



# Infor System21 Accounts Receivable

Product Guide

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## About this guide

The purpose of this document is to describe the functions that can be used within the Accounts Receivable Module.

## Intended audience

The guide is intended for any users of the SL Accounts Receivable business module.

## Related documents

You can find the documents in the product documentation section of the Infor Xtreme Support portal, as described in the "Contacting Infor" section.

## Contacting Infor

If you have questions about Infor products, go to the Infor Xtreme Support portal at [www.infor.com/inforxtreme](http://www.infor.com/inforxtreme).

If we update this document after the product release, we will post the new version on this Web site. We recommend that you check this Web site [periodically](#) for updated documentation.

If you have comments about Infor documentation, contact [documentation@infor.com](mailto:documentation@infor.com).



# The Accounts Receivable Application

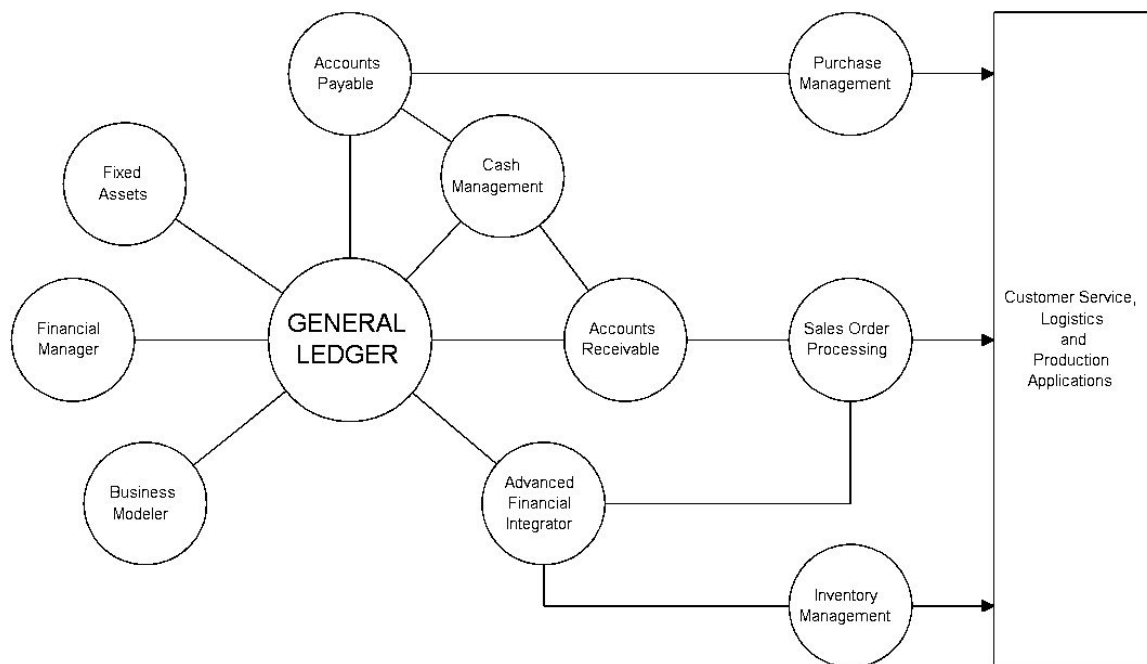
The Accounts Receivable application maintains full details of all customer-related debt, giving tighter control of working capital and improved [cash management](#). The main features available are:

- There is complete integration with other Finance, Customer Service and Logistics applications.
- Multiple companies are supported.
- The application fully supports processing in multiple currencies: transactions in any number of currencies can be posted to a single account.
- The application is designed for multi-national use, and all accounting procedures can be set to work in accordance with local accounting practices and regulations.
- Extensive free-format text stores notes and queries for customers and transactions.
- Credit terms can be set by ledger, customer and transaction.
- Transactions can be entered manually with General Ledger analysis, or accepted from Sales Order Processing or a user application.
- Disputed items are identified and have special rules.
- Cash can be allocated in the currency of the transaction or in base currency.
- Allocation can be performed by invoice or period, invoice range, cash reference or invoice reference.
- A wide range of flexible enquiries and reports provide you with easy access to customer account and transaction details, including single and multiple currency accounts and transactions.

# The Accounts Receivable Application Environment

## Financial Management

Broadly addressing the needs of production, distribution and financial management, the range of applications is illustrated below:



Financial Management is a suite of comprehensive and fully integrated applications which may be considered as a single financial management tool. It addresses specific business functions (such as debtor management) within a common framework. At its heart lies the [General Ledger](#), collecting, organising and analysing all your company's financial information, with the processing of invoices and other procedures being supported by the Accounts Payable, Accounts Receivable and [Cash Management](#) applications.

This application is designed to present information which is relevant, timely and accurate to support your operational procedures and executive decisions within a framework which fully conforms to international legal and accounting requirements.



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## Multi-national Accounting

A company trading only within its own national boundaries may set up a very straightforward set of single-currency ledgers, where all the [multi-currency](#) features are hidden.

For the international trading company, on the other hand, the system provides full multi-currency trading and accounting features in all relevant applications. Thus you can process sales and purchase orders in any currency and hold bank accounts in any currency, with each account able to receive cash and make payments in its own or any other defined currency.

Each [General Ledger](#) company has a [base currency](#), which is the common currency of all applications linked into it. All financial [transactions](#), in whichever currency they are posted (known as the [prime currency](#)), are also expressed in this base currency.

Within Accounts Payable and Accounts Receivable, individual suppliers and customers may be single-currency or multi-currency. (For single-currency use, the multi-currency features are not displayed). For multi-currency customers and suppliers, you can post invoices in any valid currency and receive or make payment in any currency. Resultant exchange gains and losses are fully accounted for. You can revalue debtor and creditor balances at any time in order to create unrealised gains and losses.

Finally, you can record ledger [transactions](#) in the prime (transaction) currency as well as in the [base currency](#) of the ledger. Translation procedures provide for the expression of base currency values in another currency, this being used primarily for reporting multi-national company results in a common currency.

Two further features enhance the multi-national capability of the system:

- [Tax accounting](#) procedures are designed to meet the accounting and reporting requirements of the various [taxation](#) authorities, and specifically those of the European Community.
- Application parameters allow you to set up and use only those features appropriate to your needs.

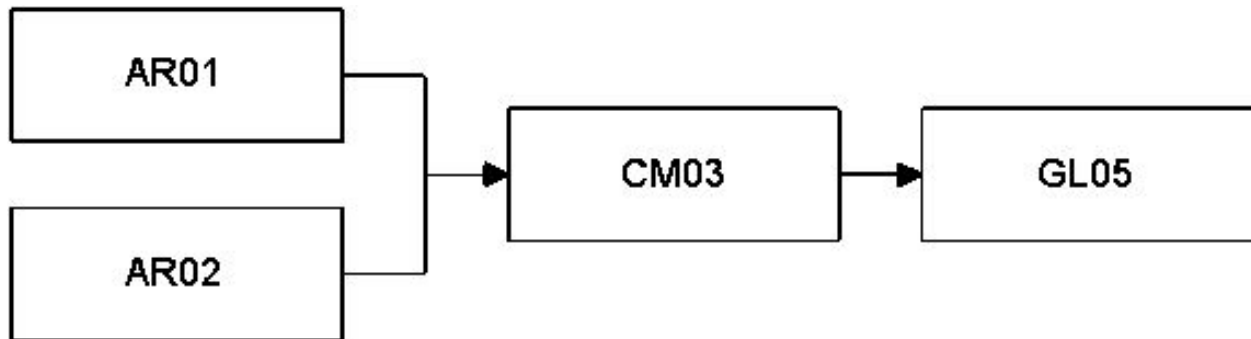
## Multi-company Accounting Environment

Each accounting environment is controlled by its [General Ledger](#). Within each environment you can have multiple Accounts Payable, Accounts Receivable and [Cash Management](#) companies.

You can create two types of environment:

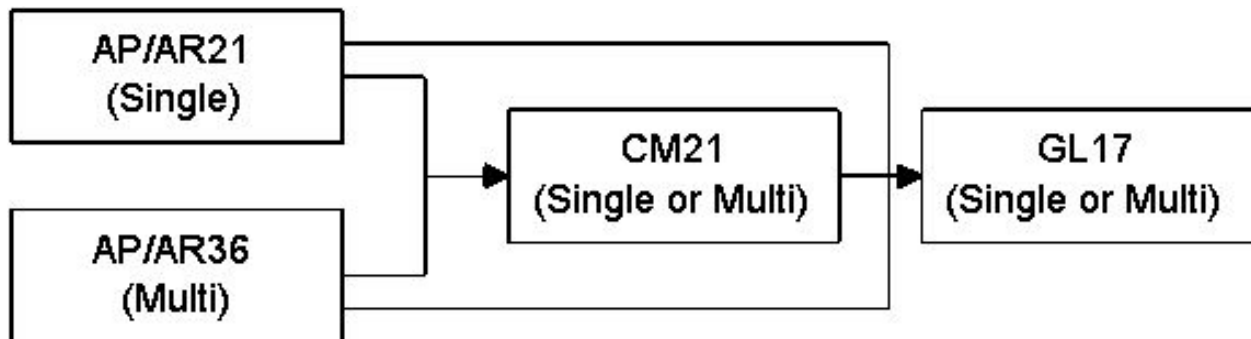
- Simple

This structure meets the complete accounting requirements of a company trading in its own local currency. Single currency Accounts Receivable companies link to a single currency Cash Management/General Ledger.



- Comprehensive

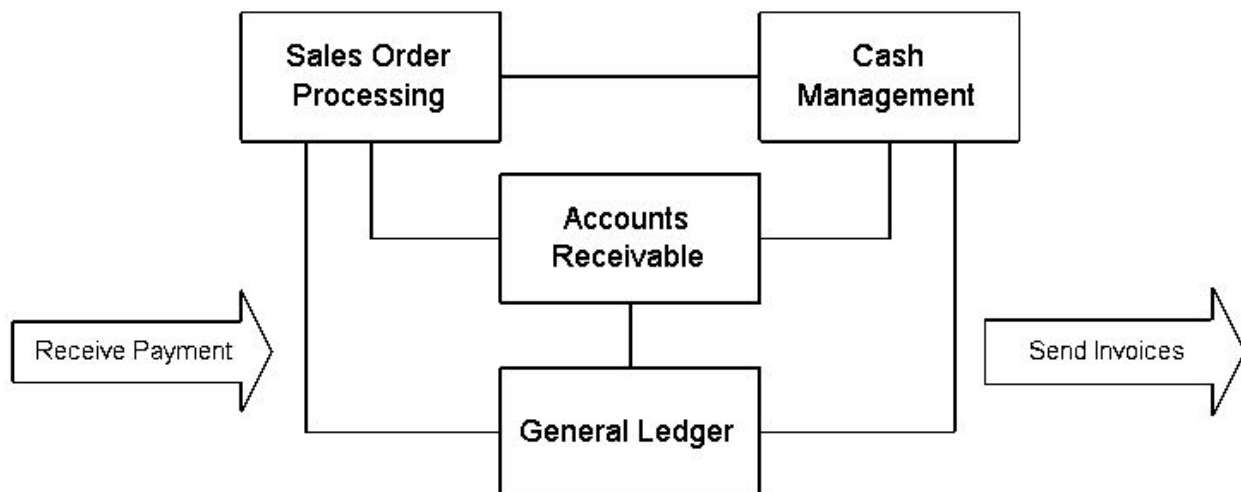
This structure is used where the company has [multi-currency](#) customers. The Receivable company and its linked Cash Management company must both link to the same General Ledger.



**Note:** Single currency and multi-currency Accounts Payable and Accounts Receivable companies can be linked to single currency or multi-currency Cash Management companies in any combination. The General Ledger company to which they are all linked can itself be single or multi-currency.

## Links to Other Applications

Accounts Receivable is at its most effective when implemented as part of a full suite of applications:



Sales Order Processing manages orders from customers through to the despatch of the goods or service. If needed, it draws on the currency data held by the [General Ledger](#).

[Cash Management](#) is used to process the actual payment from the customer. Methods of payment include cheques, automatic bank [transfers](#) and bills of exchange (now referred to as [collection documents](#)). These are held on a file held within Cash Management Maintenance. [Multi-currency](#) payments rely on currency data held by the General Ledger, to which appropriate journals are also posted.

