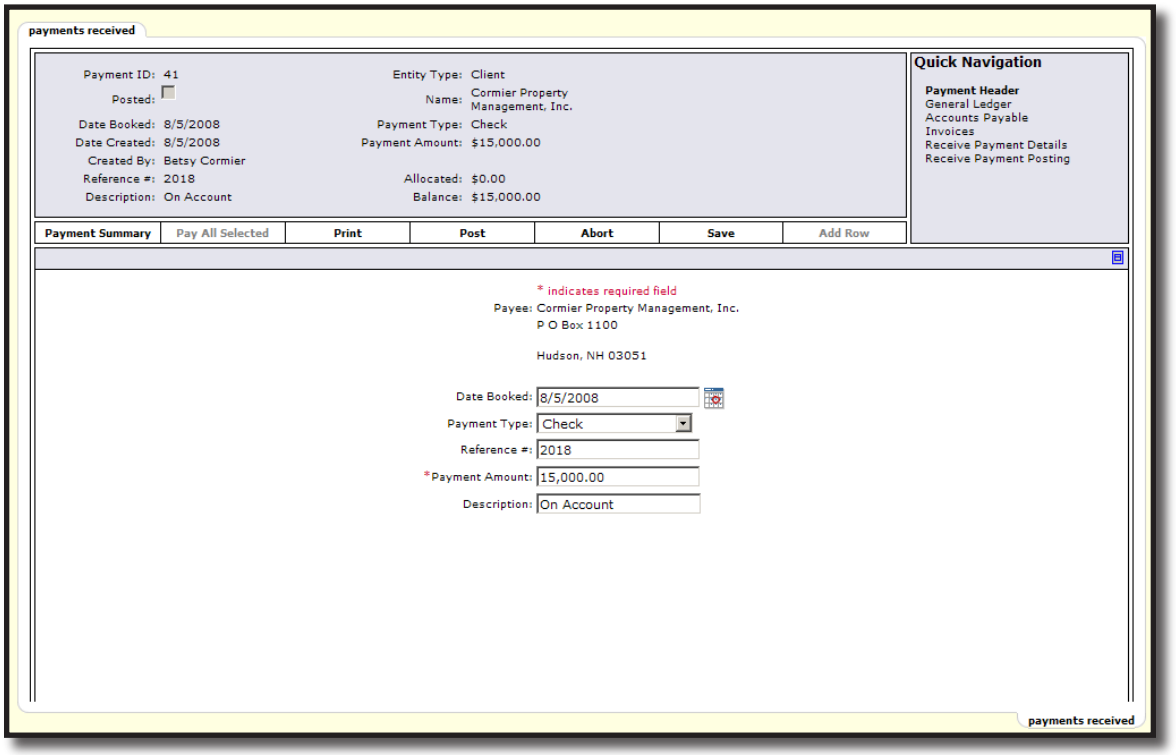


Notes

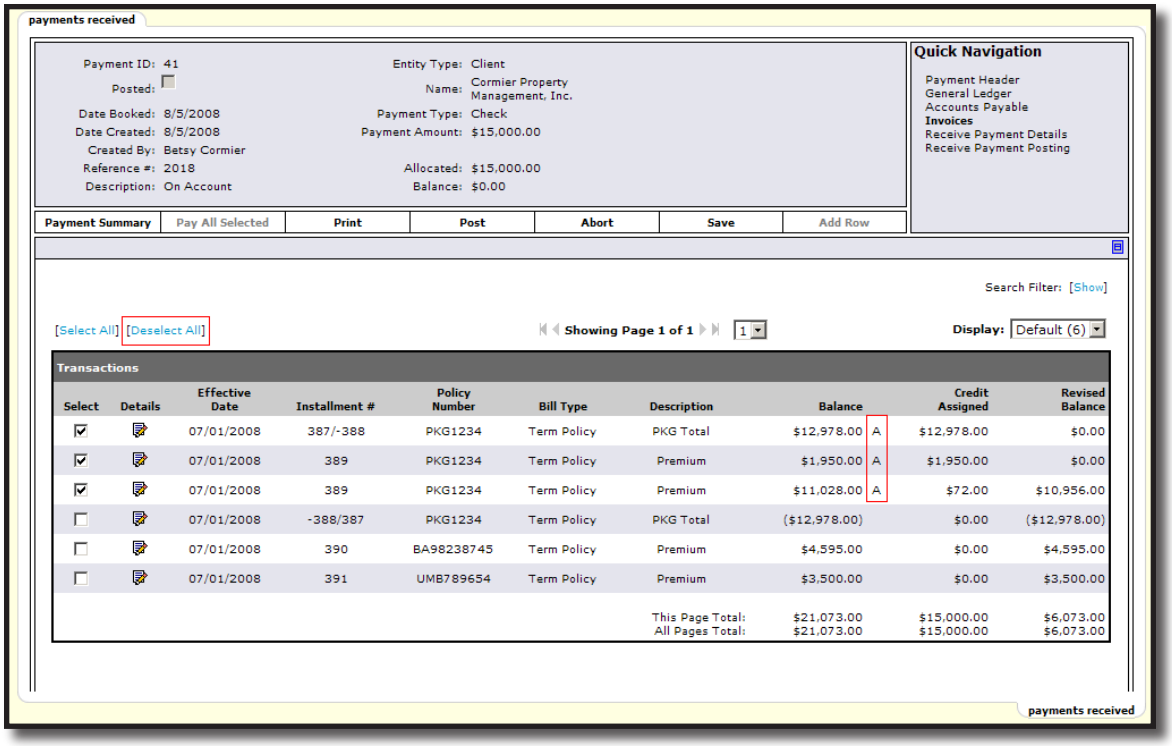
Allocation of Payment

The choice of **Invoice Defaults** (added at the Organization level) determines how the Payments Received screen populates. See the **Accounting Setup** section in this chapter for more details.

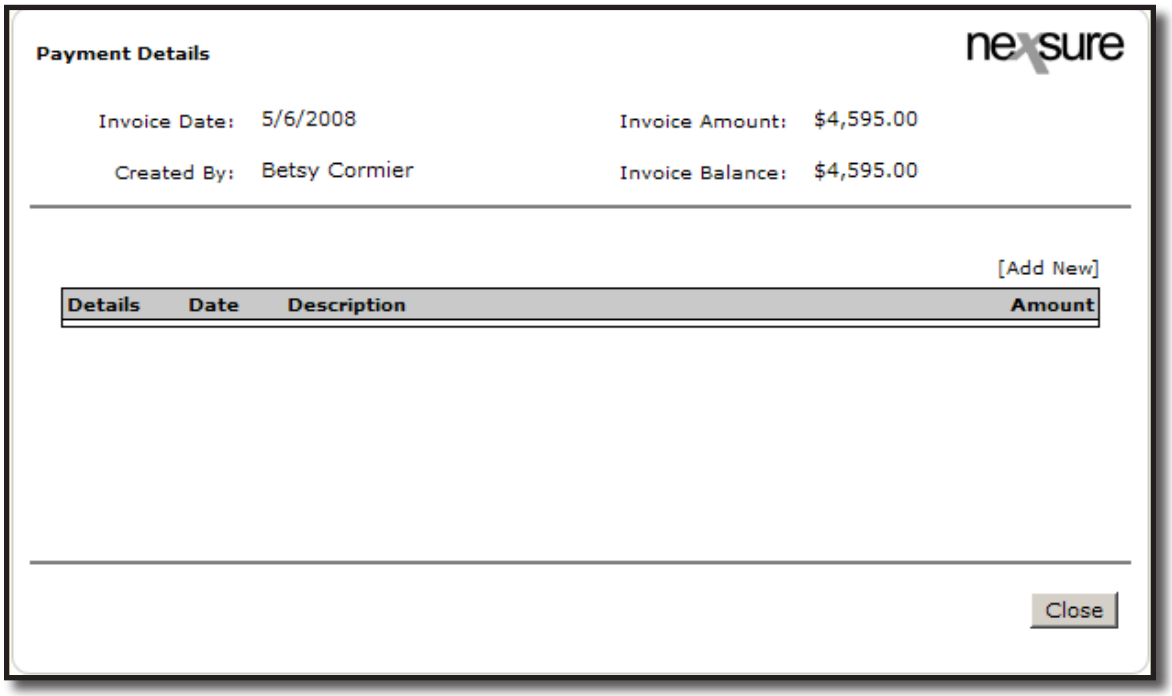
If the **Payment Type** should be something other than the default, use the drop-down box to modify. If the payment type is by check, the **Reference #** might be the check number. If a credit card is used, then perhaps the last 4 numbers would be entered. Enter the amount being paid by this client in the **Payment Amount** field and a brief description. Click the **Save** link on the Navigation toolbar to save. Notice the top portion of the screen is updated with the information entered. This part of the screen is identified as the **header** and it is important to look at this portion of the screen to make sure all the information is populating correctly.



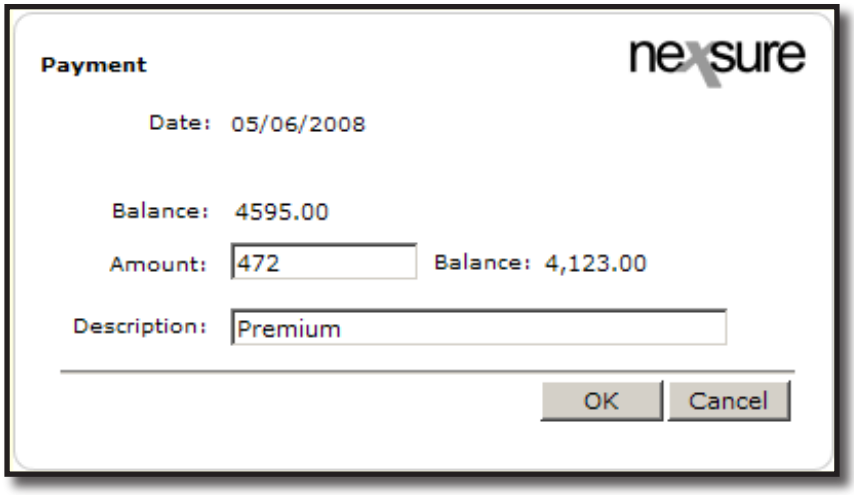
The next step is to identify what invoices are being paid by the client. To do this, click on the **Invoices** link on the right side of the screen. This brings up the invoices that are still open for this client. If the Invoice Setup screen has been set to auto allocate the payments, the amount entered in the Payment Amount screen will be allocated to the invoices automatically based on allocation choices. The allocated amount displays in the header of the Payments Received screen and an **A** is displayed beside the invoice where the money is automatically allocated. If the Manual Allocation box is checked on the invoice setup screen, and the payment needs to be distributed differently, click **Deselect All** and click the **Save** link on the Navigation toolbar just below the Payments Received header. Find the invoices being paid and click the **Select** checkbox if the full amount is being paid.



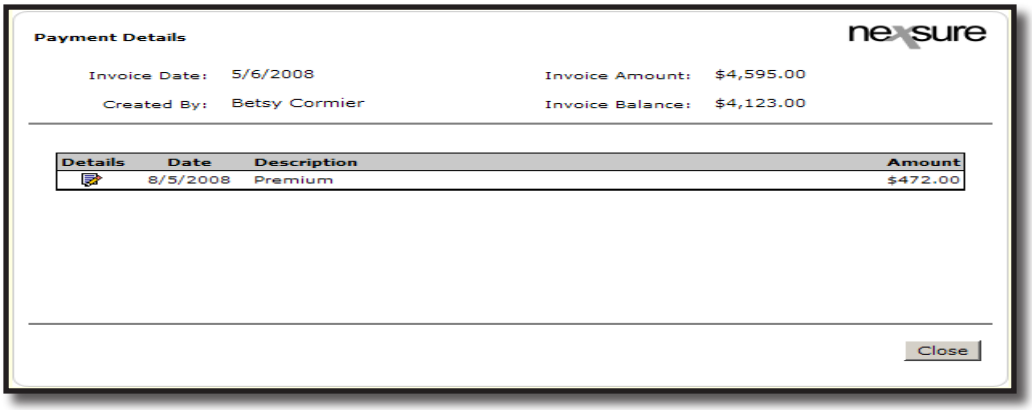
If the client is paying only part of the amount, click the **Details** icon for the invoice to bring up the **Payment Details** screen. Click the **[Add New]** link to enter the amount of the payment.



After entering the partial payment amount and a payment description, click the **OK** button to save the partial amount.

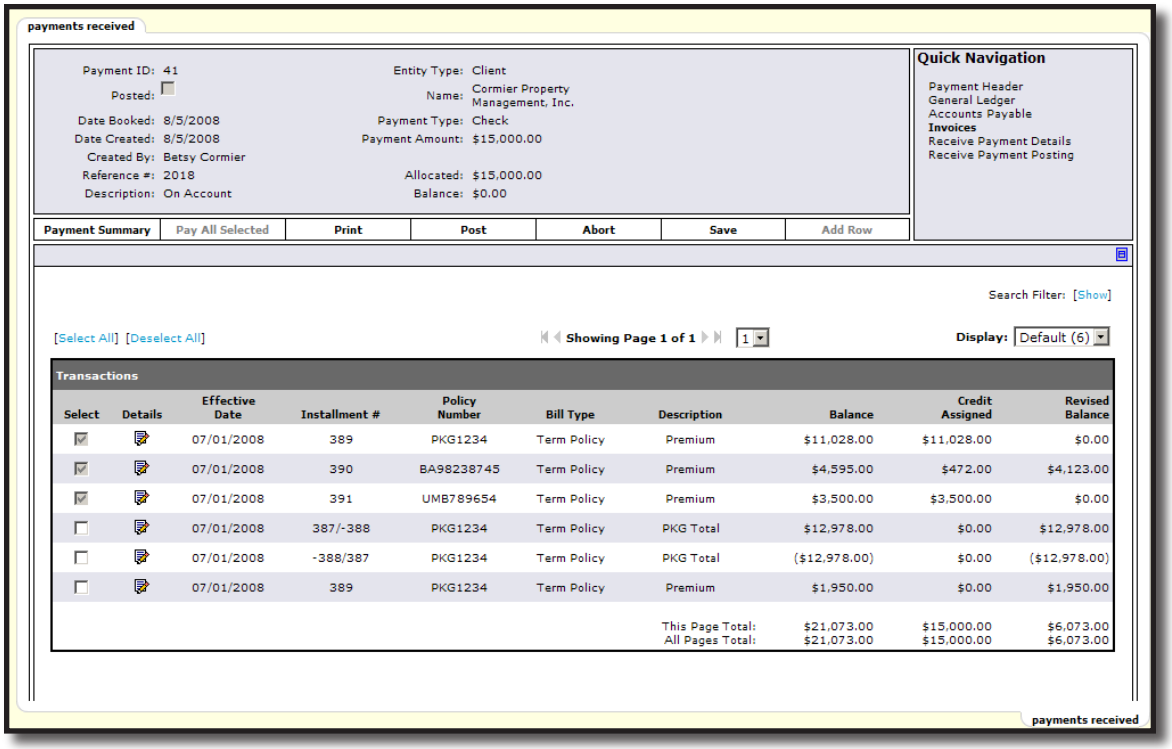


The partial amount entered is displayed with a **Details** icon. Should the amount need modification, click the **Details** icon to modify. Click the **Close** button to return to the **Payments Received** screen.

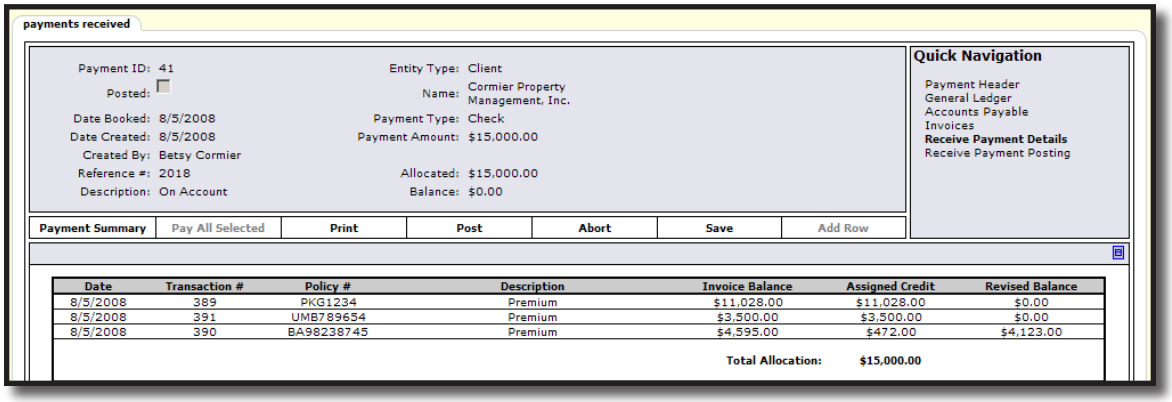


When entering a partial payment the **Pay All Selected** link on the Navigation toolbar is not active, but when paying items in full, the link must be selected to include these fully paid items. If the link is active, (black) make sure to click the link after selecting all fully paid items.

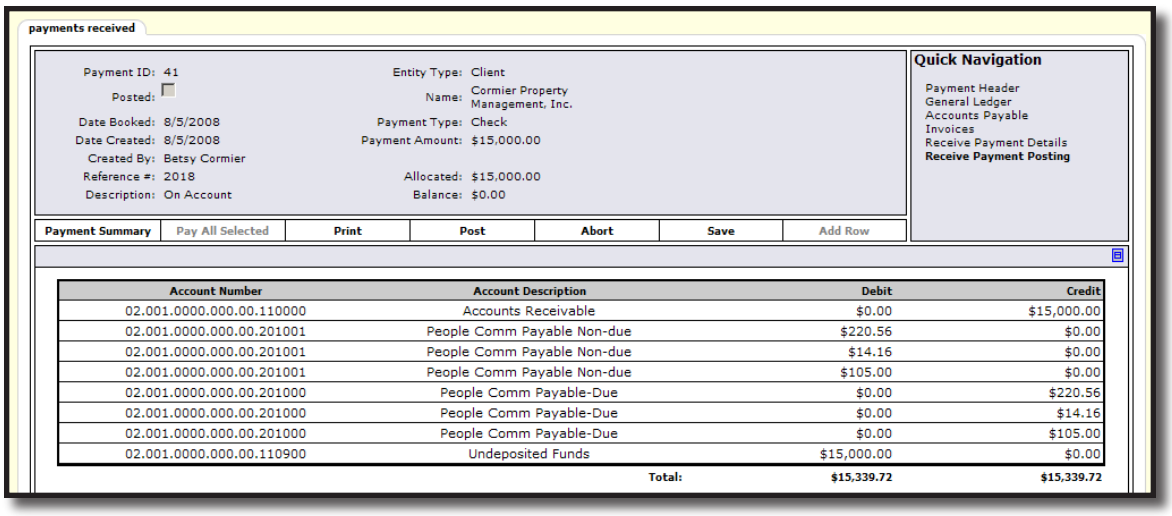
Once the **Pay All Selected** link has been selected it is no longer active.



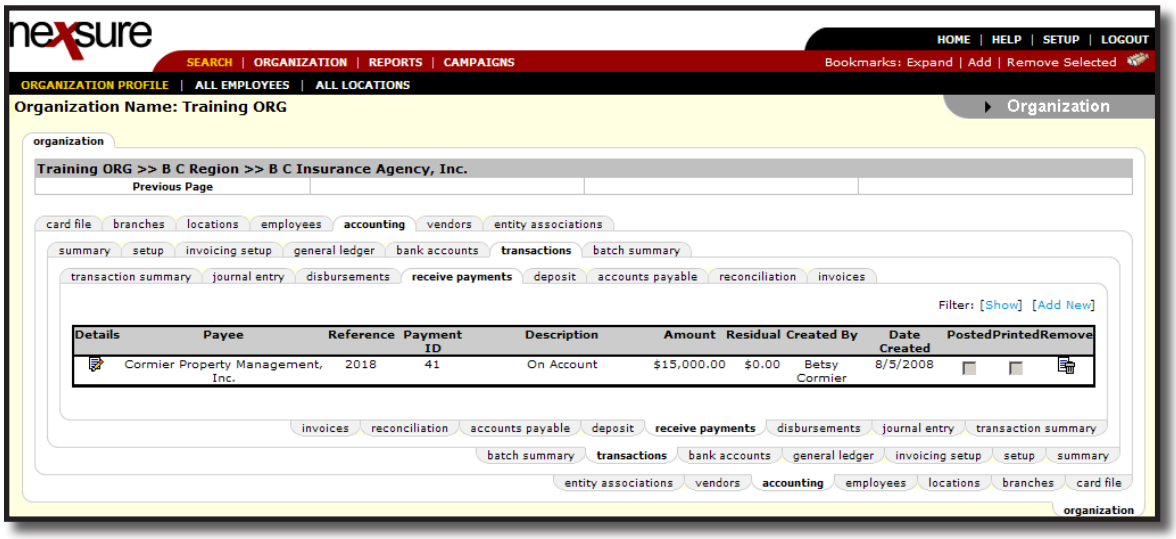
Clicking the **Receive Payment Details** link on the right side of the screen brings up the details of the payment.



To view the posting details, click the **Receive Payment Posting** link on the right side of the screen. Notice that the full amount of the payment is offset to a mandatory account called **Undeposited Funds**. This is where the funds are stored until the deposit is made. When this payment is pulled to create the deposit the undeposited funds account is reduced by that amount. Make sure prior to month end that the undeposited funds account has a zero ($0.00) balance.

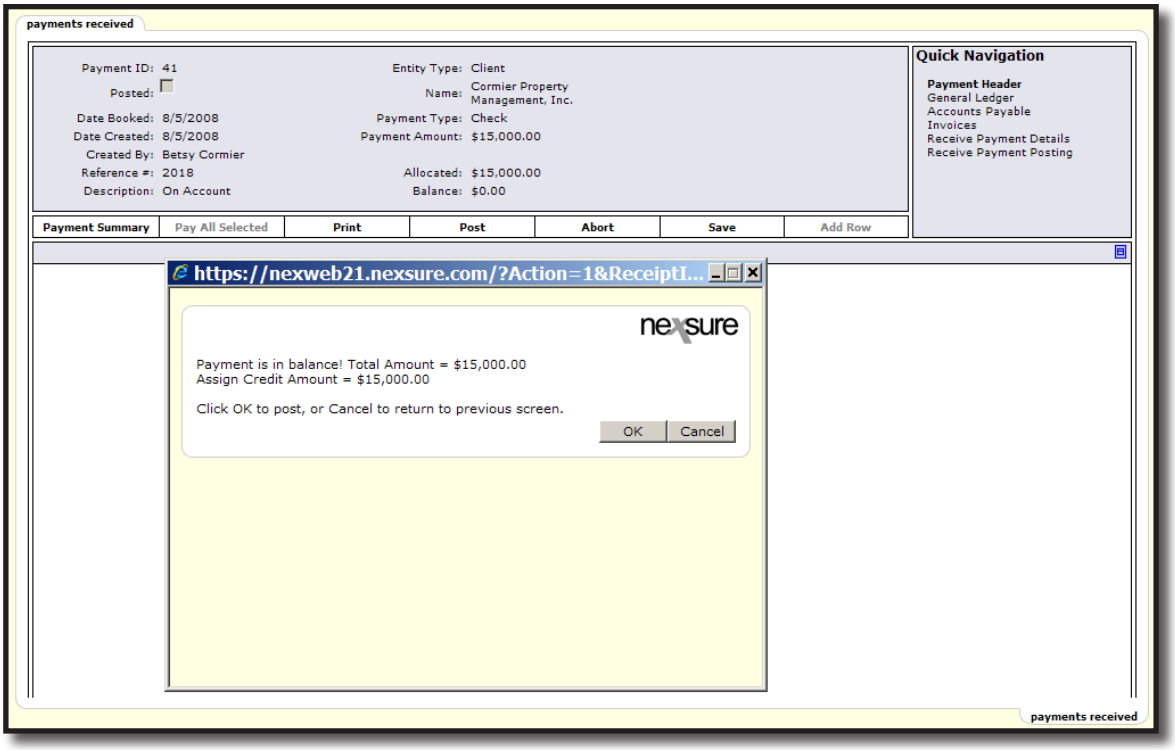


If the payment is left open to post later, the payment shows up on the Payment Summary screen with a **Remove** icon. Should the un-posted payment need to be deleted, click on the **Remove** icon will abort the payment. Clicking the **Details** icon brings up the payment details where the payment may still be posted. Clicking on the **Abort** link on the Navigation toolbar on the details screen will also abort the payment.



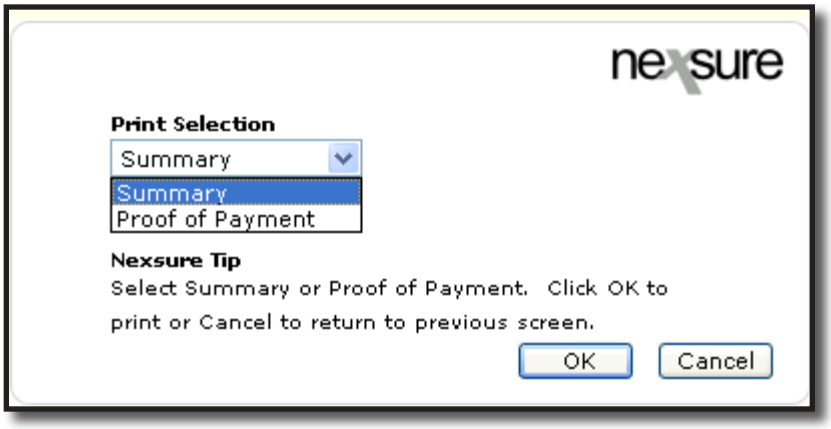
> **Note:** Make sure to check for unposted receive payments daily to avoid deposit and un-deposited funds issues later.

To finalize the payment, click the **Post** link located on the Navigation toolbar. Nexsure checks to make sure the payment is in balance and provides the user with an opportunity to continue posting the payment or abort and go back. Clicking the **OK** button finalizes and posts payment. Clicking the **Cancel** button will not post the payment and returns the user to the receive payment. Once the payment is posted it may not be aborted.

