Accounts Receivable (AR):
AR Aging & Reports

Table of Contents

Introduction

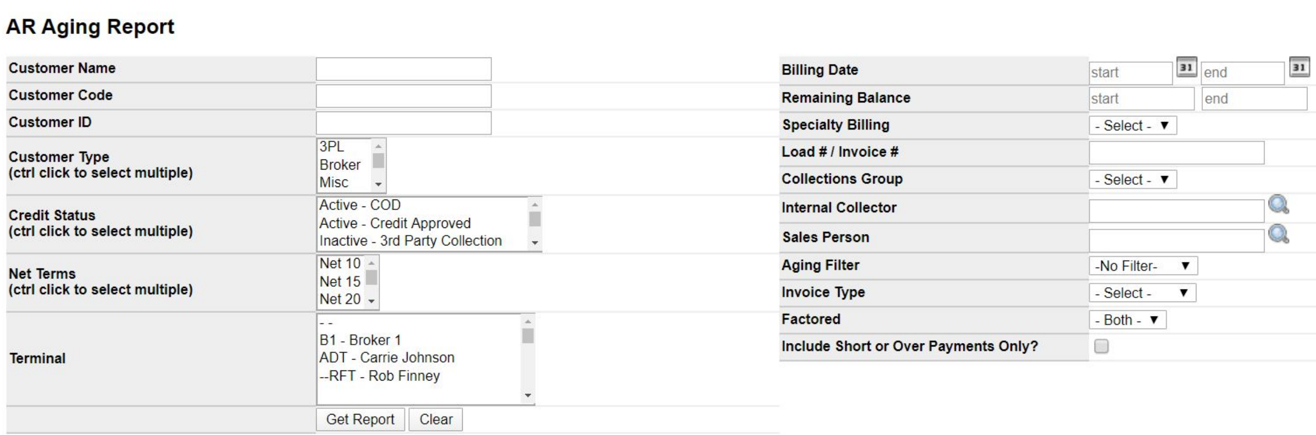
This guide shows you all of the reports available in the AR module. Transport Pro provides several AR reports including AR aging, AR days to pay, and more. If you have any questions about the AR module, please contact our technical support team at support@transportpro.net.

AR Aging Report

As soon as you bill a load in Transport Pro, the system creates an open load balance for the bill-to customer on the load. The amount owed and the aging can be tracked via the AR Aging Report. It is not until you record the payment via a cash receipt that the balance owed is cleared for the customer. For instructions on how to record cash receipts, click here.

The AR Aging Report not only displays the aging of the outstanding balances, but also provides tools for the collections team to record their collections efforts in an organized fashion.

To access the AR Aging Report go to A/R>Reports>AR Aging Report. You have several filter options depending on which accounts you'd like to review here. For example, you can filter by a specific customer, a specific internal collections team member, and more. If you wish to review all aging accounts, don't use the filters and simply click "Get Report."



Based on your filters, the report will generate. You will be able to see the customer name, the last time you or another collections rep contacted that customer, how many outstanding invoices the customer has, their total outstanding balance, and the aging of those balances. Additionally, there are tools in place for collections reps to add general notes as well as record collections efforts against specific loads/outstanding balances.

# Invoices	Invoice Total	Total Outstanding	Avg Invoice	0-29 Days	30-59 Days	60-89 Days	90-120 Days	120+ Days
1058	2,779,669.54	2,707,622.78	2,627.29	11,918.16	9,109.66	30,049.96	10,778.40	2,645,766.60

Show 100 entries | Keyword search

Showing 1 to 83 of 83 entries | Previous 1 Next

Customer	Notes	Last Contact	Invoice Count	Outstanding Balance	Invoice Total	0-29 days	30-59 days	60-89 days	90-120 days	120+ days
Amerimax / Omnimax / Euramax 1102 - 1301	Add Note		1	2,100.00	2,100.00	0.00	0.00	0.00	0.00	2,100.00
Covenant Steel 1012 - COV	9/5/2019 4:17:24 PM - Kelly Frederick Check is in the mail. Edit Note	1/23/2020 6:37:11 PM	18	56,985.01	56,985.01	0.00	0.00	0.00	0.00	56,985.01
buchanan 1001 - bhri	Add Note	12/20/2019 9:00:35 PM	29	64,582.22	66,927.54	0.00	0.00	1,000.00	0.00	63,582.22
Runner 1108	Add Note		1	1,100.00	1,100.00	0.00	0.00	0.00	0.00	1,100.00

The blue text on this report represents hyperlinks, so you can click on the hyperlinks to get more information on that particular item. For example, if you click on the customer name, a small customer information window will open so you can review more details on that particular customer record.

