



Citrus Accounting

User's Manual

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Overview

Citrus Accounting manages your business's cash flow, and creates the reports you need to manage your business finances.

When you create Invoices with *Citrus Invoicer*, the invoiced amount is recorded as a receivable to the customer account. Other account transactions, such as a Charge or Interest create a receivable entry to the account as well. NO funds have been received at this time. Conversely, creating a Credit Memo debits the customer account.

These transactions do not become income until you produce a Sales Journal and make a Deposit.

Cash Flow (In)

The following routines create payment records and will become part of your next **Sales Journal and Deposit.**

- Batch Payments – Enter payments to multiple Accounts based on Receivables
- Single Account Payment (any form of payment; cash, check, credit card, etc)
- Non-Invoiced Income Posting (funds other than invoiced)

These transactions are recorded, and become Income when you create a **Sales Journal and Deposit Slip**

Cash Flow (Out)

Business Expenses

Expenses can be paid in a number of ways:

- Cash
- Check (using Citrus Banking or Banking Facility of Citrus Accounting)
- Check (another Checking Program or Hand Written)
- Credit Card
- On-line Checking (from your Checking Account, mailed by your bank)
- Electronic Funds Transfer (a debit from your from your Checking Account)

Regardless of the payment form, the expenses are recorded by Vendor and Expense Category and reports are generated upon this data.

If you are using Citrus Banking features, you can print expense checks at any time.

Credit Card Payments

If you purchase items with a credit card, you record the charges shown on the charge receipt as an expense at the time of purchase. **(This does not pay the Credit Card Company).**

Later, you can review all charge receipts and select the ones to pay, and generate a payment check if you are using Citrus Banking. (The expenses are already recorded; this creates the check and debits the funds from your checking balance).

If you paid the Credit Card Company via a Citrus Banking Check, Electronic Funds Transfer, On-line Bank Check, or some other checking program, a Check Register Record is created.

If you do not wish to record the transactions, you can generate a Credit Card Report and delete all charge receipts that have been paid.

Main Menu Routine Screen

The Main Menu Screen contains Radio Buttons which select the programs sub routines.

- Customer Account Routines
- Income and Expense Report Routines
- Cash Flow Routines

You select a Radio Button and click *Go* to enter the routine.

Customer Account Routines

- **Batch Payments** – This routine scans your account receivable file and creates a grid containing all outstanding accounts with an amount due. If you have received payment, simply enter the check number (or cash). The entry will become part of your next **Deposit and Sales Report**.
- **Enter Payment on Single Account** – With this routine, you can select any account and post a payment regardless of current balance.
- **Create a Credit Memo** – Credit an account for some reason such as returned goods.
NOTE: Inventory would not be affected by this action)
- **Enter a Charge** – You might use this routine to enter a restocking fee or interest for example.
- **View/Print/Correct Account Statements** – This routine displays all accounts with outstanding balances, 1st in summary form then in detail by account.
You can print account statements, correct entries to accounts and purge accounts as needed.

Report Routines

- **Cash Flow Reports**
 - **Income Report** – Income is recorded when you make **Deposits and print Sales Reports**.
Funds do not become Income by simply posting payments on an account.
You use this routine to print an Income Report for a set period of time such as month end.
You typically use this routine with a Detailed Expense Report for the same time period.
Printing a Profit/Loss Report for the same time period incorporates both expenses and income.
 - **Detailed Expense Report** – Select a date range and all expenditures for that date range by Vendor/Supplier and category are loaded into a display grid and can be printed in Report Form.
 - **Categorized Expense Report** – Select a date range and all expense categories are summarized for the selected date range.
 - **Profit/Loss Report** - Select a date range and all expenses and income and totaled and the Profit or Loss is displayed and a report can be printed.
- **Invoice Report** - Select a date range and all invoices for the date range will be displayed and a report can be printed.
- **Tax Report** - Select a date range and all collected taxes for the date range will be displayed and a report can be printed.
- **Credit Card Payments Report** – This routine has two functions:
 - If you are using Citrus Banking features, this routine allows you to select previously recorded charge receipts into a group and create a payment check to the credit card company. The charge receipts are then deleted.
 - If you are not using Citrus Banking, this routine lists charge receipts and you can delete them as you wish.
- **View Account History** – As transactions occur specific to an account (invoicing, service repair, etc) a record is created. This data can be viewed and printed with this routine.

