

# Accounts Receivables

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# Accounts Receivables

## What is Accounts Receivables?

Accounts Receivables, or A/R, is the money that is owed to you by customers/insurance/vendors. It is money that you will be receiving from someone.

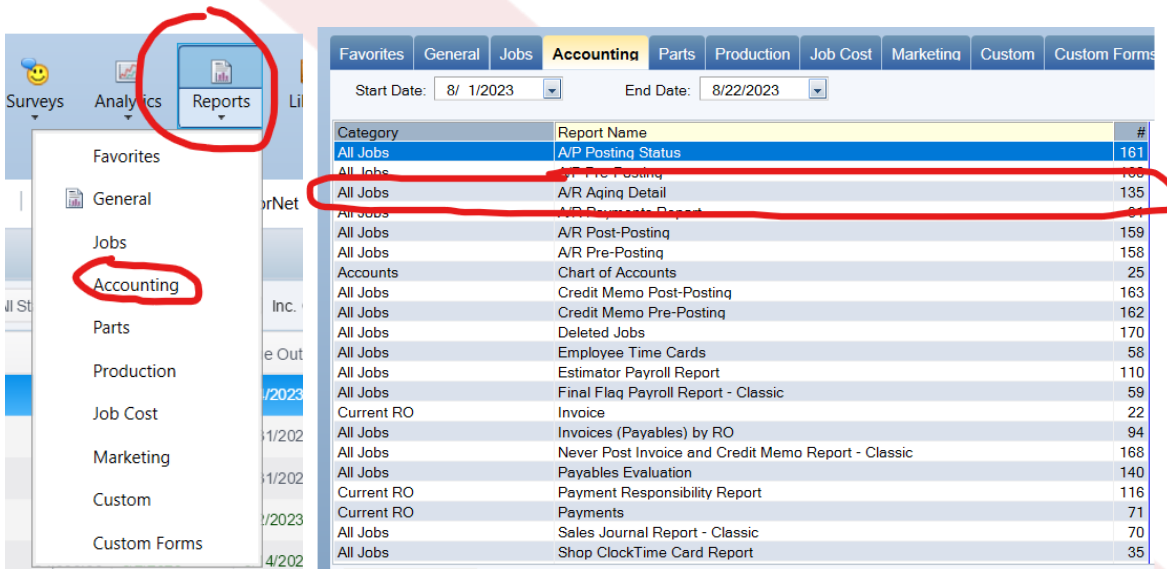
The A/R lists are updated according to payments that are taken at store level. The payments are posted to a daily Deposit Log Sheet and submitted with your weekly package to the Account Department.

Note: The Accounting department does not post payments on your behalf into Repair Center. Repair Center payment posting is a responsibility at store level!

## How is A/R Accessed?

Once a month you will receive the A/R list from someone in the Accounting Department that has been generated from Sage. This list has been balanced to the money that is in the shop's bank account.

Additionally, you can generate the "AR Aging Detail" (#135) in Repair Center to see the current totals owing as per Repair Center. Note: The Repair Center report is not linked/balanced to your shop's bank account, so it is not always accurate. When in doubt, work off the A/R list that is sent from the Accounting Department.



# Accounts Receivables

What is the Difference Between the Two Lists?

Sage	Repair Center
<ul style="list-style-type: none"> <li>Generated by the Accounting Department;</li> <li>Balanced to the bank deposits/account;</li> <li>Will only show the RO number, date, and balance owing per RO;</li> <li>Will reflect write offs, or other A/R clearing.</li> <li>Shows totals of closed job up to the date it was generated.</li> </ul>	<ul style="list-style-type: none"> <li>Generated through Repair Center;</li> <li>Not always balanced if payments are missed being entered into RC;</li> <li>Will show RO number, customer name, year/make/model of vehicle, customer pay portion, insurance pay portion, grand total, amounts due, insurance company, and claim #;</li> <li>Does not reflect write offs, or other A/R clearing unless it is entered into RC.</li> <li>Includes ROs that have only been marked "Delivered"</li> </ul>

Example:

At the end of July 2023 CARSTAR Henderson had:

- \$134,381.30 due according to the A/R list generated by Sage,

Total outstanding:	134,381.30	-4,479.95	138,861.25	89,596.85	23,070.66	26,193.74
--------------------	------------	-----------	------------	-----------	-----------	-----------

- \$316,772.70 due according to the A/R list generated by RC,

Grand Totals:	1,054,194.00	0	316,772.70
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This means:

- The Repair Center list has not had all of the payments posted correctly,
- The Sage list is the accurate amount owing as it has been balanced to the bank account.

