

Accounts Receivable (AR)



KROLL
Computer Systems Inc.

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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.

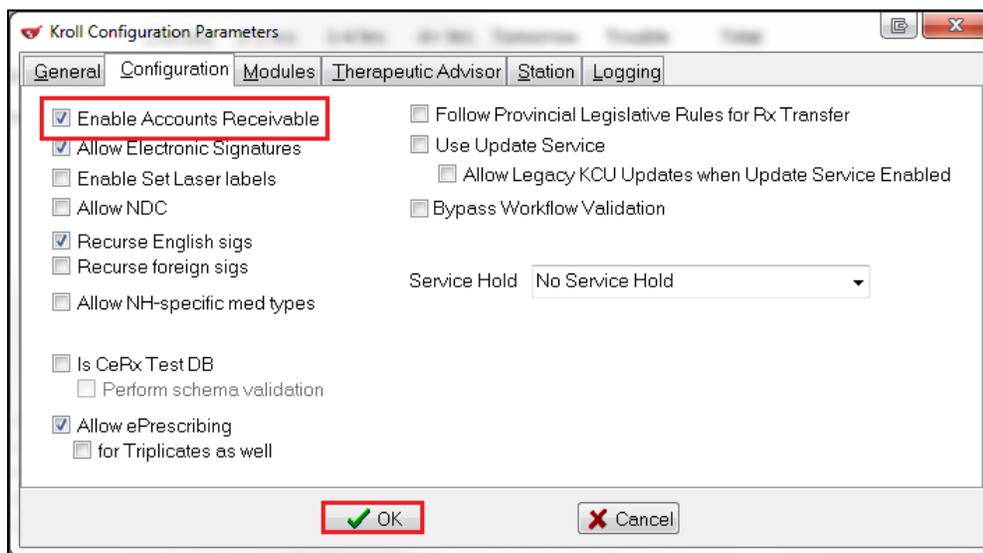
Any invoices that remain unpaid and are carried forward from one statement to the next are subject to finance charges under the discretion of the pharmacy. An invoice may contain more than one item and a payment made by the customer may be applied to one or more invoices. Likewise, one invoice may have 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.

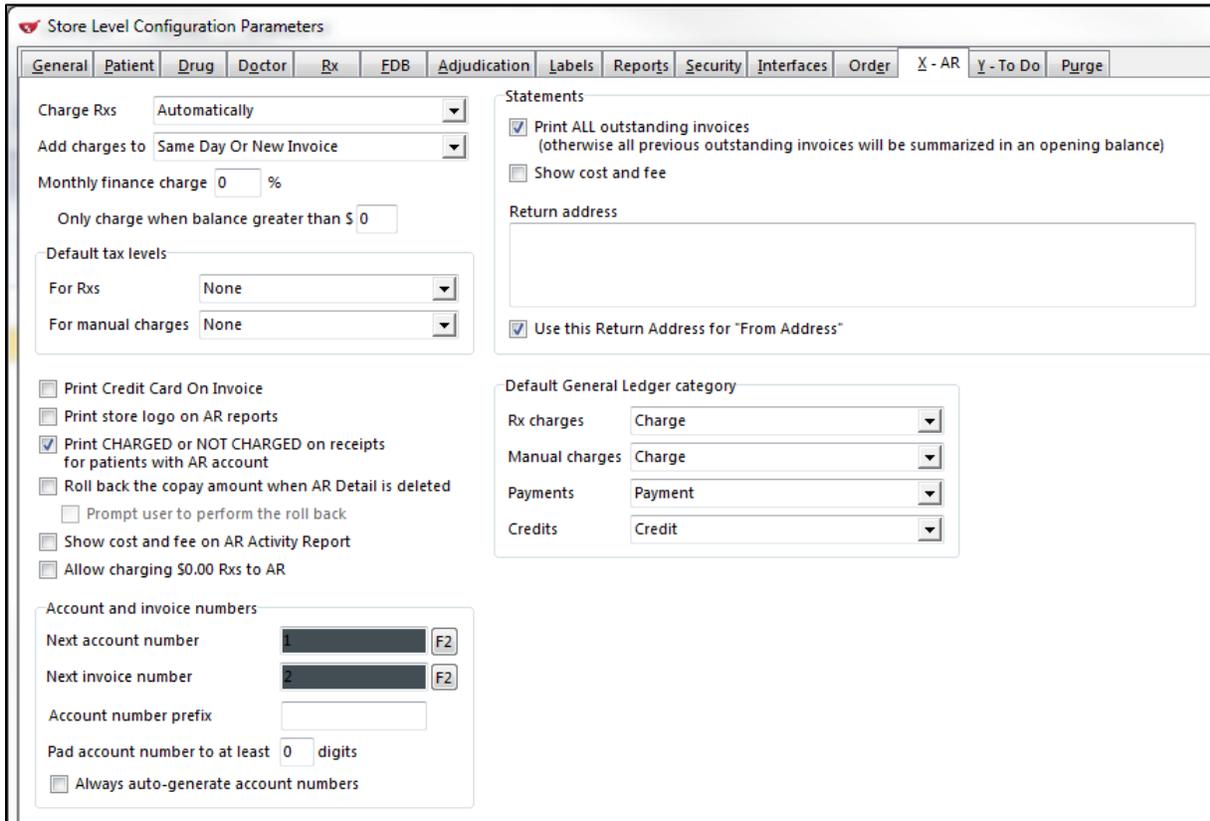
Kroll Configuration

1. Select **File > Configuration > Kroll > Configuration**.
2. Place a checkmark next to **Enable Accounts Receivable** and click **OK**.



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.

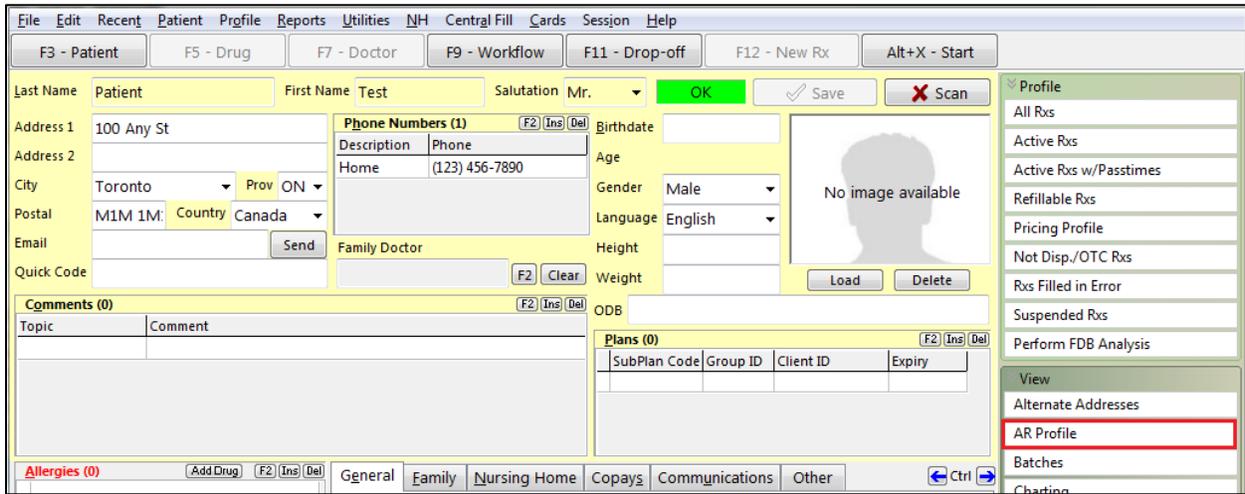
- **Monthly finance charge [x]%**: Applies a monthly charge to all AR accounts.
- **Only charge when balance greater than \$[x]**: Applies the monthly finance charge only if the patient's balance is greater than the specified amount.
- **Default tax levels For Rxs:** The default tax that applies to all 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.

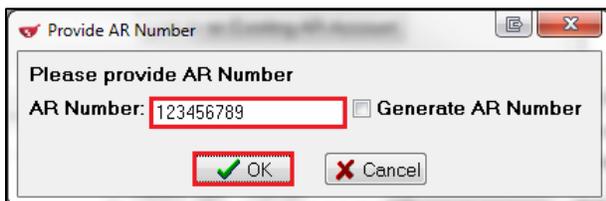
1. Call up the patient.
2. Select **AR Profile** from the right navigation pane.



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.

AR Profile

Account # <input type="text" value="1234567"/>	<input type="checkbox"/> Inactive	Current	\$5.63	Credit Limit	\$500.00
Billed To <input type="text" value="Patient, Test"/>		30 Days	\$0.00	Total	\$5.63
Filter By: <input type="text" value="Current Activity"/>	<input type="checkbox"/> Waive Finance Charges	60 Days	\$0.00	Unposted Amount	\$0.00
	<input type="checkbox"/> Duplicate Statement	90 Days	\$0.00	Effective Total	\$5.63

Detail Invoices Payments Comments ← Ctrl →

Items (2) (F2) (Ins) (Del)

Status	Invoice #	Date	RxNum	Patient Name	Comment	GL Category	Amount
Posted	3	22/06/2016		Patient, Test	Tooth brush	Charge	\$2.00
Posted	3	22/06/2016		Patient, Test	30 Tegretol Oral Susp 100mg/5ml	Charge	\$13.63

- **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 by 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.

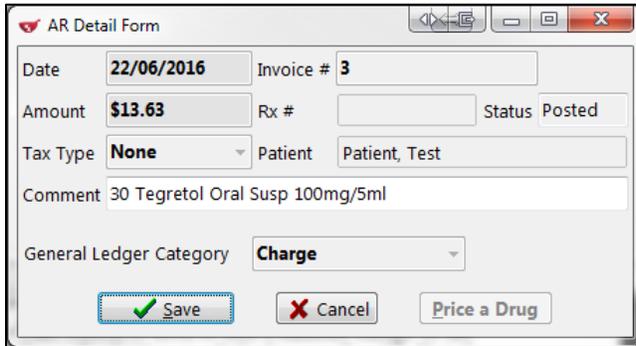
AR Profile

Account # 1234567	<input type="checkbox"/> Inactive	Current	\$5.63	Credit Limit	\$500.00
Billed To Patient, Test		30 Days	\$0.00	Total	\$5.63
Filter By: Current Activity	<input type="checkbox"/> Waive Finance Charges	60 Days	\$0.00	Unposted Amount	\$0.00
	<input type="checkbox"/> Duplicate Statement	90 Days	\$0.00	Effective Total	\$5.63

← Ctrl →

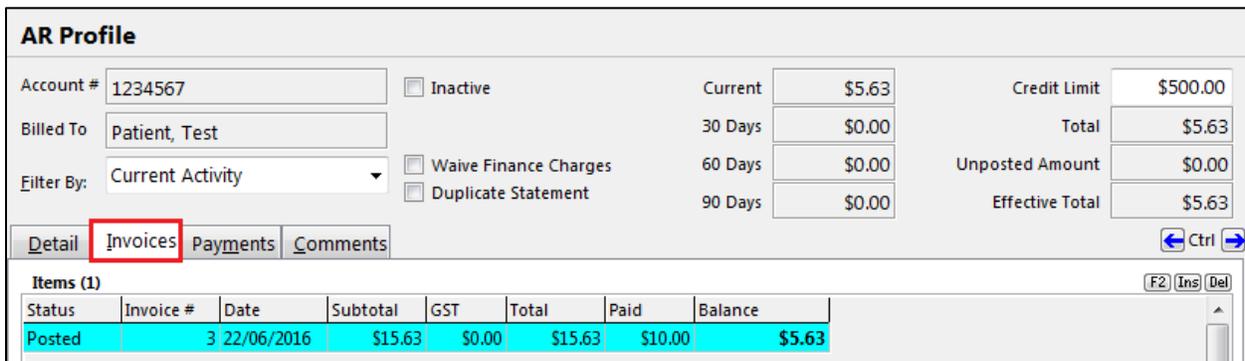
Items (2)								(F2) (Ins) (Del)
Status	Invoice #	Date	RxNum	Patient Name	Comment	GL Category	Amount	
Posted	3	22/06/2016		Patient, Test	Tooth brush	Charge	\$2.00	
Posted	3	22/06/2016		Patient, Test	30 Tegretol Oral Susp 100mg/5ml	Charge	\$13.63	

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.



