Checkmate®

Inventory Management System

Accounting

User Guide

Car-Part.com

Contents

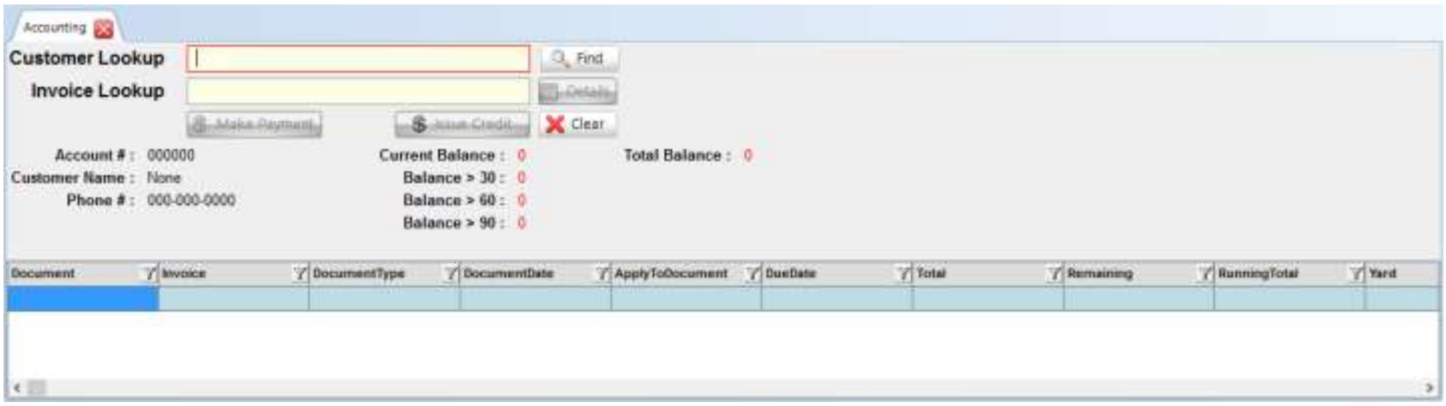
Introduction

This guide is not intended for QuickBooks users. If you use QuickBooks, please see our documentation on QuickBooks Integration. This and other Checkmate training materials can be found at products.car-part.com/checkmate/training.html

With Checkmate's **Accounting** tab, you can display customer account activity, edit customer accounts, apply back office payments, and issue credit. This interface allows you to quickly perform actions you would have previously accomplished using the **3,2**, **3,3**, and **3,4** functions in Checkmate Retro.

To open the **Accounting** tab, click the **Accounting** (**$**) button in the top menu of Checkmate Workstation.

The **Accounting** tab opens.



⚠ **Note:** You can configure the **Accounting** tab to automatically open when you start Checkmate Workstation. Go to ***Settings>Workstation*** and select the **Tab Startup** tab to specify which tabs you want to open automatically.

Looking Up Customer Activity

There are two ways to look up customer activity on the **Accounting** tab:

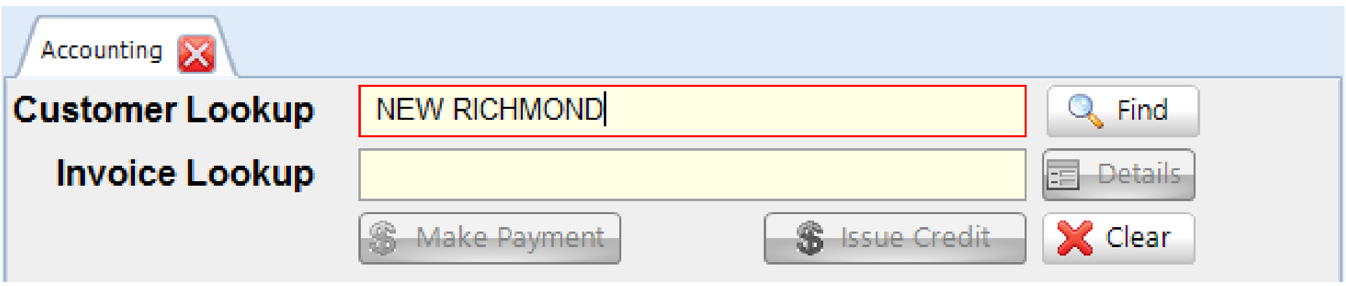
- **Customer Lookup –** search for a customer by name
- **Invoice Lookup –** search for a specific invoice

