Questions

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3. Is there any help available on the internet?
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27. I have multiple customer records for the same person. Can I combine these?

Answers

1. How to I create a customer record?
   Customer records can be created and edited with Traverse.
   Traverse / AR / Setup and Maintenance / Customers
   You can create customer records in Ascente from the following programs:
   Ascente / Service Dispatch / Transactions / Call Taking – [Billing] tab
   Ascente / Service Dispatch / Maintenance / Jobsite – [General] tab
   Ascente / Job Cost / Maintenance / Job – [General] tab

2. Are there manuals or online help available?
   Ascente
   - Online help is available in Traverse by hitting the [F1] function key.
   - There are no printed manuals, but there are many documents, like the one you are reading now, that are available.

   Traverse
   - Online help is available in Traverse by hitting the [F1] function key.

3. *Is there any help available on the internet?*
   Ascente
   - Year End Procedures are available on the Compusource website www.compusource.com.
   - Recorded training videos and training documents are available from our website and client portal.
   - We can also e-mail you any available documentation that you request.

   Traverse
   Open Systems has a website, www.osas.com, which you can access that has many resources available including the following:
   - User forums
   - Support documents
   - Training videos
   - You will need to register as an e-user on the Open Systems website. Compusource can help you with that.

4. *How to I edit customer records?*
   Customers can only be edited from Traverse.
   Traverse / AR / Setup and Maintenance / Customer

5. *Is the billing done in Ascente or Traverse?*
   - All billings of Ascente - Service Orders are done in Ascente using the Ascente / Service Dispatch / Journals / **Prebill Register**. This will when updated, create Traverse – Accounts Receivable transactions that will need to be posted in the Traverse – AR module.
   - All billings of Ascente – Job Cost module Jobs are done in Ascente using the Ascente / Job Cost / Transactions / **Job Contract Billing** program. This will when updated, create Traverse – Accounts Receivable transactions that will need to be posted in the Traverse – AR module.

6. *How can I determine how much a customer owes?*
   There are many ways to determine this:
   Ascente
      Service Dispatch / Inquiries / AR Customer Inquiry
      Service Dispatch / Transactions / Call Taking – [AR Customer Inquiry] button
   Traverse
      AR / Setup & Maintenance / Customer – [Balance] tab
      AR / Interactive Views / Aged Trial Balance View
      AR / Open Invoices / Aged Trial Balance Report
      AR / Open Invoices / Open Invoices Report

7. *How can I determine how payments were applied?*
   Ascente
      Service Dispatch / Inquiries / AR Customer Inquiry
   Traverse
      AR / Open Invoices / Aged Trial Balance Report
      AR / Open Invoices / Open Invoices Report
      AR / Productivity Reports / Payment History

8. *How are invoices created and printed?*
   Invoices will be created and printed in Ascente for either service or construction.
   Ascente / Service Dispatch / Journals / Prebill Register
   Ascente / Job Cost / Transactions / Job Contract Billing

9. *Where are cash receipts done?*
   Cash receipts, payments for open AR invoices, can only be applied in Traverse.
   Traverse / AR / Transactions / Cash Receipts

10. *Where are deposits and credit memos applied to invoices?*
    Deposits and credit memos are applied to open invoices in Traverse. Select the unapplied cash or credit memo record and then click on the [Split/Reapply] button and then enter the amount and invoice to apply it to.
    Traverse / AR / Open Invoices / Hold/Release Invoices

11. *How do I print an AR Aged Trial Balance Report?*
    This is done from Traverse.
    Traverse / AR / Open Invoices / Aged Trial Balance Report

12. *The Aged Trial Balance Report is printing too much detail. How do I print a summarized version?*
    You can print a summarized version by selecting the 'Summary' or 'Hide' runtime option on the 'View Invoice' section of the Aged Trial Balance Report runtime options form.
    The AR Periodic Processing can be run to remove zero balance invoices from this report.

13. *Can I print an AR Aged Trial Balance Report for a specific type of customer?*

    By using the '*Data Filter*' option, AR Aged Trial Balance Report can be filtered to select customers based on any combination of the following criteria:

    - City
    - Class Code
    - Country
    - Currency ID
    - Customer ID
    - Customer Level
    - Customer Name
    - Distribution Code (*This is often used*)
    - Group Code
    - Phone
    - Postal Code
    - Region (*State*)
    - Sales Rep ID 1
    - Sales Rep ID 2
    - Status
    - Territory

14. *Can I print an AR Ageing Report for an Ascente Job?*
    Yes
    Ascente / Job Cost / Reports / Job Age Analysis / Report Name = Age Analysis

15. *Can I determine how invoices and payments were processed for an Ascente Job?*
    Yes
    Ascente / Job Cost / Reports / Job Age Analysis / Report Name = Billings and Payments

16. *How do I calculate finance charges?*
    These are done in Traverse.
    Traverse / AR / Open Invoices / Calculate Finance Charges

17. *How do I print AR statements?*
    Traverse / AR / Open Invoices / Print Statements

18. *Can invoices be reprinted in Ascente?*
    Yes
    Ascente / Service Dispatch / Reports / Invoice Reprint
    Ascente / Job Cost / Maintenance / Job - [Reprint Invoices] button *(at the top-right corner)*

19. *What is the difference between a jobsite and a customer?*
    Jobsite:
        A jobsite is a record of the location where the work was performed. A jobsite can reference a customer record. Many jobsites can reference the same customer. Jobsite records are only used and maintained in Ascente.
        Ascente / Service Dispatch / Maintenance / Jobsite
    Customer:
        A customer is used for billing a person through the Traverse AR module. This would have to be done if payment was not received at the time of service. Customer records are maintained in Traverse through the AR / Setup and Maintenance / Customer program. AR statements can only be printed for a customer record.