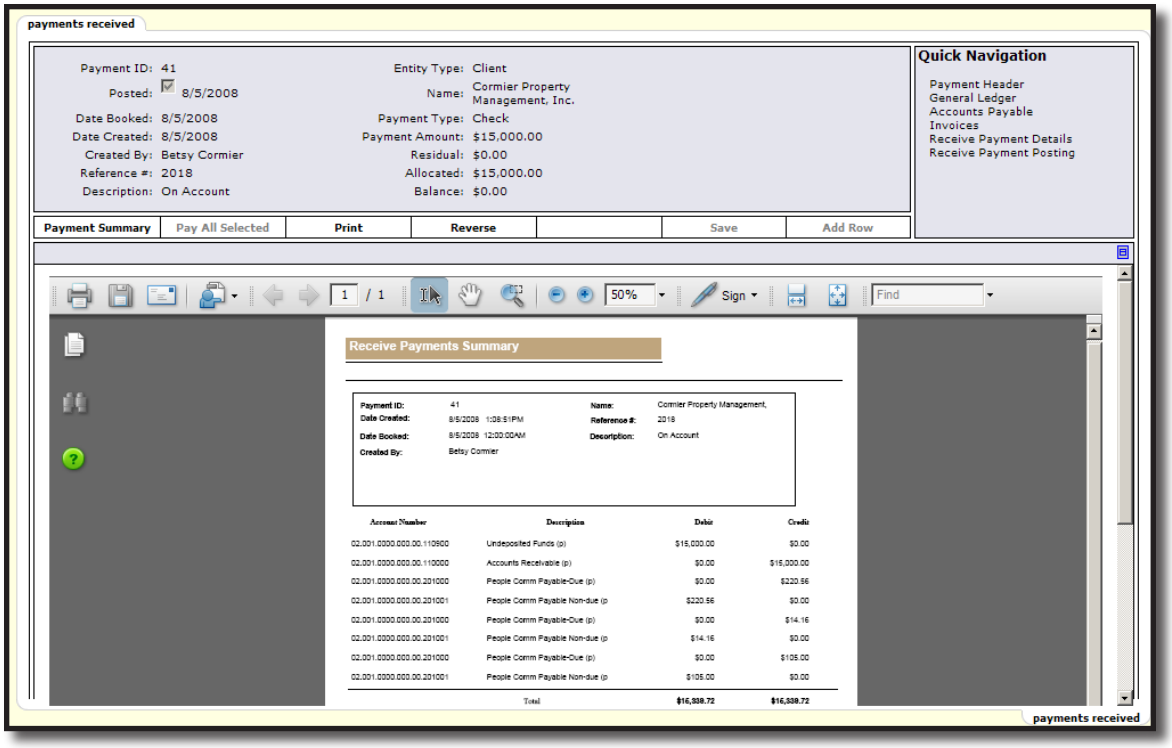


Printing a Payment Summary and Payment Receipt

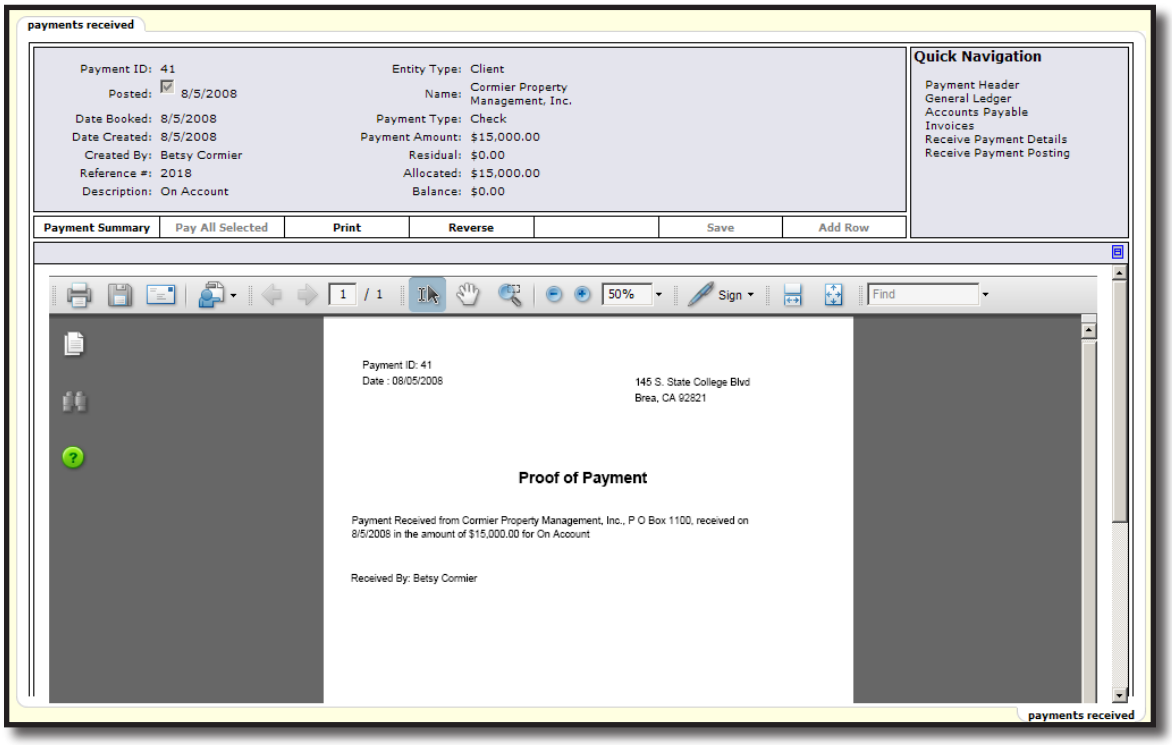
Once the payment has been posted, click on the **Print** link on the Navigation toolbar of the **Payments Received** screen. A print selection of **Summary** and **Proof of Payments** may be selected.



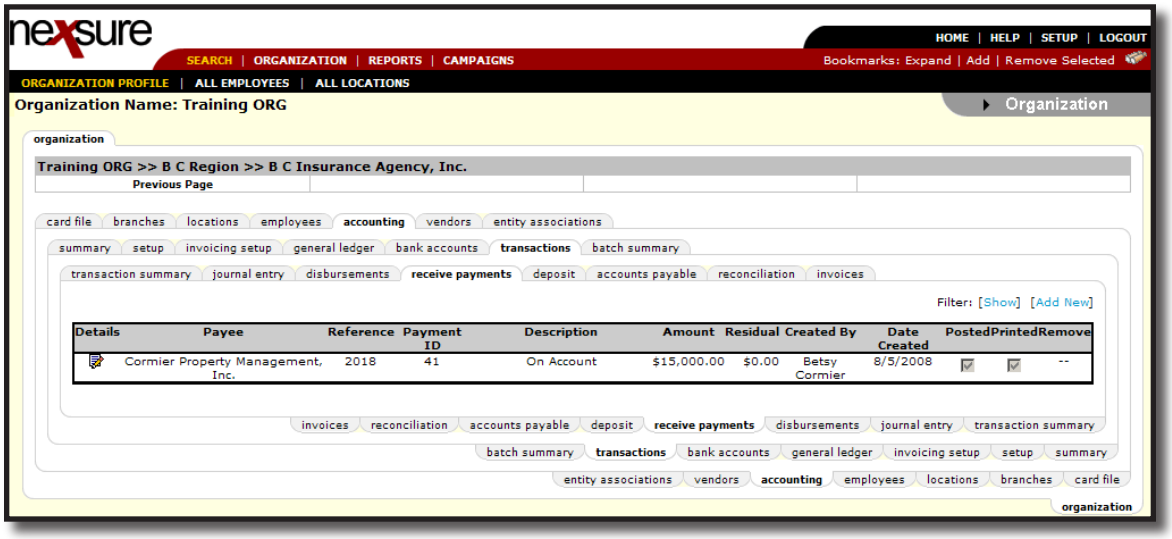
Choose **Summary** and click the **OK** button to display a detailed summary of the payment that may be viewed, printed or saved.



Click on the **Proof of Payment** selection and click the **OK** button to bring up the receipt of payment that may be viewed, printed or saved.



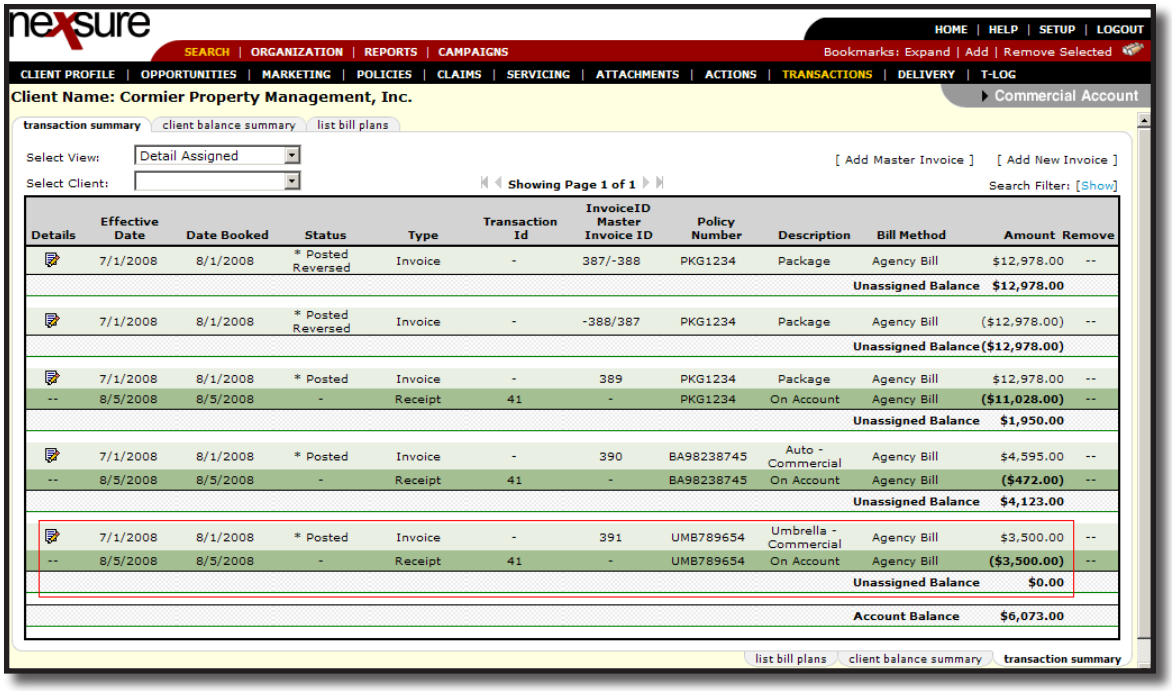
Clicking on the **Payment Summary** link on the Navigation toolbar brings up the Payment Summary screen. Notice that the **Remove** icon is no longer present on the payment line due to posting of the payment.



Confirming the Payment on the Client's Account

Access the client's account by clicking the **SEARCH** link on the **Primary** menu, enter a few characters of the client name and click the **Search** button. Click the **Details** icon beside the client; click the **TRANSACTIONS** link on the **Client** menu. The screen refreshes showing all recent activity on the **transaction summary** tab, **Detail Assigned** view. To display more activity, click the **[Show]** link on the upper right portion of the screen and enter specific information or date range and click the **Search** button to return results.

When a payment is allocated to a specific policy in full, the payment displays under the invoice in dark green with a **Type** of **Payment** along with the **Receive Payment ID#** should it need to be looked up later. The total amount due on the invoice when the item is paid in full shows a balance of zero ($0.00).

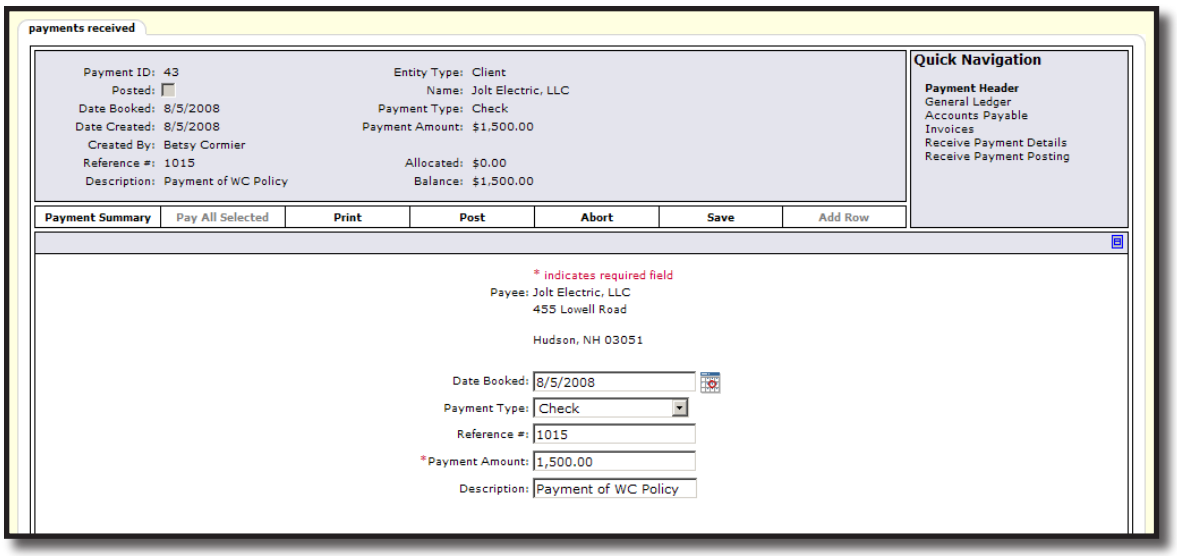


Leave Payment on Account – Residuals

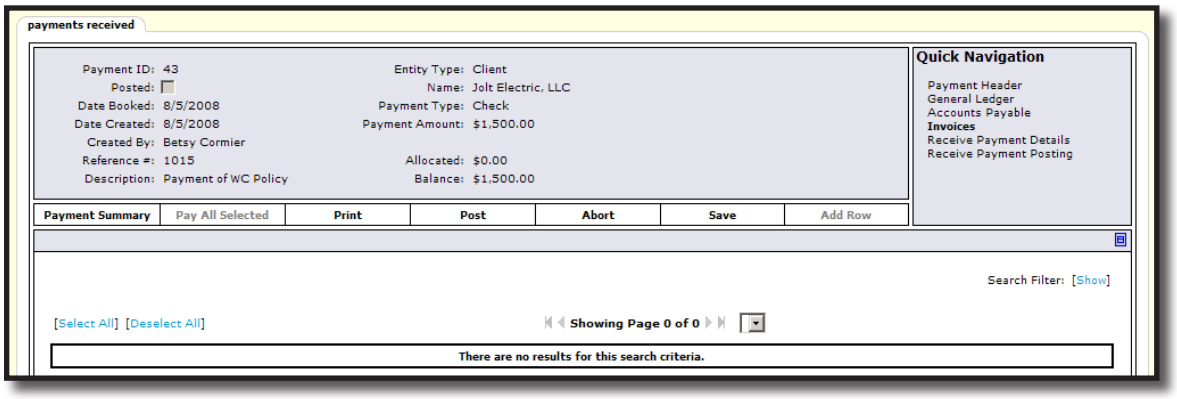
If payment is received prior to adding the invoice (or if it is not known what policy the payment is for) the amount can be left on the client's account without applying to an open item. This unapplied credit is identified in Nexsure as a **Residual**. It is important periodically check for these Residuals and apply them to open items through a Client Reconciliation to provide a clear picture of what premiums are due (or not due).

Click the **ORGANIZATION** link on the **Primary** menu, click the **territories** tab, and click the **Details** icon for the territory of the branch where the client has been added, click the **accounting** tab, click the **transactions** tab and then click the **receive payments** tab.

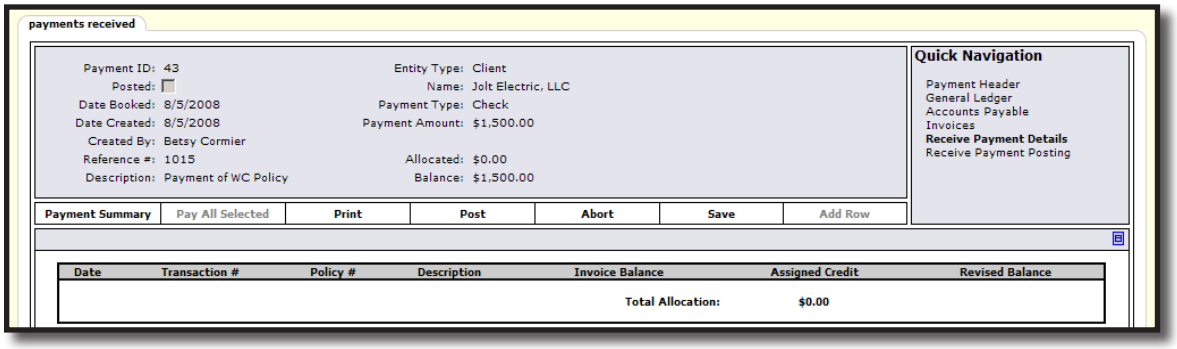
To add a payment, click the **[Add New]** link on the Receive Payments Summary screen. Enter the pertinent payment information and save the entries by clicking the **Save** link on the Navigation toolbar or by selecting any of the links on the right side of the screen. Notice that the payment amount is displayed in the header at the top of the screen the **Allocated** amount shows zero ($0.00). The allocated amount indicates how much of the payment has been allocated either by the user or automatically based on invoice defaults. The **Date Booked** defaults to the current accounting period and may be changed as needed.



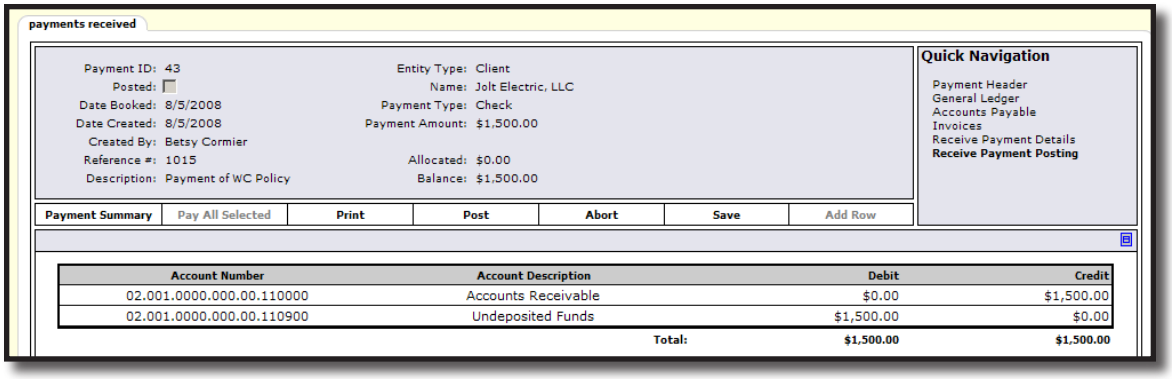
Clicking on the **Invoices** link for this client reveals that no invoices exist.



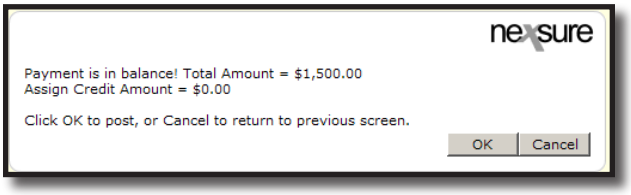
Since no invoices exist, the payment must be left on the client's account to apply to a transaction later. The **Receive Payment Details** screen is where any payment allocations are displayed. In this case there are none.



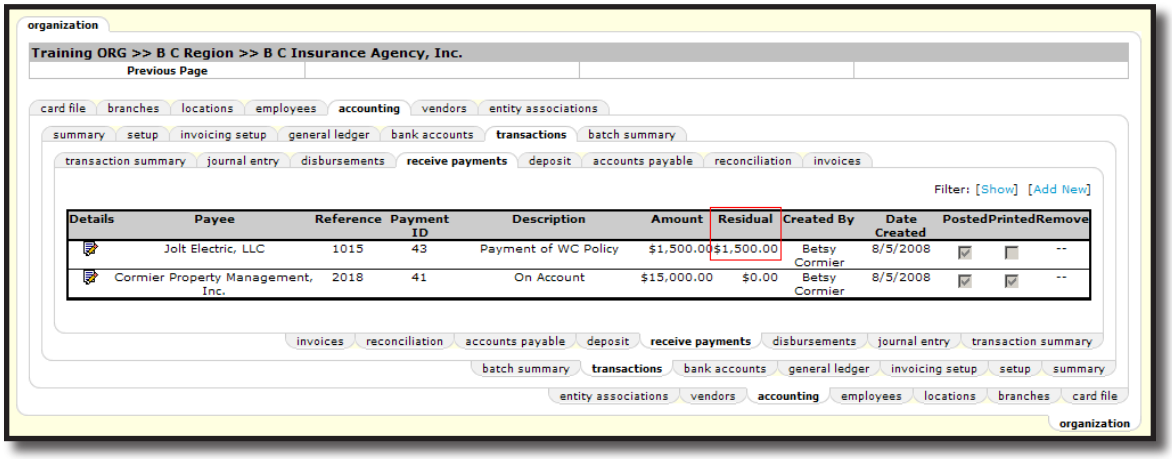
The **Receive Payment Posting** details screen has all the GL account postings. Notice there are 2, an offset to Accounts Receivable and the Undeposited Funds Mandatory Account numbers.



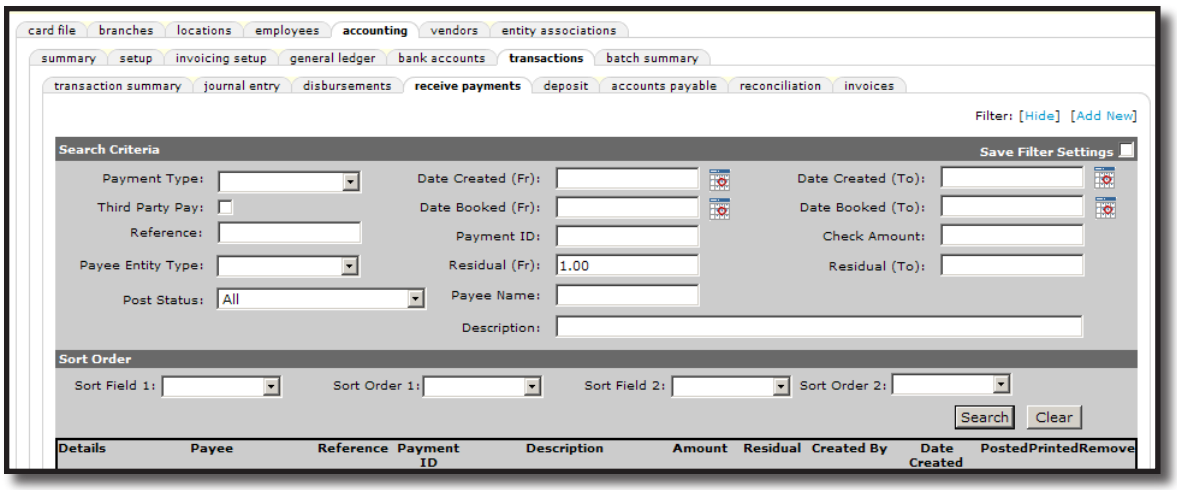
To finalize the payment, click the **Post** link on the Navigation toolbar. Click **OK** on the **Payment is in Balance** pop-up to complete the process.



Because the payment was not assigned to an invoice, on the Receive Payments summary view, a residual amount is displayed in the **Residual** column. This indicates an amount that must be assigned to a payment.



The **Search Filter** may also be used to find open residuals by clicking on the **[Show]** link on the upper right of the receive payments screen. Enter a Residual (Fr) amount as necessary and click the **Search** button to return the results. Below, the Residual (Fr) amount of $1.00 was used to include all residuals starting at $1.00 (and up) to be included in the search results.

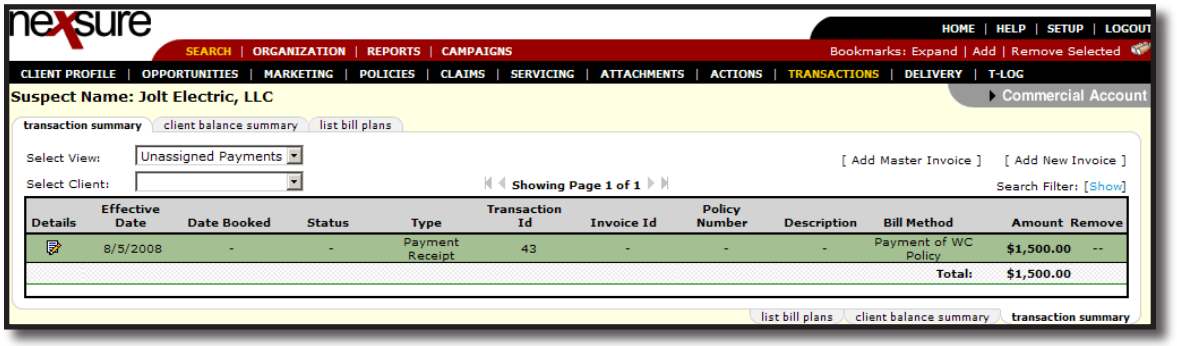


Confirming the Payment Left on the Client's Account

Access the client's account by clicking the **SEARCH** link on the **Primary** menu, enter a few characters of the client name and click the **Search** button. Click the **Details** icon beside the client; click the **TRANSACTIONS** link on the **Client** menu to view the **transaction summary** tab.

The **transaction summary** default view is **Detail Assigned** showing all recent activity. To view only residual payments, select the **Unassigned Payments** option in the **Select View** list. To display more activity, click the **[Show]** link on the upper right portion of the screen and enter specific information or date range and click the **Search** button to return results.

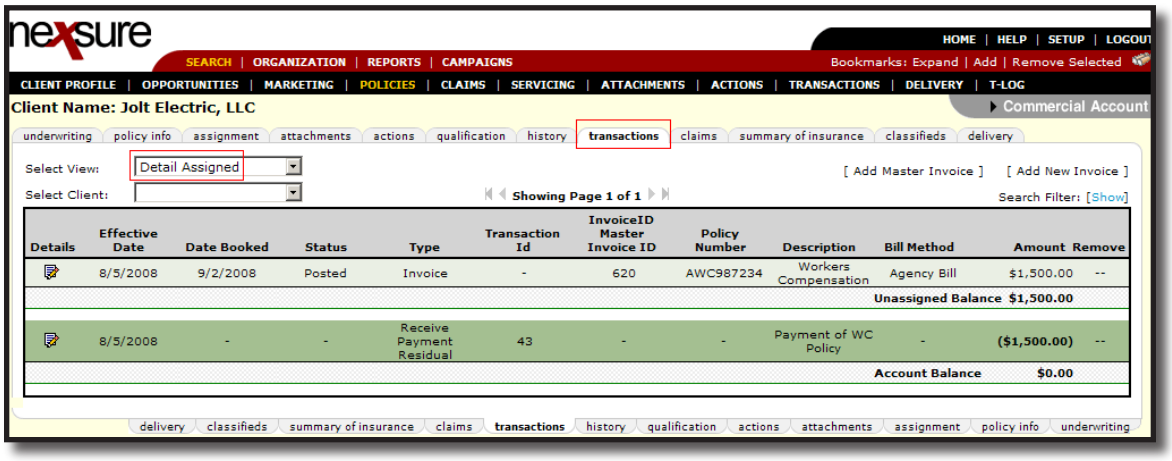
Later when the payment is assigned, the payment will show up under **Assignment Payments** and the **Detail Assigned** views.



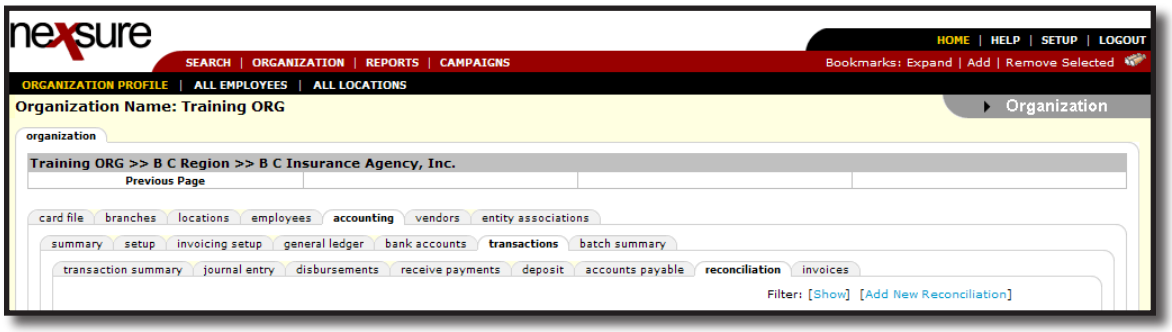
Notes

Apply Payment Left On Account Through Client Reconciliation

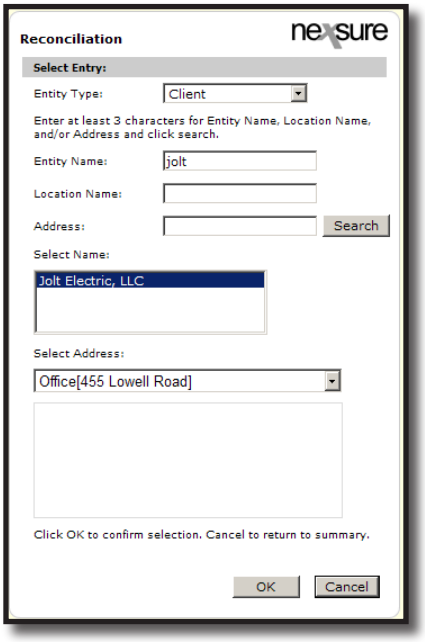
It is important to apply residual payments to open items to show invoices as paid at the client level and also for producer compensation, depending on how the organization is setup. After the invoice has been added to the client's account, the residual amount left on the Receive Payment may be applied to the invoice. Taking a look at the client's account after the invoice has been posted (but the payment has not been assigned) shows only the open item invoice. To clear the balance on the open item, the payment must be applied to the invoice through Client Reconciliation.



To access Client Reconciliation, click **ORGANIZATION** on the **Primary** menu. Select the **territories** tab and the **Details** icon next to the territory that holds the branch where the client is assigned. Select the territory's **accounting** > **transactions** > **reconciliation** tabs.

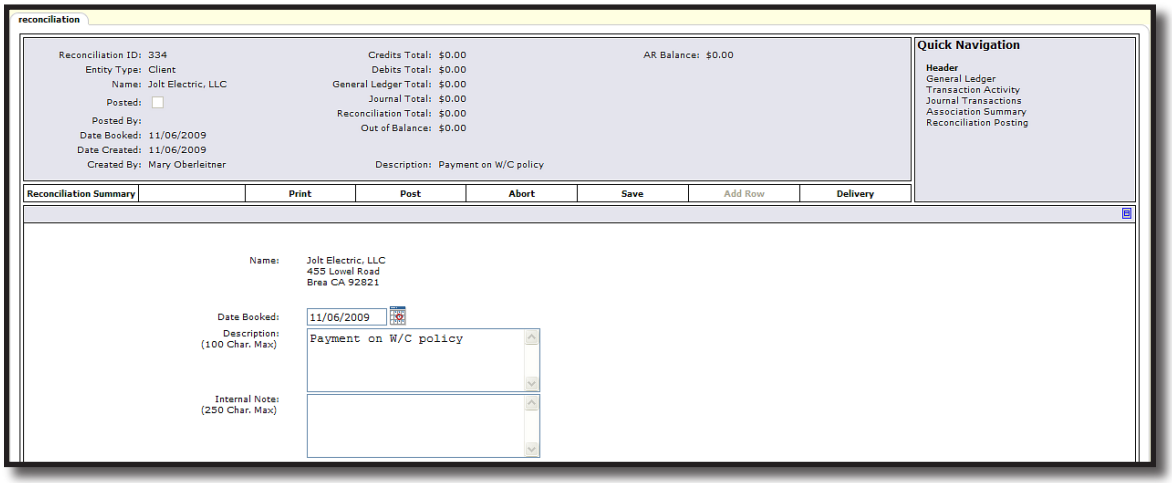


Click **[Add New Reconciliation]** to display the **Reconciliation** dialog box.



