Accounts Receivable (AR)

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Accounts Receivable (AR)

The Kroll Accounts Receivable module allows users to manage patient Charge Accounts. This allows customers to charge prescription and non-prescription items (as determined at store level) to an account to be invoiced at a later date. A statement is then generated and show invoices in the specified time period and are sent out to the customer on a regular basis, as determined by the pharmacy.

Any invoices that remain unpaid and are carried forward from one statement to the next are subject to finance charges under the discretion of the pharmacy. An invoice may contain more than one item and a payment made by the customer may be applied to one or more invoices. Likewise, one invoice may have a number of payments applied to it. To have all charges for each family member consolidated into one statement and forwarded to a designated payor, there is a ‘Bill to’ option. This eliminates several statements for each family from being generated.
Configuration

This section explains how to enable the Accounts Receivable module and how to select the Accounts Receivable configuration settings most suitable for your pharmacy.

Kroll Configuration

1. Select File > Configuration > Kroll > Configuration.

2. Place a checkmark next to Enable Accounts Receivable and click OK.

![Configuration Settings](image)
Store Configuration

Configuration settings for the Accounts Receivable module can be accessed via File > Configuration > Store > X - AR. Each of the settings on the screen are described below.

- **Charge Rxs**: Determines how often items are charged to the patient's AR account.
  - **Automatically**: You will not be prompted to charge the prescription to the patient's AR account; Rxs will be charged automatically.
  - **Prompt**: You will be prompted to charge the Rx to the patient's AR account, if the patient has an account set up.
  - **Do Not Charge**: You will not be prompted to charge the prescription to the patient's AR account and Rxs will not be charged to the patient's AR account; however, Rxs can be manually charged by selecting Rx > Charge to AR.
- **Add charges to**: Determines how and when new invoices are created.

- **Same Day Or New Invoice**: All charges from the same day will be grouped together in a single invoice. If an invoice does not exist for that day a new one will be created.

- **New Invoice**: A new invoice will be created for every charge to the account.

- **Same Day And Patient Or New Invoice**: All charges from the same day and the for same patient will be grouped together in a single invoice. Charges that occur on the same day but for a different patient (i.e., a linked family member) will be added to a separate invoice.

- **Same Month And Patient Or New Invoice**: All charges from the same month and for the same patient will be grouped together in a single invoice. Charges that occur in the same month but for a different patient (i.e., a linked family member) will be added to a separate invoice.

- **Monthly finance charge [x] %**: Applies a monthly charge to all AR accounts.

- **Only charge when balance greater than $[x]**: Applies the monthly finance charge only if the patient’s balance is greater than the specified amount.

- **Default tax levels For Rxs**: The default tax that applies to all Rxs.

- **Default tax levels For manual charges**: The default tax that applies to non-Rx items charged to the patient’s AR account. This value is also applied if Charge Rx is set to Do Not Charge and you manually charge the Rx via the Rx menu.

- **Print Credit Card On Invoice**: Prints the patient’s full credit card number in the invoice. Credit card numbers will be masked if this is disabled.

- **Print store logo on AR reports**: Prints the store logo on all AR reports. Store logos can be uploaded in the General tab.

- **Print CHARGED or NOT CHARGED on receipts for patients with AR account**: Prints the patient’s charged/not charged status on the receipt.

- **Roll back the copay amount when AR Detail is deleted**: Removes the copay amount when an item is deleted from the patient’s AR account.

- **Prompt user to perform the roll back**: Prompts the user to remove the copay amount when an item is deleted from the patient’s AR account.
- **Show cost and fee on AR Activity Report**: Segregates the cost and fee from the total in the AR Activity Report. Otherwise, the cost and fee are included in the total and are not shown separately.

- **Allow charging $0.00 Rxs to AR**: Allows $0.00 Rxs to be charged to the patient’s AR account.

- **Next account number**: The number that will be assigned to the next newly created AR account.

- **Next invoice number**: The number that will be assigned to the next newly created invoice.

- **Account number prefix**: The number that precedes all AR account numbers.

- **Pad account number to at least [x] digits**: Adds leading zeros to account numbers that do not contain the specified number of digits.

- **Always auto-generate account numbers**: Auto-generates account numbers for newly created AR accounts.

