

Accounts Receivable in a Multi-Store Environment

The Accounts Receivable program in CAM32 was designed to accommodate a centralized accounting configuration. In other words, billing and account maintenance (account adjustments, late charges, monthly statements, etc) can be managed at the Main Office. The Remote stores manage payments, charges, and credits through Point of Sale.

Therefore, the Main Office will reflect the complete account activity (from itself and all Remote stores). Each Remote store will only reflect the activity done at that store, but nothing from other Remote stores. In fact, the Accounts Receivable module itself is not required (or recommended) to be installed at the remote store(s).

The following rules illustrate exactly how the work done in Accounts Receivable (Post Receivables Transactions) and through Point of Sale gets communicated in a multi-store environment. "Back office" refers to work done (such as customer account balances) through the Accounts Receivable posting program if installed, NOT through Point of Sale.

Back office Activity - communicated via customer update file

- Work done at Main will be sent to Remote(s).
- Work done at Remote(s) will be sent to Main, but will NOT be re-sent out to other Remote(s).

Point of Sale (payments / charges / credits) - communicated via Transaction file

- Transactions done at Main will NOT be sent to any Remote(s). This is simply because a Main location does not send transaction files to Remotes.
- Transactions done at Remote(s) will be sent to Main, but will NOT be re-sent out to other Remote(s).

CAM32 has two ways to help Remotes view consolidated account balances and detail. Both can be implemented to help Remote stores better serve their customers.

Send Customer Balances (Account Balance)

It is possible for the Main to send updated Customer Account Balances as part of End Of Day Communications (during the second pass). This will ensure that the customer balances match at all locations. This is the balance that displays on the POS screen and prints on the POS receipt, if defined.

To enable this option, set the following flag at the Main location only:

- **System Definitions > Define End Of Day**
- Arrow to **Inter store Communications** and click **F2 Define**
- Place a check mark in the Send Customer Balances field
- Save Changes

NOTE: If customer balances are currently incorrect at Remotes, one-time Replacement Data should be sent from Main to Remotes to correct the balances. Once they match between locations, the Send Customer Balances option will keep them in sync without need for further Replacement Data.

External Inquiry (Account Detail)

It is also possible to utilize a TCP/IP connection to lookup a customer's A/R detail and balance from a Remote. Main and all Remotes must have high-speed internet access, including a Static IP address for the Main location. There are two main CAM32 programs. The Main Location will have a program running in the "background" called **EXTHOST**. The remote(s) will run a program called **EXTINQ**. There will be a second shortcut on the Desktop of each computer that requires access to the A/R Information at the Main Store. With this setup, the remote(s) can connect to the Main's database and lookup individual accounts and view their consolidated A/R detail. This is a secure read-only connection, there is no ability to edit or post anything to the account.

Further step by step instructions for setting up EXTHOST for AR Lookup can also be obtained by contacting CAM32 support.