Cash Flow Routines

- **Enter Expenses** – This routine allows you to record business expenses incurred.
You can record expenses paid by:
cash, check (paper), credit card, Electronic Funds Transfer or On-line checking.
When creating payments via checking, the amounts are stored by vendor for later check writing.
When entering Credit Card Receipts, the amounts are stored in a similar manner and a check can be written later.
Expenses can be disbursed among different expense categories.
Common expenses (such as Monthly recurring) can be saved once as a *Memorized Transaction* and recalled by clicking the *Memorized Button*. The Vendor/ Supplier Data, Expense Category, Payment Form and Amount are recalled. All you need to do is enter the expense date.
- **Print Expense Checks** – If you are using Citrus Banking, this option will be enabled if you pay an expense by check or if you have created a check payment to a credit card company. Simply select this radio button, load checks and print them.
- **Create Sales Journal and Deposit Slip** – (*Heading will change based upon the Banking Settings selected during Setup*) This routine prints a deposit slip and Sales Journal Report from memorized account payment postings and non-invoiced income entries.
You can add funds to your deposit which were not recorded as a result of an invoiced sale.
An example of this is a check payment from a credit card company. As you accept payment from accounts via credit card, you do not receive the funds at that time; however the funds are recorded as sales. When the credit card company credits your account or sends you payment, you need to deposit it into your checking. You do this via the add to deposit routine. NOTE: This is NOT non-invoiced Income and should not be entered via the non-Invoiced Income Routine.
- **Enter non-Invoiced Income** – This routine allows you to record income you receive from a source other than an account invoice. A good example would be a payment from an Internet Store or payment processing facility. This income becomes part of your sales totals.
- **Post Service Completions** – This option is only active if you are using some Citrusware Dispatching program. Use this routine to enter billing information resulting from Service Slips or Contracted Service.

Manage Files

- **Create Vendors/Suppliers and Credit Card Companies** – Use this routine to create and modify data about the vendors, suppliers and Credit Card companies with whom you do business. These entries are used when you enter expenses and are used by other Citrusware programs such as Citrus Inventory to re-order items you sell.
- **Speed Dialing** – At points within the program you can dial Customers or Vendors.
The Dialing Window is displayed. Here you can enter up to 10 common numbers for Speed Dialing.

Getting Started

When the program is first run, the “**Setup Screen**” will automatically display. You can also display it at any time to modify existing information by selecting **File** from the Main Menu’s Menu Bar, then **Create/Modify** from the Drop down Menu.

The “**Setup Screen**” contains a File Folder with eight tabs; one is a Help tab which contains brief instructions about the other tabs.

Click on each tab and enter the required information.

Business Tab – Enter the Information about your Business. Some of this data is used to create the licenses key, so make sure it is accurate.

Taxation Tab – Create two tax headings and tax rates. Select from the drop down boxes or enter manually.

Banking Tab – If you currently use some other program to write checks, or if you write checks manually and wish to continue to do so, leave the 1st checkbox unchecked.

If you check the box, the Bank Information box below will be enabled.

Enter the information about your **Business Checking Account**.

If you are a small business and currently pay business expenses out of a personal checking account, we HIGHLY recommend you open an account for business purposes. It is not mandatory you do so if you are doing business under your own name.

Enter the **Beginning Balance only once**. It may be used later to recreate your balance.

Check the next checkbox if you wish to use pre-printed Deluxe Business Forms Deposit Slips.

You can use the Deluxe Deposit Slips even if your account is not a Citrus Banking account.