Terminal

Show 100 entries

Showing 1 to 83 of 83 entries

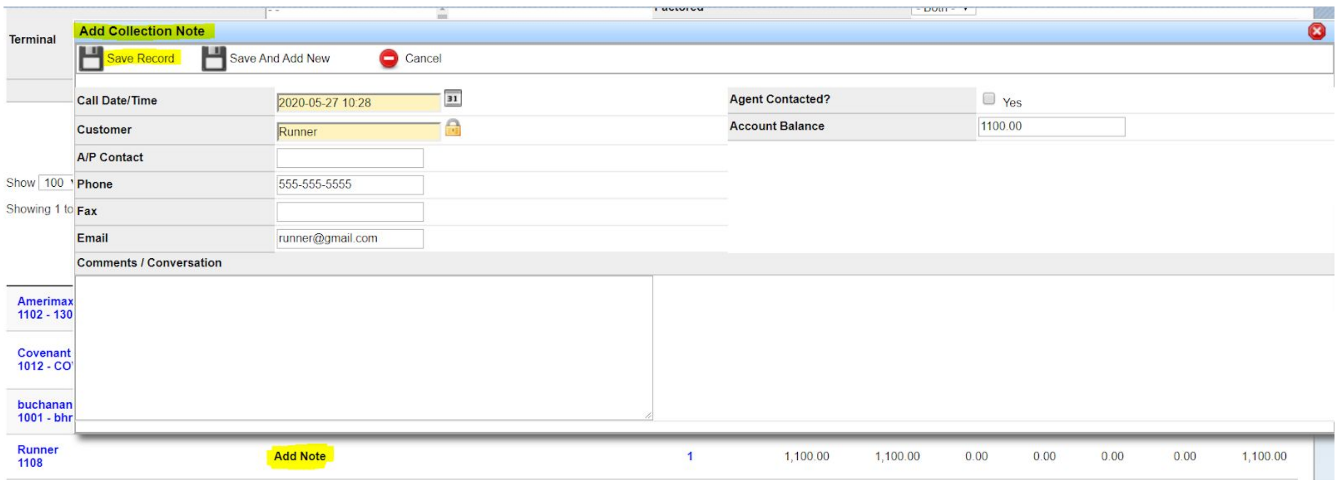
Customer
Amerimax / Omnimax / Euran 1102 - 1301
Covenant Steel 1012 - COV
buchanan 1001 - bhri
Runner 1108
Traffic Tech,Inc. 1023

Customer Information

ID	1012
Customer Code	COV
Customer Type	Shipper
Status	Active - Credit Approved
Name	Covenant Steel
Address	Attn: Freight Payables 4528 Westgate Parkway
City, State Zip	Dothan, AL 36303
Phone Number	
Fax Phone Number	
Business Hours	
Website	
Sales Representative	
Customer Service Representative	
Collections Representative	
Billing Statement	Generate Billing Statement
Payment Method	Check
Load Balance	$56,985.01
Avg Days To Pay (Load)	1,100
Misc Invoice Balance	$0.00
Avg Days To Pay (Misc Invoice)	0

If you need to add a general collections note, or edit an existing note for a particular customer record on this report, click the “Add Note” or “Edit Note” hyperlink. If a note has been recorded previously, you will be able to see the comments displayed in the Notes column with a name, date and timestamp to show who recorded the note and when.

