
iMIS Documentation

iMIS 15 Desktop Guide

By Advanced Solutions International



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Sales and Marketing Headquarters

901 N. Pitt St., Ste. 200 | Alexandria, VA 22314 | 800.727.8682

Center for Technical Excellence

4030 W. Braker Lane, Ste. 180 | Austin, TX 78759 | 512.491.0550

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AR/Cash

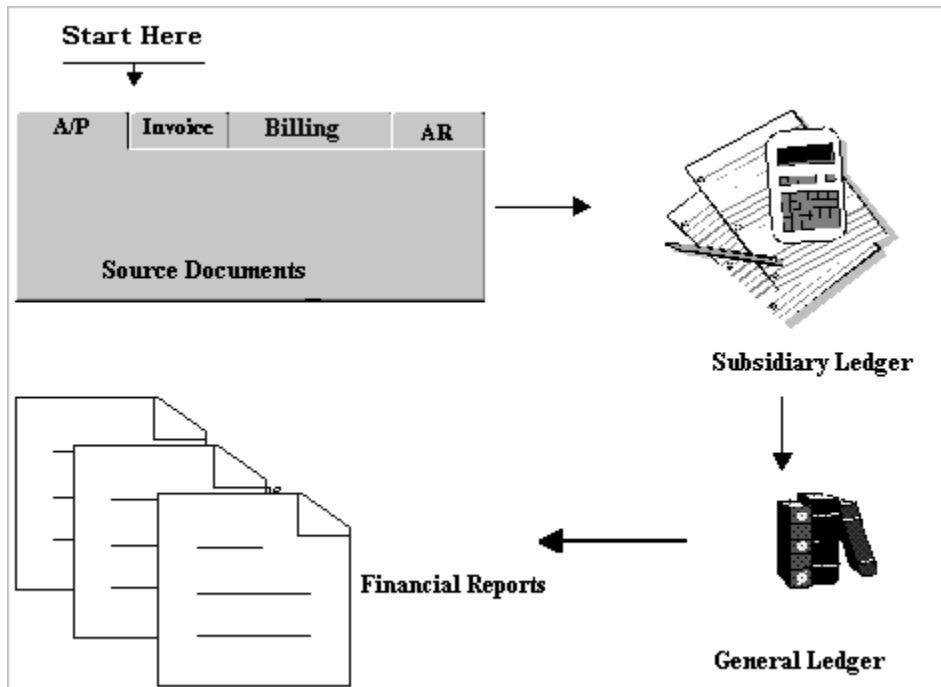
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Accounts Receivable and Cash Receipts Overview

The Accounts Receivable and Cash Receipts (AR/Cash) feature provides the central cash receipt and accounts receivable tracking utility for the entire integrated *iMIS* system. All accounting-related entries generated by *iMIS* (through Billing, Events, and so forth) flow through and are managed by AR/Cash. You can also enter other sales, cash receipt, and adjusting entries directly through AR/Cash.

Reviewing the AR/Cash process

The following diagram illustrates how *iMIS* processes the flow of accounting transactions:



The AR/Cash Process

The flow of accounting transactions includes the following:

- *iMIS* generates detailed accounting transactions based on the recording of source documents.
- Transactions generated from the source documents are posted to create and update open item balances. The balances that are added together form the accounts receivable subsidiary ledger total.
- Transactions that have been posted are automatically transferred to your third-party General Ledger (GL) through the optional *iMIS* AR/Cash system or GL interface to produce reports.

Designed for non-accountant use

Although *iMIS* contains a solid accounting foundation, the AR/Cash interface is designed for users who have little or no prior accounting knowledge.

While all *iMIS* data entry facilities generate accounting transactions to fit the situation, those users entering the data do not need to be aware of the structure and accounting signs (debits and credits) for those transactions. Detail transaction reports print with natural (as opposed to true accounting) signs for easy examination by non-accounting personnel.

Note: Crystal reports contain credit and debit columns.

GL account numbers are only entered in the AR/Cash System Setup areas, so those entering data do not need to be concerned about these account numbers. Instead, users select from logical, abbreviated product codes during their normal transaction processing.

Flexible processing for cash receipts

A number of flexible features provide for efficient entering of cash receipts (payments), including the following:

- Account against open receivables

- Sales/income transaction (such as payments that accompany orders and registrations)
- In advance of any application (such as prepaid and unidentified cash receipts)
- Processing cash, check, and credit card receipts as needed (on the **Set up cash accounts** window, establish which, if any, credit cards to accept)
- Multiple cash accounts

Optional batch control

Batch control groups your transactions, giving you more control over the data entry process. Batch control features include:

- Designating user- or system-assigned batch numbering
- Assigning separate batches for different deposits, entry types, or users
- Selecting a different cash account for independent batches
- Monitoring ongoing data entry results against pre-established cash and optional transaction count controls
- Assigning consistent, automatic batch numbers and transaction dates to each transaction entered in an open batch
- Checking transactions and totals with separate batch transactions reporting
- Finalizing all batch transactions on posting/closing the batch

Immediate or hot posting

Immediate or hot posting of transactions lets you instantly see the results of transactions as you enter them. Immediate or hot posting is a built-in feature within *iMIS* when batch control is **not** enabled. It is also the default setting when batch control is enabled. For more information, see *Setting up Batch Control*.

As soon as you enter a transaction, *iMIS* updates customer accounts and creates any sales activity/history records. Sales orders entered through the simple or full-order entry utility update accounts and history when you print the invoices.

Entries made on the **Enter and edit transactions** windows allow immediate or hot posting when:

- Deleting a transaction and *iMIS* reverses the effects of the initial posting, and reverses the updating of the AR/Cash open item and removes the related sales activity/history records.
- Modifying a transaction and *iMIS* adjusts the posted results (AR/Cash open items and sales activity/history records) according to the changes you made.

Simple order entry subsystem

The simple order subsystem enables you to produce high-quality invoice documents for miscellaneous sales, including publications, advertising, and labels. The additional features allow you to perform the following tasks:

- Use one invoice-style order-entry window, which supports data entry, data editing (until the invoice is printed), and inquiries
- Override Ship To ID, name, and address information
- Enter multiple order line items and comment lines
- Enter and separately track freight and handling amounts
- Automatically calculate sales tax through the sales tax codes assigned to each order

- Print invoices in a variety of formats with optional user-defined standard messages

Note: See the iMIS Authorized Forms Catalog for examples of many high-quality printing document formats.

Reporting features

These features provide for multi-transaction audit trail selections in addition to traditional aging and customer statement options.

Multiple levels of detail and summary transaction reports are available, from detailed batch or daily transaction reports to month-end GL account-oriented detail and full summary options.

Aging and customer statement options involved in reporting include the following:

- Defining aging groups (length and labels) according to your organization's tracking requirements
- Creating a hard-copy AR/Cash statement format with a variable message to fit the age categories
- Set search parameters for reports using the runtime flexibility

Multiple-entity support

This support allows processing of transactions for two or more independent entities (and sets of books). *iMIS* also generates intercompany **Due To-Due From** entries if funds from *multiple entities* (see "Multiple Entity Processing") are deposited into a shared cash account.

Batch Control

iMIS batch control enables you to segment and control the reporting of accounting transactions. You can establish any number of transaction batches. For example, many organizations open a batch for each deposit or open batches by day or by user. *Batch numbering, viewing, posting, and other options are configured by your administrator* (see "Setting up batch control").

When batch control is in effect, the **Transaction Ledger** window appends the batch number to the end of the **Description** field for each line item.

Benefits of batch control

- Groups and reports transactions by batch
- Allows entry and monitor control totals
- Supports any number of open batches
- Supports any number of users entering transactions into any given batch (for deposit-oriented batch control)
- Supports multiple cash accounts
- Assigns a batch date to each transaction entered (minimizing date override errors)

Uses of batch control

- Payment control
- Bank deposit reconciliation
- Grouping transactions by:
 - Deposit (good audit trail support)
 - Data entry operator

- Department
- Transaction type
- User-preferred methods
- Module

Where batch control is required

- Multiple cash accounts
- Multiple entities (Due To-Due From processing)
- Accrual billing

Viewing unposted transactions

If *your administrator has selected this option* (see "About marking unposted transactions"), unposted transactions created with batch control in effect can be identified as unposted on the **AR/Cash** area of the **Manage customers** window and on all **Transaction Ledger** windows.

To view unposted transactions

1. From **Customers**, select **Manage customers** to open the **Manage customers** window.
2. Click **Find**.
3. Enter the customer ID and press **Enter**.
4. Select the **AR/Cash** tab to view the customer's **AR/Cash** information. **(U)** is displayed in the column to the left of the **Ref Num**.
5. Double-click an invoice to open the **Transaction Ledger** window.
6. The window, as well as the columns in the window, can be resized.
7. Any unposted transactions are marked **(U)**. The description fields are appended with the batch numbers.
8. Click **OK** to close the window.

Examples of unposted transactions

The following is an example of how transactions are marked unposted.

1. Create an invoice for a customer with batch control enabled.
2. View the customer's **AR/Cash** tab. There is a **(U)** displayed to the left of the reference number for the unposted transaction.
3. View the customer's **Transaction Ledger** window for this transaction.
4. Post the batch.
5. View the customer's **AR/Cash** tab. There is no longer a **(U)** mark to the left of the reference number for the transaction.
6. View the customer's **Transaction Ledger** window for this transaction. After the batch is posted, the **(U)** is removed from the descriptions for transaction number 99.
7. Enter a payment against this invoice in a separate batch.
8. View the customer's **AR/Cash** tab. There is a **(U)** to the left of the reference number for the line item with the unposted transaction.
9. View the customer's **Transaction Ledger** window. Notice that only the AR line for the payment is marked **(U)**, and that the original invoice lines are not marked **(U)**.

10. Post the batch.
11. View the customer's **AR/Cash** tab. There is no longer a (U) mark next to the reference number for the transaction.
12. View the customer's **Transaction Ledger** window. Notice that the original invoice and the payment are no longer marked with a (U).

Working with batches

The **Manage batches** window enables you to perform several different batch functions:

- Create new batches
- View/list existing batches
- Control which batches display on the window
- Print and post existing batches

Note: If *iMIS* is configured to hide batches created by other users, you can view only your own batches, unless your logon's authorization level for **AR/Cash** is 8. This restriction applies to batches that are created automatically by *iMIS* or by importing transaction data.

Manage batches window

This window displays a table of the batches that are available to you and the commands for editing and managing them. The *authorizations* (see "Authorization level privileges (Desktop)") and credentials of each *user record* (see "Creating *iMIS* user records") control what aspects of this feature can be seen and used.

Note: The batches that are available to you depend upon the authorization level and access keywords assigned to your login, and the batch control options that the administrator has selected for your site.

Note: The **Manage batches** and **Open Batches** windows are equivalent. The **Manage batches** window appears only in **AR/Cash**. The **Open Batches** window appears when (a) you are in an *iMIS* module other than **AR/Cash** and (b) no open batch is selected when you attempt to enter or edit a transaction.

Note: System-generated batches are designed to be posted unmodified. When you edit a system-generated batch, or add transactions to a system-generated batch, you must designate a cash account for the batch before your changes can be saved, and before the batch is posted.

Note: Window items that are self-explanatory for the typical users of this window are not described.

Batch	Description	Cash entity	Date	Date created	Created by	To GL	Status	Last updated
061020-1	Internet		10/20/2006	10/20/2006	MANAGER	No	Open	10/20/2006
061019-1	Internet		10/19/2006	10/19/2006	MANAGER	No	Open	10/19/2006
061018-1	Internet		10/18/2006	10/18/2006		No	Open	10/18/2006
051005-1	Event Registration		10/05/2005	10/05/2005	-IBO	No	Open	10/05/2005
050805-1			08/05/2005	08/05/2005	MANAGER	No	Open	09/05/2005
050502-1			05/02/2005	05/02/2005	MANAGER	No	Open	
050427-1		BLDG	04/27/2005	04/27/2005	MANAGER	No	Open	

Show: ☐ Open ☐ Ready ☒ Both ☐ Closed ☐ All 7 records

From

To

The **Manage batches** window batch table and controls

Batch table

This table displays the batches that are available to you. You can sort the batch table by clicking on the column headings. The batch table includes these columns:

- ☐ **Date** - Specifies the transaction date of the batch.
- ☐ **Date created** - Specifies the date that the batch was created.
- ☐ **To GL** - Specifies whether at least one transaction in the batch has been exported to the General Ledger.
- ☐ **Last updated** - Specifies the last date that a change was made to the batch status or transactions in the batch.
- ☐ **Meeting** - (if enabled) Specifies whether the batch is closed when the corresponding meeting is closed.

If the table contains too many batches to view easily, filter the table with the display controls.

Batch table display controls

- **Both** - Displays both open and ready batches
- **Closed** - (if enabled) Displays only closed/posted batches
- **All** - (if enabled) Displays all of the batches that are available to you
- **Limit by date** - Displays only batches with creation dates that fall between the dates in the **From** and **To** fields

Batch controls

- **Print Open** - Prints a transaction report for all open batches
- **Post Selected** - Posts the selected batch

Note: To post a batch, the sum of all transaction debits in the batch must equal all transaction credits. In addition, your login must have an authorization level of 4 or higher.

- **Post Ready** - Posts all ready batches
- **Set Ready/Open** - Changes the status of the selected batch from open to ready, or from ready to open

- **View Batch** - Displays the **Batch** window, which remains open in the area below the task list when you switch to different *iMIS* modules.

Batch creation/editing

The screenshot shows a 'Batch' window with the following fields and values:

- Batch:** 051005-1
- Date:** 10/05/2005
- Descr.:** Event Registration
- Status:** ☒ Open ☐ Posted/Closed ☐ Ready
- Control:** 0
- Amount:** 14.00
- Actual:** 1
- Amount (Actual):** 14.00
- Cash Table:** (dropdown menu)
- Cash Account:** (dropdown menu)
- Created:** 10/05/2005 **By:** -IBO
- Updated:** 10/05/2005 **By:**

The *Manage batches* window data edit/entry area

- **Batch** - (*read-only, unless batch auto-numbering is not enabled*) The unique identifier of this batch. (*if no auto-numbering*) For new batches, you must specify this identifier (maximum: 15 characters).
- **Date** - The accounting date of all transactions in this batch. For new batches, the default is the current system date.
- **Descr** - The description of this batch (maximum: 60 characters).
- **Status** - (*read-only, except authorization level 8*) The status of this batch.
 - **Open** - Entry/editing/balancing of data is in progress. Authorized users are allowed to add or modify transactions in this batch, and to change the status to **Ready**.
 - **Posted/closed** - All entry/editing/balancing of data is finalized. No users are allowed to modify transactions in this batch but authorized users can change its status to **Open** or **Ready**.
 - **Ready** - Temporary transition between **Open** and **Posted/closed**. A batch should only be marked **Ready** if it is balanced and ready for posting individually or in a group. No users are allowed to modify transactions in this batch but authorized users can change its status to **Open** or **Posted/closed**.
- **Control Count** - The maximum number of transactions this batch can contain.
- **Actual Count** - (*read-only*) The current number of transactions in this batch.
- **Control Amount** - The total value of cash receipts or deposits that can apply to this batch. This enables you to validate the batch balance after data entry.
- **Actual Amount** - (*read-only*) The current total value of all transactions in this batch. As you enter transactions, the system keeps an internal count of accumulated transactions.
- **Cash Table** - The cash account code to which all cash receipts in this batch are assigned.

Note: This field is required for all user-created batches, even if you only have one cash account, and even if you do not process any cash receipt transactions in this batch.

Note: If you edit a batch to change the cash account, only receipts entered after you save will reflect the new account and associated GL account information.

- **Cash Account** - (*read-only*) The GL account associated with the selected **Cash Table** value.

To create a new batch

1. From **AR/Cash**, select **Manage batches**.
The **Manage batches** window opens.
2. Click **New**.
3. Enter the batch information.

Note: You must designate a cash account type in the **Cash Table** field before you can save a new batch.

4. Click **Save**.

Selecting an open batch

If you enable batch control, a batch must be selected before you can process transactions. If you do not select a batch after starting an *iMIS* session, the **Open Batches** window opens automatically when you attempt to insert or edit a transaction, so that you can select an open batch. After you select an open batch or create a new batch, the batch remains selected until you select a different batch or exit *iMIS*.

You can only edit transactions for the currently selected batch. If you try to edit a transaction that was entered in another batch, *iMIS* prompts you to switch to the originating batch.

To select an open batch

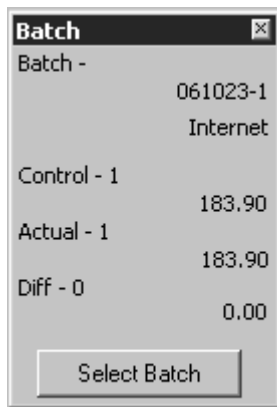
1. From **AR/Cash**, select **Manage batches**.
2. In the batch table, double-click a batch to select it.
3. (*optional*) Click **View Batch**.
The **Batch** window opens, in the lower-left corner of the page.
4. Close the **Manage batches** window.

To find a specific open batch

1. From **AR/Cash**, select **Manage batches**.
2. Click **Find**.
The **Batch** field becomes available for data entry. All other fields remain unavailable.
3. Enter as many characters as required to identify the batch.
4. Press **Tab**.
iMIS highlights the first batch that matches the characters entered.
5. Repeat steps 3 and 4 as desired.
6. Click **Save**.
iMIS cancels the find and populates the fields on the right side with the highlighted batch's data.

Batch window

The Batch window displays information about the current open batch, and provides a button for selecting a different open batch.



The screenshot shows a window titled "Batch" with a close button (X) in the top right corner. Inside the window, the following information is displayed:

Batch -	061023-1
	Internet
Control - 1	183.90
Actual - 1	183.90
Diff - 0	0.00

At the bottom of the window is a button labeled "Select Batch".

From the **Manage batches/Open Batches** window, click **View Batch**

This window specifies the following information.

- **Batch** - The name and description of the current open batch
- **Control** - The control count and control amount
- **Actual** - The actual count and actual amount
- **Diff** - The differences between the control and actual values
- **Select Batch** - Displays the **Open Batches** window

To print batches

After you have entered all of the transactions for a batch or group of batches, click **Print Selected** or **Print Open** to print the batch transaction report, where you can review the batch details and check the batch balancing

1. From **AR/Cash**, select **Manage batches** to open the **Manage batches** window.
 - ☐ To print a report for a selected batch, select the batch and click **Print Selected**.
 - ☐ To print reports for all open batches, click **Print Open**.

The batch report lists the detail of each transaction entered and lets you compare the actual figures against the control totals, warning you if they are different. The report also provides a GL accounting summary report.

Posting batches

After you finish your batch transaction work and have verified that the information is accurate and in balance, complete the process by posting the batch. Until you post the batch, you can make changes edit or delete any transaction within the batch (even if you are using the hot posting feature).

Note: If your administrator has selected **Require Balanced Batches for Posting** (see "AR/Cash Batch Control window"), *iMIS* will not post a batch unless both the control amount equals the actual amount, and the control count equals the actual count. When you click **Post Ready** or **Post Selected** on the **Manage batches** window and a batch is unbalanced, *iMIS* displays an error message and does not post the batch.

To post a single batch

1. From **AR/Cash**, select **Manage batches** to open the **Manage batches** window.

2. Select the batch to be posted.

3. Click **Post Selected**.

A warning window asks you to confirm that you want to post the batch.

4. Agree to post the batch.

For each batch posted, *iMIS* prints the final detail and summary batch transaction report and marks the batch as **Posted** or **Closed**.

Note: After a batch is closed, you cannot add, modify, or delete any transactions in that batch.

To post a group of batches

1. From **AR/Cash**, select **Manage batches** to open the **Manage batches** window.

2. Choose the **Show: Both** option beneath the batch list.

This will filter the batches to show only those with an **Open** or **Ready** status. **Ready** batches are ready for posting.

3. Ensure that any batches you want to post have a status of **Ready**:

- ☐ Select an **Open** batch.
- ☐ Click **Set Ready/Open**.
- ☐ Repeat for each **Open** status batch that you want to post.

4. Ensure that any batches you do not want to post do not have a **Ready** status:

1. Select a **Ready** batch.
2. Click **Set Ready/Open**.
3. Repeat for each **Ready** batch that you do not want to post.

5. Click **Post Ready**.

A warning window asks you to confirm that you want to post the batches.

6. Agree to post the batches.

All batches with a **Ready** status are posted.

Simple Orders

The **Enter and edit orders** window has many of the same fields as the **Enter and edit sales transactions** window. In addition, the **Enter and edit orders** window provides the following capabilities:

- Allows for adding new **Bill To Id** customer records, if the **Bill To Id** (name and address) is not already in the customer database
- Allows for a separate **Ship To ID and/or address**
- Tracks freight and handling charges
- Calculates tax (which defaults to either the tax authority established for the **Bill To Id**, if any, or to the state abbreviation identified in the **Ship To** address)

Most of the fields on the **Enter and edit orders** window provide a standard lookup window. To use the Lookup feature, use the lookup icon on the field.

iMIS processes payment entries whether payment is made by check or credit card.

- ### Enter and edit orders window - Simple order entry

From **AR/Cash**, select **Process orders > Enter and edit orders**

Select to move back through the list of transactions in the **Transaction List** field.

The system automatically enters the order number when an order is entered. You can specify an order number in this field when searching for a specific order that was previously entered.

The only Type available in Simple Order Entry is **CASH**.

Enter the customer ID to whom this order will be billed, or use the lookup icon to select a value.

If you leave the **Bill To Id** field blank, a blank **Order Entry - Add New Member** window displays where you can enter the **Customer Type**, **name**, **address**, and **phone number** for a new customer.

Order Date

The system automatically defaults to the current system date. You can override this date by selecting the field and entering the date.

Status

The system automatically defaults to the current **IN PROCESS** status.

Hold

Only applies in the *iMIS* Full Order Entry module.

Bill To

The **Bill To** information defaults to the preferred billing address in the customer's record and cannot be modified (updated or changed).

Ship To

(optional) The **Ship To** information defaults to the preferred shipping address in the customer's record. You can modify the **Ship To** ID and/or address.

Note: You can modify the customer's Ship To ID or address by clicking the **Address** button located at the bottom of the **Enter and edit orders** window.

Member Type

(read only) Customer type.

Total Weight

(read only) Total shipping weight.

Ship Date

Only applies in the *iMIS* Full Order Entry module.

Purchase Order

If the customer provides a purchase order or other reference number that should appear on the invoice, then enter that number (or alphanumeric combination) in this field or **Tab** past this field.

If you would like a brief description to display on the AR statement, you should enter that description here when a purchase order number is not given (maximum number of characters = 15).

Source

Optional unless **Force Source Coding** is enabled on the **Customer Setup - Basic Options window** (from **Customers**, select **Set up module > General**, and click **Basic Options**).

Using this field may be valuable in tracking a code for an advertising or marketing program. Use the lookup icon to select a value.

All valid **Source** code options must be added to the **SOURCE_CODE** table on the **Set up general lookup/validation window** (from **Customers**, select **Set up tables > General lookup/validation**, and select **SOURCE_CODE** from the drop-down list).

Ship Method

Specifies the desired ship method; the system default ship method is **UPS**. You can accept the default, enter the desired ship method, or use the lookup icon to select a value.

Note: You can only use a defined ship method. To define a ship method, from **Customers**, select **Set up tables > General lookup/validation** to display the **Set up general lookup/validation** window. Select **SHIP_METHOD** from the drop-down list and click **New**. Enter the new ship method **Code**, **Expansion** (optional), and **Description** (optional), and then click **Save**.

Tax Auth

The system defaults to the tax authority defined in the **Default Tax** field (from **Customers**, select **Manage customers**, open a customer record, press the **Financial** tab, and select a value from the **Default Tax** drop-down list) or to the **State/Province Code** on the **Ship To** address, if the field is not blank.

(optional) To override the code, use the lookup icon to select a value.

Terms

The **Terms** code typically represents the number of days from the invoice date that a customer has to make a payment on the order. The description related to the **Terms** code prints on the invoice document. Use the lookup icon to select a value. Terms are defined in the **Set up terms** window (from **AR/Cash**, select **Set up tables > Terms**).

Discount

Applies in the Full Order Entry module only. The system bypasses all these fields and goes directly to the **Product** field.

Priority

Applies in the Full Order Entry module only. The system bypasses all these fields and goes directly to the **Product** field.

Ship Date

Applies in the Full Order Entry module only. The system bypasses all these fields and goes directly to the **Product** field.

Line

Displays the line number of the currently selected line item.

Product

Repeat data entry for all products and/or comment lines that are associated with the order.

Enter a **Product**, or use the lookup icon to select a value.

Note: If you leave the **Product** field blank, you can enter a comment in the **Description** field; this comment will be printed on the invoice document.

Description

The system automatically fills in the **Description** for the product. You can click in the **Description** field and make changes if needed.

Order

Enter the quantity of the requested product.

Ship

Automatically populated with the value entered in the **Order** field.

Back

Applies in *iMIS* Full Order Entry module only.

Price

After you enter the order, *iMIS* defaults to price and automatically fills in the product's unit price if a price has been defined in the **Set up products** window (from **AR/Cash**, select **Set up tables > Products**). You can override the **Price** field manually by selecting the field and reentering the price.

Extension

The system calculates the **Extension** by multiplying the **Quantity** order by the **Unit Price**.

Line Items

Displays the **Line**, **Product**, **Description**, **Order**, **Ship**, **Back**, **Price**, and **Extension** information for each line item.

Line Total

System display-only field (price X extension = line total)

Freight

(read only) The cost for **shipping** the product

Handling

(read only) The cost for handling the product

Restock

(read only) The cost for restocking the product

Tax

(read only) The tax on the product

Total

(read only) After you enter the **Freight** and **Handling** charges on the **Order Entry - General Information** window, the system recalculates and displays the value in the **Balance** field (line total + freight + handling + tax = total).

Cash

(read only) The payment amount

Balance

(read only) The remaining balance

Print

Opens the **Select Report** window, where you can select **Order** to print an Order detail or **Invoice** to print an Invoice and to mark the order complete.

Address

Opens the **Order Entry - Name/Address** window.

Order Entry - Name/Address

New Open Edit Delete Find

Id 130

Prefix Ms. [lookup icon]

First Karen Middle H. Last Nelson Suffix [lookup icon]

Informal Karen Designations

Title President [lookup icon]

Company Sign Makers International [lookup icon]

Address 4100 McBride

City Dallas St/Prov TX [lookup icon] Zip 75244-1637

Country [lookup icon]

Phone (214) 897-0987 FAX (214) 897-5643

E-mail [email icon]

Notes

Print OK

Order Entry - Name/Address window

Because the **Name**, **Address**, and **Telephone** fields are copied from the original data, you can change these fields as needed without changing the data in the master file. For example, you can perform the following tasks:

- Change the **ID**, or use the lookup icon to select a value.
- Modify/change information in all the fields.

Note: If you change the **Ship To ID** or **address** on the **Order Entry - Name/Address** window and then return to the **Enter and edit orders** window, the **Ship To** field should now be updated with the new **shipping** information.

General

Use the **Order Entry - General Information** window to specify additional order-specific information. You can attach various types of notes to the order, and leave the **freight** and **handling** charges as they are on the **Enter and edit orders** window or override them.

Order Entry - General Information window

Payment

Opens the **Order Payment** window, where you can enter the check number or credit card information and the payment amount.

Ledger

Opens the **Transaction Ledger** window for the order.

To enter an order

1. From **AR/Cash**, select **Process orders > Enter and edit orders** to open the **Enter and edit orders** window.
2. Click **New**.
3. Enter the customer ID in the **Bill to Id** field.
4. Enter the order information in the **Enter and edit orders** window.
5. Click **Payment** to open the **Order Payment** window.
6. Enter the **check number or credit card** code and payment amount in the **Order Payment** window.
7. Click **OK**.
8. Click **General** to open the **Order Entry - General Information** window and enter the general information.
9. Click **OK** and the system returns to the **Enter and edit orders** window.
10. Click **Address** to open the **Order Entry - Name/Address** window and make any needed changes.
11. Click **OK** and the system returns to the **Enter and edit orders** window.
12. Click **Save**.

To find/view existing orders

You may need to find existing orders for one of the following reasons:

- Edit/correct order data (or delete an order) before the order is invoiced.
- Repeat print an invoice document.
- Review the accounting transaction and status.

The primary method for finding an existing order is to search by either **Order** or **Bill To Id.**

To find an existing order by order number

1. From **AR/Cash**, select **Process orders > Enter and edit orders** to open the **Enter and edit orders** window.
2. Click **Open**.
3. Enter the order number in the **Order** field, or click the Lookup icon to select a value.

To find an existing order by Bill to ID

1. From **AR/Cash**, select **Process orders > Enter and edit orders** to open the **Enter and edit orders** window.
2. Click **Open**.
3. Enter the **Bill to ID** number in the **Bill to ID** field, or click the Lookup icon to select a value.
4. If there are multiple existing orders for the **Bill to ID** number, the **Order Selector** window opens.
5. Select the desired order number and click **OK**.

Transaction Ledger window for Simple Orders

Transaction Ledger					
Reference	11423	New Years Eve Bash			
Invoice					
Charges		500.00	Credits		Balance 500.00
Date	Trans. #	Type	Description	Amount	Card Info.
09/25/2007	30629	DIST	FRDIN08- Register Me - Batch #0709	500.00	
09/25/2007	30629	AR	- Batch #070925-1	500.00	

(U) = Unposted Batch Transaction

From **Customers**, select **Manage customers**, find a customer's record, select the **AR/Cash** tab, and double-click a line item

The **Transaction Ledger** window provides an itemized transaction log related to a specific order/invoice, including fees charged, payments received, and any adjustments made.

Typically, individual lines are displayed for each item and for the payment received and/or the amount charged to **AR**. If any items are later canceled or adjusted, the **Transaction Ledger window** also includes lines showing these adjusted amounts. For each transaction line, the **Transaction Ledger window** shows the date of the transaction, the amount, and the function name or transaction type.

The **Description** field has this layout, with each element displaying only if it has a value:

Card#, Auth:, Name on Card:, Gateway Ref#, Exp:

Note: If **Advanced PCI Compliance** (see "Implementing Advanced PCI Compliance options") > **Do not retain cardholder information** is enabled, *iMIS* saves transactions without cardholder data and shows only gateway reference number and authorization code fields.

To view transactions

1. From **Customers**, select **Manage customers** to open the **Manage customers** window.
2. Click **Find** to open the **Search** window.
3. Enter the customer ID or click the Lookup icon to select a value, and press **Enter**.
4. Select the **AR/Cash** tab to view the customer's **AR/Cash** information.
5. To open the **Transaction Ledger** window, double-click a line item.

Note: AR items that have not been invoiced are referenced with an **R** preceding the item.

Cash handling in order processing

Order entry handles payments in two different ways according to whether the payment is made by check/cash or credit card.

To apply cash/check payments

When a cash/check payment is applied to an order, *iMIS* immediately recognizes the payment when the order is entered. A debit to the appropriate cash account is created and a credit is applied to the prepaid account specified in default accounts in AR system setup. Cash or check payments are usually deposited immediately and considered as "cash on hand." When the order is subsequently invoiced, the prepaid account is debited and the income account specified for the product code is credited.

To apply credit card payments

If the **Recognize Credit Card Order Payments as Prepaid Cash** option is not enabled (from **AR/Cash**, select **Set up module**), payment is not submitted until the product has been shipped and *iMIS* recognizes the cash at the time the order is invoiced.

When processing orders with credit card payments, you can either enter the amount in the **Payment Amount** field or leave the field blank. If a credit card code is entered in the **Check/CC** field and the amount is left blank, *iMIS* will simply make the cash amount equal to the invoice amount at the time the order is invoiced. If an amount is entered in the **Payment Amount** field, *iMIS* will apply this payment against the invoiced amount. In the case of over/under payments, *iMIS* will create the appropriate AR entry.

Note: If you are processing orders in *iMIS*, you must populate the transfer clearing and the prepaid default accounts on the **Set up cash accounts** window (from **AR/Cash**, select **Set up tables > Cash accounts**).

Controlling the recognition of credit card entries in batches

If the **Recognize Credit Card Order Payments as Prepaid Cash** option is enabled, credit card payments are recognized when they are entered. If the **Recognize Credit Card Order Payments as Prepaid Cash** option is not enabled, credit card payments are not recognized until their orders are invoiced. The batch into which delayed credit card payments are recognized depends on your system configuration, and on the method you use to generate invoices.

If you are licensed for the Full Order Entry module (Orders), you can control the accounting batch to which delayed credit card payments are posted when you run **Process orders> Invoice orders**:

To recognize credit card payments in a new or current batch

- Enable the **Create New Batch for Invoicing** option (from **Orders**, select **Set up module > Order staging**).
iMIS will create a new, self-balancing batch for the entries generated by the invoicing process. The batch, which appears on the **Manage batches** window, is automatically marked ready for posting and must be posted from this window (from **AR/Cash**, select **Manage batches**). The only cash entries in this batch are credit card payments.

Note: System-generated batches are designed to be posted unchanged. When you edit a system-generated batch or add transactions to a system-generated batch, you must designate a cash account for that batch before your changes can be saved and before the batch is posted.

To recognize credit card payments in the batch in which they were entered, even if closed

- Disable the **Create New Batch for Invoicing** option (from **Orders**, select **Set up module > Order staging**).

Note: When using the Full Order Entry module (Orders), invoices run using the **Print** button will not make entries into a closed batch, even if the **Create New Batch for Invoicing** option is disabled.

If you are not licensed for Full Order Entry, or if you are licensed but you disabled the **Create New Batch for Invoicing** option, credit card payments are recognized in the batch in which they were originally entered. Under these conditions, credit card cash entries may be posted to previously closed batches if invoicing is delayed.

Printing invoices

The invoice printing process prints the invoice and generates the related accounting transactions to record sales. Because orders cannot be modified after they are invoiced, the printing process represents the final step in the order processing cycle.

If you are licensed for Full Order Entry (Orders) the **Create a New Batch for Invoicing** option affects the batch into which invoices are generated.

When processing invoices individually using the **Print** button, the transactions created when you invoice orders are subject to the following rules:

- If you are licensed for Full Order Entry and **Create New Batch for Invoicing** is enabled, the following rules apply:
 - If you have an open batch selected in your current session, invoices will be generated into that open batch.
 - If you have no open batch selected in your current session, the system will prompt you to select or create an open batch into which the invoice will be generated.
- If you are licensed for Full Order Entry but **Create New Batch for Invoicing** is not enabled, the following rules apply:
 - If the original batch in which the order was generated is open, the invoice will be generated into that same batch.
 - If the original batch in which the order was created is closed, but another batch is selected and open in your current session, the invoice will be created into that batch.
 - If the original batch is closed, and there is no batch selected and open in your current session, the system will prompt you to select or create an open batch into which the invoice will be generated.

Caution! Enable the **Create New Batch for Invoicing** option if you are using the *iMIS* Orders backorder feature. For example, with the **Create New Batch for Invoicing** option enabled, an order that is invoiced in April that has a backorder that is filled in June will be in the June batch. Without the **Create New Batch for Invoicing** option enabled, the invoice for the backorder will be in the original April batch. The invoice will reflect the current date, but the AR statement will reflect the old batch date, which is incorrect for aging. If the April batch is closed, the invoice for the backorder will be in another batch in the current session or in a new batch.

To print simple order entry invoices

1. From **AR/Cash**, select **Process orders > Generate reports** to display the **Generate reports** window.
2. Select **Invoices** from the **Report Types** drop-down list.
3. Select **Print New Invoices** from the **Available Reports** drop-down list.
4. Click **Set Report Destination** to open the **Set Report Destination** dialog window.
5. Select a report destination and click **OK**.
6. Click **Run**. An invoice is produced.

To print selected invoices

1. From **AR/Cash**, select **Generate reports** to open the **Generate reports** window.
2. Select **Selected Invoices** from the **Report Types** drop-down list.
3. Select **Selected Invoices** from the **Available Reports** drop-down list.
4. Click **Set Report Destination** to open the **Set Report Destination** window.
5. Select a report destination and click **OK**.
6. Click **Run**.

The **Report: Selected Invoices** dialog window displays.

7. Select the type of invoices to include from the **Include Invoices** area.
8. To limit the invoices to one or more specific entities, enter the desired entities in the **Specific Entities** field.
9. To limit the printing of invoices to one or more specific system types (for example, DUES, EXPO, etc.), enter the system types in the **Specific System Types** field.
10. Click **OK**. An invoice is produced.

Direct Transactions

Many transactions generated by other *iMIS* features are passed to *iMIS* AR/Cash for tracking. This section explains how to enter other sales, cash receipts, and adjusting entries directly through *iMIS* AR/Cash. Information is provided on the types of direct transactions and on the process of deciding between simple order entry and sales transactions. Batch processing works with transaction data entry, and information on processing different transactions is also included.

Direct transactions types

There are four transaction types you can directly enter using **AR/Cash**. Each transaction type appears as a separate selection on the **Enter and edit transactions** submenu:

- Sales transactions
- Cash receipts
- Credit memos

- Debit memos

The following sections provide information on each direct transaction type, as well as the procedures involved.

Entering and editing sales transactions

Use the **Enter and edit sales transactions** window (from **AR/Cash**, select **Enter and edit transaction > Sales transactions**) to enter sales transactions that are processed and tracked through *iMIS* AR/Cash. This window should only be used for transactions that are *not* processed indirectly through another module.

The purpose for entering data on this window is to record after-the-fact any sales-related transactions, such as manually prepared invoices. *iMIS* uses the information entered on this window to track several items:

- Product sales items that are passed on to sales history.
- Any outstanding AR amount.
- Any open AR amount that is reduced or eliminated, which is reported on daily and monthly transaction reports.

Enter and edit sales transactions window

From **AR/Cash**, select **Enter and edit transactions > Sales transactions**

Date

iMIS automatically enters the current system date (or the date entered earlier in the session) for the transaction date.

To override this date, click on the field (or press **Shift+Tab** to return to the **Date** field) and enter a new value.

Note: If you are using batch control, this field defaults to the active batch date and cannot be overridden.

Transaction

(read only) The transaction number is automatically assigned by *iMIS* after the transaction has been processed.

Id

Enter the customer ID that relates to the sale, or click **Find** to select a value.

Type

(read only) The customer type that corresponds to the customer ID.

Ref/PO

Enter the customer's purchase number or other reference number that should appear on the invoice. The reference/purchase order value will display on the AR statement.

Terms

(optional) Enter the code for the type of sale **terms** that apply to this invoice, or click **Find** to select a value.

Invoice #

Enter the numeric code listed on the manual (paper) invoice. If no code exists and you leave this field empty, *iMIS* supplies a sequential reference number that appears on all related windows and reports. Reference numbers have a prefix of **R**.

Invoice Balance

(read only) Running invoice balance automatically updated by *iMIS*.

Description

Enter the invoice description. This description prints or displays on key reports and creates output, such as statements, trial balances, and account status displays.

Product

Enter a valid product code from the **Set up product codes** window, or use the lookup icon to select a value.

GL Account

Automatically populated with the GL account number if a GL account number is defined for the product. If the **Allow GL Account Edit for Sales Transactions** option is enabled (from **AR/Cash**, select **Set up module**), you can enter a GL account number if the **GL Account** field is blank or enter a different GL account number if the **GL Account** field is populated.

If a GL account number is not defined for the product and you leave the **GL Account** field blank, the **GL Account** field is automatically populated with the default Income Account for the transaction's owner entity.

If the **Allow GL Account Edit for Sales Transactions** option is disabled, this field is display-only and the GL account number cannot be added or changed.

Description

Automatically entered by *iMIS*, but can be overridden manually.

Quantity

Enter the **Quantity** of the product being sold. This quantity is applied against the **unit price** to arrive at the extended amount.

Enter **quantities** as whole numbers unless you are designating time or other partial quantities. For time or other partial quantities, enter fractions as decimals: (for example, enter 1.5 for 1-1/2)

Unit Price

iMIS automatically fills in the **Unit Price** if a product price has been defined on the **Product Code** window.

To override this price, click on the field (or press **Shift+Tab** to return to the **Unit Price** field), and enter a new value.

Ext Amt

(read only) *iMIS* automatically calculates the extended price.

Check/CC

If the payment is made by check, enter the check number. If the payment is made by credit/debit card, enter the abbreviation for the credit/debit card.

To apply a credit balance to an item, enter an asterisk (*) in the **Check/CC** field and press **Tab**. Select the credit from the drop-down list on the **Select Open Payments** window (you can toggle between viewing the individual's available credits and all available third-party credits by clicking the **Indiv./All** toggle button) and click **OK**. Enter the credit amount in the **Payment Amount** field.

Note: Most *Tab transactions generate extra transfer lines to provide the proper audit trail for both invoice summary lines involved in the transfer and to offset each other to provide a net effect of zero.

AR credit card codes should already be set up on the *Set up cash accounts* (see "Setting up cash accounts") window.

If you enter a valid credit/debit card code, additional payment fields display:

- **CC #** - Enter the credit/debit card number.
- **CSC** - (Displays only if the associated card authorization account uses immediate authorization, or deferred authorization with the **Save CSC Prior to Authorization** checkbox selected) Enter the Card Security Code. *CSC can be a required value* (see "Requiring a Card Security Code (CSC) for credit/debit card transactions") for specific cash accounts.
- **Exp** - Enter the card's expiration month and year (mm/yy).
- **Authorize** - Enter any authorization code here. (If credit card authorization is enabled, this field populates when the payment is approved.)
- **Name on CC** - Enter the name as it appears on the payment card.
- **Issue #** - (Displays only if the associated cash account accepts an issue number) Enter the European debit card's issue number.
- **Issue Date** - (Displays only if the associated cash account accepts an issue date) Enter the European debit card's issue date (mm/yy).
- **Gateway Ref #** - Read only: Populates when the gateway provider returns the reference number for the transaction.

Note: If **Advanced PCI Compliance** (see "Implementing Advanced PCI Compliance options") > **Do not retain cardholder information** is enabled, *iMIS* saves transactions without cardholder data and shows only gateway reference number and authorization code fields.

Payment Amount

Enter the payment amount, whether the payment is made by check or credit/debit card.

Transaction list

Displays the transaction date, check number or credit/debit card type, transaction amount, and customer name.

To record sales transactions

Use **sales transactions** to record miscellaneous sales and cash receipts that do not fit into any category processed by other *iMIS* modules, such as **Billing, Events, and Order Processing**.

Use **sales transactions** for sales-related entries when you do *not* need to produce an invoice or a bill. For example, enter sales transactions to record open sales items for a manual (handwritten) invoice and to document paid-in-full transactions without a printed invoice (miscellaneous cash receipts).

1. From **AR/Cash**, select **Enter and edit transactions > Sales transactions** to open the **Enter and edit sales transactions** window.
2. Click **New**.
3. Enter the customer **Id** or use the lookup icon and select a value.
4. Place the cursor in the **Product** field and press **Find** and select the product.
5. (optional) Place the cursor in the **GL Account** field and enter or change the GL account number. If the **Allow GL Account Edit for Sales Transactions** option is not enabled (from **AR/Cash**, select **Set up module**), the **GL Account** field is display-only and the GL account number cannot be added or changed.
6. Place the cursor in the **Quantity** field and enter the **Quantity**.
7. Place the cursor in the **Check/CC** field and enter the check or credit card information.
8. Enter the payment amount in the **Payment Amount** field.
9. Click **Save**.

To edit existing sales transactions

To edit a transaction that is still in the system, **find** the transaction, select **edit mode**, and make the necessary changes.

Note: You cannot edit transactions that are in a posted or closed batch or transactions that have been transferred to the GL.

You can search for an existing transaction using any of the first three heading fields. After the search, *iMIS* either displays the transaction you requested or presents a list of transaction options.

Note: *iMIS* only searches on one field at a time.

1. From **AR/Cash**, select **Enter and edit transactions > Sales transactions** to open the **Enter and edit sales transactions** window.
2. Click **Open**.
3. Enter a value into one of the first three data entry fields - **Date**, **Transaction** number, or **Id** - and press **Enter**.
 - ☐ If *iMIS* finds your record, then *iMIS* opens the record in display mode.
 - ☐ If *iMIS* finds multiple transactions matching your criteria such as date or ID, it returns a list of potential matches. Double-click on the desired line to open the record in the display mode.
4. Click **Edit**.
5. Make the necessary changes.
6. Click **Save**.

Deciding to use a simple order entry or a sales transaction

Note: Simple order entries only appear in systems not licensed for the *iMIS* Order Processing and *iMIS* Inventory Control modules.

AR/Cash provides two ways to record miscellaneous sales (whether cash or on account):

- Directly record sales transactions (from **AR/Cash**, select **Enter and edit transactions > Sales transactions**)
- Use the built-in **simple order entry** and **billing** subsystem (from **AR/Cash**, select **Process orders > Enter and edit orders**)

Selecting the method best for you depends on whether you need to enter certain types of data (such as taxes and handling charges) and whether you need to print invoices.

When to record direct sales transactions

Recording direct sales transactions gives you these benefits:

- Creates sales accounting entries as you enter transactions.
- Immediately updates AR open items, and generates sales history (unless you enable the **Separate Posting Cycle Required option** with batch control).

However, direct sales transactions do *not* let you calculate sales taxes or generate invoices. Therefore, use this window to record only after-the-fact sales-related transactions, such as when invoices have already been manually prepared and sent out.

When to use Simple Order Entry

Use simple order entry for sales that have not been processed. When you use the **Enter and edit orders window** (see "[Enter and edit orders window - Simple order entry](#)"), you can apply sales tax, terms, freight, and handling charges on the window. You can also print and send invoice documents.

Note: Initially, the **simple order entry** only updates the Orders files. When you print invoices for these orders, *iMIS* then updates the accounting transactions and AR opens items and sales history under the *iMIS* hot-posting (real-time) feature.

Entering cash receipts

Cash receipts allow you to record payments that are applied against open items, received in advance of sales orders or requests, or of unknown purpose. Typically, cash receipts are the most frequently entered transaction types.

The **Enter and edit cash receipts** window records amounts received that apply to open AR items. Similar to the **Enter and edit sales transactions** window, the **Enter and edit cash receipts** window has a heading section that identifies the following:

- Transaction date
- Customer account ID
- Overall payment information

Below the heading section, the window details the open items where cash can be applied.

Enter and edit cash receipts window

*** Enter and edit cash receipts**

New Open Edit Delete

Date 11/02/2005 Transaction 276

ID 130 Ms. Karen H. Nelson
Sign Makers International Type CM Company Member

Check/CC MAESTRO CC # *****1234 CSC *** Exp ***** Authorize DEFER

Payment Amount 149.88 Name on CC Karen H. Nelson

Issue # 88 Issue Date 12/04

Invoice	Date	Description	Balance	Amt Paid
13	01/26/2001	Order 58	0.00	149.88
13	01/26/2001	Order 58	0.00	149.88

Transaction	Date	Check #	Amount	Name
276	11/02/2005	MAESTR	149.88	Ms. Karen H. Nelson, Sign Makers International

From **AR/Cash**, select **Enter and edit transactions > Cash receipts**

Date

iMIS automatically enters the current system date (or the date you entered earlier in the session) for the transaction date.

To override this date, click on the field (or press **Shift+Tab** to return to the **Date** field) and enter a new value.

Note: If you are using batch control, this field defaults to the active **batch date**, which you cannot override.

Transaction

(read only) The transaction number is automatically assigned by *iMIS* after the transaction has been processed.

Invoice

Enter the numeric code listed on the manual (paper) invoice. If no code exists and you leave this field empty, *iMIS* supplies a sequential reference number that appears on all related windows and reports. Reference numbers have a prefix of **R**.

ID

Enter the customer **ID** that applies to the cash receipt, or use the lookup icon to select a value.

Type

(read only) The customer type that corresponds to the customer ID.

Check/CC

If payment is made by check, then enter the check number. If the payment is made by credit/debit card, then enter the abbreviation for the credit/debit card.

To apply a credit balance to an item, enter an asterisk (*) in the **Check/CC** field and press **Tab**. Select the credit from the drop-down list on the **Select Open Payments** window (you can toggle between viewing the individual's available credits and all available third-party credits by clicking the **Indiv/All** toggle button) and click **OK**. Enter the credit amount in the **Payment Amount** field.

AR credit/debit card codes should already be set up on the **Set up cash accounts** window. See *Setting up Cash Accounts* for information on this procedure.

If you enter a valid credit/debit card code, additional payment fields display:

- **CC #** - Enter the credit/debit card number.
- **CSC** - (Displays only if the associated card authorization account uses immediate authorization, or deferred authorization with the **Save CSC Prior to Authorization** checkbox selected) Enter the Card Security Code. *CSC can be a required value* (see "Requiring a Card Security Code (CSC) for credit/debit card transactions") for specific cash accounts.
- **Exp** - Enter the card's expiration month and year (mm/yy).
- **Authorize** - Enter any authorization code here. (If credit card authorization is enabled, this field populates when the payment is approved.)
- **Name on CC** - Enter the name as it appears on the payment card.
- **Issue #** - (Displays only if the associated cash account accepts an issue number) Enter the European debit card's issue number.
- **Issue Date** - (Displays only if the associated cash account accepts an issue date) Enter the European debit card's issue date (mm/yy).
- **Gateway Ref #** - Read only: Populates when the gateway provider returns the reference number for the transaction.

Note: If **Advanced PCI Compliance** (see "Implementing Advanced PCI Compliance options") > **Do not retain cardholder information** is enabled, *iMIS* saves transactions without cardholder data and shows only gateway reference number and authorization code fields.

Payment Amount

Enter the payment amount, whether the payment is made by check or credit/debit card.

Invoice

Displays the invoice reference number.

Date

Displays the invoice date.

Description

Displays a brief description of the selected invoice.

Balance

Displays the invoice balance.

Amt Paid

Displays the amount that is being applied to the selected invoice.

Transaction list

Displays the transaction date, check number or credit/debit card type, transaction amount, and customer name.

To enter AR payments

Note: If the **Cash Application Auto Apply** option is not enabled on the **Set up module window** (see "Set up module window for AR/Cash"), *iMIS* enables you to decide the line items where the payment should be applied.

1. From **AR/Cash**, select **Enter and edit transactions > Cash receipts** to open the **Enter and edit cash receipts** window.
2. Click **New**.
3. Enter the customer **ID**, or use the lookup icon to select a value.
4. If you want to apply a credit balance to an item, perform the following steps:
 1. Enter an asterisk (*) in the **Check/CC** field and press **Tab**.
 2. Select the credit from the drop-down list on the **Select Open Payments** window (you can toggle between viewing the individual's available credits and all available third-party credits by clicking the **Indiv/All** toggle button) and click **OK**.
 3. Enter the credit amount in the **Payment Amount** field.
5. In the **Check/CC** field, enter the check number or credit/debit card type, and press **Tab**. If you entered a valid credit/debit card type in the **Check/CC** field, enter the following information:
 - ☐ **CC #** - Enter the credit/debit card number.
 - ☐ **CSC** - (Displays only if the associated card authorization account uses immediate authorization, or deferred authorization with the **Save CSC Prior to Authorization** checkbox selected) Enter the Card Security Code. *CSC can be a required value* (see "Requiring a Card Security Code (CSC) for credit/debit card transactions") for specific cash accounts.
 - ☐ **Exp** - Enter the card's expiration month and year (mm/yy).
 - ☐ **Authorize** - Enter any authorization code here. (If credit card authorization is enabled, this field populates when the payment is approved.)
 - ☐ **Name on CC** - Enter the name as it appears on the card.
 - ☐ **Issue #** - (Displays only if the associated cash account accepts an issue number) Enter the European debit card's issue number.
 - ☐ **Issue Date** - (Displays only if the associated cash account accepts an issue date) Enter the European debit card's issue date (mm/yy).

Note: If **Advanced PCI Compliance** (see "Implementing Advanced PCI Compliance options") > **Do not retain cardholder information** is enabled, *iMIS* saves transactions without cardholder data and shows only gateway reference number and authorization code fields.

6. Enter the payment amount in the **Payment Amount** field, and press **Tab**.
7. Select one of the following transaction options:
 - ☐ To apply cash to an item, double-click on the item in the list and enter the amount to apply to the item in the **Amt Paid** field.
 - ☐ To undo the cash application, double-click the item again.
 - ☐ To apply cash as a future or unidentified credit, double-click the **(Pre-Pay - New)** line (or single-click and fill in the **Amt Paid** with the prepayment amount), which creates an item named **PrePay: transaction date**.
 - ☐ To partially apply cash to an item, select the line and enter the amount to apply to the item in the **Amt Paid** field.
8. Click **Save**.

To automatically apply AR payments

Note: You can edit only transactions that are in an open batch or that have not been transferred to the GL.

The method for finding and editing AR payment transactions is similar to the sales transaction editing process.

1. If the **Enter and edit cash receipts** window is not open, from **AR/Cash**, select **Enter and edit transactions > Cash receipts**.
2. Click **Open**.
3. Enter the customer **ID** or use the lookup icon to select a value, then press **Enter**.
4. Select the line item for the transaction you wish to alter.
5. Click **Edit**.
6. Enter the payment amount in the **Payment Amount** field.
7. Enter the payment amount in the **Amt Paid** field.
8. Click **Save**.

To reverse a payment and record returned checks

Use the **Enter and edit cash receipts** window to record returned checks, or to reverse all or a portion of a payment for a sales transaction or simple order entry transaction if the payment was made through Cash Receipts. The following procedure records a returned check.

1. From **AR/Cash**, select **Enter and edit transactions > Cash receipts** to open the **Enter and edit cash receipts** window.
2. Click **New**.
3. Enter the customer ID or click the Lookup icon to select a value, then press **Enter**.
4. Enter the original check number or credit card information.

Note: If you are recording a returned check, you can preface the **Check/CC** field entry with **RET** or a similar abbreviation to make it easier to identify return checks in reports and window displays.

5. Enter a negative amount in the **Payment Amount** field.
6. Select the line item where the payment is to be removed.
7. Enter a negative amount in the **Amt Paid** field.
8. Click **Save**. The **Enter and edit cash receipts** window opens.
9. From **Customers**, find the customer record, select the **AR/Cash** tab, and double-click the line item entry for the original transaction to display the **Transaction Ledger** window.

To record returned checks/payment reversals for dues and subscriptions

Use the **Dues/Subscriptions Payments by Individual** window to record returned checks or to reverse all or a portion of a payment for a dues or subscription product after the original transaction has been completed.

1. From **Customers**, select **Manager customers** to display the **Manage customers** window.
2. Use the lookup icon, enter the customer ID, and press **Enter**.
3. Select the **Billing** tab to display the customer's **Billing** information.
4. Select the line item associated with the returned check/payment reversal and click **Payment** to display the **Dues/Subscription Payment by Individual** window.
5. Click **New**.
6. Enter the original check number or credit card information.

Note: If you are recording a returned check, you can preface the **Check/CC** field entry with RET or a similar abbreviation to make it easier to identify return checks.

7. Enter the returned check amount as a negative amount in the **Pay Amount** field.
8. Click **Save**.
9. A warning dialog displays indicating that there is an underpayment. Click **Yes** on the warning dialog.
10. You can then change the term for the dues or subscription product on the **Dues/Subscription Item Detail** window.

Adjusting journal entries

You can **select Enter and edit transactions** to see the **Credit memos** and **Debit memos** options.

Note: Use the **Enter and edit credit memos** and **Enter and edit debit memos** windows only when you need to change to an *existing* open item, to credit (reduce) or debit (increase) it.

Credit memos make adjustments that reduce or reverse normal (or debit balance) open AR items. These transactions create accounting entries but no printable documents, other than transaction entries on batch and other audit-trail reports.

Use credit memos (infrequently) to perform the following operations:

- Write off an uncollectible open item (a “bad debt”)
- Reduce or reverse a line item charge, correcting an overcharge
- Reverse an existing sales (or simple order) transaction entirely
- Record a product return to credit the customer

Note: You should not use a credit memo to apply a credit for an event function. To apply a credit against an event function, edit the event registration and remove the function fee only. This will ensure that the correct account transactions are performed.

Debit adjustments are the opposite of **credit memos**. They make adjustments that increase the debit balance of open AR items.

Use debit adjustments (rarely) to perform the following operations:

- Increase or add a line item charge to correct an undercharge
- Zero out a credit balance for a refund due to an overpayment, credit memo, or cancellation transaction

The preferred method to make debit adjustments is to issue refunds in the **Credit Invoices** window (from **AR/Cash**, select **Process month-end procedures**, and click **Credit Invoices**).

Enter and edit credit memos window for AR/Cash

Enter and edit credit memos

NewOpenEditDelete

Date06/16/2003Transaction

Id105Ms. Carol A. Hamilton
Foundation Support SystemsTypeMIndividual Member

Ref/POTermsInvoice#R72Invoice
Balance25.00

DescriptionSalesbecomes-40.00

Product	GL Account	Description	Quantity	Unit Price	Ext Amt
JOUR	1-1100	Journal Subscription	1.00	65.00	65.00
			0.00		
					65.00

TransactionDateAmountName

From **AR/Cash**, select **Enter and edit transactions > Credit memos**

Date

iMIS automatically enters the current system date (or the date you entered earlier in the session) for the transaction date.

To override this date, click on the field (or press **Shift+Tab** to return to the **Date** field) and enter a new value.

Note: If you are using batch control, this field defaults to the active batch date and cannot be overridden.

Transaction

(read only) The transaction number is automatically assigned by *iMIS* after the transaction has been processed.

Id

Enter the customer ID that relates to the sale, or use the lookup icon to select a value.

Type

(read only) The customer type that corresponds to the customer ID.

Ref/PO

Enter the customer's purchase number or other reference number that should appear on the invoice. The reference/purchase order value will display on the AR statement.

Terms

(optional) Enter the code for the type of sale **terms** that apply to this invoice, or use the lookup icon to select a value.

Invoice

Enter the numeric code listed on the manual (paper) invoice. If no code exists and you leave this field empty, *iMIS* supplies a sequential reference number that appears on all related windows and reports. Reference numbers have a prefix of **R**.

Invoice Balance

(read only) Running invoice balance automatically updated by *iMIS*.

becomes

(read only) Invoice balance after the credit adjustment (only displays when you click **New**).

Description

(read only) This description is populated by the description in the invoice to which the credit memo is related.

Product

Enter a valid product code from the **Set up products** window, or use the lookup icon to select a value.

GL Account

Automatically populated with the GL account number if a GL account number is defined for the product. If the **Allow GL Account Edit for Sales Transactions** option is enabled (from **AR/Cash**, select **Set up module**), you can enter a GL account number if the **GL Account** field is blank or enter a different GL account number if the **GL Account** field is populated.

If a GL account number is not defined for the product and you leave the **GL Account** field blank, the **GL Account** field is automatically populated with the default Income Account for the transaction's owner entity.

If the **Allow GL Account Edit for Sales Transactions** option is disabled, this field is display-only and the GL account number cannot be added or changed.

(Product) Description

Automatically entered by *iMIS*, but can be overridden manually.

Quantity

Enter the **Quantity** of the product being sold. This quantity is applied against the **unit price** to arrive at the extended amount.

Enter **quantities** as whole numbers unless you are designating time or other partial quantities. For time or other partial quantities, enter fractions as decimals: (for example, enter 1.5 for 1-1/2)

Unit Price

iMIS automatically fills in the **Unit Price** if a product price has been defined on the **Product Code** window.

To override this price, click on the field (or press **Shift+Tab** to return to the **Unit Price** field) and enter a new value.

Ext Amt

(read only) *iMIS* automatically calculates the extended price.

Transaction list

Displays the transaction date, check number or credit card type, transaction amount, and customer name.

Enter and edit debit memos window for AR/Cash

Enter and edit debit memos

New Open Edit Delete

Date 06/16/2003 Transaction

Id 105 Ms. Carol A. Hamilton Foundation Support Systems Type M Individual Member

Ref/PO Terms Invoice# Invoice Balance 0.00

Description Sales becomes 65.00

Product	GL Account	Description	Quantity	Unit Price	Ext Amt
JOUR	1-1100	Journal Subscription	1.00	65.00	0.00
JOUR	1-4220	Journal Subscription	1.00	65.00	65.00
			0.00		

65.00

Transaction Date Amount Name

From **AR/Cash**, select **Enter and edit transactions > Debit memos**

Date

iMIS automatically enters the current system date (or the date entered earlier in the session) for the transaction date.

To override this date, click on the field (or press **Shift+Tab** to move the cursor back to the **Date** field) and enter a new value.

Note: If you are using batch control, this field defaults to the active batch date and cannot be overridden.

Transaction

(read only) The transaction number is automatically assigned by *iMIS* after the transaction has been processed.

Id

Enter the customer ID that relates to the sale, or use the lookup icon to select a value.

Type

(read only) The customer type that corresponds to the customer ID.

Ref/PO

Enter the customer's purchase order number or other reference number that should appear on the invoice. The reference/purchase order value will display on the AR statement.

Terms

(optional) Enter the code for the type of sale **terms** that apply to this invoice, or use the lookup icon to select a value.

Invoice

Enter the numeric code listed on the manual (paper) invoice. If no code exists and you leave this field empty, *iMIS* supplies a sequential reference number that appears on all related windows and reports. Reference numbers have a prefix of **R**.

Invoice Balance

(read only) Running invoice balance automatically updated by *iMIS*.

becomes

(read only) Invoice balance after the credit adjustment displays in this field (only displays when you click the **New** button)

Description

(read only) This description is populated by the description in the invoice to which the credit or debit memo is related.

Product

Enter a valid product code from the **Set up products** window, or use the lookup icon to select a value.

GL Account

Automatically populated with the GL account number if a GL account number is defined for the product. If the **Allow GL Account Edit for Sales Transactions** option is enabled (from **AR/Cash**, select **Set up module**), you can enter a GL account number if the **GL Account** field is blank or enter a different GL account number if the **GL Account** field is populated.

If a GL account number is not defined for the product and you leave the **GL Account** field blank, the **GL Account** field is automatically populated with the default Income Account for the transaction's owner entity.

If the **Allow GL Account Edit for Sales Transactions** option is disabled, this field is display-only and the GL account number cannot be added or changed.

Product Description

Populated automatically by *iMIS*, but can be overridden manually.

Quantity

Enter the **Quantity** of the product being sold. This quantity is applied against the **unit price** to arrive at the extended amount.

Enter **quantities** as whole numbers unless you are designating time or other partial quantities. For time or other partial quantities, enter fractions as decimals: (for example, enter 1.5 for 1-1/2)

Unit Price

iMIS automatically fills in the **Unit Price** if a product price has been defined on the **Set up products** window.

To override this price, click on the field (or press **Shift+Tab** to return to the **Unit Price** field), and enter a new value.

Ext Amt

(read only) *iMIS* automatically calculates the extended price.

Transaction list

Displays the transaction date, check number or credit card type, transaction amount, and customer name.

Recording credit memos

Credit memos make adjustments that reduce or reverse normal open AR items. Use credit memos to perform the following operations:

- Write off an uncollectible open item.
- Reduce or reverse a line item charge.
- Reverse a previously entered sales (or simple order) transaction.

Note: Although credit memo transactions create accounting entries that are used to reduce or reverse an open debit item, these transactions do not produce any documents other than normal transaction entries on batch and other transaction-related audit trail reports.

To write off bad debt

iMIS allows you to write off a **bad debt**, an uncollectible item you do not expect to see fulfilled. In order to write off a bad debt, you must first set up a product that corresponds to the bad debt expense on the **Set up products** window.

1. From **AR/Cash**, select **Set up tables > Products** to open the **Set up products** window.
2. Click **New**.
3. Enter **SALES** in the **Product Type** field.
4. Enter a code for the bad debt item. **BADDEBT** is used in this example.
5. Enter a title in the **Title** field. **Bad Debt Expense** is used in this example.
6. If desired, enter a short description in the **Des.** field.
7. Leave the **Regular Price** and **Non-Member Price** at zero so that you can enter variable balances.

8. (optional) Place the cursor in the **GL Account** field and enter or change the GL account number for the bad debt write-off. If the **Allow GL Account Edit for Sales Transactions** option is not enabled (from **AR/Cash**, select **Set up module**), the **GL Account** field is display-only and the GL account number cannot be added or changed.
9. Click **Save**. You can now reference the item (in this example, BADDEBT) on the **Enter and edit credit memos** window and properly track this expense account.

The screenshot shows the 'Set up products' window. At the top, there are buttons for 'New', 'Open', 'Edit', and 'Delete'. Below these is a list of 'Current Products' with 'SALES-BADDEBT' selected. To the right of the list, the 'Product Type' is 'SALES', the 'Code' is 'BADDEBT', and the 'Title' is 'Bad Debt Expense'. The 'Desc.' field is empty. Below these fields, the 'Regular Price' and 'Non-Member Price' are both '0.00'. The 'G/L Acct' is '1-5300'. There is a 'Taxable' checkbox which is unchecked. At the bottom, there are buttons for 'Print' and 'Special Prices'.

Set up products window showing BADDEBT product code

To adjust an open item

To adjust an existing open item, first enter the item's invoice number or reference in the **Invoice** field on the **Enter and edit credit memos** or **Enter and edit debit memos** window. If you do not know the invoice number or reference:

1. From **Customers**, select **Manage customers** to open the **Manage customers** window.
2. Click **Find** and enter the customer ID in the **Search** window, then press **Enter**.
3. Select the **AR/Cash** tab to view the **AR/Cash** information.

If you double-click a record, the **Transaction Ledger** window displays, showing detailed information.

4. Locate the invoice number or reference you need in the **Ref. Num.** column.

5. From **AR/Cash**, select **Enter and edit transactions > Credit memos** to open the **Enter and edit credit memos** window (or select **Enter and edit transactions > Debit memos** to open the **Enter and edit debit memos** window).
6. Click **New**.
7. Enter the customer **Id**, or click the lookup icon to select a value.
8. Enter the invoice or reference number in the **Invoice** field, or click **Find** to look up the invoice or reference number. Make sure to capitalize any letters when you enter the code, for example, R12.
9. Enter the data according to the following adjustment situations in the **Product**, **Quantity**, and **Unit Price** fields. Repeat these steps for all line items that require an adjustment.
10. To apply credit memos to open items, select one of the following options:
 - ☐ To write off a bad debt, select the product (for example, **BADDEBT**), enter the quantity as 1, and enter the unit price as the amount of the balance to be written off.
 - ☐ To correct an overcharge, enter original **product** and **quantity**; adjust the **unit price**.
 - ☐ To reverse an entire sales transaction, enter the original **product**, **quantity**, and **price** for all line items.
 - ☐ To credit a returned product, enter original **product**, **quantity returned**, and original price.
11. To make debit adjustments to correct an undercharge, enter the original **product** and **quantity**, and adjust the unit price as needed.
12. (optional) Place the cursor in the **GL Account** field and enter or change the GL account number. If the **Allow GL Account Edit for Sales Transactions** option is not enabled, the **GL Account** field is display-only and the GL account number cannot be added or changed.
13. Click **Save**.

Results	Record History	Activities-All	Calls	Letters	Roster	AR/Cash	Billing	Events
Date	Ref. Num.	Description	Charges	Credits	Balance			
5/16/2002	(U) R79	Sales	250.00	0.00	250.00			
8/29/2000	R41	Gift	75.00	75.00	0.00			

Example of an adjustment to an open item

To record debit adjustments

Debit adjustments make adjustments that increase the debit balance of open AR items. Debit adjustment transactions have the opposite effect of credit memos.

Debit adjustments are used to increase or add a line item charge; bring a credit balance to zero due to an overpayment or credit memo; or cancel a transaction.

Note: iMIS AR/Cash has more automated facilities for processing refunds or application/transfers of credit balances to other sales transactions. See *Creating Credit Invoices*.

Billing

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Billing Overview

The *iMIS* Billing feature enables you to process billing and record- related cash receipts for all categories of customers, whether your processing requirements are simple or sophisticated.

The four main functions of the Billing feature include the following:

- Producing billing documents, including Reminder Notices, Renewal Notices, and reports.
- Recording billing payments.
- Tracking long-term subscriptions and payment histories.
- Customizing your billing and renewal processes to fit the needs of your organization.

The Billing system is designed to manage the billing process for cyclical-type products. Cyclical products typically include dues, magazine and journal subscriptions, as well as other products that cover a set time period before becoming eligible for renewal. Billing manages mass renewal processing to bill a group of customers whose cyclical terms are nearing expiration as well as the individual on-demand billing of customers for either renewal or initial billing purposes. For new customers the billing process can be streamlined to be processed simultaneously with recording the payment for the products in a one-step approach

Billing can accommodate a variety of billing situations and scenarios, including those discussed in the following sections.

Dues billing versus non-dues billing

The billing and renewal processes depend on key dates and other factors that signify when a bill should be generated as well as the term (or date range) for which the product is being billed.

Within *iMIS* Billing, there are two distinct approaches to billing, Dues billing and Non-Dues billing.

Dues billing

Dues billing uses the overall customer to determine the dates and rules for billing. With this approach, multiple products can be billed at one time (i.e., national as well as regional products, optional section or journal products, and voluntary contributions), but the term for all of the products is synchronized in accordance with the key dates and rules tied to the customer. Likewise, the determination of when to generate the bill is also made at the customer level.

Non-dues billing

Non-Dues billing uses the individual subscription to determine the dates and rules for billing. This type of billing is typically used for non-membership dues cycles, such as those established for independent journal billings. With non-dues billing, you can bill the customer simultaneously for multiple products, but only if the cycle incorporates multiple products and then, only if the dates and rules tied to the multiple products happen to coincide.

iMIS can perform a mixture of Dues billing and Non-Dues billing processes. A customer can be billed for one or more products in the context of a membership “Dues Billing” and be subsequently and independently billed for other cyclical products, such as journal subscriptions or insurance.

A table maintenance setup option determines whether a particular billing should use the customer (Dues Billing) or individual subscription (Non-Dues Billing) to determine when to bill and what period to cover.

Annual versus anniversary billing

iMIS Billing can be processed on either an annual basis in which all renewing customers are billed based upon a fixed term such as a fiscal year, or on an anniversary basis in which the renewal billing is tied to the anniversary of the join date or initial term begin date for the cyclical product. *iMIS* can perform a mixture of annual and anniversary billing processes. It is entirely possible for a customer to be billed on an annual basis for membership dues and on an anniversary basis for an independently billed subscription, or vice versa.

Cash-based versus accrual-based accounting

Although the rest of *iMIS* uses accrual-based accounting methods, cash-based accounting is the preferred setup for recording customer billing. Cash-based accounting recognizes income only when payment is received, not when a customer is billed. Cash-based accounting is the preferred method for billing because billing payments are always an optional payment for the customer. Open A/R items are created when the accrual-based accounting method is used. If a customer does not make a payment by the end of the defined grace period, the A/R items must be reversed with adjusting transactions.

iMIS Billing terminology

The following terms are frequently used in the **Billing** module:

Accrual Accounting

Accounting method that recognizes income when income is earned, regardless of when or whether the payment is received. Accounts Receivable open items are created when bills and invoices are generated.

Anniversary Billing

Used when the membership terms fluctuate; usually corresponds to each customer's Join Month or subscription Begin Month.

Annual Billing

Used when all renewing customers have the same Begin and End dates. The Begin Date could vary for new customers who join later in the year, and their dues can be prorated for a partial term.

Batch

A group of transactions identified by a unique name or number.

Bill Begin

Projected Begin Date for an individual dues or subscription product. Refers to the first date of a term through which the item has been billed, whether or not payment has been received.

Billed Thru

Refers to the projected Paid Thru date (expiration date) for an individual dues or subscription product. It is the term ending date through which the item has been billed, whether or not payment has been received.

Billing Category

Optional subcategories of the customer type which define dues amounts when the customer type is not specific enough for an association's needs.

Billing Cycle

A defined billing run set up to bill a particular group of people for a particular set of products.

Billing Interval

Indicates how frequently customers are billed (The interval can be annual, semi-annual, quarterly, monthly, and so forth.)

Billing Term

The period of time between the beginning and ending dates for the services or products that are being billed.

Cash Accounting

The accounting method that recognizes income when payment is received, regardless of when bills or invoices were generated.

Credit

An amount used for accounting purposes that is represented on the right side of the accounting journal (or T) entries. Liabilities, equity, and income accounts carry credit balances in the General Ledger, so credit transaction amounts posted to them increase balances, while credits to asset and expense accounts decrease them.

Customer

A person who has met the membership criteria set up by the association.

Customer Type

Categories of membership that define the membership levels and amount charged for membership, or dues and subscriptions.

Debit

A positive amount used for accounting purposes that is represented on the left side of the accounting journal (or T) entries. Assets and expenses carry debit balances, so debit transaction amounts posted to these accounts *increase* their balances.

Effective Date

The date used to determine which customers will be billed. Normally, a customer or subscriber will be billed if they have met the billing selection criteria, their Paid Thru date is before the Effective Date, and if a renewal has not already been generated.

If you want to override the Effective Date, make the change after selecting a billing cycle. If you change the Effective Date and then select a billing cycle, the Effective Date reverts to the default.

List Billing

The generation of a single renewal notice to a Bill To third party, such as a company who will be responsible for paying the fees for multiple customers or subscribers.

Paid Thru

Refers to the expiration date of the membership or subscription, or the period through which the customer has paid. It is always the last day of the month.

Prorating

Allocating or assigning an amount to an activity or product that is proportional to some base (determined by a formula or procedure).

Renewal Notice

Refers to the request for renewal or continuation of a membership or subscription beyond the current expiration (Paid Thru) date.

Renewed Thru

Refers to the projected Paid Thru date for an overall membership. It is the term ending date through which the customer has been billed, whether or not payment has been received.

Subscriber

Individual, either customer or non-customer, who has purchased a product of a cyclical nature having a fixed term which can be renewed or repurchased upon term expiration.

Navigation for Billing

To gain access to the Billing task list items, select **Billing** from the navigation bar and the following task list displays.

Enter and edit payments

Select this task to enter payments received from customers.

Process billing

Select this task to bill customers and generate renewal notices. Use this option to specify which billing cycle to use and to select billing options (renewals).

Process accrual dues

(Displays when the **Accrual** accounting method is enabled on the **Set up general options** window.) Select this task to view all mass billing batches and print billing-oriented detail and summary reports for review and posting, and to enter adjustments that reduce or reverse normal open AR items.

Generate reports

Select this task to print customer cards, invoices, tables, and transaction lists.

Manage expired members

Select this task to process customers whose customer term has expired.

Set up module

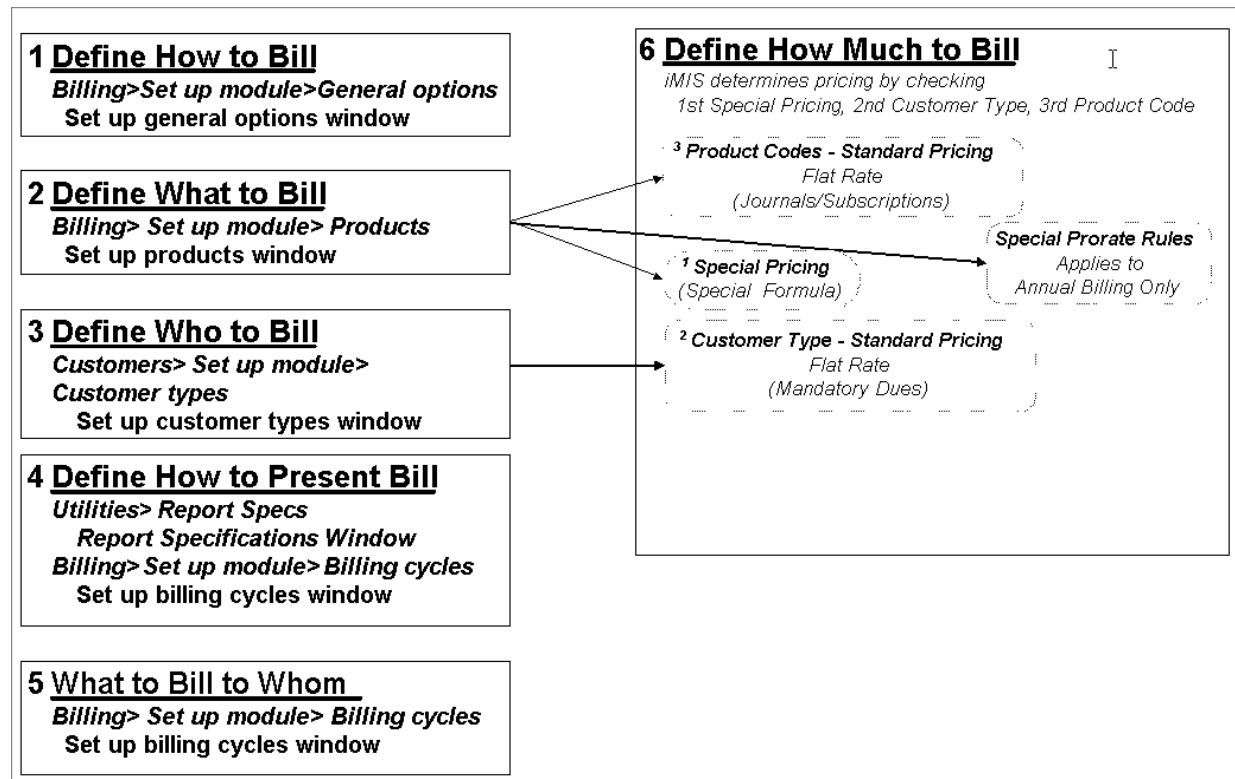
Select this task to set up general billing options, define billing cycles, and create products for billing.

Understanding the billing process

The Billing process includes the following steps:

1. Define who needs to be billed according to customer type and an optional category.
2. Decide for which billing products they are going to be billed and specify how to calculate the charges. In Billing system setup, you define product codes for customer billing.
3. Specify when to generate renewal notices. *iMIS* calculates renewal notices automatically by monitoring customers' Paid Thru (expiration) dates. Renewal notices can be processed individually or in batches.

The following diagram is an overview of the Billing setup process.



Billing setup process

These are the topics related to these processes:

- How to Bill: *Performing Billing for Cash Dues* (see "[Cash Dues Billing](#)")
- What to Bill: *Defining Product Codes*
- Who to Bill: *Setting up Customer Types*
- How to Present the Bill: *Customizing the Renewal Notice Formats* (see "Certification System Options window"), *Creating Billing Cycles*
- What to Bill to Whom: *Creating Billing Cycles*
- How Much to Bill: *Defining Special Pricing, Defining Prorating Rules*
- How to Set Up List Billing: *Setting up List Billing*

Billing product codes

In *iMIS* Billing, you can categorize your product codes according to the following product-billing types:

- **DUES** - Represents customer fee items. Products of this type are usually specified for a given customer type (indicated in the **Set up customer types** window) to enable billing.
- **VOL** - Represents voluntary items such as donations or PAC (Political Action Committee) contributions. If suggested amounts are billed on an initial renewal notice, open balances for this type of dues product will not appear on the Reminder Notices unless other non-voluntary item(s) with open balances appear as well.
- **MISC** - Typically used for miscellaneous charges such as initiation fees. If one-time miscellaneous fees of this nature exist, special pricing rules must be defined to dictate the conditions for charging for when and how much to charge for the miscellaneous item. *For example*, special pricing rules that are based on Join Date.
- **SEC** - Represents optional additional section organizations, such as professional activity groups. This type should not be entered on the **Set up customer types** window, because SEC represents only groups that are joined on request. After section items have been subscribed to, the section items appear on Initial and Reminder Notices.
- **CHAPT** - Products that are defined as CHAPT are automatically created when the **Chapter** field is populated on the **Manage customers window**. This designation is used for optional chapter organizations that are available in addition to regular organizations. This type should not be entered on the **Set up customer types** window because chapter organizations vary from customer to customer.
- **SUB** - Represents optional billing products, such as journals and magazines that are available in addition to regular memberships. Generally, this type should not be entered on the **Set up customer types** window because subscription items are ordered only on request (unless they are mandatory and will be billed to all customers). After being subscribed to, SUB items appear on subsequent renewal billings.

Billing cycles

Billing setup enables you to define the billing cycles used to bill a particular group of customers for a particular group of products. The main types of billing cycles include:

- **Dues Billing** - A billing run used to collect dues for a given set of customers grouped by type, category, or both. This billing run has the **Add Member Type Items** options enabled.
- **Non-Dues Billing** - A separate billing run used to collect payments for optional products for customers.

For more information, see *Creating an Accrual Dues Billing Cycle* and *Creating Billing Cycles*.

Customer renewal notices

There are three format options for standard Dues Billing and Renewal Notices:

- Plain paper formats that can be customized with an organization's text.
- A variety of preprinted renewal notice forms (displayed in the Authorized *iMIS* Forms Catalog) are available for purchase. This catalog is a reliable source for quality forms compatible with *iMIS*, and is available by contacting the form supplier. The supplier's contact information is printed in the catalog.
- Crystal Report options for which both the format and text messages can be customized.

Billing reports

The **Generate reports** task list item on the Billing task list functions in a manner similar to other *iMIS* modules. The standard report formats provide a variety of billing cash receipts and other billing-related reports. These reports list unpaid customers and daily and monthly transactions (as they are exported to your General Ledger).

Renewal billing and payment workflow

Whether billing is processed using the cash or accrual accounting method, the initial renewal billing is processed in the same manner. Follow-up reminder notices can also be processed identically thru the Billing system, although optionally, accrual-based open invoices can also appear on Accounts Receivable statements. In addition, the recording of payments varies slightly for cash-based billing and accrual-based open invoices.

Process for Cash Basis

The following describes a typical scenario of the steps involved in the renewal billing and payment process using the cash accounting method:

1. (Recommended) Run a pre-billing report and review the results to verify the correct group will be billed.
2. Make the appropriate selections on the **Process billing** window to bill the desired group and print the renewal notices.
3. *iMIS* will update the Billed Thru date so that non-paid customers will not get billed again in subsequent billing runs intended for a different group of customers. It also will create non-accounting or memo only open items (in the Subscriptions file) for each customer and product billed.
4. If corrections are necessary, appropriate set up adjustments can be made and customers can be rebilled on either an individual or mass- billing basis.
5. Payments are recorded on the **Enter and edit payments** window. Payment totals are automatically applied to open items using appropriate priority ordering, although the line item application can be overridden.
iMIS updates the Paid Thru or expiration date to the new date, creates the cash-based accounting transactions, and creates billing history (activity) records for each billing product paid.
6. At appropriate age intervals, selections are made on the **Process billing** window to print reminder notices for those customers who have not paid.
7. After a grace period, delinquent customers (dues product billing only) can be suspended on a mass billing basis on the **Manage expired members** window so that they will no longer receive services.

If a suspended customer subsequently pays, they may become reinstated. It is possible to set up the system so that a reinstated customer will have an altered customer term from the one originally billed.

Process for Accrual Basis

The steps vary slightly for accrual-based products. The following is a typical workflow scenario for billings processed on an accrual basis:

1. (Recommended) Run a pre-billing report and review the results to verify the correct group will be billed.

2. Make the appropriate selections on the **Process billing** window (from **Billing**, select **Process billing**) to generate proposed billing data.
iMIS will create a batch of unposted transactions that should be reviewed and either finalized or deleted.
3. Print the batch detail and/or summary report and review the results.
 - If the results are incorrect, delete the batch, make appropriate setup adjustments, and try again.
 - If the results are correct, post the batch.
iMIS will update the Billed Thru date, and if opted for in system setup, also the Paid Thru date (not recommended). It also will create the accrual accounting entries to recognize income/deferred income, which in turn post to and create a summary invoice for each bill generated.
4. Make the appropriate selections on the **Process billing** window to generate the Initial Bills or Renewal Invoices.
5. As payments are received, they are recorded to the accrual invoice on the **Enter and edit cash receipts** window.

The accrual invoice is reflected as a summary amount on the **Enter and edit cash receipts** window . If multiple line items were billed in relationship to the invoice, the payment will be automatically applied to the corresponding line items. If a partial payment is entered, the payment will be applied on either a priority or proportional basis.

iMIS updates the Paid Thru or expiration date to the new date (if the system setup option is enabled), creates the transactions to record cash and reverse Accounts Receivable and creates billing history (activity) records for each billing product paid.
6. If adjustments are required, such as billed line items that need to be reversed (or increased), such adjustments should be made before the payment is made on the **Enter and edit credit memos** window or the **Enter or edit debit memos** window so that the payment does not get applied to reversed items or gets applied for the correct amount to otherwise adjusted items.
7. At appropriate age intervals, appropriate selections are made on the **Process billing** window to print reminder notices for those customers who have not paid. Optionally, the open invoices can simply be printed on the standard Accounts Receivable Statements.
8. After a grace period, reverse all remaining unpaid invoices through the **Enter and edit credit memos** window and manually change the customer's or subscription product's status to suspended or inactive.

Cash Dues Billing

The billing process involves entering payments, updating billing expiration (Paid Thru) dates in each customer's record, creating history (activity) records for each customer and line item paid, and generating cash/income accounting transactions that produce reports and then post to the GL interface.

The billing procedure is designed to be as automatic as possible, minimizing extra steps and user intervention. Within one window, you can generate initial and reminder notices, produce bills for a large group of customers, perform individual and mass billing, and run bills for specific selection criteria such as customer type, Paid Thru date, and Renewed Thru date.

iMIS Billing allows multiple line items for each dues bill-up to ten standard items per customer type and optional subscription, section, and chapter lines. The billing periods can be set up at a system-wide default interval and overridden at the individual customer or product level. Intervals can be controlled to affect the billing amounts and the expiration (Paid Thru) dates.

Caution! Billing affects critical data throughout the database. Never generate Renewal Notices without first creating a backup copy of your *iMIS* data!

Process billing window

Process billing

New Open Edit Delete

Billing Options

☒ Renewals

☒ Rebill

Select a Cycle to Process

Accrual Billing Cycle

Dues Billing

General Billing Cycle

Printing Options

☒ Initial Bill

☒ First Reminder

☒ Second Reminder

☐ Don't Prorate

☐ Don't Apply Credits

☐ Ad Hoc Search

☐ Process a Chapter

Run Date

05/28/2002

Effective Date

01/01/2000

Begin Rebill Date

05/28/2002

End Rebill Date

05/28/2002

1st Reminder Start

02/01/2002

1st Reminder End

05/01/2003

2nd Reminder Start

02/01/2002

2nd Reminder End

05/01/2003

From **Billing**, select **Process billing**

Billing Options

Use the options in this section to specify the type of billing process to run.

Renewals - Select this option to generate new billing data for customers who match the billing cycle parameters. When this option is selected, the Effective Date field displays.

Rebill - Select this option to generate an invoice to correct a billing run generated previously. The **Rebill** option recalculates the billing data only if it finds a customer who was originally billed within the **Begin Rebill Date** and **End Rebill Date** range.

Note: Both the **Renewals** and **Rebill** options can be selected to bill other renewal candidates who fit the cycle and Effective Date criteria and who did not get billed earlier (*for example*, if an earlier bill run was canceled).

Printing Options

Use this section to indicate which notices are to be printed.

Initial Bill - Selecting this option prints an invoice when a customer's Paid Thru date expires before the **Effective Date** and the customer has not been billed previously for the term currently being billed. Select **Initial Bill** to print Renewal Notices for those customers whose billing dates are generated through the Billing Options selection.

First Reminder -- When selected, this option displays the **1st Reminder Start** and **1st Reminder End** date fields. This option prints a first reminder for those customers whose **Initial Bill** was run between the **1st Reminder Start** and **1st Reminder End** dates and who are currently not paid.

Second Reminder -- When selected, this option displays the **2nd Reminder Start** and **2nd Reminder End** date fields. This option prints a second reminder for those customers who were sent first reminders between the **2nd Reminder Start** and **2nd Reminder End** dates and who are currently not paid.

A reminder will be printed if the following criteria are met:

- The original run date falls within the reminder Start and End date range, inclusive,
- There is still at least one non-voluntary line item open, and
- The Paid Thru date has not been advanced.

Run Date

(Defaults to the current system date) Specifies when the billing run is processed. This date can be overwritten.

Effective Date

Specifies the first date of the new customer term for individuals to be included in the billing cycle. The **Effective Date** is a very important factor in determining who gets billed.

