

Introduction to Legacy HawkSoft Help Documentation

Version 5 of the HawkSoft Management System has reached its end of support. The following documents are an offline copy of the legacy Version 5 online help portal, provided as a courtesy to your agency, which has elected to remain on HawkSoft version 5.

Please keep the following in mind as you navigate this help documentation:

- To prevent issues with size, portability, and navigability, the Version 5 help documentation has been split into nine PDF files (including this one). If a help topic contains a link to a different topic which does not seem to function properly, it most likely links to a topic contained in a different PDF file. In that case, try searching the other PDF files for the topic named in the link.
- While some topics may mention contacting Product Support for assistance, **please note that HawkSoft Product Support assistance of any kind is no longer available for this version of HawkSoft.**
- While we have done our best to remove any topics relating to online features that are no longer functional, this help documentation may still contain references to features which are no longer functional due to HawkSoft 5's end of support.
- Help and training videos are not available in this help documentation. However, you may still occasionally see references to help or training videos in this documentation.

Trust Accounting Overview*

HawkSoft CMS provides the tools to manage customer receivable transactions. Your agency can use CMS to create invoices, payment receipts, and customer credit memos, and then export those transactions to QuickBooks®.

Trust Accounting Setup Overview

For agencies that manage their trust accounting through HawkSoft CMS, this section of CMS Help offers instructions on setting up invoices, accounts, and receipts.

[Trust Accounting Setup Overview](#)

Invoicing Overview

HawkSoft CMS enables you to create several types of invoices to accurately track premium, taxes, and other fees due.

[Invoicing Overview](#)

Payment and Receipting Overview

HawkSoft CMS enables you to process and manage different types of financial transactions. This article provides an overview of the different types of payment transactions and the tools to manage payments, invoices, unapplied payments, and credits.

[Payment and Receipting Overview](#)

Close of Day Overview

The objective of the Close of Day process is to record the deposit of customer payments in QuickBooks® and print checks from your Trust account. Recording deposits includes verifying customer receipts by running the [Trust Accounting Report](#) for all receipts entered into HawkSoft CMS that day. Comparing the report against the funds to be deposited is a way to check the accuracy of the receipts.

[Close of Day Overview](#)

Refunds and Corrections Overview

CMS enables you to make changes to your accounting transactions when a mistake is found on the Trust Accounting Report or in the event there is a customer refund that needs to be processed as a result of a credit on an agency bill policy.

Once you have run your Trust Accounting Report, verify your total payments received. The following procedures are available to help you make any necessary corrections to your report. Once your report is correct, you are ready to export your receipts and invoices from the report to QuickBooks.

Opening Balances Overview

Opening balances are entered into HawkSoft CMS and QuickBooks® for any existing customer account balances or balances due to the carrier. These balances are carried over from your previous accounting management system to CMS and QuickBooks at the beginning of an accounting period.

[Opening Balances Overview](#)

Paying Company Payables Per Statement Overview

HawkSoft CMS enables your agency to track open balances due to the carriers by generating an Unpaid Company Payables Report when your agency creates agency bill invoices. Whether you are creating checks manually through QuickBooks® or another accounting application, CMS tracks your paid company payables.

[Paying Company Payables Per Statement Overview](#)

Close of Month Procedures

The objective of the close of month process is to reconcile your bank account statement with the bank ledger in QuickBooks® and reconcile your customer balances between CMS and QuickBooks on a monthly basis. This process includes transferring funds from your Trust account to Operating account as needed. Reconciling your bank account helps ensure that everything is accounted for in your QuickBooks company file, ensuring that your financial records are accurate.

[Close of Month Overview](#)

Accounting Reports Overview

This overview provides a description of all the accounting related reports available in HawkSoft CMS. The information in these reports comes from accounting transactions recorded in client receipts, invoices, and company payables. These reports can provide a "snapshot" of any given time-frame, as well as summaries of agency accounting transactions based on a variety of criteria.

[Accounting Reports Overview](#)

Trust Accounting Terms

To help get you started, you may want to review the HawkSoft CMS Trust Accounting Terms article to learn some of the common terms that are used throughout the Trust Accounting section of CMS Help.

QuickBooks® Webinars and Tutorials

A collection of webinar recordings and tutorial videos provided by QuickBooks.

[QuickBooks Online Tutorials](#)

Trust Accounting Setup Overview

HawkSoft CMS provides the tools to manage customer receivable transactions. Your agency can use CMS to create invoices, payment receipts, and customer credit memos, and then export those transactions to QuickBooks®.

Proper setup of invoices and receipts is critical because it affects how transactions are handled in QuickBooks.

Trust Accounting setup is typically completed by the agency Bookkeeper, or the person at the agency responsible for making deposits and/or reconciling the Trust account in QuickBooks.

Settings

HawkSoft CMS Trust Accounting Settings determine the types of invoices your agency can create, the default printing options for receipts created in CMS, and the type of QuickBooks® integration your agency will use.

[Trust Accounting Settings](#)

Accounts

The accounts in the Trust Accounting Setup are used by HawkSoft CMS to integrate with the accounts in the QuickBooks® Chart of Accounts. Invoice Items in CMS are assigned to an account, and this determines what account the transaction will update in QuickBooks.

[Trust Accounting Accounts](#)

Company Payables per Statement Setup

Carriers either invoice per policy or send a single invoice statement for several policies. HawkSoft CMS enables you to configure Trust Accounting settings for each carrier that invoices on a per statement basis.

Per statement setup enables your agency to easily create invoices to send to the clients and then track the invoices for paying company payables statements.

Company Payables per Statement setup is typically completed during [Trust Accounting Setup](#) with the guidance of a HawkSoft consultant prior to using CMS Accounting features. Moving forward, as you add additional carriers to your [Policy Company Setup](#), this article will help you add new carriers to your Company Payables Setup.

[Company Payables Per Statement Setup](#)

Invoice Items

HawkSoft CMS default Invoice Items are listed in the Invoice Item drop-down list when you create a receipt, or from the Item drop-down list when you create an invoice. The options selected from these drop-down lists determine several important characteristics of the receipt or invoice being created.

[Invoice Items](#)

Customizing Invoice Items

CMS enables you to set up and customize Invoice Items when the default Invoice Items do not meet your agency's accounting needs. Creating and using standardized Invoice Items enables you to accurately track your customer receivable transactions.

[Customizing Invoice Items](#)

Invoice Item Descriptions

Invoice Item Description is the field found on a HawkSoft CMS Invoice that is used to describe each specific line item. This article explains how to create, edit, and remove Invoice Item Descriptions that are available to use when creating a customer invoice.

[Invoice Item Descriptions](#)

Invoice Layout

Invoice Layout settings determine the appearance of customer invoices created in HawkSoft CMS. This article describes the default invoice layout settings, and explains how to edit them to reflect your business identity or brand.

[Invoice Layout](#)

Receipt Disclaimer

The receipt disclaimer is a message that appears at the bottom of all receipts. HawkSoft CMS includes a default disclaimer, however, you can edit or remove the disclaimer to meet your needs.

This article describes the process for editing or removing the disclaimer on the receipts.

[Receipt Disclaimer](#)

Basic Receipts and Advanced Receipts

HawkSoft CMS supports two different configurations for receipting customer payments. This article describes the differences between Basic and Enhanced receipts to help agencies that are currently using Basic Receipts determine the best configuration for their agency.

[Basic Receipts and Enhanced Receipts](#)

QuickBooks Integration

HawkSoft CMS is designed to integrate with QuickBooks® so you can easily send Trust accounting transactions from CMS to QuickBooks. This article describes the QuickBooks Integration settings in the Trust Accounting Setup. Integration settings determine how CMS communicates with QuickBooks.

If your agency does not integrate with QuickBooks, no action is required on the Integration tab.

[QuickBooks Integration Overview](#)

QuickBooks Configuration in CMS

This topic describes the steps necessary to configure CMS for integration with QuickBooks.

Once QuickBooks has been configured with CMS, HawkSoft, Inc. recommends that you set up QuickBooks to use a bank Trust account. See [QuickBooks Trust Account Company File Setup](#) for more information.

[QuickBooks Configuration in CMS](#)

QuickBooks Trust Account Company File Setup

HawkSoft, Inc. recommends that agencies use a bank Trust-only account specifically for premium, retained commission, and fee collection. This account is separate from the agency's general Operating business account. HawkSoft, Inc. also recommends that agencies set up separate QuickBooks Company Files for each of these accounts.

[QuickBooks Trust Account Company File Setup](#)

Trust Accounting Settings

HawkSoft CMS Trust Accounting Settings determine the types of invoices your agency can create, the default printing options for receipts created in CMS, and the type of QuickBooks® integration your agency will use.

Proper setup of the invoices and receipts is critical. For agencies that choose to integrate with QuickBooks, Trust Accounting Settings affect how the transactions are handled in QuickBooks.



Not all agencies need to make adjustments to the default Trust Accounting Setup in CMS. By default, these settings do not accommodate Company Payables. To determine if your agency needs to change settings to accommodate Company Payables, see [Understanding the Invoicing Process](#).

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.




Required Permissions:
In order to complete this task, user permissions must be set to include:

Setup > Trust Accounting

See [Setting User Permissions](#) for more information.

Configuring Trust Accounting Settings

Click the  **Settings** icon, and then select **Trust Accounting**.

The Trust Accounting Setup dialog opens with the **Settings** tab selected. Configure the following settings for your agency:

Print Receipt Defaults to On – When checked, the Print Receipt option on the [Payment dialog](#) is selected by default.

Show CSR on Receipts (Local)¹ – When checked, the CSR field on the [receipt](#) is activated. This is typically used to track fees on a receipt that should be split or go to a producer.

Force Invoice on Payment (Local)² – When checked, a CMS invoice is created for ALL payments receipted.

Company Payables (Local)³ – When checked, this activates the **Company Payables Premium** check box on [invoices](#) to enable Company Payables per Statement.

¹This setting can be customized by location when your agency network is configured to use a WAN Haw Path. See Agency Information Setup for more information. All other settings are configured for all agency locations. The WAN Haw Path setting is typically enabled when agencies are not connecting offices through a terminal server/remote desktop environment, but are using a wide area network connection (VPN), to connect their offices. With this configuration, CMS is installed at each location.

²This setting can be customized by location when your agency network is configured to use a WAN Haw Path. See Agency Information Setup for more information. All other settings are configured for all agency locations. The WAN Haw Path setting is typically enabled when agencies are not connecting offices through a terminal server/remote desktop environment, but are using a wide area network connection (VPN), to connect their offices. With this configuration, CMS is installed at each location.

³This setting can be customized by location when your agency network is configured to use a WAN Haw Path. See Agency Information Setup for more information. All other settings are configured for all agency locations. The WAN Haw Path setting is typically enabled when agencies are not connecting offices through a terminal server/remote desktop environment, but are using a wide area network connection (VPN), to connect their offices. With this configuration, CMS is installed at each location.

HawkSoft recommends that you select this setting. You will still be able to easily process per policy invoices.

Receipt Copies – Sets the number of receipt copies generated when receiving a payment in CMS. The default setting is 1.

Receipts per Page – When CMS is configured to print more than one receipt copy (above), this setting determines whether receipts will print one per sheet of paper, or multiple copies on the same sheet.

Integration Type – Select the method that CMS uses to export transactions to QuickBooks from the **Integration Type** drop-down list.

- **QuickBooks Direct** – Use this setting when CMS and QuickBooks Desktop® (Pro 2004 or newer) are installed on the same workstation. Exporting to QuickBooks with this setting is a seamless, one-step process.
- **QuickBooks Online** – Use this setting if you subscribe to the online version of QuickBooks. Exporting to QuickBooks with this setting is a seamless, one-step process.
- **QuickBooks (.IIF)** – Use this setting when the QuickBooks program (Pro 2004 and newer) is installed on a different workstation than CMS.

Terminal Server – Agencies that have a terminal server set up, where CMS is not installed on the same workstation as QuickBooks, should use the IIF setting.

When the QuickBooks IIF integration type is selected, exporting to QuickBooks is a two-step process. CMS exports an IIF file to a user-determined location, and then that file is imported into QuickBooks using the QuickBooks Import utility.

See [Exporting to QuickBooks](#) for instructions on exporting using this method.

These settings can be changed at any time to accommodate the agency workflow or preferences.

Related Topics

- [Invoice Item Descriptions](#)
- [Invoice Layout](#)
- [Receipt Disclaimer](#)
- [Trust Accounting Accounts](#)
- [Trust Accounting Setup Overview](#)

Trust Accounting Accounts

The accounts in the Trust Accounting Setup are used by HawkSoft CMS to integrate with the accounts in the QuickBooks® Chart of Accounts. Invoice Items in CMS are assigned to an account, and this determines what account the transaction will update in QuickBooks.



By default, CMS is configured for Company Payables per Policy. HawkSoft recommends that you configure your Accounts for Company Payables per Statement. While most agencies can use the CMS default settings, agencies that use Company Payable per Statement invoices will need to customize these accounts. See [Understanding the Invoicing Process](#) and [Company Payables Per Statement Setup](#) for additional information to determine if customization is needed for your agency.

This article describes:

- The default Accounts
- How to customize Accounts
- How to import and export the Account settings to/from QuickBooks.

In this topic:

[Access Accounts](#)

[Customizing the CMS
Accounts List](#)

[QuickBooks Account Types](#)

[Importing Accounts from
QuickBooks](#)

[Exporting Accounting to
Quickbooks](#)

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.




Required Permissions:
In order to complete this task, user permissions must be set to include:

Setup > Trust Accounting

See [Setting User Permissions](#) for more information.

To access the Accounts

1. Click the  **Settings** icon, and then select **Trust Accounting**.
2. Select the **Accounts** side-tab.

Default Accounts

CMS provides pre-configured Accounts for agencies to easily export their trust accounting transactions from CMS to QuickBooks. The table below lists the default Accounts included in CMS, the type of account that will be created and used by QuickBooks, and the purpose of the account.

Account	Type	Purpose
Trust	Bank	This is the bank account that customer funds will be deposited to and distributed from.
Transfer: Retained Commissions in Trust	Other Current Liability	Agency commission that is retained from insurance premium payments received by the agency are reported to the Retained Commissions in Trust account. It is a sub-account of the Transfer account group.
Transfer: Agency Fees in Trust	Other Current Liability	Agency fees, such as broker fees, endorsements, payments, or application fees, are exported to the QuickBooks Other Current Liability account Agency Fees in Trust . It is a sub-account of the Transfer account group.
Transfer: NSF Fees in Trust	Other Current Liability	When an agency charges an NSF transaction fee, those amounts are exported to the QuickBooks other current liab-

Account	Type	Purpose
	ility	ility account NSF Fees in Trust . It is a sub-account of the Transfer account group. See Creating an NSF Invoice for more information.
Transfer: Balances Waived	Other Current Liability	The Balances Waived account tracks the customer receivable amounts that are waived by the agency. It is a sub-account of the Transfer account group. See Waiving Balances for Unmatched Transactions for more information.

Customizing the CMS Accounts list

The Accounts used by CMS can be modified to match your QuickBooks Chart of Accounts or to better meet your agency's needs. For additional information to help you determine whether you should modify the default accounts, see [Invoicing Overview](#).



Avoid duplicating QuickBooks accounts. When you add accounts to CMS that are already set up in QuickBooks, the account names and types must match exactly. If the account name is even slightly different, QuickBooks will create a new account in the company file when you export transactions.

To simplify customization, import the Chart of Accounts from QuickBooks, or export the Account configuration from CMS to QuickBooks. This prevents duplication of accounts in QuickBooks. See [Trust Accounting Accounts](#) and [Trust Accounting Accounts](#), below.

Tips for account names

- Use the following recommended format for the account name:

Payables:CompanyName

This will group payables together on a Chart of Accounts in QuickBooks®.

- A shortened company name is recommended for better viewing in QuickBooks®.

Example: Payables:Atlantic instead of Payables: Atlantic Specialty Insurance Company.

- For accounts with more than 31 characters, the account name will be truncated to 31 characters on each side of the colon, per QuickBooks requirements.

To edit an account

1. Highlight the Account name on the Accounts screen.
2. Click **Edit**.

The **Account Properties** dialog opens.

3. Modify the properties for this Account as needed.
-

Account – This Account appears on the QuickBooks Chart of Accounts.

Type – The QuickBooks Account Type.

See [Trust Accounting Accounts](#) below.

Description – Optional description of the account.

Inactive – Optional: If the Account is not associated with an Invoice Item set up in CMS, you can Check the **Inactive** box.



If the Account is assigned to an Invoice Item, you must make that Invoice Item inactive, or change the associated Account(s) before you can edit all of the fields in the Account properties. For instructions, see [Customizing Invoice Items](#).

4. Click **OK** to save.
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To create a new account

1. Click **Add** to open the **Account Properties** dialog.
2. Enter the **Account** name in the available field.

The new Account will appear on the QuickBooks Chart of Accounts.

3. Select the QuickBooks Account **Type** from the drop-down list.

See [Trust Accounting Accounts](#) below.

4. Optional: Enter a **Description**.
5. Click **OK** to save.

The new Account is added to the list of accounts.

To set up a Company Payables Account

1. Select the **Accounts** side-tab.
 2. Click **Add** to open the **Account Properties** dialog.
 3. Enter the **Account** name for the company (carrier).
 4. Select **Other Current Liability** for the QuickBooks Account from the **Type** drop-down list.
 5. Optional: Enter a **Description** for this account.
 6. Click **OK**.
-


QuickBooks Account types

Account Type	Definition
Bank	Trust bank account that customer funds will be deposited to and distributed from.
Equity	The Opening Balance Equity Account is a special clearing account created by QuickBooks. See the QuickBooks help topic, What is Opening Balance Equity , for more information.
Expense	For non-Trust Account related expenses, such as business operating expenses.
Income	For money earned from normal business operations.
Other Current Liability	Tracks money your agency owes and expects to pay and/or transfer. For example, retained commissions, balance waived, or agency fees.

Importing accounts from QuickBooks

For agencies that already have a configured QuickBooks Chart of Accounts, You can import the accounts from QuickBooks and automatically create the accounts in CMS. Importing, eliminates the possibility of creating duplicates in QuickBooks.

To import an account from QuickBooks

1. Click the  **Settings** icon, and then select **Trust Accounting**.

The **Trust Accounting Setup** dialog opens.

2. Click the **Accounts** side-tab, and then follow the steps below according to your agency's type of QuickBooks integration.



The Integration Program setting in CMS determines how the account settings are imported. See below for information on each integration program setting. See [QuickBooks Integration Overview](#) for more information.

QuickBooks Direct

- a. Click **Import**.

The **Import Accounts** dialog displays a list of accounts from the QuickBooks Chart of Accounts.

- b. Select the QuickBooks accounts to import, and then click **OK**.

The accounts selected are imported into CMS.

QuickBooks Online

Account settings can't be imported from QuickBooks Online edition at this time.

QuickBooks (IIF)

This setting requires that the list of accounts be exported from QuickBooks as an .IIF file to a user-defined location, and then imported into CMS.

In QuickBooks:

- a. Click **File > Utilities > Export > Lists of .IIF files**.
- b. Select **Chart of Accounts**.
The Windows Explorer® dialog opens.
- c. Select a location for the exported file.

- d. Name the file, and then click **Save**.

When the export is complete, a confirmation dialog appears.

In CMS:

- a. Click **Import**.

The **Windows Explorer** dialog opens.

- b. Navigate to the QuickBooks .IIF file, and then select it.

- c. Click **Open**.


The **Import Accounts** dialog displays the QuickBooks Chart of Accounts list.

- d. Select the QuickBooks accounts to import, and then click **OK**.
-

Exporting accounts to QuickBooks

For agencies that are new to QuickBooks and are configuring their QuickBooks Trust company file for the first time, CMS can export accounts to QuickBooks to create a Chart of Accounts. The accounts in CMS are exported out of CMS in an IIF or CSV file format, and then imported into QuickBooks.

To export accounts from CMS

1. Click the  **Settings** icon, and then select **Trust Accounting**.

The **Trust Accounting Setup** dialog opens.

2. Click the **Accounts** tab.
3. Click **Export**.

The **Windows Explorer** dialog opens.



If your agency has Direct integration you don't need to export to an IIF file, and then import. Simply click **Export** and you are done.



Enter the name as you would like it to appear in the pay to the order field when paying company payables.

4. Select a location, name the file, and then click **Save**.

The file is exported.

To import accounts into QuickBooks

Once you have exported the accounts, you will need to import them into QuickBooks.

In QuickBooks

1. Click **File > Utilities > Import > .IIF files**.

The **Windows Explorer** dialog opens.

2. Locate and select the .IIF file.
3. Click **Open**.

A confirmation dialog appears.

Related Topics

[Company Payables Per Statement Setup](#)

[Invoicing Overview](#)

[Trust Accounting Setup Overview](#)

Company Payables Per Statement Setup

Carriers either invoice per policy or send a single invoice statement for several policies. HawkSoft CMS enables you to configure Trust Accounting settings for each carrier that invoices on a per statement

basis.

Per statement setup enables your agency to easily create invoices to send to the clients and then track the invoices for paying company payables statements.

Company Payables per Statement setup is typically completed during [Trust Accounting Setup](#) with the guidance of a HawkSoft consultant prior to using CMS Accounting features. Moving forward, as you add additional carriers to your [Policy Company Setup](#), this article will help you add new carriers to your Company Payables Setup.

In this topic:

[Access Trust Accounting Setup](#)

[Set Up a Company Payables Per Statement Account](#)

[Set Up Company Payables Invoice Items](#)

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.




Required Permissions:

In order to complete this task, user permissions must be set to include:

Setup > Trust Accounting

See [Setting User Permissions](#) for more information.

To access Trust Accounting Setup

Click the  **Settings** icon, and then select **Trust Accounting**.

The **Trust Accounting Setup** dialog opens.



Make sure the **Company Payables (Local)** option is selected on the **Settings** side-tab.

Set up a company payables per statement account

Add a new account for each of your carriers that you pay on a per statement basis. Once the accounts are created in CMS, the accounts will also be created in QuickBooks the first time you export a customer invoice associated with the account.

1. Select the **Accounts** side-tab.
 2. Click **Add** to open the **Account Properties** dialog.
 3. Enter the **Account** name for the company (carrier).
 4. Select **Other Current Liability** for the QuickBooks Account from the **Type** drop-down list.
 5. Optional: Enter a **Description** for this account.
 6. Click **OK**.
-

Set up company payables invoice items

Once you have created an account for each carrier that you pay on a per statement basis, you need to add a new invoice item for each carrier.

1. Click the **Invoice Items** side-tab.

The Invoice Items screen lists all the available Invoice Items when creating payment receipts or invoices.

2. Click **Add** to create a new Invoice Item.

OR

Select an Invoice Item, and then click **Edit** to modify the settings for that item.



Optional: You can select an item, and then click **Duplicate** if you are adding a similar item.

The **Invoice Item** dialog opens.

3. Complete the details for the invoice item.

Item Name – Enter the name of the company you are creating the invoice item for. The name of the Invoice Item appears in the Invoice Item drop-down list when creating an invoice.



Enter the name as you would like it to appear in the pay to the order field when paying company payables.

Available when creating – Select only **Invoices**.

Receipt Description – This field is grayed out because the **Receipts** check box is not selected.

Payee – Select **Agency** as the recipient of funds from the drop-down list.

Bank Account – Select the bank account from the drop-down list.



Ensure the correct bank account is selected if your agency has a separate bank account for Agency Billing.

Reporting Account – Select the account set up for this company (carrier) from the drop-down list.

Allow Retained Commission – Check this option if the agency retains commission for this company and sends a net check to the company.

Reporting Account – Select the account that the retained commission reports to.

Example: Transfer:Retained Commission in Trust.

Amount – Leave this field empty, it is not needed for company payables per statement invoicing.

4. Click **OK** to close the **Invoice Item** dialog.
5. Click **OK** to close the **Trust Accounting Setup** dialog.

Company Payables per Statement setup is now complete. You can now create client invoices that enable you to track your Accounts Receivables and Company Payables.

Related Topics

[Creating a Credit Memo](#)

[Creating a Customer Invoice](#)

[Paying Company Payables Per Statement Overview](#)

[Trust Accounting Setup Overview](#)

Invoice Items

HawkSoft CMS default Invoice Items are listed in the Invoice Item drop-down list when you create a receipt, or from the Item drop-down list when you create an invoice. The options selected from these drop-down lists determine several important characteristics of the receipt or invoice being created.

This article describes the Invoice Items that come pre-configured with your CMS installation. To determine if any customization is required, consider the types of invoices you need to create, and if you plan to integrate with QuickBooks®.

For additional information on invoice types, see [Invoicing Overview](#).

To edit an Invoice Item, see [Customizing Invoice Items](#).

In this topic:

Agency Sweep	Agency Check to Company	Insured Payment Direct to Company
Agency Fee	Insured Refund	NSF Check
Agency NSF Fee	Balance Waived	Customer Receivable Credit
Premium Credit: Unearned Commission		

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.



Required Permissions:

In order to complete this task, user permissions must be set to include:

Setup > Trust Accounting

See [Setting User Permissions](#) for more information.

Agency Sweep

The payment is deposited into the agency's Trust account, and the carrier sweeps the account via EFT.

Invoice Item Field	Default Settings
Item Name	Agency Sweep
Available when creating	Receipts and Invoices
Receipt Description	Insurance Premium Payment
Payee	Company
Bank Account	Trust
Allow retained Commission	Enabled by default when the Reporting Account is set to Transfer: Retained Commissions in Trust
QB Trans Type	EFT

Agency Check to Company

The agency deposits the insured's payment, and then issues a check to the carrier.

Invoice Item Field	Default Settings
Item Name	Agency Check to Company
Available when creating	Receipts and Invoices
Receipt Description	Insurance Premium Payment
Payee	Company
Bank Account	Trust
Allow Retained Commission	Enabled by default when the Reporting Account is set to Transfer: Retained Commissions in Trust
QB Trans Type	Set to Print

Insured Payment Direct to Company

This payment type allows for a courtesy receipt and is for documentation only. Because the payment goes directly to the carrier, it is not deposited into the agency's bank account, and does not appear on the [Trust Accounting Report](#).

Invoice Item Field	Default Settings
Item Name	Insured Payment Direct to Company
Available when creating	Receipts
Receipt Description	Insurance Premium Payment
Payee	Company
Bank Account	<None>
Allow Retained Commission	Disabled
QB Trans Type	Leave blank

Agency Fee

For fees charged and kept by your agency.

Invoice Item Field	Default Settings
Item Name	Agency Fee
Available when creating	Receipts and Invoices
Receipt Description	Agency Fee
Payee	Agency
Bank Account	Trust
Reporting Account	Transfer:Agency Fees in Trust
Allow Retained Commission	Unchecked

Insured Refund

The agency issues a refund check to the insured.

Invoice Item Field	Default Settings
Item Name	Insured Refund
Available when creating	Receipts and Invoices
Receipt Description	Insured Refund
Payee	Insured
Bank Account	Trust
Allow Retained Commission	Unchecked
QB Trans Type	Set to Print

NSF Check

The insured's check is returned by the bank for Non-Sufficient Funds. The bank's NSF fee is included in this item when NSF checks are processed.

Invoice Item Field	Default Settings
Item Name	NSF Check
Available when creating	NSFs
Receipt Description	NSF Check (Field is grayed out)
Payee	Other
Payee Name	Chargeback
Bank Account	Trust
Allow Retained Commission	Unchecked

Invoice Item Field	Default Settings
Bank Account	Trust
QB Trans Type	EFT

Agency NSF Fee

The fee your agency charges the insured, above and beyond what the bank charges you, for submitting an NSF check.

Invoice Item Field	Default Settings
Item Name	Agency NSF Fee
Available when creating	Invoices and NSF's
Receipt Description	NSF Fee (Field is grayed out)
Payee	Agency
Bank Account	Trust
Reporting Account	Transfer:NSF Check Fee
Allow Retained Commission	Unchecked

Balance Waived

Used when the agency wants to waive a balance for the insured. This can be used to write off a small balance or bad debt. (i.e., a small balance due caused by an agency error).

Invoice Item Field	Default Settings
Item Name	Balance Waived
Available when creating	Invoices
Receipt Description	Balance Waived (Field is grayed out)
Payee	Agency
Bank Account	Trust
Reporting Account	Transfer:Balances Waived
Allow Retained Commission	Unchecked

Customer Receivable Credit

The agency deposits the insured's payment and credits the insured's account. This payment can be processed at a later time.

Invoice Item Field	Default Settings
Item Name	Customer Receivable Credit
Available when creating	Receipts
Receipt Description	Customer Receivable Credit
Payee	Customer Receivable Credit
Bank Account	Trust

Premium Credit: Unearned Commission

Unearned Commission is used when the agency needs to credit the insured for the unearned portion of the retained commission. For example, the policy is canceled and the Agency credits the insured for the unearned retained commission portion only.

Invoice Item Field	Default Settings
Item Name	Premium Credit:Unearned Commission
Available when creating	Invoices
Receipt Description	(Field is grayed out)
Payee	Agency
Bank Account	Trust
Reporting Account	Transfer: Retained Commissions in Trust
Allow Retained Commission	Unchecked

Related Topics

- [Creating Customer Receipts](#)
- [Creating a Customer Invoice](#)
- [Invoice Item Descriptions](#)
- [Customizing Invoice Items](#)
- [Trust Accounting Accounts](#)
- [Trust Accounting Setup Overview](#)

Customizing Invoice Items

HawkSoft CMS enables you to set up and customize Invoice Items when the default [Invoice Items](#) do not meet your agency's accounting needs. Creating and using standardized Invoice Items enables you to accurately track your customer receivable transactions.

Invoice Items are available on the Invoice Item drop-down list when creating a receipt or invoice. The item selected from the drop-down list determines:

- How CMS sends information to QuickBooks®
- How the specific line items on the receipt/invoice are reported in CMS

This article explains the steps required to set up or edit an Invoice Item.



Renaming an invoice item *does* impact prior invoices. This could cause issues if the name change also affects the purpose of the item.

For example, rather than renaming *Agency Fee* to *Agency Fee-MVR*, it is best to add a new item called *Agency Fee-MVR* and leave the original *Agency Fee* item.

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.



Required Permissions:

In order to complete this task, user permissions must be set to include:


Setup > Trust Accounting

See [Setting User Permissions](#) for more information.

Setting up and editing invoice items



You can duplicate similar Invoice Items and then modify them to save time.

1. Click the  **Settings** icon, and then select **Trust Accounting**.

The **Trust Accounting Setup** dialog opens.

2. Click the **Invoice Items** side-tab.

The Invoice Items screen lists all the available Invoice Items when creating payment receipts or invoices.

3. Click **Add** to create a new Invoice Item.

OR

Select an Invoice Item, and then click **Edit** to modify the settings for that item.



Optional: You can select an item, and then click **Duplicate** if you are adding a similar item.

The **Invoice Item** dialog opens.

4. Complete the details for the invoice item.



See [Company Payables Per Statement Setup](#) to set up Invoice Items for each carrier that you pay on a per statement basis.

Item Name – The name of the Invoice Item appears in the Invoice Item drop-down list when creating a receipt or invoice.

The item name is not printed on a receipt or invoice and should be a descriptor of the method of payment to the carrier.

For example, Agency Check to Company, Insured Payment Direct to Company, Carrier Name (for Company Payables invoices).

Inactive – Optional: Check to archive the invoice item from the Invoice Items list.

Available When Creating – Indicate whether this item will be available on the Invoice Item drop-down list for **Receipts**, **Invoices**, and **NSF** transactions.

Receipt Description – The description displays on the Receipt given to an insured (For example, Insurance Premium Payment, Application Fee, etc.).

Payee – Select a recipient of the funds when this Invoice Item is selected.

Bank Account – Select the bank account the funds are drawn from. This is typically the Trust account.

Reporting Account – This field is available only when Agency is the selected Payee. The invoice amount is reported to this account.

Allow Retained Commission – Check this item to enable the agency to retain commissions from this invoice item.

Reporting Account – Select the QuickBooks account that the retained commission reports to.

QuickBooks Transaction Type – Indicate how the funds will be disbursed out of the Trust account. This option is available when the selected Payee is the Company, Insured, or Other.

- **EFT** – CMS creates a transaction in QuickBooks indicating the transaction will be an EFT sweep out of the Trust account.



When you select EFT as the transaction type, QuickBooks enters "EFT" in the check number field for check transactions.

- **Set to Print** – CMS creates a transaction in QuickBooks indicating the transaction requires a check to be printed out of the Trust account.

Amount – Optional: Enter a default amount to automatically populate the Amount field when this item is selected on a [receipt](#) or when [processing Non-sufficient funds](#). This amount can be edited on the receipt or invoice as necessary.

5. Click **OK** when changes are complete.
6. Click **OK** to close the Trust Accounting Setup dialog.

Related Topics

[Processing a Payment for an Invoice](#)
[Creating a Customer Invoice](#)
[Invoice Item Descriptions](#)
[Paying Company Payables Per Statement Overview](#)
[Trust Accounting Setup Overview](#)

Invoice Item Descriptions

Invoice Item Description is the field found on a HawkSoft CMS Invoice that is used to describe each specific line item. This article explains how to create, edit, and remove Invoice Item Descriptions that are available to use when creating a customer invoice.

Invoice Item Descriptions are intended to provide the customer a description of the item(s) they are being billed for. Creating a list of available descriptions will make it easier to create customer invoices with customer specific information.

In this topic:

[Default Invoice Items Descriptions](#)

[Creating and Editing Invoice Item Descriptions](#)

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.



Required Permissions:

In order to complete this task, user permissions must be set to include:

Setup > Trust Accounting

See [Setting User Permissions](#) for more information.


Default invoice item descriptions

CMS has two invoice item descriptions that are installed with the software.

- **Insurance Premium on Policy Number** – This description is used when the line item on the customer invoice is an amount due for the policy premium. This item includes the merge field for the policy number. The item description uses the merge field to display the policy number on the invoice.
- **Broker Fee** – Used to describe an amount due for a broker fee the agency has to pay for brokered business.

Creating and editing invoice item descriptions

Entering a new description

1. Click the  **Settings** icon, and then select **Trust Accounting**.
The **Trust Accounting Setup** dialog opens.
2. Click **Invoice Item Descriptions**.
3. Click **Add**.
The **Invoice Item dialog** box opens.
4. Type a description.
5. Optional: Add merge fields to auto-fill policy information to the Invoice Item description. Click **Insert Merge Field**, and then select **Policy Number**, **Account Number**, **Policy Title**, or **Company**.

This creates a merge field in the **Invoice Item Description** field. It merges the selected information from the policy the user is invoicing to the invoice.


6. Click **OK** to close the Invoice Item dialog.
7. Repeat steps 2 - 6, as needed, to create additional descriptions.
8. Click **OK** to close the Trust Accounting Setup dialog.

The new description appears on the list of descriptions on the Invoice dialog. See [Creating a Customer Invoice](#) for more information.



Highlight any description on the list and click **Set as Default**. This description populates the description field when an item is selected while creating an invoice.

Editing a description

1. Click the  **Settings** icon, and then select **Trust Accounting**.

The **Trust Accounting Setup** dialog box opens.

2. Click **Invoice Item Descriptions**.
3. Highlight an item to edit from the list of descriptions.
4. Click **Edit**.

The **Invoice Item dialog** box opens.

5. Edit the description.
6. Optional: Add merge fields to auto-fill policy information to the Invoice Item description.


Click **Insert Merge Field**, and then select **Policy Number**, **Account Number**, **Policy Title**, or **Company**.

This creates a merge field in the **Invoice Item Description** field. It merges the selected information from the policy the user is invoicing to the invoice.

7. Click **OK** to close the Invoice Item dialog.
8. Repeat steps 2 - 6, as needed, to edit additional descriptions.
9. Click **OK** to close the Trust Accounting Setup dialog.

The edited description appears on the list of descriptions on the Invoice dialog. See [Creating a Customer Invoice](#) for more information.

Deleting a description

1. Click the  **Settings** icon, and then select **Trust Accounting**.

The **Trust Accounting Setup** dialog box opens.

2. Click **Invoice Item Descriptions**.
3. Highlight the description you want to delete.
4. Click **Remove**.

A confirmation dialog appears.

5. Click **Yes**.
6. Click **OK** to close the setup dialog.

The description is removed and no longer appears as an option on transaction forms.

Related Topics

[Creating a Customer Invoice](#)
[Customizing Invoice Items](#)
[Invoice Items](#)
[Invoice Layout](#)
[Receipt Disclaimer](#)
[Trust Accounting Setup Overview](#)

Invoice Layout

Invoice Layout settings determine the appearance of customer invoices created in HawkSoft CMS. This article describes the default invoice layout settings, and explains how to edit them to reflect your business identity or brand.

In this topic:

[Customizing the Invoice Layout](#) [Customizable Invoice Elements](#) [Sample Invoice Layout](#)

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.




Required Permissions:
In order to complete this task, user permissions must be set to include:

Setup > Trust Accounting

See [Setting User Permissions](#) for more information.

Customizing the invoice layout

Invoice elements such as font style, color, and size, horizontal lines, and footer text, can be customized to create an invoice unique to your agency. [Invoice Layout](#) identifies each section of an invoice that can be customized to create a default invoice layout.

1. Click the  **Settings** icon, and then select **Trust Accounting**.
 2. Select the **Invoice Layout** side-tab.
 3. Modify the invoice layout, as needed.

See **Customizable Invoice Elements**, below.
 4. Click **OK** to close the **Trust Accounting Setup** dialog when all changes have been entered.
-

Customizable invoice elements

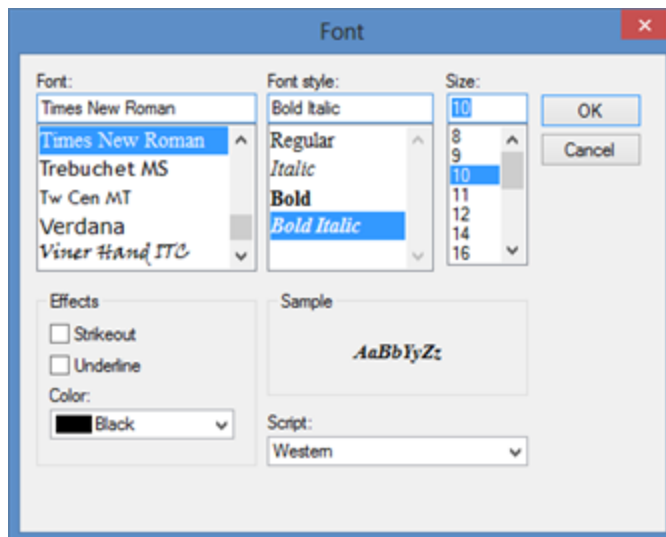
Layout and behavior

- **Show Agent Block** – Select **Show Agent Block** to display the agent associated with the policy in CMS in the Agent 1 field (viewable on the General Policy Information (GPI) screen). This setting is enabled by default.
 - **Days Until Due** – Set the number of days past the date displayed in the **Date** field, that the invoice item will be due. The default is set to 30 days.
-

Fonts and colors

- a. Highlight an item to modify.
- b. Click **Edit** to make changes to Font, Font Style, Size, Effects, Script (Language), and/or Color.

The standard Windows® **Font** dialog box opens.