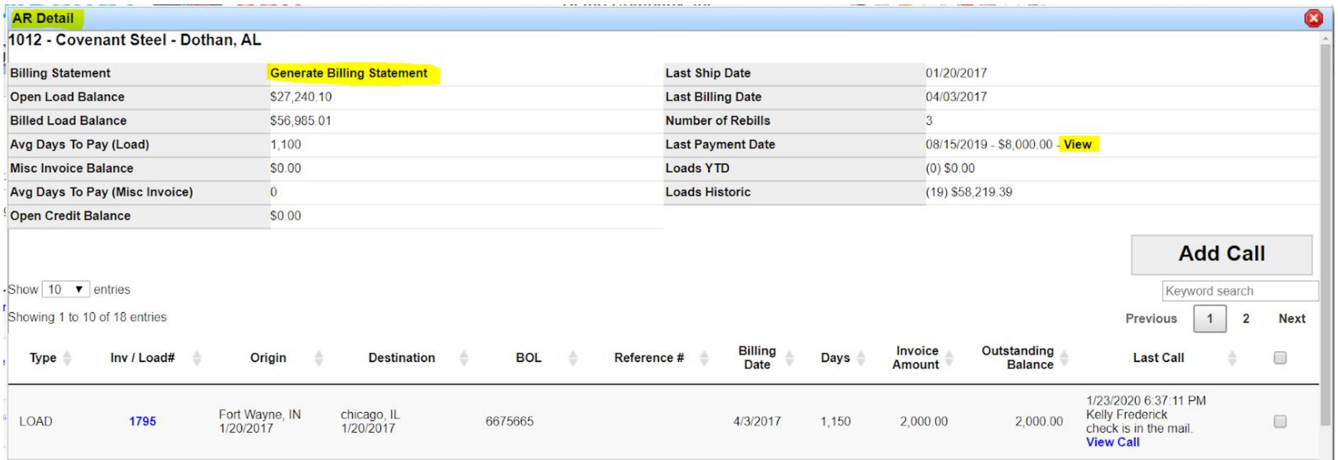
When you click on the link here, a collection notes window will open. The general information set on the customer record will be auto-inserted along with their current account balance and the current date and time stamp. From here, you can check whether or not the agent for this customer was contacted, and add your comments. When done, click “Save Record.”



To review the details of a customer’s open invoice(s), and record your collections efforts against specific open invoices, click on the hyperlink number in the “Invoice Count” column.

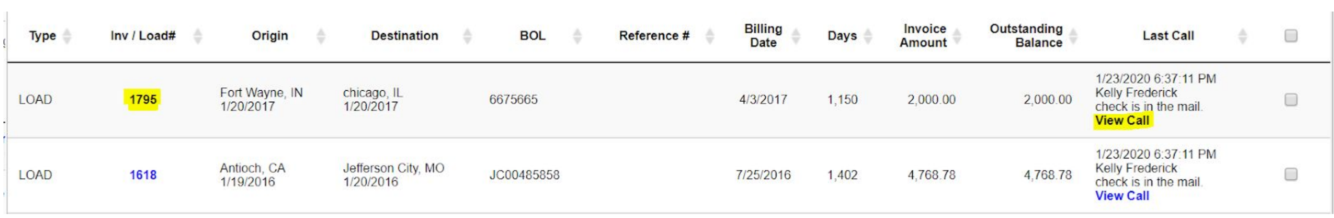
Customer	Notes	Last Contact	Invoice Count	Outstanding Balance	Invoice Total	0-29 days	30-59 days	60-89 days	90-120 days	120+ days
Amerimax / Omnimax / Euramax 1102 - 1301	Add Note		1	2,100.00	2,100.00	0.00	0.00	0.00	0.00	2,100.00
Covenant Steel 1012 - COV	9/5/2019 4:17:24 PM - Kelly Frederick Check is in the mail. Edit Note	1/23/2020 6:37:11 PM	18	56,985.01	56,985.01	0.00	0.00	0.00	0.00	56,985.01
buchanan 1001 - bhri	Add Note	12/20/2019 9:00:35 PM	29	64,582.22	66,927.54	0.00	0.00	1,000.00	0.00	63,582.22

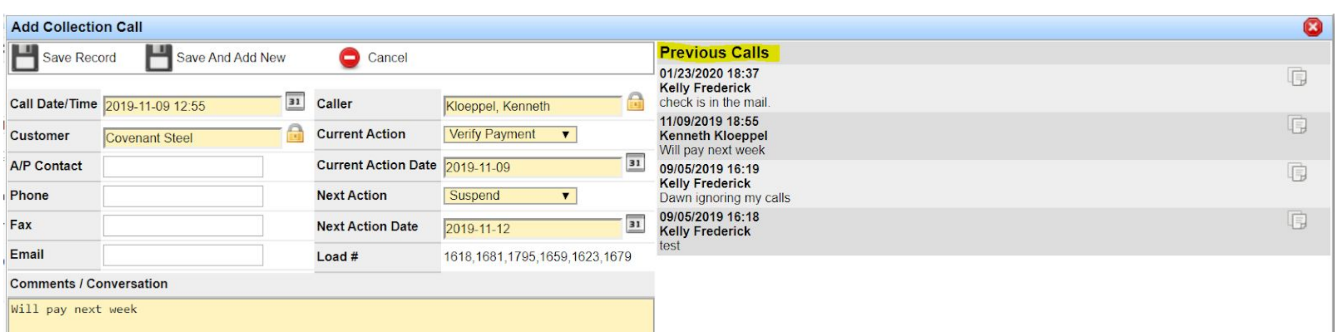
When you click on the invoice count, an AR Detail window will open. At the top, you will see a summary of information that pulls from the customer's record, such as their open and billed load balances, their last billing date, loads YTD, and more. From here, you can generate a billing statement and email it to the customer, or print it. You can also review the details of the last posted cash receipt/payment received via the "view" link in the "Last Payment Date" field.