In the **Entity Type** list, select **Client**. Enter at least 3 characters of the name of the client and click **Search**. Select the client's name from the search results and click **OK** to display the **reconciliation** tab.

> **Note**: Client names in the **Search Name** list appended with an **(i)** distinguish inactive clients. In the case of duplicate client names, the active client name is listed immediately above the inactive client of the same name.

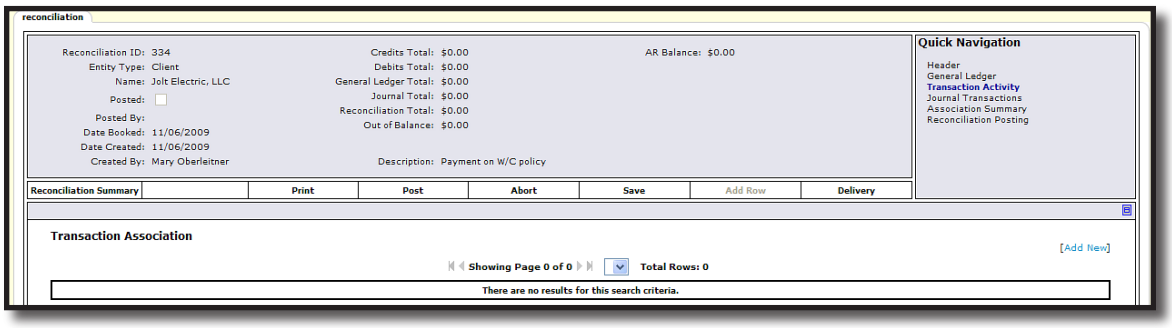


The client's residual balance displays as the **AR Balance** in the reconciliation header. In the **Description** input field enter a description for reports. Enter an **Internal Note** if desired. The Description will be saved in the

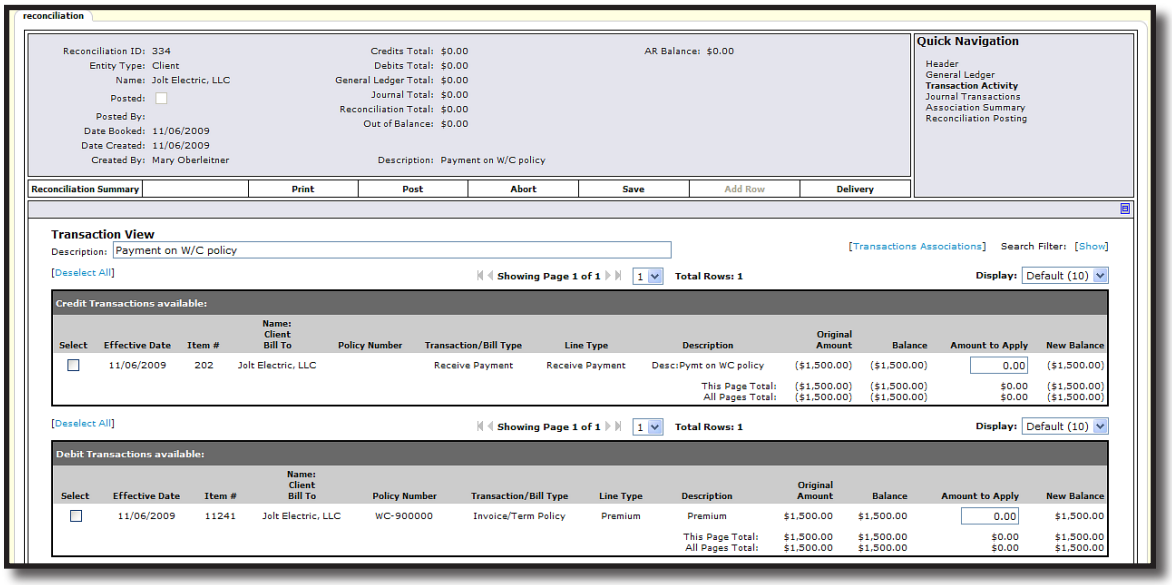
reconciliation header.

Field Label	Description
Reconciliation ID	Sequential number assigned by Nexsure at the time the reconciliation is added.
Entity Type	Defaults to **Client**, the entity selected when starting the reconciliation.
Name	The **Client** name selected during the entity search.
Posted	Box will be checked when the reconciliation is posted. The date posted will display when the reconciliation is posted.
Posted By	The name of the staff member who posts the reconciliation by clicking Post on the Navigation Toolbar.
Date Booked	The date entered in the **Date Booked** box when editing the reconciliation header. The **Date Booked** indicates the accounting period the reconciliation will be added to.
Date Created	The date the **[**Add New**]** link was clicked on the **reconciliation** tab.
Created By	The name of the staff member that clicked the **[**Add New**]** link. If the reconciliation is reversed, the **Created By** name will be the staff member who reversed the reconciliation. The original reconciliation will maintain the name of the staff member who clicked the **[**Add New**]** link.
Credits Total	The total of credit items selected in **Quick Navigation** > **Transaction Activity** during the **reconciliation** process.
Debits Total	The total of debit items selected in **Quick Navigation** > **Transaction Activity** during the **reconciliation** process.
General Ledger Total	The net amount of the line items entered through the **Quick Navigation** > **General Ledger** link. The offset will be completed against accounts receivable in the **Client Journal Associations** screen. Security limits user access to the **General Ledger** link. A **Debit** to a general ledger entry reflects a credit to accounts receivable. A **Credit** to a general ledger entry reflects a debit to accounts receivable.
Journal Transactions	The total amount of entries entered through the **Quick Navigation** > **Journal Transactions** link. Security will limit user access to the **Journal Transactions** link and amount that may be written off.
Reconciliation Total	Sum of **Credit Total**, **Debit Total**, **General Ledger Total** and **Journal Total**. Must equal $0.00 to enable posting of **client reconciliation**.
Out of Balance	Discrepancy total where **Reconciliation Total** does not equal $0.00.
Description	The description entered in the **Description** box when editing the **reconciliation** header. The description prints in reports.
AR Balance	Total **client** accounts receivable balance including future items.

In the Quick Navigation panel click the Transaction Activity link to display the Transaction Association screen. Clicking a link in the Quick Navigation panel will save information entered in the reconciliation header input fields.



Click **[Add New]** on the **Transaction Association** screen to display the **Client Transaction View** screen.

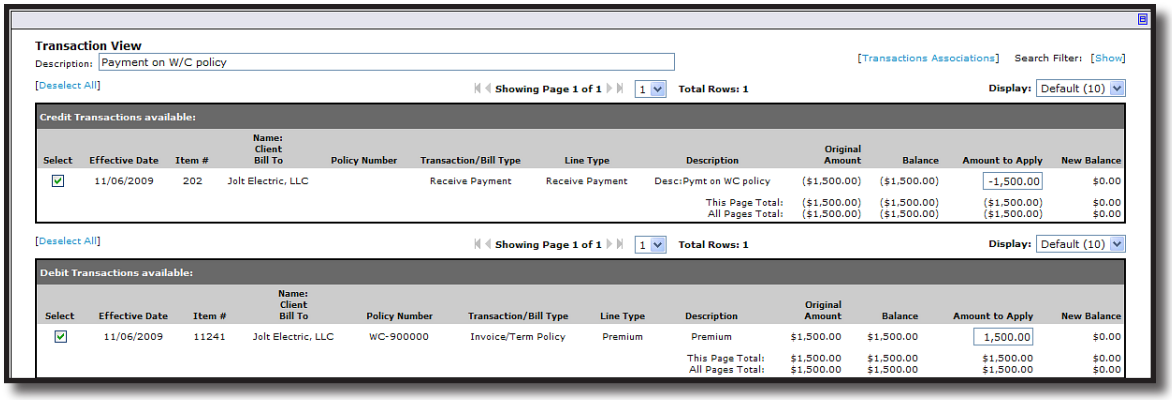


The **Description** defaults from the header input fields and may be edited to the specific application if necessary. The header description will default to all items if a description for the specific application is not entered.

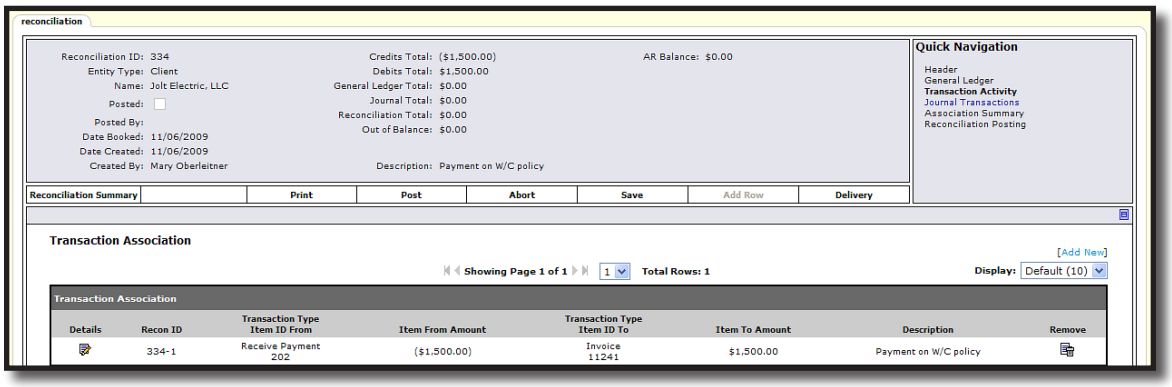
Select a single **Credit** transaction first to clear one or more **Debit** transactions with the single credit. Select a single **Debit** transaction first to clear one or more **Credit** transactions with the single debit. One credit may be selected to clear one or more debit transactions. One debit may be selected to clear one or more credit transactions. Use the filter **[Show]** link to search for specific transactions.

Selection of transactions automatically fills in the **Amount to Apply** with the total transaction amount. The amount may be adjusted. Click **Save** on the navigation toolbar to display the total of selected debits and credits in the reconciliation header and continue working.

> **Hint**: Click the **Maximize/Minimize** icon to expand the **Transaction View**. Click the icon a second time to return to the original display.



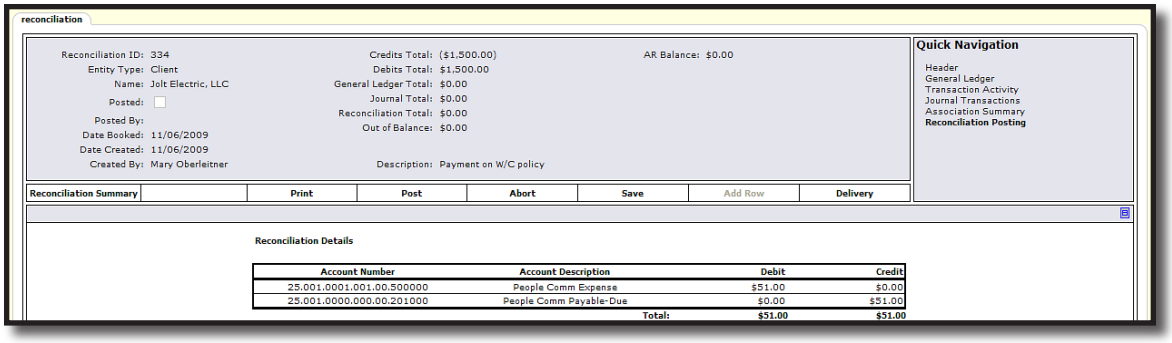
Click the **[Transactions Associations]** link to complete the application of debits and credits. Clicking **[Transactions Associations]** displays the **Transaction Association** screen with the association line item and updates the reconciliation header totals. Additional application of debit to credit(s) or credit to debit(s) may be completed by clicking **[Add New]** from the **Transaction Association** screen. Invoices that are part of an existing application may not be used again in the reconciliation.



To edit the association from the **Transaction Association**, click the **Details** icon to display the **Client Transaction View**. Edit as needed and click the **[Transactions Associations]** link to save any changes and return to the **Transaction Association**. If the client has additional items to clear or write off through **Reconciliation** refer to "Client Reconciliation to Clean Up Client Accounts Receivable", in this chapter.

The reconciliation header displays the **Credits Total**, **Debits Total** and **Out of Balance** amount. The **Client Reconciliation** balance, the total of all credits and debits, must equal $0.00 to post the reconciliation.

Click the **Reconciliation Posting** link in the **Quick Navigation** panel to view the reconciliation posting details. Due to the posting rules setup for this example, the People Commission Payable accounts are affected. Without application of the payment to the invoice, the invoice would remain unpaid and commission due the producer would not be released for payment. Through Client Reconciliation the invoice is paid and commissions move from the non-due account to People Comm Payable - Due account.



Click **Post** on the navigation toolbar to complete the reconciliation. Click **Abort** prior to posting to remove all applications of debits and credits and delete the reconciliation. Once posted, the reconciliation may be **Reversed** to reverse all applications of debits and credits in the reconciliation.

Navigation Toolbar Option	Description
Reconciliation Summary	Click to return to the **reconciliation** tab. Entries in an un-posted reconciliation are automatically saved.
Print	Creates a PDF **Reconciliation Summary** report for the client **reconciliation**.
Post	Link is enabled when activity is completed and the balance is $0.00.
Abort	Link is enabled until **reconciliation** is posted. Abort cancels any activity and deletes the **reconciliation**.
Save	Click **Save** at any point to save your work.
Add Row	Link is enabled in the **Quick Navigation** > **General Ledger** screens.
Delivery	Opens the **delivery** tab to email or fax a PDF of the **Reconciliation Summary**.

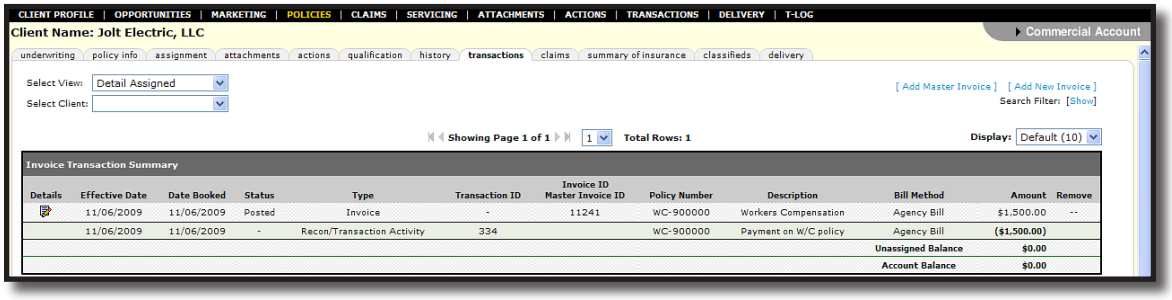
Click the **Reconciliation Summary** link to leave the reconciliation and return to the **reconciliation** tab summary.

Confirming the Associated Payment on the Client's Account

Access the client's account by clicking the **SEARCH** link on the **Primary** menu, enter a few characters of the client name and click the **Search** button. Click the **Details** icon beside the client; click the **transactions** tab and the **transaction summary** tab.

In the **Select View** drop-down box at the top of the screen, select **Detail Assigned** option, the screen refreshes showing all recent activity. To display more activity, click the **[Show]** link on the upper right portion of the screen and enter specific information or date range and click the **Search** button to return results.

Notice that the payment has been successfully assigned to the specific policy under the invoice in dark green with a **Type** of **Payment** along with the **Receive Payment ID#** should it need to be looked up later. The total amount due on the invoice when the item is paid in full shows a balance of zero ($0.00).

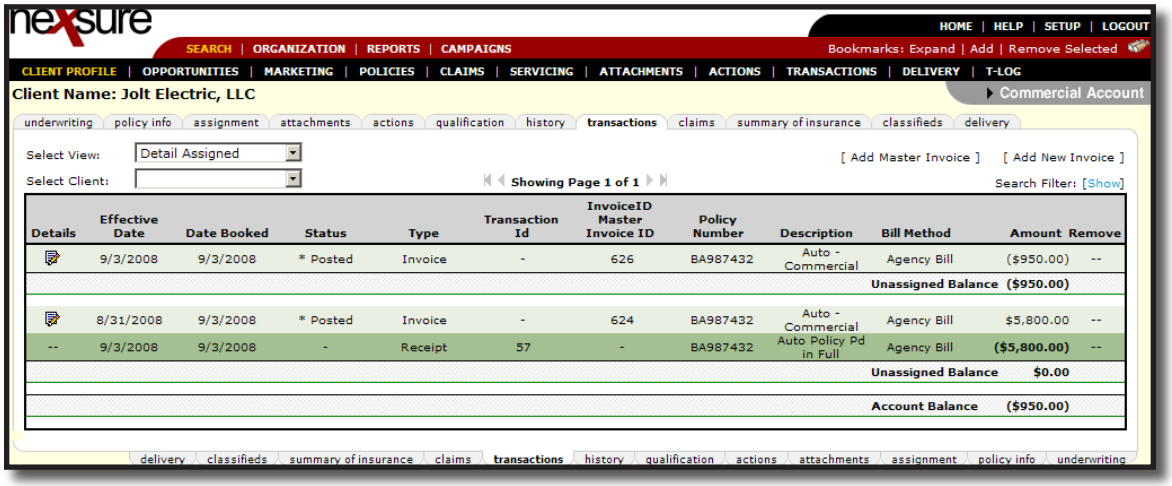


Disbursements to Client for Return Premium or Overpayment

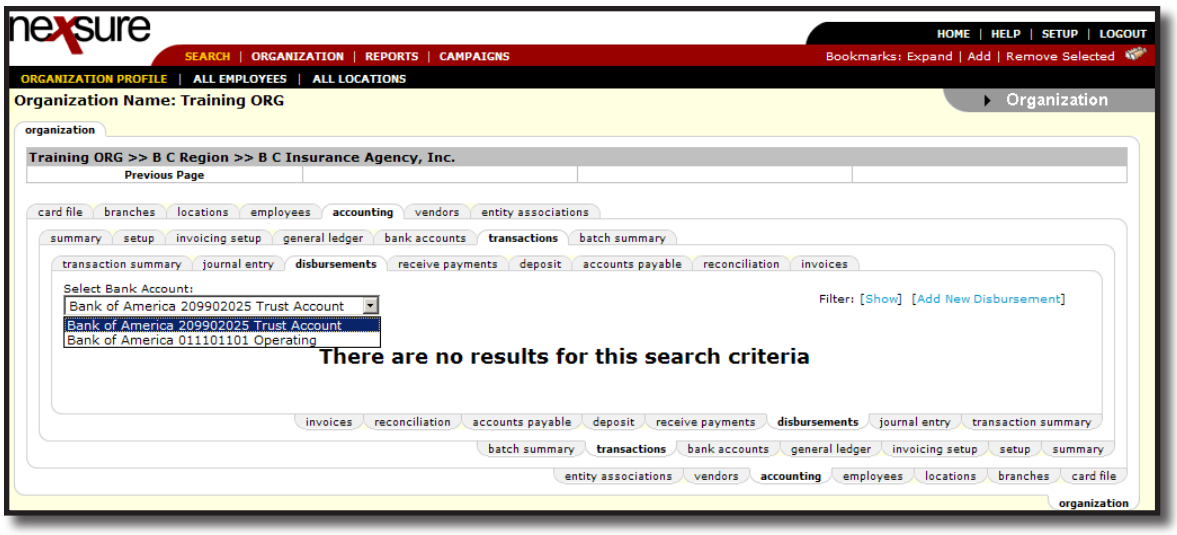
Client disbursements are occasionally needed for return premium or for premium over payment.

To confirm the client's balance before issuing a check, click the **SEARCH** link on the **Primary** menu, enter a few characters of the client name and click the **Search** button. Click the **Details** icon beside the client; click the **transactions** tab and the **transaction summary** tab.

In the **Select View** drop-down box at the top of the screen, select **Detail Assigned** option, the screen refreshes showing all recent activity. To display more activity, click the **[Show]** link on the upper right portion of the screen and enter specific information or date range and click the **Search** button to return results. On the client account in the screen print below, the Branch owes the client $950.00 for a return premium.



To access disbursements, click the **ORGANIZATION** link on the **Primary** menu, click the **territories** tab, and click the **Details** icon for the territory of the branch where the client has been added, click the **accounting** tab, click the **transactions** tab and then click the **disbursements** tab. Before adding the disbursement, first select the bank account from the **Select Bank Account** drop-down box the check will be issued from.



Add a disbursement by clicking on the **[Add New Disbursement]** link. Use the **Search Filter** by clicking on the **[Show]** link to search for posted or un-posted disbursements. Use the **Entity Type** drop-down box to select **Client** as the disbursement type. Enter a few characters of the client name in the field below **Entity Type** and click the **Search** button. Select the client from the **Select Name** list by clicking to highlight. Make sure to select the correct address for the disbursement in the **Select Address** drop-down box and click the **OK** button at the bottom of the screen.

Note: Use the Location Name and/or Address to narrow the search if necessary. Inactive clients are distinguished in the **Select Name** list by an **(i)** appended to their name. Active clients of the same name are listed immediately above the inactive client of the same name.

In the top blue shaded area of the screen known as the header details provides information about the disbursement.

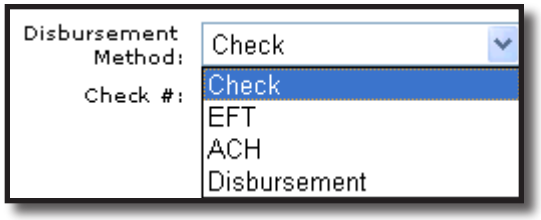
Header Descriptions:

Field Label	Field Description
Disbursement ID	This is the identification number assigned to the disbursement at the time it is added. Use it to locate and identify at disbursement summary level as well as the entity level.
Posted	When the disbursement is posted a check is placed in the box and the date the disbursement is posted will reside to the right of the check box.
Cleared	Cleared identifies that the check has cleared but is only marked when the bank account is reconciled in Nexsure.

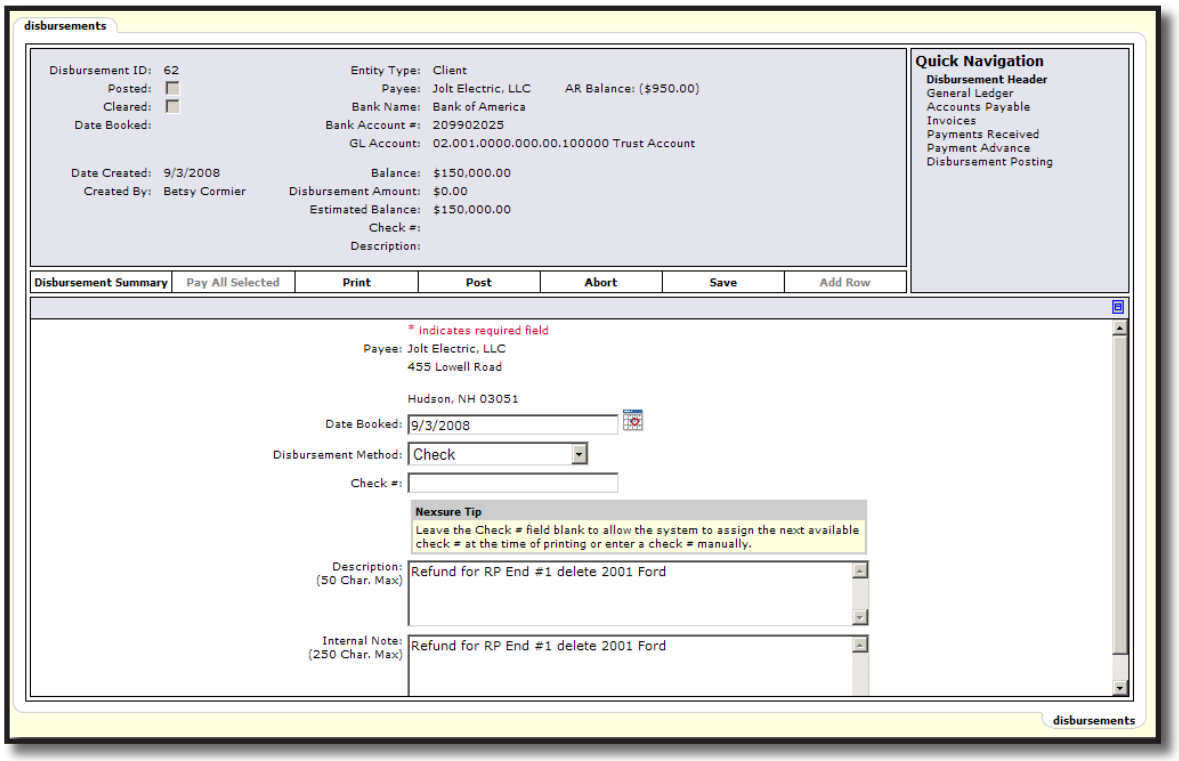
Field Label	Field Description
Date Booked	This date indicates the accounting period the disbursement was added to.
Date Created	This date indicates the date the disbursement was added and may not be changed by the operator.
Created By	At the time the disbursement is added Nexsure looks to see who is logged into the session and this operator is identified as the creator of the disbursement displayed beside the Created By label.
Entity Type	To help keep track of what type of disbursement is added the Entity Type displayed is the type selected when the disbursement is added.
Payee	The payee selected when the disbursement is added shows beside the Payee label.
Bank Name	The Bank Name selected is displayed beside the Bank Name label. This is the bank the disbursement will be drawn from.
Bank Account #	The Bank Account # selected displays beside the Bank Account # label. This is the bank account the disbursement will be drawn from.
GL Account	The Bank selected general ledger account number the disbursement amount will be offset against is displayed next to the GL Account label.
Balance	Balance of the selected bank account as of the last recorded accounting entry.
Disbursement Amount	The amount of the disbursement is displayed only when all items have been included in the disbursement.
Estimated Balance	Estimated Balance including the current disbursement.
Check #	The check number is populated when the check is printed unless a check number is entered manually in the check # field.
Description	This is the description entered in the description field on the disbursement.
AR Balance	This is the account balance for the selected entity. This balance will not change on this header even after the amount is posted. This can be used to confirm what the AR balance was at the time of the disbursement. A new disbursement shows the balance at the time it is added.

To complete the fields on the Disbursement Header, it is important to note that any field with a red asterisk * is required to have data entered. The **Date Booked** field populates automatically with the current date, however, if the date should be other than the current date, it may be changed. If the date entered is in a locked or closed period, the disbursement will provide a warning when post is selected that the entry will be posted in the current accounting month. If the period is only locked, it may be unlocked but this should never be done while others are in your organization. Doing so can cause other entries may be posted to this period. Any reports affected must also be re-run.

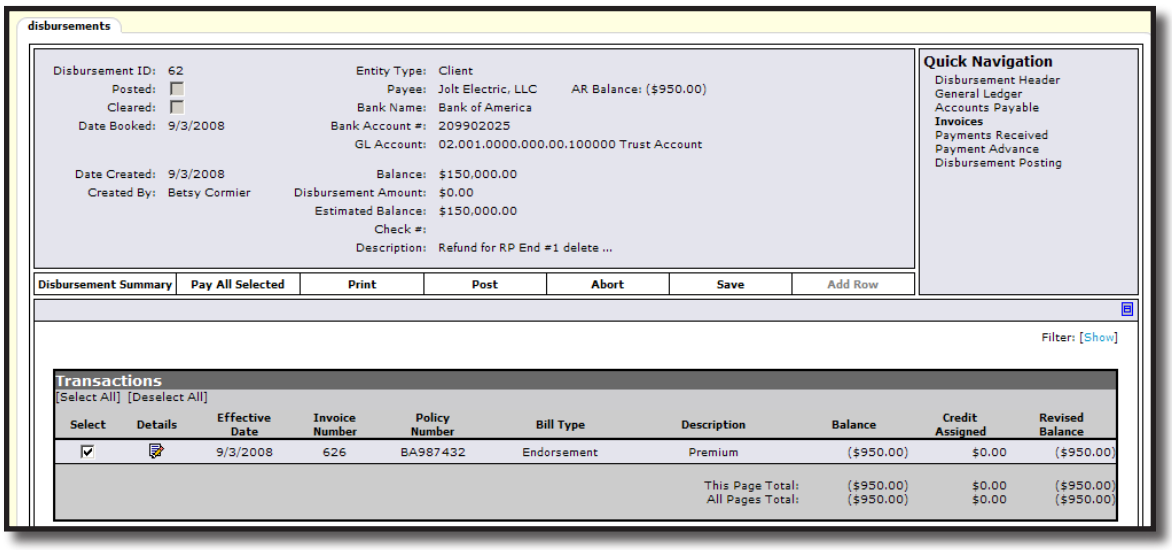
Disbursements in Nexsure may be by Check, EFT (Electronic Funds Transfer), ACH (Automated Clearing House) or a Disbursement (an automatic bank withdrawal; i.e. bank service charge or carrier sweep). Bank accounts must be set up prior to entering disbursements in Nexsure. Select a disbursement type and in this case, Check is selected and is the default.