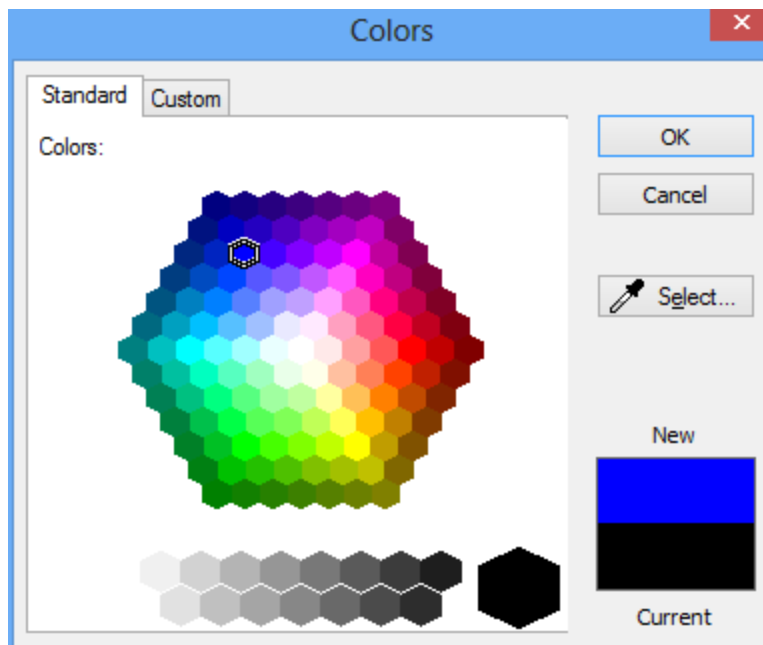


- c. Modify as needed, and then click **OK**.
 - d. Repeat for each item in the list you want to edit.
-

- e. Optional: Click the **Reset** button to return all settings on this list back to the default.
 - f. Click **Apply** to save your changes.
-

Lines and shading

The steps for modifying lines and shading are identical to other font attributes, except that in step **b**, above, you are presented with a standard Windows **Colors** dialog instead of the Font dialog.



Footer text

The default footer text includes "Please remit to:" and the following merge fields from **Agency Information** in the CMS **Setup** menu. This text appears at the bottom of all invoices. You can choose to keep the default listed items or customize this section to add text to the bottom of all printed invoices.

- Agency Name
 - Agency Address
-

- City, State, Zip
- Phone Number

To remove a merge field

- a. Click **Macros**.
The **Footer Text** dialog box opens.
 - b. Highlight the merge field to be removed.
 - c. Press the **Delete** button on your keyboard.
 - d. Repeat, as needed.
 - e. Click **OK** to close the Footer Text dialog box.
-

To add a merge field

- a. Click **Macros**.
The **Footer Text** dialog opens.
- b. Position your cursor in the top section of the dialog where you would like to add the merge field.



To add a merge field to the listed items, place your cursor at the end of the line that you want your inserted field to *follow*, and then press **Enter** on your keyboard to create a new line for the macro.

Footer text items appear on the printed invoice footer exactly as they appear in the Footer Text dialog. Use your space bar to align this list, as needed.

- c. Select a merge field from the Macro list at the bottom of the dialog, and then click **Insert**.
-
-

The merge field is inserted to the right of the cursor. Position the newly added merge field as you would like it to display on the printed invoice.

- d. Repeat, as needed.
 - e. Click **OK** to close the Footer Text dialog.
-

To type your own footer text

- a. Position your cursor in the top section of the dialog where you would like to add text.

- b. Type your text directly into the **Footer Text** box.

Footer text appears on the printed invoice exactly as it appears in the Footer Text dialog.

- c. Click **Apply** to save your changes.
-
-

Comment list

The Comment List box provides a way to create comments that appear in the Comments drop-down list when creating an invoice. CMS presents the list in alphabetical order. The first comment on the list becomes the default comment on the invoice.



You can manually type in a comment on the invoice whether you've set up a default comment list or not.

To edit an existing comment

- a. Highlight a comment, and then click **Edit**.

The **Edit Comment** dialog opens.

- b. Modify the existing text, and then click **OK**.
-

To add a new comment

- a. Click **Add**.

The **Add Comment** dialog opens.

- b. Type the comment text, and then click **OK**.
-

To remove a comment from the Comment List

- a. Highlight an existing comment.

- b. Click **Delete**.

A confirmation dialog appears.

- c. Click **Yes** to accept.

- d. Click **Apply** to save your changes.
-
-

Sample invoice layout

00000166-01-8.PDF - Adobe Reader

File Edit View Window Help

1 / 1 52.4% Tools Comment

Logo Text

PBJ Insurance
123 st
Portland, OR 97221

Invoice Title Invoice

Prompt

DATE	INVOICE #
05/08/2013	1258

Data

TOTAL	ENCLOSED
\$1,000.00	

Paid Text Paid

BILL TO

Test Invoice
1709 E Street
Ellensburg, WA 98926-5130

Agent Block

AGENT	DUE DATE
JJT	05/18/2013

Shading

DESCRIPTION	AMOUNT
Insurance Premium on Policy #H1849426	1,000.00
TOTAL	\$1,000.00

Lines

Comment

Join in the Comment Section

Footer

Please remit to :
PBJ Insurance
123 st
Portland, OR 97221

Page 1 of 1

Related Topics

[Creating a Customer Invoice](#)

[Invoice Item Descriptions](#)

[Invoice Items](#)

Receipt Disclaimer

The receipt disclaimer is a message that appears at the bottom of all receipts. HawkSoft CMS includes a default disclaimer, however, you can edit or remove the disclaimer to meet your needs.

This article describes the process for editing or removing the disclaimer on the receipts.

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.




Required Permissions:
In order to complete this task, user permissions must be set to include:

Setup > Trust Accounting

See [Setting User Permissions](#) for more information.

Editing receipt disclaimer text

1. Click the  **Settings** icon, and then select **Trust Accounting**.
The **Trust Accounting Setup** dialog box opens.
2. Click **Receipt Disclaimer**.
3. Edit or remove the contents of the **Receipt Disclaimer** input field.
4. Click **OK** to save your changes and exit the Trust Accounting Setup dialog.



Click **Reset** to return the receipt disclaimer to the default text. This overwrites any text that is currently in the receipt disclaimer.

Basic Receipts and Enhanced Receipts

HawkSoft CMS supports two different configurations for receipting customer payments. This article describes the differences between Basic and Enhanced receipts to help agencies that are currently

using Basic Receipts determine the best configuration for their agency.

In this topic:

[Basic Receipt Limitations](#)

[Enhanced Receipts Offer the Following Advantages](#)

[Switching from Basic Receipts to Enhanced Receipts](#)

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.



Required Permissions:

In order to complete this task, user permissions must be set to include:

Setup > User List

See [Setting User Permissions](#) for more information.

Basic receipt limitations

- Only one item can be entered per receipt. A separate receipt needs to be created for each invoiced line item.

Example: A payment for Insurance Premium and a Broker Fee requires two receipts, one for the Insurance Premium Payment and one for the Broker Fee payment.

- Only one pay method can be entered per receipt. If a customer pays with two different pay methods, two receipts need to be created.
- QuickBooks integration is limited to the multi-step Export / Import function.

Enhanced Receipts offer the following advantages

- They enable you to create a receipt with multiple line items for multiple policies.
- Supports direct integration with both the desktop and online versions of QuickBooks.
- You can create a customer receivable credit receipt.
- When creating an advanced payment receipt, CMS will create an invoice for you.

The following table describes the differences between Basic and Enhanced Receipts.


Basic Receipts	Enhanced Receipts
When taking a payment on invoices, the receipt shows just the total amount due with no breakdown.	Receipts itemize each invoice.
QuickBooks cannot be updated from receipts generated in CMS.	You can update QuickBooks directly from a receipt.
Basic receipts cannot create a customer receivable credit receipt.	Enables creation of customer receivables credit receipt.
Basic receipts do not create an invoice.	Enhanced receipts can create an invoice.
There is no option for QuickBooks Direct Integration.	Easily integrates directly with QuickBooks.
The only way to transfer data to QuickBooks is with QB's IIF files.	Offers three different methods of export: Direct, IIF, or to QuickBooks Online.
The To be exported shortcut on the trust accounting report does not work, because Basic receipts don't indicate whether the receipts have been exported to QuickBooks.	The To be exported shortcut works on trust account reports, because enhanced receipts indicate whether the transactions have been exported. This enables you to run a report that displays only those items still waiting to be exported to QuickBooks.
When exporting to QuickBooks, if you do not choose to export deposits, CMS only exports the checks/EFTs to the carriers, and not the payment to deposit.	Always transfers over both debit and credit items to QuickBooks.
Basic receipts cannot process payments for multiple policies with multiple line items.	Enhanced receipts enable you to create a receipt for multiple policies with multiple line items.
The user that creates the receipt is responsible for choosing the correct "Account" and "Category" to update in	With Enhanced receipts, the user creating the receipts is choosing from pre-configured settings, so they are not responsible

Basic Receipts	Enhanced Receipts
QuickBooks.	for choosing the correct accounts.
With Basic Receipts, you are not able to reverse receipts/invoices from QuickBooks.	When using the Direct integration with QuickBooks, you are able to reverse receipts/invoices that have been transferred to QuickBooks in error.

Switching from Basic Receipts to Enhanced Receipts



For agencies currently using Basic receipts, once enhanced receipts are enabled, using basic receipts will no longer be an option.

1. Click the  **Settings** icon, and then select **Trust Accounting**.
2. Click **Enable Enhanced Receipts** on the **Settings** tab.
The **Enable Enhanced Receipts** dialog box opens.
3. Check **Enable Enhanced Receipts**, and then click **OK**.
4. Click **OK** to close the Trust Accounting Setup dialog.



HawkSoft, Inc. recommends that you make the change from Basic to Enhanced receipts after you have done your close of day process. A new receipt book is created when you first start using Enhanced receipts.

Related Topics

[Trust Accounting Settings](#)

QuickBooks Integration Overview

HawkSoft CMS is designed to integrate with QuickBooks® so you can easily send Trust accounting transactions from CMS to QuickBooks. This article describes the QuickBooks Integration settings in the Trust Accounting Setup. Integration settings determine how CMS communicates with QuickBooks.

If your agency does not integrate with QuickBooks, no action is required on the Integration tab.

Integration setup is typically completed by the Bookkeeper, the person at the agency responsible for the [Close of Day](#) process, or the person responsible for managing QuickBooks.

QuickBooks Configuration in CMS

This topic describes the steps necessary to configure CMS for integration with QuickBooks.

[QuickBooks Configuration in CMS](#)

QuickBooks Trust Account Company File Setup

HawkSoft, Inc. recommends that agencies use a bank Trust-only account specifically for premium, retained commission, and fee collection. This account is separate from the agency's general Operating business account. HawkSoft, Inc. also recommends that agencies set up separate QuickBooks Company Files for each of these accounts.

[QuickBooks Trust Account Company File Setup](#)

Invoicing Overview

HawkSoft CMS enables you to create several types of invoices to accurately track premium, taxes, and other fees due.

Understanding the Invoicing Process

Company payable invoices are created for the customer when an agency collects the premium and pays the carrier using one of two methods; Per Policy or Per Statement.

This article will help you determine whether you need to configure CMS to create both types of Company Payable invoices, or if the default settings for creating only a Per Policy/Direct Bill invoice will be sufficient.

[Understanding the Invoicing Process](#)

Customer Invoice

HawkSoft CMS enables you to create different types of invoices, commonly used to invoice for premium, taxes, and other fees due.

[Customer Invoice Overview](#)

The following articles will help you to create a customer invoice, explain how to use the retained commission calculator from the invoice dialog, and provide instructions for applying and recording customer payments.

[Creating a Customer Invoice](#)

[Calculating Retained Commissions](#)

[Processing a Payment for an Invoice](#)

Creating a Receipt for an Agency Fee Balance Due

CMS enables you to create an invoice with a separate line item for an agency fee. On a Company Payable per Policy invoice, the payment can be applied to the premium portion of the invoice, leaving the agency fee as a balance due.

[Creating a Receipt for Agency Fee Balance Due](#)

Creating a Courtesy Invoice

This article describes how to create an invoice that does not create a customer balance in HawkSoft CMS. You may need to do this, for example, when a lender requests an invoice that you will not be receiving a payment for. An invoice of this type is available as an ACORD form, rather than an invoice generated using CMS accounting functions.

[Creating a Courtesy Invoice](#)

Creating a Customer Statement

This article describes how to create a customer invoice statement for a single client from the Invoices and Payments dialog.

[Creating a Customer Statement](#)

Print Customer Statements for All Customers

This article describes how to print customer statements for all clients from the Customer Accounts Receivable report.

Creating an NSF Invoice

This article explains how to create an invoice for a customer check that has been returned by your bank due to non-sufficient funds (NSF). Both the check amount and the additional NSF fees are recorded in the client file as well as on the invoice.

[Creating an NSF Invoice](#)

Processing a Payment for an NSF Invoice

Once a Non Sufficient Funds (NSF) invoice is entered in CMS, you can accept and record a payment for the NSF at a later time, once payment is made. This article explains how to apply a payment from a customer, carrier, or a carrier credit sweep to an open NSF invoice and create a log note to document the payment in the client file.

[Processing a Payment for an NSF Invoice](#)

Applying an Unapplied Credit or Payment to an Open Invoice

CMS enables you to record unapplied credits and unapplied payments that can be applied to an open invoice at a later time. This article explains how to apply a previously entered unapplied credit or unapplied payment to an open invoice.

[Applying an Unapplied Credit or Payment to an Open Invoice](#)

Premium Finance Invoicing

This article describes how to create an invoice in HawkSoft CMS for financed premium. The CMS Split Detail feature enables you to create an invoice showing the financed premium amount, as well as the premium down payment. The Split Detail feature also enables you to include or exclude the financed amount from the amount due in the Invoice Total.

[Premium Finance Invoicing](#)

Understanding the Invoicing Process

Company payable invoices are created for the customer when an agency collects the premium and pays the carrier using one of two methods; Per Policy or Per Statement.

This article will help you determine whether you need to configure CMS to create both types of Company Payable invoices, or if the default settings for creating only a Per Policy/Direct Bill invoice will be sufficient.

In this topic:

[Invoice Types](#)

[Invoice Dialog Fields and Features](#)

Invoice types

It is important to determine what type of invoicing is right for your agency, since CMS will process each type of invoice differently. Below are the definitions of each invoice and a description of how each invoice is processed by CMS.

Company payables per policy/direct bill (default)

Company Payables per Policy/Direct Bill invoices are invoices for premiums due to the carrier. Monies received from the customer will be distributed to the appropriate carrier upon receipt from the customer.

CMS is set to create Company Payables per Policy by default. Company Payables per statement.

See [Creating a Customer Invoice](#).

When the payment is processed in CMS, the invoice and the payment are recorded on the Trust Accounting Report, and can then be exported to QuickBooks.

Company payables per statement

A Company Payables per Statement Invoice is an invoice for premiums due to the carrier that the agency is responsible for billing. Monies received from the customer will be held in trust until a carrier invoice is received. A single check payable to the carrier will be issued by the agency for all customer premiums invoiced. Before creating this type of invoice, setup is required. See [Company Payables per Statement Invoice Setup](#).

[Company Payables Per Statement Setup](#) for more information.

Once these invoices are created for a customer, they are listed on both the [Trust Accounting Report](#) and the [Unpaid Company Payables Report](#).

These invoices can be exported to QuickBooks from the Trust Accounting Report.


When you are ready to pay the carrier statement, run the **Unpaid Company Payables Report** for that carrier. Determine how much to pay the carrier based on invoices listed on the report, and create a single check to the carrier.

See [Selecting Company Payables to Pay](#) for more information.



Invoice dialog fields and features


The Invoices and Payments dialog lists all of the applied and unapplied payments, credit memos, and all invoices for the selected client file. From this dialog, CMS enables you to un-apply or apply credits and payments on an existing invoice.

The invoice dialog has common features found in a typical invoice, as well as features specific to the insurance industry.

Invoice Field	Description
Company Payables Premium	<p>When this box is selected, CMS tracks the invoice as a Company Payable per Statement invoice.</p>  <p>This option is available only when enabled on the Trust Accounting Settings screen.</p>
Invoice Type	<p>The Invoice Type determines the basis for the invoice. The drop-down list includes Amount, Hourly Rate, Monthly Rate, and Quantity Cost. Amount is the most common selection and is recommended by HawkSoft, Inc.</p>
Bill To	<p>This box displays Client information. The information is drawn from the CMS client file the invoice is created for, and can be edited.</p>

Invoice Field	Description
Date	<p>Defaults to the date the invoice is created, but can be edited by users who have the appropriate permissions in the CMS User Profile.</p> <p>See Setting User Permissions for more information.</p>
Invoice Number	<p>The default entry is TBA. CMS assigns a sequential number to each invoice when it is created.</p>
Due Date	<p>This is the date the invoiced amount is due. The default is 30 days after the date in the Date field. The default is set in the Invoice Layout.</p>
Agent	<p>This drop-down displays the CMS User List. The user initials in this field are drawn from the initials entered in the Agent 1 field on the GPI screen for the policy in the client file. When no initials are listed in the Agent 1 field, this field is left blank.</p> <p>This field appears on a printed invoice. The field is optional and can be removed from the Invoice Layout at the agency's discretion.</p>
Item	<p>This drop-down displays the invoice items set up in CMS. These determine several important characteristics of the invoice. Multiple line items can be entered on a single invoice.</p> <p>See Invoice Items for more information.</p>
Policy	<p>This drop-down displays all the policies that are on the client file. The Policy selection defaults from the policy selected prior to creating the invoice.</p>
Description	<p>This drop-down displays a list of invoice item descriptions. CMS is installed with a selection of available descriptions.</p> <p>A description can be selected from the drop-down list or typed manually while creating the invoice. Additional descriptions can be added to the drop-down list in Trust Accounting</p>

Invoice Field	Description
	<p>Settings.</p> <p>See Invoice Item Descriptions for more information.</p>
Amount	<p>This field is used to enter the amount due for each line item. The Split Detail icon  enables a user to itemize multiple entries to show a breakdown of the total amount due.</p> <p>See Creating a Customer Invoice for more information.</p>
Retained	<p>Retained commission may be inserted manually or by clicking the Retained Commission Calculator icon . This icon opens the Retained Commission dialog, which facilitates the calculation of agency retained commission for this item.</p> <p>See Calculating Retained Commissions for more information.</p>
Total	<p>The calculated sum of the Amount column displays in this field.</p>
Printed Comment	<p>The Printed Comment drop-down list has a list of available comments previously entered in the Invoice Layout dialog during Trust Accounting Setup. A comment can be selected from the drop-down list or typed in the Printed Comment field at the time the invoice is created.</p>
Note	<p>Text entered in this field provides descriptive information about the invoice on the Invoicing tab in the client file. Notes are for internal use only, and are not seen by the client.</p>
Customer Receivable Correction: Do NOT transfer to Receipt Report or update QuickBooks®	<p>Check this box to exclude this invoice from the Receipt Report and the items to be exported to QuickBooks. This is typically used when creating an invoice to reconcile a customer balance in CMS with the customer's balance in QuickBooks. See Customer Receivable Corrections for more information.</p>

Invoice Field	Description
	 <p>This option is available only when the Bookkeeper Overrides permission is selected in your User Profile. See Setting User Permissions.</p>
Created on	<p>The status of the invoice appears at the very bottom of the invoice. The date the invoice was created is included in the status as well as additional information, such as, whether the invoice has been transferred to the Receipt Report. This information does not print on the invoice.</p>

Customer Invoice Overview

The following articles will help you to create a customer invoice, explain how to use the retained commission calculator from the invoice dialog, and provide instructions for applying and recording customer payments.

Creating a Customer Invoice

This article describes the process for creating an invoice in HawkSoft CMS. Invoices are commonly used to invoice for premium, taxes, and other fees due.

[Creating a Customer Invoice](#)

Calculating Retained Commissions

The HawkSoft CMS Payment and Invoice dialogs include a retained commission calculator designed to increase accuracy and efficiency for agencies that use CMS to track commissions.

[Calculating Retained Commissions](#)

Applying a Payment to an Invoice

The payment function in CMS documents payments received, applies the amount paid to the customer balance, and records the transaction on the Trust Accounting Report.

Creating a Customer Invoice

This article describes the process for creating an invoice in HawkSoft CMS. Invoices are commonly used to invoice for premium, taxes, and other fees due.



Required Permissions:

In order to complete this task, user permissions must be set to include:

Client File > Action Menu

Accounting > View Customer Receivables > Create Invoices/Credit Memos

See [Setting User Permissions](#) for more information.

Creating an invoice

1. [Retrieve](#) a client file, and then select the policy you are creating the invoice for.
2. Click [Action](#), and then select one item in each of the first three lists to describe what prompted this transaction.
3. Click **Customer Accounting**, and then click **Invoicing**.

The **Invoices and Payments** dialog opens. This dialog contains any previously entered invoices and/or payments.

4. Optional: Select an existing invoice to base the new invoice on before proceeding.
This is typically used for installment invoicing.
5. Click the **Invoice** icon from the toolbar at the top of the dialog.

The **New Invoice** task dialog opens.



If this is the first invoice for this client, the **Invoice** dialog opens immediately. Continue with step 7.

6. Select one of the following:
 - **Invoice from Selected** – Creates an invoice prefilled with information from the selected invoice on the Invoices and Payments dialog.




The above option does not appear if a Payment or Credit Memo item is highlighted on the Invoices and Payments dialog.

- **Invoice from Most Recent** – Creates an invoice prefilled with the information from the last invoice created for this client.
- **Blank Invoice** – Creates a blank invoice for you to complete.

The **Invoice** dialog opens.



The **Company Payables Premium** box is available and checked by default only if selected during Trust Accounting Setup. For additional information on Company Payable per Statement invoices, see [Understanding the Invoicing Process](#).

7. Confirm or modify the **Bill To**, **Date**, and **Due Date**.
8. Leave the **Invoice Number** field set to the default (**TBA**).
CMS assigns an invoice number when you complete the invoice and click **OK**.
9. Optional: Select agent initials from the **Agent** drop-down list.
The Agent field information defaults from the Agent 1 field on the GPI screen.
10. Select the **Item** from the drop-down list.
For example: *Agency Check to Company*, or *[Carrier Name]* for Company Payable per Statement invoices. See [Invoice Items](#) and [Customizing Invoice Items](#) for more information.
11. Verify the information in the **Policy** field.
12. Optional: When creating an invoice for multiple policies, select the corresponding policy in the **Policy** drop-down for each invoice item.
13. Select a **Description** from the drop-down list or manually enter a description.
To add a new Description to the drop-down list, see [Invoice Item Descriptions](#).
14. Optional: Click the Split Detail icon  to view, edit, or enter split detail information for this invoice item.

Using split detail

The Split Detail feature enables you to break down a single invoice item into related components, such as premium, taxes, and fees. The customer invoice will display the breakdown of the item. Use this option when you want to include a detailed breakdown of invoice items to provide clarification for your customer.



Invoice items, payable to the agency, should be invoiced on a separate line item and not included as a part of the split detail on a company payable item.

- a. Select a description from the **Description** drop-down list, or manually type a description in this field.
- b. Enter the total due for this invoice item in the **Amount** field.
- c. Repeat steps 2 and 3 on the next line for additional items, as needed.
- d. Verify the **Split Total** matches the **Amount**.



When you enter an amount on the invoice first, and then click the Split Detail icon, the total amount in the Invoice Split Detail dialog must equal the total in the Amount field on the invoice. If these totals do not match, CMS will prompt you to choose one of the following:

- **Update the Invoice Amount** – Updates the Amount field on the invoice to the total on the Invoice Split Detail dialog. This option also appears on the Invoice Split Detail dialog as a button.
- **Save and Continue** – Does not update the Amount field on the invoice, and an additional line with the remaining amount is added to the printed invoice.
- **Go Back and Adjust** – Closes the Confirm Split Detail dialog for you to make adjustments on the Invoice Split Detail dialog (or click **Cancel**).


- e. Click **OK**.
-

The **Invoice Split Detail** dialog closes and the total amount appears in the **Amount** field on the invoice.

Once the invoice is complete, the split detail and total amount appear on the invoice.

	AGENT	DUE DATE
		10/23/2013
DESCRIPTION	AMOUNT	
Insurance Premium on Policy 123456		1,085.00
• Insurance Premium Policy 123456	\$1,000.00	
• Taxes	\$70.00	
• Stamping Fee	\$15.00	

Results of using Split Detail

15. If you didn't use the Split Detail, enter the total amount due (total premium including retained commission) in the **Amount** field.
16. Optional: Click the Percentage button  to calculate **Retained** commission by the agency, when applicable.



This field is available only for Invoice Items with the **Allow Retained Commission** setting selected on the Invoice Item setup screen. See [Customizing Invoice Items](#) for more information.

The Retained Commission Calculator dialog opens.

- a. Verify the **Commissionable Premium** amount as the basis to calculate the commission.

This amount defaults from the **Total** invoiced amount and can be modified if the commission should be based on a different amount for this invoice.

- b. Select the appropriate **Retained Commission** Term (New or Renewal), verify the commission percentage is correct for this transaction, and then modify if needed.

The commission percentage defaults from the [Commission Setup](#) in Policy Company Setup, or if a [commission override](#) has been set for a specific

policy. You can modify the commission percentage for just this one transaction, if needed.

- c. Verify the amount of the commission in the **Retained** field, and then modify the amount for this transaction if needed.

If the Retained amount is modified, the percentage in the Retained Commission field will update as well.

The **Net Item Amount** displays the amount to be paid to the carrier after the commission is retained from the invoice amount.

- d. Click **Ok**.
-

See [Calculating Retained Commissions](#) for more information.

17. Optional: Enter additional line items if needed. See steps 11 through 17.

18. Optional: Enter a comment in the **Printed Comment** field.

This comment appears on the Invoice.

19. Optional: Enter an additional description into the **Note** field.

Information in the **Note** field provides a description for this item on the **Invoicing** tab in the client file. Notes are for internal use only, and are not seen by the client.

20. Optional: Check the **Customer Receivable Correction: Do NOT Transfer to Receipt Report or update QuickBooks** box to keep this transaction from transferring to QuickBooks during the [Close of Day](#) process.

For example, you might check this box when you enter Opening Balances, or during the Close of Month process when you have changed a balance in QuickBooks and need to match that balance in CMS.



Do not select this check box unless directed by your bookkeeper or accountant

This option is available only when the **Bookkeeper Overrides** permission is selected in your [User Profile](#).

21. Click **OK** to complete the invoice.

The **Action to Perform** dialog opens.

22. Select whether to **Print** or **Email** the invoice, and then modify print and email options, as needed.
23. Leave **Save as Attachment** checked to save the invoice as an attachment in the client file, and then click **Finish**.
24. Click **Close** to leave the **Invoices and Payments** dialog.
The [Add Log Entry Comments](#) dialog opens.
25. Add comments as needed, and then click **OK**.

You have now created an invoice in CMS. Click the **Invoicing** tab on the Client/Policy detail bar to view all invoices for that client.

Related Topics

- [Processing a Payment for an Invoice](#)
- [Invoice Items](#)
- [Invoice Layout](#)
- [Premium Finance Invoicing](#)
- [Voiding an Invoice](#)

Calculating Retained Commissions

The HawkSoft CMS **Payment** and **Invoice** dialogs include a retained commission calculator designed to increase accuracy and efficiency for agencies that use CMS to track retained commissions for agency billed policies.

Use this calculator only when your agency keeps the commission portion of the insured's payment, and sends the net amount to the carrier. The retained amount does not appear on the customer invoice.



Required Permissions:

No specific CMS user permissions are required to perform this task, however permissions are required in order to create an invoice or a receipt.


See [Creating a Customer Invoice](#) and [Creating Customer Receipts](#) for details.



The Retained Commission Calculator is available for Invoice Items that have the Allow Retained Commission setting enabled. See [Customizing Invoice Items](#) to modify invoice items.

Using the retained commission calculator

The retained commission is calculated based on the commission basis set up in [Policy Company Setup](#). This commission basis can be overridden for a specific policy or can be modified for a specific invoice. Follow the steps below to modify the retained commission for a single invoice. To set an override at the policy level, see [Overriding Commissions](#).

1. Click the percent icon  in the **Retained** field to open the **Retained Commission Calculator**.

2. Verify the **Commissionable Premium** amount as the basis to calculate the commission.

This amount defaults from the **Total** invoiced amount and can be modified if the commission should be based on a different amount for this invoice.

3. Select the appropriate **Retained Commission** Term (New or Renewal), verify the commission percentage is correct for this transaction, and then modify if needed.

The commission percentage defaults from the [Commission Setup](#) in Policy Company Setup, or if a [commission override](#) has been set for a specific policy. You can modify the commission percentage for just this one transaction, if needed.

4. Verify the amount of the commission in the **Retained** field.

If the Retained amount is modified, the percentage in the Retained Commission field will update as well.

The **Net Item Amount** displays the amount to be paid to the carrier after the commission is retained from the invoice amount.

5. Click **OK**.

When the transaction is exported to QuickBooks, the Retained field amount is subtracted from the total amount of the agency check to the carrier.

Related Topics

[Creating a Customer Invoice](#)

Processing a Payment for an Invoice

The payment function in HawkSoft CMS documents payments received, applies the amount paid to the customer balance, and records the transaction on the Trust Accounting Report.

This article explains how to process a payment and apply it to an open invoice that was previously entered in CMS.



Required Permissions:

In order to complete this task, user permissions must be set to include:

Client File > Action Menu > Allow Payment Processing

See [Setting User Permissions](#) for more information.

To process a payment

1. Retrieve the client file and select the policy with the invoice to be paid.
2. Click [Action](#), and then select one item in each of the first three lists to describe what prompted this transaction.
3. Select **Customer Accounting**.
4. Click **Payment Processing**.

The **Open Invoices** dialog opens with all invoices selected by default.



Depending on existing transactions in the client file, CMS may present an Unapplied Credits dialog first. Select a credit to apply to this payment, and then click OK or click Skip to continue.

5. Uncheck any invoices you are NOT taking payment on.
6. Click **OK**.

The **Payment** dialog opens.

7. Optional: Use the provided links at the top of the **Payment** dialog as needed.

See [Payment Dialog: Links](#) for details.

8. Confirm the information located in the upper portion of the **Payment** dialog, including date, time, and any **Retained** amount.

See [Calculating Retained Commissions](#) for more information.

9. Optional: Click the **Show/Hide Details** button to view additional details for this transaction, such as the description and payee information.



For Company Payable per Statement invoices, the **Invoice Item** on the Payment must be "Invoice". If the Invoice Item is anything else, it is not a valid Company Payable per Statement invoice.

If it is changed in error, do not click **OK**. Click **Cancel**, and then click **Yes** to close the Payment dialog. Begin again with step 2, above.

For additional information on Company Payable per Statement Invoices, see [Selecting Company Payables to Pay](#) for more information.

10. Select a **Pay Method** from the drop-down list.
11. Enter the **Check** or **Reference Number** when applicable.
The **Amount** field updates to show the balance due on the invoice.
12. Edit the **Amount** field as needed.
13. Optional: Enter a message in the **Printed Comment** field to appear on the generated customer receipt.



If a CSR drop-down is visible below the Printed Comments field, the appropriate user initials must be selected. This drop-down list appears only if Show CSR Field on Receipts is selected when configuring Trust Accounting Settings.

14. Optional: Enter an internal **Note** and/or select additional actions from the lower section of the dialog.

See [Payment Dialog: Additional fields and options](#) for more information.

15. Click **OK** when the Payment dialog is complete.



NOTE: If the total amount due is less than the total amount paid, you are prompted to select how the overpayment is to be addressed. For more information on processing an overpayment for an invoice, watch the video below:

The [Add Log Entry Comments](#) dialog opens.

16. Add comments as needed, and then click **OK**.

The payment is now applied to the invoice and is attached to the client file. The receipt and the original invoice(s) are viewable from the Attachments tab and the Invoicing tab on the Client/Policy detail bar.

Related Topics

[Applying an Unapplied Credit or Payment to an Open Invoice](#)

[Close of Day Overview](#)

[Creating Customer Receipts](#)

[Creating a Customer Invoice](#)

[Editing an Invoice](#)

[Payment and Receipting Overview](#)

[Unapplying a Credit or Payment](#)

Creating a Receipt for Agency Fee Balance Due

HawkSoft CMS enables you to create an invoice with a separate line item for an agency fee. On a Company Payable per Policy invoice, the payment can be applied to the premium portion of the invoice, leaving the agency fee as a balance due.

This article explains how to create a receipt for partial payment on a Company Payable per Policy invoice. An agency can create a receipt when an agency fee is being charged, but the agency wants customer payments to be applied to the premium first.

For additional information on invoice types in CMS, see [Invoicing Overview](#).



Required Permissions:

In order to complete this task, user permissions must be set to include:

Client File > Action Menu > Allow Payment Processing



See [Setting User Permissions](#) for more information.

Applying a partial payment and leaving agency fee due

In order to follow this procedure, a Company Payables per Policy invoice, with a separate line item for agency fee, must already be created on the policy. See [Creating a Customer Invoice](#) for more information.

1. Retrieve the client file, and then select the policy.
2. Click [Action](#), and then select one item in each of the first three lists to describe what prompted this transaction.
3. Click **Customer Accounting**.
4. Click **Payment Processing**.

The **Open Invoices** dialog box opens with all invoices automatically selected.



Depending on existing transactions in the client file, CMS may present an Unapplied Credits dialog first. Select a credit to apply to this payment, and then click OK or click Skip to continue.

5. On the **Open Invoices** dialog, *uncheck* any items you are not applying this payment to.
6. Click **OK**.

The **Payment Dialog** opens.

7. Confirm the information in the upper portion of the **Payment Dialog** box.

CMS prefills this section of the Payment dialog with information from the selected invoice.

8. Change the Agency Fee **Amount** if the customer is paying towards the agency fee at this moment.

For example: If the balance due for the premium is \$500 and the full amount of the Agency Fee is \$150 (\$650 total due), but the payment received is only \$600 (\$500 for the premium and \$100 for the Agency Fee), change the Agency Fee amount on the second line item to \$100.

9. Select the **Pay Method(s)** from the drop-down list.

10. Enter the **Check** or **Reference Number**, when applicable.

11. Enter the **Amount** the insured is paying.

The default Payment **Amount** is the total of the premium and fee amounts entered in the top portion of the Payment dialog.

12. Optional: Enter a message in the **Printed Comment** field to appear on the generated customer receipt.



If a CSR drop-down is visible below the Printed Comments field, the appropriate user initials must be selected. This drop-down list appears only if Show CSR Field on Receipts is selected when configuring Trust Accounting Settings.

13. Optional: Enter an internal **Note** and/or select additional actions from the lower section of the dialog.

See [Payment Dialog: Additional fields](#) and options for more information.

14. Click **OK** when the **Payment** dialog is complete.

The [Add Log Entry Comments](#) dialog opens.

15. Add comments as needed, and then click **OK**.

You have now processed a payment on an invoice with only Agency Fee due. The invoice remains open until the payment is taken to cover the Agency Fee amount. When there is a payment on the invoice, the Payment dialog will only show the Agency Fee in the top portion of the Payment dialog.

Related Topics

[Creating a Customer Invoice](#)

[Using the Payment Dialog](#)

[Trust Accounting Settings](#)

Creating a Courtesy Invoice

This article describes how to create an invoice that does not create a customer balance in HawkSoft CMS. You may need to do this, for example, when a lender requests an invoice that you will not be

receiving a payment for. An invoice of this type is available as an ACORD form, rather than an invoice generated using CMS accounting functions.

See [Creating a Customer Invoice](#) for general instructions to create a CMS invoice.

To create a courtesy invoice

1. Retrieve a client file, and then select the policy you are creating the invoice for.
2. Click [Action](#), and then select one item in each of the first three lists to describe what prompted this transaction.
3. Select **Print > ACORD Forms**.

The **Edit – ACORD Forms** dialog opens.

4. Click **New**.

The **Select Form** dialog opens.

5. Enter **Invoice** in the **Search** field, and then click **Select**.

A blank ACORD Invoice opens. The agency and customer information defaults from the policy.

6. Enter an **Invoice #**, as needed.
7. Enter a **Due Date**.
8. Enter the **Policy Type** in the first line item.
9. The **Company** name defaults from the policy.
10. Enter the **Policy Number**, and then enter the **Amount**.
11. Itemize any fees and taxes on additional line items, as needed.
12. Enter the total amount in the **Total** field.

By default, CMS populates this field with the total premiums on the coverages from the policy, not including fees entered for an Auto policy. Edit the Total as needed.



The Total field does not calculate sums entered in the Amount fields on the Invoice. You need to calculate the total manually.

13. Optional: Enter comments in the unlabeled field as needed.
14. Click **Print or Send**.

The **Print or Send Document** dialog opens.

This dialog enables you to email, print, and attach the invoice, as well as send the invoice for signature.

Print or Send Document options

The following options can be applied to your document before you email, print, send for signature, or attach.



You can use the **Back** button at the bottom of the dialog to return to your form if additional changes are needed.

Example: You can perform any action, such as attach the form, and then go back and modify the form and attach the modified copy as well.

Apply Agent Signature on Action

CMS enables you to select an electronic signature from the **Apply Agent Signature on Action** drop-down list to add to forms that have an Agent or Producer Signature field.



In addition to your own, signatures for other users are available from the drop-down list if permissions have been given.

See [User Signature Setup](#) for more information.

You must have a signature stored in your CMS profile to use this feature. See [User Signature Setup](#) to add a signature to CMS.

CMS enables you to select an electronic signature from the **Apply Agent Signature on Action** drop-down list to add to forms that have an Agent or Producer Signature field.



In addition to your own, signatures for other users are available from the drop-down list if permissions have been given.

See [User Signature Setup](#) for more information.

You must have a signature stored in your CMS profile to use this feature. See [User Signature Setup](#) to add a signature to CMS.

Page Range

Select the specific pages to be included with any of the actions selected below. For example, if a page of the form has exclusions that don't pertain to your state, you can remove that page before sending or printing the form.

Preview

Click to see your signature or to verify that you have selected the correct pages.

Attach a copy of the document to the client file on action below

Select this check box before emailing, printing, or sending the document for signature, and if you want to attach a copy of the document to the client/policy Attachments tab when you are done performing actions.



HawkSoft recommends attaching a copy to the client/policy Attachments tab to take advantage of the [Attachments right-click menu](#) options.


Properties

Click to open the **Edit Attachment Properties** dialog and modify the Description, as well as other attachment details, as needed.

Available Actions

Select any or all of the actions below, as needed. You can select each action in any order. After each action, you will return to the dialog to perform additional options.



A check mark  appears on each action button when completed.

Send Email – The Email Recipients dialog opens. Select the recipients that you want to send the document to. See [Email Recipients](#) for detailed instructions.

A copy of the email, containing the attached document, is saved to the client/policy Attachments list if the **Auto Attach Sent Emails** setting in General Settings is checked.



See [User Email Setup](#) to configure CMS to send emails through your email provider.

Print Copy – The Print dialog opens. Select printing options, and then click **Print**.

Send for E-Signature – The Send Document for E-Signature dialog opens. Add signers and email addresses, select a [template](#) or enter a message, and drag and drop additional documents to send for signature as needed.



See [E-Signature Overview](#) to set up integration between CMS and your e-Signature provider.

Attach Copy – The document is saved and attached to the selected client/policy Attachments tab.

If the **Attach a copy of the document to the client file on action below** option was selected before performing any of the above actions, a green checkmark indicates that the document has already been attached to the client/policy.

-
15. Click **Finish and Close** when you are done performing Print/Send actions.
 16. Click **OK** to close the **Edit - ACORD Forms** dialog.
The **Action** menu opens.
 17. Click **Finish**.
The [Add Log Entry Comments](#) dialog opens.
 18. Add comments as needed, and then click **OK**.

Related Topics

[Creating a Customer Invoice](#)
[Invoicing Overview](#)

Creating a Customer Statement

HawkSoft CMS enables you to print an invoice statement for a single client from the Invoices and Payments dialog. A Statement displays a customer balance, payments applied, credits, current balance due, and any amount that is past due. Past due amounts are displayed at the bottom of the statement in increments of 30 days up to 90 days past due.

This article describes how to create a customer invoice statement for a single client from the Invoices and Payments dialog.

To print an invoice statement for all customers, see [Print Customer Statements for All Clients](#).

To print an invoice statement for specific customers on a report, see [Print Customer Statements for All Clients](#).



Required Permissions:

In order to complete this task, user permissions must be set to include:

Accounting > View Customer Receivables

See [Setting User Permissions](#) for more information.

To create a customer statement

1. Retrieve the client file, and then select a policy within that file.
2. Click [Action](#), and then select one item in each of the first three lists to describe what prompted this transaction.
3. Select **Customer Accounting > Invoicing**.
The **Invoices and Payments** dialog opens.
4. Click **File > Print Statement**.
The **Print Statement** dialog box opens.
5. Select to print a summarized or detailed statement:
 - **Summarized Statement** – displays the total due for each invoice
 - **Detailed Statement** – displays the total for each invoice with all invoice items listed
6. Use the **Transactions** drop-down to select whether to print a statement for only open transactions or all transactions in a selected date range.