The bottom half of this report breaks down the open load balances in detail. Here you will see the load ID, the origin and destination of the load, the BOL and Reference numbers if they were entered on the load, the billing date for that load, days aging for that invoice, invoice amount, outstanding balance, and the last call details/notes.

You have a couple hyperlinks available here. You can click on the load ID to review more details on a particular load. You can also click the "view call" link to bring up the full details of the last call recorded as well as any/all previous calls/notes that were recorded.





TRANSPORT PRO

To record your collections efforts from here, check the boxes next to the loads you are calling about. For example, the customer may have 10 open invoices, but you'd only like to call on 5 of them today.

If you are calling on all open invoices, you can check the box at the top of the column to select all.

Type	Inv / Load#	Origin	Destination	BOL	Reference #	Billing Date	Days	Invoice Amount	Outstanding Balance	Last Call	☐
LOAD	1795	Fort Wayne, IN 1/20/2017	chicago, IL 1/20/2017	6675665		4/3/2017	1,150	2,000.00	2,000.00	1/23/2020 6:37:11 PM Kelly Frederick check is in the mail. View Call	☑
LOAD	1618	Antioch, CA 1/19/2016	Jefferson City, MO 1/20/2016	JC00485858		7/25/2016	1,402	4,768.78	4,768.78	1/23/2020 6:37:11 PM Kelly Frederick check is in the mail. View Call	☑
LOAD	1681	Dothan, AL 5/6/2016	Brentwood, TN 5/10/2016	3453453		8/5/2016	1,391	100.00	100.00	11/9/2019 6:55:23 PM Kenneth Kloeppel Will pay next week View Call	☑
LOAD	1659	Antioch, CA 3/31/2016	Jefferson City, MO 4/6/2016	456456		8/5/2016	1,391	4,793.78	4,793.78	11/9/2019 6:55:23 PM Kenneth Kloeppel Will pay next week View Call	☐

Next, click the "Add Call" button that shows above the load details.

Avg Days To Pay (Misc Invoice)	0	Loads Historic	(19) $58,219.39
Open Credit Balance	$0.00		