Customer Lookup

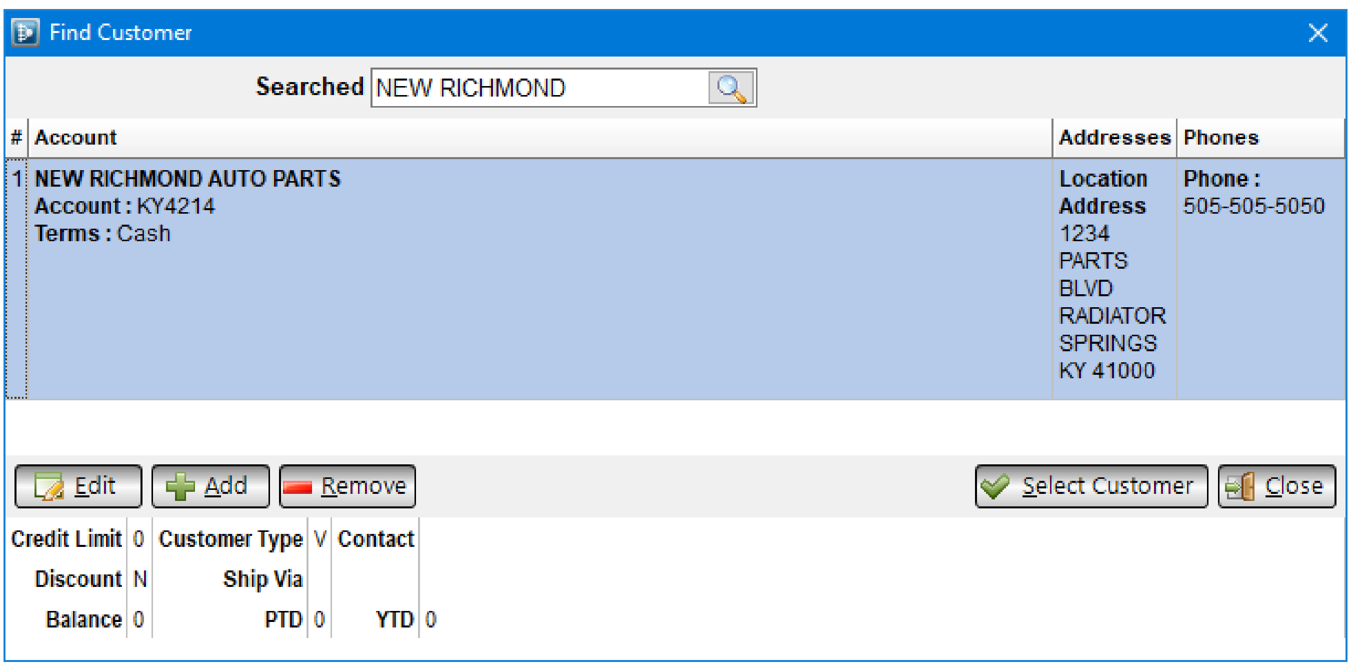
The **Customer Lookup** field allows you to search for customer accounts.

To search for a customer, follow these steps:

1. In the **Customer Lookup** field, enter the customer's name (or part of the name) then click **Find**.



2. The **Find Customer** window opens with search results. Click to select the appropriate customer, then click **Select Customer** to view the customer's account activity.



Alternatively, you can:

- Click **Edit** to open the **Customer Details** window. Here, you can edit a customer's shipping, accounting, and general business information (name, address, phone number, etc.). You can also add notes to the account. Once you are finished editing, click **Accept** to return to the **Find Customer** window.
- Click **Add** to add a new customer account.
- Click **Remove** to remove the selected customer. The customer must have a zero dollar balance.

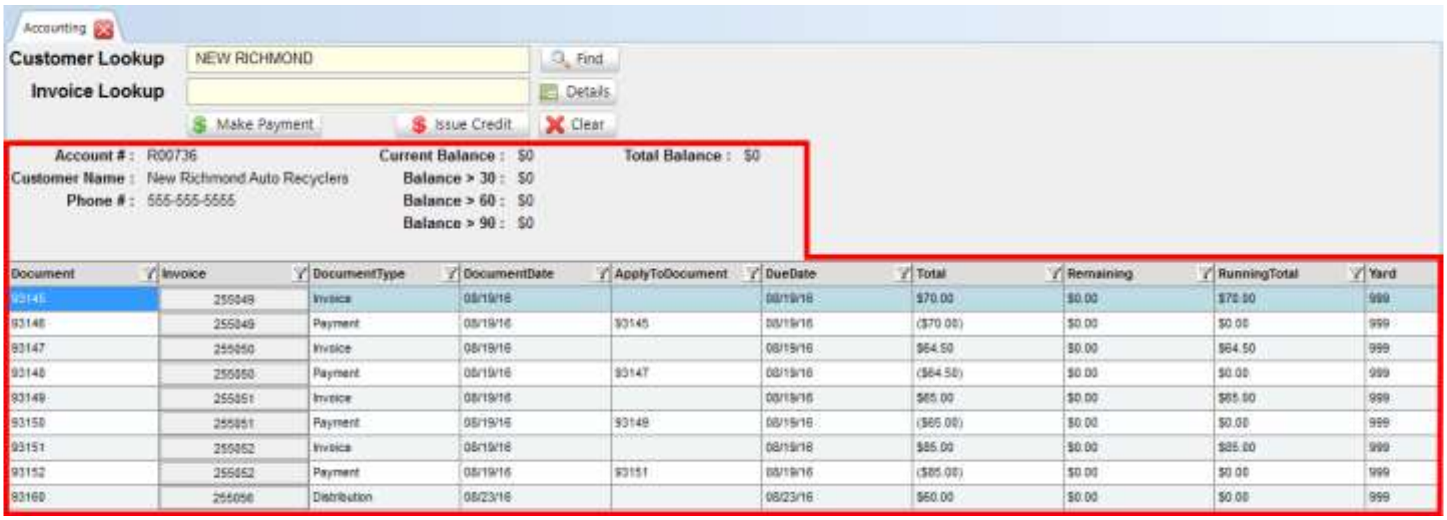
- Click Perform a new search by entering customer information in the **Searched** field at the top of the window and clicking the magnifying glass button.