Click Order forms menu above to order checks and/or deposit slips.

(When you create a Sales Report, deposit data is created. You can use the pre-printed deposit slip from Deluxe or handwrite a Bank Generic Slip).

Expense Categories Tab - Select or enter all categories to which you will assign expenses.

Logo Tab– This may appear automatically.

If not, click the Find Button and browse your disk to locate your LOGO File.

WE RECOMMEND YOU COPY YOUR LOGO FILE TO:

C:/Program Files Citrusware Folder and select it from there.

Resize your LOGO using the Height and Width Buttons.

Click the Store Button to save your OGO file to disk.

Printing Tab – Documents can be printed in black or color.

Set the *Print in Color* checkbox to print in color.

Select a color for frames and a color for most text.

(The color of some text is pre-selected, such as amounts).

Select a print font if you wish. Font sizes are fixed.

When printing account statements, you can use plain paper or perforated response paper to create a remittance slip. Select which type of paper to use for statements.

Once you have made all of the setup selections, click *Save Changes and Return to Menu*.

Operations Tab – If you have connected a telephone to your computer (Modem Card), tick the *A Phone is Daisy Chained* check box.

Select your modem Com Port from the drop down list.

Using Citrus Accounting

Creating Vendors

Select the *Vendors/Suppliers Credit Card Companies Routine* from the Main Menu.

Click the **GO** button.

Create your 1st record now.

A record can be assigned to a category. (You can search by category to find a record at a later time).

Categories

- **Supplier** – typically a company from whom you purchase raw material
- **Vendor** – typically a local supplier providing goods and/or services
- **Credit Card Company** – A company where you make purchases from a Vendor or Supplier and pay via National Credit Card at a later date– example Master Card, Visa etc
- **Retail Credit Card** – A National Company from whom you make purchases on their Credit Card system and pay at a later date – example Sears, Lowe’s, Home Depot

You can create any additional Categories you wish.

If you have an account number with this vendor, enter it.

Enter the vendors name, address, etc to complete the record.

Enter a Key Contact if you wish.

Enter a telephone number and a Cell number or email address.

The record will be automatically saved when you perform any other action on this screen, such as returning to the main menu.

TYPING OVER EXISTING DATA MODIFIES THE CURRENT RECORD IT DOES NOT CREATE A NEW RECORD.

To create additional records select *Files/Add a New Recipient* from the Menu at the top of the window.

If while adding a new recipient you decide against it, simply click *Cancel Add New*.

You can search for recipients by entering search criteria.

The Toggle View Menu displays all recipients in grid form. A recipient can be selected from the grid.

Payto recipients must be created before you can enter expense payments to them.

You can not add recipients from the expense screen.

When using the program, if you indicated a telephone is connected (Setup Screen), a telephone image will appear next to the Key Contact name.

Clicking the phone image will select the phone number, cell number or both for dialing.

Customer Account Routines

Entering Batch Payments

Select the *Enter Batch Payments Routine* from the Main Menu.
Click the **GO** button.

The Account Receivable Batch Payment screen will display and the grid will be populated with accounts with an outstanding balance.

Tick the *Select* column to select accounts, one at a time.

The amount received box will be loaded with the current balance.

If not paid in full, click the Clear Amount button and enter the amount received.

Enter a customer check number, or leave blank if paid by cash.

Change the date if needed.

Click Enter Button when correct.

THIS DATA ENTERS THE GRID, BUT THE TRANSACTION IS NOT RECORDED AT THIS TIME.

Repeat the above procedure for other payments.

When all payments are correct, **click Write Payments.**

The **Purge All Accounts with a Zero Balance** button does not delete the account. It simply cleans up the account receivable file for accounts where no balance exists.

If you Return to the Menu without clicking **Write Payments**, all posting data will be ignored.

Enter Payment to a Single Account

Select the *Enter Payment to a Single Account Routine* from the Main Menu.
Click the **GO** button.

The Customer Selection screen is displayed.

