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Infotech Deposits User Guide

Purpose & Audience

This guide helps finance and sales teams configure and operate the Infotech Deposits extension so that customer deposits are captured, monitored, and applied accurately within Microsoft Dynamics 365 Business Central.

Key Benefits

- Separate deposit balances from standard receivables for clearer financial reporting.
- Maintain a complete audit trail by linking deposits to originating sales orders and detailed ledger entries.
- Give users role-specific pages and fast tabs to create, monitor, and apply deposits without custom navigation.

Terminology

Term	Description
Deposit Entry	A customer ledger entry flagged as a deposit and posted to the dedicated G/L account configured for the customer posting group.
Deposit Account	The G/L account used exclusively for deposit postings, defined on each customer posting group.
Deposit FastTab	The group added to sales orders for selecting the deposit entry and application amount.
Deposit FlowFields	Customer FlowFields showing balances with and without deposits for both document currency and LCY values.

Prerequisites and Setup

Environment Prerequisites

- Ensure the environment includes the Microsoft Sales, Receivables, General Ledger posting, Bank Deposit, and reporting modules leveraged by the extension.- Confirm that the Infotech Deposits extension has been published to the tenant.

Configure Deposit Accounts

1. Open **Customer Posting Groups**.
2. In each relevant posting group, populate **Deposit Account** with the G/L account designated for deposits. Validation enforces use of appropriate account categories.3. Repeat for all posting groups that should support deposit activity.

Enable Deposit Insights

- Review the deposit FlowFields added to the customer table (Deposits, Balance without Deposits, Balance Due without Deposits, and LCY equivalents). These fields refresh automatically using detailed customer ledger entries filtered by the deposit flag.
- Ensure users who need visibility have permission to view these FlowFields on the Customer Card and related pages.

Setup Checklist

- ☐ Deposit accounts configured on all required customer posting groups.
- ☐ Finance team understands how to mark deposits on bank deposits or general journals.
- ☐ Sales team trained on the deposit FastTab and application workflow.
- ☐ Reporting users know how to toggle deposits on aged receivables reports.

Roles & Responsibilities

- **Finance/Accounting**: Configure posting groups, create deposit entries, reconcile deposit account balances, and run deposit-inclusive reports.- **Sales Order Processors**: Link sales orders to open deposits and ensure applied amounts match available balances.- **Controllers/Managers**: Monitor FlowFields, review reports, and enforce segregation between deposits and receivables.

Deposit Lifecycle Overview

1. Capture deposit funds through a bank deposit or journal line flagged as a deposit.2. Post the document so that customer ledger and detailed ledger entries are created with deposit indicators and audit references.3. Assign the deposit to a sales order through the Deposit FastTab when goods or services are ready to ship.4. Post the sales order; the system transfers the applied amount from the deposit account to receivables while updating remaining balances.5. Monitor outstanding deposit balances using FlowFields and ledger lists to prevent over-application.

Detailed Procedures

Create a Customer Deposit

1. Open **Bank Deposits** or **General Journals**.
2. Enter the customer details and amount.
3. Mark the line with **Deposit** and optionally specify the related **Sales Order No.** for traceability.
4. Post the document. Dedicated event subscribers copy deposit indicators to customer ledger and detailed ledger entries and post to the configured deposit account.

Review Deposit Balances

- On the **Customer Card**, inspect the deposit FlowFields to confirm available deposit amounts before applying them to orders.
- Use **Customer Ledger Entries** to filter on **Deposit** and view remaining amounts and associated sales orders.
- The deposit information also flows to CV Ledger Entry Buffer and detailed entries, ensuring reports and previews maintain the deposit context.

Apply a Deposit to a Sales Order

1. Open the relevant sales order and expand the **Deposit** FastTab.
2. Choose **Apply-to Deposit Entry No.** to select an open deposit entry; the lookup enforces that only deposits with remaining balances are available.
3. Enter **Apply-to Deposit Amount**. Validation prevents exceeding the remaining balance and recalculates the amount when the entry selection changes.
4. Post the sales order. Deposit application entries are created automatically, transferring the amount from the deposit account to receivables while keeping full traceability to the sales document.

Post and Verify Results

- Inspect the customer ledger entry created by the sales posting to confirm the deposit application; deposit flags and sales order numbers are copied across related tables by event subscribers.
- Run the aged receivables report with and without deposits to verify that balances move from the deposit column to the receivables column after posting.

Monitor Remaining Deposits

- Use the **Deposits** FlowField on customers and detailed ledger entries to check open balances after each application.
- Apply additional filters (dimensions, currency) to focus on specific segments when planning fulfillment or refunds.

Reporting and Analysis

- Run **Aged Accounts Receivable** or **Aged Accounts Receivable NA** and toggle **Show Deposits** to control whether deposits appear in the aging buckets.
- Combine FlowFilters (dimensions, currency, customer ranges) with the deposit flag to analyze deposits by business unit or project.
- Export report results or use account schedules to reconcile total deposits against the deposit G/L account balance.

Validation Rules & Troubleshooting

- **Apply-to deposit amount exceeds balance**: Reduce the amount or select a different entry; only the un-applied portion is available.
- **Deposit entry not available in lookup**: The entry is fully applied or closed; locate a different open deposit.
- **Deposit posted to receivables**: Re-check the customer posting group configuration and confirm the journal line carried the deposit flag before posting.

- **Report still includes deposits**: Re-run with **Show Deposits** disabled or adjust the deposit FlowFilter on the underlying data item.
- **Missing deposit FlowFields**: Ensure the customer page extension is published and the user's personalization includes the deposit fields.

Best Practices & Operational Tips

1. Keep deposit G/L accounts segregated from standard receivables to simplify reconciliations and financial statement presentation.
2. Establish standard operating procedures for when to capture a sales order reference during deposit posting, improving downstream tracking.
3. Include deposit scenarios in regression testing, covering multiple currencies, dimensions, and partial applications.
4. Train users prior to go-live so they understand the deposit FastTab, FlowFields, and reporting options.

Security & Data Classification

All custom fields use Business Central's system metadata or customer content classifications, aligning with standard security models and avoiding exposure of sensitive data.