3. After you click **Select Customer**, a brief summary of the customer's account now displays underneath the **Customer Lookup** and **Invoice Lookup** fields.

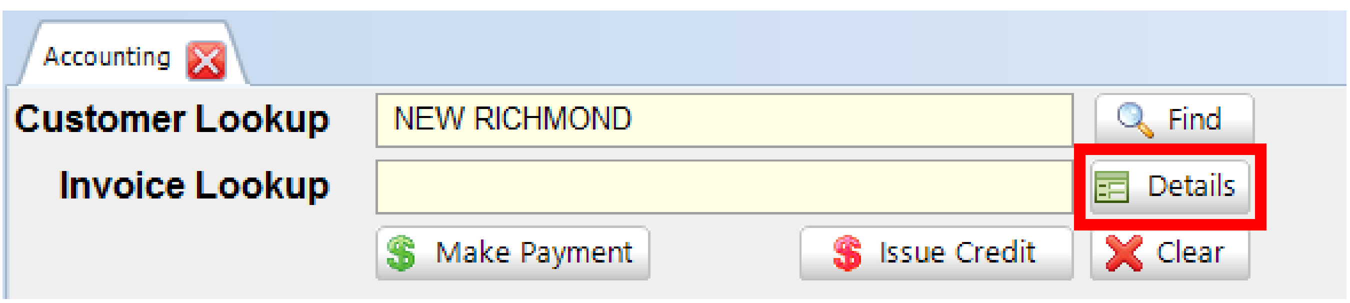
   This summary includes the customer's account number, name, phone number, and any existing balance on the account.

   - **Current Balance** – amount within the last thirty days that is due
   - **Balance > 30** – amount that is more than thirty days overdue
   - **Balance > 60** – amount that is more than sixty days overdue
   - **Balance > 90** – amount that is more than ninety days overdue
   - **Total Balance** – total amount of money owed by an account

   The customer's account history displays beneath this information.



   You can also click the **Details** button to view the customer's account details (e.g., name, address, and phone number).



Note: When you're using Accounting functions and you select a shipping account that has been linked to a separate billing account, you will be prompted to select which account's history you would like to view/work with. You will only be able to make payments when viewing the billing account.

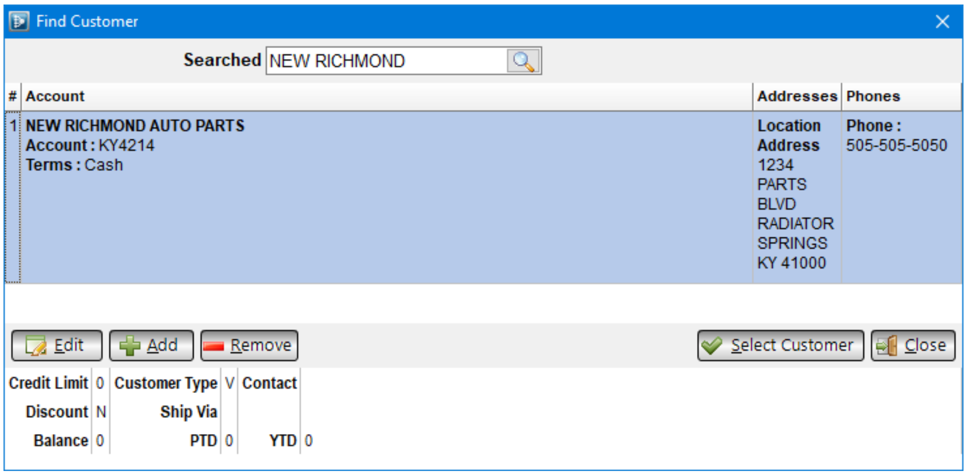
Invoice Lookup

The **Invoice Lookup** field allows you to search for a specific invoice.

To look up a specific invoice, follow these steps:

1. Enter an invoice number in the **Invoice Lookup** field. Click **Find**.

2. The **Find Customer** window opens, displaying the customer account associated with that invoice number. Click **Select Customer** to view the customer's account activity.



