



Knowledge Base Article

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Agent Tools web site: www.viewmylisting9ae.com

Article ID: 4188
Subject: Viewing Agent Accounts Receivable (A/R) Balances
Last Modified: October 2, 2009
Applies to: Pro Gold XP 3.xx

Purpose: Agents are invoiced for items through the Receivables tab in Pro Gold i2. Each invoice shows the agent what they are currently being billed for. Past balances can be viewed through the statement or via ViewMyListing.com.

Procedure: The steps to view or print an agent statement are listed below:

- **Step 1: View and/or Print a Statement:**
 - At **Pro Gold Main Menu**, select the **Accounting** option
 - At **Accounting** menu, select the **Customers** option
 - Click the **Manage Receivables** icon
 - Enter the date range of the invoices to display in the **From** and **To** date fields
 - Enter the same date in the **Aging** field as the date in the **To** field
 - Click the **Select Records** button
 - The **Visual Records** screen will appear
 - If a statement is only to be printed for a particular agent, select that agent from the drop-down
 - Click **Print** button at the bottom of the screen
 - Select the **Agent Invoice Statement** Report
 - Select a print option
 - **Print Current Record** prints a statement for the agent selected
 - **Print All** prints a statement for all agents
 - Select the option to **Print Preview** or **Print** the statement
 - The statement can be printed directly from the **Print Preview** by selecting the “P” key on the keyboard
 - Click the **Print** button
 - **Note: Manage Receivables** will include payments that have been made on invoices, even if the payments were made outside of the selected date range. (For example: If the selected date range is the month of August, a payment made in September will still appear)
- **Step 2: Access Invoices through ViewMyListing.com:**
 - The agent can access their invoices directly from **ViewMyListing.com**
 - When the agent logs into ViewMyListing.com, select the **Invoices Tab**
 - All of their invoices will be listed in the screen
 - To view only invoices with a balance, select the **Open Invoices** option from the drop-down
 - Individual invoices can be printed by highlighting an invoice and clicking on the **Print Invoice** icon

References: Below is a link you can use to access Enhancement HelpNet Center resources, which includes the Knowledge Base Article (KBA) Library, Pro Gold XP Documentation, and Training Webcasts:

<http://secured.progoldi2.com/webcast.aspx>

- The Enhancement HelpNet links are located on the right side of the web page.

Related articles: N/A

Keywords: A/R, Accounts Receivable, Agent Invoicing, View Invoice, Print, 4188

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