Select the Customer to whose account you wish to post a payment.

The *Enter Payment on Account Screen* is presented.

Select the payment form. You can append the Payment Form with, for example, a check number.

Enter the amount paid.

If you wish to print a receipt, tick the *Print a Payment Receipt* box.

If a discount was taken, tick the Discount Taken checkbox.

Enter the discount amount taken in the box.

Click Enter.

Create a Credit Memo

Select the *Create a Credit Memo Routine* from the Main Menu.
Click the **GO** button.

The Customer Selection screen is displayed.

Select the Customer to whose account you wish to issue a Credit Memo.

The Credit Memo Screen is presented.

Select or enter a reason for the memo such as Items Returned.

Enter the Amount.

If you wish to print a Credit Memo form, tick the *Print the Credit Memo* box.

Click Enter.

Create a Charge

Select the *Create a Charge Routine* from the Main Menu.
Click the **GO** button.

The Customer Selection screen is displayed.

Select the Customer to whose account you wish to post a charge.

The *Create a charge Screen* is presented.

Select the way Taxes should be calculated for this charge.

Tick the Tax this charge box if Tax should be applied to any portion of this Charge.

You can enter taxes manually if you wish, by ticking the Enter Taxes Manually button.

Select or enter a Charge Reference in the Reference Box.

The charge can be divided into taxable and non-taxable totals.

Enter each or both as needed.

If you selected Enter Tax Manually, enter the tax amount in either or both Tax Boxes.

Click the *Calculate and Add Tax (es)* button.

If correct, click the Enter Button.

View/Print/Edit Statements

Select the *View/Print/Edit Statements Routine* from the Main Menu.

Click the **GO** button.

Selecting this option displays the Accounts in *View Accounts Print Statements Screen*.

If during Setup, you selected "Use Remittance Form, then load ample Perforated Response paper into the printer.

If you selected use plain paper, then load plain paper.

Note: If you use perforated response paper then a Remittance Slip is printed at the bottom of the statement.

It is not printed if plain paper is used.

The form contains 3 check boxes:

- Print Statements with \$0.00 Balance - If an Account currently has a zero balance, you can opt to print them or not.
- Delete Statements with \$0.00 Balance after Processing - All Accounts are scanned during the print process. If an Account has a zero balance and this check is set, the account "Statement" record will be deleted.
- Print a File Copy - An additional copy is printed for your records.

You can view the details of an account by clicking anywhere on it in the grid.

When the details of the account are displayed, you can delete any line, except the Starting Balance and Ending Balance, by clicking the line and selecting Delete Line Item.

You can delete the entire record at this time as well.

Reports

Cash Flow Reports

Select the *Cash Flow Reports Routine* from the Main Menu.
Click the **GO** button.

Select (enter) a Date Range for the report by clicking on the calendars or clicking a preset date button.
Select the type of report you wish to create (radio buttons on the right side).

- *Detailed Expense* – Expense Records showing, Date Paid, expense Category, Vendor, Reference and Amount.
- *Categorized Expense* – Total of expenses by categories which were created during the setup procedure.
- *Income* – Deposited Income
- *Profit/Loss* – The difference between Income and Expenses

Click the *Load/Display Report* button.

NOTE: Records which have been archived will not appear in the reports.

Click *Print Report*, to print the report.

Invoice Report

Select the *Income Report Routine* from the Main Menu.
Click the **GO** button.

The Invoice Report screen is presented.

The grid is automatically loaded with all invoices for the current month.

You can select a date range for a report and select all accounts or display an individual account.

You can automatically load the grid with Last Month date range (LM), the current month (MTD), or current year (YTD).

Click *Load Grid*.

You can print the contents of the grid by clicking *Print Report*.

When a group of records is no longer needed, it can be deleted by date range.

Select a starting and ending date. All Invoice Summary Records in that range will be deleted.

This does not delete the invoice images for that range. That can be done only via the Reprint Screen.