- **Open Transactions** – Select the **End Date** for the Open Transactions. The Statement will include all open transactions up to the selected End Date.
- **Transactions Between Dates** – Select the **Start Date** and **End Date** for all transactions to be included in the Statement.

7. Click **OK**.

The standard Windows® print dialog opens.



To create a PDF copy to attach to the client file, select **HawkSoft Virtual Printer** in the Print dialog.

You can then print the PDF or send it as an email attachment from the Attachments tab.

8. Select the printer, and printing parameters, as needed.
9. Click **Print**.

Related Topics

[Customer Balance Summary Report](#)
[The HawkSoft Virtual Printer](#)

Print Customer Statements for All Clients

HawkSoft CMS enables you to print customer invoice statements for all clients in CMS. A statement displays a customer balance, payments applied, credits, current balance due, and any amount that is past due. Past due amounts are displayed at the bottom of the statement in increments of 30 days up to over 90 days past due.

This article describes how to print customer statements for all clients from the Customer Accounts Receivable reports.

To print a single customer invoice statement, see [Creating a Customer Statement](#).



Required Permissions:

In order to complete this task, user permissions must be set to include:

Accounting > View Customer Receivables > Accounts Receivable/Payable Reports

See [Setting User Permissions](#) for more information.

To print customer statements



Transactions that do not go through a bank account, such as Insured Payment Direct to Company receipts, do not print on statements. CMS does not print statements for customers without at least one printable transaction.

1. Click **Accounting > Customer Accounts Receivables** from the main CMS menu bar.

The **Customer Accounts Receivables** task box opens.

2. Click **Customer Statements**.

The **Print Statement** dialog opens.

3. Configure the statements.

- Choose the level of detail for the statements:
 - **Summarized Statement** prints statements that only list invoices and credit memos, without listing the individual line items.
 - **Detailed Statement** prints statements that list invoices and credit memos with their corresponding line items.
- Choose whether to show only **Open Transactions**, or all **Transactions Between Dates**, from the **Transactions** drop-down.
- Select the **Invoice Date** range for the statements.
 - If you selected **Open Transactions from the Transactions drop-down**, you can leave the Date Ranges blank to show all open invoices, or add an **End Date** to show all open invoices up to a certain date.
 - If you selected **Transactions Between Dates**, you can leave the Date Ranges blank to show all invoices, or add a **Start** and/or **End Date** to narrow invoices shown by date.

4. Click **OK**.

The **Print** dialog appears.

5. Select your printer, and printing properties if needed, and then click **Print**.



To create PDF copies to attach to client files, select **HawkSoft Virtual Printer** in the Print dialog. You can then print the PDFs or send them as email attachments from the Attachments tab.

Related Topics

[Creating a Customer Statement](#)

[The HawkSoft Virtual Printer](#)

[Working with Report Data](#)

Creating an NSF Per Policy Invoice

UNDER CONSTRUCTION

This article explains how to create an invoice for a customer check that has been returned by your bank due to non-sufficient funds (NSF). Both the check amount and the additional NSF fees are recorded in the client file, and will be included in the balance due invoice.

After completing the invoice, a log note is created to document the date the check was received from the bank, how much the NSF check is for, the bank fee, and any additional agency fees.

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.



Required Permissions:

In order to complete this task, user permissions must be set to include:

Client File > Action Menu > Allow Payment Processing

Accounting > Update QuickBooks from CMS

See [Setting User Permissions](#) for more information.



During Trust Accounting Setup, NSF information, such as any additional Agency NSF Fees should be set up in the accounts and invoice items. See [Customizing Invoice Items](#) for more information.

Recording NSF transactions

1. Retrieve the client file, and then select the policy you are recording the NSF transaction for.
2. Click [Action](#), and then select:
 - One item in each of the first three lists to describe what prompted this transaction.
 - Select **Customer Accounting**.
 - Select **Process NSF**.

The **Process NSF** dialog opens with the NSF Check pre-selected for the **Invoice Item**.

3. Enter the **Date**, **Amount**, and **Bank Fee** for the returned check.
4. Select the **NSF Fee Invoice Item** if your agency charges an **Additional Agency Charge to Insured** fee.

The fee **Amount** defaults from your Trust Accounting Setup.



See [Customizing Invoice Items](#) for more information about setting up invoice items and fees.

5. Verify the **Total Amount Due**.
6. Click **OK** to close the **Process NSF** dialog.

An invoice for the total due is created. The total amount equals the sum of the original check, bank fees, and additional agency fees.
7. Optional: Enter comments in the **Printed Comment** field.

This information appears on the printed invoice.
8. Optional: Enter information in the **Note** field.



Information in this field is for internal use only, and is not seen by the client.

9. Do not check the **Customer Receivable Correction: Do NOT transfer to Receipt Report or update QuickBooks** box.

This option should only be checked when entering Opening Balances, or during the Close of Month process if you have changed a balance in QuickBooks and need to match that balance in CMS.



This option is available only when the **Bookkeeper Overrides** permission is selected in your [User Profile](#).

10. Click **OK**.
11. The **Action to Perform** dialog opens.
12. **Print** or **Email** the invoice, and make sure **Save as an Attachment** is selected.
13. Click **Finish**.
The **Action** menu opens.
14. Click **Finish** to close the Action menu.
The [Add Log Entry Comments](#) dialog opens.
15. Add comments as needed, and then click **OK**.

Related Topics

[Customizing Invoice Items](#)
[Processing a Payment for an Invoice](#)
[Processing a Payment for an NSF Invoice](#)
[Refused NSF Payment](#)

Processing a Payment for an NSF Invoice

Once a Non Sufficient Funds (NSF) invoice is entered in HawkSoft CMS, you can accept and record a payment for the NSF at a later time, once payment is made.

This article explains how to apply a payment from a customer, carrier, or a carrier credit sweep to an open NSF invoice and create a log note to document the payment in the client file.

See [Creating an NSF Invoice](#) for information on recording an NSF transaction.

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.



Required Permissions:
In order to complete this task, user permissions must be set to include:

Client File > Action Menu > Allow Payment Processing
Accounting > Update QuickBooks from CMS

See [Setting User Permissions](#) for more information.

Applying a payment

1. [Retrieve](#) the client file, and then select the policy that the NSF invoice was created for.
2. Click [Action](#), and then select one item in each of the first three lists to describe what prompted this transaction.

Example:

- For customer payments
 - a. Select **Walk-in > From > Insured**.
 - b. For the next selection, select **Customer Accounting > NSF Funds Rec'd - Insured Payment**.



If there are any unapplied credits on this policy, the Unapplied Credits dialog opens. Click **Skip** or select a credit to apply as payment, and then click **OK**.

The **Open Invoices** dialog box opens.

- c. Continue with step 3 below.
- For Carrier check refunds

Follow these steps when the carrier sends a refund check.

- a. Select **Mail > From > Company**.
- b. For the fourth selection, select **Payment Rec'd**.



If there are any unapplied credits on this policy, the Unapplied Credits dialog opens. Click **Skip** or select a credit to apply as payment, and then click **OK**.

The **Open Invoices** dialog box opens.

- c. Continue with step 3 below.

- For Carrier EFT credit



This is to be used *only* when the carrier credits the agency bank account via EFT, instead of sending a check to the agency.

- a. Select **Mail > From > Company**.
- b. For the next selection, select **Customer Accounting > NSF Funds Rec'd - Company Refund**.

The **NSF Company Refund** dialog box opens.
- c. Leave **NSF Check** selected for the **Invoice Item**.
- d. Enter the **Date of Refund**.
- e. Enter the **Amount of Refund**.
- f. Optional: Check the **Write off Agency Charge** check box if you are writing off the Agency NSF Fee.
 1. Leave **Agency NSF Fee** selected from the **Invoice Item** drop-down list.
 2. Enter the **Amount** that the agency is writing off (the full Agency NSF Fee that the agency was charging the customer).
- g. Click **OK**.

The **Credit Memo** opens.
- h. Optional: Enter comments in the **Printed Comment** and **Note** fields, and then click **OK**.

The **Export to QuickBooks** dialog box opens.
- i. Select **Yes** or **No** to export to QuickBooks.
 - To export the NSF invoice now, make sure QuickBooks® is open, and then click **YES**.
 - Click **NO** to export later from the Receipt Report.

The **Open Invoices** dialog opens.
- j. Uncheck all of the invoices listed on the **Open Invoices** dialog box, except for the NSF Invoice.

- k. Click **OK**.

The **Action to Perform** dialog box opens.

- l. Select whether to **Print**, **Email**, and/or **Save as an Attachment**, and then click **Finish**.

The **Action** menu opens.

- m. Click **Finish**.

The [Add Log Entry Comments](#) dialog opens.

- n. Skip to step 11.

3. Uncheck all of the invoices listed on the **Open Invoices** dialog box, except for the **NSF Invoice**.

4. Click **OK**.

The **Payment** dialog box opens.



The **Invoice Item** section is prefilled from the NSF invoice. The **Amount** is the sum of the NSF check, and any fees invoiced for this check. Items should not be edited because they have already been transferred to QuickBooks when the NSF invoice was created.

5. Select the **Pay Method** from the drop-down list.
6. Enter the **Check** or **Reference Number**, when appropriate.
7. The total amount due appears in the **Amount** field. Modify this field if the amount paid is different than the amount due.



If overpayment is made, the credit amount appears in the **Change** field. If the full payment is not made, the balance due appears in the **Amount Due** field.

8. Optional: Enter a message in the **Printed Comment** field to appear on the generated customer receipt.



If a CSR drop-down is visible below the Printed Comments field, the appropriate user initials must be selected. This drop-down list appears only if Show CSR Field on Receipts is selected when configuring Trust Accounting Settings.

9. Optional: Enter an internal **Note** and/or select additional actions from the lower section of the dialog.

See [Payment Dialog: Additional fields and options](#) for more information.

10. Click **OK** when the **Payment** dialog is complete.

The [Add Log Entry Comments](#) dialog opens.

11. Add comments as needed, and then click **OK**.

The client file in CMS now has a record of the check being returned, any additional fees charged, and the subsequent payment.

Related Topics

[Processing a Payment for an Invoice](#)

[Creating Customer Receipts](#)

[Creating an NSF Invoice](#)

[Customizing Invoice Items](#)

[Policy/Company Setup Overview](#)

[Using the Payment Dialog](#)

[Trust Accounting Setup Overview](#)

Applying an Unapplied Credit or Payment to an Open Invoice

HawkSoft CMS enables you to record unapplied credits and unapplied payments that can be applied to an open invoice at a later time. This article explains how to apply a previously entered unapplied credit or unapplied payment to an open invoice.



Required Permissions:

In order to complete this task, user permissions must be set to include:

Accounting > View Customer Receivables

See [Setting User Permissions](#) for more information.



See [Unapplying a Credit or Payment and Creating a Credit Memo](#) for more information on how to unapply a payment or enter a credit in CMS.

Applying a credit or an unapplied payment to an invoice

1. Retrieve a client file, and then select the policy you are applying a payment or credit to.
2. Click [Action](#), and then select one item in each of the first three lists to describe what prompted this transaction.
3. Select **Customer Accounting > Invoicing**.

The **Invoices and Payments** dialog opens.

4. Double-click an unapplied credit memo or unapplied payment.

The **Payment** dialog opens.

5. Click the **Add** button.

The **Open Invoices** dialog opens.

6. Highlight the invoice you want to apply payment to, and then click **View Invoice**.

Verify that the Invoice items have been transferred to the [Receipt Report](#). If the invoice has been transferred, a note appears at the bottom of the invoice: "Invoice items have been transferred to Receipt Report".



If the Invoice items have not been transferred to the Receipt Report, cancel out of all actions and follow the [Processing a Payment for an Invoice](#) procedure to take a payment on the invoice and transfer both the invoice and the payment to QuickBooks®.

7. Click **Close** to exit the Invoice dialog.
8. Keep the invoice selected, and then click **OK**.
9. The **Payment** dialog opens with the invoice number and the amount that was applied to it.
10. Click **OK**.

The **Status** column on the Invoice and Payments dialog reflects the status of each payment or credit.

- **Unapplied** – If the entire payment or credit has not been applied, the **Status** column is marked **Unapplied**.
- **Blank** – If a payment or credit was applied, the **Status** column will be blank.

- **Open** – If an invoice has not been paid in full, the **Status** column is marked **Open**.
- **Paid** – If the invoice has been paid in full, the **Status** column is marked **Paid**.

11. Click **Close**.

The [Add Log Entry Comments](#) dialog opens.

12. Add comments as needed, and then click **OK**.

Related Topics

[Processing a Payment for an Invoice](#)

[Creating a Credit Memo](#)

[Creating a Customer Invoice](#)

[Receipt Report](#)

[Unapplying a Credit or Payment](#)

Premium Finance Invoicing

This article describes how to create an invoice with financed premium in HawkSoft CMS. The Split Detail feature enables you to create an invoice showing the financed premium amount, as well as the premium down payment. The Split Detail feature also enables you to include or exclude the financed amount from the amount due in the Invoice Total.

See [Creating a Customer Invoice](#) for general instructions to create a CMS invoice.

In this topic:

[Invoice with Check to Carrier for Down Payment Only](#)

[Invoice with Check to Carrier for Total Amount Due](#)

Invoice with check to carrier for down payment only

An agency may want to create an invoice with the financed premium itemized, but exclude the financed amount due. This kind of invoice might be used

when:

- The agency is collecting only the down payment from the customer
- The premium finance company is paying directly to the carrier
- The agency is writing a check for only the down payment to the carrier


Enter the information below, to include the financed amount.

See [Creating a Customer Invoice](#) for more detailed instructions on creating an invoice in CMS.

1. On the Invoice dialog, select an **Item** from the drop-down list.

Example: Agency Check to Company.

If the Invoice is a Company Payable per Statement, use the appropriate company payable invoice item. See [Invoice Items](#) and [Customizing Invoice Items](#) for more information about Invoice Items and their characteristics.

2. Enter *Premium Down Payment* in the **Description** field.
3. Click the Split Detail icon  in the **Amount** column to itemize the down payment and financed premium.

The **Invoice Split Detail** dialog opens.

- a. Enter *Total Premium* and the policy number in the first **Description** line item, and then enter the amount of the total premium in the **Amount** field.
- b. To deduct the financed portion of the premium, enter *Amount Financed* and the name of the lender in the second **Description** line item, and then enter the amount of the financed premium in the **Amount** field as a negative number.



The negative sign does not appear until you leave the **Amount** field.

- c. Click **OK** to close the **Invoice Split Detail** dialog.

The down payment amount appears in the Amount field without the financed portion of the premium.

4. Enter any agency fees on the second line item on the invoice.
5. Once your invoice is complete, click **OK** to print or attach the invoice.

The invoice displays the itemized premium, minus the financed portion, leaving only the down payment and fees due.

Invoice with check to carrier for total amount due

An agency may want to itemize the financed amount and include it in the invoice total when:

- The agency is collecting only the down payment from the customer
- The premium finance company is paying directly to the agency
- The agency is writing a check for the total premium to the carrier


Enter the information below on the Invoice dialog to include the financed amount.

See [Creating a Customer Invoice](#) for more detailed instructions on creating an invoice in CMS.

1. On the Invoice dialog, select an **Item** from the drop-down list.

Example: Agency Check to Company.

If the Invoice is a Company Payable per Statement, use the appropriate company payable invoice item. See [Invoice Items](#) and [Customizing Invoice Items](#) for more information about Invoice Items and their characteristics.

2. Enter or select **Total Due on Policy** in the **Description** field.
3. Click the Split Detail icon  in the **Amount** column to itemize the down payment and financed premium.

The **Invoice Split Detail** dialog opens.

- a. Enter **Down Payment** and the policy number in the first **Description** line item, and then enter the amount of the down payment in the **Amount** field.
- b. Enter *Amount Financed* and the name of the lender in the second **Description** line item, and then enter the amount of the financed premium in the **Amount** field.
- c. Click **OK** to close the **Invoice Split Detail** dialog.

The combined down payment and financed premium appears in the Amount field.

4. Enter any agency fees on the second line item on the invoice.
5. Once your invoice is complete, click **OK** to print or attach the invoice.

The invoice displays the itemized down payment, financed premium, and any fees entered. This creates a payable transaction for the total premium due.

Your agency may want to invoice the customer to show only the down payment due. Use the **ACORD** invoice, as described below, to accomplish this.

ACORD Invoice for customer down payment

Your agency may want to create a courtesy invoice for the customer that shows the amount of the down payment only, without affecting the customer balance due in CMS when:

- The agency wants to show premium finance paid with only the down payment due
 - The premium finance company is paying the amount financed directly to the agency
 - The agency has created an invoice for the total premium including premium finance and down payment. See [Premium Finance Invoicing](#), above.
-
-

In this case, create an ACORD Invoice and enter the following information to include only the down payment in the total.

1. Retrieve a client file, and then select the policy you are creating the invoice for.
2. Click [Action](#), and then select one item in each of the first three lists to describe what prompted this transaction.
3. Select **ACORD Forms**.

The **Edit – ACORD Forms** dialog opens.

4. Click **New**.

The **Select Form** dialog opens.

5. Enter **Invoice** in the **Search** field, and then click **Select**.

A blank ACORD Invoice opens. The agency and customer information defaults from the policy.

6. Enter an **Invoice #**, as needed.
7. Enter a **Due Date**.
8. Enter the **Policy Type** in the first line item.
9. The **Company** name defaults from the policy. Enter "Premium" after the carrier name.
10. Enter the **Policy Number**, and then enter the total premium in the **Amount** column.
11. Itemize any fees and taxes on additional line items, as needed.
12. Enter the amount of the financed premium as a negative number.



The ACORD Invoice does not calculate the total for you. You need to calculate the total manually.

13. Enter *Down Payment* in the last line item.
 14. Enter the down payment amount in the Total field.
 15. Optional: Enter comments in the unlabeled field, as needed.
-
-

16. Click **Finish**.

The **Action to Perform** dialog opens.

17. Select to **Print**, **Email**, and/or **Save as Attachment**.

18. Set **Print Range** and **Number of copies**, as needed.

19. Click **Finish**.

20. Click **OK** to close the Edit - ACORD Forms dialog.

The **Action** menu opens.

21. Click **Finish**.

The [Add Log Entry Comments](#) dialog opens.

22. Add comments as needed, and then click **OK**.

Related Topics

[Creating a Customer Invoice](#)
[Invoicing Overview](#)

Payment and Receipting Overview

HawkSoft CMS enables you to process and manage different types of financial transactions. This article provides an overview of the different types of payment transactions and the tools to manage payments, invoices, unapplied payments, and credits.

These transactions can be managed from either the **Payment** dialog or the **Invoices and Payments** dialog, depending on which of the following tasks you want to accomplish.

- Create a simple customer receipt when the customer pays the exact amount due.
- Process complex transactions with partial payment or overpayment on an open invoice, creating a credit to be applied later.
- Create transactions for instances when your agency advances money, paying the carrier on behalf of the customer, or leaving a balance due to the agency from the customer.

When using the [Payment dialog](#), the transaction is documented as an attachment and in a log note for the policy. CMS also adds the transaction to the [Receipt Report](#) and the [Trust Accounting Report](#).

Using the Payment Dialog

This topic describes the HawkSoft CMS Payment dialog used for processing payments received.

[Using the Payment Dialog](#)

Creating a Customer Receipt

Processing a payment receipt for premium, taxes, and fees due, is the most common procedure in the Payment dialog. The customer's receipt includes details for the transaction, such as pay method, description, and change given to the insured when an amount received is more than the amount due.

[Creating Customer Receipts](#)

Advanced Premium Receipts

CMS enables you to create a receipt when advancing a premium payment to a carrier on behalf of an insured. This type of transaction is included in the Trust Accounting Report to be exported to QuickBooks.

[Advanced Premium Receipts](#)

Customer Receivable Credit Receipts

A customer receivable credit is created when a payment is received from a customer, but the payment is not applied to a policy. Rather, the agency holds the funds in the agency Trust account to apply it at a later date.

[Customer Receivable Credit Receipts](#)

Using the Payment Dialog

Use the Payment dialog to enter the details of the payment received and create a customer receipt.

Payment ? X

[Billing Inquiry](#) [Open Invoices](#) [Unapplied Credits](#)

Show Details Date: 06/03/2019 Time: 11:58AM

Invoice Item	Policy	Amount	Retained
Item	Policy	Amount	Retained
			Total Invoiced
		0.00	0.00

Pay Method	Check/Reference #	Amount
Pay Method	Check/Reference #	Amount
		Total Tendered
		0.00

Printed Comment:

CSR:

Note:

Policy Office: Carby Office User's Office: Carby Office

Print Receipt
 Email Receipt
 Upload Payment
 Update QuickBooks

In this topic:

Links	Billing Inquiry	Invoice Information
Payment Information	Additional Fields and Options	

Links

The following links are located at the top of the Payment dialog:

Billing Inquiry – Launches the carrier's website for the selected policy in a new browser window. Carrier website information is entered on the [Company Website](#) tab when setting up the carrier. Many agencies use this link as part of the payment processing workflow. You can verify the amount due, and process the payment on the carrier website, and then use the Capture option on the [HawkLink Toolbar](#) in your browser to attach confirmation before completing the customer's receipt in the Payment dialog.

Open Invoices – Launches the **Open Invoices** dialog with a list of all invoices that have an amount due, and a total amount due for this client.

Unapplied Credits – Launches the **Unapplied Credits** dialog with a list of any unapplied payments or credits that can be applied toward a payment.

Invoice information

Show/Hide Details button – Use this button to show or hide **Payee** and **Memo** fields in the Invoice Item section.

Date/Time – Defaults to the date and time the receipt is created.



Owners/Administrators, Bookkeepers, and Managers typically have the ability to modify the receipt **Date** and **Time**. See [Setting User Permissions](#). This is useful in instances when a receipt needs to be backdated. For example, when an incorrect receipt needs to be voided and recreated, the new receipt can be created with the date and time of the original receipt.

Invoice Item – This drop-down contains details regarding how the payment is dispersed. For example, a check from the agency to the carrier, or payment swept from the agency's trust account or directly out of the insured's bank account.

Policy – This field contains all the policy titles for the client, and defaults to the policy selected before opening the Payment dialog. Click the drop-down to select a different policy.

Description – If payment is applied to a selected invoice, the description from the selected invoice is included in this field.

Payee – This drop-down lists the Payee that will receive the payment. This defaults to the Payee associated with the Invoice Item selected. Click the drop-down to select a different payee based on information entered on the selected client.

Memo – Optional: Enter relevant notes/comments in this field. This will default with the policy number of the policy selected in the Policy drop-down.



When applying a payment to an existing invoice, the Memo field is not available.

Amount – Enter the gross amount due.

Retained – Enter the amount retained by the agency, when applicable.

See [Calculating Retained Commissions](#) for more information.

Total Invoiced – CMS automatically calculates the total invoiced amount and total retained amount.

Payment information

Pay Method – Select the method of payment from the drop-down.

Check/Reference # – Enter the check or reference number when applicable.

Amount – Enter the amount the insured is paying.

Total Tendered – Amount paid.

Amount Due – The balance due after payment.



If there is an amount due, and this payment is not associated with an existing invoice, saving this receipt will create invoices for each Invoice Item listed at the top of this receipt, for the remaining balance(s) due.

Saving this receipt with no payment information entered will bring up a confirmation dialog asking if you want to continue and create an invoice for the Invoice Items on this receipt.

If the amount paid is greater than the amount of the payment due, this field will show the difference. If a refund is due, click **OK**, and the [Process Excess Payment](#) dialog opens. From the dialog, select how you intend to process the overpayment, as **Change, Insured Refund**, or **Unapplied Credit**.

Additional fields and options

Printed Comment – Information entered in the **Printed Comment** field appears on the generated customer receipt.

CSR – The **CSR** field appears as a required field when **Show CSR Field on Receipts** is selected in [Trust Accounting Settings](#). User initials must be selected from the CSR drop-down list.



This field must be enabled to track broker fees and manually calculate fees split between agency and producer. See [Tracking Broker Fees by Producer](#) for more information.

Note – Information entered in the **Note** field appears internally on a log note in the client file, and does not appear on the customer receipt.

Policy Office – This information defaults from the selected policy.

Print Receipt – When checked, the **Print** dialog opens once the user clicks **OK**.

Email Receipt – Check to email a copy of the receipt. You will be prompted to complete the email when you click **OK**.

Upload Payment – When checked, the carrier website entered in Policy/Company Setup for the selected policy will launch in a new browser window after the user clicks **OK**. Most users prefer to use the **Billing Inquiry** link at the top of the Payment dialog.

Update QuickBooks – When checked, the **Export to QuickBooks** dialog opens when you click **OK**. Confirm, or browse to, the **Export Path**, and then select **Yes** to export the transaction immediately.



You must have [permissions](#) to Bookkeeper Overrides to update QuickBooks.

2nd Receipt – Select this option to return to the **Payment** dialog after completing the first receipt if you need to create a second receipt for this customer file.

Related Topics

[Invoice Items](#)

[Payment and Receipting Overview](#)

Creating Customer Receipts

HawkSoft CMS enables you to create a customer receipt for a payment received. Creating a customer receipt documents the transaction in the client file and generates a receipt for the customer.

A customer receipt transaction can have different end results. For example, the Payment dialog can be used to process a payment made for less than the amount due, which results in a receipt with a balance due. In the case of an overpayment made by the customer, you can create a refund or an unapplied credit.



Agency contact information and the signature of the user taking payment will be included on the receipt.
See [to enter your agency phone number and other contact information](#).
See [User Signature Setup](#) for instructions on importing your signature into CMS.

In this topic:

[Create a Customer Receipt](#) [Receipt with a Balance Due](#) [Overpayment on a Receipt](#)



Required Permissions:
In order to complete this task, user permissions must be set to include:

Client File > Action Menu > Allow Payment Processing

See [Setting User Permissions](#) for more information.

To create a customer receipt (Payment Processing)

1. [Retrieve](#) the client file, and then select the policy you are taking a payment on.
2. Click [Action](#), and then select one item in each of the first three lists to describe what prompted this transaction.
3. Click **Customer Accounting**.
4. Click **Payment Processing**.

The **Payment** dialog opens.



Depending on existing transactions in the client file, CMS may present an Unapplied Credits dialog first. Select a credit to apply to this payment, and then click OK or click Skip to continue.

5. Optional: Use the links at the top of the **Payment** dialog as needed.

See [Payment Dialog: Links](#) for more information.

6. Select the **Invoice Item** from the drop-down list, if you didn't select one from the Open Invoices dialog.

The Invoice Item determines how the money is disbursed.

Example: If **Agency Check to Company** is selected, the insured's funds are deposited into the agency's Trust account, and the agency sends an agency check to the carrier.

See [Invoice Items](#) and [Customizing Invoice Items](#) for more information.

7. Verify the information in the **Policy** column.

The Policy defaults to the policy you selected prior to selecting your Action items.

8. Enter the gross amount due in the **Amount** column.

9. Optional: Enter the amount retained by the agency in the **Retained** column, when applicable.

See [Calculating Retained Commissions](#) for additional information.

10. Select the **Pay Method(s)** from the drop-down list.

11. Enter the **Check** or **Reference Number**, when applicable.

12. Confirm or modify the **Amount** the insured is paying.



If the payment is less than or more than the amount due, skip to the appropriate section below: [Creating Customer Receipts](#) or [Creating Customer Receipts](#).

If you try to save a receipt with no payment methods entered, a confirmation dialog asks if you want to continue and create an invoice for the Invoice Items on this receipt.

- Optional: Enter a message in the **Printed Comment** field to appear on the generated customer receipt.



If a CSR drop-down is visible below the Printed Comments field, the appropriate user initials must be selected. This drop-down list appears only if Show CSR Field on Receipts is selected when configuring Trust Accounting Settings.

- Optional: Enter an internal **Note** and/or select additional actions from the lower section of the dialog.

See [Payment Dialog: Additional fields and options](#) for more information.

- Click **OK** when the **Payment** dialog is complete.

The [Add Log Entry Comments](#) dialog opens.

- Add comments as needed, and then click **OK**.

The payment is now documented in the client file, the [Receipt Report](#), and the receipt is attached to the Attachments tab of the selected policy.

Receipt with a balance due

When the total amount due exceeds the total amount paid, CMS generates a receipt that includes the amount tendered and the remaining amount due. CMS then creates an invoice with transaction details that include the new Amount Due.



This process is different when the balance due is an agency fee. See [Creating a Receipt for Agency Fee Balance Due](#) for more information.

- Follow steps 1 - 11 in the section above, [Creating Customer Receipts](#).

Once you have entered the actual payment received, the **Amount Due** is automatically calculated for you.

- Optional: Enter a message in the **Printed Comment** field to appear on the generated customer receipt.
-



If a CSR drop-down is visible below the Printed Comments field, the appropriate user initials must be selected. This drop-down list appears only if Show CSR Field on Receipts is selected when configuring Trust Accounting Settings.

3. Optional: Enter an internal **Note** and/or select additional actions from the lower section of the dialog.

See [Payment Dialog: Additional fields and options](#) for more information.

4. Click **OK** when the **Payment** dialog is complete.

An **Invoice** dialog displays the printable invoice.

5. Optional: Enter a comment in the **Printed Comment** field.

This comment appears on the Invoice.

6. Optional: Enter additional information in the **Note** field.

The **Note** field displays the receipt number for this transaction.



The **Total** on the right hand side is the gross amount. The **Amount Due** on the left, is the balance after the payment has been applied.

7. Click **OK** to close the Invoice.

The **Action to Perform** dialog box opens.

8. Select whether to **Print** and/or **Email** the receipt.

Save as an Attachment is selected by default, and cannot be unchecked.

9. Click **Finish**.

The [Add Log Entry Comments](#) dialog opens.

10. Add comments as needed, and then click **OK**.

The receipt is now complete and the client has an open invoice for the balance due. The invoice and the receipt are attached to the client file, and are

viewable on the Attachments tab and Invoicing tab on the Client/Policy detail bar.

Until the balance is paid, this invoice appears on the Open Invoices dialog. See [Processing a Payment for an Invoice](#) for more information.

Overpayment on a receipt

When the total amount due is less than the total amount paid, CMS enables you to process the excess as a refund or an unapplied credit.

1. Follow steps 1 - 11 in the first section above, [Creating Customer Receipts](#).

Once you have entered the actual amount received, the overpaid amount is automatically calculated for you. See step 4, below.

2. Optional: Enter a message in the **Printed Comment** field to appear on the generated customer receipt.



If a CSR drop-down is visible below the Printed Comments field, the appropriate user initials must be selected. This drop-down list appears only if Show CSR Field on Receipts is selected when configuring Trust Accounting Settings.

3. Optional: Enter an internal **Note** and/or select additional actions from the lower section of the dialog.

See [Payment Dialog: Additional fields and options](#) for more information.

4. Use the **Change** drop-down menu to indicate how the excess funds will be processed:

- **Change** – Select if you are giving the customer a cash refund.

Click **OK** to complete the receipt.

The **Add Log Entry Comments** dialog box opens.

- **Issue Refund** – Select to issue an agency check to the customer for the amount of the overpayment.

Click **OK** to complete the receipt.

The **Add Log Entry Comments** dialog box opens.

- **Unapplied Credit** – Select to create a credit for the customer's account in CMS that can be applied to a future balance due.

- a. Click **OK** to complete the transaction.

CMS creates an invoice for the amount that was due and marks it **PAID**. The credit is listed in the [Unapplied Credits](#) dialog.

- b. Click **OK** to close the **Invoice** dialog.

The **Action to Perform** dialog box opens.

- c. Select whether to **Print** and/or **Email** the receipt.

Save as an Attachment is selected by default, and cannot be unchecked.

- d. Click **Finish**.

The [Add Log Entry Comments](#) dialog box opens.

5. Add comments as needed, and then click **OK**.

The receipt is now complete. Depending on the **Change** type selected, the customer receives a cash refund, a refund generated in the form of an agency check, or an unapplied credit recorded in CMS to apply to a future payment.

Related Topics

[Processing a Payment for an Invoice](#)

[Calculating Retained Commissions](#)

[Creating a Receipt for Agency Fee Balance Due](#)

[Invoice Items](#)

[Customizing Invoice Items](#)

[Payment and Receipting Overview](#)

Advanced Premium Receipts

The Payment feature in HawkSoft CMS enables you to create a receipt when advancing a premium payment to a carrier on behalf of an insured.

This article explains the procedure for creating an Advanced Premium Receipt on the insured's policy in the client file.

When the receipt is created, CMS automatically creates an invoice for the customer with the amount due to the agency. CMS also creates a transaction in the Trust Accounting Report to export to QuickBooks.



Required Permissions:

In order to complete this task, user permissions must be set to include:

Client File > Action Menu > Allow Payment Processing

See [Setting User Permissions](#) for more information.

Advancing premium for a client

1. Retrieve a client file, and then select a policy within that file.
2. Click [Action](#), and then select one item in each of the first three lists to describe how the payment will be disbursed to the carrier.

For example: **Online > To > Company**.

3. Select **Customer Accounting**, and then select **Payment Processing**.

The **Payment** dialog box opens.



If there are any open invoices on this client file, the Open Invoices dialog opens. Click Skip to simply create a refund.

4. Optional: Use the links at the top of the **Payment** dialog as needed.

See [Payment Dialog: Links](#) for information on these links.

5. Select the **Invoice Item**(s) from the drop-down list.
This designates how you will advance the customer's premium. For example, **EFT to Carrier**.

See [Invoice Items](#) and [Customizing Invoice Items](#) for more information.

6. Verify the **Policy** information.
The Policy selection defaults from the policy you selected prior to selecting your Action items.

7. Enter the gross amount due in the **Amount** column.

8. Optional: Enter the commission amount retained by the agency in the **Retained** column, when applicable.

See [Calculating Retained Commissions](#) for additional information.

9. Leave the **Pay Method** fields blank, as you have not taken an actual payment from the customer.

10. Optional: Use the **Printed Comment** and **Note** fields as needed.

See [Payment Dialog : Additional fields and options](#) for more information.



If a **CSR** drop-down is visible below the **Printed Comments** field, user initials must be selected. This drop-down list appears only if **Show CSR Field on Receipts** is selected when configuring [Trust Accounting Settings](#).

11. Optional: Select additional actions from the lower-left of the dialog.

See [Using the Payment Dialog](#) for more information.

12. Click **OK** when the payment dialog is complete.

An **Invoice** dialog displays the printable invoice.

13. Optional: Modify the **Due Date** on the Invoice.

14. Click **OK**.

The **Action to Perform** dialog box opens.

15. Select whether to **Print** and/or **Email** the receipt.

Save as an Attachment is selected by default, and cannot be unchecked.

16. Click **Finish**.

The [Add Log Entry Comments](#) dialog opens.

17. Add comments as needed, and then click **OK**.

You have now created an Advanced Premium Receipt.

Related Topics

[Payment and Receipting Overview](#)
[Trust Accounting Settings](#)

Customer Receivable Credit Receipts

The Payment feature in HawkSoft CMS enables you to enter a payment as a customer receivable credit receipt.

When a customer receivable credit receipt is created, CMS documents a credit on the client file and includes the receipt in the Trust Accounting Report. The credit remains on the client file until it is applied to a customer balance due.



Required Permissions:

In order to complete this task, user permissions must be set to include:

Client File > Action Menu > Allow Payment Processing

See [Setting User Permissions](#) for more information.

Creating a customer receivable credit receipt

1. [Retrieve](#) the client file, and then select the policy you are taking a customer receivable credit on.
2. Click [Action](#), and then select one item in each of the first three lists to describe how you received the payment from the customer.
3. Select **Customer Accounting**, and then select **Payment Processing**.



If there are any open invoices on this client file, the Open Invoices dialog opens. Click Skip to simply create a refund.

The **Payment** dialog opens.

4. Optional: Use the links at the top of the **Payment** dialog as needed.

See [Payment Dialog: Links](#) for more information.



Many agencies use the **Billing Inquiry** link as part of the payment processing workflow. You can verify the amount due, process the payment on the carrier website, and then use the Capture option on the HawkLink Toolbar in your browser to attach confirmation before completing the customer's receipt in the Payment dialog.

5. Select **Customer Receivable Credit** from the **Invoice Item** drop-down list.
6. Verify the selection in the **Policy** column.

The Policy selection defaults from the policy you selected prior to selecting your Action items.

7. Enter the amount of the payment in the **Amount** field.
8. Leave the **Retained** field blank.
9. Select a **Pay Method** from the drop-down list.
10. Enter the **Check** or **Reference Number**, when applicable.
11. The **Amount** the insured is paying auto-fills with the amount entered above.
12. Optional: Enter a message in the **Printed Comment** field to appear on the generated customer receipt.



If a CSR drop-down is visible below the Printed Comments field, the appropriate user initials must be selected. This drop-down list appears only if Show CSR Field on Receipts is selected when configuring Trust Accounting Settings.

13. Optional: Enter an internal **Note** and/or select additional actions from the lower section of the dialog.

See [Payment Dialog: Additional fields and options](#) for more information.

14. Click **OK** when the Payment dialog is complete.

The [Add Log Entry Comments](#) dialog opens.

15. Add comments as needed, and then click **OK**.

You have now processed a customer receivable credit in CMS. The customer receivable credit receipt will appear on the Trust Accounting Report and can be exported to QuickBooks.

See [Processing a Refund](#) to learn what to do next.

Related Topics

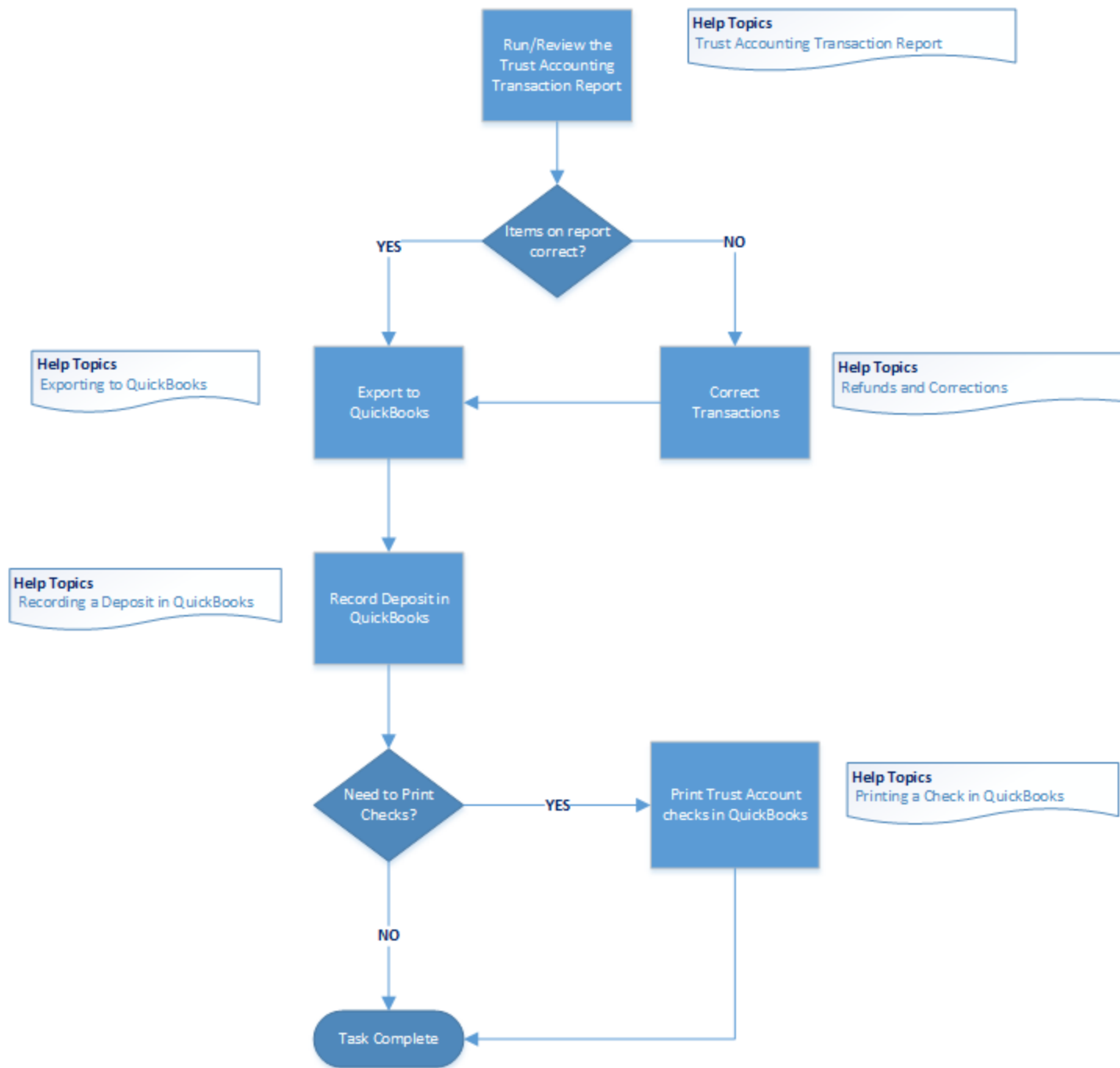
[Applying an Unapplied Credit or Payment to an Open Invoice](#)
[Using the Payment Dialog](#)
[Payment and Receipting Overview](#)
[Trust Accounting Settings](#)

Close of Day Overview

The objective of the Close of Day process is to record the deposit of customer payments in QuickBooks® and print checks from your Trust account. Recording deposits includes verifying customer receipts by running the [Trust Accounting Report](#) for all receipts entered into HawkSoft CMS that day. Comparing the report against the funds to be deposited is a way to check the accuracy of the receipts.