General Ledger is the repository for collecting, organising and analysing all your company's financial information. It also includes multi-currency exchange rates and [tax](#) data used by Accounts Receivable.

## Standard Interface

Standard interfaces are available should you need to link data from any non-System21 application into Accounts Receivable or General Ledger.

Essentially, the external application creates work files containing the [transaction](#) in a specific format. The interface procedures then validate the transactions, post them to the Accounts Receivable and General Ledger and produce an audit report.

Please refer to your software supplier for more information about these facilities.

# Implementation

Preparing to use the Accounts Receivable application requires careful planning and preparation. Your existing Accounts Receivable procedures and data need to be [transferred](#) to the application.

You must initialise your application by entering the following basic data:

## **Company Profile**

This is a record which contains control and [parameter](#) information for the operation of your company within the application.

## **Customer Accounts**

You must set up the customer accounts to which [transactions](#) are to be posted. A customer record must be created for each customer. When the basic data has been created you are in a position to enter transactions.

## **Currency Exchange Rates**

You can set up currency exchange rates, particularly if you trade with customers in currencies other than the [base currency](#) of your Accounts Receivable or [General Ledger](#). The rates are set up in the General Ledger.

## **Reason Codes**

You must set up codes which identify the reasons for transaction postings, in particular to the General Ledger.

## **Parameter File**

The General Ledger contains a parameter file where values relevant to customer accounts can be stored. Some of the values that can be held are:

- Customer Group Codes
- Credit Responsibility
- Sales Region
- Salesman

If required, these should be set up before commencing customer account maintenance.

## Starting to Use Accounts Receivable

When you have set up the basic data you can start using the Accounts Receivable application.

If you have an existing computer system it may be possible to commission a computer-to-computer conversion to [transfer open item transactions](#) across to the Accounts Receivable application. This is the recommended approach. However, there are the following alternative methods of transferring your existing system data.

- Use your existing accounts system to reduce existing customer account balances to nil. At the same time you can post new invoices to the application. You would probably need to operate both systems for several financial periods.
- Transfer the existing customer balances to the application as a single transaction. You will need an analysis report of the details of outstanding balances for the posting of cash and dealing with queries. Once you have transferred all the balances you should continue to operate the old system to reduce balances to nil and to validate the procedures on your new application.
- If you do not have too many outstanding transactions on your existing system, you could transfer each item to the application. Bear in mind that even for a small system this can be a time consuming task. Whichever method you choose to transfer your accounts, ensure that the value held in the General Ledger control account is equal to the sum of any balances transferred to your new application.
- For customer data, again a computer-to-computer transfer is possible to load the customer account onto the system, and System21 provides a customer master file interface routine and/or a file migration utility which may be used to assist the migration.

However, before [transferring](#) data, careful thought should be given to the facilities available and the [parameters](#) required to initialise function. After careful thought, it may be that manual keying is still the most efficient approach.

### **Account Status**

Both an account and a [delivery address](#) have the ability to set an account status to indicate the current state of that customer. Under normal circumstances, the account status is blank to allow normal, or regular, processing of [transactions](#) against the account, including the control over the raising and progressing of sales orders in the sales order processing applications.

The status can be set to the following:

**Blank** - Normal, active account

**D (Deleted)** - Recommend for deletion

The deletion is not performed immediately; the account will be purged from the database [historical data archived](#) when the month end [utilities](#) are run. This status prevents new sales orders from being raised against this account.

**I (Inactive)** - Used where an account is inactive but cannot yet be deleted as the historical data needs to remain accessible

This status prevents new sales orders from being raised against this account.

**S (Suspended)** - Used where the account is temporarily suspended, perhaps awaiting a credit control check

Depending on circumstances, this status either prevents new sales orders from being raised or allows an order to be raised but sets its status to Suspended.

**U (Uncertain Debt)** - Used where the customer's debt may not be paid

This status may eventually be changed to L. Like S, this status either prevents new sales orders from being raised or allows an order to be raised but sets its status to Suspended.

**L (Legal)** - Used where the customer's affairs are in legal hands and any debt is unlikely to be collected

The U and L status codes relate to the Doubtful Debtors processing tasks. Like S, this status either prevents new sales orders from being raised or allows an order to be raised but sets its status to Suspended.

Where a status code is established on an account and there is no specific code on the [delivery addresses](#), the account status is conferred on the delivery points.

When S, U and L status codes are set on a Hierarchy parent, that status is automatically conferred on its children. Inactive accounts, like Deleted accounts, do not confer their status on their children.

The customer search facility allows you to filter out customer accounts and [delivery addresses](#) with nominated account status codes. This can be used, for instance, to prevent Deleted and Inactive customers from being displayed for selection. There is a [default](#) set of options initially established in both the AR and OE [company profiles](#), all of which can be overridden when each customer search is executed.

### Introduction to Accounts Receivable Maintenance

You can add and edit a [company profile](#) in the Accounts Receivable application. The system also provides you with the facility to produce a printout of configured company profiles.

#### **Company Profile Maintenance**

Each application requires the configuration of control [parameters](#) and master files in order for you to operate it. The most important control information that any application requires is the company profile. Accounts Receivable supports multiple companies. For every company that you want to use, you must create a company profile which holds the rules that govern the operation of Accounts Receivable for that company.

**Caution:** In order to configure the Accounts Receivable module, you must ensure that a General Ledger application is installed with a complete Chart of Accounts. The company or companies that you want to use with Accounts Receivable must have corresponding company profiles in the General Ledger.

**Note:** *You cannot maintain a company profile when other users are using the application.*

**Caution:** You should avoid changing existing company profiles once the application is live, as this may corrupt your data. If a change is essential, it must be strictly controlled.

#### **Other Maintenance**

Before invoices can be sent or payments logged in Accounts Receivable, it is first necessary to set up the basic information about customers. This can be done using maintenance tasks once the [company profile](#) has been set up.

One record is created for each customer, using the Maintain Customers task. Each record is identified by a unique, user-defined customer account number, and holds such information as the customer address, [payment terms](#), [tax](#) codes, credit limit and [General Ledger](#) accounts.

The system also allows the defining of [delivery addresses](#) for each customer, and is particularly flexible with regard to the entry of [text](#) at customer or [item](#) level. [Reason codes](#) may also need defining; see the relevant section for more details.

Reports are available on most of the maintenance tasks.

## Maintain AR Company Profile [2/ASCO]

This task is used for both creating and maintaining a [company profile](#).

If you want to base a new company on an existing company, use the Create Company [utilities](#) task.

## Maintain Company Profile Selection Window

To display this window, select the Maintain AR Company Profile task.

### **Fields**

#### **Company Code**

Enter the code of the company you want to create or maintain.

Press Enter to display the Maintain Company Profile window.

## Maintain Company Profile Window

To display this window, enter the code of the company you want to set up or maintain and then press Enter on the Maintain Company Profile Selection window.

This window contains basic company details and defines [defaults](#) that are used throughout the application.

### **Fields**

#### **Company Name**

If this is the first time this company has been set up in any application, enter the name of the company. (This name will then be given to all other applications for this company.)

If a name has previously been given for this company, it is displayed but cannot be changed.

If the company name has been changed in [Application Manager](#), you should maintain the Accounts Receivable [company profile](#) in order to bring the amended description into this application.

#### **General Ledger Active**

This field determines whether this ledger is to post [transactions](#) automatically to your [General Ledger](#).

Use this checkbox as follows:

Checked - If the link is active

Unchecked - If the link is not active



### General Ledger Company

If the link is active, you must also enter the company code of the [General Ledger](#) company to which this ledger is to be linked.

### Cash Mgmt Active

This field allows you to activate a link with the [Cash Management](#) application. You must activate this link if you are going to operate multiple currencies within Accounts Receivable.

Use this checkbox as follows:

Checked - If the link is active

Unchecked - If the link is not active

**Note:** *If this field is checked, the General Ledger link must also be active.*

### Cash Mgmt Company

If the link is active, enter the [Cash Management](#) company to which you are linked. This need not be the same as the [General Ledger](#) company to which you are linked.

If you are linked to both General Ledger and Cash Management, Accounts Receivable and its linked Cash Management application must link to the same General Ledger.

### Multi-Currency

Use this checkbox as follows:

Unchecked - If postings are to be made in [base currency](#) only.

Checked - If postings are allowed in [prime currency](#)

Both General Ledger and Cash Management links are mandatory for [multi-currency](#) Accounts Receivable.

### Default Currency Rate Code

For a multi-currency ledger, enter the [rate code](#) most often used to convert [transaction currency](#) values into base currency values.

If the code has not previously been created, a pop-up is displayed enabling you to set it up now.

You can use the [prompt](#) facility on this field to select from the Select Currency Rate Code pop-up.

### Periods per Year

This field displays the number of [periods](#) in the financial year, from 1 to 99. This must be the same as for the General Ledger if the two applications are linked.

### Currency Code

If this company is linked to a General Ledger, you must enter a [currency code](#) that is the same as the base currency of the General Ledger to which you are linked.

If you have not activated the link with a [General Ledger](#), this is a memorandum field only, and you can leave it blank. If you intend to link to a General Ledger at some future date, enter the General Ledger [base currency](#) code.

You can use the [prompt](#) facility on this field to select from the Select Currency pop-up.

**Caution:** Once you have used Accounts Receivable, this field cannot be amended.

### **Posting Period**

When you are adding a new company, enter the opening [period](#) for the ledger, using the format YYPP. This is subsequently maintained by the normal period close and open functions.

After initial set up, therefore, it should not be necessary to change it, nor is this recommended.

### **Country Code**

Enter the [country code](#) for the country in which this application is being used.

Alternatively, use the prompt facility to select from the [Parameter](#) Codes pop-up.

### **Next Adjustment Ref**

Each adjustment [transaction](#) posted to Accounts Receivable has a unique reference code for access (enquiry) and audit purposes. These unique references are automatically generated at the time the transaction is entered. The automatic numbering sequence starts from this user-defined number.

### **Customer-Level Ageing**

Use this checkbox as follows:

Unchecked ([default](#)) - If overdue analysis [periods](#) will be set up at company level

Checked - If overdue analysis periods will be set up against individual customers rather than at company level

In this case, any company entry will be treated as a default only.

### **Next Invoice Number**

Each invoice must have a unique reference number for enquiry and audit purposes.

When you post manually to the ledger, you must assign a number manually. When Sales Order Processing is linked to the ledger, the numbers are automatically assigned.

### **Next Credit Memo**

Each [credit note](#) must have a unique reference number for enquiry and audit purposes.

When you post manually to the ledger, you must assign a number manually. When Sales Order Processing is linked to the ledger, the numbers are automatically assigned.

### **Overdue Analysis Periods 1 to 5**

The ledger allows you to set up 5 overdue periods that are used for enquiry and reporting purposes.

Enter up to 3 digits in each field to indicate the number of days overdue for each of the 5 columns on the overdue payments report. [Period](#) 1 is the least overdue and period 5 is the most overdue.

### **Next Transfer Ref**

Each [transfer](#) between customer accounts must have a unique reference number for enquiry and audit purposes.

When you transfer a [transaction](#) from one customer account to another, an audit record is written from account and this is assigned the next transfer reference number available.

### **Generate Dunning Ltr Ref**

Use this checkbox as follows:

Unchecked - If [dunning letter](#) references will not be generated by Accounts Receivable

Checked - For the system to assign the next sequentially numbered dunning letter to customers already in receipt of a dunning letter and whose overdue debt remains uncleared at the time of the next letter run

### **Prt Items on Dunning Ltr**

Use this checkbox as follows:

Unchecked - To suppress the printing of [item](#) details on dunning letters

Checked - To include item details for overdue customer accounts on the dunning letters

### **Next Statement Run No.**

This is usually set to 1 when the application is set up, and is subsequently maintained by the Print Statements task.

The last statement run number is recorded against each account.

### **Due Date O'ride Allowed**

Use this checkbox as follows:

Unchecked - If the payment [due date](#) calculated for a [transaction](#) cannot be changed

Checked - If the payment due date derived from the customer's terms can be overridden for a specific invoice and also maintained via the Due Dates procedure.

### **Revaluation**

This determines whether or not debtor balances in this company can be re-valued by the [General Ledger](#) Revalue Currencies task as follows:

Unchecked - If re-valuation not required

Checked - If re-valuation is allowed

### **Maximum Adjustments Value**

When you are allocating cash, adjustments can be entered. Enter the maximum value allowed (in [base currency](#)) for one allocation.

