



How-To Guide:

Read a Customer Ledger

OVERVIEW

This guide provides step-by-step actions for Reading a Customer Ledger in Storage Commander including:

- What is a Ledger?
- Different Ledger views.
- Charges/ Credits and Fees.

Note: The Ledger/ History tab can vary based on transaction data. If you have questions about a ledger or charges, please reach out to our technical support team for help.

What is a Ledger?

A **ledger** is a book (or record) for collecting historical transaction data from Storage Commander entries by account. The Storage Commander **Ledger/ History** tab provides transaction **history** with all line items such as charges, fees, adjustments and the current balance. There are two ways the ledger can be viewed.

The second is the Accountant View, which will have in depth line by line transaction information. Below is a customer ledger in Storage commander.

Manager View

The **Manager View** is a quick overview of transaction information. It includes user information such as unit number, action (move-in, move-out, charge, payment) with a **date and time stamp** in which the transaction happened. From this window you can print/view/ or email receipts, contracts, and/or notices. This window will give an option to reverse the last transaction, which has to be done before the end of day process.

Move In: Is an initial **charge** to the customer's account. The **payment** is an amount taken during that transaction.

Unit: This will be the unit that the contract is attached to and in which the ledger is for.

The Contract: Is pre-defined by the facility and is signed by the customer during move-in.

Ending Balance: The total amount after the total transaction is complete. For instance, the customer was charged a prorated amount due to moving in on the 15th. Charge (Rent): \$35.16 Pre- Payment: \$80.16 Total: **(45.00)**

1st of The Month Rent charge hit the account on 2/1/2020 and the pre-payment made the account a \$0 dollar balance.

Pre-payment Customer made a cash payment on 2/3/2020 of \$50 and \$5 which made the account have a rent credit of \$55. The receipt for the payment can be re-printed, viewed and/ or emailed.

Adjustment The facility manager did an adjustment of \$10 dollars, which added a balance and the ending total is \$45.

Print History: Will allow the user to print the history of this tenant.

Insert Document: Will allow the user upload a document to the customers ledger computer files.

Reversals: Can reverse the last transaction made in SC before the EOD process runs. This will post funds back to the customer CC. (If used) and will set the balance back to the previous transaction.

Chart of Accounts

A chart of accounts (COA) is an index of all the financial accounts in the general ledger of a company. It is an organizational tool that provides a breakdown of all the financial transactions that is conducted during a specific accounting period (or transaction), broken down into subcategories.

⬆	Liability	Count: 6
2100	Prepaid Holding	
2110	Prepaid Rent	
2120	Prepaid Fees	
2130	Prepaid Merchandise	
2140	Prepaid Other	
2150	Prepaid Insurance	
⬆	Income	Count: 23
4000	Rent	
4005	Rent Credit	
4010	Rent Tax	
4015	Rent Tax Credit	
4100	Fees	
4105	Fees Credit	
4110	Fees Tax	
4115	Fees Tax Credit	
4200	Merchandise	
4205	Merchandise Credit	
4210	Sales Tax	
4215	Sales Tax Credit	
4300	Other	
4301	Auction sales	
4305	Other Credit	
4310	Other Tax	
4315	Other Tax Credit	
4400	Insurance	
4405	Insurance Credit	
4600	Rent Discount	
4700	Merchandise Discount	
4800	Refund	
4900	Merchandise Return	
⬆	Expense	Count: 1
6100	Bad Debt Expense	
⬆	Receivable	Count: 1
1100	Receivable	
⬆	Bank	Count: 1
1000	Cash	
⬆	Deposit	Count: 1
2000	Deposits	

Accountant View

The **Accountant View** is an in-depth line-by-line outline of transaction information. It includes user information such as unit number, action (move-in, move-out, charge, payment) with a **date and time stamp** in which the transaction happened. In addition, it shows that line item a charge or debit to the account. From this window you can print/ view/ or email receipts, contracts, and/or notices.

Credit: The charge that is hitting the customers account.

Debit: The account in which its "hit" in the COA "Receivables".

Move In: All charges hit two separate accounts. The first account is going to be the Rent (Income). The second is going to be Receivable (owed by the customer). The Admin fee is charged to the COA "Fees" (4100) and again to the Receivable (owed by customer).

Charge: The first of the month charges hit the customers account in the COA (Rent- 4000). Then applied the charge to the Receivables (1100).

Payment: The first credit is going to be applied to the prepaid fees COA (2120) and then the payment is taken and hits the cash account (1000). The second is applied to the prepaid rent (2110) and hits the cash account (1000).

Payment: The first item is applied as a credit to the COA Prepaid Rent (2110) and is then hitting the account for Cash (1000).

Note: Cash and Check both hit the account named "Cash".