Close of Day Workflow

[Printable PDF](#)



Reviewing the CMS Trust Accounting Report

Before recording the deposit in QuickBooks, run the Trust Accounting Report for the time-frame in which receipts for the payments were created. When you review a Trust Accounting Report, compare the day's deposit total with the information on the report. This should account for all cash, check and credit transactions.

Trust Accounting Report

Exporting Transactions to QuickBooks

HawkSoft CMS enables you to export receipts and invoices from CMS to QuickBooks®.

This article describes the process for exporting transactions from the Trust Accounting Report to QuickBooks. Transactions are typically exported to QuickBooks at the end of the day, in the course of preparing funds to deposit to the agency Trust account, and/or when preparing checks to be printed from QuickBooks.

[Exporting to QuickBooks](#)

QuickBooks/HawkSoft Certification

HawkSoft, Inc updated the CMS software security certification with version 3.12.04.201. This updated security may require that you re-certify your QuickBooks integration. The re-certification simply allows QuickBooks to accept transactions from HawkSoft.

[QuickBooks/HawkSoft Certification](#)

Recording the Deposit in QuickBooks

Once the items from the Trust Accounting Report have been successfully exported to QuickBooks, all payments will appear in the Un-deposited Funds account to await deposit to the appropriate bank account.

This process involves selecting payments in the QuickBooks **Make Deposit** dialog, and then printing a deposit slip and/or summary (optional).

[Recording a Deposit in QuickBooks](#)

Printing Checks in QuickBooks

Once the items from the Trust Accounting Report have been successfully exported to QuickBooks, all checks to be printed will appear in the **Print Checks** window in QuickBooks ready for you to send to the printer.

[Printing a Check in QuickBooks](#)

Exporting to QuickBooks

HawkSoft CMS enables you to export receipts and invoices from CMS to QuickBooks®.

This article describes the process for exporting transactions from the Trust Accounting Report to QuickBooks. Transactions are typically exported to QuickBooks at the end of the day, in the course of preparing funds to deposit to the agency Trust account, and/or when preparing checks to be printed from QuickBooks.

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.



The process of exporting to QuickBooks can vary depending on CMS integration settings. See [Completing QuickBooks integration](#) for initial integration setup.



Required Permissions:
In order to complete this task, user permissions must be set to include:

Reports > Receipt Report > Receipt Report Access - New, Edit, Void, Reissue, and Export Receipts > View Receipt Report Days: All > View Receipts: All Users' Receipts

See [Setting User Permissions](#) for more information.

Exporting to QuickBooks from the Trust Accounting Report

1. Open QuickBooks and load the correct company file.
2. In HawkSoft CMS, run the [Trust Accounting Report](#) for the transactions to be exported.

See [Close of Day Overview](#) for additional information.

3. Select the items you want to export.



To transfer specific receipts and/or invoices, press and hold the **Ctrl** key while selecting the transactions you want to transfer.

4. Click the **Export to QuickBooks** button on the report.

Export to QuickBooks using the steps below, according to the type of QuickBooks configuration you have.



If this is your first time exporting after updating CMS to 3.12.04.201, you may be prompted to re-certify CMS with QuickBooks. See [QuickBooks/HawkSoft Certification](#) for instructions.

See [QuickBooks Integration Overview](#) for more information on integration settings.

To export using QuickBooks Direct

Follow these steps to export to QuickBooks Desktop® when CMS is set to use QuickBooks Direct Integration.

After posting to QuickBooks, the **Export to QuickBooks** dialog opens.

1. Select **All**.

OR

If specific transactions were selected to export, choose **Selected Item(s)**.

2. Click **Start** to begin exporting.

When the export is complete, a confirmation dialog appears. The dialog lists the number of items exported successfully.

3. Click **OK**.

Your receipts and/or invoices have now been exported into QuickBooks.

If a transaction was transferred in error, see [Reversing a QuickBooks Transaction](#).

To export using QuickBooks Online

Follow these steps to export to QuickBooks Online®.

After posting to QuickBooks, the **Export to QuickBooks** dialog opens.

1. Select **All**.

OR

If specific transactions were selected to export, choose **Selected Item(s)**.

2. Click **Start** to begin exporting.
 - a. If HawkSoft is not integrated with your agency's QuickBooks Online account, a QuickBooks Online Sign-in dialog appears. Log into your Intuit account through this dialog to integrate with QuickBooks Online.



If a "This feature requires the Microsoft Edge WebView2 Component" dialog appears, this means your computer is missing a component required for QuickBooks Online integration. Click the **Install WebView2** link in the dialog to download the installer, then run and follow the instructions in the installer to install this component.

If the dialog shows "Unable to locate installer", reach out to your agency technician and inform them that this computer needs Microsoft Edge WebView2 installed in order to integrate with QuickBooks Online.

When the export is complete, a confirmation dialog appears. The dialog lists the number of items exported successfully.

3. Click **OK**.

Your receipts and/or invoices have now been exported from CMS to QuickBooks.

If a transaction was transferred in error, see [Reversing a QuickBooks Transaction](#).

To export using QuickBooks IIF

To export to QuickBooks when CMS is set to use QuickBooks (IIF) Integration, follow the steps below.

After posting to QuickBooks, the **Export to QuickBooks** dialog opens.

Export the file from CMS

1. Select **All**.

OR

If specific transactions were selected to export, choose **Selected Item(s)**.

2. Enter the path where CMS will send the IIF file in the **Export Path** field.

Example: The most common path is \\tscli-ent\c\haw\QuickBooks Export. The QuickBooks Export folder may need to be created within the C:\Haw Folder.

3. Click **Start** to begin exporting.

When the export is complete, a confirmation dialog appears. The dialog lists the number of items exported successfully.

4. Click **OK**.

Your receipts and/or invoices have now been exported.

If a transaction was transferred in error, see [Deleting a QuickBooks Transaction](#).

Import the file to QuickBooks

After the files have been exported, they must be imported using the QuickBooks Import IIF file utility.



Intuit recommends that you create a backup of your QuickBooks Company File before importing an IIF file. See Intuit Support for more information on how to back up your specific version of QuickBooks.

1. In the QuickBooks Company file, click **File > Utilities > Import > IIF Files**.
2. Browse to the location that you exported the IIF files to, highlight the file, and then click **Open**.



There may be more than one file to import, depending on what items exported from CMS. Other files to import may include: Bank, Account Current, NSF IIF to import.

A confirmation dialog appears when the import is complete.

The **Status** column on the Trust Accounting report displays the status of exported items, or includes details explaining why the item did not transfer.

Related Topics

[Close of Day Overview](#)

QuickBooks/HawkSoft Certification

HawkSoft, Inc updated the CMS software security certification with version 3.12.04.201. This updated security may require that you re-certify your QuickBooks integration. The re-certification simply allows QuickBooks to accept transactions from HawkSoft.

You'll be prompted to re-certify when exporting from the Trust Accounting Report. You can also proactively re-certify from the Trust Accounting Setup options.

In this topic:

[Certify from the Accounting Report](#)

[QuickBooks/HawkSoft Certification](#)

[QuickBooks/HawkSoft Certification](#)



For QuickBooks Direct integration you must have Admin permissions and be signed in with Single User Mode to re-certify.

For QuickBooks Online you must have Admin permissions, or ask an Admin user to complete the re-certification.

Certify from the Accounting Report

If you have not re-certified yet, the **QuickBooks - Application Certificate** dialog will open when attempting to export from the report and prompt you to re-certify.



For QuickBooks Online, you will be prompted with a login screen, rather than the Application Certificate dialog. Once an Admin user logs in, your QuickBooks will automatically re-certify.



Export Error

If you do not have Admin permissions, you will get the following error message rather than the Certificate dialog:

This application has not accessed this QuickBooks company data file before. The QuickBooks administrator must grant an application permission to access a QuickBooks company data file for the first time.

You will need a user with Admin permissions to complete the certification from the Trust Accounting Setup dialog.

Multi-Agency


If your agency is configured for **Multi-Agency**, you will need to change your QuickBooks setup to Single User Mode.

Follow the steps below to complete the certification from the **QuickBooks - Application Certificate** dialog.

1. Select **Yes, whenever this QuickBooks company file is open** below the **Do you want to allow this application to read and modify this company file?** prompt.
 2. Click **Continue**.
-

Certify from Trust Accounting Setup

You can proactively certify from Trust Accounting Setup before your users attempt to export to QuickBooks.

1. Log into QuickBooks with Admin permissions.
2. In CMS, click the  **Settings** icon, and then select **Trust Accounting**.
3. Select the **QuickBooks Integration** tab, and then click **Complete QuickBooks Integration**.

The **QuickBooks - Application Certificate** opens.

4. Select **Yes, whenever this QuickBooks company file is open** below the **Do you want to allow this application to read and modify this company file?** prompt.
 5. Click **Continue**.
-

QuickBooks Online re-certification troubleshooting

When you log into QuickBooks Online with Admin permissions, you will get a CMS confirmation that QuickBooks Integration has completed successfully.


Users will be able to export to QuickBooks once the Admin has logged in.

Previous user has been removed

If a previous user who originally certified QuickBooks has been removed from QuickBooks Online, the certification will attempt to attach to the previous user. The following error will appear:

Oops! An error has occurred. The application has already been subscribed to by another user for this company.

The QuickBooks Master Admin will need to do the following:

1. Contact QuickBooks Online to notify them to 'restore' the deleted user.
2. Log into CMS as the previous user and reset QuickBooks Integration.
 - a. Click the  **Settings** icon, and then select **Trust Accounting**.
 - b. Select the **QuickBooks Integration** side-tab.
 - c. Click **Reset QuickBooks Integration**.
3. Log into QuickBooks when prompted.

When you log into QuickBooks with Admin permissions, you will get a CMS confirmation that QuickBooks Integration has completed successfully.

Users will be able to export to QuickBooks once the Admin has logged in.

Multiple Company Profiles (Multi-Office)

The following steps need to be completed by a QuickBooks Admin user.

If your agency is configured for multiple offices, and has Accounting set up to use the File Groupings configuration for each agency, as well as multiple Company Profiles within one login set up in QuickBooks, do the following:

1. Log into QuickBooks and choose the correct **Company Profile** or **Location** for the agency.



Be sure this selection matches the location configured in your CMS File Groupings.

2. Select the file to export to.
-



It is very important that this process is done accurately. If the wrong file is selected, you might need to reset the integration to resolve for the location.

Related Topics

[QuickBooks Integration Overview](#)

[QuickBooks Configuration in CMS](#)

Recording a Deposit in QuickBooks

Bank deposits are recorded in QuickBooks® for customer payments on a daily basis, or as needed. This is a vital step in reconciling your bank statement during the [Close of Month](#) process. Record a deposit in QuickBooks only after verifying and exporting customer receipts from HawkSoft CMS to QuickBooks. Once the deposit is recorded, the funds are deposited to the bank.



See [Company payables per statement refund workflow](#) in the Processing a Refund article for premium returned from a carrier, when using Company Payables Per Statement workflow.

This procedure is typically performed by the agency Bookkeeper, or other person responsible for processing QuickBooks transactions.



Required Permissions:
To perform this task, no specific CMS user permissions are required.



The steps below are for QuickBooks 2013. Although the steps are essentially the same for older versions of QuickBooks, some window titles, button labels, and field names may vary.

To record a deposit in QuickBooks for customer payments

1. Open the QuickBooks company file where CMS transactions were exported.
2. Click **Banking > Make Deposits** from the main QuickBooks menu bar.

The **Payments to Deposit** window opens.



To open the Payments to Deposit dialog at any time, click the **Payments** button at the top of the **Make Deposits** dialog.

3. Select the payments to deposit from the **Payments to Deposit** list, and then click **OK**.
4. In the **Make Deposits** window, select a bank account from the **Deposit To** drop-down list.
5. Enter the **Date** of the deposit.
6. Optional: Enter additional information in the **Memo** field.
7. Optional: Add any adjustments or payments of non-trust account items to deposit, if applicable.

For example: direct bill commission, credit card fee, or petty cash.

For information about adding adjustments or fees to a deposit, see [Deposit Customer Payments](#) on the Intuit Online Support site.

8. Optional: Print a record of the deposit.

You can print a deposit slip with a summary of your deposit, or print a summary only.



Your agency must have pre-printed deposit slips that include bank account information if you want to print a deposit slip. You can print the summary on plain printer paper.

- a. Click **Print** in the **Make Deposits** dialog.

The **Print Deposit** dialog opens.

- b. Make your print selection, and then click **OK**.

The **Print Lists** dialog opens.



To print a deposit slip, all items must have a payment method of Cash or Check.

- c. Select your printing options.

For assistance, click the **Help** button.

- d. Click **Print**.

9. Click **Save & Close** to record the deposit (or **Save & New** to record multiple deposits).

The **Make Deposits** window closes and the deposit is complete. You have now created a deposit in the bank register. This information is reconciled against the bank activity using a bank statement or online banking in the Close of Month process. For more information, please see [Deposit Customer Payments](#) on the Intuit online support site.

Related Topics

[Close of Day Overview](#)

[Close of Month Overview](#)

[Exporting to QuickBooks](#)

Printing a Check in QuickBooks

This article describes the process for printing checks in QuickBooks®. Checks are printed for refunds to customers, payables to carriers, or receipts that have been entered as *Agency Check to Company* as the Invoice Item.

This procedure is typically performed by a Manager or Bookkeeper as part of the [Close of Day](#) process, after exporting the transaction from HawkSoft CMS to QuickBooks.



Your agency must have pre-printed checks that include bank account information. You can order these directly through your bank, Intuit®, or any third-party check supplier.



Required Permissions:
To perform this task, no specific CMS user permissions are required.

In this topic:

[Printing Checks in QuickBooks](#)

[Reprinting Missed or Incorrectly Printed Checks](#)

Printing checks in QuickBooks

1. Click **File > Print Forms > Checks** from the main QuickBooks menu bar.

The **Select Checks to Print** task dialog opens.

2. Make sure data in the **Bank Account** and **First Check Number** fields is accurate.
3. Select the checks you want to print.
4. Click **OK**.

The **Print Checks** dialog opens with the **Settings** tab selected.

5. Verify correct settings.
6. Select the **Check Style** you are using, and then click **Print**.

When printing is complete, the **Print Confirmation** dialog appears.

7. Verify all checks have printed correctly.

If all checks have printed correctly, click **OK** to close the **Print Confirmation** dialog.

If all checks have not printed correctly, see below.

Reprinting missed or incorrectly printed checks

1. In the **Print Confirmation** dialog, select any check you want to reprint.
2. Click **OK**.
3. Continue with step 5, above.

For more information on printing checks in QuickBooks, see the [Intuit QuickBooks Support website](#).

Related Topics

[Close of Day Overview](#)
[Exporting to QuickBooks](#)
[Payment and Receipting Overview](#)
[Trust Accounting Report](#)

Refunds and Corrections

CMS enables you to make changes to your accounting transactions when a mistake is found on the Trust Accounting Report or in the event there is a customer refund that needs to be processed as a result of a credit on an agency bill policy.

Once you have run your Trust Accounting Report, verify your total payments received. The following procedures are available to help you make any necessary corrections to your report. Once your report is correct, you are ready to export your receipts and invoices from the report to QuickBooks.

See [Exporting to QuickBooks](#) for instructions.

Reversing a QuickBooks Transaction

HawkSoft CMS enables you to reverse transactions that have been exported from CMS to QuickBooks® when using either QuickBooks Direct or QuickBooks Online integration with CMS. This feature is used when a transaction that has been exported to QuickBooks needs to be modified and re-exported, or should not have been exported to QuickBooks.

[Reversing a QuickBooks Transaction](#)

Deleting QuickBooks Transactions

A transaction that has been exported from HawkSoft CMS to QuickBooks Desktop® using the QuickBooks .IIF file format cannot be reversed in QuickBooks, but it can be deleted. A transaction may need to be deleted if it was entered incorrectly, or should not have been exported.

[Deleting a QuickBooks Transaction](#)

Voiding a Receipt

HawkSoft CMS provides agencies with the tools to void a receipt or customer receivable credit payment. A receipt might need to be voided for several reasons, such as when payment amounts are

incorrect or if they were created using the incorrect Invoice Item. This article describes the steps required to properly void a receipt in CMS.

[Voiding a Receipt in CMS](#)

Voiding an Invoice

An invoice may need to be voided if it was entered incorrectly or is no longer needed. An invoice can be voided after it is created or after it is transferred to QuickBooks®. This article explains how to void an invoice in HawkSoft CMS and document the transaction in the client file.

[Voiding an Invoice](#)

Editing an Invoice

This article explains the process of editing an invoice in the client file. This procedure can be used when an agent needs to modify or enter the retained commissions on a Company Payables per Statement invoice, or correct a mistake on a Company Payables per Policy or Direct Bill invoice.

[Editing an Invoice](#)

Creating a Credit Memo

This article explains how to create a credit memo and apply the credit toward an open invoice in HawkSoft CMS. An agency can create a credit memo for several reasons, including waiving balances, endorsing a policy, or refunding unearned retained commissions.

[Creating a Credit Memo](#)

Processing a Per Policy Refund

This article describes the steps to issue a refund check to the customer or other party. A refund may be needed due to a policy cancellation or endorsement.

[Processing a Per Policy Refund](#)

Processing a Company payables Statement Refund

This article describes the steps to issue a refund check to the customer or other party. A refund may be needed due to a policy cancellation or endorsement.

[Processing a Company Payables Refund](#)

Unapplying a Credit or Payment

This article explains how to unapply a payment or credit memo from an invoice. This process is useful when a payment or credit is applied incorrectly, or applied to the wrong invoice and you need to unapply the payment before applying it to the correct invoice.

[Unapplying a Credit or Payment](#)

Reversing a QuickBooks Transaction

HawkSoft CMS enables you to reverse transactions that have been exported from CMS to QuickBooks® when using either QuickBooks Direct or QuickBooks Online integration with CMS. This feature is used when a transaction that has been exported to QuickBooks needs to be modified and re-exported, or should not have been exported to QuickBooks.

Direct Integration and Online Integration between CMS and QuickBooks must be set up in CMS to enable you to reverse a payment, invoice, or account current item. See [Trust Accounting Settings](#) for more information.



When you use QuickBooks IIF integration, you cannot reverse a QuickBooks transaction from CMS. With IIF integration, you must manually delete incorrect transactions from QuickBooks. See [Deleting a QuickBooks Transaction](#) for more information.

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.



Required Permissions:
In order to complete this task, user permissions must be set to include:

Accounting > Update QuickBooks from CMS
Reports > Receipt Report

See [Setting User Permissions](#) for more information.

In this topic:

[Reversing a QuickBooks](#)

[Delete a Payment from a](#)

[Delete a Payment from a](#)

Reversing a QuickBooks Desktop transaction

Make sure the QuickBooks company file is open before proceeding.



If a payment is part of a recorded QuickBooks deposit, you will not be able to reverse the payment unless that payment has first been removed from the deposit.
See [Reversing a QuickBooks Transaction](#), below.

1. Open the [Trust Accounting Report](#), and then verify that the receipt you want to reverse is on the report.
2. Highlight the transaction(s) to be reversed.



To process multiple items, highlight the first transaction, press and hold the **Ctrl** key, and then select additional transactions.

3. Right-click the transaction(s), and then select **Reverse QuickBooks Post**.

The **Reverse QuickBooks Postings** dialog displays the transactions to be reversed.

4. Click **Reverse**.

When the process is completed, the **Transactions Reversed** dialog opens, indicating the number of transactions successfully reversed.

5. Click **OK**, and then click **Close**.

The **Status** column on the Trust Accounting Report will indicate that the transaction has been reversed.

Deleting a payment from a QuickBooks deposit

To delete a customer payment from a QuickBooks deposit, you must first remove the payment from the deposit in QuickBooks, and then reverse the transaction from the CMS

Trust Accounting Report. These instructions are for removing a payment from a deposit in both QuickBooks Desktop® and QuickBooks Online.

To delete a payment from a QuickBooks Desktop deposit



The steps below are for QuickBooks 2013. Although the steps are essentially the same for older versions of QuickBooks, some window titles, button labels, and field names may vary.

1. Select **Banking > Use Register** from the main QuickBooks menu bar.
The **User Register** task dialog opens.
2. Select the bank account that received the deposit, and then click **OK**.
The bank register opens.
3. Find the deposit that includes the payment, and then click **Edit > Edit Deposit** from the main QuickBooks menu bar.
4. Highlight the payment.
5. Click **Edit > Delete Line** from the main QuickBooks menu bar.
6. Click **Save > Close**.
A confirmation dialog appears.
7. Click **Yes** to record your changes.

The payment has been deleted from the deposit and you are now able to reverse the transaction from CMS.



If you try to delete a payment that has been included in a deposit, QuickBooks will display a warning: “You need to delete this payment from the deposit before you can delete the transaction itself, or edit its name or amount.”

To delete a payment from a QuickBooks Online deposit

These instructions apply to QuickBooks Online with this logo:

The logo for QuickBooks Online, featuring the text "QuickBooks Online" in white on a blue rectangular background.

1. Click the **Customers** tab in QuickBooks, and then click **Customer Center**.

The QuickBooks **Customer Center** window opens.

2. Select the customer name.
3. Select **Running Balance** from the **Show** drop-down list on the right side of the window.
4. Select the payment you are deleting.

The **Receive Payment** window opens.

The amount and date of the deposit are displayed in the bottom left of the window.

5. Click the date to view the deposit.
6. Uncheck the payment to remove it from the deposit, and then click **Save**.

The payment has been deleted from the deposit and you are now able to reverse the transaction from CMS.

These instructions apply to QuickBooks Online with this logo:



1. Click the **Customers** tab in QuickBooks.

The QuickBooks **Customers** window opens.

2. Select the customer name.
-

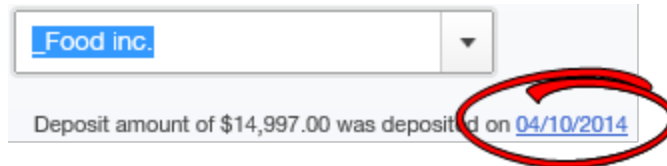
3. Click on the payment you are deleting.

The **Receive Payment** window opens.

4. Click the date link under the customer name in the upper left of the window.

A line appears under the link when you hover over it.

For example:



The **Deposit** window opens.

5. Uncheck the payment you want to remove from the deposit.
6. Click **Save and New**.

The payment has been deleted from the deposit and you are now able to reverse the transaction from CMS.

Related Topics

[Close of Day Overview](#)
[Exporting to QuickBooks](#)
[Payment and Receipting Overview](#)
[Trust Accounting Report](#)
[Voiding a Receipt in CMS](#)

Deleting a QuickBooks Transaction

A transaction that has been exported from HawkSoft CMS to QuickBooks Desktop® using the QuickBooks .IIF file format cannot be reversed in QuickBooks, but it can be deleted. A transaction may need to be deleted if it was entered incorrectly, or should not have been exported.

When the QuickBooks IIF integration type is selected, exporting to QuickBooks is a two-step process. CMS exports an IIF file to a user-determined location, and then that file is imported into QuickBooks using the QuickBooks Import utility.

This article explains how to manually delete transactions from QuickBooks that were exported using the QuickBooks IIF integration type.



This procedure applies to agencies using IIF integration settings only. If your agency uses QuickBooks Direct or Online integration settings, please see [Reversing a QuickBooks Transaction](#).



Required Permissions:
To perform this task, no specific CMS user permissions are required.

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.



Depending on the transaction, one receipt exported to QuickBooks can create several entries. All transactions that were created from one receipt are found on the customer's register.

QuickBooks provides a register for each customer on your Customers & Jobs list. The register lists all the accounts receivable (A/R) transactions related to that customer.

These can include:

- **Payments** – Payments receipted in CMS.
- **Checks** – Agency Sweeps and Checks to Carriers.
- **General Journals or Journal Entry** – An accounting transaction that affects the Chart of Accounts. Most commonly used to track Agency Fee and Retained Commissions.

In this topic:

[Manually Delete a Transaction from QuickBooks](#)

[Deleting a Payment from a QuickBooks Deposit](#)

Manually delete a transaction from QuickBooks



If you try to delete a payment that has been included in a deposit, QuickBooks will display a warning: "You need to delete this payment"



from the deposit before you can delete the transaction itself, or edit its name or amount.”

1. Select **Customer Center** from the main QuickBooks icon bar.

The **Customer Center** window opens.

2. Right-click the name of the customer whose deposit you are removing.
3. Select **Use Register**.

The **Accounts Receivable** register for the selected customer opens.

4. Right-click the transaction, and then select any of the following:
 - Delete Check
 - Delete Payment
 - Delete General Journal

Deleting a payment from a QuickBooks deposit



The steps below are for QuickBooks 2013. Although the steps are essentially the same for older versions of QuickBooks , some window titles, button labels, and field names may vary.

1. Select **Banking > Use Register** from the main QuickBooks menu bar.

The **User Register** task dialog opens.

2. Select the bank account that received the deposit, and then click **OK**.

The bank register opens.

3. Find the deposit that includes the payment, and then click **Edit > Edit Deposit** from the main QuickBooks menu bar.
 4. Highlight the payment.
 5. Click **Edit > Delete Line** from the main QuickBooks menu bar.
 6. Click **Save > Close**.
-

A confirmation dialog appears.

7. Click **Yes** to record your changes.

The payment has been deleted from the deposit, and can now be deleted from the account register.

Related Topics

[Close of Day Overview](#)
[Exporting to QuickBooks](#)
[Payment and Receipting Overview](#)
[Trust Accounting Report](#)
[Voiding a Receipt in CMS](#)

Voiding a Receipt in CMS

HawkSoft CMS provides agencies with the tools to void a receipt or customer receivable credit payment. A receipt might need to be voided for several reasons, such as when payment amounts are incorrect or if they were created using the incorrect Invoice Item. This article describes the steps required to properly void a receipt in CMS.

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.



Required Permissions:

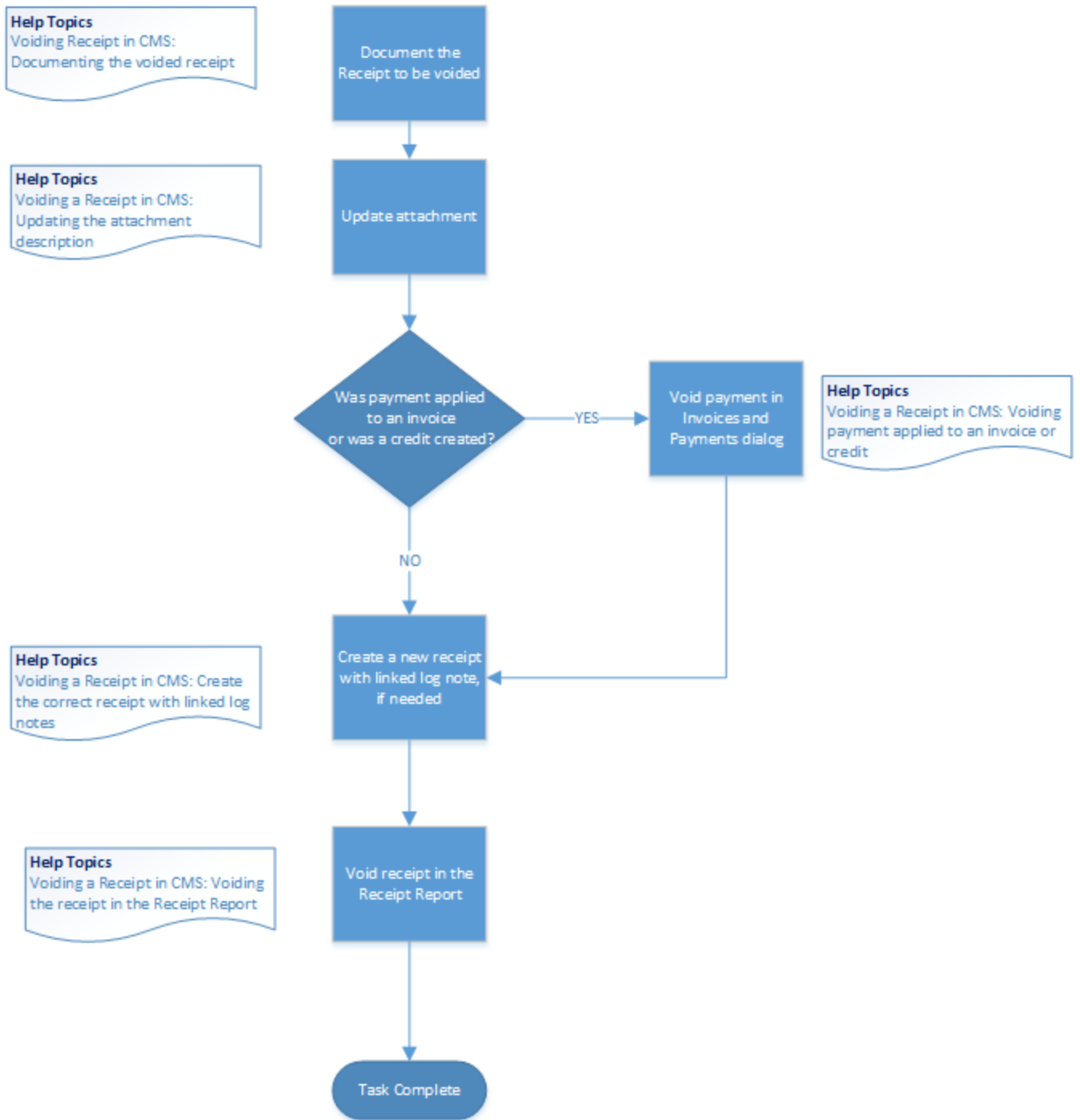
In order to complete these steps, you must have the following permissions. Additional permissions are required [to void the receipt in the Receipt Report](#) and [to void a payment applied to an invoice or void a credit](#).

Client File > Edit Attachment/Forms Properties > Action Menu
Reports > Receipt Report > Receipt Report Access - New, Edit, Void, Reissue, and Export Receipts

See [Setting User Permissions](#) for more information.

Voiding a Receipt Workflow

[Printable PDF](#)



Follow the steps in each of the following sections below to properly void a receipt in CMS.

Step 1: Document the voided receipt

1. [Retrieve](#) a client file, and then locate the original receipt [log note](#).
2. Double-click to open the original receipt log note.

The screenshot shows a software interface titled "View Log". At the top, there are several buttons: "Append Log" (highlighted with a blue box), "New Log", "Flag", "Void", a set of navigation arrows, a filter icon, a printer icon, and "Link To Log". Below the buttons, a log entry is displayed:

5) 12/18/2017 14:26: DMI: 02 Phone From Ins Accounting Paymt **
Payment Taken: \$150.00 by Check #111
\$150.00 to Mixed Accounting Agency - Canby for Payment on Invoice #1001 - Ref #INV# 1001
Amount Tendered: \$150.00
Change: \$0.00
Receipt #00000105
Receipt Date and Time: 12/18/2017 02:11PM
Receipt Attached

Below the log entry, it says "Applied \$150.00 to Invoice #1001" and "Attachment: [Receipt #00000105 for \\$150.00](#)".

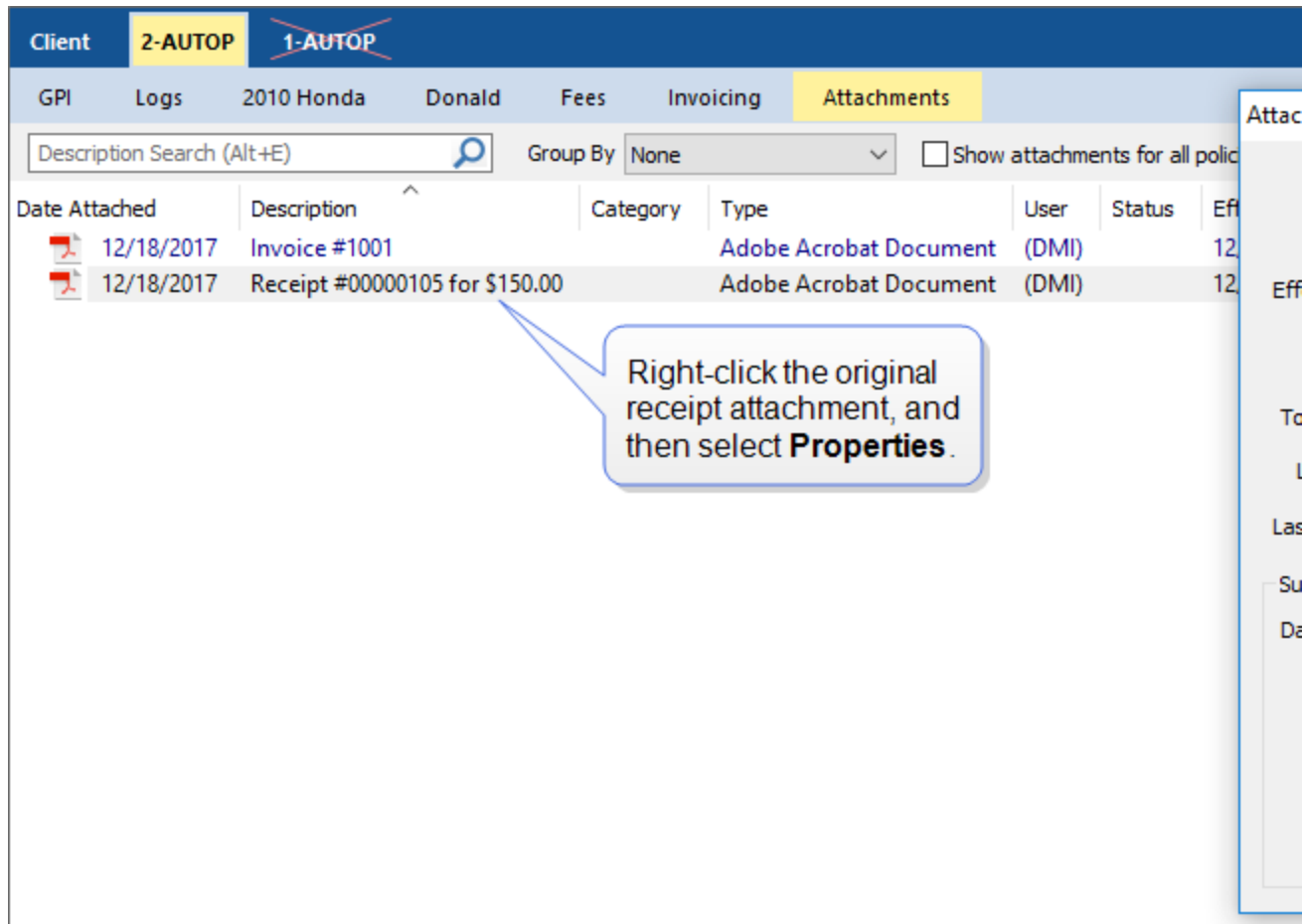
Two callout boxes are present: one pointing to the "Append Log" button with the text "Click Append Log to create a new Log Entry to document the reason for the voided receipt." and another pointing to the receipt number "00000105" with the text "Take note of the Receipt number. You will need this number to void the receipt in the Receipt Report."

See [Appending a Log Note](#) for more details if needed.

3. Use the [Add Log Entry Comments](#) dialog to note the reason for the void, and then click **OK**.

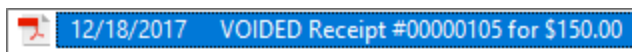
Step 2: Update the Attachment Description

1. With the client file open, click the **Attachments** tab.



2. Click **OK** to save the Description.

The receipt is now clearly marked **VOIDED** on the Attachments list.



Step 3: Void payment applied to an invoice or credit

For payments that have been applied to an invoice or credit, you will need to void the payment from the Invoices and Payments dialog.



The following steps are not applicable if the payment was not applied to an invoice or a credit.

Required Permissions

To complete this task, user permissions must be set to include:

▼ **Client File**

Action Menu

Internal Menu

▼ **Accounting:**

Edit Invoice Amounts/Void Invoices

See [Setting User Permissions](#) for more information.

1. With the client file open, click **Action**.
2. Select **Internal > Customer Accounting > Invoicing**.

The **Invoices and Payments** dialog opens listing all invoices, payments, and credits for the selected client.

Type	Date	Due Date	Num	Note	First Item Description	Amount	Due	Status	Balance
Invoice	12/18/2017	01/17/2018	101		Down Payment on Policy #	150.00	0.00	Paid	150.00
Payment	12/18/2017		0000105	INV #1001		-150.00	0.00		0.00

3. A confirmation appears with a reminder to update QuickBooks. Click **Yes** to continue.

The payment is removed from the Invoices and Payments dialog.

4. Click **Close** to exit the Invoices and Payments dialog.

The [Add Log Entry Comments](#) dialog opens with the voided payment information documented.

5. Add comments as needed, and then click **OK**.
-

Step 4: Optional: Create the correct receipt with linked log notes

After the incorrect receipt is voided, follow these steps to create a new receipt with the correct information, and then link the previous log note to a new log note. If this payment has been applied to an invoice, you must unapply the payment. See [Unapplying a Credit or Payment](#) for more information.



Required Permissions:

In order to complete this task, user permissions must be set to include:

Action Menu > Allow Payment Processing

See [Setting User Permissions](#) for more information.

1. Open the original receipt log note.
2. Select **New Log**.
The **Action** menu opens.
3. Select one item in each of the first three lists to describe what prompted this transaction.
4. Click **Customer Accounting**.
5. Click **Payment Processing**.

Depending on existing transactions in the client's file, CMS might present an Unapplied Credits dialog.

6. Click **Skip** to continue.
7. If the Open Invoices dialog opens, you can select the original invoice again, to apply the correct payment to.

The **Payment** dialog opens.

8. Complete the fields in the Payment dialog.

See [Creating Customer Receipts](#) for detailed instructions.

9. Click **OK**.

By using the **New Log** option in the existing log note, the voided receipt log is linked with the new receipt log to create the new receipt.

Step 5: Void the receipt in the Receipt Report



Required Permissions:


In order to complete this task, user permissions must be set to include:

Reports > Receipt Report > Receipt Report Access - New, Edit, Void, Reissue, and Export Receipts

See [Setting User Permissions](#) for more information.



If the receipt has been exported to QuickBooks, you must reverse it from QuickBooks before voiding the receipt in CMS. See [Reversing a QuickBooks Transaction](#) for more information.