Tax Report

Select the *Tax Report Routine* from the Main Menu.
Click the **GO** button.

The Tax Report screen is presented.

The grid is automatically loaded with Taxes collected during the current month.

You can select a date range for a report and select all taxes or either of your predetermined taxes.

You can automatically load the grid with Last Month date range (LM), the current month (MTD), or current year (YTD).

Click *Load Grid*.

You can print the contents of the grid by clicking *Print Report*.

When a group of records is **no longer needed**, it can be deleted **by date range**.

Select a starting and ending date. All Collected Taxes Records in that range will be **deleted**.

Credit Card Payments

Select the *Credit Card Report Routine* from the Main Menu.
Click the **GO** button.

This routine has two Modes; **Report** or **Payment** which are selected from the menu in the upper left corner of the screen (Mode).

Report Mode

Select (enter) a Date Range for the report by clicking on the calendars or clicking a preset date button.

Select the Credit Card companies to appear in the report.

Click *Load Outstanding Receipts to the Grid* button.

This is a simple journal listing allowing you to verify Credit Card Expenses.

You can print a Report by clicking *Print*.

When the data is no longer needed, it can be deleted (purged) by clicking *Purge by Date Range*.

Payment Mode

Select a **single** Credit Card Company from the Company Name in the *Credit Card Companies* box.

Click *Load Outstanding Receipts to the Grid* button..

All unpaid Receipts for the selected company will appear in the grid.

Auto Calculate

Tick the checkbox to automatically calculate the payment amount.

As you tick individual receipts, the amount will be added to the total.

You can enter the Amount Manually, but if you do so, you must tick each receipt you are paying. (The total is not compared to the receipts checked).

(Individual receipts are deleted once they are paid).

Payment Form

If you are using Citrus Banking and wish to create a payment check, or if you paid the Credit Card company from a different checkbook, select the check option.

- If paid from a different checkbook, enter the check number.
- If the payment was automatically deducted from your Checking Account via Bank Check, select the Bank check option.
- If the payment was automatically deducted from your Checking Account via EFT, select the EFT option.

It is a good idea to review the *Amount being Paid* box at this time.

When correct, click Enter Payment.

Select another Credit Card Company or Return to the Menu.

View Account History

Select the View Account History *Routine* from the Main Menu.
Click the **GO** button.

Account History is displayed in two ways, Financial History and Service History.
Each has its own display grid.

Service Completion Data is recorded via the *Post Service Completions Routine* for each service visit.
(The *Post Service Completions Routine* may not be active if you are not using a Dispatching or Scheduling program from Citrusware).

The grid is initially loaded with all accounts for the past month.

To view History for a single account:

- Tick the **Display Single Account** checkbox
- Select an account from the drop down **Account No** box
- Select a date range
- Click **Load Grid**

The **Purge** buttons allow you to delete *all History Records* or *History Records* for a selected Account.
The date Range is not in effect. All records are deleted.

Cash Flow

Entering Expenses

Select the *Entering Expenses Routine* from the Main Menu.
Click the **GO** button.

The Expense Screen has a *Basic Setup Instruction Window* and individual windows for each type of expenditure posting.

Follow the Basic Instructions:

(If you have created **Memorized Transactions***, you may select one at this time)

- Enter Expenditure Amount
- Select a Pay To Recipient from the drop down list or Select a Memorized Transaction
- Select the Payment Date from the calendar
- Select a Payment Form
 - Check* - Can be from a different checking program, Citrus Accounting or Citrus Banking
 - Hand Written Check* – from this account only.
 - Cash* – Out of Pocket or Petty Cash
 - Credit Card* – Paid by Credit Card, this is not paying the Credit Card Company at this time
 - EFT* – You have received notification from your bank that they paid a supplier directly
 - On-line Written Check* – you instructed your bank to pay a bill (on-line bill pay)
- Click the *Continue* Button. The Basic Instructions Window will close.

NOTE: You can Toggle the Basic Instructions Window by clicking the *Toggle Button* located under the *Continue Button*.