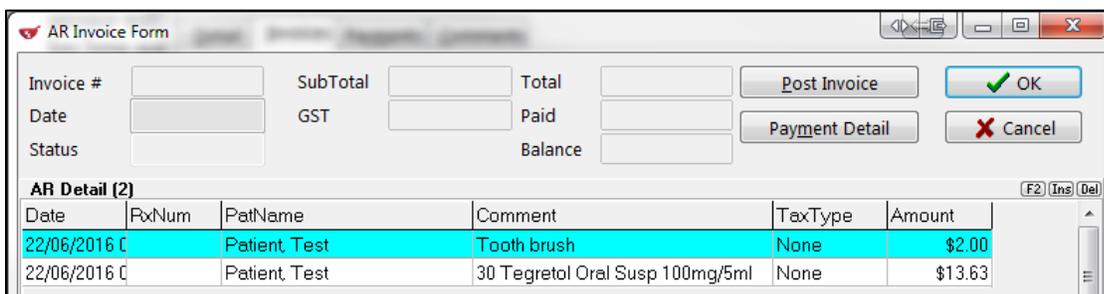
Invoices Tab

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



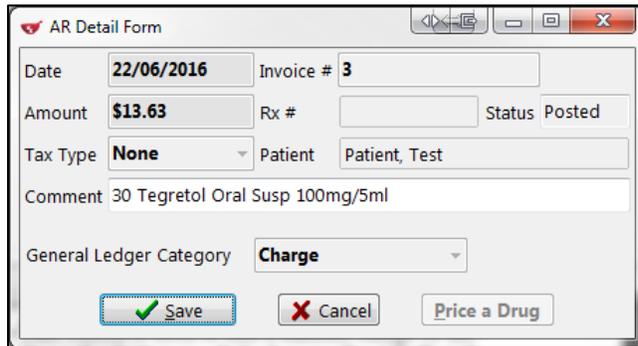
Status	Invoice #	Date	Subtotal	GST	Total	Paid	Balance
Posted	3	22/06/2016	\$15.63	\$0.00	\$15.63	\$10.00	\$5.63

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

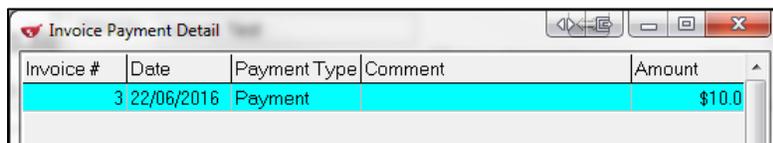


Date	RxNum	PatName	Comment	TaxType	Amount
22/06/2016		Patient, Test	Tooth brush	None	\$2.00
22/06/2016		Patient, Test	30 Tegretol Oral Susp 100mg/5ml	None	\$13.63

Double-click a charge item to view its details. The **AR Detail Form** will appear.



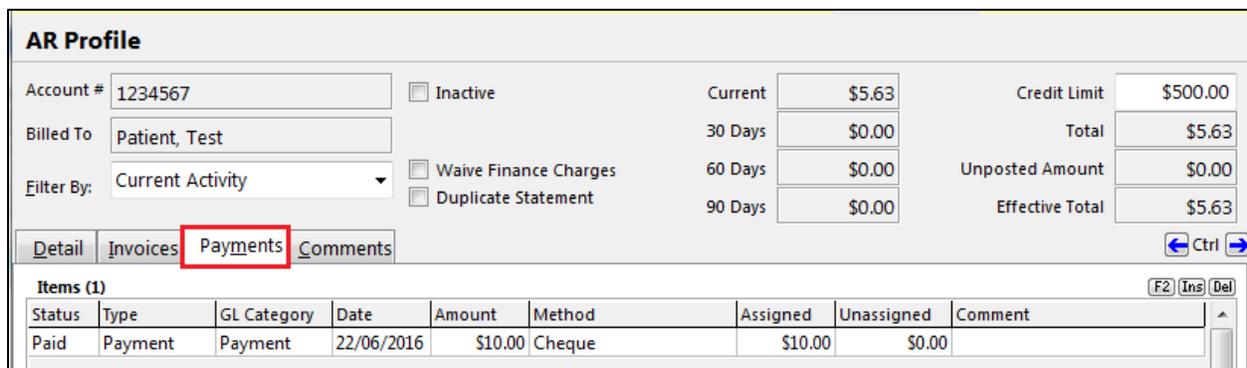
To view payment details, select an AR detail item and click **Payment Detail**. The **Invoice Payment Detail** form will appear. Click **OK** to return to the **AR Invoice Form**.



Invoice #	Date	Payment Type	Comment	Amount
3	22/06/2016	Payment		\$10.0

Payments Tab

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



AR Profile

Account # 1234567 Inactive Current \$5.63 Credit Limit \$500.00

Billed To Patient, Test 30 Days \$0.00 Total \$5.63

Filter By: Current Activity Waive Finance Charges 60 Days \$0.00 Unposted Amount \$0.00

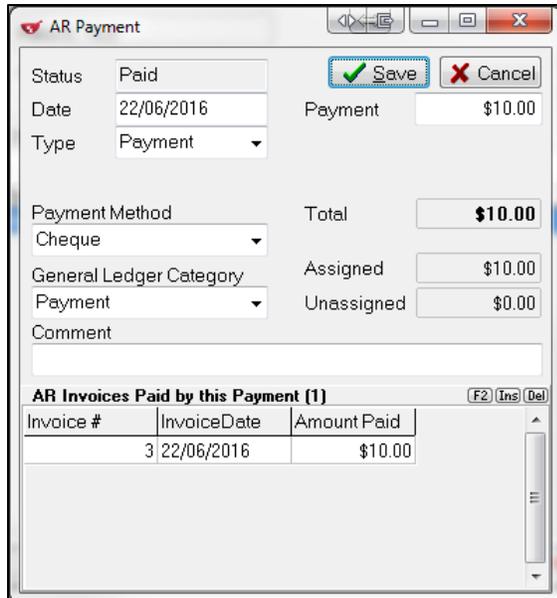
Duplicate Statement 90 Days \$0.00 Effective Total \$5.63

Detail Invoices **Payments** Comments

Items (1)

Status	Type	GL Category	Date	Amount	Method	Assigned	Unassigned	Comment
Paid	Payment	Payment	22/06/2016	\$10.00	Cheque	\$10.00	\$0.00	

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.



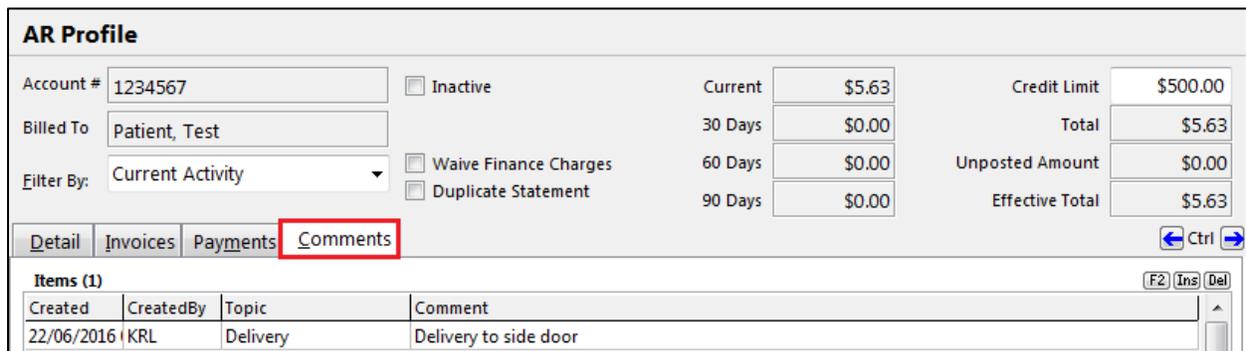
The screenshot shows the 'AR Payment' window with the following details:

- Status: Paid
- Date: 22/06/2016
- Type: Payment
- Payment: \$10.00
- Payment Method: Cheque
- General Ledger Category: Payment
- Total: \$10.00
- Assigned: \$10.00
- Unassigned: \$0.00

Invoice #	InvoiceDate	Amount Paid
3	22/06/2016	\$10.00

Comments Tab

The **Comments** tab allows you to add, delete, and edit comments pertaining to the patient's account or account preferences.

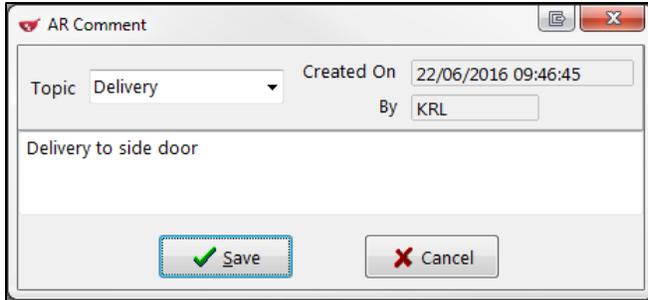


The screenshot shows the 'AR Profile' window with the 'Comments' tab selected. Account details include:

- Account #: 1234567
- Billed To: Patient, Test
- Filter By: Current Activity
- Current: \$5.63
- Credit Limit: \$500.00
- 30 Days: \$0.00
- 60 Days: \$0.00
- 90 Days: \$0.00
- Total: \$5.63
- Unposted Amount: \$0.00
- Effective Total: \$5.63

Created	CreatedBy	Topic	Comment
22/06/2016	KRL	Delivery	Delivery to side door

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.



The image shows a dialog box titled "AR Comment". It has a "Topic" dropdown menu set to "Delivery". The "Created On" field shows "22/06/2016 09:46:45" and the "By" field shows "KRL". The main text area contains "Delivery to side door". At the bottom, there are two buttons: "Save" (with a green checkmark icon) and "Cancel" (with a red X icon).

AR Charge Items

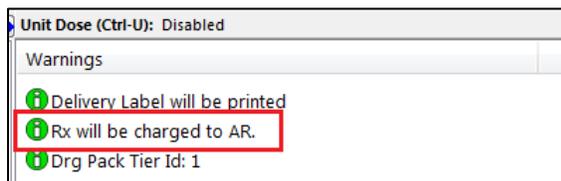
This section explains how to add, delete, and edit charge items from a patient's AR profile.

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.

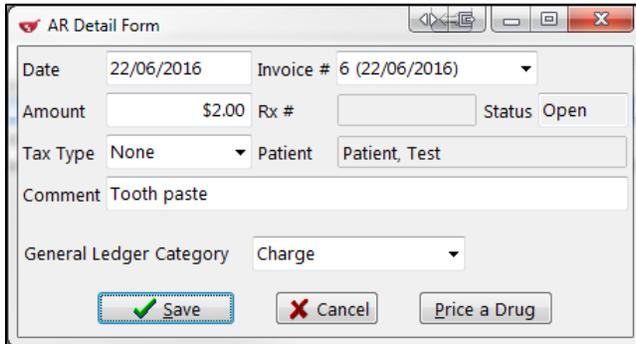
Automatically

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:

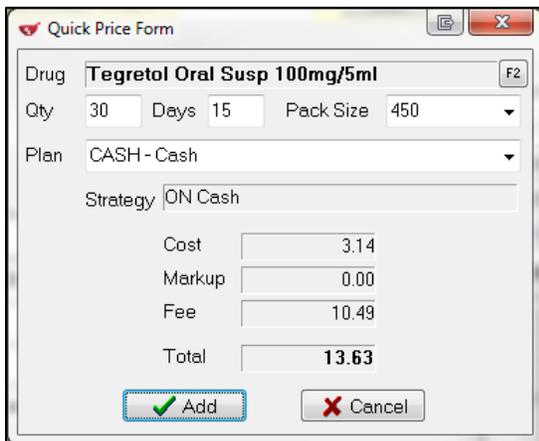


Complete the fill. The Rx will be added to the patient's AR account.

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.

AR Profile

Account # Inactive Current Credit Limit

Billed To 30 Days Total

Filter By: Waive Finance Charges 60 Days Unposted Amount

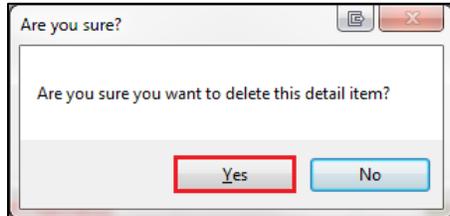
Duplicate Statement 90 Days Effective Total

Detail Ctrl

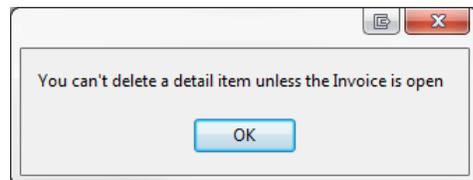
Items (3) F2 Ins Del

Status	Invoice #	Date	RxNum	Patient Name	Comment	GL Category	Amount
Open	6	22/06/2016		Patient, Test	Tooth paste	Charge	\$2.00
Posted	3	22/06/2016		Patient, Test	Tooth brush	Charge	\$2.00
Posted	3	22/06/2016		Patient, Test	30 Tegretol Oral Susp 100mg/5ml	Charge	\$13.63

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 of '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.

AR Profile

Account # Inactive Current Credit Limit
 Billed To 30 Days Total
 Filter By: Waive Finance Charges 60 Days Unposted Amount
 Duplicate Statement 90 Days Effective Total

Detail | Invoices | Payments | Comments Ctrl

Items (3) F2 Ins Del

Status	Invoice #	Date	RxNum	Patient Name	Comment	GL Category	Amount
Open	6	22/06/2016		Patient, Test	30 Tegretol Oral Susp 100mg/5ml	Charge	\$13.63
Posted	3	22/06/2016		Patient, Test	Tooth brush	Charge	\$2.00
Posted	3	22/06/2016		Patient, Test	30 Tegretol Oral Susp 100mg/5ml	Charge	\$13.63

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**.

AR Detail Form

Date Invoice #

Amount Rx # Status

Tax Type Patient

Comment

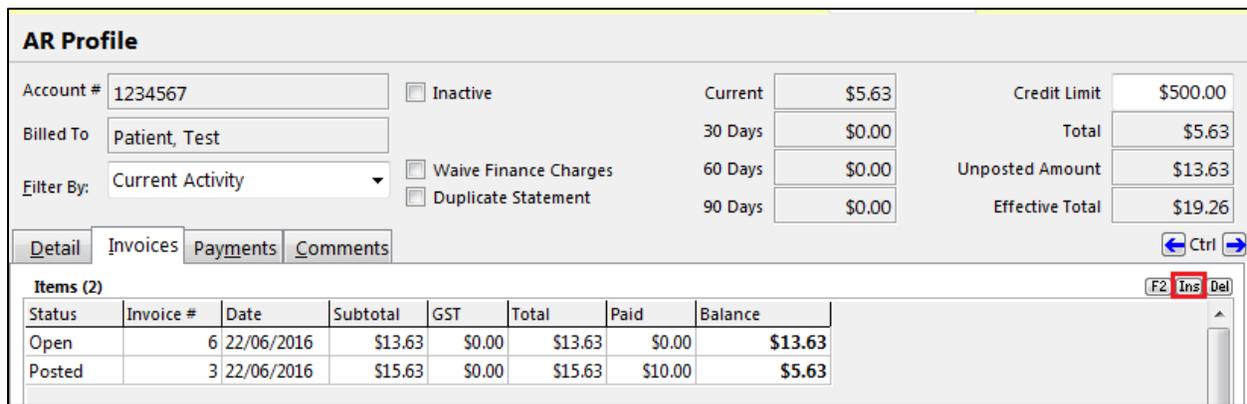
General Ledger Category

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.