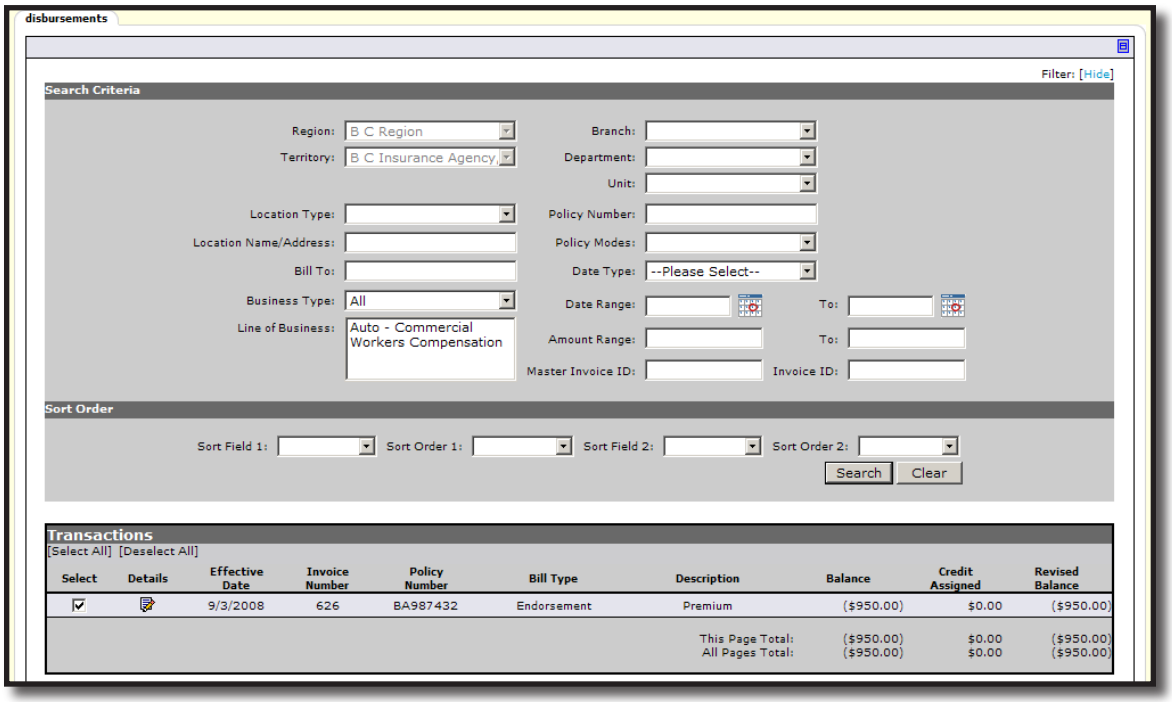
Do not enter a check number in the space provided unless there are some skipped checks. Nexsure automatically numbers the check once it has been posted and Print is selected. Enter a very brief description for the disbursement. This description prints on the memo section of the check, which is why space is limited to 50 characters.



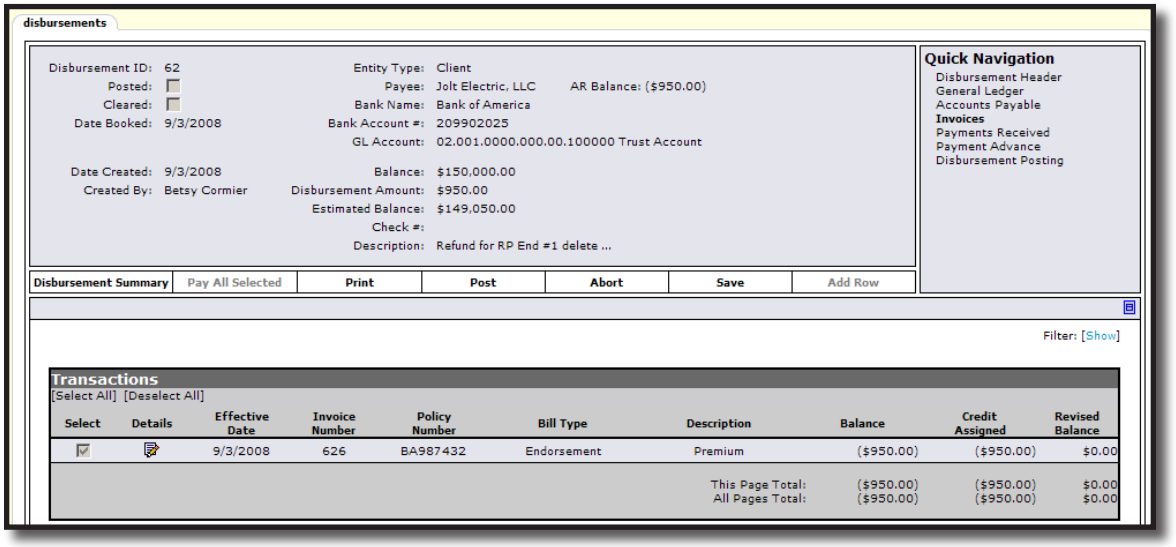
For a return premium payment, click the **Invoices** link on the right side of the disbursement. Notice at this point the Disbursement Amount in the Header is still $0.00. This is because no items have been added to the disbursement. The AR Balance for this client shows a credit of $950.00 which confirms the account balance viewed earlier. In the center portion of the screen a credit invoice for $950.00 is available to select. Click in the box beside the invoice to activate the **Pay All Selected** link on the Navigation toolbar. After this link is clicked notice that it is now inactive and cannot be selected again. The box with the check mark beside the invoice is also unavailable.



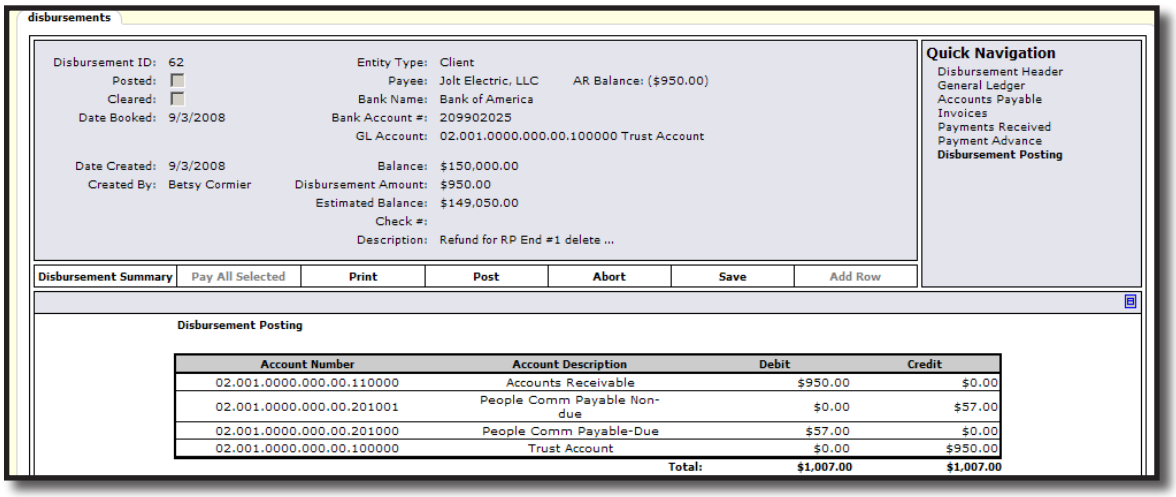
If there are many invoices for this client, click the **[Show]** link on the search filter to narrow down invoice results. Click the **Maximize/Minimize** icon to expand the Search and Transactions workspace. Click the **Maximize/Minimize** icon a second time to display the disbursement header.



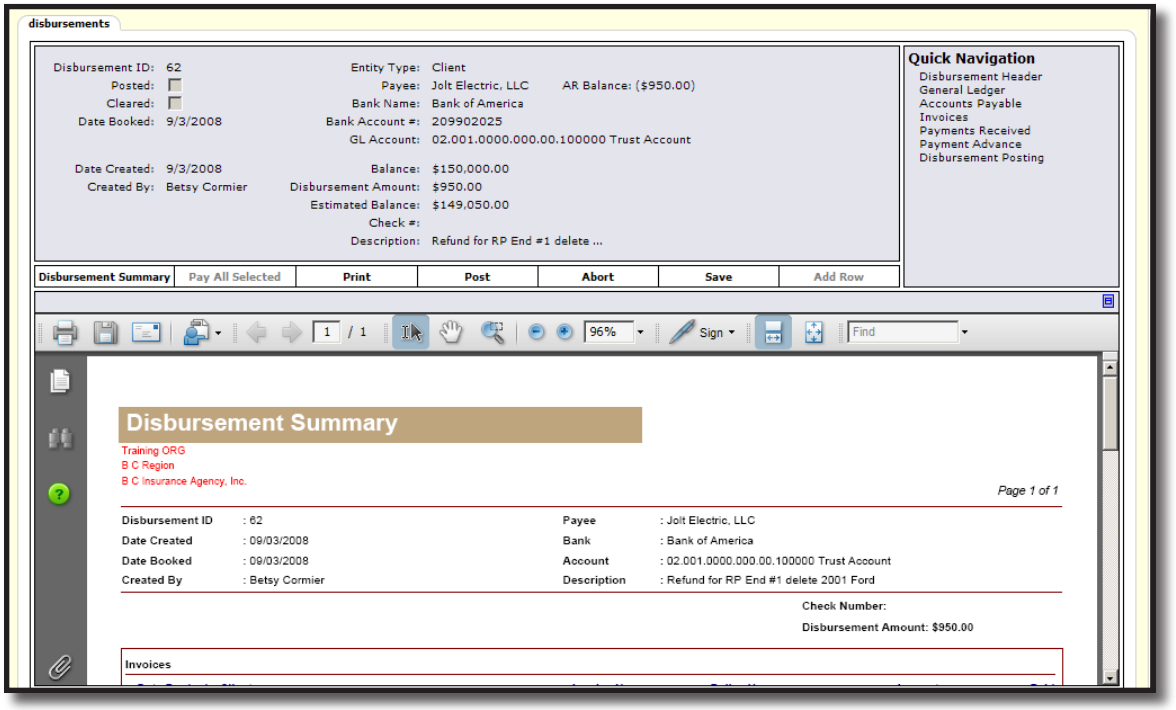
The Disbursement Amount is displayed only after the **Pay All Selected** link is clicked. Also note that the Estimated Balance has changed to include the deduction of the $950.00 disbursement.



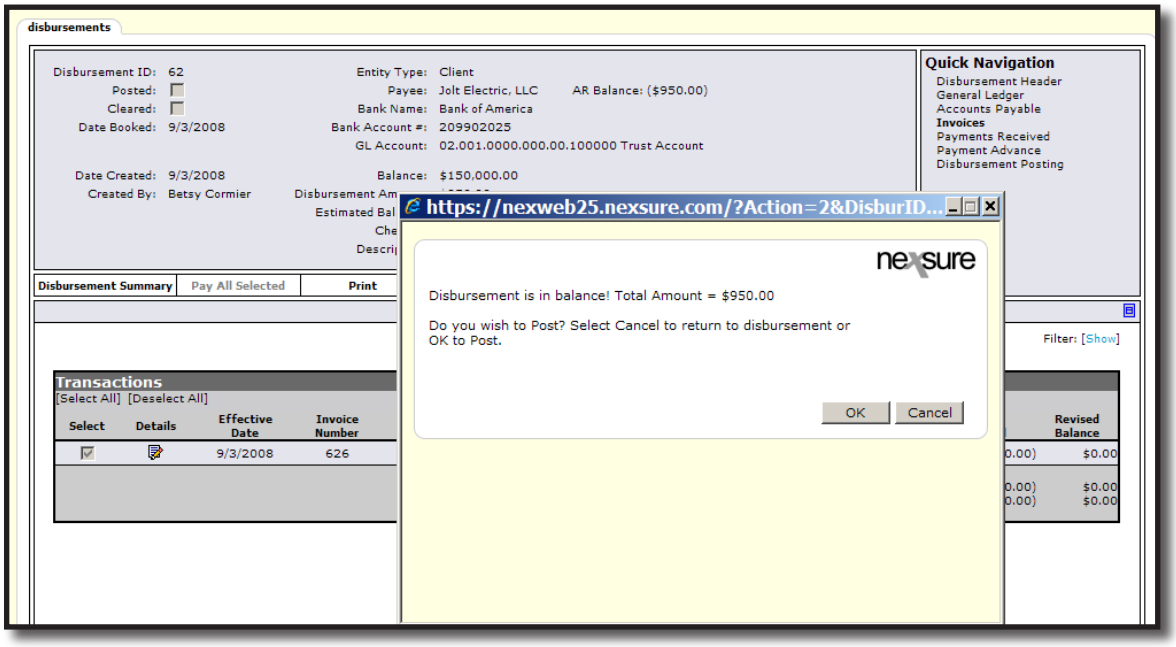
Clicking the **Disbursement Posting** link on the right shows all the general ledger accounts and the amounts that will be posted to each with this disbursement.



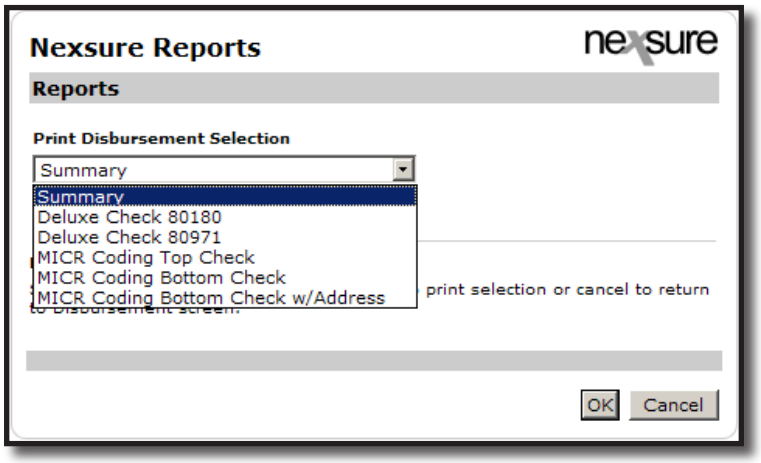
Clicking the **Print** link on the Navigation toolbar before posting the disbursement will only allow the Summary to be viewed and printed.



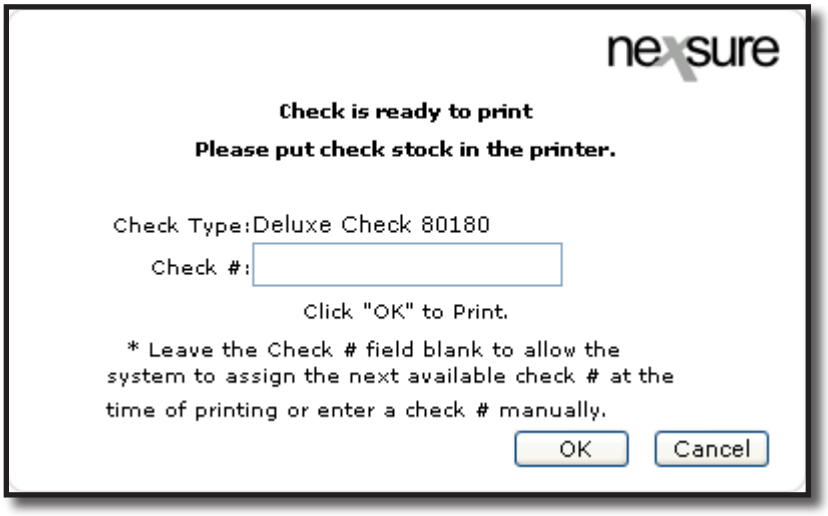
To post the disbursement, click the **Post** link on the Navigation toolbar. Nexsure checks to make sure the disbursement is in balance and provides a message of the confirmation. This also allows the ability to abort the post should there be doubt as to the disbursement. Click the **Cancel** button to abort the post or **OK** to finalize the post.



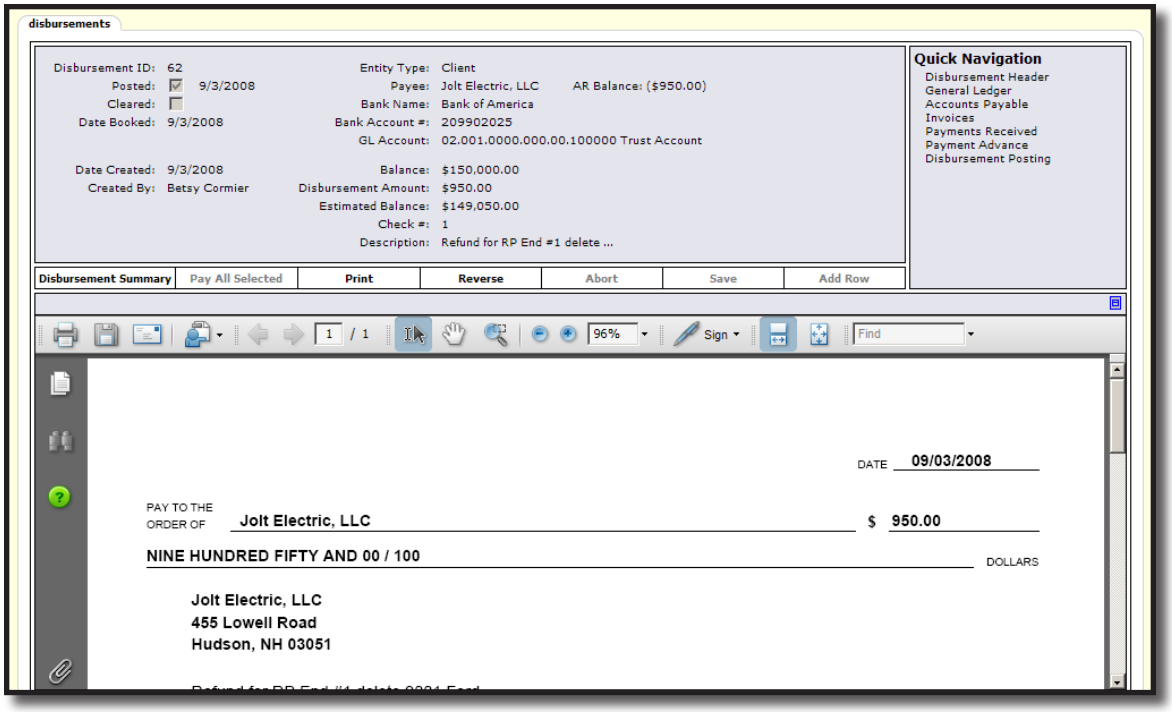
Clicking the **Print** link on the Navigation toolbar (after the disbursement is posted) now allows the selection of not only the summary but also a check type. Depending on what type of checks being used determines what is selected. Click on the check type being used and click the **OK** button at the bottom right of the screen.



On the next screen of the print process, it is not necessary to enter a check number as Nexsure automatically uses the next available check number. However, as stated earlier, this may be changed if checks have been skipped for some reason. Click on the **OK** button to display the selected check.



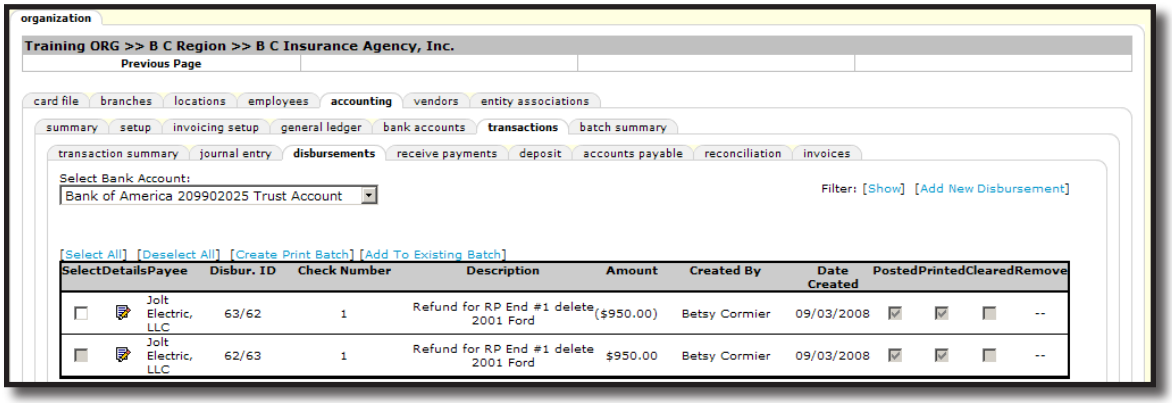
The check is displayed using Adobe® Reader®. To print the check, click the **Adobe®Reader® printer** icon.



Deluxe Forms Web site:

> **Note**: Checks and other multi-purpose forms compatible with Nexsure are available from Deluxe Forms. Order by phone, 1-800-328-0304 or from www.deluxeforms.com. For more information, see "Deluxe Forms Ordering" in **HELP** > **Before You Start.**

After printing the check, click the **Disbursement Summary** link on the Navigation toolbar to return the refreshed Disbursements summary screen. Once the disbursement has been posted, it can no longer be aborted. If the disbursement is incorrect, it may be reversed by clicking the **Details** icon beside the disbursement to bring up the detail screen. Click the **Reverse** link on the Navigation toolbar and confirm reversal. There are now 2 entries for the reversal and the ID numbers display together with a slash (/) between them. The two entries equal zero ($0.00).

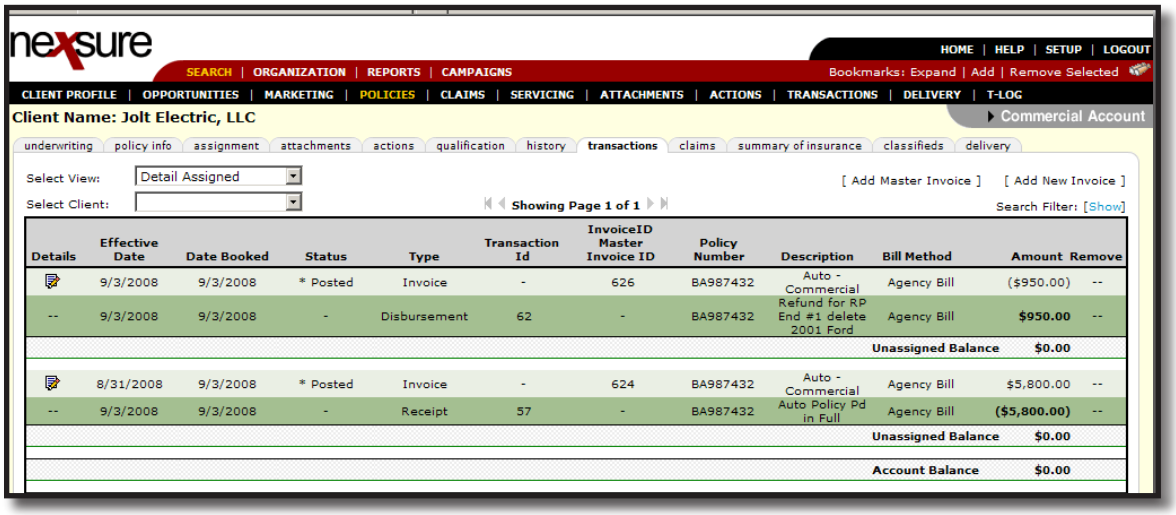


Confirming the Posted Disbursement on the Client's Account

Access the client's account by clicking the **SEARCH** link on the **Primary** menu, enter a few characters of the client name and click the **Search** button. Click the **Details** icon beside the client; click the **transactions** tab and the **transaction summary** tab.

In the **Select View** drop-down box at the top of the screen, select **Detail Assigned** option, the screen refreshes showing all recent activity. To display more activity, click the **[Show]** link on the upper right portion of the screen and enter specific information or date range and click the **Search** button to return results.

Notice that the disbursement has been successfully assigned to the specific policy under the invoice in dark green with a **Type** of **Disbursement** along with the **Transaction ID#** should it need to be looked up later. The total amount due on the invoice when the item is paid in full shows a balance of zero ($0.00).

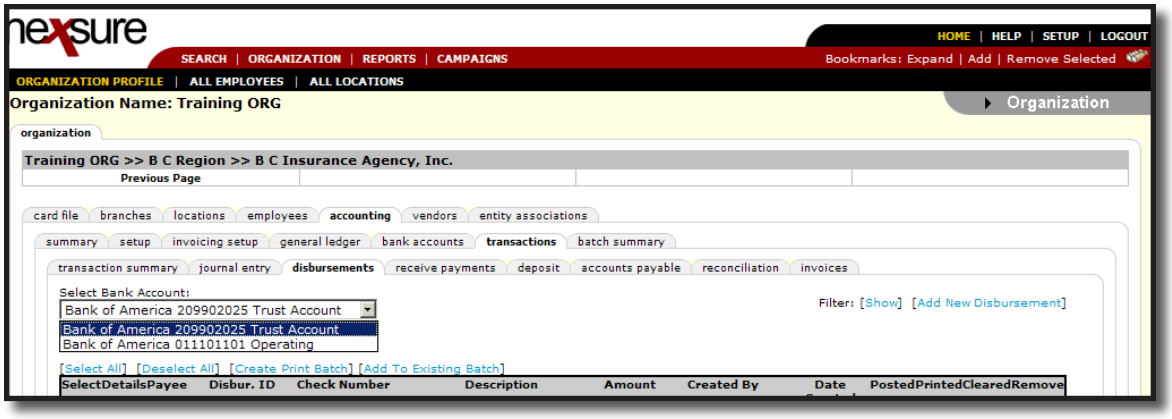


Details	Effective Date	Date Booked	Status	Type	Transaction Id	InvoiceID Master Invoice ID	Policy Number	Description	Bill Method	Amount	Remove
	9/3/2008	9/3/2008	* Posted	Invoice	-	626	BA987432	Auto - Commercial	Agency Bill	($950.00)	--
--	9/3/2008	9/3/2008	-	Disbursement	62	-	BA987432	Refund for RP End #1 delete 2001 Ford	Agency Bill	$950.00	--
									Unassigned Balance	$0.00	
	8/31/2008	9/3/2008	* Posted	Invoice	-	624	BA987432	Auto - Commercial	Agency Bill	$5,800.00	--
--	9/3/2008	9/3/2008	-	Receipt	57	-	BA987432	Auto Policy Pd in Full	Agency Bill	($5,800.00)	--
									Unassigned Balance	$0.00	
									Account Balance	$0.00	

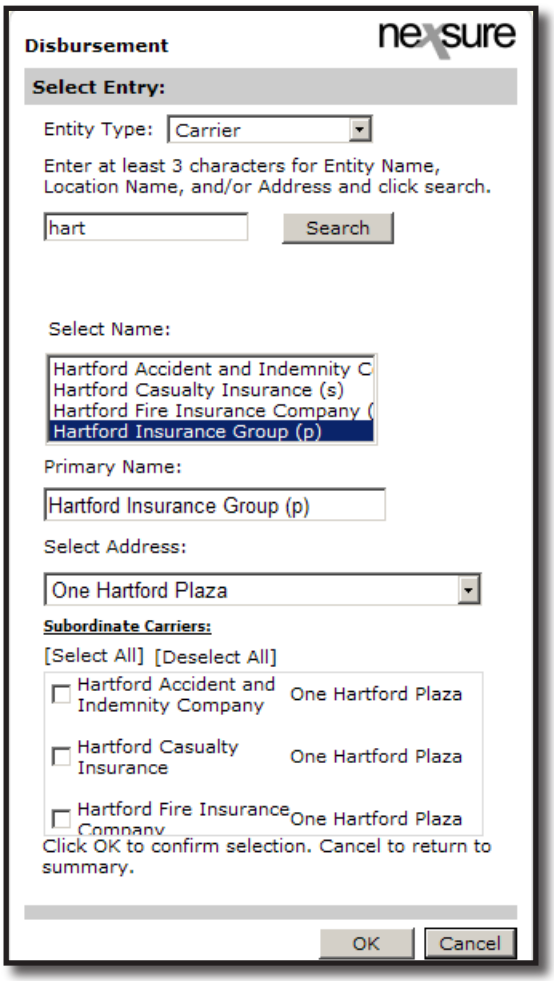
Payment Advance to Carrier

For a variety of reasons, there may be a need to advance money to the carrier on behalf of the client. Maybe the client made the check payable to the agency or the client only pays premiums in cash and wants to pay the agency. In any case, money can be forwarded to the carrier in Nexsure by using the **Payment Advance** feature. The Payment Advance can be added before or after the money has been received on the client's account.