NOTE: At times, the program disables the Basic Input Window to prevent inadvertent input errors. You can enable the window and change your selections by clicking the *Enable Button*.

- The *Disbursement Window* and *Disbursement Instructions Window* will open along with any *Specialized Instructions Window* which might be needed.

NOTE: You can create a Memorized Transaction at this time. A memorized transaction can be credited to only one expense category. Select the Category from the list then click *Add this Expense to Memorized Transactions*.

- An Expense can be recorded to a **SINGLE** category or **DISBURSED** to multiple categories.
 - If applying to a **SINGLE** category, select the category from the list and press the *Single Category* Button.
The Record and Disburse Expenses will open. (Skip down to Record Entry Below).
 - If **DISBURSING** to Multiple Categories, select the *Multiple Categories* Button.
The disbursement Window will open.
Select Categories individually and enter the portion of the expenditure that applies to this category. Click *Enter*.
Repeat until all expenses have been recorded.
Click *Complete*.
The Record and Disburse Expenses will open.

Record Entry

Single Category – If you selected a single expense category, a summary will appear at the top of the window. If the data is correct, click *All Expenditure Data is Correct*, and the expenditure is entered into the expense grid. If you wish to enter additional expenditures, click *ENTER another Expense*.

Disbursing – If you selected to disburse the expense to multiple categories, the expenditures will automatically appear in the expense grid.

Finalizing – Once you have entered all of the expenses you wish to post, click the *All Entries in the Grid are Correct* button.

***Memorized Transaction** – A Memorized Transaction is an expense payment which occurs regularly, such as a Utility Company payment. You create the transaction once. It can be recalled it when needed again.

When recalled, the payto, amount, expense category and payment form are automatically entered. The current date is entered. Any field can be altered, amount for example. Continue to process the expense as normal.

Print Expense Checks

Select the *Print Expense Checks Routine* from the Main Menu.
Click the **GO** button.

If you are using Citrus Banking, and have chosen to pay an expenditure via check, this option will be enabled. A check record was created when the expense was posted.

You can print a check for each expenditure or merge all check data by vendor. And print one check. Select the check print mode, *Print each Entry* or *Total by Vendor*.

The Print Checks screen will display.

A message will display above the *Print Checks* button informing as to the next check and the number of checks required. Verify this is correct.

Load checks and click the *Print Checks* Button.

The next check number will be updated and the checking balance decremented.

If a printing error occurs, discard the damaged checks and print again.

The new check number will be the previous 1st check number plus the checks that were damaged.

EXAMPLE: The 1st check to print was 101 and you planned to print 3three checks.

When reprinting, the 1st check will be 104, discard 101,102, and 103.

The balance is only decremented when checks are printed successfully.

Create Sales Journal and Deposit Slip (or Create Sales Journal)

NOTE: If you are not using a Deluxe Deposit Slip, the button Caption will be "Create Sales Journal"
Select the *Create Sales Journal and Deposit Slip Routine* from the Main Menu.
Click the **GO** button.

The Financial Summary Screen will appear. This top of the screen displays all Funds received and posted via any Payment Routine since the last Report was generated. (Batch Payments, Payments on a Single Account or non-Invoiced Income Routines).

The funds are broken down by check, cash, direct deposit, and credit card payments.
You should have the number of checks displayed and the check total should be as shown in the grid. The Direct Deposit Payments are the number of EFT credit transactions (typically from non-invoiced income) posted to your checking account. Credit Card Transactions is the number of payments you accepted via a customer credit card. **THIS AMOUNT IS NOT PART OF THE DEPOSIT**, you don't have the funds as yet. You will receive these funds from a credit card company, not from your customer. The grid displays the detail of these transactions.

At the bottom, are three check boxes and the *Continue* button.
Set the options you wish to add. Click *Continue*.