All customers who meet the other selection criteria and have a Paid Thru date before the **Effective Date** will be billed if a renewal has not already been generated. *For example*, if you enter 9/1/2001 in the **Effective Date** field, *iMIS* will bill renewals to individuals who have a Paid Thru date of 8/31/2001 or earlier and have not been billed previously.

For anniversary billing cycles, the **Effective Date** is calculated based on the **Initial Bill Cut Off** parameters set on the **Billing and Reminder Notices** window (from **Billing**, select **Set up module > Billing cycles**, select **Bills/Reminders**).

For annual billing cycles, the **Effective Date** is set to the first day of the current fiscal year based on the **First Month of Fiscal Year** field set on the AR/Cash **Set up module** window (from **AR/Cash**, select **Set up module**).

Caution! If you want to override the **Effective Date**, make the change after selecting a billing cycle. If you change the Effective Date and then select a billing cycle, the **Effective Date** reverts to the default.

Select a Cycle to Process

This section contains a list of billing cycles created on the **Set up billing cycles** window. To define a new billing cycle, see *Creating Billing Cycles*.

Additional Options

Use this section to specify additional billing options.

Don't Prorate - Enable this checkbox to override prorating options set on the **Set up general options** window (from **Billing**, select **Set up module > General**) or the **Set up products** window (from **Billing**, select **Set up module > Products**). This option bills full-term amounts in all cases.

Don't Apply Credits - Enable this checkbox if you do not want to apply any outstanding AVAIL_CREDIT credit amounts to the renewal calculation run.

Ad Hoc Search - Enable this checkbox to generate additional restriction of the billing cycle based on the Name table.

Process a Chapter - Enable this checkbox to allow the selection of a specific chapter for dues product billing run. If a chapter is selected, only those records selected in the billing cycle whose main chapter code matches the selected chapter will be billed.

Begin Rebill Date

Use to indicate the beginning date of a billing run to correct a billing run previously processed.

End Rebill Date

Use to indicate the ending date of a billing run to correct a billing run previously processed.

Reminder Start

Default date is based on the **First Reminder Start** parameter set on the **Billing and Reminder Notices** window. This date can be overwritten.

Reminder End

Default date is based on the **First Reminder Cut Off** parameter set on the **Billing and Reminder Notices** window. This date can be overwritten.

Reminder Start

Default date is based on the **Second Reminder Start** parameter set on the **Billing and Reminder Notices** window. This date can be overwritten.

Reminder End

Default date is based on the **Second Reminder Cut Off** parameter set on the **Billing and Reminder Notices** window. This date can be overwritten.

Run button

Used to generate and print invoices to your report destination (select **File> Report Destination**).

Running mass dues billing

Mass billing enables you to process a billing cycle for all customers who match the parameters defined in the selected billing cycle. The system decides which customers to bill by comparing the Paid Thru dates to the renewal Effective Date. *iMIS* also decides what and how much to bill based on your settings. (See *Defining Special Pricing*, *Setting up Customer Types*, and *Defining Product Codes*). You can run a mass billing cycle to print initial bills, first or second reminders, or run a billing cycle for all print options concurrently.

For example, you enter a **Run Date** of 9/26/2005 for all print options and the billing reminders that were set as:

- Initial Bill Cut Off = 3
- First Reminder Start = -2 and Cut Off = -1
- Second Reminder Start = -3 and Cut Off = -2

iMIS searches the database for customers who match the billing cycle parameters. An initial billing is generated for all customers who have a Paid Thru date before 12/01/2005 (applies to anniversary only). *iMIS* runs first reminders for unpaid customers whose initial billing was sent between 7/01/2005 and 8/01/2005 and second reminders for those who were initially billed between 6/01/2005 and 7/01/2005.

Caution! Before initial billing is run, print a test-billing run and verify the results.

To verify billing of new renewals

Initial billing is an important process within *iMIS*. It generates and updates a great deal of information in the customer (Name) and billing files. To avoid errors caused by incorrect settings and dates, follow these steps for every initial billing run:

1. Run a billing procedure report.
 1. From **Customers**, select **Generate reports** to open the **Generate reports** window.
 2. Select **Rosters** from the **Report Types** list.
 3. Select **Member Index with Additional User Fields** from the **Available Reports** list.
 4. Select **Options > Additional Fields**.
 5. Add **Name . PAID_THRU** to the first field.

Example ad hoc search comparison lines:

```
Name.PAID_THRU <= '12/31/2001'(one day before Effective Date)
Name.MEMBER_TYPE = M,CM (customer types included in billing cycle)
```


Name.STATUS begins with A (assuming inactive and suspended customers are not included in the billing cycle)

This should agree with the number of renewal notices that the mass billing procedure will generate. If billing on an anniversary basis, narrow down the Name.PAID_THRU date (for example, Name.PAID_THRU >= 12/01/2001 and Name.PAID_THRU <= 12/31/2001). The search criteria leave out one important field, **Renewed Thru**, which *iMIS* billing also considers in determining who needs billing. To get an accurate representation of the customers *iMIS* will bill, run a test on **Renewed Thru**. To do this, enter an ad hoc selection with a single calculation line. Enter a SQL statement similar to the following example in the **Comparison Value Text** area:

```
from Name, Name_Fin where Name_Fin.ID = Name.ID
and Name.PAID_THRU < '1/01/2002'
and Name_Fin.RENEWED_THRU < '1/01/2002'
and Name.MEMBER_TYPE in ('M','CM')
and Name.STATUS like 'A%'
```

If the results vary from the first report to the second, there may be a problem with the Name_Fin.RENEWED_THRU date. *iMIS* will assume the customer has already been billed. See **Troubleshooting Billing Runs**.

2. Back up your *iMIS* data.
3. Run the billing. See *To run initial mass dues billings* for complete instructions.

Note: Print the initial bills when you generate the billing renewal data. Be careful to use the correct **Effective Date**. You can override the **Run Date** if needed.

4. Verify the number of customers billed. Check the number of customers billed against your customer report.
5. (optional) Run the **Open Items by Name** report. The report's **Begin Date** and **End Date** should reflect the same **Run Date** as the renewal-billing run. This report will give you the count of customers billed.
6. Investigate discrepancies between the reports produced (who should be billed versus who was actually billed).

To run initial mass dues billings

Caution! If you want to override the **Effective Date**, make the change after selecting a billing cycle. If you change the **Effective Date** and then select a billing cycle, the **Effective Date** reverts to the default.

1. From **Billing**, select **Process billing** to open the **Process billing** window.
2. Click **New**.
3. Select the **Renewals Billing Options**. The default **Effective Date** field automatically displays. Select **Renewals** to process new renewals.
4. Select a billing cycle to process that was previously created in the **Set up billing cycles** window.
5. Select the **Printing Options**
6. (optional) Override the **Run Date**.
7. (optional) Override the **Effective Date**.
8. (optional) Select the **Additional Options**.
9. Click **Run** to process the billing run.

To rebill to correct a mass dues billing

iMIS provides a Rebill feature that enables you to correct a previous mass billing. Rebill a mass run if:

- The pricing table originally used for the renewal bill run was incorrect; or

- The original dues billing did not include a line item.

For example, rebill the sample initial dues bill discussed in [To run initial mass dues billings](#).

Note: A renewal billing can be combined with a rebilling.

1. Correct the reason for the rebill.
 - If you need to add a product to the Billing Cycle, see *Creating Billing Cycles*.
 - If you need to change the pricing of a product, see *Setting up Customer Types*, or *Defining Special Pricing*.
2. From **Billing**, select **Process billing** to open the **Process billing** window.
3. Click **New**.
4. Select **Rebill** to change or correct a billing run generated previously.
5. Select a billing cycle to process.
6. Select the **Printing Options**.
7. Enter the original **Run Date** range in the **Begin Rebill Date** and **End Rebill Date** fields.
8. Click **Run** to process the billing run.

Tip: See [Billing run troubleshooting](#).

Running individual dues billing

This section explains how to process renewal and rebill billing cycles for an individual (frequently done when a new customer joins an organization). The process for running individual dues billings includes the following:

1. Select the customer for whom to process a renewal or rebill billing cycle
2. (optional) Add line items
3. Create an invoice
4. Process the billing run

To run individual dues renewal billing

Note: If a dues payment is received with the customer application, see *Combining Billing and Payment for a New Customer* for instructions on how to add information for a new customer and apply payment simultaneously.

1. From **Customers**, select **Manage customers**.
2. Find the customer's record.
3. Select the **Billing** tab.
4. (optional) Add line items. In billing, line items may need to be added if a customer has elected to:
 - Join an optional section;
 - Join a secondary chapter (other than the main chapter referenced on the **Manage customers** window); or
 - Subscribe to an optional journal (assuming the billing cycle provides for the billing of such optional items).

Note: In the case of a non-dues billing run, the line item to be billed must exist in order for the item to be billed.

5. Click **New** on the **Billing** tab. An empty **Dues/Subscription Item Detail** window opens.
6. Click **New** on the **Dues/Subscription Item Detail** window.
7. Enter the product code in the **Item** field or select the **lookup icon** to find an available value. For this example, a newsletter subscription has been added.
8. Click **Save**. The **Dues/Subscription Item Detail** window closes and the new subscription item is inserted as a new billing item on the **Billing** tab.

Note: When this customer is billed, the new subscription item will be added to the invoice.

9. Click **Create Invoice**. The **Dues Billing Selections** window opens.
10. Click **New**.
11. Select a billing cycle to process.
12. Select **Renewals** to generate a new billing.
13. Select the **Printing Options**. In most cases, when generating a new bill you should select **Initial Bill** when **Renewals** is selected.
14. (optional) Override the **Run Date**.
15. (optional) Override the **Effective Date**.
16. (optional) Select **Additional Options**.
17. Click **Run** to process the billing run.

For annual billing, the Paid Thru date will be the last day of the fiscal year. In the previous example, the customer is billed on an anniversary basis and the journal subscription on an annual basis.

Tip: See Billing run troubleshooting.

Rebilling to correct an individual dues billing

iMIS provides a rebill feature that allows an additional invoice to be printed to correct the original invoice. Rebill an individual if any of the following apply:

- The pricing table originally used for the renewal bill run was incorrect; or
- Any of the following information on a customer's record has changed: **Chapter** code, **Customer Type**, a field that special pricing was based upon, or the customer's **Renew Months** (*for example*, billing term change).

To rebill an individual dues billing

In the following example, we rebill an individual. The billing cycle selected is based on billing individuals whose customer type is **M**.

After you process the billing run, the **Dues Billing Selections** window closes and the line items that were billed to the individual automatically display on the **Billing** tab.

In this example, iMIS determined the dues rate used to bill this individual by checking the rates defined in the following windows in the order shown.

Note: Special pricing always overrides what is set in the **Set up customer types** window and **Set up products** window.

- First - **Special Pricing** - For Basic Dues, a special price of \$50 has been set for customer type **M**, category 1 (**M/1**).

- Second - **Set up customer types window** - Our customer is classified as customer type **M**. The **Set up customer types** window contains a rate of \$75 for **Basic** and a rate of \$20 for **PAC**.
- Third - **Product Codes** - The standard pricing for **Basic** was set to zero.

Based on the rates set in these windows, *iMIS* will bill \$50 for the Basic line item for this individual using the rates set in the **Special Pricing** window.

To process and rebill Chapter changes

Occasionally, a customer's chapter association will change (*for example*, if the customer moves or if a data entry error was made). To demonstrate this, we will change a customer's chapter affiliation and rebill the customer when the customer has an open dues balance.

1. From **Customers**, select **Manage customers** to open the **Manage customers** window.
2. Find the customer's record.
3. Select the **Status** tab and select a different **Chapter** code.
4. Click **Save**.
5. Select the **Billing** tab.
6. Double-click the line item for the old chapter to open the **Dues/Subscription Item Detail** window.
7. Click **Delete**. A system message is displayed asking you to confirm the deletion.
8. Click **Yes** to delete the item record.
9. Note the **Bill Date** displayed on the existing open dues line items.
10. Click **Create Invoice** to open the **Dues Billing Selections** window.
11. Click **New**.
12. Select the billing cycle.
13. Select **Rebill**.
14. (optional) Select **Initial Bill** to print the Renewal Notice.
15. Enter the original **Bill Date** in the **Begin Rebill Date** and **End Rebill Date** fields.
16. (optional) Override the **Run Date** to agree with the original **Bill Date** so you can retain the bill's original timing for Reminder Notice printing.
17. Click **Run**.
18. Verify that the dues amount is calculated properly for the new chapter on the **Billing** tab.

If you have a zero balance on a chapter dues item, and you change the chapter on the **Manage customers** window, the zero balance line item will be deleted and replaced with the new chapter item.

To process and rebill customer type changes

Occasionally, you may need to change the customer type for a particular customer (*for example*, if a customer changes types or if there was a data entry error).

1. From **Customers**, select **Manage customers** to open the **Manage customers** window.
2. Change the **Member Type**.
3. Click **Save**.
4. Select the **Billing** tab.
5. (*Recommended*) If different dues products are linked to the **Set up customer types window** for the new customer type, use the following steps to delete the dues item(s) that were billed under the old customer type.

Note: If the customer will continue to receive any non-dues items such as subscriptions or optional items, do not delete these items. Delete only the customer type items that are not included for the new customer type.

1. Double-click the line item to be deleted.
2. Click **Delete**.

Note: Subscription or dues items with payments should not be deleted. The best practice is to set the status to I.

6. Select the **Financial** tab.
7. Delete the **Renewed Thru** date.
8. Click **Save**.
9. Take note of the **Bill Date** displayed for the open dues line item on the Dues Subscription window.
10. Click **Create Invoice** to open the **Dues Billing Selections** window.
11. Select the correct billing cycle.
12. Select both the **Renewals** and **Rebill** options under the **Billing Options** area.
13. (optional) Select **Initial Bill** to print the Renewal Notice.
14. Enter the original **Bill Date** in the **Begin Rebill Date** and **End Rebill Date** fields.
15. (optional) Override the **Run Date** to the original **Bill Date** to retain the bill's original timing for Reminder Notice printing.
16. Click **Run**.
17. Verify that the main dues amount is calculated properly for the new customer type on the **Billing** tab.

Printing reminder notices

Reminder Notices can be run at the same time you print Renewal Notices, or you can print them separately.

When you print a reminder notice, the following field conditions are evaluated to determine if a reminder notice will print for a customer.

First reminder

Prints an initial reminder notice for customers with outstanding balances when the following conditions exist:

- The **Paid Thru** field on the **Status** tab (Name.PAID_THRU) contains a date that is earlier than the date on the **Renewed Thru** field on the **Financial** tab (Name.Fin.RENEWED_THRU) located on the **Manage customers** window (from **Customers**, select **Manage customers**).
- The **Status** field (Name.STATUS) on the **Manage customers** window is not set to **S** (Suspended), **I** (Inactive), or **D** (Marked for deletion).
- The balance for the Subscriptions record (Subscriptions.BALANCE) is greater than zero.
- Subscriptions.REMINDER_COUNT is equal to 1
- The **Bill Date** (Subscriptions.BILL_DATE) is between the **1st Reminder Start** and **1st Reminder End** dates on the **Process billing** window.

Second reminder

Prints a secondary reminder notice for customers with outstanding balances when the following conditions exist:

- The **Paid Thru** date on the **Status** tab (Name.PAID_THRU) contains a date that is earlier than the **Renewed Thru** field on the **Financial** tab (Name.Find.RENEWED_THRU) located on the **Manage customers** window.
- The **Status** field (Name.STATUS) on the **Manage customers** window is not set to **S** (Suspended), **I** (Inactive), or **D** (Marked for deletion).
- The balance for the Subscriptions record (Subscriptions.BALANCE) is greater than zero.
- Subscriptions.REMINDER_COUNT is equal to 2.
- The **Bill Date** (Subscriptions.BILL_DATE) is between the **2nd Reminder Start** and **2nd Reminder End** dates on the **Process billing** window.

To print reminder notices

Note: Do not check either box in the **Billing Options** area.

1. From **Billing**, select **Process billing** to open the **Process billing** window.
2. Click **New**.
3. Select the billing cycle to process.
4. Select the **Printing Options**.
5. (optional) Override the **Run Date**.
6. (optional) Select **Additional Options**.
7. Select your report destination.
8. Click **Run** to print the reminder notices.

Generating mass billing data

For a dues billing run

When the **Renewal** billing option is selected on a new mass dues billing, the following decisions are made to determine who gets billed and what gets billed.

Who gets billed

Customers who meet the following requirements:

- Meet the customer type and billing category selection requirements of the selected billing cycle.
- Have an **Active** status that begins with the **A**, or have an **Inactive** status that begins with the letter **I**, or have a **Suspended** status that begins with the letter **S**. Inactive and suspended customers will be billed only if the **Include** options have been selected for the billing cycle.
- Have an overall customer term Paid Thru date before the Effective Date on the **Dues Billing Selections** window.
- Have an overall customer term Renewed Thru date before the Effective Date on the **Dues Billing Selections** window.
- If specified, have a main Chapter Code on the **Manage customers** window that matches the chapter under the **Additional Options - Process a Chapter** selection on the **Dues Billing Selections** window.
- Have data elements that pass the test of the specified **Ad Hoc Search** under **Additional Options** on the **Dues Billing Selections** window (if selected).

What gets billed

Line items that meet the following requirements:

- Are cross-referenced on the **Set up customer types** window.
- Are not cross-referenced on the **Set up customer types** window, but have an active status and are included, either directly or indirectly (*for example*, by type), in the billing cycle's list of products.

Note: For a dues billing run where the **Add Member Type Items** option has been enabled, the Paid Thru and Billed Thru dates of the individual lines items are ignored.

Note: If an individual line item has a different Paid Thru date than that of the overall customer but is included in the dues billing cycle, the new billed term forces that line item to be resynchronized to match that of the overall customer term date status.

For a non-dues billing run

While data for customers of non-dues products must match the criteria as outlined in the following “Who Gets Billed” section, only customers who have one or more line items that meet the billing criteria will be billed.

Who gets billed

Customers of non-dues products who meet the following criteria:

- Meet the customer type and billing category selection requirements of the selected billing cycle.
- Have an **Active** status that begins with the letter **A**, have an **Inactive** status that begins with the letter **I**, or have a **Suspended** status that begins with the letter **S**. Inactive and suspended customers will be billed only if the **Include** options have been selected for the billing cycle.
- Have a main **Chapter** code on the **Manage customers** window that matches the chapter (if specified) under **Additional Options - Process a Chapter** on the **Dues Billing Selections** window.
- Have data elements that pass the test of the specified **Ad Hoc Search** under **Additional Options** on the **Dues Billing Selections** window (if selected).
- Have at least one billable line item that meets the criteria in the list of items to be billed.

What gets billed

Line items that meet the following criteria:

- Already exists in the customer's list of product line items (*for example*, items displayed on the top half of the **Billing** tab).
- Are included, either directly or indirectly, in the billing cycle's list of products.
- Have an **Active** status or, in the case of a section-type product, have an **Inactive** status.
- Have an individual non-dues product Paid Thru date before the **Effective Date** on the **Dues Billing Selections** window.
- Have an individual non-dues product Billed Thru date before the **Effective Date** on the **Dues Billing Selections** window.

For a dues rebilling run

When the **Rebill** billing option is selected on a mass dues rebilling run, the criteria for who gets billed is the same as the requirements for the initial billing run, except that the Renewed Thru date should be in advance of the Effective Date. The original billing date of the main dues product (the product that is listed first on the **Set up customer types** window) must fall within the specified rebill date range.

Who gets billed

Customers who meet the following criteria:

- Meet the customer type and billing category selection requirements of the selected billing cycle.
- Have an **Active** status that begins with the letter **A**, have an **Inactive** status that begins with the letter **I**, or have a **Suspended** status that begins with the letter **S**. Inactive and suspended customers will be billed only if the **Include** options have been selected for the billing cycle.
- Have an overall customer term Paid Thru date before the Effective Date on the **Process billing** window.
- Have a main **Chapter** code on the **Manage customers** window that matches the chapter (if specified) under **Additional Options - Process a Chapter** on the **Dues Billing Selections** window.
- Have data elements that pass the test of the specified **Ad Hoc Search** under **Additional Options** on the **Process billing** window (if selected).
- Have an overall customer term Renewed Thru date in advance of the Effective Date on the **Process billing** window.
- Have an active line item whose product code matches that of the first cross-referenced item on the associated **Set up customer types** window and has an original bill date within the Begin Rebill and End Rebill Date range, inclusive.

What gets billed

Line items that meet the following criteria:

- Are cross-referenced on the **Set up customer types** window.
- Are not cross-referenced on the **Set up customer types** window, but have an active status and are included, either directly or indirectly (*for example*, by type), in the billing cycle's list of products.

For a non-dues rebilling run

Who gets billed

Customers of non-dues products who meet the following criteria:

- Meet the customer type and billing category selection requirements of the selected billing cycle.
- Have an **Active** status that begins with the letter **A**, have an **Inactive** status that begins with the letter **I**, or have a **Suspended** status that begins with the letter **S**. Inactive and suspended customers will be billed only if the **Include** options have been selected for the billing cycle.
- Have a main **Chapter** code on the **Manage customers** window that matches the chapter (if specified) under **Additional Options - Process a Chapter** on the **Dues Billing Selections** window.
- Have data elements that pass the test of the specified **Ad Hoc Search** under **Additional Options** of the **Dues Billing Selections** window (if selected).
- Have at least one rebillable line item that meets the criteria in the following list.

What gets billed

Line items that meet the following criteria:

- Exist in the customer's list of product line items (*for example*, items displayed on the **Billing** tab).
- Are included, either directly or indirectly, in the billing cycle's list of products.
- Have an **Active** status or, in the case of a section type product, have an **Inactive** status.
- Have an individual non-dues product Paid Thru date before the Effective Date on the **Dues Billing Selections** window.

- Have an individual non-dues product Billed Thru date later than the Effective Date on the **Dues Billing Selections** window.
- Have an original **Run Date** within the **Begin Rebill Date** and **End Rebill Date** range, inclusive.

Cash Dues Payments

As you enter a payment, *iMIS* automatically completes the following tasks:

- Updates the product open item (if any)
- Moves the **Paid Thru** date forward by a preset period (when paid in full)
- Creates the proper activity/history records

Note: For more on batch control, see Accounts Receivable.

Enter and edit payments window

From **Billing**, select **Enter and edit payments**

Transaction

When you complete a payment transaction, *iMIS* assigns a sequential number in this field. This field cannot be changed.

Date

The transaction date defaults to the current system date and can be overwritten. If Batch Control is used, this date defaults to the batch date and cannot be overwritten.

Id

Specifies a customer ID or select the lookup icon to select a value.

Source Code

Specifies a user-defined code, often used for marketing purposes, or select the lookup icon to select a value. Validates from the SOURCE_CODE table and is required if the **Force Source Coding** option is enabled on the **Customer Setup - Basic Options** window.

Check/CC

Specifies the payment's check number or credit/debit card abbreviation (*for example*, VISA, MC, DISC, or AMEX). To enter a credit/debit card payment, the credit/debit card code must be defined on the **Set up cash accounts** window. When a credit/debit card code is entered, *iMIS* displays the following additional fields where you can enter specific card information.

- **CC #** - Enter the credit/debit card number.

Note: For credit cards only, if you enter the credit card number incorrectly, a message is displayed informing you that the credit card did not pass validation and asking you if you want to override the validation check. Make sure to reenter the card number correctly.

- **CSC** - (Displays only if the associated card authorization account uses immediate authorization, or deferred authorization with the **Save CSC Prior to Authorization** checkbox selected) Enter the Card Security Code (CSC). You can make the CSC a required value for specific credit/debit card cash accounts. See Accounts Receivable for more on making the CSC a required value.
- **Exp** - Enter the card's expiration date (mm/yy).
- **Authorize** - Enter any authorization code here.
- **Name on CC** - Enter the name as it appears on the card.
- **Issue #** - (Displays only when the associated cash account accepts an issue number) Enter the European debit card's issue number.
- **Issue Date** - (Displays only when the associated cash account accepts an issue date) Enter the European debit card's issue date (mm/yy).

Note: If **Advanced PCI Compliance > Do not retain cardholder information** is enabled, *iMIS* saves transactions without cardholder data and shows only gateway reference number and authorization code fields.

Pay Amount

Specifies the amount paid. The payment amount is applied automatically to each open line item, beginning with the main customer dues.

Total Balance

This field is automatically populated with the outstanding balance for all product items.

Item

Specifies a line item, or click the **lookup icon** to select a value. To enter a new line item, highlight a new line and enter the new product.

Date Billed

This field is automatically populated with the date the line item was billed.

Balance

This field is automatically populated with the outstanding balance for the line item.

Amt Paid

Displays the payment amount for the line item selected. You can also use this field to manually override amount paid for an individual line item.

Paid Thru

Specifies the date through which payments have been applied for the line item. As full payment is applied to a line item, the Paid Thru date field advances to the end of the bill term or beyond.

Qty

Specifies the number of the line items purchased.

Amt Adj

Specifies the dollar amount to be adjusted from this line item.

Status

(Defaults to current status) Specifies the product's billing status. The status code field relates to whether the subscription line item is active or inactive. This field determines if this product will be billed again, but does not relate to the **Amt Adj** field.

Updated information list

Displays the **Trans #**, **Date**, **Check#**, **Amount**, and **Name** fields.

New Bill From

(Displays when processing bills for new customers) This option works the same way as the **Effective Date** on the **Process billing** window. If billing is based on an annual schedule, the **New Bill From** date must be set to the first day of the first month of the annual term even if the customer has a Join Date subsequent to that date. (*For example*, if the annual term starts on 01/01/2001 and the customer joined 07/15/2001, the **New Bill From** date must be 01/01/2001.)

For anniversary billing, the date is set to the first day of the month in which you are processing the billing payment or to the value entered on the **Advance Start Month as of** field.

Bill New Mem Type Items

(Displays when processing bills for new customers) Enable to automatically select all Dues products that are listed in the **Set up customer types** window for that customer type.

Bill to Information

Opens the **Bill to Information** window where you can enter the **Bill to ID**, as well as the name and address of the entity being billed.

Bill New

Automatically generates and displays billing data for the line item. (Is displayed when the main dues product has never been billed or a new line item is added)

Entering a full payment

You can apply full payments to the open balance line items in product payment priority order.

To enter a billing payment

1. From **Billing**, select **Enter and edit payments** to open the **Enter and edit payments** window.
2. Click **New**.
3. (optional) Override the **Transaction Date**, if necessary.
4. Enter the customer ID. If you do not know the customer ID, select the lookup icon in the **ID** field to look up the customer in the database. The window displays any line items associated with the customer ID and the total outstanding balance.
5. Enter the **Source Code** that prompted this payment and press **Tab**.

6. Enter the check number or credit/debit card code and press **Tab**. For credit/debit cards, enter the required card information.
7. Enter the amount of the payment in the **Pay Amount** field and press **Tab**.

The payment amount is applied automatically to each open line item, beginning with the main customer dues product. As full payment is applied to a line item, the **Paid Thru** date field advances to the end of the bill term or beyond.

Note: Complimentary or zero dollar items can be denoted by an asterisk (*) on the **Enter and edit payments** window. The Paid Thru date advancement for complimentary billing items billed through **Create Invoice** follows the rule established by the billing cycle that is selected on the **Process billing** window. To update the Paid Thru date for zero dollar items, double-click the line item.

8. Click **Save**. Verify that the payment information is updated on the **Billing** tab.

To apply payment to a different line item

The **Enter and edit payments** window automatically applies the lump sum amount paid to the open balance line items in product payment priority order. Occasionally, the payment may need to be applied to line items other than the ones the payment window automatically selects. To apply a dues payment to a different line item, perform the following:

1. From **Billing**, select **Enter and edit payments** to open the **Enter and edit payments** window.
2. Click **New**.
3. Enter the customer ID and press **Tab**.
4. Enter the payment information. The payment amount is applied automatically to the open (positive) line items according to the payment priority rankings assigned to each product code (from lowest to highest). In the following example, *iMIS* applied \$20 to the Journal Subscription.
5. Double-click the line item to remove the amount paid (in this example, the Journal Subscription line item). You can manually override the amount applied to a line item by selecting the line and entering the desired amount in the **Amt Paid** field.
6. Double-click the line item where the payment should be applied (*for example*, PAC Contribution).
7. Click **Save**.

Entering an overpayment

Overpayments can be processed in one of three ways:

- Transfer open credit to AR/Cash so you can refund the overpayment or apply the credit to current or future sales items
- Apply overpayment to offset next year's dues by using **AVAIL_CREDIT**
- Apply overpayment to another product credit by using **_CREDIT**

If an overpayment for dues is received, process the payment as described in *To enter a billing payment*. Enter the amount of the actual payment in the **Pay Amount** field. The amount that is needed to pay the dues items (for example, the remaining balance) will be applied. The overpayment amount (amount not applied) displays in parentheses at the bottom of the window.

The screenshot shows the 'Dues/Subscription Payments by Individual' window. At the top are buttons for 'New', 'Open', 'Edit', and 'Delete'. Below these are input fields for 'Transaction', 'Date' (05/06/2002), 'Id' (198), 'Source Code' (Mail), 'Check/CC' (456), and 'Pay Amount' (75.00). To the right of these fields is a customer information box for Gene McMillian, including address and 'Paid Thru' date. A 'Total Balance' field shows 0.00. Below the input fields is a table of billed items:

Item	Date Billed	Balance	Amt. Paid	Paid Thru	Qty.	Amt Adj.	Status
BASIC	05/06/2002	0.00	0.00				A
Basic Membership Du	05/06/2002						
Travis County	05/06/2002						
Journal Subscriptio	05/06/2002	35.00	35.00	04/30/2003	1		
Newsletter Subscrip							
PAC Contribution	05/06/2002						

Below the table is another table showing transaction history:

Trans. #	Date	Check #	Amount	Name
97	05/06/2002	123	20.00	Gene McMillian,
96	05/06/2002		100.00	Gene McMillian,

At the bottom right, a circled text indicates '(40.00 Unapplied)'. At the bottom left are buttons for 'Print' and 'Bill to Information'.

Dues/Subscription Payments by Individual window showing overpayment

To transfer open credit to AR/Cash

If you transfer an open credit to AR/Cash, you can refund the over-payment or apply the credit to current or future sales items (such as an order or an event registration).

Note: You cannot create an open AR credit unless the **Cash Dues Over/Under Payments Create AR** option is selected on the **Set up general options** window.

1. From **Billing**, select **Enter and edit payments** to open the **Enter and edit payments** window.
2. Click **New**.
3. Tab to the **ID** field and enter the customer ID, or click the **lookup icon** to select a value.
4. Enter the code for the marketing program or contact type that prompted this payment in the **Source Code** field.
5. Enter the check number or credit/debit card code in the **Check/CC** field, and press **Tab**. For credit/debit cards, enter the required card information.
6. Enter the amount of the actual payment in the **Pay Amount** field. The amount needed to pay the billing items (for example, the remaining balance) is applied. The amount of the overpayment (amount not applied) displays in parentheses at the bottom of the window.

7. Click **Save**. A system message is displayed asking you to confirm the creation of an AR item for the overpayment.
8. Click **Yes**. This overpayment can be refunded on the **Credit Invoices** window (from **AR/Cash**, select **Process month-end procedures**, and click **Credit Invoices**), or applied to other open balances such as meeting registrations or orders by using the ***TAB** feature.

Note: For more on refunding an overpayment, see Accounts Receivable.

To apply overpayment to offset next year's billing

Overpayments can be applied to a special credit product by using the **_CREDIT** product code. The **_CREDIT** product code retains credit balances and prints the billed amounts and credits separately.

1. Set up a credit product. The following steps are required to process credits that print as separate line items on subsequent bills:
 1. Insert a product code that ends in **_CREDIT** on the **Set up products** window (from **Billing**, select **Set up module > Products**). Do not use **AVAIL_CREDIT**.
 2. Select the credit product on the scrolling list on the **Set up billing cycles** window (from **Billing**, select **Set up module > Billing cycles**) so it will print on the renewal notice when an overpayment balance exists for a renewing customer.
 3. Enable the **Maintain Prev Balance** option on the **Set up general options** window (from **Billing**, select **Set up modules > General**)

Note: If your billing cycle sort method is by product rank, assign a large number to the credit product if you want the credit listed at the bottom of the line items.

2. From **Billing**, select **Enter and edit payments** to open the **Enter and edit payments** window.
3. Click **New**.
4. Tab to the **ID** field and enter the customer ID, and press **Tab**.
5. Enter the code for the marketing program or contact type that prompted this payment in the **Source Code** field.
6. Enter the check number or credit/debit card type in the **Check/CC** field. For credit/debit cards, enter the required card information.
7. Enter the amount of the actual payment in the **Pay Amount** field. The amount that is needed to pay the dues items (*for example*, the remaining balance) will be applied. The amount of the overpayment (amount not applied) displays in parentheses at the bottom of the window.
8. Apply the overpayment to the special credit product code. For this example, we have inserted a product code of **BILLING_CREDIT**.
 1. Select the empty space immediately below the last line item displayed.
 2. Select the **Item** field.
 3. Enter the product code for the special credit line (*for example*, **BILLING_CREDIT**), or select the lookup icon and double-click the **DUES_CREDIT** product code.
 4. Tab to the **Amt Paid** field and enter the overpayment.
9. Click **Save**.

The overpayment credit should appear as a separate, negative line item on the next bill generated for this customer. Credit line items must then be offset against positive line items manually on the **Enter and edit payments** window. If the overall balance of the bill is positive, this manual offset process can occur when the payment is received and entered.

Entering a partial payment

Underpayments can be processed in one of three ways:

- By leaving underpayment balances in Billing;
- By transferring underpayment balances to AR; or
- By adjusting residual balances.

Note:

If **Maintain Prev. Balance** was selected on the **Set up general options** window, you can leave underpayments in Billing or you can adjust the balance.

If the **Cash Dues Over/Under Payments Create AR** option was selected on the **Set up general options** window, you can transfer underpayment balances to AR.

If both of these options are selected, the underpayment balances can be transferred to AR, left in Billing, or you can adjust the balance.

To leave underpayment balances in Billing

If a partial payment is received, the unpaid balance appears in the **Total Balance** field, the Paid Thru date is not advanced, and the residual balance continues to be tracked as an open item in the Billing module. Since the Paid Thru date is not advanced, the remaining balance will print on subsequent Reminder Notices until full payment is received.

Note: The remaining balances that print on Reminder Notices for billings with partial payments do not include **VOL** products.

1. From **Billing**, select **Enter and edit payments**. The **Enter and edit payments** window opens.
2. Click **New**.
3. Tab to the **ID** field and enter the customer ID.
4. Press **Tab**.
5. Enter the check number or credit/debit card type in the **Check/CC** field. For credit/debit cards, enter the required card information.
6. Enter the amount of the actual payment in the **Pay Amount** field. *iMIS* automatically applies the amount paid to the open line items until the amount paid has been fully applied. In the following example, the balance due was \$115 and we entered a \$50 payment.
7. Click **Save**.

For more information on Paid Thru dates, see *Overriding the Paid Thru Date*.

To transfer underpayment balances to AR

Use the following steps to enter a partial payment, transfer the underpayment balance to AR, and show dues as paid in full.

1. From **Billing**, select **Enter and edit payments**. The **Enter and edit payments** window opens.
2. Click **New**.
3. Tab to the **ID** field and enter the customer ID, and press **Tab**.
4. Enter the code for the marketing program or contact type that prompted this payment in the **Source Code** field.
5. Enter the check number or credit/debit card type in the **Check/CC** field. For credit/debit cards, enter the required card information.

6. Enter the amount of the actual payment in the **Pay Amount** field. In the following example, the balance due was \$95 and we entered a single payment of \$55.
7. Select each line item and enter the full amount due in the **Amt Paid** field.
As you override the **Amt Paid**, the difference between the payment entered and the amount applied displays as over applied at the bottom of the window.
8. Click **Save**. A message is displayed asking you to confirm the creation of an AR item for the over applied payment.
9. Click **Yes**.
The remaining balance transfers to AR/Cash as an open receivable. The balance will appear on the AR statements instead of future Dues Billing Reminder Notices.

To adjust residual balances

In certain cases, you may want to write off or reduce the residual balance left from an underpayment, particularly if the remaining balance is insignificant. You also may want to use the adjustment method to officially record decisions to award a post-billing discount for a line item.

Note: Entering this adjustment makes no credit or debit entries into any accounts, including the write-off account.

1. From **Billing**, select **Enter and edit payments**. The **Enter and edit payments** window opens.
2. Click **New**.
3. Tab to the **ID** field and enter the customer ID, and press **Tab**.
4. Enter the code for the marketing program or contact type that prompted this payment in the **Source Code** field.
5. Enter the check number or credit/debit card type in the **Check/CC** field. For credit/debit cards, enter the required card information.
6. Enter the amount of the actual payment in the **Pay Amount** field. In the following example, the balance was \$75 and the payment was \$60.
7. Select the line item for which the **Amt Paid** (applied) is less than the balance.
8. Enter the positive difference between the **Balance** and **Amt Paid** in the **Amt Adj** field.
9. Click **Save**.

Note: An activity tracking record will be generated even when no payment is applied (*for example*, when a full complimentary discount is being applied).

Combining billing and payment for a new customer

The **Bill New** button generates billing data and records payment received with a single window procedure. This option appears when the main Billing product has never been billed or a new item has been added. This feature is helpful when processing bills for new customers who send payment along with their applications and for new prepaid subscriptions. The **Bill New Member Type Items** option should not be enabled when billing new independent subscription items.

To process billing for new customers

1. From **Customers**, select **Manage customers** to open the **Manage customers** window.
2. Click **New** to add information for a new customer. Typically, the normal customer data includes the **Member Type**, the billing **Category** (if applicable), and the **Join Date**. Leave the **Paid Through Date** blank.
3. Click **Save**.

Caution! When you process a billing run for a new customer through the **Enter and edit payments** window, only the products defined on the **Set up customer types** window display on the **Enter and edit payments** window; *iMIS* ignores the billing cycles and any optional items, such as chapters. If your billing cycle includes **Other Billing Instructions** options, such as **Include all chapters**, you need to generate your billing using **Create Invoice**.

4. Select the **Billing** tab.
5. Click **Payment** to open the **Dues/Subscription Payments by Individual** window.
6. Click **New**. The **Dues/Subscriptions Payments by Individual** window is populated with products to be billed to the customer from the **Set up customer types** window.
7. Enable the **Bill New Mem Type Items** option (if not already selected).

Note: The **Bill New Mem Type Items** options should not be selected when billing for new independent subscription products.

8. Verify that the **New Bill From** date is accurate. The **New Bill From** date works the same way as the **Effective Date** on the **Process billing** window.

Note: If billing is done annually, the **New Bill From** date must be set to the first day of the first month of the annual term, even if the customer has a Join Date after that date. *For example*, if the annual term starts on January 1, 2001 and the customer joined July 13, 2001, the **New Bill From** date must be 01/01/2001. If this is an anniversary term, the **New Bill From** field is typically set to the first day of the month in which you are processing the dues payment.

9. Click **Bill New**. The amount due for each product displays automatically in the **Balance** column on the **Dues/Subscription Payments by Individual** window.
10. Enter the code for the marketing program or contact type that prompted this payment in the **Source Code** field.
11. Enter the check number or credit/debit card type in the **Check/CC** field. For credit/debit cards, enter the required card information.
12. Press **Tab**.
13. Enter the amount of the payment in the **Pay Amount** field and press **Tab**.

The payment amount is automatically posted to each open line item, beginning with the main customer dues. If full payment is received, the **Paid Thru** date advances to the end of the billed term.

Note: Complimentary or zero dollar items are denoted by an asterisk (*) on the **Enter and edit payments** window. The Paid Thru date advancement for complimentary products billed through **Bill New** follows the default rule established on the **Set up general options** window (from **Billing**, select **Set up module > General options**). To update the Paid Thru date for zero dollar items, double-click the line item.

14. Click **Save**.

To process new prepaid subscriptions

To combine billing and payment entry for a new subscription product, you must enter the new line item, generate the balance, and apply the payment.

1. From **Billing**, select **Enter and edit payments** to open the **Enter and edit payments** window.
2. Click **New**.
3. Enter in the customer number in the **ID** field and press **Tab**.
4. Enter the code for the marketing program or contact type that prompted this payment in the **Source Code** field.
5. Select the empty space immediately below the last line item displayed.

6. Select the **Item** field.
7. Enter the product code of the item being billed and paid, or select the **lookup icon** and double-click the product code.
8. Repeat this process if multiple items are being billed and paid.

Note: When a new line item is added, new billing options appear on the bottom of the Enter and edit payments window.

9. Verify that the **Bill New Mem Type Items** option is not selected.
10. Verify that the **New Bill From** date is accurate.

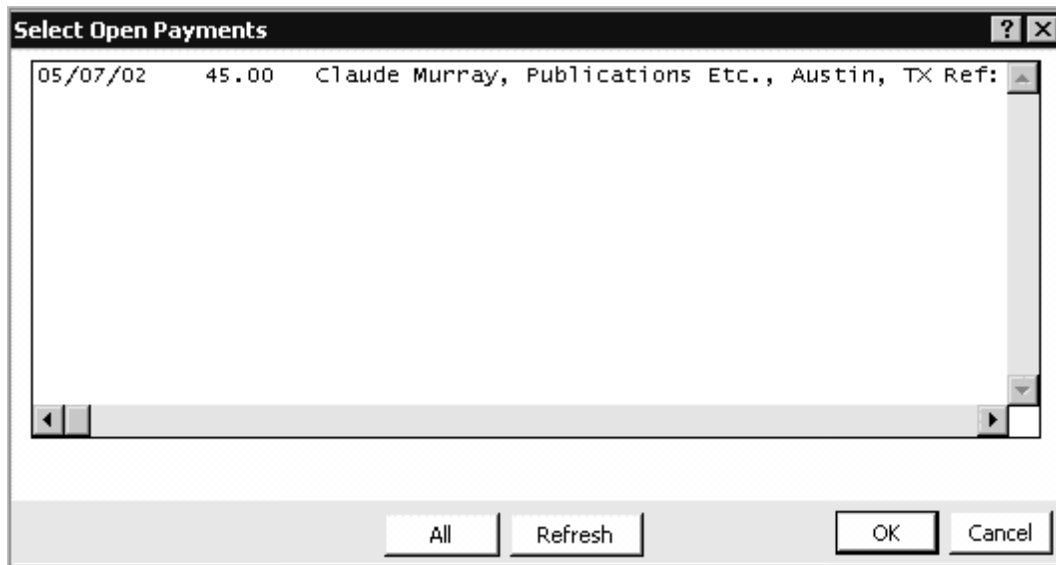
Note: The **New Bill From** date works the same way as the **Effective Date** on the **Process billing** window. The Billing general setup **Billing Time** setting (annual or anniversary) is used with the **New Bill From** date to determine the billing term. See *How iMIS Works with Dates* (see "Date Usage in iMIS") for further information.

11. Click **Bill New**.
12. Enter the check number or credit/debit card type in the **Check/CC** field. For credit/debit cards, enter the required card information.
13. Enter the amount of the payment in the **Pay Amount** field. The payment amount is applied automatically to the newly billed line item(s). If full payment is received, the **Paid Thru** date advances to the end of the billed term.
14. Click **Save**.

Using open credit balances as payment (*Tab)

The ***Tab** command sequence, when entered in the **Check/CC** field on the **Dues/Subscription Payments by Individual** or **Enter and edit payments** window, allows the application of open credit balances as payment for additional items through the **Select Open Payments** window.

The **Select Open Payments** window displays a list of open credits that can be applied as payment to an individual customer's account.



Select Open Payments window showing all open credits for individual

Use the scroll bar at the bottom of the window to view the batch number, the amount of the credit, company name, city and state, the reference number of the credit transaction, and the system through which it was generated. In addition, the **All** and **Indiv** buttons are available on these windows to toggle between the individual customer's available credit and all open credits currently in AR. Open credits may be applied to any other customers' accounts by selecting an item in the "All" view. To return to the individual customer's open payments, select the **Indiv** option.

To apply an open credit, simply double-click the appropriate line and enter the payment amount you wish to apply. It can be all or part of the amount of the credit. If you attempt to apply a payment amount that exceeds the amount of the credit, a message is displayed asking you to confirm the creation of an AR item for the overpayment. After the payment is applied, the Trans.INVOICE_REFERENCE_NUMBER will be the same for both the customer whom the credit came from, and the customer to whose account the credit was applied.

To select open credits to apply as payments

1. From **Billing**, select **Enter and edit payments**. The **Enter and edit payments** window opens.
2. Click **New**.
3. Tab to the **ID** field and enter the customer's ID or select the lookup icon to select an ID and press **Tab**.
4. Enter the code for the marketing program or contact type that prompted this payment in the **Source Code** field.
5. Enter an asterisk (*) in the **Check/CC** field and press **Tab**. The **Select Open Payments** window opens and displays a list of open credits for that individual that can be applied as payments.
6. Select an open credit by double-clicking the payment you wish to apply.
7. (optional) Click **All** if you wish to select an open credit from another account to apply to this customer's account.
8. Enter the amount in the **Pay Amount** field and press **Tab**.
9. Click **Save**.

Overriding the Paid Thru date

The Paid Thru date will advance to the end of the billed term (normally a year) if a line item is paid in full. The Paid Thru date can be manually overridden.

Caution! If the overwritten Paid Thru date is less than the calculated default Paid Thru date, manually backdate or blank out the related Renewed Thru date (dues payment) or the subscription Billed Thru date (non-dues payment). This step helps the next billing for this customer or subscriber run smoothly.

For example, suppose iMIS projected the Paid Thru date and Renewed Thru date to be 8/31/2001, but the Paid Thru date was changed at payment time to 6/30/2001. The Renewed Thru date, unless manually changed to the new Paid Thru date or blanked out, would prevent the customer from being billed on a renewal run for those customers expiring in June 2001. Instead, the customer would be renewed two months late.

To edit the Renewed Thru date for a customer

1. From **Customers**, select **Manage customers** to open the **Manage customers** window.
2. Find the customer's record.
3. Select the **Financial** tab.
4. Change the **Renewed Thru** date.
5. Click **Save**.

Note: It is not necessary to edit the individual line items' Billed Thru dates for a dues product billing payment.

To edit the Billed Thru date for a subscription payment

1. From **Customers**, select **Manage customers** to open the **Manage customers** window.
2. Find the customer's record.
3. Select the **Billing** tab.
4. Double-click the line item to be changed to open the **Dues/Subscription Item Detail** window
5. Click **Edit**.
6. Change the **Thru** date in the **Last Billed** section of the window.
7. Click **Save**.

Note: If the customer has elected to change to an alternate term (other than the one billed) at payment time, change the individual's **Renew Months** (on the **Financial** tab) or the subscription **Billing Period** (only on a non-dues bill line item), and rebill before applying the payment. *For example*, a customer was billed for the default 12-month term, but elected to pay quarterly. You can edit the customer's **Renew Months** on the **Financial** tab and then rebill using the procedures outlined in *Rebilling to Correct an Individual Dues Billing*. The amount, the projected Paid Thru date, and the Renewed Thru date are recalculated appropriately.

Correcting cash billing payments

You cannot make corrections after the transaction has been sent to the general ledger.

To edit a billing payment entry

1. From **Billing**, select **Enter and edit payments** to open the **Enter and edit payments** window.
2. Click **Find**.
3. Search for the transaction by entering a value in the **Transaction** (number), **Date**, or **ID** field.
4. Click **Save**.

Note: You might find multiple transactions if you search by the transaction date or ID. In this case, all possible transactions display in the scrolling list at the bottom of the window. To view the transaction, double-click it.

5. Click **Edit**.
6. Enter the changes. When the corrections are completed, click **Save**.

Note: (optional) If you changed the Paid Thru date to a date earlier than the original posting, the Paid Thru date on the **Dues/Subscription Payment by Individual** window and the subscription record will not change automatically. You must change these dates manually. To manually backdate a Paid Thru date, see *To reverse a payment transaction*.

To delete a cash billing payment entry

1. From **Billing**, select **Enter and edit payments** to open the **Enter and edit payments** window.
2. Click **Find**.
3. Search for the transaction by entering a value in the **Transaction** (number), **Date**, or **ID** field.
4. You might find multiple transactions if you search by the transaction date or ID. In this case, all possible transactions display in the scrolling list at the bottom of the window. To view the transaction, double-click it.
5. Click **Save**.
6. Click **Delete**. A message is displayed asking you to confirm the deletion.

7. Click **Yes** to delete the transaction or **No** to cancel the deletion.

Note: (required) If a Paid Thru date exists on the deleted transaction (*for example*, not a partial payment), you must manually backdate the Paid Thru date. To manually backdate a Paid Thru date, see *To reverse a payment transaction*.

Reversing and canceling payment transactions

You can reverse a transaction if a bad check was used for payment or if it is too late to delete the transaction (*for example*, the transaction has been sent to the General Ledger). You can cancel a payment transaction if the membership or subscription must be terminated after payment was received but before the prepaid term has reached normal expiration, or if the payment was made to the wrong record.

To reverse a payment transaction

1. From **Billing**, select **Enter and edit payments** to open a blank **Enter and edit payments** window.
2. Click **New**.
3. Enter the **ID** number and press **Tab**.
4. Enter the check number or the credit/debit card type in the **Check/CC** field. For credit/debit cards, enter the required card information. In the case of a returned check, it may be useful to prefix the check number with a code such as **RET**.
5. Enter a negative amount in the **Pay Amount** field.
6. Select the line item.
7. Enter the negative amount in the **Amt Paid** field.
8. Click **Save**.

Note: If your system is licensed for Deferred Income and the product being reversed is normally deferred, *iMIS* will automatically adjust the deferred income and any income recognized for this product during the GL Interface procedure. For more information, see *Using Deferred Income*.

Although entering a payment reversal restores the open balance, *iMIS* does not backdate a Paid Thru date automatically after it has been advanced. You must manually reinstate the previous Paid Thru date.

Note: In the case of a dues payment reversal, edit the Paid Thru date on the **Manage customers** window if the primary dues product was reversed.

9. Correct the **Paid Thru** date for each reversed line item:
 1. Select the **Billing** tab.
 2. Double-click the line item that was reversed to open the **Dues/Subscription Item Detail** window.
 3. Click **Edit**.
 4. Backdate the **Paid Thru** date to its correct value (*for example*, before the reversal period).
 5. Click **Save**.

To cancel a payment transaction

Canceling a payment transaction is similar to reversing a payment, except that only the income is reversed and it may include a full or partial payment. Because the payment is not also reversed, the cancellation process creates an outstanding credit in Accounts Receivable. This credit can be refunded or applied to other sales transactions at a later time.

Note: To process a cancellation with the following steps, the **Cash Dues Over/Under Payments Create AR** option must be enabled (see *Set up general options window* (see "Set up general options window for Billing")).

1. From **Billing**, select **Enter and edit payments** to open the **Enter and edit payments** window.
2. Click **New**.
3. Enter the **ID** number and press **Tab**.
4. Leave the **Pay Amount** field blank.
5. Select the line item to be canceled.
6. Enter the cancellation amount as a negative amount in the **Amt Paid** field.
7. Click **Save**. A message is displayed asking you to confirm the creation of the AR item.
8. Click **Yes**. The unapplied amount displayed at the bottom of the window generates a credit open item.

Note: If your system is licensed for Deferred Income and the product being reversed is normally deferred, *iMIS* will automatically adjust the deferred income and any income recognized for this product during the GL Interface procedure.

9. From **Customers**, select **Manage customers** to open the **Manage customers** window.
10. Change the status of the customer or the subscription line item.
In the case of a customer cancellation:
 - ☐ Change the customer type to a non-customer type code or change the status to a code beginning with **S** (suspended) or **I** (Inactive).For a non-dues billing-related subscription product:
 1. Select the **Billing** tab.
 2. Double-click the line item that was canceled to open the **Dues/Subscription Item Detail** window.
 3. Click **Edit**.
 4. Change the **Status** to **I** (inactive).
11. Click **Save**. The **Dues/Subscription Item Detail** window closes and the status for the journal displays as **I** in the **Billing** tab.

Basic Subscription Products

Managing subscriptions involves setting up subscriptions, including automatic, optional, and complimentary subscriptions to journals and other publications for customers. Optional subscriptions can also be added during the payment process. Subscription management also includes processing subscription cancellations after payment has been made.

Additional features such as generating labels and managing back issues are available in the Advanced Subscription module. For more information about the features available in the Advanced Subscriptions module, see *Subscription Fulfillment*.

Creating subscription products

The first step in managing subscriptions is to define or create product codes on the **Set up products** window for each potential subscription-type product that will be billed.

Setting up subscriptions

To set up subscription orders, you have the option of setting up subscriptions, which are automatically billed depending upon the customer type, or optional subscriptions, which are billed during a non-dues product billing run. *For example*, subscriptions are often added to the BASIC customer type, and are automatically included in the dues billing run for that customer type.

To set up automatic subscriptions for dues billing

1. From **Billing**, select **Set up module > Products** to open the **Set up products** window.
2. Click **New**.
3. Enter **SUB** for the **Product Type**.
4. Enter a product **Code** (*for example*, JOUR for a journal subscription). The code entered should not contain any spaces or special characters other than an underscore.
5. Enter the product **Title**.
6. (optional) Enter a product **Description**.
7. (optional) Enter the **G/L Account**.
8. (optional) Enter the **Pay Priority**.
9. (optional) Enter the **Deferred** account number.
10. (optional) Select the **Prorate** rule from the drop-down list.
11. Click **Save**.
12. From **Customers**, select **Set up module > Customer types** to open the **Set up customer types** window.
13. Select a **Customer Type**.
14. Click **Edit**.
15. Tab to a blank **Billing Codes** field.
16. Enter the Billing Code that was set on the **Set up products** window.
17. Enable the **Comp** option if the dues item will be provided at no charge for this customer type; or enter pricing information in the **Fixed Amount** field.
18. (optional) Enable **Bill Company** if the parent company is to receive the bill for the customers of this customer type that are linked to it.
19. Click **Save**.

Note: For information on setting up product codes, see *To add product codes to customer types*.

To set up optional subscriptions for non-dues product billing

1. From **Billing**, select **Set up module > Products** to open the **Set up products** window.
2. Click **New**.
3. Enter **SUB** for the **Product Type**.
4. Enter a product **Code**. The code entered should not contain any spaces or special characters other than an underscore.
5. Enter a product **Title**.
6. (optional) Enter a product **Description**.
7. Enter the **Regular** pricing.
8. (optional) Enter the **Non-Member** pricing information.
9. (optional) Enter the **G/L Account**.
10. (optional) Enter the **Pay Priority**.
11. (optional) Enter the **Deferred** account number.
12. (optional) Select the **Prorate** rule from the drop-down list.

13. (optional) Click **Special Pricing** to enter the special pricing information.
14. Click **Save**.

To add optional subscription orders for non-dues product billing

1. From **Customers**, select **Manage customers** to open the **Manage customers** window.
2. Find the customer requesting the subscription.
3. Select the **Billing** tab.
4. Click **New** to open the **Dues/Subscription Item Detail** window.
5. Enter the subscription code in the **Item** field or select the lookup icon to select the code.
6. Enter the **Date Added**.

Note: A non-dues item such as a subscription produce uses the **Date Added** field to calculate the period for the subscription rather than the **Begin Date** field.

7. Click **Save** to return to the **Billing** tab.

To set up complimentary subscription products

1. From **Customers**, select **Manage customers** to open the **Manage customers** window.
2. Find the customer requesting the subscription.
3. Select the **Billing** tab.
4. Click **New** to open the **Dues/Subscription Item Detail** window.
5. Click **New**.
6. Enter the subscription code in the **Item** field or click the **lookup icon** to select the code.
7. Select **Complimentary**.
8. Enter the **Date Added**.
9. Click **Save**.

To create non-customer subscriber types

1. From **Customers**, select **Set up module > Customer types**.
2. Click **New**.
3. Enter **SUB** as the customer type. Do not enable the **Is a Member** option.
4. Enter a **Description** (*for example*, Subscriber Only)
5. Click **Save**.

Running a non-dues billing cycle for a subscription product

After the product is added to the **Billing** tab, it can be billed. The **Billing Cycle** does not add records for a customer; it only bills the records that have previously been added.

Note: Once the product is added to the customer's billing tab, you still need to bill the customer for the product. Refer to the sections *Running mass dues billing* or *Running individual dues billing*.

To set up a non-dues subscription billing cycle

1. From **Billing**, select **Set up module > Billing cycles** to open the **Set up billing cycles** window.
2. Click **New**.

3. Enter the **Cycle Name** for your subscription billing.
4. Select a form from the **Forms** drop-down list.
5. Select the **Member Types** to bill.
6. Select the **Categories** to bill.
7. Select the **SUB** item for the subscription in the **Products** list.
8. Click **Save**.

To add subscriptions during dues payments

1. From **Billing**, select **Enter and edit payments**. The **Enter and edit payments** window opens.
2. Click **New**.
3. Enter the ID, or select the lookup icon to select a value.
4. Select the first empty line in the list of billing items.
5. Enter the subscription product code in the **Item** field.
6. Enter the **Amt Paid** and **Paid Thru Date**.
7. Click **Save**.

Processing subscription cancellations after payment

Cancellations should be processed with the appropriate beginning period and term. The cancellation term usually coincides with the term of the corresponding income transaction, or at least the portion of the term that is being canceled.

In order to process cancellations, the **Cash Dues Over/Under Payments Create AR** option must be enabled on the **Set up general options** window.

Verify that the **Period** (BILL_BEGIN) and **Thru** (BILL_THRU) dates on the **Dues/Subscription Item Detail** window match the term of the dues/subscription to be canceled.

If the cancellation corresponds directly to the *full* term of the subscription most recently paid (cash basis), these Last Billed dates are correct. However, if the cancellation applies a *partial* refund to an active subscription term, manually adjust the **Period** to the first month of the cancellation.

Example: Cancel subscription product

The following example illustrates a scenario where the customer requests a partial cancellation/refund for a journal subscription at the halfway point (July) of a 12-month subscription that originally ran from January through December.

1. From **Customers**, select **Manage customers** to open the **Manage customers** window.
2. Find a customer's record.
3. Select the **Billing** tab.

Note: To open this window with data, you must have performed some type of billing transaction first.

4. Double-click a line item to open the **Dues/Subscriptions Item Detail** window.
5. Click **Edit**.
6. If a full cancellation is requested, do not make any changes here. However, if you need to implement a partial cancellation with a refund, change the **Period** field to the desired date (*for example, 7/01/2001*) for the beginning of the cancellation.
7. Click **Save**.

8. Click **Payment** to open the **Dues/Subscription Payments By Individual** window.
9. Click **New** to begin recording the cancellation.

To record the cancellation amount

1. Leave the **Check/CC** and **Pay Amount** fields blank unless you are recording a returned check or credit card cancellation.
2. Select the line to be canceled and enter the cancellation amount as negative (-65.00) in the **Amt Paid** field.
3. Tab to the **Amt Adj** field, and enter the cancellation amount as positive (65.00) to prevent the subscription line from having a positive balance in the end.
4. Click **Save**. The **(65.00 Unapplied)** message displayed at the bottom of the window generates a credit open item. A message appears that prompts you to verify the creation of this open AR item.
5. Click **Yes**.
6. Change the **Paid Thru** date for the item to reflect the date of the cancellation.
7. Click **Save**.
8. On the **Dues/Subscription Payments by Individual** window, click **Save**.
9. On the **Dues Subscriptions** window, select the canceled item and click **Edit** to open the **Dues/Subscription Item Detail** window in the edit mode.
10. Change the **Paid Thru** date to match the abbreviated term, and enter I (for inactive) in the **Status** field.
Now that the open credit item exists, you can refund the amount on the **Credit Invoices** window.

Customers

Customers is the core area of functionality where back-office customer relationship management occurs.

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Common commands and shortcuts (Desktop)

Standard toolbar commands

The toolbar provides a standard set of command buttons for working with records, and it is critically important to using the product. To help you recognize and use these commands consistently, the buttons appear in the same place within windows whenever possible. For example, **New** is always located at the top left of the toolbar, and **Find** is always located at the top right.



The standard toolbar above the work area

When a standard button does not apply to a given situation (for example, **Delete** when no record is open or selected), the button is disabled. You can recognize that a button is disabled by its muted gray text label (instead of black) and by the fact that you cannot tab to or select that button.

Toolbar Commands

New	Create a new record	Previous	Move to the previous record (if any)
Open	Open an existing record	Find	Open Search to find a record
Edit	Open an existing record for editing	Next	Move to the next record (if any)
Delete	Delete an existing record	Print	Open the Select Report window (disabled during data entry)

Keyboard shortcuts

Learning these built-in keyboard shortcuts will make data entry faster and easier. Use the right-click menu to **Undo**, **Cut**, **Copy**, **Paste**, **Delete** and **Select All** in the **Name**, **Address** and **Detail** sections and in single-instance user-defined tabs. The right-click menu is not supported in the **History** section.

General Shortcuts

Ctrl+F	Find	Ctrl+C	Copy *
Ctrl+L	Lookup	Ctrl+V	Paste *

Ctrl+E	Edit	Ctrl+X	Cut *
Alt+S	Save	Spacebar	Execute button action
Alt+C	Cancel	Ctrl+T	Edit Customer Portfolio tab preferences
Ctrl+I	Insert new record	Ctrl+Q	Exit <i>iMIS</i>
Ctrl+N	Open a new instance of <i>iMIS</i>		* <i>excluding single-instance UD tabs</i>

Detail Tabs Shortcuts

Alt+P	Go to Profile tab	Alt+L	Go to Solicitor Data tab
Alt+D	Go to Donor Data tab	Alt+O	Go to Other tab
Alt+T	Go to Status tab	Alt+U	Go to Salutations tab
Alt+N	Go to Notes tab	Ctrl+Z	Undo (UD tabs only)
Alt+F	Go to Financial tab		

Data Grid (Table) Shortcuts

Ctrl+F9	Load next record from Results tab	Home	Move to first column of current row
Ctrl+F8	Load previous record from Results tab	End	Move to last column of current row
Ctrl+R	Load selected record (Results , Record History , Roster , Relationships , or Role tab)	Ctrl+Home	Move to first record
Ctrl+W	Load selected record in a new instance of <i>iMIS</i>	Ctrl+End	Move to last record
PageUp	Move UP one full screen in grid	Ctrl+Z	Zoom grid field (with length > 255 characters)
PageDown	Move DOWN one full screen in grid	Ctrl+Z	Undo (inside a zoomed field)

Customers Overview

Features found in the Customers area offer core *iMIS* functionality, designed for organizations. When you select Customers, you see a detailed view of your customer or member database. With this feature you can enter, edit, track, and maintain your organization's complex and dedicated customer information.

iMIS Customers integrates completely with other areas of *iMIS*. Much of the information these other areas use is sourced from the customer database, and the customer database is automatically updated whenever edits to customer data are performed within other areas. This constant flow of data makes *iMIS* an adaptable and expandable tool as the needs of your organization change.

iMIS customer management capabilities

The *iMIS* Customers feature enables you to perform the following tasks:

- Track and manage customers information, including eliminating duplicate records.
- Manage committees and chapter rosters.
- Store pictures (including logos).
- Plan and track activities (past, present, and future).
- Produce detailed standard reports (rosters, statistics, activity detail, and exports).
- Produce various types of correspondence helpers such as labels, letters, email, and user profiles.

Power of *iMIS*

Think of *iMIS* as a virtual filing cabinet filled with file folders that hold complete records for every customer you want to track. Regardless of the number of times these files are accessed, the records are not mislabeled or lost. Each customer file can grow as large as needed. *For example*, you have the ability to continuously add information, such as what customers have done, where customers work, who customers know, what customers have contributed, and how much customers owe. You can store all of this information safely for as long as you need to keep it.

Designed for associations

iMIS provides the following powerful features:

- You can search for and retrieve customer information using many methods beyond simply scanning alphabetical lists. For example, you can search by ID, by company affiliation, by status, and by join date.
- You can display and print any type of customer information you are maintaining. This information can be analyzed in meaningful, organized, and easy-to-use reporting formats.
- You can view summaries of customer counts and statistics that *iMIS* maintains and updates automatically.
- You can quickly generate professional reports, personalized letters, mass e-mail, and labels for a selected group or for all of the customers in your file.
- You can create your own custom windows, tables, and fields that fit the specific requirements of your organization.

The *iMIS* design lets you work with your customer data in compact displays and feature-rich menus. Since no two associations are alike, *iMIS* has a flexible design that lets you customize the system to meet your specific requirements. For this reason, you will work with your System Administrator to set up *iMIS* to efficiently handle your needs. Pre-planning pays off in long-term usefulness and ease. In addition to customizing your system, you can also personalize the appearance of *iMIS*.

Tracking flexibility

iMIS provides a central database where you can track the companies and individuals that make up your association. Customers can include prospects, advertisers, exhibitors, subscribers, fundraising donors, and legislators. Plan on your database keeping track of the following types of customers:

- Everyone who receives your promotional or regular mail, newsletters, and magazines
- Everyone whose receivables, cash receipts, or other history you want to track
- Everyone for whom you maintain telemarketing call logs and follow-up information

iMIS uses a single set of entry/edit windows to keep track of all customers in a single database. This unified database approach can:

- Simplify the data entry procedure by keeping all list entry restricted to a single set of windows or screens.
- Prevent errors by checking changes to data against lookup/validation tables and questioning or rejecting erroneous information.
- Eliminate duplication of effort by not requiring multiple data entry for all companies or individuals that simultaneously belong to different lists.
- Simplify the mailing and communication procedures, guaranteeing that individuals do not receive duplicate mailings when they are on several lists.

iMIS has several facilities to help you categorize and segregate the customer records into the groups you need.

Association list management

iMIS provides many tools that allow you to organize your customer database. Some common ways to group customers include:

- Customer type
- Customer status
- Category
- Committee
- Chapter
- Company/institute
- Activity
- Inclusion/exclusion category
- User-defined index
- Ad hoc search

By planning for and making appropriate use of *iMIS* organizational tools, you can easily track and report on various types of customer lists.

Type

You must assign a customer type code to each record you enter in *iMIS*. Some common customer types may include:

- Members
- Companies
- Individuals
- Customers according to billing level
- Categories for prospects, exhibitors, or advertisers

The primary strategy behind establishing customer types should be to distinguish different pricing levels. This usually pertains to billing, but can also include event registrations and order pricing. Customer types must be mutually exclusive; in other words, each customer may have only one customer type.

Customer types are extremely important. You should analyze the organization of your particular association before setting up customer types. Your System Administrator can assist you with this task.

Status

You can further divide types of customers by a status code. *iMIS* reserves the following status codes:

- **A** - for Active
- **S** - for Suspended
- **I** - for Inactive
- **D** - to mark for Deletion

All active customers begin with a status of **A**. A customer's status could change to **S** if, *for example*, they did not pay their dues by the end of the grace period. If, after a period they still did not pay their dues, you might change their status to **I**. Use a status of **D** only if you want the record to be marked for permanent deletion from the customer file.

Category

You can use Category as an additional way to categorize customers for billing purposes:

- Billing Category 1
- Billing Category 2
- Billing Category 3

Billing categories are assigned to customers in the **Customers > Billing** area.

Committees

You can organize customers into various committees through the Committee subsystem. Through this subsystem, you can track the following:

- Customers on particular committees
- Positions held
- Term of appointment
- Service history

You can use this information to customize print output for various committees. *For example*, you can print labels for mailings to a specific committee.

Chapters

iMIS lets you group your customers or members into separate and distinct chapters, or groups. Even if your organization does not have official chapters, you may find the chapter feature useful for organizing customers by state or pertinent regional areas.

Company/Institutes

You can keep lists of all individuals affiliated with a specific company or other entity by specifying a Company ID for those customers. Organizing customers by Company ID lets you easily view and work with a company roster or search for an individual by Company ID.

Another benefit of organizing customers by Company ID is that you have the ability to link the company address to the individual customer. When you enter a Company ID (Parent Record) for an individual record (Child Record) that currently has blank name, address, and telephone number fields, the parent company's **Company Name**, **Address**, and **Telephone Number** fields "flow down" to the child record. *iMIS* automatically populates the data from the company record. See *Company flow down* (see "[Company flow down in iMIS](#)") for more.

iMIS also lets you maintain multi-level company structures. *For example*, some individual records can point to intermediate company subsidiaries or branches that in turn point to higher level company records.

Activity

Activity types can include event attendance (system-assigned and generated), billing, fundraising, orders, awards received, volunteer service, and call logging. You can use the various activity types to organize customers into groups such as those who attended the last convention or who received a certain award. With the call-logging capability, you can list all task items that have a follow-up date in a certain date range. Task items are automatic reminders you can set up for activity types such as CALL.

Inclusion/Exclusion Categories

Another way to mark a company or individual's inclusion or exclusion from various groups is through user-defined check boxes. Use this feature to indicate yes/no or on/off responses to single-choice lists or other designations. Some common inclusion categories could be:

- Send newsletter

- Participates in insurance program
- Key customer for legislative action
- Exclude from categories (exclude from certain mailing types, exclude from sold lists)

User-defined Indexes

During system setup, *iMIS* lets you specify up to four regular data fields as access keys (for screen lookup only). These fields will display in the **Find** window. *iMIS* will create and maintain a special index file for each designated index field. This index sorts the records according to the data in the specified field. *For example*, if you designate the **State** field as an index, *iMIS* would maintain an index list of all records, sorted in state order. This index lets you scan a customer list by state without searching the entire file. See *Defining Lookup Indexes for the Find Window*.

Note: Although user-defined indexes are useful, keep in mind that there is a performance tradeoff. Indexes can increase efficiency in accessing and searching; however, they do add overhead to data entry and maintenance functions. For this reason, only assign indexes to fields that will be routinely used as access keys.

Ad Hoc Searches

Beyond these list-maintenance features, *iMIS* also provides ad hoc searching where you can create complex formulas for searching any data fields stored for your customers. When executed, these ad hoc searches create temporary sub-lists that you can work with just as you do with permanent lists.

***iMIS* Customers feature terms**

Before using *iMIS* **Customers**, you need to know these terms:

Database

A database is a collection of related information that is organized into meaningful units (*for example*, files, records, fields, graphics, and photos) for dedicated storage and access.

Table

A table is the highest organizational unit in the database. The *iMIS* files used most often in the Customer system are the Name tables. The convention for entering field definitions is to put the table name in title-case followed by a period and the field name in capital letters:

Table_Name.FIELD_NAME

Record

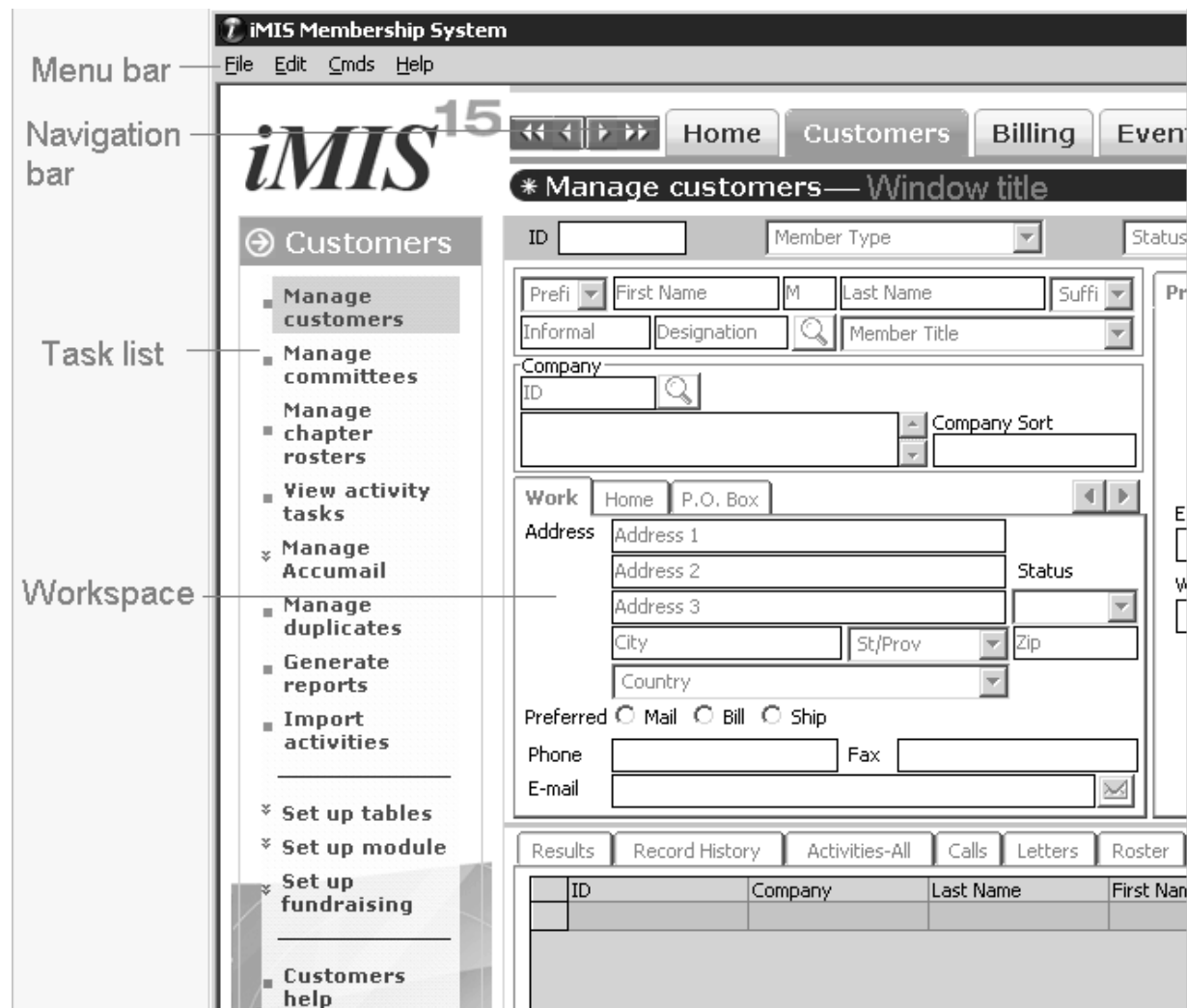
A record is an individual unit in a file containing a collection of fields. These fields are consistent in number and type from one record to the next. *For example*, a separate record is stored in the customer file for each individual or company in the system. (A record is also called a row).

Field

A field is an individual data element in a record (also called a row). A field may display in a data maintenance window in the form of a labeled text box or check box.

Reviewing the iMIS interface

The iMIS interface provides an effective way for you to complete tasks.



An example of the iMIS interface

Menu bar

The menu bar contains the commands for iMIS that are related to database functions and are rarely used.

Navigation bar

The navigation bar is located between the menu bar and the window title bar and consists of right and left arrows, a **Home** link, and the module names for which you have a license and a security level greater than zero (0). When you select **Home**, all windows will close and your designated home page will display in the workspace area.

Depending on the number of modules for which you have a license, you may not be able to see all of the modules. **Previous** and **Next** arrows are available on the navigation bar to scroll the modules. To navigate using the **Next** and **Previous** arrows, select a module name from the navigation bar. Use the **Next** and **Previous** arrow to move forward and backwards on the navigation bar.

Task list

The task list is an HTML-based navigation structure that is located in the left margins of the workspace area. The task frame includes the navigation bar and task list, which consists of links to windows that display in the workspace area.

When you select a link from the navigation bar, corresponding menu items display in the task list. A white arrow to the right of a task indicates a sub-task list exists and will display as a pop-up menu to the right of the selected task when you select the task. A white border will display around the task or sub-task item that has focus.

Workspace

Many tasks are accomplished within the workspace area, which is bordered by the navigation bar and task list.

Window title

The window title bar is located directly below the navigation bar. The window title replicates the task name you select on the task list. You can provide more information about the task you are performing by modifying the window title. The window title bar can also contain a right-justified image, *for example*, a logo.

The window title in the **Manage customers** window displays the task name with the **Customer Type** followed by the company's name when a company record type record is loaded. *For example*, **Manage customers - Company Member - Prodigy Makers International**. When all other records are loaded, the window title displays the **Customer Type** followed by the individual's name and designation.

Note: When selected, some task list items do not open a new window. The window title that displays for these items will replicate your previous selection.

Navigation for Customers

When you select **Customers** from the navigation bar, a specific task list appears on the left of your screen.

Note: Some task list items might not be visible, depending on the access granted by your *iMIS* administrator and whether you are licensed for certain *iMIS* features

Manage customers

Opens the **Manage customers** window that enables you to view, edit, or add customer records.

Manage committees

Opens the **Manage committees** window that enables you to enter or update committee rosters and appointee information, view or print lists, and produce labels or letters.

Manage chapter rosters

(visible only if licensed for Chapter Reporting) Opens the **Manage chapter rosters** window that enables you to access customer lists (all, current, future, and past) and data by chapter rosters.

View activity tasks

Opens the **View activity tasks** window that provides access to the built-in task reminder function in *iMIS*. You are presented with a summary of all open task activity records that includes items due for follow-up. You can review the open items in detail, print a detailed report, and remove closed items from the reminder list.

Manage Accumail (or Manage QAS)

(visible only if licensed for Accumail or QuickAddress) Opens a sub-menu of tasks for setting up and using the address verification system.

Manage duplicates

(visible only if licensed for Duplicate Merge Manager) Opens the **Duplicate Merge Manager** window that enables you to find, select, merge, delete, or keep possible duplicate records.

Generate reports

Opens the **Generate reports** window that enables you to print (or export) all standard output available through the **Customers** feature. The choices include a full array of detailed reports and rosters based on the customer file information, summary and statistical reports, labels, and table listings.

Import activities

Opens the **Import activities** window that enables you to create mass activity records.

IQA

Opens IQA in advanced mode and enables you to run predefined Intelligent Query Architect (IQA) queries on contacts and prospects.

Set up tables

Opens a sub-menu of tasks for configuring and maintaining the tables used by the **Customers** feature.

Set up module

Opens a sub-menu of tasks for configuring the behavior of the **Customers** feature.

Set up fundraising

Opens a sub-menu of tasks for configuring fundraising options.

Customer Data Management

The **Customers** feature is a collection point for customer information. In addition to basic contact information, the Customers feature also contains customer details and customer history. The customer data is managed using the **Manage customers** window.

Authorization levels for Customers

Your authorization level for **Customers** determines which functions you can access:

- To find and view customer records, you need at least authorization level **1**.
- To run reports, you need at least authorization level **2**.
- To create and edit customer records, you need at least authorization level **3**.
- To add new addresses, you need at least authorization level **3**.
- To delete customer records, you need at least authorization level **4** *and* the **Allow Delete from Customer Portfolio** option must be enabled by your administrator.
- To access the **Manage tables** window, you need at least authorization level **5**.
- To access the **Set up module** window, you need authorization level **8**.
- Access to the History area is based on security for each feature.

Customer data entry

The **Manage Customers** window enables you to add to and edit customer information.

iMIS features such as address verification and duplicate record checking help ensure that you enter useful and maintainable customer information. Your administrator can configure these options to best fit your organization's business rules.

To enter a new customer record

From the **Manage customers** window you can maintain name, address, and demographic data relating to customers. The unique feature of the **Manage customers** window is that you can activate virtually all customer-specific operations within one window.

1. From **Customers**, select **Manage customers**.

2. Click **New**.

3. (optional) Enter an **ID** number.

Note: The **ID** field is grayed out when the **Auto Assign Member Number** option is enabled by your administrator.

Note: If you do not have IDs auto-assigned, make sure you do not enter zero (0) for a customer ID.

4. (required) Select a Member Type description from the **Member Type** drop-down list .

5. Select a status other than **Active**, if appropriate.

6. (optional) Select a billing category description from the **Category** drop-down list.

7. (optional) Select a prefix from the **Prefix** drop-down list.

8. Enter the **First Name**, **Middle** initial, and **Last Name**.

Note: When entering a new record, **First Name**, **Last Name**, or **Company Name** is required.

9. (optional) Select a **Suffix** from the drop-down list.

10. (optional) Update the **Informal Name** as needed.

11. (optional) Enter single or multiple (separated with a comma) **Designation(s)**, or click the **lookup icon** to open the **Select Values** window and search designations defined by your administrator.

12. (optional) Select a **Member Title** from the drop-down list.

13. Click **Save**

Note: You can continue with assigning a Company ID to this customer record next.

To enter an address

The three primary address tabs in the **Manage customers** window are titled according to the prompts entered for **Main**, **2nd**, and **3rd** on the **Customer Setup - Address and Notes** window (**Customers> Set up module > General**, **Address and Notes**). By default, the first address is set as the preferred address for mailing, billing and shipping purposes. However, you can customize which address is to be used for each purpose by setting the **Preferred Mail**, **Preferred Bill**, and/or **Preferred Ship** indicators on each of the three primary address tabs.

Entering address information on the three primary address tabs:

1. Enter the address information for each tab as needed.

2. By default, the first address is automatically set as the preferred address for mailing, billing, and shipping purposes. However, you can customize which address is to be used for each purpose by setting the **Preferred Mail**, **Preferred Bill**, and/or **Preferred Ship** indicators on each of the three primary address tabs.

3. Click **Save**.

If you need more addresses, populate the **ADDRESS_PURPOSE** general lookup/validation table with at least one value. (See “**ADDRESS_PURPOSE (Validation)**”). When you log back in to *iMIS*, a **New** address tab appears after the three primary address tabs, which lets you select an address purpose.

1. Select the **New** tab to open the **New Address** window.

2. Select an address purpose from the drop-down list.

Note: You can create more than one address with the same *custom* purpose (defined in the General Lookup/Validation table for ADDRESS_PURPOSE), but multiples are not allowed for the *standard* purposes (defined in **Customer Setup > Address and Notes**).

3. Click **OK**.

Note: When Accumail is licensed and installed, the **Verify Addresses** option is available.

To enter a new company record in iMIS Desktop

1. From **Customers**, select **Manage customers**.
2. Click **New**.
3. (required) Select a Member Type description from the **Member Type** drop-down list.
4. Tab to the **Company ID** field and enter the company name or click the **lookup icon** to open the **Find Company** window and search available company records (see "[Finding customer records](#)").

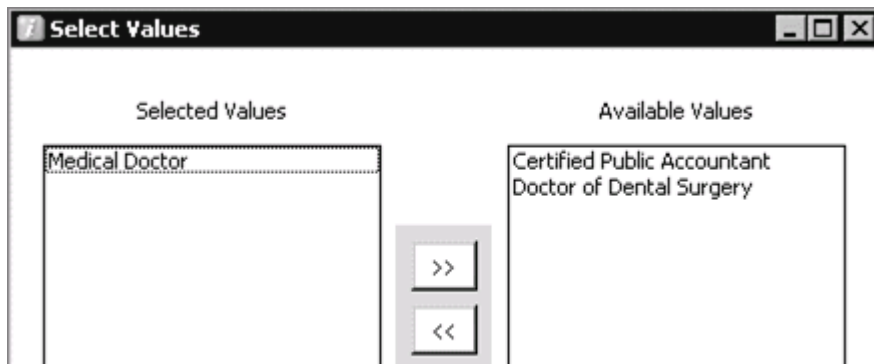
Note: When entering a new record, Company Name is required.

Note: Company Sort is populated after you move out of the Company Name field.

5. Click **Save**, or *continue with entering an address for this company customer record*.

To select values for the Designation field

1. From **Customers**, select **Manage customers**.
2. Click the lookup icon on the **Designation** field to select a value.
The **Select Values** window opens.
3. Use one of the following methods to move items to the **Selected Values** list:
 - ☐ Double-click the item in the **Available Values** list to move it to the **Selected Values** list.
 - ☐ Select the item in the **Available Values** column and click << to move the item to the **Selected Values** list
4. Use one of the following methods to remove items from **Selected Values** list:
 - ☐ Double-click the item in the **Selected Values** list to move it to the **Available Values** list.
 - ☐ Select the item in the **Selected Values** list and click >> to move the item to the **Available Values** list.
5. Click **OK** to close the **Select Values** window.
6. Click **Save** on the **Manage customers** window to save the value(s) in the **Designation** field to the database.



The Select Values window

Finding customer records

Before you can view or edit a customer record, you must find the record. The **Search** and **Find Company** windows are available for locating customer records.

Opening customer records

You can open a customer's record from any of the following tabs in the **History** section:

- Results
- Record History
- Roster
- Relationships
- Role

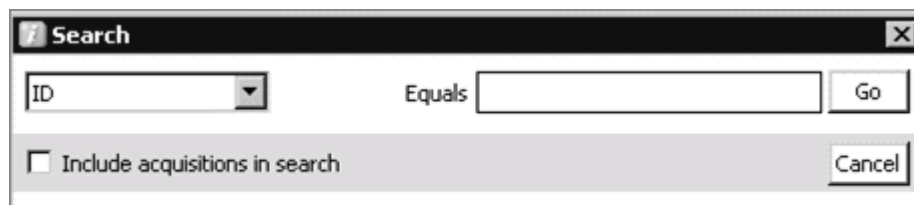
To open a customer's record, you can double-click anywhere within a customer's row in one of the above tabs (excluding the **Relationships** and **Role** tabs), you can use keyboard shortcuts, or you can use one of the two right-click menu items: **Open** and **Open in New Window**.

The **Open** menu item enables you to load the selected record in the active **Manage customers** window. The **Open in New Window** menu item enables you to open the selected record in a new *iMIS* instance.

Note: The menu items that are displayed below the **Open** and **Open in New Window** menu items enable you to navigate to a specific tab in the **History** section. For detailed information on navigating to tabs in the **History** section (see "[Manage customers window - History tabs](#)").

If you want to use keyboard shortcuts to open a customer's record, select the record in the tab and press **Ctrl+R** to open the record in the existing **Manage customers** window or press **Ctrl+W** to open the record in a new **Manage customers** window.

Search window



From **Customers**, select **Manage customers**, and click **Find**

Note: You can press **Ctrl+F** to open the **Search** window (perform a Find) only when the **Manage customers** window is not in edit mode and you are not in a single-instance, user-defined tab.

Drop-down list

Click the drop-down arrow to display a list fields on which you can search.

- ID - Returns the record for the ID specified, for example, 301.
- Name - Returns all records that meet the search criteria. *For example*, to search for all customers whose last name begins with Ski, enter SKI. To search for all customers with last name Skinner and first initial J, enter SKINNER, J.
- Company - Returns all records that meet the search criteria. *For example*, entering PRO will return all records where Name.COMPANY_SORT begins with Pro.

Note: The company search feature is based on COMPANY_SORT, which uses the first 30 characters of the company name.

- Only Company - Returns company records only. *For example*, entering PRO will return all records where Name.COMPANY_SORT begins with Pro and Name.COMPANY_RECORD = 1.

Note: The company search feature is based on COMPANY_SORT, which uses the first 30 characters of the company name.

- Major Key - (optional) User-defined field used for record searches. This option returns all records that meet the search criteria. *For example*, entering 526 will return all records whose Name.MAJOR_KEY starts with 526. The major key field is prefixed with the prompt configured by your administrator.
- Member Type Code - Returns all records that meet the search criteria. *For example*, entering N will return all records whose Member Type code starts with the letter N.

Note: If you are using Acquisition Management to import records, the **Imported List Code** will display in the **Member Type Code** field.

- Indexes - (optional) Any of four data fields defined by your administrator to be used for searching. This index sorts the records according to the data in the specified field. *For example*, if your administrator designates
 - State as one of the indexes, *iMIS* would maintain an index list of all records sorted in state order. This index lets you scan a customer list by state without searching the entire file.
 - Interests as one of the indexes, *iMIS* would maintain an index list of all records sorted in interest order. This index lets you scan a customer list by interest without searching the entire file.

Note: Results for user-defined indexes are returned in ID order.

- Chapter - Returns all records of those who have been billed dues for the chapter you enter as the search criteria (the full chapter name is required). *For example*, entering Travis will return all records where Subscriptions.CHAPTER is equal to Travis.
- Committee - Returns all records that meet the search criteria. The full committee name is required. *For example*, entering Technology will return all records where Activity.OTHER_CODE is equal to Technology
- Task Date - Returns all records that meet the search criteria.
For example, entering 09/21/2000 will return all records where Activity.TICKLER_DATE is equal to 09/21/2000.
- Ad Hoc - Opens the **Select Search Instructions** window that enables you to enter search criteria to select specific records.