Add Call

Show 10 entries

Keyword search

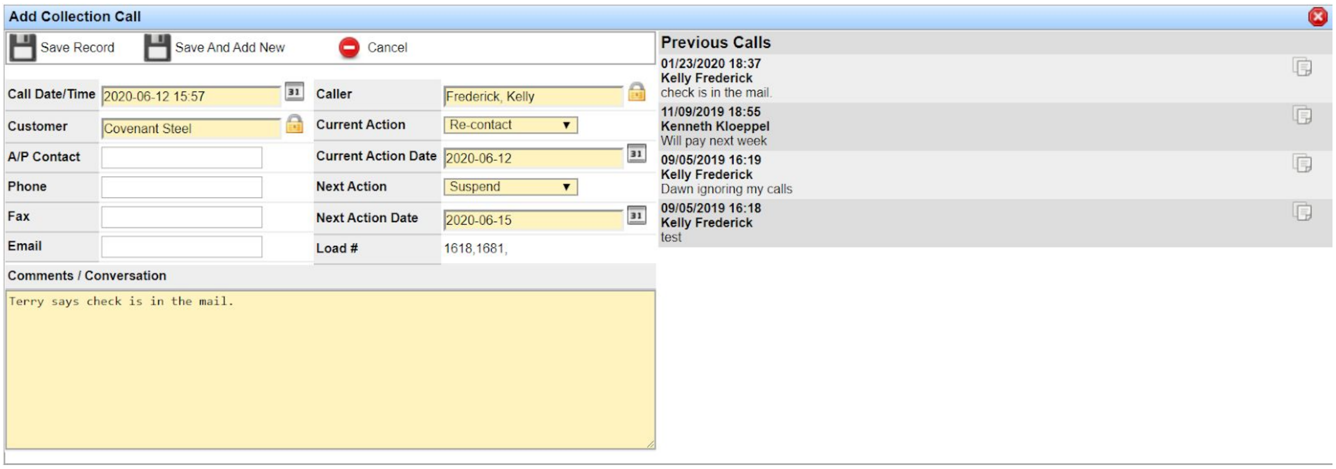
Showing 1 to 10 of 18 entries

Previous 1 2 Next

Type	Inv / Load#	Origin	Destination	BOL	Reference #	Billing Date	Days	Invoice Amount	Outstanding Balance	Last Call	☐
LOAD	1795	Fort Wayne, IN 1/20/2017	chicago, IL 1/20/2017	6675665		4/3/2017	1,155	2,000.00	2,000.00	1/23/2020 6:37:11 PM Kelly Frederick check is in the mail. View Call	☐
LOAD	1618	Antioch, CA 1/19/2016	Jefferson City, MO 1/20/2016	JC00485858		7/25/2016	1,407	4,768.78	4,768.78	1/23/2020 6:37:11 PM Kelly Frederick check is in the mail. View Call	☑

A window will open so you can document the details of the collections call. Some of the information will be auto-inserted, such as the call date/time, the customer name, and load IDs you're calling about. There will be some additional information you'll want to record, such as current action, next action, and any notes detailing the call. You will also see a log of any previous calls.

Once you've entered the required information (yellow fields are required) click save.



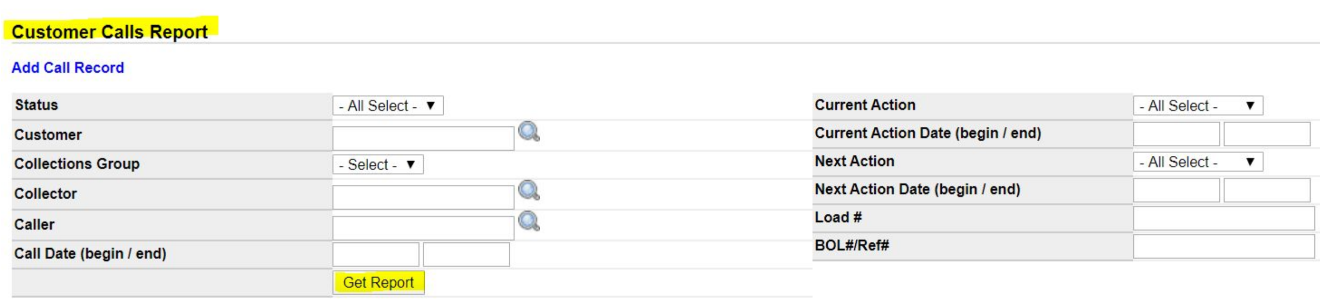
Note, as you record your collections calls from this report, a call log will also be kept on the customer record in the "Customer Calls" section. You can add a call record from the Customer Summary screen if desired.

Call #	Load #	BOL# / Ref #	Status	Call Date	Current Action	Current Action Date	Next Action	Next Action Date	Caller	Collector	Comments	Manage
1028	1618, 1681		Closed	06/12/2020 15:57	Re-contact	06/12/2020	Suspend	06/15/2020	Frederick, Kelly	Frederick, Kelly	Terry says check is in the mail.	
1025	1795, 1618		Closed	01/23/2020 12:36	Re-contact	01/23/2020	Verify Payment	01/26/2020	Frederick, Kelly	Frederick, Kelly	check is in the mail.	
1015	1618, 1681, 1795, 16 ... more		Closed	11/09/2019 12:55	Verify Payment	11/09/2019	Suspend	11/12/2019	Kloeppel, Kenneth	Kloeppel, Kenneth	Will pay next week	

Customer Calls Report

When your team uses the system to record collections calls as shown in the section above, you can report on the activity via the Customer Calls Report.

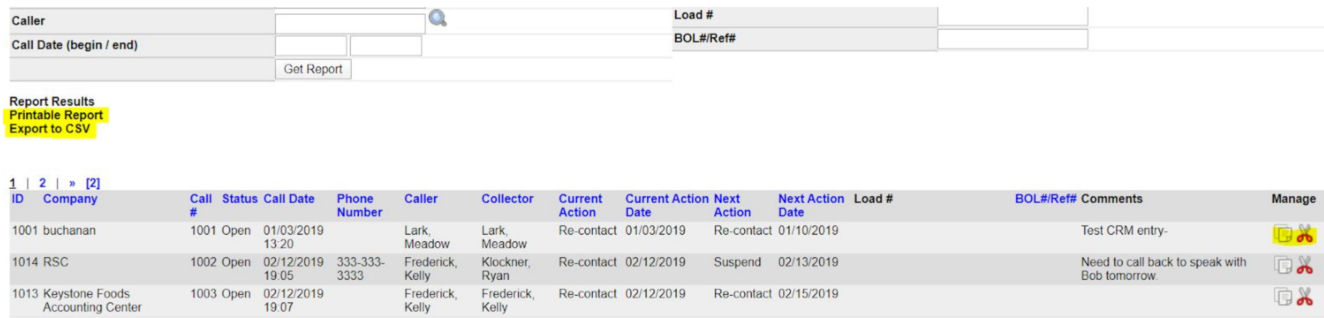
Follow the path in the menu A/R>Reports>Customer Calls Report. You will be presented with several filter options, such as status, caller, load number, and more. Enter any desired search criteria, and click "Get Report."



