

Month End Procedures

This document is intended to be a guide for running recommended reports for your month end procedures in PestPac.

Please note that WorkWave offers Period Lockdown that will help with month end. Period Lockdown affects Invoices, Payments, Reverse Payments, Adjustments, and Credit Memos, and allows you to:

- Set preferences for prohibiting release after the period is closed
- Set warning preferences for users who enter dates before / after certain events

If a user enters a date that falls outside the preferences, they will receive a popup warning indicating that the date they entered does not fall within the acceptable range of dates.

To enable Period Lockdown, go to *Settings > Company Setup > Period Lockdown*, check the settings you would like, and click *Save*.

After enabling this option, you can run the AR Report As Of a date. The Report As Of date must be a date after a period was closed. Please refer to the Instructions & Limitations link on the AR Report screen for more details.

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Initial Steps for Month End

For Service Orders, Payments, Credit Memos, and Adjustments, you will need to do the following:

1. Post all Service Orders, Payments, Credit Memos, and Adjustments for the month you are closing.
2. Release all Service Order batches, Payment batches, Credit Memos, and Adjustments for the month you are closing.



3. Leave all Service Orders, Payments, Credit Memos, and Adjustments for next month in open (unreleased) batches.

Confirming Release of Current Month

Note that for all reports, you can choose your sorting options and check *Group By* if you would like to see totals for each grouping category (option will not affect what data displays on the report, just the order/grouping).

To confirm all work for the month you are closing has been posted, you will need to run the Service Order List Report (*Reports > All Reports > Service Order List*).

- Leave *Starting Work Date* blank.
- Enter *Ending Work Date* of the last day of the month you are closing (so orders for next month are not included).
- Choose the *Branch*.
- Include all *Order Types* available in list.
- Run in *Detail* format.
- Display / Print / Export. If anything appears on this report, that could mean the work was done but overlooked, the job needs to be rescheduled, or the order needs to be posted as Not Serviced.

To confirm all Service Orders for the month you are closing have been released, you will need to run the Uncommitted Orders Report (*Reports > All Reports > Uncommitted Orders Report*).

- Leave *Starting Invoice Date* blank (to catch errors in data entry like orders still sitting in a batch from an old month).
- Enter *Ending Invoice Date* of the last day of the month you are closing (so orders for next month are not included).
- Choose the *Branch*.
- Include all *Order Types* available in list.
- Run in *Detail* format.
- Display / Print / Export. If anything appears on this report, that means the item is in a batch and needs to be released.

To confirm all Payments for the month you are closing have been released, you will need to run the Payment Register (*Reports > All Reports > Payment Register*).

- Leave *Starting Payment Date* blank (to catch errors in data entry like an incorrect payment date).
- Enter *Ending Payment Date* of the last day of the month you are closing.
- Choose the *Branch*.
- Include *Uncommitted* (to see Payments still sitting in a batch).



- Include all *Payment Types* available in list.
- Run in *Detail* format.
- Display / Print / Export. If anything appears on this report, that means the item is in a batch and needs to be released.

Confirming Non-Release for Next Month

To confirm that no Service Orders have been released for next month, you will need to run the Invoice Register (*Reports > All Reports > Invoice Register*).

- Enter *Starting Invoice Date* of the first day of the next month.
- Leave *Ending Invoice Date* blank (to find any Invoices posted with incorrect future dates).
- Choose the Branch.
- Include all *Order Types* available in list.
- Run in *Detail* format.
- Display / Print / Export.

To confirm that no Payments have been released for next month, you will need to run the Payment Register (*Reports > All Reports > Payment Register*).

- Enter *Starting Payment Date* of the first day of the next month.
- Leave *Ending Payment Date* blank (to find any Payments posted in error).
- Choose the Branch.
- Include Records from *Current*.
- Include *Committed* (released).
- Include all *Payment Types* available in list.
- Run in *Detail* format.
- Display / Print / Export.

Total Billable Work and Payments for the Month

To determine the billable work for the month, you will need to run the Invoice Register (*Reports > All Reports > Invoice Register*).

- Enter *Starting Invoice Date* of the first day of the month you are closing.
- Enter *Ending Invoice Date* of the last day of the month you are closing.
- Choose the *Branch*.
- Select *Non-Voided*.
- Select *Both* (Invoices and Credit Memos).
- Include Records from *Current*.
- Run in *Summary* format.



- Display / Print / Export.

To determine the Payments for the month, you will need to run the Payment Register (*Reports > All Reports > Payment Register*).

- Enter *Starting Payment Date* of the first day of the month you are closing.
- Enter *Ending Payment Date* of the last day of the month you are closing.
- Choose the *Branch*.
- Include Records from *Current*.
- Include *Committed*.
- Select the Payment Types of *Payments* and *Reverse Payments*.
- Include all *Credit Statuses*.
- Run in *Summary* format.
- Display / Print / Export.

Additional Payment Register Reports

The following section relies on running the Payment Register (*Reports > All Reports > Payment Register*) using different parameters.

Adjustments

You will use the same parameters as those listed above, but for this report, you will select Payment Type of *Adjustments*.

Note: You can combine the Adjustment and Payment reports above. The report will include separate totals for Adjustments and Payments / Reverse Payments. PestPac will take the total for Adjustments and for Payments / Reverse Payments to give you a grand total, so adjustments will inflate your Payment Register.