- **Print ALL outstanding invoices**: Prints all outstanding invoices in the AR Statement. Otherwise, all previous outstanding invoices will be summarized in an opening balance.

- **Show cost and fee**: Segregates the cost and fee from the total in the AR Statement. Otherwise, the cost and fee are included in the total and are not shown separately.

- **Return address**: The address where undeliverable AR Statements will be returned to.

- **Use this Return Address for “From Address”**: Uses the specified return address as the “from” address on AR Statements mailed to patients.

- **Default General Ledger category**: Determines how AR items are categorized in the general ledger.
Creating a New AR Account

This section explains how to create a new AR account for a patient.

1. Call up the patient.
2. Select **AR Profile** from the right navigation pane.

3. Select **Create a New AR Account**.

4. If you do not have **Always auto-generate account numbers** enabled in the **Store Level Configuration Parameters** screen, you will be prompted to enter an AR number. Enter a number in the space provided, or check **Generate AR Number** to have Kroll assign an account number to the patient. Click **OK**.

5. The **AR Profile** screen will appear.
The AR Profile Explained

The AR Profile screen is where most AR activities take place. This screen also tracks the patient’s invoice and payment information. The contents of this screen are described below.

**Account #:** The account number that was assigned by the user or the system.

**Billed To:** The account holder who is responsible for the charge account. This patient will receive the statements sent out to the pharmacy.

**Filter By:** Determines which AR items are currently displayed in the profile.

- **Current Activity:** Displays all items that have been recently added to the account (i.e., charges, invoices, and payments). All outstanding items that have been paid in full but are not yet closed will also be displayed.

- **Last 90 Days:** Displays all activities that took place within the last 90 days, including outstanding and closed items.

- **All Activity:** Displays all activity in the account, including both outstanding and closed items.

- **Inactive:** Enabling this setting will prevent new charges from being added to the account.

- **Waive Finance Charges:** Prevents the configured finance charge from being added to the patient’s account.

- **Duplicate Statement:** Ensures two copies of the AR Statement are sent to the patient.

- **Current:** The patient’s current AR balance.

- **30 Days:** All charges that the patient has accrued within the last 30 days.
■ **60 Days**: All charges that the patient has accrued within the last 60 days.

■ **90 Days**: All charges that the patient has accrued within the last 90 days.

■ **Credit Limit**: The maximum amount that can be charged to the patient’s AR account in a given billing cycle. A warning will be displayed when the account is nearing or is over its limit.

■ **Total**: The patient’s current total balance, excluding any unposted amounts.

■ **Unposted Amount**: The total cost of all unposted items charged to the patient’s account.

■ **Effective Total**: The patient’s current total balance, including any unposted amounts.

**Detail Tab**

The **Detail** tab displays the account’s AR charge details. You can add, delete, and edit charges from this screen.
Double-click a charge item to view its details. The **AR Detail Form** will appear. Other than the **Comment** field, information displayed in this form cannot be edited. Click **Save** or **Cancel** to return to the AR profile.

![AR Detail Form](image)

**Invoices Tab**

The **Invoices** tab displays all invoices and their payment details for the account.

![AR Profile](image)

Double-click an invoice item to view its details. The **AR Invoice Form** will appear, displaying each of the items included in the invoice.

![AR Invoice Form](image)
Double-click a charge item to view its details. The AR Detail Form will appear.

![AR Detail Form](image1)

To view payment details, select an AR detail item and click Payment Detail. The Invoice Payment Detail form will appear. Click OK to return to the AR Invoice Form.

![Invoice Payment Detail](image2)

**Payments Tab**

The Payments tab allows you to add, delete, and edit payments from this screen.

![AR Profile](image3)
Double-click a payment item to view its details. The **AR Payment** form will appear. Click **Save** or **Cancel** to return to the **Payments** tab.

![AR Payment form](image)

**Comments Tab**

The **Comments** tab allows you to add, delete, and edit comments pertaining to the patient’s account or account preferences.
Click **Ins** to add a new comment, or double-click an existing comment to view its details. The **AR Comment** form will appear. Click **Save** or **Cancel** to return to the **Comments** tab.

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**AR Charge Items**

This section explains how to add, delete, and edit charge items from a patient’s AR profile.