Based on your search criteria, the results will generate. You will see the customer name, status, call date, collector, next action, and more.

If you wish to edit a call, click the “edit” icon out to the right, and the call window will open. If you wish to delete a call, click the scissor icon out to the right.

You can export this report to Excel or CSV by using the corresponding link above the search results.



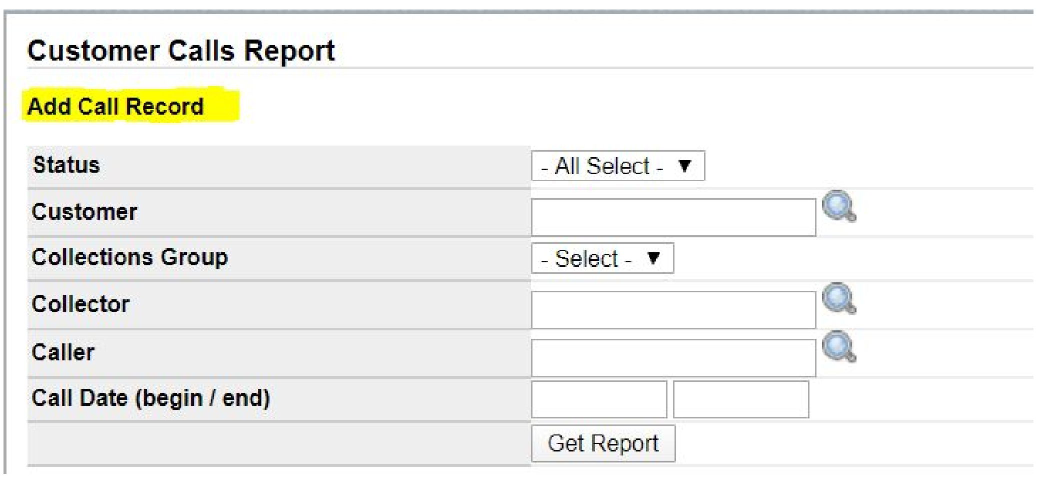
Caller		Load #	
Call Date (begin / end)		BOL#/Ref#	
	Get Report		

Report Results
Printable Report
Export to CSV

1 | 2 | » [2]

ID	Company	Call #	Status	Call Date	Phone Number	Caller	Collector	Current Action	Current Action Date	Next Action	Next Action Date	Load #	BOL#/Ref#	Comments	Manage
1001	buchanan	1001	Open	01/03/2019 13:20		Lark, Meadow	Lark, Meadow	Re-contact	01/03/2019	Re-contact	01/10/2019			Test CRM entry-	
1014	RSC	1002	Open	02/12/2019 19:05	333-333-3333	Frederick, Kelly	Klockner, Ryan	Re-contact	02/12/2019	Suspend	02/13/2019			Need to call back to speak with Bob tomorrow.	
1013	Keystone Foods Accounting Center	1003	Open	02/12/2019 19:07		Frederick, Kelly	Frederick, Kelly	Re-contact	02/12/2019	Re-contact	02/15/2019				

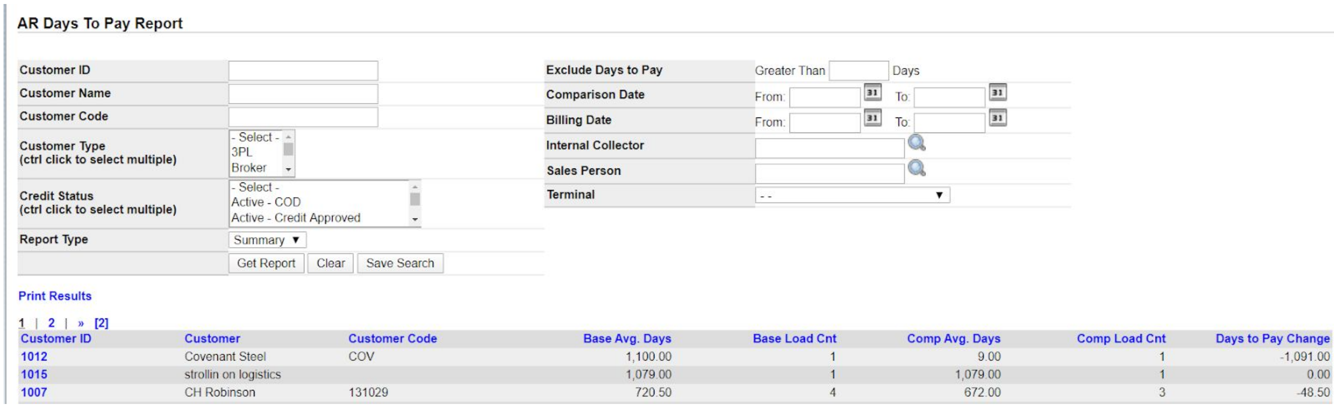
You can add a new call record from this screen by clicking “Add Call Record” at the top of the report, above the filters.



