
How to correct applied Commissions that have already been posted?

Summary: This applies to Commission Received sessions that are posted incorrectly, i.e. wrong commission amounts, or to wrong Mfg, Customer, or Sales Rep or an incorrect Commission Received date.

Requirements: Knowledge of Commission Reconciliation

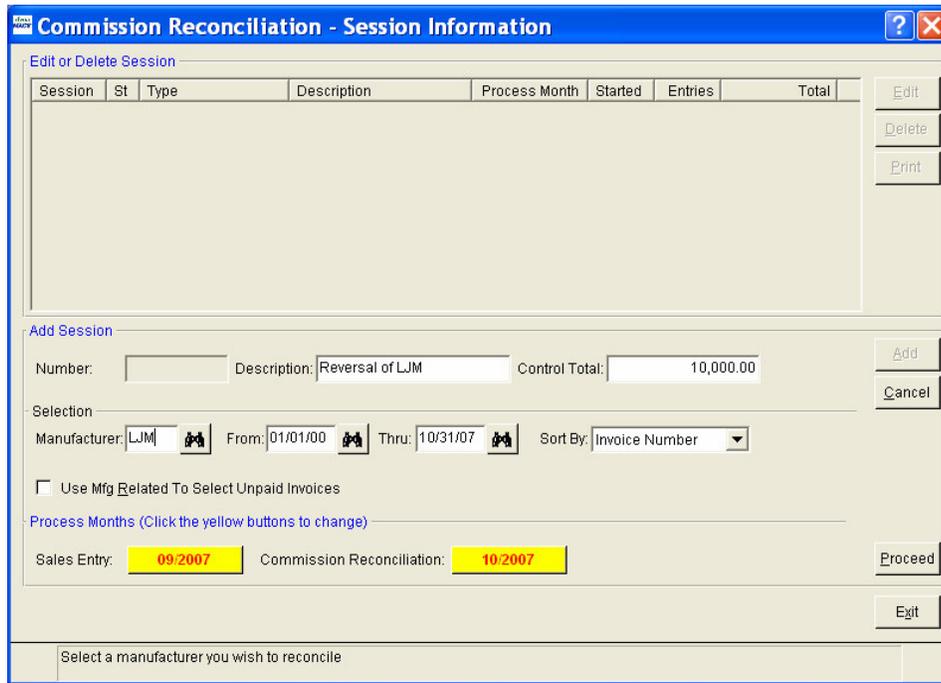
Module: Commission Reconciliation

Solution:

You will need to reverse the incorrect entries, and then add the entries back in the way they should have been entered in the first place to make the correcting entries. In the following examples, we will be using the Add Invoice feature to add paid Invoices which will offset the wrong information posted. In our example two separate sessions will be used to correct the information in the simplest way to follow. The first session will offset the incorrect postings and will be referred to as a "reversal entry". The second session will correct the errors and will be referred to as a "correcting entry". The following Commission Reversal Entry steps would also apply if a duplicate commission is posted and the user needs to "back it out."

First Session – Commission Reversal Entry

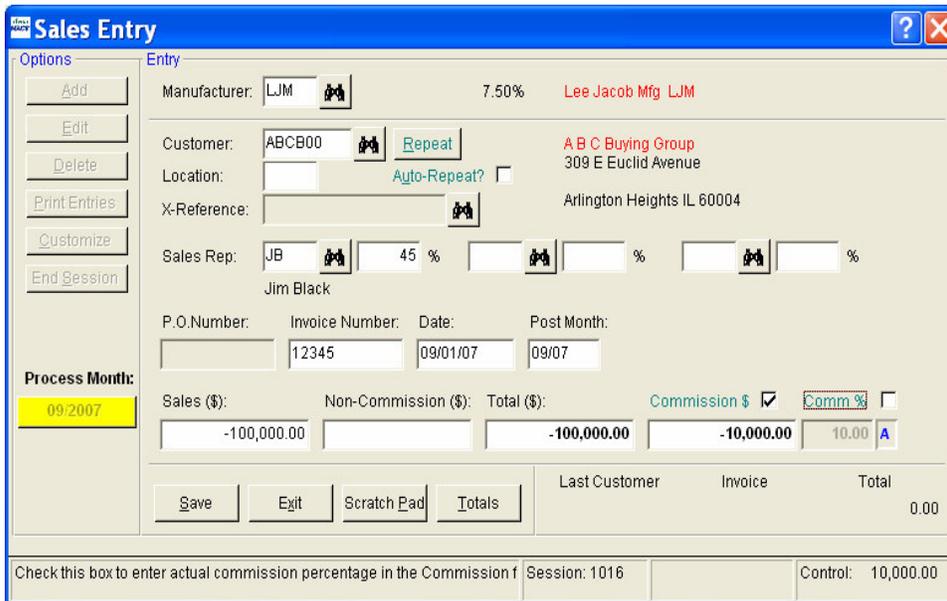
1. Start the Commission Reconciliation session the way you normally would for this Manufacturer from the Process menu or toolbar.
2. Select Add to start a new session. The Commission Reconciliation Session screen has several entry boxes that need to be filled.
3. Description is optional but important to keeping this session separate from other sessions. (Hint: use Manufacturer's Code and Reversal)
4. Enter the Control Total as the opposite/negative of the incorrect statement total.
5. Under the Selection heading, enter the Manufacturers Code into the Mfg field and leave the From and Thru dates set to the defaults.
6. Leave the process months set to the current processing date so that any adjustments made will be reflected on this month's reports.