Equals

Specifies the search value. The prompt for this field will change depending on the search criteria shown. *For example*, when **Name** is chosen, the prompt displays as **Begins with:**

Include acquisitions in search

Enable to include acquisitions from the Prospect table in the search. This option displays only when *iMIS* is licensed for Acquisition Management.

To resize the Detail or History area

A horizontal split window control, located between the **Detail** and **History** areas of the **Manage customers** window, enables you to view more data in the **Detail** and **History** areas and in user-defined tabs.

A split window control is a vertical or horizontal bar that divides a window into areas referred to as frames. Moving the position of a split window control enables you to resize a frame as needed to view more data.

To move the split window control, position your mouse pointer on the gray line between the **History** area and **Main** and **Detail** areas. Drag the control up to view more data in the **History** area or down to view more data in the user-defined tabs in the **Detail** area. Moving the split window control down will not change the **Main** area (**Name**, **Company**, and **Address** areas); the area below this area will display as blank space.

Manage customers Individual Member - Mrs. Joan L. Dawson

ID 197 Individual Member Active

Mrs. Joan L. Dawson Suffix
Joan Designation President

Company
193 Stafford Industries (CM)
12091 Research Boulevard, Austin, TX 78759
Stafford Industries Company Sort
STAFFORD INDUSTRIE

Address Street Address Home Address
Address 12091 Research Boulevard Status
Address 2
Austin TX 78759
Preferred Mail Preferred Bill Country
Phone Fax
E-mail

Teacher Survey Survey Lists Demographics **Current Operations**

Foods ☐ Education ☐
Government ☐ Publishing ☐
Toys ☐ Media ☒
Automotive ☐ Printing ☒
Jewelry ☐ Office Products ☐
Banking ☐ Assembly ☐
Plastics ☐ Marketing ☐
Technology ☒ Financial ☐
Pharmaceuticals ☐ Telecommunications ☐
Construction ☐ Training ☐
Accounting ☐ Retail ☐
Affiliates ☒ Multiple Locations ☒

Results Record History Activities-All Calls Letters Roster AR/Cash Billing Events Orders Exhibition Exposition Certification F

ID	Last Name	First Name	Middle Name	Suffix	Title	Company	City
197	Dawson	Joan	L.		President	Stafford Industries	Austin

New Delete Find Print 1 result returned. Save Cancel

Manage customers window after moving split window control down

Note: Moving the split window control too far down will result in data in the **History** area becoming difficult to view.

To find and load a customer record

- From **Customers**, select **Manage customers**.
- To find a customer record,
 - Click **Find**; or
 - Press **Ctrl+F** to open the **Search** window.

Note: You can press **Ctrl+F** to open the **Search** window (perform a Find) only when the **Manage customers** window is not in edit mode and you are not in a single-instance, user-defined tab.

- Select the search criteria from the drop-down list, *for example*, **Name**.

Note: To bring up all customer records, leave the **Equals** field blank, and click **Go**. Depending on your setup, there may be a limit on the number of records returned. For large databases, blank name searches are not recommended.

Note: The prompt for the search value field will change depending on the search criteria shown. *For example*, when **ID** is chosen, the prompt is **Equals**.

4. Enter the search value in the **Begins with** field.
5. Click **Go**. The **Results** tab is updated.
6. To view a record, select a row. Double-click a record on the **Results** tab to open it in the **Manage customers** window.
7. Select the tabs below to view additional information.

To find and load a company record

Note: The company search feature is based on COMPANY_SORT, which uses the first 30 characters of the company name.

1. Click the lookup icon in the **Company** area to open the **Find Company** window.
2. Select your search criteria, *for example*, **Company**.
3. Enter your search value, *for example*, the first letter of the company name in the **Begins with** field
4. Click **Go** to display the results.
5. Select the company and click **OK**, or double-click the company to link the company record with the customer record.

Note: If you select a company from the **Find Company** window and you have an existing value in the **Company** area, a system message asks if you want to overwrite the current company name and address.

Find Company window



From **Customers**, select **Manage customers**, and click the **lookup icon** in the **Company** area

Drop-down list

Click the drop-down arrow to display a list of searchable fields. These fields are configurable by your administrator.

Search value

Specifies the search value. The prompt for this field will change depending on the search criteria shown. *For example*, when **Company** is chosen, the prompt is **Begins with**.

Go

Used to start the search.

To open a record from a history tab

1. Select **Customers > Manage customers**.
2. Click **Find**.
3. Select or enter the search criteria and click **Go**. The **Results** tab displays the search results.

4. Double-click anywhere in the row of the record you wish to load.
5. Click on a history tab to show that tab's contents.
6. Double-click the record or the arrow on the left end of the record.

Modifying customer records

Use **Customers** to edit and delete existing customer records.

To edit a customer record

1. From **Customers**, select **Manage customers**.
2. Find the customer's record (see "[Finding customer records](#)").
3. When you load a record into the **Manage customers** window, *iMIS* is automatically in edit mode.
4. Make changes to the record, as appropriate.
5. Click **Save**.

To delete a customer record

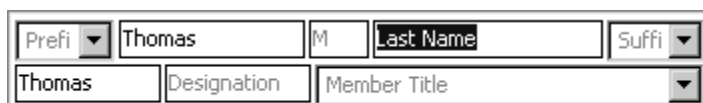
Note: Your administrator can enable or disable the **Delete** button.

1. From **Customers**, select **Manage customers**.
2. Find the customer's record (see "[Finding customer records](#)").
3. Click **Delete**. A system message displays asking you to verify the delete.
4. Click **Yes**.

Data entry features

About customer data fields

Most fields on the **Manage customers** window do not display standard field labels to the left of each field. Instead, the field name is contained within the field as gray text. As data is entered in the field, the text changes to black as shown in the following example:



Prefix	Thomas	M	Last Name	Suffix
Thomas	Designation	Member Title		

*Fields in the **Name** area (**Manage customers** window)*

Fields on the **Manage customers** window are shown using different type colors or background colors to show their status.

- When there is no data in a field, the field label is shown inside the text box in gray, *for example*, the **Prefix** field in the previous example.
- When you select a field by selecting it directly or tabbing to it, the entire field label text is highlighted so that it can be easily replaced, *for example*, the **Last Name** field in the previous example.
- When the field has a value defined, the data is shown in black, *for example*, the **First Name** field in the previous example.

Field focus

Fields are color-coded to distinguish between data-entry fields and display-only fields.

Fields on the **Calls** tab have a white background, indicating that these fields are available for data entry.

Results	Record History	Activities-All	Calls	Letters	Roster	AR/Cash	Billing	Events	Orders	Exhibition
	Date	Note	Follow Up	Assigned to	Follow Up Date	Action(s)				
*	5/15/2002	Called Mary about th	Agreed to the menu	MARK	6/1/2002					

Manage customers window - Calls tab

Fields on the **Orders** tab have a gray background, indicating that these fields are display-only.

Results	Record History	Activities-All	Calls	Letters	Roster	AR/Cash	Billing	Events	Orders	Exhibition
	Date	Order Number	Customer Reference	Charges						
▶	1/26/2001	62.01	90001	47.81						

Manage customers window - Orders tab

Duplicate record checking

iMIS checks for duplicate records using a formula that combines different parts of the customer's record to make a key. The formula that comes with iMIS is usually precise enough to catch duplicates, but in some situations, your administrator may need to *customize* (see "Formula for checking for duplicate records") the formula.

If iMIS detects one or more possible duplicate records, it will show a list of the possible matches and then gives you the choice of either continuing to add the record or canceling the addition.

Address verification

Address verification is an optional feature that may be implemented with your system. It checks addresses you enter against a database of valid addresses to help ensure that customers actually receive important communications and that your organization doesn't waste time and postal fees sending correspondence to invalid addresses. Your administrator configures the way address verification detects invalid addresses.

To select data from a drop-down list

A drop-down list displays pre-defined selections from which you can choose.

1. Click on the down arrow on the right side of the list to see the entire list.
2. Select an item from the list by clicking on the item.

You can also perform a *speed search*, which can be helpful in selecting items from long lists. For example, if you type **ca** in the **Country** drop-down list, you immediately scroll to the first country that starts with the letters "Ca". You can then use the down arrow or up arrow keys to move to the next or previous items in the list.

The speed search feature expects you to enter the search string quickly. If you pause typing for more than 2 seconds, the search is based on what you have entered up to that point. For example, if you type **c** in the **Country** drop-down list, wait a few seconds, and then type **a**, the list scrolls to the first country that starts with the letter "C", and then scrolls to the first country that starts with the letter "A".

Note: Some fields look like drop-down lists but are really *combination fields* that allow you to enter new values or choose from previously entered values. Combination fields do not support the speed search feature.

Reviewing undefined values

The **Manage customers** window displays **(Undefined)** beside values in fields that have been deleted from an *iMIS* table. Table deletions are allowed in *iMIS*, regardless of the entries in the Name tables.

A screenshot of a software window titled "Manage customers". It contains four input fields: "ID" with the value "107", "CPA" with the value "(Undefined)", "Active" with a dropdown arrow, and "Category" with a dropdown arrow.

You are not required to edit this value, but once another value is chosen from the drop down list, the **(Undefined)** value will no longer be available.

Date field data entry

iMIS can automatically format and complete dates for you when entering customer data.

Note: Dates entered in the **Fundraising** history tab are not automatically completed or formatted.

Date formatting

In **Customers > Manage customers**, you can enter a date in a date field using any type of date separators (slashes, dashes, periods, or spaces) or no date separators.

Dates can be entered in numeric or alpha-numeric format ("03/01/09" or "March 1, 2009").

When you enter unformatted dates in customer-related date fields, *iMIS* interprets and formats the dates according to your workstation's date format (configured on the Windows Control Panel).

Note: Workstation date settings take precedence over the *iMIS* **Date Format** setting in **File > System Setup**.

Date completion

If you enter an incomplete date, such as 0304, in a date field, *iMIS* completes the date by adding the current year to the end of the date.

If you enter only one or two digits of a date, such as 3, *iMIS* attempts to interpret those digits as a day in the current month. If the number is not a valid date for the current month, for example, 33, a message informs you that you must enter a valid date.

Company flow down in iMIS

In order to flow down complete address, phone, and fax data from a company to linked individual records, data must be entered in both the **Main** address tab of the **Address** area and the **Profile** tab of the **Detail** area.

Enter the complete address that will flow down in the **Main** address tab of the **Address** area. The address entered in the **Main** address tab is the only data entered in the **Address** area that flows down from company to individual records. The phone and fax data entered in the **Address** area's address tabs are stored in the Name_Address table and do not flow down.

Enter the **Phone** and **Fax** numbers that will flow down in the **Profile** tab of the **Detail** area. The data entered in the **Profile** tab of the **Detail** area is stored in the Name table.

Note: User-defined company flow down does not support the **Work Phone**, **Home Phone**, **Fax**, and **E-mail** fields. No error message displays if you specify these fields in the **User Defined Company Flow Down** field on the **Customer Setup - Advanced** window, but specifying these fields in the **User Defined Company Flow Down** field has no effect on user-defined company flow down. The **Work Phone** and **Fax** fields are part of automatic company flow down, which can be used separately or in addition to user-defined company flow down.

Working in data grids

The **History** and **Detail** sections of the **Manage customers** window display information in a data grid. You can resize these sections of the window and resize the data grids, if needed.

To navigate within a data grid

Use the following keyboard controls to navigate within those tabs in the **History** and **Detail** sections of the **Manage customers** window that display information in a data grid (such as in the **Salutations**, **Billing**, or multi-instance, user-defined tab):

- **Page Up** - Press this key to move the focus on the grid up one full screen. If the current record is on the top page of the grid, pressing this key will move the focus to the top record of the grid.
- **Page Down** - Press this key to move the focus on the grid down one full screen. If the bottom visible row is already visible in the current display, pressing **Page Down** will move the focus to the last record in the grid.
- **Home** - Press this key to move the focus on the grid to the first column of the current row in the grid. If the cursor is in a cell and blinking and at least one character exists in the field (as in data entry mode), the tab focus will move to the beginning of the data in that cell. If you press **Ctrl+Home**, the focus moves to the top record in the entire grid, scrolling if necessary.
- **End** - Press this key to move the focus on the grid to the last column of the current row in the tab. If the cursor is in a cell and blinking and at least one character exists in the field (as in data entry mode), the tab focus will move to the end of the data in that cell. If you press **Ctrl+End**, the focus moves to the last record in the entire grid, scrolling if necessary.

To resize a data grid

You can resize data grids in the **Detail** and **History** sections according to the following:

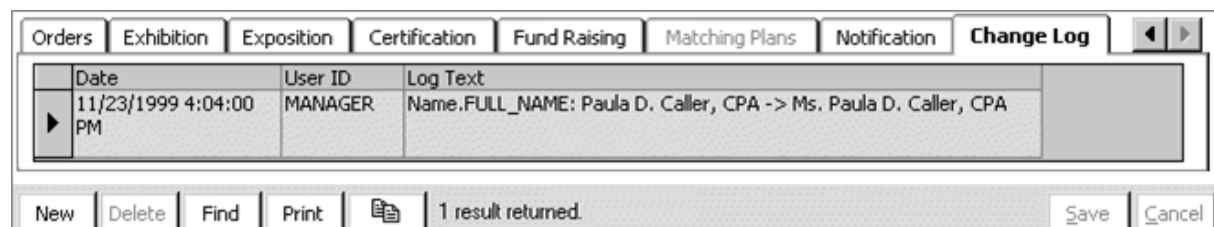
1. To adjust the width of a data grid, drag the boundary on the right side of the column heading until the column is the width you want.
2. To adjust the height of a data grid, drag the boundary on the row heading until the row is the height you want.

Note: When the height of a row is increased and a field contains a drop-down list, a single drop-down arrow displays. To select a value, you must double-click the single drop-down arrow (a second drop-down arrow displays at the top of the column) and click the top drop-down arrow.

3. To hide an unused column of a data grid, drag the boundary on the left side of the column heading until the column you want to hide is no longer visible.

Example 1

In the following example, to expand the **Log Text** field and lengthen the **Date** field to display more data, drag the boundary at the end of the **Log Text** field to the right and the boundary at the bottom of the field to the left of the **Date** field:



Sample **Change Log** tab after adjusting data grid

Example 2

To hide the **Full Name** and **Company** fields on the **Relationships** tab to view the **Relationship Name** without having to scroll, drag the boundary at the beginning of the **Description** field to the left until you reach the end of the **ID** column (the cursor changes to a half I-beam to indicate a field is hidden).

The screenshot shows the 'Relationships' tab with a table containing columns: ID, Full Name, Company, Description, Type, and Group Code. A mouse cursor is positioned at the start of the 'Description' column, and a vertical line indicates the boundary being dragged to the left, between the 'ID' and 'Full Name' columns. The table has one row with 'Acquired' in the Description field and 'ACQ' in the Type field. A 'New' button is visible on the right. At the bottom, there are buttons for 'New', 'Delete', 'Find', 'Print', and a status bar indicating '1 result returned.' with 'Save' and 'Cancel' buttons.

Sample **Relationships** tab showing boundary to select to hide **Full Name** and **Company** fields

The screenshot shows the 'Relationships' tab after the 'Full Name' and 'Company' fields have been hidden. The table now has columns: ID, Description, Type, Group Code, Title, and Relationship Name. The 'Description' field now contains 'Acquired', 'Type' contains 'ACQ', and 'Relationship Name' contains 'Mike Dawson'. The 'New' button is on the right. The bottom bar shows 'New', 'Delete', 'Find', 'Print', and a status bar indicating '1 result returned.' with 'Save' and 'Cancel' buttons.

Sample **Relationships** tab after moving **Description** field

Example 3

To select a value from the **Assigned to** drop-down list on the **Calls** tab after increasing the height of a row, double-click the single drop-down arrow (a second drop-down arrow displays), and click the top drop-down arrow.

The screenshot shows the 'Calls' tab with a table containing columns: Date, Note, Follow Up, Assigned to, Follow Up Date, and Action(s). The 'Assigned to' column has a drop-down menu open, showing 'GUEST' and 'Guest'. A mouse cursor is pointing at the top of the drop-down menu. The table has one row with '10/2/2002' in the Date field. A 'New' button is on the right. The bottom bar shows 'New', 'Delete', 'Find', 'Print', and a status bar indicating '1 result returned.' with 'Save' and 'Cancel' buttons.

Sample **Calls** tab showing the drop-down arrow from which to select a value

Selecting multiple values for user-defined fields

You can select more than one value for single-instance and multiple instance user-defined fields if your administrator has defined the fields as **Multi Select**.

A multi-select field for a single-instance, user-defined tab displays as a gray, read-only list box that displays the selected codes as a comma-delimited list.

- Single-instance multi select fields have a **Select Values** button located to the right of the field. When you click this button, the **Select Values** window opens, allowing you to make and modify selections for the field.
- Multiple instance multi-select fields have a drop down arrow to the left of the field. When you click this button, the **Select Values** window opens, allowing you to make and modify selections for the field.

The **Select Values** window contains two columns of text:

- The **Selected Values** column contains those values currently selected for the multi-select field.
- The **Available Values** column contains the values available for selection. These values are defined by your administrator.

To move values between the two columns, click the **Left** and **Right** arrow buttons located between the **Available Values** column and the **Selected Values** column.

All fields listed in the **Selected Values** column will be saved for the loaded customer when you click the **Save** button.

If you click the **Cancel** button, when the page reloads the selected values will revert to the previously saved values (if any).

If no values exist for a single-instance, multi-select field, no values will display in the **Selected Values** column.

Note: If you make changes to a multi-instance tab, you must save or cancel your changes before selecting another tab. If you make any changes in a multi-instance, user-defined tab and attempt to change tabs, a message asking you to save or cancel your changes is displayed.

To select multiple values for a user-defined field

1. From **Customers**, select **Manage customers**.
2. Select the user-defined tab that contains the multi-select field.
3. Click the **Select Values** button located to the right of the field to open the **Select Values** window.
4. Move items from the **Available Values** column to the **Selected Values** column:
 - Click an item in the **Available Values** column to highlight it then click the **Left arrow** button to move the item to the **Selected Values** column - or - double click the item to move it from one column to the other.
 - Repeat to move additional items.
5. Move items from the **Selected Values** column to the **Available Values** column:
 - Click an item in the **Selected Values** column to highlight it then click the **Right arrow** button to move the item to the **Available Values** column - or - double click the item to move it from one column to the other.
 - Repeat to move additional items.
6. Click **OK**. The values you selected in the **Select Values** window are displayed in the field.

To enter single-instance user-defined information

Once a user-defined window is chosen, you will need to select a field within the window to be able to Tab through the fields.

1. Open a customer's record in the **Manage customers** window.
2. Select the appropriate tab to display a single-instance user-defined window (*for example*, the **Lists** tab).
3. Select one of the following:
 - Any option to enable or disable a field, *for example*, the **Newsletter** option.
 - Any character field to enter text, *for example*, the **List Codes** field.

- Any scrolling-list to select values, *for example*, the **Interest Codes scrolling-list**.

*Note: See **Selecting multiple values for user-defined fields**.*

4. Click **Save** or continue entering additional detail information.

To enter multi-instance user-defined information

1. Open a customer's record in the **Manage customers** window.
2. Select the appropriate tab to open a multi-instance user-defined window.
3. Click in the first field on the tab to display the drop-down list.
4. Select the drop-down arrow and select the appropriate value.
5. Tab to each field and enter the appropriate values. Pressing **Tab** while in the last field of the row enables the next row.
6. Click **Save** when you are done entering data.

To delete data from a multi-instance, user-defined record

You can use the following two methods to delete data from multi-instance, user-defined tabs:

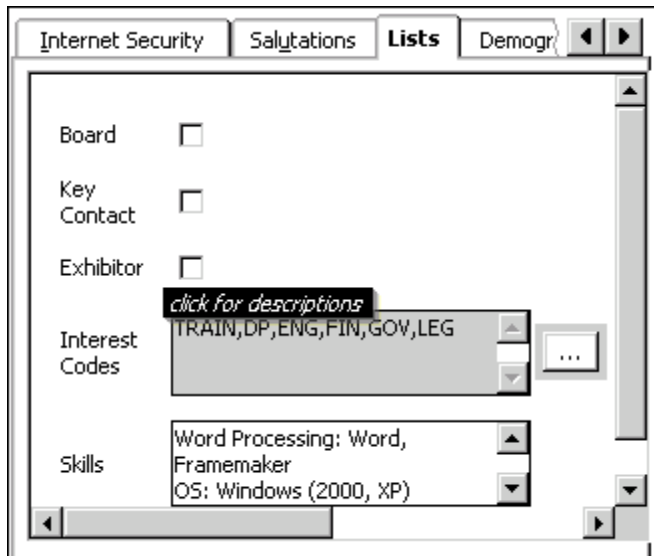
- Select the entire row in a tab and press **Delete** on your keyboard. When you select this method, all of the fields in the row are deleted from the user-defined tab from which you perform the delete, as well as any other multi-instance, user-defined tabs that contain those fields.
- Select the data in a field and press **Delete** on your keyboard. When you select this method, the data in the field is deleted from the user-defined tab from which you perform the delete, as well as any other multi-instance, user-defined tabs that contain the field.

Note: When deleting data from multi-instance, user-defined tabs, a data row is not permanently removed from the database until all the fields for the multi-instance table are deleted, either by blanking data from a field or by selecting and deleting an entire row.

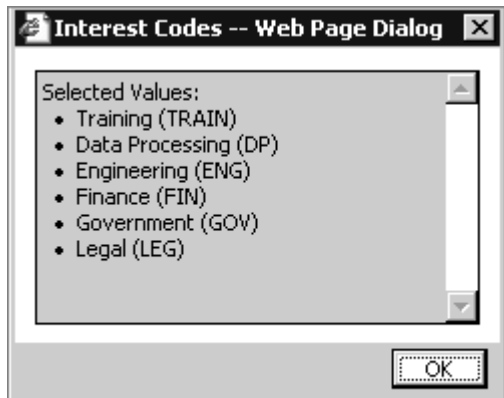
To view multiple-select fields

If a multi-select field contains any value, positioning the cursor over the field displays a tooltip containing the message **click for descriptions** above the cursor. To view the selected values for the field, click the mouse while the tooltip is displayed. The field contents display in a window even if the field is read-only for the current user. You can use the scroll bars or resize the window, if needed.

Note: To display tabs for user-defined windows, you must add the window to the list of visible tabs on the **Customer Portfolio Tab Preferences** window.



Example of a multi-select field showing the **click for descriptions** message that displays when the cursor is over the field

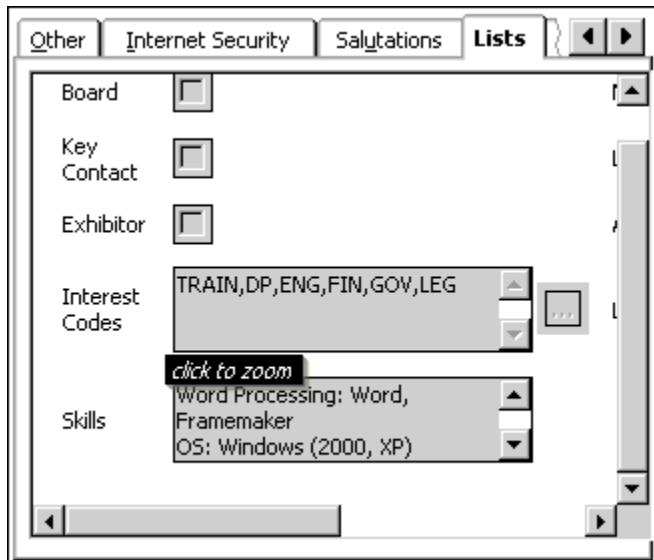


Example of window showing descriptions of currently selected values for the multi-select field shown in the previous example

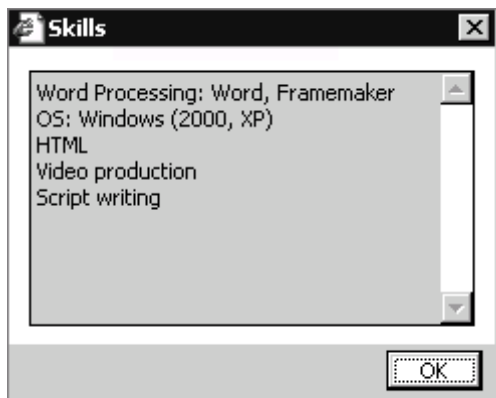
To view read-only text fields

When the data in a read-only text field is not fully visible because the data exceeds the field size, positioning the cursor over the field displays a tooltip containing the message **click to zoom**. To view the full contents of the field, click the mouse while the tooltip is displayed.

Note: To display tabs for user-defined windows, you must add the window to the list of visible tabs on the **Customer Portfolio Tab Preferences** window.



Example of a read-only text field showing the **click to zoom** message that is displayed when the cursor is over the field



Example of the window displaying the entire contents of the read-only text field from the previous example

The data in the window is display-only. You can use the scroll bars or resize the window if needed. Click **OK** to close the window.

To view data on multiple-instance, user-defined tabs in a non-grid format

You can view or enter/edit data in a multi-instance, user-defined tab in a non-grid format by opening a window for a specific row in the data grid. The row-specific data window displays if you double-click on a data grid row.

If you have permission to edit the values in the data grid, you can edit values in the row-specific data window. Any values that are changed in this window are automatically updated in the corresponding data grid rows when you click **OK** on this window. If you click **Cancel**, any values changed in the window will not be transferred to the corresponding grid row.

If you have permission to enter records in the data grid, you can enter new records directly in the row-specific data window. Records entered in the row-specific data window will be added to the data grid when you click **OK**.

Changes or additions made in the row-specific data window are not saved to the database until you click **Save** on the **Manage Customers** window.

If the data grid is read-only, a record can be viewed in a row-specific data window, but the information in the window cannot be edited and you cannot enter new records in the window.

Validation of values entered in the row-specific data window uses the same logic as the validation of values entered in the data grid. Values entered in the row-specific data window are saved to the database after clicking **OK** on the row-specific data window and then clicking **Save** on the **Manage customers** window.

Solicitor Data	Other	Internet Security	Salutations	Teachers
	School Year	Subjects Taught	Grades Taught	
	2001 - 2002	English, Art	High School	
	2002 - 2003	English, History	College	

*Example of a multi-instance, user-defined tab (from **Customers**, find a customer record, then select a multi-instance, user-defined tab)*

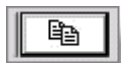
Example of the second row from the multi-instance, user-defined tab show in the previous example displayed in a window format (in the data grid, double-click on the gray box located to the left of the row you want to view)

To view or edit data on multiple-instance, user-defined tabs

1. From **Customers**, find a customer record.
2. Select the multiple-instance, user-defined tab you want to view.
3. Double-click on the gray box located to the left of the row you want to display in a non-grid data window.
4. View or edit fields.
 - ☐ Click **Cancel** to close the window without making changes.
 - ☐ Edit fields in the window, then click **OK** and click **Save** on the **Manage Customers** window.

Using the Clipboard icon

The Clipboard icon enables you to copy the name and address information of the current customer onto your workstation's Windows clipboard. You can then copy or paste this information into other applications such as a word processing application.



The Clipboard icon

Your administrator can *customize the fields that are copied to the clipboard* (see "Customizing clipboard fields") to include more information.

To copy customer information to the clipboard

1. Load a customer record.
2. Click the Clipboard icon located at the bottom of the window. The customer's name and additional fields configured by your system administrator are copied to the system clipboard.

Note: Many applications enable you to transfer information from the Clipboard using a menu option such as **Edit > Paste** or using the key combination **Ctrl+V**.

Running multiple iMIS instances

You can open multiple instances of the **Manage customers** window simultaneously and independently of each other. The number of instances that you can open depends on the number of licenses you have purchased and the system resources (memory, disk space, and so forth). *For example*, if you have a five-user license, you can open five instances of iMIS.

Note: If you open more than five instances of iMIS, we recommend you increase your system memory to 256 MB RAM.

Note: You may receive one of the following error messages when attempting to open multiple instances of iMIS:

“Error opening iMIS Standard Data file (iMISSTD.DF1). The file's read-only attribute may be set. Click OK to exit.”

“A new iMIS workspace cannot be started. You may have exceeded your license count. Click OK to exit.”

These error messages may indicate that the iMISSTD.DF1 file cannot be found, that the file is set as read-only, or that you are trying to open multiple instances of the **Manage customers** window without a multi-user license.

The first instance of the **Manage customers** window is opened by selecting **Customers** from the navigation bar and selecting **Manage customers** from the **Customers** task list. Subsequent instances are opened by repeating this action or from the **Manage customers** window (see *To open a customer's record in the Manage customers window* (see "[Opening customer records](#)").

To help distinguish between multiple iMIS instances, the current customer information displays in the iMIS window title.

Managing tab preferences

The **Customer Portfolio Tab Preferences** window enables you to customize the **Detail** and **History** areas of **Customers > Manage customers**. You can hide tabs that you do not want to display in the **Detail** and **History** area, and you can customize the order in which the tabs display in the area.

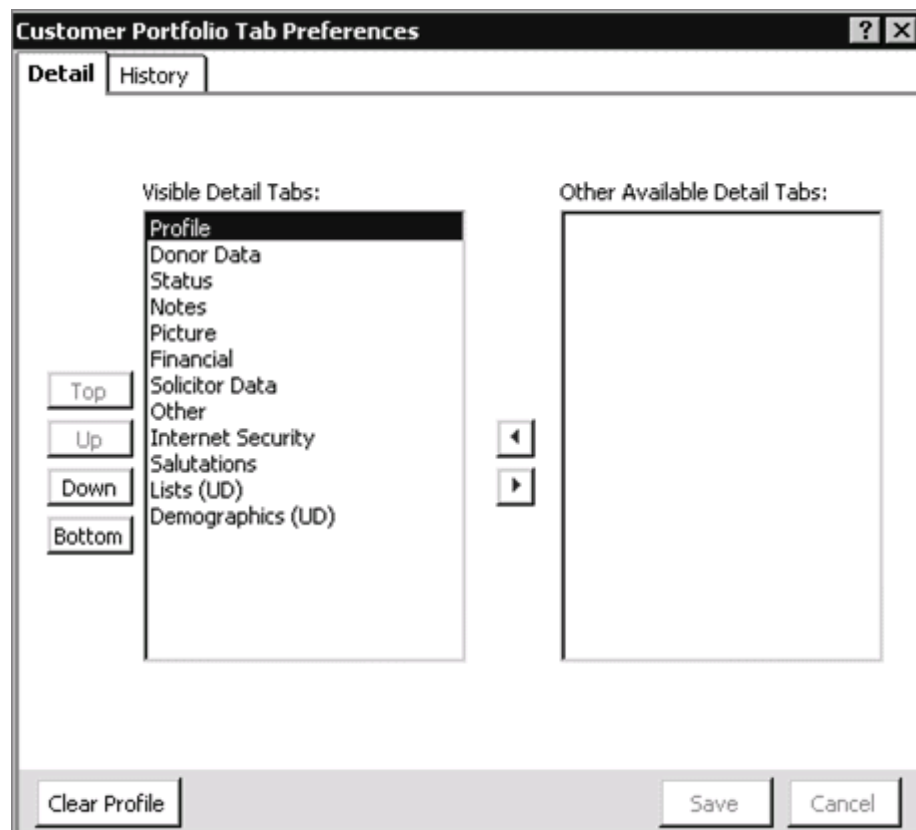
Note: A maximum of 60 tabs can be displayed for each profile (**Detail** and **History**), which can include up to 15 multi-instance user-defined tabs. If you attempt to add more than 60 tabs to the list of visible tabs on the **Detail** or **History** tab of the **Customer Portfolio Tab Preferences** window, a message informs you that the 60-tab limit has been reached and that no more tabs can be displayed.

Administrators can customize the default **Customer Portfolio Tab Preferences**, which will determine the tabs visible to users who do not set their own tab preferences.

User-defined, multiple-instance, and activity tabs do not display by default; you must add these tabs to your tab preference profile. If you do not have a tab preference profile, you must create one (from **Customers**, select **Manage customers**, place the cursor over the **Detail** tabs, right-click, and select **Edit Tab Preferences**) to display any tabs other than the iMIS-defined default tabs. See, *Creating Tabs for Activity Types* for more information about creating activity tabs.

Note: All user-defined, multiple-instance, and activity tabs in the **Customer Portfolio Tab Preferences** window display with (ACT) appended to the end of their name. *For example*, the **Calls** and **Letters** activities will display as **Calls (ACT)** and **Letters (ACT)** on the **Customer Portfolio Tab Preferences** window; however, in the **History** area of the **Manage customers** window the actual tabs will display as **Calls** and **Letters**, respectively.

Customer Portfolio Tab Preferences window



Right-click in either the **Detail** or **History** area and select **Edit Tab Preferences**

Detail

Select this tab to configure the tab preferences for the **Detail** area of **Customers > Manage customer**.

History

Select this tab to configure the tab preferences for the **History** area of **Customers > Manage customer**.

Visible Detail Tabs

Lists all of the tabs enabled to display in the **Detail** and **History** areas of **Customers > Manage customer**.

Detail area - When editing or setting up your profile, you must leave at least one tab listed in the **Visible Detail Tabs** field for the **Detail** area of your **Customer Portfolio** profile. If you do not leave at least one tab listed in the **Visible Detail Tabs** field, you cannot save the profile.

Other Available Detail Tabs

Lists all of the tabs that are hidden from view in the **Detail** and **History** areas of **Customers > Manage customer**. Tabs display in list order in the **Detail** and **History** areas.

Top

Moves the tab(s) selected in the **Visible Tabs** list to the top of the list and the beginning of the display order.

Up

Advances the tab(s) selected in the **Visible Tabs** list by one tab in the list and in the display order.

Down

Moves the tab(s) selected in the **Visible Tabs** list back by one tab in the list and in the display order.

Bottom

Moves the tab(s) selected in the **Visible Tabs** list to the bottom of the list and the end of the display order.

Left arrow

Moves the tab(s) selected from the **Other Available Tabs** list to the bottom of the **Visible Tabs** list. Moving a tab to the **Visible Detail/History Tabs** list displays the tab in its respective area of **Customers**.

Right arrow

Moves the tab(s) selected from the **Visible Tabs** list to the **Other Available Tabs** list. Moving a tab to the **Other Available Tabs** list removes the tab from its respective area of **Customers**.

Clear Profile

Clears any custom profile settings and returns the tab preferences to the default setting. This is useful when license keys have changed and new tabs exist that are not in the your profile. Clearing the profile will display all of the tabs in their default order in the **Detail** and **History** areas.

Customers tab security

User access to tabs is controlled by:

- *iMIS* module licensing - A module-specific tab can only be used if the *iMIS* installation is licensed for that module.
- *iMIS* authorization levels - A module-specific tab can only be used if the user has the appropriate module-specific authorization level.
- *iMIS* access keywords - A keyword-protected tab can only be used if the user has been assigned the appropriate keyword.

The rules governing tab availability in **Customers > Manage customers** determine tab availability in the **Customer Portfolio Tab Preferences** window.

A/R Cash, Billing, Events, Exhibition, Exposition, Orders, and Fundraising tabs

These tabs require users to have a module-specific Authorization Level of 1 or higher.

Label Preferences tab

This must be set up by your administrator.

Salutations and Role tabs

This must be set up by your administrator.

Call, Letters, and Fundraising tabs

This must be set up by your administrator.

User-defined tabs

User-defined tabs can be hidden by your administrator.

To open the Customer Portfolio Tab Preferences window

1. From the **Detail** section:
 - ☐ Open a record in the **Manage customers** window.
 - ☐ Right-click in the **Detail** section's tab-strip to display the right-click menu. If a record is not loaded in the **Manage customers** window, you will not be able to open the right-click menu from the **Detail** section's tab-strip.
 - ☐ Select **Edit Tab Preferences** from the list to open the **Customer Portfolio Tab Preferences** window.
2. From the **History** section:
 - ☐ Right-click in the **History** section's tab-strip to display the right-click menu (a record does not have to be loaded).
 - ☐ Select **Edit Tab Preferences** from the list to open the **Customer Portfolio Tab Preferences** window.

To customize tabs in the detail and history areas

1. Open the **Customer Portfolio Tab Preferences** window.
 - ☐ Place your cursor over the **Detail** tab and right-click.
 - ☐ Select **Edit Tab Preferences**.
2. In the **Customer Portfolio Tab Preferences** window, click the **Detail** or **History** tab to configure tab preferences for the appropriate area of the **Manage customers** window.
3. Select the tab item(s) from the **Other Available Detail Tabs** or from the **Other Available History Tabs** list that you want to display in the **Manage customers** window.

Note: Press **Ctrl** or **Shift** to make multiple selections.

4. Select the **Left-arrow** button to move the selected tab item(s) to the bottom of the **Visible Detail Tabs** or **Visible History Tabs** list, or double-click to move tab items individually.

Customizing the default Tab Preferences

The **Load default** button is visible only to an administrator with a system management level of 8 or higher, and only when the administrator's own profile is loaded. If the default profile is currently loaded, the window title is **System Default Tab Preferences** and **Load personal** appears in place of **Load default**. (Selecting **Load personal** reloads the administrator's personal profile.)

To customize the default Tab Preferences profile

5. Go to **Customers**.
6. Right-click the top of the **Details** or **History** pane.
7. Select **Edit Tab Preferences**.

The **Customer Portfolio Tab Preferences** window opens and the administrator's own profile is loaded.
8. Switch to the default profile by selecting **Load default**.
9. Edit the default settings.
10. Select **Save**.
11. Restart *iMIS* for your changes to take effect.

Detailed Customer Data

The **Customers** feature contains significant amounts of customer information. At times, however, you may need to access more specialized customer data. The **Detail** area of the **Customers** feature offers tabs that provide an additional means for accessing specialized customer data including:

- Profile, donor, and solicitor data
- Status
- Notes
- Picture
- Financial
- Salutations
- Log

Your administrator can also create a custom tab for the **Details** pane of the **Customers** feature.

About Detail and History tab preferences

Detail and history tabs are not displayed by default; you must add these tabs to your tab preference profile. If you do not have a tab preference profile, you must create one.

By default, the **Results** tab is the leftmost tab in the **History** tab area, but you can change the order in which tabs are displayed with the **Customer Portfolio Tab Preferences** window.

Note: Tabs that can be disabled cannot be selected as the first tab of the **Detail** area's profile, and you cannot to save a profile in which the first **Detail** tab is restricted according to customer type.

The **Customer Portfolio Detail** and **History** tab areas can each have up to 60 tabs displayed.

Manage customers - Detail area

The **Detail** area of the Customer Portfolio contains detailed customer information.

Tips

- Additional tabs appear if you are licensed for VAT or Fundraising, or have user-defined tabs.
- The slider control at the top right of the detail area lets you scroll across to see more tabs.
- Once you select a tab in the **Detail** area, click a field in the tab to activate the area.

For example, when the **Profile** tab is selected, click in the **Work Phone** field to activate the area. Press **Tab** to move the cursor to the next field.

- When you reach the last field on the **Profile** tab, select a tab in the **Detail** area and click any field to activate it.

For example, if you need the **Join Date** on the **Status** tab, press **Alt+T** to activate the **Status** window, and click in the **Join Date** field.

To navigate within the Detail area

In most cases, more tabs exist in the **Detail** area than can be viewed at any one time without scrolling.

To navigate to a specific tab:

- Select the right or left arrow buttons at the far right of the tab areas to scroll through the tabs. Select the specific tab when the tab you need to access displays, or
- Right-click to display a list of all the tabs in the area and select a menu item to display a specific tab.

Note: You can navigate to a specific tab only when the **Manage customers** window is in New or Edit mode, and some tabs will be available only when in Edit mode.

You can right-click anywhere on the **Detail** area's tab-strip to display a list of all the enabled **Detail** tabs (disabled tabs are grayed out and cannot be selected). The tab currently displayed is grayed out in the list. Selecting a tab from the menu's list directly opens that tab.

Note: You can also select the right or left arrow to scroll through the tabs.

To enter customer details

Company flow down, an automatic process of updating specific fields when a Company ID is assigned to a Member ID, will automatically populate the **Work Phone**, **Fax**, and **Toll Free** fields. Additional flow-down options can be defined by your administrator.

1. Open a customer's record in the **Manage customers** window.
2. Select the appropriate detail section tab.
3. Tab to each field and enter the appropriate values.
4. Click **Save**, or continue to enter additional detail information.

Manage customers window - Profile tab

The screenshot shows a software window titled "Manage customers window - Profile tab". At the top, there is a tab strip with five tabs: "Profile" (selected), "Donor Data", "Status", "Notes", and "Picture". Below the tabs, the "Profile" section contains several input fields: "Work Phone" with the value "(201) 838-8000", "Home Phone" with the value "(201) 346-9899", "Fax" with the value "(201) 898-4255", and "Toll Free" which is empty. Below these are "E-mail" and "Web Address" fields, both empty, each with a small icon to its right. At the bottom, there is a "Functional Title" field with a dropdown menu showing "Data Processing Mana".

From **Customers**, select **Manage customers**, find customer record, and select **Profile** tab

Note: Your administrator can map the **Work Phone**, **Home Phone**, **Fax**, and **E-mail** fields on the **Profile** tab to the **Phone**, **Fax**, and **E-mail** fields on any address purpose defined in the **Main**, **2nd**, or **3rd** fields on the **Customer Setup - Address and Notes** window.

Work Phone

Specifies the business phone number, including any phone number extensions.

Home Phone

Specifies the home phone number.

Fax

Specifies the fax number.

Toll Free

Specifies the toll-free phone number.

E-mail

Specifies the e-mail address of the customer. If you have a MAPI32-compliant e-mail application software and Internet access on your system, select the envelope icon to send an e-mail directly from the customer record.

Web Address

Specifies the Web address of the customer. If you have Internet access on your system, select the world icon to open the Web address in your browser.

Major Key

Specifies a primary field with which you can retrieve records. *iMIS* will make this field available for referencing and searching for customer records throughout the system. *For example*, you can use social security numbers, certificate numbers, license numbers, and old customer ID numbers. You can make the major key unique in order to prevent duplicate entries.

The major key field is displayed with a prompt entered by your administrator.

Functional Title

Select the drop-down arrow on this field to select a larger grouping for the **Title** field. This drop-down list is set up by your administrator.

For example, you could use a **Functional Title** grouping for Accounting for specific mailings to officers related to the accounting function. If you specify functional titles for your customers, you can also display or print company rosters with the individuals listed by functional title grouping. You can also look up all individuals in a **Functional Title** grouping.

Manage customers window - Donor Data tab

The screenshot shows a software window titled "Manage customers window - Donor Data tab". It has four tabs: "Profile", "Donor Data" (which is selected), "Status", and "Notes". The "Donor Data" tab contains the following fields and controls:

- Solicitor:** A dropdown menu showing "Mr. Robert L. Berry".
- Do not phone / Do not email:** Two checkboxes, both of which are unchecked.
- Preferred Distribution/Premium:** A dropdown menu showing "DISTRIBUTION TO THE BLDG".
- List as:** A text box containing "The Danforth Family".
- Anonymous:** A button.
- Receipting:** A section with a title bar and a group box containing:
 - Interval:** Four radio buttons: "None", "Quarterly" (which is selected), "Monthly", and "Annually".
 - Last Receipt Date:** A text box.

From **Customers**, select **Manage customers**, open a customer record, and select the **Donor Data** tab

Solicitor

Enter the customer ID of the solicitor associated with the customer. The solicitor specified here is the default solicitor that displays in the **Enter and edit gifts** window.

Do not phone

Enable if the customer does not want to be called.

Do not email

Enable if the customer does not want to receive e-mail. This option is for informational purposes only and does not prevent e-mail from being sent to the customer.

Do not solicit

Enable if the customer does not want to receive solicitations.

Do not sell

Enable if the customer does not want to make donations.

Preferred Distribution/Premium

(Applies *only* to memorials and tributes) Enter the preferred distribution or premium for gifts that are made in memory of or in honor of the customer. If a preferred distribution or premium is specified, the preferred distribution or premium automatically populates the **Distribution** field on the **Overview** tab on the **Enter and edit gifts** window when a memorial or tribute donation is made in honor of this individual. This distribution or premium can be overridden.

List as

Specify how the customer is to be listed on printed materials and reports. This can be overridden.

Anonymous button

Enables you to specify that the “list as” information for this customer is **Anonymous**. Although **Anonymous** will display in the **Enter and edit gifts** window, you can override this while entering a gift.

Receipting Interval

There are four options for assigning a receipting interval to the customer that display in this area. All interval values are compared to the system date and the “last receipt printed” date to determine if a new receipt should be issued.

- **None** - If this option is enabled, no receipting interval is activated. This is the default setting. Any non-receipted gifts matching the selection criteria are issued a receipt.
- **Quarterly** - If this option is enabled, receipts are not automatically generated with another receipt batch until the quarterly interval (90 days) has passed.
- **Monthly** - If this option is enabled, receipts are not automatically generated with another receipt batch until the monthly (30 days) interval has passed. The monthly interval is always equal to 30 days.
- **Annually** - If this option is enabled, receipts are not automatically generated with another receipt batch until the annual interval (365 days) has passed.

Last Receipt Date

(System generated - Display only) Displays the date of the last receipt issued for the customer. Updates after a receipt is printed and cannot be updated manually.

Manage customers window - Status tab

Profile Donor Data **Status** Notes Picture

Chapter Harris County

Join Date 2/2/1964

Paid Through Date 12/31/1999

Renewed 12/4/1996

Date Added 8/27/1993

Last Update 3/6/2000 5:56:00 PM

Last Updated By MANAGER

From **Customers**, select **Manage customers**, find customer record, and select **Status** tab

Chapter

The prompt for this drop-down list displays when the **Chapter** prompt is set up by your administrator. Select the drop-down list on this field to select from chapter names defined by your administrator.

Join Date

Specifies the date the customer became active. Use a forward (/) to separate the month, day, and year values. When you enter a day, the system month and year is automatically entered.

Paid Through Date

Specifies the date that customer benefits expire. This date is updated upon Dues Payment (Cash Dues System) or Dues Billing (Accrual Dues System Option) processing.

Member Status

This display-only field displays one of the following status options:

- **New** - *iMIS* sets the status to **N** when you insert a new customer record and when you change a nonmember record to a customer record (except for records with status **D**). If a record's status is blank, posting a Billing payment (advancing the PAID_THRU) will trigger status **N**.
- **Dropped** - *iMIS* sets the status to **D** when you change a customer record to a nonmember record (which may already have status **D**) and when the Name.STATUS changes to an **S*** (suspended), **I*** (inactive) or **D*** (deleted) code from one that was neither **S*** nor **D*** (includes **A*** (active)).
- **Renewed** - *iMIS* sets the status to **R** when you post a Billing payment (advancing the PAID_THRU) for a record with status **N**.
- **Reinstated** - *iMIS* sets the status to **S** when you change a nonmember record with status **D** and Name.STATUS other than **S*** (suspended), **I*** (inactive), or **D*** (deleted) to a customer record and when the Name.STATUS for a customer record changes from an **S*** (suspended), **I*** (inactive), or **D*** (deleted) code to one that is neither **S***, **I***, or **D***. If you post a Billing payment for a record with status **D**, *iMIS* sets the status to **S** and removes any Name.STATUS code set to **S*** (suspended), **I*** (inactive), or **D*** (deleted).

Member Status Date

This is a display-only field that defaults to the current system date (or the Billing payment transaction date) for each of these status changes except when you enter a JOIN_DATE for a new record, in which case the JOIN_DATE is used.

Date Added

This is a display-only field that displays the date the customer was originally entered in the database.

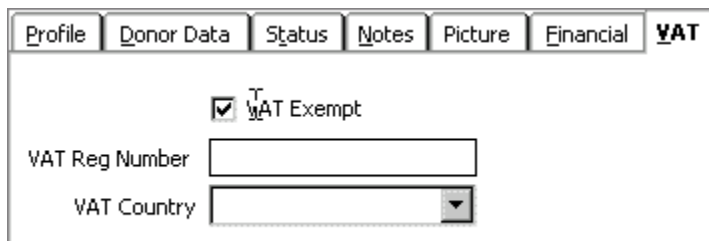
Last Update

This is a display-only field that displays the last date the customer's record was updated the database.

Last Updated By

This is a display-only field that displays the ID of the person who entered the update.

Manage customers window - VAT tab



From **Customers**, select **Manage customers**, find customer record, and select **VAT** tab

VAT Exempt

(optional) Enable if the customer is VAT exempt.

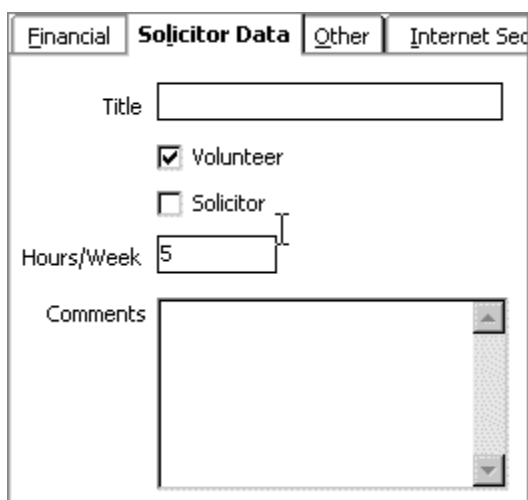
VAT Reg Number

(optional) This field specifies the VAT Registration Number for the customer. This information will display on the **Full Order Entry** window.

VAT Country

(optional) This field specifies the VAT country for the customer. This information will display on the **Full Order Entry** window.

Manage customers window - Solicitor Data tab



From **Customers**, select **Manage customers**, find customer record, and select **Solicitor Data** tab

Title

Specifies the solicitor's title.

Volunteer

Specifies whether the solicitor is a volunteer and not a paid staff member.

Solicitor

Specifies that the individual is a solicitor. When selected, solicitor information is available at gift/pledge entry and for reporting.

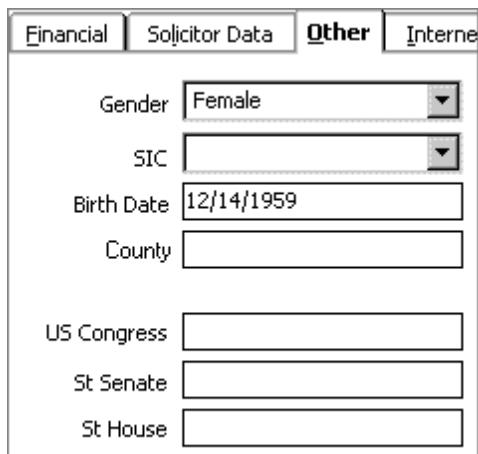
Hours/Week

Specifies the number of hours per week the solicitor works.

Comments

Contains comments associated with the solicitor. The character limit for this field is 255.

Manage customers window - Other tab



The screenshot shows a window titled 'Manage customers window - Other tab'. It has four tabs: 'Financial', 'Solicitor Data', 'Other' (which is selected), and 'Interne'. The 'Other' tab contains several input fields: 'Gender' with a dropdown menu showing 'Female', 'SIC' with a dropdown menu, 'Birth Date' with a text box containing '12/14/1959', 'County' with an empty text box, 'US Congress' with an empty text box, 'St Senate' with an empty text box, and 'St House' with an empty text box.

From **Customers**, select **Manage customers**, find customer record, and select **Other** tab

Gender

Specifies the gender of the customer.

Note: When possible, *iMIS* automatically populates this field based on the value in the **Prefix** field on the Customer Portfolio. Prefixes that do not indicate gender such as Dr., will not automatically populate.

SIC

Select the drop-down arrow on this field to select a SIC (Standard Industry Code). Values listed in this drop-down list are defined by your administrator. Codes entered before a SIC_CODE table is created will not be validated unless the field is edited.

Birth Date

Specifies the birth date of the customer.

County

Specifies the name or code for the county where the customer is located. *iMIS* auto-populates this field when the **County from Primary Zip** option is enabled by your administrator.

US Congress

Specifies the U.S. congressional district number for sending legislative alerts and target mailings.

St Senate

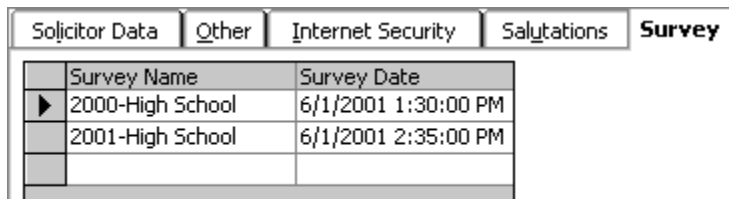
Specifies the state senatorial district number for legislative alerts and target mailings.

St House

Specifies the state representative district number for legislative alerts and target mailings.

Note: If you are using Accumail, the **US Congress** field, **County** field, and postal-related fields are auto-filled.

Manage customers window - User-defined tab



	Survey Name	Survey Date
▶	2000-High School	6/1/2001 1:30:00 PM
	2001-High School	6/1/2001 2:35:00 PM

From **Customers**, select **Manage customers**, find customer record, and select user-defined tab

User-defined tabs can be displayed in the **Detail** area on the Customers tab. Multi-instance tabs are shown first, followed by single-instance tabs in the order they set up by your administrator.

User-defined tabs with values in **Only applies to these types** are shown as needed after you click **Save** and refresh the record.

Note: Your administrator can limit access to user-defined tabs.

Keyboard shortcuts in user-defined tabs

The following keyboard shortcuts are supported in user-defined tabs:

- **Ctrl+V** (Paste)
- **Ctrl+C** (Copy)
- **Ctrl+Z** (Undo)

Caution! Pressing **Ctrl+Z** in user-defined tabs does not zoom a text field as in other fields on the Customers area. Using **Ctrl+Z** in a user-defined tab will undo your most recent action.

The following are not supported in single-instance, user-defined tabs:

- **Ctrl+C** (Copy)
- Right-click menus

Only applies to these types

User-defined tabs can be defined to open for certain customer types. When this option is enabled and you are viewing a customer record, user-defined tabs will only be loaded for customers with those specific customer types. When editing a customer record, and updating the customer type from one that would not open a window, to one that would open a window, the window will only open after **Save** is clicked.

If a user-defined tab is set to only apply to certain customer types, the tab will not display in the detail area of a record when the record is inserted. The tab will only display after the record has been saved once, and then the user will need to reopen the tab to see all the tabs that the record should have.

Character entry

Character fields on single-instance, user-defined tabs display according to the character limit set for them by your administrator.

Fields on single-instance, user-defined tabs display according to the following:

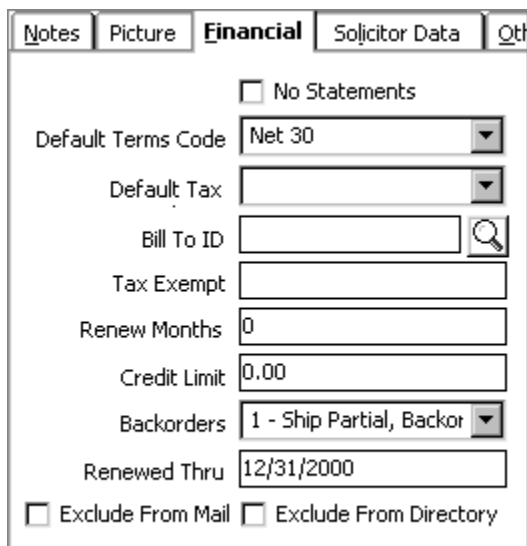
- Fields defined with a character limit of less than 33 characters display as a single line
- Fields defined with a character limit of 33 to 63 characters display as two lines
- Fields defined with a character limit of greater than 63 characters display as three lines
- Text fields specified with a character limit of more than 32 characters display with scroll bars to allow you to view the text

Note: For field lengths greater than 32 characters, if you attempt to enter more characters than specified for a user-defined, single-instance tab, a message informs you that your text will be truncated. If you attempt to enter more characters than specified for a user-defined, multi-instance tab, a message informs you of the maximum number of characters that can be entered in the field. The field will be blanked out and you will need to re-enter your value.

Entering financial information

Use the **Financial** tab to enter the customer's financial data preferences. Your administrator may limit access to the **Financial** tab.

Manage customers window - Financial tab



From **Customers**, select **Manage customers**, find customer record, and select **Financial** tab

No Statements

Enable if the customer will not receive statements.

Default Terms Code

Select the drop-down arrow on this field to select a default payment term for which the customer will pay invoices. Values that display on the drop-down list are defined by your administrator.

Default Tax

Select the drop-down arrow on this field to select a default tax authority. Values that display on the drop-down list are defined by your administrator.

Bill To ID

Specifies the ID number for the customer that will be handling charges as a third party. Used in Billing for List Billing.

Tax Exempt

Specifies any number to specify that this customer is tax exempt.

Renew Months

Use this field to override the normal billing period of 12 months. *For example*, if the customer is to be billed four times per year (quarterly), enter 3.

Credit Limit

Specifies the amount of credit assigned to the customer.

Backorders

Drop-down list of all backorder options used with Full Order Entry

Renewed Thru

Use this field to indicate the date through which the individual has been billed for the main Billing product, regardless of payment. This field is reset by *iMIS* when the main Customers Billing item is billed.

Exclude From Mail

Enable to exclude this customer from the Customers system mailings.

Exclude From Directory

Enable to exclude this customer from the directory.

To enter financial information

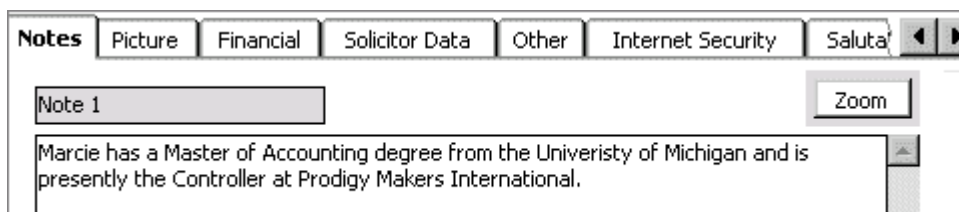
1. Open a customer's record in the **Manage customers** window.
2. Select the **Financial** tab and click in any field.
3. Tab to each field and enter the appropriate values.
4. Click **Save**, or continue entering additional detail information.

Entering note information

The **Notes** tab displays a scroll-down list that contains four notes. The first three **Notes** prompts are customized by your system administrator.

Note: Your administrator can customize notes to include more than four notes.

Manage customers window - Notes tab



From **Customers**, select **Manage customers**, find customer record, and select **Notes** tab

The fourth note displays a blank prompt, which will accept any value typed in the prompt (as long as the value is unique). As soon as you enter data in the last note field on the tab, the system automatically creates a new blank note below the last note.

The **Notes** tab can hold up to 70 notes.

To enter note information

1. Open a customer's record in the **Manage customers** window.
2. Select the **Notes** tab and click in any field.
3. Tab to each field and enter the appropriate values.
4. Click **Save**, or continue entering additional detail information.

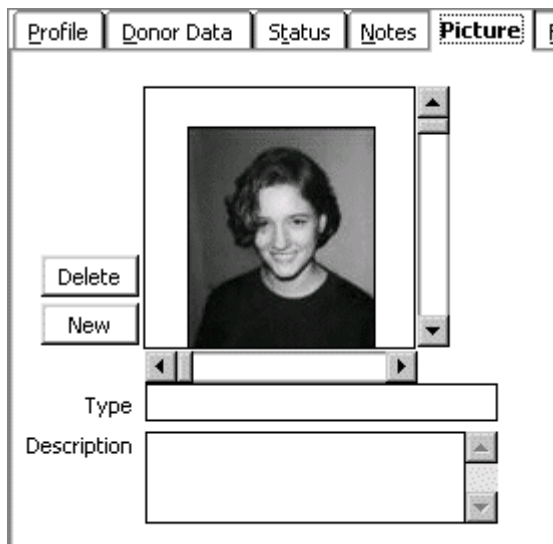
To view note information

To view the entire contents of a Note field in the **Notes** tab, click the **Zoom** button that corresponds to the Note field you want to view.

Adding a picture

Use the **Picture** tab to select and store a customer's picture.

Manage customers window - Picture tab



From **Customers**, select **Manage customers**, find customer record, and select **Picture** tab

Type

Specifies a title for the picture.

Description

Specifies a description for the picture.

To insert pictures

Images on the **Manage customers** window are limited to the BMP and JPEG formats. The preferred image size for the portrait is 130 pixels by 125 pixels. When a larger image is inserted, use the scroll bars to view the image.

1. Open a customer's record in the **Manage customers** window.

2. Select the **Picture** tab.
3. Click **New** to browse for the portrait file.
4. Select the file.
5. (optional) In the **Type** field, enter a value.
6. Tab to the **Description** field and enter a value.
7. Click **Save**, or continue entering additional detail information

Note: When inserting a portrait that is larger than the viewing area, the portrait is centered after clicking **Save**.

Entering salutations information

Use the **Salutations** tab to define the salutation text used for customer correspondence and acknowledgements.

Salutations tab

Salutation Type	Salutation
▶ FORMAL	Ms. Jane M. Gooden
INFORMAL	Jane
*	

From **Customers**, select **Manage customers**, find customer record, and select **Salutations** tab

Salutation Type

(required) Select the salutation code you want to use.

Select the right side of the **Salutation Type** cell to display a drop-down list of the descriptions defined for the salutation codes. Salutation codes are defined by your administrator.

Salutation

Specifies the salutation text for the corresponding **Salutation Type**. This field can automatically convert values entered to upper or lower case.

Note: Your administrator can limit your access to Salutations tab functionality.

To display the Salutations tab

The **Salutations** tab displays for all customer records if your administrator has defined salutation codes.

To assign a salutation code

1. Open a customer's record in the **Manage customers** window.

2. Select the **Salutations** tab.
3. Select the empty **Salutation Type** field to display a drop-down arrow.
4. Select the drop-down list and select the salutation code you want to use.
5. Enter salutation text in the **Salutation** field.
6. Click **Save**.

To edit a salutation code

When editing salutation codes, you can replace an existing code with one from the list of defined codes. However, you cannot replace an existing salutation code with a null value. No restrictions exist for editing salutation text, and you can leave the **Salutation** field blank if you want to remove the salutation text that has been assigned to a code.

1. Open a customer's record in the **Manage customers** window.
2. Select the **Salutations** tab.
3. Make any necessary changes.
4. Click **Save**.

To delete a salutation code

1. Open a customer's record in the **Manage customers** window.
2. Select the **Salutations** tab.
3. Select the row you want to delete and press the **Delete** key.
4. Click **Save**.

Historical Customer Data

You view comprehensive customer information in **Customers**. At times, however, you may need to access more specialized customer data. The history tabs offer a way to access detailed historical customer data.

The exact tabs that are displayed, and the order in which they are displayed are *configured in the Customer Portfolio Tab Preferences window* (see "Creating tabs for activity types").

Sorting history tab data

You can sort records by any column in any of the history tabs on the Manage Customers window except **Record History** and **Roster**. Click the heading of the column by which you want to sort and the rows will be sorted according to the following rules:

Data Type	Sort Type	Example
varchar (alphanumeric)	alphabetic ascending	(A-Z) (1,10,2,20)
numeric	numeric ascending	(1 - 99)
date	chronological ascending	(1/1/2001 - 12/12/2005)
money	numeric ascending	(1.02 -99.99, 1,02 - 99,99)

Clicking on the column header of the sort column toggles the sort between ascending and descending order. The column by which the data is sorted is marked with an asterisk (*).

	ID	* Last Name	First Name	Middle	Suffix	Title	Company	City	State
▶	156	Bachman	Peter	L.		Vice President	American Business	Houston	TX
	161	Bachman	Albert				Bachman Floral	Dallas	TX
	162	Bell	Duane	D.			Bell Cardiac	Minneapolis	MN
	134	Berry	Robert	L.		President	International Book	Fort Worth	TX
	123	Better	Charles	P.		Sales Manager	Software	Dallas	TX
	163	Blackwood	George				Blackwood Electric	Ft. Worth	TX

Click the column header to sort by that column

Limitations:

- To protect data integrity, column sort is disabled when you edit data.
- This change does not affect the **Record History** and **Roster** tabs.

Note: The number of records returned for a customer is limited by the **Find List Maximum** configuration option in the **Customer > Setup > Advanced** window. Re-sorting tab data only sorts data that has already been retrieved, it will not retrieve any additional records that were excluded when using the default sort order.

Reviewing the History area

Enter, edit, and view customer information in the **History** area of the **Manage customers** window.

Manage customers window - History tabs

Depending on the tab configuration, the **History** area can contain the following tabs:

- *Results* (see "[Manage customers window - Results tab](#)")
- *Record History* (see "[Manage customers window - Record History tab](#)")
- *Activities-All* (see "[Managing activity records](#)")
- *Calls* (see "[Manage customers window - Calls tab](#)")
- *Letters* (see "[Manage customers window - Letters tab](#)")
- *Roster* (see "[Manage customers window - Roster tab](#)")
- *AR/Cash* (see "[Manage customers window - AR/Cash tab](#)")
- *Billing* (see "[Manage customers window - Billing tab](#)")
- *Events* (see "[Manage customers window - Events tab](#)")
- *Orders* (see "[Manage customers window - Orders tab](#)")
- *Exhibition* (see "[Manage customers window - Exhibition tab](#)")
- *Exposition* (see "[Manage customers window - Exposition tab](#)")
- *Certification* (see "[Manage customers window - Certification tab](#)")
- *Label Preferences* (see "[Manage customers window - Label Preferences tab](#)")
- *Change Log* (see "[Manage customers window - Change Log tab](#)")
- *Relationships* (see "[Manage customers window - Relationships tab](#)")

- Fundraising
- *Matching Plans* (see "[Manage customers window - Matching Plans tab](#)")
- *Notification* (see "[Manage customers window - Notification tab](#)")
- *Role* (see "Manage customers window - Role tab")

Activity tabs created by your iMIS administrator can also be displayed in the **History** area.

You can add new records if the data grid is white.

Results	Record History	Activities-All	Calls	Letters	Roster	AR/Cash	Billing	Events	Orders	Exhibition
ID	Last Name	First Name	Middle Name	Suffix	Title	Company	City	State		
101	Hunt	Douglas	A.	Jr.	President	Prodigy Makers Inter	Newark	NJ		
104	Corwin	Charles	R.		President	Foundation Support	Somerville	NJ		
105	Hamilton	Carol	A.		Administrative Assist	Foundation Support	Somerville	NJ		
107	Caller	Paula	D.		Controller	Acme, Inc.	Dallas	TX		
108	Cookie	David	F.	Jr.	Vice President	Acme, Inc.	Dallas	TX		
109	Tree	John	G.	Sr.	Sales Manager	Office Supplies, Inc.	Dallas	TX		

From **Customers**, select **Manage customers**, and find customer record

To navigate within the history tabs

You can right-click on any history tab or from customers or companies listed in the **Results**, **Record History**, or **Roster** tabs to display a menu of available tabs (disabled tabs and the current tab are grayed out and cannot be selected). Selecting a tab from the list opens that tab.

The activity and module specific tabs, *for example* **Fundraising** and **Calls**, always display information about the record currently loaded in **Customers > Manage customers**.

To manually insert an activity record

See the specific tab areas for detailed instructions on entering activities.

Note: Your administrator can limit edit access to specific tabs.

1. Open a customer's record in the **Manage customers** window.
2. Select the **Activities-All** tab in the **History** section of the **Manage customers** window.
3. Select the drop-down list located directly below the **Sort by** area, and select the activity type you want to insert.
4. Enter the activity information in each cell.

Note: Data entry can only be made in fields with a white background containing an * (asterisk) to the left of the field.

5. Press **Tab** to continue entering data in additional cells.
6. Click **Save**.

Note: When entering activity records, the **Date** field is automatically populated with the system date. If only the **Date** field contains data when you save the record, the record will be assumed empty and will not be saved. However, if the activity record contains other data, the activity record will be saved.

To expand a field

You can press **Ctrl+Z** to enlarge (zoom) any field in the **History** section that can store 255 or more characters (such as in the **Activities-All** and **Calls** tabs). If the field is read-only, the enlarged field is also read-only. You can return to the normal view by clicking **Cancel** or by using the “X” in the upper-right corner of the window. If the field is editable, when you are finished editing the text, you can return to the normal view by clicking **OK**.

Note: If you want to enter multiple paragraphs in a field (separate text with a hard return), you must press **Ctrl+Z**.

Viewing results

The **Results** tab lists the records returned when you perform a search from the **Search** window.

Note: The columns that are shown in the **Results** tab can be specified by your system administrator.

Manage customers window - Results tab

Results	Record History	Activities-All	Roster	AR/Cash	Billing	Events	Orders	Exposition	Certification	Relationships	Role	Fund Ra
* ID	Last Name	First Name	Middle I	Member Type	Category	Company	City	St/Prov	Country	Full Address		
10000	Baker	Chris		M	IND	Opus, Inc.	Wheaton	IL	United States	107 W Jefferson Ave		
10001	Tan	John		NM		Opus, Inc.	Chicago	IL	United States	333 N Michigan Ave		
10003	Chen	Clara		NM		The Working Company	Cleveland	OH	United States	3200 Independence		
10004	Philips	Tawanda		NM		Opus, Inc.	Chicago	IL	United States	333 N Michigan Ave		

From **Customers**, select **Manage customers**, click **Find** and perform a search

Viewing record history

The **Record History** tab lists the customer records opened during the current session of the **Manage customers** window and enables you to quickly re-open any of the listed records without performing another search.

The most recently opened records are listed in the top row of the **Record History** tab, and records are listed only once in the tab regardless of the number of times they have been opened. If a record's information is updated, the changes will not be reflected in the **Record History** tab during the current session.

When you first open a customer's record in the **Manage customers** window, a row is added to the top of the **Record History** tab listing the customer's **ID**, **Member Type**, **Last Name**, **First Name**, **Company**, **Company ID**, **City**, and **State**. The fields you see on the **Record History** tab can be customized by your administrator.

Manage customers window - Record History tab

Record History tab data cannot be sorted because, unlike other history tabs, the data is meant to be viewed only in chronological order. The tab shows all of the records that you have edited, in most to least recent order, during your current **iMIS** session.

Results	Record History	Activities-All	Calls	Letters	Roster	AR/Cash	Billing	Events	Orders
ID	Member Type	Last Name	First Name	Company	Company ID	City	State		
110	CM	Courtland	Wayne	Sailing Dreams, Inc.		Dallas	TX		
112	M	Soup	James	Sailing Dreams, Inc.	110	Dallas	TX		
109	A	Tree	John	Office Supplies, Inc.		Dallas	TX		
101	CM	Hunt	Douglas	Prodigy Makers		Newark	NJ		

From **Customers**, select **Manage customers** and select **Record History** tab

The **Record History** tab cannot be sorted because, unlike other history tabs, the order of the data is meant to be viewed only in chronological order.

To open a record from the Record History tab

You can open a customer record from the **Record History** tab in the current window or in a new window.

1. Select a cell in the row of a customer record.
2. Open the record.
 - ☐ To open in the *current* window, double-click on the record.
 - ☐ To open in a *new* window, right-click the record and select **Open in New Window**.

Managing call activities

The **Calls** tab enables you to view all call activity records for a customer.

The following fields display on the **Calls** tab: **Date**, **Attachments(s)**, **Note**, **Follow Up**, **Assigned to**, **Follow Up Date**, and **Action(s)**.

Note: The fields that display on the **Calls** tab depend on the settings your administrator defines.

Manage customers window - Calls tab

Date	Attachment(s)	Note	Follow Up	Assigned to	Follow Up Date	Action(s)
▶ 12/17/2002	0	Called Marilyn on	Marilyn agreed to the			
*						

From **Customers**, select **Manage customers**, find customer record, and select **Calls** tab

To enter a call activity

To insert new call activities, you must have a **Customers** authorization level of three (3) or greater.

1. Open a customer's record in the **Manage customers** window.
2. Select the **Calls** tab.
3. Select the **Date** field to the right of the * and enter the date for the Call activity.
4. Press **Tab** to continue entering data in additional cells.
 - ☐ Continue to press **Tab** past the last cell to enter another activity; or
 - ☐ Click **Save**.

To view a call activity

1. Open a customer's record in the **Manage customers** window.
2. Select the **Calls** tab.
3. Double-click the gray box to the left of the **Date** field to open the **Activity Detail** window for the call activity.

To edit a call activity

1. Open a customer's record in the **Manage customers** window.
2. Select the **Calls** tab.
3. Edit the call activity by selecting one of the following options:
 - ☐ Double-click the gray box to the left of the date to open the **Activity Detail** window, click **Edit**, and then update the activity as needed. Click **Save** on the **Activity Detail** window; or

- Select the cell to edit, enter the appropriate data, and **Tab** to continue entering data in additional cells for this call activity; or
- Select a new activity to edit; or
- Click **Save**.

Once the call activity is updated in the **Manage customers** window, you can select the box to the left of the date to view the changes on the **Activity Detail** window.

To delete a call activity

You can delete a call activity record that displays on the **Calls** tab provided your administrator has assigned you the appropriate permissions.

1. From **Customers**, select **Manage customers**.
2. Find a customer's record.
3. Select the **Calls** tab.
4. Select the call activity record you want to delete.
5. Press the **Delete** key on the keyboard.
6. Click **Save**.

Note: If you select the **Calls** tab and it does not contain any records, pressing the **Delete** key will have no effect.

Managing letter activities

The **Letters** tab enables you to view all letter activity records for a customer. The following fields display on the **Letters** tab: **Date**, **Type**, and **Description**.

Manage customers window - Letters tab

Date	Type	Description
11/5/1993	LETTER	Renewal Member Letter

From **Customers**, select **Manage customers**, find customer record, and select **Letters** tab

New Letter

Opens the **Membership Standard Letters** window when Microsoft Word (MS Word) is installed on the workstation. The QuickLetter system will be used if MS Word is not installed on the workstation.

To enter a letter activity

1. Open a customer's record in the **Manage customers** window.
2. Select the **Letters** tab.
3. Click **New Letter** to open the **Membership Standard Letters** window.

Note: When you click **New Letter**, the MS Word Letter Integration (Letter System) will launch if it is installed. If it is not installed, then the standard QuickLetter will launch. For more information, see *Creating Letters*.

To view a letter activity

Note: Once a template is saved, all future letter activities will use the original template, regardless if the template is changed.

1. Open a customer's record in the **Manage customers** window.
2. Select the **Letters** tab.
3. Double-click the gray box to the left of the **Date** field to open the **Activity Detail** window for the letter activity.

To edit a letter activity

1. Open a customer's record in the **Manage customers** window.
2. Select the **Letters** tab.
3. Double-click the gray box to the left of the **Date** field to open the **Activity Detail** window.
4. Click **Edit**, and then update the activity as needed.
5. Click **Save** on the **Activity Detail** window.

To delete a letter activity

You can delete letter activity records that display on the **Letters** tab provided your administrator has assigned you the appropriate permissions.

1. From **Customers**, select **Manage customers**.
2. Find a customer's record.
3. Select the letter activity record you want to delete.
4. Press **Delete** on the keyboard.
5. Click **Save**.

Note: If you select the **Letters** tab and it does not contain any records, pressing **Delete** will have no effect.

Viewing company rosters

Company rosters in *iMIS* Desktop

On the **Customers** feature, the **Roster** tab enables you to view a list of customer records associated with a particular company record.

The **Roster** tab lists the company that is specified in the current record's **Company** field and all member records that list that same company in their **Company** fields. The list is shown in a tree configuration, so that subsidiary companies and their associated members are kept as a unit in the list. A status line at the bottom of the tab displays how many records are currently displayed as you expand and collapse the tree.

Special cases:

- If the current record is not associated with a company, *iMIS* lists only the current record.
- If the current record is a company record and the company is not a subsidiary of another company, then *iMIS* shows the roster of the current company.
- If the current record is a company record that is a subsidiary of another company, *iMIS* shows the parent company's roster, with the current company highlighted.

Double-clicking any of the listed items (either a company or a member) highlights that line and loads its record in **Customers > Manage customers**. The item remains highlighted in the roster until another record is loaded from the **Roster** tab or from another location.

Note: Your system administrator can *specify the fields that are displayed in the Roster tab* (see "Customizing roster display fields") and can also *specify the display name of the Roster tab* (see "Customer Setup - Basic Options window").

Note: The **Roster** does not reflect changes you make to a record until you load a different roster and then reload the previous roster.

Note: The **Roster** tab, like all of the history tabs, is not active until a record has been loaded in **Customers > Manage customers**.

Manage customers window - Roster tab



Select **Customers > Manage customers**, find a customer record, and click the **Roster** tab

Note: You can also view a company roster in the Public view under My Account if your user record has the Company Administrator role assigned.

Viewing AR/Cash activity records

The **AR/Cash** tab enables you to view the Transaction Ledger(s) for the customer. The following fields are displayed on the **AR/Cash** tab: **Date**, **Ref Num**, **Description**, **Charges**, **Credits**, and **Balance**. The information on the **AR/Cash** tab is view-only.

Manage customers window - AR/Cash tab

Results	Record History	Activities-All	Roster	AR/Cash	Billing	Events	Orders	Exposition	Certification	Relatio	<	>
Date	Ref. Num.	Description	Charges	Credits	Balance							
11/07/2003	R628	The Belize Conferenc	295.00	350.00	-55.00							
11/07/2003	R631	The Direction Confer	399.00	0.00	399.00							
30/07/1997	R102	Annual Fall Seminar	225.00	225.00	0.00							
11/02/1998	R152	Conference '98 San I	150.00	150.00	0.00							
21/09/1999	R29	Medical Exposition 20	4,050.00	4,050.00	0.00							
12/11/1999	R20	Boston Annual Meeti	380.00	380.00	0.00							
12/11/1999	4	Order 4	78.00	78.00	0.00							

Aging Print AR

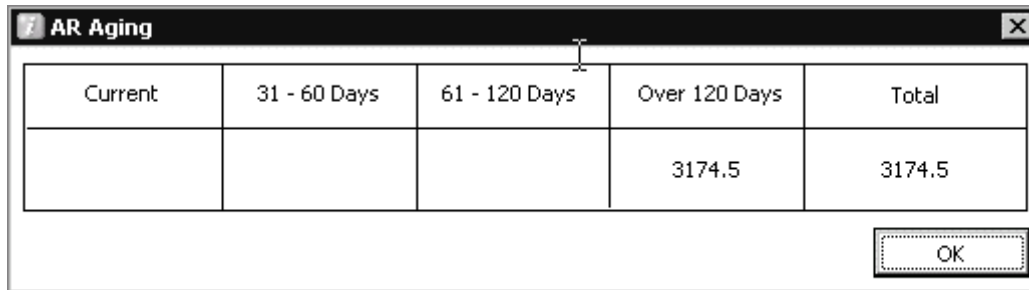
☒ AR Invoices
☐ Prepaid Credit

Print Trial Balance

From **Customers**, select **Manage customers**, find customer record, and select **AR/Cash** tab

Aging

Opens the **AR Aging** window. The **Current**, **31-60 Days**, **61-120 Days**, and **Over 120 Days** columns are auto-generated from the AR/Cash module. The **Total** column shows the total invoice balance for the current Customer or Company ID.



Current	31 - 60 Days	61 - 120 Days	Over 120 Days	Total
			3174.5	3174.5

OK

Print AR

Generates and prints the Statement of Account for the current customer record to your selected print destination.

AR Invoices

Filters the transactions to only show invoices. You can prevent users from viewing Fundraising invoices on the **AR/Cash** tab by entering a Fundraising access keyword in the **Fundraising History View** field on the **Customer Setup – Access Keys** window (from **Customers**, select **Set up module > General**, and click **Access Keys**).

Prepaid Credit

Filters the transactions to only show prepaid credits.

Print Trial Balance

Prints the Accounts Receivable Trial Balance Statement for the current customer record to your selected print destination.

To view an AR/Cash activity

1. From **Customers**, select **Manage customers**.
2. Click **Find** and load a customer's record.
3. Select the **AR/Cash** tab.
4. Double-click the gray box to the left of the **Date** field to open the **Transaction Ledger**.
5. Review the transactions, and then click **OK**.
6. Click **Aging** on the **AR/Cash** tab to open the **AR Aging** window.
7. Review the information on the **AR Aging** window, and click **OK**.

Viewing billing items

The **Billing** tab enables you to view or enter Dues/Subscription Item Detail(s) for the customer. The following fields display on the **Billing** tab: **Item**, **Member Type**, **Status**, **Paid Thru**, **Bill Date**, **Amount**, **Payment**, **Payment Method**, and **Balance**.

Manage customers window - Billing tab

Item	Status	Paid Thru	Bill Date	Amount	Payment	Balance
BASIC	A	12/31/2000	11/23/1999	950.00	950.00	0.00
PAC	A	12/31/2000	11/23/1999	20.00	20.00	0.00

From **Customers**, select **Manage customers**, find customer record, and select **Billing** tab

Payment

Opens the **Dues/Subscription Payments by Individual** window for this customer record.

Create Invoice

Opens the **Dues Billing Selections** window where you can generate initial and renewal notices, produce bills for a large group of customers or subscribers, and process bills for groups that meet more specific selection criteria.

History/Current

Toggles between the current and history view of billing activities for this customer.

To view a billing item

1. Open a customer's record in the **Manage customers** window.
2. Select the **Billing** tab.
3. Select the gray box to the left of the **Date** field to open the **Dues/Subscription Item Detail** window for the billing item.
4. Review the information on the **Dues/Subscription Item Detail** window and then click **OK**.

To delete a billing record

You can delete billing records that display on the **Billing** tab, provided your administrator has assigned you the appropriate permissions.

Note: Accrual dues subscription records with a non-zero balance cannot be deleted from the **Billing** tab.

1. From **Customers**, select **Manage customers**.
2. Find a customer's record.
3. Select the **Billing** tab.
4. Select the record you want to delete.
5. Press **Delete** on the keyboard. A message displays asking you to confirm the deletion:
 - ☐ Click **Yes** to have the record deleted from the tab and the database; or
 - ☐ Click **No** to cancel the deletion.

Note: If no record in the **Billing** tab has the focus, pressing **Delete** will have no effect.

Managing activity records

The **Activities-All** tab enables you to enter, edit, and view activity records for a customer record. The following fields display on the **Activities-All** tab: **Type**, **Product Code**, **Date**, **Description**, **Note**, **Thru Date**, **Amount**, **Units**, and **Attachment(s)**.

Note: Your administrator can limit access to **Activities-All** tab functionality.

Manage customers window - Activities-All tab

Type	Product Code	Date	Attachment(s)	Description
GIFT	GEN	6/1/2005		0 General Distrib
DONORCLUB	MORTAR	6/1/2005		0 Mortar Donor
GIFT	GEN	6/1/2005		0 General Distrib
GIFT	GEN	6/1/2005		0 General Distrib
EX-PRO	MD00/EX-PRO	1/13/2000		0 MD00 - Exhibit

From **Customers**, select **Manage customers**, find customer record, and select **Activities-All** tab

Show Individual

Toggles between viewing activities at the individual and company employee level, or the company level.

Note: When viewing an individual customer type record, the product does not display the **Show Individual** button.

Type

When selected, sorts activities alphabetically by type.

Date

When selected, activities by date.

Activity list

Specifies the activity type by which the list will be filtered.

New Activity

Opens the **Activity Detail** window so that you can enter an activity.

To enter an activity from the Activities-All tab

Note: Your administrator can limit access to **Activities-All** tab functionality. To enter and edit activities, the **Customers** authorization level needs to be set to three (3) or greater. To delete activities, the **Customers** authorization level needs to be set to four (4) or greater.

1. Open a customer's record in the **Manage customers** window.
2. Select the **Activities-All** tab.
3. Click **New Activity**.
The **Activity Detail** window appears.
4. Click **New** and select an activity **Type** that allows user edits.

Note: You cannot enter new system-generated activity types. You cannot enter user-defined activity types unless they have the **Allow user Edit** checkbox selected on the **Set Up Activity Types** window.

5. Enter values according to the fields that display.
6. Click **Save**.

The Activity Detail window

The Activity Detail window

To view all activities

1. Open a customer's record in the **Manage customers** window.
2. Select the **Activities-All** tab.
3. Double-click the gray box to the left of the **Type** field to open the **Activity Detail** window for the activity.

To edit an activity from the Activities-All tab

Note: Your administrator can limit access to **Activities-All** tab functionality. To enter and edit activities, the **Customers** authorization level needs to be set to three (3) or greater. To delete activities, the **Customers** authorization level needs to be set to four (4) or greater.

1. Open a customer's record in the **Manage customers** window.
2. Select the **Activities-All** tab.
3. Double-click the gray box to the left of the **Type** field to open the **Activity Detail** window.
4. Click **Edit**, and then update the activity as needed.
5. Click **Save** on the **Activity Detail** window.

To delete an activity from the Activities-All tab

Note: You can delete activity records provided your administrator has assigned you the appropriate permissions. If you attempt to delete an activity record and you do not meet the requirements to delete an activity, a message displays informing you that you either do not have sufficient privileges or the activity type cannot be deleted. If you have a **Customers** authorization level of 2 or less, the **Activities-All** tab is read-only-only and a message is displayed if you attempt to delete an activity record.

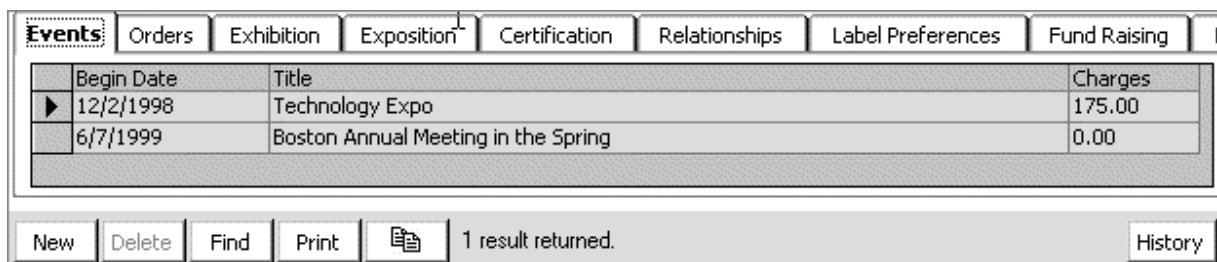
1. Open a customer's record in the **Manage customers** window.
2. Select the **Activities-All** tab.
3. Select the type of activity record you want to delete from the activity **Type** drop-down list.
4. Select the activity record you want to delete.
5. Press **Delete** on your keyboard.
6. Click **Save**.

Note: If no record on the **Activities-All** tab has the focus, pressing **Delete** has no effect.

Viewing event registrations and activities

The **Events** tab enables you to view Event registrations for the customer. The following fields display on the **Events** tab: **Begin Date**, **Title**, and **Charges**.

Manage customers window - Events tab



Begin Date	Title	Charges
12/2/1998	Technology Expo	175.00
6/7/1999	Boston Annual Meeting in the Spring	0.00

New Delete Find Print 1 result returned. History

From **Customers**, select **Manage customers**, find customer record, and select **Events** tab

Registration

Opens the **Register a customer** window. When you click **New** on the **Register a customer** window, the system automatically populates the **ID** field with the customer's ID.

History

Used to toggle between the current and history view of event activities for this customer record.

To view an event registration

1. Open a customer's record in the **Manage customers** window.
2. Select the **Events** tab.
3. Select the gray box to the left of the **Begin Date** field to open the Event's module **Register a customer** window.
4. Review the information on the **Register a customer** window, and close the window.

To view an event activity record

1. Open a customer's record in the **Manage customers** window.
2. Select the **Events** tab.
3. Click **History** to view the event activity records for the customer.
4. Double-click the gray box to the left of the **Transaction Date** field to open the **Activity Detail** window for the event activity.

Viewing orders and order activities

The **Orders** tab enables you to view open and complete orders for the customer. The following columns are displayed on the **Orders** tab: **Date**, **Order Number**, **Customer Reference**, **Status**, and **Charges**.

Manage customers window - Orders tab

AR/Cash	Billing	Events	Orders	Certification	Relationships	Fund Raising	Matching Plans	Notification	Change
Date	Order Number	Customer Reference	Status	Charges					
1/26/2001	62.01	90001	BACKORDER	47.81					
1/26/2001	62	90001	COMPLETED	65.75					

New Delete Find Print 1 result returned. History

From **Customers**, select **Manage customers**, find customer record, and select **Orders** tab

New Order

Opens the **Enter and edit orders** window. When you click **New** on the **Enter and edit orders** window, the system automatically populates the **Bill to ID** and **Tax Authority** fields on the **Overview** tab and the information on the **Ship to Info** tab with the customer's information.