AR Profile

Account # 1234567 Inactive Current \$5.63 Credit Limit \$500.00

Billed To Patient, Test 30 Days \$0.00 Total \$5.63

Filter By: Current Activity Waive Finance Charges 60 Days \$0.00 Unposted Amount \$13.63

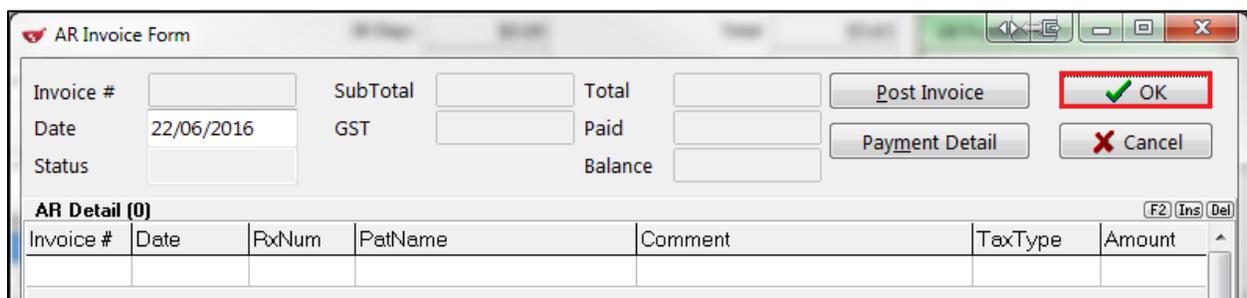
Duplicate Statement 90 Days \$0.00 Effective Total \$19.26

Detail Invoices Payments Comments Ctrl

Items (2) F2 Ins Del

Status	Invoice #	Date	Subtotal	GST	Total	Paid	Balance
Open	6	22/06/2016	\$13.63	\$0.00	\$13.63	\$0.00	\$13.63
Posted	3	22/06/2016	\$15.63	\$0.00	\$15.63	\$10.00	\$5.63

4. The **AR Invoice Form** will appear. Click **OK** to save a blank invoice. Any new charge items added to the account will be included in the newly created invoice.



AR Invoice Form

Invoice # SubTotal Total

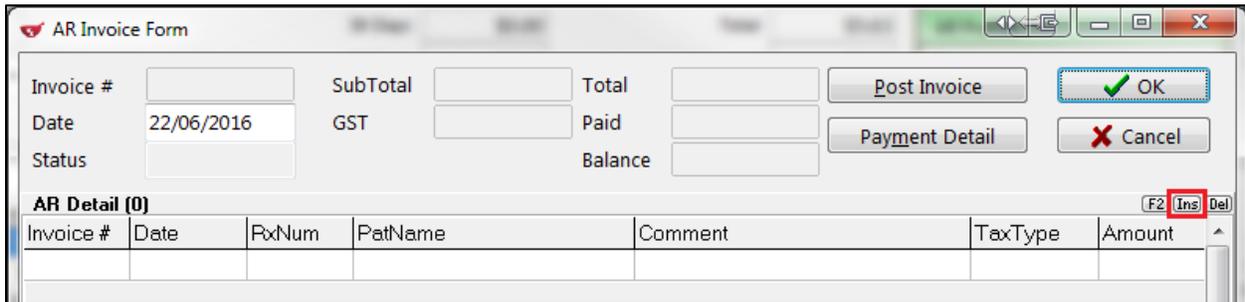
Date 22/06/2016 GST Paid

Status Balance

AR Detail (0) F2 Ins Del

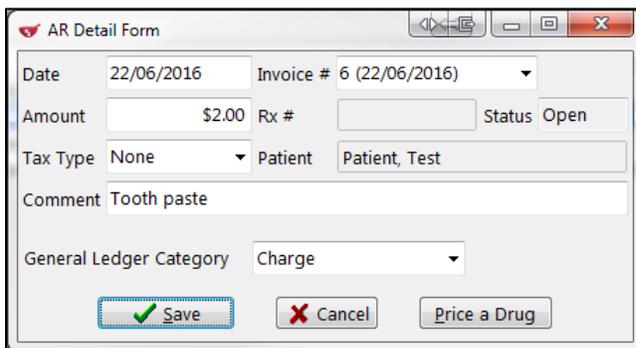
Invoice #	Date	RxNum	PatName	Comment	TaxType	Amount

- To manually add an item to the invoice, click **Ins** or press the **Insert** key on your keyboard.



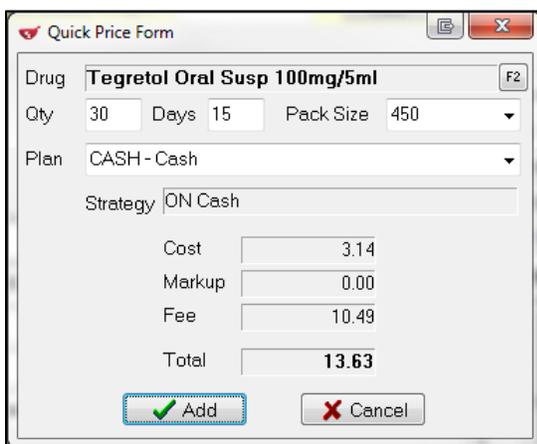
The screenshot shows the 'AR Invoice Form' window. It contains several input fields for Invoice #, Date (22/06/2016), SubTotal, GST, Total, Paid, Balance, and Status. There are buttons for 'Post Invoice', 'Payment Detail', 'OK', and 'Cancel'. Below these fields is a table titled 'AR Detail (0)' with columns for Invoice #, Date, RxNum, PatName, Comment, TaxType, and Amount. A red box highlights the 'Ins' button in the top right corner of the table area.

- 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.



The screenshot shows the 'AR Detail Form' window. It contains fields for Date (22/06/2016), Invoice # (6 (22/06/2016)), Amount (\$2.00), Rx #, Status (Open), Tax Type (None), Patient (Patient, Test), Comment (Tooth paste), and General Ledger Category (Charge). There are buttons for 'Save', 'Cancel', and 'Price a Drug'.

- 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.



The screenshot shows the 'Quick Price Form' window. It contains fields for Drug (Tegretol Oral Susp 100mg/5ml), Qty (30), Days (15), Pack Size (450), Plan (CASH - Cash), and Strategy (ON Cash). Below these are fields for Cost (3.14), Markup (0.00), Fee (10.49), and Total (13.63). There are buttons for 'Add' and 'Cancel'.

- Click **Add**. Click **Save** to close the **AR Detail Form**. The item will be added to the invoice.

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.

AR Profile

Account # Inactive Current Credit Limit

Billed To 30 Days Total

Filter By: Waive Finance Charges 60 Days Unposted Amount

Duplicate Statement 90 Days Effective Total

Items (2)

Status	Invoice #	Date	Subtotal	GST	Total	Paid	Balance
Open	18	22/06/2016	\$2.00	\$0.00	\$2.00	\$0.00	\$2.00
Posted	3	22/06/2016	\$15.63	\$0.00	\$15.63	\$10.00	\$5.63

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.

AR Invoice Form

Invoice # SubTotal Total

Date GST Paid

Status Balance

AR Detail (1)

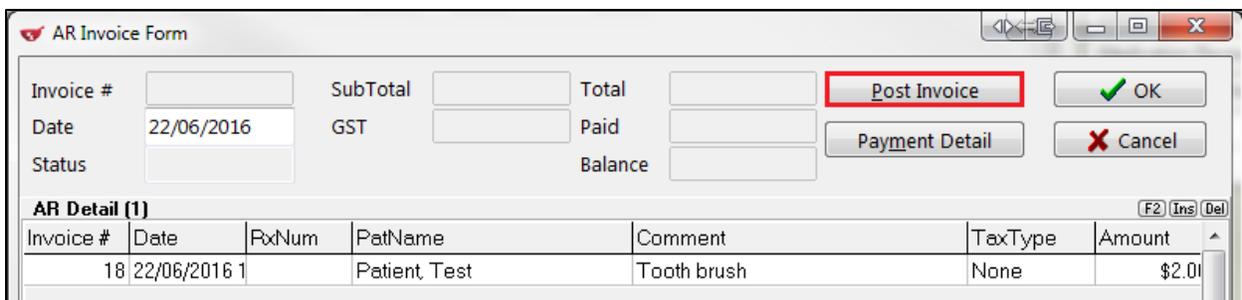
Invoice #	Date	RxNum	PatName	Comment	TaxType	Amount
18	22/06/2016	1	Patient, Test	Tooth brush	None	\$2.00

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

Posting an Invoice

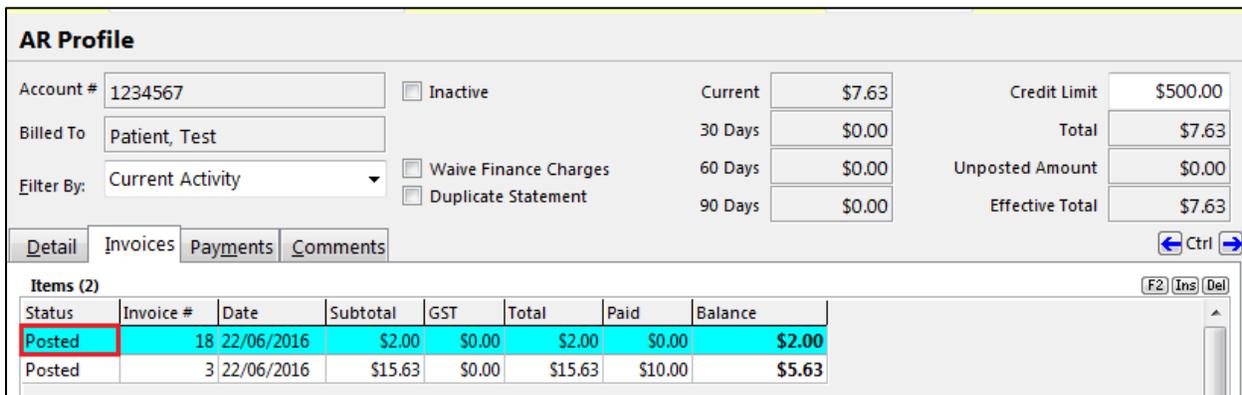
Once an invoice is posted, no further charges can be made to the invoice without a credit card being issued to the account and item then being recharged.

1. Call up the patient's AR profile.
2. Click the **Invoices** tab.
3. Select an invoice with an 'Open' status and click **F2** or press the **F2** key on your keyboard.
4. The **AR Invoice Form** will appear. Click **Post Invoice**.



Invoice #	Date	RxDum	PatName	Comment	TaxType	Amount
18	22/06/2016	1	Patient, Test	Tooth brush	None	\$2.01

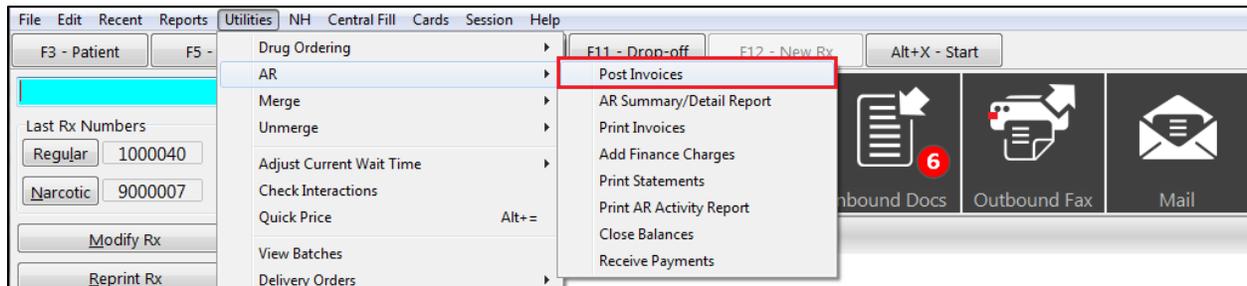
5. Click **OK**. The invoice will have a status of 'Posted'.



Status	Invoice #	Date	Subtotal	GST	Total	Paid	Balance
Posted	18	22/06/2016	\$2.00	\$0.00	\$2.00	\$0.00	\$2.00
Posted	3	22/06/2016	\$15.63	\$0.00	\$15.63	\$10.00	\$5.63

Posting Invoices for Multiple Patients

1. To post all currently open invoices, select **Utilities > AR > Post Invoices** from the **Alt-X - Start** screen.



2. Specify the date that you want to post invoices to. Click **OK**. All invoices that were created on or before the specified date will be posted.