This is used when you are writing off differences using adjustment code AJ. However, this may be specified at user level using the [General Ledger utilities](#) task Maintain User Security Objects.

### **Batch Controls Active**

Use this checkbox as follows:

Unchecked - If Accounts Receivable has mandatory [session control](#) that automatically sets up traceability of input batches of [items](#)

This should not be confused with the optional [batch control](#) that will insist that batch values are entered prior to entry of a batch of [transactions](#). On completion of the batch, the batch total will be checked against the value of the items entered and a warning message will be displayed.

Checked - If you want to use batch controls

### **Default Payment Method**

Enter a value which will become the default [payment method](#) when you are setting up a new customer.

You can use the [prompt](#) facility on this field to select from the Select Payment Method pop-up.

### **Default Payment Terms**

This field is split into three smaller fields that together define [default](#) payment terms. Set up your standard [payment terms](#) to display as a default via the Maintain Customers task. You can then change payment terms for individual customers.

The first field contains a single character code that defines the type of terms to be used. The following codes are valid:

- D - Number of days from invoice date
- M - Number of months before payment
- P - Periodic range
- T - Extended terms in use

For **T**, leave the second and third fields blank and enter the default terms value in the [Extended Terms](#) field.

For **D** and **M**, leave the second field blank.

For **D**, you must enter the number of days in the third field in the format DDD. For example, for a payment of 30 days from the receipt of invoice, enter 030.

For **P** and **M**, the third field contains the month and the day within that month (MDD).

Example:

A code of M \_\_\_\_ 210 will generate a payment date of the 10th of the 2nd month following the date of invoice. In this example, an invoice date of 22.04.07 would generate a payment date of 10.06.07.

The second field is used with code **P** to indicate your [periodic](#) range. You are, in effect, re-defining the period in which [due dates](#) are to be calculated.

**Example: Periodic Range**

Terms	Payment Method	Spread Factor
P 2019 106	DD	

This example can be explained as:

P = Periodic payments

20 = The first day of your re-defined [period](#)

19 = The last day of your re-defined period

1 = Add one month to the end of the re-defined period

06 = Make the [due date](#) fall on the 6th of the added month

This table shows four example invoices (using the example terms) with calculated due dates.

Invoice Date	Invoice Falls in the Re-defined Current Period:	Due Date (Add 1 calendar month to the end of the redefined current period)
13.05.07	20.04.07 -19.05.07	06.06.07
20.05.07	20.05.07 -19.06.07	06.07.07
19.06.07	20.05.07 - 19.06.07	06.07.07
20.06.07	20.06.07 - 19.07.07	06.08.07

The third field depends on what is entered in the first field.

If the first field is **D**, this holds the number of days in the format DDD.

If the first field is either **P** or **M**, this holds the month and the date in the format MDD.

Examples:

A code of D \_\_\_\_ 030 means that the payment date is 30 days from the invoice date.

A code of M \_\_\_\_ 210 means a payment will be made on the 10th of the second month after the month in which the invoice was sent.

See also the [periodic](#) range example.

**Purge: No. of Transactions**

Enter the minimum number of [transactions](#) that are to be retained for each customer. Zero transactions may be entered.

**Purge: No. of Months**

When transactions are completed, they are eligible to be purged from the computer system. Enter the minimum number of [periods](#) for which transactions are to be retained for each customer.

**Statement Print Queue**

This field establishes the print queue to be used for customer statements. It overrides the value set up in [Application Manager](#). (See the Application Manager product guide for further information.)

**In Library**

This field establishes the library to be used for customer statements. It overrides the value set up in Application Manager. (See the Application Manager product guide for further information.)

**Display Cash First**

Use this checkbox as follows:

Unchecked - If, during [cash allocation](#), [outstanding items](#) will be displayed in the order of the posting [period](#)

Checked - If, during cash allocation, the display of all outstanding items is to present unallocated cash [items](#) first irrespective of the posting period

**Immediate/Delayed Updates**

You can opt for an immediate or batch update of Accounts Receivable. If batch is chosen, an update job is submitted at the end of each session.

Select one of the following:

Immediate - For immediate update of ledger

Delayed - For deferred update

([General Ledger](#) update is always submitted as a batch job, although in practice this may be almost instantaneous. See the General Ledger product guide for further information.)

**Inhibit Postings**

Use this checkbox as follows:

Unchecked - To allow processing to re-start

Checked - For processing not to be allowed in this Accounts Receivable company

This is used by the application during [period](#) close to prevent processing until the next period is opened. The [flag](#) can also be set manually if you want to prevent processing.

**Extended Terms**

Enter a [default extended terms](#) code if necessary. This field can only be used if the first field of Default [Payment Terms](#) is set to **T**.

You can use the [prompt](#) facility on this field to select from the Select Extended Terms pop-up.

Press Enter to validate your entries. If the General Ledger interface is not active for the company that you are configuring, the system will leave the task.

## Add a Currency Rate Code Pop-up

If the [rate code](#) you select on the Maintain [Company Profile](#) window has not yet been defined to the application, a pop-up will be displayed. You can use the [prompt](#) facility to display a list of available rate codes or press Enter to add a rate code. Press Enter to display this pop-up.

### **Fields**

#### **Description**

Enter up to 35 characters to describe the rate code (e.g. Standard Trading Rate).

#### **Effectivity Type**

An [effectivity](#) date can be applied to each rate code. This can be entered as a calendar date or accounting [period](#).

Select one of the following:

P - Accounting period

D - Calendar date

Effectivity dates are entered when you set up the exchange rates themselves.

Press Enter to create the rate code.

## Add a Currency Pop-up

If the [currency code](#) you select on the Maintain [Company Profile](#) window has not yet been defined to the application, a pop-up will be displayed. You can use the [prompt](#) facility to display a list of available currency codes or press Enter to add a currency code. Press Enter to display this pop-up.

### **Fields**

#### **Description**

Enter the currency description.

#### **Short Description**

The description you enter in this field will appear on screens and in reports where the full description is too long.

#### **Smallest Unit**

Enter the value of the smallest unit of the specified currency (e.g. in US dollars the smallest unit is one cent, shown as 0.01, whereas the smallest unit of the Japanese yen is one yen, shown as 1.00).

#### **Movement Tolerance**

Some currency exchange rates fluctuate wildly, whereas others vary within a much smaller band. This field allows you to specify a single plus/minus percentage for the exchange rate variation.

Movements outside this range will cause a warning to be issued when exchange rate information is entered.

Press Enter to create the currency.

## Maintain Company Profile General Ledger Details Window

This window is displayed when you are creating a new company or amending an existing company for which the [General Ledger](#) interface is active.

Use this window to add your General Ledger [control accounts](#), [tax](#) details and optionally exclude [collection documents](#).

### **Fields**

#### **Control Account**

This field displays the General Ledger control account for this Accounts Receivable company. It cannot be changed once [transactions](#) have been posted.

You can use the [prompt](#) facility on this field to select from the Select Control Account pop-up.

#### **Bank Account**

This field displays the [default](#) General Ledger bank account into which cash receipts will be paid.

You can use the prompt facility on this field to select from the Select Bank Account pop-up.

#### **Sales Account**

If a default analysis of invoices to a General Ledger sales account is selected, enter the sales account code to be used.

You can use the prompt facility on this field to select from the Select Sales Account pop-up.

#### **Discount Account**

This field displays the General Ledger account to be debited with [discount](#) allowed.

You can use the prompt facility on this field to select from the Select Discount Account pop-up.

#### **Default Tax Code**

This field displays the default [tax](#) code to be used when posting invoices and [credit notes](#).

For a full explanation of the code, see the General Ledger product guide.

You can use the prompt facility on this field to select from the Select [Tax](#) Code pop-up.

#### **Tax on Cash Date**

This field decides whether [tax](#) liability is incurred on the [transaction](#) date or on receipt of cash and this condition applies to all Accounts Receivable transactions for this company.

Use this checkbox as follows:

Unchecked - For [tax](#) to be based on the transaction [tax](#) date



---

Checked - For [tax](#) to be based on receipt of cash

### **Tax Address Code**

If [tax](#) communications are sent to an address other than the normal customer address, enter the [delivery address](#) code that will be used for each such customer.

### **Suppress Coll Docs**

Use this checkbox as follows:

Unchecked - This is the [default](#) value for a new company

Checked - To default to [collection documents](#) being included within [open item](#) enquiries

Press Enter to validate your entries and display the Maintain [Company Profile](#) Alpha Search Details window. If you are using extensions to your account codes, the Extension Code pop-up is displayed as many times as necessary.

## **Functions**

### **Recurring Charges (F10)**

Use this function key to add details used for Recurring Charges processing. The Maintain Company Profile – Recurring Charges Window will be displayed

## Maintain Company Profile – Recurring Charges Window

To display this window press **F10=Recurring Charges** on the Maintain Company Profile General Ledger Details Window.

Use this window to define the next invoice number to be assigned to a recurring charge invoice and optionally identify program(s) that can be used to derive the General Ledger accounts and extension codes to which postings are to be made for recurring charge invoices.

## **Fields**

### **Next Invoice Number**

Each recurring charge invoice posted to Accounts Receivable must have a unique reference for enquiry and audit purposes. These unique references are automatically generated at the time the recurring charge invoice is generated. The automatic numbering sequence starts from this user-defined number.

### **Next Credit Number**

Each recurring charge credit posted to Accounts Receivable must have a unique reference for enquiry and audit purposes. These unique references are automatically generated at the time the ad-hoc recurring charge credit is generated. The automatic numbering sequence starts from this user-defined number.

### **Next Run Number**

Enter the next run number for recommended recurring charges to be assigned by the Create Recurring Charge task.

### **Maximum Value**

Enter maximum value that can be used for an ad-hoc charge item.

### **General Ledger Accounts**

#### **Default Charge Account**

Enter a valid GL account.

Where extended ledger codes are in use the **Select Account Extension Code Popup** is displayed to enable override of the default extension codes for the account.

The chosen extension code is displayed adjacent to the account code.

This account will be used as the default GL account assigned for each Customer Recurring Profile defined in Customer Recurring Profile Maintenance.

#### **Deferred Revenue Account**

Enter a valid GL account.

Where extended ledger codes are in use the **Select Account Extension Code Popup** is displayed to enable override of the default extension codes for the account.

The chosen extension code is displayed adjacent to the account code.

This is the account to which deferred revenue is posted when a charge period spans multiple General Ledger periods.

### **RC Entry/Amend Validation Programs:**

#### **Selection**

Use this field to identify an ILE program that will be invoked by the Recurring Charge Maintenance – Selection Window to perform additional validation on the entry made on this window.

#### **Header**

Use this field to identify an ILE program that will be invoked by the Recurring Charge Maintenance – Header Window to perform additional validation on the entries made on this window.

### **General Ledger Account/Account Extension Derivation Programs**

#### **Deferred Revenue**

Use this field to identify an ILE program that will be invoked by the Process Recurring Charges task to derive the appropriate General Ledger account and extension codes to which deferred revenue ledger postings are to be made for a particular recurring charge.

**NOTE:** *If no program is specified here or the program fails to find valid General Ledger account and account extension codes then posting will be made to the default deferred revenue account for the Accounts Receivable Company.*

### Default Charge Account

Use this field to identify an ILE program that will be invoked by the Create Recommendations task to derive the appropriate General Ledger account and extension codes to which postings are to be made for a particular customer recurring profile.

**NOTE:** *If no program is specified here or the program fails to find valid General Ledger account and account extension codes then postings will be made to the default account specified for a customer recurring profile.*

### Customer Debtors Account

Use this field to identify an ILE program that will be invoked by the Create Recommendations task to derive the appropriate General Ledger debtor account and extension codes to which postings are to be made for a particular **customer recurring profile**.

**NOTE:** *If no program is specified here or the program fails to find valid General Ledger account and account extension codes then postings will be made to the default debtor account specified for a customer.*

Press **Enter** to validate your entries and display the Maintain Company Profile Alpha Search Details Window.

## Maintain Company Profile Alpha Search Details Window

To display this window, press Enter on the Maintain Company Profile General Ledger Details window.

Use this window to select two fields from the Customer Master file to be used as additional search criteria. You can then search for the customer on the fields entered (as well as the customer name). The Alpha Search is available on all windows on which the customer can be selected.