Alternatively, you can click:

- **Edit** to open the **Customer Details** window. Here, you can edit a customer's shipping, accounting, and general business information (name, address, phone number, etc.). You can also add notes to the account. Once you are finished editing, click **Accept** to return to the **Find Customer** window.
- **Add** to add a new customer account.
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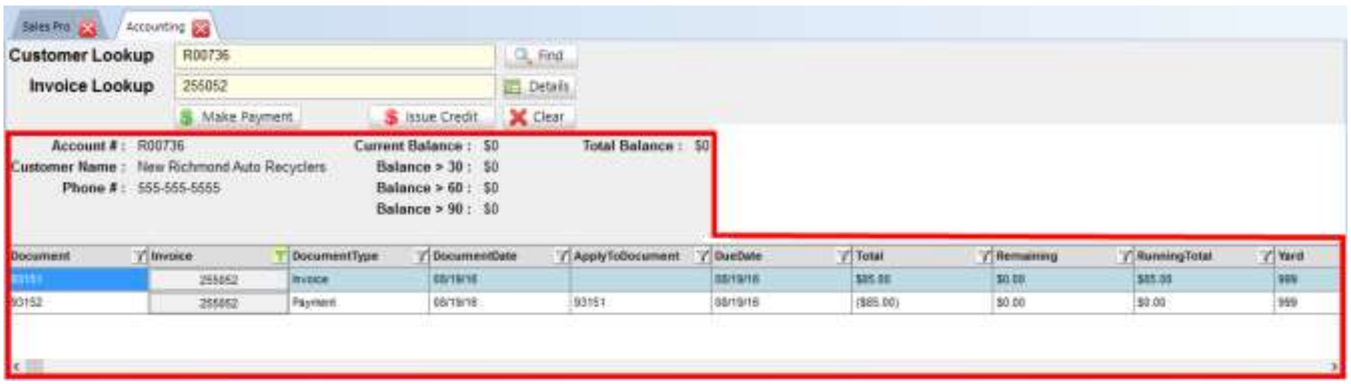
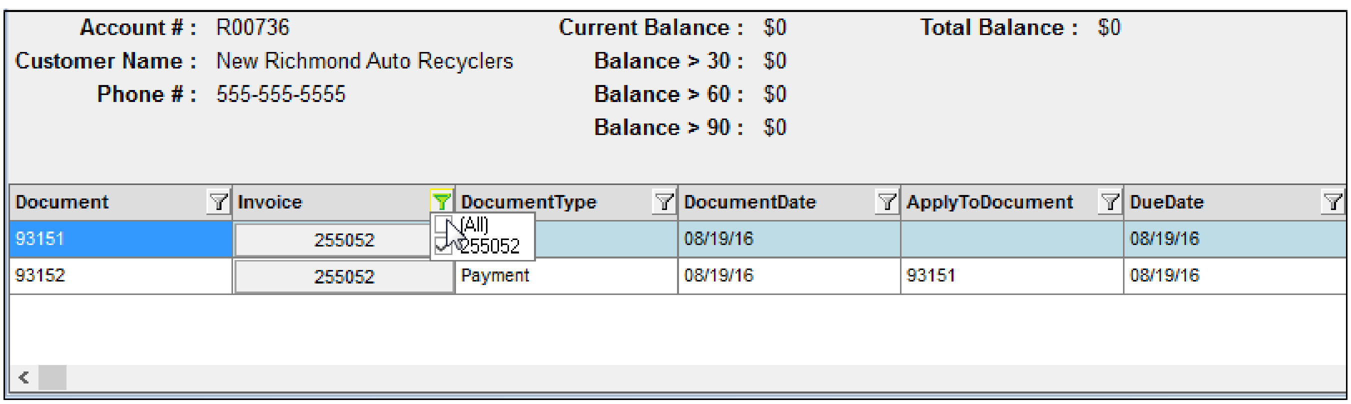
   - **Balance > 60** – amount that is more than 60 days overdue
   - **Balance > 90 –** amount that is more than 90 days overdue
   - **Total Balance** – total amount of money owed by an account

   The invoice you searched for is displayed beneath this information.



⚠ **Note:** When you use the **Invoice Lookup** field, your results are filtered to show only the invoice you looked up. To view all of the invoices associated with the customer's account, click on the filter icon in the **Invoice** column and check the **[All]** checkbox.

