

National Account Processing  
Ref # 636

**About:**

If you perform National Account processing, you will need a method for making sure the credits get processed correctly. We currently recommend one of two methods. The method you select will depend on your operation and needs. The two methods are:

**Method#1:** Keep the workorder open and apply the national account credit to the open ticket as well as any gain/loss on the sale. Please see further details on Method#1 below.

**Method#2:** Charge the invoice to an A/R account for the national account entity (Goodyear, Michelin, etc.) then apply the national account credit as a Credit Memo to the A/R account. The amount of the credit(s) will rarely match the exact amount of the invoice(s). Typically, the credit will be for less than the invoiced amount. You can leave the balance(s) on the A/R charge invoices and then periodically adjust them off as a batch with an offsetting credit or debit memo. Another method for clearing invoice balances is to process a national account "loss" invoice for the total of the open balances, then apply that credit invoice in A/R to the open invoices with balances. The "loss" (or gain) invoice properly updates your sales totals.

**Method #1 Details**

**How:**

1. Create an inventory product code, NA-CREDIT in your system. Make it a NON-STOCKING, GOODS item. You may also want to create a NA-GAIN-LOSS item since the credit will rarely exactly match your invoice line items. Use the NA-GAIN-LOSS to post the difference. This provides a convenient way to monitor your overall gain or loss from accepting national account business. It also makes it possible to completely zero out the balance of the ticket.
2. Start a ticket, put the customer and items on the ticket and hold the ticket as an open workorder.
3. Process the DR via your appropriate manufacturer's website (Michelin B2B, Goodyear HQ, etc.)
4. When you receive the credit, retrieve the customer's workorder.

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- Adjust the selling price of your line items to match whatever you have been allowed to charge, based on the credit received. In other words, if they are allowing \$85 for a \$100 tire, double-click on the line item, change the selling price to \$85 and save it:

**Ticket View/Edit (1680692)**

Main Line Items Appointments Customer Info Vehicle Info Comments Payments

Ref#	Product #	Description	Qty	Unit Price	Unit FET	Amount
1000	64557	P225/60R16 BWBFG-ADVANTAGE TA	4.0	100.0000		400.00
1002	TP2	TIRE PROTECTION PLAN	1.0			
1004	2NCSRAP	2% N.C. DISPOSAL TAX	4.0	2.0000		8.00
1006	DIS	SCRAP TIRE RECYCLE FEE	4.0	2.5000		10.00
1008	99DM	DISMOUNT & MOUNT	4.0	9.5000		38.00
1010	99B	LIFETIME COMPUTER BALANCE TIRES	4.0	9.5000		38.00
1012	VALVE7	RUBBER VALVE STEM	4.0			No Charge
1014	99R	LIFETIME ROTATION	4.0			No Charge
1016	*	EVERY 5000 MILES	1.0			
1018	99RH	TIRE PROTECTION WARRANTY	4.0	10.0000		40.00
1020	.	"FREE" TIRE REPAIRS FOR LIFE OF TIRE.	1.0			
1022	.	IF TIRE IS NOT REPAIRABLE IT WILL BE	1.0			
1024	.	REPLACED 1ST 2/32NDS AT NO CHARGE. THEN	1.0			
1026	.	PRO-RATED FOR REMAINDER OF TREADLIFE.	1.0			
1028	99CA	ALIGNMENT CHECK	1.0			No Charge

Ticket GP% 38.9 Ticket GP\$ 207.60 Store

Line #	Product #	Description	Unit Cost
1000	64557	P225/60R16 BWBFG-ADVANTAGE TA	

Quantity	Price Code	Unit Price	Unit FET	Tax Code	Amount
4.00	1 - Price 1 (\$98.95)	85.0000	0.00	0 - No Tax	34

Technician Salesrep Dept

- Make any other edits as needed to any other lines.
- Add your credit line item, NA-CREDIT. Be sure to enter the credit amount received into BOTH the Unit Cost field and Unit Price field. Add the DR ticket # and vendor to the Vendor Invoice # and the Vendor Code fields. Your quantity will need to be a NEGATIVE quantity of -1:

Line #	Product #	Outside Part#	Description	Unit Cost w/FET	Vendor Code	Vendor Inv#	Vendor Date
0	NA-CREDIT		NATIONAL ACCOUNT CREDIT RECEIVED	388.80	97 - BFS DEL BY TERRY	C-3215487	03/01/2021

Quantity	Price Code	Unit Price	Unit FET	Tax Code	Amount
-1.00	1 - Price 1 (\$0.00)	388.8000	0.00	1 - Tax Code 1 (5.30%)	-388.80

Technician Salesrep Dept Package

0 - HOUSE TECHNICIAN 0 - HOUSE S - DISCOUNTS/COUP... No Package Selected.....

Save Adjust Items Kit Price Add Separator Set Tech Set Sales Set Vendor Info Item History Return Goods Toggle Declined Item Audit Authorize Work Clear

Customer View Full View CARFAX Tools ServiceCAT VSOC Inspection Specs Customer History Cust Value Index Vehicle History VSR's Adjust Total Tire Fitment

Contacts Refresh Print Workorder Print Inspection Print Warranty Print Multi Exit Help

- Close the ticket with a \$0 balance.

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9. If your system is set up to auto-post your payables, your National Account credit information will be passed to your accounting software when you do your end-of-day AccountingLink transfer. If you manually post your vendor receipts, you will first need to run your Vendor Reconciliation postings at day's end, then run your AccountingLink transfer.

**\*\*Note** – Users must have password permission to perform the AccountingLink transfer (P60=A). If you need to give a user permission to perform the above function, please contact your system administrator.