Please Note:

- If shops are able to keep up with payment posting and A/R clearing in Repair Center the two reports will still not match each other.
- This is because the Sage list only includes jobs that have been transferred and closed in Repair Center at the date it has been generated.
- The Repair Center list generates all ROs that have been marked as "Delivered".

# Accounts Receivables

## Understanding the Two Lists

Sage Generated:

This narrowed down example will show each element of the A/R list that is generated by Sage.

### CARSTAR on Henderson Aged Overdue Receivables Detail As at 08/01/23

	Source	Type	Date	Due Date	Total Due	Total Current	Total Overdue	1 to 30 Overdue	31 to 60 Overdue	61+ Overdue
<b>CUSTOMER PAY</b>										
	101	Invoice	06/21/23	06/21/23	675.00	0.00	675.00	0.00	675.00	0.00
<b>Total outstanding:</b>					675.00	0.00	675.00	0.00	675.00	0.00
<b>JOHN DOE</b>										
	00041	Invoice	06/15/23	06/15/23	532.67	0.00	532.67	0.00	532.67	0.00
<b>Total outstanding:</b>					532.67	0.00	532.67	0.00	532.67	0.00
<b>JANE DEER</b>										
	00011	Invoice	08/18/22	08/18/22	200.00	0.00	200.00	0.00	0.00	200.00
	00021	Invoice	01/31/23	01/31/23	200.00	0.00	200.00	0.00	0.00	200.00
	00031	Invoice	07/31/23	07/31/23	1,253.00	0.00	1,253.00	614.40	0.00	0.00
<b>Total outstanding:</b>					1,653.00	0.00	1,653.00	614.40	0.00	400.00
<b>MPI</b>										
	00042	Invoice	04/07/22	04/07/22	239.98	0.00	239.98	0.00	0.00	239.98
	00051	Invoice	08/26/22	08/26/22	5,659.78	0.00	5,659.78	0.00	0.00	5,659.78
	00032	Invoice	11/25/22	11/25/22	200.00	0.00	200.00	0.00	0.00	200.00
<b>Total outstanding:</b>					6,099.76	0.00	6,099.76	0.00	0.00	6,099.76
<b>Total outstanding:</b>					8,285.43	0.00	8,285.43	614.40	532.67	6,499.76

Generated On: 08/10/23

- **Customer Name** = The A/R list is sorted alphabetically by customer name. The name generates exactly as shown in Repair Center. It is important to ensure correct spelling at all times!
- **Source** = RO number  
Note: There will always be an extra 1 or 2 at the end of the RO number. This indicates how many invoices (payers) there are in Sage for that particular RO.  
Example: If both insurance and the customer owe a portion of the total balance.
- **Date/Due Date** = date the RO was closed/transferred into Sage.
- **Total Due/Total Overdue** = Total amount still outstanding on the claim.
- **Total Current** = Any ROs that are less than 1 day old.
- **1 to 30 Overdue** = ROs that are less than 30 days old from date of being closed.
- **31 to 60 Overdue** = ROs that are over 30, but less than 60 days old from the date of being closed.
- **61+ Overdue** = ROs that are over 61 days old from the date of being closed. **\*\*This is the column to primarily work on when managing A/R. The goal is to keep this total as close to \$0.00 as possible!\*\***

# Accounts Receivables

## Repair Center Generated:

This narrowed down example will show each element of the Repair Center generated A/R list.

Note: For this example the totals will not balance as it is not the completed list!