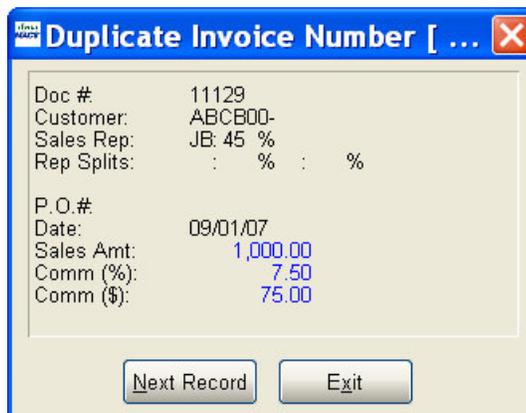
7. Select Proceed to go into the main Commission Reconciliation screen
8. Enter the same date into the Date Paid and Post Month that was used in the original incorrectly entered Commission Rec session.

Example: The incorrect session had a Date Paid date of 10/23/07 and a post month of 10/07. You must reverse the incorrect commission using the same date it was entered and the month to which you posted. Therefore, to reverse the incorrect commission, you would type 10/23/07 and 10/07.

9. Select [Proceed] then [Add Invoice] buttons to start entering the invoice(s) at the Sales Entry screen.
10. At the Sales Entry screen the manufacturer is already selected from the commission reconciliation session.
11. Select the customer.



12. Enter in the original invoice number (you will receive a 'Duplicate Invoice' warning, select [Exit] button).



13. If the sales history is correct and you want to bypass the sales/invoice adjustment, use the "at" symbol @ as the first character of each invoice, this tell the program to post commissions but not add to sales history.

14. Each Invoice in this session will have an amount equal to but opposite the original amount.

Example: if the original Invoice had a sales was \$119.50 then you will need to enter a negative of -\$119.50 equal to but opposite each paid invoice you are reversing

15. The date you will enter is the date you want to apply to the un-posting Example: The incorrect session had a Invoice date of 09/01/07 and a post month of 09/07. You must reverse the incorrect entry using the same date it was entered and the month to which you

posted. Therefore, to reverse the incorrect entry, you would type 09/01/07 and 09/07.

16. Select [SAVE] to save the entry.
17. The screen clears and is waiting in the customer field for the next customer to be entered.
18. Repeat these steps for each customer that has sales for this session. When finished, select [EXIT] and then select [END SESSION]. Select [Yes] to the prompt "Return to Commission Reconciliation screen".
19. The Commission Reconciliation screen refreshes. The new entries are displayed in gray at the bottom of the screen and are automatically marked, paid in full.
20. Select [DONE] to end the session.
21. The Session Summary window appears. This window shows the Control Total, total commission Posted and the difference if any.



22. Press the <F4> key or [Accept] button to exit if you wish to work on the session later on.
23. If there is a difference and you are finished with the session, select [Change] button to change the initial Control Total.
24. An input field appears on the screen with the value equal to the commission amount posted.



25. Select [Accept] button to change the Control Total to the new value and balance the session. This assumes that the commission check is equal to the amount posted. This can also be the case if you did not enter the Control Total at the beginning of the session.
26. Select the Print Commission to print the session(s) for reference.
27. After they have been checked and verified you can post the reversal session (or if needed do the second session for corrections), this will apply the commissions and update sales history.

Second Session – Correcting Commissions (If needed)

1. The entries for this session will be the positive replacement values.
2. Start the Commission Reconciliation program from the Process menu or the toolbar and begin a new commission session by choosing on ADD. A description is optional. The CONTROL TOTAL will be a correct positive amount of the incorrect statement.
3. You would go through the same steps as above in setting up commission session, when you get in the Commission Entry screen with the cursor on DATE PAID, type the commission received date for the adjustment being made. Then select [Proceed], then [Add Invoice] to start entering the invoice(s) at the Sales Entry screen
4. If the Sales History is correct and you want to bypass the sales/invoice adjustment, use the at symbol @ as the first character of each invoice #. This will post commissions but not add to sales history, otherwise put in the invoice # as normal.
5. Complete the session and after selecting [DONE] to end the session, make sure to print an audit from PRINT COMMISSIONS. Review and compare to the first session audit.
6. When you are satisfied with the two offsetting sessions, go to POST SESSIONS and choose OK .
7. Print out Post Commission Reports and review.