1. Click **Reports > Receipt Report** on the main HawkSoft CMS toolbar.
 2. Click  , and then select the **Receipt Book** year that contains the receipt, and then click **Open**.
 3. The **Select Receipt Report Filters** dialog opens.
-

Select Receipt Report Filters

Filters

Start Number User

End Number CSR

Start Date Account

End Date Reporting Account

Name Transactions

Customer ID Policy Office

Single Receipt

Receipt Number User's Office

Filters apply only to the 2017 Receipt Book.

4. Click **OK**.

The report opens with the indicated receipt highlighted.

5. Click  on the toolbar.
Void

6. Click **Yes** to confirm voiding the receipt.

The receipt is now voided on the Receipt Report.

7. Close the Receipt Report.

The receipt log note is appended with the reason for voiding the original receipt, the original receipt attachment description is updated, and the receipt in the Receipt Report is voided.

Related Topics

[Processing a Payment for an Invoice](#)

[Creating Customer Receipts](#)

[Linking a Log Note](#)

Voiding an Invoice

An invoice may need to be voided if it was entered incorrectly or is no longer needed. An invoice can be voided after it is created or after it is transferred to QuickBooks®. This article explains how to void an invoice in HawkSoft CMS and document the transaction in the client file.

In this topic:

[Voiding Direct Bill Per Policy Invoices](#)

[Voiding a Company Payable Per Statement Invoice](#)

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.



Required Permissions:

In order to complete this task, user permissions must be set to include:

Client File > Edit Attachment/Forms Properties > Action Menu > Internal Menu (to void an invoice from client file) > Internal Correction
Accounting > View Customer Receivables > Edit Invoice Amounts/Void Invoices
Reports > Receipt Report > Receipt Report Access - New, Edit, Void, Reissue, and Export Receipts

See [Setting User Permissions](#) for more information.

Voiding direct bill and per policy invoices

When voiding a direct bill or company payables per policy invoice, you must void the invoice from the client file.



If a payment has been applied to the invoice, you must also void the receipt from the Receipt Report. Please see [Voiding a Receipt in CMS](#) for more information.

Follow the steps below to void the invoice from the client file:

Step 1: Document the voided invoice

1. With the client file open, select the GPI tab to locate the original log note for the invoice.



Use the **Search Log** option to search for the log note containing the invoice.

2. Double-click on the original invoice log note.
 3. Click **Append Log**.
See [Append Log](#) for additional instructions.
 4. Use the [Add Log Entry Comments](#) box to note the reason the invoice is being voided.
 5. Click **OK**.
-

Step 2: Update the attachment description

1. With the client file open, select the **Attachments** tab.
 2. Right-click the original invoice attachment, and then select **Properties**.
The **Attachment Properties** dialog opens.
 3. Place your cursor at the beginning of the invoice **Description** field, and then type **VOIDED**.
 4. Click **OK**.
-

Step 3: Void the invoice from the client file

1. With the client file open, select the policy you are voiding the invoice for.
 2. Click **Action > Internal > Customer Accounting > Invoicing**.
The **Invoices and Payments** dialog opens.
-

3. Highlight the invoice to be voided, and then click the **Void** button on the Invoices and Payments toolbar.

A confirmation appears and lists any payments that will be unapplied as a result of voiding this invoice.



If a payment has been applied to the invoice, you must also void the receipt from the Receipt Report. See [Voiding a Receipt in CMS](#) for more information.

4. Click **Yes** to void the invoice.



Click the **Views** button on the Invoices and Payments toolbar, and then select **Show Voided Transactions** to see all voided transactions for this client file.

5. Click **Close** to close the Invoices and Payments dialog.

The **Add Log Entry Comments** dialog opens.

6. Add comments, as needed, and then click **OK**.
-

Voiding a company payable per statement invoice

When voiding a company payables per statement invoice, you must void the invoice from the client file and from the receipt report.

Step 1: Document the voided invoice

1. With the client file open, locate the original invoice log note.



Use the **Search Log** option to search for the log note containing the invoice.

2. Double-click the log note to open it.
 3. Click **Append Log**.
See [Append Log](#) for additional instructions.
 4. Use the [Add Log Entry Comments](#) box to note the reason the invoice is being voided.
 5. Click **OK**
-

Step 2: Update the attachment description

1. With the client file open, click the **Attachments** tab.
 2. Right-click the original invoice attachment, and then select **Properties**.
The **Attachment Properties** dialog opens.
 3. Place your cursor at the beginning of the invoice **Description** field, and then type **VOIDED**.
 4. Click **OK**.
-

Step 3: Void an invoice from the client file

1. With the client file open, select the policy you are voiding the invoice for.
-

2. Click **Action > Internal > Customer Accounting > Invoicing**.
3. The **Invoices and Payments** dialog opens.
4. Highlight the invoice to be voided, and then click the **Void** icon on the **Invoices and Payments** toolbar.

A confirmation appears and lists any payments that will be unapplied as a result of voiding this invoice.

5. Click **Yes** to void the invoice.



Click the **Views** button on the Invoices and Payments toolbar, and then select **Show Voided Transactions** to see all voided transactions for this client file.

6. Click **Close** to close the Invoices and Payments dialog.
The **Add Log Entry Comments** dialog opens.
 7. Add comments, as needed, and then click **OK**.
-

Step 4: Void the invoice on the Receipt Report

1. Click **Reports > Receipt Reports** from the main CMS menu bar.
The **CMS Receipt Report** window opens.
2. Select the **Receipt Book** year (2012, 2013, etc.) that contains the invoice you want to include in the report, and then click **Open**.
The **Select Receipt Report Filters** dialog opens.
3. Click **OK**.

The Receipt Report opens.

Select the invoice to be voided.



If “transferred” appears in the status column for the selected invoice, reverse it or manually delete it from QuickBooks before continuing. See [Reversing a QuickBooks Transaction](#) for more information.

4. Click the **Void** button on the Receipt Report toolbar.
 5. Click **Yes** to void the receipt (invoice).
-

The invoice is now marked **Voided**, and the change has been documented.



If your agency integrates with Quickbooks, you must make appropriate changes to the Quickbooks Customer Receivable to ensure CMS and Quickbooks transactions match. See [Reversing a QuickBooks Transaction](#)

Related Topics

[Editing an Invoice](#)

[Reversing a QuickBooks Transaction](#)

[Voiding a Receipt in CMS](#)

Editing an Invoice

This article explains the process of editing an invoice in the client file. This procedure can be used when an agent needs to modify or enter the retained commissions on a Company Payables per Statement invoice, or correct a mistake on a Company Payables per Policy or Direct Bill invoice.

It is important to know how to edit an invoice to ensure the balances are correct once transferred to QuickBooks®.



For Company Payable per Statement invoices you can only edit the Date, Due Date, Agent, Retained (transferred when paid to the carrier), Printed Comment and Note fields because this invoice has already been transferred to QuickBooks. If the **Amount** of the invoice is incorrect, please see [Voiding an Invoice](#).

In this topic:

[Editing an Invoice in the Client File](#)

[Updating the Attachment Description](#)

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.



Required Permissions:

In order to complete this task, user permissions must be set to include:

Accounting > View Customer Receivables > Create Invoices/Credit Memos > Edit Invoice dates, Addresses, etc. > Edit Invoice Amounts/Void Invoices

See [Setting User Permissions](#) for more information.

Editing an invoice in the client file

1. Retrieve a client file, and then locate the original invoice log note.
2. Double-click the original invoice log note.
3. Click the **New Log** button.

The **Action** menu opens.

4. Select **Internal > Customer Accounting > Invoicing**.

The **Invoices and Payments** dialog opens.

5. Double-click on the invoice you need to edit.

The invoice opens.

6. Edit the invoice as needed.

You can edit any field on a Company Payable per Policy or Direct Bill invoice because the invoices have not been transferred to QuickBooks. These invoices transfer when payment is made on the invoice.

See [Selecting Company Payables to Pay](#) for more information.

7. Click **OK** to complete the invoice.

The **Action to Perform** dialog opens.

8. Select whether to **Print** or **Email** the invoice, and then click **Finish**.

Save as an Attachment is selected by default, and cannot be unchecked.

9. Click **Close** to leave the **Invoices and Payments** dialog.

[Add Log Entry Comments](#) dialog box opens.

10. Add comments as needed, and then click **OK**.



The new invoice is automatically attached to the lower section of the log note.

Updating the attachment description

The original invoice description needs to be updated because there are now two invoices with the same invoice number.

1. With the client file open, click the **Attachments** tab.

Both the original invoice and the modified invoice are listed as attachments.

2. Right-click the original invoice attachment, and then select **Properties**.

The **Attachment Properties** dialog box opens.

3. Modify the **Description** for the original invoice that is no longer valid. Place your cursor at the beginning of the invoice **Description** field, and then type *Voided*.
4. Click **OK**.

You have now edited your invoice, and updated the original invoice description in the attachments list on the client file.

Related Topics

[Paying Company Payables Per Statement Overview](#)
[Voiding an Invoice](#)

Creating a Credit Memo

This article explains how to create a credit memo and apply the credit toward an open invoice in HawkSoft CMS. An agency can create a credit memo for several reasons, including waiving balances, endorsing a policy, or refunding unearned retained commissions.

Credit memos can be transferred to QuickBooks® from the [Trust Accounting Report](#) during the [Close of Day Overview](#) process. Once the credit memo is sent to QuickBooks, the customer's balance in QuickBooks will reflect the credit.



Required Permissions:

In order to complete this task, user permissions must be set to include:

Accounting > View Customer Receivables > Create Invoices/Credit Memo

See [Setting User Permissions](#) for more information.

To create a credit memo

1. Retrieve a client file, and then select the policy you are creating the credit memo for.
2. Click [Action](#), and then select one item in each of the first three lists to describe what prompted this transaction.
3. Select **Customer Accounting**, and then **Create Credit Memo**.

The **Credit Memo** dialog opens.

4. Optional: For a Company Payable per Statement Credit Memo, select the **Company Payables Premium**.



This option is available only if selected during Trust Accounting [Setup](#). For additional information on Company Payable per Statement invoices, see [Understanding the Invoicing Process](#).

5. Confirm the **Date** and **Due Date**.

The default due date is 30 days from the date created.

6. Leave the **Invoice Number** field set to the default **TBA**.

CMS auto-fills the invoice number when you complete the credit memo.

7. Optional: Select agent initials from the **Agent** drop-down list.



CMS populates the **Agent** field with the initials listed as Agent 1 from the GPI screen for the selected policy. When no initials are listed on the policy, the **Agent** field on the invoice is left blank.

8. Select one of the following from the **Item** drop-down list:

See [Invoice Items](#) and [Customizing Invoice Items](#) for more information.

- **Balance Waived** – When exported, this selection credits the customer balance in QuickBooks from the Transfer: Balances Waived account.
- **Premium Credit:Unearned Commission** – Select when crediting or refunding an unearned commission that was retained by the agency at the time the payment was taken. When exported, this selection credits the customer balance in QuickBooks from the Transfer:Retained Commission account.
- **Carrier Name** – Select the carrier name when crediting Company Payable Per Statement Invoices.



Check the **Company Payables Premium** box at the top of the Credit Memo dialog.

This creates a credit listed on the Unpaid Company Payable Report for that carrier, and an entry on the Trust Accounting Report.

When the Trust transaction is exported to QuickBooks, the customer balance is credited to the account set up for the carrier in QuickBooks.

See [Selecting Company Payables to Pay](#) for more information.

9. Verify the **Policy** information.

The policy selection defaults from the policy you selected prior to selecting your Action items.

10. Enter a **Description**, or select from the drop-down list.

For Premium Credit: Unearned Commission, enter or select **Premium Credit**.

11. Enter the total amount credited in the **Amount** field.

12. Verify the amount in the **Retained Field**.

If the selected Item is Balance Waived or Premium Credit:Unearned Commission, this field should be blank.

13. Optional: Enter a message in the **Printed Comment** field.

Comments appear on the printed invoice and are seen by the customer.

14. Optional: Enter an additional description in the **Note** field.

Information in the **Note** field provides a description for this item on the Invoicing tab in the client file. Messages entered into the Note field are for internal use only and are not seen by the client.

15. Optional: Check the **Customer Receivable Correction: Do NOT Transfer to Receipt Report or update QuickBooks** box to keep this transaction from transferring to QuickBooks during the [Close of Day](#) process.

For example, you might check this box when you enter Opening Balances, or during the Close of Month process when you have changed a balance in QuickBooks and need to match that balance in CMS.



Do not select this check box unless directed by your bookkeeper or accountant. This option is available only when the **Bookkeeper Overrides** permission is selected in your [User Profile](#).

16. Click **OK** to complete the credit memo.
17. If your agency creates and tracks [company payables per statement](#) invoices, the **Open Invoices** dialog opens with a list of any open (unpaid) invoices.
 - a. Optional: Select an open invoice to apply the credit to, or **Uncheck All** if the credit memo will not be applied to any of the invoices listed.
 - b. Click **OK**.
18. The **Action to Perform** dialog opens.
19. Select whether to **Print** or **Email** the invoice, and then modify printing options, as needed.

Save as an Attachment is selected by default, and should not be unchecked.
20. Click **Finish**.

The **Action** menu opens.
21. Click **Finish** to close the Action menu.

The [Add Log Entry Comments](#) dialog opens.
22. Add comments as needed, and then click **OK**.




Click the **Invoicing** tab on the Client/Policy detail bar to view all invoices and credit memos for that client.

Related topics

[Processing a Payment for an Invoice](#)
[Close of Day Overview](#)
[Editing an Invoice](#)
[Paying Company Payables Per Statement Overview](#)
[Processing a Per Policy Refund](#)

Processing a Per Policy Refund

Recommended: Double-click the  button to close all drop-down sections in this article. You can then open each section to read the steps you need.

This article describes the steps to issue a refund check to the customer or other party for payment made on a policy. A refund may be needed due to a policy cancellation, endorsement, or overpayment. Refunds are typically processed by the Bookkeeper, Manager, or CSR responsible for CMS accounting.

See [Trust Accounting Settings](#) for more information about Company Payables configuration.

In this topic:

[Adjust the Customer Balance](#)

[Process a Refund](#)



Required Permissions:

In order to complete this task, user permissions must be set to include:

Accounting > View Customer Receivables > Create Invoices/Credit Memos

See [Setting User Permissions](#) for more information.

Adjust the customer balance

Before processing a refund, you must return the net premium and unearned commission to the customer balance.



If a credit has already been entered for this refund, skip to the [process a refund](#) steps below.

1. Create a Customer Receivable Credit Receipt to document the return premium from a carrier check.

To create a Customer Receivable Credit Receipt



Required Permissions:

In order to complete this task, user permissions must be set to include:

Client File > Action Menu > Allow Payment Processing

See [Setting User Permissions](#) for more information.

- a. [Retrieve](#) the client file, and then select the policy you are receiving the customer receivable credit on.
- b. Click [Action](#), and then select one item in each of the first three lists to describe how you received the payment from the carrier.
- c. Select **Customer Accounting**, and then select **Payment Processing**.



If there are any open invoices on this client file, the Open Invoices dialog opens. Click Skip to simply create a refund.

The **Payment** dialog opens.

- d. Complete the **Invoice Item**.
 - i. Select **Customer Receivable Credit** from the **Invoice Item** drop-down list.
 - ii. Verify the selection in the **Policy** column.

The Policy selection defaults from the policy you selected prior to selecting your Action items.

- iii. Enter the amount of the check received from the carrier in the **Amount** field.
- iv. Leave the **Retained** field blank.
- e. Complete the **Pay Method**.
 - i. Select a **Pay Method** from the drop-down list.
 - ii. Enter the **Check** or **Reference Number**, when applicable.

The amount entered for the Invoice auto-fills the Pay **Amount** field.

- f. Optional: Enter a message in the **Printed Comment** field to appear on the generated customer receipt.



If a CSR drop-down is visible below the Printed Comments field, the appropriate user initials must be selected. This drop-down list appears only if Show CSR Field on Receipts is selected when configuring Trust Accounting Settings.

- g. Optional: Enter an internal **Note** and/or select additional actions from the lower section of the dialog.
 - h. See [Payment Dialog: Additional fields and options](#) for more information.
 - i. Click **OK** when the Payment dialog is complete.
The [Add Log Entry Comments](#) dialog opens.
 - j. Add comments as needed, and then click **OK**.
-
2. If there is unearned commission to be returned, create a [Credit Memo](#) for only the unearned commission, which is charged back to the agency.

To Create a Credit Memo



Required Permissions:

In order to complete this task, user permissions must be set to include:

Accounting > View Customer Receivables > Create Invoices/Credit Memo

See [Setting User Permissions](#) for more information.

1. Retrieve a client file, and then select the policy you are creating the credit memo for.
2. Click [Action](#), and then select one item in each of the first three lists to describe what prompted this transaction.
3. Select **Customer Accounting**, and then **Create Credit Memo**.

The **Credit Memo** dialog opens.

4. Select **Premium Credit:Unearned Commission** from the **Item** drop-down options on the Credit Memo.
5. Verify the **Policy** information.

The policy selection defaults from the policy you selected prior to selecting your Action items.

6. Enter a **Description**, or select from the drop-down list.

The description item selected indicates that it is returned commission.

7. Enter the **Amount** of the unearned commission.

This will deduct funds from your commission transfer account.

8. Optional: Enter a message in the **Printed Comment** field.

Comments appear on the printed invoice and are seen by the customer.

9. Optional: Enter an additional description in the **Note** field.

Information in the **Note** field provides a description for this item on the Invoicing tab in the client file. Messages entered into the Note field are for internal use only and are not seen by the client.

10. Optional: Check the **Customer Receivable Correction: Do NOT Transfer to Receipt Report or update QuickBooks** box to keep this transaction from transferring to QuickBooks during the [Close of Day](#) process.

For example, you might check this box when you enter Opening Balances, or during the Close of Month process when you have changed a balance in QuickBooks and need to match that balance in CMS.



Do not select this check box unless directed by your bookkeeper or accountant. This option is available only when the **Bookkeeper Overrides** permission is selected in your [User Profile](#).

11. Click **OK** to complete the credit memo.
 12. If there are any open invoices on the customer file, the **Open Invoices** dialog opens with a list of any open (unpaid) invoices. Click **Skip**, and then click **OK**.
 13. The **Action to Perform** dialog opens.
 14. Select whether to **Print** or **Email** the invoice, and then modify printing options, as needed.
Save as an Attachment is selected by default, and should not be unchecked.
 15. Click **Finish**.
The **Action** menu opens.
 16. Click **Finish** to close the Action menu.
The [Add Log Entry Comments](#) dialog opens.
 17. Add comments as needed, and then click **OK**.
-

Now you are ready to process the refund.

To process a refund

A refund can be issued to a customer when credits to the account exceed the amount due from the customer. These steps assume a credit balance on the customer's receivable account already exists.

1. [Retrieve](#) the client file, and then select the policy for which the refund is being created.
2. Click [Action](#), and then select one item in each of the first three lists to describe what prompted this transaction.

For example: If a refund check is processed for the Insured, select **Mail > To> Insured** (The check might be sent to the Company, Broker, etc.).

3. Select **Customer Accounting > Issue Credit**.

The **Unapplied Credits** dialog opens.



- If the selected policy is cancelled, expired, or a prospect, a confirmation message appears. Click **Yes** to continue.
- If the client has any unpaid invoices, the **Open Invoices** dialog opens. Click **Skip** to proceed to the Unapplied Credits dialog.

4. Select the credit items that contain the funds to be returned to the customer, and then click **OK**.

The **Payment** dialog appears with **Insured Refund** as the default Invoice Item.

5. Optional: Click the **Show Details** button to verify the **Payee** information for the recipient of the refund. Select or enter a different payee if needed.

The unapplied credit(s) will auto-fill in the pay method.

6. Optional: Enter a message in the **Printed Comment** field to appear on the generated customer receipt.

7. Optional: Enter an internal **Note** and/or select additional actions from the lower section of the dialog.

See [Payment Dialog: Additional fields and options](#) for more information.

8. Click **OK** when the Payment dialog is complete.

The **Paid Invoice** dialog opens.

9. Click **OK** to clear the credit from the customer's account balance.

The **Action to Perform** dialog opens.

10. Select whether to **Print**, and/or **Email** the paid invoice.

Save as an Attachment is selected by default.

11. Click **Finish**.

The [Add Log Entry Comments](#) dialog opens.

12. Add comments as needed, and then click **OK**.

The refund is now documented and processed. The invoice and the receipt are attached to the client file, and are viewable on the Invoicing tab located on the Client/Policy detail bar.

Once the items from the [Trust Accounting Report](#) have been successfully [exported to QuickBooks](#), all checks to be printed will appear in the **Print Checks** window in QuickBooks, ready for you to send to the printer.

Related Topics

- [Creating a Credit Memo](#)
 - [Creating Customer Receipts](#)
 - [Trust Accounting Settings](#)
 - [Using the Payment Dialog](#)
 - [Processing a Company Payables Refund](#)
-

Processing a Company Payables Refund

This article describes the steps to issue a refund check to the customer or other party. A refund may be needed due to a policy cancellation or endorsement.

Refunds are typically processed by the Bookkeeper, Manager, or CSR responsible for CMS accounting.

This article provides steps to process a refund for company payables per statement.

See [Trust Accounting Settings](#) for more information about Company Payables configuration.

See [Understanding the Invoicing Process](#) for an explanation of the difference between Company Payables and Per Policy.

In this topic:

[Adjust the Customer Balance](#)

[To Process a Refund](#)

[To Process the Credit from the Carrier](#)



Required Permissions:
In order to complete this task, user permissions must be set to include:



Accounting > View Customer Receivables > Create Invoices/Credit Memos

See [Setting User Permissions](#) for more information.

Adjust the customer balance

This type of refund requires returning gross premium as a credit including the unearned commission to the customer balance before processing a refund.

1. Create a Credit Memo for the total gross premium to be refunded. Enter the unearned commission as retained.

To Create a Credit Memo



Required Permissions:

In order to complete this task, user permissions must be set to include:

Accounting > View Customer Receivables > Create Invoices/Credit Memos

See [Setting User Permissions](#) for more information.

1. Retrieve a client file, and then select the policy you are creating the credit memo for.
2. Click [Action](#), and then select one item in each of the first three lists to describe what prompted this transaction.
3. Select **Customer Accounting**, and then **Create Credit Memo**.

The **Credit Memo** dialog opens.

4. For a Company Payable per Statement Credit Memo, ensure the **Company Payables Premium** box is checked.

This creates a credit listed on the Unpaid Company Payable Report for that carrier, and an entry on the Trust Accounting Report.

When the Trust transaction is exported to QuickBooks, the customer balance is credited to the account set up for the carrier in QuickBooks.

See [Selecting Company Payables to Pay](#) for more information.



This option is available only if selected during Trust Accounting [Setup](#).

5. Select the specific company from the **Item** drop-down options on the Credit Memo.

6. Verify the **Policy** information.

The policy selection defaults from the policy you selected prior to selecting your Action items.

7. Enter a **Description**, or select from the drop-down list.

8. Enter the total amount credited in the **Amount** field.

This should be the gross amount of the premium being returned to the client.



The amount needs to be entered in as a positive, CMS recognizes that it will be a credit on the account because we are using a credit memo.

9. Enter the amount in the **Retained Field** for the unearned commission.

10. Optional: Enter a message in the **Printed Comment** field.

Comments appear on the printed invoice and are seen by the customer.

11. Optional: Enter an additional description in the **Note** field.

Information in the **Note** field provides a description for this item on the Invoicing tab in the client file. Messages entered into the Note field are for internal use only and are not seen by the client.

12. Optional: Check the **Customer Receivable Correction: Do NOT Transfer to Receipt Report or update QuickBooks** box to keep this transaction from transferring to QuickBooks during the [Close of Day](#) process.

For example, you might check this box when you enter Opening Balances, or during the Close of Month process when you have changed a balance in QuickBooks and need to match that balance in CMS.



Do not select this check box unless directed by your bookkeeper or accountant. This option is available only when the **Bookkeeper Overrides** permission is selected in your [User Profile](#).

13. Click **OK** to complete the credit memo.

The **Open Invoices** dialog opens with a list of any open (unpaid) invoices.

14. Click **Skip** to create a credit memo.

15. The **Action to Perform** dialog opens.

16. Select whether to **Print** or **Email** the invoice, and then modify printing options, as needed.

Save as an Attachment is selected by default, and should not be unchecked.

17. Click **Finish**.

The **Action** menu opens.

18. Click **Finish** to close the Action menu.

The [Add Log Entry Comments](#) dialog opens.

19. Add comments as needed, and then click **OK**.

Now you are ready to process the refund.

To process a refund

A refund can be issued from a customer's receivable account when credits to the account exceed the amount due from the customer. These steps assume a credit balance on the customer's receivable account already exists. See [Steps to complete](#), above.

1. Retrieve a client file, and then select the policy for which the refund is being created.



Select the Invoicing tab and verify that unapplied credits or payments are listed.

If the credits or payments are not listed, see the Company



Payables per Statement refund workflow above for the steps to take before proceeding.

2. Click **Action**, and then select one item in each of the first three lists to describe what prompted this transaction.

3. Select **Customer Accounting > Issue Credit**.

The **Unapplied Credits** dialog opens.

4. Select the credit items that contain the funds to be returned to the customer, and then click **OK**.

The **Payment** dialog appears with **Insured Refund** as the default Invoice Item.

5. Optional: Click the **Show Details** button to verify the **Payee**. Select a different payee if needed.

6. Optional: Enter a message in the **Printed Comment** field to appear on the generated customer receipt.

7. Optional: Enter an internal **Note** and/or select additional actions from the lower section of the dialog.

See [Payment Dialog: Additional fields and options](#) for more information.

8. Click **OK** when the Payment dialog is complete.

The **Paid Invoice** dialog opens.

9. Click **OK**.

The **Action to Perform** dialog opens.

10. Select whether to **Print**, and/or **Email** the receipt.

Save as an Attachment is selected by default and cannot be unchecked.

11. Click **Finish**.

The [Add Log Entry Comments](#) dialog opens.

12. Add comments as needed, and then click **OK**.

An invoice marked *Paid* will now appear. This is an internal invoice to offset the credit.

13. Click **OK**.

The receipt is now complete and the client has a paid invoice for the insured refund. The invoice and the receipt are attached to the client file, and are viewable on the Invoicing tab on the Client/Policy detail bar.

Once the items from the [Trust Accounting Report](#) have been successfully [exported to QuickBooks](#), all checks to be printed will appear in the **Print Checks** window in QuickBooks, ready for you to send to the printer.

To process the credit from the carrier

Agency bill statement

Follow each of the procedures in the [Paying Company Payables Per Statement Overview](#) if the agency bill statement from the carrier lists the credit you created in CMS.

As you [select invoices to pay](#), be sure to select the credit memo, adjusting the amount due to the carrier.

Check from the carrier

Follow the steps below, if you received a check from the carrier rather than an item on the agency bill statement:

1. Deposit the check directly into your Trust Banking Account.
2. Run the [Unpaid Company Payables](#) report for the carrier.
3. Select the credit memo.

The balance due will now show a credit amount that should equal the check you received from the carrier.

4. Process the check, which will actually be a credit.

When exported to Quick Books this 'credit check' will create a deposit transactions in your Trust Account to reflect the check you are depositing from the carrier.

Related Topics

[Creating a Credit Memo](#)

[Creating Customer Receipts](#)

[Trust Accounting Settings](#)

[Using the Payment Dialog](#)

Unapplying a Credit or Payment

This article explains how to unapply a payment or credit memo from an invoice. This process is useful when a payment or credit is applied incorrectly, or applied to the wrong invoice and you need to unapply the payment before applying it to the correct invoice.

See [Applying an Unapplied Credit or Payment to an Open Invoice](#) for information on applying a credit after it has been unapplied.

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.



Required Permissions:

In order to complete this task, user permissions must be set to include:

Accounting > View Customer Receivables

See [Setting User Permissions](#) for more information.

Unapplying a credit or payment on an invoice

1. Retrieve a client file, and then select the policy you are unapplying payment (s)/credit(s) from.
2. Click [Action](#), and then select **Internal > Customer Accounting > Invoicing**.
The **Invoices and Payments** dialog box opens.
3. Highlight a credit memo or payment, and then click the **Apply** icon from the toolbar.
The **Payment** dialog opens.
4. Highlight the invoice number you need to unapply payment from, and then click **Remove**.
A confirmation dialog appears.
5. Click **Yes**.
6. Click **OK** to close the **Payment** dialog.
The credit memo or payment status is updated on the **Invoices and Payments** list.
7. Click **Close**.

The [Add Log Entry Comments](#) dialog opens.

8. Add comments as needed, and then click **OK**.

Related Topics

[Applying an Unapplied Credit or Payment to an Open Invoice](#)

[Creating a Credit Memo](#)

[Creating a Customer Invoice](#)

[Processing a Payment for an Invoice](#)

Opening Balances Overview

Opening balances are entered into HawkSoft CMS and QuickBooks® for any existing customer account balances or balances due to the carrier. These balances are carried over from your previous accounting management system to CMS and QuickBooks at the beginning of an accounting period.

This article explains opening balances and how they are set up and entered into CMS and QuickBooks.

Entering opening balances is a process typically performed by the Manager or Bookkeeper when setting up a new QuickBooks Company file, or before using the Trust Accounting features in CMS.

Determining Your Opening Balances

This article will help you be prepared before you begin entering your opening balances by understanding the information you will need before you get started.

[Determining Opening Balances](#)

Opening Balances Configuration

Opening balances are entered in HawkSoft CMS and QuickBooks® for any existing customer account balances and unpaid company payables. This article explains the steps necessary to configure CMS to process opening balances and synchronize those balances with QuickBooks.

[Opening Balances Configuration in CMS](#)

Entering Opening Balances in QuickBooks

When creating a new QuickBooks® company file or adding a bank account to your current QuickBooks company file, you must first enter all existing opening balances in QuickBooks before integrating with HawkSoft CMS.

This article explains how to enter opening balances in QuickBooks for the start of a new accounting period.

[Entering Opening Balances in QuickBooks](#)

Entering Customer Opening Balances in CMS

Opening balance invoices and/or credit memos need to be entered for customers with a balance carried over from your previous accounting management system. Depending on how your retained commission was calculated in your previous accounting management system, you will either enter invoices and credit memos as gross premium or net premium.

[Entering Customer Opening Balances in CMS](#)

Determining Opening Balances

This article will help you be prepared before you begin entering your opening balances by understanding the information you will need before you get started.

Before entering your opening balances, gather the following information to help you set up and create the opening balance invoices, as well as enter your banking information into QuickBooks.

- Start date for balances (the date you will begin the accounting period)
- Starting balance information from previous management system, spreadsheet, etc.
- Current customers with balances from your previous management system (this includes both amounts due and credits on account)
- Items invoiced to the customer prior to the Opening Balance date and not yet paid to the carrier
- Current bank statement balance
- Open bank transactions, entered in your previous system or from the previous month, that have not been posted to the bank account until this new accounting term

The Opening Balance Equity Account is a special clearing account created by QuickBooks. See the QuickBooks help topic, [What is Opening Balance Equity](#), for more information.

You are ready to begin [entering your opening balances](#).

Opening Balances Configuration in CMS

Opening balances are entered in HawkSoft CMS and QuickBooks® for any existing customer account balances and unpaid company payables. This article explains the steps necessary to configure CMS to process opening balances and synchronize those balances with QuickBooks.

See [Opening Balances Overview](#) and [Trust Accounting Setup Overview](#) for more information.

Setup in CMS is typically performed by the Owner/Administrator, Manager, or Bookkeeper entering Accounts Receivable Balances into CMS.



Required Permissions:


In order to complete this task, user permissions must be set to include:

Setup > Trust Accounting

See [Setting User Permissions](#) for more information.

Configuring opening balances in CMS

Opening balances are configured in the Trust Accounting Setup dialog box.

1. Click the  **Settings** icon, and then select **Trust Accounting**.

The **Trust Accounting Setup** dialog box opens, with the **Settings** side-tab selected.

2. Complete the opening balances information on the following tabs:

Settings

Activate **Company Payables** to enable the user to create opening balance invoices and/or credit memos that will transfer to QuickBooks.

1. Make sure **Company Payables (Local)** is checked on the Settings tab.
 2. Optional: Click **Apply** to save changes.
 3. Select the **Accounts** tab.
-

Accounts

Add an account for opening balances.

1. Click **Add** on the **Accounts** tab.
The **Account Properties** dialog box opens.
 2. Type *Opening Balance Equity* in the **Account** field.
 3. Select **Equity** from the **Type** drop-down list.
 4. Optional: Enter a description.
 5. Click **OK**.
 6. Optional: Click **Apply** to save changes.
 7. Select the **Invoice Items** tab.
-

Invoice Items

Add Opening Balance to the list of Invoice Items. After setup is complete, **Opening Balance** will be available on the Item drop-down list when creating an opening balance invoice in CMS.

1. Click **Add** on the **Invoice Items** tab.
 2. Type *Opening Balance* in the **Item Name** field.
 3. Check **Invoices** to make this item available when creating invoices.
 4. Select **Agency** from the **Payee** drop-down list.
 5. Select an account from the **Bank Account** drop-down list.
 6. Select **Opening Balance Equity** from the **Reporting Account** drop-down list.
 7. Click **OK**.
-

8. Optional: Click **Apply** to save changes.
 9. Select the **Invoice Item Descriptions** tab.
-

Invoice Item Descriptions

Add an invoice item description to reflect the opening balance date. After setup is complete, the opening balance date will be available from the Invoice Item Description drop-down list when creating an Invoice.

1. Click **Add** on the **Invoice Items Descriptions** tab.
 2. Type *Balance as of xx/xx/xxxx* (the opening balance start date) in the **Description** field.
 3. Click **OK**.
 4. Click **OK** to save your changes and close the Trust Accounting Setup dialog.
-

Setup is now complete and you can enter your opening balances.

See [Entering Customer Opening Balances in CMS](#) for instructions on entering opening balances and then disabling the Company Payables setting.

Related Topics

[Entering Customer Opening Balances in CMS](#)

[Entering Opening Balances in QuickBooks](#)

Entering Opening Balances in QuickBooks

When creating a new QuickBooks® company file or adding a bank account to your current QuickBooks company file, you must first enter all existing opening balances in QuickBooks before integrating with HawkSoft CMS.

This article explains how to enter opening balances in QuickBooks for the start of a new accounting period.

Entering opening balances for each bank account must be completed before exporting transactions from CMS, and will help ensure that all accounts have the correct starting balance when completing month-end reconciliation.

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.



Agencies creating a Trust only company file (recommended) need to complete the steps in the [Entering Opening Balances in QuickBooks](#) section below.

Agencies creating a combined Trust and Operating company file must complete the steps in all three sections below.

In this topic:

[Entering the Bank Statement Balance](#)

[Entering Open Bank Transactions](#)

[Entering a General Journal Entry for All Other Account Balances](#)



Required Permissions:

To perform this task, no specific CMS user permissions are required.

Entering the bank statement balance

Before entering an open balance, locate your most recent bank statement before your QuickBooks start date, and find the ending balance and end date.

1. Click **Chart of Accounts** on the main QuickBooks Start Page.
2. Right-click on the listed bank account and choose **Edit Account**.
The **Edit Account** dialog box opens.
3. Click **Enter Opening Balance**.
The **Enter Opening Balance: Bank Account** dialog box opens.
4. Enter the **Statement Ending Balance**.
5. Enter the **Statement Ending Date**.

6. Click **OK** to close the **Enter Opening Balance: Bank Account** dialog box.
7. Click **Save & Close** to close the **Edit Account** dialog box.

The bank account now lists the balance on the Chart of Accounts, as of the date the balance was entered.

Entering open bank transactions

Enter open bank transactions directly on the bank account register for items that may have been posted in a previous management system, but have not cleared the bank as of your opening balance date.

1. Click **Chart of Accounts** on the main QuickBooks Start Page.
2. Double-click on the bank register you want to use to enter open bank transactions.
3. Enter the date of your opening balance, check number (if applicable), and payee (optional) in the blank entry field at the end of the register.
4. Enter the amount in the **Payment** field.
5. Select **Opening Balance Equity** from the **Account** drop-down box.
6. Type **Open Bank Transaction** and the date of opening balances in the **Memo** field.
7. Click **Record**.

Continue to enter all open bank transactions.

Entering a General Journal Entry for all other account balances

When you start a new company file with a start date later than the actual start date of the company, you need to enter opening balances for the various general ledger accounts.

This also applies when tracking your agency's full financial records for both Operating and Trust accounts, including income and expense. HawkSoft, Inc. recommends referring to an accurate balance sheet from your previous management system, if available.

1. Click **Company > Make General Journal Entries** from the main QuickBooks menu bar.

The **Make General Journal Entries** ledger opens.

2. Choose the first account to be entered from the **Account** drop-down list.
3. Optional: Enter a memo.

For example, Balance as of xx/xx/xxxx.

4. Enter the account balance as a positive amount in the appropriate column depending on the type of account.

For example:

- **Asset accounts** – enter a positive balance in the **Debit** column.
- **Liability and Equity accounts** – enter a positive balance into the **Credit** column.

5. Continue entering account balances for each account on the **Account** drop-down list.



Enter all opening balances for each account *except* Bank balances, Accounts Receivables, and Company Payables.

Bank balances are entered into QuickBooks using the procedure above, [Entering Opening Balances in QuickBooks](#). Accounts Receivables and Company Payables are entered in CMS and imported into QuickBooks. See [Opening Balances Overview](#) for more information.

6. Use the Opening Balance Equity account as the offset for any difference between the two columns.

The Opening Balance Equity Account is a special clearing account created by QuickBooks. See the QuickBooks help topic, [What is Opening Balance Equity](#), for more information.

Once all balances have been entered, the totals of the Debit and Credit columns must be equal.

7. When the General Journal Entry is complete, click **Save & Close**.
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Related Topics

[Entering Customer Opening Balances in CMS](#)

[Opening Balances Overview](#)

[Opening Balances Configuration in CMS](#)

Entering Customer Opening Balances in CMS

Opening balance invoices and/or credit memos need to be entered for customers with a balance carried over from your previous accounting management system. Depending on how your retained commission was calculated in your previous accounting management system, you will either enter invoices and credit memos as gross premium or net premium.

This article explains how to enter invoices and/or credit memos in HawkSoft CMS for customers who have a balance for:

- Company payables per statement
- Advanced premiums
- Credit balances



CMS must be configured before processing opening balances. See [Opening Balances Configuration in CMS](#) for more information.

Entering your customer balance invoices and/or credit memos creates your accounts receivable balances. These balances can be paid or refunded through standard handling procedures.

See [Processing a Payment for an Invoice](#) and [Processing a Per Policy Refund](#) for more information.

This process is typically completed by an Owner/Administrator, Manager, or Bookkeeper when setting up a new QuickBooks® Company file, or before using the CMS Trust Accounting feature.

In this topic:

[Entering Open Company Payables](#)

[Creating an Opening Balance Invoice](#)

[Creating an Opening Balance Credit Memo](#)

[Exporting Opening Balance Invoices and Credit Memos to QuickBooks](#)



Required Permissions:

In order to complete this task, user permissions must be set to include:

Accounting >

View Customer Receivables > Create Invoices/Credit Memos

Accounts Receivable/Payable Reports

Update QuickBooks from CMS

Reports > Receipt Reports > Receipt Report Access – New, Edit, Void, Reissue and Export

See [Setting User Permissions](#) for more information.

Entering open company payables: gross premium or net premium

There are two ways of entering the premium amount and retained commissions when creating an invoice for open company payables.

- Enter **Gross Premium** and the retained commission, if retained commission is calculated after the opening balance date.

OR

- Enter the **Net Premium** without a retained commission, if retained commission was reported prior to the opening balance date.

Entering gross open company payables

1. Retrieve the client file in CMS, and then select the Client tab.
2. Click [Action](#), and then select **Internal > Customer Accounting > Invoicing**.

The **Invoices and Payments** dialog opens.

3. Click the **Invoice** icon.

The **Invoice** dialog opens.



If there are any open invoices in CMS, the **New Invoice** task dialog opens. Select **Blank Invoice**.

4. Check the **Company Payables Premium** check box.
5. Leave **Amount** selected for the **Invoice Type**.
6. Set the **Date** field to your opening balance date.
7. Leave **TBA** selected for the **Invoice Number**.

CMS assigns an invoice number when you complete the invoice and click **OK**.