AR Days to Pay Report

When you use Transport Pro's cash receipt system to record payments for your loads, the system keeps track of the average amount of time it takes a customer to pay you (i.e. from the time you billed the load to the time you received the payment). You can also use this report to compare a customer's average days to pay year over year, which allows you to see whether a customer has gotten better or worse at paying on time.

Go to A/R>Reports>AR Days to Pay Report. You can use the filters as desired, and then click "Get Report."


AR Days To Pay Report

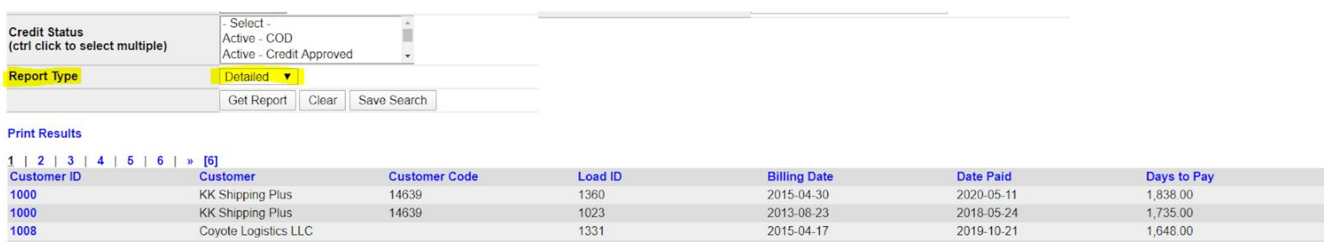
Customer ID
Customer Name
Customer Code
Customer Type (ctrl click to select multiple): - Select - / 3PL / Broker
Credit Status (ctrl click to select multiple): - Select - / Active - COD / Active - Credit Approved
Report Type: Summary
Get Report | Clear | Save Search
Exclude Days to Pay: Greater Than ___ Days
Comparison Date: From: ___ To: ___
Billing Date: From: ___ To: ___
Internal Collector
Sales Person
Terminal: - -

Print Results

1 | 2 | » [2]

Customer ID	Customer	Customer Code	Base Avg. Days	Base Load Cnt	Comp Avg. Days	Comp Load Cnt	Days to Pay Change
1012	Covenant Steel	COV	1,100.00	1	9.00	1	-1,091.00
1015	strollin on logistics		1,079.00	1	1,079.00	1	0.00
1007	CH Robinson	131029	720.50	4	672.00	3	-48.50

Note that this report defaults to "Report Type - Summary." You can change the view to "Detailed" if you would like to see the information broken out by load. This report type will show the customer, load ID, billing date of the load, date paid, and the days to pay for that load.


Credit Status (ctrl click to select multiple): - Select - / Active - COD / Active - Credit Approved
Report Type: Detailed
Get Report | Clear | Save Search

Print Results

1 | 2 | 3 | 4 | 5 | 6 | » [6]