Date = Delivered														
Date	RO#	Last Name	F	Yr	Make	Model	Cust Pay	Ins Pay	Amt	Due	Ag-ing	Estimator	Insurance	Claim #
Totals Current									0.00	0.00				
<b>1 - 30</b>														
8/21	37539	Patlu	R	14	Dodge	Grand Caravan	0.00	659.71	659.71	659.71	1	Corporate C	Mpi	0069921250
8/21	37556	Mangasha	I	18	Nissan	Qashqai	0.00	1,684.49	1,684.49	1,684.49	1	Corporate C	Mpi	68760204-99
8/21	37324	Smith	J	09	Toyota	Corolla	200.00	3,171.06	3,371.06	3,171.06	1	Corporate C	Mpi	68147074-01
8/18	37336	Linklater	A	17	Honda	Accord	0.00	4,214.75	4,214.75	4,214.75	4	Corporate C	Mpi	68824405-01
8/18	37340	Fernandez	M	16	Toyota	RAV4	0.00	1,550.73	1,550.73	1,550.73	4	Corporate C	Mpi	68819203-01
8/18	37409	Collins	M	20	Honda	Civic	0.00	1,171.35	1,171.35	1,171.35	4	Corporate C	Mpi	69087185-99
Totals 1 - 30									137,838.80	132,617.30				
<b>31 - 60</b>														
7/21	37276	Mckenty	C	21	Chevol	Equinox	200.00	4,723.95	4,923.95	4,723.95	32	Corporate C	Mpi	68937330-01
7/21	37333	Mckay	G	20	Ford	Edge	200.00	4,353.51	4,553.51	4,353.51	32	Corporate C	Mpi	69263224-01
7/21	37394	Christenson	K	10	Honda	Fit	200.00	6,749.82	6,949.82	6,749.82	32	Corporate C	Mpi	69434002-99
7/19	37450	Cochrane	J	17	Toyota	Prius v	0.00	853.68	853.68	853.68	34	Corporate C	Customer Pay	COCHJUL23
7/19	37481	Henderson	C	13	Dodge	Journey	200.00	455.80	655.80	655.80	34	Corporate C	Mpi	69754204
Totals 31 - 60									104,334.60	65,941.71				
<b>61 - 90</b>														
6/22	37251	Smoley	C	22	Ford	Escape	0.00	2,630.57	2,630.57	125.27	61	Corporate C	Mpi	68981555-99
6/21	37253	Wagner	D	16	Volksw	Jetta	200.00	2,252.65	2,452.65	-188.16	62	Corporate C	Mpi	67885543-01
6/21	37376	Balharry	K	07	Mazda	3	750.00	207.28	957.28	207.28	62	Corporate C	Mpi	69445073
6/21	37395	Santos	D	15	Dodge	Grand Caravan	200.00	707.97	907.97	0.30	62	Corporate C	Mpi	69340622-01
6/21	37400	Sones	K	15	Hyundai	Tucson	200.00	453.94	653.94	-200.00	62	Corporate C	Mpi	69285333
Totals 61 - 90									96,876.60	27,680.15				
<b>&gt; 90</b>														
5/17	37314	Siepmann	C	09	Nissan	Pathfinder	200.00	692.46	892.46	-0.01	97	Corporate C	Mpi	69102585
5/16	37034	Kihn	S	17	Jeep	Grand Cherokee	750.00	9,216.50	9,966.50	9,160.50	98	Larry Bonse	Mpi	68070181-01
5/9	37026	Hemmerling	E	16	Toyota	Prius	200.00	1,830.15	2,030.15	200.00	105	Larry Bonse	Mpi	67952345-99
5/8	37201	Munilo	G	13	Acura	ILX	2,281.32	0.00	2,281.32	136.14	106	Corporate C	Customer Pay	MURIMARCH2023
5/4	36839	Fillion	M	17	Nissan	Rogue	200.00	844.18	1,044.18	208.25	110	Larry Bonse	Mpi	67666664
4/28	36979	Machnee	D	10	Dodge	Grand Caravan	17.90	4,624.03	4,641.93	200.00	116	Larry Bonse	Mpi	67691153-01
4/28	37204	Chisick	E	15	Chevol	Cruze	0.00	4,386.55	4,386.55	266.57	116	Corporate C	Mpi	68252166-01
4/28	37220	Carlson	N	19	Mazda	CX-3	200.00	5,139.07	5,339.07	-1,235.49	116	Corporate C	Mpi	67105614-01
Totals > 90									715,143.50	90,533.38				
Grand Totals:									1,054,194.00	316,772.70				