**Note:** *The General Ledger [parameters](#) SRC1 and SRC2 will hold the search descriptions selected here. The system will create the sub-codes for SRC1 and SRC2.*

### Fields

#### Exclude

**Check** any of these fields to indicate the statuses that you wish to exclude from the displayed customer list when performing a customer search. These settings are the defaults that will display when a customer search is requested.

### Options

#### Select

Use this to select a line to be used as an additional customer search field. Up to two lines can be selected.

**Note:** *After subsequent changes to the search fields on this window, you must complete the updates by running the Name Scan Index [utilities](#) task.*

Press Enter to validate your entries and then select **Update (F8)** to save changes made to the [company profile](#).

## Creating a Control Account

When you specify a General Ledger account as an Accounts Receivable control account for a new company, the system displays a message telling you to use **Update (F8)** to make this account a General Ledger control account. You will then be returned to the Maintain Company Profile General Ledger Details window.

## Print AR Company Profile [12/ASCO]

Use this task to print a report of [company profile](#) details.

## List Company Profile Window

To display this window, select the Print AR Company Profile task.

### **Fields**

#### **Company Code**

Enter the company code for which the report is to be printed.

Press Enter. A report is generated, showing all the [company profile](#) data for this company. Select **Exit (F3)** to leave the task.

## Maintain Customers [1/ARM]

This task enables you to create a new customer account record for the customer database. The procedure is the same whether you are adding new customer details or amending an existing customer. Certain information must be entered for every customer and may be used by the Sales Order Processing application.

You can produce reports of all or any selected customer details stored on the system.

When a new customer is created or amended, work management is informed. The completion notification includes a reason code to identify if the customer's account stop or account status has been set or has been cleared.

This is expanded when a customer is amended to also notify work management if the credit limit has been increased, or decreased and the available credit is now below zero.

This option has been extended to allow you to create and maintain customer fixed format addresses.

## Customer Maintenance Selection Window

To display this window, select the Maintain Customers task.

### Fields

#### **Customer Code**

Enter an existing code to change the details of a customer already on the system.

Alternatively, use the [prompt](#) facility to select from the Customer Selection by Account Code pop-up.

Enter a new customer code to add a new customer. You can select **Base On (F6)** to base the new customer on an existing customer. The Customer Maintenance Base On pop-up is displayed. Instead of showing blank fields, the Customer Address Maintenance window will show the details of the customer on which the new customer is to be based.

Enter a customer and then press Enter to display the Customer Address Maintenance window.

For new customers, if fixed format addresses are active (function 00068 in GL country specific parameters) the Fixed Format Type Selection Pop-up is displayed prior to the Customer Address Maintenance Window to allow selection of the type of address to be defined against the customer.

## Customer Selection by Account Code Pop-up

To display this pop-up, use the prompt facility on the [Customer Code](#) field on any window on which it is available.

The customer search facility is available in all Accounts Receivable tasks where you can select a customer or range of customers.

You can select a customer by entering the first character or first few characters of the alpha sequence code, or by entering a known account code.

Your alpha search facility can be customised by the inclusion of two additional fields from the customer details as search [items](#). For example, you may want to select on Company Name or Customer Group Code or both.

You can also search by bank account.

**Note:** The additional alpha search fields are selected on the Maintain [Company Profile](#) Alpha Search Details window.

### Fields

### **Search Argument**

Enter the first character or first few characters on which to search. Then select **Alpha Search on Customer Name (F17)** to select all customers that meet the criteria. If you select **Position to Alpha Sequence (F19)**, the window will display from the position of the selected [item](#).

### **Customised Fields**

Two fields may be displayed after the Search Argument field. These fields are defined on the Maintain Company Profile Alpha Search Details window. For example, you could select on the customer name and town if you use your Address Line 3 field to hold the town or city part of the address.

Enter search characters and select **Alpha Search on Customer Name (F17)** to run the search. You can search on:

- The Search Argument and your two additional fields
- Any one of these
- Any combination of these

### **Exclude**

**Check** any of these fields to indicate the statuses that you wish to exclude from the displayed customer list.

Initially these will [default](#) to the settings established in the Accounts Receivable [company profile](#).

### **Options**

#### **Select**

Use this to select a customer.

### **Functions**

#### **Search on IBAN (F14)**

Use this to search on a customer's IBAN number. The IBAN Search pop-up is displayed.

#### **Search on Bank Account (F15)**

Use this to display the Bank Detail pop-up on which you can select by bank details.

#### **Alpha Search on Customer Name (F17)**

Use this to select and display all [items](#) that match the search criteria.

#### **Position to Alpha Sequence (F19)**

Use with the Search Argument field for the window to display from the position of the first selected customer.

#### **Position to Account Code (F21)**

Use this to position the window display from a particular customer account code.

Select a customer to display the Customer Address Maintenance window.

## IBAN Search Pop-up

To display this pop-up, select **Search on IBAN (F14)** on the Customer Selection by Account Code pop-up.

### Fields

#### **IBAN Code**

Enter the IBAN code or partial code on which you wish to search.

**Note:** *The search is carried out only on IBAN code or partial account code. Entries in the BIC Code, Account Name and Bank Name/Address fields will have no effect.*

#### **BIC Code**

On this search, this field is for memo purposes only.

#### **Account Name**

On this search, this field is for memo purposes only.

#### **Bank Name/Address**

On this search, this field is for memo purposes only.

Press Enter to return a list of customers with IBAN codes that match the entered selection. Select a customer from the list to display the Customer Address Maintenance window.

## Customer Maintenance Base on Pop-up

To display this pop-up, enter a new code and then select **Base On (F6)** on the Customer Maintenance Selection window.

### Fields

#### **Customer Code**

Enter the existing [customer code](#) on which the new customer is to be based.

Alternatively, use the [prompt](#) facility to select from the Customer Selection by Account Code pop-up.

#### **Company**

Enter the company to which the base customer is defined. This field [defaults](#) to the current company.

You can use the prompt facility on this field to select from the Select Company pop-up.

#### **Copy Delivery Addresses**

Use this checkbox as follows:

Unchecked - If [delivery addresses](#) for the new customer will be different from the existing customer

Checked - If you want the [delivery addresses](#) defined to the base customer to be copied to the new customer

Press Enter to display the Customer Address Maintenance window.

## Fixed Format Address Type Selection Pop-up

For new master file details, this pop-up is automatically displayed if fixed format addresses are in use. To display this pop-up for existing master file details, select **Fixed Format Address (F15)** on the master file Name and Address window.

Use this pop-up to define whether the address is fixed or free format.

### Function

#### **Address Type**

Enter the address type for the address you wish to add or maintain.

Alternately, use the prompt facility to select address types from the L1 Description ADDF.

### Functions

#### **No Fixed Format (F7)**

Use this to create/maintain a free format address.

**Note:** *The Address Type must be blank to use a free format address*

**Caution:** If an address with a fixed format is amended and this option is selected, the previously existing fixed format details are deleted.

#### **Update (F8)**

Use this to create/maintain a fixed format address in the Address Mapping Maintenance window.

#### **Previous (F12)**

Use this to return to the previous screen.

**Note:** *This option is only available once the address details have been created.*

Select a function to continue to the address details, or **Previous (F12)** to return to the previous window.

## Address Mapping Maintenance window

To display this window, select **Update (F8)** on the Fixed Format Address Type Selection Pop-up.



Use this window to define the address in fixed format according to the format specified in **Map Addresses** [20/L1M].

### **Functions**

#### **Update (F8)**

Use this to update the details and continue to the Name and Address Window

#### **Change Address Type (F9)**

Use this to return to the Fixed Format Address Type Selection Pop-up to select a new address type.

#### **Check Address (F15)**

Use this to view the entered address in the free format fields.

Select a function to continue to the next window.

## Free Format Address Preview Pop-up

To display this pop-up, select **Check Address (F15)** on the Address Mapping Maintenance window.

Use this pop-up to view the free-format address. This is the format that will be used in existing System21 functions.

Select **Previous (F12)** to return to the Address Mapping Maintenance window.

## Customer Address Maintenance Window

To display this window, enter a customer on the Customer Maintenance Selection window or select a customer through one of the available search facilities.

### **Fields**

#### **Name**

Enter up to 35 characters for the customer's name as it is to appear on records and statements.

#### **Alpha Seq**

This is used for selected report sequencing and enquiries. For example, the customer W.H. Smith would sensibly be entered as: SMITHWH.

If an alphabetical report sequence is not required, you may want to use some other detail for search purposes, e.g. the postcode to find stockists of your goods in a certain area.

#### **Address**

Enter up to 35 characters for each of the first three lines of the customer's address, and up to 25 characters for the fourth and fifth lines.

**Post Code**

Enter the customer postcode.

**Note:** *If you use the Service Management module, you must enter the 10-character postcode in two equal parts, separated by a space.*

**Note:** *Example: Enter postcode B13 9DP as B13 space space 9DP. This allows the customer postcode to match customers with the nearest available engineer.*

**Phone**

Enter the customer's telephone number.

**Fax**

Enter the customer's fax number.

**Website**

You can optionally enter the customer's web site.

**Primary Contact**

Enter a primary contact, if contacts have already been set up using the **Contacts (F13)** function.

Alternatively, use the [prompt](#) facility to select from the Contact Details pop-up.

**Salutation**

You can optionally enter a [default](#) salutation for customer letters, for example, "Dear Sir/Madam". This default can be overridden when you select a letter run.

**Region**

You can optionally enter up to three characters to provide a regional coding structure for customers. This can be used for sequencing Accounts Receivable reports.

You can use the prompt facility on this field to select from the [Parameter](#) Codes pop-up.

**Note:** *Region codes should be pre-defined in the General Ledger Parameters file under code REGN.*

**Remarks**

Up to 50 characters are available to store any remarks to be held on this customer's record.

**Country**

The [country code](#) entered will decide the format of the bank details pop-up to be displayed. Enter the code that will allow you to enter your customer's banking details in the correct format.

You can use the prompt facility on this field to select from the Parameter Codes pop-up.

**Language**

Enter the language in which letters for this customer will be sent. Leave this field blank to send letters in the local language.

You can use the prompt facility on this field to select from the Select Language pop-up.

### **Salesman**

Enter the salesman, representative or territory code for this account. This can be used for sequencing reports (such as Aged Debt, Name and Address) within Accounts Receivable.

You can use the prompt facility on this field to select from the [Parameter](#) Codes pop-up.

**Note:** *Salesman codes should be pre-defined in the General Ledger Parameters file under code SLMN.*

### **Groups 1-4**

These fields can be used for the user-defined coding of customers for [sales analysis](#), and for the sequencing of certain reports.

Customer Group codes should be pre-defined in the [General Ledger](#) Parameters file under codes CPG1-4. For example, you could use Customer Group 1 to identify Home/Export and International customers.

You can use the [prompt](#) facility on these fields to select from the [Parameter](#) Codes pop-up.

### **Bal B/F**

Use this checkbox as follows:

Unchecked - To operate the account as an [open item account](#)

Checked - To operate the account as a [balance forward](#) account

## **Functions**

### **Website**

Click on this button to display the customer's web site, if one has been entered.

### **Contacts (F13)**

Use this to display the Trading Partner Contacts window

### **Fixed Format Address (F15)**

Use this to create or maintain the fixed format address for the customer

### **Extended Attributes (F20)**

Use this function to display Extended Attributes for Amendment. See **Extended Attribute Data [11/L1M]** task details for more details on this function.

**Note:** *If another user is currently maintaining any Extended Attribute record for the same Customer, even if it is for a different Category, then a message stating that the record is currently in use will be displayed*

Press Enter to display the Customer Details Maintenance window.

## Trading Partner Contacts Window

To display this window, select **Contacts (F13)** on the Customer Address Maintenance window.

### Options

#### **Select Contact**

Use this to see details of an existing contact.

#### **Maintain Extended Text**

Use this to maintain [text](#) for a contact.

### Functions

#### **Refresh (F5)**

Use this to refresh the window after changes have been made.

#### **Add New Contact (F10)**

Use this to add a new contact.

Use **Select Contact** or **Add New Contact (F10)** to display the Trading Partner Contacts Detail window.

## Trading Partner Contacts Detail Window

To display this window, use **Select Contact** or **Add New Contact (F10)** on the Trading Partner Contacts window.

### Fields

#### **Contact Name**

Enter the name of the contact.

#### Contact Title

Enter the job title of the contact.

#### Correspondence Name

Enter the correspondence name for the contact.

#### Contact Type

Enter a contact type.