**Adding Charge Items**

The **Charge Rxs** selection in the **Store Level Configuration Parameters** screen determines if charge items are automatically added to the patient’s AR profile, if you are prompted to add charge items, or if charge items must be added to the AR profile manually.

**Automatically**

If the **Charge Rxs** configuration option set to **Automatically**, all Rxs filled for the patient will be automatically charged to the patient’s AR account. An ‘**Rx will be charged to AR**’ warning will appear on the F12 screen:

![Warning Message](image)

Complete the fill. The Rx will be added to the patient’s AR account.
Prompt
If the Charge Rxs configuration option set Prompt, a ‘Patient has an AR Account’ warning will appear on the F12 screen:

When you click F12 - Fill Rx, a prompt will appear asking if you want to charge the Rx to the patient’s AR account:

If you select Yes, the Rx will be added to the patient’s AR account once the fill is complete.

Manually
To manually add an item to a patient’s AR account, call up the patient’s AR profile and select Ins from the Detail tab.
Complete the **AR Detail Form**. The value entered in the **Amount** field will be charged to the patient’s account. If you are adding a non-prescription item, enter a description of the item in the **Comment** field. Click **Save**. The item will be added to the AR profile.

If the item is a dispensable drug, click **Price a Drug**. The (**Drg Search**) form will appear. Search for and select a drug. Enter a **Qty** and **Days** supply in the **Quick Price Form** and click **Calculate**. Pricing information will populate.

Click **Add**. Click **Save** to close the **AR Detail Form**. The item will be added to the AR profile.
Deleting Charge Items

1. Call up the patient’s AR profile.

2. Select a charge item with an ‘Open’ status and click Del or press the Delete key on your keyboard.

3. A prompt will appear asking if you are sure you want to delete the detail item. Select Yes. The item will be removed from the account.

**NOTE:** Only items with a status ‘Open’ can be deleted. If you attempt to delete an item with any other status, the following warning will appear.
Editing Charge Items

1. Call up the patient’s AR profile.

2. Select a charge item and click F2 or press the F2 key on your keyboard.

3. The AR Detail Form will appear. If the charge item has a status of ‘Open’, most of the fields in the AR Detail Form can be edited. If the charge item has any other status, only the Comment field will be editable. Make the necessary changes and click Save.
Invoices

This section explains how to add, delete, and edit an invoice. Instructions on how to post and print an invoice once all applicable charge items have been added are also provided.

Adding an Invoice

1. Call up the patient’s AR profile.

2. Click the Invoices tab.

3. Click Ins or press the Insert key on your keyboard.

4. The AR Invoice Form will appear. Click OK to save the blank invoice. Any new charge items added to the account will be included in the newly created invoice.
5. To manually add an item to the invoice, click **Ins** or press the **Insert** key on your keyboard.

6. Complete the **AR Detail Form**. The value entered in the **Amount** field will be charged to the patient’s account. If you are adding a non-prescription item, enter a description of the item in the **Comment** field. Click **Save**. The item will be added to the invoice.

7. If the item is a dispensable drug, click **Price a Drug**. The **Drg Search** form will appear. Search for and select a drug. Enter a **Qty** and **Days** supply in the **Quick Price Form** and click **Calculate**. Pricing information will populate.

8. Click **Add**. Click **Save** to close the **AR Detail Form**. The item will be added to the invoice.
Deleting an Invoice

1. Call up the patient’s AR profile.

2. Click the **Invoices** tab.

3. Select an invoice with an ‘Open’ status and click **Del** or press the **Delete** key on your keyboard.

4. A prompt will appear asking if you are sure you want to delete the invoice. Select **Yes**. The invoice will be removed from the account.

**NOTE**: Only invoices with a status of ‘Open’ can be deleted. If you attempt to delete an invoice with any other status, the following warning will appear:
Editing an Invoice

1. Call up the patient’s AR profile.

2. Click the **Invoices** tab.

3. Select an invoice and click **F2** or press the **F2** key on your keyboard.

4. The **AR Invoice Form** will appear. If the invoice has a status of ‘Open’, you can add, delete, or edit items from the invoice. If the invoice has any other status, the information displayed in the **AR Invoice Form** will be read-only.

5. Click **OK** or **Cancel** to return to the AR profile.
Posting an Invoice