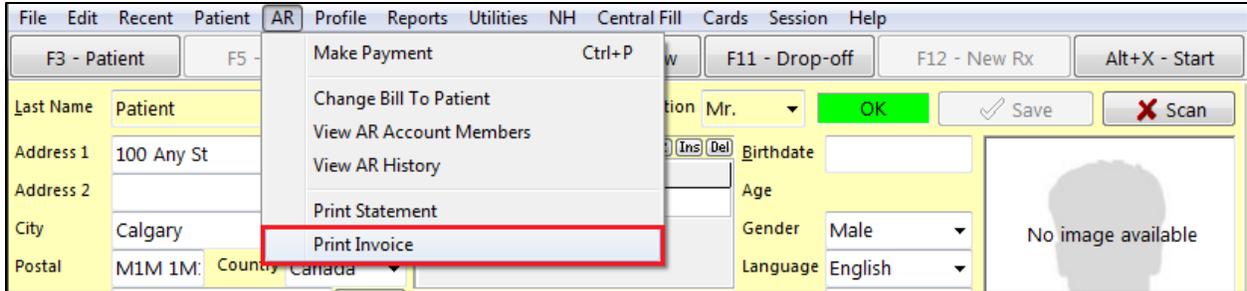


3. A prompt will appear indicating all invoices have been posted as of the specified date. Click **OK**.

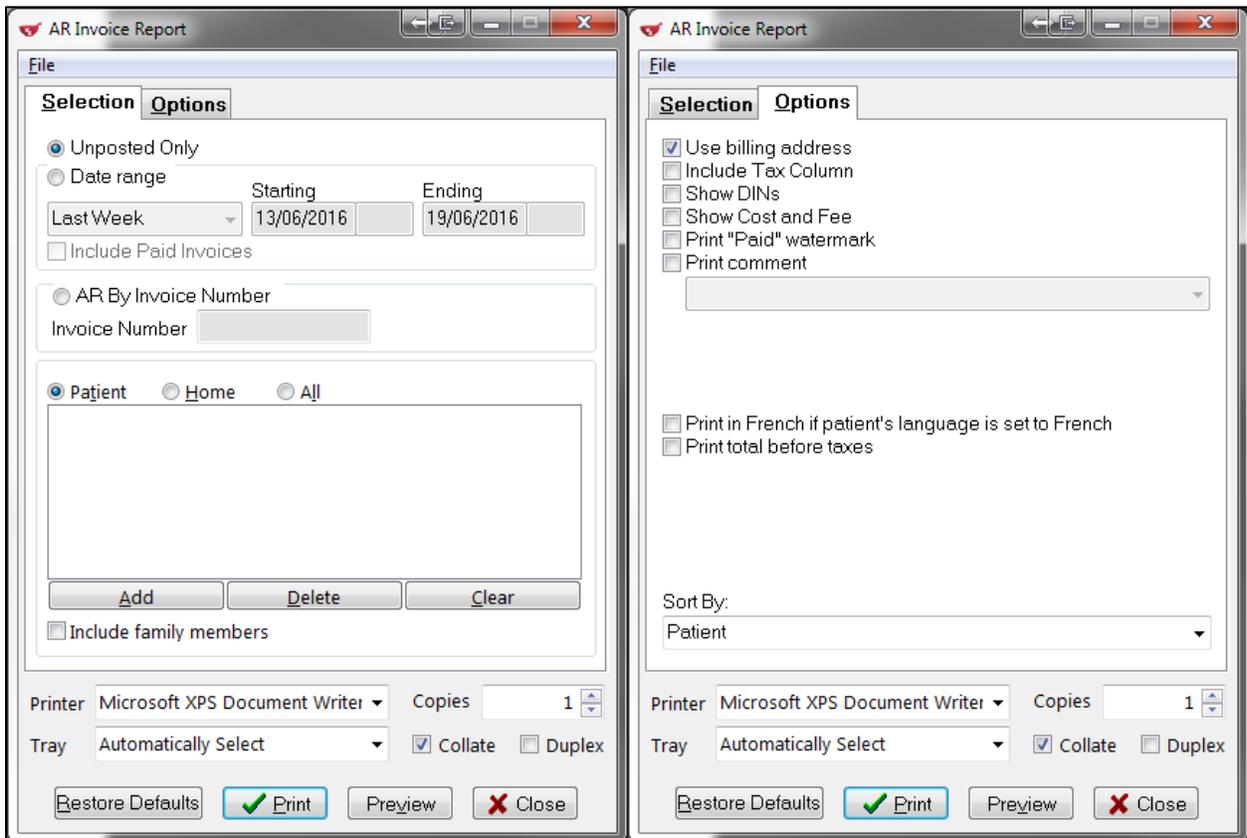


Printing an Invoice

1. Call up the patient's AR profile.
2. Click the **Invoices** tab.
3. Select **AR > Print Invoice**.



4. The **AR Invoice Report** print form will appear.



Selection tab:

- **Unposted Only:** Only invoices with a status of 'Open' will appear in the report.
- **Date range:** Only invoices that were created within a specified date range will appear in the report.
- **Include Paid Invoice:** Invoices that have a status of 'Paid' will appear in the report.
- **AR By Invoice Number:** Used to generate the report for a specific invoice only. Enter the invoice number in this field.
- **Patient/Home/All:** Use these controls to include specific patients, nursing homes, or all invoices in the report.

Options tab:

- **Use billing address:** Prints the patient's billing address in the report.
- **Include Tax Column:** Prints a Tax column that details each tax item included in the report.
- **Show DINs:** Prints the DIN for each detail item included in the invoice.
- **Show Cost and Fee:** Segregates the cost and fee from the total in the report. Otherwise, the cost and fee are included in the total and are not shown separately.
- **Print "Paid" watermark:** A "Paid" watermark will print on the report.
- **Print comment:** Enter any comments you want to appear on the report.
- **Print in French if patient's language is set to French:** Prints the report in French if the patient's language is set to French in the patient card.
- **Print total before taxes:** Prints the invoice total before taxes in the report.
- **Sort By:** Determines how charge items are organized in the report.

Sample Invoice

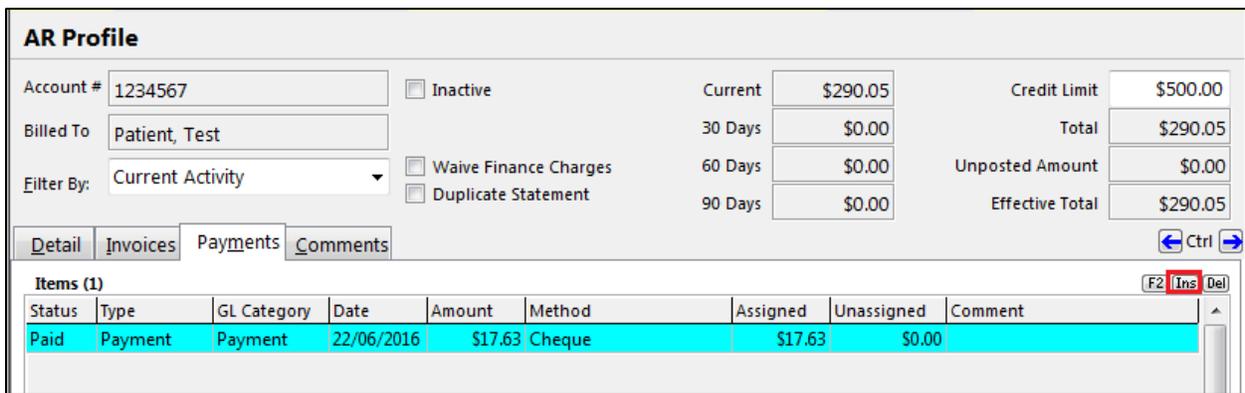
Invoice							
 18 Account# 1234567 Invoice# 18 InvoiceDate: 22-Jun-2016							
Bill To: Patient, Test 100 Any St Toronto ON M1M 1M1			From: Kroll Pharmacy 100 Krollwin Drive Toronto ON M2M 2M2 Tel: (222)222-2222				
Date	Rx	Comment	DIN	Tax	Cost	Fee	Amount
22-Jun-2016		Toothbrush		None	0.00	0.00	2.00
TotalBefore Taxes							2.00
TotalGST (GST #: 123456)							0.00
TotalAmount							2.00
Page 1							
 18							
INVOICE #	INVOICEDATE	ACCOUNT #	AMOUNTDUE	AMOUNTPAID			
18	22-Jun-2016	1234567	2.00				
To: Kroll Pharmacy 100 Krollwin Drive Toronto ON M2M 2M2			From: Patient, Test 100 Any St Toronto ON M1M 1M1				

Payments

This section explains how to add, delete, and edit a payment. Instructions on how to print a credit note are also provided.

Adding a Payment

1. Call up the patient’s AR profile.
2. Click the **Payments** tab.
3. Click **Ins** or press the **Insert** key on your keyboard.



AR Profile

Account # 1234567 Inactive Current \$290.05 Credit Limit \$500.00

Billed To Patient, Test 30 Days \$0.00 Total \$290.05

Filter By: Current Activity Waive Finance Charges 60 Days \$0.00 Unposted Amount \$0.00

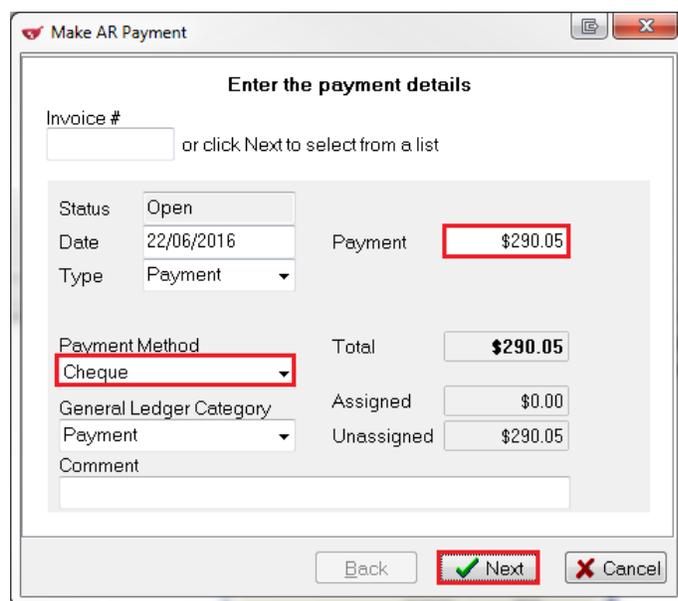
Duplicate Statement 90 Days \$0.00 Effective Total \$290.05

Detail Invoices **Payments** Comments Ctrl

Items (1) F2 Ins Del

Status	Type	GL Category	Date	Amount	Method	Assigned	Unassigned	Comment
Paid	Payment	Payment	22/06/2016	\$17.63	Cheque	\$17.63	\$0.00	

4. The **Make AR Payment** form will appear. Enter the **Payment** amount and select a **Payment Method**. Click **Next**.



Make AR Payment

Enter the payment details

Invoice # or click Next to select from a list

Status Open

Date 22/06/2016

Type Payment

Payment \$290.05

Payment Method **Cheque**

Total \$290.05

General Ledger Category Payment

Assigned \$0.00

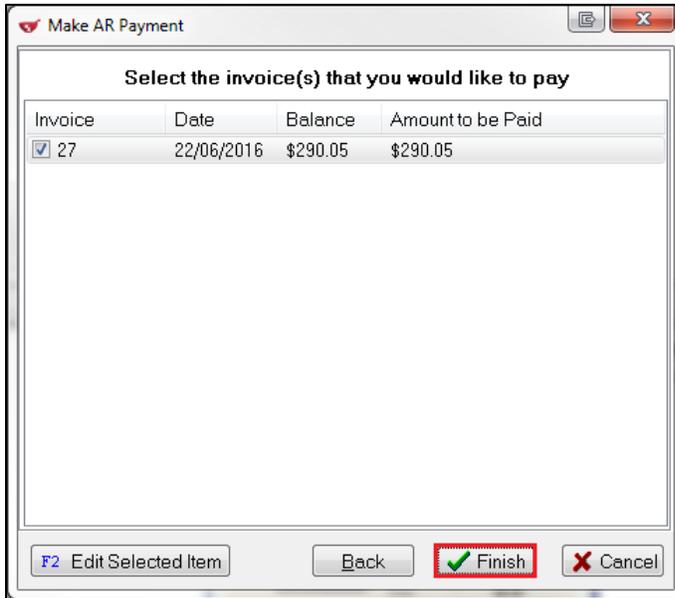
Unassigned \$290.05

Comment

Back **Next** Cancel

NOTE: If the payment is intended to credit the account, select **Credit** from the **Type** list.

5. Select the invoice(s) you would like to pay. Click **Finish**.

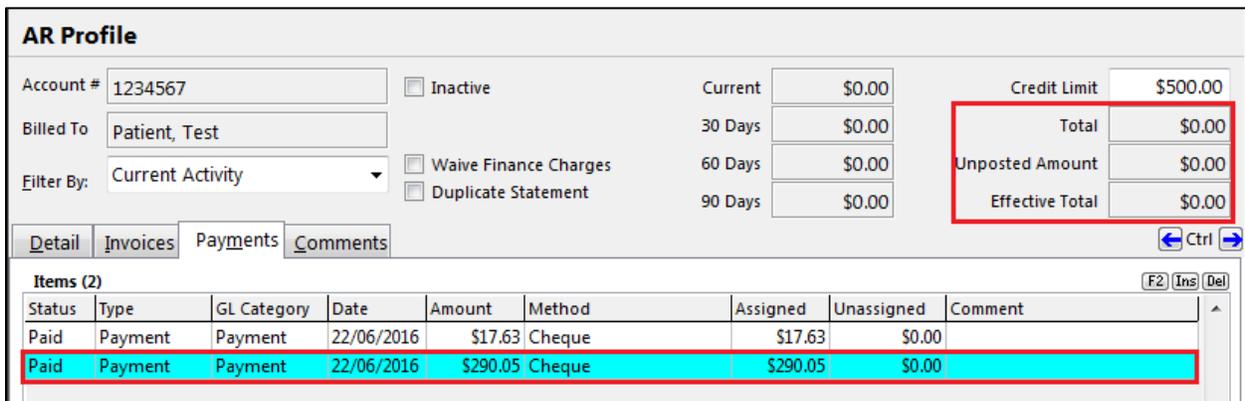


The screenshot shows a window titled "Make AR Payment" with a sub-header "Select the invoice(s) that you would like to pay". It contains a table with the following data:

Invoice	Date	Balance	Amount to be Paid
<input checked="" type="checkbox"/> 27	22/06/2016	\$290.05	\$290.05

At the bottom of the window, there are four buttons: "F2 Edit Selected Item", "Back", "Finish" (highlighted with a red box), and "Cancel".