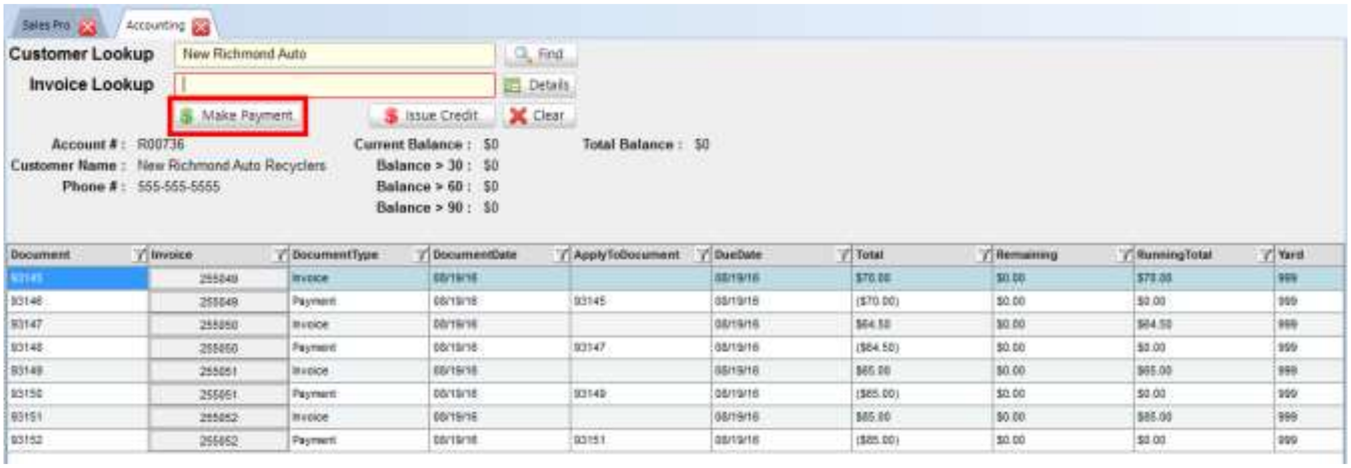


Make Payment

The **Make Payment** button allows you to apply back office payments to a customer account. You can apply an individual payment or apply a batch payment.

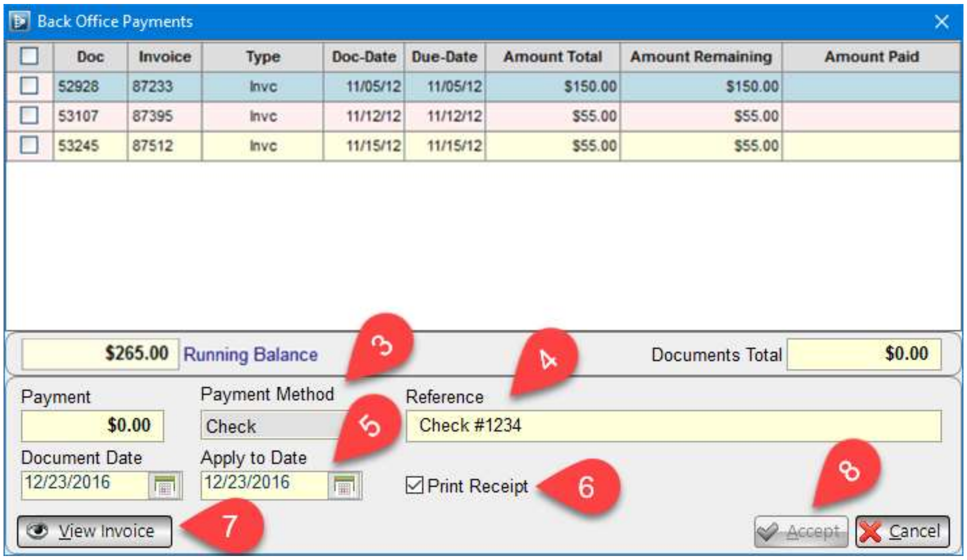
To apply a back office payment to a customer account, follow these steps:

1. After looking up the customer account, click **Make Payment**.



2. The **Back Office Payments** window opens, displaying all invoices associated with this account that have a remaining balance. There are two ways to make a payment:
   a. To apply the payment to a specific invoice (or multiple invoices), click the checkbox(es) of the invoice(s) you would like to apply the payment to. (You can click the top-most box to select all invoices.)
   b. To make a payment without associating it with an invoice (i.e., an unapplied payment), simply enter a **Payment** amount.

3. Select a **Payment Method**.
4. Enter a **Reference** note if you would like to note anything about this payment (such as a check number)
5. Review the **Document Date** (the date the payment was received) and the **Apply to Date** (the date the payment was processed). To edit these dates, click the calendar icon.
6. If desired, check the **Print Receipt** checkbox to print a receipt for the payment.
7. If desired, click **View Invoice** to open a preview showing how the printed invoice will appear.
8. Click **Accept** to apply the payment.