Alternatively, use the [prompt](#) facility to select from the [Parameter](#) Codes pop-up.

**Note:** The Contact Type Code is maintained in the General Ledger Parameters file, under type CTCT.

### General Comments

Enter any required comments.

### Functions

#### Refresh (F5)

Use this to refresh the window after changes have been made.

#### Delete (F11)

Use this to delete a contact.

**Caution:** The contact will be deleted as soon as you use this function and no confirmation window will be displayed.

#### Numbers (F17)

Use this to display the Trading Partner Numbers window for this contact.

#### Text (F21)

Use this to add or maintain [text](#) for this contact.

Enter the required details and then select **Update (F8)** to perform the update. For a new contact, the Trading Partner Numbers window will be displayed.

## Trading Partner Numbers Window

To display this window, select **Numbers (F17)** or, if you are creating a new contact, select **Update (F8)** on the Trading Partner Contacts Details window.

### Fields

#### Office

Enter the office telephone number for the contact.

#### Mobile

Enter the mobile telephone number for the contact.

#### Home

Enter the home telephone number for the contact.

#### Preference

Select one of the following:

Office (1) - To use the office telephone number for the contact as a preference

Mobile (2) - To use the mobile telephone number for the contact as a preference

Home (3) - To use the home telephone number for the contact as a preference

### **Email Address**

Enter the e-mail address for the contact.

### **Functions**

#### **E-mail**

Use this to send an e-mail to the specified address.

Select **Update (F8)** to update the contact information.

## Trading Partner Extended Text Pop-up

To display this pop-up, select **Maintain Extended Text** against a contact on the Trading Partner Contacts window or select **Text (F21)** on the Trading Partner Contacts Details window.

### **Fields**

#### **Text**

Enter or amend the [text](#) as required.

#### **Position**

Enter a line number in this field to display the [text](#) starting from that line.

#### **Insert**

To insert extra lines in the middle of the text, enter the number of blank lines to be inserted.

#### **After**

Enter the line number after which the blank lines will be inserted.

#### **Delete**

To delete lines in the middle of the text, enter the number of lines to be deleted.

#### **From**

Enter the line number from which lines will be deleted.

### **Functions**

#### **Refresh (F5)**

Use this to refresh the pop-up after changes have been made.

Press Enter to insert blank lines or delete existing lines. Select **Update (F8)** to update the details and return to previous window.

## Customer Details Maintenance Window

To display this window, press Enter on the Customer Address Maintenance window.

## **Fields**

### **Currency**

Use this checkbox as follows:

- Unchecked - If this customer trades only in the [base currency](#) of Accounts Receivable  
In this case, you will not be able to post [transactions](#) in other currencies to this account.
- Checked - If you want to be able to post currency transactions to this account

### **Currency Code**

Enter the three-character [currency code](#) which is the normal trading currency of this customer. Leaving this field blank denotes that this customer normally trades in the base currency of the [General Ledger](#).

You can use the [prompt](#) facility on this field to select from the Select Currency pop-up.

### **Payment Terms**

Payment terms [default](#) to the values established in the [company profile](#) if these fields are left blank, but you can enter different terms here to define rules for this particular customer.

There are four parts to the definition of [payment terms](#):

- 1. A single-character code that defines the types of terms to be used.

Enter one of the following:

- D - Number of days from invoice date
- M - Number of months before payment
- P - Periodic range
- T - Extended payment terms.

This part of the field is used with code P, to indicate the [period](#) range in number form.

- 2. For further explanation, see the example for the Default Payment Terms field in the Maintain Company Profile Window section.
- 3. This part of the field holds the number of days in the format DDD for code D, or holds the month and the date in the format MDD for codes P and M.

For example, a code of D \_\_\_\_ 030 means that the payment date is 30 days from the invoice date. A code of M \_\_\_\_ 210 means a payment will be made on the 10th of the second month after the month in which the invoice was sent.

- 4. If code T was specified, this part of the field must hold the [extended terms](#) code. This is a code set up in the [Cash Management](#) application which defines a more or less complex pattern of payments.

You can use the [prompt](#) facility on this part of the field to select from the Select Extended Terms pop-up.

### **Payment Method**

Enter a default [payment method](#) for the customer.

You can use the prompt facility on this field to select from the Select Payment Method pop-up.

### **Calendar**

If you are using the Accounts Receivable [due date](#) calculation function, which is specified in the [General Ledger](#) Country-specific [parameters](#), you should enter the calendar to be used for this customer. If none is entered, the system default 0001 will be used.

If you are not using the Accounts Receivable due date calculation function, you may want to enter a customer calendar anyway, as it can be used for calculating delivery dates.

You can use the [prompt](#) facility on this field to select from the Parameter Codes pop-up.

### **Credit Card Mandatory?**

Use this checkbox as follows:

Unchecked - If this customer can pay by varying payment methods

Checked - If this customer must always pay by credit card

### **Credit Limit Days**

Enter a value of **0** days if the customer is not to be subject to a credit check by days.

The number of days entered will be used to credit check invoices posted through Sales Order Processing/Advanced Order Processing. Up to five methods of credit checking by days may be in use.

**Note:** The number of days will only be effective if code CRDC is set up in the [Inventory Descriptions](#) file with minor code CRLD (Credit Check by Days) set up with a value of 1-5 in the Limit field. For more information on credit checking calculation methods, see the [Inventory Management](#) product guide.

**Note:** You can enter a credit limit value and/or credit limit days. An order will be suspended if either check fails.

### **Credit Limit**

Enter the commercial credit limit value, which is used by the Sales Order Processing application. The value is expressed in the General Ledger [base currency](#).

The value of [outstanding items](#) and orders not suspended should be less than the credit limit; otherwise the orders will be suspended in Sales Order Processing.

The credit limit can now be secured separately using the General Ledger Maintain Security Objects [utilities](#) task.

**Note:** The value of the credit limit will only be effective if code CRDC in the [Inventory Descriptions](#) file is set up with minor code CRLV (Credit Check by Value) set up with a value of 1 in the Limit field.

### **Controller**

Enter the code of the controller responsible for this account.



You can use the [prompt](#) facility on this field to select from the [Parameter](#) Codes pop-up.

**Note:** *If a credit controller is assigned, authority to the maintenance of suspend codes on an order can be managed, based on the credit controller. A credit controller is added to the statement address only, and applies to all [delivery addresses](#).*

**Note:** *Controller codes should be pre-defined in the General Ledger Parameters file, under code CRSP.*

### **Insured Limit**

You can optionally enter the insured credit limit value. This is a memorandum field only, and is not used by any application.

### **Discount Code**

Enter a [default](#) settlement [discount](#) code, if multiple settlement discounts are to be offered to this customer.

You can use the [prompt](#) facility on this field to select from the Select Discount Code pop-up.

### **Credit Agency Code**

If a third party company is being used to monitor and collect debts, enter the code for that company here.

You can use the prompt facility on this field to select from the [Parameter](#) Codes pop-up.

**Note:** *Credit Agency codes should be pre-defined in the General Ledger Parameters file, under code CRLC.*

### **Tax Classification**

Select the appropriate code from the following:

Legal Entity (0)

Male (1)

Female (2)

### **Alloc Method**

Enter one of the following to select the [default](#) method of [cash allocation](#) for the customer:

1 - For all [outstanding items](#) for the customer to be displayed for selection

2 - To select [items](#) by entering references

3 - To select items for allocation by eliminating unwanted items

In this case, selection includes customers, item types, references, external references, [periods](#), outstanding values, [due dates](#).

### **Account Status**

Use this field to [flag](#) an account as being of a certain status.

Select one of the following:

Blank - For a normal, active account

Delete (D) - To recommend for deletion

The deletion is not performed immediately; the account will be purged from the database [historical data archived](#) when the month end [utilities](#) are run. This status prevents new sales orders from being raised against this account.

Suspend (S) - If the account is temporarily suspended, perhaps awaiting a credit control check

Uncertain debt (U) - If there is a possibility that the customer's debt may not be paid

Legal status (L) - If the customer's affairs are in legal hands and any debt is unlikely to be collected

Inactive (I) - If an account is inactive but cannot be deleted, as the [historical data](#) needs to remain accessible

### **Value Date Type**

**Note:** This field is only displayed if Country-specific Parameter 29 is set to 1 or 2.

Select one of the following:

In place (1) - If the banks are in the same town

Out of place (2) - If the banks are in different towns

International (3) - If the banks are in different countries

The value is used with the value date table in [Cash Management](#) to calculate the date on which the bank account is updated with a payment. It is an estimate of the number of days a payment takes to clear.

### **Account Stop**

Use this checkbox as follows:

Unchecked - For customers previously stopped, to re-instates order processing and integrated invoicing processing

Checked - To indicate a stopped customer

This does not inhibit any action in Accounts Receivable, but is used in Sales Order Processing to prevent the despatch of goods. It is also available for use by integrated sales invoicing applications.

### **Parent A/C**

If the statement for this customer account is to be sent to an address different from that which is contained within this record, enter the account of the required customer.

This can only be amended for a new customer.

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

### **Invoice Address**

If this customer data is being used by a sales invoicing application, this field may be used to hold the account code of an alternative invoice address.

### **Consolidate**

Use this checkbox as follows:

Unchecked - If you want to be able to enquire and report upon individual [transactions](#) current for the customer

Checked - To consolidate [transactions](#) for this customer to the account indicated by the parent account

This means that although transactions are raised against this account, the updates will go to the parent account. If you enquire on this account, you will not see any transactions. All [items](#) will appear on the enquiry of the parent account; the originating account can be seen on the Item Detail window.

**Note:** *An alternative to consolidation is the use of customer hierarchies.*

### **Statement Copies**

The [default](#) when the customer is first set up is to produce one copy of the customer statement.

Enter one of the following:

0 or blank - To suppress statement printing for a customer

1 to 9 - To indicate the number of statement copies required, from one to nine

### **Statement Grp**

When you print statements (from the Accounts Receivable [Period Close](#) task), you can select a number of statement groups to be included in the statement run. Any customer defined here as a member of one of the groups will have a statement printed.

Enter the group to which you want this customer to belong. The code is not set up elsewhere, but is defined here, so any character or number can be entered.

### **Statement Message**

Enter the message code to identify the message which is to be printed on the customer's statements. This will override statement messages specified when you print statements.

You can use the [prompt](#) facility on this field to select from the Select Statement Messages pop-up.

### **Letter Code**

Enter the code of the [dunning letter](#) which you normally want to use for this customer.

The codes are set up using the Accounts Receivable Letters tasks. If the [default](#) letter code is left blank, the application will use the [standard letter](#) code specified when the letters are created. Otherwise, the default only is used.

You can use the prompt facility on this field to select from the Select Dunning Letter pop-up.

### **Letter Category**

The letter category is used to select customers for letter runs. If this field is left blank, no letters will be produced.

In order to invoke the debtor control letter system, any non-blank character may be used. See the Letters chapter of this product guide for further details.

### **Interest %**

Enter the percentage interest to be charged on this customer's overdue debt.

### **Exempt/Days Grace**

Enter one of the following:

0 or blank - If the customer is liable for interest charges

Enter the number of days' grace in the second field.

1 - If the customer is exempt from interest charges

2 - If the interest is to be calculated and recorded as a memo invoice, but the customer is not to be charged

**Note:** You can only enter a value in this field if the *Interest Charges Active?* field is checked in the *Maintain Interest Charge Defaults* task.

### **G/L Company**

The [General Ledger](#) company code is displayed.

**Note:** This field is for your information only and cannot be amended.

### **Control Acct**

Enter the General Ledger Debtors [control account](#), if it is different from that set up in the [company profile](#). Once postings have been made to the customer's account the account cannot be changed.

### **Bank Acct**

Enter the General Ledger bank account for the customer, if it is different from that set up in the company profile.

You can use the [prompt](#) facility on this field to select from the Select Bank Account pop-up.

### Contra Co/Account

If you intend to use [contra accounting](#), enter the Accounts Payable ledger company which is attached to the same General Ledger company as the Accounts Receivable ledger company.

In the second part of this field, enter the supplier account code in the Accounts Payable ledger with which this customer is related for contra accounting purposes.

### Functions

#### Factor (F14)

Requesting this function displays the Factor Details Popup, from where the factor responsible for the collection of invoice payments for the customer can be specified.

**Note:** This function is only available for a Style installation with Factoring in Use.

#### External (F23)

Use this to access your customised program option. The function of such a program will have been designed by your company to suit your customer maintenance records' requirements.