8. Optional: Select agent initials from the **Agent** drop-down menu.
9. Select **The Carrier Name** from the **Item** drop-down menu.
10. Optional: Select the corresponding **Policy** from the drop-down menu.
11. Select a description from the **Description** drop-down menu.

Description options are entered during [Company Payables Per Statement Setup](#).

12. Enter the gross amount due in the **Amount** field.
13. Enter the retained commission in the **Retained** field.
14. Enter another line item to zero out this invoice.
 - a. Select **Opening Balance** from the **Item** drop-down menu.
 - b. Optional: Select the corresponding **Policy** from the drop-down menu.
 - c. Select **Balance as of xx/xx/xxxx** in the **Description** drop-down menu.
 - d. Enter the negative gross amount into the **Amount** field.



To enter a negative number, enter 0 - the amount, and then press **Enter**.

- e. Leave **Retained Commission** blank for this line item.
15. Optional:
 - Enter comments in the **Printed Comment** field.

This information will appear on the printed invoice.

- Enter an additional description into the **Note** field.

Information in the Note field provides a description for this item in the Invoicing tab in the client file. Notes are for internal use only and are not seen by the client.

16. If this opening balance item has already been entered in QuickBooks, check the **Customer Receivable Correction:Do NOT transfer to Receipt Report or update QuickBooks** box.

17. Click **OK** to complete the Invoice.

The **Action to Perform** dialog box opens.

18. Select whether to **Print** or **Email**, and then modify the print and email options as needed.

19. Leave **Save as Attachment** checked, and then click **Finish**.

20. Click **Close** to close the **Invoices and Payments** dialog.

The [Add Log Entry Comments](#) dialog opens.

21. Add comments, as needed.



The invoice is automatically attached to the lower section of the log note.

22. Click **OK** to complete the transaction.
-

Entering net open company payables

1. Retrieve the client file in CMS, and then select the Client tab.
2. Click [Action](#), and then select **Internal > Customer Accounting > Invoicing**.

The **Invoices and Payments** dialog opens.

3. Click the **Invoice** icon.

The **Invoice** dialog opens.



If there are any open invoices in CMS, the **New Invoice** task dialog opens. Select **Blank Invoice**.

4. Check the **Company Payables Premium** check box.
5. Leave **Amount** selected for the **Invoice Type**.
6. Set the **Date** field to your opening balance date.
7. Leave **TBA** selected for the **Invoice number**.

CMS assigns an invoice number when you complete the invoice and click **OK**.

8. Optional: Select agent initials from the **Agent** drop-down menu.
9. Select **The Carrier Name** from the **Item** drop-down menu.
10. Optional: Select the corresponding **Policy** from the drop-down menu.
11. Select a description from the **Description** drop-down menu.

Description options are entered during [Company Payables Per Statement Setup](#).

12. Enter the net amount due in the **Amount** field.
13. Leave the **Retained Commission** blank because you have already reported commissions in your previous management system.
14. Enter another line item to zero out this invoice.
 - a. Select **Opening Balance** from the **Item** drop-down menu.
 - b. Optional: Select the corresponding **Policy** from the drop-down menu.
 - c. Select **Balance as of xx/xx/xxxx** in the **Description** drop-down menu.
 - d. Enter the negative net amount into the **Amount** field.



To enter a negative number, enter 0 - the



amount, and then press **Enter**.

e. Leave **Retained Commission** blank for this line item.

15. Optional:

- Enter comments in the **Printed Comment** field.

This information will appear on the printed invoice.

- Enter an additional description into the **Note** field.

Information in the Note field provides a description for this item in the Invoicing tab in the client file. Notes are for internal use only and are not seen by the client.

16. If this customer already has a balance in QuickBooks, check the **Do NOT transfer to Receipt Report or update QuickBooks** box.

17. Click **OK** to complete the Invoice.

The **Action to Perform** dialog opens.

18. Select whether to **Print** or **Email**, and then modify the print and email options as needed.

19. Leave **Save as Attachment** checked, and then click **Finish**.

20. Click **Close** to close the **Invoices and Payments** dialog.

The [Add Log Entry Comments](#) dialog opens.

21. Add comments, as needed.



The invoice is automatically attached to the lower section of the log note.

22. Click **OK** to complete the transaction.

Creating an opening balance invoice

Before using the CMS Trust Accounting feature in CMS, you need to enter opening balance invoices for all customers that have a balance carried over from your previous

accounting management system.



Compile a list of all customers and their balances before starting this process.

1. Retrieve a client file.
2. Click [Action](#), and then select **Internal > Customer Accounting > Invoicing**.

The **Invoices and Payments** dialog opens.

3. Click the **Invoice** icon.

A new **Invoice** dialog opens.

4. Select **Blank Invoice**.
5. Check the **Company Payables Premium** check box.
6. Set the **Date** field to your opening balance date.

Opening Balance Date: The date you are going to start your accounting integration between CMS and QuickBooks. This could be the date you went live with CMS, the date of your last reconcile, or even the date information was entered.

7. Leave the default option **TBA** for the **Invoice Number**.

CMS assigns an invoice number when you complete the invoice.

8. Optional: Select agent initials from the **Agent** drop-down menu.
9. Select **Opening Balance** from the **Item** drop-down menu.
10. Verify or select the corresponding **Policy** from the drop-down menu.
11. Select **Balance as of xx/xx/xxxx** from the **Description** drop-down list.
12. Enter the opening balance due in the **Amount** field.

13. Skip the **Retained** field.

14. Optional: Enter comments in the **Printed Comment** field.

This information will appear on the printed invoice.

15. Optional: Enter an additional description into the **Note** field.

Information in the Note field provides a description for this item on the Invoicing tab in the client file. Notes are for internal use only and are not seen by the client.

16. If this customer already has a balance in QuickBooks, check the **Do NOT transfer to Receipt Report or update QuickBooks** box.

If unchecked, the invoice balance will be available from the **To be Exported** list. See [Entering Customer Opening Balances in CMS](#) below.

17. Click **OK** to complete the Invoice.

The **Action to Perform** dialog opens.

18. Select whether to **Print** or **Email**, and then modify the print and email options as needed.

19. Leave **Save as Attachment** checked, and then click **Finish**.

20. Click **Close** to exit the **Invoices and Payments** dialog.

The [Add Log Entry Comments](#) dialog opens.

21. Add comments, as needed.

The invoice information, including the invoice number, amount, due date, item and description, and the memo information is automatically included in the log comments.

22. Click **OK** to complete the transaction.

You have now created an opening balance invoice in CMS.

Creating an opening balance credit memo

The manager or bookkeeper will need to enter opening balance credit memos for all customers that have a credit.

1. Retrieve a client file, and then select the Client tab.
2. Click [Action](#), and then select **Internal > Customer Accounting > Invoicing**.

The **Invoices and Payments** dialog box opens.

3. Click the **Credit** icon.

The **Credit Memo** dialog opens.

4. Select the **Company Payables Premium** box.
 5. Set the **Date** field to your opening balance date.
-

6. Leave the default option, **TBA**, for the **Invoice number**.
CMS assigns an Invoice # when you complete the invoice.
 7. Optional: Select agent initials from the **Agent** drop-down menu.
 8. Select **Opening Balance** from the **Item** drop-down menu.
 9. Optional: Select the corresponding **Policy** from the drop-down menu.
 10. Select **Balance as of xx/xx/xxxx** from the **Description** drop-down list.
 11. Enter the credit balance in the **Amount** field.
 12. Skip the **Retained** field.
 13. Optional: Enter comments in the **Printed Comment** field.
This information will appear on the printed invoice.
 14. Optional: Enter an additional description into the **Note** field.
Information in the Note field provides a description for this item in the Invoicing tab in the client file. Notes are for internal use only and are not seen by the client.
 15. If this customer already has a credit balance in QuickBooks for this invoice, check the **Do NOT transfer to Receipt Report or update QuickBooks** box.
If unchecked, the adjusted balance will be available from the To be Exported list.
See [Entering Customer Opening Balances in CMS](#) below.
 16. Click **OK** to complete the credit memo.
The **Export to QuickBooks?** dialog opens.
 17. Click **Yes** to post the credit memo to QuickBooks immediately.
OR
Click **NO** to post the transaction with your other opening balance invoices/credit memos.
The **Open Invoices** dialog opens with all invoices checked by default.
 18. Uncheck all invoices, and then click **OK**.
The **Action to Perform** dialog opens.
 19. Select whether to **Print** or **Email**, and then modify the print and email options as needed.
-

20. Leave **Save as Attachment** checked, and then click **Finish**.

21. Click **Close** to close the **Invoices and Payments** dialog.

The [Add Log Entry Comments](#) dialog opens.

22. Add comments, as needed.


The invoice information, including the invoice number, amount, due date, item and description, and the memo information is automatically included in the log comments.

23. Click **OK** to complete the transaction.

You have now created an opening balance credit memo in CMS.

Exporting opening balance invoices and credit memos to QuickBooks

Once all the opening balance invoices and credit memos have been created, they can be exported to QuickBooks.

1. Click the  **Settings** icon, and then select **Trust Accounting**.

The **CMS Trust Accounting** window opens.

2. Click the arrow next to the **To be Exported** icon.
3. Select **Invoices** from the drop-down list.

CMS generates a list of all invoices waiting to be exported to QuickBooks.

4. Click the **Export to QuickBooks** icon to post all of the listed invoices.



To select specific invoices to post, press and hold the **Ctrl** key and click on the invoices you want to post.

5. Click **Start**.

A progress bar indicates the upload is taking place, followed by a confirmation dialog that displays the number of items exported.

6. Click **OK**, and then close the report.
-

Your invoices have now been transferred to QuickBooks. Customer balances should now be the same in both CMS and QuickBooks. Please see [Comparing Customer Balances in CMS and QuickBooks](#) for the steps needed to verify that both CMS and QuickBooks customer balances match.

Related Topics

[Close of Day Overview](#)
[Comparing Customer Balances in CMS and QuickBooks](#)
[Creating a Customer Invoice](#)
[Entering Opening Balances in QuickBooks](#)
[Opening Balances Configuration in CMS](#)
[Opening Balances Overview](#)

Paying Company Payables Per Statement Overview

HawkSoft CMS enables your agency to track open balances due to the carriers by generating an Unpaid Company Payables Report when your agency creates agency bill invoices. Whether you are creating checks manually through QuickBooks® or another accounting application, CMS tracks your paid company payables.

Paying Company Payables is typically performed by the agency Bookkeeper, or the person at the agency responsible for processing the Company Payables statement.

Paying Company Payables Per Statement Workflow

Printable PDF

The process for paying company payables involves the following procedures:

Running the Unpaid Company Payables Report

Before paying your company payables per statement, you must run an Unpaid Company Payables Report. This report contains invoices that have not been paid to the carrier.

[Running the Unpaid Company Payables Report](#)

Comparing Company Payables in CMS and QuickBooks

HawkSoft CMS enables you to generate an Unpaid Company Payables Report for the purpose of comparing company payables in CMS and QuickBooks®.

This report helps identify any duplicates, missing items, or conflicting information between CMS and QuickBooks. You can also use it to verify that all transactions for the month have been exported correctly.

[Comparing Company Payables in CMS and QuickBooks](#)

Selecting Company Payables to Pay

A Company Payables per Statement invoice is paid to the carrier when the agency receives a carrier statement that includes the sum of all policy transactions due.

[Selecting Company Payables to Pay](#)

Reconciling Company Payables in QuickBooks

Reconciling Company Payable accounts is a key step to ensuring the accuracy of your accounting records. Reconciling confirms that your customer has been invoiced for the gross amount that was invoiced by the carrier, and that any retained commission has been recorded correctly.

[Reconciling Company Payables in QuickBooks](#)

Running the Unpaid Company Payables Report

The Unpaid Company Payables report is one of the three Company Accounts Payables reports available in HawkSoft CMS.

Before paying your company payables per statement, you must run an Unpaid Company Payables Report. This report contains invoices that have not been paid to the carrier.

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.



Required Permissions:

In order to complete this task, user permissions must be set to include:

Accounting > Accounts Receivable/Payable Reports

See [Setting User Permissions](#) for more information.

To run an Unpaid Company Payables Report

This report includes a list of invoice line items that have not been paid to the carrier. The report is used to calculate the amount due to each carrier, and can be filtered to summarize the total amount due to all carriers.

1. Click **Accounting > Company Accounts Payables** from the main CMS menu bar.

The **Company Accounts Payables** dialog opens.

2. Select **Unpaid Company Payables**.

The **Company Payable Filter** dialog opens.

3. Select the **Company Payable** item(s) to be paid.

Do not select non-carrier items such as Agency Fee, Balance Waived, or Opening Balance.

All unpaid invoice items for the selected broker and/or carrier will be included on the report.



Click the **Company Payable** header to re-sort this list alphabetically.

4. Click **OK**.

The **Unpaid Company Payables Filters** dialog opens.

5. Optional: Select additional filters.

The lower pane of the dialog contains an explanation of the selected filters.



When you select any item, a new dialog opens. Set the specific details for the filter in the dialog.

Filter Descriptions

Invoice Item Filters	Description
Company Pay-	Includes all Company Payable

Invoice Item Fil- ters	Description
able	Invoice Items set up in Trust Accounting Setup.
Policy Office	Includes all agency offices set up in .
Payable Paid Date	Includes all payables that were paid during specified date range. Defaults to Previous Month.
Payable Paid Status	Includes either Paid or Unpaid Invoice Items, depending on selection.
Invoice Filters	Description
Agent	Includes invoices for selected agents.
Created Date	Includes invoices created in CMS on a specific date or within a date range.
Creator	Includes invoices created by the selected user. This may be different from the Agent initials, if another employee entered the invoice for the agent's customer.
Date	Includes invoices with the selected date or within the selected date range. The date of invoice may differ from

Invoice Filters	Description
	the date the invoice was actually created in CMS.
Due Date	Includes invoices with a specific due date or within the selected date range.
Paid Date	Defaults to Unpaid and includes all unpaid invoices.
Paid Status	Defaults to Unpaid for the Unpaid Invoice Report.
Past Due	Depending on your selection, includes all past due invoices, or those that are past due by the number of selected days.
Client Filters	Description
CSR	Includes invoices with the selected CSR listed on the client file.
Customer ID	Includes invoices within the selected range of Customer ID numbers. This filter is not typically used for this report.
Last Name	Includes clients with last names within a selected range. You can use this to generate a list of invoices by customer name to split among CSRs for follow-up.

Client Filters	Description
Office	<p>Includes invoices from specific offices when multiple offices are set up.</p> <p>This can be used to generate reports for all branches at the main office, and then send the reports to each separate location.</p>
Producer	<p>Includes invoices entered by the selected producer.</p> <p>This can be used to generate a list of unpaid invoices with a balance due for each producer to manage.</p>

6. Click **Next**.

The **Unpaid Company Payables Layout** dialog opens.

7. Optional: Select a **Report Layout** from the drop-down list.

The report layout defaults to **Company Payable Fields**.

8. Optional: Modify the Report Fields list.

- a. Click **Add/Edit**.
- b. Select and/or unselect report fields as needed.
- c. Click **OK**.

9. Optional: Save your changes as a new layout.

- a. Click **Save Layout**.
- b. Enter a new **Layout Name** in the **Save Layout** dialog, and then click **OK**.

10. Click **Finish** to run the Payables report.



Click the **Company Payable** header to re-sort this list alphabetically.

CMS displays the filtered report that includes a list of invoice items that have not been paid to the carrier. Keep this report open. You will use it to [select your company payables](#) to pay.

The Receivables and Payables Report toolbar

New	Opens the Customer Accounts Receivables or Company Accounts Payables task menu. Enables you to run additional Reports.
Open	Launches your Documents Library enabling you to open previously saved reports.
Save	Enables you to save the report.
Print	Launches standard Windows print dialog.
Summary	Opens the Create Summary dialog. See Running the Unpaid Company Payables Report below.
Filters	Enables you to modify filters and/or modify the selected Report Layout fields to be included in the report.

Modifying the report view and content

Use the following options to obtain the specific information you need from the report.

To rearrange columns

Click and drag a column heading to rearrange the column order.
A blue line indicates column placement.

To sort by a column

Click a column heading to sort the entire report in alpha-numeric order, based on that column data. Click the column heading again to reverse the order.

To search for specific data in the report

The Filter fields at the top of the report enable you to select a data column and enter specific data to search for within the report results. For example, you can select Business and enter a business name to search for line items that contain that business name.

1. Click on the **Filter** drop-down list, and then select a filter.
 2. Enter or select filter criteria in the next field.
 3. Click **Apply** to see the results.
-

To select records for a customized report

When modifying CMS Receivables and Payments reports, you can select one or more records, and then create a new report based on the selected entries, or summarize the selected records only.

Specific records

1. From the report, press and hold the **Ctrl** key on your keyboard.
2. Click each record you want to include.
3. Right-click any of the selected entries and choose **New Report from Selected Entries**.

The modified report opens on a new tab.

OR

Right-click any of the selected records, and then choose **Summarize**.

Groups of records

1. From the report, click to highlight the first record.
2. Press and hold the **Shift** key on your keyboard.
3. Select the last record you want to include in the group.
4. Right-click any of the selected entries and choose **New Report from Selected Entries**.

The modified report opens on a new tab.

OR

Right-click any of the selected records, and then choose **Summarize**.

To summarize a report

Summarizing gives you the ability to manipulate the report data. A report can be summarized multiple times, giving you the ability to get to the information that is most important to your agency.

You can summarize all the records in a report, or select specific records, or groups of records.



To summarize by a field, you must have included that field on the Report Layout dialog.

1. Click **Summary** on the **Report** toolbar to summarize the entire report.

The **Create Summary** dialog box opens.

2. Select a field from the **Summarize by** list.
3. Additional options available on the **Create Summary** dialog box:
 - **Premium Column** – Displays premium information by Current, Quoted, Annualized Current or Annualized Quoted.
 - **Group By** – Select a field from the Summarize By list to Group the invoices by.



These drop-down lists are only available for certain fields in the **Summarize By** list.

4. Select one of the **Summary of** radio buttons. Select **All Records** to include the entire report, or **Selected Records** to create a summary using only the records that you have selected in the Activity Report.
5. Click **OK**.

To modify filters and/or the report layout

Once you have run your report, you can change the filters and/or modify the selected fields to be included in the report.



Modifying filters runs a new report.

1. Click the **Filters** button and modify the selected report filters.
 2. Click **Next**.
-

The **Customer Balance Summary Layout** dialog opens with the default layout selected.

3. Optional: Select a different **Report Layout** from the drop-down list.

The fields included in each report layout are displayed to help you choose the appropriate layout.

4. Optional: Modify the selected report layout.

- a. Click **Add/Remove**.

The **Add Report Field** dialog opens.

- b. Select the data fields to include in the report.
- c. Click **OK** to apply your field selections to the report.



The field selections will not be automatically saved to this report layout. To save your field selections to a report layout, you must save the layout with a new layout name.

- d. Optional: Click **Save Layout** if you want to save the list of Report Fields as a new Report Layout.
 - Enter the new **Layout Name**.
 - Click **OK** to save the report layout.

5. Click **Finish** to run the report.
-

Printing options

You can print the report, envelopes, form letters, invoices, and statements.

To print the report

1. Click **File > Print**, and then select **Report**.
 2. Enter a title for the report, and then click **OK**.
 3. Click **Print** to print the report.
-

To print envelopes and letters

1. Optional: Select specific invoice items to only print envelopes or letters for those selected.
 2. Click **File > Print**, and then select **Envelopes** and **Letters**.
 3. Complete the appropriate print options, and then click **OK**.
-

To print an invoice or statement

1. Optional: Select specific invoice items to print invoices or statements for selected clients only.
2. Click **File > Print**, and then select either **Invoices** or **Statements**.
 - **Invoices** – Select to print each invoice in the report or the selected invoices.



The Invoice option is not available for the Customer Balance Summary Report.

- **Statements**
 - a. Select **Summarized Statement** or **Detailed Statement**.
 - **Summarized Statement** – Prints a statement with a brief description for all unpaid invoices.
-

- **Detailed Statement** – Prints a statement with all unpaid invoices and includes information for the invoice items for each invoice.
- b. Select a transaction filter and date range.
- **Open Transactions** – Prints a statement for all unpaid invoices.
 - **Transactions between dates** – Prints a statement for invoices between selected dates.
-

Exporting report data

You can copy and paste data to into an excel spreadsheet or select the Report option from the Export menu to export the entire report to a selected location.

Copy/paste report data

You can copy and paste report data into a Microsoft Excel® document.

1. Select the line items to be copied.

Press and hold the **Ctrl** key and select specific entries.

OR

To select a range of line items, select the first item, and then press the **Shift** key to select the last item to be included in the section.

2. Click **Edit > Copy** from the Report menu bar.

The **Choose action to perform** dialog opens.

3. Select **Copy selected row(s)** or **Copy entire table**.

a. *Optional:* If you selected the entire table, you can select **Include header row**.

4. Click **OK** to copy.

5. Open a blank Excel document.
-

6. Place your cursor in the first cell, and then click the **Paste** icon at the top of the Excel document.
-

Report

This export option opens your browser to enable you to save the report to a selected location. You can save the report in a .txt or .csv format.

1. Select **Report** from the **Export** menu.
2. Select a location to save the report to.
3. Enter a File name and select the file type (.txt or .csv).
4. Click **Save**.

The report is saved to the selected location.

Related Topics

[Selecting Company Payables to Pay](#)

[Reconciling Company Payables in QuickBooks](#)

[Reconciling Company Payables in QuickBooks](#)

Comparing Company Payables in CMS and QuickBooks

HawkSoft CMS enables you to generate an Unpaid Company Payables Report for the purpose of comparing company payables in CMS and QuickBooks®.

This report helps identify any duplicates, missing items, or conflicting information between CMS and QuickBooks. You can also use it to verify that all transactions for the month have been exported correctly.



Required Permissions:

In order to complete this task, user permissions must be set to include:

Accounting > Accounts Receivable/Payable Reports

See [Setting User Permissions](#) for more information.

Running an Unpaid Company Payables report

1. Click **Accounting** > **Company Accounts Payables** from the main CMS menu bar.

The **Company Accounts Payables** dialog opens.

2. Select **Unpaid Company Payables**.

The **Company Payable Filters** dialog opens.

3. Select the Company Payable items you want to include.

4. Optional: Check **Show Inactive Items** to show invoice items that have been set to Inactive in [Customizing Invoice Items](#).

5. Click **OK**.

The **Unpaid Company Payables Filters** dialog opens.

6. Optional: Select additional filters.



When you select any item, a new dialog opens. Set the specific details for the filter in the dialog.

The lower pane of the dialog provides an explanation of the selected filters.

7. Click **Next**.

The **Unpaid Company Payables Layout** dialog opens.

8. Optional: Select a **Report Layout** from the drop-down list.

The report layout defaults to **Company Payable Fields**.

9. Optional: Modify the Report Fields list.

- a. Click **Add/Remove**.
- b. Select and/or deselect report fields as needed.
- c. Click **OK**.

10. Optional: Save your changes as a new layout.

- a. Click **Save Layout**.
- b. Enter a new **Layout Name** in the **Save Layout** dialog, and then click **OK**.

11. Click **Finish** to run the Payables report.

12. When the report finishes running, click **Summary**.

The **Create Summary** dialog opens.

13. Select **CoPayable** from the **Summarize by** list, and then click **OK**.

CMS summarizes the report by Company Payable items and displays the summary on a new tab. Leave this report open.

14. In QuickBooks, open your Chart of Accounts, and then open the payables sub-accounts.
15. Compare the balances between the payables sub-accounts with the summarized CMS report.



If balances do not match, it might indicate that transactions are missing, duplicated, or incorrect.

16. Make corrections, as needed, before paying Company Payables.

See [Voiding an Invoice](#) for additional information.

Related Topics

[Selecting Company Payables to Pay](#)

[Selecting Company Payables to Pay](#)

[Unpaid Company Payables Report](#)

Selecting Company Payables to Pay

A Company Payables per Statement invoice is paid to the carrier when the agency receives a carrier statement that includes the sum of all policy transactions due.

This procedure explains how to select company payables from the Unpaid Company Payables report, and then use the Create Check dialog to record the payables in the CMS Receipt Book and create the check in QuickBooks.



HawkSoft, Inc. recommends that you compare your company payables in CMS and QuickBooks before paying your company payables.

This comparison will help identify duplicates, missing items, and/or conflicting invoices.

See [Comparing Company Payables in CMS and QuickBooks](#) for more information.



Required Permissions:

In order to complete this task, user permissions must be set to include:

Accounting > Accounts Receivable/Payable Reports

See [Setting User Permissions](#) for more information.

To select company payables

1. Generate the [Unpaid Company Payables](#) report.
2. Check the box next to each invoice item to be paid.



You can also select line items with a negative amount that appear as credits on the statement. The total to be paid will account for the negative items, as well as the items to be paid.

In the event that a company payable carrier sends a check to be deposited, you can select the one item, and then click **Create** to record the deposit. This will create a General Journal Entry in QuickBooks.

3. Verify the invoice **Amount** and **Retained** amount for each item you select.

Amount – If the **Amount** field is incorrect, [void](#) the invoice, [create](#) a new invoice, and then re-run the [Unpaid Company Payables](#) report.

Retained – If the **Retained** commission amount does not match your carrier statement, modify the retained commission amount in the report.

- a. Double-click on the invoice line item.

The original invoice dialog opens.

- b. Enter the correct **Retained** amount, and then click **OK**.

The report automatically refreshes.



If you selected the invoice item (checked the box) prior to modifying the commission, deselect and reselect the invoice to refresh the Carrier Net Amount at the bottom.

4. Verify the **Carrier Net Amount** and **Retained** amounts at the very bottom of the report.

Carrier Net Amount – The Total amount reflects the net amount to be paid to the carrier.

Retained – The Retained amount reflects the total commission amount that will be recorded on the Receipt Book.

5. Click **Finish**.

The **Create Check** dialog opens.

6. Complete the **Create Check** dialog to finish paying your company payables.

Create Check dialog

Amount – Verify the **Amount** of the check.



If the net amount due from the selected items is negative, the Create Check dialog records a general journal entry that increases the bank account for the deposit of the carrier check

Pay to the Order of – Verify the broker/carrier name, and then modify as needed.

The text entered in this field will appear on the check.



Broker/carrier names entered in the Pay to the Order of field automatically creates a vendor account in QuickBooks. The check is transferred to this account. It is important that the names are entered consistently to avoid duplicate accounts in QuickBooks, intended for the same broker/carrier.

Bank Account – Verify the correct bank account the funds will be drawn from or deposited to.

Memo – Optional: Enter a description of the statement and carrier check.

The information entered in this field will appear in the **Check Memo** field in QuickBooks and on the printed check.

Set to Print – Uncheck for EFT transactions.

Transfer to QuickBooks – Optional: Leave this option selected to upload this transaction immediately.

QuickBooks must be open for the transfer to occur when you click Create.



Uncheck this option if you plan to export this transaction to QuickBooks at a later time, or if you are not using QuickBooks integration.

7. Click **Create**.

This creates a Company Payable transaction that will be included in the Receipt Book.

A confirmation dialog appears.

You will notice that the **CPStatus** and **CPDate** columns have been updated to indicate which items were included in the transaction.

8. Click **OK**, and then close the Unpaid Company Payables Report.

A Company Payable transaction has been recorded in the Receipt Book. When the transfer to QuickBooks is complete, QuickBooks creates a check that can be printed or swept via EFT, or creates a journal entry recording the deposit of the broker/carrier check.

Related Topics

[Reconciling Company Payables in QuickBooks](#)
[Running the Unpaid Company Payables Report](#)

Reconciling Company Payables in QuickBooks

Reconciling Company Payable accounts is a key step to ensuring the accuracy of your accounting records. Reconciling confirms that your customer has been invoiced for the gross amount that was invoiced by the carrier, and that any retained commission has been recorded correctly.

Company payables should be reconciled in QuickBooks® each time you pay your Company Payable statement.

Reconciling is typically performed by the agency Bookkeeper, or other person responsible for processing company payable statements.

In this topic:

[Reconciling in QuickBooks](#)

[Viewing Your Open Company Payables](#)



Required Permissions:
To perform this task, no specific CMS user permissions are required.

Reconciling in QuickBooks

1. Click **Lists > Chart of Accounts** from the main QuickBooks menu bar.
2. Right-click on the Payables account you are reconciling, and then select **Reconcile**.

The **Begin Reconciliation** dialog box opens.

3. Enter your statement date, or the date of the company payable check in the **Statement Date** field.
4. Confirm the beginning balance is 0 (zero).

If the beginning balance is not zero, please refer to this [QuickBooks Support](#) article.

5. Enter 0 (zero) in the **Ending Balance** field.
6. Click **Continue**.

The **Reconcile** window opens.

The column on the left, labeled **Charges and Cash Advances**, typically lists the General Journal Entry for the invoice. The column on the right, labeled **Payments and Credits**, lists the check created to pay the invoice to the carrier.

When a carrier issues a credit to the agency on their statement, the check appears on the left side and the General Journal entry appears on the right.



QuickBooks default display does not include the Memo line of the General Journal Entry. To display the memo, click **Columns to Display** on the right side of the dialog. Select **Memo** in the Checks & Payments column, and then click **OK**. The first time you view the General Journal Entry, this field should be displayed to allow you to distinguish between items you have invoiced and items you have paid.

7. Verify that the General Journal Entries on the left match the Check Items on the right.
 - Place a check mark next to each item as you verify.
 - Verify the date, memo field information, and amount invoiced versus paid.
8. Once you have verified all items for the check that you are reconciling, the difference should be zero.

9. Click **Reconcile Now**.
10. Select to **Display**, **Print**, or **Close** the reconcile report.

Viewing your open company payables

1. With the Chart of Accounts window open, double-click the account name.
The account register opens.
2. Select **Cleared status** from the **Sort by** drop-down list in the lower left of the register window.
Items that have been reconciled are checked. Unchecked items are your open company payables. This should match your Unpaid Company Payables Report in CMS.
3. Close the account register to return to the Chart of Accounts dialog.

Related Topics

[Close of Day Overview](#)

[Creating a Customer Invoice](#)

[Paying Company Payables Per Statement Overview](#)

Close of Month Overview

The objective of the close of month process is to reconcile your bank account statement with the bank ledger in QuickBooks® and reconcile your customer balances between CMS and QuickBooks on a monthly basis. This process includes transferring funds from your Trust account to Operating account as needed. Reconciling your bank account helps ensure that everything is accounted for in your QuickBooks company file, ensuring that your financial records are accurate.

The Bookkeeper, Owner/Administrator, or Manager typically performs the close of month process for the previous month after receiving the bank statement.

Close of Month Workflow

[Printable PDF](#)

The Close of Month process involves the following procedures:

Reviewing the CMS Trust Accounting Report

Before recording the deposit in QuickBooks, run the Trust Accounting Report for the time-frame in which receipts for the payments were created. When you review a Trust Accounting Report, compare the day's deposit total with the information on the report. This should account for all cash, check and credit transactions.

[Trust Accounting Report](#)

Reconciling the Trust Account in QuickBooks

Reconciling your accounts in QuickBooks® is a key step to ensure the accuracy of your accounting records. As you write checks, withdraw money, make deposits, and incur bank charges, it is best to record each of these transactions in QuickBooks, and then reconcile them with the bank's records.

[Reconciling the Trust Bank Account in QuickBooks](#)

Waiving Balances for Unmatched Transactions

When reconciling the bank account in QuickBooks, you may find transaction amounts that do not match your bank statement because a payment received was less than the balance due on the invoice.

[Waiving Balances for Unmatched Transactions](#)

Customer Receivable Corrections

After comparing customer balances in CMS and QuickBooks, it may be necessary to adjust the customer balance due in CMS to match the reconciled customer balance due in QuickBooks. This article describes the process for entering adjustments to the CMS customer receivable balance due.

[Customer Receivable Corrections](#)

Comparing Customer Balances in CMS and QuickBooks

HawkSoft CMS enables you to generate a Customer Balance Summary Report for the purpose of comparing customer balances in CMS and QuickBooks after transactions have been transferred from CMS to QuickBooks®.

You can review the Receipt Report in CMS to verify that all transactions have been exported.

This report helps identify any missing items or conflicting information between CMS and QuickBooks and verifies that all transactions for the month have been exported correctly.

[Comparing Customer Balances in CMS and QuickBooks](#)

The following Accounting reports will help you compare your balances and troubleshoot inconsistencies.

[Customer Balance Summary Report](#)

[Unapplied Credits/Payments Report](#)

[Unpaid Invoice Report](#)

Transferring Funds in QuickBooks

Any collected fees and retained commissions deposited into your agency's Trust account can be transferred to the Operating account. While these funds sit in the Trust account, they are listed as a liability and are not included in the agency's financial reports. When you transfer them to the Operating account, they are listed as an income or expense.

This article explains how to transfer fees and retained commissions from the Trust bank account to the Operating bank account.

[Transferring Funds in QuickBooks](#)

A bookkeeper might report a high Accounts Receivable balance in QuickBooks. This can occur when a bookkeeper runs the Profit & Loss report.

Cause

The most common cause of this issue is the way CMS integrates with QuickBooks. Hawksoft invoices are sent to QuickBooks as journal entries. Payments are not applied to journal entries.

If the Profit & Loss report is run on a Cash Basis, the report is inaccurate.

Solution

There are two options to fix the issue:

Run the Profit & Loss report in QuickBook on an Accrual Basis. An accrual basis report shows income and expenses based on the time the transactions are entered instead of when they are paid. More information is available [here](#) (HawkSoft Support can provide this link to the customer).

OR

Apply payments on the customer accounts, and then run the Profit & Loss report again. Applying payments can resolve Unapplied cash payment income on the Profit and Loss report. More information is available [here](#) (HawkSoft Support can provide this link to the customer).

Reconciling the Trust Bank Account in QuickBooks

Reconciling your accounts in QuickBooks® is a key step to ensure the accuracy of your accounting records. As you write checks, withdraw money, make deposits, and incur bank charges, it is best to record each of these transactions in QuickBooks, and then reconcile them with the bank's records.

This article provides links to QuickBooks help topics that explain the process of reconciling a bank account in QuickBooks.

Reconciling is typically performed on a monthly basis by the Manager or Bookkeeper.



Required Permissions:

To perform this task, no specific CMS user permissions are required.

QuickBooks help topics

The following QuickBooks help article is available with more information about reconciling.

[How to Reconcile Accounts](#)

Print the Reconciliation Report

HawkSoft, Inc. recommends that you print the completed QuickBooks Reconciliation Report. Create a folder to store your saved reconciliation reports. QuickBooks displays only the most recent reconciliation report. Saving them as a PDF, allows you to view reports from past months.

Related Topics

[Close of Month Overview](#)

Waiving Balances for Unmatched Transactions

When reconciling the bank account in QuickBooks®, you may find transaction amounts that do not match your bank statement because a payment received was less than the balance due on the invoice. In many cases, the underpayment is a small amount and your agency may choose to waive the balance.

This article explains how to waive a balance in QuickBooks so that your accounts are reconciled.

See [Reconciling the Trust Bank Account in QuickBooks](#) for steps on starting the reconcile process.



Required Permissions:

To perform this task, no specific CMS user permissions are required.



Example: The check in QuickBooks is listed as \$125.89. The statement shows that the carrier swept \$126.00. You research the client file, and find that the agent entered \$126.00 but the customer paid only \$125.89. This \$0.11 is likely something you would waive.

Making manual corrections for balances waived

1. Click **Banking > Use Register** from the main QuickBooks menu bar.

The **Use Register** dialog box opens.

2. Make sure the correct account is selected, and then click **OK**.

The account register window opens.

3. Find the check that needs to be corrected.

4. Right-click on the check, and then choose **Edit Check**.

The **Write Checks** dialog opens.

5. Click next available row in the **Accounts** column, and then use the drop-down list to select **Balances Waived**.

See [Trust Accounting Accounts](#) and [Invoice Items](#) for help on setting up accounts.

6. Enter the amount you are waiving.

This could be a positive or negative amount.

7. Enter an explanation for the waived balance in the **Memo** field.

8. Click **Recalculate**.

The new amount of the check should match your statement. See example above.

9. Click **Save and Close**.

The **Recording Transaction** dialog opens.

10. Click **Yes** to confirm your changes.

You are now able to continue the reconcile process.

Related Topics

[Invoice Items](#)

[Reconciling the Trust Bank Account in QuickBooks](#)

[Trust Accounting Accounts](#)

Customer Receivable Corrections

After comparing customer balances in CMS and QuickBooks, it may be necessary to adjust the customer balance due in CMS to match the reconciled customer balance due in QuickBooks.

This article describes the process for entering adjustments to the CMS customer receivable balance due.

This task is part of the Close of Month reconciliation process.



Required Permissions:

In order to complete this task, user permissions must be set to include:

Accounting > View Customer Receivables > Create Invoices/Credit Memos

See [Setting User Permissions](#) for more information.

Creating an invoice or credit memo in CMS

1. In CMS, create an invoice or credit Memo for the actual amount that is due or credited.

2. Follow the steps in [Creating a Customer Invoice](#) or [Creating a Credit Memo](#), with the following exceptions:

- **Description:** In the description field, include a detailed explanation for the correction.

Example: “01-01-2013 Progressive swept \$250, customer paid \$150, \$100 is due.”

Include the date of the 1st receipt, carrier name, amount swept, amount paid, and amount due.

- Check the **Do NOT transfer to Receipt Report or update QuickBooks** box.

This amount has already been fixed in QuickBooks, and the customer is showing a balance due. The amount due needs to be added only to CMS.

Once the invoice or credit memo is created, the customer balance due will be the same in CMS and in QuickBooks.

Related Topics

[Creating a Credit Memo](#)

[Creating a Customer Invoice](#)

[Reconciling the Trust Bank Account in QuickBooks](#)

[Waiving Balances for Unmatched Transactions](#)

Comparing Customer Balances in CMS and QuickBooks

HawkSoft CMS enables you to generate a Customer Balance Summary Report for the purpose of comparing customer balances in CMS and QuickBooks after transactions have been transferred from CMS to QuickBooks®.

You can review the Receipt Report in CMS to verify that all transactions have been exported.

This report helps identify any missing items or conflicting information between CMS and QuickBooks and verifies that all transactions for the month have been exported correctly.



HawkSoft recommends that the Manager or Bookkeeper who completes the [Close of Month](#) reconciliation compares balances at least once a month.

In this topic:

[Compare Customer Balances](#)

[Troubleshooting Unmatched Balances](#)

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.

The report is usually run after [Reconciling the Trust Bank Account in QuickBooks](#).



Required Permissions:

In order to complete this task, user permissions must be set to include:

Accounting > View Customer Receivables > Accounts Receivable/Payable Reports

See [Setting User Permissions](#) for more information.

To compare customer balances

To compare balances, run a Customer Balance Summary Report in both CMS and QuickBooks.

1. Run a Customer Balance Summary Report in CMS.

The following steps will help you run the report. Please see the [Customer Balance Summary Report](#) for additional details if needed.

- a. Click **Accounting > Customer Accounts Receivables** from the main CMS menu bar.

The **Customer Accounts Receivables** task box opens.

- b. Select **Customer Balance Summary**.

The **Customer Balance Summary Filters** dialog opens.

- c. Optional: Select report filters to limit the information included in the report. HawkSoft's suggested filters are selected for you by default.

- d. Click **Next**.

The **Customer Balance Summary Layout** dialog opens with the default layout selected.

- e. Optional: Click **Add/Edit** to add additional report fields to the layout if needed.

You can save the layout for future use.

- f. Click **Finish**.

The report displays the selected data for all customers that have a balance due in CMS, as of the current date. The report may include credits owed to the customer in addition to the balances due to the agency.

- g. Click the **Balance** column header on the report to sort by the Balance Due amount in ascending order.

- h. Optional: Print a copy of the report.



You may need to adjust column widths so the entire report will fit on your printed page. Click **File > Print Preview** to verify before printing.

2. Run a Customer Balance Summary Report in QuickBooks.

- a. Click **Reports > Customers & Receivables > Customer Balance Summary** from the QuickBooks menu bar.