# Jobs: 392

- **Date** = date that the RO is marked as "Delivered" in Repair Center.
- **RO** = RO number with no additional 1 or 2 at the end.
- **Last Name** = customer's last name.
- **Yr** = vehicle year.
- **Make** = vehicle make.
- **Model** = vehicle model.
- **Cust Pay** = portion of the claim that the customer owes.
- **Ins Pay** = portion of the claim that insurance owes.
- **Amt** = total amount of the claim.
- **Due** = amount still outstanding on the claim.
- **Aging** = exact number of days since job was delivered.
- **Estimator** = who wrote the estimate.
- **Insurance** = who is the primary payer of the claim.
- **Claim #** = claim number for the RO.

Note: The overdue dates are categorised differently than the Sage generated A/R list. In both cases, our primary focus is anything overdue by 60 days.

# Accounts Receivables

## Managing A/R at Store Level

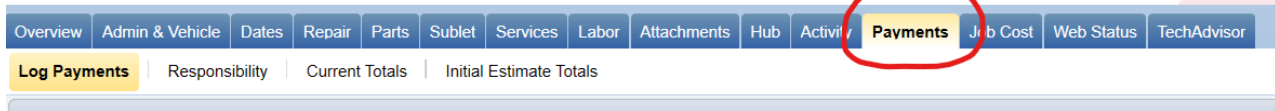
- Collect, collect, collect! Do not let a vehicle leave the shop without payment!
- The easiest way to manage you're a/R list is to not have any!
- Always double check payment responsibility on the job before you call for vehicle pickup.
- Always confirm monies owed with customers before they come to pick up.
- Inform customers about extra balances owed (rental, betterment, etc) before the job is done!
- Submit invoices to Fleet customers as soon as possible.
- Enter payments into Repair Center promptly.
- Complete you deposit book logs and balance the totals to the POS machine statement daily.
- Complete and submit bank deposits promptly.
- Shops will typically receive the new A/R lists within the first week of the new month once Month End is completed, and will typically have 1 week to review the list, update their notes, and return it for review.
- **Important Note:** There are frequently errors between Sage and Repair Center when ROs are transferred. This is not because of something that the shop is doing wrong. This does mean that you need to double-check each outstanding amount to ensure that it is money that is actually owed before reaching out for collection!

# Accounts Receivables

## Investigating Balances Owed:

Always double check in Repair Center is record of payment has been taken.

- Open the RO in Repair Center.
- Go to the "Payments" tab.



- Double-check payment records to confirm if money is still owed.

Who's Paying this Pay  Insurance Company  Customer

Date: 8/24/2023

Received: Varey, Tanis

Type: Cash

Ref Num:

Total Due: 1,654.92

Balance D: 1,654.92

Grand Tot: 1,806.12

Deductible: 0.00

Insurance Agreed Amou

Sub Total \$:	1,485.51	Customer Agreed Amou	Sub Total \$:	135.00
Tax \$:	95.13		Tax \$:	9.45
GST/HST Ta	74.28		GST/HST Tax	6.75
Insurance Tot	1,654.92	+	Customer Total	151.20
				1,806.12
			Deductible \$:	0.00

Send this to Dump Account  
 Uncollected Funds

Date	Type	Amount	Due	Received...	Card Num...	Card D...	Card T...	Check/PO Nu...	D	W	T
8/8/2023	Credit C...	151.20	1654.92	Riley, Cour...	0758	8/8/20...	Master...		<input type="checkbox"/>	C	N

Who's Paying this Pay  Insurance Company  Customer

Date: 8/24/2023

Received: Varey, Tanis

Type: Cash

Ref Num:

Total Due: 0.00

Balance D: 0.00

Grand Tot: 6,357.21

Deductible: 0.00

Insurance Agreed Amou

Sub Total \$:	5,676.08	Customer Agreed Amou	Sub Total \$:	0.00
Tax \$:	397.33		Tax \$:	0.00
GST/HST Ta	283.80		GST/HST Tax	0.00
Insurance Tot	6,357.21	+	Customer Total	0.00
				6,357.21
			Deductible \$:	0.00

Send this to Dump Account  
 Uncollected Funds

Date	Type	Amount	Due	Received...	Card Num...	Card D...	Card T...	Check/PO Nu...	D	W	T
5/31/2023	EFT	6357.21	0.00	Riley, Cour...				9901641411	<input type="checkbox"/>	I	N

- If confirmation of payment is recorded in Repair Center, note the following on your Sage generated A/R list:
  - Date of payment
  - Method of payment
  - Amount of payment
- No further action is needed from store level if record of payment is present.
- If no record of payment exists, proceed with the investigation.