**Note:** The appearance of **External (F23)** on this window depends on General Ledger Country-specific Parameter 042 (External Function) being set to 1 and a suitable program being linked.

Press Enter to validate the contents of the window and display the Overdue Analysis [Periods](#) pop-up.

## Overdue Analysis Periods Pop-up

To display this pop-up, press Enter on the Customer Details Maintenance window.

**Note:** This pop-up will only be displayed if the Customer-level Ageing field has been checked in the Accounts Receivable [company profile](#).

### Fields

#### Overdue Analysis Periods

You can set up 5 overdue [periods](#) to be used for enquiry and reporting purposes.

Enter up to 3 digits in each field to indicate the number of days overdue for each of the 5 columns on the overdue payments report. Period 1 is the least overdue and period 5 is the most overdue.

**Note:** Overdue Analysis Periods need to be consistent throughout a hierarchy and are therefore only maintainable for level 0 or blank accounts in a hierarchy.

Press Enter to update and continue.

## Tax Details Pop-up

To display this pop-up, press Enter on the Customer Details Maintenance window or the Overdue Analysis Periods pop-up.

### **Fields**

#### **Tax Code**

Enter the [default tax](#) code to be used for this customer. You must enter a valid code to complete the customer details.

You can use the [prompt](#) facility on this field to select from the Select [Tax](#) Code pop-up.

#### **Extra Rate**

Use this checkbox as follows:

Unchecked - If extra [tax](#) is not to be applied to this customer

Checked - If this customer is to be charged extra [tax](#) (the [tax](#) code should have been defined with extra rate [tax](#) on the [General Ledger](#))

#### **Cash Basis Tax**

This field enables you to define whether [tax](#) liability for this customer is incurred on the [transaction](#) date or on receipt of cash. You can override the [default](#) setting from the [company profile](#).

Use this checkbox as follows:

Unchecked - For [tax](#) based on transaction [tax](#) date

Checked - For [tax](#) based on cash receipt date

#### **Tax Calc Basis**

This field is used by Sales Order Processing to indicate the customer's [tax](#) status for sales invoicing.

Enter one of the following:

1 - For [tax](#) exempt (for export customers outside the European Community)

2 - To use the [tax](#) code entered in the [Tax](#) Code field above.

3 - To use the [tax](#) code set up against each invoice [item](#) from the [Inventory](#) item records

It is essential that, if World Trade is in use, this indicator is set to **3** for domestic and EC customers.

**Note:** *The default for a new customer is 3.*

#### **Tax ID**

Enter the customer's [tax](#) registration number.

### Fiscal Code

Enter the classification code assigned by the government to this customer.

This is a reference field displayed on some reports. The fiscal code can be overridden when a sales order is entered.

### Tax Reg Reqd

Use this checkbox as follows:

Unchecked - If a [tax](#) register is not required for this customer

Checked - If a [tax](#) register is required

**Note:** This field is only displayed if Country-specific Parameter 1 is set to 1. Tax Registers are used in Italy.

### Tax Register

If you are using the additional [tax](#) register analysis facility provided by the [General Ledger](#), you must enter the code for the register that is to be used for this customer.

You can use the [prompt](#) facility on this field to select from the displayed pop-up.

**Note:** This field is only displayed if Country-specific Parameter 1 is set to 1. Tax Registers are used in Italy.

Press Enter to update and continue

## Bank Detail Maintenance Pop-up

This pop-up is displayed automatically on completion of the Customer Details Maintenance window when the [payment method](#) entered is electronic.

The pop-up displayed depends on the country in which you are operating and the payment method used. This pop-up enables you to enter your bank details, which is particularly important if payment is by an electronic method. The format of this pop-up varies depending on the setting of Country-specific [Parameter](#) 047. It also depends on the setting of the Bank Account Format [flag](#) in the [Cash Management](#) Maintain Payment Methods task for the chosen [default](#) payment method for this customer.

The format below is for a U.K. bank.

Enter the customer's bank details and then press Enter.

## Unpaid Bills Counter Window

If you are using Italian statutory reports (that is, Italian Statutory Reports is set to active in the Country-specific Parameters) and the unpaid counter type is not blank for the [payment method](#), the Unpaid Bills Counter window is displayed.

### Fields

#### **Errors**

Use this to adjust the count of unpaid bills displayed for cambiale, riba and recalled documents. Enter an amended number of errors, if required.

Press Enter to continue.

## Collection Documents Pop-up

To display this pop-up, press Enter on the [Tax](#) Details pop-up, if the [Payment Method](#) field on the Customer Details Maintenance window is not blank.

The pop-up enables you to set up [defaults](#) to be used when creating [collection documents](#) for this customer.

### Fields

#### **Consolidate Items**

This field allows you to define whether [items](#) are consolidated into one collection document.

Enter one of the following:

- 0 - For no [consolidation](#)
- 1 - For items to be consolidated based on the posting account (Level 1 of a hierarchy)
- 2 - For items to be consolidated based on the statement address (Level 3 of a hierarchy)

**Note:** *If the customer is not in a hierarchy, there is no difference between 1 and 2.*

#### **Creation Group**

Enter a single-character code which you can use to group customers together for statements and for the production of collection documents.

#### **Review Code**

Individual documents are [flagged](#) with a review code to signify that authority and reviews are needed before processing.

Enter a default code.

Alternatively, use the [prompt](#) facility to select from the Select Review Code pop-up.



**Create in SOP**

Use this checkbox as follows:

Unchecked - To produce [collection documents](#) from [Cash Management](#)

Checked - To produce documents from Sales Order Processing

**Apply Linked Credits**

Use this checkbox as follows:

Unchecked - If linked [credit notes](#) will not be applied to replacement collection documents

Checked - If, when a credit note from Sales Order Processing is created, the system will check whether the associated invoice is still on an outstanding collection document

In this case, if it is, the system will replace the document with a new one including the credit note.

**Cash Collection Letter**

Use this checkbox as follows:

Unchecked - If collection letters are not produced automatically

Checked - If the system should produce a letter for the customer to warn that a [collection document](#) is about to mature

**Suppress Attached Items**

Use this checkbox as follows:

Unchecked - If, when you select the Manual Collection Document Creation task, invoices on an unaccepted document should be listed for inclusion on the new document

Checked - If, when you select the Manual Collection Document Creation task, invoices on an unaccepted document should not be listed for inclusion on the new document

Press Enter to update the data and return to the Customer Maintenance Selection window.

## Extra Belgium Pop-up

This pop-up is only displayed if the Country-specific Parameters 43 and 50 are both set **on**.

You can use this pop-up to fill in the fee code [parameter](#) for the supplier and the BLWI/ISBL code.

Countries affected are Belgium, Denmark, Germany, France, Greece, Great Britain, Ireland, Italy, Holland, Luxembourg, Portugal and Spain.

The SWIFT address is inserted for automatic payment reasons, depending on the [payment method](#) (electronic payments type).

**Fields**

### **End Year List**

Use this checkbox as follows:

Checked - If this customer should be printed on the Belgian End Year List

Unchecked - If the customer should not be printed on the Belgian End Year List

This is produced by the Customers [Tax](#) End of Year Listing & Diskette task.

### **BLWI**

Enter the BLWI code. This code is used on the monthly listing showing the customer's debt.

You can use the [prompt](#) facility on this field to select from the displayed pop-up.

### **Ondernemingsnr.**

The Ondernemingsnummer is being introduced in Belgium. It is a 10-digit legal company identifier or fiscal code. For [tax](#)-registered companies it will effectively be the 9-digit [Tax](#) ID with a leading 0 or 1.

Since January 1, 2005 it has been mandatory for all companies in Belgium to state the Ondernemingsnummer on all official documents. From a [tax](#) point of view, the mention of the Belgian [tax](#) number is still sufficient, but System21 allows maintenance of the Ondernemingsnummer against the company, customer and supplier, in case this is required on other documentation in the future.

### **Tax-Free Part**

This is not currently used.

Fill in the details and press Enter to complete maintenance for this customer.

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## Customer Indian Detail Pop-up

Use this to enter India-specific data against a customer.

**Note:** Ensure that the India country-specific parameter is active.

### Fields

#### **VAT Number**

Enter a VAT identifier. This defaults to the tax code entered in the Tax Details pop-up but can be changed.

#### **CST Number**

Enter a Central Sales tax identifier. This defaults to the fiscal code entered in the Tax Details pop-up.

#### **Service Tax Number**

Enter a Service Tax Number if required.

#### **Excise Tax Number**

Enter an Excise Tax Number if required.

#### **PAN Number**

Enter a Pan Number if required.

#### **MSME Number**

Enter an MSME Number if required.

#### **India Customer Group 1**

Enter a Customer Group 1

Alternatively, use the prompt facility to select from the GL description ICG1 India Customer Group 1 pop-up.

#### **India Customer Group 2**

Enter a Customer Group 2

Alternatively, use the prompt facility to select from the GL description ICG2 India Customer Group 2 pop-up.

#### **India Customer Group 3**

Enter a Customer Group 3

Alternatively, use the prompt facility to select from the GL description ICG3 India Customer Group 3 pop-up.

Select **Update (F8)** to update the data and return to the Customer Maintenance Selection Window.

## Factor Details Popup

To display this window, press **Factor (F14)** on the Customer Details Maintenance Window.

### Fields

#### **Factor**

Enter the code of the factor responsible for the collection of payments for the customer.

Alternatively, select an existing factor from the Select Factor Pop-up.

*Note: A factor cannot be selected if it is inactive.*

#### **Factor Customer ID**

Enter the code assigned by the factor to this customer.

**Note:** *If you change the factor details for a customer a warning will be issued if there is an external AR balance for the customer.*

### Functions

#### **Delete (F11)**

Use this to remove existing factor details for the customer. You will then have to select **Confirm Deletion (F11)**.

**Note:** *Factor details cannot be deleted if there is an external AR balance for the customer.*

Enter the required information and then press **Update (F8)**.

## Customer Russian Detail Pop-up

This window will only be displayed if Country Specific parameter 00069 Russian Function is active.

*Note. It is assumed the INN (Tax registration number) is entered in the Tax ID on Tax Details window.*

### Fields

#### **KPP**

Enter the KPP code which accompanies the INN if required

#### **OKPO:**

Enter the OKPO code if required

#### **OKVED:**

Enter the OKVED code if required

#### **OKATO**

Enter the OKATO code if required

#### **OKOPF:**

Enter the OKOPF code if required

**OKFS:**

Enter the OKFS code if required

**OKPD:**

Enter the OKPD code if required

Select **Update (F8)** to update the data and return to the Customer Maintenance Selection Window.

## Maintain Delivery Addresses [2/ARM]

The [delivery address](#) maintenance facility allows you to create or maintain additional delivery address records which are associated with a customer account. They may then be used by any linked Sales Order Processing application.

The customer account record for which you want to create additional delivery address records must already be configured before any delivery name and address records can be added.

**Note:** If a [tax](#) account code is specified on the [company profile](#), you need to set up a [tax](#) address with this code for each customer requiring separate [tax](#) communications.

This option has been extended to allow you to create and maintain customer fixed format delivery addresses.

## Delivery Address Maintenance Selection Window

To display this window, select the Maintain Delivery Addresses task.

**Field****Account Code**

Enter the account for which you wish to set up [delivery addresses](#).

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

Press Enter. The name and address of the selected customer are displayed on the Delivery Address Maintenance Confirmation window.

## Delivery Address Maintenance Confirmation Window

To display this window, press Enter on the Delivery Address Maintenance Selection window.

**Field**

### **Account Code**

Enter a different account code if this is not the one you require.

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

Press Enter to display the [Delivery Address](#) Maintenance Code Selection window is displayed.

## Delivery Address Maintenance Code Selection Window

To display this window, press Enter on the Delivery Address Maintenance Confirmation window.

### **Fields**

#### **Delivery Code**

Enter a 3-character code to identify the [delivery address](#).

(Do not use the code 000, as this has a reserved meaning in the system.)

If the [customer code](#) is C00, for example, you might call the first delivery address C01.

Leave this field blank to select from a list of addresses already defined to this customer.

Enter a code and then press Enter to display the Delivery Address Maintenance window.

## Existing Delivery Addresses Window

To display this window, leave the Delivery Code field blank and then press Enter on the Delivery Address Maintenance Code Selection window.