If using QuickBooks Online, click **Reports > Frequently Run > Customer Balance Summary** from the QuickBooks menu bar.

The report is generated.

- b. Click **Total** from the **Sort By** drop-down list in the upper right corner of the report window.



If using QuickBooks Online, click the **arrow** next to Sort, located above the title of the report.

- c. Optional: Print a copy of the report.
3. Compare balances on the two reports.

If you have invoiced per policy customers in CMS, these balances will appear in CMS but not in QuickBooks until payment is made.

Only Company Payables per Statement Invoices are transferred to QuickBooks, so you *will* see those balances.

Troubleshooting unmatched balances

In the event you find a balance that is not correct, or you have a balance in QuickBooks but not in CMS, some research is needed to find the missing/incorrect item.

Here are some steps for troubleshooting:

Missing items

Review your [Trust Accounting Report](#) to make sure all items have been exported.

Incorrect amount

If an item was receipted incorrectly, you may need to void the receipt and create a new one. See [Voiding a Receipt in CMS](#) for instructions.

QuickBooks balance does not appear in CMS

If a balance is entered directly into QuickBooks without starting the transaction in CMS first, the transactions in QuickBooks should be deleted and properly created in CMS. Once created in CMS, the balance needs to be exported to QuickBooks.

If a transaction is exported to QuickBooks more than once, the duplicate balances won't show up in CMS. Review the customer's Accounts Receivables register in QuickBooks for duplicate items, and delete the duplicates. See [Deleting a QuickBooks Transaction](#) for more information.

Related Topics

[Customer Balance Summary Report](#)
[Customer Receivable Corrections](#)
[Deleting a QuickBooks Transaction](#)
[Reconciling the Trust Bank Account in QuickBooks](#)
[Trust Accounting Report](#)
[Voiding a Receipt in CMS](#)
[Waiving Balances for Unmatched Transactions](#)

Transferring Funds in QuickBooks

Any collected fees and retained commissions deposited into your agency's Trust account can be transferred to the Operating account. While these funds sit in the Trust account, they are listed as a liability and are not included in the agency's financial reports. When you transfer them to the Operating account, they are listed as an income or expense.

This article explains how to transfer fees and retained commissions from the Trust bank account to the Operating bank account.

This process is typically performed as a part of [Close of Month](#) procedures after [Reconciling the Trust Bank Account in QuickBooks](#).



Required Permissions:
To perform this task, no specific CMS user permissions are required.

To transfer funds

1. Select **Lists > Chart of Accounts** from the main QuickBooks menu bar.
2. Right-click **Transfer**, and then select **Quick Report: Transfer**.

3. Use the **Dates** fields to select or enter a date or date range for which you are transferring funds.

For example, select **Last Month**, or **Custom** from the drop-down list.

4. Make note of the ending balances for each sub-account.

For example: Transfer:Retained Commissions in Trust \$2,525 and Transfer:Balances Waived -\$89.26.

5. Use the information from the **Quick Report** to [create a check](#) from the Trust account to the agency.
6. Enter sub-accounts in the **Account** field on the bottom portion of the check.
7. Break down each sub-account as it is displayed in the report.
8. Complete an [Operating account deposit](#) from the agency.

Make sure you select the Income/Expense account that corresponds with the Transfer account in the Trust account.

For example: Retained Commissions for the Income and Balances Waived for the Expense.

You have now transferred funds from the Trust account to the Operating account in QuickBooks. It is the agency's responsibility to make sure the actual funds are transferred from the bank Trust account to the bank Operating account.

Related Topics

[Close of Month Overview](#)

[Reconciling the Trust Bank Account in QuickBooks](#)

Accounting Reports Overview

This overview provides a description of all the accounting related reports available in HawkSoft CMS. The information in these reports comes from accounting transactions recorded in client receipts, invoices, and company payables. These reports can provide a "snapshot" of any given time-frame, as well as summaries of agency accounting transactions based on a variety of criteria.

Receipt Report

The Receipt Report option generates a report of all accounting transactions for a selected filter range. This report includes all receipts, including the courtesy receipts that go directly to the carrier, Company Payable invoices, and Company Payable checks.

[Receipt Report](#)

Trust Accounting Report

The Trust Accounting Report includes all your Trust Accounting Transactions for a selected filter range. The report includes all receipts, company payable invoices, and company payable checks that will be transferred to QuickBooks® during your [Close of Day](#) process.

[Trust Accounting Report](#)

Tracking Broker Fees by Producer

HawkSoft CMS enables you to track broker/agency fees that are collected at your agency. Your agency may want to track the fees if they are split between your agency and your agents and producers.

Fees are tracked at the time the customer receipt is created or a payment on an invoice is processed.

This article provides instructions for tracking broker fees from a summarized CMS Receipt Report and from the Company Accounts Payables report when tracking per statement.

[Tracking Broker Fees by Producer](#)

Customer Balance Summary Report

The CMS Customer Balance Summary Report includes all unpaid customer balances and credits, as of the current date. Use this report to compare balances between CMS and QuickBooks to print and send statements, and to verify balances on a monthly basis. This article explains how to run the Customer Balance Summary Report in CMS.

[Customer Balance Summary Report](#)

Unapplied Credits/Payments Report

The Unapplied Credits/Payments Report in HawkSoft CMS includes a list of credits and payments that have been entered in CMS, but have not been applied to an invoice.

[Unapplied Credits/Payments Report](#)

Unpaid Invoice Report

Invoices and/or statements can be printed from the Unpaid Invoice Report to send to customers who have an open invoice. Running this report on a monthly basis enables you to keep track of your open invoices.

[Unpaid Invoice Report](#)

Unpaid Company Payables

This report includes a list of invoice line items that have not been paid to the carrier. The report is used to calculate the amount due to each carrier, and can be filtered to summarize the total amount due to all carriers.

[Unpaid Company Payables Report](#)

Additional Customer Accounts Receivables Reports

Customer Accounts Receivables includes a list of reports that provide data from customer accounts receivable transactions found in the client files.

Each report is generated from a distinct set of filters designed to enable quick access to commonly used transaction data.

Customer Balance Detail

Rather than a summary of balances due, this report displays each invoice or credit on its own line, providing greater detail of transaction history.

This report is useful when you need more detail than the Customer Balance Summary provides.

Past Due Report

This report includes all past due invoices. It can be filtered to include items within a specific date range. For example, it can be customized to show invoices 30, 60, or 90 days past due.

A Past Due report is typically run once a month, and can be used to print customer statements.

Paid Invoice Report

This report includes paid invoices only. It can be filtered to include items within a specific date range. For example, it can be customized to show all items where the Invoice Paid Date is last week or last month.

This report can be used to generate a list of payment activity during a specific date range for each customer.

Invoice Report

This report includes all invoices, paid or unpaid. It can be filtered to include items within a specific date range. For example, it can be customized to show all items where the Invoice Date is last week or last month.

This report can be used to generate a list of customers, all items that have been invoiced, the total of each invoice, and the sum of all the invoices on the report, and/or the status of the invoices.

Customer Statements

This option provides a tool to print statements for all clients that have a balance. The printed statement can provide a summary of invoice totals, or include the detail of all invoice items.

Additional Company Accounts Payables Reports

Company Accounts Payables is another category of reports available from the Accounting menu. This group includes reports that provide data from company accounts payable transactions.

Paid Company Payables

This report includes a list of invoice line items that have been paid to the carrier, and can be modified to display items from a specific date range. You can filter this report to include carriers that were paid during a given time-frame and the amount paid to each.

All Company Payables

As the name implies, this report includes all company payables whether paid or not. Paid items are designated with a checkmark in the item number (#) column.

Receipt Report

The Receipt Report includes all receipts, Company Payable invoices, and Company Payable checks. The report provides the ability to view payments and invoices, manage receipts, and export transactions to QuickBooks®.

This article explains how to generate a report of all your accounting transactions based on select receipt report filters. See [Filter Descriptions](#). The Receipt Report includes all receipts, including courtesy receipts that go directly to the carrier. For example, Insured Payment Direct to Company receipts are included in this report.

Company Payable invoices and Company Payable checks are included in the report, however, Company Payables per Policy invoices are not included in the Receipt Report until a payment has been applied.

For additional information about Direct Bill invoices see [Invoicing Overview](#).

In this topic:

[Running a Receipt Report](#)

[The Trust Accounting/Receipt Report Toolbar](#)

[Modifying the Report View](#)

[Printing Options](#)

[Exporting Report Data](#)



Required Permissions:

By default, all users can view Receipt reports for receipts they have generated. To



view a Receipt Report for receipts generated by another user, permissions must include:

Reports > Receipt Report > View Receipt Report Days: All > View Receipts: All Users' Receipts

See [Setting User Permissions](#) for more information.


Running a Receipt Report



This report can be very useful if you are missing an item on the Trust Accounting Report. For example, if an agent/CSR creates a receipt using **Insured Payment Direct to Company** as the Invoice Item, when it should be **Agency Sweep**, that receipt would appear on the Receipt Report, but not the Trust Accounting Report.

1. Click **Reports > Receipt Report** from the main CMS menu bar.
The **CMS Receipt Report** window opens.
2. Click **Open**.
The **Receipt Report** task box opens.
3. Select the Receipt Book year (2012, 2013, etc.) that contains the transaction(s) you want to include in the report, and then click **Open**.
The **Select Receipt Report Filters** dialog box opens.
4. Optional: Select **Filters**, and then select or enter filter details to narrow the contents of your report.


Filter Descriptions

Item	Function
Start and End Number	Filters by a known range of receipt numbers.
Start and End Date	Filters by a specific period of time.
Name	Filters by a specific client name.

Item	Function
Customer ID	Filters by a specific client ID number.
User	Filters by the user who processed the payment.
CSR	<p>Filter for the CSR that is designated on the receipt.</p> <p>Show CSR field on Receipts setting must be enabled on the Settings tab in Trust Accounting Setup. See Trust Accounting Settings for more information.</p>
Account	<p>Filters by the bank account on the transactions.</p> <p>This is only applicable when there is more than one account for the agency.</p>
Reporting Account	<p>Filters for a specific reporting account as set up in Trust Accounting Setup. See Accounting Reports Overview for more information.</p> <p>For example, to run a report of Agency Fees in Trust only, select the Reporting Account where agency fees are reported.</p>
Transactions	Filters by transaction type.
Policy Office	<p>Filters by policy office.</p> <div style="background-color: #ffffcc; padding: 5px;">  <p>You can quickly select an office by typing the office's name into this drop-down.</p> </div>
User's Office	Filters by a user's office.

Item	Function
	 You can quickly select an office by typing the office's name into this drop-down.
<p align="center">Single Receipt</p>	<p>When enabled, this setting activates the Receipt Number field so you can search for a specific receipt.</p>  This search field does not find invoice numbers




- Optional: Select **Single Receipt**, and then enter the Receipt Number to include just one receipt in the report.









 You can search using Filters or **Single Receipt**, but not both

- Click **OK**.

The Receipt Report displays those items that meet the criteria set by your selected filters.

The Trust Accounting/Receipt Report toolbar

Icon	Function
 Open	Open – Launches Receipt Report task box. Select a Receipt Book, and then click the Open button.
 Print	Print – Launches standard Windows print dialog.
 Summary	Summary – Creates a summarized version of the report on a separate tab. You can view a summary by various attributes of report, for example:

Icon	Function
	<p>Pay method – Details amount received by check, cash, credit card, etc.</p> <p>CSR – Summarizes by agents/producers/CSRs to verify commission amounts.</p> <p>For – Details funds received by Invoice Item, for example Broker Fee, Invoice, etc.</p>
 Edit	Edit – Opens the selected receipt detail window – results are the same as double-clicking item.
 New	New – Opens a blank receipt detail window. Allows for the creation of a new receipt, recorded only within the receipt book.
 Void	Void – Opens the selected receipt detail window, and asks for confirmation before voiding the receipt.
	Export to QuickBooks – Communicates with QuickBooks and uploads selected or all transactions.
 View By	View By – Filters the content of the report by Receipts, Payments, or Payee.
 Today	Today – Click to see a quick view of today’s receipts or click the arrow to select additional filter options.
 Yesterday	Yesterday – Click to see a quick view of yesterday’s receipts or click the arrow to select additional filter options.
 To be Exported	To be Exported – Click to see a quick view of receipts ready to be exported to QuickBooks or click the arrow to select additional filter options.

Modifying the report view

Use the following options to obtain the specific information you need from the report.

To rearrange columns

1. Click and hold your mouse over any of the column headings.
 2. Drag and drop column headings horizontally to rearrange the order.
-

To sort by a column

To sort the column data alphanumerically, click the column heading. Click again if you want to reverse the order.

To summarize a report

Summarizing gives you the ability to manipulate the report data. A report can be summarized multiple times, giving you the ability to get to the information that is most important to your agency.



If you just want to summarize certain items, highlight the line items to summarize. If you wish to summarize all items on the report, there is no need to highlight the items.

Click **Summary** on the **Report** toolbar.

The **Report Summary** opens.

CMS automatically summarizes into the following tabs:

- **Pay Method**
 - **Payee, User**
 - **CSR**
 - **Bank Account**
 - **Date**
 - **Month**
 - **Transaction Type**
-

- **Income Account**
- **For**
- **Description**
- **Memo**

Each tab can be summarized further by using the available drop-down options at the top of the summarized report.

Printing options

To print the report

1. Click **File > Print**.
 2. Select appropriate print options, and then click **OK**.
-

To include selected columns in the printed report

1. Click **File > Print Columns**.
The **Columns to Print** dialog opens.
2. Select the columns you want included in your report, and then click **OK**.
3. You are prompted to save the layout as the default for all future reports.
 - Select **Yes** to save the layout. The layout will be saved for both Trust Accounting Reports and Receipt Reports.
 - Select **No** to only use the layout for the current report.



The report on your screen does not reflect the column selections for the printed report.

4. Click **File > Print**.

The report prints with your selected columns.

To print the summarized report

1. Click **File > Print**.

The **Print** dialog opens.

2. Select **Summary Only** or **Summary with Detail**.

Summary with Detail will include details from each Summary tab on separate pages.

3. Click **OK**, and then select appropriate print options.
 4. Click **OK** to print the report.
-

Exporting report data

HawkSoft CMS enables you to export data from CMS reports. You can copy and paste data into an Excel spreadsheet, or select one of the Export options available when you click **File > Export** from the menu bar at the top of the CMS report.

Copy/paste report data

You can copy and paste report data into a Microsoft Excel® document.

1. Select the line items to be copied.

Press and hold the **Ctrl** key and select specific entries.

OR

To select a range of line items, select the first item, and then press the **Shift** key to select the last item to be included in the section.

2. Click **Edit > Copy** from the Report menu bar.

The **Choose action to perform** dialog opens.

3. Select **Copy selected row(s)** or **Copy entire table**.

- a. *Optional:* If you selected the entire table, you can select **Include header row**.
-

4. Click **OK** to copy.
 5. Open a blank Excel document.
 6. Place your cursor in the first cell, and then click the **Paste** icon at the top of the Excel document.
-

Export menu options

The following options are available from the Export menu.

Post to QuickBooks

Before selecting this export option, you can select specific line items on the report to export. To select more than one item, use your Ctrl key. To include the entire report in the export, do not select any specific line items.

See [Exporting to QuickBooks](#) for more information.

1. Select **Post to QuickBooks** from the **Export** menu.

The **Export to QuickBooks** dialog opens.

2. Select Export Items: **All** or **Selected Item(s)**.
3. Click **Start**.

A progress bar indicates the upload is taking place, followed by a confirmation dialog that displays the number of items exported.

4. Click **OK**, and then close the report.
-

Reverse QuickBooks post

Before selecting this export option, select specific line items on the report to be reversed. To select more than one item, use your Ctrl key.

See [Reversing a QuickBooks Transaction](#) for more information.

1. Select **Reverse QuickBooks Post** from the **Export** menu.

The Reverse QuickBooks Postings dialog displays the transactions to be reversed.

2. Click **Reverse**.

When the process is complete, the **Transactions Reversed** dialog opens, indicating the number of transactions successfully reversed.

3. Click **OK**, and then click **Close**.
-

Export to Other

This export option opens your browser to enable you to save the report to a selected location. You can save the report in a .txt or .csv format.

1. Select **Export to Other** from the **Export** menu.
2. Select a location to save the report to.
3. Enter a File name and select the file type (.txt or .csv).
4. Click **Save**.

The **Fields to Export** dialog opens.

5. Select the field information to include in your saved report.
6. Click **OK**.

The report is saved to the selected location.

Related Topics

[Accounting Reports Overview](#)

[Exporting to QuickBooks](#)

[Trust Accounting Report](#)

Trust Accounting Report

HawkSoft CMS enables you to generate a report of all Trust Accounting transactions for a selected date, date range, receipt number, or range of receipt numbers. Each transaction included in the report represents funds to be deposited in the agency bank account.

This report is used as the starting point to run your close of day reports and displays the transactions being transferred to QuickBooks®.

A Trust Accounting Report can include:

- Receipts for payments
- Invoices
- Company Payable checks (related to your agency's Trust Accounting transactions)

This article describes the steps to generate a Trust Accounting Report.



The Trust Accounting Report does not include payments that are made directly to the Carrier.

For details on viewing all receipts, see [Receipt Report](#).



Required Permissions:
In order to complete this task, user permissions must be set to include:

Reports > Receipt Report

See [Setting User Permissions](#) for more information.

In this topic:

Running a Trust Accounting Report	Review the Trust Accounting Report	The Trust Accounting Report Toolbar
Modifying the Report View	Printing Options	Exporting Report Data

Running a Trust Accounting Report

1. Click **Accounting > Trust Accounting** on the main CMS menu bar.
The **CMS Trust Accounting** Report dialog opens.
2. Click **Open**.
The **Receipt Report** dialog opens.
3. Select the **Receipt Book** year (2011, 2012, etc.) that contains the transaction(s) you want to include in this report.



A new receipt book is created by CMS automatically at the beginning of each calendar year.

4. Click **Open**.
The **Select Receipt Report Filters** dialog opens.
5. Optional: Select **Filters**, and then select or enter filter details to narrow the contents of your report.

Filter Descriptions

Item	Function
Start and End Number	Filters by a known range of receipt numbers.
Start and End Date	Filters by a specific period of time.
Name	Filters by a specific client name.
Customer ID	Filters by a specific client ID number.
Policy Office	Filters by policy office. Multiple offices must be set up.
User's Office	Filters by a user's office. Multiple offices setting must be

Item	Function
	turned on.
User	Filters by the user who processed the payment.
CSR	Filters for the CSR that is designated on the receipt. Show CSR field on Receipts setting must be enabled on the Settings tab in Trust Accounting Setup. See Trust Accounting Settings for more information.
Account	Filters for the bank account on the transactions. This is only applicable when there is more than one account for the agency.
Reporting Account	Filters for a specific reporting account as set up in Trust Accounting Setup. See Accounting Reports Overview for more information. For example, to run a report of Agency Fees in Trust only, select the Reporting Account where agency fees are reported.
Transactions	Filters by transaction type.

- Optional: Select **Single Receipt**, and then enter the **Receipt Number** to include just one receipt in the report.



You can search using Filters or **Single Receipt**, but not both.

7. Click **OK**.





The **HawkSoft Trust Accounting Report** opens.








Review the Trust Accounting Report

Once you have completed the Trust Accounting Report, verify your total payments received. Make any necessary corrections, and then you are ready to export the transactions to QuickBooks.

See [Refunds and Corrections](#) and [Exporting to QuickBooks](#) for more information.

The Trust Accounting Report toolbar

Icon	Function
 Open	Open – Launches Receipt Report task box. Select a Receipt Book, and then click the Open button.
 Print	Print – Launches standard Windows print dialog.
 Summary	<p>Summary – Creates a summarized version of the report on a separate tab. You can view a summary by various attributes of report, for example:</p> <p>Pay method – Details amount received by check, cash, credit card, etc.</p> <p>CSR – Summarizes by agents/producers/CSRs to verify commission amounts.</p> <p>For – Details funds received by Invoice Item, for example Broker Fee, Invoice, etc.</p>
 Edit	Edit – Opens the selected receipt detail window – results are the same as double-clicking item.

Icon	Function
 New	New – Opens a blank receipt detail window. Allows for the creation of a new receipt, recorded only within the receipt book.
 Void	Void – Opens the selected receipt detail window, and asks for confirmation before voiding the receipt.
 Export to QuickBooks	Export to QuickBooks – Communicates with QuickBooks and uploads selected or all transactions.
 View By	View By – Filters the content of the report by Receipts, Payments, or Payee.
 Today	Today – Click to see a quick view of today's receipts or click the arrow to select additional filter options.
 Yesterday	Yesterday – Click to see a quick view of yesterday's receipts or click the arrow to select additional filter options.
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Summarizing gives you the ability to manipulate the report data. A report can be summarized multiple times, giving you the ability to get to the information that is most important to your agency.



If you just want to summarize certain items, highlight the line items to summarize. If you wish to summarize all items on the report, there is no need to highlight the items.

Click **Summary** on the **Report** toolbar.

The **Report Summary** opens.

CMS automatically summarizes into the following tabs:

- **Pay Method**
- **Payee, User**
- **CSR**
- **Bank Account**
- **Date**
- **Month**
- **Transaction Type**
- **Income Account**
- **For**
- **Description**
- **Memo**

Each tab can be summarized further by using the available drop-down options at the top of the summarized report.

Printing options

To print the report

1. Click **File > Print**.
 2. Select appropriate print options, and then click **OK**.
-

To include selected columns in the printed report

1. Click **File > Print Columns**.
The **Columns to Print** dialog opens.
2. Select the columns you want included in your report, and then click **OK**.
3. You are prompted to save the layout as the default for all future reports.
 - Select **Yes** to save the layout. The layout will be saved for both Trust Accounting Reports and Receipt Reports.
 - Select **No** to only use the layout for the current report.



The report on your screen does not reflect the column selections for the printed report.

4. Click **File > Print**.
The report prints with your selected columns.
-

To print the summarized report

1. Click **File > Print**.

The **Print** dialog opens.

2. Select **Summary Only** or **Summary with Detail**.

Summary with Detail will include details from each Summary tab on separate pages.

3. Click **OK**, and then select appropriate print options.
 4. Click **OK** to print the report.
-

Exporting report data

HawkSoft CMS enables you to export data from CMS reports. You can copy and paste data into an Excel spreadsheet, or select one of the Export options available when you click **File > Export** from the menu bar at the top of the CMS report.

Copy/paste report data

You can copy and paste report data into a Microsoft Excel® document.

1. Select the line items to be copied.

Press and hold the **Ctrl** key and select specific entries.

OR

To select a range of line items, select the first item, and then press the **Shift** key to select the last item to be included in the section.

2. Click **Edit > Copy** from the Report menu bar.

The **Choose action to perform** dialog opens.

3. Select **Copy selected row(s)** or **Copy entire table**.

- a. *Optional:* If you selected the entire table, you can select **Include header row**.

4. Click **OK** to copy.
 5. Open a blank Excel document.
-

6. Place your cursor in the first cell, and then click the **Paste** icon at the top of the Excel document.
-

Export menu options

The following options are available from the Export menu.

Post to QuickBooks

Before selecting this export option, you can select specific line items on the report to export. To select more than one item, use your Ctrl key. To include the entire report in the export, do not select any specific line items.

See [Exporting to QuickBooks](#) for more information.

1. Select **Post to QuickBooks** from the **Export** menu.

The **Export to QuickBooks** dialog opens.

2. Select Export Items: **All** or **Selected Item(s)**.
3. Click **Start**.

A progress bar indicates the upload is taking place, followed by a confirmation dialog that displays the number of items exported.

4. Click **OK**, and then close the report.
-

Reverse QuickBooks post

Before selecting this export option, select specific line items on the report to be reversed. To select more than one item, use your Ctrl key.

See [Reversing a QuickBooks Transaction](#) for more information.

1. Select **Reverse QuickBooks Post** from the **Export** menu.

The Reverse QuickBooks Postings dialog displays the transactions to be reversed.

2. Click **Reverse**.

When the process is complete, the **Transactions Reversed** dialog opens, indicating the number of transactions successfully reversed.

3. Click **OK**, and then click **Close**.
-

Export to Other

This export option opens your browser to enable you to save the report to a selected location. You can save the report in a .txt or .csv format.

1. Select **Export to Other** from the **Export** menu.
2. Select a location to save the report to.
3. Enter a File name and select the file type (.txt or .csv).
4. Click **Save**.

The **Fields to Export** dialog opens.

5. Select the field information to include in your saved report.
6. Click **OK**.

The report is saved to the selected location.

Related Topics

[Accounting Reports Overview](#)

[Close of Day Overview](#)

[Exporting to QuickBooks](#)

Tracking Broker Fees by Producer

HawkSoft CMS enables you to track broker/agency fees that are collected at your agency. Your agency may want to track the fees if they are split between your agency and your agents and producers.

Fees are tracked at the time the customer receipt is created or a payment on an invoice is processed.

This article provides instructions for tracking broker fees from a summarized CMS Receipt Report and from the Company Accounts Payables report when tracking per statement.



Broker/Agency fees, as defined in this article, are fees that the agency collects and keeps as income, not fees collected on behalf of a General Agency or other third party.

To track broker fees, you must have the **Show CSR Field on Receipts** enabled in [Trust Accounting Settings](#).



Required Permissions:
In order to complete this task, user permissions must be set to include:

Accounting > View Customer Receivables > Accounts Receivable/Payable Reports
Reports > Receipt Report

See [Setting User Permissions](#) for more information.

To track broker fees

You can run the CMS Receipt Report to track broker fees per policy, for each producer, so you can then manually calculate the amount due.

A receipt with agency broker fees must be assigned to a producer/agent before they are included in the summary.

See [Using the Payment Dialog](#) for more information.

1. Run a **Receipt Report** and filter by a selected date range to see broker fees within that range.
 - a. Click **Reports > Receipt Report**.
 - b. Click **Open**.

The **Receipt Report** task menu opens.
 - c. Select the Receipt Book year (2012, 2013, etc.) that contains the transaction (s) you want to include in the report, and then click **Open**.

The **Select Receipt Report Filters** dialog box opens.
 - d. Select a **Start Date** and **End Date** to see broker fees within that date range.
 - e. Click **OK**.

2. Click **Summary** from the report toolbar to summarize the results of the Receipt Report by CSR or by Fee Description.

- **CSR** – Summarize by **CSR** to see a total by each CSR selected on the **Payment** dialog.

- a. Click the **For** tab to see the summary of receipts by invoice item.
- b. Highlight **Fee** items in the list and right-click to create a **New Report** from selected items.
- c. Click **Summary** from the report toolbar.
- d. Select the **CSR** tab.

The **Amount** column in this report displays the total for the selected fee item (s) by CSR.

- **Fee Description** – Summarize by **Fee Description** if your agency has multiple fees split at different percentages for each producer.

- a. Click the **For** tab to see the summary of receipts by invoice item.
- b. Highlight Fee items in the list, and then right-click to create a **New Report** from selected items.
- c. Click **Summary** from the report toolbar.
- d. Select the **For** tab.
- e. In the **by For Line and** drop-down, select **CSR**.

The report displays the total for the selected fee item(s) by Fee Description, and displays a total for each CSR.

To track broker fees per statement

To track broker fees per statement, follow the per policy steps above, and then run a Company Accounts Payables report. You can compare the Company Accounts Payables report against the Receipt Report to determine which agency bill policies have been paid.

1. Run a **Company Accounts Payables** report.
 - a. Click **Accounting > Company Accounts Payables**.
 - b. Select **All Company Payables** from the Company Accounts Payables task menu.
 - c. Select the fees to be paid from the **Company Payable Filter** dialog, and then click **OK**.
 - d. Select the Invoice Filter: **Paid Status** on the All Company Payables Filters dialog.

The **Paid Status Filter** dialog opens.
 - e. Select **Paid**.
 - f. Select **Next** on the **All Company Payables Filters** dialog.

The **All Company Payables Layout** dialog opens.
 - g. Click **Add/Remove**, and then scroll down to the Invoice Fields to add **Agent** to the layout.
 - h. Click **OK** to save the new layout.
 - i. Click **Finish**.

The report opens with a list of paid invoices with broker fees.

2. Summarize the report by Agent.
 - a. Click the **Summary** button from the Report toolbar.
 - b. Select **Agent**, and then click **OK**.

You can use this report to verify which agency bill policies have been paid to the carrier for policies where broker fees have been charged.

Related Topics

[Trust Accounting Settings](#)
[Using the Payment Dialog](#)

Customer Balance Summary Report

The HawkSoft CMS Customer Balance Summary Report includes all unpaid customer balances and credits, as of the current date. Use this report to compare balances between CMS and QuickBooks® to print and send statements, and to verify balances on a monthly basis.

This article explains how to run the Customer Balance Summary Report in CMS.

This report is typically run by an Owner/Administrator, Manager, or Bookkeeper during the Close of Month process when [Comparing Customer Balances in CMS and QuickBooks](#).

In this topic:

[Running a Customer Balance Summary Report](#)

[The Receivables and Payables Reports Toolbar](#)

[Modifying the Report View and Content](#)

[Printing Options](#)

[Exporting Report Data](#)



Required Permissions:

In order to complete this task, user permissions must be set to include:

Accounting > View Customer Receivables > Accounts Receivable/Payable Reports

See [Setting User Permissions](#) for more information.

Running a Customer Balance Summary Report

This report displays the sum of all open debits and credits, per customer, in the **Totals** row at the bottom of the report.

1. Click **Accounting > Customer Accounts Receivables** from the main CMS menu bar.

The **Customer Accounts Receivables** task box opens.

2. Select **Customer Balance Summary**.

The **Customer Balance Summary Filters** dialog opens.

3. Optional: Select report filters to limit the information included in the report.

Filter Descriptions

For each filter you select, a new task dialog displays options that enable you to customize the filter.

Invoice Filters	Description
Created Date	Includes client files with invoices created in CMS before the entered date.
Date	Includes client files with invoices before a selected date. The date of invoice may differ from the date the invoice was actually created in CMS.
Due Date	Includes client files with invoices with a Due Date before the entered date.
Client Filters	Description
CSR	Includes invoices with the selected CSR listed on the client file.
Customer ID	Includes invoices within the selected range of Customer ID numbers.
Last Name	Includes clients with last names within the selected range. Use this to generate a list of invoices by customer name to split among CSRs for follow-up.

Client Filters	Description
Office	<p>Includes invoices from specific offices.</p> <p>This can be used to generate reports for all branches at the main office, and then send the reports to each separate location.</p>
Producer	<p>Includes invoices entered by the selected producer only.</p> <p>This can be used to generate a list of clients with a balance due for each Producer to manage.</p>



The more filters used, the more limited your list of customer balances will be. A summary of your filter selections appears in the lower section of the dialog.

4. Click **Next**.

The **Customer Balance Summary Layout** dialog opens with the default layout selected.

5. Optional: Select a different **Report Layout** from the drop-down list.

The fields included in each report layout are displayed to help you choose the appropriate layout.

6. Optional: Modify the selected report layout.

a. Click **Add/Remove**.

The **Add Report Field** dialog opens.

b. Select the data fields to include in the report.

c. Click **OK** to apply your field selections to the report.



The field selections will not be automatically saved to this report layout. To save your field selections to a report layout, you must save the layout with a new layout name.

d. Optional: Click **Save Layout** if you want to save the list of Report Fields as a new Report Layout.

- Enter the new **Layout Name**.
- Click **OK** to save the report layout.

7. Click **Finish** to run the report.

The report displays the selected data for all customers that have a balance due in CMS, as of the current date. The report may include credits owed to the customer as well as balances due to the agency.

The Receivables and Payables Reports toolbar

New	Opens the Customer Accounts Receivables or Company Accounts Payables task menu. Enables you to run additional Reports.
Open	Launches your Documents Library enabling you to open previously saved reports.
Save	Enables you to save the report.
Print	Launches standard Windows print dialog.
Summary	Opens the Create Summary dialog. See Customer Balance Summary Report below.
Filters	Enables you to modify filters and/or modify the selected Report Layout fields to be included in the report.

Modifying the report view and content

Use the following options to obtain the specific information you need from the report.

To rearrange columns

Click and drag a column heading to rearrange the column order. A blue line indicates column placement.

To sort by a column

Click a column heading to sort the entire report in alpha-numeric order, based on that column data. Click the column heading again to reverse the order.

To search for specific data in the report

The Filter fields at the top of the report enable you to select a data column and enter specific data to search for within the report results. For example, you can select Business and enter a business name to search for line items that contain that business name.

1. Click on the **Filter** drop-down list, and then select a filter.
 2. Enter or select filter criteria in the next field.
 3. Click **Apply** to see the results.
-

To select records for a customized report

When modifying CMS Receivables and Payments reports, you can select one or more records, and then create a new report based on the selected entries, or summarize the selected records only.

Specific records

1. From the report, press and hold the **Ctrl** key on your keyboard.
2. Click each record you want to include.
3. Right-click any of the selected entries and choose **New Report from Selected Entries**.

The modified report opens on a new tab.

OR

Right-click any of the selected records, and then choose **Summarize**.

Groups of records

1. From the report, click to highlight the first record.
2. Press and hold the **Shift** key on your keyboard.
3. Select the last record you want to include in the group.
4. Right-click any of the selected entries and choose **New Report from Selected Entries**.

The modified report opens on a new tab.

OR

Right-click any of the selected records, and then choose **Summarize**.

To summarize a report

Summarizing gives you the ability to manipulate the report data. A report can be summarized multiple times, giving you the ability to get to the information that is most important to your agency.

You can summarize all the records in a report, or select specific records, or groups of records.



To summarize by a field, you must have included that field on the Report Layout dialog.

1. Click **Summary** on the **Report** toolbar to summarize the entire report.

The **Create Summary** dialog box opens.

2. Select a field from the **Summarize by** list.
-

3. Additional options available on the **Create Summary** dialog box:
 - **Premium Column** – Displays premium information by Current, Quoted, Annualized Current or Annualized Quoted.
 - **Group By** – Select a field from the Summarize By list to Group the invoices by.



These drop-down lists are only available for certain fields in the **Summarize By** list.

4. Select one of the **Summary of** radio buttons. Select **All Records** to include the entire report, or **Selected Records** to create a summary using only the records that you have selected in the Activity Report.
5. Click **OK**.

To modify filters and/or the report layout

Once you have run your report, you can change the filters and/or modify the selected fields to be included in the report.



Modifying filters runs a new report.

1. Click the **Filters** button and modify the selected report filters.
2. Click **Next**.

The **Customer Balance Summary Layout** dialog opens with the default layout selected.
3. Optional: Select a different **Report Layout** from the drop-down list.

The fields included in each report layout are displayed to help you choose the appropriate layout.
4. Optional: Modify the selected report layout.
 - a. Click **Add/Remove**.

The **Add Report Field** dialog opens.

- b. Select the data fields to include in the report.
- c. Click **OK** to apply your field selections to the report.



The field selections will not be automatically saved to this report layout. To save your field selections to a report layout, you must save the layout with a new layout name.

- d. Optional: Click **Save Layout** if you want to save the list of Report Fields as a new Report Layout.
 - Enter the new **Layout Name**.
 - Click **OK** to save the report layout.
5. Click **Finish** to run the report.
-

Printing options

You can print the report, envelopes, form letters, invoices, and statements.

To print the report

1. Click **File > Print**, and then select **Report**.
 2. Enter a title for the report, and then click **OK**.
 3. Click **Print** to print the report.
-

To print envelopes and letters

1. Optional: Select specific invoice items to only print envelopes or letters for those selected.
 2. Click **File > Print**, and then select **Envelopes** and **Letters**.
 3. Complete the appropriate print options, and then click **OK**.
-

To print an invoice or statement

1. Optional: Select specific invoice items to print invoices or statements for selected clients only.
2. Click **File > Print**, and then select either **Invoices** or **Statements**.
 - **Invoices** – Select to print each invoice in the report or the selected invoices.



The Invoice option is not available for the Customer Balance Summary Report.

- **Statements**
 - a. Select **Summarized Statement** or **Detailed Statement**.
 - **Summarized Statement** – Prints a statement with a brief description for all unpaid invoices.
 - **Detailed Statement** – Prints a statement with all unpaid invoices and includes information for the invoice items for each invoice.
 - b. Select a transaction filter and date range.
 - **Open Transactions** – Prints a statement for all unpaid invoices.
 - **Transactions between dates** – Prints a statement for invoices between selected dates.

Exporting report data

HawkSoft CMS enables you to export data from CMS reports. You can copy and paste data or select one of the Export options available on the Export sub-menu when you click **File > Export** from the menu bar at the top of the CMS report.

Copy/paste report data

You can copy and paste report data into a Microsoft Excel® document.

1. Select the line items to be copied.

Press and hold the **Ctrl** key and select specific entries.

OR

To select a range of line items, select the first item, and then press the **Shift** key to select the last item to be included in the section.

2. Click **Edit > Copy** from the Report menu bar.

The **Choose action to perform** dialog opens.

3. Select **Copy selected row(s)** or **Copy entire table**.

- a. *Optional:* If you selected the entire table, you can select **Include header row**.

4. Click **OK** to copy.

5. Open a blank Excel document.

6. Place your cursor in the first cell, and then click the **Paste** icon at the top of the Excel document.
-

Export menu options

The following options are available from the Export menu.

Report

This option saves the entire report to a selected location.

1. Click **File > Export > Report**.

The standard Windows® **Save As** dialog opens.

2. Navigate to the location where you want to save the report.

3. Save the report with one of the following file types:

- **Text Files (*.txt)** – Exports data as a text file.
 - **Comma Delimited File (*.csv)** – Exports data in a structure that can be opened with any spreadsheet
-
-

software you have installed on your computer, such as Excel®.

Client File(s)

This option exports all client files in the report to a selected location.

1. Click **File > Export > Client File(s)**.

The **Export Type** dialog opens.

2. Click **Browse** to locate and select the folder where you want to export the client files to.

CMS will automatically create two sub-folders, **CLIENT** and **IMAGES**.

3. Optional: Check **Delete client files from current database?**

Use this option if you are moving client files to another database.



This action cannot be reversed. HawkSoft, Inc. recommends creating a backup copy of your database before deleting client files.

4. Optional: Check **Include Attached Image Files**.

If you do not check this option, client files will be exported without attachments.

5. Click **OK**.
-

Customers to QuickBooks

This option exports all customers on the report to QuickBooks®. The QuickBooks company file must be open for the export to complete.

Direct or Online integration

1. Click **File > Export > Customers to QuickBooks**.

The **Export** confirmation dialog opens.

2. Click **Yes** to begin the export.

When the export is complete, a confirmation dialog appears.

3. Click **OK**.

IIF integration

1. Click **File > Export > Customers to QuickBooks**.

The **Export Items** dialog opens.

2. Click **Browse** to locate and select the folder you want to export the IIF file to.

3. Choose whether to export **All Items** listed on the report, or only **Selected Items** from the report.

4. Click **OK**.

5. Import the exported IIF file into QuickBooks from the location selected.

Customers exported from CMS will appear in the Customer list in QuickBooks.

Policies as ACORD Level III

This Export option is available for policy reports only.

Related Topics

- [Comparing Customer Balances in CMS and QuickBooks](#)
 - [Unpaid Invoice Report](#)
 - [Unapplied Credits/Payments Report](#)
-

Unapplied Credits/Payments Report

The Unapplied Credits/Payments Report in HawkSoft CMS includes a list of credits and payments that have been entered in CMS, but have not been applied to an invoice. This article explains how to run the Unapplied Credits/Payments Report.

HawkSoft, Inc. recommends running this report once a month, when running the [Customer Balance Summary Report](#) and [Unpaid Invoice Report](#).

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.

In this topic:

- [Running an Unapplied Credit/Payments Report](#)
- [The Receivables and Payables Report Toolbar](#)
- [Modifying the Report View and Content](#)
- [Printing Options](#)
- [Exporting Report Data](#)

Running an Unapplied Credit/Payments Report

Each line item shows the Customer, the original Payment/Credit amount, the current Unapplied amount and the current Applied amount. Totals at the bottom of the report reflect the sum of all original Payment/Credit amounts, current Unapplied amounts and current Applied amounts.