To access disbursements, click the **ORGANIZATION** link on the **Primary** menu, click the **territories** tab, and click the **Details** icon for the territory of the Branch where the client has been added, click the **accounting** tab, click the **transactions** tab and then click the **disbursements** tab. Before adding the disbursement, first select the bank account from the **Select Bank Account** drop-down box from where the check is to be issued.

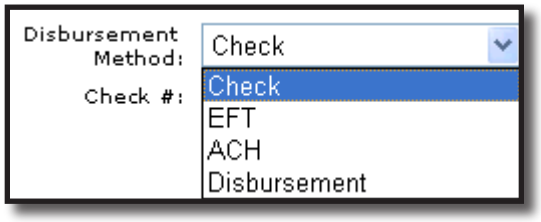


Add a disbursement by clicking on the **[Add New Disbursement]** link. Use the **Search Filter** by clicking on the **[Show]** link to search for posted or un-posted disbursements. Use the **Entity Type** drop-down box to select **Carrier** as the disbursement type. Enter a few characters of the carrier name in the field below **Entity Type** and click the **Search** button. Select the carrier from the **Select Name** list by clicking to highlight. Make sure to select the correct address for the disbursement in the **Select Address** drop-down box and click the **OK** button at the bottom of the screen.

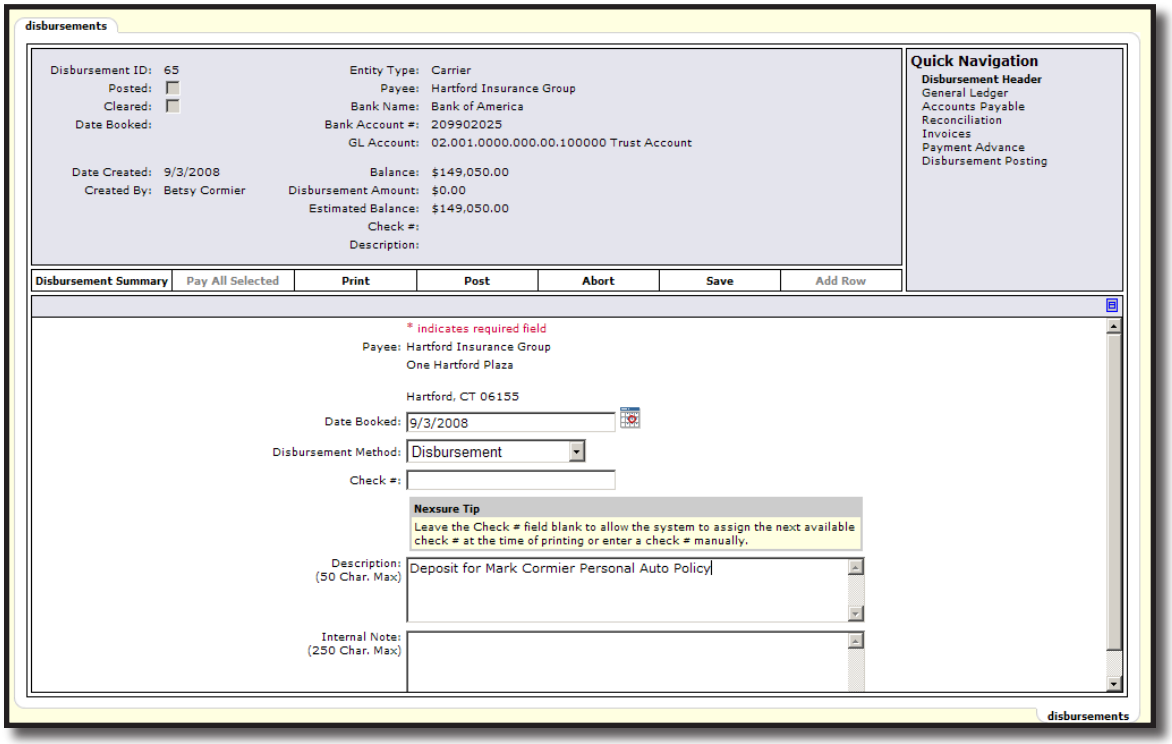


To complete the fields on the Disbursement Header, it is important to note that any field with a red asterisk * is required to have data entered. The **Date Booked** field populates automatically with the current date, however, if the date should be other than the current date, it may be changed. If the date entered is in a locked or closed period, the disbursement will provide a warning when Post is selected that the entry will be posted in the current accounting month. If the period is only locked, it may be unlocked but this should never be done while others are in your organization as other entries may be posted to this period. Any reports affected must also be re-run.

Disbursements in Nexsure may be by Check, EFT (Electronic Funds Transfer), ACH (Automated Clearing House) or a Disbursement (an automatic bank withdrawal; i.e. bank service charge or carrier sweep). Bank accounts must be set up prior to entering disbursements in Nexsure. Select a disbursement type and in this illustration, Check is selected and is the default.

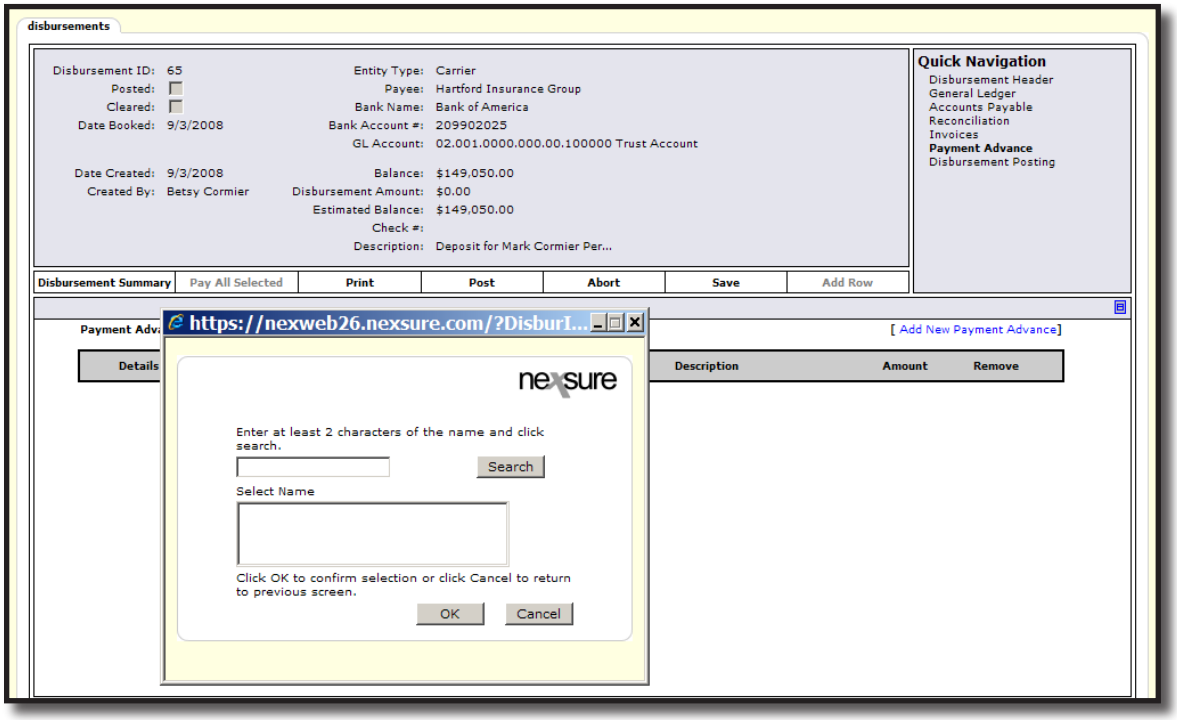


Do not enter a check number in the space provided unless there are some skipped checks. Nexsure automatically numbers the check once it has been posted and **Print** is selected. Enter a very brief description for the disbursement. This description prints on the memo section of the check, which is why space is limited to 50 characters.



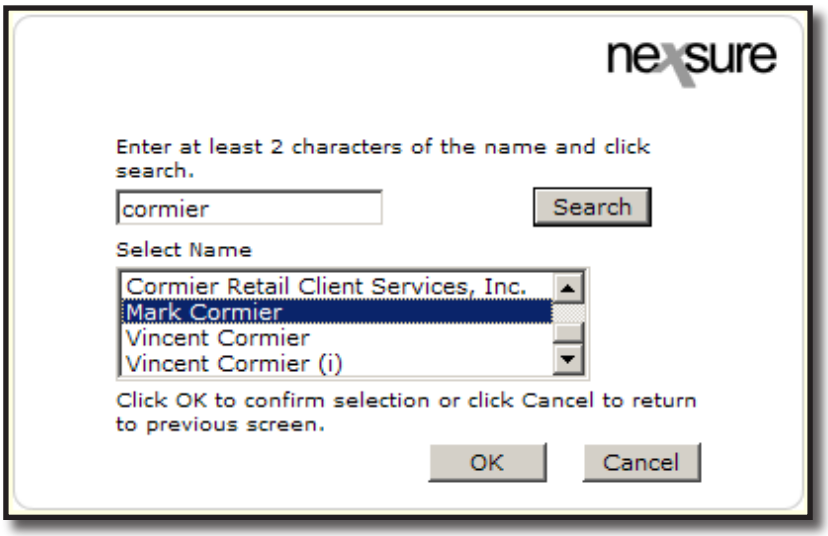
For a Payment Advance, click the **Payment Advance** link on the right side of the disbursement. Notice at this

point the Disbursement Amount in the Header is still $0.00. This is because no items have been added to the disbursement. Click the **[Add New Payment Advance]** link on the Navigation toolbar. Enter a few characters of the client's name the payment is being advanced for and click the **Search** button.

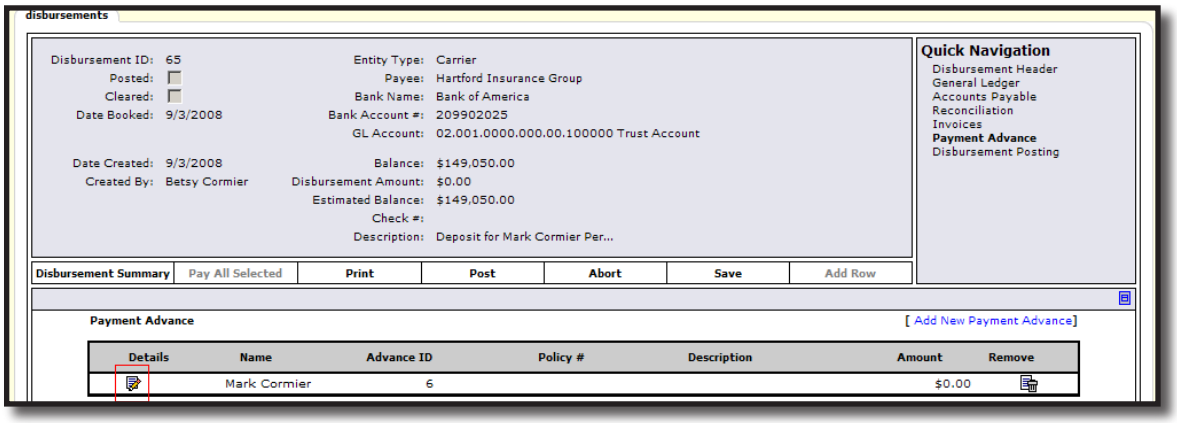


Click to highlight the client's name and click the **OK** button.

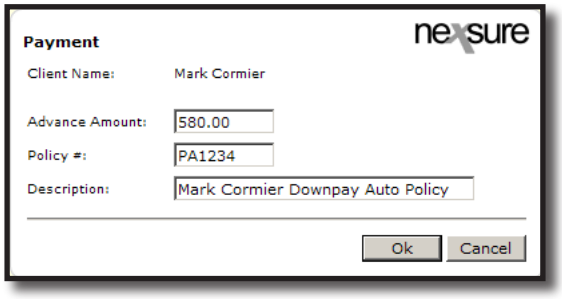
Note: Search results list inactive client names in the **Select Name** box appended with an **(i)**. In the case of duplicate clients, active clients with the same client name are listed immediately above the inactive client name.



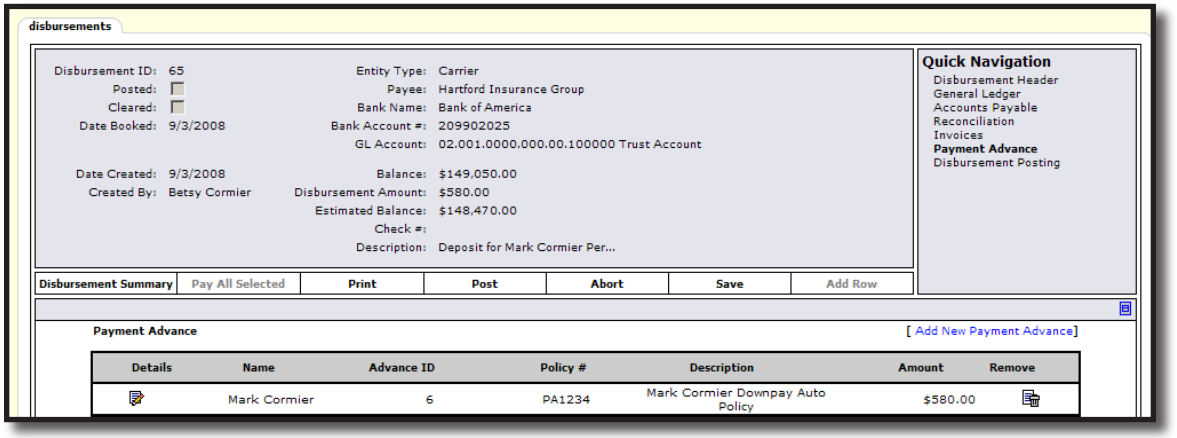
After selecting the client, the payment amount must be entered. To do this, click on the **Details** icon beside the client's name.



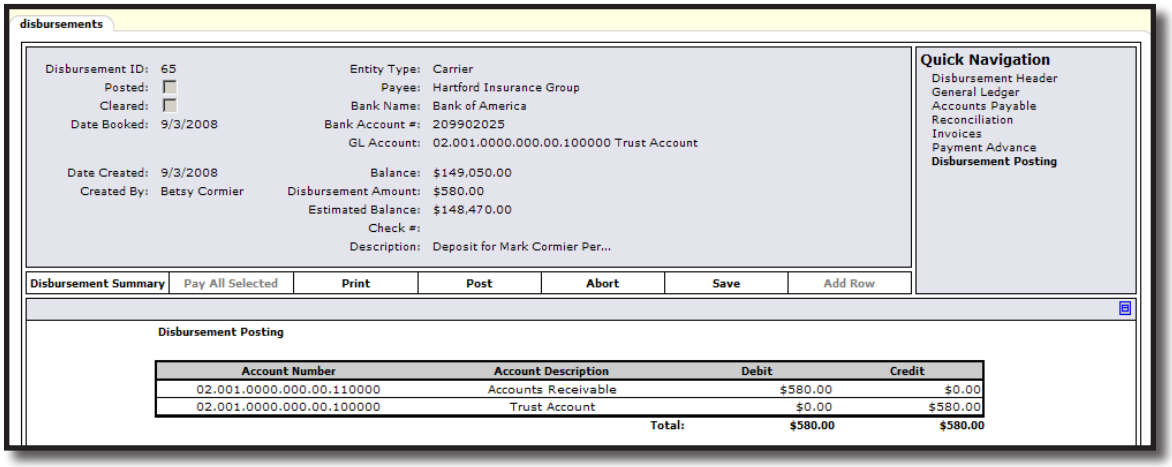
On the pop-up screen enter the amount being advanced in the **Advance Amount** field. Enter a **Policy #** reference and **Description** in the spaces provided. The information entered does not display on the Payment Advance Invoice on the Client's Account. To complete and save the payment amount, click the **OK** button on the screen.



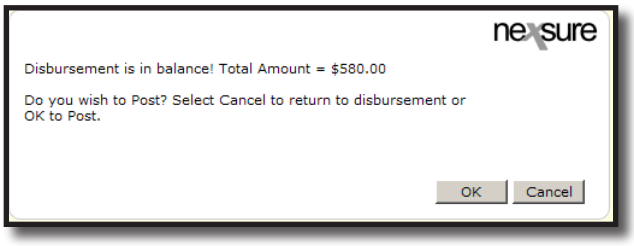
The Payment amount now shows up on the Payment Advance summary screen. If the item is incorrect and the amount needs to be altered, click the **Details** icon and edit the amount. If the item needs to be removed, click the **Remove** icon on the right side of the client information. Notice that the payment amount now is displayed in the header beside the disbursement amount.



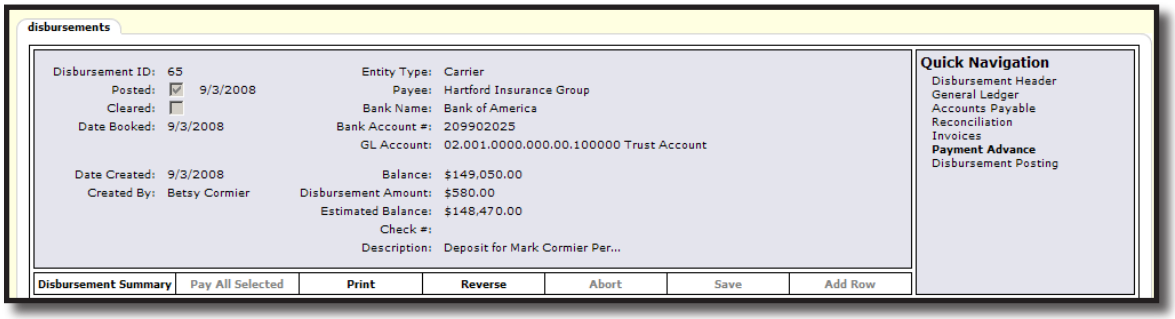
Clicking the **Disbursement Posting** link on the right side of the screen shows all the general ledger accounts and the amounts that will be posted to each with this disbursement.



To post the disbursement, click the **Post** link on the Navigation toolbar. Nexsure checks to make sure the disbursement is in balance and provides a message of the confirmation. This also allows the ability to abort the post should there be doubt as to the disbursement. Click the **OK** button to abort the post or **OK** to finalize the post.



Clicking the **Print** link on the Navigation toolbar after the disbursement is posted now allows the selection of not only the summary, but also a check type if the Disbursement Method selected was a check. Depending on what type of check is being used determines what is selected. Click on the check type being used and click the **OK** button at the bottom right of the screen.

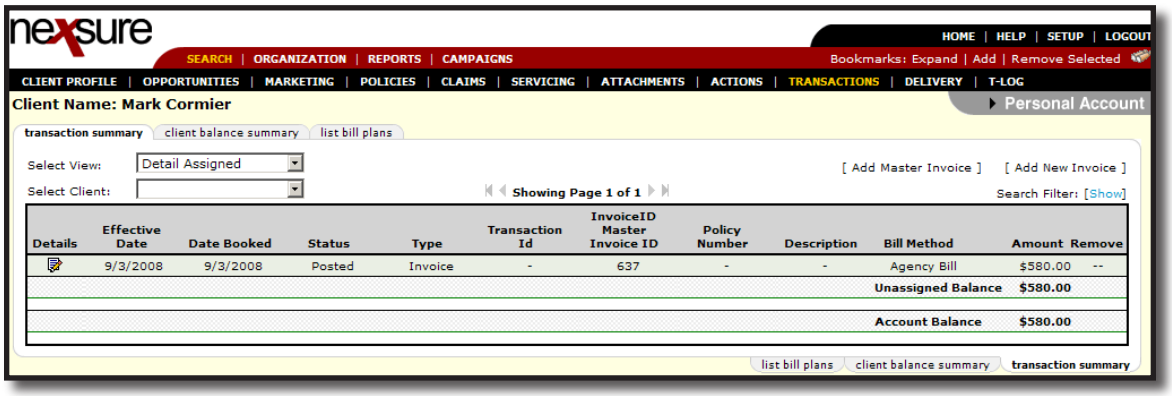


Confirming the Posted Payment Advance Invoice on the Client's Account

Access the client's account by clicking the **SEARCH** link on the **Primary** menu, enter a few characters of the client name and click the **Search** button. Click the **Details** icon beside the client; click the **transactions** tab and the **transaction summary** tab.

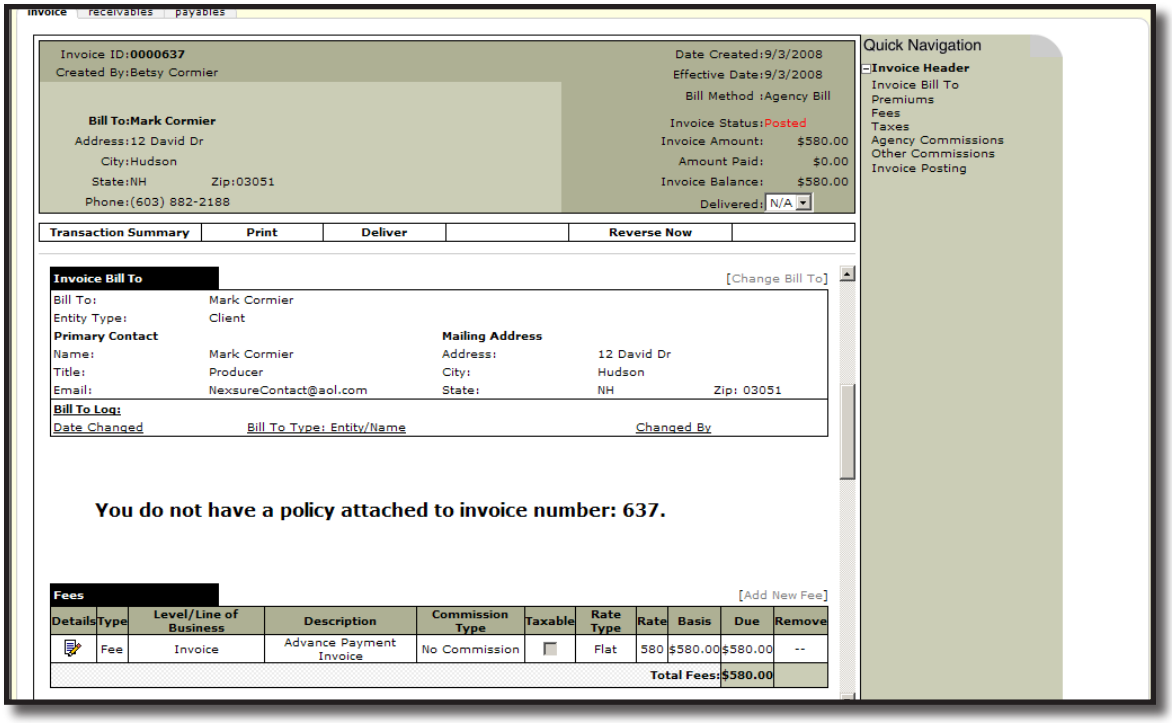
In the **Select View** drop-down box at the top of the screen, select **Detail Assigned** option, the screen refreshes showing all recent activity. To display more activity, click the **[Show]** link on the upper right portion of the screen and enter specific information or date range and click the **Search** button to return results.

Notice that the payment advance is on the client transactions with a **Type** of **Invoice** along with the **Transaction ID#** should it need to be looked up later. The total amount due on the invoice when the item is paid in full shows a balance for the amount of the disbursement. This indicates that the payment has not been either received or applied to the advance.



Clicking the **Details** icon of **Invoice ID 637** shows the detail of the Advance Bill with a **Description** of **Advance Payment Invoice**. There is no reverse option on this type of Invoice because it can only be reversed at the point of creation, which in this case is a disbursement.

> **Note**: The Payment Advance Invoice ID# is not related to the Disbursement that created the invoice. Be sure to enter a policy number and description including the client's name when the Disbursement is created.



To clear the amounts after the cash receipt is added, follow the instructions in the section, “Leave Payment on Account – Residuals”, in this chapter. Advance Payment Invoices are not reversed at the client level. If necessary, reverse the Disbursement that created the Advance Payment, not the resulting invoice.

Notes

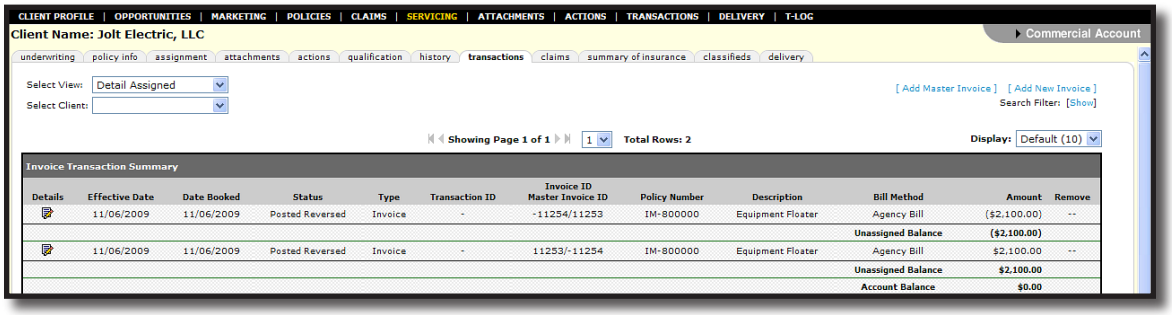
Client Reconciliation to Clean Up Client Accounts Receivable

When invoices are reversed on client accounts, this will leave invoices to appear as if they have not been closed by applying either a receipt or disbursement to them. This can also occur when return premium invoices and additional premium invoices should be offset to one another. To clear these open invoices a Client Reconciliation is used. The details below show how to use the Client Reconciliation for a policy that was invoiced and cancelled flat.

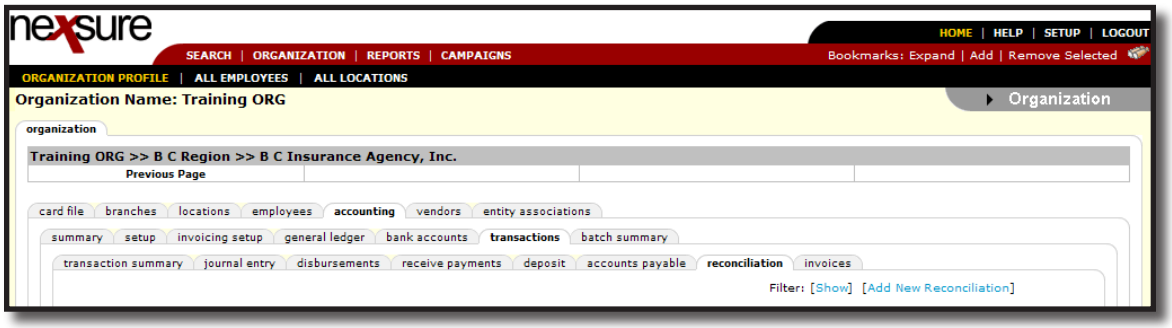
First, looking at the client's account, click the **SEARCH** link on the **Primary** menu, enter a few characters of the client name and click the **Search** button. Click the **Details** icon beside the client; click the **transactions** tab and the **transaction summary** tab.

In the **Select View** drop-down box at the top of the screen, select **Detail Assigned** option, the screen refreshes showing all recent activity. To display more activity, click the **[Show]** link on the upper right portion of the screen and enter specific information or date range and click the **Search** button to return results.

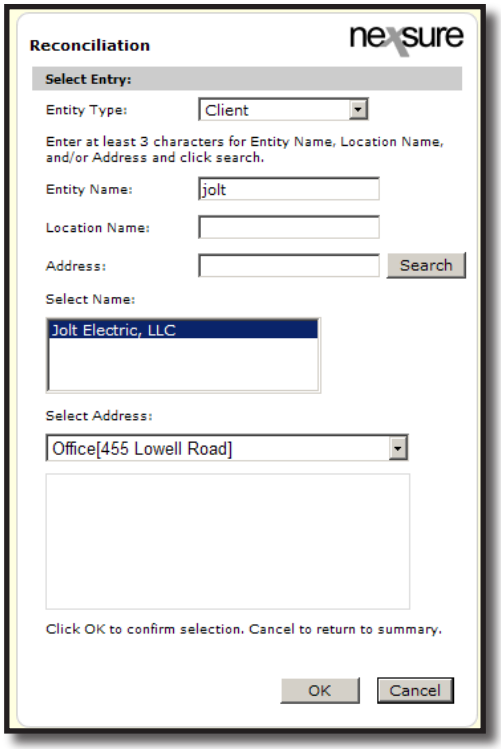
The two invoices that should be cleared are shown below. In the Detail Assigned view they each have an Invoice Balance that needs to be cleared. Take care of the Unassigned Invoice Balances through a **Client Reconciliation**.