# Accounts Receivables

## Investigating Balances Owed - Insurance:

- Start at the top of your A/R list.

MPI	363011	239.98	0.00	239.98	0.00	0.00	239.98
-----	--------	--------	------	--------	------	------	--------

- Open the RO in Repair Center.

<b>Repair Lines</b>	
Estimate:	239.98
Non-Estimate:	0.00
Total:	\$239.98

- Open the claim in Mitchell Connect/Eglass/Estimating System.

Original Estimate Repairs Completed

\$239.98 →

✓ Compliance Passed

System: Mitchell Estimating      Estimator: Ryan Theoret

Status: Approved

04/07/2022 8:39 AM

[Export EMS](#)

- Confirm that the totals between the two programs match.
- If they match confirm that the claim has been closed in Mitchell Connect.

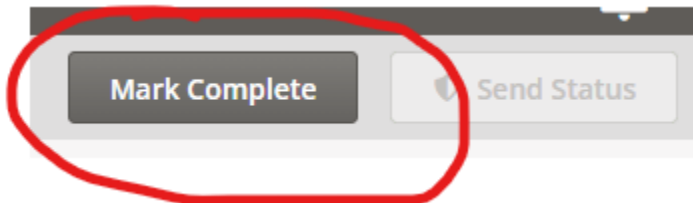
<a href="#">Job Overview</a> <a href="#">Repair Status</a>		✓ Marked Complete 4/7/22
Due In	04/07/2022	Estimated Completion Date Set Date
Arrived at Shop	04/07/2022	CARSTAR On Henderson
Disassembly	04/07/2022	CARSTAR On Henderson
Repair in Progress	04/07/2022	CARSTAR On Henderson
Paint	04/07/2022	CARSTAR On Henderson
Ready for Delivery	04/07/2022	CARSTAR On Henderson
Delivered	04/07/2022 <input checked="" type="checkbox"/> All repairs complete	CARSTAR On Henderson

- If everything balances, and the job was marked completed for payment then you will need to reach out to the customer/insurance adjuster/business/fleet for payment inquiry.
- Mark the date and name of the individual you contacted for payment on the Sage generated A/R list. Also note any follow up plans you have if a message was left.

# Accounts Receivables

## If the Claim is Not Marked Complete:

- If the claim was not marked complete in Mitchell Connect investigate why. Common reasons that claims are not submitted for payment include:
  - Holding it back due to a poor RPS score.
  - Missing the final step in the closing process.
  - Waiting on a final supplement approval.
- Whatever the reason, get your shop manager's approval to proceed and submit the claim for payment by marking it complete.



## If There is a Discrepancy Between the Programs:

- If the totals between the two do not balance investigate why. Common reasons for different totals between Repair Center and Mitchell Connect include:
  - The final supplement was not accepted in Repair Center before closing the job.
  - Non-Estimate lines were added into Repair Center without supplementing for them.

Estimate:	15459.19
Non-Estimate:	443.52
Total:	<u>\$15,902.71</u>

- MPI made changes to the estimate once the file was closed.
- The amounts shown in Mitchell Connect are what MPI uses to pay us. If we are short paid due to the shop not sending in information you will need to confirm with your manager if you will reach out to MPI for an amendment.
- If it was a shop/closing error and MPI will not pay the difference, you will need to submit the balance for write off.
- If the insurance company has short paid us the full amount owing then you will need to submit a short payment request.

## If This is an Out Of Province Insurance Company:

- Make sure you have the adjuster information before the repairs have begun!!
- Open communication with them quickly and make careful notes in Repair Center HUB to document collection attempt.
- Ensure you get names, contact information, and date for each point of communication.
- If you are struggling to get payment reach out to Skye to get assistance from Head Office.