To generate an Unapplied Credit/Payments Report

1. Click **Accounting > Customer Accounts Receivable** from the main CMS menu bar.
The **Customer Accounts Receivables** task dialog opens.
2. Select **Unapplied Credits/Payments Report**.

The **Unapplied Credits/Payments Report Filters** dialog box opens.

- Optional: Select report filters to limit the information included in the report.

Filter Descriptions

For each filter you select, a new task dialog box displays options that enable you to customize the filter.

Credit Filters	Description
Created By	Includes invoices created by the selected user. This may be different from the Agent initials, if another employee entered the invoice for the agent's customer.
Date	Includes invoices with the selected date or within the selected date range. The date of invoice may differ from the date the invoice was actually created in CMS.

Client Filters	Description
CSR	Includes invoices with the selected CSR listed on the client file.
Customer ID	Includes invoices within the selected range of Cus-

Client Filters	Description
	tomer ID numbers.
Last Name	<p>Includes clients with last names within the selected range.</p> <p>Use this to generate a list of invoices by customer name to split among CSRs for follow-up.</p>
Office	<p>Includes invoices from specific offices.</p> <p>This can be used to generate reports for all branches at the main office, and then send the reports to each separate location.</p>
Producer	<p>Includes invoices entered by the selected producer only.</p> <p>This can be used to generate a list of clients with a balance due for each Producer to manage.</p>



The more filters used, the more limited your list of customer balances will be. A summary of your filter selections appears in the lower section of the dialog.

4. Click **Next**.
5. Select a **Report Layout** from the drop-down list.

The fields included in each report layout are displayed to help you choose the appropriate layout.

6. Optional: Modify the selected report layout.

- a. Click **Add/Remove**.

The **Add Report Field** dialog opens.

- b. Select data fields to include in the report.

- c. Click **OK** to apply your field selections to the report.



The field selections will not be automatically saved to this report layout. To save your field selections to a report layout, you must save the layout with a new layout name.

- d. Optional: Click **Save Layout** to save the selected report fields as a new report layout.

- e. Enter the new **Layout Name**, and then click **OK**.

7. Click **Finish** to run the report.

The report displays the selected data for all customers that have a Payment or Credit that has not been fully applied or distributed.

The Receivables and Payables Report toolbar

New	Opens the Customer Accounts Receivables or Company Accounts Payables task menu. Enables you to run additional Reports.
Open	Launches your Documents Library enabling you to open previously saved reports.
Save	Enables you to save the report.
Print	Launches standard Windows print dialog.

Summary	Opens the Create Summary dialog. See Unapplied Credits/Payments Report below.
Filters	Enables you to modify filters and/or modify the selected Report Layout fields to be included in the report.

Modifying the report view and content

Use the following options to obtain the specific information you need from the report.

To rearrange columns

Click and drag a column heading to rearrange the column order. A blue line indicates column placement.

To sort by a column

Click a column heading to sort the entire report in alpha-numeric order, based on that column data. Click the column heading again to reverse the order.

To search for specific data in the report

The Filter fields at the top of the report enable you to select a data column and enter specific data to search for within the report results. For example, you can select Business and enter a business name to search for line items that contain that business name.

1. Click on the **Filter** drop-down list, and then select a filter.
 2. Enter or select filter criteria in the next field.
 3. Click **Apply** to see the results.
-

To select records for a customized report

When modifying CMS Receivables and Payments reports, you can select one or more records, and then create a new report based on the selected entries,

or summarize the selected records only.

Specific records

1. From the report, press and hold the **Ctrl** key on your keyboard.
2. Click each record you want to include.
3. Right-click any of the selected entries and choose **New Report from Selected Entries**.

The modified report opens on a new tab.

OR

Right-click any of the selected records, and then choose **Summarize**.

Groups of records

1. From the report, click to highlight the first record.
2. Press and hold the **Shift** key on your keyboard.
3. Select the last record you want to include in the group.
4. Right-click any of the selected entries and choose **New Report from Selected Entries**.

The modified report opens on a new tab.

OR

Right-click any of the selected records, and then choose **Summarize**.

To summarize a report

Summarizing gives you the ability to manipulate the report data. A report can be summarized multiple times, giving you the ability to get to the information

that is most important to your agency.

You can summarize all the records in a report, or select specific records, or groups of records.



To summarize by a field, you must have included that field on the Report Layout dialog.

1. Click **Summary** on the **Report** toolbar to summarize the entire report.
The **Create Summary** dialog box opens.
2. Select a field from the **Summarize by** list.
3. Additional options available on the **Create Summary** dialog box:
 - **Premium Column** – Displays premium information by Current, Quoted, Annualized Current or Annualized Quoted.
 - **Group By** – Select a field from the Summarize By list to Group the invoices by.



These drop-down lists are only available for certain fields in the **Summarize By** list.

4. Select one of the **Summary of** radio buttons. Select **All Records** to include the entire report, or **Selected Records** to create a summary using only the records that you have selected in the Activity Report.
5. Click **OK**.

To modify filters and/or the report layout

Once you have run your report, you can change the filters and/or modify the selected fields to be included in the report.



Modifying filters runs a new report.

1. Click the **Filters** button and modify the selected report filters.
2. Click **Next**.

The **Customer Balance Summary Layout** dialog opens with the default layout selected.

3. Optional: Select a different **Report Layout** from the drop-down list.

The fields included in each report layout are displayed to help you choose the appropriate layout.

4. Optional: Modify the selected report layout.

- a. Click **Add/Remove**.

The **Add Report Field** dialog opens.

- b. Select the data fields to include in the report.
- c. Click **OK** to apply your field selections to the report.



The field selections will not be automatically saved to this report layout. To save your field selections to a report layout, you must save the layout with a new layout name.

- d. Optional: Click **Save Layout** if you want to save the list of Report Fields as a new Report Layout.
 - Enter the new **Layout Name**.
 - Click **OK** to save the report layout.

5. Click **Finish** to run the report.
-

Printing options

You can print the report, envelopes, form letters, invoices, and statements.

To print the report

1. Click **File > Print**, and then select **Report**.
 2. Enter a title for the report, and then click **OK**.
 3. Click **Print** to print the report.
-

To print envelopes and letters

1. Optional: Select specific invoice items to only print envelopes or letters for those selected.
 2. Click **File > Print**, and then select **Envelopes** and **Letters**.
 3. Complete the appropriate print options, and then click **OK**.
-

To print an invoice or statement

1. Optional: Select specific invoice items to print invoices or statements for selected clients only.
2. Click **File > Print**, and then select either **Invoices** or **Statements**.
 - **Invoices** – Select to print each invoice in the report or the selected invoices.



The Invoice option is not available for the Customer Balance Summary Report.

- **Statements**
 - a. Select **Summarized Statement** or **Detailed Statement**.
 - **Summarized Statement** – Prints a statement with a brief description for all unpaid invoices.
 - **Detailed Statement** – Prints a statement with all unpaid invoices and includes information for the invoice items for each invoice.
-

b. Select a transaction filter and date range.

- **Open Transactions** – Prints a statement for all unpaid invoices.
 - **Transactions between dates** – Prints a statement for invoices between selected dates.
-

Exporting report data

HawkSoft CMS enables you to export data from CMS reports. You can copy and paste data into an Excel spreadsheet, or select one of the Export options available when you click **File > Export** from the menu bar at the top of the CMS report.

Copy/paste report data

You can copy and paste report data into a Microsoft Excel® document.

1. Select the line items to be copied.

Press and hold the **Ctrl** key and select specific entries.

OR

To select a range of line items, select the first item, and then press the **Shift** key to select the last item to be included in the section.

2. Click **Edit > Copy** from the Report menu bar.

The **Choose action to perform** dialog opens.

3. Select **Copy selected row(s)** or **Copy entire table**.

- a. *Optional:* If you selected the entire table, you can select **Include header row**.

4. Click **OK** to copy.

5. Open a blank Excel document.

6. Place your cursor in the first cell, and then click the **Paste** icon at the top of the Excel document.
-

Export menu options

The following options are available from the Export menu.

Post to QuickBooks

Before selecting this export option, you can select specific line items on the report to export. To select more than one item, use your Ctrl key. To include the entire report in the export, do not select any specific line items.

See [Exporting to QuickBooks](#) for more information.

1. Select **Post to QuickBooks** from the **Export** menu.

The **Export to QuickBooks** dialog opens.

2. Select Export Items: **All** or **Selected Item(s)**.

3. Click **Start**.

A progress bar indicates the upload is taking place, followed by a confirmation dialog that displays the number of items exported.

4. Click **OK**, and then close the report.
-

Reverse QuickBooks post

Before selecting this export option, select specific line items on the report to be reversed. To select more than one item, use your Ctrl key.

See [Reversing a QuickBooks Transaction](#) for more information.

1. Select **Reverse QuickBooks Post** from the **Export** menu.

The Reverse QuickBooks Postings dialog displays the transactions to be reversed.

2. Click **Reverse**.

When the process is complete, the **Transactions Reversed** dialog opens, indicating the number of transactions successfully reversed.

3. Click **OK**, and then click **Close**.
-

Export to Other

This export option opens your browser to enable you to save the report to a selected location. You can save the report in a .txt or .csv format.

1. Select **Export to Other** from the **Export** menu.
2. Select a location to save the report to.
3. Enter a File name and select the file type (.txt or .csv).
4. Click **Save**.

The **Fields to Export** dialog opens.

5. Select the field information to include in your saved report.
6. Click **OK**.

The report is saved to the selected location.

Unpaid Invoice Report

Invoices and/or statements can be printed from the Unpaid Invoice Report to send to customers who have an open invoice. Running this report on a monthly basis enables you to keep track of your open invoices.

This article explains how to run an Unpaid Invoice Report. This report provides a list of invoices that are unpaid or only partially paid.

In this topic:

[Running an Unpaid Invoice Report](#)

[The Receivable and Payables Report Toolbar](#)

[Modifying the Report View and Content](#)

[Printing Options](#)

[Exporting Report Data](#)

This report is typically run by an Owner/Administrator, Manager, or Bookkeeper.



Required Permissions:

In order to complete this task, user permissions must be set to include:

Accounting > View Customer Receivables > Accounts Receivable/Payable Reports

See [Setting User Permissions](#) for more information.

Running an Unpaid Invoice Report

This report displays the sum totals for the **Amount Due** and **Total** columns at the bottom of the report.

1. Click **Accounting > Customer Accounts Receivable** from the main CMS menu bar.

The **Customer Accounts Receivables** task dialog opens.

2. Select **Unpaid Invoice Report**.

The **Unpaid Invoice Report Filters** dialog box opens.

3. Optional: Select report filters to limit the information included in the report.

Filter Descriptions

For each filter you select, a new task dialog box displays options that enable you to customize the filter.

Invoice Fil- ters	Description
Agent	Includes only invoices that show that Agent on the invoice.
Created Date	Includes invoices created in CMS on a specific date or within a date range.
Creator	Includes invoices created by the selected user. This may be different from the Agent initials, if another employee entered the invoice for the agent's customer.
Date	Includes invoices with the selected date or within the selected date range. The date of invoice may differ from the date the invoice was actually created in CMS.
Due Date	Includes invoices with a specific Due Date or within the selected date range.
Paid Date	Defaults to Unpaid and includes all unpaid invoices.
Paid Status	Defaults to "Unpaid" for the Unpaid

Invoice Fil- ters	Description
	Invoice Report.
Past Due	Depending on your selection, includes all past due invoices, or those that are past due by the number of selected days.
Client Fil- ters	Description
CSR	Includes invoices with the selected CSR listed on the client file.
Customer ID	Includes invoices within the selected range of Customer ID numbers. This filter is not typically used for this report.
Last Name	Includes clients with last names within a selected range. Use this to generate a list of invoices by customer name to split among CSRs for follow-up.
Office	Includes invoices from specific offices . This can be used to generate reports for all branches at the main office, and then send the reports to

Client Filters	Description
	each separate location.
Producer	<p>Includes invoices entered by the selected producer.</p> <p>This can be used to generate a list of unpaid invoices with a balance due for each Producer to manage.</p>



The more filters used, the more limited your list of customer balances will be. A summary of your filter selections appears in the lower section of the dialog.

4. Click **Next**.

The **Unpaid Invoice Report Layout** dialog box opens.

5. Select a layout from the **Report Layout** drop-down list.

The fields included in each report layout are displayed to help you choose the appropriate layout.

6. Optional: To modify the selected report layout:

a. Click **Add/Remove**.

The **Add Report Field** dialog opens.

b. Select the data fields to include in the report.

c. Click **OK** to apply your field selections to the report.



The field selections will not be automatically saved to this report layout. To save your field selections to a report layout, you must save the layout with a new layout name.

- d. Optional: Click **Save Layout** to save the selected report fields as a new Report Layout.

- Enter the new **Layout Name**.
- Click **OK** to save the report layout.

7. Click **Finish** to run the report.

The report runs, and includes any invoices that have not been paid in full.

The Receivables and Payables Report toolbar

New	Opens the Customer Accounts Receivables or Company Accounts Payables task menu. Enables you to run additional Reports.
Open	Launches your Documents Library enabling you to open previously saved reports.
Save	Enables you to save the report.
Print	Launches standard Windows print dialog.
Summary	Opens the Create Summary dialog. See Unpaid Invoice Report below.
Filters	Enables you to modify filters and/or modify the selected Report Layout fields to be included in the report.

Modifying the report view and content

Use the following options to obtain the specific information you need from the report.

To rearrange columns

Click and drag a column heading to rearrange the column order. A blue line indicates column placement.

To sort by a column

Click a column heading to sort the entire report in alpha-numeric order, based on that column data. Click the column heading again to reverse the order.

To search for specific data in the report

The Filter fields at the top of the report enable you to select a data column and enter specific data to search for within the report results. For example, you can select Business and enter a business name to search for line items that contain that business name.

1. Click on the **Filter** drop-down list, and then select a filter.
 2. Enter or select filter criteria in the next field.
 3. Click **Apply** to see the results.
-

To select records for a customized report

When modifying CMS Receivables and Payments reports, you can select one or more records, and then create a new report based on the selected entries, or summarize the selected records only.

Specific records

1. From the report, press and hold the **Ctrl** key on your keyboard.
2. Click each record you want to include.
3. Right-click any of the selected entries and choose **New Report from Selected Entries**.

The modified report opens on a new tab.

OR

Right-click any of the selected records, and then choose **Summarize**.

Groups of records

1. From the report, click to highlight the first record.
2. Press and hold the **Shift** key on your keyboard.
3. Select the last record you want to include in the group.
4. Right-click any of the selected entries and choose **New Report from Selected Entries**.

The modified report opens on a new tab.

OR

Right-click any of the selected records, and then choose **Summarize**.

To summarize a report

Summarizing gives you the ability to manipulate the report data. A report can be summarized multiple times, giving you the ability to get to the information that is most important to your agency.

You can summarize all the records in a report, or select specific records, or groups of records.



To summarize by a field, you must have included that field on the Report Layout dialog.

1. Click **Summary** on the **Report** toolbar to summarize the entire report.

The **Create Summary** dialog box opens.

2. Select a field from the **Summarize by** list.
 3. Additional options available on the **Create Summary** dialog box:
 - **Premium Column** – Displays premium information by Current, Quoted, Annualized Current or Annualized Quoted.
-

- **Group By** – Select a field from the Summarize By list to Group the invoices by.



These drop-down lists are only available for certain fields in the **Summarize By** list.

4. Select one of the **Summary of** radio buttons. Select **All Records** to include the entire report, or **Selected Records** to create a summary using only the records that you have selected in the Activity Report.
5. Click **OK**.

To modify filters and/or the report layout

Once you have run your report, you can change the filters and/or modify the selected fields to be included in the report.



Modifying filters runs a new report.

1. Click the **Filters** button and modify the selected report filters.
2. Click **Next**.

The **Customer Balance Summary Layout** dialog opens with the default layout selected.

3. Optional: Select a different **Report Layout** from the drop-down list.

The fields included in each report layout are displayed to help you choose the appropriate layout.

4. Optional: Modify the selected report layout.

- a. Click **Add/Remove**.

The **Add Report Field** dialog opens.

- b. Select the data fields to include in the report.
 - c. Click **OK** to apply your field selections to the report.
-



The field selections will not be automatically saved to this report layout. To save your field selections to a report layout, you must save the layout with a new layout name.

- d. Optional: Click **Save Layout** if you want to save the list of Report Fields as a new Report Layout.
 - Enter the new **Layout Name**.
 - Click **OK** to save the report layout.
 5. Click **Finish** to run the report.
-

Printing options

You can print the report, envelopes, form letters, invoices, and statements.

To print the report

1. Click **File > Print**, and then select **Report**.
 2. Enter a title for the report, and then click **OK**.
 3. Click **Print** to print the report.
-

To print envelopes and letters

1. Optional: Select specific invoice items to only print envelopes or letters for those selected.
 2. Click **File > Print**, and then select **Envelopes** and **Letters**.
 3. Complete the appropriate print options, and then click **OK**.
-

To print an invoice or statement

1. Optional: Select specific invoice items to print invoices or statements for selected clients only.
-

2. Click **File > Print**, and then select either **Invoices** or **Statements**.

- **Invoices** – Select to print each invoice in the report or the selected invoices.



The Invoice option is not available for the Customer Balance Summary Report.

- **Statements**
 - a. Select **Summarized Statement** or **Detailed Statement**.
 - **Summarized Statement** – Prints a statement with a brief description for all unpaid invoices.
 - **Detailed Statement** – Prints a statement with all unpaid invoices and includes information for the invoice items for each invoice.
 - b. Select a transaction filter and date range.
 - **Open Transactions** – Prints a statement for all unpaid invoices.
 - **Transactions between dates** – Prints a statement for invoices between selected dates.

Exporting report data

HawkSoft CMS enables you to export data from CMS reports. You can copy and paste data into an Excel spreadsheet, or select one of the Export options available when you click **File > Export** from the menu bar at the top of the CMS report.

Copy/paste report data

You can copy and paste report data into a Microsoft Excel® document.

1. Select the line items to be copied.

Press and hold the **Ctrl** key and select specific entries.

OR

To select a range of line items, select the first item, and then press the **Shift** key to select the last item to be included in the section.

2. Click **Edit > Copy** from the Report menu bar.

The **Choose action to perform** dialog opens.

3. Select **Copy selected row(s)** or **Copy entire table**.

- a. *Optional:* If you selected the entire table, you can select **Include header row**.

4. Click **OK** to copy.
 5. Open a blank Excel document.
 6. Place your cursor in the first cell, and then click the **Paste** icon at the top of the Excel document.
-

Export menu options

The following options are available from the Export menu.

Post to QuickBooks

Before selecting this export option, you can select specific line items on the report to export. To select more than one item, use your Ctrl key. To include the entire report in the export, do not select any specific line items.

See [Exporting to QuickBooks](#) for more information.

1. Select **Post to QuickBooks** from the **Export** menu.

The **Export to QuickBooks** dialog opens.

2. Select Export Items: **All** or **Selected Item(s)**.
 3. Click **Start**.
-
-

A progress bar indicates the upload is taking place, followed by a confirmation dialog that displays the number of items exported.

4. Click **OK**, and then close the report.
-

Reverse QuickBooks post

Before selecting this export option, select specific line items on the report to be reversed. To select more than one item, use your Ctrl key.

See [Reversing a QuickBooks Transaction](#) for more information.

1. Select **Reverse QuickBooks Post** from the **Export** menu.

The Reverse QuickBooks Postings dialog displays the transactions to be reversed.

2. Click **Reverse**.

When the process is complete, the **Transactions Reversed** dialog opens, indicating the number of transactions successfully reversed.

3. Click **OK**, and then click **Close**.
-

Export to Other

This export option opens your browser to enable you to save the report to a selected location. You can save the report in a .txt or .csv format.

1. Select **Export to Other** from the **Export** menu.
 2. Select a location to save the report to.
 3. Enter a File name and select the file type (.txt or .csv).
-
-

4. Click **Save**.

The **Fields to Export** dialog opens.

5. Select the field information to include in your saved report.

6. Click **OK**.

The report is saved to the selected location.

Related Topics

[Customer Balance Summary Report](#)

[Unapplied Credits/Payments Report](#)

Unpaid Company Payables Report

The Unpaid Company Payables report is one of the three Company Accounts Payables reports available in HawkSoft CMS.

Before paying your company payables per statement, you must run an Unpaid Company Payables Report. This report contains invoices that have not been paid to the carrier.

In this topic:

[Run an Unpaid Company Payables Report](#)

[Exporting Report Data](#)

This task is typically performed by an Owner/Administrator, Manager, or Bookkeeper.



Required Permissions:

In order to complete this task, user permissions must be set to include:

Accounting > View Customer Receivables > Accounts Receivable/Payable Reports

See [Setting User Permissions](#) for more information.

To run an Unpaid Company Payables Report

This report includes a list of invoice line items that have not been paid to the carrier. The report is used to calculate the amount due to each carrier, and can be filtered to summarize the total amount due to all carriers.

1. Click **Accounting > Company Accounts Payables** from the main CMS menu bar.

The **Company Accounts Payables** dialog opens.

2. Select **Unpaid Company Payables**.

The **Company Payable Filter** dialog opens.

3. Select the **Company Payable** item(s) to be paid.

Do not select non-carrier items such as Agency Fee, Balance Waived, or Opening Balance.

All unpaid invoice items for the selected broker and/or carrier will be included on the report.



Click the **Company Payable** header to re-sort this list alphabetically.

4. Click **OK**.

The **Unpaid Company Payables Filters** dialog opens.

5. Optional: Select additional filters.

The lower pane of the dialog contains an explanation of the selected filters.



When you select any item, a new dialog opens. Set the specific details for the filter in the dialog.

Filter Descriptions

Invoice Item Filters	Description
Company Pay-	Includes all Company Payable

Invoice Item Fil- ters	Description
able	Invoice Items set up in Trust Accounting Setup.
Policy Office	Includes all agency offices set up in .
Payable Paid Date	Includes all payables that were paid during specified date range. Defaults to Previous Month.
Payable Paid Status	Includes either Paid or Unpaid Invoice Items, depending on selection.
Invoice Filters	Description
Agent	Includes invoices for selected agents.
Created Date	Includes invoices created in CMS on a specific date or within a date range.
Creator	Includes invoices created by the selected user. This may be different from the Agent initials, if another employee entered the invoice for the agent's customer.
Date	Includes invoices with the selected date or within the selected date range. The date of invoice may differ from

Invoice Filters	Description
	the date the invoice was actually created in CMS.
Due Date	Includes invoices with a specific due date or within the selected date range.
Paid Date	Defaults to Unpaid and includes all unpaid invoices.
Paid Status	Defaults to Unpaid for the Unpaid Invoice Report.
Past Due	Depending on your selection, includes all past due invoices, or those that are past due by the number of selected days.
Client Filters	Description
CSR	Includes invoices with the selected CSR listed on the client file.
Customer ID	Includes invoices within the selected range of Customer ID numbers. This filter is not typically used for this report.
Last Name	Includes clients with last names within a selected range. You can use this to generate a list of invoices by customer name to split among CSRs for follow-up.

Client Filters	Description
Office	<p>Includes invoices from specific offices when multiple offices are set up.</p> <p>This can be used to generate reports for all branches at the main office, and then send the reports to each separate location.</p>
Producer	<p>Includes invoices entered by the selected producer.</p> <p>This can be used to generate a list of unpaid invoices with a balance due for each producer to manage.</p>

6. Click **Next**.

The **Unpaid Company Payables Layout** dialog opens.

7. Optional: Select a **Report Layout** from the drop-down list.

The report layout defaults to **Company Payable Fields**.

8. Optional: Modify the Report Fields list.

- a. Click **Add/Edit**.
- b. Select and/or unselect report fields as needed.
- c. Click **OK**.

9. Optional: Save your changes as a new layout.

- a. Click **Save Layout**.
- b. Enter a new **Layout Name** in the **Save Layout** dialog, and then click **OK**.

10. Click **Finish** to run the Payables report.



Click the **Company Payable** header to re-sort this list alphabetically.

CMS displays the filtered report that includes a list of invoice items that have not been paid to the carrier. Keep this report open. You will use it to [select your company payables](#) to pay.

The Receivables and Payables Report toolbar

New	Opens the Customer Accounts Receivables or Company Accounts Payables task menu. Enables you to run additional Reports.
Open	Launches your Documents Library enabling you to open previously saved reports.
Save	Enables you to save the report.
Print	Launches standard Windows print dialog.
Summary	Opens the Create Summary dialog. See Unpaid Company Payables Report below.
Filters	Enables you to modify filters and/or modify the selected Report Layout fields to be included in the report.

Modifying the report view and content

Use the following options to obtain the specific information you need from the report.

To rearrange columns

Click and drag a column heading to rearrange the column order.
A blue line indicates column placement.

To sort by a column

Click a column heading to sort the entire report in alpha-numeric order, based on that column data. Click the column heading again to reverse the order.

To search for specific data in the report

The Filter fields at the top of the report enable you to select a data column and enter specific data to search for within the report results. For example, you can select Business and enter a business name to search for line items that contain that business name.

1. Click on the **Filter** drop-down list, and then select a filter.
 2. Enter or select filter criteria in the next field.
 3. Click **Apply** to see the results.
-

To select records for a customized report

When modifying CMS Receivables and Payments reports, you can select one or more records, and then create a new report based on the selected entries, or summarize the selected records only.

Specific records

1. From the report, press and hold the **Ctrl** key on your keyboard.
2. Click each record you want to include.
3. Right-click any of the selected entries and choose **New Report from Selected Entries**.

The modified report opens on a new tab.

OR

Right-click any of the selected records, and then choose **Summarize**.

Groups of records

1. From the report, click to highlight the first record.
2. Press and hold the **Shift** key on your keyboard.
3. Select the last record you want to include in the group.
4. Right-click any of the selected entries and choose **New Report from Selected Entries**.

The modified report opens on a new tab.

OR

Right-click any of the selected records, and then choose **Summarize**.

To summarize a report

Summarizing gives you the ability to manipulate the report data. A report can be summarized multiple times, giving you the ability to get to the information that is most important to your agency.

You can summarize all the records in a report, or select specific records, or groups of records.



To summarize by a field, you must have included that field on the Report Layout dialog.

1. Click **Summary** on the **Report** toolbar to summarize the entire report.

The **Create Summary** dialog box opens.

2. Select a field from the **Summarize by** list.
3. Additional options available on the **Create Summary** dialog box:
 - **Premium Column** – Displays premium information by Current, Quoted, Annualized Current or Annualized Quoted.
 - **Group By** – Select a field from the Summarize By list to Group the invoices by.



These drop-down lists are only available for certain fields in the **Summarize By** list.

4. Select one of the **Summary of** radio buttons. Select **All Records** to include the entire report, or **Selected Records** to create a summary using only the records that you have selected in the Activity Report.
5. Click **OK**.

To modify filters and/or the report layout

Once you have run your report, you can change the filters and/or modify the selected fields to be included in the report.



Modifying filters runs a new report.

1. Click the **Filters** button and modify the selected report filters.
 2. Click **Next**.
-

The **Customer Balance Summary Layout** dialog opens with the default layout selected.

3. Optional: Select a different **Report Layout** from the drop-down list.

The fields included in each report layout are displayed to help you choose the appropriate layout.

4. Optional: Modify the selected report layout.

- a. Click **Add/Remove**.

The **Add Report Field** dialog opens.

- b. Select the data fields to include in the report.
- c. Click **OK** to apply your field selections to the report.



The field selections will not be automatically saved to this report layout. To save your field selections to a report layout, you must save the layout with a new layout name.

- d. Optional: Click **Save Layout** if you want to save the list of Report Fields as a new Report Layout.
 - Enter the new **Layout Name**.
 - Click **OK** to save the report layout.

5. Click **Finish** to run the report.
-

Printing options

You can print the report, envelopes, form letters, invoices, and statements.

To print the report

1. Click **File > Print**, and then select **Report**.
 2. Enter a title for the report, and then click **OK**.
 3. Click **Print** to print the report.
-

To print envelopes and letters

1. Optional: Select specific invoice items to only print envelopes or letters for those selected.
 2. Click **File > Print**, and then select **Envelopes** and **Letters**.
 3. Complete the appropriate print options, and then click **OK**.
-

To print an invoice or statement

1. Optional: Select specific invoice items to print invoices or statements for selected clients only.
2. Click **File > Print**, and then select either **Invoices** or **Statements**.
 - **Invoices** – Select to print each invoice in the report or the selected invoices.



The Invoice option is not available for the Customer Balance Summary Report.

- **Statements**
 - a. Select **Summarized Statement** or **Detailed Statement**.
 - **Summarized Statement** – Prints a statement with a brief description for all unpaid invoices.
-

- **Detailed Statement** – Prints a statement with all unpaid invoices and includes information for the invoice items for each invoice.
- b. Select a transaction filter and date range.
- **Open Transactions** – Prints a statement for all unpaid invoices.
 - **Transactions between dates** – Prints a statement for invoices between selected dates.
-

Exporting report data

You can copy and paste data to into an excel spreadsheet or select the Report option from the Export menu to export the entire report to a selected location.

Copy/paste report data

You can copy and paste report data into a Microsoft Excel® document.

1. Select the line items to be copied.

Press and hold the **Ctrl** key and select specific entries.

OR

To select a range of line items, select the first item, and then press the **Shift** key to select the last item to be included in the section.

2. Click **Edit > Copy** from the Report menu bar.

The **Choose action to perform** dialog opens.

3. Select **Copy selected row(s)** or **Copy entire table**.

a. *Optional:* If you selected the entire table, you can select **Include header row**.

4. Click **OK** to copy.

5. Open a blank Excel document.
-

6. Place your cursor in the first cell, and then click the **Paste** icon at the top of the Excel document.
-

Report

This export option opens your browser to enable you to save the report to a selected location. You can save the report in a .txt or .csv format.

1. Select **Report** from the **Export** menu.
2. Select a location to save the report to.
3. Enter a File name and select the file type (.txt or .csv).
4. Click **Save**.

The report is saved to the selected location.

QuickBooks Online Tutorials

The following videos are provided by QuickBooks.

In this topic:

[QuickBooks Online Tutorials](#) [QuickBooks Online Tutorials](#) [QuickBooks Online Tutorials](#)

[QuickBooks Online Tutorials](#) [QuickBooks Online Tutorials](#) [QuickBooks Online Tutorials](#)

[QuickBooks Online Tutorials](#) [QuickBooks Online Tutorials](#) [QuickBooks Online Tutorials](#)

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Get Started in QuickBooks Online

HOW TO
QuickBooks Online

Get started in QuickBooks Online

INTUIT quickbooks

The dashboard screenshot displays the following data:

Account	Balance
Checking in QuickBooks	\$12,435.65
Cash in QuickBooks	\$5,450.50
Waa in QuickBooks	\$3,835.48

Net income for March: **-\$100**

Income: \$6,500 (8 to review)

Expenses: \$6,600 (15 to review)

EXPENSES: Spending for March: **\$6,600** (100%)
+ up 34% from the prior month

INVOICES: \$3,281.32 Unpaid (Last 30 days)
Overdue: **\$1,525.50** / **\$3,756.02** (Not due yet)

INVOICES: \$3,692.22 Paid (Last 30 days)
Not deposited: **\$2,062.52** / **\$1,629.70** (Deposited)

Understanding the Chart of Accounts in QuickBooks Online

HOW TO
QuickBooks Online

Chart of Accounts explained

INTUIT quickbooks

The Chart of Accounts page displays the following table:

NAME	ACCOUNT TYPE	DETAIL TYPE	QUICK
<input type="checkbox"/> Checking	Bank	Checking	
<input type="checkbox"/> Savings	Bank	Savings	
<input type="checkbox"/> Accounts Receiv...	Accounts Receiv...	Accounts Receiv...	
<input type="checkbox"/> Inventory Asset	Other Current A...	Inventory	
<input type="checkbox"/> Machinery & Equip...	Fixed Assets	Machinery & Equipme	
<input type="checkbox"/> Undeposited funds	Other Current A...	Undeposited funds	

Add Accounts to your Chart of Accounts in QuickBooks Online

HOW TO
QuickBooks Online

Adding accounts to your charts

qb INTUIT quickbooks

Transactions

Banking transactions App transactions Receipts Bills Rules Chart of accounts

Chart of accounts

4 Accounts

Bank names for: [dropdown] [dropdown] [dropdown]

<input type="checkbox"/>	NAME	ACCOUNT TYPE	DETAIL TYPE	QUICKBOOKS BALANCE
<input type="checkbox"/>	10088 Neighbor...	Bank	Checking	\$1,000.00
<input type="checkbox"/>	Checking	Bank	Checking	\$15,044.30
<input type="checkbox"/>	Savings	Bank	Savings	\$1,200.50
<input type="checkbox"/>	Accounts Receiv...	Accounts Receiv...	Accounts Receiv...	\$2,331.00
<input type="checkbox"/>	Inventory Asset	Other Current A...	Inventory	\$1,800.00
<input type="checkbox"/>	Machinery & Equip...	Fixed Assets	Machinery & Equipme...	\$20,980.00

Add Users in QuickBooks Online

Manage Users

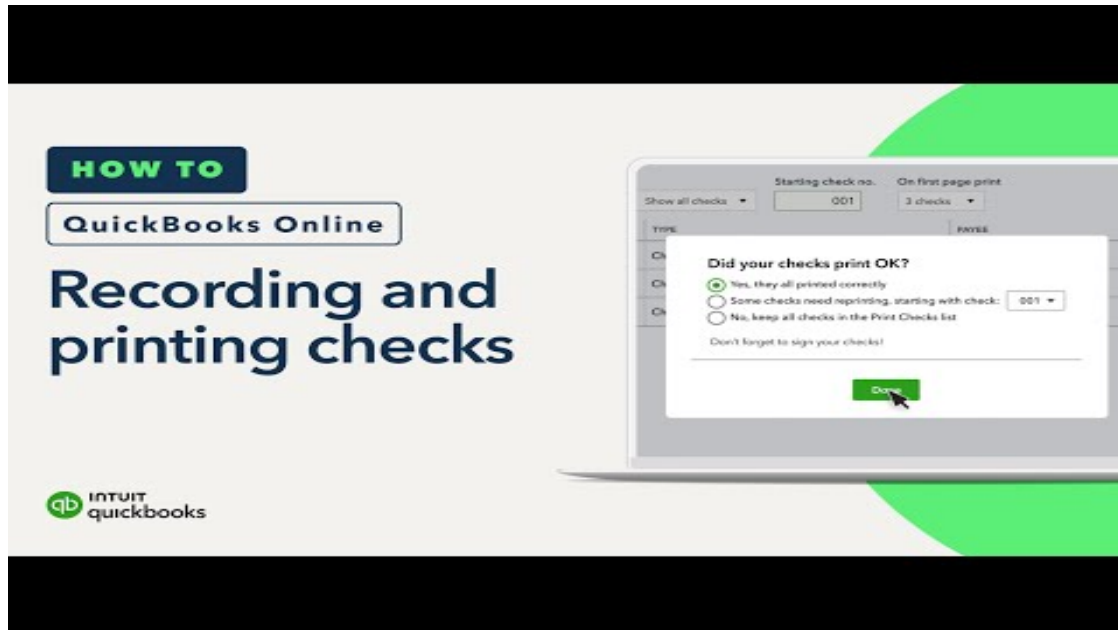
Choose user type

Choose a type of user.

- Regular or custom user**
You specify which areas of QuickBooks Online Plus this user can access.
- Company administrator**
Company administrators have all access rights within QuickBooks Online Plus. They also have all access rights to many other services your company subscribes to.
- Reports only**
This type of user signs in to a special version of QuickBooks Online Plus that shows reports only. A Reports only user can access virtually all reports, except payroll reports and those listing sensitive information of customers, vendors, or employees. This user does not count toward your current user limit.
- Time Tracking only**
This type of user signs in to a special version of QuickBooks Online Plus that only has time sheets. A Time Tracking only user can be set and change list or fee user, but always does not offer user's time sheets. This user does not count toward your current user limit.

Cancel < Back Next >

Record and Print Checks in QuickBooks Online



Customize Reports and Email in QuickBooks Online



Online Banking with QuickBooks Online



How To Online Banking



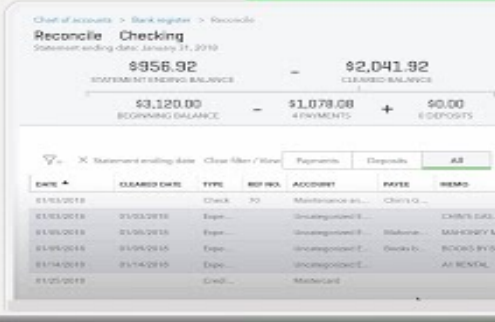
The screenshot shows the 'Bank Feeds' section in QuickBooks Online. It displays a 'Bank and Credit Cards' summary for 'Checking (1234)'. The current balance is \$5,432.10, and the balance in QuickBooks is \$0.00. There are 12 transactions. Below the summary, there are filters for 'Batch actions' (All(11)), 'Reconciled(2)', and a table of transactions with columns for DATE, DESCRIPTION, and AMT.

DATE	DESCRIPTION	AMT
04/04/2017	A Plus Accounting	
04/04/2017	Bob's Burger Joint	
04/04/2017	Carl and Sons Lumber Yard	

Reconcile an Account in QuickBooks Online

HOW TO
QuickBooks Online

Reconcile an account



The screenshot shows the 'Reconcile Checking' screen in QuickBooks Online. It displays a summary of the account balance and a table of transactions. The summary shows a statement ending date of 01/31/2010, a starting balance of \$3,120.00, and a current balance of \$2,041.92. The table lists transactions with columns for DATE, CLEARED DATE, TYPE, REF NO., ACCOUNT, PAYEE, and REMO.

DATE	CLEARED DATE	TYPE	REF NO.	ACCOUNT	PAYEE	REMO
01/03/2010		Check	30	Maintenance an...	Cherry G...	
01/03/2010	01/03/2010	Expn...		Unreconciled E...	CHRY'S GARAG	
01/06/2010	01/06/2010	Expn...		Unreconciled E...	WILSON...	MARSHWY MU
01/06/2010	01/06/2010	Expn...		Unreconciled E...	Books to...	BOOKS BY SE
01/14/2010	01/14/2010	Expn...		Unreconciled E...		AP RENTAL
01/25/2010		Cred...		Medicaid		

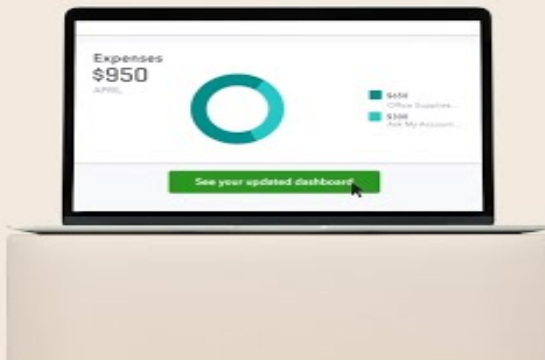
Tips & Tricks for Online Banking in QuickBooks Online



Time Saving Tips & Tricks: Online Banking

Manage Expenses in QuickBooks Online

Managing expenses



Categorize Transactions in QuickBooks Online

HOW TO
QuickBooks Online
Categorizing transactions

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DATE	DESCRIPTION	AMOUNT	CATEGORY
1/27/2025	Electronic Store	\$ 44.20	Multi & Entertainment
1/28/2025	Oil and Gas Co.	\$7.88.88	Utilities
1/28/2025	Electronic Store	\$21.88	Multi & Entertainment
1/27/2025	Wash Lee Rental	\$888.88	Assign a category
1/27/2025	Wash Lee Rental	\$888.88	Assign a category
1/27/2025	Wash Lee Rental	\$888.15	Assign a category
1/27/2025	Wash Lee Rental	\$888.88	Assign a category
1/27/2025	Spex & Bexx	\$888.88	Recently Used Expenses: \$888.88 Expenses: \$888.88
1/27/2025	Google Drive	\$888.00	900.00 Multi & Entertainment
1/27/2025	Wash Lee Rental	\$888.00	Assign a category

Record Spending in QuickBooks Online

Managing expenses

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Expenses \$950

See your updated dashboard

- \$450 Office Supplies
- \$138 Ask My Account