To access Client Reconciliation, click **ORGANIZATION** on the **Primary** menu. Select the **territories** tab and the **Details** icon next to the territory that holds the branch where the client is assigned. Select the territory's **accounting** tab, transactions and then the **reconciliation** tab.

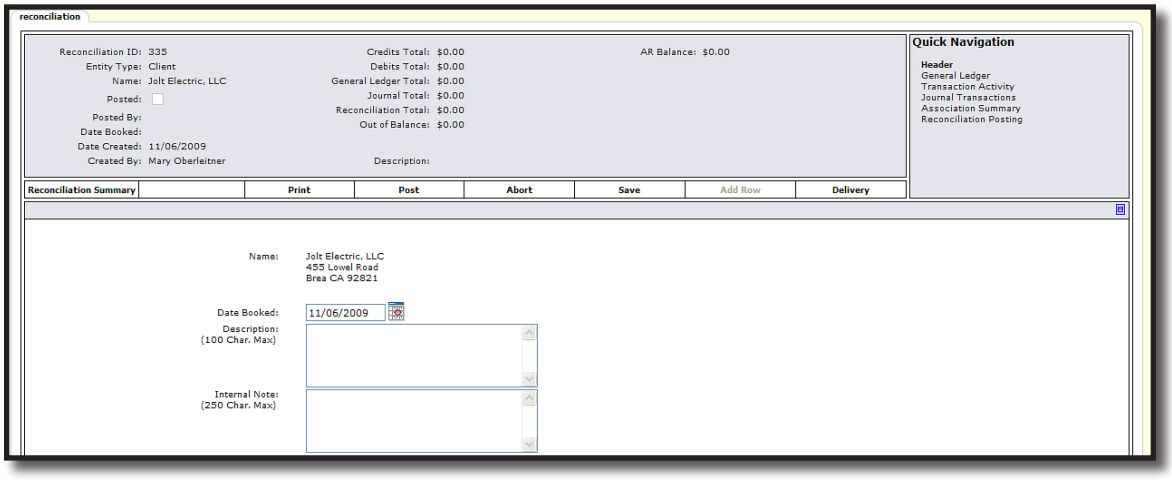


Click **[Add New Reconciliation]** to display the **Reconciliation** dialog box.



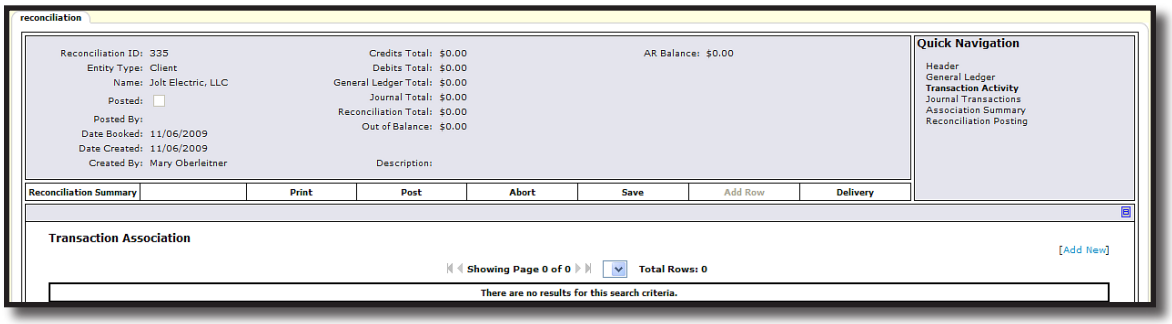
In the **Entity Type** list, select **Client**. Enter at least 3 characters of the name of the client and click **Search**. Select the client's name from the search results and click **OK** to display the **reconciliation** tab.

> **Note**: Inactive clients are listed in the **Select Name** search results appended with an **(i)**. In the case of duplicate client names, the active client name is listed immediately before the inactive client of the same name.

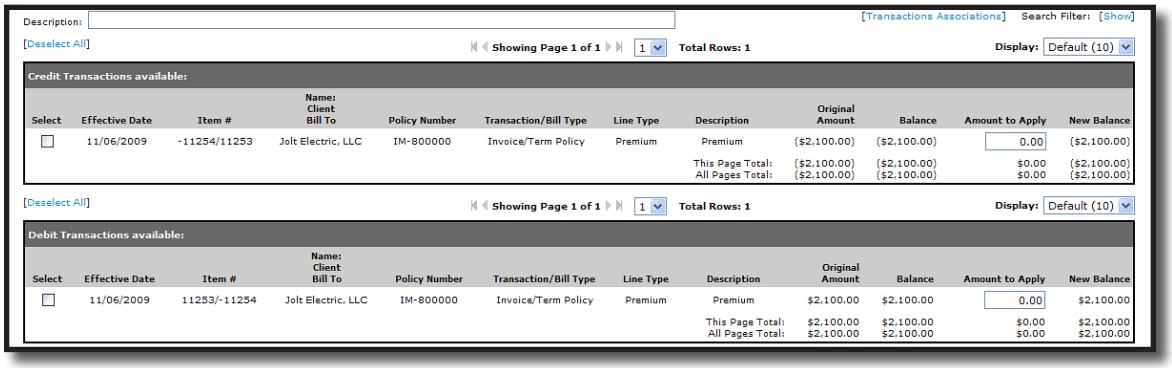


The client's accounts receivable balance displays as the **AR Balance** in the reconciliation header. In the **Description** input field enter a description for reports. Enter an **Internal Note** if desired. The description will be saved in the reconciliation header.

In the **Quick Navigation** panel click the **Transaction Activity** link to display the **Transaction Association** screen. Clicking a link in the **Quick Navigation** panel will save information entered in the reconciliation header input fields.



Click **[Add New]** on the **Transaction Association** screen to display the **Client Transaction View** screen.

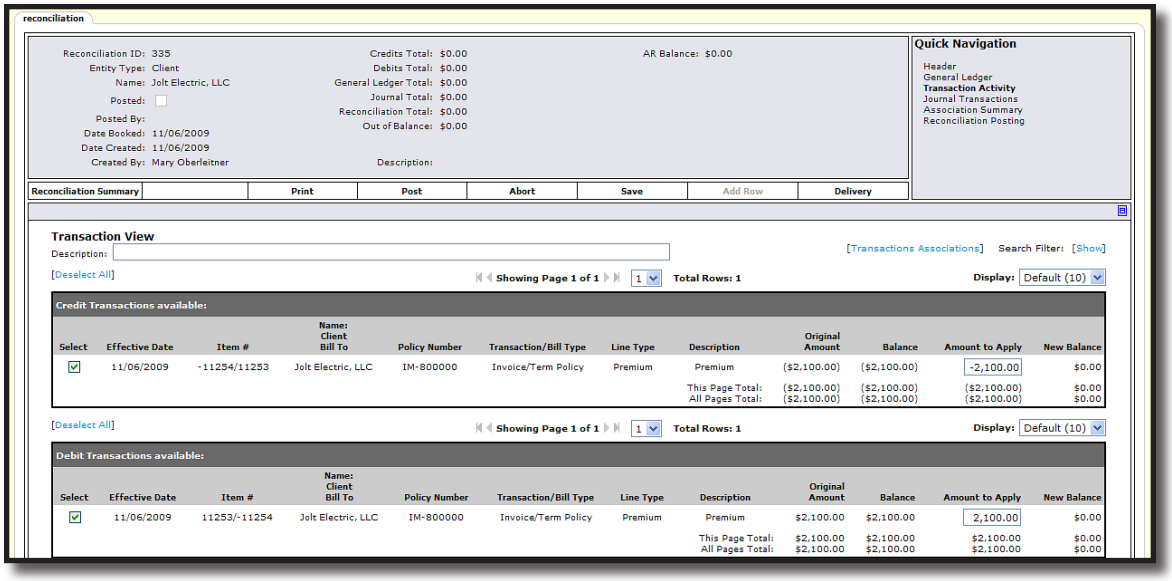


The **Description** defaults from the header input fields and may be edited to the specific application if necessary. The header description will default to all items if a description for the specific application is not entered.

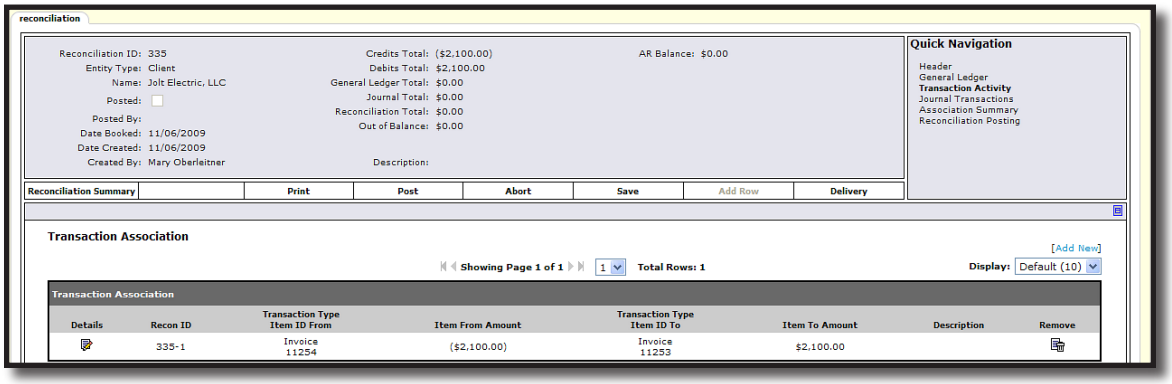
Select a single **Credit** transaction first to clear one or more **Debit** transactions with the single credit. Select a single **Debit** first to clear one or more **Credit** transactions with the single debit. One credit may be selected to clear one or more debit transactions. One debit may be selected to clear one or more credit transactions. Use the filter **[Show]** link to search for specific transactions.

Selection of transactions automatically fills in the **Amount to Apply** with the total transaction amount. The amount may be adjusted. Click **Save** on the navigation toolbar to display the total of selected debits and credits in the reconciliation header.

> Hint: Click the **Maximize/Minimize** icon to expand the **Client Transaction View**. Click the icon a second time to return to the original display.



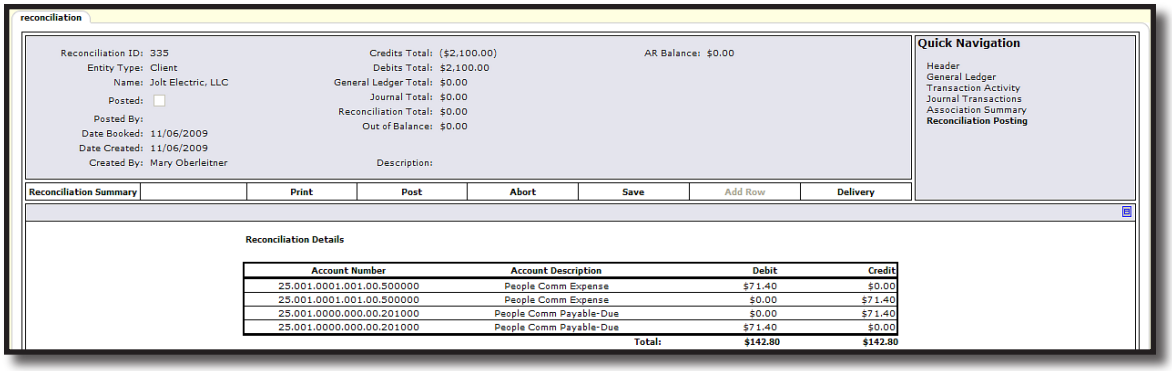
Click the **[Transactions Associations]** link to complete the application of debits and credits and **[Add New]** to complete another application of debit to credit(s) or credit to debit(s) if necessary. Clicking **[Transactions Associations]** displays the **Transaction Association** screen with the association line item and updates the reconciliation header totals.



To edit the association from the **Transaction Association**, click the **Details** icon to display the **Transaction View**. Edit as needed and click the **[Transactions Associations]** link to save any changes and return to the **Transaction Association**.

The reconciliation header displays the **Credits Total**, **Debits Total** and **Out of Balance** amount. The **Client Reconciliation** balance, the total of all credits and debits, must equal $0.00 to post the reconciliation.

Click the **Reconciliation Posting** link in the **Quick Navigation** panel to view the reconciliation posting details. Due to the posting rules setup for this example, the People Commission Payable accounts are affected. Click **Print** on the **Navigation** toolbar to print a **Reconciliation Summary** report. Click **Abort** prior to posting to remove all applications of debits and credits and delete the reconciliation.



Click **Post** on the navigation toolbar to complete the reconciliation. Once posted, the reconciliation may be **Reversed** to reverse all applications of debits and credits in the reconciliation.

Click the **Reconciliation Summary** link to leave the reconciliation and return to the **reconciliation** tab summary.

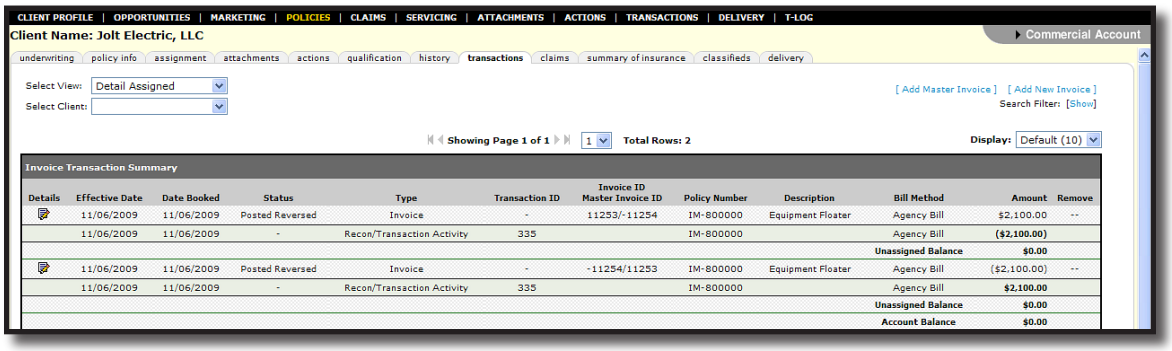
Clearing up a client's accounts receivables may include writing off balances. Refer to, "Client Reconciliation for Writing Off Balances", in this chapter.

Confirming the Reconciliation Transaction Activity on the Client's Account

Access the client's account by clicking the **SEARCH** link on the **Primary** menu, enter a few characters of the client name and click the **Search** button. Click the **Details** icon beside the client; click the **transactions** tab and the **transaction summary** tab.

In the **Select View** drop-down box at the top of the screen, select **Detail Assigned** option, the screen refreshes showing all recent activity. To display more activity, click the **[Show]** link on the upper right portion of the screen and enter specific information or date range and click the **Search** button to return results.

Notice that the credits and debits are displayed on the client transactions with a **Type of Recon/Transaction Activity** along with the **reconciliation ID#** in the **Transaction ID** column should it need to be looked up later. The total amount due on the invoices (when the item is paid in full) shows an unassigned balance for the invoices of zero ($0.00).



Client Reconciliation for Writing Off Balances

Client Reconciliation provides the means to write off accounts receivable balances. Prior to writing off balances, the agency must set up general ledger expense accounts that will be used in the write-off process. To add a general ledger account number, refer to "General Ledger Setup", in Chapter 4, *Accounting Training Manual*.

Nexsure security settings can be modified to secure balance write-off and to add accounts receivable write-off limits to control the maximum threshold that can be written off in a single transaction. Thresholds may be established globally and per user rights template.

Journal Transactions Link Security

To permit access to the **Journal Transactions** link in client reconciliation select **View** in the **Client Write Off Rights** check box under the **Core Component Reconciliation**.

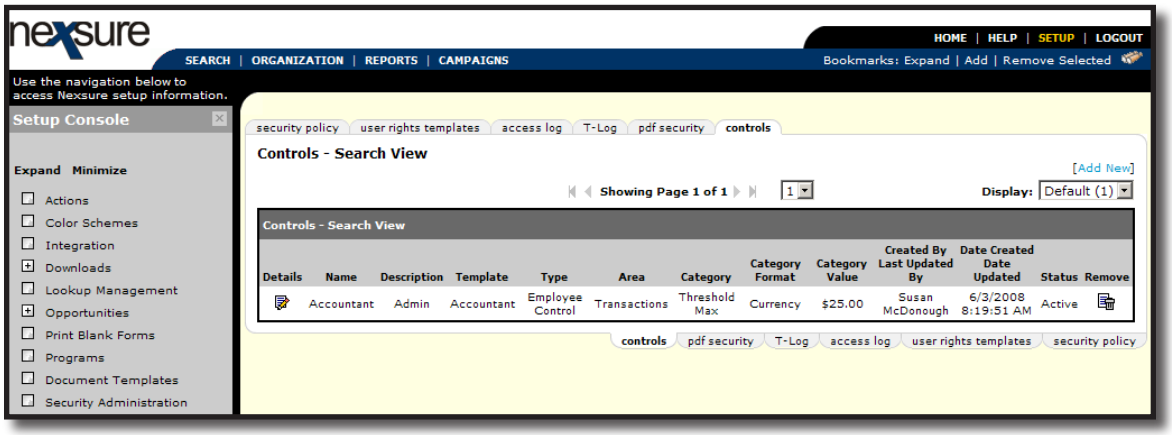
On the **Utility** menu click **SETUP** then **Security Administration** on the **Setup Console**. Click the **user rights templates** tab and select the security template to be modified. Click **[Edit]**; select **Reconciliation** in the **Core Components** list. Under **Rights** select **View** to activate the **Journal Transactions** link for users assigned to the template. Click **[Save]**.

For additional help refer to "Security", in Chapter 9, *Admin Training Manual*.

Write-Off Controls

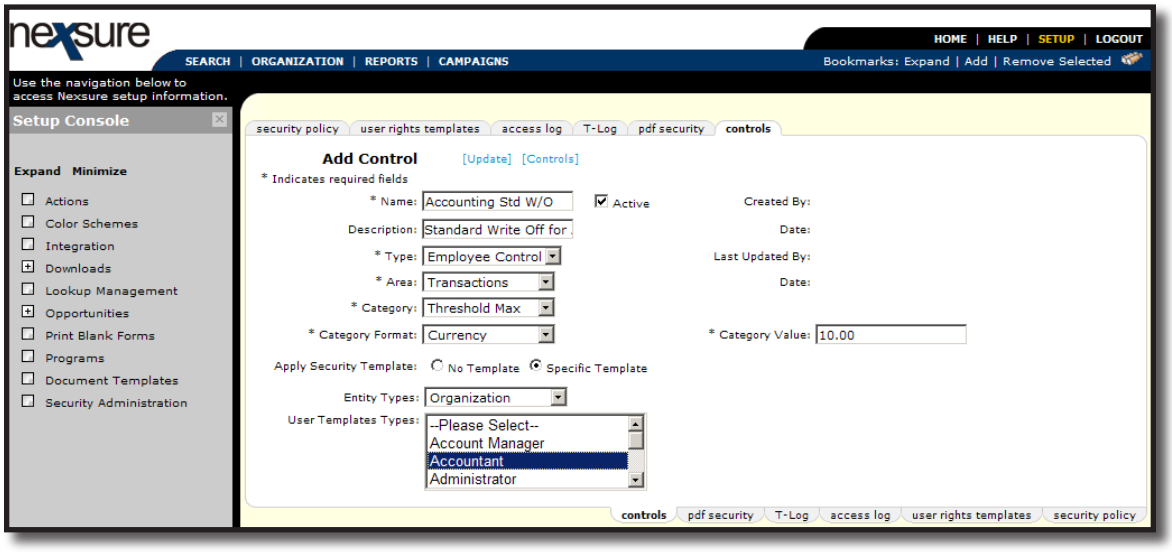
To establish **Write Off Controls**, click **SETUP** on the **Utility** menu and select **Security Administration** on the **Setup Console**. Click the **controls** tab. The **Controls - Search View** screen displays with a listing of all current controls.

> **Note**: Grant security to access the **controls** tab in **SETUP** > **Security Administration** > **user rights templates** > **[Edit]** the selected template > **Core Components** > **Setup** > **Controls** in the **Rights** area. **View** activates the **controls** tab. **Add** activates the **[Add New]** link on the **controls** tab. Modify activates the **Details** icon and permits changes to controls. Delete activates the **Remove** icon on the **controls** tab.



Click **[Add New]** to display the **Add Control** screen. Required fields are indicated by an asterisk (*).

Field Name	Description
Name	Enter name to easily identify controls in later selections.
Description	Enter a description to further expand on the **Name**.
Active	The **Active** check box is checked by default. If **Active** status is checked, control is available for use. If unchecked, control is not available for use.
Type	Select **Employee Control**, the only selection available.
Area	Select **Transactions**, the only selection available.
Category	Select **Threshold Max**, the only selection available.
Category Format	Select **Currency**, the only selection available.
Category Value	Enter the limit value for the category **Threshold Max**. This field requires a positive amount. There is no set write off limit for a credit transaction.
Apply Security Template	Two options are available: ■ **No Template:** The control will be applied to all staff members globally and will not be associated with a specified security template. **Tip**: A subsequent control can be added that is associated with a specific security template that will override the global control. There can be global control settings and specific security template control settings working at the same time. ■ **Specific Template:** Select this option to associate the control to a specific security template. In the **User Templates Type** list select an entity type to filter the list of available security templates. In the **User Templates Type** list, select the specific template to associate with the control. Only one control may be associated with a security template.



Click **[Update]** to add the new control to Nexsure. Click **[Controls]** to return to the **Controls - Search View** screen without saving entered information.

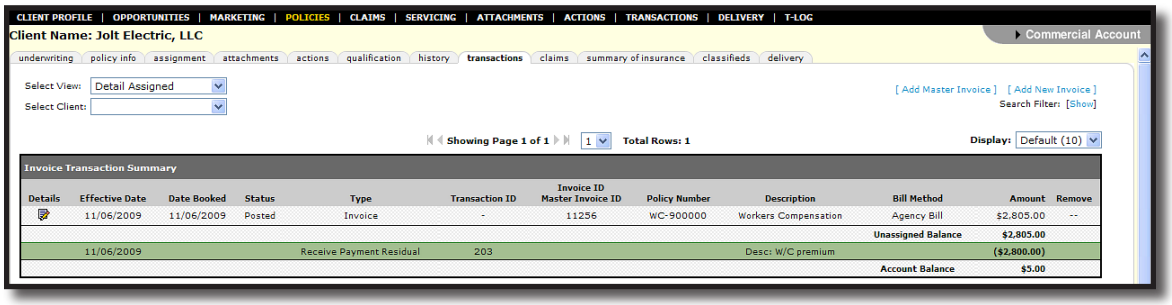
To edit a control, click its **Details** icon and display the **Edit Control** screen. Click **[Update]** to save changes or **[Controls]** to return to the **Controls – Search View** screen without saving entered information.

Write-off a Balance

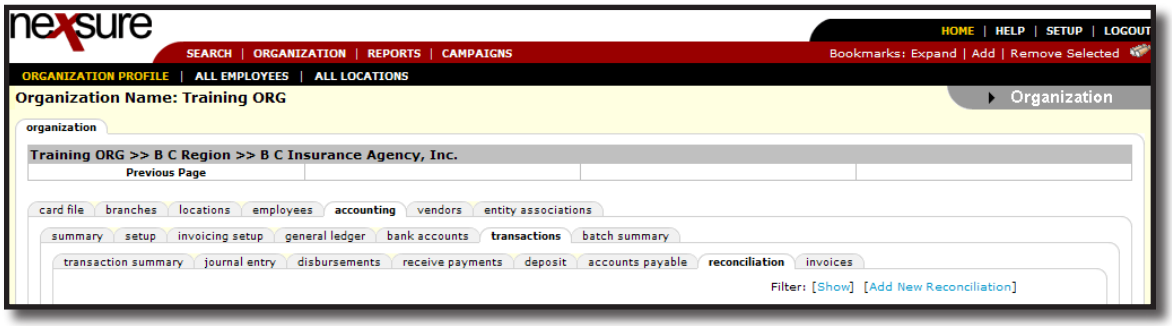
The details below show how to use the **Journal Transactions** link in a **client reconciliation** to write off a small balance left on a client's account.

First, looking at the client's account, click the **SEARCH** link on the **Primary** menu, enter a few characters of the client name and click the **Search** button. Click the **Details** icon beside the client name; click the **TRANSACTIONS** link on the **Client** menu to view the transaction summary tab. The default view is **Detail Assigned** with recent activity shown. To display more activity, click the **[Show]** link on the upper right portion of the screen and enter specific information or date range and click the **Search** button to return results.

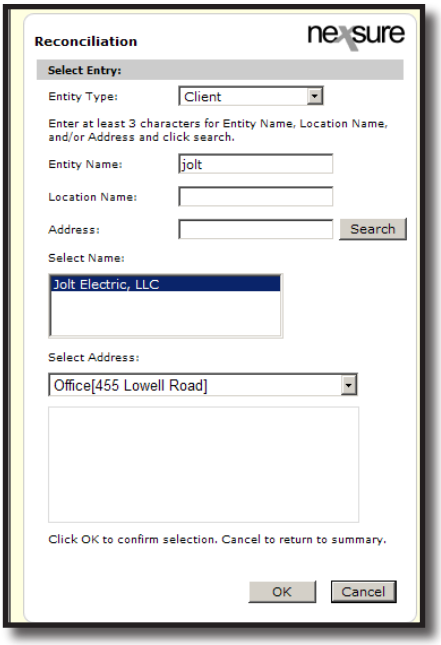
The client has a residual payment of $2,800.00 and an invoice of $2,805.00 resulting in a balance of $5.00. We will use client reconciliation to first apply the residual payment to the invoice and then write off the $5.00 account balance.



To access Client Reconciliation, click **ORGANIZATION** on the **Primary** menu. Select the **territories** tab and the **Details** icon next to the territory that holds the branch where the client is assigned. Select the territory's **accounting** tab, **transactions** and then the **reconciliation** tab.

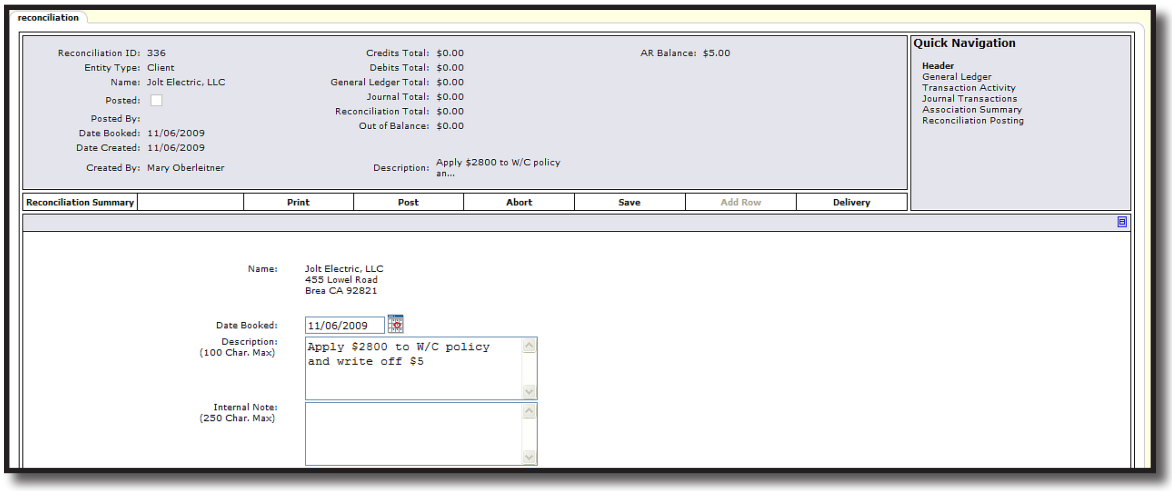


Click **[Add New Reconciliation]** to display the **Reconciliation** dialog box.



In the **Entity Type** list, select **Client**. Enter at least 3 characters of the name of the client and click **Search**. Select the client's name from the search results and click **OK** to display the **reconciliation** tab.