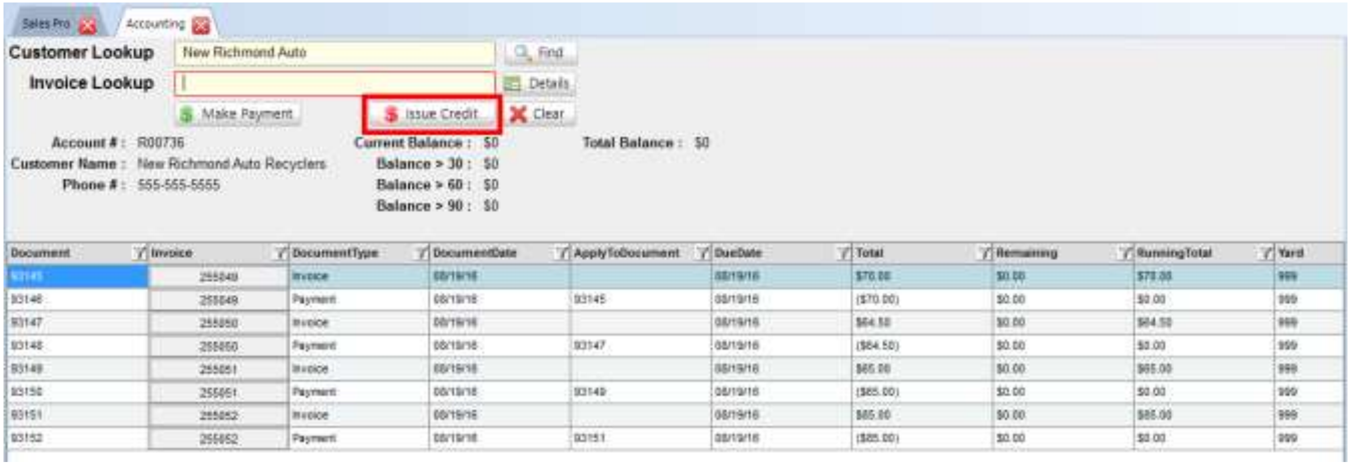
Issue Credit

The **Issue Credit** button is used to issue a credit to a customer who is not returning or exchanging a part.

For example, if the customer isn't paying and you want to write off debt, then you could use the **Issue Credit** feature to issue credit to the customer.

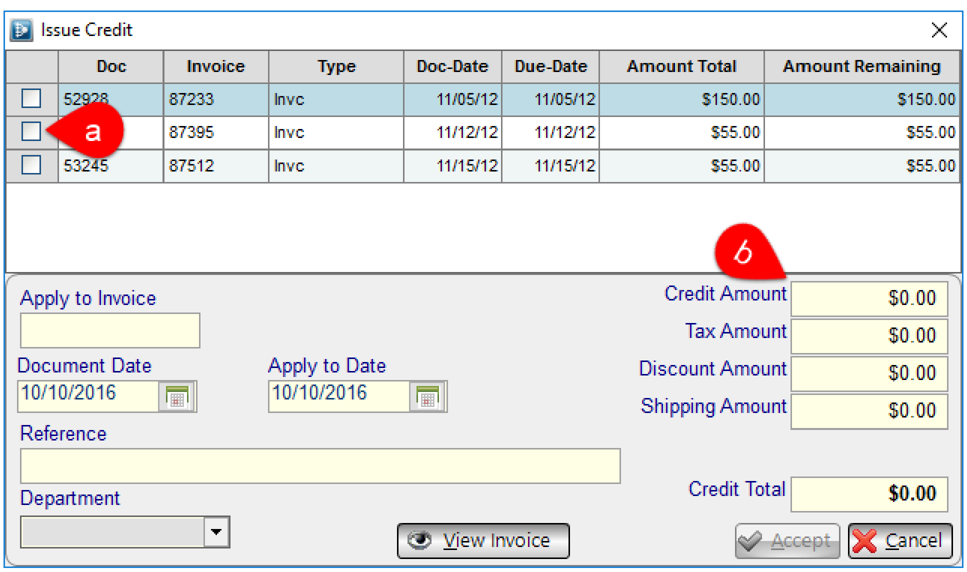
To issue credit to an account, follow these steps:

1. After looking up a customer account, click **Issue Credit**.

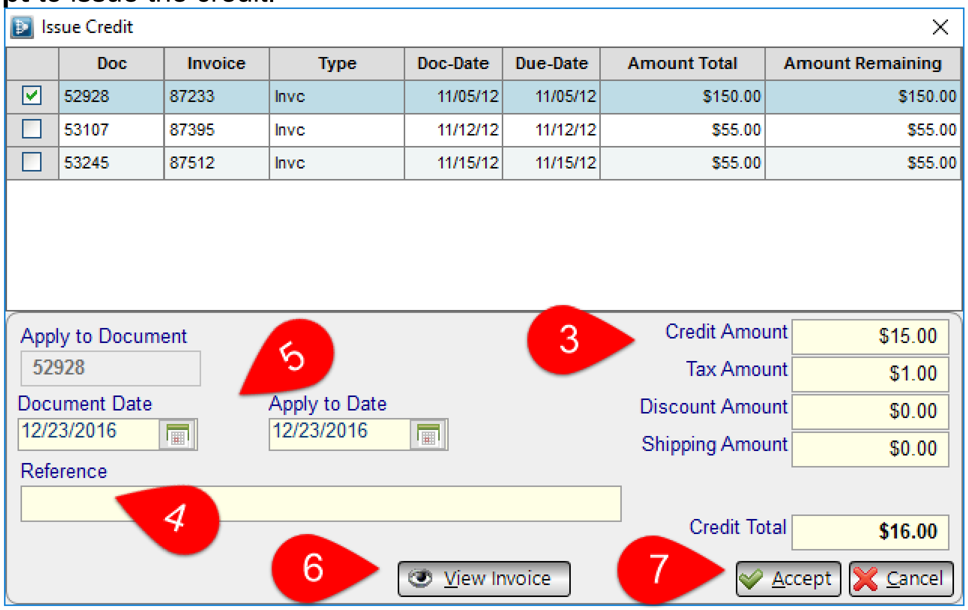


2. The **Issue Credit** window opens, displaying any invoices associated with the account that you can apply a credit to. There are two ways to issue credit:
   a) To apply the credit to a specific invoice (or multiple invoices), click the checkbox(es) of the invoice(s) you would like to apply the credit to. (You can click the top-most box to select all invoices.) Then enter a Credit Amount.
   b) To issue a credit without associating it with an invoice, simply enter a **Credit Amount**.