# Accounts Receivables

## Investigating Balances Owed - Fleet:

- Only certain fleet customers have been granted credit from CARSTAR. If they have not been approved, then payment must be collected as though it were a customer pay job!
- Confirm the date that the final invoice was sent.
- Reach out to the designated contact for payment inquiry.
- If the Fleet contact says they paid the full amount of their invoice check on the following:
  - Did the amount paid match the final invoice that was sent?
  - Was a supplement done after the invoice was sent?
  - Is the fleet GST or PST exempt?
- If it was a shop/closing error and the Fleet customer will not pay the difference, you will need to submit the balance for write off.

## Investigating Balances Owed – Customer:

- Customer pay claims should never end up on your A/R list as you should not be releasing vehicles without payment!
- For balances owing on an insurance claim (usually deductibles or betterment) double check payment responsibility. If the balance is actually owed by MPI/Insurance then reach out to the adjuster for payment inquiry.
- Reach out to the customer regarding payment.
- Always double check customer responsibility before releasing the vehicle to avoid any A/R issues!

# Accounts Receivables

## Common A/R Issues:

There are a number of different reasons that a balance will still show as owing on your Sage generated A/R list. Some of these are due to administrative errors at store level, and some are errors generated when the file is transferred into Sage.

### Wrong Customer Names:

The RO will generate the customer's name on the Sage A/R list exactly as it is shown in Repair Center. If you enter the customer's name on the deposit book log incorrectly it may result in the payment being posted incorrectly.

For Example:

- This RO was marked as "Impact Security" on the deposit book log.

Store:	St James			
Date:	April 3			
RO	Full Name	Amount	Method	Chq #
76946	Winnipeg Supply	552.85	Cheque	6017138
76860	Kristin Jonsson	750	Cheque	2203910
76947	Impact Security	760.13	Cheque	0210918

- When the Accounts Receivable clerk goes to post this payment they will look under "Impact Security" in Sage, but no invoice will be generated. This means they will be unable to post the payment.
- Upon investigation we will find that the customer's name in Repair Center is actually "Impact Security Group Inc."

Impact Security C  
19 Ford Escape  
RO: 76947

Admin | Estimator

Contacts | Vehicle | Payer | Insurance | Rental | Marketing

**Contacts** Impact Security Group Inc. (204) 891-2205

Authorized to store contact information.

Edit ▶ Owner: Impact Security Group Inc.

First Name Last Name  
Mobile: (204) 891-2205

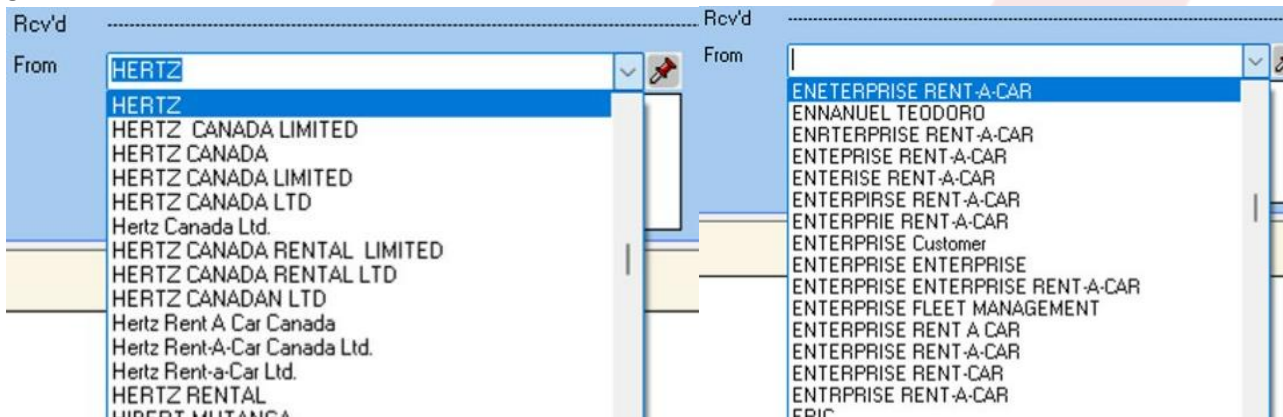
# Accounts Receivables

- This means that the invoice has generated in Sage under “Impact Security Group Inc.”
- Every time the shop closes a file with a different variation of name spelling or company spelling it generates a new customer account in Sage.