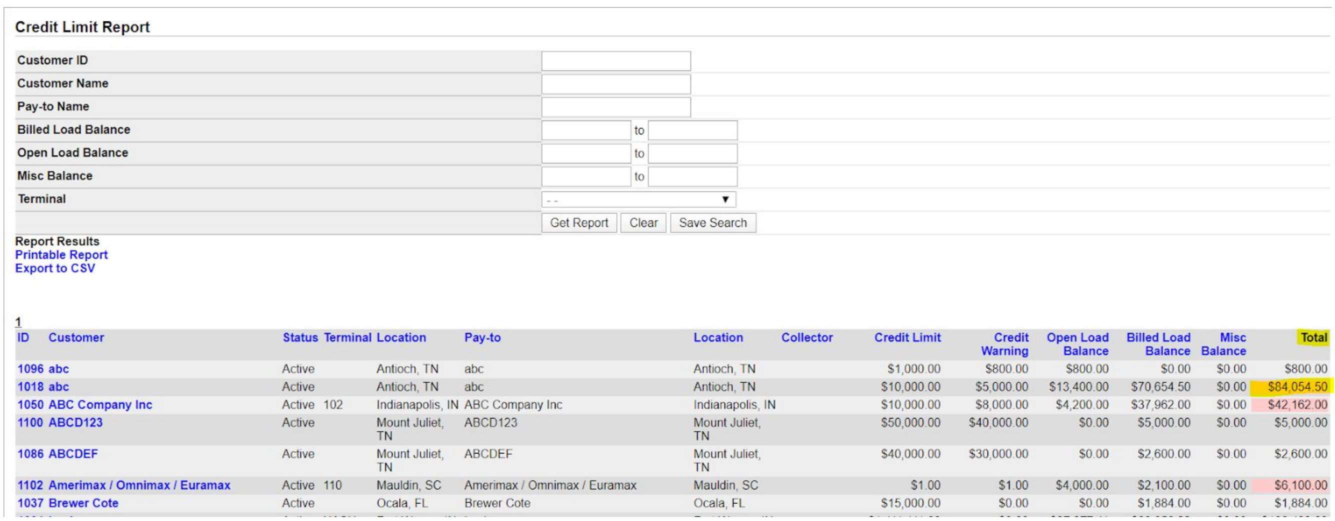
Customer ID	Customer	Customer Code	Load ID	Billing Date	Date Paid	Days to Pay
1000	KK Shipping Plus	14639	1360	2015-04-30	2020-05-11	1,838.00
1000	KK Shipping Plus	14639	1023	2013-08-23	2018-05-24	1,735.00
1008	Coyote Logistics LLC		1331	2015-04-17	2019-10-21	1,648.00

Credit Limit Report

If you are setting credit limits and warnings on your customer records in Transport Pro **AND** using the cash receipts system to record payments against open invoices, then you can use the Credit Limit Report to monitor customers that are nearing, or have exceeded their credit limit. Reviewing this information via the report makes it easier than having to review customer records one by one.

Go to A/R>Reports>Credit Limit Report. Use the filters as desired and click "Get Report." This report will show you the customer name, status, collector, credit limit, credit warning, open load balance, billed load balance, and more.

If the amount in the "Total" column is highlighted in yellow, it means that the customer is nearing their credit limit. If the amount is highlighted in red, it means the customer has exceeded their credit limit.



Credit Limit Report

Customer ID	
Customer Name	
Pay-to Name	
Billed Load Balance	to
Open Load Balance	to
Misc Balance	to
Terminal	- -
	Get Report Clear Save Search

Report Results
Printable Report
Export to CSV

1

ID	Customer	Status	Terminal	Location	Pay-to	Location	Collector	Credit Limit	Credit Warning	Open Load Balance	Billed Load Balance	Misc Balance	Total
1096	abc	Active		Antioch, TN	abc	Antioch, TN		$1,000.00	$800.00	$800.00	$0.00	$0.00	$800.00
1018	abc	Active		Antioch, TN	abc	Antioch, TN		$10,000.00	$5,000.00	$13,400.00	$70,654.50	$0.00	$84,054.50
1050	ABC Company Inc	Active	102	Indianapolis, IN	ABC Company Inc	Indianapolis, IN		$10,000.00	$8,000.00	$4,200.00	$37,962.00	$0.00	$42,162.00
1100	ABCD123	Active		Mount Juliet, TN	ABCD123	Mount Juliet, TN		$50,000.00	$40,000.00	$0.00	$5,000.00	$0.00	$5,000.00
1086	ABCDEF	Active		Mount Juliet, TN	ABCDEF	Mount Juliet, TN		$40,000.00	$30,000.00	$0.00	$2,600.00	$0.00	$2,600.00
1102	Amerimax / Omnimax / Euramax	Active	110	Mauldin, SC	Amerimax / Omnimax / Euramax	Mauldin, SC		$1.00	$1.00	$4,000.00	$2,100.00	$0.00	$6,100.00
1037	Brewer Cote	Active		Ocala, FL	Brewer Cote	Ocala, FL		$15,000.00	$0.00	$0.00	$1,884.00	$0.00	$1,884.00

If you have any questions about the AR Reports or tools in Transport Pro, please contact our support team at support@transportpro.net.