   The **Credit Total** field populates automatically when you enter a Credit Amount.



3. Add a **Tax Amount**, **Discount,** and **Shipping Amount**, if desired. All of these fields automatically increase the **Credit Total**.
4. Enter a **Reference** note if you would like to note anything about this credit (such as the reason it is being given).
5. Review the **Document Date** (the date the credit was given) and the **Apply to Date** (the date the credit was processed). To edit these dates, click the calendar icon.
6. If desired, click **View Invoice** to open a preview showing how the printed invoice will appear.
7. Click **Accept** to issue the credit.



8. Click **Accept** to issue the credit.

Manage Display

You can manage your display by:

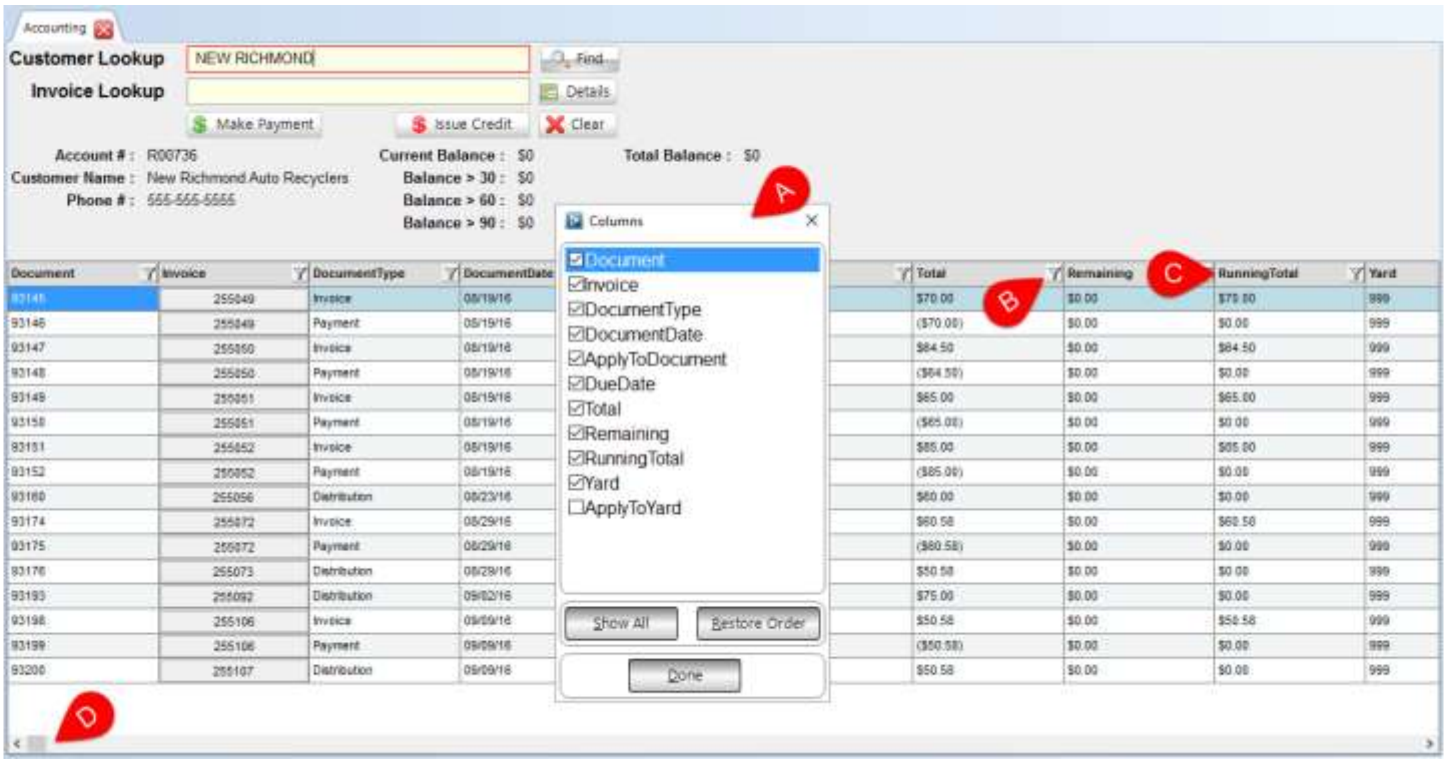
A. right-clicking on a column header to choose which columns to show or hide

- **Show All** selects all columns in the list
- **Restore Order** selects the default columns
- **Done** saves your configuration

B. clicking the filter icon to view only certain invoices in this list

C. clicking a column header to sort by that column, resizing columns with your mouse, or clicking and dragging column headers to rearrange columns

D. using the horizontal scroll bar to see all the available information (some users find it convenient to use wide-screen monitors with Checkmate to reduce the need for horizontal scrolling)



Opening an Invoice in Checkmate Sales Pro

For more information about a specific invoice, click any invoice number in the **Invoice** column to open the invoice in Sales Pro.