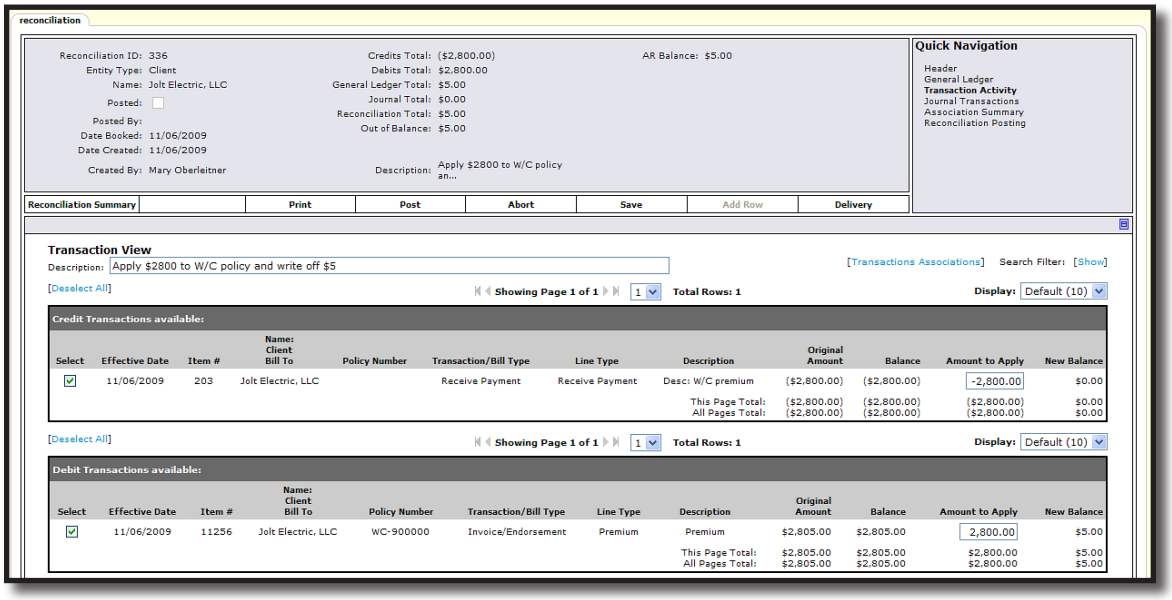
> **Note**: Inactive clients are listed in the **Select Name** search results appended with an **(i)**. In the case of duplicate client names, the active client name is listed immediately before the inactive client of the same name.



The client's residual balance displays as the **AR Balance** in the reconciliation header. In the **Description** input field enter a description for reports. Enter an **Internal Note** if desired. The description will be saved in the reconciliation header.

To apply the residual payment to the invoice, click the **Transaction Activity** link In the **Quick Navigation** panel to display the **Transaction Association** screen. Clicking a link in the **Quick Navigation** panel will save information entered in the reconciliation header input fields.

Click **[Add New]** on the **Transaction Association** screen to display the **Client Transaction View** screen.



The **Description** defaults from the header input fields and may be edited to the specific application if necessary. The header description will default to all items if a description for the specific application is not entered.

Select a single **Credit** transaction first to clear one or more **Debit** transactions with the single credit. Select a single debit first to clear one or more credit transactions with the single debit. One credit may be selected to clear one or more debit transactions. One debit may be selected to clear one or more credit transactions. Use the filter **[Show]** link to search for specific transactions.

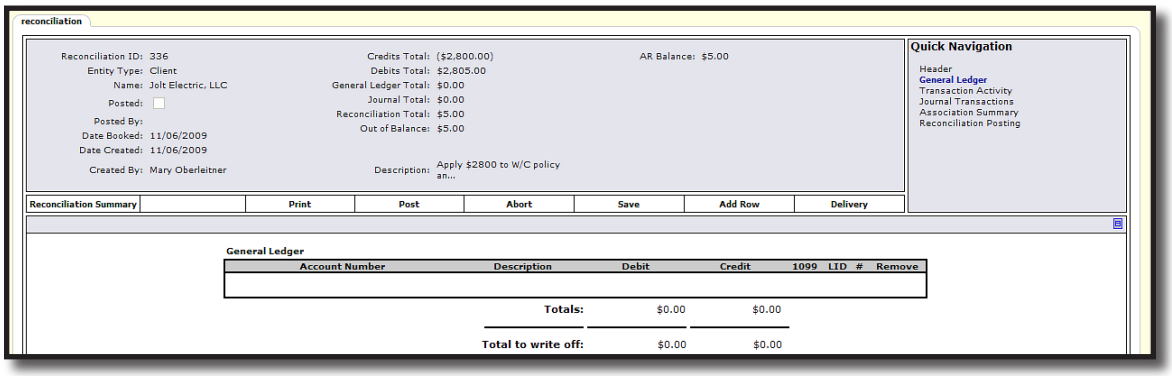
Selection of transactions automatically fills in the **Amount to Apply** with the total transaction amount. The amount may be adjusted. In this example, the **Debit Amount to Apply** was edited to $2,800 to equal the credit amount. The total credits must equal the total debits with a balance of $0.00.

Click **Save** on the navigation toolbar to display the total of selected debits and credits in the reconciliation header and continue working.

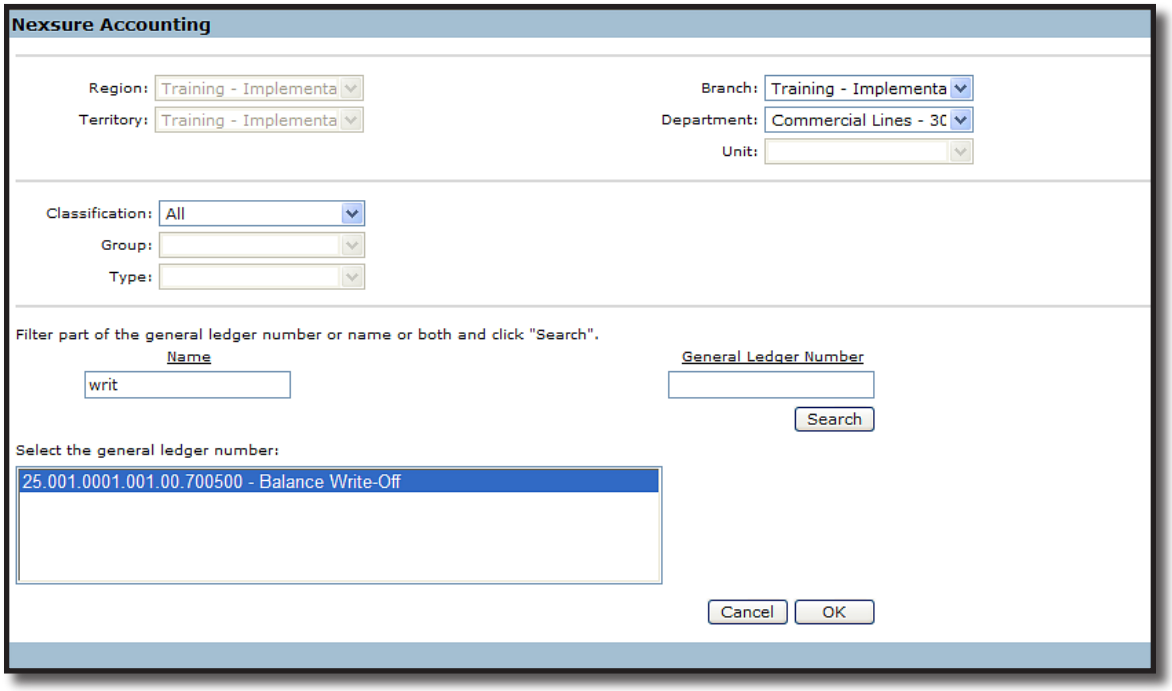
> **Hint**: Click the **Maximize/Minimize** icon to expand the **Client Transaction View**. Click the icon a second time to return to the original display.

Click the **[Transactions Associations]** link to complete the application of debits and credits. Clicking **[Transactions Associations]** displays the **Transaction Association** screen with the association line item and updates the reconciliation header totals. Additional application of debit to credit(s) or credit to debit(s) may be completed by clicking **[Add New]** from the **Transaction Association** screen. Invoices used in an existing application are not available for a new association.

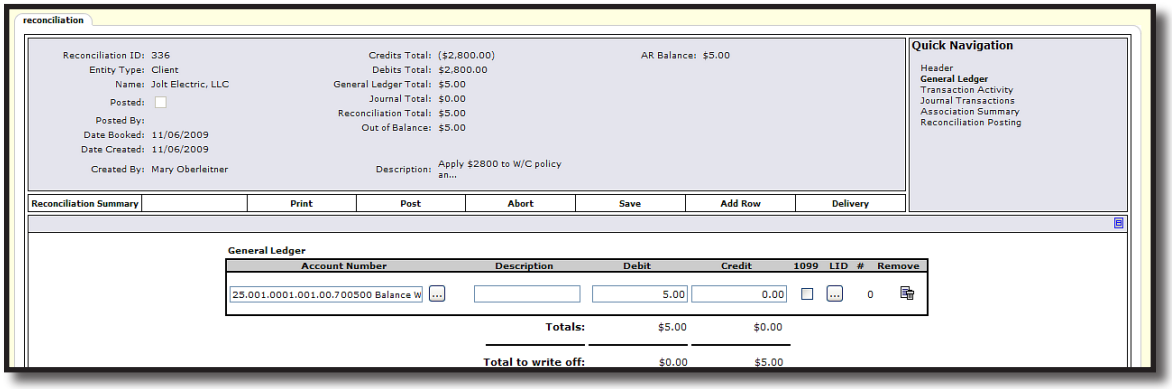
To write off the $5.00 balance after application of the residual payment, first click the **General Ledger** link in the **Quick Navigation** panel to select the general ledger account and amount to write-off.



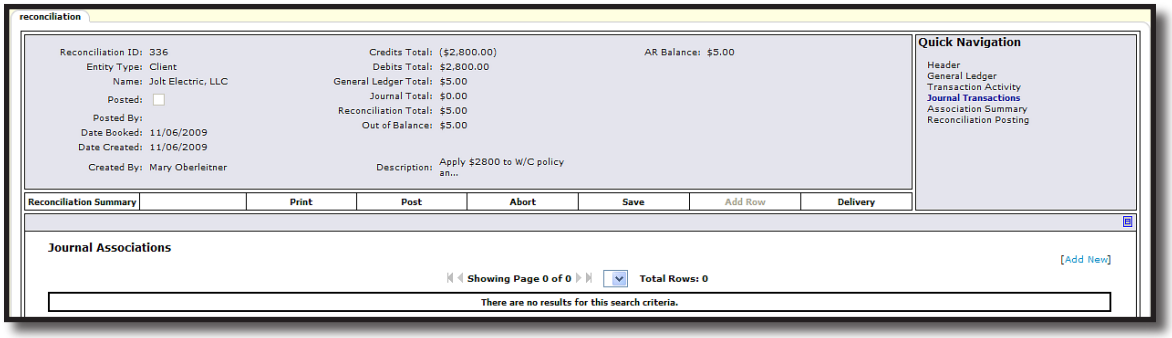
Click the **Add Row** link in the **Navigation** toolbar; click the **Account Number** Ellipsis [...] icon to search for the general ledger account number to write the balance off to. The write-off may be expensed to the **Branch**, **Department** or **Unit** depending on the search criteria entered in the search pop-up. Select the general ledger account number and click **OK** to continue.



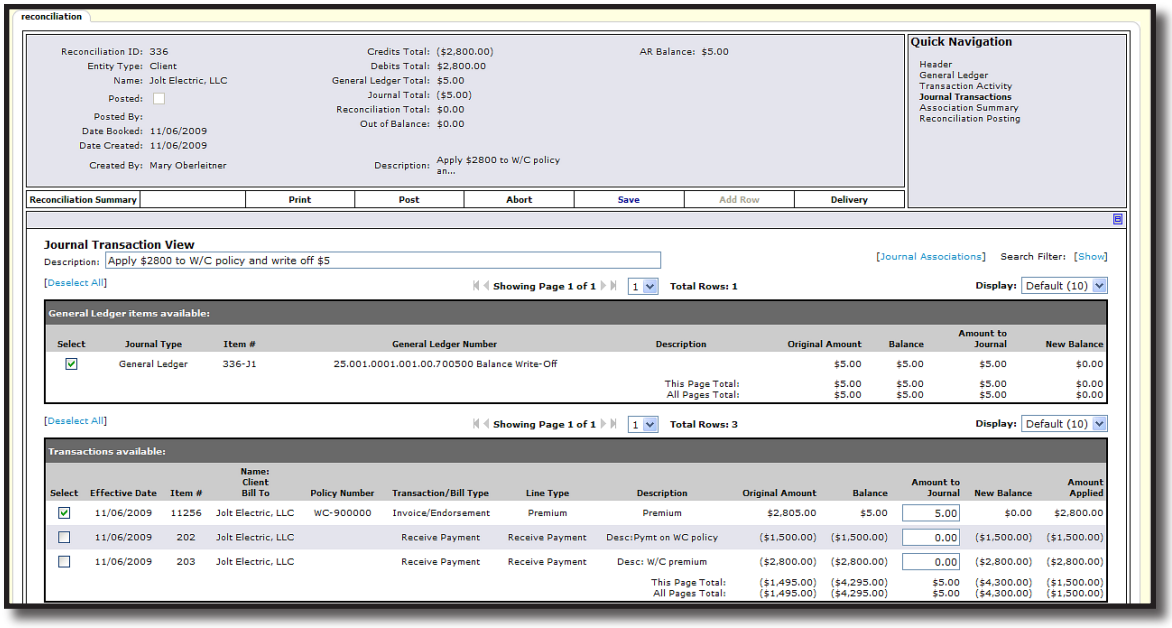
Enter a **Description** for reports and the amount to be written off in the **Debit** column. Use the **LID** link to apply to an employee. The credit offset is applied through the **Journal Transactions** link.



Click the **Journal Transactions** link in the **Quick Navigation** panel to display the **Client Journal Associations** screen. Note the reconciliation header is out of balance by the **General Ledger Total** of $5.00.

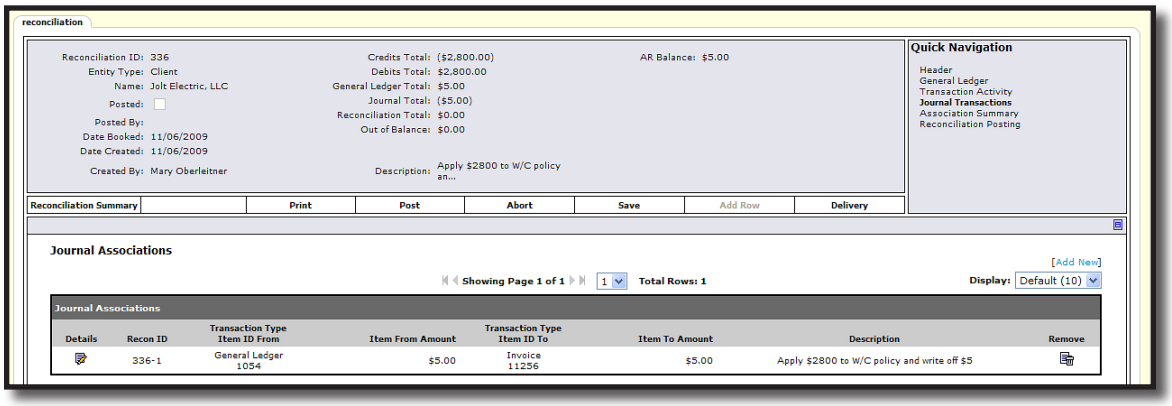


Click **[Add New]** to display the **Client Journal Transaction View** screen. Enter a **Description** for reports. Select the **General Ledger items available to write off** and then the **Transactions available to write off**. The **Amount to Write Off** field pre-fills when a transaction is selected and may be edited.



Click **Save** on the **Navigation** toolbar to save your selections, update the reconciliation header totals and continue working.

Click **[Journal Associations]** link to complete your selections and display the Client **Journal Associations** screen. Clicking **[Journal Associations]** saves your selections and updates the reconciliation header totals. Click the **Details** icon next to the journal association to edit if necessary.



The **Reconciliation Total** is zero ($0.00) and may be posted. A client reconciliation that has a balance other than zero, indicating an **Out of Balance Total** cannot be posted.

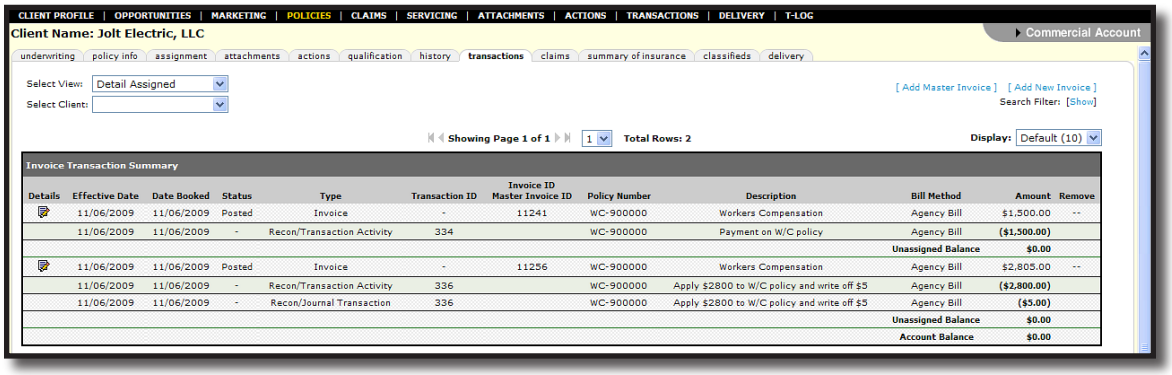
Click **Reconciliation Posting** on the **Quick Navigation** panel to review the general ledger postings. Click **Print** on the **Navigation** toolbar to print a **Reconciliation Summary** report. Click **Abort** prior to posting to remove all applications of debits and credits and delete the reconciliation.

Click **Post** on the navigation toolbar to complete the reconciliation. Click **OK** to continue posting the reconciliation. Once posted, the reconciliation may be **Reversed** to reverse all applications of debits and credits in the reconciliation.

Click **Reconciliation Summary** link on the **Navigation** toolbar to exit the reconciliation and return to the reconciliation summary tab. Clicking the **Reconciliation Summary** link automatically saves the reconciliation.

Confirming the Balance Write-Off on the Client's Account

To look at the client's account, click the **SEARCH** link on the **Primary** menu, enter a few characters of the client name and click the **Search** button. Click the **Details** icon beside the client name; click the **TRANSACTIONS** link on the **Client** menu to view the **transaction summary** tab. The default view is **Detail Assigned** with recent activity shown. To display more activity, click the **[Show]** link on the upper right portion of the screen and enter specific information or date range and click the **Search** button to return results.



The payment of $2,800 has been applied to the $2,805 invoice with a transaction **Type** of **Recon/Transaction Activity**. The $5.00 write-off is applied with a transaction **Type** of **Recon/Write off**. The invoice **Unassigned Balance** is now zero ($0.00).

Notes

Zero Disbursement and Zero Received Payment to Clean Up Client Accounts Receivable

The **Client Reconciliation** module is the preferred method to clean up client accounts receivables by providing a means to write off balances, clear open activity and transfer balances within a client. Prior to the **Client Reconciliation** module, zero disbursements and zero received payments were used to clean up client accounts receivable. Security must now be granted for users to post a $0 disbursement or $0 received payment.

To grant security for posting a $0 disbursement, on the **Utility** menu, click **SETUP**; click **Security Administration** in the **Setup Console**; click the user rights template tab and select the template where rights are to be given. Click the **[Edit]** link to edit the template. On the **Core Components** list, select **Transactions**. In the **Rights** frame under **Disbursements**, select **Zero Entry**. Save the change and **Synchronize All Users** on the **users assigned** tab.

To grant security for posting a $0 received payment, on the **Utility** menu, click **SETUP**; click **Security Administration** in the **Setup Console**; click the **user rights template** tab and select the template where rights are to be given. Click the **[Edit]** link to edit the template. On the **Core Components** list, select **Transactions**. In the **Rights** frame under **Receive Payment**, select **Zero Entry**. Save the change and **Synchronize All Users** on the **users assigned** tab.

To process a zero disbursement, on the **Primary** menu, click **ORGANIZATION** > **territories** tab > click **Details** icon of appropriate territory > **accounting** tab > **disbursements** tab. Click **[Add New Disbursement]** link.

- Select **Client** as entity type from the drop-down list.
- Search for and select the **Client**.
- Complete the disbursement header input fields. The **Disbursement Method** should be **Disbursement** so that a check number is not assigned.
- Click on the **Invoices** link in the **Quick Navigation** panel.
- Select all applicable invoices to pull into the disbursement. Selecting invoices activates the **Pay All Selected** link on the **Navigation** toolbar.
- Click **Pay All Selected** link on the **Navigation** toolbar.
- Click on the **Payments Received** link in the **Quick Navigation** panel.
- Select applicable payments received to pull into the disbursement. The **Details** icon can be used to apply a partial amount of a receipt into the overall disbursement.
- Selecting a payment activates the **Pay All Selected** link. Clicking the **Details** icon to enter a partial amount to pull into the disbursement automatically selects and pays the receipt.
- Click **Pay All Selected** link on the **Navigation** toolbar to include selected receipts into the disbursement.
- The disbursement header is updated and reflects a zero ($0.00) **Disbursement Amount**. If the **Disbursement Amount** is not zero, adjust selected items until **Disbursement Amount** is zero.
- Click **Post** link on the **Navigation** toolbar.
- Click **OK** to post the **Zero Disbursement**.

A zero received payment allows only the offset of invoices to each other. Zero deposit allows for offset of invoices and assignment of residual payments.

Note: With the release of Nexsure 1.94.5, the preferred method of clearing client accounts receivable is client reconciliation.

Notes

Journal Entry to Client Accounts Receivable (General Ledger Link)

Note: Journal entries made directly to mandatory accounts can result in out of balance situations.

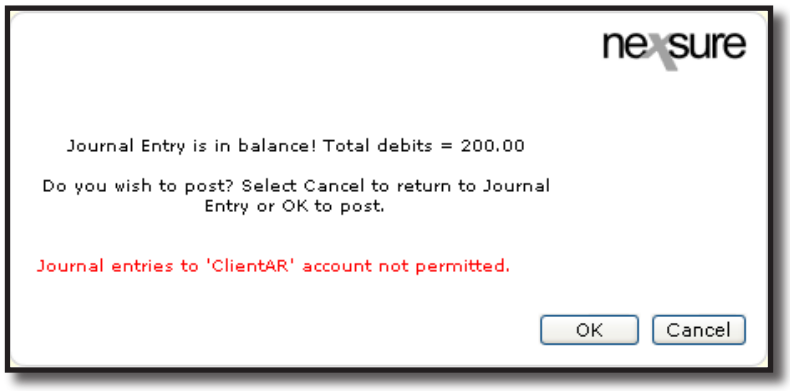
Correcting entries should be made by reversing the incorrect accounting or invoice transaction and re-entering it as an entirely new transaction.

This is because when a transaction is posted to a client, the amount transfers automatically to the receivable, payable, income etc. A journal entry made directly to these accounts will not transfer back to the client's account; causing the account to be out of balance. The example displays how the accounts receivable flows to the general ledger:

Client Accounts		**Accounts Receivable**
Total Balances = $5000.00	In Balance	Balance $5000.00
Invoice $250.00	Transfers to A/R	+ $250.00
Total Balances = $5250.00	In Balance	Balance $5250.00
	Does not transfer	Journal Entry + $50.00
Total Balances = $5250.00	Not in Balance	Balance $5300.00

Note: Nexsure does not permit posting journal entries to the Client Accounts Receivable account.

If attempted the message **Journal entries to 'ClientAR' account not permitted** will display in red when clicking the **OK** button in the following dialog box:



Journal entries can, however, be made to bank accounts for recording interest, bank charges or payroll.

Note: Mandatory General Ledger Account Numbers cannot be deleted or flagged as inactive.

Note: The mandatory accounts are locked down and cannot be changed once the organization is set to complete.

Note: Contact Nexsure support if contemplating changing Mandatory accounts.

Note: DO NOT post to any of the mandatory accounts that are set for future enhancements. When they become active they will be out of balance.

Notes

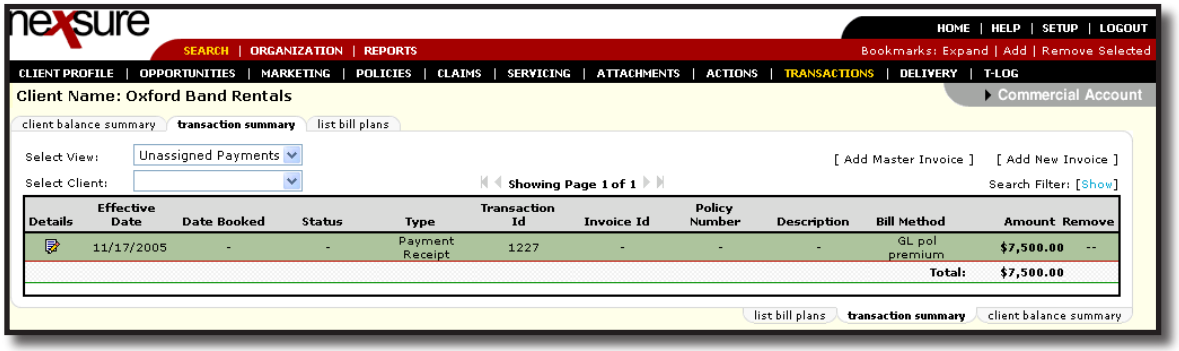
NSF Fee Charges for Returned Checks

The NSF fee charge is generally applied to checks that bounce on deposited funds. To apply an NSF fee, make sure that an Agency fee has been added to Invoice Setup Fees first (See the chapter on **Adding Fees**). The receive payment and deposit must both be posted.

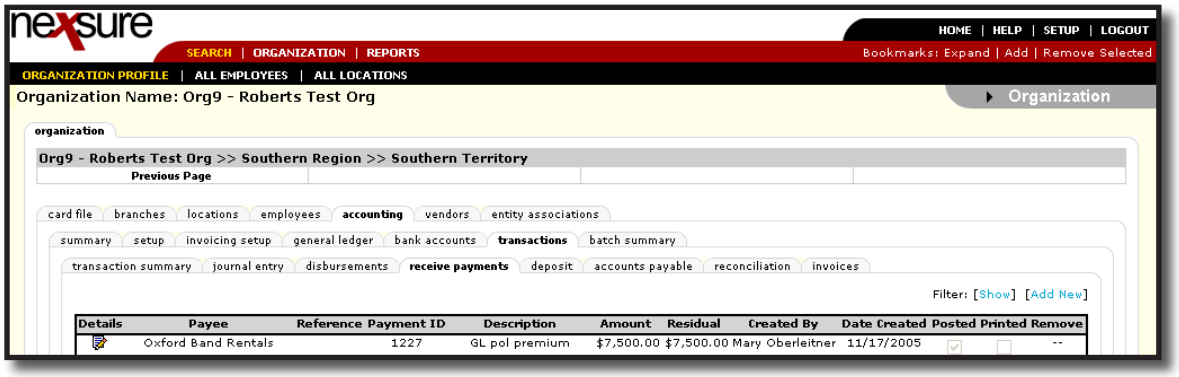
Let's begin by taking a look at the client account with a payment already added. Access the client's account by clicking the **SEARCH** link on the **Primary** menu, enter a few characters of the client name and click the **Search** button. Click the **Details** icon beside the client; click the **transactions** tab and the **transaction summary** tab.

In the **Select View** drop-down box at the top of the screen, select either the **Unassigned Payments** or **Summary View** option. The screen refreshes showing all recent activity. To display more activity, click the [Show] link on the upper right portion of the screen and enter specific information or date range and click the **Search** button to return results.

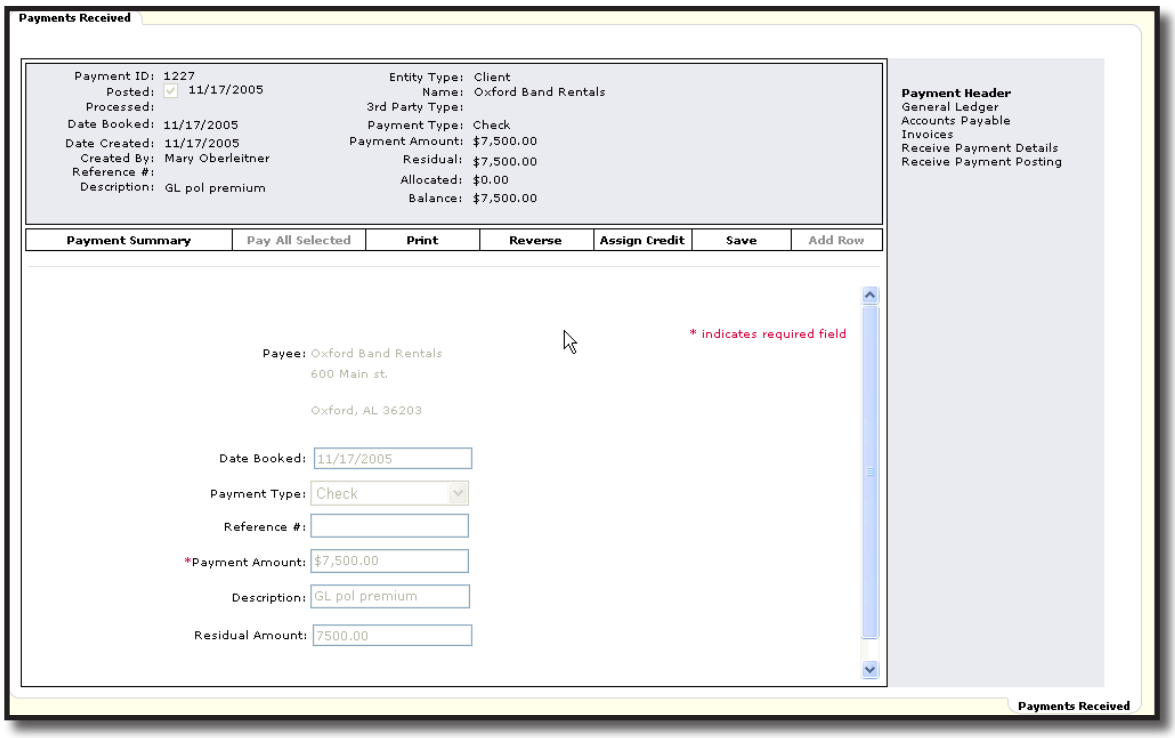
Notice that the payment is on the client transactions with a **Type** of **Payment Receipt** along with the **Transaction ID#** should it need to be looked up later.