History

Used to toggle between viewing current and historical order activities for this customer record. In Current view, all open orders display at the top of the grid with all completed orders at the bottom. Within each group of orders (open and completed), the orders sort by date and then by order number in descending order (so the newest orders display at the top of the grid).

To view orders

1. Open a customer's record in the **Manage customers** window.
2. Select the **Orders** tab.
3. Double-click the gray box to the left of the **Date** field to open the **Order Entry** window.
4. Review the information on the **Order Entry** window, and close the window.

To view an order activity record


1. Select the **Orders** tab.
2. Click **History** to view the order activity records for the customer.
3. Double-click the gray box to the left of the **Transaction Date** field to open the **Activity Detail** window for the order activity.

Viewing exhibition registrations and activities

The **Exhibition** tab enables you to view Exhibition orders for the customer

The following fields display on the **Exhibition** tab: **Date**, **Order Number**, and **Exhibition**.

Manage customers window - Exhibition tab

Orders	Exhibition	Exposition	Certification	Relationships	Role	Label Preferences	Fun
	Date	Order Number	Exhibition				
▶	5/9/2002	64	TECHFEST				
New	Delete	Find	Print		1 result returned.		History

From **Customers**, select **Manage customers**, find customer record, and select **Exhibition** tab

History

Used to toggle between the current and history view of exhibition activities for this customer record.

To view an exhibition registration

1. Open a customer's record in the **Manage customers** window.
2. Select the **Exhibition** tab.
3. Double-click the gray box to the left of the **Date** field to open the Exhibition module's **Process orders** window.
4. Review the information on the **Process orders** window, and close the window.


To view an exhibition activity record

1. Open a customer's record in the **Manage customers** window.
2. Select the **Exhibition** tab.
3. Click **History** to view the exhibition activity records for the customer.
4. Double-click the gray box to the left of the **Source Code** field to open the **Activity Detail** window for the exhibition activity.

Viewing exposition activities

The **Exposition** tab enables you to view or enter exposition orders for the customer. The following fields display on the **Exposition** tab: **Date**, **Order Number**, and **Exposition**. The **Exposition** tab does not allow editing or inserting of information.

Manage customers window - Exposition tab

Exhibition	Exposition	Certification	Relationships	Role	Label Preferences	Fund Raising	
	Date	Order Number	Exposition				
▶	12/15/2002	48	MD00				
New	Delete	Find	Print		1 result returned.		History

From **Customers**, select **Manage customers**, find customer record, and select **Exposition** tab

History

Used to toggle between the current and history view of exposition activities for this customer record.

To view an exposition registration

- To view an exposition activity record

To view an exposition activity record

Viewing certification activities

The **Certification** tab enables you to view certification orders for the customer. The following fields display on the **Certification** tab: **Item**, **Description**, **Enrolled Date**, **Status**, and **Deadline**.

Manage customers window - Certification tab

Exposition	Certification	Relationships	Role	Label Preferences	Fund Raising	Matching
	Item	Description	Enrolled Date	Status	Deadline	
▶	DEMO	Demo Program - Initial	2/4/2000	E	2/3/2002	

New
Delete
Find
Print

1 result returned.
History

From **Customers**, select **Manage customers**, find customer record, and select **Certification** tab

History

Used to toggle between the current and history view of certification activities for this customer record.

To view certification activities

Managing label preferences

The **Label Preferences** tab enables you to select the salutation text, addresses, and options used when printing labels.

Manage customers window - Label Preferences tab

Letters	Roster	AR/Cash	Billing	Events	Orders	Exhibition	Exposition	Certification	Label Preferences
	Label Preference Code	Suppress Label	Salutation Code	Suppress Name	Address	Specific Address			
*	LABEL	No	FORMAL	No	1	0			

From **Customers**, select **Manage customers**, find customer record, and select **Label Preferences** tab

Label Preference Code

(required) Specifies a product label preference code. Select the right side of the cell to display a drop-down list of defined codes. These codes are defined by your administrator.

Suppress Label

Enable to suppress printing the label. Select the right side of the cell to display a drop-down list and select **Yes** or **No**.

Salutation Code

Specifies the code for the salutation text you want to print on the label. This field is enabled if salutation text has been defined for at least one salutation code. It will be read-only if no salutation text has been defined. Select the right side of the cell to display a drop-down list of defined codes.

Suppress Name

Enable to suppress printing the customer's name on the label. Select the right side of the cell to display a drop-down list and select **Yes** or **No**.

Address

(required) Select the address that will print on the label:

- Preferred Mailing Address - Select this address to print the customer's preferred mailing address.
- Preferred Billing Address - Select this address to print the customer's preferred billing address.
- Specific Address - Select this address if you want a specific address to print on a label. Selecting **Specific Address** enables the cell under the **Specific Address** column for the given row.

Select the right side of the cell to display a drop-down list of addresses.

Specific Address

Select the specific address that will print on the label. Select the right side of the cell to display a drop-down list of specific addresses.

To display the Label Preferences tab

Label Preferences functionality is not applicable for customers that have no address data, and the **Label Preferences** tab is disabled for customer records that do not have a defined address. The tab enables once you save an address to the database for the customer. The **Label Preferences** tab is disabled (read-only) when the **Manage customers** window is in the data entry mode.

The **Label Preferences** tab displays only after meeting label preferences have been set up by your administrator.

To enter a label preference

1. Open a customer's record in the **Manage customers** window.
2. Select the **Label Preferences** tab.
3. Select the empty **Label Preference Code** field to display a drop-down arrow.
4. Select the drop-down list and select the label preference code you want to use.

5. Tab to the **Suppress Label** field and select **Yes** or **No** from the drop-down list.
6. Tab to the **Salutation Code** field and select the salutation code for the salutation text that you want to print on the label.

Note: Salutation text is defined for salutation codes on the **Salutations** tab, and the **Salutation Code** field enables only if salutation text has been defined for at least one salutation code. If no salutation text has been defined, the **Salutation Code** field will be read-only.

7. Tab to the **Suppress Name** field and select **Yes** or **No** from the drop-down list.
8. Tab to the **Address** field and select the address that you want to print on the label. *For example*, select **Specific Address** if you want to use an address other than the **Preferred Mail** or **Preferred Bill** address. If you select **Specific Address**, the **Specific Address** field will enable.
9. (Required only if **Specific Address** is selected in the **Address** field) Tab to the **Specific Address** field and select the **Specific Address** that you want to print on the label. The addresses listed include all of the customer's defined addresses.
10. Click **Save**.

To edit a label preference

1. Open a customer's record in the **Manage customers** window.
2. Select the **Label Preferences** tab.
3. Make any necessary changes.
4. Click **Save**.

To delete a label preference

1. Open a customer's record in the **Manage customers** window.
2. Select the **Label Preferences** tab.
3. Select the row you want to delete and press **Delete** on your keyboard.
4. Click **Save**.

Viewing change log activity records

The **Change Log** tab enables you to view changes that have been made to a customer record. The following fields are shown on the **Change Log** tab:

- **Date** - the date the change was made
- **User ID** - the login ID of the person who made the change
- **Log Text** - the change that was made

Note: You cannot edit **Change Log** entries.

The *changes that are tracked can be configured by your iMIS administrator* (see "Adding and deleting fields in the change log").

Manage customers window - Change Log tab

Exhibition	Exposition	Certification	Fund Raising	Matching Plans	Notification	Change Log									
<table><tr><td>Date</td><td>User ID</td><td>Log Text</td></tr><tr><td>11/22/1999 5:35:00 PM</td><td>MANAGER</td><td>Spryn, Michael, Spryn International</td></tr><tr><td colspan="3"></td></tr></table>							Date	User ID	Log Text	11/22/1999 5:35:00 PM	MANAGER	Spryn, Michael, Spryn International			
Date	User ID	Log Text													
11/22/1999 5:35:00 PM	MANAGER	Spryn, Michael, Spryn International													

From **Customers**, select **Manage customers**, find customer record, and select **Change Log** tab

To view change log activity

1. Open a customers record in the **Manage customers** window.
2. Select the **Change Log** tab.
3. Use the scroll bar to move up and down the log.

Viewing fundraising information

You can view customer fundraising activities and history through the donor's customer record: select **Customers > Manage customers > Fundraising tab**.

The **Fundraising** tab shows summarized and detailed fundraising information and provides access to essential Fundraising features: entering new gifts, printing a fundraising profile, and managing requests. The **Fundraising** history tab has four sub-tabs:

- Summary
- Donor History
- Donor Recognition
- Requests

Note: The values in the **Pledge Amount** column reflect the *net* pledge amount, including credit and debit memos that have been applied to the pledge since its initiation. This also applies to meeting gifts and pledges.

Need more?

- For details about the **Fundraising** tab, see Customers Fundraising tab in the *Fundraising* section.
- For configuration help, see **Customers**: Set up fundraising.
- For more about granting access to the Fundraising tab, see About Fundraising tab access in the *Fundraising* section.

Managing matching plans information

Many companies have a matching plan through which they match the donations and pledges made by their company customers. The **Matching Plans** tab enables you to set up and create matching plans.

The **Matching Plans** tab is enabled if a customer's record is loaded into the Customers area and the customer type is Company Member (CM). If the customer type is other than CM, the tab disables. The **Matching Plans** tab is read-only for users not authorized to add, edit, and delete data, and *iMIS* must be licensed for Fundraising for the **Matching Plans** tab to display.

Manage customers window - Matching Plans tab

Match %	Minimum Contribution	Maximum Contribution	Start Date	End Date	Form Number	Notes
50.00	\$20.00	\$150.00	8/1/2000	7/31/2010		
*						

From **Customers**, select **Manage customers**, find customer record, and select **Matching Plans** tab

Match %

(required) Specifies the percentage of the company customer's contribution that the company will match. Numerals of 0.01 to 999.99 are acceptable.

Minimum Contribution

(required) Specifies the minimum monetary amount of the employee's contribution that the company will match.

Maximum Contribution

(required) Specifies the maximum monetary amount of the employee's contribution that the company will match.

Start Date

Specifies the starting date of the matching plan.

End Date

Specifies the ending date of the matching plan.

Form Number

Specifies the matching plan's form number.

Notes

Specifies notes associated with the matching plan.

Interest Codes

Opens the **Interest Codes** window. The **Interest codes** window is used to apply a matching plan to a specific Interest Code. Interest Codes are defined by your administrator.

Interest Codes:

- Child Welfare
- Community Service
- Education
- Environmental Issues

Sample **Interest Codes** window

Note: Your administrator can control access to the **Matching Plans** tab.

To create a matching plan

1. Open the record of the company member for whom you want to set up a matching plan.
2. Select the **Matching Plans** tab.
3. Set the focus on the empty row at the bottom of the data-grid.

4. (required) Enter the **Match %**. This is the percentage of the company member's contribution matched by the company.
5. (required) Enter the **Minimum Contribution** the company will match.
6. (required) Enter the **Maximum Contribution** the company will match.
7. Enter the **Start Date** of the matching plan.
8. Enter the **End Date** of the matching plan.
9. Enter the **Form Number** of the matching plan.
10. Enter any **Notes** associated with the matching plan.
11. Click **Interest Codes** to open the **Interest codes** window.
12. Select the interest code(s) for the matching plan (press **Ctrl** to select multiple codes).
13. Click **OK** on the **Interest Codes** window.
14. Click **Save** on the **Manage customers** window.

To edit a matching plan

1. Open the record of the company member for whom you have set up a matching plan.
2. Select the **Matching Plan** tab.
3. Set the focus on the matching plan you want to modify by selecting the box to the left of the row.
4. Make any necessary changes.
5. Click **Save**.

To delete interest codes from matching plans

1. Open the record of the company member for whom you have set up a matching plan.
2. Select the **Matching Plan** tab.
3. Set the focus on the matching plan for which you want to delete the interest code(s) by clicking the box to the left of the row.
4. Double-click to open the **Interest Codes** window.
5. While pressing **Ctrl**, click on the Interest Code(s) to deselect them.
6. Click **OK** on the **Interest codes** window.
7. Click **Save** on the **Manage customers** window.

To delete a matching plan

Note: The **Delete** button is enabled only if the **Allow Delete from Customer Portfolio** option is enabled by your administrator.

1. Open the record of the company member for whom you have set up a matching plan.
2. Select the **Matching Plan** tab.
3. Set the focus on the matching plan you want to delete by clicking the box to the left of the row.
4. Click **Delete**.
5. Click **Save**.

Note: Deleting a record from the **Matching Plans** tab deletes the corresponding Interest Code records as well.

Managing notification information

When memorial or tributary contributions are made for an individual, the recipient's family members and associates need to be notified of the contribution. The **Notification** tab enables you to add, edit, and delete notification information.

The **Notification** tab is read-only for users not authorized to add, edit, or delete data, and *iMIS* must be licensed for Fundraising for the **Notification** tab to display. It is enabled in edit mode and disabled in data entry mode.

Manage customers window - Notification tab

Events	Orders	Exhibition	Exposition	Certification	Fund Raising	Matching Plans	Notification
	Notify ID	Memorial/Tribute Code	Relationship	Salutation Code	Merge Code	Sender Code	
▶	107	IMO	Daughter	FORMAL	F1G	ED	
	122	IMO	BusAssoc	FORMAL	F1G	PR	
*							

From **Customers**, select **Manage customers**, find customer record, and select **Notification** tab

Notify ID

(required) Displays the **Notify** IDs associated with this customer record. The **Notify** IDs are the IDs to be notified if a memorial or tribute donation is made in honor of this individual. You can enter a **Notify** ID or select a **Notify** ID from the drop-down list.

The Notify IDs that display for an ID in the **Notification** tab display in ID order. When you click **Apply all Notify IDs** on the **Tribute** tab of the **Enter and edit gifts** window, the **Notify** IDs defined for the specified **Memorial ID** display in alphabetical order.

Memorial/Tribute Code

Select the code for notifying an individual of the memorial or tributary contribution. Your administrator defines these codes. If no codes have been defined, the field is read-only. Select on the right side of the cell to display a drop-down list of the descriptions defined for the memorial/tribute codes. When you select a memorial/tribute code's description, the code will display in the field.

Relationship

Select the relationship code that describes the relationship between the notified individual and the individual being honored or recognized. Your administrator defines these codes. If no relationships have been defined, the **Relationship** field is read-only. Click on the right side of the cell to display a drop-down list of descriptions defined for the relationship codes. When you select a relationship code's description, the code displays in the field.

Salutation Code

Select the salutation code and corresponding salutation text used when notifying an individual of a memorial or tributary contribution. Select on the right side of the cell to display a drop-down list of descriptions defined for the salutation codes. When you select a salutation code's description, the code displays in the field. Your administrator defines these codes.

Merge Code

Select the merge code used when sending a notification. Select on the right side of the cell to display a drop-down list of descriptions defined for the merge codes. When you select a merge code's description, the code is displayed in the field. Your administrator defines these codes. If no merge codes have been defined, the **Merge Code** field is read-only.

Sender Code

Select the sender code used when sending a notification. Your administrator defines these codes. If no sender codes have been defined, the **Sender Code** field is read-only. Select on the right side of the cell to display a drop-down list of descriptions defined for the sender codes. When you select a sender code's description, the code displays in the field.

Note: Your administrator can control access to the **Notification** tab. In order to modify the primary key (**Notify ID** field) or delete a row from the tab, a user must have an authorization level of **4** or higher. Users with an authorization level of **3** can enter new rows and edit the secondary keys (**Memorial/Tribute Code**, **Relationship**, **Salutation Code**, **Merge Code**, and **Sender Code** fields), but they cannot delete rows or edit the primary key.

To enter notification information

1. Open the recipient's record in the **Manage customers** window.
2. Select the **Notification** tab.
3. Set the focus on the empty row at the bottom of the tab.
4. Enter individuals to be notified:
 - ☐ Enter the **Notify ID**. This is the ID of the individual who is being notified of the contribution.
 - ☐ Tab to the **Memorial/Tribute Code** field and select a code from the drop-down list.
 - ☐ Tab to the **Relationship** field and select a code from the drop-down list.
 - ☐ Tab to the **Salutation Code** field and select a code from the drop-down list.
 - ☐ Tab to the **Merge Code** field and select a code from the drop-down list.
 - ☐ Tab to the **Sender Code** field and select a code from the drop-down list.
 - ☐ Click **Save**.
 - ☐ Repeat for each additional individual that you want to notify.

To edit notification information

1. Open the recipient's record in the **Manage customers** window.
2. Select the **Notification** tab.
3. Set the focus in the field you want to modify.
4. Make any necessary modifications.
5. Click **Save**.

To delete notification information

Note: The **Delete** button must be enabled by your administrator.

1. Open the recipient's record in the **Manage customers** window.
2. Select the **Notification** tab.
3. Set the focus on the record you want to delete by clicking the box to the left of the row.
4. Click **Delete**.
5. Click **Save**.

Viewing project information

The **Process Manager** tab enables you to view projects that meet the following criteria:

- The current contact is listed as the Primary Contact of one or more Process Manager projects.
- The current user is a member of an Opportunity security group with sufficient permissions to view the projects.

The following fields display on the **Process Manager** tab: **Description**, **Status**, **Expiration Date**. The **Process Manager** tab does not allow editing or inserting of information, however, you can double-click on any project listed to open the **Process Manager** and view more information or, with the proper permissions in place, make edits to a project.

Manage customers window - Process Manager tab

Results	Record History	Activities-All	Calls	Letters	Process Manager	Roster	AR/Cash	Billing
Description			Status		Expiration Date			
▶ Sales Lead			Started		12/10/2010			

From **Customers**, select **Manage customers**, find customer record, and select **Process Manager** tab

To view projects

1. Load a customer's record in the **Manage customers** window.
2. Select the **Process Manager** tab.
3. Use the scroll bar to move up and down the log.
4. To see more information about a project, double-click on that project.

To edit projects

1. Open a customer's record in the **Manage customers** window.
2. Select the **Process Manager** tab.
3. Use the scroll bar to move up and down the log.
4. To see more information about a project, double-click on that project.

Customer Communication

iMIS Customer Management enables you to perform the following tasks in managing your customer communication options:

- Copy and paste customer information into other applications.
- Customize the information contained in customer profiles.
- Print customer profiles.
- Print customer address labels.
- Write and send letters to customers.
- Send email messages to customers.
- Open Microsoft Word documents from within *iMIS*.

Generating customer profiles

The *iMIS* customer profile is a customizable, résumé-style report that lists most of the information available for a customer's record. The profile is a convenient way to get a printed hard copy or on-screen summary of customer details including the following:

- Name
- Address
- Lists
- Customer activity records (grouped by type)

To customize customer profiles

The information generated in customer profiles is completely customizable. Your administrator can set up windows to display the content of custom window fields in customer profiles. When this option is enabled, the customer's information contained within custom window fields displays in a customer's profile.

Note: When the Show window fields on customer profile option is enabled, the customer's profile information is generated in an Omnis report only. The profile information does not display in a Crystal report.

Individual activity types can also be enabled to display customer activity records. These activity records are grouped according to activity type, and you have control over the order in which the activity types display in the customer profiles.

To print a customer's profile

1. From **Customers**, select **Manage customers**.
2. Find the customer's record. (See *Finding Customer Records* for more.)
3. Select **File> Report Destination> Screen** to change the report destination to screen.
4. Click **Print**, located at the bottom of the **Manage customers** window.
5. If this is the profile you want to send to the printer, select the **Print** icon at the top of the **Member Profile** window.

Creating letters

In **Customers**, you can write and send letters while you have a customer's record open with one of the following tools:

- Microsoft Word™ Integration (Letter System)
- QuickLetter

Tip: If you have created the **Letter** activity type, creating a letter for an individual customer generates an activity record for that customer.

To create a letter for a single customer using QuickLetter

1. From **Customers**, select **Manage customers**.
2. Find the customer's record.
3. Select the **Letters** tab.
4. Click **New Letter** to display the **Letter Text** window.

You can create a standard letter, which you may customize, or you can create your own letter.

- ☐ To create your own letter, click **New** and type the text in the white text entry box.
- ☐ To use a standard letter, select **Standard Letter** on the **Letter Text** window to open the **Find** window.
- ☐ Select a standard letter and click **OK** or double-click the letter to open it in the **Letter Text** window.

Note: The bracketed text in the window tells *iMIS* to automatically access this information from the current system settings. *For example*, [today] automatically generates the current date and enters it into the letter.

5. Enter text for the letter.
6. Click **Save as Standard** on the **Letter Text** window to save the letter for this customer.
7. Enter a **Letter Name** in the space provided.

Note: Do not choose the same name as an existing *iMIS* Standard Letter. If you choose the same name as an existing Standard Letter, your letter replaces the Standard Letter, but revisions are overwritten during a System upgrade.

8. Click **Print**. An activity record is created.

To add system variables to a letter created using QuickLetter

Designing a customized standard letter is much like setting up any mail merge template. You create a master letter that has field name markers where the merged data will display.

Where you want personalized information to display, you will enter the appropriate variable name enclosed in square brackets []. *For example*, the format of the variables is [Table.FIELDNAME], and [Name.INFORMAL] brings in the informal name or nickname from the customer record (the **Informal** field of the Name table).

When you print the letter for a customer, the variable names will be replaced by the actual data from the customer's record or other appropriate places. The variables can call any field in the Name table and fields created in the Customizer.

In addition, *iMIS* supplies the following special variables that are preset to retrieve certain formatted fields or current system settings:

- [Today] - Prints the current date in the system.
- [Name.TITLE] - Prints the customer's title as it displays in the **Manage customers** window.
- [Name.INFORMAL] - Prints the customer's informal name as it displays in the **Manage customers** window.
- [Name.COMPANY] - Prints the customer's company name as it displays in the **Manage customers** window.
- [Name.FULL.ADDRESS] - Prints the customer's formatted preferred mail address.

To change a letter format in QuickLetter

In the *iMIS* standard letter system, you can use the **Letter Format** option to change the following:

- Heading (to print an organizational header across the top) or No Heading (to print on letterhead paper where the letterhead is across the top)
- Print Width (5 ½ inches or 6 ½ inches). The 5 ½-inch print width is designed for printing on letterheads where the letterhead is down the left side of the page.
- Signature or No Signature (to print at bottom) if you have a signature set up in Report Specifications

Note: When you change the format for a letter, the selected format is written to the report description so that the next time the report is selected from the **Letter Text** window, the most recently selected format will be used.

To modify any of these settings, follow these steps:

1. From **Customers**, select **Manage customers**.
2. Find the customer's record.
3. Select the **Letters** tab.

4. Click **New Letter** to open the **Letter Text** window.
5. Click **Standard Letter** on the **Letter Text** window.
6. Select and open a **Standard Letter** in the **Find** window.
7. Select **Options** on the **Letter Text** window (in the upper right corner).
8. Select **Letter Format** and choose a format for your letter.

Note: The **Letter Format** options correspond to the six available letter report formats on the **Report Specifications** window.

- ☐ If you want to print on letterhead paper (where your letterhead is at the top of your paper), make sure you pick a format that begins with the words **No Heading**. If your letterhead is along the left side of your paper, select a letter format that includes the words **5" Print Width**.
 - ☐ If you want to print your organizational header at the top of the letter and your header was specified in system setup, pick a format that begins with the words **iMIS Standard**.
9. Click **Save as Standard** on the **Letter Text** window to save the letter for this customer and open the **Letter Name** window.
 10. Enter a descriptive name for the letter and click **OK** to save the letter.
 11. Set your report destination to screen (**File> Report Destination**) to see a preview of your letter. To actually print your letter once you approve of the page preview, select **P** in the top right corner of the window.

When you close the customer record and then reopen it, you can select the **Letters** tab to see a history of the records sent to the customer. The letter you just created and printed will be listed there.
 12. From **Customers**, select **Manage customers**.
 13. Find the customer's record.
 14. From **Customers**, select **Generate reports** to open the **Generate reports** window.
 15. Select **Letters** from the **Report Types** column.
 16. Select a letter from the **Available Reports** column.

Note: Sample MS Word templates cannot be used with QuickLetter.

17. Click **Run** to open the **Member/Contact Selections** window.
18. Select **Individual Only** from the **Member/Nonmember** category.

The template opens with the text displayed. Select the **Print** icon to print the letter.

To merge a letter for a single customer using the Letter System

Note: When using the **Letter System**, you will need to close any other instances of MS Word that you may have open.

1. From **Customers**, select **Manage customers**.
2. Find the customer's record.
3. Select the **Letters** tab.
4. Click **New Letter** to open the **Membership Standard Letters** window.
5. Select the letter to merge from the **Membership Standard Letters** window.
6. Click **Merge** and enable the activity options for your merge:
7. Enable the **Create Activity records with merge** option to create the LETTER activity for each customer record.

8. Enable the **Create EMAIL Activities with merge** option to create the EMAIL activity instead of the LETTER activity.

Note: If you want to email the letter to customers and create an e-mail activity, you must enable both options. An **EMAIL** activity type must be defined in the database.

9. Enable the **Include Bad Addresses with merge** option to include in your merge, those addresses that have an invalid status.
10. Click **Continue** to open MS Word.

The template opens in MS Word with the text and merge fields displayed.

Note: An activity is automatically created for a merge completed on the **Letters** tab.

11. Start the merge process:
 - ☐ In MS Word, select the **Merge to New Document** icon on the toolbar to open the **Merge to New Document** window.
 - ☐ Select **All** records or enter a range.
 - ☐ Click **OK** to display the letters.

If you selected **New document**, the letters are shown.

12. Print the form letter.
13. Close the **Form Letter** window.
14. Close the template (.DOC) file.

To merge an email letter for a single customer using the Letter System

To ensure all letters are delivered by email, verify the **E-mail** field for each customer is populated on the **Manage customers** window.

Note: When using the Letter System, you will need to close any other instances of MS Word that you may have open.

1. Open your email program.
2. From **Customers**, select **Manage customers**.
3. Find or insert a customer record.
4. Select the **Letters** tab.
5. Click **New Letter** to open the **Membership Standard Letters** window.
6. Select the letter template to merge.
7. Click **Merge** to open the **Membership Standard Letters** window.
8. Enable the **Create Activity records with merge** option to create the LETTER activity.
9. Enable the **Create EMAIL Activities with merge** option to create the EMAIL activity for each customer record.

Note: An activity is automatically created for a merge completed on the **Letters** tab. If you want to email the letter to customer and create an email activity, you must enable both options. An **EMAIL** activity type must be defined in the database.

10. Enable the **Include Bad Address with merge** option to include those addresses that have an invalid status.
11. Click **Continue**. The template opens in MS Word with the text and merge fields displayed.
12. In MS Word, select the **Merge to E-mail** icon on the toolbar to open the **Merge to E-mail** window.

13. Select **NameEMAIL** from the **To** drop-down list.
14. (optional) Enter a **Subject line**.
15. Select the **Mail** format drop-down list and select the appropriate format.

Note: If you select the **Attachment** format or the **Plain Text** format, two message prompts will display for each record that is being merged. Click **Yes** for each prompt. The message prompts will not display if you select the **HTML** format.

16. Click **OK** to display the letters
17. Close the **Form Letters** window.
18. Close the template (.DOC) file.

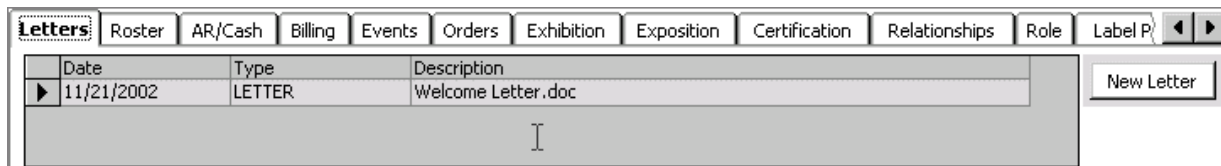
To view a letter or email activity

You can view activities for a letter or email on the **Letters** tab or the **Activities-All** tab.

Note: A given **LETTER** activity will reflect a letter's text only when that text differs from the permanent text stored in the letter template. *For example*, if you send a letter to all of your customers but add additional information (such as an answer to a customer's question) to only one of the letters, the entire text of that letter would be stored for that customer's **LETTER** activity.

The letter text associated with the template is saved to the Activity_Attach.ATTACH_TEXT table. Once a template is saved, all future letter activities will use the original template, regardless if the template is changed.

1. To view a letter from the **Customers** module:
 - ☐ Select **Manage customers**.
 - ☐ Find a customer record with a **LETTER** or **EMAIL** activity record.
 - ☐ Select the **Activities-All** tab.
 - ☐ Double-click an **EMAIL** or **LETTER** activity to open the **Activity Detail** window.
2. To view an **EMAIL** or **LETTER** activity through the **Letters** tab:
 - ☐ From **Customers**, select **Manage customers**.
 - ☐ Find a customer record with a **LETTER** or **EMAIL** activity record
 - ☐ Select the **Letters** tab.
3. Double-click the letter or email line item to open the **Activity Detail** window.



The **Letters** tab

Emailing customers

You can send an email message to a customer if the following applies:

- An email address exists for the customer in the **E-mail** field of **Customer > Manage customers**
- You have Internet access

- You have an email client system that is MAPI compliant (such as Microsoft Outlook)

Sending an email to an individual customer will generate an activity record for that customer if you have created the **EMAIL** activity type.

To email a customer from the Manage customers window

1. From **Customers**, select **Manage customers**.
2. Find the customer's record.
3. Select the **E-mail** icon on the **E-mail** field. The email message window opens for the email client system that you have.
4. Enter text for the email.

Note: If you use Outlook 98 as your email client, the autosignature will not work when you use the **E-mail** icon on the **Manage customers** window. This is a MAPI limitation in Omnis. As a workaround, manually insert the signature at the end of the email message.

To email a letter to a customer using QuickLetter

1. From **Customers**, select **Manage customers**.
2. Find the customer's record.
3. Select the **Letters** tab.
4. Click **New Letter** to open the **Membership Standard Letters** window.
5. Select **Standard Letter** to open the **Letter Find** window and select a standard letter to modify.
6. Enter text for the letter.
7. Click **E-mail** on the **Letter Text** window to open your email client system's message window.
8. Select **Send**.

To email a letter to multiple customers using QuickLetter

1. From **Customers**, select **Generate reports** to open the **Generate reports** window.
2. Select **Letters** from the **Report Types** field.
3. Select a letter in the **Available Reports** field to open the **Member/Contact Selections** window. Only certain letters will generate an email.
4. Click **Run**.
5. Select the customers you want the letter to be emailed to by selecting the appropriate options on the **Member/Contact Selections** window.
6. Click **OK** on the **Member/Contact Selections** window to send the email and open the **View E-Mail Results** window.

iMIS generates a detailed email Results list of the selected customers. The letter is emailed only to those customers that have an email address listed in the **E-mail** column. Those customers that are not sent the email are listed in the **Error** column of the list. The error "Email Address is Blank," indicates that the **E-mail** field of the customer's record does not have an email address listed.

7. Click **Print** on the **View E-Mail Results** window to print the results.
8. Click **Close** to close the **Member/Contact Selections** window.

To send a broadcast email from Microsoft Word using an email merge

1. Make sure the **Name.EMAIL** field has been added to the *iMIS* export file.
2. Set up a Mail Merge in Microsoft Word by selecting **Tools> Mail Merge**.


3. When you are ready to **Merge the data with the document** (Step 3 in the Mail Merge process), select **Merge**.
4. Select the drop-down menu and select **Merge to Electronic Mail**.
5. Select **Setup** and choose the **Email** field as the **Data field with Mail/Fax Address**.
6. Select whether to send the document as an attachment.
7. Click **OK** in the **Setup** window.
8. Select **Merge**. The email will automatically send to all records included in your merge.

To view a customer's email activity record

1. From **Customers**, select **Manage customers**.
2. Find the customer's record.
3. Select the **Activities-All** tab.
4. Select **Email** from the drop-down list.
5. Select an email activity to open the **Activity Detail** window. The text that displays in the **Email Text** field is dependent upon how the email was sent:
 - ☐ If the email was sent using the **Email** option on the **Letters** tab, the **Email Text** field displays the text of the email.
 - ☐ If the email was sent using the **Email** option on the **Manage customers** window, the **Email Text** field displays the location from where the email was sent.

Printing customer address labels

iMIS prints customer address labels in bulk or one at a time.

- To print address labels in bulk, use the **Labels** report type from the **Generate reports** window.
- To print address labels one at a time, use the printer icon  in the address area of the **Manage customers** window.

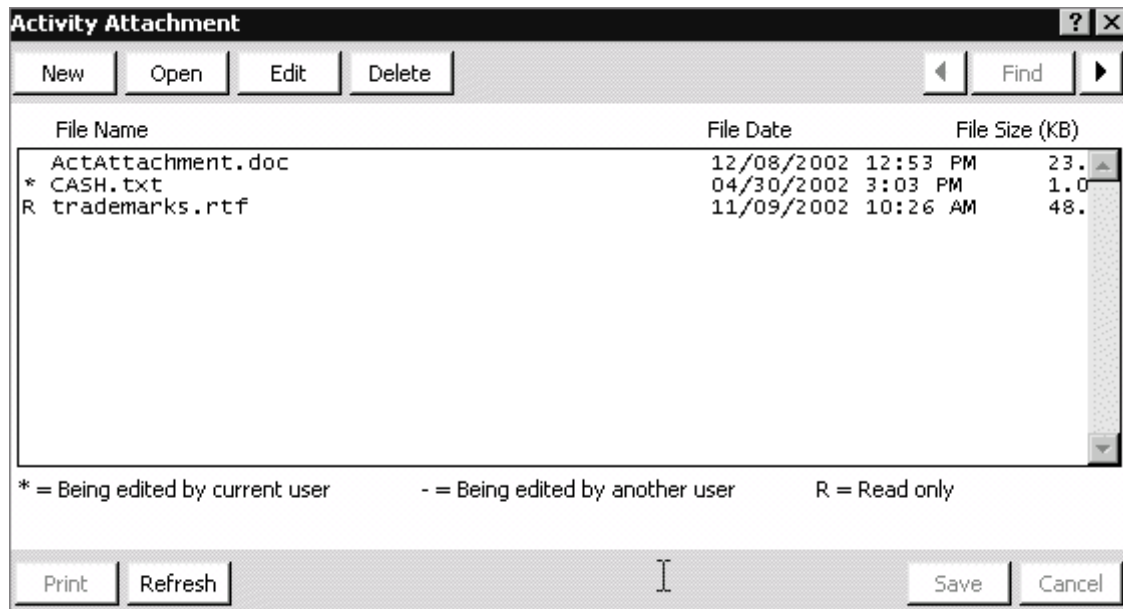
Note: You must install a label printing device on your computer to print labels one at a time.

Attaching documents to activity records

When you open an activity record and click the **Attachment** button on the **Activity Detail** window, you can attach a file to the activity record and save it to the *iMIS* database. *For example*, you can attach a Microsoft Word document, PowerPoint slide presentation, spreadsheet, graphic, e-mail file, or html page. Once the file is saved to the *iMIS* database, you can open it on your system using the associated application and view, modify, or delete it from within *iMIS*.

Note: The **Attachment** button is enabled only if the **Activity Attachments allowed** option is enabled in the **System Setup** window. See *Enabling attachments on activity records* for details.

Activity Attachment window



From **Customers**, select **Manage customers**, select a customer record, select the **Activities-All** tab, double-click an activity, click **Attachment**

Attachment List

Lists of attachments.

Attachment Legend

Indicates the current status of an attachment:

- * - Indicates an attachment is being edited by the current user.
- - - Indicates an attachment is being edited by another user.
- R - Indicates an attachment is only editable by an administrator.

Refresh

Rebuilds the list of attachments.

Attaching files to activity records

Activity attachments are managed in the **Activity Attachment** window. When you click **Attachment** on the **Activity Detail** window, the **Activity Attachment** window displays with a list of attachments, listed alphabetically according to file name, for the current activity. You can access the **Activity Detail** window by double-clicking a record in the **Activities-All**, **Call**, or **Letters** tab, or by accessing the **View activity tasks** window and double-clicking an activity task.

The total number of activity attachments that exists for an activity record displays in the **Attachment(s)** column on the **Calls** tab for call activities, and on the **Activities-All** tab for all activities.

To attach a file to an activity record

Note: Your administrator must enable the **Allow user Edit** option for the activity for which you want to add an attachment.

1. From **Customers**, select **Manage customers**.

2. Find a customer's record.
3. Double-click the activity record to which you want to attach a file. The **Activity Detail** window displays.
4. Click **Attachment** to open the **Activity Attachment** window.
5. Click **New**. The **Choose the file to attach to the Activity** dialog displays. Browse to the file you want to attach to the activity record.
6. Click **OK**. A message box opens and gives you the option to save as read-only.
7. (optional) Enable the **Save as read-only** option to specify that only an administrator (a user with **Customer** authorization level of **8** or higher) is able to edit the attachment. If you do not enable this option, all users with appropriate permissions will be able to edit the attachment.
8. Click **Yes** to save the attachment to the database and to add it to the list of attachments on the **Activity Attachment** window. Clicking **No** will cancel the activity attachment process.

Note: If you attempt to attach a file that exceeds the value specified by your administrator, *iMIS* displays a message that the file exceeds the file limit.

To create an activity and attach a file

You can add an activity record and attachment at the same time.

1. From **Customers**, select **Manage customers**.
2. Open a customer record.
3. Select the **Activities-All** tab.
4. Select the drop-down list located directly below the **Sort by** area, and select the activity type you want to create.
5. Double-click the gray box containing the asterisk (*) to open the **Activity Detail** window.
6. Click **New**.
7. Enter an activity type in the **Type** field, or click the lookup icon to select an activity type.
8. Enter values according to the fields that display.
9. Click **Attachment** to open the **Activity Attachment** window. The activity record is automatically saved.
10. Click **New**. The **Choose the file to attach to the Activity** dialog displays.
11. Browse to the file you want to attach to the activity record.
12. Click **OK**. A message box opens and gives you the option to save as read-only.
13. (optional) Enable the **Save as read-only** option to specify that only an administrator (a user with a **Customer** authorization level of **8** or higher) is able to edit the attachment. If you do not enable this option, all users with appropriate permissions will be able to edit the attachment.
14. Click **Yes** to save the attachment to the database and to add it to the list of attachments on the **Activity Attachment** window. Clicking **No** will cancel the activity attachment process.

Viewing activity attachments

When you click the **Open** button on the **Activity Attachment** window, *iMIS* extracts a read-only version of the file from the **Activity_Attach** table and copies it to a subfolder under the temporary folder *iMIS* creates (*for example*, C:\Documents and Settings\Username\Local Settings\Temp\iMIS attachments). The associated document viewer for the file is then opened (*for example*, Microsoft Excel for files with an .xls extension). If the destination file already exists, a message displays informing you that the file has already been opened on your system. You will be given the opportunity to overwrite the existing file.

Note: Once you open an activity attachment, you can use the save functionality (usually the Save As feature) in the associated application to save a local copy of the file in a location other than the temporary folder created by *iMIS*. However, any changes you make to this copy will not be applied to the *iMIS* database.

To view activity attachments

1. From **Customers**, select **Manage customers**.
2. Find a customer's record.
3. Double-click the activity with the attachment you want to view. The **Activity Detail** window displays.
4. Click **Attachment** to open the **Activity Attachment** window.
5. Select the attachment you want to view.
6. Click **Open**.

iMIS opens the document in the appropriate application, if the application associated with the file is on your system.

Note: If the application associated with the file is not on your system, *iMIS* informs you that there is no application available to open the file, and that a copy has been placed on your system. You can open the file from your Temp directory and choose an application in which to open the file. However, any changes you make to this copy will not be applied to the *iMIS* database. Changes are only saved to the *iMIS* database when you click **Save** on the **Activity Attachment** window.

To edit activity attachments

Clicking **Edit** on the **Activity Attachment** window sets the INTENT_TO_EDIT column in the Activity_Attach table to the concatenated DateTime + User ID value to indicate that an attachment has been opened for editing by a specific user. If INTENT_TO_EDIT is populated, then a second user is not allowed to open the activity attachment for editing. If you attempt to edit a record that is being edited by another user, a message displays informing you that another user is editing the file, and that you can open a read-only copy of the file. If you attempt to edit a file that you already have open for editing, a message displays informing you that you are currently editing the file and that you should save or cancel your previous edits.

Once you have an activity attachment open for editing, you can make any necessary changes, and use the save functionality in the associated application (usually the Save As feature) to save a local copy of the file in a location other than the temporary folder created by *iMIS*. However, any changes you make to this copy will not be applied to the *iMIS* database. Changes are only saved to the *iMIS* database when you click **Save** on the **Activity Attachment** window.

Note: When activity attachments are saved to the database, *iMIS* creates a folder in a Temp directory (*for example*, C:\Documents and Settings\Username\Local Settings\Temp\iMIS attachments).

Note: If more than one user logs into a terminal server installation of *iMIS* as MANAGER and attempts to edit an activity attachment, *iMIS* saves to the database and to the Temp directory, the activity attachment that is first saved on the **Activity Attachment** window.

1. From **Customers**, select **Manage customers**.
2. Find a customer's record.
3. Double-click the activity with the attachment you want to edit. The **Activity Detail** window displays.
4. Click **Attachment** to open the **Activity Attachment** window.
5. Select the attachment you want to edit.
6. Click **Edit**. *iMIS* opens the attachment in the appropriate application, if the application associated with the file is on your system.

Note: If the application associated with the file is not on your system, *iMIS* displays a message informing you that an application viewer is not available and that the file cannot be edited. You can still open the file from your Temp directory and choose an application in which to open the file. However, any changes you make to this copy will not be applied to the *iMIS* database. Changes are only saved to the *iMIS* database when you click **Save** on the **Activity Attachment** window.

7. (optional) Click **Save** on the **Activity Attachment** window to save your changes.

To delete activity attachments

An important maintenance step in working with activity attachments is deleting activity attachments that are no longer needed. You can delete activity attachments from the **Activity Attachment** window, or run a script to delete activity attachments that have a **File Date** earlier than a specific date. When an activity attachment is deleted, the **Attachment(s)** column on the **Activities-All** or **Calls** tab updates to reflect the deletion.

You can delete an activity attachment only when another user does not currently have the file open for editing (indicated by a dash "-"), and the file is not read-only. If you click **Delete** on the **Activity Attachment** window and another user has the file open for editing, a message displays informing you that another user is editing the document.

Caution! Deleting an activity attachment permanently removes the file from the *iMIS* database.

Note: Only system administrators can modify activity attachments marked as read-only.

1. From **Customers**, select **Manage customers**.
2. Find a customer's record.
3. Select the **Activities-All** tab.
4. Double-click the activity record containing the attachment you want to delete. The **Activity Detail** window displays.
5. Click **Attachment** to open the **Activity Attachment** window.
6. Select the attachment you want to delete.
7. Click **Delete**. A message displays asking you to confirm the deletion.
8. Click **Yes** to permanently delete the attachment from the *iMIS* database, or **No** to cancel.

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Events Overview

The *iMIS* Events feature helps you manage both planning and registration functions for any seminar, convention, or meeting, large or small. *iMIS* Events is designed to let you enter and track complex information in a more direct and meaningful way than ever before.

iMIS Events simplifies the planning and coordinating of any event, from a single seminar to a full-scale convention. It integrates and streamlines the complex tasks associated with organizing an event. These are some of the key skills you will learn:

- Managing several events and seminars simultaneously.
- Tracking and printing event and room setup requirements.
- Processing registrations efficiently, even with flexible fees.
- Viewing and tracking event registration statistics, including fees.
- Printing high-quality registrant badges (laser or dot-matrix).
- Printing confirmations, invoices, tickets, rosters, and summary statistics.
- Tracking long-term participation histories for analysis and marketing.
- Canceling all registrations automatically when a planned event is not held.

Events system flexibility

With *iMIS* Events, you have the flexibility to define and plan events for your organization's specific needs. Registration processing and event reporting help you effectively manage the event.

Event definition and planning

iMIS Events enables you to define events and event components with the level of detail that is best for you. You can hold a simple event with a single registration fee and open attendance functions, or you can hold a large event in which all functions have attendance limits and waiting lists, and require a registration fee which is based on a customer's registration class and registration date. You can also define codes ensure that registrants don't register for functions that occur at the same time. *iMIS* Events is also integrated with *iMIS* Fundraising features.

Event registration processing

iMIS Events includes full featured event registration processing including:

- Registering current and new customers
- Adding guests for badges and rosters
- Billing registrations to a third party
- Recording deposits and other ongoing payments as they occur
- Assigning fundraising income to the appropriate accounts

Note: To authorize credit card payments for Events, Exhibition, Exposition, and Orders, enter them through **Service Central > Enter and edit payments** (if licensed for *SERVCE*) or **AR/Cash > Cash receipts** (if licensed for *CCAUTH* (see "Credit Card Authorization")).

Event reporting

This feature includes many letters and reports, such as:

- Event status with class breakdown
- Confirmation letters and cards
- Badges for attendees
- Function tickets

- Labels
- Rosters
- Financial reports

iMIS lets you control the layout of your printed materials. Though specific options vary from one type of report to another, you can determine search criteria and sort fields. You can print reports for an entire event as well as request certain reports for single functions. In addition, many of the materials, such as badges, tickets, confirmation letters, and invoices, print on standard preprinted *iMIS* forms.

Event terminology

Attendance

The accounting of who was present at an event or function, as opposed to who signed up to attend (see registration). Because of no-shows, attendance figures will be lower than registration numbers. Accurate attendance tracking is important for awarding continuing education units, so the Update Attendance facility lets you mark verified attendees (or unmark no-shows).

Badge

A nametag that is given to each attendee to wear at the event. Badge formats usually feature the individual's nickname or first name, enlarged for readability, and include other identifying information such as full name, title, company, city, and state. Sometimes, each badge is marked with a color-coded strip to differentiate groups of attendees: customers, guests, exhibitors, speakers, and staff.

Bill To

Refers to whoever is responsible for paying the registrant's event fees. This may be the registrant or, as in many cases, a third party such as the registrant's company or employer. When a **Bill To** party is identified, all accounting and invoice transactions are tracked under the **Bill To** ID. However, all participation history continues to be tracked under the individual registrant's ID (if represented in the customer database).

Certificate

An official document awarded to an individual to recognize participation in a specific educational seminar or program. Certificates can be used as proof of participation.

CEU

Continuing education units (CEU), often expressed in hours or points, can be awarded to individuals who participate in or attend a specific educational seminar or program. These units are important for many professionals to earn certification and meet continuing education requirements.

Confirmation

A letter or notice confirming receipt of a registration and listing any fees that is sent to a registrant. A confirmation usually lists all of the functions the registrant selected and other details and instructions the registrant included, such as guest information. It may show the current status of the registration and include specific or general comments about the upcoming event, such as instructions for signing in on arrival and reminders of what materials to bring to the event.

Database

A collection of related information that is organized into meaningful units to facilitate searching and updating the information.

Event

A gathering, such as a seminar, convention, or board meeting, for which you need to organize, plan, and track details, including the list of expected attendees.

Fees

Amount charged for events such as educational workshops, seminars, and conventions. Typically, fees are charged for event registrations, but additional fees may be charged for individual functions (*for example*, workshops, social functions, and meals). In some cases, an event registration fee may entitle a registrant to attend certain functions, and the registrant can purchase additional guest tickets to those functions. Commonly, fees vary by type of registrant (*for example*, member, nonmember, and speaker) and by the date of the registration (*for example*, early, regular, and late).

Field

An individual data element contained within a record. A field may appear in a data maintenance window in the form of a labeled text box or option. The components of the customer name in the Customer Portfolio, for example, are all fields. Note that field may be referred to as a column in certain cases.

Function

A single session or activity within an event for which you need to assign fees or track attendees. A function can range from breakout sessions and educational workshops to social events such as golf tournaments, banquets, and tours. Because all fees are processed at the function level, you must set up at least one function record for each event or seminar for which fees are assigned.

Income Account

The General Ledger account number to be credited with the fee charged for a particular class/function combination (for example, income or deferred-income account). This information is optional but should be entered if you want transaction-level reports to print the appropriate account numbers.

Linked Function

Linking functions is a one-way shortcut for data entry by which registering for a primary function automatically registers for all linked functions (that is, selecting the parent selects the children).

Record

A record is an individual unit within a table that consists of a collection of fields (which are consistent in number and type from one record to the next). For example, there is a separate record for each individual or company whose information is contained in *iMIS*. Records are sometimes referred to as table rows.

Registrant

An individual who signs up to attend a particular event, typically by submitting a registration form along with payment of any registration fees. An individual registrant may not necessarily be a customer of the association holding the event or have a record in the customer database.

Registrant Class

A broad group of registrants that enables you to process and handle registrants according to category. Class categories let you assign different fees for members and nonmembers, print badges separately (such as for color coding), and subdivide summary reports into meaningful registrant classes.

Registration

The recording of those signed up for an event or function, as opposed to those who actually attended (see attendance). Because of no-shows, registration figures will usually be higher than attendance figures.

Resource

A type of equipment, an individual, or some other asset needed to perform a task or service at an event function. Within *iMIS* Events, resources refer to both specific and categorical groupings used to describe room setup and planning needs.

Roster

A report listing registrants for events and/or individual functions within an event. This is different from the Company Roster which is shown in the Customer Portfolio.

Sort

Dictates the order in which the details are to be displayed or printed in a list or on a report.

Ticket

Preprinted slips of paper that a registrant receives in advance for each function he or she is registered to attend. You can use tickets to control and track function attendance by restricting admission to ticketed registrants and by using collected tickets to verify attendance.

Wait List

A list of registrants who are queued in hope of attending a function that has already reached its attendance limit. Wait list members may be allowed to attend the function if the attendance limit is changed, if additional sessions are added, or if other registrants cancel their registrations for the function.

Events authorization levels

The amount of access to Events functionality is controlled by the user's authorization level. Each higher level of access includes the privileges of the levels below it.

Authorization Levels	Events Access
0	Module does not appear on the menu
1	Register a customer available (read-only).
2	Register a customer and Generate reports (read-only).
3	Register a customer and Generate reports (read, new, edit).
4	Register a customer and Generate reports (read, new, edit, delete).
5	Define an event and Set up tables.
6-7	Same as Level 5
8	Set up module.

For details about controlling access throughout *iMIS*, see [Security Administration](#).

Navigation for Events

The **Events** task list is located on the left sidebar of your Events user interface and launches several Events windows. Select **Events** from the Navigation bar.

Register a customer

Opens the **Register a customer** window used for entering all registration information. The **Register a customer** window contains tabbed sections that enable you to enter registration information and make registration selections.

The registration process automatically generates accounting, cash receipts, and receivable transactions (if needed) that are tracked and managed by the *iMIS* AR/Cash module as each registration is recorded. Registration is also integrated with the Fundraising module so that income from fundraising functions is assigned to the appropriate accounting funds.

Define an event

Opens the **Define an event** window used for defining, editing, and cloning events. You must define events before customers can register for them. The level and amount of information that you enter when defining an event depends on the nature of the event and the degree of tracking and reporting facilities you want to maintain for the event. At a minimum, you must supply the name of the event and the fees for the event and its functions (breakout sessions, social events) for which customers will register.

Generate reports

Opens the **Generate reports** window where you can select from a variety of standard reports including:

- Badges and tickets
- Confirmation letters and invoices
- Detailed rosters and registrant reports
- Summary status reports at the function and/or registrant class level

IQA

Opens IQA in advanced mode and enables you to run predefined Intelligent Query Architect (IQA) queries on events.

Set up tables

Select this item to open a sub-task list of the following items:

- **Registration classes** - Opens the **Set up registration classes** window used for defining registrant classes such as member, company member, nonmember, staff, and volunteer.
- **Event resources** - Opens the **Set up event resources** window used for defining event resources such as food and beverages, audio/visual equipment, staffing, and room requirements. The **Set up event resources** window also is used for recording speaker evaluations.

Set up module

Opens the **Set up module** window where you can define the prompts for the Event Description Fields and the Registration Fields. The **Event Description Fields** are used on the **Event Description** window and the **Registration Fields are used** on the **Register a customer** window's **Other** tab.

The **Set up module** window also provides access to the **Event System Preferences** window and the **Events Advanced Features** window.

Registrations overview

The most challenging task for most events is recording and updating individual registrations. *iMIS* gives you extensive control of event registration and maintenance:

- Entering an Event Registration
- Finding an Event Registration
- Editing an Event Registration
- Canceling an Event Registration
- Transferring an Event to Another Registrant

- Transferring a Registrant to Another Event
- Managing Wait Lists

Reviewing registration data

The *iMIS* registration system enables you to enter event registrations as you receive them. It records the following data as needed, depending on the nature of your event and the type of registration:

- Event for which the registration is being processed
- Registrant's name, address, and related data (either transferred from the customer database or entered by you)
- Registration date
- Registrant class (automatically designated as either member or nonmember, or entered/overridden by you)
- Data related to the registrant, such as:
 - Source or sales code showing how the registration was placed, such as by mail, phone, or the Web
 - Arrival, departure, and hotel accommodation information for guests who will attend with the registrant
 - Any data as specified by user-defined field notes or comments
- Bill To information indicating responsibility for the registrant's fees
- Functions and number of tickets the registrant requested
- Payment data, including the method of payment, check number or credit card information, and dollar amount

In addition to recording new registrations, the registration component enables you to modify and cancel existing registrations. It also lets you transfer a registrant to a different event or substitute a different person for the registration.

The registration process records the primary information used by many options in *iMIS* Events and collects data to be sent to other *iMIS* modules. The registration data can appear on many kinds of output including:

- Badges, tickets, confirmation letters, labels, and detailed rosters
- Cumulative event status counts and income summaries
- Detailed income, cash receipt, and accounts receivable accounting transactions (for reporting and inquiry)

Entering an event registration

Processing an event registration involves entering registrant information, selecting the event function(s), making payments, and generating reports. Use the **Register a customer** window to process registrations.

Register a customer window

*** Register a customer**

New Open Edit Delete Find

Registrant
10156
Pat Zimmerman

Company/Address
733 Third Avenue
New York, NY 10017-3204

Bill To Information
17555

Staff

Overview Attendee Other Payments Badges Function Note Account info

Order Summary

Order 0 Event SCHOOLAID
Date 01/11/2006 Annual Schoolaid Event
Source Code 07/15/2006 - 07/18/2006

Registrant Summary

ID 10156 Add Transfer/Substitute
Class NM Non-Member
Status

Payment Summary

Charged 110.00 Purchase Order
Total 110.00 Bill To 17555
Paid 0.00
Balance 110.00

Function

Function	Qty	Price
Effective Mentoring	1	
** The Childrens Break	1	77.00
** Coats for Kids	1	33.00
Effective Mentoring	1	

Original source = Events

** = Fund Raising Function * = On Wait List

View Roster Letter

From **Events**, select **Register a customer**

Left Arrow

Select to scroll through any new event registrations entered during the current session.

Right Arrow

Select to scroll through any new event registrations entered during the current session.

Registrant

Displays the registrant's ID, name, title, and customer type.

Company/Address

Displays the name of the registrant's company and the registrant's address.

Bill To Information

Displays the ID of the party to be billed for any registration fees.

Overview tab

(Default tab) Select to enter, edit, and view a registrant's general registration information.

Attendee tab

Select to enter, edit, and view a registrant's name and address information.

Other tab

Select to enter, edit, and view additional registration and hotel information for a registrant.

Payments tab

Select to enter, edit, and view event payment information.

Badges tab

Select to enter, edit, and view a registrant's badge information.

Function Note tab

Select to enter, edit, and view notes for event functions.

Account Info tab

Select to enter, edit, and view a registrant's account information. You may also see multiple invoices listed for any event adjustments, if your organization has enabled the option to **Create Separate Invoices for Events Adjustments** (an option only available to VAT-enabled organizations).

Register a customer window - Overview tab

Overview | Attendee | Other | Payments | Badges | Function Note | Account info

Order Summary

Order	0	Event	SCHOOLAID
Date	01/09/2006		Annual Schoolaid Event
Source Code			07/15/2006 - 07/18/2006

Registrant Summary

ID	135	Add	Transfer/Substitute
Class	NM		Non-Member
Status			

Payment Summary

Charged	110.00	Purchase Order	
Total	110.00	Bill To	10740
Paid	0.00		
Balance	110.00		

Function

Function	Qty	Price
Effective Mentoring	1	
** The Childrens Breakl	1	77.00
** Coats for Kids	1	33.00
Effective Mentoring	1	

Original source = Events

** = Fund Raising Function * = On Wait List

View Roster Letter

From **Events**, select **Register a customer**, and select the **Overview** tab

Order Summary

- **Order** - Displays a system generated order number for the event registration.
- **Event** - Specifies the event code. The event name and dates are displayed below this field.
- **Date** - Specifies the registration date. The default date is the current system date, or the batch date if batch control is enabled.
- **Source Code** - Specifies the source code to be used for response tracking. This maps to Appeal Code in Campaign Management.

Registrant Summary

- **ID** - Specifies the registrant's identification number. The system displays the registrant's full name, title, and customer type in the data area above the **Overview** tab.
- **Add** - Opens the **Attendee** tab so that you can enter a customer information for someone who is not listed in the *iMIS* database.

- **Transfer/Substitute** - Enables you to transfer a registration from one event to another, or to substitute one registrant for another for a specific event.
- **Class** - Designates the registration class. The field defaults to either **M** for member or **NM** for nonmember. The class type's description is shown to the right of the field.
- **Status** - Designates the cancel/transfer status of a registration. **C** designates a cancelled registration and **CT** designates a transferred registration. The field is blank if the registration has not been canceled or transferred.

Payment Summary

- **Charged** - Displays the total amount charged for any applicable event fees.
- **Taxes** - (International Taxation only) Displays the total amount of applicable taxes.
- **Total** - Displays the total amount charged for the event registration excluding any applicable taxes.
- **Paid** - Displays the amount paid to date towards the total charge for the event registration.
- **Balance** - Displays the total outstanding balance for the event registration.
- **Purchase Order** - Specifies a purchase order number or other reference number.
- **Bill To** - Designates a third party responsible for paying for the registration.

Function

Select a specific function from the list of available event functions. If the function title is longer than the display field, the complete function name will be shown in the status bar at the bottom of the window.

Qty

Enter the number of registrants per function. If a registrant is bringing guests to an event, enter the correct number of registrants for each function.

Price

Designates the attendance cost for the selected event function.

Tax Code

(VAT only) Designates the tax code defined for the selected event function.

VAT

(VAT only) Displays the tax code's tax rate.

View Roster

Opens the **Event Roster** window which shows all registrants and their registration status.

Letter

Opens the **Meeting Standard Letters** window.

To enter an event registration

1. Select **Events > Register a customer** to open the **Register a customer** window.
2. Select the **Overview** tab.
3. Click **New**.
4. Enter an **Event** code or use the lookup icon to look up an event code.
5. Enter the registrant's **ID** (use the lookup icon to look up an ID). The registrant's name and address information will be shown on the **Register a customer** window.

If the registrant does not have a record in the database, click **Add** to open the **Attendee** tab and enter the registrant's information:

- ☐ (required) Enter the registrant's **First** and **Last** name.
 - ☐ (Required if adding a new customer to the database) Enable the **Add to Master** option to create an ID for the customer and add the customer record to the database.
 - ☐ (Recommended) Enter additional information to complete the customer's record including company, address, and phone information.
 - ☐ Select the **Overview** tab.
6. (optional) Enter the **Date**. The date defaults to the batch date if Batch Control is used; otherwise, the date defaults to the current system date.
 7. (optional) Enter the **Source Code** for the registration.
 8. (optional) Override the **Class** code, if necessary.
 9. (optional) Enter the **Payment Summary** information:
 - ☐ Enter a **Purchase Order** number if there is one.
 - ☐ Enter the **Bill To** ID if it is different from the registrant's ID (use the lookup icon to look up an ID).
 10. Register for event functions:
 - ☐ Double-click on a function title in the list of functions.
 - ☐ The function title is shown in the Function box.
 - ☐ Enter the number of registrants in the **Qty** field.
The registration price is shown in the **Price** box.
 - ☐ (optional) Override the function price if necessary by typing in a new price.
 - ☐ Repeat for each event function the registrant wants.
 11. Click **Save**.

To enter an event registration for multiple customers

Organizations often need to register multiple customers for the same event. Using *iMIS* Events, you can simultaneously register multiple customers for an event rather than registering each customer separately.

1. From **Events**, select **Register a customer** to display the **Register a customer** window. The **Overview** tab displays by default.
2. Click **New**.
3. Enter an **Event** code or click the lookup icon and select an event code.
4. Click the lookup icon located to the right of the **ID** field to display the **Find** window.
5. Perform a search in the **Find** window. If the search returns two or more results, the **Register Result List** button is enabled.

Note: The current system date is used, so if **Current Committee** is selected and a search is performed on a committee, only the current committee members are displayed in the search results.

6. To register all of the IDs returned by the search, click **Register Result List**.
7. A confirmation message displays. Click **Yes**. A message displays indicating that the event registrations are being processed.

Note: If an ID is already registered for the event, the ID is skipped and event registration processing continues with the next ID.

After the event registration processing for the IDs is complete, the **Find** window closes. A message is displayed indicating the number of successful registrations and the number of IDs which were already registered for the event. When you click **OK**, a message indicating the number of event registrations processed displays at the bottom of the **Overview** tab on the **Register a customer** window. All of the IDs that were just registered are loaded in the transaction list so that you can use the **Previous** and **Next** buttons to view the event registrations on the **Overview** tab.

Finding an event registration

In the Events module you can find an event registration by using the **Meeting Find** window or by using the **Find** window.

To find event registrations using the Meeting Find window

1. From **Events**, select **Register a customer** to open the **Register a customer** window.
2. Click **Open** or **Find**.
3. Select the **Event** field lookup icon to open the **Meeting Find** window.
4. Make a selection from the list of **Search Types**.
5. Enter the search criteria in the search field at the bottom of the window. Click **Find** on the **Meeting Find** window to display a list of events matching the search criteria.
6. Select the event, and click **Find** on the **Meeting Find** window.
7. Enter a registrant's **ID**, or select the **ID** field lookup icon to open the **Find** window and find a registrant.

To find event registrants using the Find window

1. From **Events**, select **Register a customer** to open the **Register a customer** window.
2. Click **Open** or **Find**.
3. Enter an **Event** code, and **Tab** to the **ID** field.
4. Select the **ID** field lookup icon to open the **Find** window.
5. Make a selection from the list of **Search Types**.
6. Enter the search criteria in the **Search** field at the bottom of the window.
7. Click **OK** on the **Find** window to display a list of registrants matching the search criteria.
8. Select the desired registrant.
9. Click **OK** on the **Find** window to display the registration in the **Register a customer** window.

Editing an event registration

Managing events includes editing registrations. *For example*, a registrant may decide to change event functions or bring a guest to some or all of the functions.

The automatic re-pricing feature of *iMIS* is unique in that when the registrant class or the registration date is changed, the pricing for that particular registration will change respectively. *For example*, if early and regular registration cutoff dates are defined for an event, and the function being registered for also has early, regular, and late pricing, *iMIS* will automatically re-price the function based on the date and established pricing when the event registration date is updated.

To add a function to an existing event registration

1. From **Events**, select **Register a customer** to open the **Register a customer** window.
2. Click **Open** or **Find**.
3. Enter the **Event** code, or select the **Event** field lookup icon to search for an event.
4. Enter the registrant's **ID**, or select the **ID** field lookup icon to search for a registrant.
5. Click **Edit**.
6. Select the event function you want to add.
7. Enter the quantity for the function in the **Qty** field.
8. Click **Save**.

The total price and balance is updated.

To delete a function from an event registration

1. From **Events**, select **Register a customer** to open the **Register a customer** window.
2. Click **Open** or **Find**.
3. Enter the **Event** code, or select the **Event** field lookup icon to search for an event.
4. Enter the registrant's **ID**, or select the **ID** field lookup icon to search for a registrant.
5. Click **Edit**.
6. Double-click the function to delete it from the event registration.
7. Click **Save**.

The total price and balance is updated.

To edit the Bill To information

During initial registration, the **Bill To** ID can be changed. *For example*, a company or third party may be responsible for paying a registrant's event fees. After a registration is saved, use the following steps to edit the **Bill To** ID.

1. From **Events**, select **Register a customer** to open the **Register a customer** window.
2. Click **Open** or **Find**.
3. Enter the **Event** code, or select the **Event** field lookup icon to search for an event.
4. Enter the registrant's **ID**, or select the **ID** field lookup icon to search for a registrant.
5. Click **Transfer/Substitute**.
6. **Tab** to the **Bill To** field.
7. Enter the new **Bill To** ID, or select the **Bill To** field lookup icon to search for the new ID.
8. Click **Save**.

Note: The registration order remains unchanged when the **Bill To** ID is changed. (The registration order will not be canceled and re-entered because the registrant does not change.) All charges and payments will be reversed appropriately from the original **Bill To** ID's invoice item and transferred to the new **Bill To** ID.

Canceling an event registration

If you must cancel an event registration for which fees already have been paid, all charges are reversed and the payment becomes an open credit in AR/Cash. When this happens, you can apply the money to other open items, such as an order or a billing payment, or you may issue a refund through AR/Cash.

Within the Events module, the procedure for canceling a registration is the same regardless of whether or not a payment has been received.

Consider the following when canceling a registrant's event order:

- Are you canceling a registration with no cancellation fees? If so, *iMIS* automatically reverses the charges.
- Are you charging a cancellation fee? If you are, you should have defined a cancellation fee function when defining your event functions.

To cancel an event registration with no cancellation fee

1. From **Events**, select **Register a customer** to open the **Register a customer** window.
2. Find the registration (see "[Finding an event registration](#)") to cancel.
3. Click **Delete**.
A system message prompts you to verify the cancellation of the registrant.
4. Click **Yes**.
A **C**, indicating that the event registration was canceled, is displayed in the **Status** field.

To cancel an event registration with a cancellation fee

The cancellation fee must be the only event function that has a quantity, and the **Status** must be **C**. If the cancellation fee is not the only charge, *iMIS* reverses all other charges. The registration record is retained until the event is closed, which enables you to reactivate it later during the registration process. However, the registrant does not appear on reports unless you enable the **Include Canceled** option on the **Event Selections** window.

1. From **Events**, select **Register a customer** to open the **Register a customer** window.
2. Find the registration (see "[Finding an event registration](#)") to cancel.
3. Click **Delete**.
A system message prompts you to verify the cancellation of the registrant.
4. Click **Yes**.
5. Click **Edit**.
A message prompt is displayed.
6. Click **Yes**.
7. Select the **Cancellation Fee** product from the **Function** list.
8. Enter a **C** for canceled in the **Status** field.
9. Click **Save**.

Recording registration payments

A registrant can pay for an event registration at the time of order entry or later, depending upon your organization's requirements. Payments can be made with a check, a credit/debit card, or by billing a company directly. You may use a combination of payments: *iMIS* enables you to enter single or multiple payments for each order.

The multiple payments feature is used primarily when an order is secured with a partial payment and the balance is paid later. There is no limit to the number of payments that can be applied to an order. Payment plans and schedules are established by your organization.

Note: To authorize credit card payments for Events, Exhibition, Exposition, and Orders, enter them through **Service Central > Enter and edit payments** (if licensed for SERVCEN) or **AR/Cash > Cash receipts** (if licensed for CCAUTH (see "Credit Card Authorization")).

Register a customer window - Payments tab

Overview	Attendee	Other	Payments	Badges	Function Note	Account info			
Check/CC		MAESTRO	CC #	*****1234		Exp	****	CSC	***
		Name on CC		Douglas A. Hunt		Authorize	123		
Payment Amount		695.00		Ref/PO			Terms	30	
Balance		-695.00		More Payments		Issue #	88	Issue Date	12/04

From **Events**, select **Register a customer**, and select the **Payments** tab

Check/CC

Specifies the check number or credit/debit card code. Codes are defined on the **Set up cash accounts** window in AR/Cash.

Payment card fields

- **CC #** - (Required when a credit/debit card code is entered in the **Check/CC** field) Specifies a credit/debit card number. When a payment is saved, all but the last four digits of the card number are masked.
- **Exp** - (Required when a credit/debit card code is entered in the **Check/CC** field) Specifies a credit/debit card expiration date (mm/yy). When a payment is saved, the expiration date is masked.
- **CSC** - (Displayed when a European debit card code is entered in the **Check/CC** field and the associated card authorization account uses the **Other** gateway and accepts a CSC number for deferred authorization) Specifies the European debit card CSC number. When a payment is saved, the CSC number is masked.
- **Name on CC** - Enter the name on the credit/debit card.
- **Authorize** - (Displayed when a credit/debit card code is entered in the **Check/CC** field) Specifies an authorization code for the credit/debit card.
- **Issue #** - (Displayed when a European debit card code is entered in the **Check/CC** field and the associated cash account accepts an issue number) Specifies the European debit card issue number.
- **Issue Date** - (Displayed when a European debit card code is entered in the **Check/CC** field and the associated cash account accepts an issue date) Specifies the European debit card issue date (mm/yy).

Note: If **Advanced PCI Compliance** (see "Implementing Advanced PCI Compliance options") > **Do not retain cardholder information** is enabled, *iMIS* saves transactions without cardholder data and shows only gateway reference number and authorization code fields.

Payment Amount

Specifies the amount of the check or credit/debit card payment.

Ref/PO

(optional) Specifies a reference or purchase order number.

Terms

(optional) Specifies the terms for the payment, *for example*, 30 or 60 days.

Balance

Displays any outstanding balance.

More Payments

Opens the **Payments** window. The **Payments** window is used to track additional payments made for a registration.

To enter a single payment

1. From **Events**, select **Register a customer** to open the **Register a customer** window.
2. Find the event registration (see "[Finding an event registration](#)") for which you want to enter a payment.
3. Click **Edit**.
4. Select the **Payments** tab, and enter the payment information.

Note: If you receive more than one payment for a single order (such as two checks), do not enter the entire payment here. See *To enter multiple payments*.

5. In the **Check/CC** field, enter a check number or a payment card code, such as VISA, AMEX, or MAESTRO (debit). When you enter a card code, additional fields display:
 - ☐ **CC #** - Enter the credit/debit card number.
 - ☐ **CSC** - (Displays only if the associated card authorization account uses immediate authorization, or deferred authorization with the **Save CSC Prior to Authorization** checkbox selected) Enter the Card Security Code. *CSC can be a required value* (see "Requiring a Card Security Code (CSC) for credit/debit card transactions") for specific cash accounts.
 - ☐ **Exp** - Enter the card's expiration month and year (mm/yy).
 - ☐ **Authorize** - Enter any authorization code here. (If credit card authorization is enabled, this field populates when the payment is approved.)
 - ☐ **Name on CC** - Enter the name as it appears on the card.
 - ☐ **Issue #** - (Displays only if the associated cash account accepts an issue number) Enter the European debit card's issue number.
 - ☐ **Issue Date** - (Displays only if the associated cash account accepts an issue date) Enter the European debit card's issue date (mm/yy).

Note: If **Advanced PCI Compliance** (see "Implementing Advanced PCI Compliance options") > **Do not retain cardholder information** is enabled, *iMIS* saves transactions without cardholder data and shows only gateway reference number and authorization code fields.

6. Enter the amount in the **Payment Amount** field.
7. (optional) If the registrant has sent a purchase order, enter the number or reference key in the **Ref/PO** field.
8. (optional) If a partial payment is being made and your organization uses terms, enter the code in the **Terms** field.
9. Click **Save**.

To enter multiple payments

1. From **Events**, select **Register a customer** to open the **Register a customer** window.

2. Find the registration (see "[Finding an event registration](#)") for which you want to enter a payment.
3. Click **Edit**.
4. Select the **Payments** tab.
5. Enter the amount of the first payment in the **Payments** tab.
6. Click **More Payments** to open the **Payments** window.
7. Click **Insert**.
8. Enter the additional payment information in the **Payments** window.
9. Click **OK** on the **Payments** window.
10. Click **Save** on the **Register a customer** window.

Note: To make all payments, primary and additional, appear on your confirmation letters or invoices, edit their report specifications, and add PRINT_MULTI_PAYMENTS in the detail report description.

Overview	Attendee	Other	Payments	Badges	Function Note	Account info	
Check/CC	MAESTRO	CC #	*****1234	Exp	*****	CSC	***
	Name on CC	Douglas A. Hunt			Authorize	123	
Payment Amount	695.00	Ref/PO		Terms	30		
Balance	-695.00	More Payments		Issue #	88	Issue Date	12/04

Example of the Payments window in Edit mode

Note: If **Advanced PCI Compliance** (see "Implementing Advanced PCI Compliance options") > **Do not retain cardholder information** is enabled, *iMIS* saves transactions without cardholder data and shows only gateway reference number and authorization code fields.

To edit an existing payment

If you need to make a correction to the amount or to other aspects of an existing payment, you can modify the existing payment data directly. This will correct the data that may be reported back to the registrant in a confirmation letter or invoice. However, it will not modify the original accounting transaction generated when the payment was initially entered. *For example*, no correction to a check or credit card number will be passed through to an originating transaction.

If a correction is made to the original amount, a new payment transaction will be generated which will act as an adjusting entry. If the new amount is greater than the original amount, an entry will be generated to debit cash for the difference between the original and new amounts. If the new amount is less than the original amount, the difference will be credited to cash.

Note: If you need to adjust an existing payment amount and you have Batch Control enabled, activate the same batch that holds the original payment transaction.

Note: If you accidentally apply a credit card payment to the wrong registration, and you detect the mistake while the batch is still open, do not delete the payment. Instead, edit the payment, and delete only the Payment Amount, leaving the rest of the information in the payment record intact. *iMIS* makes adjustments to the appropriate accounts automatically.

Applying credit balances as registration payment

If a registrant has an open credit balance, you can apply this credit balance as payment for either new or existing event registration fees. You can apply all or part of a credit balance as payment. If you attempt to apply an amount in excess of the credit balance, an error message will be generated. Credit balances are applied as payment by using the * **Tab** command.

Selecting open payments for registrations: *Tab

When you enter an asterisk (*) in the **Check/CC** field on the **Register a customer** window's **Payments** tab and then press **Tab**, the **Select Open Payments** window opens. This window is used for applying open credit balances as payment for new and existing event registration fees.

When you first open the **Select Open Payments** window for a given registrant, any open credit balances the registrant has display on the window. If a registrant has generated several credit balances on different occasions, each individual open credit balance displays. However, you can select only one credit balance at a time on the **Select Open Payments** window when applying credit balances as payment.

The Individual and All views

The **Select Open Payments** window has two different views that are accessible by toggling the **All** and **Indiv** buttons. The **Individual** view displays all of the open credit balances for a given registrant. This view displays by default when you first open the **Select Open Payments** window.

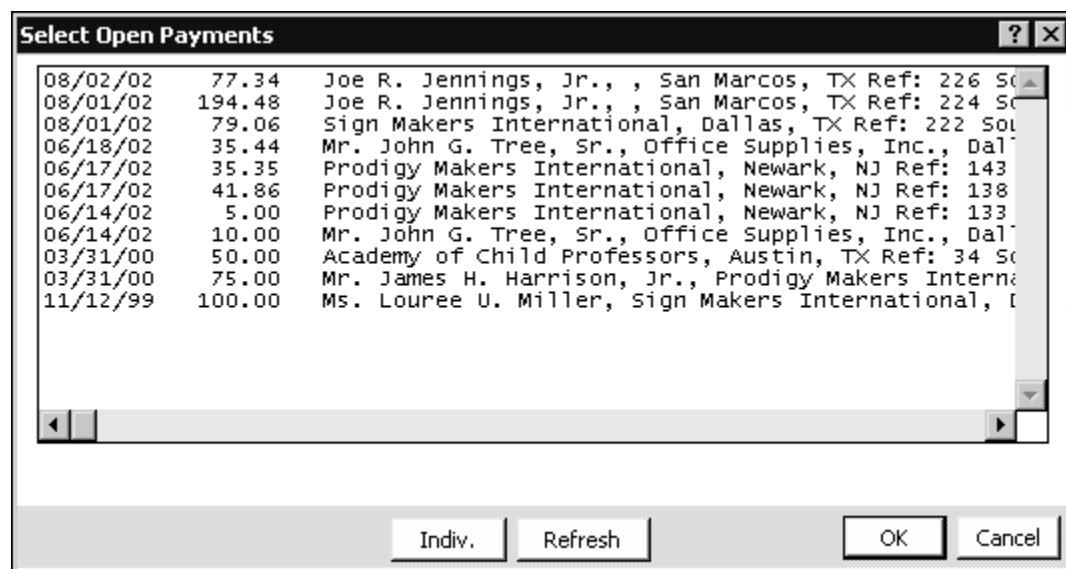
The **All** view displays all of the open credit balances for all of your customers. To display the **All** view, toggle the **All** button. To display the **Individual** view, toggle the **Indiv** button.

Applying credit balances to other registrants

When in the **All** view, any open credit balance can be applied to a registrant's account for which you are entering payment. *For example*, if a registrant is an employee of the XYZ Corporation and XYZ has an open credit balance, you can apply XYZ's credit balance as payment for the registrant's event registration fees.

After applying a credit, the **Trans.INVOICE_REFERENCE_NUMBER** will be the same for both the registrant who generated the credit balance and the registrant for whom the credit balance was applied.

Select Open Payments window (Events)



From **Events**, select **Register a customer**, open an event registration, select the **Payments** tab, click **Edit**, and use the * **Tab** command

Credit Balances

Displays the credit balances for either a single registrant or all of your customers depending on which view is enabled. Each line indicates an individual credit balance and includes the following information:

- The date the credit balance was generated
- The amount of the credit balance
- The name of the customer
- The customer's city and state
- The reference number of the credit balance transaction
- The *iMIS* system module in which the credit balance was generated

All/Indiv button

Click to toggle between the **All** and **Individual** views. The **Individual** view displays all of the open credit balances for a given customer. The **All** view displays all of the open credit balances for all of your customers.

Refresh button

Click to refresh the data on the window.

To apply a credit balance as Events payment

1. From **Events**, select **Register a customer** to open the **Register a customer** window. The **Overview** tab displays by default.
2. Enter or open a registration. (See "[Finding an event registration](#)".)
3. While in the **Edit** mode, select the **Payments** tab.
4. Enter an asterisk (*) in the **Check/CC** field.
5. Press **Tab** to open the **Select Open Payments** window.
6. Select the open credit balance you want to apply as payment from either the **Individual** or **All** view.

7. Click **OK** to close the **Select Open Payments** window.
8. Enter the amount of the credit balance you are applying as payment in the **Payment Amount** field. The credit balance's reference number will display next to the asterisk in the **Check/CC** field.
9. Click **OK** to apply the credit balance as payment. The amount of the credit balance you entered in the **Payment Amount** field will display in the **Paid** field on the **Overview** tab.

Editing address information (Events)

You can edit a registrant's name, title, company, and address information on the **Attendee** tab of the **Register a customer** window. Updates on the **Attendee** tab are specific to an event registration and do not update the information on the **Manage customers** window. If necessary, make sure to update the **Manage customers** window with the correct information.

Register a customer window - Attendee tab

Overview	Attendee	Other	Payments	Badges	Function Note	Account info			
Registration	16	Registrant ID	152	Member Type	CPA Member				
Prefix	Ms.	First	Marcie	Middle	L.	Last	Farmhaven	Suffix	
Informal	Marcie			Designation	CPA				
Title				Company Id					
Company	Prodigy Makers International			Sort	PRODIGY MAKERS I				
				<input checked="" type="checkbox"/> Use Company <input checked="" type="checkbox"/> Use Title					
Address	P.O. Box 4564								
City	Newark		St/Prov	NJ		Zip	07107-2564		
Country									
Phone	(201) 898-9000		E-mail			Fax	(201) 898-4255		
Delegate			Booth			Toll Free			

From **Events**, select **Register a customer**, and select the **Attendee** tab

Registration

Displays the system generated event registration number; the **Registration** number is identical to **Order** number on the **Overview** tab.

Registrant ID

Displays the registrant's ID entered in the **ID** field on the **Overview** tab.

Member Type

Designates the attendee's customer type from the drop-down list.

Add to Master

When checked, adds the registrant to your customer database. When a record is created by selecting **Add to Master**, fields are populated automatically in Customer Portfolio. For details, see *Fields Populated Automatically when Using Add to Master*.

Prefix

Designates the attendee's prefix from the drop-down list, such as Mr., Mrs., or Dr. Prefixes are defined in the **PREFIX** general lookup/validation table.

First

Specifies the attendee's first name.

Middle

Specifies the attendee's middle initial.

Last

Specifies the attendee's last name.

Note: The **First**, **Middle**, and **Last** name fields can be scrolled to the right when entering names that are longer than the display field's length.

Suffix

Specifies the attendee's suffix from the drop-down list, such as Jr., Sr., or III. Suffixes are defined in the **SUFFIX** general lookup/validation table.

Informal

Specifies the attendee's informal name or nickname.

Designation

Specifies the attendee's professional designation, such as CPA or PhD. Multiple designations are separated by commas.

Title

Specifies the attendee's title, such as President or Vice President. Titles are defined in the **TITLE** general lookup/validation table.

Company ID

Specifies the attendee's company ID..

Company

Specifies the name of the attendee's company.

Sort

Specifies the value by which you want to sort an attendee's company record. *iMIS* will automatically parse out the first instance of the word "The" in the company name.

Use Company

When checked, includes the company name with the 'Ship to' address that is printed on reports. The **Use Company** option does not apply to the 'Bill to' address.

You can configure *iMIS* to set the **Use Company** option automatically. For details, see *Automatic Settings for "Use Company" and "Use Title" Options* (see "[Attendee tab - "Use Company" and "Use Title"](#)").

Note: The label for the **Use Company** option is customizable, so your system may display another label for this option.

Use Title

When checked, the registrant's title is included with the 'Ship to' address that is printed on reports. The **Use Title** option does not apply to the 'Bill to' address.

Address

Specifies the attendee's mailing address.

Verify Address button

(Not shown/Displays only if licensed for Accumail) Click to verify that the address entered is a valid address.

City

Specifies the attendee's city.

St/Prov

Specifies the attendee's state or province code.

Zip

Specifies the attendee's postal code.

Country

Specifies the attendee's country.

Phone

(20 characters maximum) Specifies the attendee's phone number.

E-mail

Specifies the attendee's e-mail address.

Fax

(20 characters maximum) Specifies the attendee's fax number.

Delegate

(optional) Specifies a delegate for the attendee. Information entered in the **Delegate** field is printed on badges.

Booth

(optional – **Exhibition** only) Specifies the attendee's booth location.

Toll Free

(optional) Specifies the attendee's toll free telephone number.

To edit a registrant's address

1. From **Events**, select **Register a customer** to open the **Register a customer** window.
2. Find an event registration (see "[Finding an event registration](#)").
3. Click **Edit**.
4. Select the **Attendee** tab.
5. Enter the correct address information.
6. Click **Save**.

Note: The **Delegate** field is a free-form text field that prints on badges.

Information Flowdown to Open Events

Changes to name, title, company, and preferred mailing address information in Customer Portfolio flow down to open events when **Update open meetings addresses with address changes** is enabled on the **Customer Setup - Advanced** window.

Updates to name, title, company, and **Preferred Mail** address information on the **Manage customers** window will flow down to the **Attendee** tab of the **Register a customer** window if the information on each window matches prior to the change.

If you designate a different **Preferred Mail** address on the **Manage customers** window, this change also will flow down to the **Attendee** tab.

Attendee tab - "Use Company" and "Use Title"

When entering event registrations, *iMIS* automatically sets the **Use Company** and **Use Title** options on the **Attendee** tab to equal the settings on the **Customer Setup - Address and Notes** window for the registrant's preferred mailing address (designated on the **Manage customers** window).

You can override the settings on the **Attendee** tab as necessary for the registrant's 'Ship to' address (does not affect the 'Bill to' address).

Automatic Updates

The **Attendee** tab's **Use Company** and **Use Title** settings are updated automatically by changing the registrant's designated preferred mail address **ONLY** if all of the following are true:

- **Update open meetings addresses with address changes** is enabled on the **Customer Setup - Advanced** window.
- The address on the **Attendee** tab is identical to the original preferred address prior to the change.
- The new preferred mail address's settings differ from the original.

Automatic Settings for New Records

For new records added on the **Attendee** tab during event registration, *iMIS* automatically sets the **Use Company** and **Use Title** options on the **Attendee** tab to equal the **Main** address field's settings on the **Customer Setup - Address and Notes** window.

You can override the settings on the **Attendee** tab as necessary for the new registrant's 'Ship to' address (does not affect the 'Bill to' address).

Fields Populated Automatically when Using Add to Master

When a record is created in Events by selecting **Add to Master** on the **Attendee** tab, the following fields are populated automatically in Customer Portfolio if the appropriate options are configured through the **Customer Setup - Address and Notes** window:

Chapter field

Populates automatically if the following options are enabled:

- **Use to Update Chapter** for the **Main** address (requires defining chapters on the **Set up chapters** window).
- **Use Zip Table** and **County from Primary Zip** (requires populating the Zip_Code table with zip code and chapter data).

County field

Populates automatically if the following options are enabled (or if Accumail is used to verify addresses):

- (Accumail is not used) **Use Zip Table** and **County from Primary Zip** options (requires populating the Zip_Code table with zip code data).

OR

- (Accumail is used) On the **Customer Setup - Accumail Options** window, **Update County/Congressional District based on** must be enabled, and the **Main** address (as defined on the **Customer Setup - Address and Notes** window) must be selected from the drop-down list.

Congress field

Populates automatically if Accumail is used to verify addresses. On the **Customer Setup - Accumail Options** window, **Update County/Congressional District based on** must be enabled, and the **Main** address (as defined on the **Customer Setup - Address and Notes** window) must be selected from the drop-down list.

Changing Tax Authority after Registration

Once you register a customer for functions designated as GSTINC, you cannot subsequently change that registrant's **Tax Authority** on the **Register a customer - Attendee** tab until you un-register the customer from the GSTINC functions.

If you try to change the Tax Authority before un-registering, an error message will be displayed and you will not be allowed to make the change. After un-registering the customer, you can change the Tax Authority, and then re-register the customer.

Managing hotel reservations and other information

Hotel reservation information, such as arrival and departure dates, notes, and other general and specific information, is entered and managed on the **Register a customer** window's **Other** tab.

Additional fields display (as shown in the following example) if you have the Hotel module. *iMIS* Hotel Room Block Management is an extension of the *iMIS* Events module, so you can quickly generate event-specific booking of hotel room blocks. See "Hotel Room Block Management" for details.

Register a customer window - Other tab

Overview	Attendee	Other	Payments	Badges	Function Note	Account info
Function: River's Edge - Suite						
Hotel: River's Edge		Room Type: SUITE	Qty: 1	Rate: 175.00		
122 E. 7th Street, Austin, TX 78758		Confirmed:		Available		
		4 Room Nights		Sharing		
Arrival		Departure				
Date: 10/01/2005	Time: 7:00 AM	Date: 10/05/2005	Time: 12:00 PM			
Hotel Note: Needs ride from airport		General Note: Interested in city tours				
Other Fields		Special Needs		Additional Info		
<input checked="" type="checkbox"/> New Guest				Deliver rental car to the hotel		
<input type="checkbox"/> New to City				Other		
<input checked="" type="checkbox"/> Car Rental		Requests				
<input checked="" type="checkbox"/> Laundry Service		West facing room on the tenth floor c				
<input type="checkbox"/> Smoking		Preferences				

From **Events**, select **Register a customer**, and select the **Other** tab

Function

Select a hotel room from the drop-down list. The information that displays in the **Function** drop-down list is defined in the **Description** field of the **Room Types** window (from **Events**, select **Define an event**, double-click an event, select **Hotels**, and select **Rooms**).

Before clicking **Save**, you can select **None** from the drop-down list to prevent the selected hotel room from being added to the list of functions on the **Overview** tab.

To book multiple rooms for the same event, such as a "family" booking with the parents in one room and children in another room, you can edit an event registration and select another hotel room of the *same type* from the drop-down list, then click **Save**. The **Overview** tab should now list two hotel room functions for the same dates as the first saved hotel room function. You cannot mix different room types or dates on the same event registration.