6. The payment will be added to the payments list and the AR totals will update accordingly.



The screenshot shows the "AR Profile" window for account # 1234567. It includes various fields for account information and a summary table of AR totals.

AR Profile Summary:

Account #	1234567	<input type="checkbox"/> Inactive	Current	\$0.00	Credit Limit	\$500.00
Billed To	Patient, Test		30 Days	\$0.00	Total	\$0.00
Filter By:	Current Activity	<input type="checkbox"/> Waive Finance Charges	60 Days	\$0.00	Unposted Amount	\$0.00
		<input type="checkbox"/> Duplicate Statement	90 Days	\$0.00	Effective Total	\$0.00

The "Payments" tab is selected, showing a list of items:

Status	Type	GL Category	Date	Amount	Method	Assigned	Unassigned	Comment
Paid	Payment	Payment	22/06/2016	\$17.63	Cheque	\$17.63	\$0.00	
Paid	Payment	Payment	22/06/2016	\$290.05	Cheque	\$290.05	\$0.00	

Deleting a Payment

1. Call up the patient's AR profile.
2. Click the **Payments** tab.
3. Select the payment you want to delete and click **Del** or press the **Delete** key on your keyboard.

AR Profile

Account # 1234567 Inactive Current \$100.00 Credit Limit \$500.00
 Billed To Patient, Test 30 Days \$0.00 Total \$100.00
 Filter By: Current Activity Waive Finance Charges 60 Days \$0.00 Unposted Amount \$0.00
 Duplicate Statement 90 Days \$0.00 Effective Total \$100.00

Detail Invoices **Payments** Comments Ctrl

Items (2) F2 Ins Del

Status	Type	GL Category	Date	Amount	Method	Assigned	Unassigned	Comment
Paid	Payment	Payment	22/06/2016	\$17.63	Cheque	\$17.63	\$0.00	
Paid	Payment	Payment	22/06/2016	\$290.05	Cheque	\$290.05	\$0.00	

4. A prompt will appear asking if you are sure you want to delete the payment. Select **Yes**.

Are you sure?

Are you sure you want to delete the payment of \$290.05?

5. The payment will be removed from the payments list and the AR totals will update accordingly.

AR Profile

Account # 1234567 Inactive Current \$390.05 Credit Limit \$500.00
 Billed To Patient, Test 30 Days \$0.00 Total \$290.05
 Filter By: Current Activity Waive Finance Charges 60 Days \$0.00 Unposted Amount \$0.00
 Duplicate Statement 90 Days \$0.00 Effective Total \$290.05

Detail Invoices **Payments** Comments Ctrl

Items (1) F2 Ins Del

Status	Type	GL Category	Date	Amount	Method	Assigned	Unassigned	Comment
Paid	Payment	Payment	22/06/2016	\$17.63	Cheque	\$17.63	\$0.00	

Editing a Payment

1. Call up the patient's AR profile.
2. Click the **Payments** tab.
3. Select the payment you want to edit and click **F2** or press the **F2** key on your keyboard.

AR Profile

Account # 1234567 Inactive Current \$0.00 Credit Limit \$500.00
 Billed To Patient, Test 30 Days \$0.00 Total \$0.00
 Filter By: Current Activity Waive Finance Charges 60 Days \$0.00 Unposted Amount \$0.00
 Duplicate Statement 90 Days \$0.00 Effective Total \$0.00

Detail Invoices Payments Comments Ctrl

Items (2) F2 Ins Del

Status	Type	GL Category	Date	Amount	Method	Assigned	Unassigned	Comment
Paid	Payment	Payment	22/06/2016	\$17.63	Cheque	\$17.63	\$0.00	
Paid	Payment	Payment	22/06/2016	\$390.05	Cheque	\$390.05	\$0.00	

4. The **AR Payment** form will appear. Make any necessary changes to the **Payment** amount or **Payment Method**.

AR Payment Save Cancel

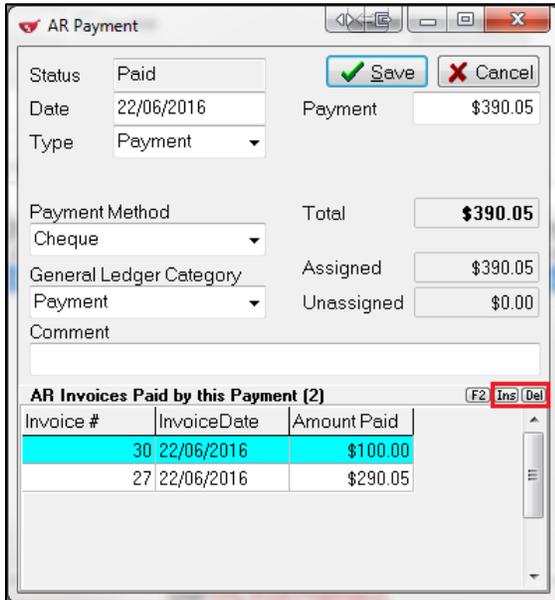
Status Paid Save Cancel
 Date 22/06/2016 Payment **\$390.05**
 Type Payment

Payment Method **Cheque** Total **\$390.05**
 General Ledger Category Assigned \$390.05
 Payment Unassigned \$0.00
 Comment

AR Invoices Paid by this Payment (2) F2 Ins Del

Invoice #	InvoiceDate	Amount Paid
30	22/06/2016	\$100.00
27	22/06/2016	\$290.05

- To modify which invoices are paid by this payment, click **Ins** to add another invoice to the payment, or **Del** to remove an invoice from the payment.



AR Payment

Status: Paid Save Cancel

Date: 22/06/2016 Payment: \$390.05

Type: Payment

Payment Method: Cheque Total: **\$390.05**

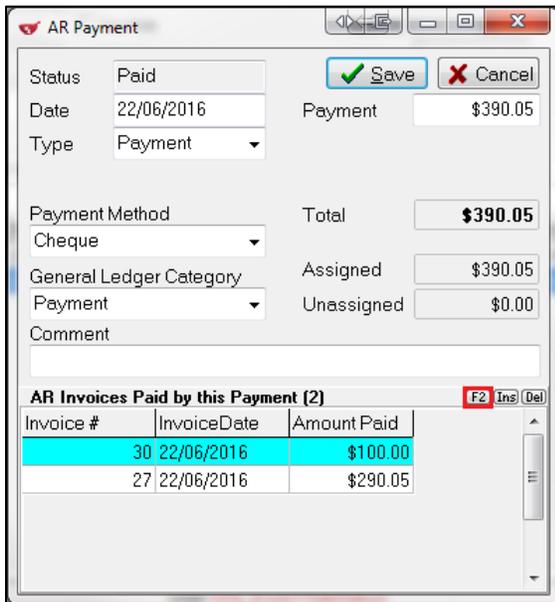
General Ledger Category: Payment Assigned: \$390.05
Unassigned: \$0.00

Comment:

AR Invoices Paid by this Payment (2) F2 Ins Del

Invoice #	InvoiceDate	Amount Paid
30	22/06/2016	\$100.00
27	22/06/2016	\$290.05

- To apply a partial payment to an invoice, select the invoice and click **F2** or press the **F2** key on your keyboard.



AR Payment

Status: Paid Save Cancel

Date: 22/06/2016 Payment: \$390.05

Type: Payment

Payment Method: Cheque Total: **\$390.05**

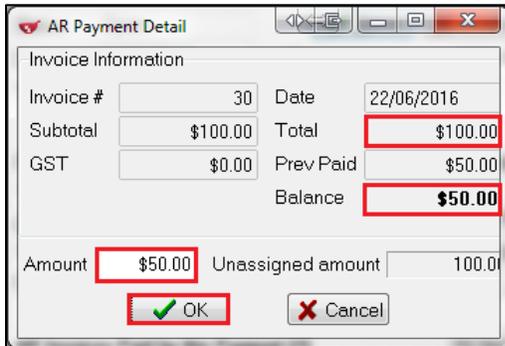
General Ledger Category: Payment Assigned: \$390.05
Unassigned: \$0.00

Comment:

AR Invoices Paid by this Payment (2) F2 Ins Del

Invoice #	InvoiceDate	Amount Paid
30	22/06/2016	\$100.00
27	22/06/2016	\$290.05

- The **AR Payment Detail** form will appear. Enter the **Amount** you want applied to the invoice. If this amount does not equal the total, a balance will be carried over to the next payment. Click **OK**.



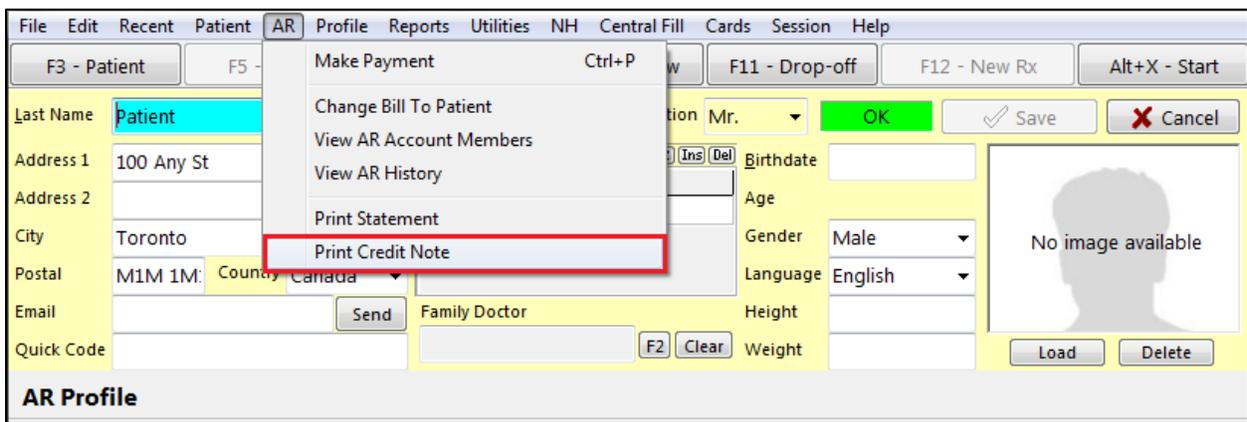
Invoice Information			
Invoice #	30	Date	22/06/2016
Subtotal	\$100.00	Total	\$100.00
GST	\$0.00	Prev Paid	\$50.00
		Balance	\$50.00
Amount	\$50.00	Unassigned amount	100.00

- Click **Save** to close the **AR Payment** form.

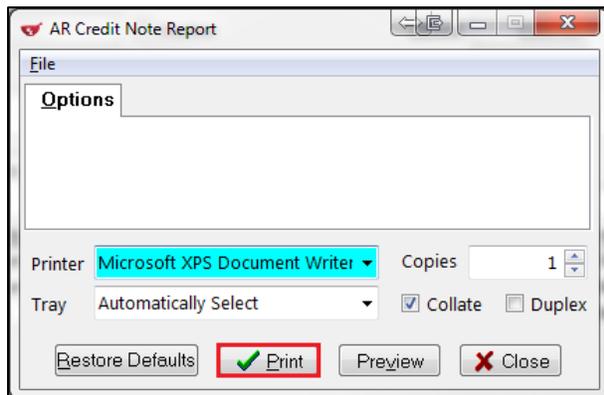
Printing a Credit Note

If a credit has been applied to the patient’s account, a credit note can be printed.

- Call up the patient’s AR profile.
- Select **AR > Print Credit Note**.



3. The **AR Credit Note Report** form will appear. Click **Print**.



Sample Credit Note

Credit Note				
Account#1234567				
Credit Note For Invoice(s) - 30				
CreditNoteDate: 22-Jun-2016				
Bill To:	Patient,Test 100 Any St Toronto ON M1M 1M1	From:	Kroll Pharmacy 100 Krollwin Drive Toronto ON M2M 2M2 Tel: (222)222-2222	
Date	Comment	subtotal	GST	Amount
22-Jun-2016		100.00	0.00	100.00
TotalGST (GST#:123456)				0.00
TotalAmount				100.00
Page 1				

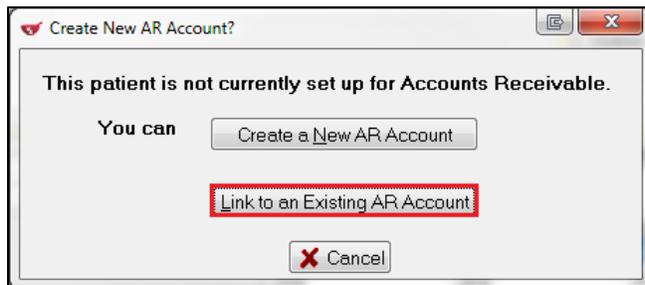
CREDIT DATE	Account#	CREDITAMOUNT		
22-Jun-2016	1234567	100.00		
To:	Kroll Pharmacy 100 Krollwin Drive Toronto ON M2M 2M2	From:	Patient,Test 100 Any St Toronto ON M1M 1M1	

AR Account Members

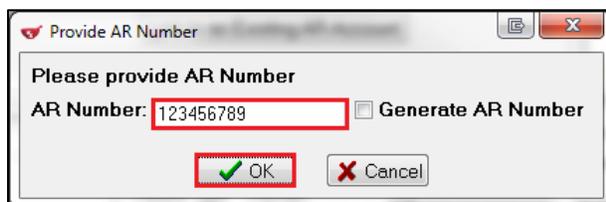
The option to link a patient to an existing account is available in the **Create a New AR Account** form. This option is used when a patient wants to link their AR account to a family member's existing account.