Payment Cash: The payment will show which COA (in this case is the Receivables-1100) is credited with the amount and which payment type is received (Cash-1000).

The second payment went to the COA (Prepaid Rent- 2110) meaning they made a prepayment. The receivables are credited (1100) with the amount.

Payment Prepaid: The prepaid payment is credit to the COA Receivables (1100) because the customer owes that amount and is then applied to the prepaid rent (2110).

Adjustment: The first item is applied as a credit to the COA fees (4100) and is then hitting the account for prepaid fees (2120)

Move In Unit:4 Standard Contract 1/15/2020 10:33 AM Technical Support					
Charge					
Account	Description	Posting Date	Debit	Credit	
4000	1st Of Month: 1/15/2020	1/15/2020	0	25.16	
1100	1st Of Month: 1/15/2020	1/15/2020	25.16	0	
4100	Admin	1/15/2020	0	10.00	
1100	Admin	1/15/2020	10.00	0	
			\$35.16	\$35.16	
Payment Cash \$80.16					
Account	Description	Posting Date	Debit	Credit	
1100	Payment Applied: Admin	1/15/2020	0	10.00	
1000	Payment Applied: Admin	1/15/2020	10.00	0	
1100	Payment Applied: 1st Of Month: 1/15/2020	1/15/2020	0	25.16	
1000	Payment Applied: 1st Of Month: 1/15/2020	1/15/2020	25.16	0	
2110	Payment Applied: 1st Of Month: 2/1/2020	2/1/2020	0	45.00	
1000	Payment Applied: 1st Of Month: 2/1/2020	2/1/2020	45.00	0	
			\$80.16	\$80.16	
			Ending Balance:		(\$45.00)

Charge Unit:4 2/1/2020 12:05 AM					
Charge					
Account	Description	Posting Date	Debit	Credit	
4000	1st Of Month: 2/1/2020	2/1/2020	0	45.00	
1100	1st Of Month: 2/1/2020	2/1/2020	45.00	0	
			\$45.00	\$45.00	
Payment Prepaid					
Account	Description	Posting Date	Debit	Credit	
1100	Payment Applied: 1st Of Month: 2/1/2020	2/1/2020	0	45.00	
2110	Payment Applied: 1st Of Month: 2/1/2020	2/1/2020	45.00	0	
			\$45.00	\$45.00	
			Ending Balance:		\$0.00

Payment Unit:4 Receipt 2/3/2020 10:54 AM Technical Support					
Payment Cash \$50.00					
Account	Description	Posting Date	Debit	Credit	
2120	Payment Applied: Dumpster Usage	3/1/2020	0	5.00	
1000	Payment Applied: Dumpster Usage	3/1/2020	5.00	0	
2110	Payment Applied: 1st Of Month: 3/1/2020	3/1/2020	0	45.00	
1000	Payment Applied: 1st Of Month: 3/1/2020	3/1/2020	45.00	0	
			\$50.00	\$50.00	
			Ending Balance:		(\$50.00)

Adjustment Unit:4 Customer used dumpster. MB 2/4/2020 9:04 AM Technical Support					
Adjustment Debit					
Account	Description	Posting Date	Debit	Credit	
4100	Adjustment: Dumpster Usage	2/4/2020	0	10.00	
2120	Adjustment: Dumpster Usage	2/4/2020	10.00	0	
			\$10.00	\$10.00	
			Ending Balance:		(\$45.00)

Payment Unit:4 Receipt 2/12/2020 1:23 PM Technical Support					
Payment Check Check #6351635: \$45.00					
Account	Description	Posting Date	Debit	Credit	
2110	Payment Applied: 1st Of Month: 4/1/2020	4/1/2020	0	45.00	
1000	Payment Applied: 1st Of Month: 4/1/2020	4/1/2020	45.00	0	
			\$45.00	\$45.00	
			Ending Balance:		(\$90.00)

Ending Balance: The ending balance of totals in the ledger is calculated by adding credits and subtracting the debits recorded during the period to the beginning credit balance to arrive at the ending credit balance.

General Support Information

We're available to help you with any questions that you might have with using Storage Commander. Our software comes with technical support that is available from 7:00am to 5:00pm Monday through Friday **PST**, and Saturdays from 7:00am to 3:30pm **PST**.

Technical Support for Storage Commander:

Technical Support: 951-301-1187

Fax: 877-600-8412

Digital Fax: 951-813-2548

Email: support@storagecommander.com

Website: www.storagecommander.com/support

Sales for Storage Commander:

Front Office: 951-672-6257

Toll Free: 877-672-6257

Fax: 951-600-8412

Digital Fax: 951-813-2548

Email: sales@storagecommander.com

Website: www.storagecommander.com

For additional information and resources please visit our website at: www.storagecommander.com/support