### **Fields**

#### **Delivery Code**

Enter a 3-character code to identify the [delivery address](#).

Press Enter to display the Delivery Address Maintenance window.

For new delivery addresses, if fixed format addresses are active (function 00068 in GL country specific parameters) the Fixed Format Type Selection Pop-up is displayed prior to the Delivery Address Maintenance Window to allow selection of the type of address to be defined against the customer.

## Delivery Address Maintenance Window

To display this window, enter a code and then press Enter on the Delivery Address Maintenance Code Selection window or on the Existing Delivery Addresses window.

Use this window to enter full [delivery address](#) details.

### **Fields**

#### **Name**

Enter the delivery address name that is to appear upon delivery documentation.

#### **Address (1 to 5)**

Enter the delivery address.

#### **Post Code**

Enter the postcode.

#### **Primary Contact**

Enter a primary contact, if contacts have already been set up using **Contacts (F13)**.

You can use the [prompt](#) facility on this field to select from the Contact Details pop-up.

#### **Phone Number**

Enter the telephone number of this address.

#### **Fax Number**

Enter the fax number for this address.

#### **Groups**

These three-character group codes enable you to define coding of accounts for use within [Sales Analysis](#). The codes may also be used to sequence Accounts Receivable reports.

You can use the prompt facility on these fields to select from the [Parameter](#) Codes pop-up.

**Note:** *Customer Groups should be pre-defined in the General Ledger Parameters file, under codes CGP1-4.*

#### **Remarks**

You can optionally enter up to 50 characters for remarks to be held against this [delivery address](#).

#### **Salesman**

Enter the salesman, representative or territory code for this account. This may be used for sequencing reports (such as Aged Debt or Name and Address reports) within Accounts Receivable.

You can use the prompt facility on this field to select from the Parameter Codes pop-up.

**Note:** *Salesman codes should be pre-defined in the General Ledger Parameters file, under code SLMN.*

## Region

This field is used to provide a regional coding structure for customers. This may be used for sequencing Accounts Receivable reports.

You can use the [prompt](#) facility on this field to select from the [Parameter](#) Codes pop-up.

**Note:** *Region codes should be pre-defined in the General Ledger Parameters file, under code REGN.*

## Activity

Enter one of the following:

Blank - For a normal, active [delivery address](#)

D (Deleted) - To recommend for deletion

The deletion is not performed immediately; the delivery address will be purged from the database and historical data [archived](#) when the month end [utilities](#) are run.

I (Inactive) - If a delivery address is inactive but cannot be deleted, as the [historical data](#) needs to remain accessible

S (Suspended) - If the delivery address is temporarily suspended, perhaps awaiting a credit control check

U (Uncertain Debt) - If it is possible that the customer's debt may not be paid

L (Legal) - If the customer's affairs are in legal hands and any debt is unlikely to be collected

For normal live records, this field should be left blank.

**Note:** *This field is not displayed for new accounts.*

**Note:** *Your settings selected here have no effect upon processing within the Accounts Receivable application, but are used by other applications, such as Sales Order Processing.*

## Functions

### Contacts (F13)

Use this to display the Trading Partner Contacts window to add or maintain contacts for this [delivery address](#).

### Fixed Format Address (F15)

Use this to create or maintain the fixed format address for the delivery address.

Press Enter to update the details.

## Customer Indian Detail Pop-up

Use this to enter India-specific data against a customer delivery address.



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**Note:** Ensure that the India country-specific parameter is active.

### **Fields**

#### **VAT Number**

Enter a VAT identifier. This defaults to the tax code entered in the Tax Details pop-up but can be changed.

#### **CST Number**

Enter a Central Sales tax identifier.

#### **Service Tax Number**

Enter a Service Tax Number if required.

#### **Excise Tax Number**

Enter an Excise Tax Number if required.

#### **India Customer Group 1**

Enter a Customer Group 1

Alternatively, use the prompt facility to select from the GL description ICG1 India Customer Group 1 pop-up.

#### **India Customer Group 2**

Enter a Customer Group 2

Alternatively, use the prompt facility to select from the GL description ICG2 India Customer Group 2 pop-up.

#### **India Customer Group 3**

Enter a Customer Group 3

Alternatively, use the prompt facility to select from the GL description ICG3 India Customer Group 3 pop-up.

Select **Update (F8)** to update the data and return to the Delivery Address Maintenance Selection Window.

## Customer Tax Pop-up

This window will only be displayed if Country Specific parameter 00065 Nota Fiscal is active.

### **Fields**

#### **Tax ID**

Enter the Tax Identifier used for Brazil

#### **Fiscal Code**

Enter the fiscal code

## Customer Russian Detail Pop-up

This window will only be displayed if Country Specific parameter 00069 Russian Function is active.

*Note. It is assumed the INN (Tax registration number) is entered in the Tax ID on Tax Details window.*

### **Fields**

**KPP**

Enter the KPP code which accompanies the INN if required

**OKPO:**

Enter the OKPO code if required

**OKVED:**

Enter the OKVED code if required

**OKATO**

Enter the OKATO code if required

**OKOPF:**

Enter the OKOPF code if required

**OKFS:**

Enter the OKFS code if required

**OKPD:**

Enter the OKPD code if required

Select **Update (F8)** to update the data and return to the Customer Maintenance Selection Window.

## Maintain Reason Codes [3/ARM]

The system provides you with the facility to create a set of standard [reason codes](#) which you can allocate to [credit notes](#), journals and adjustments. Associated with each code is a description [General Ledger](#) code extension code, which will be used to code postings to the General Ledger.

It is recommended that, in addition to each credit note, journal and write off adjustment, a full range of [cash allocation](#) adjustment reason codes are created to make cash allocations easier. The reason codes for this are BX, CA, DN, NA, NT, OP, PT, RG, UP. See the Accounts Receivable Cash Allocation chapter of this product guide for more details.

The credit note analysis report is in reason code sequence.

## Reason Codes Maintenance Window

To display this window, select the Maintain Reason Codes task.

### Fields

#### **Enter New Reason Code**

Enter a two-character code identifying the reason. 0-9 and A-Z are valid characters.

#### **Desc**

Enter up to 15 characters of description to identify the [reason code](#).

#### **G/L Account**

This is the [General Ledger](#) account code to which journals for this reason code are analysed or, if the General Ledger is interfaced to this ledger, postings are made.

[Cash Allocation](#) adjustments (except for Write-off AJ) do not post to the General Ledger but a General Ledger code will need to be entered here.

You can use the [prompt](#) facility on this field to select from the Select Account pop-up.

**Note:** *Maintenance of these codes is not strictly speaking possible. You must first delete a code and then re-enter it in order to amend it.*

Press Enter to add a code.

## Maintain Statement Messages [4/ARM]

You can print a seven-line message on each statement. This task maintains messages, which may be printed on either all or selected statements.

These can be assigned manually to each customer or globally by the Assign Statement Overdue Messages [period](#) close task. In this you define the age of overdue accounts, and assign the pre-set messages for printing on statements. The statement message held in the customer account.

## Statement Message Text Maintenance Selection Window

To display this window, select the Maintain Statement Messages task.

### **Fields**

#### **Statement Message Reference**

Enter a statement message reference code.

Alternatively, use the [prompt](#) facility to select from the Select Statement Message pop-up.

Enter a code and then press Enter or select a code to display the Statement Message [Text](#) Maintenance window.

## Statement Message Text Maintenance Window

To display this window, enter a code and then press Enter or select a code on the Statement Message Text Maintenance Selection window.

### **Fields**

#### **Text**

You can enter a maximum of seven lines of [text](#) to form the message exactly as it is to be printed on the statement.

Press Enter to update the details.

## Maintain Disputed Items Codes [5/ARM]

This task enables you to create, change and delete [reason codes](#) used for defining the nature of a dispute on an [item](#). Up to three lines of text may be attached to a reason code. The text is available in subsequent enquiries and reports

Items with dispute codes may be excluded during [Cash Allocation](#) and omitted from certain reports. A report is also available to list those items with codes.

## Disputed Items Reason Codes Maintenance Window

To display this window, select the Maintain Disputed Item Codes task.

### **Fields**

**Addition****Reason Code (Untitled)**

To enter a new [reason code](#), enter the required two-character code.

**Text (Untitled)**

Enter the [text](#) to be used for this reason code.

**Options****Select**

Use this to amend the text for an [item](#).

**Functions****Delete Code (F11)**

Use this to delete a code. Select the code and then, when it is displayed at the bottom of the window, select **Delete Code (F11)** again to delete it.

To create a new code, enter the two-character code at the bottom of the window, and enter up to three lines of code description. Press Enter to update.

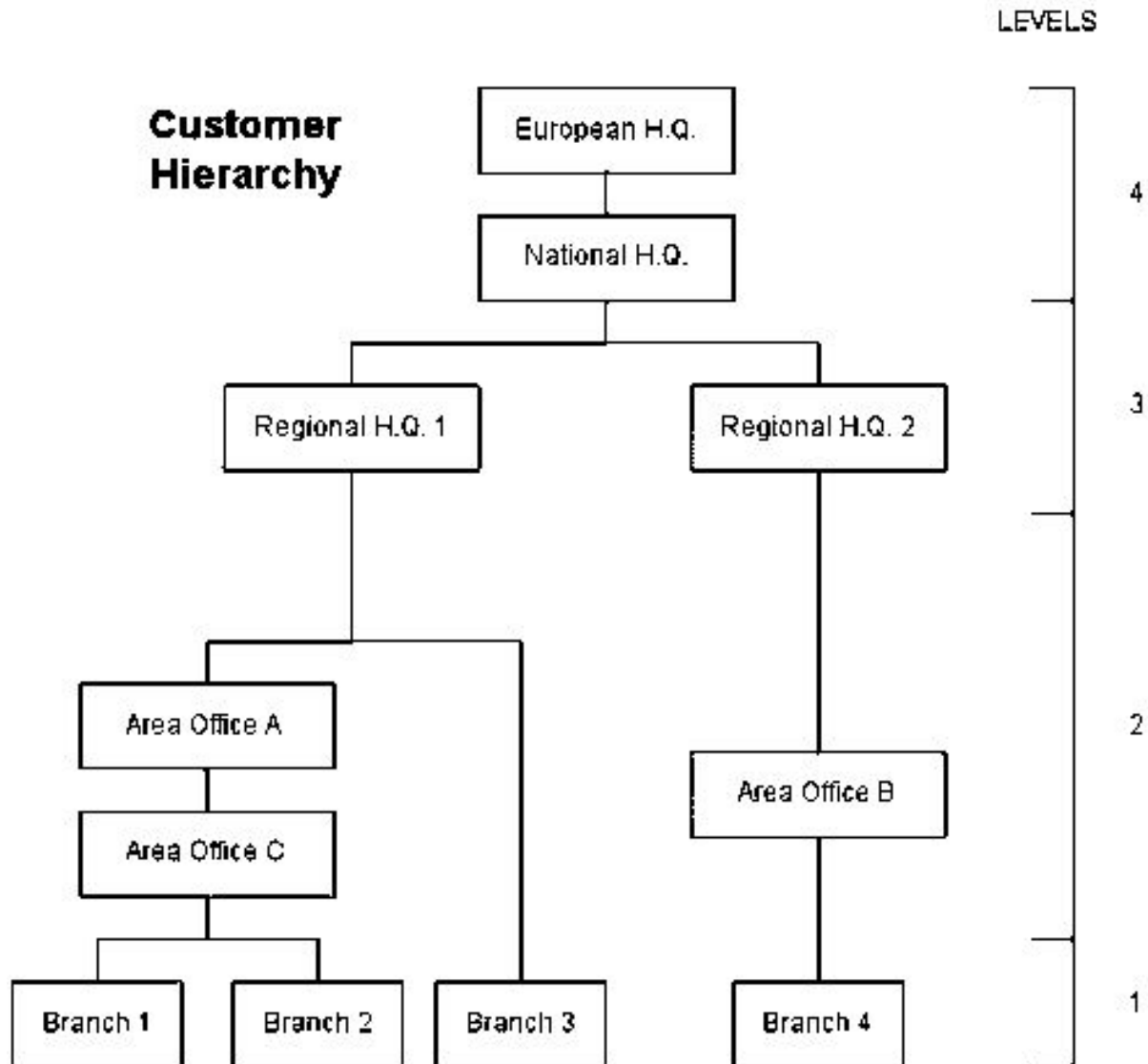
## Maintain Customer Hierarchies [6/ARM]

Hierarchies are set up so that you can allocate cash from a controlling customer account to sub-accounts (often branches) belonging to that customer, which are linked in lower levels of the hierarchy structure.