**\*\*THESE CANNOT BE DELETED ONCE THEY ARE CREATED\*\***

- This results in a lot of wasted time in the Accounting Department determining where the invoice has been generated.



- Sometimes you will submit the deposit book log payment before the file is closed/transferred.
- In this case, the Accounts Receivable clerk will enter the payment as a “prepayment” in Sage under the name shown on the deposit book log.
- If a customer’s name is spelt wrong on the deposit book log or in Repair Center it will result in multiple lines generating on you’re a/R list.

	Source	Type	Date	Due Date	Total Due	Total Current	Total Overdue	1 to 30 Overdue	31 to 60 Overdue	61+ Overdue
<b>ALUMIN ABDELMENN</b>	774941	Invoice	08/13/2023	08/13/2023	151.20	0.00	151.20	0.00	0.00	0.00
<b>Total outstanding:</b>					151.20	0.00	151.20	0.00	0.00	0.00
<b>ALUMIN ABDELMEN</b>	77494	prepymnt	08/09/2023		-151.20	-151.20	0.00	0.00	0.00	0.00
<b>Total outstanding:</b>					-151.20	-151.20	0.00	0.00	0.00	0.00

- This may then mean that you are chasing a customer for payments that have already been paid.
- Always double check in Repair Center if there is record of payment before reaching out to a customer!

# Accounts Receivables

## No Balance Owing in Repair Center:

Sometimes a balance will show as owing on the Sage generated A/R list, but Repair Center will show the RO paid in full. The most common reason for this are:

- The final supplement was not accepted in Repair Center before closing/transferring into Sage.
- Taxes incorrectly generated in Sage.
- A total duplicated in Sage, typically taxes or deductibles.

For Example:

<b>MPI</b>	260082	Invoice	7/19/2023	7/19/2023	197.59	0	197.59	197.59	0	0
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- This RO shows \$197.59 still outstanding on the Sage generated A/R list.
- Looking in Repair Center we can see that both MPI and the customer paid their full amounts owed.

Who's Paying this Pay  Insurance Company  Customer

Date: 8/24/2023

Received: Varey, Tanis

Type: Cash

Ref Num:

Total Due: 0.00

Amou:

Balance D: 0.00

Grand Tot: 2,963.74

Deductible: 0.00

Send this to Dump Account

Uncollected Funds

**Insurance Agreed Amou**

Sub Total \$: 2,822.61

Tax \$: 0.00

GST/HST Tax: 0.00 (modify)

Insurance Tot: **2,822.61**

**Customer Agreed Amou**

Sub Total \$: 0.00

Tax \$: 0.00

GST/HST Tax: 141.13

Customer Total: **141.13**

Deductible \$: 0.00

Date	Type	Amount	Due	Received...	Card Num...	Card D...	Card T...	Check/PO Nu...	D	W	T
7/31/2023	Credit C...	141.13	2822.61	Hryciuk, L...	1968	8/1/20...	Master...		<input type="checkbox"/>	C	N
8/4/2023	EFT	2822.61	0.00	Hryciuk, L...				9901664099	<input type="checkbox"/>	I	N

- It is also confirmed that the total amount of the claim is balanced between Repair Center and Mitchell Connect. And there are no additional Non-Estimate lines.

### Repair Lines

Estimate:	<b>2963.74</b>
Non-Estimate:	0.00
<b>Total:</b>	<b>\$2,963.74</b>

Supplement 1 Repairs Completed

**\$2,963.74**

✓ Compliance Passed

System: Mitchell Estimating      Estimator: Gord Benson

Status: Approved

07/11/2023 7:21 AM

[Export EMS](#)

- There is no further action required by the store at this point.
- Add a note to your Sage generated A/R list simply stating "RC shows \$0.00".
- This is sent back to the Accounting Department for further investigation into Sage.