Linking a Patient to an Existing Account

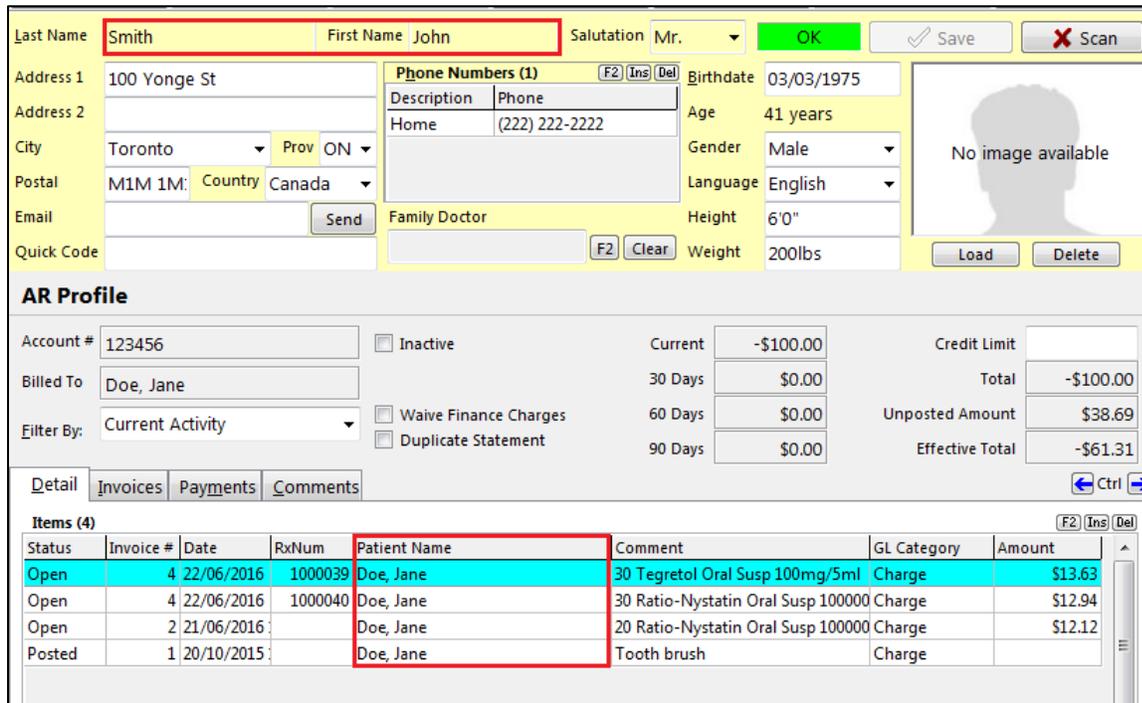
1. Call up a patient who has a family member with an existing AR account.
2. Select **AR Profile** from the right navigation pane.
3. Select **Link to an Existing AR Account**.



4. The **(Pat Search)** form will appear. Search for and select the family member whose account you want to link to.
5. 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**.



- The **AR Profile** screen will appear. Records in the linked family member's AR profile will be added to the current patient's newly created AR profile.

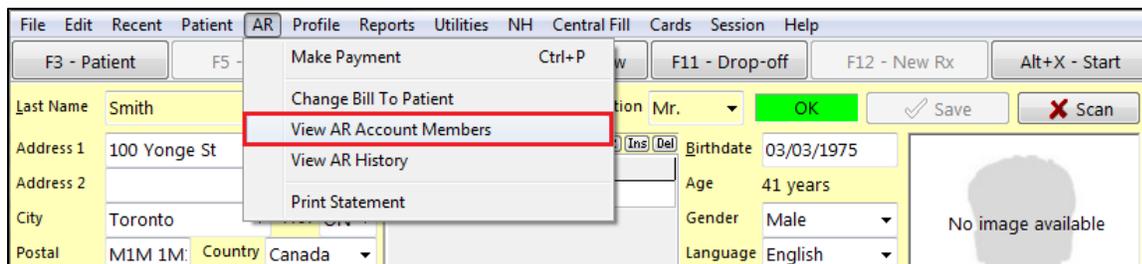


The screenshot shows the AR Profile screen for a patient named John Smith. The patient's information includes: Last Name: Smith, First Name: John, Salutation: Mr., Birthdate: 03/03/1975, Age: 41 years, Gender: Male, Language: English, Height: 6'0", Weight: 200lbs. The address is 100 Yonge St, Toronto, ON, Canada. The account number is 123456, and the billed-to name is Doe, Jane. The account is currently active with a balance of -\$100.00. A table of items is displayed below, showing four items with their status, invoice numbers, dates, patient names, comments, and amounts.

Status	Invoice #	Date	RxNum	Patient Name	Comment	GL Category	Amount
Open	4	22/06/2016	1000039	Doe, Jane	30 Tegretol Oral Susp 100mg/5ml	Charge	\$13.63
Open	4	22/06/2016	1000040	Doe, Jane	30 Ratio-Nystatin Oral Susp 100000	Charge	\$12.94
Open	2	21/06/2016		Doe, Jane	20 Ratio-Nystatin Oral Susp 100000	Charge	\$12.12
Posted	1	20/10/2015		Doe, Jane	Tooth brush	Charge	

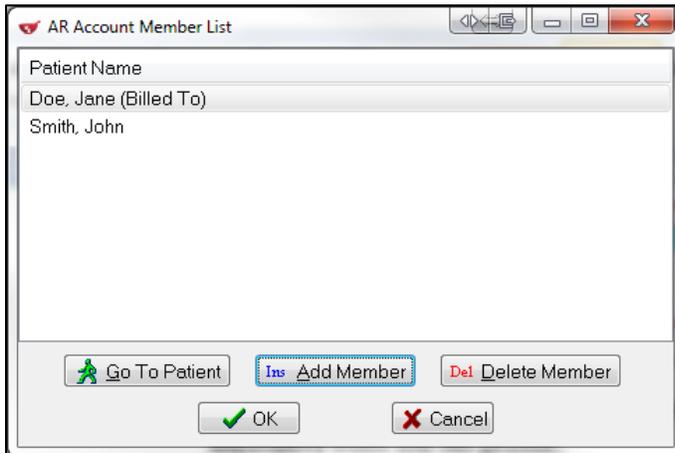
Viewing Account Members

- To see a list of family members linked to the patient, select **AR > View AR Account Members** from the AR profile.



The screenshot shows the AR Profile screen with the 'AR' menu open. The 'View AR Account Members' option is highlighted with a red box. The background shows the same patient information as the previous screenshot.

2. The **AR Account Member List** form will appear, displaying all patients linked to the account.

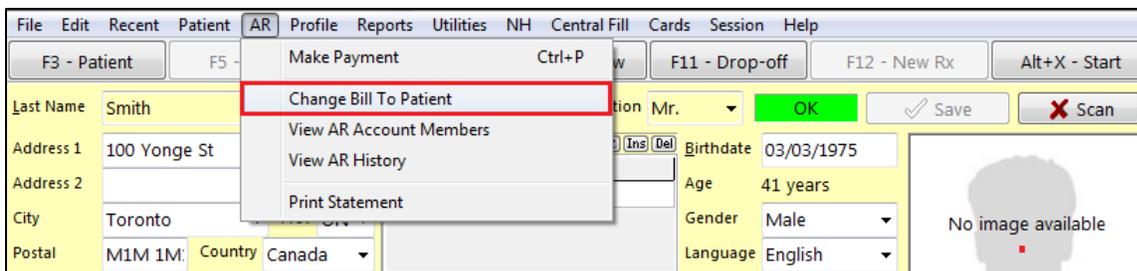


- **Go To Patient:** Calls up the patient card for the selected patient.
- **Add Member:** Allows you to search for and select a patient who will then be linked to the current account.
- **Delete Member:** Allows you to remove a patient from the account member list.

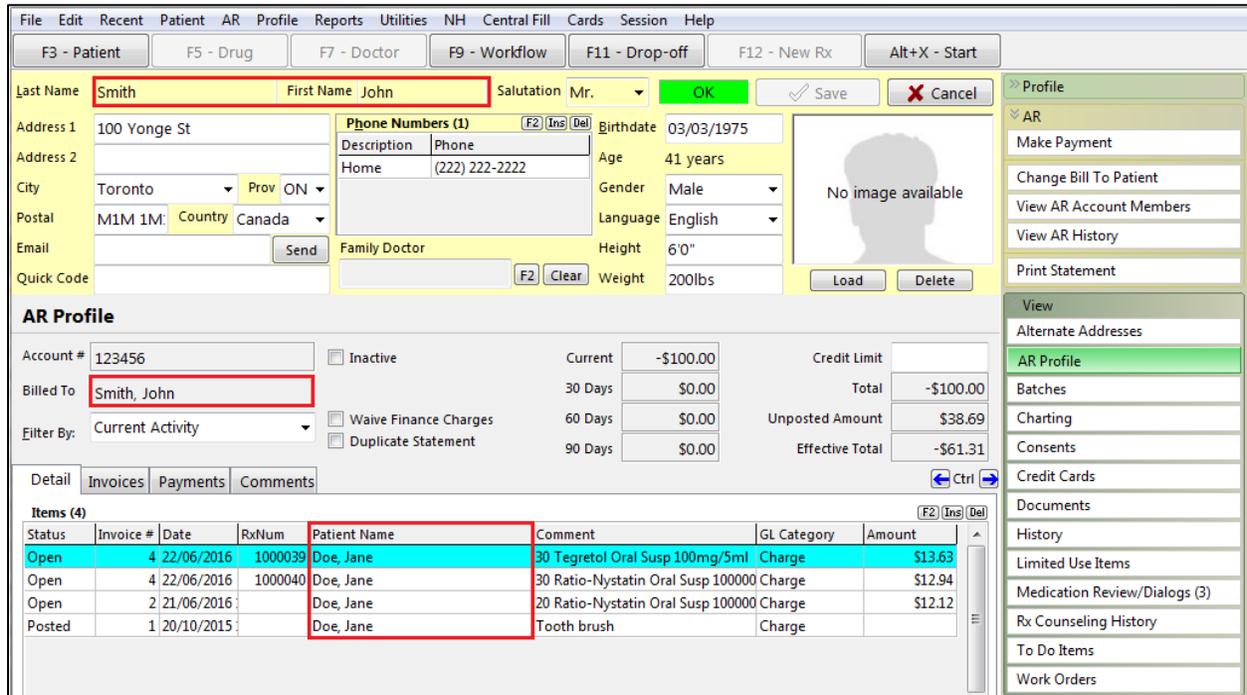
3. Click **OK** or **Cancel** to close the **AR Account Member List**.

Changing the 'Bill to' Patient

1. Select **AR > Change Bill To Patient** from the AR profile.



- Search for and select the patient who will be designated as the new 'bill to' patient. The selected patient will be listed in the **Billed To** field in the AR profile for all patients linked to the account.



AR Profile

Account # 123456 Inactive Current -\$100.00 Credit Limit

Billed To **Smith, John** 30 Days \$0.00 Total -\$100.00

Filter By: Current Activity Waive Finance Charges Unposted Amount \$38.69

Duplicate Statement 60 Days \$0.00 Effective Total -\$61.31

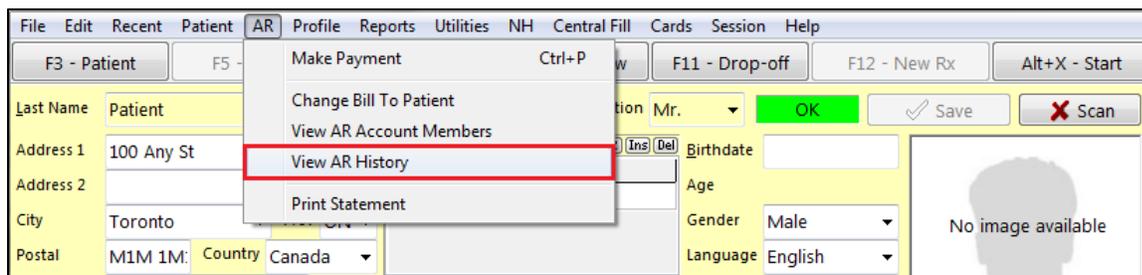
90 Days \$0.00

Status	Invoice #	Date	RxNum	Patient Name	Comment	GL Category	Amount
Open	4	22/06/2016	1000039	Doe, Jane	30 Tegretol Oral Susp 100mg/5ml	Charge	\$13.63
Open	4	22/06/2016	1000040	Doe, Jane	30 Ratio-Nystatin Oral Susp 100000	Charge	\$12.94
Open	2	21/06/2016		Doe, Jane	20 Ratio-Nystatin Oral Susp 100000	Charge	\$12.12
Posted	1	20/10/2015		Doe, Jane	Tooth brush	Charge	

Viewing AR History

Each time a change is made to a patient's AR profile, a history record is logged. The **View AR History** function allows you to view a complete history of the patient's account.