Hotel

Displays the name of the hotel. The information that displays in the **Hotel** field is defined in the **Hotel Name** field of the **Hotels** window (from **Events**, select **Define an event**, double-click an event, and select **Hotels**).

Address

Displays the address of the hotel. The information that displays in the **Address** field is defined on the **Hotels** window (from **Events**, select **Define an event**, double-click an event, and select **Hotels**).

Room Type

Displays the type of hotel room such as single, double, or suite. Room types are defined in the **Room Types** field of the **Room Types** window (from **Events**, select **Define an event**, double-click an event, select **Hotels**, and select **Rooms**).

Qty

Enter the number of rooms needed.

Rate

Enter or edit the room rate. Rates are defined in the **Rate** field of the **Room Types** window (from **Events**, select **Define an event**, double-click an event, select **Hotels**, and select **Rooms**).

Confirmed

Enter a confirmation for the hotel reservation.

Room Nights

Displays the number of nights of the reservation. Room nights are calculated based upon the values entered in the **Arrival** and **Departure** fields.

Available button

Opens the **Hotel Availability** window and view a list of the hotel's available rooms.

Sharing button

Opens the **Room Sharing** window. The **Room Sharing** window is used for entering information when registrants will be sharing rooms.

Arrival

This field is required for tax-enabled events to correctly calculate the **Taxes** field in the **Payment Summary** area of the **Overview** tab.

- **Date** - Enter the registrant's arrival date.
- **Time** - Enter the registrant's scheduled arrival time.

Departure

This field is required for tax-enabled events to correctly calculate the **Taxes** field in the **Payment Summary** area of the **Overview** tab.

- **Date** - Enter the registrant's departure date.
- **Time** - Enter the registrant's scheduled departure time.

Hotel Note

Enter a note specifically for the hotel.

General Note

Enter a general note about the registrant's reservation.

Other Fields

These are user-defined fields defined on the **Set up module** window (from **Events**, select **Set up module**). Only those fields defined in the **Registration Fields** area of the **Set up module** window will display on the **Other** tab.

To enter hotel and arrival information

1. From **Events**, select **Register a customer** to open the **Register a customer** window.
2. Find an event registration (see "[Finding an event registration](#)").
3. Click **Edit**.
4. Select the **Other** tab.
5. Select the room type from the **Function** drop-down list. Only rooms defined in the **Room Types** window (from **Events**, select **Define an event**, double-click an event, click **Hotels**, and click **Rooms**) will display.
6. Enter the number of rooms needed per night in the **Qty** field.
7. Enter the **Arrival** and **Departure** dates and times.
8. Enter any additional information in the **Note** and **Other Fields**.
9. Select the **Overview** tab and review the **Payment Summary** and **Function** areas to ensure that the correct hotel room functions have been added to the event registration.
10. Click **Save**.

Entering badge information

The **Register a customer** window's **Badges** tab is used for entering the registrant, guest, and address data used when printing badges and labels. *iMIS* automatically creates badge data for the main registrant, whose status as the main registrant is denoted by the **PRIMARY** type. Badge data for additional guests can be inserted and edited as needed.

Additional badge types (secondary badges), such as **SPOUSE**, **CHILD**, or **GUEST**, can be set up in the **BADGE_TYPE** General Lookup/Validation table. See "Events: Set up tables".

Register a customer window - Badges tab

Overview	Attendee	Other	Payments	Badges	Function Note	Account info			
X	Badge #	Type	Name						
	1	PRIMARY	Mr. Charles E. Cox		Insert				
	2	SPOUSE	Mrs. Charles E. Cox		Delete				
	3	CHILD	Miss Shelley F. Cox						
Prefix	Mr.	First	Charles	Middle	E.	Last	Cox	Suffix	
Informal	Chuck	Designation			<input checked="" type="checkbox"/> Use Company				
Title	President				<input checked="" type="checkbox"/> Use Title				
Company	American Business Services				Type	PRIMARY			
Address	117 W. Loop South								
	Suite 567								
City	Houston		St/Prov	TX		Zip	77520		
Country			Delegate						

From **Events**, select **Register a customer**, and select the **Badges** tab

Badges

(read only) Displays each badge that has been defined for a registrant. The information that displays for each badge is the specific information that has been defined to print on the registrant's badges and labels. This information is not related to the registrant's customer or order record.

Insert

Creates an additional badge.

Prefix

Designates a prefix, such as Mr., Ms., or Mrs., that will be printed on a registrant's badges and labels.

First

Specifies the first name that will be printed on a registrant's badges and labels.

Middle

Specifies the middle initial that will be printed on a registrant's badges and labels.

Last

Specifies the last name that will be printed on a registrant's badges and labels.

Note: The **First**, **Middle**, and **Last** name fields can be scrolled to the right when entering names that are longer than the display field's length.

Suffix

Designates the suffix, such as Jr., Sr., or III, that will be printed on a registrant's badges and labels.

Informal

Specifies the informal name that will be printed on a registrant's badges and labels.

Designation

Specifies the designation, such as M.D. or Ph.D., that will be printed on a registrant's badges and labels.

Title

Enter the title that will be printed on a registrant's badges and labels.

Company

Enter the name of the company that will be printed on a registrant's badges and labels.

Use Company

Select to print the company name on reports and badges. You can configure *iMIS* to set this automatically (see [Badges tab - "Use Company" and "Use Title"](#)).

Note: The label for the **Use Company** option is customizable, so your system may display another label for this option. The value entered in the **Institute Type** field on the **Customer Setup - Basic Options** window defines the option's label.

Use Title

Specifies the registrant's title to be printed on reports and badges. You can configure *iMIS* to set "Use Title" automatically (see [Badges tab - "Use Company" and "Use Title"](#)).

Type

Specifies the type of badge or label that is being issued, such as PRIMARY, GUEST, or CHILD.

Address

Specifies the address that will be printed on a registrant's badges and labels.

City

Specifies the city that will be printed on a registrant's badges and labels.

St/Prov

Specifies the state or province that will be printed on a registrant's badges and labels.

Zip

Specifies the Zip code that will be printed on a registrant's badges and labels.

Country

Specifies the country that will be printed on a registrant's badges and labels.

Delegate

Specifies the delegate number that will be printed in the upper right-hand corner of a registrant's badges and labels.

To enter badge information

1. From **Events**, select **Register a customer** to open the **Register a customer** window.
2. Find a registration (see [Finding an event registration](#)).
3. Click **Edit**.
4. Select the **Badges** tab.
5. Click **Insert**.
6. Enter the information that will print on the badge and/or label.
7. (optional) Enter the **Delegate** number or code.
8. Click **Save**. The badge information will display in the **Badges** field at the top of the window.

Information Flowdown to Badges

Information flowdown to the **Badges** tab is dependent on badge type:

Primary badge

Updates to company and address information on the **Attendee** tab always flow down to a Primary badge.

A Primary badge can be overwritten, but a subsequent change on the **Attendee** tab will update the badge.

Secondary badge

Updates to company and address information on the **Attendee** tab flow down to Secondary badges if the information matches prior to the change.

Any company or address change on the **Manage customers** window that updates the **Attendee** tab also updates a Secondary badge if the information matches prior to the change.

Note: Changes on the **Badges** tab do not flow up to the **Attendee** tab or to Customer Portfolio.

Badges tab - "Use Company" and "Use Title"

When entering event registrations, *iMIS* automatically sets the **Use Company** and **Use Title** options on the **Badges** tab to equal the settings on the **Attendee** tab. You can override the settings on the **Badges** tab as necessary.

Automatic Updates

Primary badge - The **Use Company** and **Use Title** settings are updated automatically by the following:

- Changing the settings on the **Attendee** tab
- Changing the registrant's designated preferred mail address (ONLY if all of the following are true):
 - **Update open meetings addresses with address changes** is enabled on the **Customer Setup - Advanced** window.
 - The address on the **Attendee** tab is identical to the original preferred address prior to the change.
 - The new preferred mail address's settings differ from the original.

Secondary badge - The **Use Company** and **Use Title** settings are never updated automatically.

Entering function notes

The **Register a customer** window's **Function Note** tab is used for entering notes pertaining to individual functions such as specific requests and requirements.

Register a customer window - Function Note tab

Overview	Attendee	Other	Payments	Badges	Function Note	Account info
Technology Tour						
Registrant requests to take the personalized guided tour.						
Registrant requests additional tour information be delivered to the hotel before the day of the tour.						

From **Events**, select **Register a customer**, and select the **Function Note** tab

Function

(read only) Displays the name of the selected event function.

Function Note

Specifies any note(s) pertaining to the selected event function.

To enter function notes

1. From **Events**, select **Register a customer** to open the **Register a customer** window.
2. Find an event registration (see "[Finding an event registration](#)").
3. Click **Edit**.
4. Select an event function.
5. Select the **Function Note** tab.
6. Enter any note(s) pertaining to the selected event.
7. Click **Save**.

Printing individual reports and reviewing rosters

The Events module contains reports that are specific to planning and administering events. You can run reports from the **Generate reports** window (from **Events**, select **Generate reports**) as well as generate several individual reports by selecting one of the following options on the **Register a customer** window's **Overview** tab:

- **Print** - Opens the **Select Report** window and generate one of these individual reports: **Confirmation**, **Invoice**, **Ticket**, or **Badge**.
- **View Roster** - Opens the **Event Roster** window and view all of an event's registrants.
- **Letter** - Opens the **Meeting Standard Letters** window (**Letter Text** window if using Quick Letter) and the event letter subsystem. You can use an existing standard letter or compose a new letter specifically for an individual registrant.

To set the report destination

Reports print to the destination you select, and **Printer** is the default destination. To change the report destination to **Screen**, select **File > Report Destination > Screen**. For more information on printing reports, see the section **Generating Reports**.

To print reports from Register a customer window's Overview tab

1. From **Events**, select **Register a customer** to open the **Register a customer** window.
2. Find an event registration (see "[Finding an event registration](#)").
3. Select **File > Report Destination**, and select the output destination.
4. Click **Print** to open the **Select Report** window.
5. Select a **Report Option**:
 - ☐ **Confirmation**
 - ☐ **Invoice**
 - ☐ **Ticket**
 - ☐ **Badge**

6. Click **Print** to send the selected **Report Option** to the current output destination.

To view an event roster

1. From **Events**, select **Register a customer** to open the **Register a customer** window.
2. *Find an event registration* (see "[Finding an event registration](#)").
3. Click **View Roster** to open the **Event Roster** window.

Viewing a registrant's account information

iMIS updates the Transaction Ledger after you apply a payment. You can view the transaction details for a particular order on the **Register a customer** window's **Account Info** tab.

To view a registrant's account information

1. From **Events**, select **Register a customer** to open the **Register a customer** window.
2. *Find a registration* (see "[Finding an event registration](#)").
3. Select the **Account Info** tab. This tab displays the transaction details for the selected registrant's order, including invoice number charges and the balance.

Note: If your organization has enabled the option to **Create Separate Invoices for Events Adjustments**, then instead you see a list of the original invoice plus any additional invoices for event adjustments (this option is currently only available for VAT-enabled organizations). From there, you can print any of the invoices, or double-click the line to view a full transaction ledger for each invoice, including any event transfers or substitutions.

Transferring an event to another registrant

Times may exist when a registrant cannot attend a particular event because of a conflict or some other unforeseen occurrence. However, another registrant may want to take over the order purchased by the first registrant. This can be accomplished easily in the iMIS Events module.

To substitute registrants

1. From **Events**, select **Register a customer** to open the **Register a customer** window.
2. *Find the registration* (see "[Finding an event registration](#)") for which you want to substitute registrants.
3. Click **Transfer/Substitute**.
4. Your cursor is now in the **Event** field. **Tab** to the **ID** field and enter the substitute registrant's **ID** (use the lookup icon to search for an ID).
5. Notice that when you pressed **Tab**, the **Bill To** and **Function** field information disappeared. When you enter the substitute registrant ID, the **Bill To** and **Function** fields are populated with the new information.
6. Click **Save**.

After performing a substitution, **CT** appears on the **Event Roster** window and the **Roster Search** window by the name of the original registrant, indicating that the registrant's order was canceled and transferred.

Also, the **Account Info** tab of the **Register a Customer** window lists the details of the transferred registration, including the name to whom the registration was transferred.

*** Register a Customer**

New Open Edit Delete

Registrant
128
Mr. Richard N. Dixon, III, CAE
Individual Member

Company/Address
Publications Etc.
555 Printing Avenue
Austin, TX 78688-8567

Bill To Information
128
Publications Etc.

Overview Attendee Other Payments Badges Function Note **Account info**

Reference 14 Boston Annual Meeting in the Spring
Invoice #

Charges 0.00
Credits 0.00
Balance 0.00

Date	Trans. #	Type	Description	Amount	CC Ir
11/12/1999	17	DIST	BAMS- Main Registration	150.00	
11/12/1999	17	DIST	BAMS- Tips on Personal Management	30.00	
11/12/1999	17	DIST	BAMS- Golf Tournament	70.00	
11/12/1999	17	PAY		250.00	
10/05/2005	168	DIST	BAMS- Main Registration - Batch #051005-1	-150.00	
10/05/2005	168	DIST	BAMS- Tips on Personal Management - Batch #051005-1	-30.00	
10/05/2005	168	DIST	BAMS- Golf Tournament - Batch #051005-1	-70.00	
10/05/2005	168	PAY	Transfer/Subs to: 133 Ms. Ellen G. Ellis to BAMS - Batch #051005-1	-250.00	

Result of transferring an event registration to another person

Note: Your **Account Info** tab may look different than above if your organization has enabled the option to **Create Separate Invoices for Events Adjustments** (currently only available for VAT-enabled organizations). In that case, double-click the invoice line to view a full transaction ledger, which lists any event transfers or substitutions.

Transferring a registrant to another event

When a registrant cannot attend a particular event because of a conflict or unforeseen occurrence, you can transfer the registrant to another event.

To transfer a registrant to another event

1. From **Events**, select **Register a customer** to open the **Register a customer** window.
2. Find the registration (see "[Finding an event registration](#)") from which you want to transfer the registrant.
3. Click **Transfer/Substitute**.
4. Your cursor is now in the **Event** field. Enter the event code to which you want to transfer the registrant (use the lookup icon to search for an event).
5. Click **Save**.

Note: Any positive balance from the original event is applied as a credit towards the event to which the registrant was transferred.

After performing a substitution, **CT** appears on the **Event Roster** window and the **Roster Search** window by the name of the original registrant, indicating that the registrant's order was canceled and transferred.

Also, the **Account Info** tab of the **Register a Customer** window lists the details of the transferred registration, including the event code to which the registrant was transferred.

*** Register a Customer**

New Open Edit Delete

Registrant
121
Mr. James N. Bondlum
Company Member

Company/Address
Spybreakers Ltd.
102 Goldfinger Lane
London, TX 76543-1706

Bill To Information
121
Spybreakers Ltd.

Overview Attendee Other Payments Badges Function Note **Account info**

Reference 11 Boston Annual Meeting in the Spring
Invoice #

Charges 0.00
Credits 0.00
Balance 0.00

Date	Trans. #	Type	Description	Amount	CC Ir
11/12/1999	14	DIST	BAMS- Main Registration	150.00	
11/12/1999	14	DIST	BAMS- Combating Stress on the Job	30.00	
11/12/1999	14	DIST	BAMS- Golf Tournament	70.00	
11/12/1999	14	PAY		250.00	
10/05/2005	170	DIST	BAMS- Main Registration - Batch #051005-1	-150.00	
10/05/2005	170	DIST	BAMS- Combating Stress on the Job - Batch #051005-1	-30.00	
10/05/2005	170	DIST	BAMS- Golf Tournament - Batch #051005-1	-70.00	
10/05/2005	170	PAY	Transfer/Subs to: 121 Mr. James N. Bondlum to MD00 - Batch #051005-1	-250.00	

Result of transferring an event registrant to another event

Note: Your **Account Info** tab may look different than above if your organization has enabled the option to **Create Separate Invoices for Events Adjustments** (currently only available for VAT-enabled organizations). In that case, double-click the invoice line to view a full transaction ledger, which lists any event transfers or substitutions.

To transfer a registrant back to the original event

If a registrant registers for an event, transfers to another event, and then decides to transfer back to the original event, cancel the second event registration and edit the original event registration to remove the **Canceled** status. Any payments made towards the second event will have to be applied to the original event.

1. From **Events**, select **Register a customer** to open the **Register a customer** window.
2. Find the registration (see "[Finding an event registration](#)") from which you want to transfer the registrant.
3. Click **Delete**.
4. Click **Yes** to cancel the registration.
5. Click **Open** or **Find**.
6. Enter the **Event** code of the original event to which the registrant wants to transfer.
7. Enter the registrant's **ID**.
8. Click **Save**.
9. Click **Edit**.
10. Click **Yes** to un-cancel the registration.
11. Click **Save**.
12. Find any payment credits for the registrant, and apply the credit to the open, unpaid registration. Refer to the following two procedures:

To use the *Tab method to find open credit items

1. From **AR/Cash**, select **Enter and edit transactions > Cash receipts** to open the **Enter and edit cash receipts** window.
2. Click **New**.
3. Enter the ID number of the registrant in the **Id** field to locate their record.
4. Press **Tab** to populate the window with the registrant's information.
5. Enter * in the **Check/CC** field.
6. Press **Tab** to open the **Select Open Payments** window and find any open credits for the individual.

To apply a prepaid amount to an open item

When a registrant prepays for an event and then transfers to another event, use this feature to apply the payment credit for the cancelled event to the new, open event.

1. From **AR/Cash**, select **Enter and edit transactions > Cash receipts** to open the **Enter and edit cash receipts** window.
2. Click **New**.
3. Enter the ID number of the registrant in the **Id** field to locate their record.
4. Press **Tab** to populate the window with the registrant's information.
5. Select the event with the credit (negative) **Balance**.
6. Enter a negative amount in the **Amt Paid** field.
7. Select the event with the debit (zero or positive) **Balance**.
8. Enter a positive amount in the **Amt Paid** field equal to the amount entered in Step 5. *For example*, enter 125.00 as opposed to -125.00.
9. Click **Save**. The prepaid amount will be applied to the open event.

Invoice	Date	Description	Balance	Amt Paid	
R89	03/28/2002	Fall Conference	-125.00	0.00	
		(PrePay - New)	0.00	0.00	▲
R87	03/20/2002	Technology Expo	640.00	0.00	
R89	03/28/2002	Fall Conference	-125.00	0.00	
11	01/25/2001	Order 53	0.00	0.00	
R88	03/20/2002	Annual Conference	0.00	0.00	▼

Invoice	Date	Description	Balance	Amt Paid	
R87	03/20/2002	Technology Expo	640.00	125.00	
		(PrePay - New)	0.00	0.00	▲
R87	03/20/2002	Technology Expo	640.00	125.00	
R89	03/28/2002	Fall Conference	-125.00	-125.00	
11	01/25/2001	Order 53	0.00	0.00	
R88	03/20/2002	Annual Conference	0.00	0.00	▼

Invoice	Date	Description	Balance	Amt Paid	
		(PrePay - New)	0.00	0.00	
		(PrePay - New)	0.00	0.00	▲
R87	03/20/2002	Technology Expo	515.00	0.00	
11	01/25/2001	Order 53	0.00	0.00	
R88	03/20/2002	Annual Conference	0.00	0.00	
R89	03/28/2002	Fall Conference	0.00	0.00	▼

Managing wait lists

Wait listing is a strategy that helps you manage events by allowing registrants the opportunity to sign up for currently unavailable functions. In order to use wait listing, the **Enable Function Wait Lists** option must be enabled on the **Event System Preferences** window (from **Events**, select **Set up module**, and click **Preferences**). See *Enabling Event System Preferences* for more.

The wait list option is triggered when function registrations exceed a function's maximum attendance limit. A message displays when a function's maximum attendance limit is exceeded, allowing you to add registrants to a wait list.

When a function becomes available, you have the option of manually choosing attendees on the wait list. You must enable the **Choose from Wait List for opening** option on the **Event System Preferences** window if you want to select registrants manually. If this option is not enabled, *iMIS* automatically selects the registrants in chronological order from the wait list and registers them for the function when and if it becomes available.

Functions become available when one of the following occurs:

- A function's maximum attendance limit is increased.
- A registrant is un-registered for a function with a wait list.
- A registration that includes a wait-listed function is cancelled.

To place a registrant on a wait list

1. From **Events**, select **Register a customer** to open the **Register a customer** window.
2. Find a registration (see "[Finding an event registration](#)").
3. Click **Edit**.
4. Double-click a function. If the maximum attendance for the function has been reached, a message displays stating that the main registration is full and asking if you wish to add the attendee to the wait list.
5. Click **Yes** to add the registrant to the wait list. The function will display with an "*" to the left of the function title.
6. Click **Save** to update the registration order.

To view wait lists

1. From **Events**, select **Define an event** to open the **Define an event** window.
2. Double-click an event to open it in the **Define an event** window.
3. Double-click an event function to open the **Event Function Detail** window.
4. Click **More**, and select **Roster** to open the **Function Roster** window and view the registrants on the wait list.

To create a wait list report

The Function Roster can be cloned, and new search criteria can be added to create either a Function Roster that includes wait list registrants or a Function Roster listing only wait list registrants.

1. From the menu bar, select **Utilities > Report Specs** to open the **Report Specifications** window.
2. Select **MEETING - Rosters - Function Roster**.
3. Click **Clone**.
4. **Tab** to the **Title**, and change the title, *for example*, **Function Roster Including Wait List Registrants**.
5. Click **Parameters** to open the **Detail Reports Parameters** window.
6. Place your cursor in the **Search** field.

7. Update the search criteria to read as follows:

```
Order_Lines.QUANTITY_ORDERED>0 or Order_Lines.QUANTITY_BACKORDERED>0 or Orders.STATUS like 'C%'
```

8. Click **Save**.

To increase a function's maximum attendance limit

Use the following steps to increase a function's maximum attendance limit.

1. From **Events**, select **Define an event** to open the **Define an event** window.
2. Double-click an event to open it in the **Define an event** window.
3. Select the event function for which you want to increase the maximum attendance limit.
4. Click **Edit** to the right of the list of event functions to open the **Event Function Detail** window.
5. Increase the number in the **Maximum** field.
6. Click **Save**. When there is a wait list for this function, a message displays stating that you increased the max allowed, and asking if you want the system to enroll as many as it can.
7. Click **Yes** to increase the maximum allowed.
8. Click **Save**.

Note: Increasing a function's **Maximum** attendance limit will enroll registrants automatically from a wait list regardless of whether the **Choose from Wait List for opening** option is enabled or disabled on the **Event System Preferences** window (from **Events**, select **Set up module**, and click **Preferences**).

To cancel a registration and add an attendee from a wait list

Use the following procedure when the **Choose from Wait List for opening** option on the **Event System Preferences** window is enabled:

1. From **Events**, select **Register a customer** to open the **Register a customer** window.
2. Find the registration (see "[Finding an event registration](#)") you want to cancel that contains the wait-listed function.
3. Click **Delete**. A system message prompts you to verify the cancellation of the registrant.
4. Click **Yes** to cancel the registration and display the **Wait List** window.
5. Double-click the attendee that you want to attend the function. A '>' appears to the left of the attendee's name.
6. Click **OK**.

Use the following procedure when the **Choose from Wait List for opening** option on the **Event System Preferences** window is disabled:

1. From **Events**, select **Register a customer** to open the **Register a customer** window.
2. Find the registration (see "[Finding an event registration](#)") you want to cancel that contains the wait-listed function.
3. Click **Delete**. A system message prompts you to verify the cancellation of the registrant.
4. Click **Yes** to cancel the registration, and *iMIS* will register the first wait-listed attendee on the list.

To remove a wait-listed registrant from a wait list

You can use this process to remove an attendee from a wait list.

1. From **Events**, select **Register a customer** to open the **Register a customer** window.

2. Find the registration (see "[Finding an event registration](#)") for the attendee you want to remove from a wait list.
3. Click **Edit**.
4. Double-click the wait-listed function which is marked with an '*.' A system message prompts you to verify the removal of the attendee from the wait list.
5. Click **Yes** to remove the attendee from the wait list.
6. Click **Save**.

Note: If the registrant decides to sign up for this function later, and the function is not available at the time of ordering, you can place the attendee on the wait list again.

Fundraising

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Fundraising Overview

The Fundraising feature provides *iMIS* users the opportunity to create and implement a comprehensive system for managing the fundraising functions within their organizations. The Fundraising feature fits with the *iMIS* core modules to enable *iMIS* users seamless integration with their *iMIS* customer data.

The Fundraising feature is scalable - it can be used by small associations that manage a single scholarship fund or large, multi-million dollar foundations that conduct fundraising activities with a variety of purposes, methods, and sources.

iMIS Fundraising system capabilities

The *iMIS* Fundraising feature enables you to manage important fundraising information and efforts including managing:

- Simple gifts and pledges
- Installment pledges with monthly, quarterly, semi-annual, or annual payments
- Memorial/Tribute gifts and pledges and notification of interested parties
- Matching gifts and matching plans
- Donation tracking in relation to requests, appeals, campaigns, and funds
- Appeals and campaigns assigned to specific funds
- Funds assigned to specific cash accounts
- Custom acknowledgements for donations
- Automatic receipts, aggregate receipts, and manual receipts
- Pledge payment reminders and invoices
- Detailed and summary reports of fundraising activities
- Fundraising events functions and registrations
- Potential and actual contributors
- Online donations

How Fundraising integrates with other features

The Fundraising feature integrates with other *iMIS* features in the following ways:

Customers

- Eliminates duplicate data entry by copying name and address data from existing customer records into corresponding gift entry records
- Enables you to view a customer's fundraising history and activities through the **Fundraising** tab of the **Customers** history area
- Adds new records in the permanent customer file with newly entered contributor name and address data

AR/Cash

- Automatically generates accounting entries corresponding to all Fundraising gift and pledge payments
- Tracks and reports balances owed by contributors
- Uses multiple-entity accounting when this option is enabled

General Ledger

- Generates transaction data for third-party general ledger software based on fundraising-related accounting activity

Events

- Enables you to designate event functions as fundraising functions
- Enables you to designate the fund, campaign, appeal, and fair market value for function registration fees
- Enables you to use multiple entities within the same event

Billing

- Enables you to define Dues fundraising products
- Enables you to declare the fund, campaign, appeal, and fair market value for Dues fundraising products
- Enables you to bill multiple entities within the same Dues billing

Fundraising terms

Before using **Fundraising**, you first should understand fundraising terms as they are used here:

Appeal

A short-term activity with a specific objective that is a specific instance of a request, such as a mailing or telemarketing event. Appeals are not required in *iMIS* Fundraising.

Asset

A non-cash contribution that has monetary value, such as real estate, stocks, or an annuity. An asset differs from an in-kind contribution in that its longevity is generally greater than a year. An asset is treated the same as an in-kind contribution in *iMIS*.

Campaign

An orchestrated fundraising effort that lasts for a defined period of time, or a series of appeals. Although frequently used by fundraising organizations, campaigns are not required in *iMIS* Fundraising.

Distribution

A preset combination of a fund, campaign, and appeal (not necessarily all three) that determines how the gift or pledge is recorded. The distribution determines the income account that will be credited. Distributions are required in *iMIS* Fundraising.

Donation

A donation is a contribution - either a gift or a pledge.

Donor Clubs

A means of recognizing various levels of giving by contributors. *For example*, an organization may designate a donor as a “friend” in recognition of contributions of \$500 or more, or as a “benefactor” for donations of \$1,000 or more.

Fair Market Value

The price of a good or service on the open market. Important in fundraising because those who donate goods usually cannot take a tax deduction for more than the fair market value of the donated item; those who receive a good or service in return for a donation can usually only deduct the amount by which the value of the donation exceeds the fair market value of the good or service received.

Fund

A legal entity within the organization with its own sets of books. It is a required component of *iMIS* Fundraising.

Gift

A payment of cash, cash equivalents, assets, or in-kind donations that has already been received.

In-Kind Donation

An in-kind donation is a type of non-cash contribution with market value, such as professional services, equipment, or supplies. It differs from an asset contribution because it can be expected to be used up within a year.

List As

An alternative way to list a contributor when the contributor does not want to be acknowledged by name. *For example*, the contributor may want their gift or pledge listed as “in the name of,” or “the family of,” or “anonymous.”

Matching Gift

A gift created when a donor's employer has agreed to make a matching contribution (usually a percentage of the employee's gift) when the donor makes a gift. *iMIS* treats the matching gift as a request or a pledge until the money is received from the company.

Matching Plan

A plan set up by a company to match gifts donated by its employees to nonprofit organizations. In *iMIS*, the matching plan is set up as a percentage of gifts/pledges within a certain monetary range (*for example*, 25 percent of employee gifts ranging from \$20 to \$100).

Memorial

A gift or pledge made in memory of someone.

Notification

The acknowledgement sent to the Notify IDs (family, business associates, and friends) when a gift or pledge is made “in memory of” or “in tribute to” their family member, business associate, or friend.

Notify ID

A family member, business associate, or friend of an individual who is being memorialized or honored. Notify IDs will be notified when a gift or pledge is made in memory of or as a tribute to the honoree.

Pledge

A contribution to be made sometime in the future that has not yet been received. A pledge can be a one-time contribution or can be made in installments over time.

Premium

An incentive gift that a donor may receive for a gift or pledge, such as a coffee mug or T-shirt, in recognition of the contribution. A premium is a distribution with an assigned market value.

Soft Credit

A term used to describe a behind-the-scenes individual who helped obtain the gift or pledge, but who is not listed as the donor. Contrast soft credit with the contributor or “hard credit,” the individual who receives the actual credit for the gift or pledge.

Solicitor

An individual other than the donor responsible for obtaining a specific pledge or gift.

Split Gift

A gift or pledge that is distributed among more than one fund or that is split within a fund.

Tribute

A gift or pledge made to recognize an individual's service to an organization, cause, or some other entity.

Navigation for Fundraising

Enter and edit gifts

Opens the **Enter and edit gifts** *window* (see "[Enter and edit gifts window - Overview tab](#)") used for entering and editing gifts and pledges.

Rapid gift entry

Opens the **Rapid Gift Entry** *window* (see "[Rapid Gift Entry](#)") used for entering multiple gifts and pledges based on default values.

Process payments

Opens the **Process payments** *window* used for entering gift and pledge payments.

Enter and edit adjustments

Displays a sub-menu containing the following items:

- **Pledge credit memos** - Opens the **Enter and edit pledge credit memos** *window* used for entering and editing pledge credit memos.
- **Pledge debit memos** - Opens the **Enter and edit pledge debit memos** *window* used for entering and editing pledge debit memos.

Process premiums

Opens the **Process premiums** *window* used to convert a premium into an order.

Set up appeal expenses

Opens the **Set up appeal expenses** *window* used to enter and edit appeal expenses.

Manage requests

Opens the **Manage requests** *window* used to manage and search requests.

Generate reports

Opens the Generate Reports window used to generate reports and receipts.

Generate executive reports

Opens the **Generate executive reports** window used to generate reports for fundraising executives. The reports available from the **Generate executive reports** windows are a subset of those available from the Fundraising **Generate reports** window, and cannot be renamed or modified.

IQA

Opens IQA in advanced mode and enables you to run predefined Intelligent Query Architect (IQA) queries on donations.

Set up tables

Displays a sub-menu containing the following items:

- **Funds** - Opens the **Set up funds** window.
- **Campaigns** - Opens the **Set up campaigns** window.
- **Appeals** - Opens the **Set up appeals** window (see "Appeals window").
- **Distributions and premiums** - Opens the **Set up distributions and premiums** window.
- **Donor clubs** - Opens the **Set up donor clubs** window.

Set up module

Opens the **Set up module** window (see "Set up module window for Fundraising").

Gifts and Pledges

Tip: If you need information about web-based Rapid Gift Entry, see these topics in the *Donations* section:

- *Rapid Gift Entry*
- *Enabling web-based Rapid Gift Entry*
- *Setting defaults for Rapid Gift Entry*
- *To use rapid gift entry* (see "[Using Rapid Gift Entry](#)")

Gifts and pledges overview

Entering gifts and pledges is the fundraising task you will perform most often. Enter all gifts and pledges and define their parameters in the **Enter and edit gifts** window (**Fundraising > Enter and edit gifts**).

There are several types of gifts or pledges:

- **Single gift** - A single gift is a donation of cash, asset, or in-kind donation that has been paid.
- **Single pledge** - A single pledge is a promise to make a one-time contribution sometime in the future.
- **Installment pledge** - An installment pledge is a promise to make future contributions over a period of time in installment payments.
- **Split gift** - A split gift is a gift or pledge that is divided between or among funds.
- **Matching gift** - A matching gift is a gift that is created when an employer (company) agrees to make a matching contribution (usually a percentage of the employee's gift) when the company's employees make gifts to non-profit organizations.

- **Memorial/tribute gift** - A memorial is a gift or pledge made “in memory of” an individual. A tribute is a gift made “in tribute to” or “in honor of” an individual.

iMIS handles each of these gift types differently, depending upon when payment is made, and how the money is distributed.

Entering a single gift or pledge

A donation is recorded as a gift when it is accompanied by a full payment. A donation is recorded as a pledge if it is not accompanied by a full payment.

Enter and edit gifts window - Overview tab

Overview | Donor | Acknowledge | Tribute | Split Gifts | Notes | Installments | Matching | Soft Credit | Premiums

Standard Gift Entry Mode ☐ Follow Up ☐ No GiftAid

Gift Info

ID: 13925 **Add**

Transaction Date: 02/17/2008

Date Received: 02/17/2008

Gift Type: Single Gift

Gift Amount: 125.00

Apply to

Request:

Distribution:

Appeal:

Campaign: FALL

Fund:

Details

List as:

Solicitor:

Soft Credit: **Add** **Edit**

Payment Info

Pay Type/In-kind/Asset: CASH In-kind Description:

Credit Card Number: CSC: Exp: Name on Credit Card:

Authorization:

Receipt Number: ☐ Do not Print Receipt

Transaction: Usual Cost: Matching Trans. #: Matching Request:

From **Fundraising**, select **Enter and edit gifts**

The **Overview** tab on the **Enter and edit gifts** window uses the following fields and data entry procedures.

Donor area

Displays the current donor's ID, name, title, and home phone number.

Address area

Displays the current donor's company name and preferred mail address.

Pledges area

Displays the following information about the current donor's pledges:

- **Largest** - Displays the amount of the donor's largest pledge.
- **Last** - Displays the date of the donor's last pledge.
- **Lifetime** - Displays the total amount of all of the donor's pledges.
- **Balance** - Displays the donor's current pledge balance.

Gifts area

Displays the following information about the current donor's gifts:

- **Largest** - Displays the amount of the donor's largest gift.
- **Last** - Displays the date of the donor's last gift.
- **Lifetime** - Displays the total amount of all of the donor's gifts.

Gift entry mode area

Standard Gift Entry Mode or **Rapid Gift Entry Mode** displays to indicate the current gift entry mode. **Allow for Rapid Gift Entry** must be enabled to make this feature available. Rapid gift entry can also be done in the rapid gift entry form accessed by the **Rapid gift entry** option in the Fundraising menu (**Fundraising > Rapid gift entry**).

ID

Specifies the *iMIS* ID of the individual making the gift or pledge.

- **Add** - Adds contact information about a new donor to the *iMIS* database. See *Adding a Donor Record* for information on adding a donor record.

Transaction Date

(read only) Displays the batch date if batch control is enabled, otherwise displays the current date.

Date Received

Enter the date that the pledge was made or that the money for the gift was actually received by. The default date is the batch date (if batch control is enabled) or the current system date.

Gift Type

(required) Select the gift type from the drop-down list of gift types, which include the following:

- **Single Gift** - (Default) Payment of cash, asset, or in-kind donation that has already been received. If **Single Gift** type is selected, the **Installment** tab is disabled.
- **Single Pledge** - A commitment by a donor to make a one-time contribution sometime in the future.
- **Installment** - A contribution paid in a series of payments over time, *for example*, a quarterly installment, which is paid four times over a specified period of time, such as a year.

Gift Amount

Enter the total amount of the gift or pledge.

Request

(optional) Enter any requests associated with the gift or pledge, or click the lookup icon to list all of the requests for the current donor that have not yet been assigned to a gift record.

If you select a request, the amount of the requested contribution that was entered in the **Request Entry** window is displayed in the **Gift Amount** field. You can override this by entering a different amount in the **Gift Amount** field.

Distribution

Enter the distribution or premium associated with the gift or pledge, or click the **lookup icon** to list all of the currently defined distribution and premium codes.

Although the distribution has been predefined, you can override the distribution by manually entering a different combination of appeal, campaign, or fund if the **Allow free entry of Fund** option is enabled by your administrator.

The **Distribution** field is disabled if a split gift is being entered.

Appeal

(optional) Enter the appeal associated with the gift or pledge, or click the **lookup icon** to list all of the currently defined **Appeal** codes. If **Campaign** and **Fund** codes are set for the selected **Appeal** code, these fields are automatically populated with these values.

Campaign

(optional) Enter the campaign associated with the gift or pledge, or click the **lookup icon** to list all of the currently defined **Campaign** codes. If a **Fund** code is set for the selected **Campaign** code and the **Fund** field is enabled, the **Fund** field is populated with the set value.

Fund

(required) Enter the fund associated with the gift or pledge, or click the **lookup icon** to list all of the currently defined **Fund** codes. The fund associated with the distribution specified in the **Distribution** field automatically displays in this field, but can be overridden if the **Allow free entry of Fund** option is enabled by your administrator.

The **Fund** field is disabled if a split gift is being entered or if the **Allow free entry of Fund** option is disabled by your administrator.

List as

(optional) Enter the name that the donor is to be “listed as” on all reports and acknowledgements for the gift or pledge. The default **List as** value is set on the **Donor Data** tab on the **Manage customers** window (from **Customers**, select **Manage customers**, open a customer record, and select the **Donor Data** tab); you can override this value.

If you override the **List as** value in this field, the **List as** value specified in the **Donor Data** tab on the **Manage customers** window is not changed.

Solicitor

(optional) Enter the ID of the individual who obtained the gift or pledge, or click the **lookup icon** to list all of the customer records that have the **Solicitor** option enabled (from **Customers**, select **Manage customers**, open a customer record, and select **Solicitor Data**). The default **Solicitor** value for a customer ID is set on the **Donor Data** tab on the **Manage customers** window (from **Customers**, select **Manage customers**, open a customer record, and select the **Donor Data** tab); you can override this value.

Note: When you click the **lookup icon**, company IDs are listed alphabetically and then individual IDs are listed alphabetically.

Soft Credit

(optional) Enter the ID of the individual who will receive credit for the donation, but who is not the primary donor, or click the **lookup icon** to select an ID. This information displays in the **Fundraising History** window. The following buttons are associated with this field:

- **Add** - Enables you to display the **Gift - Name/Address - Soft Credit** window to enter a new customer record for the individual receiving the soft credit. The data you enter in this window is inserted in the customer database. You can select the customer or non-customer type for this customer record from the **Customer Type** drop-down list.
- **Edit** - Enables you to display the **Gift - Name/Address - Soft Credit** window to edit the customer record for the individual receiving the soft credit. The data entered here is inserted in the customer database.

See *Gift - Name/Address - Soft Credit window* for information on the **Gift - Name/Address - Soft Credit** window.

Check #/CC/In-kind/Asset

Enter the type of payment transaction, such as cash, check, credit/debit card payment, in-kind gift, or asset, or click the **lookup icon** to select the kind of transaction. This field is only enabled for the **Single Gift** and **Installment** gift types.

You can use an existing AR/Cash or Fundraising credit to make a gift payment or installment pledge down payment by entering an asterisk (*) and pressing **Tab**. This will display a list of all open credits for the donor ID, with an option to view all open credits for all IDs.

See *Select Open Payments window* (see "[Select Open Payments window \(Fundraising\)](#)") for information on the **Select Open Payments** window.

In-kind Description

(optional) Enter the description of the in-kind gift. This field is only enabled if **INKIND** is entered in the **Check #/CC/In-kind/Asset** field and **Tab** is pressed.

Note: The **INKIND** cash account is set up in **AR/Cash (AR/Cash > Cash Accounts)**.

Credit Card Number

(Required for credit/debit card transactions) Enter the card number. This field is disabled until a valid credit/debit card type is entered in the **Check #/CC/In-kind/Asset** field and **Tab** is pressed.

CSC

(Optional for credit/debit card transactions - displays only when the associated card authorization account accepts a CSC number for immediate or deferred authorization) Enter the card CSC number. This field is disabled until a valid credit/debit card type is entered in the **Check #/CC/In-kind/Asset** field and **Tab** is pressed.

Expiration Date

(Required for credit/debit card transactions) Enter the expiration date (in MM/YY format) of the card. This field is disabled until a valid credit/debit card type is entered in the **Check #/CC/In-kind/Asset** field and **Tab** is pressed.

Name on Credit Card

(Required for credit/debit card transactions) Enter the name of the individual on the card. This field is disabled until a valid credit/debit card type is entered in the **Check #/CC/In-kind/Asset** field and **Tab** is pressed.

Authorization

(Required for credit/debit card transactions) Enter the authorization code for the card payment. This field is disabled until a valid credit/debit card type is entered in the **Check #/CC/In-kind/Asset** field and **Tab** is pressed.

Issue

(Optional for European debit card transactions - displays only when the associated cash account accepts an issue number) Enter the European debit card issue number. This field is disabled until a valid European debit card type is entered in the **Check #/CC/In-kind/Asset** field and **Tab** is pressed.

Issue Date

(Optional for European debit card transactions - displays only when the associated cash account accepts an issue date) Enter the European debit card issue date (in MM/YY format). This field is disabled until a valid European debit card type is entered in the **Check #/CC/In-kind/Asset** field and **Tab** is pressed.

Receipt Number

(optional) Manually enter a unique receipt number. When a receipt number is entered manually, the **Do not Print Receipt** field is automatically enabled. This field is only enabled for the **Single Gift** type. You cannot edit a gift associated with a manual receipt after the gift has been saved.

Do not print receipt

If this option is enabled, a receipt will not be printed for the current gift in the Generate Receipt process. This field is only enabled if **Single Gift** is selected as the gift type.

Receipt Date

Receipt Number	958372	Receipt Date	10/07/2005
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Figure 1: EnterEditGifts

(if a receipt was issued) The date on which the first receipt for this gift or pledge was issued. This field is only enabled if **Single Gift** is selected as the gift type.

Transaction

(read only) The transaction number associated with the gift or pledge displays in this field when you click **Save** or when a record is loaded.

Usual Cost

(read only) If a **Distribution** code is entered, the usual amount donated for the **Distribution** displays.

Matching Transaction

(read only) If a company matches the donations of its employees, the transaction number of the company's matching donation for the employee donation displays, and vice versa.

Note: Matching Transaction is updated if the **Create Matching Pledge** option is enabled in **Fundraising > Set up module**. In this case, a single pledge is automatically created in the record of the Company.

Matching Request

Displays the transaction number associated with the matching request (applies only to matching gifts). If the **Create Matching Pledge** option is *not* enabled by your administrator and a matching plan is assigned to an employee, a matching request (rather than a matching transaction) is created for the employer. When the employer is later ready to commit to a donation, a gift based on this matching request can be created.

Note: Matching Request is updated if **Create Matching Pledge** option is disabled in **Fundraising > Set up module**. In this case, a request activity is automatically generated in the record of the Company.

Associated Gift

Displays any matching transaction on the **Overview** tab in the **Enter and edit gifts** window. This button is only enabled if there is a matching transaction and the **Enter and edit gifts** window is not in data entry mode.

Clicking **Associated Gift** changes the label of the matching transaction field. If the employer's matching donation is displayed, the matching transaction field will be labeled **Original Transaction** because this field displays the transaction number of the donor who gave the original gift. If the original employee donation is displayed, the field label will remain **Matching Transaction**.

Enable/Disable Rapid Gift Entry

Activates rapid gift entry. This button only displays if the **Allow Rapid Gift Entry** option is enabled by your administrator. This rapid gift entry feature is available in the **Enter and edit gifts window** only. Alternatively, you could use **Rapid gift entry** available on the left menu of Fundraising. This form supports quick entry of several gifts or pledges at the same time.

Generic checkbox

A generic check box has been added to the **Enter and edit gifts window** (**Fundraising > Enter and edit gifts**). You can use this checkbox for your own purposes. For example, you could label the checkbox as **No Gift Aid** so that you can designate the gift as not eligible for Gift Aid in the U.K. Or you could create a label that enables you to report on a particular type of donor or transaction.

Enable this check box on the Fundraising **Setup module** window in the multi-use **Checkbox label** field (**Fundraising > Set up module**). You *must* provide a label to place this checkbox on the **Enter and edit gifts** window.

To enter a single gift or pledge

Payments for single gifts must be made at the time the gift is entered. You can enter payment for a single gift by entering a check number, credit card number, or an in-kind non-cash asset account (if you are entering an in-kind or asset contribution), or by applying an open credit.

A pledge is a donation to be paid at a later date and can be a single pledge or an installment pledge.

Note: In-kind contributions can only be made for gifts. *iMIS* Fundraising does not track single in-kind pledges or installment in-kind pledges.

1. From **Fundraising**, select **Enter and edit gifts** to display the **Overview** tab on the **Enter and edit gifts** window.
2. Click **New**.
3. Enter the donor **ID**, or click the lookup icon to select an ID.
The donor's name and address information are displayed in the **Donor** and **Address** areas.
4. Enter the date the gift was received in the **Date Received** field.
5. Select **Single Pledge** or **Single Gift** from the **Gift Type** drop-down list.
6. Enter the total amount of the donation in the **Gift Amount** field.
7. Enter the **Request**, **Distribution**, **Appeal**, **Campaign**, and **Fund** information as necessary.
8. (optional) Enter the **List as** name.
9. (optional) Enter the **Solicitor** ID, or click the **lookup icon** to select a solicitor ID.
10. (optional) If there is an individual partially responsible for this donation who is not the donor, enter the **Soft Credit** ID, or click the lookup icon to select a soft credit ID.
11. For Single Gifts only:
 1. Enter the payment information in the **Check #/CC/In-kind/Asset** field and its related fields as appropriate.
 2. (optional) Enter a manual receipt number in the **Receipt Number** field.
 3. (optional) Enable the **Do not Print Receipt** option to skip the printing of a receipt for this gift.
12. Click **Save**.

Rapid Gift Entry in Enter and edit gifts window

After entering the initial gift to the **Enter and edit gifts** window, you can use **Enable Rapid Gift Entry** to carry over values to the next gift entry. This type of rapid gift entry allows you to set up one entry in a session and rapidly enter other transactions based on those same values within that session.

The **Rapid Gift Entry** on the left menu (**Fundraising > Rapid gift entry**) opens a *rapid gift form* (see "[Rapid Gift Entry](#)") that provides a spreadsheet like format for quick data entry of many gifts.

Gift - Name/Address - Soft Credit window

The screenshot shows a software window titled "Gift - Name/Address - Soft Credit". It contains the following fields and values:

- ID: 115
- Customer Type: CPA (dropdown)
- Prefix: Mr. (dropdown)
- First: Robert
- Middle: P.
- Last: Pepper
- Suffix: (dropdown)
- Informal: Bob
- Designations: CPA
- Title: Controller
- Company ID: 114
- Company: Pecan Street, Inc.
- Sort: PECAN STREET, INC.
- Address: 1111 Old Pecan Street
- City: Austin
- St/Prov: TX
- Zip: 78888-1534
- Country: (empty)
- Home: (512) 445-0987
- Work: (512) 576-2345, Ext. 230
- Fax: (empty)
- E-mail: (empty)
- Toll Free: (empty)
- List as: (empty)

From **Fundraising**, select **Enter and edit gifts**, enter or edit a gift or pledge, and click **Add** or **Edit** next to the **Soft Credit** field.

New soft credit information is stored in the *iMIS* customer database and is automatically assigned a unique ID. If the soft credit is already in the customer database and you attempt to enter the soft credit information in the **Gift - Name/Address - Soft Credit** window, *iMIS* prevents you from entering a duplicate record. See "To check for duplicate records".

The **Gift - Name/Address - Soft Credit** window uses the following fields and data entry procedures:

ID

Displays the soft credit ID after the gift or pledge is saved and the new soft credit ID is created.

Customer Type

Select the customer type for the soft credit from the drop-down list.

Prefix

(optional) Select the prefix for the soft credit from the drop-down list.

First

(Required for non-company member types) Enter the first name of the soft credit.

Middle

(optional) Enter the middle name or initial of the soft credit.

Last

(Required for non-company member types) Enter the last name of the soft credit.

Suffix

(optional) Select the suffix of the soft credit from the drop-down list.

Informal

(optional) Enter the informal name of the soft credit.

Designations

(optional) Enter the designation(s) of the donor, or click the **lookup icon** to display the **Select DESIGNATION value(s)** window. You can select the donor's designations on the **Select DESIGNATION value(s)** window by double-clicking items in the **Available** scrolling list to move the items to the **Selected** scrolling list. To remove a donor designation, double-click the item in the **Selected** scrolling list to move the item to the **Available** scrolling list.

If you enter multiple designations in the **Designations** field, the designations must be separated by a comma (no space).

Title

(optional) Enter the title of the soft credit, or click the **lookup icon** to select a title.

Company ID

(optional) Enter the soft credit's parent company ID, or click the **lookup icon** to select a company ID.

- If the company ID is deleted from the **Company ID** field, the existing **Company**, **Sort**, and **Address** fields are not deleted and must be manually changed if necessary.
- If the company ID is changed, a message displays asking if you want to overwrite the old company information and flow down the new company information. Click **No** to change only the company ID but retain the company name and the address associated with this donor, or click **Yes** to change the company ID and use the company name and company address of the new company ID for this donor.

Company

(optional) Enter the soft credit's parent company. The name of this field may vary.

Sort

Enter the sort string for the company name.

If a sort string for the company name is defined in the **Company Sort** field on the **Manage customers** window (from **Customers**, select **Manage customers**, and find the customer record), this sort string displays in the **Sort** field. You can override this sort string by entering a new sort string.

Address

Enter the main address of the soft credit. Two address lines are provided in this field.

City

Enter the main address city of the soft credit.

St/Prov

Enter the main address state or province of the soft credit, or click the **lookup icon** to select a state or province. The name of this field may vary.

Zip

Enter the main address zip code of the soft credit. The name of this field may vary.

Country

Enter the main address country of the soft credit, or click the **lookup icon** to select a country.

Home

(optional) Enter the soft credit's home phone number.

Work

(optional) Enter the soft credit's work phone number.

Fax

(optional) Enter the soft credit's fax number.

E-mail

(optional) Enter the soft credit's main e-mail address.

Toll Free

(optional) Enter the soft credit's toll free phone number.

List as

(optional) Specify how the donor would like to be listed. If this field is blank, the donor is listed by their name as specified in the **First**, **Middle**, and **Last** fields. If “list as” information is entered in the **List as** field on the **Donor Data** tab on the donor's **Manage customers** window, this information is used by default, but can be overridden.

If you enter “list as” information in this field, the **List as** field on the **Donor Data** tab on the donor's **Manage customers** window is updated.

To add or edit soft credit information

1. From **Fundraising**, select **Enter and edit gifts** to display the **Enter and edit gifts** window.
2. Enter a new gift or pledge, or open an existing gift or pledge and click **Edit**.
3. Click **Add** or **Edit** to the right of the **Soft Credit** field to open the **Gift - Name/Address - Soft Credit** window.
4. Enter or change the soft credit information.
5. Click **OK** to close the **Gift - Name/Address - Soft Credit** window.
6. Click **Save**.

Enter and edit gifts window - Soft credit tab

On the Soft Credit tab, you can add a soft credit ID and a soft credit donation. As you enter a **Soft Credit ID**, the percentage defaults to 100% and the amount defaults to 100% of the total donation.

Overview	Donor	Acknowledge	Tribute	Split Gifts	Notes	Installments	Matching	Soft Credit	Premiums
Gift Amount 1000.00									
Soft Credit ID		Credit Recipient		Type	Percentage		Amount		
<input type="text"/> <input type="button" value="Add"/> <input type="button" value="Edit"/>					%				
10927		Mrs. Ann J Adams			20.00 %		200.00		

From **Fundraising**, select **Enter and edit gifts > Soft Credit tab**

Depending upon the **Use Amount field for data entry** option setting (**Fundraising > Set up module**), the **Amount** can be edited or the **Percentage** can be edited. Whichever column is enabled, the other auto-calculates.

- Enabled – Edit the **Amount** column. This automatically recalculates the soft credit percentage.
- Disabled – Edit the **Percentage** column. This automatically recalculates the soft credit amount. This is the default setting.

Note: *iMIS* provides a warning at the bottom of the window if the total donation is exceeded.

Select Open Payments window (Fundraising)



From **Fundraising**, select **Enter and edit gifts**, create a new gift or edit an existing gift, and enter *Tab in the Check /CC/In-kind/Asset field

To apply an open credit, double-click the appropriate line and enter the payment amount you wish to apply. The payment amount can be all or part of the amount of the credit. If you attempt to apply a payment amount that exceeds the amount of the credit, a message displays asking you to confirm the creation of an AR item for the overpayment. After the payment is applied, the Trans.INVOICE_REFERENCE_NUMBER will be the same for both the customer whom the credit came from, and the customer to whose account the credit was applied.

Note: Open credits for split gifts or accrual dues are not displayed and cannot be used for a gift payment or an installment pledge down payment.

Note: An individual open credit must be equal to or greater than the gift amount or the installment pledge down payment. *For example*, if the gift amount is \$100 and there are two separate \$50 open credits, these open credits cannot be applied as a gift payment. However, you can use AR/Cash to debit one of the open credits and credit the other open credit, thereby creating a single \$100 open credit that can then be used for the gift payment or installment pledge down payment.

The **Select Open Payments** window uses the following fields and data entry procedures:

Open payments

Use the scroll bar at the bottom of this area to view the batch number, the amount of the credit, company name, city and state, the reference number of the credit transaction, and the system through which it was generated.

All/Indiv

Click the **All** and **Indiv** buttons to toggle between the individual customer's available credit and all open credits currently in AR. Other customer's open credits may be applied by selecting an item in the "All" view. To return to the individual donor's open credits, click **Indiv**.

Refresh

Enables you to update the open credits information display.

To apply open credits as payments

1. From **Fundraising**, select **Enter and edit gifts** to display the **Overview** tab on the **Enter and edit gifts** window.
2. Click **New**.
3. Enter the *single gift* (see "To enter a single gift or pledge") or *installment pledge* (see "To enter an installment pledge") information.
4. Enter an asterisk (*) in the **Check #/CC/In-Kind/Asset** field and press **Tab**. The **Select Open Payments** window displays a list of open credits for the donor.
5. (optional) Click **All** if you wish to select an open credit from another account to apply to this customer's account.
6. Select an open credit by double-clicking the payment you wish to apply.
7. Click **Save**.

Editing gifts and pledges

Although you can edit gifts in *iMIS* Fundraising, there are some important guidelines to consider before editing a gift. A gift cannot be edited if any of the following are true:

- A payment was made through the **Process payments** window or the AR/Cash **Enter and edit cash receipts** window. A down payment or single gift can be edited.
- There is a credit memo or debit memo associated with the gift.
- A reminder (invoice) or receipt has been generated.
- The transaction has been posted to the general ledger. However, you can *correct the entry* (see "[Correcting a gift after the batch is posted](#)") by creating a new batch, negating the original gift, entering a credit memo, and then reentering the gift correctly.

If a reminder or receipt has been issued or a payment has been made, you must issue a credit memo, delete the gift, and then reenter the gift.

To edit a gift or pledge

1. From **Fundraising**, select **Enter and edit gifts** to display the **Overview** tab on the **Enter and edit gifts** window.
2. Click **Open** to *open an existing gift or pledge* (see "To view gifts and pledges in Fundraising").
3. Click **Edit**.
4. Make any changes needed.
5. Click **Save**.

Correcting a gift after the batch is posted

If a gift was entered against the wrong ID, Fund, or Distribution, and the batch has already been posted, you can correct the entry by creating a new batch, negating the original gift, entering a credit memo, and then reentering the gift correctly.

To correct a gift after the batch is posted

1. For reference later, record the gift information from the donor's record.
 1. From **Customers**, select **Manage customers**.
 2. Click **Find**.
 3. Search for and select the donor's record.
 4. Record the donor's ID number.
 5. Select the **AR/Cash** tab.

6. Record the transaction **Date**, **Ref. Num.**, and gift amount.
 7. From the **Fundraising** tab, select **Donor History**.
 8. Record the Gift **Distribution**.
2. Open a new batch using the date of the original transaction.
 1. From **AR/Cash**, select **Manage batches**.
 2. Click **New**.
 3. Change the **Date** to the date the original transaction took place.
 4. Enter the rest of the batch information.
 5. Click **Save**.
 3. Negate the original gift.
 1. From **Fundraising**, select **Process payments**.
 2. Click **New**.
 3. Enter the reference number for the original transaction in the **Invoice Number** field.
 4. Enter the original donor's **ID** and press **Tab**.
 5. In the **Payment Amount** field, enter a negative dollar amount equal to the original gift amount. For example, if the original gift was \$200, enter -200.
 6. Select the original invoice from the list.
 7. In the **Amt Paid** field, again enter a negative dollar amount equal to the original gift amount and press **Tab**.
 8. Click **Save**.

Two line items now exist for the same invoice number. These line items cancel each other out.
 4. Create a credit memo.
 1. From **Fundraising**, select **Enter and edit adjustments > Pledge credit memos**.
 2. Click **New**.
 3. Enter the original donor's **ID** and press **Tab**.
 4. Click **Find Pledge**.
 5. Find and select the gift in the list and click **OK**.

The **Pledge credit memo** window is populated with your selection.

 6. Select the **Credit** checkbox.
 7. Click **Save**.

With this credit memo, *iMIS* makes the money available so that you can enter the gift correctly.
 5. From **Fundraising**, *enter the correct gift information* (see "To enter a single gift or pledge") using the same batch that you created in step 2.

Viewing gifts and pledges

You can view detailed fundraising information such as the transaction number, the type of gift or pledge, and the fund the donation will be directed to in the **Overview** tab on the **Enter and edit gifts** window.

You can also view a customer's fundraising activities and history in the Customer Portfolio's **Fundraising** history tab. For more information, see *Viewing Fundraising through the Customer Portfolio* (see "[Fundraising History](#)").

A **GIFT** activity is created when a **Single Gift** is entered and saved; a **PLEDGE** activity is created when a **Single Pledge** or an **Installment** pledge is entered and saved.

To view gifts and pledges in Fundraising

1. Select **Fundraising > Enter and edit gifts** to display the **Overview** tab on the **Enter and edit gifts** window.
2. Click **Open**.
3. Enter the donor **ID** (or click the **lookup icon** to select a donor ID), the **Transaction Date**, or the **Transaction** number, and press **Enter**. The donor's gift and pledge information display in the **Overview** tab on the **Enter and edit gifts** window.

Note: If the donor has several gifts or pledges, click **Previous** or **Next** to view additional gift or pledge entries.

To view Fundraising information in the Customer Portfolio

1. From **Customers**, select **Manage customers** to open the Customer Portfolio.
2. Click **Find** and open a customer record.
3. Select the **Fundraising** history tab.

The Fundraising tab displays summarized and detailed data about the customer's Fundraising history.

To view donation notes and details

1. Load the customer record in the Customer Portfolio.
2. Select the **Fundraising** history tab.
3. Select the **Donor History** sub-tab.
4. Select the donation from the list of donations in the donor history grid.

Note: Split gifts contain the word **split** in the **Distribution/Product/Function** column of the grid.

5. Click the arrow in the leftmost column of the grid to open the **Donor History Detail** report.
The breakdown of split gifts, notations entered with the gift, and soft credit data is shown.

Soft credit debit and credit memos history

The soft credit ID Donor History displays a total donation amount that is equal to the original donation plus or minus any credit or debit memos, and has **Yes** in the **Adjustment** column. This is true for both the original donor ID and the soft credit ID.

Date	Type	Source	Campaign	Fund	Distribution/Product /Function	Total Donation	Amount Paid	Adj	Balance
3/18/2008	Gift	Fundraising	CAPITAL	EF	ED_HAM	250.00	250.00		
3/18/2008	Gift	Fundraising	BIKE	AF	MEMORIAL	350.00	350.00		
Totals						600.00	600.00		0.00

From **Customers**, open a customer record and select **Fundraising** tab > **Donor History** tab

Deleting gifts and pledges

Although you can delete gifts in *iMIS* Fundraising, there are some important guidelines to consider before deleting a gift. A gift cannot be deleted if any of the following conditions are true:

- The transaction has been posted to the general ledger
- There is an invoice balance for the gift or pledge, or the installment is not zero
- A reminder (invoice) or receipt has been issued

Note: If a gift was entered against the wrong ID, Fund, or Distribution, and the batch has already been posted, you can *correct the entry* (see "[Correcting a gift after the batch is posted](#)") by creating a new batch, negating the original gift, entering a credit memo, and then reentering the gift correctly.

Caution! Although *iMIS* allows you to delete a gift before a reminder is printed, no audit trail of the transaction is created if you delete a single gift or an installment pledge with a down payment. Deleting an original gift does not delete a matching gift or request.

To delete a gift or pledge

1. From **Fundraising**, select **Enter and edit gifts** to display the **Overview** tab on the **Enter and edit gifts** window.
2. Click **Open** to open an existing gift or pledge.
3. Click **Delete** to delete the transaction.
A message is displayed asking you to confirm the deletion.
4. Click **Yes** to delete the entry.

Note: You cannot delete an installment pledge after a reminder has been issued. Although you can issue a credit memo to zero out the balance of the pledge, it does not remove all traces of the original installment pledge. You will continue to see the installment pledge in the **AR/Cash** tab on the donor's **Manage customers** window, in the **Fundraising** history tab, and on the **Overview** tab on the **Enter and edit gifts** window if you do a **Find** on the donor ID. If multiple payments have been made on the installment pledge, you must issue a credit memo for each individual installment.

Adding a donor record

You can add new donor record information on the **Donor** tab on the **Enter and edit gifts** window.

After entering a new gift or pledge on the **Overview** tab of the **Enter and edit gifts** window, click the **Add** button displayed to the right of the **ID** field. The new donor record is added to the customer database.

Note: MEMBER_STATUS and MEMBER_STATUS_DATE are not populated when a new donor record is added to the master database.

Enter and edit gifts window - Donor tab

The screenshot shows the 'Enter and edit gifts' window with the 'Donor' tab selected. The form contains the following fields and values:

- ID: 136
- Prefix: Ms. (dropdown)
- First: Margaret
- Middle: K.
- Last: Nelson
- Suffix: (dropdown)
- Informal: Marge
- Title: Administrative Secretary
- Designations: (empty)
- Company ID: 110
- Company: Sailing Dreams, Inc.
- Sort: SAILING DREAMS, INC.
- Address: P.O. Box 8765
- City: Dallas
- St/Prov: TX
- Zip: 75206-8765
- Country: (empty)
- Home: (empty)
- Work: (214) 445-6734, Ext 15
- Fax: (214) 222-1115
- E-mail: (empty)
- List as: (empty)
- Toll Free: (empty)

From **Fundraising**, select **Enter and edit gifts**, enter or open a gift or pledge, and select the **Donor** tab

If you attempt to enter information in the **Donor** tab on the **Enter and edit gifts** window for a donor who is already in the customer database, *iMIS* displays a warning message to prevent you from entering a duplicate record. See "To check for duplicate records".

The **Donor** tab on the **Enter and edit gifts** window uses the following fields and data entry procedures:

Donor area

Displays the current donor's ID, name, title, and home phone number. If you are entering a new donor, this area is blank until you enter the donor information and select another tab on the **Enter and edit gifts** window or click **Save**.

Address area

Displays the current donor's company name and preferred mail address. If you are entering a new donor, this area is blank until you enter the donor information and select another tab on the **Enter and edit gifts** window or click **Save**.

Pledges area

Displays the following information about the current donor's pledges:

- **Largest** - Displays the amount of the donor's largest pledge.
- **Last** - Displays the date of the donor's last pledge.
- **Lifetime** - Displays the total amount of all of the donor's pledges.
- **Balance** - Displays the donor's current pledge balance.

Gifts area

Displays the following information about the current donor's gifts:

- **Largest** - Displays the amount of the donor's largest gift.
- **Last** - Displays the date of the donor's last gift.
- **Lifetime** - Displays the total amount of all of the donor's gifts.

ID

Displays the current donor ID automatically. If the gift or pledge is for a new donor record, the new donor ID displays in this field after the gift or pledge is saved.

Customer Type

Select the customer type of the donor ID from the drop-down list.

Prefix

(optional) Select the prefix of the donor from the drop-down list.

First

Enter the first name of the donor.

Note: When entering a donor record, **First**, **Last**, or **Company** are required.

Middle

(optional) Enter the middle name or initial of the donor.

Last

Enter the last name of the donor.

Note: When entering a donor record, **First**, **Last**, or **Company** are required.

Suffix

(optional) Select the suffix of the donor from the drop-down list.

Informal

(optional) Enter the informal name of the donor.

Designations

(optional) Enter the designation(s) of the donor, or click the **lookup icon** to display the **Select DESIGNATION value(s)** window. You can select the donor's designations on the **Select DESIGNATION value(s)** window by double-clicking items in the **Available** scrolling list to move the items to the **Selected** scrolling list. To remove a donor designation, double-click the item in the **Selected** scrolling list to move the item to the **Available** scrolling list.

If you enter multiple designations in the **Designations** field, the designations must be separated by a comma (no space).

Title

(optional) Enter the title of the donor, or click the **lookup icon** to select a title.

Company ID

(Required for **Company Member** type) Enter the donor's parent company ID, or click the **lookup icon** to select a company ID.

- If the company ID is deleted from the **Company ID** field, the existing **Company**, **Sort**, and **Address** fields are not deleted and must be manually changed if necessary.
- If the company ID is changed, a message displays asking if you want to overwrite the old company information and flow down the new company information. Click **No** to change only the company ID but retain the company name and the address associated with this donor, or click **Yes** to change the company ID and use the company name and company address of the new company ID for this donor.

Company

Enter the donor's parent company. This field is automatically populated when you enter the donor's parent company ID, but you can override this information if necessary. The name of this field may vary.

Note: When entering a donor record, **First**, **Last**, or **Company** are required.

Sort

(optional) Enter the sort string for the company name. This field is automatically populated when you enter the donor's **Company ID** or **Company**, but you can override this information if necessary.

If a sort string for the company name is defined in the **Company Sort** field on the **Manage customers** window (from **Customers**, select **Manage customers**, and find the customer record), this sort string displays in the **Sort** field on the **Donor** tab in the **Enter and edit gifts** window. You can override this sort string by entering a new sort string.

Address

Enter the main address of the donor. Two address lines are provided in this field.

City

Enter the city of the donor.

St/Prov

Enter the state or province of the donor, or click the **lookup icon** to select a state or province. The name of this field may vary.

Zip

Enter the zip code of the donor. The name of this field may vary.

Country

Enter the country of the donor, or click the **lookup icon** to select a country.

Home

(optional) Enter the donor's home phone number.

Work

(optional) Enter the donor's work phone number.

Fax

(optional) Enter the donor's fax number.

E-mail

(optional) Enter the donor's main e-mail address.

List as

(optional) Specify how the donor would like to be listed. If this field is blank, the donor is listed by their name as specified in the **First**, **Middle**, and **Last** fields. If “list as” information is entered in the **List as** field on the **Donor Data** tab on the donor's **Manage customers** window, this information is used by default, but can be overridden.

If you enter “list as” information in this field, the **List as** field on the **Donor Data** tab on the donor's **Manage customers** window is updated.

Toll Free

(optional) Enter the donor's toll free phone number.

Associated Gift

Enables you to display the matching transaction on the **Overview** tab in the **Enter and edit gifts** window. This button is only enabled if the **Matching Transaction** field is not empty and the **Enter and edit gifts** window is not in data entry mode.

Clicking **Associated Gift** changes the label of the matching transaction field. If the employer's matching donation is displayed, the matching transaction field will be labeled **Original Transaction** because this field displays the transaction number of the donor who gave the original gift. If the original employee donation is displayed, the field label will remain **Matching Transaction**.

To add a new donor record

1. From **Fundraising**, select **Enter and edit gifts** to display the **Overview** tab on the **Enter and edit gifts** window.
2. Click **New**.
3. Click the **Add** button displayed to the right of the **ID** field. The **Donor** tab on the **Enter and edit gifts** window opens.
4. Enter the new donor information.

Note: When entering new donor information, **First**, **Last**, or **Company** are required.

5. Select the **Overview** tab.
6. Enter the rest of the gift or pledge information. See *To enter a single gift or single pledge* (see "To enter a single gift or pledge") or *To enter an installment pledge*.
7. Click **Save**. A record is created for the new donor and the gift or pledge transaction is saved.

To edit a donor record

Note: If a Donor record already exists, edits made to donor information on the Donor tab will update the Name and Name_Address records for that donor automatically.

1. From **Fundraising**, select **Enter and edit gifts** to display the **Enter and edit gifts** window.
2. Click **New** to enter a new gift or pledge, or open an existing gift or pledge, and click **Edit**.
3. Select the **Donor** tab.
4. Click **Edit**.
5. Make any necessary changes to the donor information.
6. Click **Save**.

Sending a customized acknowledgement letter

You can send customized acknowledgment letters to contributors for each individual gift or pledge. To send a customized letter, assign a **Salutation Code**, **Merge Code**, and **Sender Code** to each gift entry in the **Acknowledgement** tab on the **Enter and edit gifts** window.

Enter and edit gifts window - Acknowledge tab

Acknowledge		Tribute	Split Gifts	Notes	Installments	Matching	Soft
Salutation							
Code	FORMAL						
Description	FORMAL						
Merge							
Code	HW1G						
Description	Husband and Wife Gift Letter 1						
Sender							
Code	PR						
Description	Bruce Wayne, President						

From **Fundraising**, select **Enter and edit gifts**, enter or open a gift or pledge, and select the **Acknowledgement** tab

Note:

The different tables on the acknowledgements tab are:

Salutation codes – From **Customers > General Lookup and Validation Tables**, table name is Salutation_Code

Merge codes – From **Customers > General Lookup and Validation Tables**, table name is Merge_Code

Sender codes – From **Customers > Set up fundraising > Sender Codes**

iMIS will refer to the donor's **Salutation** tab in Customers for the salutation code. If this tab is not populated, the salutation field will be blank throughout the system.

Tip: You can create an SQL stored procedure in Customers to set default values for the Salutations tab. Once the salutation is populated by this procedure, users can overwrite as needed.

The **Acknowledgement** tab on the **Enter and edit gifts** window uses the following fields and data entry procedures:

Donor area

Displays the current donor's ID, name, title, and home phone number.

Address area

Displays the current donor's company name and preferred mail address.

Pledges area

Displays the following information about the current donor's pledges:

- **Largest** - Displays the amount of the donor's largest pledge.
- **Last** - Displays the date of the donor's last pledge.

- **Lifetime** - Displays the total amount of all of the donor's pledges.
- **Balance** - Displays the donor's current pledge balance.

Gifts area

Displays the following information about the current donor's gifts:

- **Largest** - Displays the amount of the donor's largest gift.
- **Last** - Displays the date of the donor's last gift.
- **Lifetime** - Displays the total amount of all of the donor's gifts.

Salutation area

The **Code** and **Description** for a salutation are entered and displayed in the fields in this area. Salutation codes are defined by your administrator, and values can be assigned to salutation codes on the **Salutations** tab on the donor's **Manage customers** window.

- **Code** - Enter the salutation code, or click the **lookup icon** to select the salutation code.
- **Description** - The description of the salutation code displays when a salutation code is entered in the **Code** field.

Merge area

The **Code** and **Description** for a merge are entered and displayed in the fields in this area.

- **Code** - Enter the merge code, or click the **lookup icon** to select the merge code.
- **Description** - The description of the merge code displays when a merge code is entered in the **Code** field.

Sender area

The **Code** and **Description** for a sender are entered and displayed in the fields in this area.

- **Code** - Enter the sender code, or click the **lookup icon** to select the sender code.
- **Description** - The description of the sender code displays when a sender code is entered in the **Code** field.

Associated Gift

Enables you to display the matching transaction on the **Overview** tab in the **Enter and edit gifts** window. This button is only enabled if the **Matching Transaction** field is not empty and the **Enter and edit gifts** window is not in data entry mode.

Clicking **Associated Gift** changes the label of the matching transaction field. If the employer's matching donation is displayed, the matching transaction field will be labeled **Original Transaction** because this field displays the transaction number of the donor who gave the original gift. If the original employee donation is displayed, the field label will remain **Matching Transaction**.

To customize an acknowledgement

1. From **Fundraising**, select **Enter and edit gifts** to display the **Overview** tab on the **Enter and edit gifts** window.
2. Click **New**.
3. Enter the gift or pledge. See *To enter a single gift or single pledge* (see "To enter a single gift or pledge"), or *To enter an installment pledge*.
4. Select the **Acknowledgement** tab.
5. Enter the **Salutation** code, or click the **lookup icon** to select a salutation code.
6. Enter the **Merge** code, or click the **lookup icon** to select a merge code.
7. Enter the **Sender** code, or click the **lookup icon** to select a sender code.

8. Click **Save** to save the gift or pledge transaction.

Entering memorials and tributes

When you enter the **Memorial ID** on the **Memorial/Tribute** tab on the **Enter and edit gifts** window, the distribution or premium automatically defaults to the preferred distribution or premium specified in the **Preferred Distribution/Premium** field on the **Donor Data** tab on the **Manage customers** window for the memorial ID (from **Customers**, select **Manage customers**, open the record for the **Memorial ID**, and select the **Donor Data** tab). The appeal, campaign, and fund associated with the distribution or premium automatically populates the **Appeal**, **Campaign**, and **Fund** fields on the **Overview** tab on the **Enter and edit gifts** window. You can override the preferred distribution or premium by entering a different distribution or premium code.

Enter and edit gifts window - Memorial/Tribute tab

Notify ID	Name	Company Name	Merge Code	Memorial/Tribute Code	Relationship
14589	Marcia Saunders				

From **Fundraising**, select **Enter and edit gifts**, enter or open a gift or pledge, and select the **Memorial/Tribute** tab

Dedication area

The honoree of the gift is designated by one of these two choices:

- **ID** - designates the ID of the individual being honored. When the ID option is chosen, the **ID** can be entered here.
- **Name or Message** - specifies up to 100 characters of text describing to whom or what the gift is dedicated.

Notify ID

Enter the ID of individuals who should be notified of the memorial/tribute, or click the **lookup icon** to select a notify ID. Press **Tab** to enter another notify ID. You must enter the **Memorial ID** before you can enter a notify ID.

The notify ID must be assigned to the memorial ID on the **Notification** tab on the **Manage customers** window (from **Customers**, select **Manage customers**, open the memorial ID's record, and select the **Notification** tab) in order to enter the notify ID in this field.

To delete individual notify IDs from the list, place the cursor on the ID, press **Delete**, and press **Tab**.

When you view the **Memorial/Tribute** tab on the **Enter and edit gifts** window after the gift or pledge has been saved, the notify IDs are sorted by name or company name rather than by customer ID.

Name

Displays the notify ID's name.

Company Name

Displays the notify ID's company name.

Merge Code

Displays the notify ID's merge code.

Memorial/Tribute Code

Displays the notify ID's memorial/tribute code.

Relationship

Displays the notify ID's relationship to the memorial ID.

Apply all Notify IDs

Enables you to apply all of the notify IDs associated with the memorial ID. When you click this button, the notify IDs are sorted by name or company name rather than by customer ID.

Delete all Notify IDs

Enables you to delete all of the currently listed notify IDs.

Associated Gift

Enables you to display the matching transaction on the **Overview** tab in the **Enter and edit gifts** window. This button is only enabled if the **Matching Transaction** field is not empty and the **Enter and edit gifts** window is not in data entry mode.

Clicking **Associated Gift** changes the label of the matching transaction field. If the employer's matching donation is displayed, the matching transaction field will be labeled **Original Transaction** because this field displays the transaction number of the donor who gave the original gift. If the original employee donation is displayed, the field label will remain **Matching Transaction**.

View other Donors

Enables you to view other donors who have made donations in honor of the same person or cause.

To enter a memorial or tribute

1. From **Fundraising**, select **Enter and edit gifts** to display the **Overview** tab on the **Enter and edit gifts** window.
2. Click **New**.
3. Enter a gift or pledge. See *To enter a single gift or single pledge* (see "To enter a single gift or pledge"), or *To enter an installment pledge*.
4. Select the **Memorial/Tribute** tab.
5. Choose one of the following:
 - ☐ **ID** - Enter the ID of the person being honored.
 - ☐ **Name or Message** - Enter the name or text message specifying the to whom or what the gift is dedicated.
6. Select the **Notify IDs** to notify.
7. Click **Save**.

Entering split gifts

Donors may want to contribute to more than one fund with the same donation. *iMIS* Fundraising makes this easy by allowing a gift to be split between or among several funds, or even within a single fund. *For example*, a contributor may make a \$1,000 donation to be split equally between the general fund and the building fund.

Enter and edit gifts window - Split Gifts tab

Overview	Donor	Acknowledge	Tribute	Split Gifts	Notes	Installments	Matching	Soft Credit
Distribution	Usual	Gift Amount	Fund	Description				
BLDG			BLDG	Distribution to the BLDG Fund				
BLDG		0.00	BLDG	Distribution to the BLDG Fund				
GEN		600.00	GEN	General Distribution				
MUG	\$25.00	400.00	BLDG	Coffee Mug				
Total		1000.00						

From **Fundraising**, select **Enter and edit gifts**, enter a gift, and select the **Split Gifts** tab

The **Split Gifts** tab on the **Enter and edit gifts** window uses the following fields and data entry procedures:

Donor area

Displays the current donor's ID, name, title, and home phone number.

Address area

Displays the current donor's company name and address.

Pledges area

Displays the following information about the current donor's pledges:

- **Largest** - Displays the amount of the donor's largest pledge.
- **Last** - Displays the date of the donor's last pledge.
- **Lifetime** - Displays the total amount of all of the donor's pledges.
- **Balance** - Displays the donor's current pledge balance.

Gifts area

Displays the following information about the current donor's gifts:

- **Largest** - Displays the amount of the donor's largest gift.
- **Last** - Displays the date of the donor's last gift.
- **Lifetime** - Displays the total amount of all of the donor's gifts.

Distribution

(Read only) Displays the **Distribution** code (if available).

Usual

(Read only) Displays the usual price of the premium. The usual price is specified by your administrator.

Gift Amount

Select a distribution line item and enter the gift amount for the distribution. The gift amount for each distribution line item displays in this column.

If you do not specify an amount in the **Gift Amount** field on the **Overview** tab of the **Enter and edit gifts** window, the **Gift Amount** field on the **Overview** tab is automatically populated with the total amount of the split gifts when the gift is saved.

If the amount entered in the **Gift Amount** field on the **Overview** tab of the **Enter and edit gifts** window is not equal to the total amount of the split gifts entered on the **Split Gifts** tab of the **Enter and edit gifts** window, an error message displays and you must adjust either the amount in the **Gift Amount** field on the **Overview** tab, or the split gift amounts on the **Split Gifts** tab to make the split gifts total equal to the amount entered in the **Gift Amount** field on the **Overview** tab.

Note: The **Gift Amount** must always be a positive number.

Fund

Select a distribution line item and enter the **Fund** code for the donation, or click the **lookup icon** to select a fund. This field is only enabled if the **Allow free entry of Fund** option is enabled by your administrator.

Note: Split gifts require a fund. Split gifts must be split between or among multiple funds or within one fund. You can designate only one appeal or campaign for each gift/pledge entry.

Description

(Read only) Displays the description of the distribution.

To enter a split gift or pledge

1. From **Fundraising**, select **Enter and edit gifts**.
2. Click **New** on the **Overview** tab of the **Enter and edit gifts** window.
3. Enter a gift or pledge, but do not enter the **Distribution** or **Fund**. See *To enter a single gift or single pledge* (see "To enter a single gift or pledge") or *To enter an installment pledge*.
4. Select the **Split Gifts** tab.
5. Select the distribution line item where the donation is to be applied.
6. Enter the amount of the gift or pledge for the selected distribution line item in the **Gift Amount** field and press **Tab**. This amount is applied to the selected distribution line item.
7. Repeat until you have entered the gift amounts for all of the distributions and premiums.
The **Total** amount of all distributions and premiums is automatically updated and displayed at the bottom of the **Gift Amount** column as you enter gift amounts.
8. Click **Save** to save the split gift transaction.

To view split gifts

1. From **Fundraising**, select **Enter and edit gifts** to display the **Overview** tab on the **Enter and edit gifts** window.
2. Click **Open**.
3. Enter the donor **ID** (or click the lookup icon to select a donor ID), the **Transaction Date**, or the **Transaction** number, and press **Enter**.

Note: If the donor has several gifts or pledges, click **Previous** or **Next** to view additional gift or pledge entries.

4. Select the **Split Gifts** tab.

Adding notes

You can enter and maintain notes for a specific gift or pledge in the **Notes** tab on the **Enter and edit gifts** window.

You can view notes that have been entered for a gift or pledge in the **Notes** window (select **Customers**, open the donor record, select the **Fundraising** tab, click **Details**, select the **Pledges** or **Gift** tab, and click **Notes**).

Enter and edit gifts window - Notes tab

Donor | Acknowledge | Tribute | Split Gifts | **Notes** | Installments | Matching | Soft Credit

Description
Gift because she got a bonus for a big sale and wanted to share her good fortune.

Notes
Donor said she cannot respond to seasonal appeals because her income is commission-based and variable, but she wants to contribute.

From **Fundraising**, select **Enter and edit gifts**, enter or open a gift or pledge, and select the **Notes** tab

The **Notes** tab on the **Enter and edit gifts** window uses the following fields and data entry procedures:

Donor area

Displays the current donor's ID, name, title, and home phone number.

Address area

Displays the current donor's company name and address.

Pledges area

Displays the following information about the current donor's pledges:

- **Largest** - Displays the amount of the donor's largest pledge.
- **Last** - Displays the date of the donor's last pledge.
- **Lifetime** - Displays the total amount of all of the donor's pledges.
- **Balance** - Displays the donor's current pledge balance.

Gifts area

Displays the following information about the current donor's gifts:

- **Largest** - Displays the amount of the donor's largest gift.
- **Last** - Displays the date of the donor's last gift.
- **Lifetime** - Displays the total amount of all of the donor's gifts.

Description

This field is populated with a default value indicating if the gift is a single gift or pledge. If the transaction is a single gift, **Gift** displays; if the transaction is a pledge, **Pledges** displays; if the transaction is an in-kind donation, the in-kind description saves to this field when the transaction is saved. You can override this description for a single gift or pledge, but not for an in-kind donation.

Notes

Enter notes concerning the gift. You can enlarge the view of this field by pressing **Ctrl+Z**, but notes must be entered in the regular **Notes** view. Notes entered in the enlarged view are truncated when you return to the regular view.

Notes entered in the **Notes** tab on the **Enter and edit gifts** window display in the **Gifts** view of the **Fundraising History** window (from **Customers**, select **Manage customers**, open a customer record, select the **Fundraising** tab, click **Details**, and select the **Gifts** tab).

Associated Gift

Enables you to display the matching transaction on the **Overview** tab in the **Enter and edit gifts** window. This button is only enabled if the **Matching Transaction** field is not empty and the **Enter and edit gifts** window is not in data entry mode.

Clicking **Associated Gift** changes the label of the matching transaction field. If the employer's matching donation is displayed, the matching transaction field will be labeled **Original Transaction** because this field displays the transaction number of the donor who gave the original gift. If the original employee donation is displayed, the field label will remain **Matching Transaction**.

To enter a Note to a gift or pledge

1. From **Fundraising**, select **Enter and edit gifts** to display the **Overview** tab on the **Enter and edit gifts** window.
2. Click **Open** and open a gift or pledge.
3. Select the **Notes** tab.
4. Click **Edit**.
5. Edit the information in the Notes text area as needed.
6. Click **Save**.

Entering an installment pledge

An installment pledge is a pledge to make multiple payments over a specified time period, such as quarterly, semiannually, or annually. Enter installment payment information in the **Installments** tab of the **Enter and edit gifts** window.

Note: The **Installments** tab on the **Enter and edit gifts** window is only enabled for a **Single Pledge** or **Installment Gift Type**.

Enter and edit gifts window - Installments tab

The screenshot shows the 'Installments' tab of the 'Enter and edit gifts' window. At the top, there are tabs: Overview, Donor, Acknowledge, Tribute, Split Gifts, Notes, **Installments**, Matching, and Soft Credit. Below the tabs, there are controls for 'Installment Frequency' (set to 'Quarterly') and 'for 1 year(s)'. There is a checkbox for 'Pay a downpayment' which is unchecked. Below these controls is a table with the following columns: Installment Date, Amount, Prepay, Invoice Number, Current Balance, Receipt Number, and Receipt Date. The table contains five rows of data, with the last row showing a total amount of 0.00. To the right of the table are 'Add' and 'Delete' buttons. Below the table, there is a 'Total' field showing 1200.00. At the bottom, there are controls for 'Move Billing...' with '+' and '-' buttons, and a 'Last Day of Month' button.

Installment Date	Amount	Prepay	Invoice Number	Current Balance	Receipt Number	Receipt Date
11/05/2005	300.00					
02/05/2006	300.00					
05/05/2006	300.00					
08/05/2006	300.00					
	0.00					

Total: 1200.00

Move Billing... [+] [-] [+] [-] [Last Day of Month]

From **Fundraising**, select **Enter and edit gifts**, enter/open a pledge, and select the **Installments** tab

The **Installments** tab on the **Enter and edit gifts** window uses the following fields and data entry procedures:

Donor area

Displays the current donor's ID, name, title, and home phone number.

Address area

Displays the current donor's preferred billing company name and address.

Pledges area

Displays the following information about the current donor's pledges:

- **Largest** - Displays the amount of the donor's largest pledge.
- **Last** - Displays the date of the donor's last pledge.
- **Lifetime** - Displays the total amount of all of the donor's pledges.
- **Balance** - Displays the donor's current pledge balance.

Gifts area

Displays the following information about the current donor's gifts:

- **Largest** - Displays the amount of the donor's largest gift.
- **Last** - Displays the date of the donor's last gift.
- **Lifetime** - Displays the total amount of all of the donor's gifts.

Installment Frequency

Specify the frequency of payments for the installment pledge. When you select an installment frequency, the dates and amounts for all installments are automatically calculated and displayed in the **Installment Date** and **Amount** fields, respectively. The default installment frequency is **Quarterly**. Choose one of the following from the drop-down list of options:

- **Single Pledge** - Select this option to specify that the pledge will be paid in a single payment in the future. The default date for the pledge payment is the batch date (if batch control is enabled) or the current system date. You can change this date by entering a different date in the **Installment Date** field.
- **Quarterly** - Select this option to specify that the pledge will be paid in four installments per year during the number of years specified in the **for year(s)** field. The payments can be in equal or unequal installments.
- **Semiannual** - Select this option to specify that the pledge installment payments will be paid twice a year during the number of years specified in the **for year(s)** field. The payments can be in equal or unequal installments.
- **Annual** - Select this option to specify that the pledge installment payments will be paid once a year during the number of years specified in the **for year(s)** field. *For example*, if the number of years specified in the **for year(s)** field is **2**, there will be two payments, one in the first year and another in the following year. The payments can be in equal or unequal installments.
- **Monthly** - Select this option to specify that the pledge will be paid monthly during the number of years specified in the **for years(s)** field. The payments can be in equal or unequal installments.
- **Irregular** - Select this option to specify that the pledge will be paid on an irregular basis. You can enter different dates and different amounts for each installment. The payments can be in equal or unequal installments.

for year(s)

Enter the number of years over which the installment payments will be made. When you enter a value in the **for year(s)** field and tab out of the field, the dates and amounts for all installments are automatically calculated and displayed in the **Installment Date** and **Amount** fields, respectively. This field is only available for the **Installment** gift type.

Pay a downpayment

(optional) Enable to specify that there is a down payment accompanying the installment pledge. If this option is enabled, the amount of the first installment displays in the **Prepay** field. You can override this amount by entering a new amount for the first installment in the **Amount** field and pressing **Tab**. This option is only available for the **Installments** gift type. If this option is enabled, the **Check#/CC/In-Kind/Asset** field on the **Overview** tab is a required field.