Retain Cash

If any of the funds were in the form of cash, then the Cash Disposition Screen will display. You can choose to retain all cash, Deposit all cash, or to retain some cash. Your selection does not affect your total sales for the period. It does affect your deposit amount. The amount you enter is printed on the deposit ticket in the "Cash Back" column. Click *Continue*.

Add funds to your Checkbook

The Add non-Sales to the Deposit window will display. You can use this window to add funds to your checking account but the amount is not part of your sales. Use this to enter a check received as payment from a credit card company. If you have funds (check or cash) or a direct deposit was made, select the appropriate radio button and enter the amount and check number and Received from Data. Click *Accept*. Make another entry or click *Continue*.

Cash Back

You can request funds back from the deposit. (Only cash and check funds are available). (Direct Deposit amounts are already in your account) . Enter the amount you wish from the deposit total.

The Deposit Summary Report Screen displays.

During the program setup, you selected to use Deluxe Deposit Slips, or Manual Entry Deposit Slips.

The screen will differ depending on your selection.

Deluxe Deposit Slips – Insert one Deposit Slip and some standard paper after it.

Manual Entry Deposit Slips – Insert some standard paper.

Click *Print*.

The Weekly Deposit Summary will be printed.

If you used (and selected) Deluxe Deposit Slips, your Deposit Slip appears at the top of the Summary Report. (It has a tear off section and the Report is printed below the tear).

If the Report printed correctly, click Yes, if incorrect click No.

The Sales Total has been added to your Total Sales.

If using Citrus Banking, your account balance is updated and a Deposit Transaction is written.

Enter Non-Invoiced Income

Use this form to enter Revenue that has been generated but has no associated invoice.
An example would be Sales incurred from an On-line Store where you receive a monthly check.
Enter the Received From, Amount and Check Number.
Click enter.

The transaction will appear in your Invoice Report even though an Invoice was not created.

NOTE: Do not enter payments from a Credit Card Company via this routine.

Understanding Credit Card Transactions

When you make a customer sale via credit card (using Citrus Invoicer), the revenue is posted, even though you did not receive any funds from your customer. The transaction is handled the same as a cash or check transaction.

When you receive payment from the credit card company, enter the funds to your checking account via the Add Funds routine. This prevents the funds from being recorded as sales a second time.

Any credit card processing fees should be entered as an expense via the expense routine.

Post Service Completions

This option is only active if you are using Citrus Dispatcher or Citrus Contract Scheduler.

From the “**Main Menu Screen**”, select **Post Service Completions**

The “**Completion Data Entry Screen**” is displayed.

The Big Picture

A Service Record was created as you scheduled service using a **Citrus Dispatcher** or **Citrus Contract Scheduler**.

If you printed Service Invoices, you should have a tear off summary section for each Attention.

If you only printed a Daily Work Schedule, then you should have a manually completed summary sheet.

Use the Work Teams Daily Completion Report and the Service Attention Summary for input information.

Service Slips are presented in order in which they were generated, not by date or by Team assignment.

Posting Completions

The upper left box contains Account and Call Slip Data. This should conform to the Work Teams Daily Completion Report and the Service Attention Summary.

Select the appropriate Completion Status from the “Completion Status Box” on the right side of the form.

- Completed/Collected – Your Service Team rendered an Invoice and collected the amount due.
- Completed/Invoice Rendered - Your Service Team rendered an Invoice but payment was not collected.
- Completed/Office Invoicing Required - Your Service Team completed the Service Attention but no Invoice was rendered. You must create an Invoice using you Invoicing Application.
- Warranty/Not Invoice Required – Your Service Team performed Warranty work or for some other reason, no Invoice was required.
- Continue Unposted – The slip is retained with no completion action taken.
-

Based on your selection, the *Invoice/Slip No, Amount and Payment Form Boxes* will appear or disappear.

If you use pre-printed Invoices and the Invoice/Slip No box is displayed, enter the Invoice Number in that box. If you *Tab* past the box, the date and time of the Service attention is automatically entered as a reference.

If Completed/Collected was selected as the Completion Status then select the Payment Form.