Document	Invoice	DocumentType	DocumentDate
88965	111015	Invoice	03/15/16
88966	111015	Payment	03/15/16
88967	111024	Invoice	03/17/16
88968	111024	Payment	03/17/16
88969	111031	Distribution	03/18/16
88970	111031	Distribution	03/18/16
88973	111033	Invoice	03/18/16
88974	111033	Payment	03/18/16
88975	111034	Distribution	03/18/16
88976	111038	Invoice	03/18/16
88977	111038	Payment	03/18/16
88980	111039	Invoice	03/21/16
88981	111039	Payment	03/21/16

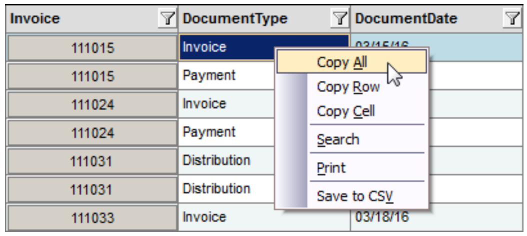
After clicking the invoice number in the **Invoice** column, the **Work Order/Invoice** tab opens in Sales Pro.

Invoice Actions

With the customer's account history displayed on the screen, there are several options you can perform with the invoices.

Click to highlight an invoice, and then right-click to take one of the following actions:

Copy Options



- **Copy All** copies all of the data for all listed invoices to your clipboard (invoice number, due date, document type, etc.). You can then paste this information into a text editor (e.g., Notepad or Microsoft Word) and save the file for future reference.
- **Copy Row** copies all of the data listed in the selected row to your clipboard. You can then paste this information into a text editor (e.g., Notepad or Microsoft Word) and save the file for future reference.
- **Copy Cell** copies the data in the selected cell to your clipboard. You can then paste this information into a text editor (e.g., Notepad or Microsoft Word) and save the file for future reference.

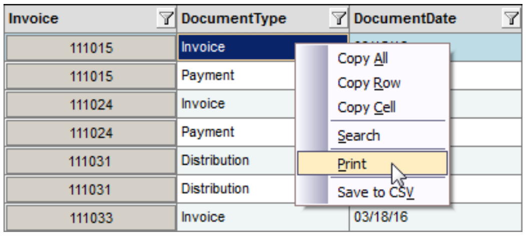
Search

This option allows you to search for a keyword to find the appropriate invoice in your search results.

For example, to search for a specific part type in this list, you can use the **Search** action to search for a specific keyword. Invoices that match this new criteria will be highlighted. Press **Ok** until you find the result you are looking for.

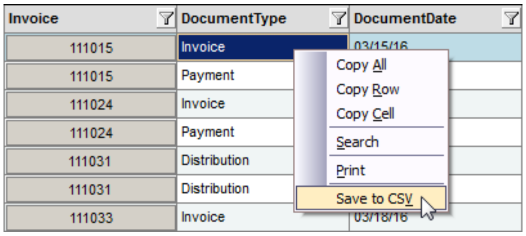
Print

This option prints all of the data for all listed invoices (invoice number, due date, document type, etc.).



Save to CSV

This option saves all of the transactions listed as a CSV file (.csv). This file format resembles a text file, and it contains all of the transaction information for all of the invoices listed, separated by commas. CSV files can be used in conjunction with any spreadsheet program.



Getting Help

For more information about this product, including access to online training videos and documentation, visit Products.Car-Part.com for our recycler resources.

Car-Part.com takes customer service seriously. We have a variety of support options available to help you if you have questions about our products or if you need help for any reason. Your questions are very important to us and we want your experience to be a positive one. Please contact us with any questions or concerns using any of the following methods.

Phone Support

If you have a question not covered in this guide, Car-Part.com offers phone support. Please call 859-344-1925 with your questions.

Online Support using Car-Part Messaging (iCPM)

Support technicians are available online using Car-Part Messaging (iCPM) support rooms. These technicians are available LIVE to help answer any questions you may have.

The support rooms are staffed Monday–Friday, 8:00AM–8:00 PM ET.

To enter an iCPM support room:

1. Double-click the **iCPM** icon on your desktop.

2. **Car-Part Messaging** opens.
3. Double-click the name of the **Support Room** from your bookmark list.
4. Type **HELP** and a brief explanation of your issue. A Car-Part.com support technician will answer and help with your issue.

Training

If you have ongoing training needs, Car-Part.com has a team of product training specialists to help you learn how to use our products quickly. If you are interested in product training, please call our training department at 859-344-1925 and a trainer in your area will call to schedule training.

Comments

We welcome your comments and suggestions concerning the content and organization of this guide as well as the accuracy and the usability of the instructions it contains. Email us at documentation@car-part.com. We're listening!

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