Note: If you override the prepay installment amount in the **Amount** field and press **Tab**, the amounts for all future installments are automatically recalculated when you tab out of the prepay installment's **Amount** field, and are displayed in the **Amount** field for each installment.

Installment Date

The date that each installment is due is automatically calculated and displays in this column. For **Installment** pledges, the default first installment date is a month later than the batch date (if batch control is enabled) or a month later than the current system date. For a **Single Pledge**, the default installment date is the batch date (if batch control is enabled) or the current system date.

You can change all installment dates by using the **Day** and **Month +** and **-** buttons, or **Last Day of Month**, in the **Move Billing** area at the bottom of the window. When you use these buttons to override the installment dates, all of the installment dates are automatically changed accordingly. *For example*, if the first monthly installment is 08/07/2002 and you move the installment date forward three days, the first installment date is changed to 08/10/2002, the second installment date is changed to 09/10/2002, and so forth.

You can also individually change one or more installment dates by placing the cursor on an installment date and editing the date. If you manually edit an installment date using this method, the other installment dates are not changed automatically. When you save the pledge transaction, the **Installment Frequency** will be changed automatically if the installment date changes you specify result in a different installment frequency.

Note: To restore the default date settings, select the **Installment Frequency** option again.

Amount

The amount of each installment is automatically calculated and displayed in this column. You can change the amount for any installment by placing the cursor on the amount and entering a different amount.

If you override the amount for any installment other than the prepay (down payment) installment, you must adjust the amounts of the other installments so that the total amount of all installments is equal to the pledge amount. The total amount of all installments displays in the **Total** field when you tab out of the **Amount** field.

Note: The **Amount** for each installment must be a positive number.

Prepay

(read only) If the **Pay a downpayment** option is enabled, the prepay amount (the first installment amount) of the installment pledge displays in this column. To change the prepay amount, change the amount of the first installment in the **Amount** field and press **Tab**.

If you override the prepay installment amount in the **Amount** field and press **Tab**, the amounts for all future installments are automatically recalculated when you tab out of the prepay installment's **Amount** field, and displayed in the **Amount** field for each installment.

Invoice Number

(read only) If an installment has been invoiced, the invoice number for the installment displays in this column.

Current Balance

(read only) The current invoice balance for each installment displays in this column when the gift is saved.

Receipt Number

(read only) The number of the first receipt that was issued for this installment. (Multiple receipts can be issued for any installment, but this field displays only the first receipt.) This field is empty if no receipt was issued.

Receipt Date

(read only) The date on which the first receipt was issued for this installment. (Multiple receipts can be issued for any installment, but this field displays only the first receipt.) This field is empty if no receipt was issued.

Add

Enables you to add scheduled installment lines after the last scheduled installment.

If you add an installment and click **Save**, a message that the amounts do not match displays. When you click **Save** again, the installment amounts are automatically recalculated and the pledge is saved with the automatically corrected installment amounts displayed.

Delete

Select a scheduled payment line and delete the selected scheduled payment line.

Total

Displays the total amount of all of the installments for the current pledge.

Move Billing

Day - You can simultaneously adjust the scheduled days for all installments in this area.

- **+** button - Moves all scheduled installments forward by a day.
- **-** button - Moves all scheduled installments backward by a day.

Month - You can simultaneously adjust the scheduled months for all installments in this area.

- **+** button - Moves all scheduled installments forward by a month.
- **-** button - Moves all scheduled installments backward by a month.

Last Day of Month - Moves all scheduled installments to the last day of the month.

Note: In some circumstances, clicking **Last Day of Month** can set two installments to the same date. To restore the default installment dates, select the **Installment Frequency** option again.

Associated Gift

Enables you to display the matching transaction on the **Overview** tab in the **Enter and edit gifts** window. This button is only enabled if the **Matching Transaction** field is not empty, and the **Enter and edit gifts** window is not in data entry mode.

Clicking **Associated Gift** changes the label of the matching transaction field. If the employer's matching donation is displayed, the matching transaction field will be labeled **Original Transaction** because this field displays the transaction number of the original gift. If the original employee donation is displayed, the field label will remain **Matching Transaction**.

To enter an installment pledge

1. From **Fundraising**, select **Enter and edit gifts** to display the **Overview** tab on the **Enter and edit gifts** window.
2. Click **New**.
3. Enter the pledge information.

4. Select **Installment** from the **Gift Type** drop-down list.
5. Select the **Installments** tab.
6. Enter the installment information.
7. Click **Save**.

To edit an installment pledge

1. From **Fundraising**, select **Enter and edit gifts** to display the **Overview** tab on the **Enter and edit gifts** window.
2. Click **Open** and open an existing installment pledge.
3. Select the **Installments** tab.
4. Click **Edit**.
5. Make any changes necessary on the **Installments** tab.
6. Click **Save**.

Entering matching gifts

After matching plans have been set up by your administrator, you can enter matching gifts when applicable. The following rules apply to matching gifts:

- Only companies can make matching gifts
- Matching gifts must be associated with the donor making the original gift or pledge
- The **Company ID** of the employee making the donation must match the ID of the company that is making the matching gift
- The matching plan criteria must match the gift entered, and must include dates and funds if the matching plan specifies interest codes.

To enter a matching donation, select the **Matching Plan** tab on the **Enter and edit gifts** window. You should specify the **Gift Amount** before selecting the **Matching Plan** tab. Otherwise, a message informing you that you should specify a gift amount before selecting a matching plan displays when you attempt to select a matching plan on the **Matching Plan** tab.

You will not be able to create a matching donation if the **Date Received** is not within the date range specified for the matching plan, if the **Gift Amount** is not within the amount range for the matching plan, or if the *matching plan was set up* (see "Creating matching plans in company records") with interest codes that do not exist in the fund where the donation is being made.

Note: If the matching amount for a gift is equal to 0, a message displays asking you to select another matching plan, and the **Match %** and all associated fields are cleared.

Enter and edit gifts window - Matching Plan tab

The **Matching Plan** tab is enabled only if all of the following conditions are true:

- The gift is being initially entered rather than edited (unless the gift being edited already has a matching transaction or request).
- The **ID** field is populated.
- The gift type is **Single Gift**.
- The gift is not a split gift.

- A matching transaction or matching request for the current donation does not already exist. (The **Matching Plan** tab is available when editing a donation that already has a matching transaction or request.)
- At least one *matching plan has been created for company* (see "Creating matching plans in company records") associated with the donor ID.

From **Fundraising**, select **Enter and edit gifts**, enter a gift for a donor whose company has a matching plan, and select the **Matching Plan** tab

Donor area

Displays the current donor's ID, name, title, and home phone number.

Address area

Displays the current donor's company name and address.

Pledges area

Displays the following information about the current donor's pledges:

- **Largest** - Displays the amount of the donor's largest pledge.
- **Last** - Displays the date of the donor's last pledge.
- **Lifetime** - Displays the total amount of all of the donor's pledges.
- **Balance** - Displays the donor's current pledge balance.

Gifts area

Displays the following information about the current donor's gifts:

- **Largest** - Displays the amount of the donor's largest gift.
- **Last** - Displays the date of the donor's last gift.
- **Lifetime** - Displays the total amount of all of the donor's gifts.

Match %

Enter the percentage of the donation that the plan matches, or click the **lookup icon** to select a matching plan.

Contribution Range

(Read only) Displays the **From** (minimum) and **To** (maximum) amounts associated with the selected plan.

Valid

(Read only) Displays the **From** (begin) and **To** (end) dates associated with the selected plan.

Amount Matching

(Read only) Displays the actual matching amount for the current gift. The amount is based upon the percentage (**Match %**) associated with the plan and the amount of money donated by the employee.

To enter a matching gift

1. From **Fundraising**, select **Enter and edit gifts** to display the **Overview** tab on the **Enter and edit gifts** window.
2. Click **New**.
3. Enter a single gift, but do not save the gift. See *To enter a single gift or single pledge* (see "To enter a single gift or pledge").
4. Select the **Matching Plan** tab.
5. Enter the percentage of the matching plan in the **Match %** field and press **Tab**, or click the **lookup icon** to select a percentage. The **Matching Plan** tab is updated.
6. Click **Save**. The **Overview** tab displays and a matching transaction number displays in the **Matching Transaction** field.

To view a matching gift

You can view the request activity associated with the matching request on the following windows:

- **Manage requests** window
- **Fundraising History** window
- **Activities-All** tab on the company's **Manage customers** window

If the matching gift is recorded as a pledge, you can view the matching gift by clicking **Associated Gift**.

If the **Create Matching Pledge** option is not enabled, matching gifts are recorded as requests and the **Associated Gift** button is disabled until you enter the matching gift or pledge.

1. From **Fundraising**, select **Enter and edit gifts** to display the **Overview** tab on the **Enter and edit gifts** window.
2. Click **Open**.
3. Enter the donor **ID** (or click the **lookup icon** to select a donor ID), the **Transaction Date**, or the **Transaction** number, and press **Enter**.
4. Click **Associated Gift**. The company's matching gift information displays in the **Overview** tab on the **Enter and edit gifts** window. The **Check #/CC/In-kind/Asset** and associated fields do not display because the matching gift is a pledge.

Attaching premiums

You can attach premiums to the gift or pledge on the **Premiums** tab of the **Enter and edit gifts** window.

Enter and edit gifts window - Premiums tab

Overview	Donor	Acknowledge	Tribute	Split Gifts	Notes	Installments	Matching	Soft Credit	Premiums
Include	Product Code	Description	Quantity	Fair Market Value	Minimum Gift	Order #			
<input checked="" type="checkbox"/>	G15	iMIS Mug	1	4.00	25.00				
<input type="checkbox"/>	G16	"A Whole New World" Mousepad	0	1.50	25.00				
<input type="checkbox"/>	G17	"I LOVE iMIS" Button	0	0.20	30.00				
<input type="checkbox"/>	V95	Touring the Galapagos	0	0.00	12.00				
<input type="checkbox"/>	V96	Intricate English	0	0.00	12.00				

From **Fundraising**, select **Enter and edit gifts > Premiums tab**

From the **Premiums** tab on the Enter and edit gifts window, you can choose a premium to be associated with the Fundraising gift. Select the **Show premiums for current appeal** option to default to a premium product that is attached to the appeal.

Processing premiums

Use the **Process premiums** window to convert gift premiums into an order. You must first process a premium before it can be shipped to the customer.

When the premium is processed, it is converted into the order type specified in the **Set up module** window (from **Fundraising**, select **Set up module** and enter the **Premium Order Type** in the **Premiums as Products** area).

To process a premium

1. From **Fundraising**, select **Process premiums**.
2. Select one or more transactions and click **Convert**.
3. Click **Yes** to confirm.

Checking for duplicate donor records

iMIS uses a duplicate record check formula to prevent you from entering a duplicate record in the **Donor** tab on the **Enter and edit gifts** window or in the **Gift - Name/Address - Soft Credit** window.

If you attempt to enter a record for a donor or soft credit who already has a customer record in the iMIS database, the **Suspect Duplicate List** window displays informing you that the record already exists.

To check for duplicate records

1. From **Fundraising**, select **Enter and edit gifts** to display the **Overview** tab on the **Enter and edit gifts** window.
2. Click **New**.
3. Enter the gift or pledge information.
4. Enter the Customer information for the donor.
 1. Click **Add** next to the **ID** field to display the **Donor** tab on the **Enter and edit gifts** window
 2. Enter the donor information.
 3. Click **Save**.
5. Enter the Customer information for the soft credit:
 1. Click **Add** next to the **Soft Credit** field to display the **Gift - Name/Address - Soft Credit** window.
 2. Enter the soft credit information.

3. **OK.**

If a possible duplicate record exists, the **Suspect Duplicate List** window opens, informing you that a customer record for the donor or soft credit may already exist in the database.

Note: The default duplicate record formula checks the new record for a match in the *iMIS* database by checking the first letter of the first name, the first four letters of the last name, and the five-number ZIP code.

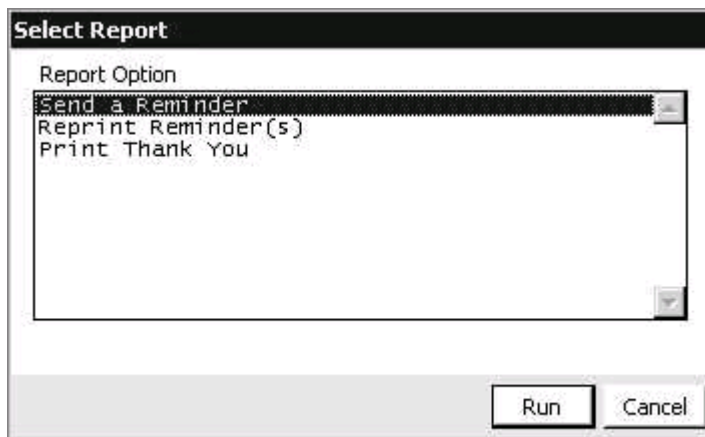
6. Click **OK** and then click **Yes** to add the new donor or soft credit information, or select a record and click **OK** to use an existing record for the donor or soft credit information.
7. Click **Save**.

Issuing reminders and thank you letters at gift entry

You can send a reminder or print a thank you when you enter a gift or pledge in the **Enter and edit gifts** window. Click **Print** to display the **Select Report** window. You can select **Send a Reminder**, **Reprint Reminder(s)**, and **Print Thank You** on the **Select Report** window. The **Print** button is disabled during data entry mode.

Note: Once a reminder for a gift or pledge has been issued, the gift or pledge cannot be edited.

Select Report window for Fundraising



From **Fundraising**, select **Enter and edit gifts**, open or enter a gift or pledge, and click **Print**

Send a Reminder

Select this item to send a reminder for the current gift or pledge.

Reprint Reminder(s)

Select this item to reprint reminders.

Print Thank You

Select this item to print a thank you letter to the gift or pledge donor.

To send a reminder for a gift or pledge

1. From **Fundraising**, select **Enter and edit gifts** to display the **Overview** tab on the **Enter and edit gifts** window.
2. Click **New** and enter and save a new gift or pledge, or click **Open** to open an existing gift or pledge.
3. *Tip:* See "To enter a single gift or pledge".
4. Click **Print** to display the **Select Report** window.

5. Select **Send a Reminder**.
6. Click **Run**. A confirmation message displays.
7. Click **Yes** to issue the reminder.
8. (optional) To reprint the reminder, perform the following steps:
 - Click **Print**.
 - Select **Reprint Reminder(s)**.
 - Click **Run** to reprint the reminder.

To print a thank you letter for a gift or pledge

1. From **Fundraising**, select **Enter and edit gifts** to display the **Overview** tab on the **Enter and edit gifts** window.
2. Click **New** and enter and save a new gift or pledge, or click **Open** to open an existing gift or pledge.

Tip: See "To enter a single gift or pledge".

3. Click **Print**.
4. Select **Print Thank You**.
5. Click **Run**.

Rapid Gift Entry

The **Rapid Gift Entry** window lets you quickly enter new gifts or single pledges based on default values. For each session you can set the default values for a specific gift or pledge. After setting the default values, you can enter as many gifts or pledges as needed in one session.

The **Rapid Gift Entry** window is the same in all views.

The **Single Gift** and **Single Pledge** gift types are the only gift types supported for Rapid Gift Entry. The Rapid Gift Entry table does not support the following:

- Installment gifts
- Split gifts
- Matching plans

Note: To use Rapid Gift Entry, your administrator must *set up batch control* (see "Setting up batch control").

Enabling web-based Rapid Gift Entry

From the **Donations** tab on your staff site, Full users can access the same spread-sheet like interface that is available in your administrative view, and they can enter the same default values and data.

To enable web access to Rapid Gift Entry

1. Grant the **Full** users **Fundraising** authorization level **3** or higher.
2. Set the system to use batches (**AR/Cash > Set up module > Batch Control**).
3. Tell the **Full** users how to log on to your staff site.

Setting defaults for Rapid Gift Entry

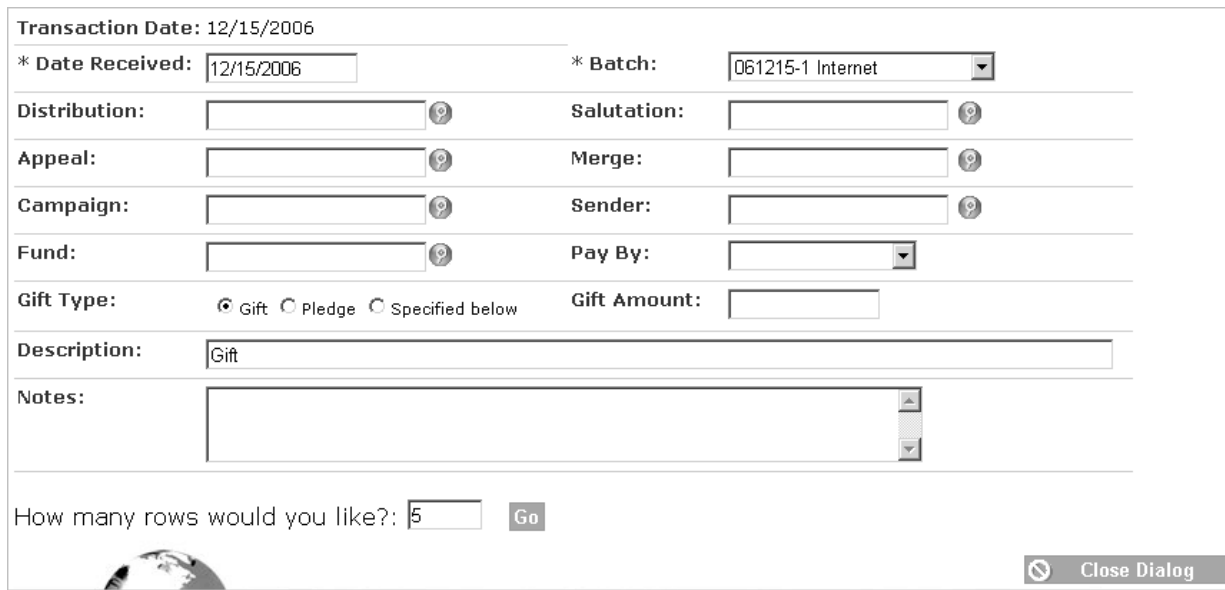
To process gifts quickly, you enter shared field values (defaults) to set up your Rapid Gift Entry table. After you submit these values, *iMIS* builds your pre-populated table, ready for data entry.

Note: In Rapid Gift Entry, you cannot enter an in-kind gift or asset.

To set defaults for Rapid Gift Entry

1. Open the **Rapid Gift Entry** window.
 - ☐ From your administrative view, select **Fundraising > Rapid Gift Entry**.
 - ☐ From the web, click the **Donations** tab.
2. In the top half of the table, enter the required overview fields and any others that apply. Most of these fields are in the Single Gift entry form and are described in **Enter and edit gifts window - Overview tab** and in **Enter and edit gifts window - Acknowledge tab**.
 - ☐ *(required)* **Date Received**
 - ☐ **Distribution**
 - ☐ **Appeal**
 - ☐ **Campaign**
 - ☐ **Fund**
 - ☐ *(required)* **Batch** - Lists existing open batches.
 - ☐ **Salutation**
 - ☐ **Merge**
 - ☐ **Sender**
 - ☐ **Pay By** - Lists the available payment types associated with the selected batch type.
The description displayed is the **Title** of the cash account defined by the system administrator in **AR/Cash > Set up table > Cash account**.
3. In the bottom half of the table, enter one or more gift detail fields:
 - ☐ *(required)* **Gift Type**
 - ☐ **Gift Amount**
 - ☐ **Description**
 - ☐ **Notes** (This is a fixed area: you cannot enlarge it using **Ctrl+Z**.)
4. At the bottom, specify the number of entries you want to pre-populate with these defaults: **How many rows would you like?**

5. Click **Go**.



The screenshot shows the 'Rapid Gift Entry' window with the following fields and values:

- Transaction Date:** 12/15/2006
- * Date Received:** 12/15/2006
- * Batch:** 061215-1 Internet
- Distribution:** (empty field)
- Salutation:** (empty field)
- Appeal:** (empty field)
- Merge:** (empty field)
- Campaign:** (empty field)
- Sender:** (empty field)
- Fund:** (empty field)
- Pay By:** (empty dropdown)
- Gift Type:** ☒ Gift ☐ Pledge ☐ Specified below
- Gift Amount:** (empty field)
- Description:** Gift
- Notes:** (empty text area)
- How many rows would you like?:** 5
- Go** button
- Close Dialog** button

Rapid Gift Entry default fields

Using Rapid Gift Entry

When using the Rapid Gift Entry window, gifts paid for in cash or by check cannot be entered in the same batch as gifts paid for with debit or credit cards. Instead, cash and check gifts must be entered in a batch enabled for cash. When you create a batch for a cash or check gift entry, select an account from the **Cash Table** field that is set up for cash (from **AR/Cash**, select **Manage batches**).

Note: If the Multi-use checkbox is labeled in **Fundraising > Set up module**, then the generic checkbox appears next to the **Notes** column in the Rapid Gift Entry table. The checkbox is the last field on each line item in the grid.

Keyboard shortcuts for Rapid Gift Entry

Once your cursor is in the table, you can complete data entry without using the mouse:

- **Tab** – moves from left to right
- **Enter** on an icon pops up the needed window (**Search** or **Add donor information**)
- **Arrow Down** – moves the user to the donor id field at the start of the next row
- **Alt+S** – submits the batch to *iMIS*

To use Rapid Gift Entry

1. Open the **Rapid Gift Entry** window.
 - From your administrative view, select **Fundraising > Rapid Gift Entry**.
 - From the web, click the **Donations** tab.
2. To customize the Rapid Gift Entry table, enter the field default data.

Note: On the web, the batch selected on the **Rapid Gift Entry** window is for Rapid Gift Entry transactions only. No other types of transactions can be entered.

3. Click **Go**.

The **Rapid Gift Entry** window is updated with a table for data entry.

4. In the table, enter the donation information.

You can override the value in any of the rapid entry fields for any gift or pledge.

Tip: On the web, *save* your entries before clicking another tab, or your work might be lost.

5. Click **Save**.

To substitute a credit card holder name

During Rapid Gift Entry, you can submit donations for a donor with a credit card under a different name by manually overriding the donor's name in the **Name on Credit Card** column. *iMIS* substitutes the correct name.

iMIS automatically associates the **Name on Credit Card** with the donor based on how you searched for the donor:

- **By ID number:** The text [Default:Donor's Name] appears in the **Name on Credit Card** column. This indicates that the **Name on Credit Card** will be substituted with the donor's name.
- **By contact name:** The name of the donor appears in the **Name on Credit Card** column.

Fundraising Payments

Fundraising payments overview

With *iMIS* Fundraising you can make payments for pledges in the **Process payments** window and the **AR/Cash Enter and edit cash receipts** window.

When making a payment in the **Process payments** window, you can specify a payer ID other than the donor ID for the payment.

The primary benefit of making payments in the **Enter and edit cash receipts** window is that you can pay for other items in addition to fundraising pledges, while the **Process payments** window can only be used for paying pledges.

Process payments window

Process payments

NewOpenEditDelete

Date08/14/2002TransactionInvoice Number

ID137Ms. Ruth K. Danforth Academy of Child ProfessorsTypeCMCompany Member

Payer137Ms. Ruth K. Danforth Academy of Child ProfessorsTypeCMCompany Member

Check/CC4824

Payment Amount200.00

Invoice	Date	Description	Balance	Amt Paid
R168	08/14/2002	Pledges Inst# 1	400.00	0.00
		(PrePay - New)	0.00	0.00
R168	08/14/2002	Pledges Inst# 1	400.00	200.00
R42	08/29/2000	Pledges Inst# 1	0.00	0.00
R165	08/14/2002	Pledges Inst# 1	0.00	0.00

Transaction	Date	Check #	Amount	Name
-------------	------	---------	--------	------

From **Fundraising**, select **Process payments**

Date

iMIS automatically enters either the batch date (if batch control is enabled) or the current system date. If batch control is not enabled, you can override the date by entering a different date in the **Date** field.

Note: If you are using batch control, the **Date** field defaults to the active batch date, which cannot be overridden.

Transaction

You can click **Open** and enter the transaction number of an existing payment to open the payment record. After a payment has been saved, the transaction number of the payment displays in this field and the transaction number cannot be changed.

Invoice Number

An invoice number is automatically assigned when a payment transaction is invoiced, or you can manually enter an invoice number while entering a new payment.

ID

Enter the donor's **ID**, or click the **lookup icon** to select a donor ID. After you enter the **ID**, the line items and total outstanding balance for the donor display.

Type

Displays the donor's customer type.

Payer

(optional) Enter the payer's **ID** if someone other than the donor is making the payment, or click the **lookup icon** to select a payer ID. This field only displays if the **Allow Separate Payer for Payments** option is enabled by your administrator.

When you enter a payment using a separate payer ID, *iMIS* automatically creates the necessary transactions to ensure that the appropriate individual receives the credit for the payment. The **Payer ID** (**Payer** is the default label for the individual making the payment against a pledge initiated by another individual) corresponds to the **BT_ID** and the pledge owner's ID corresponds to the **ST_ID**. *iMIS* also updates the **Fundraising** and **AR/Cash** tabs on the **Manage customers** window of the pledge owner to display the separate payer payment information.

Receipts and thank you letters for gifts entered using a separate payer are sent to the separate payer. Acknowledgement letters are sent to the pledge owner informing them that someone else has paid the pledge.

Type

Displays the payer's customer type.

Check/CC

Enter **CASH** if the payment is in cash, the check number if payment is by check, the credit/debit card code if payment is by credit/debit card, or enter an asterisk (*) and then press **Tab** to apply an open credit as payment.

If you enter a valid credit/debit card code, additional payment fields display:

- **CC #** - Enter the credit/debit card number.
- **CSC** - (Displays only if the associated card authorization account uses immediate authorization, or deferred authorization with the **Save CSC Prior to Authorization** checkbox selected) Enter the Card Security Code. *CSC can be a required value* (see "Requiring a Card Security Code (CSC) for credit/debit card transactions") for specific cash accounts.
- **Exp** - Enter the card's expiration month and year (mm/yy).
- **Authorize** - Enter any authorization code here. (If credit card authorization is enabled, this field populates when the payment is approved.)
- **Name on CC** - Enter the name as it appears on the payment card.
- **Issue #** - (Displays only if the associated cash account accepts an issue number) Enter the European debit card's issue number.
- **Issue Date** - (Displays only if the associated cash account accepts an issue date) Enter the European debit card's issue date (mm/yy).
- **Gateway Ref #** - Read only: Populates when the gateway provider returns the reference number for the transaction.

Note: If **Advanced PCI Compliance** (see "Implementing Advanced PCI Compliance options") > **Do not retain cardholder information** is enabled, *iMIS* saves transactions without cardholder data and shows only gateway reference number and authorization code fields.

If you enter an asterisk (*) and press **Tab** to apply an open credit, the **Select Open Payments** window opens. Select an open credit and click **OK**. Open credits for split gifts or accrual dues are not displayed and cannot be used for a gift payment or an installment pledge down payment.

The selected individual open credit must be equal to or greater than the gift amount. *For example*, if the gift amount is \$100 and there are two separate \$50 open credits, these open credits cannot be applied as a gift payment. However, you can use **AR/Cash** to debit one open credit and credit the other, thereby creating a single \$100 open credit that can then be used for the gift payment or installment pledge down payment.

If you apply an open credit as payment, the payment is not posted to the open credit invoice even if the **Separate Posting Cycle Required** option is disabled.

Payment Amount

Enter the amount of the payment.

Note: iMIS Fundraising does not allow in-kind payments for pledges.

Invoice

Displays the invoice number.

Date

Displays the payment date.

Description

Displays the payment description.

Balance

Displays the balance of the currently selected pledge.

Amt Paid

Displays the amount being paid for the currently selected pledge after you enter the **Payment Amount**. You can override the value in the **Amt Paid** field (*for example*, to apply part of the **Payment Amount** to another pledge).

Transaction

Displays the transaction number.

Date

Displays the transaction date.

Check #

Displays the check number.

Amount

Displays the amount paid.

Name

Displays the donor name.

To enter a payment in Fundraising

1. From **Fundraising**, select **Process payments** to display the **Process payments** window.
2. Click **New**.
3. Enter the donor ID in the **ID** field, or click the **lookup icon** to select a donor ID, and press **Tab**. The existing pledges for the donor display.
4. (optional) Enter the payer ID in the **Payer** field if someone other than the donor is making the payment, or click the **lookup icon** to select a payer ID.
5. Enter CASH, the check number, a valid credit/debit card type, or ***Tab** (to apply an open credit for the payment) in the **Check/CC** field. If you entered a valid credit/debit card type in the **Check/CC** field, enter the following information:
 - ☐ **CC #** - Enter the credit/debit card number.

- ❑ **CSC** - (Displays only if the associated card authorization account uses immediate authorization, or deferred authorization with the **Save CSC Prior to Authorization** checkbox selected) Enter the Card Security Code. *CSC can be a required value* (see "Requiring a Card Security Code (CSC) for credit/debit card transactions") for specific cash accounts.
- ❑ **Exp** - Enter the card's expiration month and year (mm/yy).
- ❑ **Authorize** - Enter any authorization code here. (If credit card authorization is enabled, this field populates when the payment is approved.)
- ❑ **Name on CC** - Enter the name as it appears on the card.
- ❑ **Issue #** - (Displays only if the associated cash account accepts an issue number) Enter the European debit card's issue number.
- ❑ **Issue Date** - (Displays only if the associated cash account accepts an issue date) Enter the European debit card's issue date (mm/yy).

Note: If **Advanced PCI Compliance** (see "Implementing Advanced PCI Compliance options") > **Do not retain cardholder information** is enabled, *iMIS* saves transactions without cardholder data and shows only gateway reference number and authorization code fields.

6. Enter the **Payment Amount**.
7. Select a line item and enter the **Amt Paid** or double-click a pledge line item to pay the full amount for the pledge line item. To apply the payment to multiple pledge line items, select each pledge line item and enter the amount to be paid in the **Amt Paid** field, or double-click a pledge line item to pay the full amount for the pledge line item.
8. Click **Save**.

To enter a payment in AR/Cash

Note: To make a payment through the AR/Cash **Enter and edit cash receipts** window, the **Allow Payment through AR/Cash** option must be enabled.

1. From **AR/Cash**, select **Enter and edit transactions > Cash receipts** to display the **Enter and edit cash receipts** window.
2. Click **New**.
3. Enter the donor ID in the **ID** field, or click the **lookup icon** to select a donor ID, and press **Tab**. The list of AR/Cash line items displays.
4. Enter CASH, the check number, or the credit/debit card type in the **Check/CC** field. If you entered a valid credit/debit card type in the **Check/CC** field, enter the following information:
 - ❑ **CC #** - Enter the credit/debit card number.
 - ❑ **CSC** - (Displays only if the associated card authorization account uses immediate authorization, or deferred authorization with the **Save CSC Prior to Authorization** checkbox selected) Enter the Card Security Code. *CSC can be a required value* (see "Requiring a Card Security Code (CSC) for credit/debit card transactions") for specific cash accounts.
 - ❑ **Exp** - Enter the card's expiration month and year (mm/yy).
 - ❑ **Authorize** - Enter any authorization code here. (If credit card authorization is enabled, this field populates when the payment is approved.)
 - ❑ **Name on CC** - Enter the name as it appears on the card.
 - ❑ **Issue #** - (Displays only if the associated cash account accepts an issue number) Enter the European debit card's issue number.

- **Issue Date** - (Displays only if the associated cash account accepts an issue date) Enter the European debit card's issue date (mm/yy).

Note: If **Advanced PCI Compliance** (see "Implementing Advanced PCI Compliance options") > **Do not retain cardholder information** is enabled, *iMIS* saves transactions without cardholder data and shows only gateway reference number and authorization code fields.

5. Enter the **Payment Amount**.
6. Select the pledge line item to which the payment will be applied and enter the amount to be paid for the pledge in the **Amt Paid** field, or double-click to pay the full amount for the pledge line item. To apply the payment to multiple line items, select each line item and enter the amount to be paid in the **Amt Paid** field, or double-click on each line item to pay the full amount for each pledge line item.
7. Click **Save**.

To view separate payer data through Customer

Note: The **Allow Separate Payer for Payments** checkbox must be selected in the Fundraising Set up module window to enable third party payments.

1. From **Customers**, select **Manage customers** to open the Customer Portfolio.
2. Open the donor's customer record.

Note: The donor is the person who initiated the gift or pledge.

3. Select the **AR/Cash** tab
4. Double-click the arrow on the left side of the record you want to view.

The **Transaction Ledger** window opens. The name of the payer is shown in the **Description** field of the AR line(s) for the payment.

Using credit memos and debit memos

You can apply a full or partial credit or debit to individual unpaid installments or simultaneously to all unpaid installments. Credits and debits are entered in the **Enter and edit pledge credit memos** window and the **Enter and edit pledge debit memos** window respectively.

Credits and debits can also be entered in the AR/Cash **Enter and edit credit memos** window and the AR/Cash **Enter and edit debit memos** window respectively.

A special feature of Fundraising is the ability to issue credit and debit memos against installments without requiring the invoice reference number or distribution codes. You can apply a credit memo or debit memo to individual funds for split gifts or pledges using the AR/Cash **Enter and edit credit memos** window or the AR/Cash **Enter and edit debit memos** window, respectively.

The donor's credit and debit information displays in the **Fundraising History** window and on the **Pledge** and **Giving** reports.

Note: Your ability to view, enter, edit, and delete pledge credit and debit memos is controlled by the *Fundraising Authorization level* ("Authorization levels for pledge credit and debit memos") assigned to you.

Viewing pledge adjustments in the Customer Portfolio

You can view adjustments to pledges in the **Donor History Detail** window, accessible from the **Donor History** sub-tab of the **Fundraising** history tab. When you view pledge adjustments through the **Donor History Detail** window, you can see the date and total amount of the adjustment, and the items to which it was applied.

Note: You can also look for SALES activities in the **Activities-All** tab. A SALES activity is created for each line item of a pledge credit memo.

To view a customer's SALES activities

1. Find the customer record using the Customer Portfolio.
2. Select the **Activities - All** tab.
3. Select **SALES** from the drop-down list displayed on the right side of the **Activities - All** tab.
4. Double-click a line item to display the detailed information for the line item on the **Activity Detail** window.

Working with credit memos

You can process reversals of an entire pledge, which may contain one or more installment records, on the **Enter and edit pledge credit memos** window, or you can reverse a single line item.

Credit memos make adjustments that reduce or reverse normal open accounts receivable (AR) items.

Use credit memos for the following tasks:

- To write off an open item that cannot be collected
- To reduce or reverse a line item charge
- To reverse a previously entered transaction

See *To view pledge history after a pledge credit memo is issued* (see "[Viewing pledge adjustments in the Customer Portfolio](#)") for information on viewing a customer's pledge history in the **Fundraising History** window after a pledge credit memo has been issued.

Enter and edit pledge credit memos window

Enter and edit pledge credit memos

New Open Edit Delete Find

Transaction Mr. Charles P. Better, LLM Type A Associate Member
 Date 07/02/2002 Sales Manager Status A
 ID 123 Software Distributors
 Pledge Date 07/02/2002 123 Computer Avenue
 Dallas, TX 75555-5432

Current Pledge Balance 250.00
 Total Adjustment 125.00
 Adjusted Pledge Balance 125.00

Inv. Date	Installment Date	Inv. #	Description	Balance	Amount Adj.	Credit
07/02/2002	07/02/2002	R62	Pledges Inst# 1	250.00	125.00	<input checked="" type="checkbox"/>

Batch ID 100

Print Find Pledge Adjust All Save Cancel

From **Fundraising**, select **Enter and edit adjustments > Pledge credit memos**

Transaction

Displays the completed transaction number. You can click **Open** and enter the transaction number to look up an existing credit memo transaction.

Date

Displays the batch date or current system date. You can override this date if batch control is not enabled. You can click **Open** and enter the transaction date to look up an existing credit memo transaction.

ID

Enter the **ID** of the customer whose record is being adjusted.

Pledge Date

Displays the date of the selected pledge.

Current Pledge Balance

Displays the total balance due for all installment invoices.

Total Adjustment

Displays the total amount of the pledge credit memo adjustment for the selected line items.

Adjusted Pledge Balance

Displays the remaining pledge balance after the pledge credit memo adjustment (the difference between the **Current Pledge Balance** and **Total Adjustment** fields).

Inv Date

Displays the invoice date of the pledge transaction (displays all Invoice.INVOICE_DATE fields associated with the **Transaction**).

Installment Date

Displays the date of each installment transaction (displays all Invoice.INSTALL_BILL_DATE fields associated with the **Transaction**).

Inv #

Displays the invoice number of each installment transaction (displays all Invoice.INVOICE_NUM (if non-zero, else a concatenation of 'R' and Invoice.REFERENCE_NUM) fields associated with the **Transaction**).

Description

Displays a description of the pledge transaction (displays all Invoice.DESCRPTION fields associated with the **Transaction**).

Balance

Displays all Invoice.BALANCE fields associated with the **Transaction**.

Amount Adj

This is the dollar amount to be adjusted from this line item. Entering an amount in this field automatically enables the **Credit** checkbox.

Credit

Enable this checkbox for the line item that will receive the credit memo. If you enter an amount in the **Amount Adj** field and press **Tab**, the **Credit** checkbox is automatically enabled. If you enable this checkbox without entering a value in the **Amount Adj** field, the **Amount Adj** field is automatically populated to offset the remaining pledge installment balance, resulting in a net pledge installment balance of zero.

Batch ID

Displays the ID of the batch associated with the selected line item if batch control is enabled.

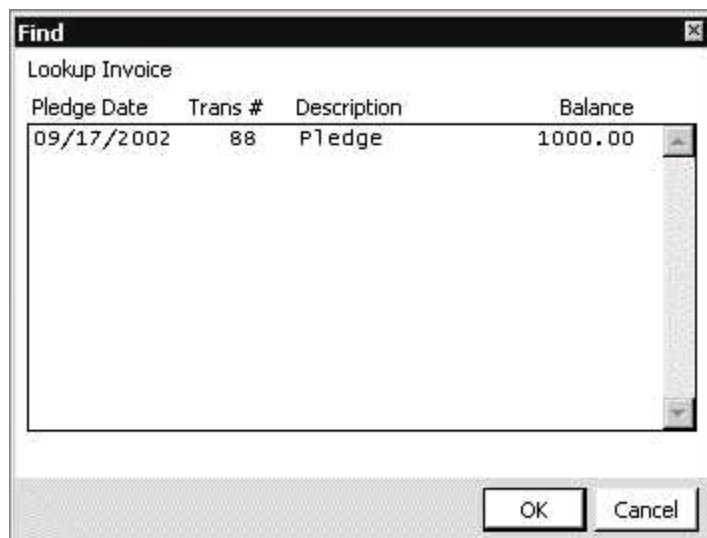
Find Pledge

Enables you to find the pledges for the current donor **ID**. This button is only enabled after clicking **New** and entering a donor **ID**.

Adjust All

Enables you to issue a credit memo against all installments associated with a pledge that have a non-zero balance.

Find window



From **Fundraising**, select **Enter and edit adjustments > Pledge credit memos** or **Enter and edit adjustments > Pledge debit memos**, click **New**, enter a donor ID, and click **Find Pledge**

Pledge Date

Displays the Invoice.INVOICE_DATE of any invoice with common Invoice.ORIGINATING_TRANS_Nums.

Trans

Displays the Invoice.OPRIGINATING_TRANS_NUM for the pledge.

Description

Displays the word **Pledge**.

Balance

Displays the sum of Invoice.BALANCE for all invoice records equal to the Invoice.ORIGINATING_TRANS_NUM.

Line items are summary information and are displayed in descending order by **Pledge Date** and then in descending order by **Trans #** within date from the following:

- Invoice.SOURCE_SYSTEM is equal to FR.
- Invoice.INSTALL_BILL_DATE is not null.
- Invoice.ORIGINATING_TRANS_NUM is the same for all **Trans #**s.

To enter a pledge credit memo

1. From **Fundraising**, select **Enter and edit adjustments > Pledge credit memos** to display the **Enter and edit pledge credit memos** window.
2. Click **New**.
3. The **Date** field defaults to:
 - The batch date if batch control is enabled. If an active, open batch is not selected, the **Open Batches** window opens. After selecting or creating a batch, click **New** on the **Enter and edit pledge credit memos** window again.

- The system date if batch control is not enabled. If you override the system date, the new date becomes the default date for new credit memos until the **Enter and edit pledge credit memos** window is closed and reopened.
- 4. Enter the donor ID in the **ID** field, or click the **lookup icon** to select a donor ID, and press **Tab**. After the **ID** field is populated and **Tab** is pressed, an address block for the customer displays in the **Enter and edit pledge credit memos** window and the **Type** and **Status** fields are populated.
- 5. Click **Find Pledge** to display the **Find** window.
- 6. Select the pledge to be adjusted and click **OK**.
- 7. Use one of the following methods to specify the credit memo adjustment:
 - Click **Adjust All** to issue a credit memo against all installments associated with a pledge that have a non-zero balance.
 - Select the **Credit** checkbox to credit specific line items. *For example*, enable the **Credit** option for invoice number **R65** and the full amount displays in the **Amount Adj** field for this invoice number.
- 8. Enter the amount to credit in the **Amount Adj** field for the line item. *For example*, enter **25.00** in the **Amount Adj** field for invoice number **R64** and press **Tab**. This will automatically enable the **Credit** checkbox for this line item.
- 9. Click **Save**. The total amount of the credit memo displays in the **Total Adjustment** field.

Note: Line items that were not adjusted are no longer displayed in the **Enter and edit pledge credit memos** window after you click **Save**.

To apply credit memos to multiple funds

To apply credit memo adjustments to multiple funds for a split gift, use the AR/Cash **Enter and edit credit memos** window.

1. From **AR/Cash**, select **Enter and edit transactions > Credit memos** to display the **Enter and edit credit memos** window.
2. Click **New**.
3. Enter the donor ID in the **ID** field, or click the **lookup icon** to select a donor ID.
4. Enter the transaction number in the **Invoice#** field and press **Tab**, or press **Ctrl+L** to look up a transaction number. The split gifts per fund pertaining to this gift or pledge display.
5. Enter the distribution or premium code in the **Product** field, or click the **lookup icon** to select a distribution or premium, and press **Tab**.

Note: If more than one distribution is assigned to the same fund, only one line displays for the fund, showing the combined charges for these distributions. You must know the distribution or premium code that you wish to adjust and its value per the installment invoice.

6. Enter **1** in the **Quantity** field.
7. Enter the credit memo adjustment amount in the **Unit Price** field.
8. (optional) Repeat to apply a credit memo adjustment to additional distributions or premiums.
9. Click **Save**.

Working with debit memos

Debit memos have the opposite effect of credit memos, increasing the balance of open accounts receivable items.

Use debit memos for the following tasks:

- To increase or add a line item charge
- To bring a credit balance to zero due to an overpayment, credit memo, or cancellation transaction

Enter and edit pledge debit memos window

Enter and edit debit memos

New
Open
Edit
Delete

Date 10/08/2002
Transaction 95

Id 135
Mr. Stephen M. Ross
International Book Publishers
Type NM
Non Member

Ref/PO
Terms
Invoice# R68
Invoice Balance 500.00

Description Pledges Inst# 1

Product	GL Account	Description	Quantity	Unit Price	Ext Amt
BLDG	1-4000	Distribution to the BLDG Fund	1.00	125.00	125.00
BLDG	1-4000	Distribution to the BL	1.00	125.00	125.00
GEN	1-4250	General Distribution	1.00	125.00	125.00

OrgCode	Charges	Credits	Bal	Entered	NewBal
BLDG	250.00		250.00	125.00	2
GEN	250.00		250.00	125.00	2

250.00
<= OrgCode
breakdown of Invoice

Transaction	Date	Amount	Name
95	10/08/2002	250.00	Mr. Stephen M. Ross, International Book Publishers

From **Fundraising**, select **Enter and edit adjustments > Pledge debit memos**

Transaction

Displays the completed transaction number. You can click **Open** and enter the transaction number to look up an existing debit memo transaction.

Date

Displays the batch date or system date. You can override this date if batch control is not enabled. You can click **Open** and enter the transaction date to look up an existing debit memo transaction.

ID

Enter the **ID** of the customer whose record is being adjusted.

Pledge Date

Displays the date of the selected pledge.

Current Pledge Balance

Displays the total balance due for all installment invoices.

Total Adjustment

Displays the total amount of the pledge credit memo adjustment for the selected line items.

Adjusted Pledge Balance

Displays the remaining pledge balance after the pledge credit memo adjustment (the sum of the **Current Pledge Balance** and **Total Adjustment** fields).

Inv Date

Displays all Invoice.INVOICE_DATE fields associated with the **Transaction**.

Installment Date

Displays the date of each installment transaction (displays all Invoice.INSTALL_BILL_DATE fields associated with the **Transaction**).

Inv #

Displays the invoice number of each installment pledge transaction (displays all Invoice.INVOICE_NUM (if non-zero, else a concatenation of 'R' and Invoice.REFERENCE_NUM) fields associated with the **Transaction**).

Description

Displays a description of the pledge transaction (displays all Invoice.DESCRPTION fields associated with the **Transaction**).

Balance

Displays all Invoice.BALANCE fields associated with the **Transaction**.

Amount Adj

This is the dollar amount to be adjusted from this line item. Entering an amount automatically enables the **Credit** checkbox.

Debit

Enable this checkbox for the line item that will receive the debit memo. If you enter an amount in the **Amount Adj** field and press **Tab**, the **Debit** checkbox is automatically enabled. If you enable this checkbox without entering a value in the **Amount Adj** field, the **Amount Adj** field is automatically populated to offset the remaining pledge installment balance, resulting in a net pledge installment balance of zero.

Batch ID

Displays the ID of the batch associated with the selected line item.

Find Pledge

Enables you to find the pledges for the current donor **ID**. This button is only enabled after clicking **New** and entering a donor **ID**.

Adjust All

Enables you to issue a debit memo against all installments associated with a pledge that have a non-zero balance. This button is only enabled when the total pledge balance is negative.

To enter a pledge debit memo

1. From **Fundraising**, select **Enter and edit adjustments > Pledge debit memos** to display the **Enter and edit pledge debit memos** window.
2. Click **New**.
3. The **Date** field defaults to one of the following:
 - If batch control is enabled, the **Date** field defaults to the batch date. If an active, open batch is not selected, the **Open Batches** window opens. After selecting or creating a batch, click **New** on the **Enter and edit pledge debit memos** window again. You cannot override the date if batch control is enabled.
 - If batch control is not enabled, the **Date** field defaults to the system date. You can override this date. If you override the system date, the new date becomes the default date for new debit memos until the **Enter and edit pledge debit memos** window is closed and reopened.

4. Enter the donor ID in the **ID** field, or click the **lookup icon** to select a donor ID, and press **Tab**. After the **ID** field is populated, an address block for the customer displays in the **Enter and edit pledge debit memos** window and the **Type** and **Status** fields are populated.
5. Click **Find Pledge** to display the **Find** window.
6. Select the pledge installment for the pledge debit memo adjustment.
7. Click **OK**.
8. Use one of the following methods to specify the debit memo adjustment:
 - Click **Adjust All** to select all line items with a balance to debit. The full amount displays in the **Amount Adj** field for each line item, the **Debit** checkbox is selected for each line item with a balance, and the total amount of all debit memo adjustments displays in the **Total Adjustment** field. The **Adjust All** button is only enabled if the total pledge balance is negative.
 - Select the **Debit** checkbox to debit specific line items. *For example*, enable the **Debit** checkbox for invoice number **R65** and the full amount displays in the **Amount Adj** field for this invoice number.
 - Enter the amount to debit in the **Amount Adj** field for the line item. *For example*, enter **25.00** in the **Amount Adj** field for invoice number **R64**. This will automatically enable the **Debit** option for this line item.
9. Click **Save**. The total amount of the debit memo displays in the **Total Adjustment** field.

Note: Line items that were not adjusted are no longer displayed in the **Enter and edit pledge debit memos** window after you click **Save**.

To apply debit memos to multiple funds

To apply a debit memo to multiple funds for a split gift, use the AR/Cash **Enter and edit debit memos** window.

1. From **AR/Cash**, select **Enter and edit transactions > debit memos** to display the **Enter and edit debit memos** window.
2. Click **New**.
3. Enter the donor ID in the **ID** field, or click the **lookup icon** to select a donor ID.
4. Enter the transaction number in the **Invoice#** field and press **Tab**. The split gifts per fund for the transaction display.
5. Enter the distribution or premium code in the **Product** field, or click the **lookup icon** to select a distribution or premium, and press **Tab**.

Note: If more than one distribution is assigned to the same fund, only one line displays for the fund, showing the combined charges for these distributions. You must know the distribution or premium code that you wish to adjust and its value per the installment invoice.

6. Enter **1** in the **Quantity** field.
7. Enter the debit memo amount in the **Unit Price** field.
8. (optional) Repeat to apply the debit memo to additional distributions or premiums.
9. Click **Save**.

About finding credit and debit memos using multiple search criteria

If more than one search criterion is specified, *iMIS* will search on the specified criteria in the following order:

1. **Transaction** field (if populated) and ignore the other search criteria
2. **Date** field (if populated) and ignore the **ID** field

3. ID field, if both the **Transaction** and **Date** fields are blank

To find a pledge credit or debit memo

1. From **Fundraising**, select **Enter and edit adjustments > Pledge credit memos** or **Enter and edit adjustments > Pledge debit memos**.
2. Click **Open**.
3. Enter one or more search values in the criteria fields:

- ☐ **Transaction**
- ☐ **Date**
- ☐ **ID**

4. Press **Enter**.

iMIS verifies that the search criteria are valid entries. Transactions that meet the criteria must have a source system of FR and a journal type of CM or DM.

- ☐ If one or more matching transactions are found, the most recent transaction that meets the criteria is displayed. If more than one transaction meets the criteria, the message **Multiple Transactions Found** is displayed at the bottom of the window. Use **Previous** and **Next** to view additional transactions.
- ☐ If no matching transactions are found, a message informs you that there are no matching transactions.

To edit a pledge credit or debit memo

You can edit a pledge credit or debit memo only if it has not been exported through the General Ledger interface, and the batch containing the pledge credit or debit memo is open. After a pledge credit or debit memo has been exported through the General Ledger interface and the Trans.POSTED_FLAG field is equal to 4, you cannot edit the pledge credit or debit memo.

1. From **Fundraising**, select **Enter and edit adjustments > Pledge credit memos** or **Enter and edit adjustments > Pledge debit memos**.
2. Open an existing pledge credit or debit memo.
3. Click **Edit**.
 - ☐ If batch control is enabled but the batch that contains the pledge credit or debit memo is not currently selected but is still in the open state, *iMIS* displays a message indicating that the batch must be changed before the memo is deleted. Click **Yes** to change the batch.
 - ☐ If the batch that contains the pledge credit or debit memo is no longer in the open state, a warning message displays indicating that the batch cannot be edited because it is not in an open state. Click **OK**.
4. Edit the **Amount Adj** fields as needed.
5. Click **Save**.

To delete a pledge credit or debit memo with batch control enabled

You can delete a pledge credit or debit memo only if it has not been exported through the General Ledger interface, and the batch containing the pledge credit or debit memo is open. After a pledge credit or debit memo has been exported through the General Ledger interface and the Trans.POSTED_FLAG field is equal to 4, you cannot delete the pledge credit or debit memo.

1. From **Fundraising**, select **Enter and edit adjustments > Pledge credit memos** or **Enter and edit adjustments > Pledge debit memos**.
2. Open an existing pledge credit or debit memo.

3. Click **Delete**.

- If the batch that contains the pledge credit or debit memo is still open but is not currently selected, *iMIS* displays a message indicating that the batch must be changed before the memo is deleted. Click **Yes** to change the batch.
- If the batch that contains the pledge credit or debit memo is no longer in the open state, *iMIS* displays a message indicating that the batch must be changed before the memo is deleted. If you click **Yes**, a warning message displays indicating that the batch cannot be edited because it is not in an open state. Click **OK**.

4. A system message prompts you to confirm the deletion. Click **Yes** to delete.

Entering appeal expenses

You can track expenses associated with appeals to help determine how much money was raised with each appeal. Enter appeal expenses in the **Set up appeal expenses** window.

Set up appeal expenses window

Set up appeal expenses

New Open Edit Delete

Appeal

BOOK-Annual Bo
TELE-Spring Te

Rec # 1 Date 06/20/2002

Amount 5.00

Expense Type PHONE Telephone Expenses

Campaign ANNUAL

Fund GEN

Expenses

Expenses
06/20 PHONE 5.00

5.00

Description

Description
Calls to regional offices.

From **Fundraising**, select **Set up appeal expenses**

Appeal

Lists all available appeals.

Rec #

Displays the number of the record associated with the appeal expense. *For example*, if this is the second appeal expense you entered, the number **2** displays in this field after you click **Save**.

Date

Displays the date the expense was entered. The default date is the current system date. You can override the date by entering a new date.

Amount

Enter the amount of the appeal expense.

Expense Type

Enter the type of expense associated with the appeal.

Campaign

(optional) Enter the campaign associated with the appeal expense. If a **Campaign** code is specified for the appeal, the **Campaign** field on the **Set up appeal expenses** window is automatically populated with this campaign code. You can enter a different **Campaign** code on the **Set up appeal expenses** window if needed.

Fund

Enter the fund associated with the appeal expense. If a **Fund** code is specified for the appeal, the **Fund** field on the **Set up appeal expenses** window is automatically populated with this fund code. You can enter a different **Fund** code on the **Set up appeal expenses** window if needed.

Expenses

Lists all expenses associated with the appeal.

Description

(optional) Enter a description of the appeal expense.

To add an appeal expense

1. From **Fundraising**, select **Set up appeal expenses** to display the **Set up appeal expenses** window.
2. Select the appeal.
3. Click **New**.
4. If the expense was incurred on a date other than the current system date, enter the date in the **Date** field.
5. Enter the expense **Amount**.
6. Enter the **Expense Type**, or click the **lookup icon** to select the expense type.
7. Enter the **Campaign** code, or click the **lookup icon** to select the campaign code.
8. Enter the **Fund** code, or click the **lookup icon** to select the fund code.
9. (optional) Enter a brief description of the expense in the **Description** area.
10. Click **Save**.

Edit an appeal expense

1. From **Fundraising**, select **Set up appeal expenses** to display the **Set up appeal expenses** window.
2. Select the appeal.
3. Select the expense to be edited.
4. Click **Edit**.
5. Make the changes to the appeal expense.
6. Click **Save**.

Delete an appeal expense

1. From **Fundraising**, select **Set up appeal expenses** to display the **Set up appeal expenses** window.
2. Select the appeal.
3. Select the appeal expense to be deleted.

4. Click **Delete**. A confirmation message displays.
5. Click **Yes**.

Fundraising Event Registrations

Registering for a fundraising event

After you define an event and its associated functions and function fees, you can begin registering individuals for the event. Register individuals for events in the **Events > Register a customer** window.

Note: After a registration has been entered for a function, the **Entity Code** field is display-only in the **Event Function Definition** window and the **Entity Code** cannot be changed.

Register a customer window - Overview tab

The screenshot shows the 'Register a customer' window with the 'Overview' tab selected. The window is divided into several sections:

- Order Summary:**
 - Order: 0
 - Date: 01/09/2006
 - Source Code:
 - Event: SCHOOLAID (Annual Schoolaid Event 07/15/2006 - 07/18/2006)
- Registrant Summary:**
 - ID: 135
 - Class: NM
 - Status:
 - Buttons: Add, Transfer/Substitute
- Payment Summary:**
 - Charged: 110.00
 - Total: 110.00
 - Paid: 0.00
 - Balance: 110.00
 - Purchase Order:
 - Bill To: 10740
- Function List:**

Function	Qty	Price
Effective Mentoring	1	
** The Childrens Break	1	77.00
** Coats for Kids	1	33.00
Effective Mentoring	1	

At the bottom, there is a legend: ** = Fund Raising Function * = On Wait List. Buttons for 'View Roster' and 'Letter' are also present.

From **Events**, select **Register a customer**, and select the **Overview** tab

Order Summary

- **Order** - Displays a system generated order number for the event registration.
- **Event** - Specifies the event code. The event name and dates are displayed below this field.
- **Date** - Specifies the registration date. The default date is the current system date, or the batch date if batch control is enabled.
- **Source Code** - Specifies the source code to be used for response tracking. This maps to Appeal Code in Campaign Management.

Registrant Summary

- **ID** - Specifies the registrant's identification number. The system displays the registrant's full name, title, and customer type in the data area above the **Overview** tab.
- **Add** - Opens the **Attendee** tab so that you can enter a customer information for someone who is not listed in the *iMIS* database.

- **Transfer/Substitute** - Enables you to transfer a registration from one event to another, or to substitute one registrant for another for a specific event.
- **Class** - Designates the registration class. The field defaults to either **M** for member or **NM** for nonmember. The class type's description is shown to the right of the field.
- **Status** - Designates the cancel/transfer status of a registration. **C** designates a cancelled registration and **CT** designates a transferred registration. The field is blank if the registration has not been canceled or transferred.

Payment Summary

- **Charged** - Displays the total amount charged for any applicable event fees.
- **Taxes** - (International Taxation only) Displays the total amount of applicable taxes.
- **Total** - Displays the total amount charged for the event registration excluding any applicable taxes.
- **Paid** - Displays the amount paid to date towards the total charge for the event registration.
- **Balance** - Displays the total outstanding balance for the event registration.
- **Purchase Order** - Specifies a purchase order number or other reference number.
- **Bill To** - Designates a third party responsible for paying for the registration.

Function

Select a specific function from the list of available event functions. If the function title is longer than the display field, the complete function name will be shown in the status bar at the bottom of the window.

Qty

Enter the number of registrants per function. If a registrant is bringing guests to an event, enter the correct number of registrants for each function.

Price

Designates the attendance cost for the selected event function.

Tax Code

(VAT only) Designates the tax code defined for the selected event function.

VAT

(VAT only) Displays the tax code's tax rate.

View Roster

Opens the **Event Roster** window which shows all registrants and their registration status.

Letter

Opens the **Meeting Standard Letters** window.

To enter an event registration

1. Select **Events > Register a customer** to open the **Register a customer** window.
2. Select the **Overview** tab.
3. Click **New**.
4. Enter an **Event** code or use the lookup icon to look up an event code.
5. Enter the registrant's **ID** (use the lookup icon to look up an ID). The registrant's name and address information will be shown on the **Register a customer** window.

If the registrant does not have a record in the database, click **Add** to open the **Attendee** tab and enter the registrant's information:

1. (required) Enter the registrant's **First** and **Last** name.
2. (Required if adding a new customer to the database) Enable the **Add to Master** option to create an ID for the customer and add the customer record to the database.
3. (Recommended) Enter additional information to complete the customer's record including company, address, and phone information.
4. Select the **Overview** tab.
6. (optional) Enter the **Date**. The date defaults to the batch date if Batch Control is used; otherwise, the date defaults to the current system date.
7. (optional) Enter the **Source Code** for the registration.
8. (optional) Override the **Class** code, if necessary.
9. (optional) Enter the **Payment Summary** information:
 1. Enter a **Purchase Order** number if there is one.
 2. Enter the **Bill To** ID if it is different from the registrant's ID (use the lookup icon to look up an ID).
10. Register for event functions:
 1. Double-click on a function title in the list of functions.
The function title is shown in the **Function** box.
 2. Enter the number of registrants in the **Qty** field.
The registration price is shown in the **Price** box.
 3. (optional) Override the function price if necessary by typing in a new price.
 4. Repeat for each event function the registrant wants.
11. Click **Save**.

Entering event payments

Make event registration payments in the **Payments** tab of the **Register a customer** window.

Register a customer window - Payments tab

Overview	Attendee	Other	Payments	Badges	Function Note	Account info	
Check/CC	MAESTRO	CC #	*****1234	Exp	*****	CSC	***
	Name on CC	Douglas A. Hunt		Authorize	123		
Payment Amount	695.00	Ref/PO		Terms	30		
Balance	-695.00	More Payments		Issue #	88	Issue Date	12/04

From **Events**, select **Register a customer**, and select the **Payments** tab

Check/CC

Specifies the check number or credit/debit card code. Codes are defined on the **Set up cash accounts** window in AR/Cash.

Payment card fields

- **CC #**

(Required when a credit/debit card code is entered in the **Check/CC** field) Specifies a credit/debit card number. When a payment is saved, all but the last four digits of the card number are masked.

- **Exp**

(Required when a credit/debit card code is entered in the **Check/CC** field) Specifies a credit/debit card expiration date (mm/yy). When a payment is saved, the expiration date is masked.

- **CSC**

(Displayed when a European debit card code is entered in the **Check/CC** field and the associated card authorization account uses the **Other** gateway and accepts a CSC number for deferred authorization) Specifies the European debit card CSC number. When a payment is saved, the CSC number is masked.

- **Name on CC**

Enter the name on the credit/debit card.

- **Authorize**

(Displayed when a credit/debit card code is entered in the **Check/CC** field) Specifies an authorization code for the credit/debit card.

- **Issue #**

(Displayed when a European debit card code is entered in the **Check/CC** field and the associated cash account accepts an issue number) Specifies the European debit card issue number.

- **Issue Date**

(Displayed when a European debit card code is entered in the **Check/CC** field and the associated cash account accepts an issue date) Specifies the European debit card issue date (mm/yy).

Note: If **Advanced PCI Compliance** (see "Implementing Advanced PCI Compliance options") > **Do not retain cardholder information** is enabled, *iMIS* saves transactions without cardholder data and shows only gateway reference number and authorization code fields.

Payment Amount

Specifies the amount of the check or credit/debit card payment.

Ref/PO

(optional) Specifies a reference or purchase order number.

Terms

(optional) Specifies the terms for the payment, *for example*, 30 or 60 days.

Balance

Displays any outstanding balance.

More Payments

Opens the **Payments** window. The **Payments** window is used to track additional payments made for a registration.

To enter an event payment

1. Enter an event registration.

2. Select the **Payments** tab of the **Register a customer** window.
3. Enter the check number or credit card type in the **Check/CC** field and press **Tab**. For a payment by credit or debit card, enter the card information.
4. Enter the **Payment Amount**.
5. (optional) Enter the **Ref/PO**.
6. (optional) Enter the **Terms**, or select the terms from the drop-down list.
7. Click **Save**.

Event GIFT and MEETING activities

Two types of activity are created as a result of event registration fees. A GIFT activity is created for each fundraising function fee when a customer registers, whether or not payment is made. A MEETING activity is created when the event is closed, in the amount of the customer's paid registration fees.

When a customer registers for an event, fundraising function fees are counted as gifts, with the gift date equal to the registration date. These event gifts can be viewed in the Customer Portfolio **Fundraising** history tab.

Event items in Customer Fundraising history tab

Fundraising event function registrations are shown on the **Fundraising** history tab with the type **Gift** and the source code **Event**.

Note:

- The Gift Date listed for fundraising functions on the **Summary** and **Donor History** sub-tabs is the event registration date.
- The **Amount Paid** and **Balance** for Event Gifts always equals 0. The **Donation** amount always equals the total registration cost of the Fundraising items in the event registration.
- If there is more than one campaign, fund, or function in the event registration, these are shown as **split** in their respective columns on the **Donor History** sub-tab. The details of split items are shown on the **Donor History Detail** report.

Donor 16516 - Janis Bagshaw				
Date 10/7/2005				
Invoice Ref. # 1136				
Amount 100.00				
Fund	Campaign	Appeal	Distribution/Product/Function	Amount
AF			CONFS/TIPS	30.00
CAP			CONFS/WELCOME	35.00
END			CONFS/BREAK	35.00
				100.00

A Donor History Detail listing split event gifts

The **Donor Recognition** sub-tab includes any donor clubs received for Fundraising event function registrations.

Event Gifts are included in the Gift Portfolio

Registration fees for Fundraising event functions are included in the Gift Portfolio as Gifts.

* Enter and edit gifts							
New		Open		Edit		Delete	
Donor		Address		Pledges		Gifts	
10145		2612 Clubhouse Dr		Largest	5000.00	Largest	10000.00
Bill Bretschneider		Paulsboro, NJ 08066-2111		Last	04/10/2005	Last	10/29/2003
609-848-3973				Lifetime	5000.00	Lifetime	12500.00
				Balance	5000.00		

The Gift Portfolio now includes Fundraising event function fees and Dues products in the Gifts section

Note: Event registrants do not have to exist in the iMIS customer database, but entering them in the database will result in more accurate information in donation reports.

Campaign Management and function fees

Registrations for fundraising functions that have been assigned a campaign code from Campaign Management are counted as responses for the appropriate campaign. One registration for multiple functions of the same event counts as one response. If a fundraising function is added to an existing registration, it counts as an additional response. If a fundraising function is removed from a registration, responses are not affected, but revenue is (see following).

Registration fees for fundraising functions are counted as revenue for the campaign. If fundraising functions are added to a registration, campaign revenues are increased. If fundraising functions are removed from a registration, campaign revenues are decreased.

Note: Campaign Management counts registration signup activity, not registration payments, when tracking event campaign responses and revenue.

Donor clubs and function fees

Registration fees for fundraising functions are counted towards donor club membership.

To view donor club activities achieved through event registrations

1. Load the customer's record in the **Manage customers** window.
2. Select the **Fundraising** history tab.
3. Select the **Donor Recognition** sub-tab.

The donor club activities for that donor are displayed.

Fundraising History

You can view customer fundraising activities and history through the donor's customer record: select **Customers > Manage customers > Fundraising tab**.

The **Fundraising** tab shows summarized and detailed fundraising information and provides access to essential Fundraising features: entering new gifts, printing a fundraising profile, and managing requests.

Note: If your administrator has *set up access keywords* (see "Access Keywords in Customers"), you may not be able to view the **Fundraising** tab.

Customers Fundraising tab

You can view customer fundraising activities and history through the donor's customer record: select **Customers > Manage customers > Fundraising tab**.

The **Fundraising** tab contains summarized and detailed fundraising information, and provides access to commonly used Fundraising module features such as entering new gifts, printing a fundraising profile, and viewing, entering and editing requests.

Note: The values in the **Pledge Amount** column reflect the *net* pledge amount, including credit and debit memos that have been applied to the pledge since its initiation. This also applies to meeting gifts and pledges.

The **Fundraising** history tab has four sub-tabs:

- **Summary** (see "[Fundraising tab - Summary sub-tab](#)")
- **Donor History** (see "[Fundraising tab - Donor History sub-tab](#)")
- **Donor Recognition** (see "[Fundraising tab - Donor Recognition sub-tab](#)")
- **Requests** (see "[Fundraising tab - Requests sub-tab](#)")

Tab buttons add one-click access

Three buttons on the Fundraising tab provide convenient access to relevant features.

- **New Gift** - Takes you straight to the **Enter and edit gifts** window, with the member ID already filled in.
- **Refresh** - Refreshes data on the Fundraising history sub-tabs after you change filter criteria.
- **Print** - Prints the Fundraising Profile report without having to leave the current tab.

For configuration help, see **Customers: Set up fundraising**.

Note: If your administrator has *set up access keywords* (see "Access Keywords in Customers"), you may not be able to view the **Fundraising** tab.

About Fundraising history filters

You can filter the information shown on the **Fundraising** history sub-tabs by several different criteria including donation date, donation type, donation source (module), campaign, fund, and distribution/product/function.

After you set filters, you must click **Refresh** to update tab data.

Note: You can filter the data shown on the **Summary** sub-tab using the filters on the **Donor History** sub-tab, but the filters on the **Summary** tab will not affect the data shown on the **Donor History** sub-tab.

About soft credit history

A soft credit is a credit for a behind-the-scenes individual who is responsible for helping obtain a gift or pledge, but who is not listed as the donor. For matching gifts, soft credit is given to the original gift donor and is displayed on the **Enter and edit gifts** window for the matching transaction and in the original donor's Fundraising history on the **Donor History sub-tab** (see "[Fundraising tab - Donor History sub-tab](#)").

Note: You must select the **Soft Credits** checkbox in the filters area to view soft credits.

Fundraising tab - Summary sub-tab

You can view a summary of a customer's fundraising history by clicking the **Summary** sub-tab on the **Fundraising** history tab. The **Summary** sub-tab presents the donor's **Recent Giving History** and **Giving Trends**.

Note: The **Year** column in the **Giving Trends** section lists transactions by fiscal year if you have defined a fiscal year in *iMIS*.

Calls	Letters	Roster	AR/Cash	Billing	Events	Orders	Exposition	Certification	Relationships	Role	Fund Raising	Matching
-------	---------	--------	---------	---------	--------	--------	------------	---------------	---------------	------	---------------------	----------

Summary	Recent Giving History				Giving Trends			
Donor History	YTD Total Giving 0.00				Lifetime Total 55,445.00 since 12/29/2000			
Donor Recognition	Show last 5 Donations				Largest 55,000.00 on 12/30/2003			
Requests					Show 3 year(s)			
New Gift	Date	Amount	Type	Source	Year	Amount	Average	% +/-
Refresh	12/30/2003	55,000.00	Gift	Fund Raising	2004	55,000.00	55,000.00	54900%
Print	10/17/2002	100.00	Gift	Fund Raising	2002	100.00	100.00	-17%
	12/31/2001	120.00	Gift	Fund Raising	2001	120.00	120.00	-47%
	12/29/2000	225.00	Gift	Fund Raising				
	Total 55,445.00				Total 55,220.00			

From **Customers**, select **Manage customers > Fundraising > Summary**

Recent Giving History

You can control the information shown in the **Recent Giving History** section by entering a number in the **Show last** field and selecting a type of donation (**Donations**, **Gifts**, **Pledges**) from the drop-down list.

- **YTD Total Giving** - Displays the amount the customer has donated in the current year
- **Show last __ Donations | Gifts | Pledges** - Specifies the number and type of the donations shown.
- **Donations** - Includes both gifts and pledges
- **Gifts** - Donations which are collected at the time they are promised
- **Pledges** - Donations which are promised but are collected at a later date

Recent Giving History data grid

- **Date** - Displays the donation date.
- **Amount** - Displays the donation amount.
- **Type** - Displays the donation type (Gift or Pledge).
- **Source** - Displays the module in which the donation originated (usually Fundraising, Events, or Billing)

Giving Trends

You can filter the number of years shown in **Giving Trends** by entering a number in the **Show [number] year(s) giving data**. Click **Refresh** to make your filters take effect.

- **Lifetime Total ... since** - Displays the total of donations on record for the customer and the date of the first donation.
- **Largest ... on** - Displays the largest single donation that the customer has made and its donation date.
- **Show __ year(s)** - Specifies how many years of summarized donations are displayed in the summary.

Giving Trends data grid

- **Year** - Displays the year summarized
- **Amount** - Displays the total donations for that year
- **Average** - Displays the average amount of each donation
- **%+/-** - Displays the percentage increase or decrease from the previous year's donations.

Fundraising tab - Donor History sub-tab

You can view a detailed history of a customer's Fundraising activities by clicking the **Donor History** sub-tab on the **Fundraising** history tab.

The **Donor History** sub-tab enables you to select which data is displayed and to drill down on specific donations. You can filter the records shown using the following criteria:

- **Date From through** - designates a date range for donation data
- **Amount From through** - designates amount of donations
- **Campaigns** - designates one or more campaigns
- **Funds** - designates one or more funds
- **Distribution/Product/Function** - designates one or more distribution/product/or function types
- **Show** - designates which types of gifts are shown. Choose from: Outright Gifts, Pledges, Include Pledge Payments
- **Include** - designates which of the following are included: Soft Credits, Matching Gifts, In Kind, Completely Written Off Donations
- **Include these source types** - designates which of the following donation sources are included: Fundraising, Events, Dues

After you choose your filtering criteria, click **Refresh** to update the records shown.

The screenshot shows the 'Donor History' sub-tab interface. On the left, there are buttons for 'New Gift', 'Refresh', and 'Print'. The main area contains filter sections for 'Date', 'Amount', 'Campaigns', 'Funds', 'Distribution/Product/Function', and 'Show'. Below these are checkboxes for 'Include' and 'Include these source types'. At the bottom, a table displays donation records with columns for Date, Type, Source, Campaign, Fund, Distribution/Product/Function, Total Donation, Amount Paid, Adj, and Balance. The table includes a summary row for 'Totals'.

Date	Type	Source	Campaign	Fund	Distribution/Product/Function	Total Donation	Amount Paid	Adj	Balance
1/1/2007	Pledge	Dues	CAPITAL	AF	PAC	20.00	0.00		20.00
12/29/2000	Gift	Fundraising	AC00	AF	YE	225.00	225.00		0.00
12/31/2001	Gift	Fundraising	AC01	AF	YE	120.00	120.00		0.00
12/30/2003	Gift	Fundraising	AC03	AF	YE	55,000.00	55,000.00		0.00
						Totals	55,745.00	55,725.00	20.00

Figure 2: Customers > Fundraising > Donor History sub-tab

From **Customers**, select **Manage customers > Fundraising > Donor History**

Filters

You can filter the records shown using the following criteria:

- **Date From through** - designates a date range for donation data
- **Amount From through** - designates amount of donations
- **Campaigns** - designates one or more campaigns
- **Funds** - designates one or more funds
- **Distribution/Product/Function** - designates one or more distribution/product/or function types

- **Show** - designates which types of gifts are shown. Choose from: Outright Gifts, Pledges, Include Pledge Payments
- **Include** - designates which of the following are included: Soft Credits, Matching Gifts, In Kind, Completely Written Off Donations
- **Include these source types** - designates which of the following donation sources are included: Fundraising, Events, Dues

Note: Filters do not take effect until you click **Refresh**. The date range determines whether or not a pledge displays. Only pledges dated within the date range will display. Regardless of date range, if a pledge does not appear, click **Include Pledge Payments**, and then click **Refresh**, and the total pledge payments for the pledges that are outside the date range are displayed at the bottom of the window.

You can see more details about any donation listed on the **Donor History** sub-tab by clicking the arrow to the left of the record. This opens the **Donor History Detail** window.

Donor History Sub-tab - Donor History Detail window

When you double-click a row in the Donor History sub-tab of the **Customers > Fundraising** tab, the **Donor History Detail** window shows in-depth information about a particular donation. It displays information about the transaction such as the donor ID, the transaction number, and the donation date.

It also includes, when applicable:

- Solicitor
- Soft credit information
- Fund, Campaign, Appeal, Distribution/Product/Function information.
- Notes entered at the time of donation
- Split gift income assignment details
- Credit/debit memo information
- Pledge installment and payment information
- Invoice or receipt information

Donor History Detail

Donor 156 - Mr. Peter L. Bachman

Date 1/1/2007

Trans. Number 27807

Amount 20.00

Fund	Campaign	Appeal	Distribution/Product/Function	Amount
AF	CAPITAL	YE	PAC	20.00
				20.00

Payment Details

Reference Date	Installment #	Receipt Date	Receipt #	Sched. Amt	Payments Balance
8603	1/1/2007	Activity Fee for the period from 10/01/2006 through 09/30/2007		20.00	20.00
				20.00	0.00 20.00

Figure 3: Donor History Detail

From **Customers**, select **Manage customers > Fundraising > Donor History**, and double-click a donation row

Fundraising tab - Donor Recognition sub-tab

You can view a customer's donor club history using the **Donor Recognition** sub-tab of the Customers **Fundraising** history tab.

Donor Recognition sub-tab

The Donor Recognition sub-tab lists the donor clubs for which the donor has qualified and the dates of the qualifying donations.

Summary		Date	Donor Club
Donor History		10/5/2005	PC - Presidents Club
Donor Recognition	▶	6/8/2004	IC - Inner Circle

From **Customers**, select **Manage customers > Fundraising > Donor Recognition**

Fundraising tab - Requests sub-tab

The Requests sub-tab shows the request history of the current donor. Double-click the arrow to view a request or to create a new request.

Summary		Transaction Date	Recurring Request	Request Type	Begin Date	End Date	Appeal	Solicitor	Requested Amount	Resulting Gift
Donor History										
Donor Recognition	▶	10/5/2005	No	SN	10/5/2005	10/5/2005	PER	101 HUNTER, ETHAN	2,500.00	0.00
Requests		3/5/2005	No	PERS	3/5/2005	3/5/2005	PER	101 HUNTER, ETHAN	10,000.00	11,000.0
		10/1/2004	No	AA	10/1/2004	10/1/2004	TM	101 HUNTER, ETHAN	5,000.00	0.00

From **Customers**, select **Manage customers > Fundraising > Requests**

Transaction Date

Displays the date on which the request was made.

Recurring Request

Displays whether the request was a recurring request.

Request Type

Displays the request type.

Begin Date

Displays the beginning of the requests active period.

End Date

Displays the end of the request's active period.

Appeal

Displays the fundraising appeal that the request is linked to.

Solicitor

Displays the solicitor that made the request.

Requested Amount

Displays the amount requested from the customer.

Resulting Gift

Displays the gift (if any) that the customer made in response to the request.

To view fundraising information in the Customers area

1. Load a customer record.

2. Click the **Fundraising** history tab.

The Fundraising history tab is displayed with the **Summary** sub-tab selected.

3. Select from the following sub-tabs:

- ☐ **Summary** (see "[Fundraising tab - Summary sub-tab](#)") - Displays summarized Recent Giving History and Giving Trends information.
- ☐ **Donor History** (see "[Fundraising tab - Donor History sub-tab](#)") - Displays each Fundraising activity that match selection criteria.
- ☐ **Donor Recognition** (see "[Fundraising tab - Donor Recognition sub-tab](#)") - Displays donor clubs for which the customer has qualified.
- ☐ **Requests** (see "Fundraising tab - Requests sub-tab") - Displays the customer's request history.

About Fundraising tab access

You can use the **Fundraising** tab when the following requirements are met:

- *iMIS* is licensed for Fundraising.
- You have been assigned an *access keyword* (see "Access Keywords in Customers") by your *iMIS* administrator.
- An existing customer's record is open in the Customers area.

Note: The **Fundraising** tab is disabled when the Manage Customers area is in data entry mode.

Fundraising Requests

Requests overview

The *iMIS* request feature enables you to track activities such as telephone calls, letters, and notes that ask for a gift or pledge, and to associate donations with the requests that prompted them.

Requests can be entered using the **Request Entry** window or by using the Activity Importer. Once a request has been entered, it can be managed using the **Manage requests** window.

When entering a gift or pledge that is in response to a request, you can look up and select the appropriate request using the **Request** field on the **Enter and edit gifts** window. When you associate a request with a gift or pledge, any campaign, appeal, distribution, or fund information that was defined with the request is automatically entered for you.

Note: A request may only be associated with one gift or pledge. Once you associate a gift or pledge with a request, that request is no longer available for further gift entries.

Managing request activities

You can perform a search on one or more fields in the **Manage requests** window to generate a list of requests.

Manage requests window

* Manage requests

New Open Edit Delete

Search on

Activity Type Trans. Date ID

Request Type

Distribution Appeal

Campaign Fund

Request #	Date	ID	Request Type	Status	Recurring
3284	01/10/2006	15033	SP	A	<input type="checkbox"/>
3285	01/10/2006	15033	TEL	A	<input type="checkbox"/>
3287	01/10/2006	15033	AA	A	<input checked="" type="checkbox"/>

Print Request Entry Clear

From **Fundraising**, select **Manage requests**

Activity Type

Displays the activity type **Request**.

Trans Date

(optional) Enter the transaction date of the request activities to search.

ID

(optional) Enter the customer ID associated with the request activities to search, or click the **lookup icon** to select an ID. You can select additional fields for a more specific search. *For example*, you could enter the customer **ID** and the **Appeal** to view all the individual's request activities related to the appeal (or fund, campaign, and so forth).

Request Type

(optional) Enter the type of request look for, or click the **lookup icon** to select a request type.

Distribution

(optional) Enter the distribution associated with the request, or click the **lookup icon** to select a distribution code.

Appeal

(optional) Enter the appeal associated with the request, or click the **lookup icon** to select an appeal code.

Campaign

(optional) Enter the campaign associated with the request, or click the **lookup icon** to select a campaign code.

Fund

(optional) Enter the fund associated with the request, or click the **lookup icon** to select a fund code.

Requests returned by search

The search returns requests that meet the search criteria. Each request line includes the following information:

- **Request #** - Displays the request number of each request.
- **Date** - Displays the date associated with a particular request.
- **ID** - Displays the ID the individual associated with the request.
- **Request Type** - Displays the request type of the request.
- **Status** - Displays the request status. Status can be either A (active) or I (inactive). Request status is changed to inactive when a gift is associated with the request or when the end date of the request is reached.
- **Recurring** - Displays a check mark for requests that are recurring.

Request Entry

Opens the **Request Entry** window.

Clear

Clears all of the search fields.

Note: If you leave all of the search fields blank, all requests are displayed in the search results.

Request Entry window

The **Request Entry** window provides you with a means to manually generate individual requests. If you wish to create many identical requests for a list of customers, you can *use the Activity Importer* (see "To import activities").

Request Entry

New Open Edit Delete Find

Activity Type: REQUEST Status: Active Trans. Date: 01/30/2006

Request #: 0 ☒ Recurring Request

ID: 11777 Customer: Ms. Dolores Quam

Request Type: AA Gift Date: Gifts Received:

Notes:

Solicitor: 101 Solicitor Name: Mr. Ethan A. Hunter, Jr.

Distribution: ED Campaign: AC03

Appeal: YE Fund: EF

Request Amount: 500.00 Next Request Date:

Begin Date: 01/30/2006 End Date: 12/31/2006

Reminders Sent: Last Reminder Date:

Frequency: ☐ Monthly ☒ Quarterly ☐ Semi-Annual ☐ Annual

From **Fundraising**, select **Manage requests**, and click **New**.

Activity Type

Displays the activity type **Request**.

Status

Displays the request status. Requests that have no gifts or pledges associated with them have an Active status. Requests that have a gift or pledge associated with them are Inactive.

Trans Date

Displays the date of the request transaction. You can override the default date.

Request #

Displays the system-generated request number.

ID

Specifies the *iMIS* ID of the customer record associated with the request.

Recurring Request

Designates whether a request is recurring.

Request Type

Specifies the type of request.

Notes

Provides additional information about the request.

Solicitor

(optional) Specifies the solicitor ID associated with the request.

Distribution

(optional) Specifies the distribution associated with the request.

Campaign

(optional) Specifies the campaign associated with the request.

Appeal

(optional) Specifies the appeal associated with the request.

Fund

(optional) Specifies the fund associated with the request. The fund associated with the distribution specified in the **Distribution** field is automatically displayed in this field, but can be overridden.

Request Amount

(optional) Specifies the amount of money that was requested.

Next Request Date

Specifies the date the next request will be made.

Begin Date

Specifies the beginning date of the appeal.

End Date

(Recurring requests only) Specifies the end date of the appeal.

Reminders Sent

Specifies how many reminders have been sent.

Last Reminder Date

Specifies when the last reminder was sent.

Gift Date

Displays the date of the gift or pledge resulting from the request.

Gift Received

Displays the amount of the gift or pledge resulting from the request.

Frequency

(Recurring requests only) Designates how often the request is made using one of the following values:

- Monthly
- Quarterly
- Semi-Annual
- Annual

To enter a request

1. From **Fundraising**, select **Manage requests**.

The **Manage requests** window opens.

2. Click the **Request Entry** button at the bottom of the window to display the **Request Entry** window.
3. Click **New**.
4. (optional) Enter the transaction date in the **Trans Date** field. Although *iMIS* defaults to the system date, you can override this date by typing a different request activity date.
5. (required) Enter the donor's **ID**, or click the lookup icon to select an ID.
6. (required) Enter the type of request in the **Request Type** field, or click the lookup icon to select a request type.
7. If you need to maintain information associated with the request, enter this information in the **Notes** field.
8. (optional) Enter the solicitor ID in the **Solicitor** field, or click the lookup icon to select a solicitor name.
9. (optional) Enter the **Distribution** associated with the request, or click the **lookup icon** to select a distribution.
10. (optional) Enter the **Campaign** associated with the request activity, or click the lookup icon to select a campaign.
11. (optional) Enter the **Appeal** associated with the request, or click the lookup icon to select an appeal.
12. (optional) Enter the **Fund** associated with the request, or click the lookup icon to select a fund. The fund associated with the distribution specified in the **Distribution** field automatically displays in this field, but can be overridden.
13. (optional) Enter the **Requested Amount**.

Note: The **Gift Date** and **Gift Received** fields are not populated until an actual gift or pledge is recorded as a result of the request. After the gift or pledge associated with the request is entered in the **Enter and edit gifts** window, the amount of the gift and the date it was received displays in these fields on the **Request Entry** window.

14. Click **Save**.

To search for requests

1. From **Fundraising**, select **Manage requests** to open the **Manage requests** window.
2. Click **Open**.
3. Enter the search criteria in the appropriate fields, or leave the fields blank and press **Enter**.
All request records that meet the search criteria are shown in the window. A summary of activities related to each request is also shown.
4. Select a request in the **Manage requests** window and click **Request Entry**.
The **Request Entry** window displays more details about the selected request.

Importing request activities

You can import request activities. This is particularly useful if you have a large number of identical requests that you must enter and track.

Note: Your administrator must set up request activities.

To import activities

1. From **Customers**, select **Import activities** to open the **Import activities** window.
2. Choose your ID input method from one of the following:
 - From file**
 - ☐ Click **Browse**. A browse dialog opens.

- Browse to and select the text file containing ID numbers, one ID per line.

From query

- Enter a SQL query to run against the Name table. A message shows how many IDs have been selected.
 - Click **OK** to close the message.
3. Click **Step 1 - Load Id's** to load the IDs and enable the **Activity Type** field, **Transaction Date** field, and **Step 2 - Set Values** option. The remaining fields and buttons remain disabled and grayed-out until an **Activity Type** is selected from the drop-down list.
 4. Select an **Activity Type** from the drop-down list.

When an **Activity Type** is selected from the drop-down list, the user-defined fields and prompts that are set up for that activity type become available in the **Import activities** window.

Note: The fields from the **Activity Type** field thru and including the **User Field 7** field in the **Import activities** window are defined in the **Activity types** window by your administrator. The remaining fields in the **Import activities** window are available whenever an **Activity Type** is selected from the drop-down list. These are not user-defined fields, and knowledge of *iMIS* business processes is required to use them successfully.

5. Enter values in the fields defined for the activity type.
 6. Click **Step 2 - Set Values**.
- When the step is complete, the **Transformation query** field, and the options **Optional Step 3 Transform**, **Preview**, and **Step 4 - Generate Activity** are activated.
7. Click **Preview** to display a grid-view of the records in the Activity Importer table.
-
- Note:* At this point, nothing has been written to the Activity table.
-
8. Use the side and bottom scroll bars to check the data entered.
 9. Click **Hide Preview** to return to the **Import activities** window.
 10. (optional) Enter a SQL statement in the **Transformation Query** field to make any necessary modifications. *For example*, modify the **Committee** from **Award Selection** to **Awards Presentation**.
 11. (optional) Click **Optional Step 3 - Transform** to update the ActivityImporter table and display a Transformation Complete message.
 12. Click **OK** to continue.
 13. (optional) Click **Preview** to display the grid-view and verify your modifications.

At this point, you can click **Hide Preview** and continue with transformation queries. *For example*, you could update the Activity.CO_ID field by using the following query:

```
Update ActivityImporter
  Set CO_ID = Name.CO_ID
  From Name where Name.CO_ID = ActivityImporter.CO_ID
```

You can also use the transformation query to delete records from the ActivityImporter table before generating activities as in the following example:

```
Delete from ActivityImporter
  Where ID = 140
```

14. After verifying that the values entered in the activity fields are correct, click **Step 4 - Generate Activity**.
A system message informs you that activity records will be created.
15. Click **Yes** to create the activity records.
After the activities have been created, the product displays a “Process is complete” message.

16. Click **OK**.

Orders

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Orders Overview

Orders expands on the simple order entry functionality found in [AR/Cash](#). Orders provides you with an established and integrated tool for recording, processing, and tracking your organization's product orders. In addition to order processing, you have unprecedented control in managing your organization's products and kits, product inventory, backorders, and accounting information.