- Call up the patient's AR profile.
- Select **AR > View AR History**.



File Edit Recent Patient **AR** Profile Reports Utilities NH Central Fill Cards Session Help

F3 - Patient F5 - **Make Payment** Ctrl+P F11 - Drop-off F12 - New Rx Alt+X - Start

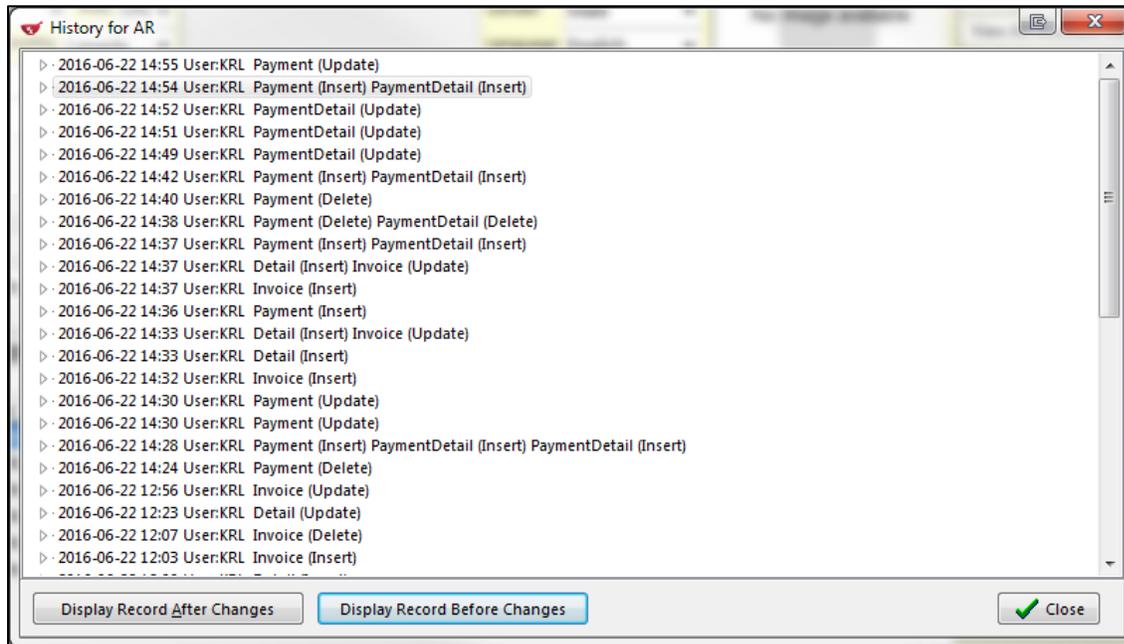
Change Bill To Patient

View AR Account Members

View AR History

Print Statement

- The **History for AR** screen will appear. This screen keeps an edit history of all changes made to the patient's AR profile.

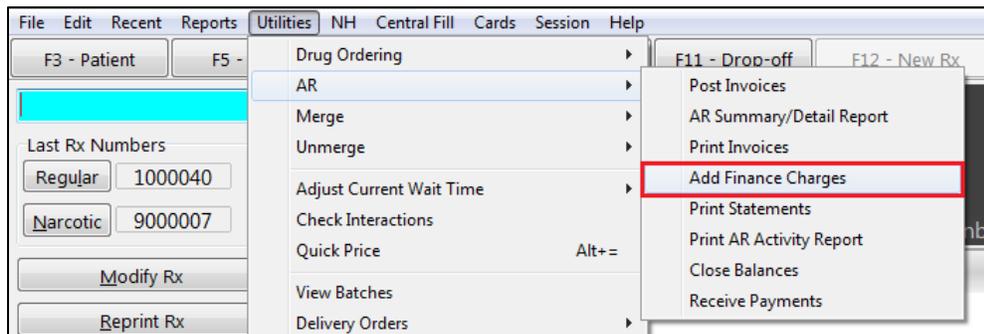


- **Display Record After Changes:** Displays the AR profile after a particular change was applied.
 - **Display Record Before Changes:** Displays the AR profile before a particular change was applied.
- Click **Close** to close the **History for AR** screen.

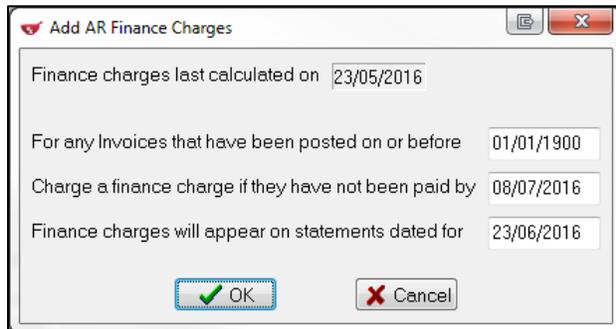
Adding Finance Charges

The **Add Finance Charges** option applies the configured finance charge to all applicable invoices/accounts. The amount is determined by the pharmacy and is defined in the **Store Level Configuration Parameters** screen. Adding finance charges should be performed on a monthly basis.

1. Select **Utilities > AR > Add Finance Charges** from the **Alt-X - Start** screen.



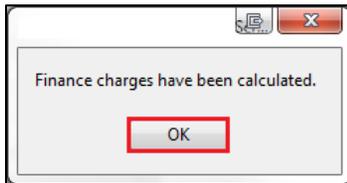
2. The **Add AR Finance Charges** form will appear.



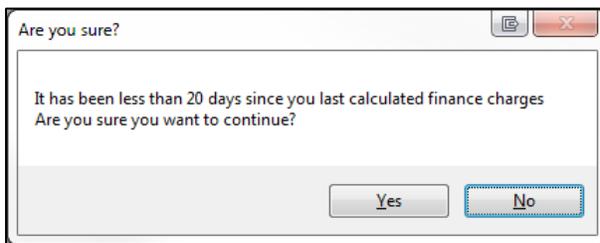
- **Finance charges last calculated on:** The date when finance charges were last calculated.
- **For any Invoices that have been posted on or before:** Applies finance charges to all invoices that have been posted on or before the specified date.
- **Charge a finance charge if they have not paid by:** Applies finance charges to all invoices that have not been paid by the specified date.
- **Finance charges will appear on statements dated for:** Prints finance charges on all statements dated for the specified date.

3. Click **OK** to close the **Add AR Finance Charges** form.

- A prompt will appear indicating finance charges have been calculated. Click **OK**.



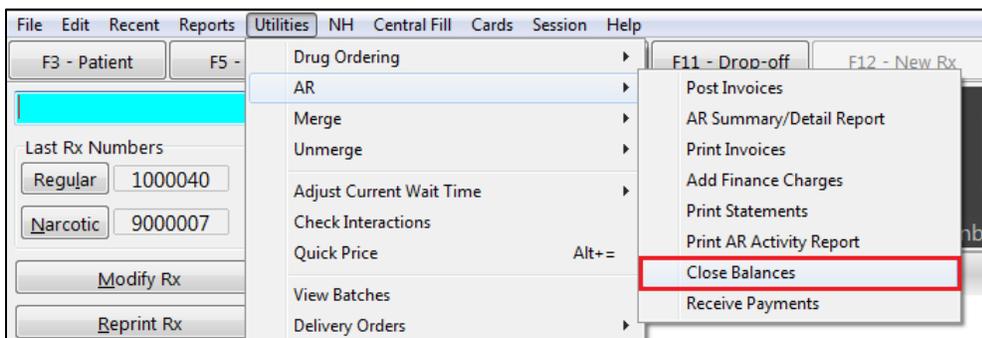
NOTE: If you attempt to add finance charges 20 days or less since the last time finance charges were calculated, the following prompt will appear. Select **Yes** to proceed to the **Add AR Finance Charges** form or **No** to exit the prompt.



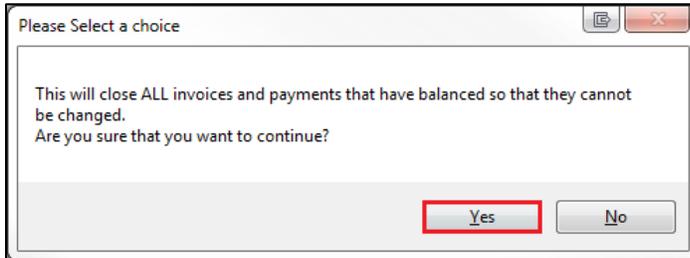
Closing Balances

The **Closing Balances** function is used to close all invoices and payments that have been balanced. After balances are closed you can no longer modify these invoices and payments.

- Select **Utilities > AR > Close Balances**.



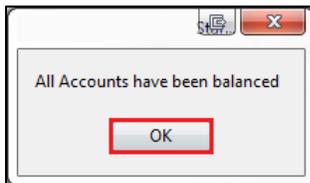
2. A prompt will appear to inform you that all balanced invoices and payments will be closed. Select **Yes** to continue.



3. Enter the date when you want the statements to be closed and click **OK**.



4. A prompt will appear indicating all accounts have been balanced. Click **OK**.

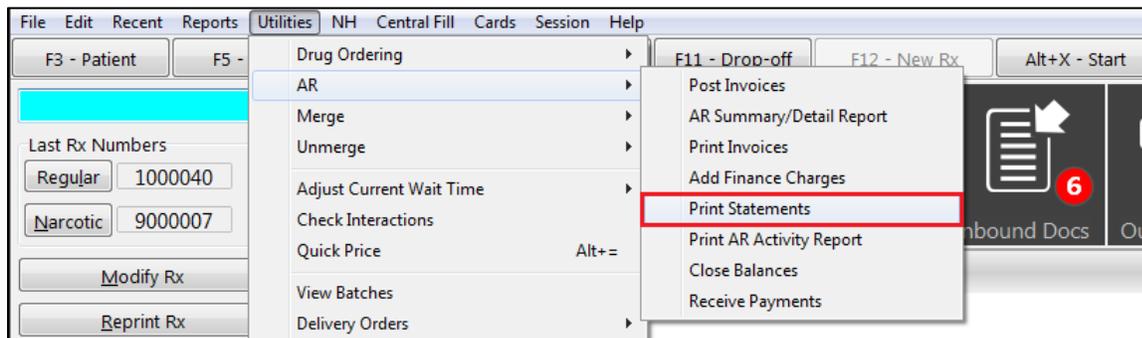


Statements and Reports

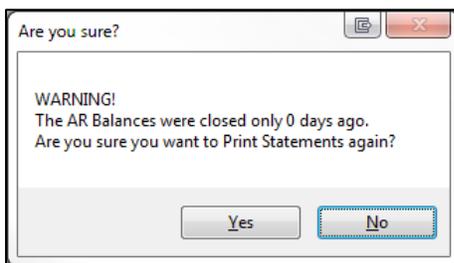
This section explains how to print Statements, the AR Summary/Detail Report, and the AR Activity Report.

Printing Statements

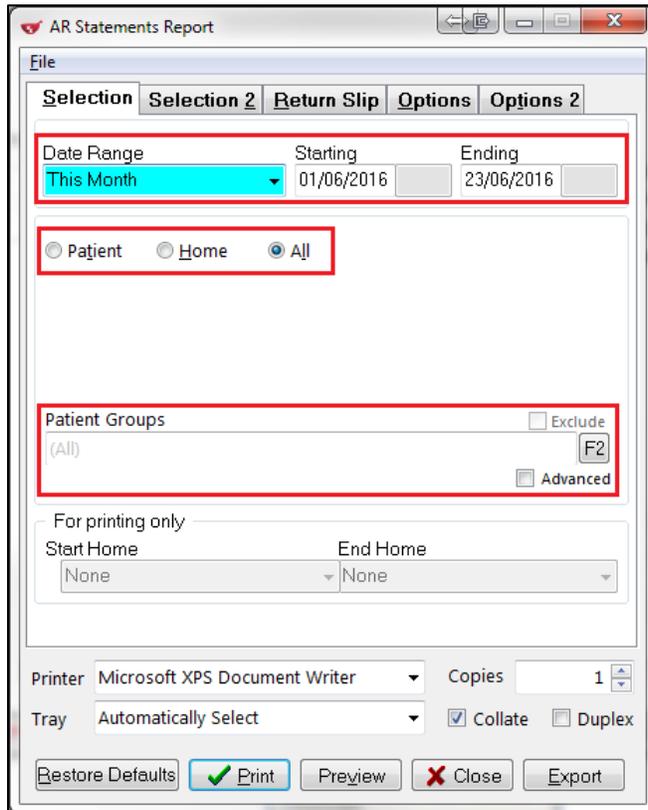
1. Select **Utilities > AR > Print Statements** from the **Alt-X - Start** screen.



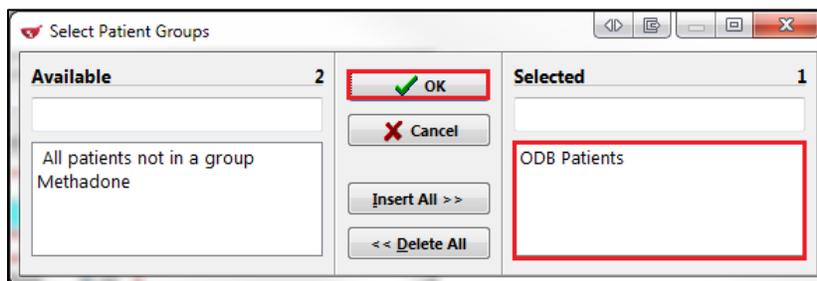
NOTE: If all AR balances have been recently closed, a prompt will appear asking if you are sure you want to print statements again. Select **Yes** to continue or **No** to exit the prompt.