20. *What are the (Cash) and (Default) customers used for?*
    These are required by Ascente and are determined in Ascente from the Service Dispatch / Maintenance / Options and Interfaces (Service) – [Service Defaults] tab.

    The (Cash) customer is the default customer value for all new service orders and jobsite records. Any service order that has (Cash) customer, will prevent the invoice from being billed on account and will require payment in full be applied to the service order before the service order can be invoiced. The cash customer would be invoiced and at the same time have the payment in full applied. The (Cash) customer in Traverse should always have a zero balance.

    The (Default) customer is required to determine many default values for customers that are created from Ascente. You should never actual bill the (Default) customer.

21. *What is the batch '######' used for?*
    Traverse AR must be setup to use batch processing. The '######' batch is a default batch that Traverse provides. You can use this batch code while doing cash receipts in Traverse. This batch code cannot be deleted.

22. *How do I create a credit memo?*
    Credit memos are created in the same way you will create your invoices.
    Service Dispatch
        There is a field on the Call Taking Screen – [General] tab next to the invoice field called 'Type'. This field defaults to 'Invoice' but can be changed to 'Credit Memo'. Please note that you do not need to enter any negative values for a credit memo. It is assumed.
        Ascente / Service Dispatch / Transaction / Call Taking Screen – [General] tab
    Job Cost
        From the Ascente – Job Contract Billing program, if the total '% Complete' or '$ Complete' are reduced, a credit memo will be created.
        Ascente / Job Cost / Transaction / Job Contract Billing

23. *What is the basic process for creating an invoice through Ascente – Service Dispatch?*
    The typical basic process for creating a service invoice is as follows:
        Ascente / Service Dispatch / Transactions / Call Taking
        Ascente / Service Dispatch / Transactions / Call Inquiry and Dispatch
        Ascente / Service Dispatch / Transactions / Timecard Entry
        Ascente / Service Dispatch / Journals / Timecard Register
        Ascente / Service Dispatch / Transactions / Work Orders

Ascente / Service Dispatch / Journals / Prebill Register
Traverse / AR / Transactions Journals / Sales Journal
Traverse / AR / Transactions Journals / Post Transactions

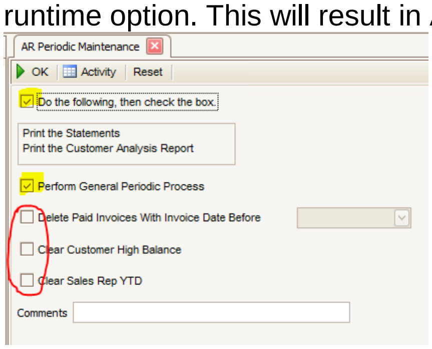
24. *What is the basic process for creating an invoice through Ascente – Job Cost?*
The steps required to create an invoice through Ascente – Job Cost are:
Ascente / Job Cost / Transactions / Job Contract Billing
Traverse / AR / Transactions Journals / Sales Journal
Traverse / AR / Transactions Journals / Post Transactions

25. *In Ascente, after running the Prebill Register and updating an invoice or credit memo, is there any further processing required in Traverse?*
Yes, the invoice will not update to AR and GL until you do the following in Traverse:
Traverse / AR / Transactions Journals / Sales Journal
Traverse / AR / Transactions Journals / Post Transactions

26. *Is there anything that Traverse - AR requires that I do at the end of each month?*
If you add finance charges or print AR statements, you can do the following:
Traverse / AR / Open Invoices / Calculate Finance Charges
Traverse / AR / Open Invoices / Print Statements
Yes, in Traverse you need to run the Periodic Maintenance program.
Traverse / AR / Periodic Processing / Periodic Maintenance

This will accomplish the following in Traverse:

- Flags invoices that have a zero balance from appearing on the AR Aged Trial Balance Report and AR Statements.
- Advances the figures in the aging periods in the customer information
- Posts finance charges to the specified period, only if you have run the 'Calculate Finance Charges' program.
- Only check these runtime options:
  i. 'Do the following and then check this box'
  ii. 'Perform General Periodic Process'
- We *NEVER* recommend checking the '*Delete Paid Invoice with a Date Before…*' runtime option. This will result in AR history records being deleted.



27. *I have multiple customer records for the same person. Can I combine these?*
No, there is no current way of combining customers and the associated records.