Orders allows you to perform the following tasks effectively and efficiently:

- Enter, edit, and process orders
- Find and track orders
- Define products and product prices
- Designate Upsell, Cross-sell, and Replacement items for products
- Assign entities and status codes to individual products
- Manage product inventory for either standard inventory or multiple warehouses
- Manage backorders
- Generate specific inquiries and reports
- Define order types, product categories, and tax codes
- Calculate freight charges by weight, value, and quantity
- Define default shipping methods for individual countries
- Define and configure the setup options used for customizing Orders
- Import orders from external sources
- Enable, apply, and use VAT and Canadian taxation
- Access accounting information

iMIS Orders system capabilities

iMIS Orders is easy to use and integrates with the other *iMIS* features, allowing you to maintain and save all of your organizational information in one database. As with all *iMIS* features, standard lookup is available for important fields, such as customer IDs, product codes, and tax authorities.

Order entry and processing features

iMIS Orders provides for all aspects of order processing:

- Entering and modifying data
- Ordering replacements for out-of-stock items
- Adding Upsell and Cross-sell items to orders
- Ordering products from multiple warehouses
- Canceling orders
- Conducting pre- and post-inventory inquiries
- Entering credit and debit memos

- Applying flexible pricing and both customer and product discounts
- Applying freight and handling charges
- Calculating taxes automatically, including provisions for VAT and Canadian taxes
- Processing both full and partial payments by cash, check, and credit card
- Customizing and determining the processing flow of orders through your system:
 - Some orders may require generating packing slips and shipping papers
 - Some orders may require only invoices

Inventory control features

iMIS Orders adds key inventory control features in several areas:

- Full Inventory Status and Reporting
 - Perpetual inventory
 - Reorder reports
 - Inventory storage in single and multiple warehouse locations
 - Receiving functions, inventory adjustments, warehouse transfers, and reporting
- Inventory Costs and Valuations - Provides two options for valuing your inventory and determining costs:
 - Weighted average
 - Standard cost
- Backorder Processing
 - Includes an option to generate and track backorders when only partial or no shipments are available because of insufficient inventory
 - Includes an option to release backorders manually or automatically when shipments arrive

Order inquiry and reporting

iMIS Orders features many built-in display and reporting capabilities:

- Shipping labels can be printed for orders having a SHIPMENT status
- **Order Status** reports display summaries and details of all open orders within the system
- **Product** reports listing orders by product, product inventory, product prices, and product sales are available
- Posted and un-posted transactions can be printed by date

Orders system integration

Orders integrates completely with the other *iMIS* modules:

- Customer Management
 - The database maintained in Customer also serves as the database for Orders
 - Individual customer activity records are created for each detailed line item, simplifying future system reporting and analysis

- Accounts Receivable and Cash Receipts
 - Automatically processes, tracks, and generates accounting entries, including sales, accounts receivables, and cash receipts, when an order is entered
 - Tracks and records balances owed
 - Generates invoices
- General Ledger Interface

Transactions are passed to your General Ledger package if you are licensed for the General Ledger Interface.

Benefits of order processing

The *iMIS* Orders feature offers many benefits when processing orders.

Cash prepayments

Cash and check prepayments are recorded immediately at order entry. These prepayments offset a prepaid order's unearned or deferred income account. Credit card prepayments, however, may or may not be recognized as prepaid cash.

If you do not enable the **Recognize Credit Card Order Payments as Prepaid Cash** option on the AR/Cash **Set up module** window (from **AR/Cash**, select **Set up module**), credit card payments are not recorded until an order is invoiced.

When you ship and generate an invoice for a prepaid order, the prepaid order entry is reversed, and the income is recognized.

Product-level entities

When **Multiple Entities** is enabled on the AR/Cash **Set up module** window, you can define an owner entity for an individual product. These product-level entities then are assigned to orders, order transactions, and product-specific transactions processed through the Orders module.

Entities are individual organizations, and *iMIS* can separate and process transactions for multiple entities (and multiple sets of books) even if the entities share a common customer database. Organizations having multiple accounting entities, such as different subsidiaries or foundations, then can allocate revenue to specific entities.

Upsell, cross-sell, and replacement items

When customers order products, additional items often are available that can replace, that complement, or that are superior to the products ordered initially. However, customers sometimes miss these purchasing opportunities because they are unaware that additional items are available.

With Orders, you can designate upsell, cross-sell, and replacement items for products that are readily accessible and available during order entry.

Special pricing

Special pricing allows you to set up product quantity discounts. These discounts are based on customer type and establish price breaks for a predefined number of products. *For example*, a single product may sell for \$25, but you may drop the price to \$20 if the customer purchases 10 or more items. This is similar to calculating sliding-scale rates in *iMIS* Billing.

You can set up special pricing for each of your products. The special pricing rules and formulas you define for your products determine a product's special price and override the product's default price. Define product special pricing on the **Special Pricing** window (from **Orders**, select **Manage inventory > Manage products**, select a current product, and click **Pricing**).

Automatic handling calculation

When the **Automatic Calculation of Handling Charge** option is enabled on the **Add-on Charges** window (from **Orders**, select **Set up module**, and click **Add-on Charges**), *iMIS* automatically computes handling charges when you enter an order.

Handling charges are calculated automatically for each order based on a number of variables, such as the percentage of the total amount shipped, the percentage of freight, and the minimum order. The option also allows you to exclude specific order types from the automatic handling calculation. You can override the automatic handling calculation at order entry.

Automatic freight calculation

When the **Automatic Calculation of Freight Charge** option is enabled on the **Add-on Charges** window (from **Orders**, select **Set up module**, and click **Add-on Charges**), *iMIS* automatically computes freight charges when you enter an order.

Freight charges compute each time an order is totaled based upon the calculation method enabled on the **Add-on Charges** window:

- **Freight by Weight**
- **Freight by Total Value Ordered**
- **Freight by Total Quantity Ordered**

You can override automatic freight calculation at order entry.

Note: Automatic calculation of Freight charges applies to all web views of *iMIS*.

Inventory valuation

Two methods exist for valuing your inventory: **Average** and **Standard**.

The **Average** inventory valuation method calculates the cost of goods sold as averaged over time. A product's average unit cost and average total inventory cost are recalculated each time you post inventory receipts, adjustments, and transfers. The average cost of an invoiced product is used when recalculating average unit and average total inventory costs.

The **Standard** inventory valuation method is calculated based on a fixed amount. This method gives you the ability to factor in a fixed amount for adding overhead costs to your calculation.

Order processing terms

The following terms are used frequently in *iMIS* Orders.

Available

Product quantity on hand less the product quantity reserved.

Backorder

Indicates that insufficient inventory is available to fill an order. Orders that cannot be filled are held in a backorder status until inventory is received.

Bin

Specific location within a warehouse where a product is stored.

Committed

Actual number of products committed to fill open orders or the number of products in inventory that are awaiting shipping. Committed products do not include backorders.

Cross-sell

To persuade a customer to purchase one or more similar items that complement the product initially chosen.

Entity

Individual organization that may have multiple subsidiaries or foundations (and multiple sets of books).

Kit

Group of products sold as an individual item.

Multi-Warehouses

Option that allows you to record and store a stock item's inventory in several different warehouse locations.

On Order

Quantity of a product on order from a vendor or supplier.

Order

Request to purchase products.

Order Processing Stages

Steps orders must go through until the orders are complete. The number and type of order processing stages an order goes through depends on the order type. Different order types require different order processing stages. Examples of order processing stages include **Convert quotes**, **Print shipping papers**, **Ship orders**, and **Invoice orders**.

Order Types

Determine how orders are processed. All orders are entered as a specific order type.

Product

Item or service that your organization offers for sale to its customers.

Product Adjustments

Include inventory adjustments due to breakage, pilferage, giveaways, or physical inventory count differences.

Product Receipts

Record products received in inventory.

Product Transfers

Transfer a product's inventory from warehouse to warehouse.

Quantity on Hand

Specifies how many products are currently in stock. These are products that have been received but not shipped.

Replace

To substitute an item for the product that was initially chosen.

Reserved

Indicates how many products are in open order status. Reserved orders include both shippable and backordered items.

Stock Item

Product that physically is stocked in inventory.

Upsell

To persuade a customer to purchase a product that may have a greater value than the product initially chosen.

Warehouse

Facility where stock items are stored in inventory. Stock items can be stored in multiple warehouses.

Navigation for Orders

The **Orders** task list consists of seven items that launch your Orders windows: **Enter and edit orders**, **Process orders**, **Manage inventory**, **Generate reports**, **Set up tables**, **Set up warehouses**, and **Set up module**.

Enter and edit orders

Opens the **Enter and edit orders** window used for entering and editing customer orders. This window utilizes the Portfolio concept and is organized into the following tabs:

- **Overview** - (Default tab) Use this tab to enter and edit product orders.
- **Order Details** - Use this tab to add and edit specific order information such as hold codes, commission rates, order notes, and shipping and handling information.
- **Ship to Info** - Use this tab to enter and edit an order's 'Ship to' information. The **Ship to Info** tab allows you to edit a customer's name and address information for a single order, or you can enter the 'Ship to' customer's information if the order is being shipped to someone other than the 'Bill to' customer.
- **Payments** - Use this tab to enter an order's payment information.
- **Account Info** - (read only) This tab allows you to view an order's specific accounting information.

Process orders

Opens a sub-menu of tasks used for processing orders. Order processing is a series of logical stages that move an order through the system from order entry to order invoicing. Different order types require processing through different stages, and the processing stages allow you to keep track of an order and its status. Each processing stage lists the orders that are at that stage in the order lifecycle.

- **Print quotes** - Select to open the **Print quotes** window used for generating printed copies of selected sales quotes.
- **Convert quotes** - Select to open the **Convert quotes** window used for converting pro forma orders to the default standard order type.
- **Print pick list** - Select to open the **Print pick list** window used for generating itemized product lists.
- **Print shipping papers** - Select to open the **Print shipping papers** window used for generating shipping papers (**Packing Slip**) for selected orders.
- **Ship orders** - Select to open the **Ship orders** window used for recording shipping dates, shipping methods, and shipped quantities.
- **Invoice orders** - Select to open the **Invoice orders** window used for posting selected product sales transactions to AR/Cash.
- **Close orders** - Select to open the **Close orders** window used for marking completed orders as closed.
- **Manually release backorders** - Select to open the **Manually release backorders** window used for reversing an order's backorder status and returning the order to the appropriate order processing stage.

Manage inventory

Opens a sub-menu of tasks used for inventory control functions. These functions represent the progression of inventory tasks, which include setting up product inventory and managing and posting inventory receipts, adjustments, and transfers.

- **Manage products** - Select to open the **Manage products** window used for defining products and product information, such as product codes, descriptions, pricing, and accounting information. The **Manage products** window displays current inventory information by product.

- **Enter and edit receipts and adjustments** - Select to open the **Enter and edit receipts and adjustments** window used for entering product inventory receipts, adjustments, and transfers.
- **Post receipts** - Select to open the **Post receipts** window used for posting product receipts, adjustments, and transfers.

Generate reports

Opens the **Generate reports** window used for generating order inquiries, standard reports, and internal reports, such as order status, order transaction postings, and lists and details of your product inventory. The printed materials that you send to customers, such as price quotes, shipping papers, and invoices, are generated either through the **Process orders** sub-task list or from the **Print** button on the **Overview** tab when an order is open on the tab.

IQA

Opens IQA in advanced mode and enables you to run predefined Intelligent Query Architect (IQA) queries on orders.

Set up tables

Opens a sub-menu of tasks for configuring and maintaining the tables used by the Orders module.

- **Order types** - Select to open the **Set up order types** window used for defining order types.
- **Product categories** - Select to open the **Set up product categories** window used for defining product categories.
- **Tax codes** - Select to open the **Set up tax codes** window used for defining tax codes.
- **Freight by weight** - Select to open the **Set up freight by weight** window used for defining shipping rates according to order weight and shipping zone.
- **Freight by total value** - Select to open the **Set up freight by total value** window used for defining shipping rates according to order value.
- **Freight by total quantity** - Select to open the **Set up freight by total quantity** window used for defining shipping rates according to order quantity.
- **Zones** - Select to open the **Set up zones** window used for defining the shipping zones for each country's shipping methods.

Set up warehouses

(visible only if multi-warehouses are enabled) - Opens the **Set up warehouses** window used for defining warehouse locations and descriptions.

Set up module

Opens the **Set up module** window used for configuring the behavior of the Orders module.

- **Order Status Defaults** window - Click **Order Staging** on the **Set up module** window.
- **Add-on Charges** window - Click **Add-on Charges** on the **Set up module** window.
- **Backorder Processing** window - Click **Backorders** on the **Set up module** window.
- **Inventory System Setup** window - Click **Inventory** on the **Set up module** window.
- **Web Order Options** window - Click **Web** on the **Set up module** window.

Order Entry

The *iMIS* Orders feature utilizes the Portfolio concept, which organizes the windows used for entering orders into a series of tabs. The efficient tab design influences user workflow and simplifies the process of entering and managing customer orders.

Entering product orders is a simple process that you can perform by entering a minimum amount of data in the following four fields:

- **Order Type**
- **Bill to ID**
- **Product code**
- **Order Quantity**

However, *iMIS* Orders provides the capability and flexibility to enter and manage much more complex orders. If you are entering an order for a new customer, Orders allows you to add the customer to your organization's file when entering their order.

As long as an order has not been invoiced, you have the ability to edit an order's information such as the type and number of products ordered, the 'Ship to' information, and any applicable add-on charges and prepayments. For orders that already have been invoiced, you have the ability to enter credit and debit memo orders.

Entering orders

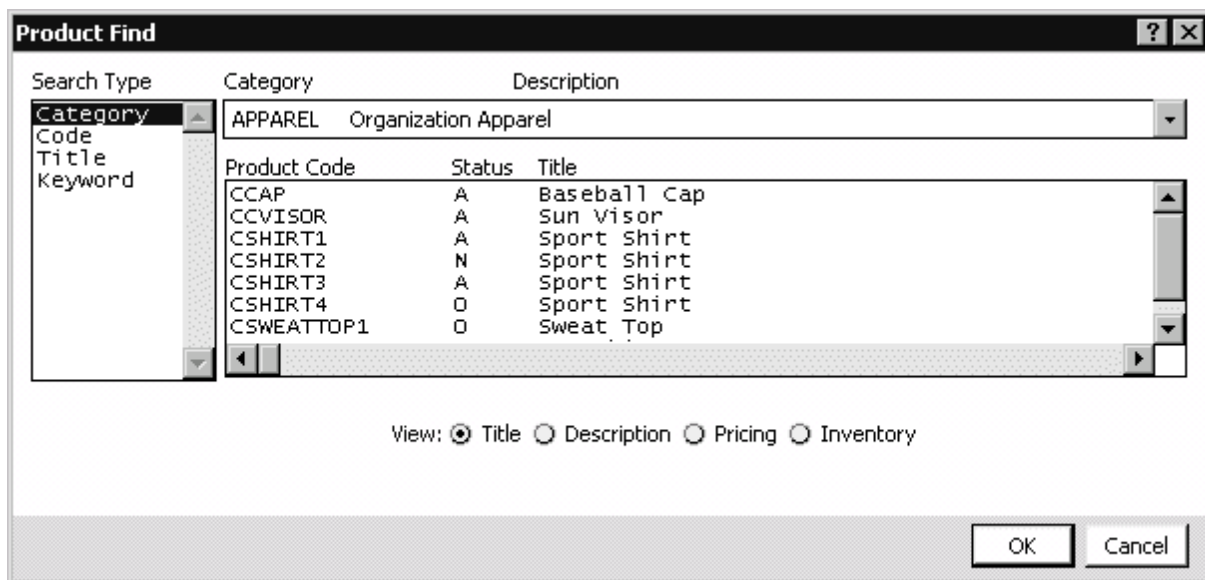
This section documents the steps for entering a basic order. The following sections of this chapter document the procedures for entering detailed and specific order information.

Orders are entered on the **Enter and edit orders** window. Organized into a series of tabs, this window provides a useful and intuitive format for efficiently entering your customers' product orders.

Searching for products

When entering orders, the **Product Find** window is a useful tool when searching for specific products and product codes. Accessed through the **Product** field's **Find** icon, the **Product Find** window allows you to search for products by product category, product code, product title, and keyword.

Product Find window



From **Orders**, select **Enter and edit orders**, enter or edit an order, and select the **Product** field's **Find** icon

Search Type

Select from the list of iMIS-specified search types: **Category**, **Code**, **Title**, and **Keyword**. The **Product Find** window's format is dependent on which **Search Type** is selected:

- **Category** - Select to search by product category. The **Category** drop-down list displays above the **Product Code** drop-down list when the **Category** search type is selected.
- **Code** - Select to search by product code.
- **Title** - Select to search by product title.
- **Keyword** - Select to search by keyword in the product title and/or description. The **Title** and **Description** options and the **Search For** field display at the bottom of the **Product Find** window when the **Keyword** search type is selected.

Category

(Displays when the **Category** search type is selected) Select from a list of product categories. Both the **Category** code and **Description** display for each defined product category.

Product Code

Select from a list of products. This field always displays a product's **Product Code**. The other product data that displays is dependent on the search type selected and the **View** option enabled.

Status

Displays a product's status code.

View

- **Title** - (default) Displays a product's title in the **Product Code** field.
- **Description** - Displays a product's description in the **Product Code** field.
- **Pricing** - Displays a product's pricing information in the **Product Code** field. Both **Regular** and **Non-Member** pricing appear.

- **Inventory** - Displays a product's inventory information in the **Product Code** field. A product's **On Hand**, **Reserved**, **Commttd**, **Avail**, and **On Order** quantity appears.

Title

(Not shown in example, displays when the **Keyword** search type is selected) Enables keyword searching on a product's title.

Description

(Not shown in example, displays when the **Keyword** search type is selected) Enables keyword searching on a product's description.

Search For

(Not shown in example, displays when the **Keyword** search type is selected) Enter the keyword for which you want to search.

Enter and edit orders window - Full Order Entry

The **Enter and edit orders** window enables you to enter sales orders, and to record payment, shipping, and account info. It has five tabs that separate order information:

- **Overview** -(Default tab) Select to enter, edit, and view a customer's general order information.
- **Order Details** -Select to enter, edit, and view a customer's specific order information such as hold codes, order notes, shipping, and handling information.
- **Ship to Info** -Select to enter, edit, and view the 'Ship to' customer's name, address, and phone information.
- **Payments tab** -Select to enter, edit, and view an order's payment information.
- **Account Info** -(read only) Select to view an order's specific accounting information. The **Account Info** tab is disabled for orders that have not been invoiced.

Print opens the **Select Report** window used for generating specific reports such as **Order Detail**, **Quotation**, **Pick List**, **Packing Slip**, and **Invoice**. For Full Order Entry orders (order type **Full**) you can also use the **Print** button to convert the current order to the next processing stage.

Enter and edit orders window - Overview tab

The **Overview** tab appears when you select **Orders > Enter and edit orders**.

Overview | Order Details | Ship to Info | Payments | Account Info

Order Summary

Order: 90

Order Type: REG

Bill to ID: 194 **Add**

Order Date: 06/06/2003

Invoice #:

Purchase Order: 060603

Source: Web

Shipping Summary

Shipping Method: USPS

Ship Date:

Total Weight: 10.25

Tax Summary

Tax Authority: TX

General

Status: SHIPPER

Terms: 30

% Discount: 5.00

Priority: 1

Inv. Date:

☒ Use Member Pricing

Cost Summary

Product Total	193.53
Freight	7.50
Handling	1.00
Restock	
Tax	12.63
Order Total	214.66
Paid	
Balance	214.66

Item	Product	Description	Quantity	Ship	Back	Price	% Disc	Extension
1	LABELS	Full Set of Membership Labels	1	1		127.50	15.00	127.50
1	LABELS	Full Set of Membership Labels	1	1		127.50	15.00	127.50
2	CSHIRT1	* Sport Shirt	1	1		23.75	5.00	23.75
3	CCAP	+ Baseball Cap	1	1		9.03	5.00	9.03
4	P42	^ Sailing, A Sport for Young and Old	1	1		33.25	5.00	33.25

Print... Total quantity available for LABELS : 79.00. Total available in DEFAULT : 79.00
Legend: ^ Replace + Add * Both

Order Summary

- **Order** - This field remains blank until you enter an order. After you enter an order, *iMIS* automatically generates a sequential number for the order. When searching for an existing order, use the **Order** field to enter the order number for which you are searching. Select the **Order** field's **Find** icon to look up an order number.
- **Order Type** - (Defaults to the last order type used) Enter an order type defined on the **Set up order types** window (from **Orders**, select **Set up tables > Order types**). Select the **Find** icon to look up an order type.
- **Bill to ID** - Enter the ID of the customer to be billed for an order. Select the **Find** icon to look up an ID.
- **Add button** - Opens the **Add New Customer** window. The **Add New Customer** window allows you to add new customers to your organization's database when entering orders.
- **Order Date** - The system automatically enters the current system date for the **Order Date**. You can override this date by entering a new value. If you are using batch control, the **Order Date** field defaults to the active batch date; you can override the batch date if the order date is different.
- **Invoice #** - For all orders except credit and debit memo orders, this field remains blank until you invoice an order. Once you invoice an order, *iMIS* automatically generates a sequential invoice number that displays in the field.
 - When searching for an invoiced order, enter the invoiced order's invoice number in the **Invoice #** field. Select the **Find** icon to look up an invoice number.
 - When entering a credit or debit memo order for an invoiced order, enter the invoiced order's invoice number in the **Invoice #** field.

- **Purchase Order** - Enter a purchase order number or other reference number. Purchase order numbers display on order invoices.
- **Source** - Select a source code from the drop-down list, such as WEB, MAIL, or PHONE; source codes are defined on the SOURCE_CODE general lookup/validation table (from **Customers**, select **Set up tables > General lookup/validation**). Source codes are required when entering orders if the **Force Source Coding** option is enabled on the **Customer Setup - Basic Options** window (from **Customers**, select **Set up module > General**, and click **Basic Options**).

Shipping Summary

- **Shipping Method** - Select a shipping method for the order from the drop-down list; shipping methods are defined on the SHIP_METHOD general lookup/validation table (from **Customers**, select **Set up tables > General lookup/validation**). If you do not select a shipping method, the **Shipping Method** list defaults to the **Default Shipping Method** defined on the **Add-on Charges** window (from **Orders**, select **Set up module**, and click **Add-on Charges**).
- **Ship Date** - (read only) Displays the system date an order is processed through the **Ship orders** processing stage. If an order type does not process through the **Ship orders** processing stage, the ship date defaults to the invoice date.
- **Total Weight** - (read only) Displays an order's total shipping weight.

Tax Summary

- **Tax Authority** - Select a tax authority for the order from the drop-down list; tax authorities and their corresponding tax codes are defined on the **Set up tax codes** window (from **Orders**, select **Set up tables > Tax codes**). If a state code has been defined for the 'Ship to' customer's address, the **Tax Authority** defaults to the 'Ship to' customer's state code.
- **VAT Summary** - (Not shown in example, displays only if you are licensed for VAT) The **VAT Summary** area summarizes a customer's VAT information:
 - **Reg Number** - (Not shown in example, display/VAT only) Displays a customer's VAT registration number.
 - **Country** - (Not shown in example, display/VAT only) Displays a customer's VAT member country.

Note: You can enable the *Canadian Taxation* (see "Canadian Taxation (GST and HST)") or the *Value-Added Tax (VAT)* (see "European Taxation (VAT)") method.

General

- **Status** - (read only) Displays an order's current status. An order's status changes as the order is converted from one processing stage to another.
- **Hold** - (read only) Indicates an order has been placed on hold. Orders are placed on hold by selecting a **Hold Code** on the **Order Details** tab. Placing an order on hold prevents the order from displaying on the order processing windows. When you remove an order's **Hold Code**, the order is released to go through the appropriate order processing stages.
- **Terms** - Select a payment term that applies to an order, such as 30, 60, or 90 days; payment terms are defined on the **Set up terms** window (from **AR/Cash**, select **Set up tables > Terms**). The selected term prints on an order's invoice. If you entered a **Default Terms Code** on the **AR/Cash Aging** window (from **AR/Cash**, select **Set up module**, and click **Aging**), the code displays by default on each new sales order.
- **% Discount** - (optional) Enter a percentage discount (0 to 100) to apply to an order's price. *For example*, entering 25 in the **% Discount** field reduces a \$400 order by 25 percent, or \$100, to \$300. A discount entered in the **% Discount** field applies to *all* of the products ordered. However, if a product's price is changed after applying an order-level discount, the discount does not extend to the product line-item's new price. In addition, individual product line-item discounts override order-level discounts.

Changing the order-level % **Discount** changes all line-item discounts if they matched the order-level % **Discount** prior to the change.

Exception: If the product price has been overridden and the % **Disc** had been reset to zero, that line item does not change. The Price remains overridden and the % **Disc** remains set to zero.

- **Priority** - (optional) Specify the priority that will be assigned to any backordered portion of an order. *For example*, a “1” has the highest priority. A backorder with a higher priority will be processed before a backorder with a lower priority.
- **Inv Date** - (Display/Invoiced orders only) Displays an order's invoice date.
- **Use Member Pricing** - (Displays only for non-member customers) Enable to charge member prices for products ordered by non-member customers. The **Use Member Pricing** option displays only for non-member customers under the following conditions:
 - The **Is a Member** option is not enabled for the customer's type on the **Set up customer types** window.
 - The **Is a Member** option is enabled for the customer's type on the **Set up customer types** window, but the customer's status is D, S, or I.

If **Use Parent Company Pricing** is enabled on the **Customer Setup - Advanced** window (from **Customers**, select **Set up module > General**, and click **Advanced**), the **Use Member Pricing** option displays under these conditions:

- The **Is a Member** option is not enabled for the parent company's customer type on the **Set up customer types** window.
- The **Is a Member** option is enabled for the parent company's customer type on the **Set up customer types** window, but the company's status is D, S, or I.

Cost Summary (read only)

VAT Tip: To see how VAT taxes apply to the prices you see in the **Cost Summary** pane, press the **Ctrl** key as you click on various charges. The pop-up shows what *iMIS* is calculating the applicable VAT to be.

- **Product Total** - Displays an order's total product cost excluding any applicable add-on charges such as freight, handling, and taxes.
- **Freight** - Displays an order's applicable freight charge.
- **Handling** - Displays an order's applicable handling charge.
- **Restock** - Displays an order's applicable restocking charge.
- **Tax** - Displays an order's applicable sales tax.
- **Order Total** - Displays an order's total cost.
- **Paid** - Displays any amount paid on an order.
- **Balance** - Displays any outstanding payment balance for an order.

Product Line Items

- **Item** - (read only) Displays a product's line number on an order. Item numbers are system generated as products are added to orders.
- **Product** - Enter a product code for an order. Select the **Find** icon to open the **Product Find** window and look up a product; products are defined on the **Manage products** window (from **Orders**, select **Manage inventory > Manage products**).

- **Description** - Displays the product description defined in the **Title** field on the **Manage products** window. The text in the **Description** field is editable. If you leave the **Product** code field empty, you can enter printable comments in the **Description** field.
- **Quantity** - Specify the number of individual products ordered. Enter quantities as whole numbers unless you are designating partial quantities. If you are designating partial quantities, enter fractions as decimals, such as "1.5." If you are entering a credit memo order, enter a negative value, such as "-2." When you invoice a customer's order, an activity record is created for the customer. The quantity of each individual product ordered populates the Activity.QUANTITY field when an activity record is created.
- **Ship** - (read only) Displays the number of products ordered that are available to ship at the time of order entry. If you are entering a credit memo, the **Ship** field displays a negative value, indicating the number of products being returned.
- **Back** - (read only) Displays the number of products ordered that are on backorder at the time of order entry.
- **Price** - Enter a product's price. The **Price** field defaults to the value defined for a product on the **Manage products** window, but it can be overridden at order entry. If a price has not been defined for a product, you can enter a price at order entry. If a discount has been applied at either the product or the order level, the **Price** field reflects the discount. Overriding a product's price after a product line-item discount has been applied resets the product line-item discount to zero. In addition, if a product's price is changed after applying an order-level discount, the discount will not extend to the product line-item's new price.
- **% Disc** - (optional) Enter a percentage discount (0 to 100) that will be applied to a product's price. *For example*, entering 10 in the **% Disc** field reduces a \$100 product's price by 10 percent, or \$10, to \$90.

Product line-item discounts entered in the **% Disc** field override order-level discounts for product line-items. If an order-level discount has been applied to an order, the discount percentage displays in the **% Disc** field until it is overridden with a product line-item discount. The discount entered in the **% Disc** field applies only to a product line-item; product line-item discounts do not affect an entire order. Overriding a product's price after a product line-item discount has been applied resets the product line-item discount to zero.

If someone previously modified the unit price by entering price manually, *iMIS* calculates the newly discounted price for the line item as line-item **% Disc** multiplied by the previously entered manual price.

If the unit price has not been modified, *iMIS* calculates the newly discounted price as line-item **% Disc** multiplied by the original price at the value that the price was originally set, regardless of member pricing or other special pricing.

- **Extension** - (read only) Displays a product line-item's total price. A product's **Extension** price is determined by multiplying the value in the **Quantity** field by a product's unit **Price**. If a price discount has been applied at either the product or the order level, the **Extension** field reflects the discount. If you are entering a credit memo order, the **Extension** price reflects a negative value since products are being returned.
- **Total quantity available** - (read only) Displays a product's total number of units in inventory. To display the **Total quantity available** field, select a product line-item.
- **Total available** - (Display/Multi-Warehouses only) Displays a product's total number of units in inventory at a selected warehouse. To display the **Total available** field, select a product line-item.
- **Opportunities Legend** - (read only) Displays as long as one of the order's line items has unrealized opportunities. Each line item that has unrealized opportunities is indicated by one of the following characters displaying next to the **Product** code:

'+' - Indicates an item has cross-sell opportunities

'^' - Indicates an item has upsell opportunities

'*' - Indicates an item has both upsell and cross-sell opportunities

Display of VAT tax code and amount for each line

The VAT tax code and VAT tax amount for a line item subject to VAT taxation now display at the bottom of the Orders portfolio when the line item is being entered, edited, or is selected.

Preventing duplicate product line-items

When entering orders, be careful not to duplicate product line-items. Available quantities are not updated until an order is saved, and entering duplicate product line-items can result in backorders not generating when insufficient inventory exists to fill an order. *For example*, if an order contains a product kit as well as one of the kit components, the order will be processed, but the inventory count will be inaccurate. This can result in a backorder not generating.

If Multi-Warehouses is disabled, backorders will generate only for a product's first line-item if insufficient inventory exists to fill an order. *For example*, Product X has 10 units in stock, and a line-item is entered for 10 units of Product X. If a second line-item is entered for additional units of Product X, regardless of the number of units, a backorder will not generate for the second line-item.

If Multi-Warehouses is enabled, and duplicate line-items are entered for a product ordered from the same warehouse, backorders will generate only for the first product line-item ordered from the warehouse. *For example*, Product X has 10 units in the Default warehouse and 5 units in the East warehouse. If a line-item is entered for 10 units of Product X at the Default warehouse, and a second line-item is entered for another 10 units of Product X at the Default warehouse, a backorder will not generate for the second line-item. However, if the second line-item was entered for 10 units of Product X at the East warehouse, a backorder will generate for the second line-item.

To enter an order

Follow this procedure to enter a basic order.

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. Click **New**.
3. Enter the **Order Summary** information:
 - ☐ Enter an **Order Type** (select the **Find** icon to look up an order type).
 - ☐ Enter a **Bill to ID** (select the **Find** icon to look up an ID).
 - ☐ (optional) Override the **Order Date** if necessary. The **Order Date** defaults to the batch date if batch control is used; otherwise, the date defaults to the system date.
 - ☐ (optional) Enter a **Purchase Order** if applicable.
 - ☐ Select an order **Source** code from the drop-down list.
4. (optional) Override the default **Shipping Method** if necessary.
5. (optional) Override the default **Tax Authority** if necessary.
6. Enter the **General** order information:
 - ☐ (optional) Override the default payment **Terms** if necessary.
 - ☐ (optional) Enter a percentage discount for the order in the **% Discount** field.
 - ☐ (optional) Enter a backorder **Priority** for the order.
7. Enter the product line-item information:
 - ☐ Enter a **Product** code (select the **Find** icon to open the **Product Find** window and look up a product), and press **Tab**. The **Description** field populates automatically.

- Enter the number of products ordered in the **Quantity** field.
- (optional) Edit the product **Price** if necessary.
- (optional) Enter a percentage discount for the product in the **% Disc** field. Entering a line-item discount in the **% Disc** field recalculates the price for that one product line regardless of any order-level discount entered in the **% Discount** field. Entering a line-item discount does not affect other line items or the order-level discount.

Note: If you override a line-item unit price at any time, the new price is considered to be the price after discount. The assumption is that you are not using any discount percentage (**% Discount** or **% Disc**) and *iMIS* sets the **% Disc** field to zero for that line item.

Note: Changing the line-item discount (**% Disc**) causes *iMIS* to recalculate the price.

1. If someone previously modified the unit price by entering a price manually, *iMIS* calculates the newly discounted price for the line item as line-item **% Disc**) multiplied by the previously entered manual price. You can see a manual price by placing your mouse over the line in the order and looking for the price in the bottom left corner.
 2. If the unit price has not been modified, *iMIS* calculates the newly discounted price as line-item **% Disc**) multiplied by the original price at the value that the price was originally set, regardless of member pricing or other special pricing.
8. Press **Tab** to add the product to the order. The product displays in the list of **Product Line Items**, and your cursor will be in the **Product** field.
 9. Repeat this process for each additional product ordered.
 10. Click **Save** to enter the order.

Entering order details information

The **Order Details** tab allows you to enter, edit, and record specific order information, such as scheduled shipping dates, salespeople, commission rates, order hold codes, notes, and freight and handling charges.

Enter and edit orders window - Order Details tab

Overview		Order Details		Ship to Info		Payments		Account Info	
Date Scheduled	09/01/2002			Entered:		08/20/2002 12:25 PM			
Salesperson	R. Holt			Commission Rate	5.00		By:	MANAGER	
Hold Code	CUSREQ			Customer Requested Hold		Updated:		08/23/2002 8:27 AM	
Hold Comment	Hold order until 09/01/02.							By:	MANAGER
Notes	Ship the Labels in a separate package.								
Manual Handling	0.00		Auto Handling	18.10		<input checked="" type="checkbox"/> Auto Calc Handling			
Manual Freight	0.00		Auto Freight	5.00		<input checked="" type="checkbox"/> Auto Calc Freight			

From **Orders**, select **Enter and edit orders**, enter or open an order, and select the **Order Details** tab

Date Scheduled

Enter an order's scheduled delivery date. The date you enter is for information only and is not used for processing an order.

Salesperson

Enter the name of the salesperson who took the order. The name you enter is for information only and is not used for processing an order.

Commission Rate

Enter a salesperson's commission rate for an order. The commission rate you enter is for information only and is not used for processing an order.

Hold Code

Select an order hold code from the drop-down list; hold codes are defined on the HOLD_CODES general lookup/validation table.

A **Hold Code** prevents an order from being processed, and orders on hold do not display on processing windows. As an indication that an order has been placed on hold, **Hold** displays next to the **Status** field on the **Overview** tab. Once you remove an order's **Hold Code**, the order is released to its appropriate order processing stage and displays on the order processing window.

To view all orders on hold, run the **Orders On Hold** report from the **Generate reports** window (from **Orders**, select **Generate reports**, select **Order Status**, and select **Orders On Hold**).

Hold Code Description

(read only) Displays a description of the selected order hold code.

Hold Comment

Enter a comment about why an order is on hold.

Notes

Enter any additional comments about an order.

Note: Do not enter special characters (such as square brackets) in the **Notes** field. Entering special characters generates an error message and does not allow an order to be completed.

Manual Handling

Add a handling charge or override the automatic handling charges generated for an order. You must disable the **Auto Calc Handling** option to enter a manual handling charge.

Auto Handling

(read only) Displays an order's automatic handling charge when the **Auto Calc Handling** option is enabled. The amount that displays in the **Auto Handling** field is dependent on the parameters defined for the **Automatic Calculation of Handling Charge** option on the **Add-on Charges** window (from **Orders**, select **Set up module**, and click **Add-on Charges**).

You can override an automatic handling charge in the **Manual Handling** field once the **Auto Calc Handling** option is disabled.

Auto Calc Handling

This option enables automatically if the **Automatic Calculation of Handling Charge** option is enabled on the **Add-on Charges** window (from **Orders**, select **Set up module**, and click **Add-on Charges**).

Disable the **Auto Calc Handling** option if you want to enter a manual handling charge in the **Manual Handling** field.

Manual Freight

Add a freight charge or override the automatic freight charges generated for an order. You must disable the **Auto Calc Freight** option to enter a manual freight charge.

Auto Freight

(read only) Displays an order's automatic freight charge when the **Auto Calc Freight** option is enabled. The amount that displays in the **Auto Freight** field is dependent on the parameters defined for the **Automatic Calculation of Freight Charge** option on the **Add-on Charges** window (from **Orders**, select **Set up module**, and click **Add-on Charges**).

You can override the automatic freight charge in the **Manual Freight** field once the **Auto Calc Freight** option is disabled.

Auto Calc Freight

This option enables automatically if the **Automatic Calculation of Freight Charge** option is enabled on the **Add-on Charges** window (from **Orders**, select **Set up module**, and click **Add-on Charges**).

Disable the **Auto Calc Freight** option if you want to enter a manual freight charge in the **Manual Freight** field.

Restocking

(Not shown in example, applies only to Credit Memo type orders) Add a restocking charge or override the automatic restocking charges generated for an order. The amount that displays in the **Restocking** field is dependent on the parameters defined for the **Automatic Calculation of Restocking Charge** option on the **Add-on Charges** window (from **Orders**, select **Set up module**, and click **Add-on Charges**).

You can override the automatic restocking charge in the **Restocking** field once the **Auto Calc Restocking** option is disabled.

Auto Calc Restocking

(Not shown in example, applies only to Credit Memo type orders) This option enables automatically if the **Automatic Calculation of Restocking Charge** option is enabled on the **Add-on Charges** window (from **Orders**, select **Set up module**, and click **Add-on Charges**).

Disable the **Auto Calc Restocking** option if you want to enter a manual restocking charge in the **Restocking** field.

Entered

(Display only, system generated) Displays the date and time an order was entered.

By

(Display only, system generated) Displays who entered an order.

Updated

(Display only, system generated) Displays the last date and time an order was updated.

By

(Display only, system generated) Displays who last updated an order.

Understanding order hold codes

When you select a hold code from the **Hold Code** drop-down list on the **Order Details** tab, an order is prevented from being processed through the order processing stages. An order on hold does not display on the order processing windows, and **Hold** displays next to the **Status** field on the **Overview** tab as an indication that the order is on hold. When you remove an order's **Hold Code**, the order is released to its appropriate order processing stage.

To place an order on hold, you first must define the hold codes on the HOLD_CODES general lookup/validation table (from **Customers**, select **Set up tables > General lookup/validation**).

To view all of the orders on hold, run the **Orders On Hold** report from the **Generate reports** window (from **Orders**, select **Generate reports**, select **Order Status**, and select **Orders On Hold**).

When Orders may require hold codes

- A customer has an outstanding balance on a previous order
- An order is incomplete, and specific questions need to be answered before the order can be shipped
- The customer does not want the order shipped until a certain date

To place an order on hold

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. *Open the order* (see "[Finding orders](#)") that is being placed on hold.
3. Select the **Order Details** tab.
4. Click **Edit**.
5. (optional) Enter the date the order is scheduled to ship in the **Date Scheduled** field.
6. Select an order **Hold Code** from the drop-down list.
7. Enter a **Hold Comment**.
8. Enter any applicable **Notes**.
9. Click **Save** to place the order on hold. **Hold** will display next to the **Status** field on the **Overview** tab.

To release orders placed on hold

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. *Open the order* (see "[Finding orders](#)") that you want to release from its hold status.
3. Select the **Order Details** tab.
4. Click **Edit**.

5. Select the **Hold Code** drop-down list to display all of the defined hold codes.
6. Select the blank area at the top of the **Hold Code** drop-down list. This will remove the previously selected hold code.
7. Delete any comments entered in the **Hold Comment** field.
8. Click **Save**. Hold will no longer display next to the **Status** field on the **Overview** tab, and the order will be released to its appropriate order processing stage.

To edit an order's freight and handling charges

If you enable the **Automatic Calculation of Freight Charge** or the **Automatic Calculation of Handling Charge** option on the **Add-on Charges** window (from **Orders**, select **Set up module**, and click **Add-on Charges**), freight and/or handling charges will be calculated automatically for all orders.

You can disable the automatic calculation options and override an order's freight and handling charges on the **Order Details** tab. If the automatic calculation options are not enabled, you can enter freight and handling charges for an order manually.

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. *Open the order* (see "[Finding orders](#)") for which you want to edit freight and handling charges.
3. Select the **Order Details** tab.
4. Click **Edit**.
5. (optional) Enter the date the order is scheduled to ship in the **Date Scheduled** field.
6. (optional) Enter a **Salesperson**.
7. (optional) Enter a **Commission Rate** for the salesperson.
8. Enter any applicable **Notes**.
9. If enabled, disable the **Auto Calc Handling** option.
10. Enter a handling charge in the **Manual Handling** field.
11. If enabled, disable the **Auto Calc Freight** option.
12. Enter a freight charge in the **Manual Freight** field.
13. Click **Save** to update the freight and handling charges.

To edit a credit memo order's restocking charge

If you are entering credit memo orders and the **Automatic Calculation of Restocking Charge** option is enabled on the **Add-on Charges** window (from **Orders**, select **Set up module**, and click **Add-on Charges**), restocking charges are calculated automatically.

You have the option of disabling the automatic calculation option and overriding the calculated restocking charges on the **Order Details** tab. If the **Automatic Calculation of Restocking Charge** option is not enabled, you can enter a restocking charge for a credit memo order manually.

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. *Enter* (see "[Entering credit memo orders](#)") or *open* (see "[Finding orders](#)") the credit memo order for which you are entering or editing restocking charges.
3. Select the **Order Details** tab.
4. Click **Edit**.
5. (optional) Enter an applicable date for the restocking charge in the **Scheduled Date** field.

6. (optional) Enter a **Salesperson**.
7. (optional) Enter a **Commission Rate** for the salesperson.
8. Enter any applicable **Notes**.
9. Enter any applicable **Manual Handling** charge.
10. Enter any applicable **Manual Freight** charge.
11. If enabled, disable the **Auto Calc Restocking** option.
12. Enter a **Restocking** charge.
13. Click **Save** to update the restocking charge.

Entering shipping information

The **Ship to Info** tab is used to designate a **Ship to** customer when an order's **Ship to** and **Bill to** customer differ. You also can use the **Ship to Info** tab to edit a customer's name and address information for an individual order.

By default, the **Ship to Info** tab displays the **Bill to** customer's name and address information. When an ID other than the **Bill to** customer's ID is entered in the **ID** field, the **Ship to** customer's name and address information automatically populate the tab.

If necessary, a customer's name and address information can be edited for an order regardless of whether the **Bill to** and **Ship to** customer are the same. Changes made to a **Ship to** customer's name and address information on the **Ship to Info** tab affect only the order you are editing; updates made on the **Ship to Info** tab do not affect a customer's record.

Enter and edit orders window - Ship to Info tab

Overview	Order Details	Ship to Info	Payments	Account Info
ID <input type="text" value="117"/>				
Prefix <input type="text" value="Ms."/> First <input type="text" value="Mary"/> Middle <input type="text" value="P."/> Last <input type="text" value="Miles"/> Suffix <input type="text"/>				
Informal <input type="text" value="Mary"/> Designations <input type="text"/>				
Title <input type="text" value="Partner"/>				
Company <input type="text" value="Positive Thinking, Ltd."/> Sort <input type="text" value="POSITIVE THINKING, LTI"/> <input type="checkbox"/> Use Company <input type="checkbox"/> Use Title				
Address <input type="text" value="P.O. Box 11111"/>				
<input type="text"/>				
City <input type="text" value="Dallas"/> St/Prov <input type="text" value="TX"/> Zip <input type="text" value="75214-7645"/>				
Country <input type="text"/>				
Work <input type="text" value="(214) 907-9900"/> Fax <input type="text" value="(214) 777-8969"/>				
E-mail <input type="text"/> Toll Free <input type="text"/>				
Notes <div><div></div></div>				

From **Orders**, select **Enter and edit orders**, enter or open an order, and select the **Ship to Info** tab

ID

Enter a 'Ship to' customer's ID; select the **Find** icon to look up an ID. By default, the **ID** field displays the 'Bill to' customer's ID, and the **Ship to Info** tab displays the 'Bill to' customer's name and address information. When an ID other than the 'Bill to' customer's ID is entered in the **ID** field, the new 'Ship to' customer's name and address information populate the tab.

Prefix

Select a 'Ship to' customer's prefix from the drop-down list, such as Mr., Ms., or Dr.; prefixes are defined on the **PREFIX** general lookup/validation table (from **Customers**, select **Set up tables > General lookup/validation**).

First

Enter a 'Ship to' customer's first name.

Middle

Enter a 'Ship to' customer's middle name.

Last

Enter a 'Ship to' customer's last name.

Suffix

Select a 'Ship to' customer's suffix from the drop-down list, such as Jr., Sr., or III; suffixes are defined on the **SUFFIX** general lookup/validation table (from **Customers**, select **Set up tables > General lookup/validation**).

Informal

(Defaults to the 'Ship to' customer's **First** name) Enter a 'Ship to' customer's informal name or nickname.

Designations

Enter a 'Ship to' customer's professional designations, such as CPA or MD. Select the **Find** icon to look up a designation; designations are defined on the **DESIGNATION** general lookup/validation table (from **Customers**, select **Set up tables > General lookup/validation**).

Title

Enter a 'Ship to' customer's professional title. Select the **Find** icon to look up a title; titles are defined on the **TITLE** general lookup/validation table (from **Customers**, select **Set up tables > General lookup/validation**).

Company

Enter a 'Ship to' customer's company name. Depending on the length of the name entered, *iMIS* may truncate the company name in the **Ship to Address** area of the **Enter and edit orders** window.

Sort

Specify a value by which you want to sort a company record (Name.COMPANY_SORT). *iMIS* automatically removes the first instance of the word "The" from a company name.

Use Company

Enable to include the company name with the Ship To address on reports. This affects only the Ship To address that prints on reports and does not apply to the Bill To address. The Bill To (preferred billing) address's **Use Company** option is defined on the **Customer Setup - Address and Notes** window.

When entering product orders, *iMIS* automatically sets this option to equal the settings on the **Customer Setup - Address and Notes** window for the customer's preferred billing address (designated on the **Manage customers** window). You can override the setting on the **Ship to Info** tab as necessary for the customer's Ship To address (does not affect the Bill To address).

Note: The label for the **Use Company** option is customizable, so your system may display another label for this option. The value entered in the **Institute Type** field on the **Customer Setup - Basic Options** window defines the option's label.

Use Title

Enable to include the customer title with the Ship To address on reports. This affects only the Ship To address that prints on reports and does not apply to the Bill To address. The Bill To (preferred billing) address's **Use Title** option is defined on the **Customer Setup - Address and Notes** window.

When entering product orders, *iMIS* automatically sets this option to equal the settings on the **Customer Setup - Address and Notes** window for the customer's preferred billing address (designated on the **Manage customers** window). You can override the setting on the **Ship to Info** tab as necessary for the customer's Ship To address (does not affect the Bill To address).

Address

Enter a 'Ship to' customer's street address in one or both of the fields. Depending on the length of the address entered, *iMIS* may truncate the address in the **Ship to Address** area of the **Enter and edit orders** window.

City

Enter a 'Ship to' customer's city.

St/Prov

Enter a 'Ship to' customer's state or province. Select the **Find** icon to look up a state or province.

Zip

(Accepts up to nine characters) Enter a 'Ship to' customer's ZIP code.

Country

(Leave blank to accept the default) Enter a 'Ship to' customer's country. Select the **Find** icon to look up a country.

Work

Enter a 'Ship to' customer's work telephone number.

Fax

Enter a 'Ship to' customer's fax number.

E-mail

Enter a 'Ship to' customer's e-mail address.

Toll Free

Enter a 'Ship to' customer's toll free telephone number.

Notes

Enter any specific notes about an order.

Note: Do not enter special characters (such as square brackets) in the **Notes** field. Entering special characters generates an error message and does not allow an order to be completed.

To enter 'Ship to' customer information

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. *Open the order* (see "[Finding orders](#)") for which you want to edit the 'Ship to' customer's information.
3. Select the **Ship to Info** tab.

4. Click **Edit**:
5. (optional) If you are shipping an order to a customer other than the 'Bill to' customer:
 - Enter the 'Ship to' customer's ID in the **ID** field.
 - Press **Tab** to populate the window with the 'Ship to' customer's name and address information.
 - Make any necessary changes to the 'Ship to' customer's name and address information. Any changes made affect only the current order and not the customer's record.
 - Skip the following step.
6. (optional) Edit the 'Ship to' customer's name and address information. Any changes made affect only the current order and not the customer's record.
7. Click **Save**.

The 'Ship to' customer's information displays in the **Ship to** and **Ship to Address** fields on the **Enter and edit orders** window.

About assigning default shipping methods during order entry

When you select a 'Ship to' country during order entry, the **Shipping Method** field on the **Overview** tab populates automatically with the **Default Shipping Method** assigned to that country on the **Default Shipping Configuration** window (from **Orders**, select **Set up module**, click **Add-on Charges**, and click **Default Shipping Configuration**).

If no **Default Shipping Method** is assigned to the 'Ship to' country on the **Default Shipping Configuration** window, then the order's **Shipping Method** defaults to the **Default Shipping Method** defined on the **Add-on Charges** window (if the appropriate zone and freight-by-weight tables are set up for the **Default Shipping Method** and 'Ship to' country combination). See *Calculating Freight Charges* (see "Freight setup") for more on setting up the appropriate zone and freight tables.

If the appropriate zone and freight-by-weight tables are not set up for the **Default Shipping Method** and 'Ship to' country combination, no freight charges will calculate. *For example*, if the **Default Shipping Method** is UPS, and the 'Ship to' country is England, you must define a zone table for UPS - England and a freight-by-weight table for the 'Ship to' address's zone for freight charges to calculate.

If no **Default Shipping Method** is defined for the Orders module on the **Add-on Charges** window, then you will have to select a **Shipping Method** from the drop-down list on the **Overview** tab during order entry. You always have the option of overriding an order's default shipping method when entering or editing orders.

Entering order payments

You have several options when entering order payments:

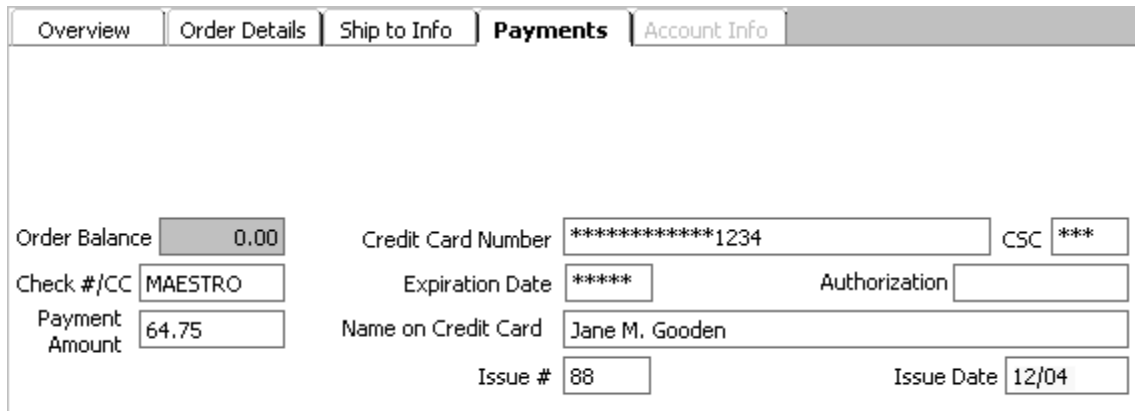
- You can enter a payment when entering an order.
- You can enter a payment after an order is entered but before an order is invoiced.
- You can enter a payment after an order is invoiced.

Note: To authorize credit card payments for Events, Exhibition, Exposition, and Orders, enter them through **Service Central > Enter and edit payments** (if licensed for SERVCEN) or **AR/Cash > Cash receipts** (if licensed for CCAUTH (see "Credit Card Authorization")).

Prepayments are entered on the **Payments** tab. A prepayment is a payment that is entered before an order is invoiced. Post-invoice payments are entered in AR/Cash on the **Enter and edit cash receipts** window (from **AR/Cash**, select **Enter and edit transactions > Cash receipts**). You also can use the **Enter and edit cash receipts** window to enter payments after an order has been entered.

Note: If **Advanced PCI Compliance** (see "Implementing Advanced PCI Compliance options") > **Do not retain cardholder information** is enabled, *iMIS* saves transactions without cardholder data and shows only gateway reference number and authorization code fields.

Enter and edit orders window - Payments tab



Overview	Order Details	Ship to Info	Payments	Account Info
<hr/>				
Order Balance	0.00	Credit Card Number	*****1234	CSC ***
Check #/CC	MAESTRO	Expiration Date	*****	Authorization
Payment Amount	64.75	Name on Credit Card	Jane M. Gooden	
		Issue #	88	Issue Date
				12/04

From **Orders**, select **Enter and edit orders**, enter or open an order, and select the **Payments** tab

Note: If **Advanced PCI Compliance** (see "Implementing Advanced PCI Compliance options") > **Do not retain cardholder information** is enabled, *iMIS* saves transactions without cardholder data and shows only gateway reference number and authorization code fields.

Order Balance

(read only) Displays an order's outstanding payment balance. The **Order Balance** is recalculated each time the **Payment Amount** is changed.

Credit Card Number

(Required for credit/debit card payments) Enter a credit/debit card number. When a payment is saved, all but the last four digits of the card number are masked.

Note: If you are using credit card authorization, do not enter credit card payments on the Orders **Payments** tab. See *Credit Card Authorization* (see "Authorizing Credit Cards in *iMIS*") for more information.

CSC

(Optional/Displays only if a European debit card code is entered in the **Check #/CC** field and the associated card authorization account uses the **Other** gateway and accepts a CSC number for deferred authorization) Enter the European debit card CSC number. When a payment is saved, the CSC number will be masked.

Check # / CC

Enter a check number or credit/debit card code. Credit/debit card codes are defined on the **Set up cash accounts** window (from **AR/Cash**, select **Set up tables > Cash accounts**).

Expiration Date

(Required for credit/debit card payments) Enter a card's expiration date (mm/yy). When a payment is saved, the card's expiration date is masked.

Authorization

(Optional for credit card payments) Enter an authorization code when a credit/debit card payment is processed.

Payment Amount

Enter the amount of a check or credit/debit card payment. You can enter payments in one of the following amounts:

- *Full* - No open accounts receivable item is tracked through the system.
- *Partial* - Offsets or reduces the accounts receivable amount.
- *None* - Sales order amount remains an open receivable. If a customer is paying by credit/debit card, you can enter a credit/debit card code and leave the **Payment Amount** field blank. If you leave the **Payment Amount** field blank for a credit/debit card payment, the payment amount will equal the invoiced total when an order is invoiced. If you select this option, a cash entry is generated when you invoice an order.

Name on Credit Card

(Required for credit/debit card payments) Enter the name of the customer whose credit/debit card is used when making a payment. The 'Bill to' customer's full name displays by default.

Issue #

(Optional/Displays when a European debit card code is entered in the **Check #/CC** field and the associated cash account accepts an issue number) Enter the European debit card issue number.

Issue Date

(Optional/Displays when a European debit card code is entered in the **Check #/CC** field and the associated cash account accepts an issue date) Enter the European debit card issue date (mm/yy).

To enter a prepayment

When you enter a payment during order entry or before an order is invoiced, the payment is considered a prepayment. Prepayments are entered on the **Payments** tab.

When you record check prepayments, the payment is applied to the prepaid orders account. Credit/debit card payments are applied immediately to the prepaid orders account when a nonzero payment amount is entered and the **Recognize Credit Card Order Payments as Prepaid Cash** option is enabled on the AR/Cash **Set up module** window (from **AR/Cash**, select **Set up module**).

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. *Enter a new order* (see "[Entering orders](#)"), or *open an existing order* (see "[Finding orders](#)").
3. While in edit mode, select the **Payments** tab.
4. If entering a payment by check:
 - ☐ Enter a check number in the **Check #/CC** field.
 - ☐ Enter the amount in the **Payment Amount** field.
5. If entering a payment by credit card:
 - ☐ Enter a credit card code, such as VISA or AMEX, in the **Check #/CC** field. When you enter a credit card code, additional fields display which validate the credit card number, expiration date, authorization code, and name on the credit card.
 - ☐ Enter the credit card number in the **Credit Card Number** field. All but the last four digits of the number will be masked when the payment is saved.
 - ☐ Enter the credit card expiration date in the **Expiration Date** field. The expiration date will be masked when the payment is saved.
 - ☐ Enter the name on the credit card in the **Name on Credit Card** field. Defaults to the 'Bill to' customer's name.
 - ☐ (*optional*) Enter a code in the **Authorization** field.

- ☐ Enter the amount in the **Payment Amount** field.
6. If entering a payment by European debit card:
- ☐ Enter a European debit card code, such as MAESTRO, in the **Check #/CC** field. When you enter a European debit card code, additional fields display which enable you to enter the card number, expiration date, authorization code and name on the card. Depending on the card authorization account used for the European debit card, fields might also display which enable you to enter the card's CSC number, issue number, and issue date.
 - ☐ Enter the card number in the **Credit Card Number** field. All but the last four digits of the number will be masked when the payment is saved.
 - ☐ Enter the card expiration date in the **Expiration Date** field (mm/yy). The expiration date will be masked when the payment is saved.
 - ☐ (optional) Enter the card CSC number in the **CSC** field. The CSC number will be masked when the payment is saved.
 - ☐ Enter the name on the card in the **Name on Credit Card** field.
 - ☐ (optional) Enter a code in the **Authorization** field.
 - ☐ Enter the amount in the **Payment Amount** field.
 - ☐ (optional) Enter the card issue number in the **Issue #** field.
 - ☐ (optional) Enter the card issue date in the **Issue Date** field (mm/yy).
7. Click **OK**.

To edit a prepayment

Follow this procedure to edit an order's payment *amount* only. To edit an order's payment *type*, see *Editing Payment Types*.

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. Open the order (see "[Finding orders](#)") for which you want to edit a prepayment.
3. Select the **Payments** tab.
4. Click **Edit**.
5. Edit the amount in the **Payment Amount** field.
6. Click **OK**.

To enter a post-invoice payment

After an order has been invoiced, it no longer can be edited. You must make payments on invoiced orders in AR/Cash on the **Enter and edit cash receipts** window (from **AR/Cash**, select **Enter and edit transactions > Cash receipts**).

See *Entering Cash Receipts* in AR/Cash for details about entering such payments.

Viewing account information

After an order is invoiced, you can view an order's account information on the **Enter and edit orders** window's **Account Info** tab. The **Account Info** tab displays a running, itemized transaction log for an order or invoice, such as fees charged, payments received, adjustments, and canceled items. Individual lines display for each transaction and include payment amounts.

For each transaction line, the **Account Info** tab displays the date, the transaction number, the transaction type, a description of the transaction, the transaction amount, and any applicable credit card information.

The **Enter and edit orders** window's **Account Info** tab is disabled until an order is invoiced. Once you invoice an order, the **Account Info** tab enables. Invoiced orders cannot be edited on the **Enter and edit orders** window.

Note: Prepayments generate transaction records even though the **Account Info** tab is inaccessible until an order is invoiced.

Enter and edit orders window - Account Info tab

The information on this tab is read-only. The ledger (table) view displays each transaction for an order and includes the following transaction information: date, number, type, description, amount, and any applicable credit card information such as the credit card number, credit card expiration date, and the name on the credit card.

Overview	Order Details	Ship to Info	Payments	Account Info	
Reference	125	Order 161		Charges	92.18
Invoice #	51			Credits	92.18
				Balance	0.00
Date	Trans. #	Type	Description	Amount	CC Info.
06/14/2002	255	DIST	Sailing, A Sport for Young and Old	35.00	
06/14/2002	255	DIST	Video - Creating a New Business	39.00	
06/14/2002	255	DIST	Freight	8.31	
06/14/2002	255	DIST	Handling	4.45	
06/14/2002	255	DIST	Texas Sales Tax	5.42	
06/14/2002	255	TR	Order #: 161 - Application of Prepayment	20.00	
06/14/2002	255	AR		72.18	
06/14/2002	257	AR	VISA	-25.00	CC# *****1111
07/01/2002	640	AR	AMEX	-47.18	CC# *****1111

From **Orders**, select **Enter and edit orders**, open an invoiced order, and select the **Account Info** tab

Note: If **Advanced PCI Compliance** (see "Implementing Advanced PCI Compliance options") > **Do not retain cardholder information** is enabled, *iMIS* saves transactions without cardholder data and shows only gateway reference number and authorization code fields.

To view account information

You can select the **Account Info** tab for invoiced orders only.

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. Open the invoiced order (see "[Finding orders](#)") for which you want to open the transaction ledger.
3. Select the **Account Info** tab to view the order's account information.

Ordering upsell, cross-sell, and replacement items

When customers order products, additional items often are available that can replace, that complement, or that are superior to the products initially ordered. However, customers sometimes miss these purchasing opportunities because they are unaware that additional items are available.

If you designate Upsell, Cross-sell, or Replacement items for a product on the **Upsell/Replace** window (accessible by clicking **Upsell/Replace** on the **Manage products** window), the items are easily accessible during order entry from the **Opportunities** window, which opens from the **Overview** tab. You then can replace a product with an Upsell or Replacement item, or you can add Upsell, Cross-sell, and Replacement items to the order.

Direct access to Upsell, Cross-sell, and Replacement items during order entry significantly helps organizations to increase revenue from the sale of additional items and higher-margin products:

- **Upsell** - To persuade a customer to purchase a product that may have a greater value than the product initially chosen. Upsell items can replace products or can be added to orders as additional items. No pricing rules exist for products designated as Upsell items, and Upsell items do not have to cost more than the products they replace.
- **Cross-sell** - To persuade a customer to purchase one or more similar items that complement the product initially chosen. Cross-sell items are added to orders in addition to initial product selections.
- **Replace** - To offer a customer an alternative item to take the place of the product initially chosen. Replacement items can replace products or can be added to orders as additional items.

Using the Opportunities Legend

Item	Product	Description	Quantity	Ship	Back	Price	% Disc.	Extension
5	P40	Adventures in Camping	1	1		19.50	0.00	19.50
1	ABACKPACK	* Back Pack	1	1		39.50	0.00	39.50
2	ACASE	Carrying Case	1	1		42.00	0.00	42.00
3	CTSHIRT1	^ Tee Shirt	1	1		19.00	0.00	19.00
4	CCAP	+ Baseball Cap	1	1		9.50	0.00	9.50
5	P40	Adventures in Camping	1	1		19.50	0.00	19.50

Print... Total quantity available for P40 : 49.00. Total available in DEFAULT : 49.00
Legend: ^ Replace + Add * Both

Example of the **Opportunities Legend** on the **Overview** tab

As an indicator of a product's available opportunities, an **Opportunities Legend** displays at the bottom of the **Overview** tab as long as one line item has unrealized opportunities. Each line item that has unrealized opportunities is indicated by one of the following characters displaying next to the **Product** code:

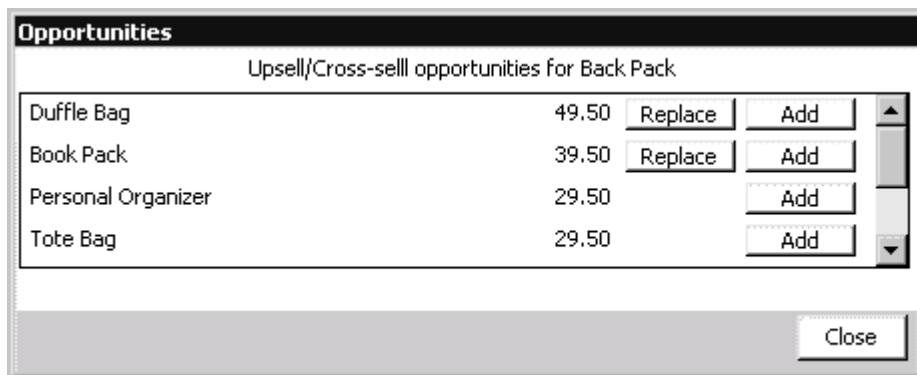
- '+' - Indicates an item has Cross-sell opportunities
- '^' - Indicates an item has Upsell opportunities
- '*' - Indicates an item has both Upsell and Cross-sell opportunities

Opportunities window

Both stock and non-stock items display on the **Opportunities** window. Items sort with Upsell items listed before Cross-sell items. Within each group of opportunity items, items then sort by price in descending order.

For an Upsell/Cross-sell/Replacement item to display on the **Opportunities** window, it must meet the following criteria:

- The item must not be part of the current order
- The item's status must be **Active**
- For a stock item, inventory must be available in the item's Default warehouse



From **Orders**, select **Enter and edit orders**, and select a line item

Title

Displays the product's title as defined on the **Manage products** window. If a product does not have a title, its product code displays. The title displays as follows:

“Upsell/Cross-sell opportunities for *product title*”

Opportunity Items

Displays all Upsell, Cross-sell, and Replacement opportunity items that currently exist for a product:

- **Description** - Displays the Upsell/Cross-sell/Replacement item's title as defined on the **Manage products** window. If an item does not have a title, its product code displays.
- **Price** - Displays the Upsell/Cross-sell/Replacement item's price as defined on the **Manage products** window. **Use Member Pricing** (see "[Enter and edit orders window - Overview tab](#)") is honored, but **Special Pricing** is not.
- **Replace button** - Click to replace a product with an Upsell/Replacement item.
- **Add button** - Click to add an Upsell/Cross-sell/Replacement item to an order.

To open the Opportunities window

When you open the **Opportunities** window, whether you open the window in read-only mode or in enter-and-edit mode determines how the window functions:

Read-only mode

Open an order in read-only mode, and select a line item that has designated Upsell, Cross-sell, or Replacement items. The **Opportunities** window opens, and all existing Upsell, Cross-sell, and Replacement opportunities designated for the selected product display:

- Upsell and Replacement opportunities display with **Add** and **Replace** buttons (disabled)
- Cross-sell opportunities display with **Add** buttons (disabled)

If you select another line item that has Upsell, Cross-sell, or Replacement opportunities, the **Opportunities** window remains open, and the data on the window refreshes.

Enter-and-edit mode

Enter or edit an order, and enter or select a line item that has Upsell, Cross-sell, or Replacement opportunities. The **Opportunities** window opens automatically, and all existing Upsell, Cross-sell, and Replacement opportunities designated for the product display:

- Upsell and Replacement opportunities display with **Add** and **Replace** buttons (enabled)
- Cross-sell opportunities display with **Add** buttons (enabled)

If you select another line item that has Upsell, Cross-sell, or Replacement opportunities, the **Opportunities** window remains open, and the data on the window refreshes. If you **Tab** to or select a blank line item, the **Opportunities** window disappears until you enter or select another line item that has Upsell, Cross-sell, or Replacement opportunities.

Item	Product	Description	Quantity	Ship	Back	Price	% Disc.	Extension
1	ABACKPACK	Back Pack	1	1		37.53	5.00	37.53
1	ABACKPACK	* Back Pack	1	1		37.53	5.00	37.53
2	CCAP	+ Baseball Cap	1	1		9.03	5.00	9.03

*Example of the **Opportunities** window and **Overview** tab during order entry*

To close the Opportunities window

To close the **Opportunities** window, do one of the following:

- Select a line item that does not have existing Upsell, Cross-sell, or Replacement opportunities
- Click an area outside the order line grid of the **Overview** tab
- Click **Close** on the **Opportunities** window

To add opportunity items to an order

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. Enter a new order, or open an existing order (see *Entering Orders* or *Finding Orders*). Opportunity indicators designate which products have available opportunities.
3. While in the edit mode, click on the line item for which you want to add opportunity items. The **Opportunities** window opens.
4. Select an opportunity item, and click **Add** to add a new line item to the order for the Upsell, Cross-sell, or Replacement item:

The **Qty** is set to zero, the **Opportunities** window refreshes (the added item is removed from the window), and each line item's Opportunity indicator refreshes.

5. Enter a **Qty** for the added item.
6. Click **Save**.

To replace products with opportunity items

1. From **Orders**, select **Enter and edit orders** to open the **Enter an edit orders** window. The **Overview** tab displays by default.
2. *Enter a new order* (see "[Entering orders](#)"), or *open an existing order* (see "[Finding orders](#)"). Opportunity indicators designate which products have available Replacement opportunities.
3. While in the edit mode, click on the line item you want to replace. The **Opportunities** window will open.
4. Select an opportunity item, and click **Replace** to update the original product's line item data with the Upsell or Replacement item's data.

The **Qty** changes to the quantity originally ordered. The order's discounts, taxes, and prices recalculate to reflect the Upsell or Replacement item's data. The **Opportunities** window refreshes with the Upsell or Replacement item's available opportunities. Each line item's Opportunity indicator refreshes.

5. Click **Save**.

To replace out of production products that have no inventory available

The functionality for replacing **Out of Production** products that do not have inventory available is different from replacing products for which inventory is available. When you replace a product, the **Overview** tab's focus remains on the first line item as long as you do not **Tab** out of the **Qty** field.

By keeping the focus on the first line item, you see all products (on the refreshed **Opportunities** window) linked to the Replacement item. As items are added from the **Opportunities** window, each additional item's **Qty** is set to zero, and the **Overview** tab's focus remains on the first line item (the original Replacement item) as long as you do not **Tab** out of the **Qty** field.

For each item added from the **Opportunities** window (for the original Replacement item), you must manually enter the **Qty** ordered by either **Tabbing** to or selecting each newly added line item.

Ordering products from multiple warehouses

The multi-warehouses functionality of *iMIS* allows you to order individual products from multiple warehouse locations using the **Product Detail** window. This is a useful feature when the default warehouse has insufficient inventory to fill product orders.

The following are the requirements for ordering from multiple warehouse locations:

- The **Enable Multi-Warehouses** option must be enabled on the **Inventory System Setup** window (from **Orders**, select **Set up module**, and click **Inventory**).
- Multiple warehouse locations must be defined for the product on the **Warehouses** window (from **Orders**, select **Manage inventory** > **Manage products**, select from the list of **Current Products**, and click **Warehouses**).
- Each warehouse location must have sufficient inventory to fill an order.

To order a product from a non-default warehouse

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. Click **New**.
3. Enter the order information:

- **Order Summary** information
 - **Shipping Summary** information
 - **Tax Summary** information
 - **General** information
4. Enter the product line-item information, and press **Tab** to add the product to the order. The product will display in the list of **Product Line Items**, and your cursor will be in the **Product** field.
 5. Double-click the product line-item to open the **Product Detail** window.
 6. Enter the **Warehouse** from which you want to ship the product:
 - Enter a warehouse with sufficient inventory in the **Warehouse** field; or
 - Select the **Warehouse** field's **Find** icon, select a warehouse with sufficient inventory, and click **OK**.
 7. Click **OK** to close the **Product Detail** window.
 8. Click **Save**.

Entering detailed product information

Detailed and specific order information is entered for products on the **Product Detail** window. The **Product Detail** window is accessible by double-clicking a product line-item on the **Overview** tab.

When entering or editing orders, some products may require entering specific information before an order can be completed or shipped. *For example*, if an ordered product is an article of clothing, you may need to specify size or color. If an ordered product is a publication, you may need to specify a specific binding or paper type. Regardless of the product or product type, *iMIS* Orders incorporates the flexibility needed for entering detailed order information for products.

If you are using Multi-Warehouses, the **Product Detail** window also allows you to order individual products from other than a default warehouse. This is useful if a product's default warehouse does not have sufficient inventory to fill an order.

Product Detail window

The screenshot shows the **Product Detail** window with the following fields and values:

Product	P42
Warehouse	CENTRAL
Bin	PUB S 8
Binding	HARDBOUND
Paper	ACIDFREE
Illustration	COLOR
Edition	LIMITED

At the bottom left, there is a tab labeled **Publication Detail**. At the bottom right, there are **OK** and **Cancel** buttons.

From **Orders**, select **Enter and edit orders**, enter or edit an order, and double-click a product line-item

Product

(read only) Displays a selected product's code.

Tax Code

(Not shown in example, VAT only) Use this field to override the default tax code assigned to a product.

VAT

(Not shown in example, display/VAT only) Displays the tax amount based on the product price and tax rate.

Warehouse

(Multi-Warehouses only) Use this field to override the default warehouse from which a product will ship. A product's default warehouse can be overridden only with a warehouse that is pre-defined for the product.

Bin

(Display/Multi-Warehouses only) Displays the specific warehouse bin in which a product is stored.

User-Defined fields

(**UF_1** through **UF_4**) Enter specific order information for a product, or select the **Find** icon to look up any predefined data.

Publication Detail button

(optional) Opens the **Publication Detail** window. The **Publication** button displays only if the following two conditions are true:

- The **Use Publication Demographics** option is enabled on the **Set up product categories** window (from **Orders**, select **Set up tables > Product categories**).
- At least one field is populated with data on a product's **Publication Demographics** window.

To enter detailed product information

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. *Enter a new order* (see "[Entering orders](#)"), or *open an existing order* (see "[Finding orders](#)").
3. While in the edit mode, double-click the product line-item for which you want to enter specific order information. The **Product Detail** window will open.
4. (Optional, only if using Multi-Warehouses) Override the product's default **Warehouse** if necessary:
 - ☐ Enter a **Warehouse**; or
 - ☐ Select the **Warehouse** fields **Find** icon, and select a warehouse with sufficient inventory to fill the order.
5. Enter the product's specific order information in the available user-defined fields, or select the user-defined fields' Find icons to look up any predefined general lookup/validation data.

Note: The user-defined field labels are set up according to product category on the **Set up product categories** window (from **Orders**, select **Set up tables > Product categories**).

6. Click **OK** to close the **Product Detail** window.
7. Click **Save** to save the order information.

Viewing publication details

The **Publication Detail** window allows you to view specific, predefined publication information about a product. The **Publication Detail** window is accessible by clicking the **Publication** button on the **Product Detail** window.

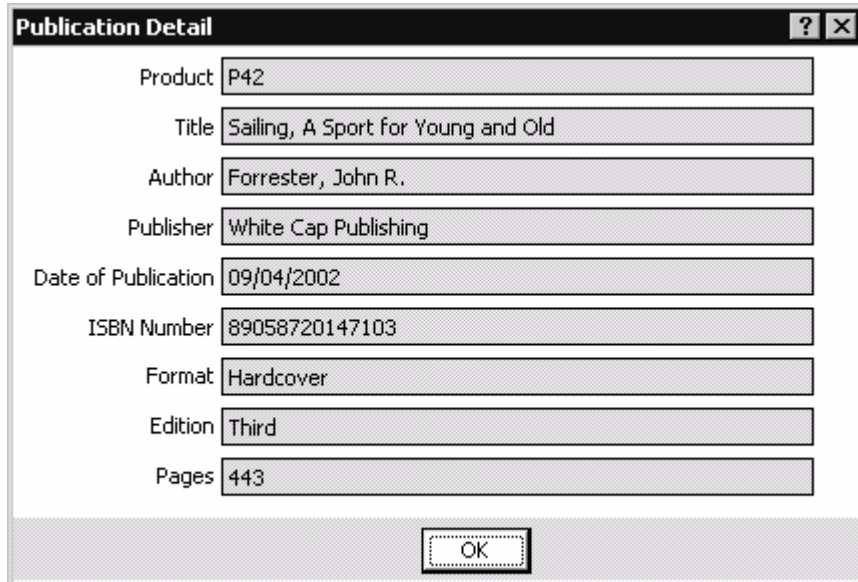
Publication information is defined for products on the **Publication Demographics** window (from **Orders**, select **Manage inventory > Manage products**, select a product from the list of **Current Products**, and click **Publication**).

The **Publication** button is available on the **Product Detail** window only if the following two conditions are true:

- The **Use Publication Demographics** option is enabled for a product's category on the **Set up product categories** window.
- At least one field is populated with data on a product's **Publication Demographics** window.

Publication Detail window

The information on this window is read-only.



The screenshot shows a window titled "Publication Detail" with a standard Windows-style title bar (minimize, maximize, close buttons). The window contains several text input fields, each with a label to its left. The fields are filled with the following data:

Field Label	Value
Product	P42
Title	Sailing, A Sport for Young and Old
Author	Forrester, John R.
Publisher	White Cap Publishing
Date of Publication	09/04/2002
ISBN Number	89058720147103
Format	Hardcover
Edition	Third
Pages	443

At the bottom center of the window is an "OK" button.

From **Orders**, select **Enter and edit orders**, enter or edit an order, double-click a product line-item, and click **Publication**

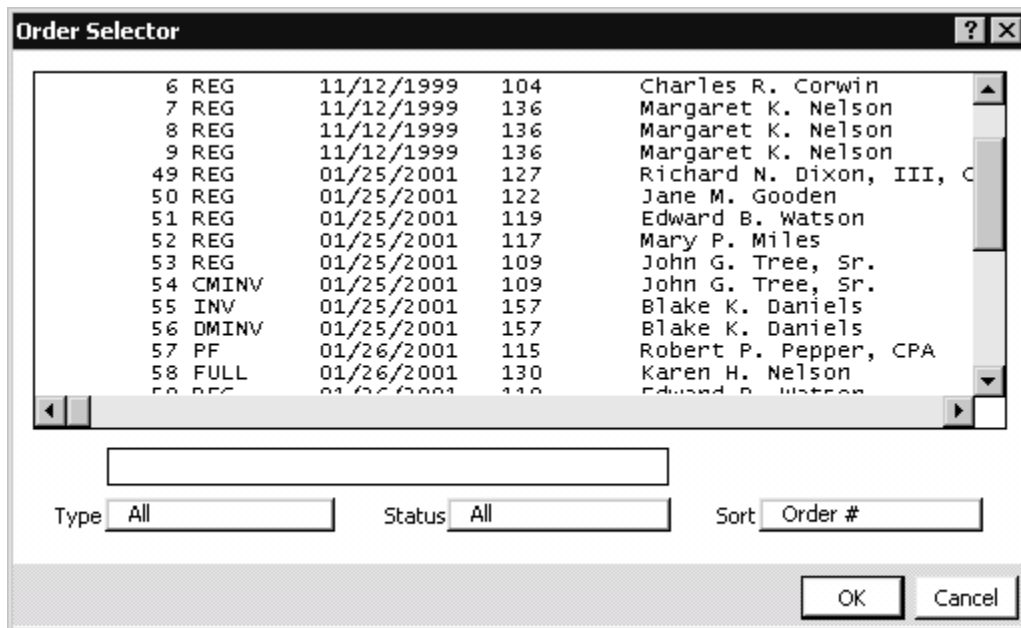
To view publication details

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. *Enter a new order* (see "[Entering orders](#)"), or *open an existing order* (see "[Finding orders](#)").
3. While in edit mode, double-click the product line-item for which you want to view publication details. The **Product Detail** window will open.
4. Click **Publication Detail** to open the **Publication Detail** window and view the product's detailed publication information.

Finding orders

When opening orders, the **Order Selector** window is a useful search tool if specific order information is not available. If the order number or 'Bill to' ID is not known, you can use the **Order Selector** window to view a group of orders based on a specific order type and/or order status. This makes finding specific orders a simple and efficient process.

Order Selector window



From **Orders**, select **Enter and edit orders**, click **Open** or **Find**, select the **Order** field's **Find** icon, and click **OK**

Orders

Lists all of the orders entered in the system.

Search

Enter the 'Ship to' customer's complete or partial last name.

Type button

(Defaults to **All**) Click to display a drop-down list of order types defined on the **Set up order types** window (from **Orders**, select **Set up tables > Order types**). Select the order type by which you want to search.

Status button

(Defaults to **All**) Click to display a drop-down list of each system-defined order status. Select the order status by which you want to search.

Sort button

Click to sort the orders returned by your search. Select from one of the following sort options:

- **Order #** - (default) Sorts all orders by order number.
- **Order Date** - Sorts all orders by order date.
- **Type** - Sorts all orders by order type.
- **Customer** - Sorts all orders alphabetically by last name.
- **Company** - Sorts all orders by company name.
- **Status** - Sorts all orders by order status.
- **Entered By** - Sorts all orders by operator name or number.

To open an order

Follow this procedure to open an existing order if you know the order number.

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. Click **Open** or **Find**.
3. Enter the order number in the **Order** field.
4. Click **OK**.

To find an order using an invoice number

Follow this procedure to open an invoiced order if you know the order's invoice number.

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. Click **Open** or **Find**.
3. Enter the invoice number in the **Invoice #** field (select the **Find** icon to look up the invoice number).
4. Click **OK** to open the order on the **Enter and edit orders** window.

To find an order using the 'Bill to' customer's ID

Follow this procedure to open an existing order if you know the 'Bill to' customer's ID.

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. Click **Open** or **Find**.
3. Press **Tab** to go to the **Bill to ID** field, and enter the 'Bill to' customer's ID (select the **Find** icon to look up an ID).
4. Click **OK**. The **Order Selector** window opens and displays a list of orders for the 'Bill to' customer's ID.
5. Select the order you want to open from the **Orders** field.
6. Click **OK** to open the order on the **Enter and edit orders** window.

To search for an order

Follow this procedure to search for and open an existing order for which specific order information is not available.

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. Click **Open** or **Find**.
3. Select the **Order** field's **Find** icon to open the **Order Selector** window.
4. Search for an order using one of the search methods.
5. Select the order you want to open from the **Orders** field.
6. Click **OK** to open the order on the **Enter and edit orders** window.

Procedure reference

There are three different methods that you can use to search for an order:

- Search from a list of all existing orders by clicking **OK** on the **Order Selector** window to display a list of all existing orders.
- Narrow your search according to the 'Ship to' customer's last name:

- Enter the 'Ship to' customer's complete or partial last name in the **Search** field. If you enter a complete last name, all orders display for anyone having that last name. If you enter a partial last name or the first letters of a last name, all orders display for anyone whose last name begins with those letters.
- Click **OK**.
- Narrow your search according to a specific order type and/or order status:
 - Click **Type** or **Status** to narrow your search to a specific order type or status, respectively.
 - Click **Sort** to sort the search results.
 - Click **OK**.

Editing orders

iMIS Orders allows you to edit orders that have not been invoiced. Editing may be required for different situations. *For example*, a customer may decide to change either the products or product quantity ordered, or the wrong shipping information may have been entered for an order.

Whatever the reason, you have the ability to edit orders that have not been invoiced. Once an order is invoiced, it can no longer be edited or canceled. Debit memo orders are used to increase the number of products purchased for an original invoiced order, and credit memo orders are used to reverse an invoiced order.

To edit the product quantity ordered

Follow this procedure to edit the products ordered, to edit the quantity ordered, or to delete a product from an order.

Note: You cannot edit an order that has been invoiced.

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. *Open the order* (see "[Finding orders](#)") from which you want to delete a product.
3. Click **Edit**.
4. From the list of **Product Line Items**, select the product that you are going to edit.
5. Place your cursor in the line-item's **Quantity** field, and update the product quantity. If you are deleting a product from an order, enter a zero (0).
6. Click **Save** to update the order. The **Price** field will continue to display the product price, but the **Extension** field will display the updated total product price for the order. The **Order Total** and **Balance** fields will update accordingly.

To add a product to an existing order

Follow this procedure to add a product to an existing order. To add a product to an existing order, the order must not have been invoiced. If additional products need to be added to an invoiced order, you must enter a debit memo order.

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. *Open the order* (see "[Finding orders](#)") to which you want to add a product.
3. Click **Edit**.
4. Without deleting any applicable discount, place your cursor in the % **Disc** field of the last line item of the order, and press **Tab**. Your cursor now will be in the **Product** field.

5. Enter the product code in the **Product** field, or select the **Find** icon to open the **Product Find** window and *search for a product* (see "[Searching for products](#)").
6. Enter the number of new products ordered in the **Quantity** field.
7. (optional) Edit the product **Price** if necessary.
8. (optional) Enter a percentage discount for the product in the **% Disc** field.
Entering a product-level discount in the **% Disc** field overrides any order-level discount entered in the **% Discount** field. However, product-level discounts are applicable only for a given product and do not affect entire order-level discounts.
9. Press **Tab** to add the product to the order. The product will display in the list of **Product Line Items**, and your cursor will be in the **Product** field.
10. Repeat this process for each additional product to be purchased.
11. Click **Save** to update the order.

To override a product's default warehouse

If you are using Multi-Warehouses, follow this procedure to override a product's default warehouse. To override a product's default warehouse, multiple warehouses must be defined for the product on the **Warehouses** window.

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. *Enter a new order* (see "[Entering orders](#)"), or *open an existing order* (see "[Finding orders](#)").
3. While in the edit mode, double-click the product line-item for which you want to enter specific order information. The **Product Detail** window will open.
4. (Optional, only if using Multi-Warehouses) Override the product's default **Warehouse** if necessary:
 - ☐ Enter a **Warehouse**; or
 - ☐ Select the **Warehouse** field's **Find** icon, and select a warehouse with sufficient inventory to fill the order.
5. Click **OK** to close the **Product Detail** window.
6. Click **Save** to save the order information.

To place a product on backorder

If a customer orders a product that incorrectly shows to be in inventory, you can edit the order and place the product on backorder if the order has not been invoiced.

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. *Open the order* (see "[Finding orders](#)") for the product you need to place on backorder.
3. Click **Edit**.
4. Select the product that you are going to place on backorder from the list of **Product Line Items**.
5. While pressing **Shift**, place your cursor in the **Ship** field. The **Ship** field enables and becomes editable.
6. Enter a zero in the **Ship** field, and press **Tab**. This will update the **Back** field with the original product quantity ordered, and the **Ship** field will be cleared.
7. Click **Save**. The **Committed** field on the **Manage products** window will decrease by the number of products placed on backorder.

Canceling orders

You can cancel an un-invoiced order with or without a credited payment (prepayment). Canceling an order without a prepayment reverses an order. Canceling an order with a prepayment creates a credit balance. You can apply a credit balance to another order or issue a refund to a customer.

To cancel an order

Follow this procedure to cancel an un-invoiced order without a prepayment. A canceled, un-invoiced order without a prepayment does not generate invoice or transaction line items. Therefore, the **Enter and edit orders** window's **Account Info** tab will not reflect any record of either the order or the cancellation of the order.

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. Open the order (see "[Finding orders](#)") you want to cancel.
3. Click **Delete**. A system message prompts you to verify the cancellation of the order.
4. Click **Yes** to cancel the order. **CANCELED** displays in the **Status** field.

To cancel an order with a cash prepayment

Follow this procedure to cancel an un-invoiced order with a cash prepayment. A canceled, un-invoiced order with a cash prepayment will generate a credit balance on the Customer Management **Transaction Ledger** window (from **Customers**, select **Manage customers**, select the **AR/Cash** tab on the **History** section, and double-click the order). However, a canceled, un-invoiced order will not generate any transactions on the **Enter and edit orders** window's **Account Info** tab.

When canceling an order with a cash prepayment, you can apply a credit balance to another order or issue a refund to the customer. See *Accounts Receivable* (see "[AR/Cash](#)") for details about *applying credit balances* (see "[Recording credit memos](#)") and *issuing refunds* (see "Creating credit invoices").

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. Open the order (see "[Finding orders](#)") you want to cancel.
3. Click **Delete**. A system message prompts you to verify the cancellation of the order.
4. Click **Yes** to cancel the order.

To cancel an order with a credit card prepayment

Follow this procedure to cancel an un-invoiced order with a credit card prepayment. The following steps will cancel both an order and a credit card prepayment.