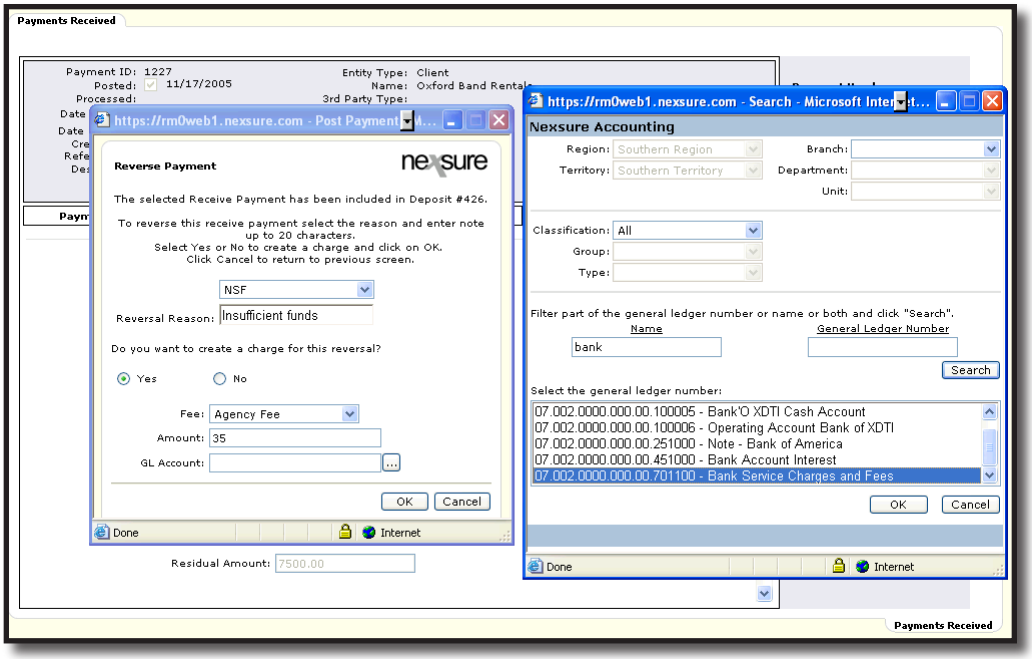
The process begins by accessing Receive Payments at the Territory level. Click the **ORGANIZATION** link on the **Primary** menu, click the **territories** tab, and click the **Details** icon for the territory of the branch where the client has been added, click the **accounting** tab, click the **transactions** tab and then click the **receive payments** tab. To open the receipt, click the **Details** icon beside the receipt.



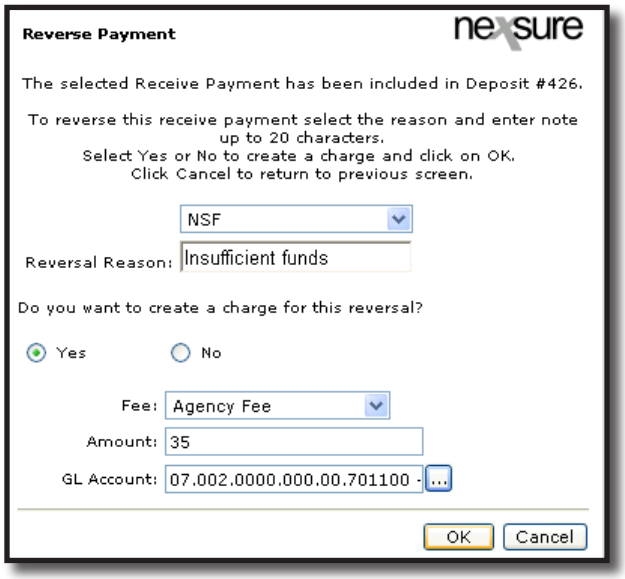
On the Navigation toolbar, click the **Reverse** link.



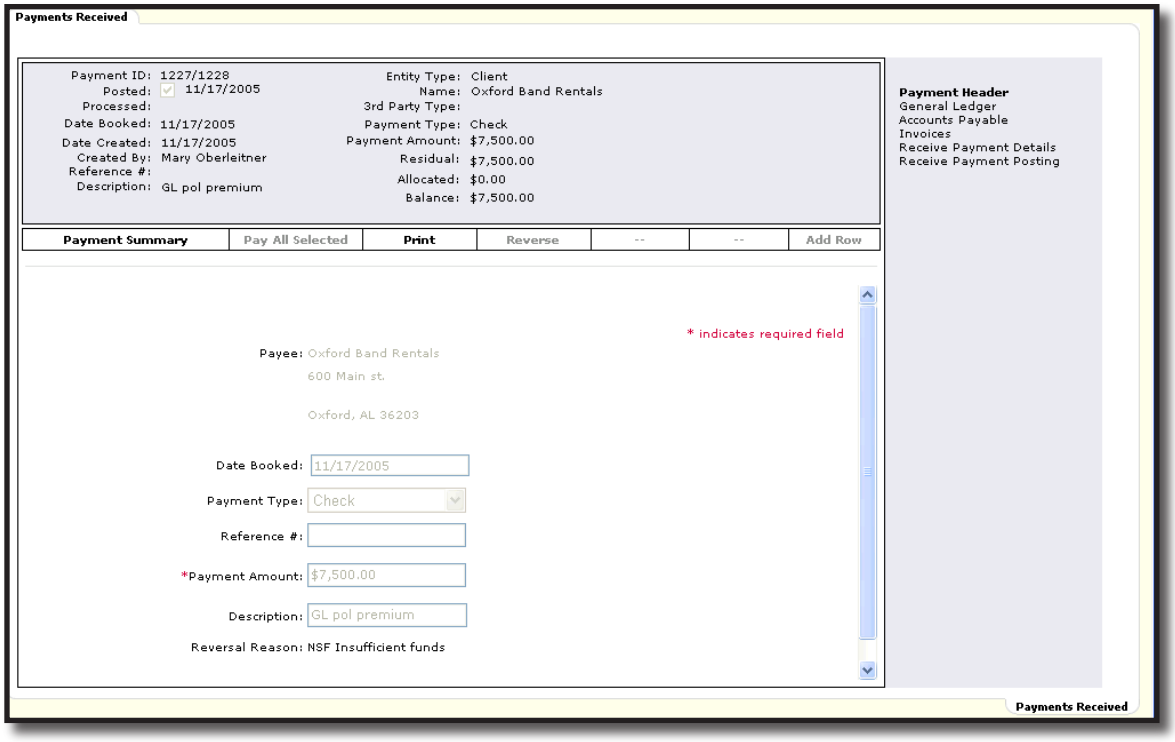
When the Reverse Payment screen is displayed choose **NSF** in the drop-down box. The option **Other** might be used if the wrong client was selected when the receipt was originally added. Enter a reason for the reversal and keep in mind that this reason will be displayed on the Payments Received header at the bottom for future reference. To add the NSF charge, click the **Yes** option. The lower portion of the screen changes to accommodate the fee. Choose the fee that was added in Fee Setup and enter the charge in the amount field. Click the **Ellipsis** button to the right of the GL account field. Make sure to choose the GL account number only after selecting the correct levels such as branch, department and unit. Enter a **Name** or **General Ledger Number** for the charge, click the **Search** button and click to highlight the account number. Click the **OK** button at the bottom of the screen to add the GL Account number to offset against.



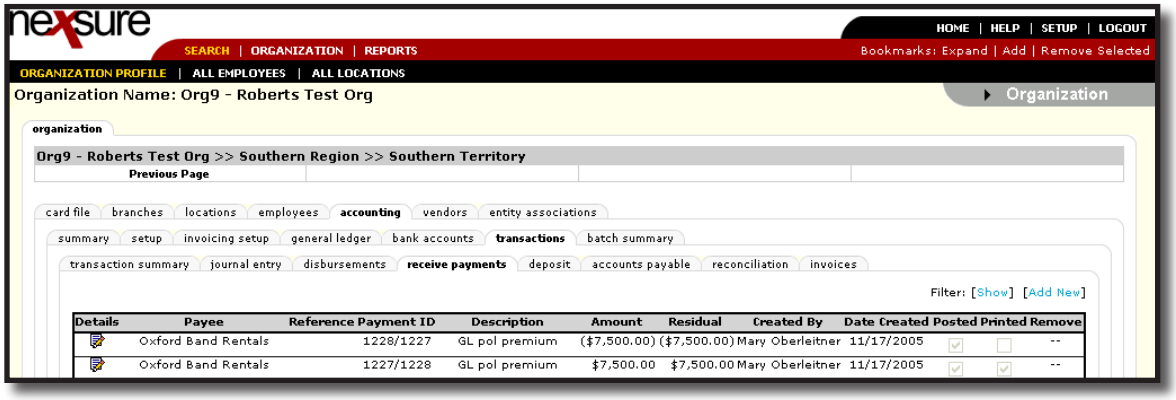
Notice at the top of the **Reverse Payment** screen the **Deposit #** the item was included in is displayed. Make note of the number to enter on the deposit reversal. Click the **OK** button to complete the reversal and add the fee to the client account.



At the bottom of the Payment Header screen notice the Reversal Reason entered earlier has been added for reference later. Click the **Payment Summary** link on the Navigation toolbar to return to the refreshed Payment Summary screen.



On the Payment Summary screen, notice that there are now two Payment ID numbers with a slash (/) between them. These numbers reference each other.

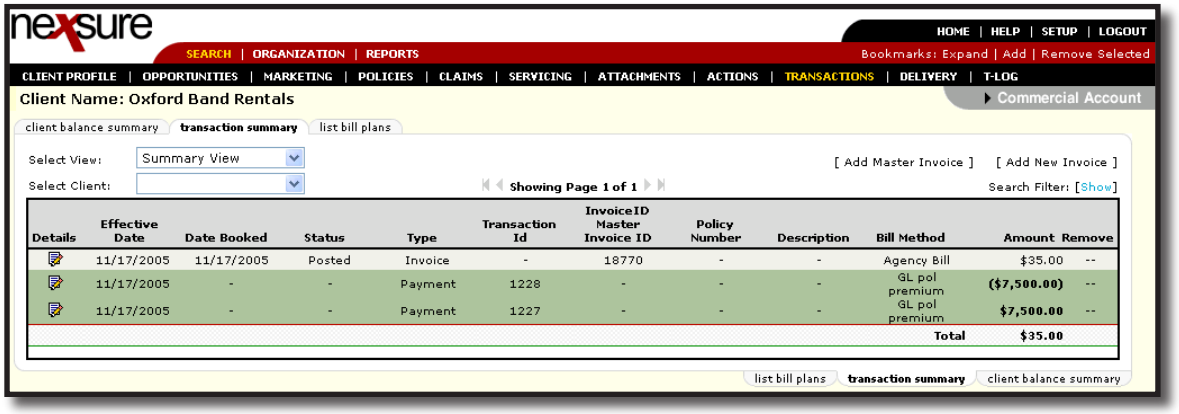


Confirming the NSF Fee and Receipt Reversal on the Client's Account

Access the client's account by clicking the **SEARCH** link on the **Primary** menu, enter a few characters of the client name and click the **Search** button. Click the **Details** icon beside the client; click the **transactions** tab and the **transaction summary** tab.

In the **Select View** drop-down box at the top of the screen, select the **Summary View** option; the screen refreshes showing all recent activity. To display more activity, click the **[Show]** link on the upper right portion of the screen and enter specific information or date range and click the **Search** button to return results.

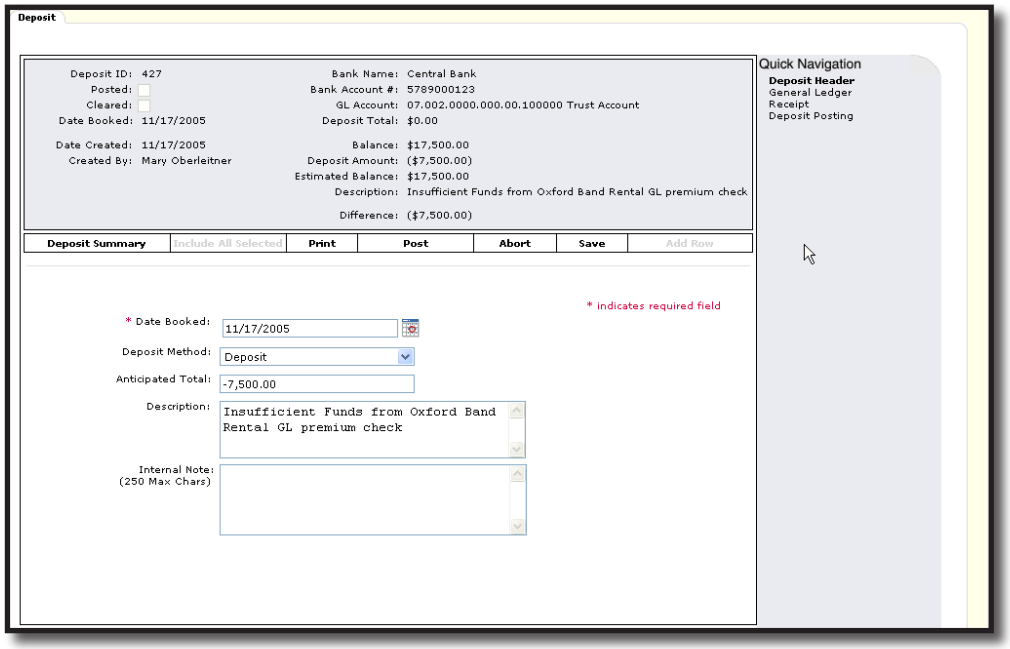
Notice that the reversed receipt has been added to the client transactions with a **Type** of **Disbursement** along with the **Transaction ID#** should it need to be looked up later. The NSF fee has also been added with a **Type** of **Invoice** and **Invoice ID #**. The invoice may be printed to send to the client if necessary.



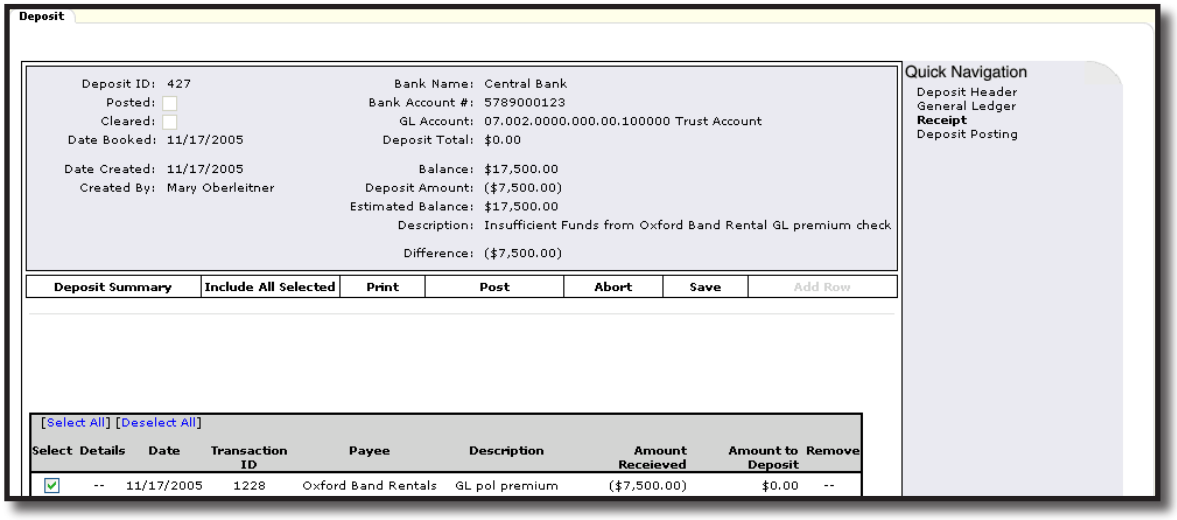
Correcting the Bank Balance for Insufficient Funds

Since the payment was deposited with other payments where there was no problem, and the money did actually go to the bank, reversing the deposit is not recommended. Instead, all that is needed is a negative deposit in the amount of the check.

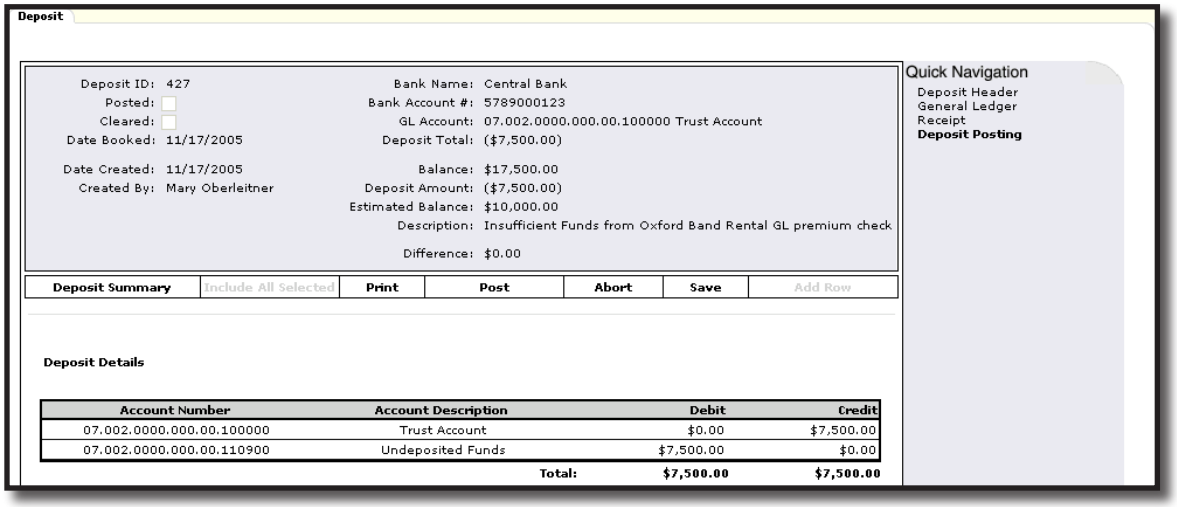
Click the **ORGANIZATION** link on the **Primary** menu, click the **territories** tab, and click the **Details** icon for the territory of the Branch where the client has been added, click the **accounting** tab, click the **transactions** tab and then click the **Deposit** tab. Click the **Add New** link on the **Deposit Summary**. Choose the **Deposit Method** from the drop-down box; enter a (–) and the amount deducted from the bank account. Enter a description and, if desired, enter the original deposit number here for tracking later.



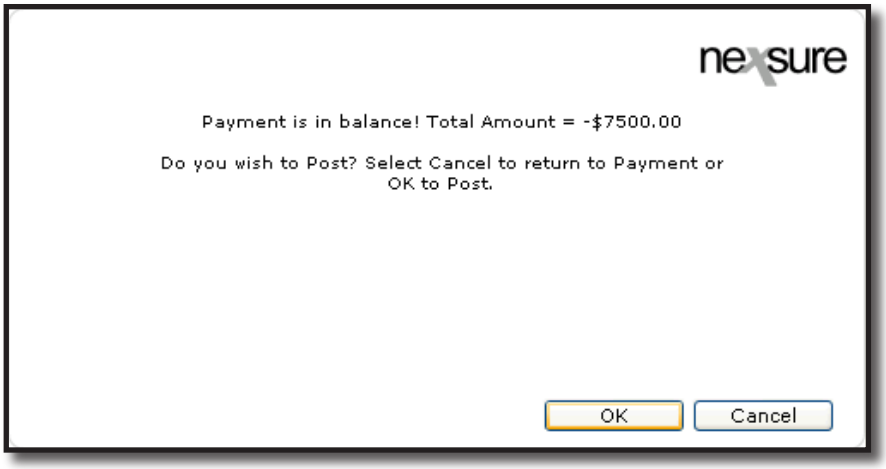
Click the **Receipt** link on the right side of the screen, the reversed cash receipt is available to select. Click in the box on the left of the receipt to place a check mark for selection. Click the **Save** link and then the **Include All Selected** link on the Navigation toolbar.



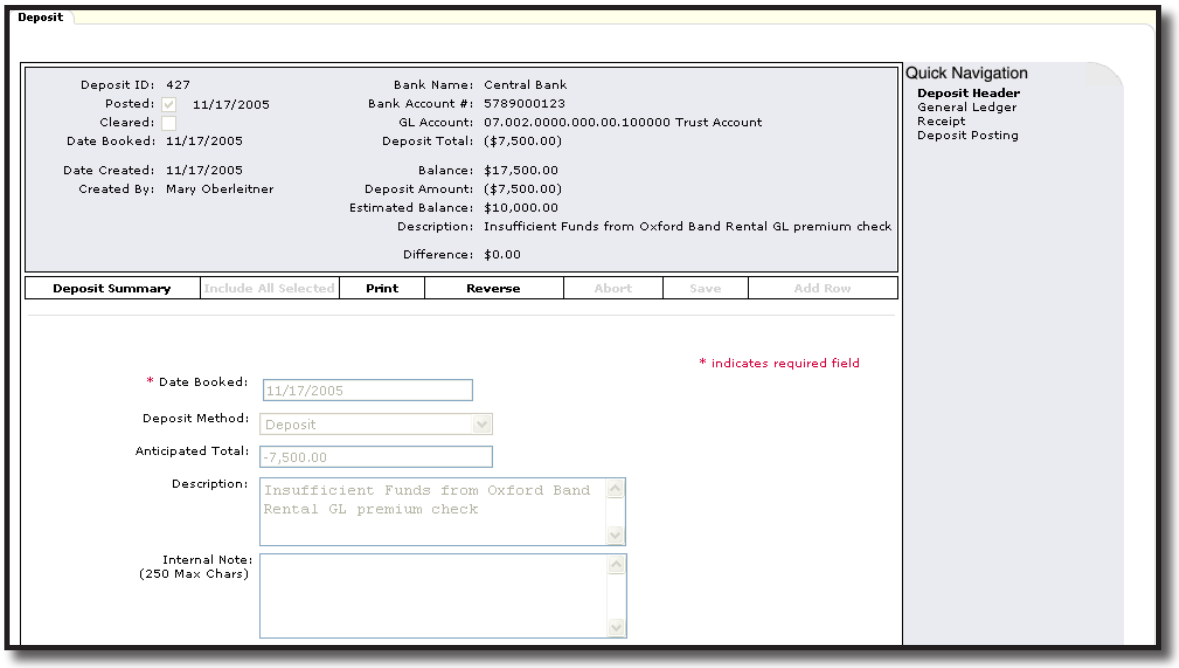
Click the **Deposit Posting** link on the right side of the screen to make sure the posting is correct. Click the **Post** link on the Navigation toolbar.

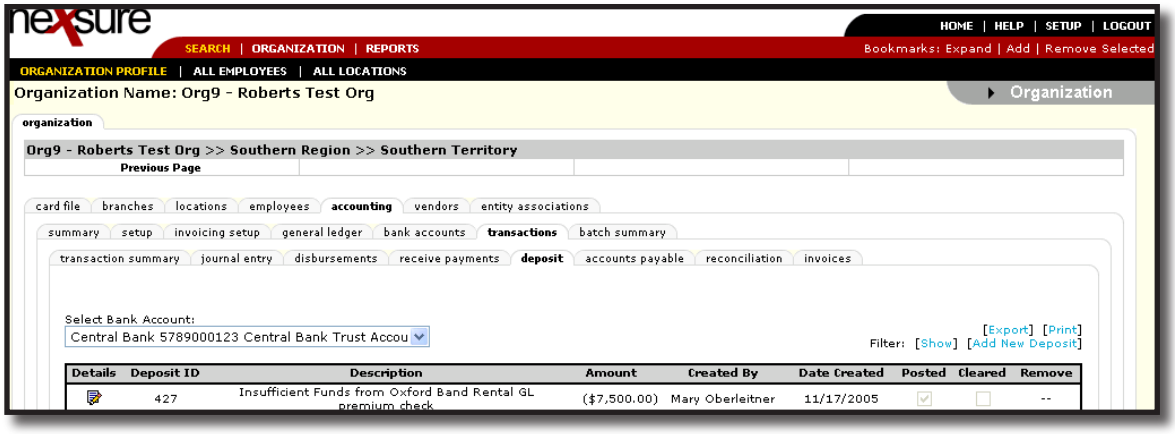


Nexsure confirms the deposit is in balance, providing an opportunity to abort the posting if necessary by adding an **OK** button. Clicking on the **OK** button finalizes the post.



Clicking on the **Deposit Summary** link returns the refreshed Deposit Summary screen.





Note: DO NOT post to any of the Mandatory General Ledger Accounts unless directed by XDimensional Technologies' Nexsure workflows. This can cause books to be out of balance as these accounts are used by Nexsure for automatic postings.

Reversing, Aborting and Removing Accounting Entries

Please refer to, "Reversing, Aborting, and Removing Accounting Entries", Chapter 6 of this manual.

Notes

Confirming the Transaction on the Client's Account

Access the client's account by clicking the **SEARCH** link on the **Primary** menu, enter a few characters of the client name and click the **Search** button. Click the **Details** icon beside the client.

Click the **TRANSACTIONS** link from the **Client** menu; this will default to the **transaction summary** tab which displays **Detail Assigned** in the **Select View** drop-down box on the upper left portion of the screen.

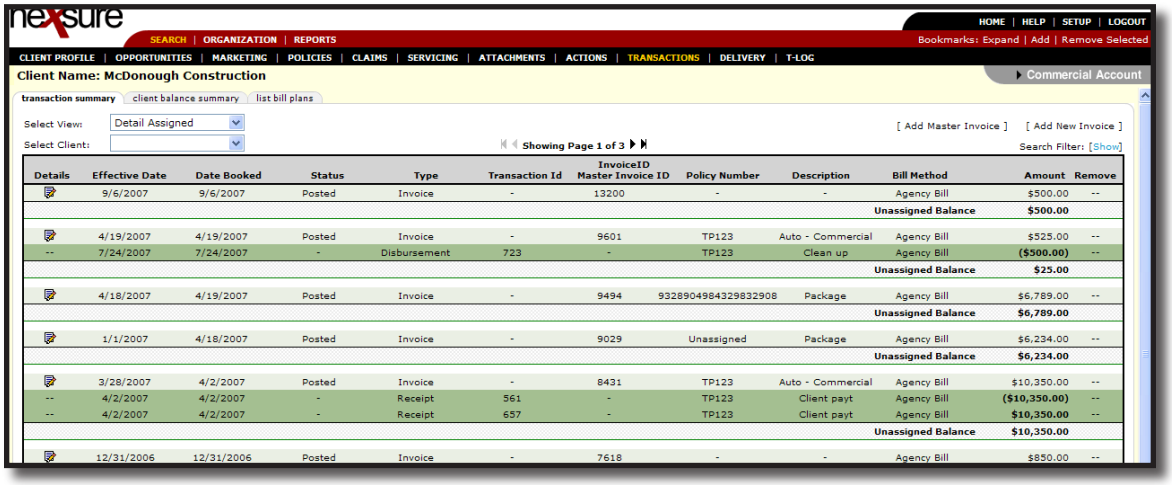
Viewing Unpaid Items

The filter default for the **Detail Assigned** view is set to display all unpaid agency bill items which make up the client's balance. This includes, **Invoices**, **Residuals** from a receipt left on the client's account and a **Payment Advance Disbursement** (if not allocated) which displays as an invoice on the client's account. If the item does not display, change the **Date Booked** in the filter and click the **Search** button to return new results.

Viewing Paid Items

To display paid items in **Detail Assigned** view, click the **[Show]** filter link on the upper right portion of the screen and change the **Paid Status** drop-down box to **All**, **Fully Paid** or **Partially Paid**. Change the **Date Booked** as needed and click the **Search** button to return new results.

When a payment or disbursement is allocated to a specific item it displays under the invoice in dark green along with the **Receipt** or **Disbursement ID#** which will aid in locating the original transaction if needed. The total amount due on the invoice when the item is paid in full shows a balance of zero ($0.00).



Notes