If paid by check, then enter the check number. Click Tab.

If the Sub Total Box is displayed, enter the Invoice total amount in this box.

If you tax only a portion of the Invoice, enter the individual amounts then tab.

Tab to “Enter Posting” and press “Enter” or click on the button.

You can restart the posting of a Service Attention by clicking “Clear Posting”.

You can restart the entire posting process over again by clicking Display First Record.

You can return to the menu at any time. Those Service Attentions that you have completed will be stored.

Customer Screen

NOTE: Customer records are stored in a file named CustomerData.txt. It is a **structured text file**, which means each element within the record has a fixed length. You can view it using any Text Editor such as Notepad, **but do not alter the contents.**

Modify Customer records only while viewing the Customer Record from the customer screen.

Creating customer records

The customer Screen is presented when you select:

- Enter Payment to A Single Account
- Create a Credit Memo
- Enter a Charge

To create a new customer, click *Files* then *Add a New Customer*. The Data fields will be cleared.

If you change your mind, click *Cancel Add* and the Add routine will be exited.

A customer is either a Business or an Individual. Select the customer type 1st when creating a new customer.

Business customers have one name field, while individual customers have a title, first name, middle initial and a last name.

Customers appear in the order in which they were created.

Modifying a customer record

Simply type over the data you wish to modify. Taking any action after making changes will save the customer record.

Deleting a customer record

To delete the current customer, click the **Files Menu** then **Delete this Customer**. Click *Yes* to confirm the deletion and the customer record will be removed from the Customer File.

Finding customers

You can **navigate** through the customer file:

- << returns to the first customer record
- < steps back one Customer from the current record
- > steps ahead one Customer from the current record
- >> steps to the last Customer in the file

You can “**Search**” for a Customer by clicking the “Search by Criteria” Button.

The “Customer Search Screen” is displayed.

Select a *Search Criteria* example - Street Address.

Enter *Search Data* example – Main St

Click Search

All customer records containing the *Search Data* in the *Search Criteria* field will be displayed in the *Customers Found* grid.

You broaden your search by decreasing the search data.

Main will produce Main St, W Main St, Main Ave, Mainland St, etc

You lessen your search by increasing the search data.
123 Main St will produce only 123 Main St

Note the difference between *by Last Name* and *by Business Name*.
Last Name finds individuals, *Business Name* finds businesses.

Searching is not case sensitive, in other words, if you enter *Smith*, all customer records with Smith or smith in the name field will be found (including Blacksmith, Smithson, etc).

Once you have selected the “Search Criteria” and entered the search data, click “Search”. Click on the customer that you wish to select and the customer record will be loaded to the customer screen.

If only one customer record meets the search criteria then it loads automatically.
If no record is found, you can create a new record at this time.

You can “**Select**” a customer by clicking “the From Name List” button.
Clicking “from Name List” displays a dropdown list on top of the Customer Name box. This list contains all of your customers and is alphabetically sorted.
You can click the arrow on the right side and the list drops down to display all of your customers.
You can scroll through the list to find a customer and click on it to load it.

You can also start typing customer information into the top portion of the list and the next customer that contains what you have typed will be loaded. Continue to type until the correct customer loads.
Press the <TAB> key to hide the list and load the customer.

The “From Name List” button is a toggle button. Clicking it again will hide the Customer Select List.

Customer Auxiliary Data

(Not available in the TBYB Version)

The Toggle Aux Screen Button displays the Auxiliary Data screen where you can store unique data about each customer account. There are 6 data boxes with Headings.

The Headings apply to ALL customer accounts. (In other words, if you set Heading #1 to “Date Installed”, that’s the Heading #1 for all accounts).

The data, however, can differ for each account.

Once you decide what each data box will contain, delete the Default Heading and type a new heading. Click the Save Headings button when all new headings are entered.

As you select or create new accounts, you can enter Auxiliary Data.
The Clear buttons clear the data box to the left for the current account.