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. Open the order (see "[Finding orders](#)") you want to cancel.
3. Select the **Payments** tab.
4. Click **Edit**.
5. Delete the amount in the **Payment Amount** field, but do not alter any data in the other fields:
 - Do not delete the data in the **Check # / CC**, **Credit Card Number**, **Expiration Date**, or **Name on Credit Card** fields. In order to apply a reversal to the correct cash account and for a payment method to reflect the correct reverse entry, the original, correct data must be entered in these fields.
 - If the **Recognize Credit Card Order Payments as Prepaid Cash** option is enabled on the **AR/Cash Set up module** window (from **AR/Cash**, select **Set up module**), deleting a payment removes the value from the following fields: **Orders.RECOGNIZED_CASH_AMOUNT**, **Invoice.CREDITS**, and **Invoice.BALANCE**.

- If the **Recognize Credit Card Order Payments as Prepaid Cash** option is not enabled, Orders.RECOGNIZED_CASH_AMOUNT is not populated, and an invoice transaction is not created.
- 6. Click **OK** to delete the credit card prepayment.
- 7. Click **Delete**. The **Enter and edit orders** window defaults to the **Overview** tab, and a system message prompts you to verify the cancellation of the order.
- 8. Click **Yes** to cancel the order.

To cancel an invoiced order

See "[Entering credit memo orders](#)".

To restore a canceled order

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. *Open the order* (see "[Finding orders](#)") you want to restore.
3. Click **Edit**. A message displays prompting you to restore the order.
4. Click **Yes**. A message displays prompting you to proceed with the order edit.
5. Click **OK** to restore the order, and make any necessary edits.
6. Click **Save**.

Editing payment types

If a payment type is applied to an order in error, you can edit the payment type. However, you need to be aware of several possible error scenarios related to whether the **Recognize Credit Card Order Payments as Prepaid Cash** option on the AR/Cash **Set up module** window (from **AR/Cash**, select **Set up module**) is enabled or disabled.

Recognize Credit Card Order Payments as Prepaid Cash - option enabled

When the **Recognize Credit Card Order Payments as Prepaid Cash** option is enabled, the following scenarios will cause an error if you try to edit the **Check # / CC** field on the **Enter and edit orders** window's **Payments** tab:

- Changing the payment type from cash/check to credit/debit card when the Orders.RECOGNIZED_CASH_AMOUNT field is populated
- Changing the payment type from credit/debit card to cash/check when the Orders.RECOGNIZED_CASH_AMOUNT field is populated
- Changing the payment type from one credit/debit card to another when the credit/debit card cash accounts are different and the Orders.RECOGNIZED_CASH_AMOUNT field is populated

To edit a payment type recognized as prepaid cash

Follow this procedure to edit a payment type when the **Recognize Credit Card Order Payments as Prepaid Cash** option is enabled.

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. *Open the order* (see "[Finding orders](#)") for which you want to edit the payment type.
3. Select the **Payments** tab.
4. Click **Edit**.
5. Delete the amount in the **Payment Amount** field, but do not alter any data in the other fields. If you try to edit the **Check # / CC** field on the **Payments** tab without first deleting the amount in the **Payment Amount** field, you will receive an error message.

6. Click **OK** on the **Payments** tab.
7. Click **Edit**.
8. If you are entering a payment by cash or check, enter the cash payment type or check number in the **Check # / CC** field.
9. If you are entering a payment by credit card, enter the credit card payment type in the **Check # / CC** field and any other required data in the following fields:
 - ☐ Enter a **Credit Card Number**.
 - ☐ Enter a credit card **Expiration Date**.
 - ☐ (optional) Enter a credit card **Authorization** code.
 - ☐ Enter the name on the credit card in the **Name on Credit Card** field.
10. If you are entering a payment by European debit card, enter the European debit card payment type in the **Check # / CC** field and any other required data in the following fields:
 - ☐ Enter the card number in the **Credit Card Number** field.
 - ☐ (optional) Enter the card's **CSC** number.
 - ☐ Enter a card **Expiration Date** (mm/yy).
 - ☐ (optional) Enter an **Authorization** code.
 - ☐ Enter the name on the card in the **Name on Credit Card** field.
 - ☐ (optional) Enter the card's issue number in the **Issue #** field.
 - ☐ (optional) Enter the card's **Issue Date** (mm/yy).
11. Enter the correct **Payment Amount**.
12. Click **OK** to update the payment information.

Recognize Credit Card Order Payments as Prepaid Cash - option disabled

When the **Recognize Credit Card Order Payments as Prepaid Cash** option is disabled, the following scenario will cause an error if you try to edit the **Check # / CC** field on the **Payments** tab:

- Changing the payment type from credit/debit card to cash/check when the Orders.RECOGNIZED_CASH_AMOUNT field is populated.

To edit a payment type not recognized as prepaid cash

Follow this procedure to edit a payment type when the **Recognize Credit Card Order Payments as Prepaid Cash** option is disabled.

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. *Open the order* (see "[Finding orders](#)") for which you want to edit the payment type.
3. Select the **Payments** tab.
4. Click **Edit**.
5. If you are entering a payment by cash or check, enter the cash payment type or check number in the **Check # / CC** field.
6. If you are entering a payment by credit card, enter the credit card payment type in the **Check # / CC** field and any other required data in the following fields:

- ☐ Enter a **Credit Card Number**.
 - ☐ Enter a credit card **Expiration Date**.
 - ☐ (*optional*) Enter a credit card **Authorization** code.
 - ☐ Enter the name on the credit card in the **Name on Credit Card** field.
7. If you are entering a payment by European debit card, enter the European debit card payment type in the **Check # / CC** field and any other required data in the following fields:
- ☐ Enter the card number in the **Credit Card Number** field.
 - ☐ (*optional*) Enter the card's **CSC** number.
 - ☐ Enter a card **Expiration Date** (mm/yy).
 - ☐ (*optional*) Enter an **Authorization** code.
 - ☐ Enter the name on the card in the **Name on Credit Card** field.
 - ☐ (*optional*) Enter the card's issue number in the **Issue #** field.
 - ☐ (*optional*) Enter the card's **Issue Date** (mm/yy).
8. Enter the correct **Payment Amount** if necessary.
9. Click **OK** to update the payment information.

Applying credit balances as orders payment

If a customer has an open credit balance, you can apply this credit balance as payment for either an existing order or a new order. You can apply all or part of a credit balance as payment. If you attempt to apply an amount in excess of the credit balance, an error message will be generated. Credit balances are applied as payment by using the ***Tab** command.

Selecting open payments for orders: ***Tab**

When you enter an asterisk (*) in the **Check # / CC** field on the **Enter and edit orders** window's **Payments** tab and then press **Tab**, the **Select Open Payments** window opens. This window is used for applying open credit balances as payment for new and existing orders.

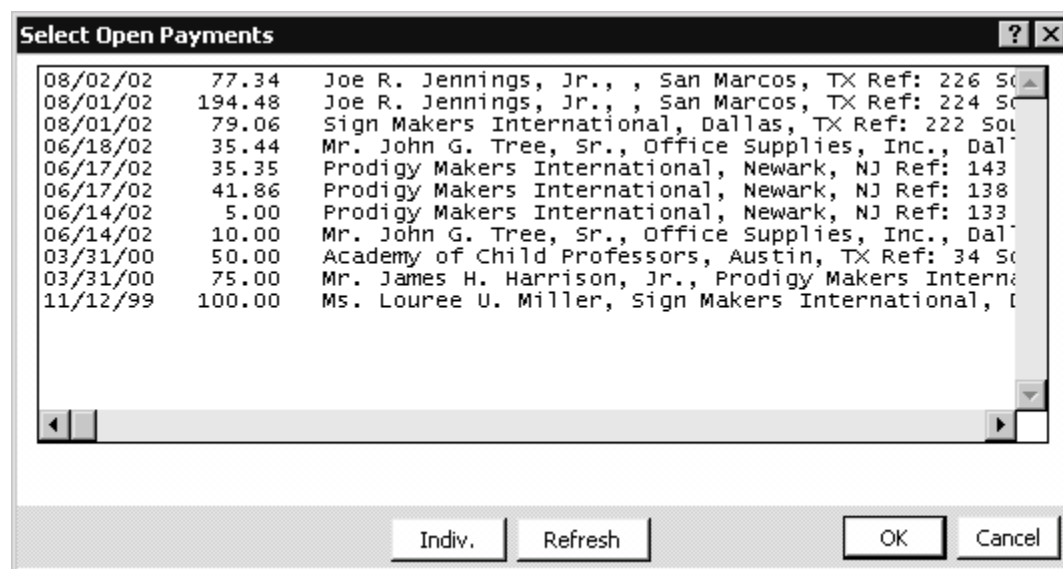
When you first open the **Select Open Payments** window for a given customer, any open credit balances the customer has display on the window. If a customer has generated several credit balances on different occasions, each individual open credit balance displays. However, you can select only one credit balance at a time on the **Select Open Payments** window when applying credit balances as payment.

Applying credit balances to other customers

When in the **All** view, any open credit balance can be applied to a customer's account for which you are entering payment. *For example*, if a customer is an employee of the XYZ Corporation and XYZ has an open credit balance, you can apply XYZ's credit balance as payment for the customer's order.

After applying a credit, the **Trans.INVOICE_REFERENCE_NUMBER** will be the same for both the customer who generated the credit balance and the customer for whom the credit balance was applied.

Select Open Payments window (Orders)



From **Orders**, select **Enter and edit orders**, open an order, select the **Payments** tab, click **Edit**, and use the * **Tab** command

Credit Balances

Displays the credit balances for either a single customer or all of your customers depending on which view is enabled. Each line indicates an individual credit balance and includes the following information:

- The date the credit balance was generated
- The amount of the credit balance
- The name of the customer
- The customer's city and state
- The reference number of the credit balance transaction
- The *iMIS* system module in which the credit balance was generated

All/Indiv button

Click to toggle between the **All** and **Individual** views. The **Individual** view displays all of the open credit balances for a given customer. The **All** view displays all of the open credit balances for all of your customers.

Refresh button

Click to refresh the data on the window.

To apply a credit balance as Orders payment

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. Enter or open an order. (See *Entering Orders* or *Finding Orders*.)
3. While in the **Edit** mode, select the **Payments** tab.
4. Enter an asterisk (*) in the **Check # / CC** field.
5. Press **Tab** to open the **Select Open Payments** window.
6. Select the open credit balance you want to apply as payment from either the **Individual** or **All** view.

- ☐ Click **Indiv** to display all of the open credit balances for a given customer.
 - ☐ Click **All** to display all of the open credit balances for all of your customers.
7. Click **OK** to close the **Select Open Payments** window.
 8. Enter the amount of the credit balance you are applying as payment in the **Payment Amount** field. The credit balance's reference number will display next to the asterisk in the **Check # / CC** field.
 9. Click **OK** to apply the credit balance as payment. The amount of the credit balance you entered in the **Payment Amount** field will display in the **Paid** field on the **Overview** tab.

Entering credit memo orders

Invoiced orders cannot be canceled; therefore, you reverse an invoiced order by entering a credit memo order against an original order's invoice number. Because the audit trail would be lost, entering a credit memo order does not update an original, invoiced order.

To enter a credit memo order (cancel an invoiced order)

1. View the original order details and note the information you need to enter a credit memo:
 - ☐ The **Bill to ID**
 - ☐ The **Invoice #**
 - ☐ The **Source** code
 - ☐ The **Product** code
 - ☐ The **Quantity**
 - ☐ The **Freight** and **Handling** charges, if any
2. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
3. Click **New**. The **Order Date** defaults to the batch date if batch control is used; otherwise, the date defaults to the system date.
4. Enter the credit memo (CM) order type in the **Order Type** field (select the **Find** icon to look up the order type).
5. Press **Tab** to go to the **Bill to ID** field. The **Invoice #** field enables.
6. Enter the **Bill to ID**.
7. Override the **Order Date** if necessary.
8. Enter the original order's invoice number in the **Invoice #** field (select the **Find** icon to look up the invoice number).
9. Enter a source code in the **Source** field.
10. Enter the product code from the original order in the **Product** field.
11. Enter the product **Quantity** from the original order and press **Tab**.
 When you tab out of the **Quantity** field, the **Quantity**, **Ship**, **Extension**, **Product Total**, **Tax**, **Order Total**, and **Balance** fields are updated automatically to a negative number.
12. Enter the freight and handling charges to be refunded.
 - ☐ Select the **Order Details** tab.
 - ☐ In the **Manual Handling** field, enter the handling charge from the original order and press **Tab**.

- In the **Manual Freight** field, enter the freight charge from the original order and press **Tab**.
- 13. Repeat this process for each of the products on the original order.
- 14. Click **Save**.
- 15. *Invoice the order* (see "[Generating an order invoice](#)").

To view credit transactions

Because the audit trail would be lost, entering a credit memo order does not update an original, invoiced order. However, you can view all transactions attached to an original invoice number through the **AR/Cash Transaction Ledger** window.

1. From **AR/Cash**, select **Process month-end procedures** to open the **Process month-end procedures** window.
2. Click **Credit Invoices** to open the **Credit Invoices** window.
3. Double-click the invoice for which you want to view all transactions to open the **Transaction Ledger** window.

Transaction Ledger

Reference: 354 Web Page Design

Invoice: 236

Charges: 32.94 Credits: 58.25 Balance: -25.31

Date	Trans. #	Type	Description	Amount
08/26/2002	663	DIST	Web Page Design	25.00
08/26/2002	663	DIST	Freight	5.00
08/26/2002	663	DIST	Handling	1.00
08/26/2002	663	DIST	Texas Sales Tax	1.94
08/26/2002	663	TR	Order #: 324 - Application of Prepay	32.94
08/26/2002	665	DIST	Web Page Design	-25.00
08/26/2002	665	DIST	Cancellation Fee	1.25
08/26/2002	665	DIST	Texas Sales Tax	-1.56
08/26/2002	665	AR		-25.31

OK

*Example of the AR/Cash **Transaction Ledger** window reflecting all transactions for Invoice # 236*

Entering debit memo orders

Invoiced orders cannot be edited, so the quantity of products purchased cannot be increased for an invoiced order. Debit memo orders are used to increase the number of products purchased for an original invoiced order. As with a credit memo order, a debit memo order also is entered against an original order's invoice number. However, because the audit trail would be lost, entering a debit memo order does not update an original, invoiced order.

All transactions attached to an original invoice number can be viewed through the **AR/Cash Transaction Ledger** window. A **Trial Balance** report can be printed from the **AR/Cash Generate reports** window, showing all transactions associated with an order.

If entering a debit memo for a bad check or credit card payment, setting up an order type specifically for this situation is recommended.

To enter a debit memo order

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. Click **New**. The **Order Date** defaults to the batch date if batch control is used; otherwise, the **Order Date** defaults to the system date.
3. Enter the debit memo (DMINV) order type in the **Order Type** field (select the **Find** icon to look up the order type).
4. Press **Tab** to go to the **Bill to ID** field. The **Invoice #** field enables.
5. Enter the **Bill to ID**.
6. Override the **Order Date** if necessary.
7. Enter the original order's invoice number in the **Invoice #** field (select the **Find** icon to look up the invoice number).
8. Enter a source code in the **Source** field.
9. Enter the **Product** code of the product you want to add to the order.
If entering a debit memo for a bad check or credit card payment, set up a product code specifically for the bad check or credit card payment.
10. Enter the **Quantity** of the product you are adding to the order, and press **Tab**.
11. Repeat this process for each additional product you want to add to the order.
12. Click **Save**.
13. *Invoice the order* (see "[Generating an order invoice](#)").

Overview									
Order Summary			Shipping Summary		General		Cost Summary		
Order	327		Shipping Method	UPS	Status	COMPLETED	Product Total	23.00	
Order Type	INV		Ship Date	08/26/2002	Terms	30	Freight	5.00	
Bill to ID	221	Add	Total Weight	2.00	Discount		Handling	1.00	
Order Date	08/26/2002		Tax Summary		Priority	1	Restock		
Invoice #	238		Tax Authority	TX	Inv. Date	08/26/2002	Tax	1.81	
Purchase Order	0826020010						Order Total	30.81	
Source	Phone						Paid	30.81	
							Balance	0.00	

Item	Product	Description	Quantity	Ship	Back	Price	Disc.	Extension
1	P41	A Planning Guide for Home Businesses	1	1		23.00	0.00	23.00
1	P41	A Planning Guide for Home Businesses	1	1		23.00	0.00	23.00

Example of an original invoiced order - Invoice # 238

Overview		Order Details	Ship to Info	Payments	Account Info																											
<div> <div> Order Summary Order <input type="text" value="328"/> Order Type <input type="text" value="DMINV"/> Bill to ID <input type="text" value="221"/> Order Date <input type="text" value="08/26/2002"/> Invoice # <input type="text" value="238"/> Purchase Order <input type="text"/> Source <input type="text" value="Phone"/> </div> <div> Shipping Summary Shipping Method <input type="text" value="UPS"/> Ship Date <input type="text" value="08/26/2002"/> Total Weight <input type="text" value="1.25"/> Tax Summary Tax Authority <input type="text" value="TX"/> </div> <div> General Status <input type="text" value="COMPLETED"/> Terms <input type="text" value="30"/> Discount <input type="text"/> Priority <input type="text" value="1"/> Inv. Date <input type="text" value="08/26/2002"/> </div> <div> Cost Summary <table border="1"> <tr><td>Product Total</td><td>25.00</td></tr> <tr><td>Freight</td><td></td></tr> <tr><td>Handling</td><td></td></tr> <tr><td>Restock</td><td></td></tr> <tr><td>Tax</td><td>1.56</td></tr> <tr><td>Order Total</td><td>26.56</td></tr> <tr><td>Paid</td><td>26.56</td></tr> <tr><td>Balance</td><td>0.00</td></tr> </table> </div> </div>						Product Total	25.00	Freight		Handling		Restock		Tax	1.56	Order Total	26.56	Paid	26.56	Balance	0.00											
Product Total	25.00																															
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Restock																																
Tax	1.56																															
Order Total	26.56																															
Paid	26.56																															
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<table border="1"> <thead> <tr> <th>Item</th> <th>Product</th> <th>Description</th> <th>Quantity</th> <th>Ship</th> <th>Back</th> <th>Price</th> <th>Disc.</th> <th>Extension</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>P50</td> <td>Database Management Concepts</td> <td>1</td> <td>1</td> <td></td> <td>25.00</td> <td>0.00</td> <td>25.00</td> </tr> <tr> <td>1</td> <td>P50</td> <td>Database Management Concepts</td> <td>1</td> <td>1</td> <td></td> <td>25.00</td> <td>0.00</td> <td>25.00</td> </tr> </tbody> </table>						Item	Product	Description	Quantity	Ship	Back	Price	Disc.	Extension	1	P50	Database Management Concepts	1	1		25.00	0.00	25.00	1	P50	Database Management Concepts	1	1		25.00	0.00	25.00
Item	Product	Description	Quantity	Ship	Back	Price	Disc.	Extension																								
1	P50	Database Management Concepts	1	1		25.00	0.00	25.00																								
1	P50	Database Management Concepts	1	1		25.00	0.00	25.00																								

Example of the invoiced debit memo order for Invoice # 238

To view debit transactions

Because the audit trail would be lost, entering a debit memo order does not update an original, invoiced order. However, you can view all transactions attached to an original invoice number through the **Enter and edit orders** window's **Account Info** tab.

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. Open (see "[Finding orders](#)") either the original order or the debit memo order with the same invoice number.
3. Select the **Account Info** tab listing all transactions for the same invoice number.

Overview		Order Details	Ship to Info	Payments	Account Info	
Reference	<input type="text" value="358"/>	A Planning Guide for Home Businesses			Charges	<input type="text" value="30.81"/>
Invoice #	<input type="text" value="238"/>				Credits	<input type="text" value="30.81"/>
					Balance	<input type="text" value="0.00"/>
Date	Trans. #	Type	Description	Amount	CC Info.	
08/26/2002	672	DIST	A Planning Guide for Home Businesses	23.00		
08/26/2002	672	DIST	Freight	5.00		
08/26/2002	672	DIST	Handling	1.00		
08/26/2002	672	DIST	Texas Sales Tax	1.81		
08/26/2002	672	TR	Order #: 327 - Application of Prepayment	30.81		

Example of the **Account Info** tab reflecting an original transaction for Invoice # 238

Overview	Order Details	Ship to Info	Payments	Account Info
----------	---------------	--------------	----------	---------------------

Reference	359	Order 328 - Prepayment	Charges	26.56
Invoice #	238		Credits	26.56
			Balance	0.00

Date	Trans. #	Type	Description	Amount	CC Info.
08/26/2002	674	PP	Order #: 328 - Prepayment Check: 5889	-26.56	
08/26/2002	674	PAY	Check: 5889	26.56	
08/26/2002	675	PP	Order #: 328 - Application of Prepayment	26.56	
08/26/2002	675	TR	Order #: 328 - Application of Prepayment	-26.56	
08/26/2002	676	DIST	Database Management Concepts	25.00	
08/26/2002	676	DIST	Texas Sales Tax	1.56	
08/26/2002	676	TR	Order #: 328 - Application of Prepayment	26.56	

Example of the **Account Info** tab reflecting a debit memo order for Invoice # 238 - Note that additional freight and handling charges were not incurred for the additional product

Printing order-specific reports

iMIS allows you to print reports for specific orders. Depending on the stage of the order process, you can print a copy of the order as well as quotes, pick lists, shipping papers, and invoices. These reports are accessed through the **Select Report** window, which opens when you click **Print**.

In addition, you can move orders through the order processing stages using the **Print** button.

Select Report window for Orders

From **Orders**, select **Enter and edit orders**, open or enter an order, and click **Print**

Report Option

Lists the reports or processing options that you can select for the current order depending on its processing stage. *For example*, you cannot print a shipping paper until you process an order through the shipping paper stage.

- **Order** - Select this option to print an **Order Detail** report.

- **Quote** - Select this option to print an order's **Quotation**. Optional: Convert the order to QUOTEREADY status.
- **Convert Quote** - Select this option to convert a quote to an order.
- **Pick List** - Select this option to print an order's **Pick List**. Optional: Convert the order to SHIPPAPER status.
- **Shipping Paper** - Select this option to print an order's **Packing Slip**. Optional: Convert the order to SHIPMENT status.
- **Ship Order** - Select this option to convert an order to INVOICE status.
- **Invoice** - Select this option to print an order's **Invoice** and convert order status to COMPLETED.

Print button

Click to print the selected report.

To print an order-specific report

1. Select **File > Report Destination**, and select the destination for the report.
2. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
3. *Open the order* (see "[Finding orders](#)") for which you want to print a report.
4. Click **Print** to open the **Select Report** window.
5. Select the report you want to print from the **Report Option** list.
6. Click **Print** to print the report.

Accessing the Orders feature from Customers

You can access the Orders feature from the **Manage customers** window's **Orders** tab. The **Orders** tab allows you to find and view customers' open and invoiced orders. You can open the **Enter and edit orders** window for a customer directly from the **Orders** tab by clicking **New Order**.

The **Orders** tab's **Current** view displays a list of all open orders. Double-clicking an open order while in the **Current** view opens the order on the **Enter and edit orders** window where you can edit and view the selected order. The **History** view displays a list of all invoiced orders. Double-clicking an invoiced order while in the **History** view opens the **Activity Detail** window.

Manage customers window - Orders tab (Current view)

Results	Record History	Activities-All	Calls	Letters	Roster	AR/Cash	Billing	Events	Orders	Exhibitio
	Date	Order Number	Customer Reference	Charges						
►	10/1/2002	381	100102	41.96						
	10/1/2002	382	100202A	41.96						
	9/25/2002	379	09250285	31.34						
	9/25/2002	380	09250265	105.19						
	9/25/2002	378	09250241	31.34						
	9/24/2002	366	09230254	76.00						
	9/24/2002	372	09240252	203.47						
	9/24/2002	368	09230285	71.00						
	9/24/2002	365	09230214	71.00						
	9/24/2002	367	09230285	71.00						
	9/24/2002	375	09240210	203.47						
	9/24/2002	369	09240252	66.00						
	9/20/2002	363		29.50						
	9/19/2002	362	09190205	47.77						

From **Customers**, select **Manage customers**, open a customer record, select the **Orders** tab, and click **Current**

Date

Displays the date of the order.

Order Number

Displays the order number.

Customer Reference

Displays the value entered in the **Purchase Order** field on the **Enter and edit orders** window.

Charges

Displays the total charges for the order.

New Order button

Opens the **Enter and edit orders** window and enter an order.

History button

(Not shown in example) Click to toggle between viewing current open orders and historical invoiced orders.

Manage customers window - Orders tab (History view)

Results	Record History	Activities-All	Calls	Letters	Roster	AR/Cash	Billing	Events	Orders	Exhibit
	Transaction Date	Product Code	Description	Amount						
▶	8/26/2002	P41	A Planning Guide for Home Businesses	21.85						
	8/26/2002	P43	Power Management	28.50						
	8/16/2002	P46	Classic Automobiles - Volume I	55.00						
	8/16/2002	P44	Traveling the United States	15.00						
	8/16/2002	P42	Sailing, A Sport for Young and Old	35.00						
	8/16/2002	P42	Sailing, A Sport for Young and Old	35.00						
	8/16/2002	P44	Traveling the United States	15.00						
	8/16/2002	P44	Traveling the United States	15.00						
	8/16/2002	P44	Traveling the United States	15.00						
	8/16/2002	P44	Traveling the United States	15.00						
	8/16/2002	P44	Traveling the United States	15.00						
	8/16/2002	V103	Video - Excelling through Service	75.00						
	8/16/2002	V101	Video - Creating a New Business	39.00						
	7/29/2002	V101	Video - Creating a New Business	39.00						
	7/29/2002	P44	Traveling the United States	15.00						

From **Customers**, select **Manage customers**, open a customer record, select the **Orders** tab, and click **History**

Transaction Date

Displays the date of the transaction.

Product Code

Displays the code for the purchased product.

Description

Displays a description of the product.

Amount

Displays the amount of the order.

New Order button

Opens the **Enter and edit orders** window and enter an order.

Current button

(Not shown in example) Click to toggle between viewing historical invoiced orders and current open orders.

To access the Orders module from Customer Portfolio

1. From **Customers**, select **Manage customers** to open the Customer Portfolio.
2. Open a customer record.
3. Select the **Orders** tab. The **Current** view displays by default.
4. To access the Orders module, do one of the following:
 - Click **New Order** to open the **Enter and edit orders** window for the customer. When you click **New** on the **Enter and edit orders** window, the customer's ID automatically populates the **Bill to ID** field.
 - Double-click the gray box to the left of the **Date** field to open the customer's selected order in **Enter and edit orders** window. You then can view or edit the customer's order.

To access the Customer Portfolio from the Orders module

You can go directly to a customer's Customer Portfolio record from that customer's order in the Orders module.

1. Open a customer order.
2. Click **Customers**.

The customer record is displayed in the Customer Portfolio.

Viewing order activities

Order activity records are created each time you invoice a customer's order. When an order is invoiced and the activity record is created, the quantity of each individual product ordered populates the Activity.QUANTITY field. The total product quantity of the order populates the Orders.TOTAL_QUANTITY_ORDERED field.

If you enable the **Create Activity Records for Zero Dollar Orders** option on the AR/Cash **Set up module** window, activity records also will be created for zero dollar orders. If you are using batch control and the **Separate Posting Cycle Required** option is enabled on the **AR/Cash Batch Control** window, order activity records will be created when you post a batch.

You can view a customer's order activities through the **Manage customers** window's **Activities-All** tab. Double-clicking an order activity opens the **Activity Detail** window.

Tip: For details about the **Activities-All** tab fields, see **Manage customers window - Activities-All tab** in the **Customers** section.

To view customer order activities

1. From **Customers**, select **Manage customers** to open the **Manage customers** window.
2. Open a customer record.
3. Select the **Activities-All** tab.
4. Select **Order** from the **Activities** drop-down list. All of the customer's order activities display on the tab.
5. Double-click an order activity to open it in the **Activity Detail** window.

Adding new customers during order entry

iMIS Orders allows you to add a new customer to your database during order entry. Enter name and address information on the **Add New Customer** window, and then continue to process the order.

Add New Customer window

Add New Customer

New Open Edit Delete Find

Customer Type **M** Individual Member

Prefix **Mrs.** First **Carmen** Middle **S.** Last **Maxwell** Suffix

Informal **Carmen** Designations

Title **President** Company ID

Company **Maxwell Electronics** Sort **MAXWELL ELECTRONICS**

☒ Use Company ☒ Use Title

Address **123 Elm Drive**

Suite **210**

City **Austin** St/Prov **TX** Zip **78759**

Country **USA**

Work **123-456-7890** Fax **123-456-7891** E-mail **cmaxwell@maxwellelectron.com**

Toll Free

Print Save Cancel

From **Orders**, select **Enter and edit orders**, enter an order, and click **Add**

Customer Type

(required) Select a customer type for the new customer's record. The **Customer Type** field requires population before any other fields on the **Add New Customer** window can be populated.

Type

(Read only) Displays the customer type selected.

Prefix

Select a prefix for a customer, such as Mr., Ms., or Dr.

First

Enter a customer's first name.

Middle

Enter a customer's middle name.

Last

Enter a customer's last name.

Suffix

Select a suffix for a customer, such as Jr., Sr., or III.

Informal

(Defaults to the name entered in the **First** field) Enter a customer's informal name or nickname.

Designations

Enter a customer's professional designations, such as CPA, Ph.D., or MD; select the **Find** icon to look up a designation.

Title

Enter a customer's professional title or position; select the **Find** icon to look up a title.

Company ID

Enter a customer's company ID; select the **Find** icon to look up an ID.

Company

Enter a customer's company name; select the **Find** icon to look up a company.

Sort

Specify a value by which you want to sort a company record (Name.COMPANY_SORT). *iMIS* automatically removes the first instance of the word "The" from a company name.

Use Company

Select to print the company name on reports.

When adding new records during product orders, *iMIS* automatically sets this option to equal the **Main** address field's settings on the **Customer Setup - Address and Notes** window. If you override the settings on the **Add New Customer** window while adding a new customer record, these changes are copied to the **Ship to Info** tab, which affects the Ship To address but does not affect the Bill To address.

Note: The label for the **Use Company** option is customizable, so your system may display another label for this option. The value entered in the **Institute Type** field on the **Customer Setup - Basic Options** window defines the option's label.

Use Title

Select to print the customer title on reports.

When adding new records during product orders, *iMIS* automatically sets this option to equal the **Main** address field's settings on the **Customer Setup - Address and Notes** window. If you override the settings on the **Add New Customer** window while adding a new customer record, these changes are copied to the **Ship to Info** tab, which affects the Ship To address but does not affect the Bill To address.

Address

Use these two fields to enter a customer's street address.

City

Enter a customer's city.

St/Prov

Enter a customer's state or province; select the **Find** icon to look up a state or province.

Zip

(Accepts up to nine characters) Enter a customer's ZIP code.

Country

(Leave blank to accept the default) Enter a customer's country; select the **Find** icon to look up a country.

Work

Enter a customer's work telephone number.

Fax

Enter a customer's fax number.

E-mail

Enter a customer's e-mail address.

Print button

Disabled.

To add a new customer during order entry

1. From **Orders**, select **Enter and edit orders** to open the **Enter and edit orders** window. The **Overview** tab displays by default.
2. Click **New**.
3. Enter an **Order Type** (select the **Find** icon to look up an order type), and press **Tab** to go to the **Bill to ID** field.
4. Click **Add** to open the **Add New Customer** window.
5. Enter the relevant customer information.
6. Click **Save** to add the customer to the database, and continue entering the customer's order.

Order Processing

In *iMIS* Orders, you process each order through stages to completion. There are several possible order stages, but the number and type of stages through which an order is processed depends on the order's type. Different order types require different processing stages. *For example*, a pro forma order (quote) is processed through a maximum of two stages after being entered: **Print quotes** and, if requested, **Convert quotes** which converts a pro forma order quote to an actual product order.

Using order processing

The order processing stages are accessed from the **Process orders** sub-task list (from **Orders**, select **Process orders**). Each sub-task list item opens a window used in processing an order to completion. Each processing window lists the orders that are at that stage of the order process. If an order processing window is empty, it means only that no orders are at that processing stage, not that active orders are not in the system.

Regardless of an order's status, orders placed on hold do not appear on the order processing windows. For more information about orders placed on hold, see *Entering Order Details Tab Information* (see "[Entering order details information](#)").

Process orders sub-task list

Note: From **Orders**, select **Process orders**.

All order processing stages except **Ship orders** generate printed output, and this generated data is separate from Orders reports. Regardless of whether you generate printed data, each order must proceed through the stages defined for its specific order type.

These are the order processing stages:

Print quotes

(Used only with pro forma orders) Select to open the **Print quotes** window used for generating selected sales quotes. The **Print quotes** option is for printing only; it does not affect product inventory or account status. You can generate sales quotes and then e-mail, fax, or mail the quotes to customers requesting them.

Convert quotes

(Used only with pro forma orders) Select to open the **Convert quotes** window used for converting pro forma order quotes to actual product orders. The **Convert quotes** order stage is the second order stage following **Print quotes** for pro forma orders.

The **Convert quotes** stage automatically converts pro forma orders to an actual order with the appropriate order type. You specify which order type pro forma orders convert to in the **Convert to Order Type** field on the **Order Status Defaults** window (from **Orders**, select **Set up module**, and click **Order Staging**). A converted order then reenters the staging process at the correct order stage defined for that order type.

Print pick list

Select to open the **Print pick list** window used for generating an itemized product list known as a **Pick List**. A **Pick List** sorts items by warehouse location and product. Separate print lists print per bin if you are using bins.

Print shipping papers

Select to open the **Print shipping papers** window used for generating a shipping paper known as a **Packing Slip**. These shipping papers, which detail an order's contents and 'Ship to' information, are packaged with each product shipment.

Ship orders

Select to open the **Ship orders** window used for recording actual shipping dates, shipping methods, and shipped quantities of orders. The **Ship orders** processing stage is the only order processing stage that does not generate printed output.

Invoice orders

Select to open the **Invoice orders** window used for posting (invoicing) selected order sales transactions to AR/Cash. Invoicing an order generates an order **Invoice**. You cannot edit or delete orders once you invoice them.

Close orders

(optional) Select to open the **Close orders** window used for marking COMPLETED orders as CLOSED.

Manually release backorders

Select this option to open the **Manually release backorders** window used for releasing orders with a BACKORDER status. This reverses the BACKORDER status and removes the backorder from the queue of orders awaiting inventory. The order is returned to the appropriate order processing stage automatically unless shipping papers have been generated.

You can release backorders manually even if the **Automatic Backorder Processing** option is enabled on the **Backorder Processing** window (from **Orders**, select **Set up module**, and click **Backorders**).


Converting orders

Each order processing window lists any orders currently at that order processing stage. Each conversion process moves an order to its next succeeding order processing stage, and you convert each order through its appropriate stages until the order is complete.

Order type determines the number and type of stages an order goes through in processing. Different order types require different processing stages.

The following example displays an order processing window. Each order processing window appears and functions similar to the others, and all are accessed through the **Process orders** sub-task list.

Sample order processing window

Print shipping papers

All Orders Have a Status of **SHIPAPER**

Order #	Batch #	Type	Date	Customer	Company
49		REG	01/25/01	Richard N. Dixon, III,	Publications Etc.
50		REG	01/25/02	Jane M. Gooden	
61		REG	01/26/01	Mary P. Miles	Positive Thinking, Ltd.
110		REG	03/28/02	Johan M. Rieger	
111		REG	03/28/02	Johan M. Rieger	
112		REG	03/28/02	Johan M. Rieger	
151		REG	06/11/02	John G. Tree, Sr.	Office Supplies, Inc.
160		REG	06/13/02	John G. Tree, Sr.	Office Supplies, Inc.
163		REG	06/14/02	John G. Tree, Sr.	Office Supplies, Inc.
183		REG	06/18/02	John G. Tree, Sr.	Office Supplies, Inc.
190		REG	06/20/02	David F. Cookie, Jr.	Acme, Inc.

Print

Select **All** Sort **Order #** Convert

From **Orders**, select **Process orders > Print shipping papers**

All Orders Have a Status of

(read only) Displays the order processing stage.

Order #

(read only) Displays the order number.

Batch #

(read only) Displays an order's batch number if batch control was enabled on the **AR/Cash Batch Control** window (from **AR/Cash**, select **Set up module**, and click **Batch Control**) when the order was entered.

Type

(read only) Displays the order type.

Date

(read only) Displays the order date. If batch control is enabled, the batch date displays.

Customer

(read only) Displays the name of the 'Ship to' customer.

Company

(read only) Displays the name of the 'Ship to' company. If necessary, scroll to the right to view this information.

Entered By

(Not shown in example, display only) Displays the individual who entered the order. If necessary, scroll to the right to view this information.

Select

Select from a list of conversion options:

- **All** - Converts all of the orders at this processing stage.
- **None** - Converts none of the orders at this processing stage.
- **Order #** - Converts a specific order number at this processing stage. Selecting this option opens a window used for entering specific order numbers.
- **Order Type** - Converts all orders of a specific type at this processing stage. Selecting this option opens a window used for selecting a specific order type.
- **Batch #** - Converts orders with a specific batch number at this processing stage. Selecting this option opens a window used for entering specific batch numbers. The **Batch #** option does not display for the **Invoice orders** processing stage.

Note: To process a group of orders within an order processing window, you can use the traditional GUI bulk selection methods (*for example*, pressing the **Shift** or **Ctrl** keys while selecting an order), or you can choose one of the **Select** options.

Sort

Select from a list of order sorting options to sort the orders in the window:

- **Order #** - Sorts by order number.
- **Batch Number** - Sorts by batch number. The **Batch Number** option does not display for the **Invoice orders** processing stage.
- **Order Date** - Sorts by order date.
- **Order Type** - Sorts by order type.
- **Customer** - Sorts by customer last name.
- **Company** - Sorts by company name.
- **Entered By** - Sorts by who entered the orders.

Convert button

Click to complete the processing stage for the selected order(s) and to generate the appropriate printout. Each conversion process moves an order to the next succeeding order processing stage configured for the order type.

To convert an order

1. Enter an order (see "[Entering orders](#)").
2. From **Orders**, select **Process orders** to view the **Process orders** sub-task list.
3. Select the appropriate order processing stage to open that stage's order processing window.
4. Select the order(s) you want to convert to the next stage.
5. Click **Convert**. A message displays prompting you to confirm converting to the appropriate order type.
6. Click **Yes** to convert the order.

Printing sales quotes

The **Print quotes** option is used for printing sales quotes. Used only for pro forma orders, the **Print quotes** option allows you to print sales quotes without affecting product inventory or account status. You can generate sales quotes and then e-mail, fax, or mail the quotes to customers requesting them.

Sales quotes sort by order number and line item number, and any user defined fields populated for an order line item on the **Product Detail** window will print below each line item on a sales quote.

To print sales quotes

1. Enter a pro forma order (see "[Entering orders](#)").
2. From **Orders**, select **Process orders > Print quotes** to open the **Print quotes** window.
3. Select the order(s) for which you want to generate sales quotes. To edit an order, double-click it to open it on the **Order Entry** window.
4. Click **Convert**. A message displays prompting you to confirm moving the pro forma order(s) to the next stage.
5. Click **Yes** to convert the order(s) and print the sales quote(s).

Converting quotes

The **Convert quotes** option is used only with pro forma orders. It is the second order processing stage for pro forma orders following the **Print quotes** stage and automatically converts pro forma orders to actual orders.

You determine which order type pro forma orders convert to in the **Convert to Order Type** field on the **Order Status Defaults** window (from **Orders**, select **Set up module**, and click **Order Staging**). A converted order then enters the staging process at the correct order processing stage defined for that order type. The **Convert quotes** option does not generate printed data.

To convert quotes

1. Complete the **Print quotes** order processing stage for the pro forma order you want to convert. See *Printing Sales Quotes*.
2. From **Orders**, select **Process orders > Convert quotes** to open the **Convert quotes** window.
3. Select the order(s) you want to convert. To edit an order before converting it, double-click the order to open it on the **Order Entry** window.
4. Click **Convert**. A message displays prompting you to confirm converting to the appropriate order type.
5. Click **Yes** to convert the quote(s) to the appropriate order type. The **Convert quotes** option does not generate printed data.

Printing pick lists

The **Print pick list** option is used for generating an itemized product list known as a **Pick List**. Pick lists sort products by product code, order number, and line number, and each product code prints on a separate page. Any user defined fields populated for an order line item on the **Product Detail** window will print below each line item on a pick list.

If the **Enable Multi-Warehouses** option is enabled on the **Inventory System Setup** window (from **Orders**, select **Set up module**, and click **Inventory**), products also sort by warehouse and bin. Each product code prints on a separate page, and if a product is ordered from multiple warehouses, a pick list then will sort each product code by warehouse; a separate page will print for each warehouse.

A product's warehouse **Location Code** prints at the top of a pick list. If a bin is defined for a warehouse, the **Bin** location prints next to a product line-item on a pick list.

To print a pick list

1. From **Orders**, select **Process orders > Print pick list** to open the **Print pick list** window.
2. Select the order(s) for which you want to generate pick lists. To edit an order, double-click it to open the order on the **Order Entry** window.
3. Click **Convert**. A message displays prompting you to confirm printing the pick lists.
4. Click **Yes** to print the pick lists. A pick list will print for each individual item.

Advanced Solutions International, Inc.
3309 Duke Street
Alexandria, VA 22314

PICK LIST

Location Code: NORTH

Pick List for Item: P42 - Sailing, A Sport for Young and Old

Total Ordered: 16

Qty Ordered	Qty Shipped	Back- Ordered	Order Number	Order Date	Bin	Kit	Unit Price	Total Price
5	5		375	9/24/2002	PUB S 2		34.20	171.00
			Binding	HARDBOUND				
			Paper	ACIDFREE				
			Illustration	COLOR				
			Edition	STANDARD				
10	10		377	9/24/2002	PUB S 2		35.00	350.00
			Binding	HARDBOUND				
			Paper	ACIDFREE				
			Illustration	COLOR				
			Edition	LIMITED				
1	1		376	9/24/2002	PUB S 2		45.00	45.00
			Binding	HARDBOUND				
			Paper	ACIDFREE				
			Illustration	COLOR				
			Edition	STANDARD				

*Example of a **Pick List** for item P42 - Multi-Warehouses enabled; note the user-defined fields*

Advanced Solutions International, Inc.
3309 Duke Street
Alexandria, VA 22314

PICK LIST

Pick List for Item: P42 - Sailing, A Sport for Young and Old

Total Ordered: 20

Qty Ordered	Qty Shipped	Back- Ordered	Order Number	Order Date	Bin	Kit	Unit Price	Total Price
5	5		79	9/24/2002				175.00
10	10		80	9/24/2002				350.00
5	5		81	9/24/2002				175.00

Example of a Pick List for item P42 - Multi-Warehouses disabled

Printing shipping papers

The **Print shipping papers** option is used for generating a shipping paper known as a **Packing Slip**. Shipping papers generate for individual orders and detail order 'Ship to', Sold To, and content information; each order should ship with shipping papers.

Any user defined fields populated for an order line item on the **Product Detail** window will print below each line item on a shipping paper. If the **Enable Multi-Warehouses** option is enabled on the **Inventory System Setup** window (from **Orders**, select **Set up module**, and click **Inventory**), shipping papers sort by order number, warehouse, and line number.

If the warehouse location changes for an individual product, that product's order information prints on a separate page. The **Warehouse** location prints at the top of a shipping paper, and, if a bin is defined for a warehouse, the **Bin** location prints next to the product line-item. In addition, order quantity totals will not print on shipping papers when the **Enable Multi-Warehouses** option is enabled.

Shipping papers also sort product kits by warehouse location when the **Enable Multi-Warehouses** option is enabled. A product kit will print on one page, and the kit's items will sort and print on separate pages depending on warehouse location. *For example*, a product kit consists of four items. Three items are from the Default warehouse, and the fourth item is from the North warehouse. The three items from the Default warehouse will print on one page, and the fourth item from the North warehouse will print on a separate page.

To print shipping papers

1. From **Orders**, select **Process orders> Print shipping papers** to open the **Print shipping papers** window.
2. Select the order(s) for which you want to print shipping papers. To edit an order, double-click it to open the order on the **Order Entry** window.
3. Click **Convert**. A message displays prompting you to confirm printing the shipping papers.
4. Click **Yes** to print the shipping papers. The following is a sample shipping paper:

Note: If you are converting multiple shipping papers and screen is the report destination, canceling the job before all shipping papers are processed will cause errors. These errors will occur for every shipping paper that was not processed, and the unprocessed shipping papers will not print. However, each order still will proceed to the **Ship orders** stage.

Advanced Solutions International, Inc.
 3309 Duke Street
 Alexandria, VA 22314

Packing Slip

Warehouse: S

Sold To: Mr. Wayne Courtland
 President
 Sailing Dreams, Inc.
 P.O. Box 8765
 Dallas, TX 75206-8765

Ship To: Mr. Wayne Courtland
 President
 Sailing Dreams, Inc.
 205 W. Commerce
 Dallas, TX 75208

Phone Number: (214) 445-6734

Account No.	Purchase Order No.	Order Date	Order Number	Terms	Invoice Date	Shipping Method
110	092502PO	9/25/2002	84	Net 30		UPS

Qty Ordered	Qty Shipped	Back-Ordered	Item Code Description	Unit Price	Extended Price
6	6		P42 Bin: PUB S 54 Sailing, A Sport for Young and Old Binding HARDBOUND Paper ACIDFREE Illustration COLOR Edition LIMITED		241.50
5	5		P42 Bin: PUB S 54 Sailing, A Sport for Young and Old Binding SOFTBOUND Paper ACIDFREE Illustration COLOR Edition STANDARD		166.25

Line Item Total	Freight	Handling	Restocking/ Cancellation Fee	Tax	Subtotal	Amount Received	Amount Due

*Example of a **Packing Slip** - Multi-Warehouses enabled*

Advanced Solutions International, Inc.
3309 Duke Street
Alexandria, VA 22314

PACKING SLIP

Ship To: Wayne Courtland
Sailing Dreams, Inc.
205 W. Commerce
Dallas, TX 75208

Sold To: Mr. Wayne Courtland
President
Sailing Dreams, Inc.
P.O. Box 8765
Dallas, TX 75206-8765

Phone # (214) 445-6734

Account No.	Purchase Order No.	Order Date	Order Number	Terms	Invoice Date	Total Weight
110		07/01/2002	196	30 Days		0.50

Qty Ordered	Qty Shipped	Back-Ordered	Item Code Description	Unit Price	Extended Price
1	1		V101 Video - Creating a New Business	39.00	39.00
1	1		V102 Video - Is Fast Food Franchising for YOU!	59.90	59.90

Line Item Total	Freight	Handling	Other	Tax	Subtotal	Amount Received	Amount Due
98.90	5.00	1.00	0.00	6.56	111.46		111.46

*Example of a **Packing Slip** - Multi-Warehouses disabled; pricing information displays only if the **Show Prices On Shipping Paper** option is enabled on the **Order Status Defaults** window (from **Orders**, select **Set up module**, and click **Order Staging**)*

Shipping orders

The **Ship orders** option is used for shipping orders and is the only order processing stage that does not generate printed output. At this order processing stage, you can open the **Ship Order** window to record an order's actual shipping date and shipping method. The **Ship Order** window also allows you to edit freight and handling charges and the quantity of items shipped.

Ship Order window

Ship Order #196

Order Number 196 Ship To Wayne Courtland
Order Date 07/01/2002 Sailing Dreams, Inc.
PO 01960701 205 W. Commerce
Dallas TX 75208

Ship Date 07/01/2002 10:09 AM Ship Method UPS

Freight 5.00 ☒ Auto Calc Freight
Handling 1.00 ☒ Auto Calc Handling

Line	Product	Description	Order	Ship	Back
1	V101	Video - Creating a New Bu	1	1	
1V101 Video - Creating a					
2V102 Video - Is Fast Fo					

Press OK to mark order as shipped.

OK Cancel

From **Orders**, select **Process orders > Ship orders**, and double click an order

Order Number

(read only) Displays the number assigned to an order.

Order Date

(read only) Displays the date of an order.

PO

(read only) Displays the purchase order number of an order, if any.

Ship To

(read only) Displays the name and address of the customer to whom an order is shipping.

Ship Date

(Defaults to the system date and time) Enter an order's shipping date and time.

Ship Method

Enter an order's shipping method. Select the **Find** icon to look up a shipping method.

Shipping methods are defined on the SHIP_METHOD general lookup/validation table (from **Customers**, select **Set up tables > General lookup/validation**).

Freight

Add a freight charge or override the automatic freight charges generated for an order. You can override a **Freight** amount by entering a value and pressing **Tab**; the **Auto Calc Freight** option will disable.

Auto Calc Freight

This option enables automatically if the **Automatic Calculation of Freight Charge** option is enabled on the **Add-on Charges** window (from **Orders**, select **Set up module**, and click **Add-on Charges**).

Handling

Add a handling charge or override the automatic handling charges generated for an order. You can override a **Handling** amount by entering a value and pressing **Tab**; the **Auto Calc Handling** option will disable.

Auto Calc Handling

This option enables automatically if the **Automatic Calculation of Handling Charge** option is enabled on the **Add-on Charges** window (from **Orders**, select **Set up module**, and click **Add-on Charges**).

Line

(read only) Displays the line number of an order.

Product

(read only) Displays the product codes of the items ordered.

Description

(read only) Displays the product descriptions of the items ordered.

Order

(read only) Displays the quantity of the items ordered.

Ship

Enter the quantity of items shipped.

Back

Enter the quantity of items on back order.

To ship an order

1. From **Orders**, select **Process orders > Ship orders** to open the **Ship orders** window.
2. Select the order(s) you want to ship.
3. Click **Convert**. A message displays prompting you to confirm marking the selected order(s) as shipped.
4. Click **Yes**. The **Shipment Express** window opens.
5. If you want to cancel shipping the order, use the following steps:
 - ☐ Click **Cancel**. A message displays stating that express shipping was canceled.
 - ☐ Click **OK** to cancel shipping the order and return to the **Ship orders** window.
6. (optional) Edit the **Ship Date** and/or **Ship Method**, if necessary.
7. Click **OK**. A message displays prompting you to remove any previously specified shipping methods.
8. Click **No** to ship the order, or click **Yes** to remove any previously specified shipping methods and ship the order.

To edit an order's shipping information

You can view and edit an order's shipping information using the **Ship Order** window.

1. From **Orders**, select **Process orders> Ship orders** to open the **Ship orders** window.

2. Double-click an order to open the **Ship Order** window. Detailed information about the selected order displays on the window.
3. Edit the shipping information, if necessary. *For example*, edit the **Ship Date**, select a new **Ship Method**, or override the freight and handling information.
4. Click **OK** to mark the order as shipped. The order will ship just as if you had selected it and clicked **Convert** on the **Ship orders** window.

Generating an order invoice

The **Invoice orders** option is used for posting selected sales transactions to *iMIS* AR/Cash. Once you have invoiced an order, the order cannot be edited or deleted.

Generating an order invoice also creates an accounting entry, affects product inventory, and generates an activity record for a customer. If you enable the **Create Activity Records for Zero Dollar Orders** option on the **AR/Cash Set up module** window (from **AR/Cash**, select **Set up module**), activity records are generated for zero-dollar orders as well.

To invoice orders

1. From **Orders**, select **Process orders > Invoice orders** to open the **Invoice orders** window.
2. Select the order(s) you want to invoice. To edit an order, double-click it to open the order on the **Order Entry** window.
3. Click **Convert**. A message displays asking if you want to invoice the order(s) and mark them as completed.
4. Click **Yes** to invoice the order(s). The **Enter Invoice Date** window opens.
5. (optional) Edit the invoice date, if necessary.
6. Click **OK** to invoice the order(s).
7. (optional) If you are using batch control and have enabled the **Create New Batch for Invoicing** option on the **Order Status Defaults** window, a message displays stating that a new batch for order invoicing is going to be created by the system.
 - ☐ Click **Yes** to continue.

The **Batch # has been created for invoicing** message displays with the specified batch number.
 - ☐ Click **OK**.

Advanced Solutions International, Inc.
3309 Duke Street
Alexandria, VA 22314

Invoice No. 23

Invoice

Sold To: Mr. Wayne Courtland
President
Sailing Dreams, Inc.
P.O. Box 8765
Dallas, TX 75206-8765

Ship To: Mr. Wayne Courtland
President
Sailing Dreams, Inc.
205 W. Commerce
Dallas, TX 75208

Account No.		Purchase Order No.		Order Date	Order Number	Terms	Invoice Date	Shipping Method	
110		092502PO		9/25/2002	84	Net 30	9/25/2002	United Parcel Service	
Qty Ordered	Qty Shipped	Back-Ordered	Item Code Description					Unit Price	Extended Price
6	6		P42 Sailing, A Sport for Young and Old Binding HARDBOUND Paper ACIDFREE Illustration COLOR Edition LIMITED					40.25	241.50
5	5		P42 Sailing, A Sport for Young and Old Binding SOFTBOUND Paper ACIDFREE Illustration COLOR Edition STANDARD					33.25	166.25
Line Item Total		Freight	Handling	Restocking/ Cancellation Fee	Tax	Subtotal	Amount Received		Amount Due
407.75			1.00		25.55	434.30			434.30

Example of an order **Invoice**; note the user defined fields

Closing orders

The **Close orders** option is used for closing orders that have a COMPLETED status. Only orders with a COMPLETED status can be closed.

The **Close orders** option is not a required step, and closing an order changes only the Orders.STAGE field from COMPLETED to CLOSED. It is available as an option for customers who may want to purge or archive order records; you can use the **Closed** status to indicate which orders are ready for purging or archiving.

To close an order

1. From **Orders**, select **Process orders > Close orders** to open the **Close orders** window.
2. Select the order(s) you want to close.
3. Click **Convert**. A message displays prompting you to confirm closing the selected order(s).
4. Click **Yes** to close the order(s).

Manually release backorders

The **Manually release backorders** option is used to reverse an order's BACKORDER status. A released backorder is removed from the holding stage for orders awaiting inventory and is returned to its appropriate order processing stage.

The **Manually release backorders** option is available even if the **Automatic Backorder Processing** option is enabled on the **Backorder Processing** window (from **Orders**, select **Set up module**, and click **Backorders**).

To release backorders manually

1. From **Orders**, select **Process orders > Manually release backorders** to open the **Manually release backorders** window.
All of the orders with a BACKORDER status display on the window.
2. Select the order(s) you want to release from BACKORDER status.
3. Click **Convert**.
A message displays prompting you to confirm returning the selected order(s) to the appropriate order processing stage.
4. Click **Yes** to release the backorder(s).

Service Central

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Service Central Overview

Service Central allows you to offer one-stop shopping to your customers. This module provides a central location for processing event registrations, orders, fundraising gifts and pledges, and payment(s). In addition, Service Central provides your organization with the ability to sell products and services from various areas and apply payment for the products or service with a single check or credit card transaction.

Service Central Capabilities

The Service Central module has many unique and useful capabilities. The following list is an overview of Service Central module capabilities:

- Apply events and orders payments using a single point of entry
- Pay and view cash dues and subscription list payments for both the company and the individual
- Apply fundraising gift/pledge payments
- Authorize or validate credit card payments
- Apply payment for any open balance for any module within *iMIS*
- Create a **Transaction Summary** report for customers of dues/subscriptions, events, fundraising gifts/pledges and orders activity
- Print and distribute a **Transaction Summary** report of all Service Central transactions using e-mail or regular mail

- Calculate and display a **Total Amount** due as you enter items on the **Process customer requests** window
- Option to **Auto-apply** payment to the oldest items or to apply payment to individual outstanding items in the **Payment Entry** window by selecting or deselecting the line item
- Display Fundraising items with a **Balance Due** on the **Payment** window
- Option to search by customer ID, date, or transaction number from the **Payment Entry** window
- Easy access to all *iMIS* modules
- Display **All**, **Outstanding**, and **Current** batch transactions
- Display **All**, **Outstanding**, and **Today** non-batch transactions

Module Restrictions

- Open credit balance line items and Fundraising items are not selected for **Auto-apply** on the **Payment Entry** window when you open it from the **Process customer requests** window.
- Do not apply overpayments to Fundraising items, which results in a credit balance. Instead, apply overpayments to the **Pre-Pay** line.
- **Separate Posting Required**, an AR/Cash function is not compatible with Service Central.
- **Accrual Dues Billing** is not compatible with Service Central.
- Do not create credit and debit memos using the Service Central module; create credit and debit Memos only in the AR/Cash module.

Note: Processing customer credit card authorization and batch control transactions in Service Central is optional. These features must be set up by your administrator. See Credit Card Authorization.

Navigation for Service Central

To gain access to the **Service Central** task list, select **Service Central** from the navigation bar.

- **Process customer requests** - Select this task list item to open the **Process customer request** window that interfaces with other *iMIS* modules to allow you to process customer requests.
- **Process billing** - Select this task list item to open the **Process billing** window where you can create a dues billing and place a subscription for an individual or a company customer.
- **Register a customer** - Select this task list item to open the **Register a customer** window where you can enter registration information for a customer.
- **Enter and edit gifts** - Select this task list item to open the **Enter and edit gifts** window where you can enter and edit gifts and pledges.
- **Process sales transactions** - Select this task list item to open the **Process sales transactions** window where you can process sales transactions that are tracked through AR/Cash.
- **Process orders** - Select this task list item to open the **Process orders** window where you can process orders.
- **Enter and edit payments** - Select this task list item to open the **Enter and edit payments** window where you can enter payments received from customers. By default, the **Pay Amount** field is not auto-populated and the **Pay** option is not auto-selected.
- **Generate reports** - Select this task list item to open the Service Central **Generate reports** window where you can generate a report of detailed daily receipts or a monthly cash distribution report.

Service Central Windows

This section contains detailed information about Service Central windows and a brief description of other *iMIS* module windows that interface with Service Central.

The Service Central module has three primary windows:

- [Process customer requests window](#)
- [Payment entry window](#)
- **Generate reports**

Several task list items on the **Service Central** task list are linked to other *iMIS* modules. This saves you time and effort when opening different modules to complete a single transaction. These links enable you to use related module windows:

- **Process billing** (Billing)
- **Register a customer** (see "[Register a customer window](#)") (Events)
- **Enter and edit gifts** (see "[Enter and edit gifts window - Overview tab](#)") (Fundraising).
- **Process orders** (either *AR/Cash Simple Order Entry* (see "[Enter and edit orders window - Simple order entry](#)") or *Full Order Entry* (see "[Enter and edit orders window - Full Order Entry](#)")

Process customer requests window

*** Process customer requests**

New Open Edit Delete Find

ID 156 E-mail plbachman@abs.com

Mr. Peter L. Bachman
Vice President
American Business Services
4200 Gibson St
567
Houston, TX 77007-5730

Type M Member
Status A
Paid Thru 09/30/2003
Work (713) 897-5600
Home

Type	Reference	Ref. Date	Ref. Description	Balance
SUB	LEGALLY	02/03/2006	Legally Speaking Quarterly Mag	200.00
ME	R1012	02/03/2006	Annual Schoolaid Event	44.00

Print Transaction
Payment

View Batch ID QQQQ Total Due 244.00

From **Service Central**, select **Process customer requests**

ID

This field specifies the customer identification number.

E-mail

Displays customer's e-mail address.

Message (envelope)

This icon opens the **Confirmation of Transaction – Summary – Message** (e-mail) window where you can send a Transaction Summary. You must select **Current Batch** from the **View** drop-down list.

Print Transaction

This button sends the **Transaction Summary** report to the user's designated location (*for example*, Screen or Printer). It is available in the **Current Batch** view if you are using the Batch Control option. You must select the batch that contains transactions for the selected customer.

Payment

This button opens the **Payment Entry** window. By default, the **Pay Amount** field auto-populates with the total amount due for any unpaid open item(s) and each open item displays with the order type, date, description, and balance due with the **Pay** option auto-selected for each item.

Type

Displays the source module or the transaction type.

Reference

Displays a number the system assigns to the transaction.

Ref Date

Displays the date the referenced transaction occurred.

Ref Description

Displays a description of the referenced transaction.

Note: A detailed description displays for Orders (**OE**) if your administrator has enabled **1st Line Desc. on Statement** in the AR/Cash module. If this option is not enabled, only the transaction name, **Order** displays in this field.

Balance

Displays the amount the customer owes for the referenced transaction.

View

Specifies which requests are shown for the current customer ID:

- **All** – Shows all customer requests for the specified customer ID.
- **Outstanding** – Shows only outstanding customer requests for the customer ID.
- **Current Batch** – Shows only requests in the current batch for the customer ID.

Total Due

Displays the total amount (balance) of all line items displayed.

Payment Entry window

Payment Entry

New Open Edit Delete Find

Transaction Mr. Robert P. Pepper, CPA Type NM Non Member
 Date 07/14/2009 Controller Status A
 Id 115 Pecan Street, Inc. Paid Thru 08/31/2004
 Source Code 14600 Plain Rock Pass
 Austin, TX 78728-5452

Pay Type VISA Credit Card # CSC Exp Authorize Name on Credit Card Robert P. Pepper
 Pay Amount 125.00 Gateway Ref#

Unapplied Amount Unpaid Balance 445.00 Auto-apply

Invoices, Orders and Subscriptions

Type	Ref.	Ref. Date	Ref. Description	Balance	Paid Amt	Amt Adj	Paid Thru	Pay
AR			(PrePay - New)	0.00	0.00			<input type="checkbox"/>
ME	R11423	09/25/2007	New Years Eve Bash	500.00	0.00			<input type="checkbox"/>
ME	R11450	10/26/2007	2nd Annual Web Symposium	125.00	125.00			<input checked="" type="checkbox"/>
ME	3219	07/14/2009	Test Cc Payments	-55.00	0.00			<input type="checkbox"/>

From **Service Central**, select **Process customer requests**, and click **Payment**

Transaction

Displays the transaction number.

Date

Defaults to the current system date or the batch date if you are using the Batch Control option.

Id

Specifies the customer identification number or if the company is responsible for the payment, this is the company ID. You can click the lookup icon to select a value.

Source Code

(optional) Use to indicate how the payment was made (*for example*, phone or mail).

Check/CC

Specifies a check number or a credit/debit card code (*for example*, MC, VISA, AMEX, and DISC). If you enter a valid credit/debit card code, additional payment fields display:

- **CC #** - Enter the credit/debit card number.
- **CSC** - (Displays only if the associated card authorization account uses immediate authorization, or deferred authorization with the **Save CSC Prior to Authorization** checkbox selected) Enter the Card Security Code. *CSC can be a required value* (see "Requiring a Card Security Code (CSC) for credit/debit card transactions") for specific cash accounts.
- **Exp** - Enter the card's expiration month and year (mm/yy).
- **Authorize** - Enter any authorization code here. (If credit card authorization is enabled, this field populates when the payment is approved.)

- **Name on CC** - Enter the name as it appears on the payment card.
- **Issue #** - (Displays only if the associated cash account accepts an issue number) Enter the European debit card's issue number.
- **Issue Date** - (Displays only if the associated cash account accepts an issue date) Enter the European debit card's issue date (mm/yy).
- **Gateway Ref #** - Read only: Populates when the gateway provider returns the reference number for the transaction.

Note: If **Advanced PCI Compliance** (see "Implementing Advanced PCI Compliance options") > **Do not retain cardholder information** is enabled, *iMIS* saves transactions without cardholder data and shows only gateway reference number and authorization code fields.

Pay Amount

The system populates this field with the customer's current session balance due (except Fundraising and credit balance line items) when a customer's record is opened in the **Process customer requests** window. This field can be overridden if the customer wants to pay a different amount.

Unapplied Amount

Displays the amount of the current payment that has not yet been applied.

Unpaid Balance

Displays the total of balance due for items not selected (checkbox enabled) for payment.

Auto-apply

Used to enable the system to automatically apply a payment.

Type

Displays the source module or the transaction type.

Ref

Displays a number the system assigns to the transaction.

Ref Date

Displays the invoice reference date.

Ref Description

Displays a description of the referenced transaction. A detailed description displays for Orders (**OE**) if you enable **1st Line Desc. on Statement** on the **AR/Cash System Setup** window. If you do not enable **1st Line Desc. on Statement**, only the transaction name, **Order** displays in this field.

Balance

Displays the balance for a specific transaction.

Paid Amt

Displays the dollar amount the customer designated to be applied to the specific line item.

Amt Adj

Displays the positive difference between the **Balance** and **Paid Amt** used for cash Dues/Subscription billing only.

Paid Thru

Displays the Paid Thru date associated with the specific cash-basis **Dues/Subscription** line item. This field is populated only if the item has been paid in full.

Pay

Use this checkbox to select or deselect a line item for payment.

Batch Id

Displays the batch number of the current open batch if you are using Batch Control.

Using Service Central

Request and Payment Processing

Most of the tasks you perform in Service Central will take place in the **Process customer requests** and **Payment Entry** windows. However, *iMIS* Service Central contains several windows to allow you to enter records and transactions.

- The **Register a customer** window allows you to register a customer for an event function.
- From the **Enter and edit gifts** window you can process customer gifts and pledges.
- You can process orders using the **Process orders** window.
- The **Enter and edit payments** window is available to allow you to record miscellaneous sales and cash receipts.
- You can use the **Process billing** window to bill new customers for cash-only dues or subscription.
- The **Process customer requests** window allows you to process orders and transactions to completion.

Processing Orders and Event Registrations

Scenario: A current customer calls to purchase two sets of customer labels and would like to register for an annual event. The customer is paying by credit card and needs a receipt. This requires you to:

- Use the **Process customer requests** window to place an order and register a customer for a event,
- Apply a single payment for two open items using a credit card,
- Print and/or electronically mail a receipt, called a Transaction Summary.

To enter an order

1. From **Service Central**, select **Process orders**. The **Overview** tab is displayed by default.
2. Click **New**.
3. Enter the **Order Summary** information.
 - **Order Type** - use the lookup icon to select a value, type an entry, or leave the default entry (if any) as it is. Press **Tab** to accept the value and move to the next field.
 - **Bill to ID** - type in or use the lookup icon to select an ID.
 - **Order Date** - accept the default or override if necessary.

Note: The Order Date defaults to the batch date if you use batch control; otherwise, the date defaults to the system date.

- **Purchase Order** - enter a purchase order number if necessary.

- ☐ **Source** - Enter a code or click the lookup icon to select a value.
 - ☐ **Shipping Method** - (optional) Override the default shipping if necessary.
 - ☐ **Tax Authority** - (optional) Override the default tax authority if necessary.
4. Enter **General** order information.
- ☐ **Terms** - (optional) Override the default payment **Terms** if necessary.
 - ☐ **Discount** - (optional) Enter a percentage discount for the order in the **% Discount** field.
 - ☐ **Priority** - (optional) Enter a backorder **Priority** for the order.
5. Enter a **Product**.
- ☐ **Product** - Enter a code and press **Tab**.

Note: Click the **lookup icon** to open the **Product Find** window where you can look up and select a product.

- ☐ **Description** - the field is populated automatically.
- ☐ **Quantity** - (optional) Enter the **Quantity**.
- ☐ **Price** - (optional) Edit the product **Price** if necessary.
- ☐ **% Disc** - (optional) Enter a percentage discount for the product in the **% Disc** field.

Note: Entering a product-level discount in the **% Disc** field overrides any order-level discount entered in the **% Discount** field. However, product-level discounts are applicable only for a given product and do not affect entire order-level discounts.

- ☐ Press **Tab** to add the product to the order. The product is displayed in the list of **Product Line Items**, and your cursor is moved to the **Product** field.
6. Enter additional products.
7. Click **Save**.
8. From **Service Central**, select **Process customer requests**. Notice that the order (OE) you just processed is now a line item on the **Process customer requests** window.

Note: You can click and drag the vertical lines between items on the **Process customer requests** window so that you can see all the information in a column.

To register a customer for an event

1. From **Service Central**, select **Register a customer**.
2. Click **New**.
 - ☐ If you already have an ID selected, it automatically populates the **ID** field.
 - ☐ Otherwise, enter or look up a customer ID.
3. Register the customer for an event. For more information about registering customers, see the *iMIS Events* guide.
4. Click **Save**.
5. From **Service Central**, select **Process customer requests**.

The event registration (**ME**) is a new line item on the **Process customer requests** window. The system keeps a running total of the **Balance** field in the **Total Due** field.

Note: You can double-click on any line item on the **Process customer requests** window to view and edit data specific to that item. *For example*, if you double-click the **ME (event) Type** line item, the **Register a customer** window displays with the event the customer requested. You can also edit the registration by deleting a line item or adding another function.

Example: To pay for an order and a registration with one credit card payment

If you have added an event registration (**ME**) and placed an order (**OE**) for the active contact, you need to process only one credit card payment for the two open line items (**ME** and **OE**).

1. From **Service Central**, select **Enter and edit payments** to open the **Enter and edit payments** window.
 - All transactions processed for this customer display when **All** is the **View** on the **Process customer requests** window.
 - The line items listed on the **Process customer requests** window are listed on the **Enter and edit payments** window for the **Current Batch**, if any.
 - By default, items entered during the current session (except Fundraising and credit balance line items) are checked for payment when you open the **Payment Entry** window from the **Process customer requests** window. You can deselect any item and apply a partial payment.
2. Enter a credit/debit card code in the **Check/CC** field and complete the customer's card information.
3. Click **Save** to apply the **Pay Amount** to the checked items.
4. Close the window to return to the **Process customer requests** window, which now shows the line items with a zero balance.

After you apply the payment, you can view the items and transaction history:

- Open the customer's event registration record in the **Process customer requests** window by double-clicking on the event line item.
- Select **AR/Cash > Credit card reporting > Search credit card info** (see "To search credit/debit card transactions"), and enter the customer **ID** or **Credit Card #** to search for and review the customer's credit card payment history window.

Sending a Summary Transaction Report

The **Summary Transaction** report serves as a receipt for the customer. The report shows all services and payments transacted for the customer during the current (or today's) session. If you have an e-mail address listed for the customer (**Manage customers** window), you can mail a printed report to the customer or send the report using e-mail.

To send a receipt by e-mail

1. Verify that the customer has an e-mail address.

Note: If a customer does not have an e-mail address on record, you can add one using the **Manage customers** window. If you add an email address, or one is already on file, it is shown automatically in the **e-mail** field on the **Process customer requests** window.

2. Select **Current Batch** from the **View** drop-down list.
3. Click the **e-mail** (small envelope) icon. The **Confirmation of Transaction – Summary** e-mail message opens displaying a **Transaction Summary** report.
4. Enclose an attachment or perform any other required e-mail functions.
5. Click **Send**.

Creating an Open Cash Dues Item for a New Customer

You can apply a payment to both cash and cash accrual dues, but the two types of payments display differently on the Service Central windows.

- Only cash dues subscriptions invoke the **Paid Thru** dates and display as individual line items on the **Payment Entry** window
- You can bill a customer for cash dues, but not accrual dues through the Service Central module
- You can only bill the customer once using Service Central for dues products from the **Member Type** table.
- Accrual billings are included in one line item, as in the **Cash Receipts** window. After the initial billing, only additional dues and non-dues items may be processed for a customer in Service Central.

Scenario: A customer calls to join the association in order to receive a price break on an order. This requires you to:

- Enter new customer information
- Create an open dues item
- Process an order
- Apply a credit card payment for both Dues and Orders

To add a new customer

1. Enter information for the new customer on the **Manage customers** window.
2. Click **Save**.
3. From **Service Central**, select **Process customer requests** to open the **Process customer requests** window populated with the new customer information.

To create an open dues item

1. From **Service Central**, select **Process billing** to open the **Process billing** window.
2. Click **New** to populate the window with the customer information.
3. Click the checkbox to enable the **Bill New Mem. Type Items** feature. New fields display when you process a dues item that has not been billed.
4. Click **Bill New** on the **Process billing** window to create a cash dues open line item.
5. Click **Save**.
6. From **Service Central**, select **Process customer requests** to open the **Process customer requests** window with the new dues/subscription line item (SUB).

To process an order

1. From **Service Central**, select **Process orders** to open the **Process orders** window.
2. Click **New**.
3. Accept the default **Order Type**, or change it by clicking the lookup icon to select a type or by entering a value.
4. Press **Tab** and continue to enter the order information.
5. Click **Save**.

To apply a credit card payment to outstanding items

Note: You are still processing request(s) for the same customer.

1. From **Service Central**, select **Process customer requests**.
2. The order you entered displays in the **Process customer requests** window. Click **Payment** to open the **Payment Entry** window with the customer's outstanding (unpaid) items.

Note: All line item checkboxes are selected (check in **Pay** column) for payment except Fundraising (**FR**) and credit balance line items.

3. Enter payment information.
4. Click **Save** to apply the **Pay Amount** to all selected items.
5. From **Service Central**, select **Process customer requests**.

Notice that the Balance for the OE line item you entered has a Total Due of \$0.

Processing Fundraising Gifts and Pledges

Where you process fundraising gifts and pledges depends on their type. You must pay Single Gifts through the Fundraising **Enter and edit gifts** window, but you can pay Single Pledge and Installment pledges through the Service Central **Payment Entry** window.

A pledge is a contribution that will be paid at a later date. A pledge can be either a single pledge or an installment pledge. *For example*, a customer might pledge \$1,000, which they agree to pay at a particular date in the future, either in one payment (single pledge) or in a series of predefined payments (installments). You can customize the amount and the payment schedule.

You can also process acknowledgements, member tributes, split gifts, and setup an installment pay plan for pledges.

To enter a single gift or pledge (Service Central)

Payments for single gifts must be made at the time the gift is entered. You can pay for a single gift by entering a check number, credit card number, an in-kind non-cash asset account (if you are entering an in-kind or asset contribution), or by applying an open credit.

A pledge is a donation to be paid at a later date and can be a single pledge or an installment pledge.

Note: In-kind contributions can only be made for gifts. *iMIS* Fundraising does not track single in-kind pledges or installment in-kind pledges.

1. From Fundraising, select **Enter and edit gifts** to display the **Overview** tab on the **Enter and edit gifts** window.
2. Click **New**.
3. Enter the donor **ID**, or click the **lookup icon** to select an ID. The donor's name and address information display in the **Donor** and **Address** areas.
4. Enter the date the gift was received in the **Date Received** field. The default is the batch date if batch control is enabled, or the current system date if batch control is not enabled.
5. Select **Single Pledge or Single Gift** from the **Gift Type** drop-down list.
6. Enter the total amount of the donation in the **Gift Amount** field.
7. Enter the **Request**, **Distribution**, **Appeal**, **Campaign**, and **Fund** information as necessary.
8. (optional) Enter the **List as** name.
9. (optional) Enter the **Solicitor ID**, or click the **lookup icon** to select a solicitor ID.
10. (optional) If there is an individual partially responsible for this donation who is not the donor, enter the **Soft Credit ID**, or click the **lookup icon** to select a soft credit ID.
11. For Single Gifts only:

- Enter the payment information in the **Check #/CC/In-kind/Asset** field and its related fields as appropriate.
- (optional) Enter a manual receipt number in the **Receipt Number** field.
- (optional) Enable the **Do not Print Receipt** option to skip the printing of a receipt for this gift.

12. Click **Save**.

13. From **Service Central**, select **Process customer requests**. The gift or pledge you just entered will be shown.

To process an installment pledge

Scenario: A customer wants to make an installment pledge for \$1000 to be paid in monthly installments.

Note: If you select an installment pledge; select a down payment; and the customer is paying by credit card, only the installment down payment is charged to the credit card. The remaining installments populate on the **Process customer requests** and **Payment Entry** windows for payment at a later date.

The credit card is not automatically billed monthly.

You do not have to click the down payment option, if the customer is paying with cash or check at a later date. Individual installments for a pledge populate on the **Central Processing** and **Payment Entry** windows until paid.

1. Find the donor from the **Manage customers** window.
2. From Fundraising, select **Enter and edit gifts** to open the **Enter and edit gifts** window.
3. Click **New**.
4. Select **Installment** from the **Gift Type** drop-down list. The **Payment Info** area of the window is grayed out because a pledge means that the money will be paid at a later date.
5. Enter the **Total Amount** of the installment pledge.
6. Enter the **Distribution** or income account where the pledge will be credited or, click the lookup icon to select a value.

Note: Although you predefined the **Distribution**, you can override the value by manually entering a different combination of a fund, appeal, or campaign if your setup allows.

7. (optional) Enter the **Appeal** code and **Campaign** code if there is one associated with the pledge, or click the lookup icon to select a value.
8. Enter the **Fund** code associated with this pledge, or click the lookup icon to select a value.
9. Enter a credit card code in the **Check #/CC/In-Kind/Asset** field and complete the credit card information.
10. Click the **Installments** tab and specify the installment details:
11. Click the **Installment Frequency** from the drop-down list.
12. Click to enable **Pay a downpayment**. The down payment amount displays under the **Prepay** column.

Note: If the customer is making a credit card payment, you must select **Pay a downpayment** or when you return to the **Enter and edit gifts** window and you click **Save**, a message informs you that you must first select the **Pay a downpayment** option.

13. Click **Save**.

14. From **Service Central**, select **Process customer requests** window.

Processing Payments in Service Central

In this section, you will apply payments for outstanding items using the **Enter and edit payments** window directly from the **Service Central** menu. There are three different payment scenarios:

- Applying a specified **Pay Amount** to all unpaid line items (full payment)
- Applying a payment toward specific unpaid line items
- Applying a payment to multiple unpaid line items using the **Auto-apply** button

To apply a specified payment amount to all unpaid items

1. From **Manage customers**, find a customer record.
2. From **Service Central**, select **Process customer requests**, and click **Payment** to open the **Payment Entry** window.
3. Click **New**.
4. Enter an **Id** and press **Tab** to populate the **Payment Entry** window, or click the lookup icon on the **Id** field to select a customer record.
5. Enter a check number or credit/debit card code in the **Check/CC** field and enter the required card information.
6. Enter a dollar amount equal to the **Unpaid Balance** and press **Tab** in the **Pay Amount** field. Notice the **Pay Amount**, **Unapplied Amount**, and **Unpaid Balance** fields are equal because no line items have been selected for payment.
7. Click the checkbox in the **Pay** column to select the line item(s) where payment will be applied.
8. Click **Save** to update the customer's record with the payment.

To select open items for a payment

1. From **Manage customers**, find a customer record.
2. From **Service Central**, select **Process customer requests**, and click **Payment** to open the **Payment Entry** window.
3. Click **New**.
4. Enter an **Id**, or click the lookup icon on the **Id** field.
5. Enter a check number or credit/debit card code in the **Check/CC** field and enter the required card information. Do not enter any information in the **Pay Amount** field.
6. Click the checkbox in the **Pay** column for each line item that you want to select for payment.

Note: The **Pay Amount** field increases by the line item amount as you select each line item. If you select the wrong line item, click to deselect (uncheck) the checkbox.

7. Click **Save**.

To apply a payment to multiple items using Auto-apply

1. From **Manage customers**, find a customer record.
2. From **Service Central**, select **Process customer requests**, and click **Payment** to open the **Payment Entry** window.
3. Click **New**.
4. Enter an **Id** and press **Tab** to populate the **Payment Entry** window, or click the lookup icon on the **Id** field to select an **ID**.
5. Enter a check number or credit/debit card code in the **Check/CC** field and enter the required card information.
6. Enter the amount of the check in the **Pay Amount** field.

- Click **Auto-apply**. The **Pay Amount** is applied to the oldest line items first. Open Dues (**SUB**) items have the highest priority.

Note: **Auto-apply** does not automatically select Fundraising items for payment, you must manually select them.

- Click **Save**.

Applying a Credit Balance to a Specific Item

A credit balance is an overpayment that occurs when a customer unknowingly sends in too much money to pay an **Unpaid Balance**. You can apply an open credit balance in Service Central by selecting **Process customer requests**, and clicking **Payment**.

Note: Do not create credit and debit memos using the Service Central module; perform credit and debit memos only in the AR/Cash module.

Note: Overpayments (credit balances) to Fundraising items are not recommended. Apply these overpayments to the **Pre-Pay** line. A message stating this appears at the bottom of the **Payment Entry** window.

The screenshot shows the 'Payment Entry' window with the following details:

- Transaction:** 0
- Date:** 06/21/2004
- Id:** 207
- Source Code:** (empty)
- Customer:** Miss Janice A. Davidson, 2300 Whitestone Avenue, Austin, TX 78758
- Type:** M
- Status:** A
- Individual Member:** (checked)
- Check/CC:** (empty)
- Pay Amount:** (empty)
- Unapplied Amount:** (empty)
- Unpaid Balance:** (empty)
- Auto-apply:** (button)

Invoices, Orders and Subscriptions

Type	Ref.	Ref. Date	Ref. Description	Balance	Paid Amt	Amt Adj	Paid Thru	Pay
FR	R109	06/21/2004	Pledges Inst# 7	41.66	0.00			<input type="checkbox"/>
FR	R110	06/21/2004	Pledges Inst# 8	41.66	0.00			<input type="checkbox"/>
FR	R111	06/21/2004	Pledges Inst# 9	41.66	0.00			<input type="checkbox"/>
FR	R112	06/21/2004	Pledges Inst# 10	41.66	0.00			<input type="checkbox"/>
FR	R113	06/21/2004	Pledges Inst# 11	41.66	0.00			<input type="checkbox"/>
FR	R114	06/21/2004	Pledges Inst# 12	41.74	0.00			<input type="checkbox"/>
INV	R115	06/21/2004	PrePay: 06/21/2004	-600.00	0.00			<input type="checkbox"/>

Batch ID: (empty)

Fund Raising pledges are not auto-selected for payment, and are not included in the payment amount.

Example of a credit balance line item

Scenario: A customer calls and places an order that is processed through the **Process customer requests** window. Now the customer wants to pay the **Unpaid Balance**. The customer has an open credit balance. When you open the **Payment Entry** window from the **Process customer requests** window, all items except the credit balance are automatically selected (checked) for payment. The **Pay Amount** has been generated to equal the amount of all selected line items (except Fundraising line items).

To apply a credit balance through the Process customer requests window

1. From **Service Central**, select **Process customer requests** to open the **Process customer requests** window.
2. Open the customer's record and select **Outstanding** from the **View** drop-down list.
3. Click **Payment** to open the **Payment Entry** window.
4. Select the credit item by clicking the **Pay** checkbox. This applies the credit to all items that were automatically selected for payment.
5. Click **Save**.

Note: If you only select the open credit line item for payment or multiple open credit line items, when you click **Save** to apply the credit, a message displays informing you that you have only selected credit items for payment. Click **No** to select more unpaid items for payment, or click **Yes** to have the system apply the credit.

To apply a credit balance using Auto-apply

A customer sends a check to make a partial payment on an unpaid balance. The customer has an open credit balance. In this scenario, you would open the **Payment Entry** window from the **Service Central** menu.

When you open the customer record, no line items are selected for payment. You will enter a check number and the amount of the check. To apply the open credit, select the credit line item by checking the box in the **Pay** column.

The amount of the credit is added to the **Unapplied Amount** and the **Pay Amount** is not affected. If you press the **Auto-apply** button, the entire **Unapplied Amount** (including the **Pay Amount** and credit) is auto-applied to the **Unpaid Balance** in order of priority.

Note: Fundraising line items (FR) are not paid using **Auto-apply**.

From **Manage customers**, find a customer record.

1. From **Service Central**, select **Process customer requests**, and click **Payment** to open the **Payment Entry** window.
2. Click **New**.
3. Enter an **Id** and press **Tab** to populate the **Payment Entry** window, or click the lookup icon on the **Id** field to select an **Id**.
4. Enter a check number in the **Check/CC** field.
5. Enter the amount of the check in the **Pay Amount** field.
6. Select the credit line item by clicking the checkbox in the **Pay** column.
7. Click **Auto-apply** to apply the credit line item and check payment.
8. Click **Save**.
9. Close the window.

Note: If you reopen the **Payment Entry** window or the **Process customer requests** window with the same record, the credit does not display in either window.

Applying a Credit Balance Using *TAB

The *TAB feature allows you to apply a credit to a customer record. A credit balance is a result of an overpayment that occurs when a customer sends in too much money to pay an **Unpaid Balance**. You can use *TAB in Service Central for dues/subscriptions (including cash and accrual methods (**SUB**)), Meeting (**ME**), Orders (**OE**), Fundraising (**FR**) and AR/Cash (**INV**) transactions.

The *TAB feature works through the **Process customer requests** window and directly through the **Payment Entry** window. There are some differences in how payment information is presented depending on which process you choose to use.

The following procedures address using *TAB through the **Process customer requests** window then accessing the **Payment Entry** window and directly through the **Payment Entry** window only.

To apply a credit balance from **Process customer requests**

1. From **Service Central**, select **Process customer requests** to open the **Process customer requests** window.
2. Click **Find** to locate the customer's record.
3. Click **Payment** to open the **Payment Entry** window.

Note: The **Pay Amount** field is the total of the line items checked for payment in the **Pay** column. Line items are automatically checked for payment except, Fundraising (FR) and credit balances. If you go directly to the **Enter and edit payments** window (from **Service Central**, select **Enter and edit payments**), checkboxes in the **Pay** column are not automatically checked for payment.

4. Place your cursor in the **Check/CC** field and enter an asterisk (*), and press **Tab** to open the **Select Open Payments** window.

The view defaults to an individual view. If you press **All**, all customer records with an open credit balance displays.

Note: All credit balances from overpayments to Fundraising or Accrual Dues items are filtered out and will not display on the **Select Open Payments** window.

5. Make a mental or written note of the available credit balance. Double-click on the line item or, select the line item and click **OK**. The system returns to the **Payment Entry** window.
6. Enter the amount of the available credit balance you wish to apply in the **Pay Amount** field. Do not enter more than the amount of the available credit balance.
7. Click **Save**. The system populates the **Check/CC** field with the invoice reference number of the original transaction that resulted in a credit balance.

To apply a credit balance from **Enter and edit payments**

1. From **Service Central**, select **Enter and edit payments** to open the **Enter and edit payments** window.
2. Click **New**.
3. Press **Tab** and enter an **Id**, or click the lookup icon to select an **Id**.
4. Press **Tab**. The system populates the **Enter and edit payments** window with the individual's payment information.
5. Place your cursor in the **Check/CC** field and enter an asterisk (*), and press **Tab** to open the **Select Open Payments** window.

The view defaults to an individual view. If you press **All**, all customer records with an open credit balance displays. The above view is **All**.

Note: All credit balances from overpayments to Fundraising or Accrual Dues items will be filtered out and will not display on the following window.

6. Double-click on the line item or, highlight the line item and click **OK**. The system populates the **Check/CC** field with the invoice reference number of the original transaction that resulted in a credit balance. Make a mental or written note of the available credit balance.
7. Enter the amount of the available credit balance you wish to apply in the **Pay Amount** field. Do not enter more than the amount of available credit balance.
8. Select line item(s) by clicking the checkbox in the **Pay** column that you wish to pay with the credit balance.

9. Click **Save**.

Processing List Payments

The list payments feature allows you to apply a payment for dues products (membership dues and subscriptions) to a list of individuals that share a **Bill To** contact. For example, if a company sends in a dues payment billed for their employees that are members of your organization, you can apply that payment to each individual record from a single page.

Dues products billed to the company will appear in the list based on the following criteria:

- The company record is assigned the company member (CM) **Member Type**
- The company's ID is either:
 - Entered in the **Bill To ID** field on the individual's **Financial** tab (from **Customers**, select **Manage customers**, find the customer record, and select the **Financial** tab)
 - Entered in the individual's subscription **Bill To** field (from **Customers**, select **Manage customers**, find the customer record, select the **Billing** tab, and create or open a subscription)

To process list payments

1. From **Service Central**, select **Enter and edit payments**.
2. Click **New**.
3. Accept the default date or enter another value.
4. Enter an **Id** or click the Find icon to select a company ID.
5. Press **Tab** to populate the **Enter and edit payments** window.

Note: The items in the list vary depending on whether they are billed as cash dues or accrual dues. A cash dues billing list includes the balances for each individual. An accrual dues billing list only displays a single balance and line per billing type, regardless of how many individual records were billed against the company ID.

6. Enter the **Pay Amount**.
7. Apply the payment in one of two ways:
 - Select **Auto-apply** to automatically apply the **Pay Amount**
 - Select the **Pay** checkboxes to choose line items to be paid
8. Click **Save**.

The window is updated to only display the paid items.

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