Payments with Balances

You will use the same parameters as those listed above, but for this report, you will select all Payment Types and check *Show Payments with Balances Only*.

Note: After running this report, you can run the auto-apply utility and then re-run the report. To run this utility, go to *Tools > Data Update Tools*, and click *Auto-Apply Credits*, select the Branch, leave *Exact Matches Only* unchecked, and click *Apply*. This utility will follow the rules set forth in your *Company Setup* under the heading of *Auto Apply*.



Annual Prepayments

You will use the same parameters as those listed above, but for this report, you will select the Payment Types of *Payments* and *Adjustments*, and check *Show Annual Prepayments with Balances Only*.

Credit Memo Reports

Credit Memo Report by Reason

To determine by reason why you are writing off Invoices, you will need to run the Credit Memo Reason Report (*Reports > All Reports > Credit Memo Reason Report*).

- Enter *Starting Invoice Date* of the first day of the month you are closing.
- Enter *Ending Invoice Date* of the last day of the month you are closing.
- Choose the *Branch*.
- Leave default of *Non-Voided*.
- Include Records from *Current*.
- Run in *Summary* or *Detail* format.
- Display / Print / Export.

Credit Memos with a Balance

To identify unapplied Credit Memos, you will need to run the Invoice List Report (*Reports > All Reports > Invoice List Report*).

- Enter *Starting Invoice Date* of the first day of the month you are closing.
- Enter *Ending Invoice Date* of the last day of the month you are closing.
- Choose the *Branch*.
- Include Records from *Current*.
- Uncheck all *Include* options except *Credit Memo*.
- Leave all items in *Origin* checked.
- Uncheck *Include Invoices with Zero Balances*.
- Choose your *Show* columns.
- Run in *Detail* format.
- Display / Print / Export.

Reports for Reconciling AR

There are a variety of dates associated to transactions in PestPac.

Invoices



- **Invoice Date:** date manually keyed by the user on the Invoice
- **Add Date:** date it becomes an Invoice (when the batch is released)

Payments

- **Payment Date:** date manually keyed by the user on the Payment
- **Entry Date:** date the Payment is actually entered
- **Application Date:** date the Payment is applied to an Invoice

You can run an Invoice Register Report or a Payment Register Report by any of the dates mentioned above.

When it comes to reconciling your AR, running an Invoice Register by Invoice Date does not give you a full picture. Most companies will run the Invoice Register by Add Date and a Payment Register by Entry Date to help reconcile their AR.

Invoice Register Sorted by Add Date

You will need to run the Invoice Register by Add Date (*Reports > All Reports > Invoice Register*). This report will show the starting and ending dates for when Invoices for this month were entered.

- Enter *Starting Invoice Date* of the first day of the month you are closing.
- Enter *Ending Invoice Date* of the last day of the month you are closing.
- Choose the *Branch*.
- Set *Void Status* to *Non-Voided*.
- Choose *Add Date* as *Primary sort by*.
- Check *Group By*.
- Select *Invoices* and *Credit Memos*.
- Include Records from *Current*.
- Run in *Summary* format.
- Display / Print / Export.

Invoice Register by Add Date Sorted by Invoice Date

You will need to run the Invoice Register (*Reports > All Reports > Invoice Register*) but with the *Ending Invoice Date* of today.

This report will help you find if invoices for next month were released before the current month was closed. Since PestPac does not have the ability to run a historical AR report, we suggest not releasing next month's batches until the previous month is closed.



If you want to get a better picture, use a *Primary Sort* to *Add Date* and check *Group By*. Change your *Secondary Sort* to *Invoice Date* and check *Group By*. This report will show you the days that users are posting Invoices (Add Date) and the dates assigned to the Invoices (Invoice Date).

Payment Register Sorted by Entry Date

To determine the Payments dated for the current month and their entry dates, you will need to run the Payment Register (*Reports > All Reports > Payment Register*). This report will help you see if any Payments for the month were posted in the next month.

- Enter *Starting Payment Date* of the first day of the month you are closing.
- Enter *Ending Payment Date* of the last day of the month you are closing.
- Choose the *Branch*.
- Select *Primary Sort* by *Entry Date*.
- Check *Group By*.
- Include Records from *Current*.
- Include *Committed*.
- Select the Payment Types of *Adjustments*, *Payments*, and *Reverse Payments*.
- Include all *Credit Statuses*.
- Run in *Summary* format.
- Display / Print / Export.

Payment Register by Add Date Sorted by Invoice Date

To determine the Payments dated for the current month and the add dates, you will need to run the Payment Register (*Reports > All Reports > Payment Register*). This report will help you see if any Payments for the month were posted in the next month.

- Enter *Starting Entry Date* of the first day of the month you are closing.
- Enter *Ending Entry Date* of today.
- Choose the *Branch*.
- Select *Primary Sort* by *Payment Date*.
- Check *Group By*.
- Include Records from *Current*.
- Include *Committed*.
- Select all Payment Types.
- Include all *Credit Statuses*.
- Run in *Summary* format.
- Display / Print / Export.

If you want to get a better picture, change your *Primary Sort* to *Entry Date* and check *Group By*. Change your *Secondary Sort* to *Payment Date* and check *Group By*. This report will show you



the days that users are posting Payments (Entry Date) and the dates assigned to the Payments (Payment Date).

REMEMBER: For additional setup, training, and usage resources for FREE, including live webinars and a robust video library, please visit [PestPac University](#).