2. The **AR Statement Report** form will appear.



- Select the appropriate date range for the report.
- To run the report for a specific patient or nursing home, select the appropriate radio button and search for and select the patient/nursing home. To run the report for all patients/nursing homes, select the **All** radio button.
- To run the report for specific patient groups, click the **F2** button next to the **Patient Groups** field. Select the patient group(s) you want included in the report and click **OK**.



3. Make the appropriate selections from the **Selection 2**, **Return Slip**, **Options**, and **Options 2** tabs. Click **Print** to generate the report.

- Once the report has been printed, the **Printing AR Statements** form will appear indicating the last statement date will be updated for all accounts that were included in the statement. Select **The statements printed successfully** if the statements ran successfully, or **The statements did not print successfully** if they did not. Click **Finished**.



Printing AR Statements
Kroll Windows has just attempted to print AR statements.

You have attempted to print AR statements.

Kroll Windows will now update the Last Statement Date for these AR accounts. Once this step has been completed, you may be unable to reproduce these statements.

Please select one of the options below and click Finished to proceed.

The statements printed successfully.
Update the Last Statement Date for these AR accounts.

The statements did not print successfully.
Do not update the Last Statement Date for these AR accounts.

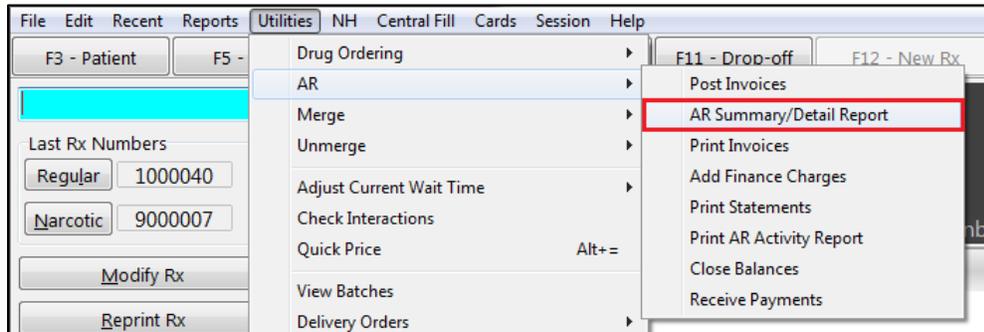
Finished

Sample Statement

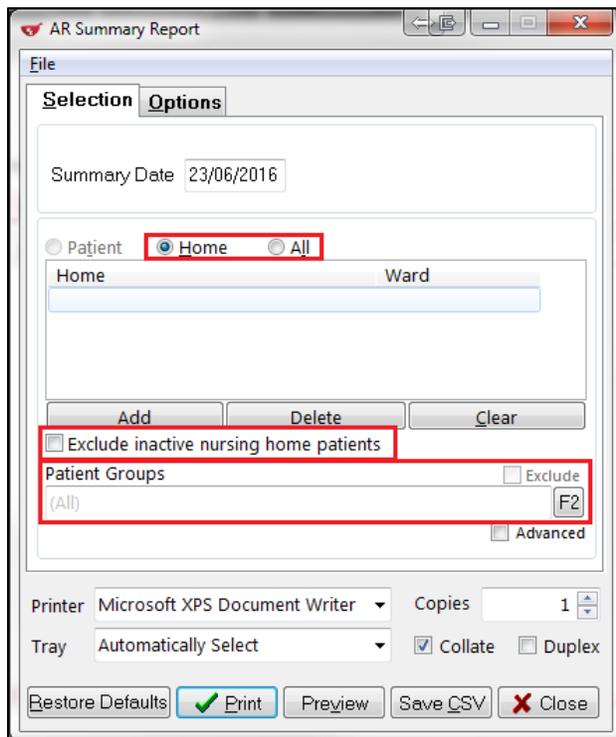
Statement												
Account#1234567 StatementDate:23-Jun-2016												
Bill To: Patient,Test 100 Any St Toronto ON M1M 1M1		From: Kroll Pharmacy 100 Krollwin Drive Toronto ON M2M 2M2 Tel:(222)222-2222										
Date	Invoice #	Comment	SubTotal	Total								
22-Jun-2016		ChequePayment		-50.00								
22-Jun-2016		Credit(Unspecified)		-50.00								
0-30 Days: -100.00 31-60 Days: 0.00 61-90 Days: 0.00 Over 90 Days: 0.00 Total: -100.00												
Page 1												
		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">ACCOUNT#</td> <td style="width: 50%;">1234567</td> </tr> <tr> <td>STATEMENTDATE</td> <td>23-Jun-2016</td> </tr> <tr> <td>AMOUNTDUE</td> <td>AMOUNTPAID</td> </tr> <tr> <td style="text-align: center;">-\$100.00</td> <td></td> </tr> </table>			ACCOUNT#	1234567	STATEMENTDATE	23-Jun-2016	AMOUNTDUE	AMOUNTPAID	-\$100.00	
ACCOUNT#	1234567											
STATEMENTDATE	23-Jun-2016											
AMOUNTDUE	AMOUNTPAID											
-\$100.00												
To: Kroll Pharmacy 100 Krollwin Drive Toronto ON M2M 2M2 Tel:(222)222-2222		From: Patient,Test 100 Any St Toronto ON M1M 1M1										

Printing the AR Summary/Detail Report

1. Select **Utilities > AR > AR Summary/Detail Report** from the **Alt-X - Start** screen.



2. The **AR Summary Report** form will appear.



The screenshot shows the 'AR Summary Report' form. The 'Selection' tab is active. The 'Summary Date' is set to 23/06/2016. Under the 'Patient' section, the 'Home' radio button is selected and highlighted with a red box. Below it, a search bar contains 'Home' and 'Ward'. There are 'Add', 'Delete', and 'Clear' buttons. A checkbox labeled 'Exclude inactive nursing home patients' is checked and highlighted with a red box. Below that, the 'Patient Groups' section shows '(All)' selected, with an 'Exclude' checkbox and an 'F2' button. At the bottom, there are printer settings (Microsoft XPS Document Writer, 1 copy) and a 'Print' button highlighted with a green checkmark.

- To run the report for a specific nursing home, select the **Home** radio button and search for and select the nursing home. To run the report for all patients/nursing homes, select the **All** radio button.
- Check **Exclude inactive nursing home patients** if you do not want inactive nursing home patients included in the report.

- To run the report for specific patient groups, click the **F2** button next to the **Patient Groups** field. Select the patient group(s) you want included in the report and click **OK**.

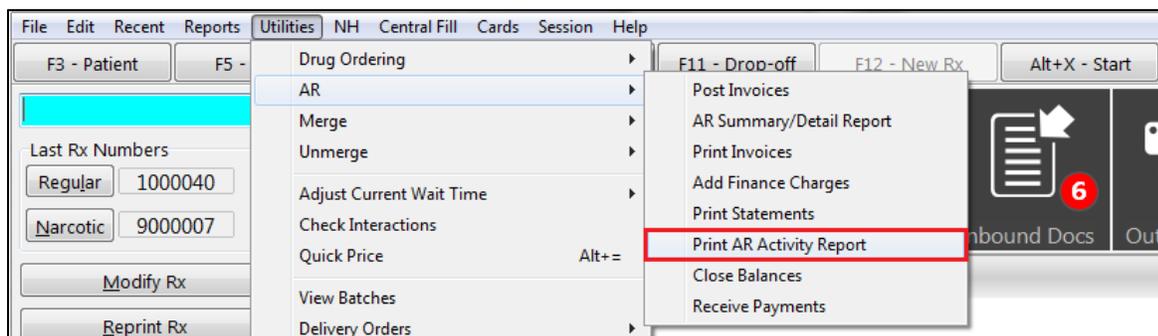
3. Make appropriate selections from the **Options** tab. Click **Print**.

Sample AR Summary/Detail Report

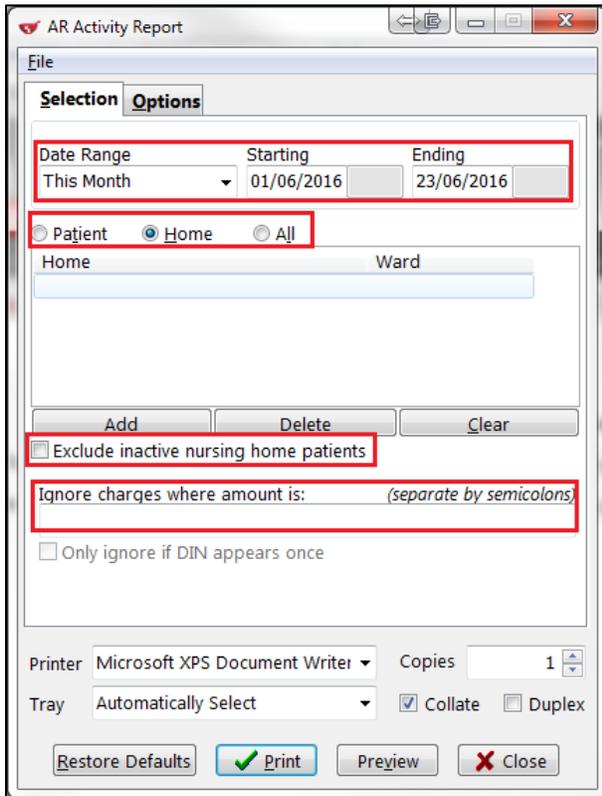
AR Summary Report					
Kroll Pharmacy, 100 Krollwin Drive, Toronto ON M2M 2M2 Phone: (222) 222-2222 Fax: (888) 888-8888					
ReportParameters Summary Date: 23/06/2016		Printed on: 23/06/2016 10:58:00			
AR Summary Report					
Patient	0-30 Days	31-60 Days	61-90 Days	Over 90 Days	Total
Patient, Test	-100.00	0.00	0.00	0.00	-100.00
Smith, John	-61.31	0.00	0.00	0.00	-61.31
Totals	-161.31	0.00	0.00	0.00	-161.31

Printing the AR Activity Report

1. Select **Utilities > AR > Print AR Activity Report** from the **Alt-X - Start** screen.



2. The **AR Activity Report** form will appear.



The screenshot shows the 'AR Activity Report' window with the 'Options' tab selected. The 'Date Range' is set to 'This Month' with a starting date of 01/06/2016 and an ending date of 23/06/2016. The 'Home' radio button is selected. The 'Exclude inactive nursing home patients' checkbox is checked. The 'Ignore charges where amount is:' field is empty. The printer is set to 'Microsoft XPS Document Writer' with 1 copy. The 'Collate' checkbox is checked and 'Duplex' is unchecked. The 'Print' button is highlighted.

- Select the appropriate date range for the report.
- To run the report for a specific patient or nursing home, select the appropriate radio button and search for and select the patient/nursing home. To run the report for all patients/nursing homes, select the **All** radio button.
- Check **Exclude inactive nursing home patients** if you do not want inactive nursing home patients included in the report.
- Enter any charge amounts, separated by semicolons, which you want excluded from the report.

3. Make the appropriate selections on the **Options** tab and click **Print**.

Sample AR Activity Report

AR Activity Report								
Kroll Pharmacy, 100 Krollwin Drive, Toronto ON M2M 2M2 Phone: (222) 222-2222 Fax: (888) 888-8888								
ReportParameters Date - 01/06/2016 to 23/06/2016 Print Charges, Manual Charges, Finance Charges, Payments, Credits, Credit and Payment Totals								
AR Activity Report						Printed on: 23/06/2016 11:17:09		
Charges								
Patient	Fill/SrvcdDate	Invoice#	Status	Rx	Comment	Cost	Fee	Amount
Doe, Jane	22-Jun-2016	4	Posted	1000039	30 Tegretol Oral Susp 100mg/5ml	3.14	10.49	13.63
Doe, Jane	22-Jun-2016	4	Posted	1000040	30 Ratio-Nystatin Oral Susp 1000000u/ml	2.45	10.49	12.94
Totals						2.45	10.49	26.57
Manual Charges								
Patient	Fill/SrvcdDate	Invoice#	Status	Comment	Cost	Fee	Amount	
Doe, Jane	21-Jun-2016	2	Posted	20 Ratio-Nystatin Oral Susp 100000u/ml	0.00	0.00	12.12	
Patient, Test	22-Jun-2016	3	Closed	30 Tegretol Oral Susp 100mg/5ml	0.00	0.00	13.63	
Patient, Test	22-Jun-2016	3	Closed	Toothbrush	0.00	0.00	2.00	
Patient, Test	22-Jun-2016	18	Closed	Toothbrush	0.00	0.00	2.00	
Patient, Test	22-Jun-2016	27	Closed	90 Tegretol Oral Susp 100mg/5ml	0.00	0.00	19.92	
Patient, Test	22-Jun-2016	27	Closed	120 Ciprallex 20mg	0.00	0.00	270.13	
Patient, Test	22-Jun-2016	30	Closed	Cosmetics	0.00	0.00	100.00	
Totals						0.00	0.00	419.80
Payments								
Patient	Date	Method	Status	Comment	Amount			
Patient, Test	22-Jun-2016	Cheque	Closed		17.63			
Patient, Test	22-Jun-2016	Cheque	Open		390.05			
Smith, John	21-Jun-2016	Cheque	Open		100.00			
Totals								507.68
Credits								
Patient	Date	Method	Status	Comment	SubTotal	GST	Amount	
Patient, Test	22-Jun-2016	Unspecified	Open		100.00	0.00	100.00	
Totals								100.00
Credit and Payment Totals								
3 Cheque Payments								507.68
1 Unspecified Credits								100.00
Totals								607.68