They can also perform a comprehensive credit check, so the value of orders can be checked against the customer's credit at order entry level (level 1). If a credit check fails, the order will be suspended. Enquires can also be made at controlling customer and sub-account customer level.

## Structure of a Hierarchy

First design your proposed hierarchy and define the customers within the hierarchy.



Resulting balances are updated upwards through the hierarchy.

The ledger balance figures are taken from the level 3 customers by Accounts Receivable, which means that you can only define one level 3 customer in any one branch of the hierarchy.

Similarly, orders entered for a level 1 customer cannot be linked to another level 1 customer.

However, customers at levels 2 and 4 are used to produce summary information only, and you can therefore link as many of these as you want on one hierarchy branch.

Level 2 and level 4 customers are defined by leaving the cash allocation flag **unchecked** (although cash can be allocated at level 2).

Level 2 and level 4 accounts are not essential to the hierarchy, so a level 1 account can be linked directly to a level 3 account. However, if a level 2 account is specified, it must link into a level 3 account. A level 3 customer is defined by **checking** its cash allocation flag.

### **Postings**

Postings to the different levels are restricted by the following rules:

- Level 1: Invoices, credit notes, adjustment journals and cash may be posted and allocated; SOP orders are entered at this level.
- Level 2: Cash entry and allocation.
- Level 3: Cash entry and allocation.
- Level 4: No postings may be made and no cash allocation.
- Adjustments: Cash allocation adjustments made at level 3 need to be assigned a level 1 account. If the adjustment is not attributable to a specific account, a dummy level 1 account may be specified to hold these miscellaneous adjustments.

### **Maintenance**

- Hierarchies can only be created and maintained using accounts without postings.
- You cannot move a level 1 account to another level once postings have been made (see 2. below).
- Should you want to create or maintain hierarchies when postings have been made, two maintenance tasks are available.
- Maintain Customer Hierarchies (utilities task)
- Advanced Hierarchy Maintenance (see the table below) uses the Maintain Customer Hierarchies utility task. When you have made changes, balances for the accounts involved are rebuilt.

When you add a customer to a hierarchy select only:

- A hierarchy customer at the top of its hierarchy (any child accounts will follow)
- A non-hierarchy customer (add into level 1, 2 or 3 only)
- A customer not in an active interest charges run

## Effects of Changing/Adding a Hierarchy Level

Add customer of level	To customer of level	Added customer becomes level	Customer added to
4	4	no change	no change
4	3	2	no change
4	2	2	no change
4	1	2	2
3	4	no change	no change

Add customer of level	To customer of level	Added customer becomes level	Customer added to
3	2	2	no change
3	1	2	2
non-hierarchy	3	1	no change
non-hierarchy	2	1	no change
non-hierarchy	1	1	2

When you remove a customer from a hierarchy:

- Select a customer not in an active interest charges run
- Ensure that no unconfirmed collection documents exist which involve items for this customer/other customers in the hierarchy.

## Effects of Removing a Customer from a Hierarchy

Remove customer of level	From customer of level	Removed customer becomes level	Customer removed from
4	4	no change	no change (see note)
3	4	no change	no change (see note)
2	3	3	no change (see note)
2	2	3	1
1	3	non-hierarchy	no change (see note)
1	2	non-hierarchy	1 (see note)

**Note:** If a customer that has been removed has no remaining child accounts and no parent account, it becomes a non-hierarchy account.

**Note:** [Dunning letters](#) can only be produced for level 3 accounts.



---

## Customer Hierarchy Maintenance Selection Window

To display this window, select the Maintain Customer Hierarchies task.

### **Fields**

#### **Account**

Enter the account to be added to the hierarchy. The next window will then enable you to specify the accounts which are to form the level below this account.

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

If you are setting up a new hierarchy, the system will assume that the accounts below this account are level 1 accounts.

When you are entering a new hierarchy, the account you enter in the selection window must be an account on a level immediately above a level 1 account. It must therefore be either a level 2 or level 3 account.

This is because when you go to the next window, you will have to enter the level 1 accounts which are linked to the account you have just entered.

In the diagram above, for example, the account you enter on the initial window to start defining the hierarchy will be either area office C (to define branches 1 and 2), Regional Head Office 1 (to define branch 3), or Area Office B (to define branch 4).

Assume you have entered Area Office B and defined branch 4. Your next step might be to enter Regional Head Office 2 and define Area Office B to that. Continue in this way until the whole hierarchy is defined.

When you have entered the account for which you want to define lower levels, press Enter to display the Customer Hierarchy Maintenance window.

## Customer Hierarchy Maintenance Window

To display this window, press Enter on the Customer Hierarchy Maintenance Selection window.

### **Fields**

#### **NEW Child Account**

Enter any account you want to define as a lower level account. As long as the account is valid, it will be displayed in the list lower down the window when you press Enter.

When a new account is added to a hierarchy, validation takes place to ensure that if customer-level ageing has been selected, the overdue analysis [periods](#) of the child and the parent are identical.

#### **Interest Charges Level**

Use this checkbox as follows:

Unchecked - To apply interest charges to the level 1 accounts

Checked - To apply the charges to a level 3 account

This field is maintainable only if the [Cash Allocation](#) Level field is **checked**. A figure must exist in the Interest % field in the Customer Master file.

### **Options**

#### **Remove from Hierarchy**

Use this to delete an account from the hierarchy.

### **Functions**

#### **Amend Details (F7)**

Use this to display the Customer Hierarchy Maintenance New Account window.

#### **Delete Hierarchy (F11)**

Use this to delete the whole hierarchy definition. Start hierarchy deletion at the highest level.

Add hierarchy customers as required and then select **Update Header (F8)** to perform the updates.

## Customer Hierarchy Maintenance New Account Window

To display this window, select **Amend Details (F7)** on the Customer Hierarchy Maintenance window.

### **Fields**

#### **Cash Allocation Level**

Use this checkbox as follows:

Checked - If you want this account to be a level 3 account

Unchecked - To identify this account as either level 4 or level 2

Cash can be entered and allocated at level 1 or level 2.

**Note:** *When you create a level 3 account, it automatically becomes the parent account of those customers beneath it.*

#### **Produce Statements**

If you want to produce statements at this level, **check** this field.

### **Functions**

**New Child Accounts (F7)**

Use this to display the Customer Hierarchy Maintenance window.

**Delete Hierarchy (F11)**

Use this to delete the hierarchy.

Amend the details as required and then select **Update Header (F8)** to perform the updates.

## Customer and Item Text [7/ARM]

In addition to the normal financial details which are held for each customer you also have the facility to record free-format [text](#). This free-format text would typically be used for keeping records of accounts in query, payment promises, records of telephone conversations, and so on. This task provides the facility to add or change this customer narrative

This task can be used in conjunction with the Text Diary report to produce daily telephone chase lists on promised payments etc.

This text can be reviewed and updated at various points throughout the system i.e. processing and enquiries.

## Customer and Item Text Customer Selection Window

To display this window, select the Customer and [Item](#) Text task.

**Fields****Account Code**

Enter the required account code.

Alternatively, use the [prompt](#) facility to select from the Customer Selection by Account Code pop-up.

Enter an account code and then press Enter or select an account code to display the Customer and Item Text Selection window.

## Customer and Item Text Selection Window

To display this window, enter an account code and then press Enter or select an account code on the Customer and Item Text Customer Selection window.

**Fields**

**Item Type**

If [text](#) is to be associated with a particular [transaction](#) item within the ledger, enter the [item](#) type code of two characters.

You can use the [prompt](#) facility on this field to select from the Select Item Type pop-up.

**Item Reference**

You can optionally enter the reference number of the item that is to have text attached.

You can use the prompt facility on this field to select from the Select Item pop-up.

Leave both of the fields blank if you want to enter customer [text](#). Enter both fields to enter [item](#) text.

Press Enter to display the Diary Facility No Text window or Diary Facility (Action Date Sequence) Text window.

## Diary Facility No Text Window

To display this window, press Enter on the Customer and Item Text Selection window if no [text](#) exists for the selected customer or [item](#).

Select **Add New (F6)** to add new text for the item you are creating. The Diary Facility Text Addition window is displayed.

Because this is a new item, the other fields and functions have no effect at this time.

## Diary Facility (Action Date Sequence) Text Maintenance Window

To display this window, press Enter on the Customer and [Item](#) Text Selection window if some [text](#) already exists.

**Fields****Position to Action Date**

Enter or select the date from which you want the list to display.

**Status**

To display only [text](#) of a certain status, select a status code. Status codes are set up in the [General Ledger](#) Parameters field and suggested codes are shown below but other codes may be used.

You can use the [prompt](#) facility on this field to select from the [Parameter](#) Codes pop-up.

- 1 - Item cleared
- 2 - Text cleared
- 3 - Open text

4 - Action required

5 - Reviewed/actioned

### **Recorded By**

Enter the name or code to be associated with the text entered. This [defaults](#) to the current user code.

You can use the [prompt](#) facility on this field to select from the Select User Profile pop-up.

### **Options**

#### **Select**

Use this to amend [text](#).

#### **Delete**

Use this to delete text.

### **Functions**

#### **Add New (F6)**

Use this to add new text.

#### **Change Seq. (F15)**

Use this to toggle between displaying text in action date order and in change date order.

Select the text you want to review or amend or select **Add New (F6)** to add more text. The Diary Facility Text Addition window will be displayed.

## Diary Facility Text Addition Window

To display this window, select the [text](#) you want to review or amend select **Add New (F6)** to add more text on the Diary Facility (Action Date Sequence) Text window.

### **Fields**

#### **Status Code**

You can optionally assign a status to the text. Suggested codes are as follows, but the codes can be user-defined in the [General Ledger](#) Parameters file.

You can use the [prompt](#) facility on this field to select from the [Parameter](#) Codes pop-up.

1 - [Item](#) cleared

2 - Text cleared

3 - Open text

4 - Action required

5 - Reviewed/actioned

**Action Date**

If this text requires action to be taken, enter or select the action deadline date here.

**Customer Account Level Text**

Enter text as required. Use the Insert and Delete fields at the bottom of the window to edit the text.

**Insert/Lines after Line Delete/Line from Line**

Use these fields to insert or remove [text](#) at the specified places.

Select **Update (F8)** to update the text.

## Trend Parameters [8/ARM]

The statistics available for the credit manager enquiries are calculated by a batch job (the Update Statistics task), which should be run frequently, possibly as part of the auto day end routine.

This task enables you to specify the values of certain [parameters](#) which affect the calculations mentioned above, in particular the number of [periods](#) to be used in calculating trends.

Before using this task, you should define a performance code (type PFMC) using the [General Ledger](#) Parameters audit task.

## Credit Manager Maintenance Window

To display this window, select the Trend Parameters task.

**Fields****Trend Period Interval**

Enter the number of [periods](#) to be integrated in the calculation of the amalgamated trends figures. These figures are:

- Total sales
- Total credits
- Debtor days
- Days' sales outstanding
- Average days to pay
- Average days slow
- Overdue days

**Exclude Disputed Items from Ratios**

Use this checkbox as follows:

Unchecked - To include disputed [items](#) in the calculations

Checked - To exclude disputed [items](#) from the calculations

### Ratio for Indicator

Each customer can be assigned a performance code which gives a general indication of their payment performance. This field specifies which of four credit manager statistics is to be used to produce the performance code:

DD (1) - Debtor days

DSO (2) - Days' sales outstanding

ADP (3) - Average days to pay

SDP (4) - Average days slow

OD (5) - Overdue days

26 codes are available for grading performance.

These codes are defined in the [General Ledger](#) Parameters file under the [parameter](#) code PFMC.

### Default Text Status for Enquiries

Enter the [text](#) status that you want to appear as the [default](#) when you select text by enquiry.

Alternatively, use the [prompt](#) facility to select from the Parameter Codes pop-up.

### Performance Indicator/TO

You use these fields to indicate the required level that the performance indicator selected must reach in order to achieve the performance level rating listed.

Enter a number between 1 and 999 in each of the fields required from A to E. These numbers must be in ascending order.

**Note:** Field F (Unacceptable Performance) must always be 999.

Press Enter to confirm your selection and re-display this window with a warning pop-up.

Select **Initialise (F8)** on the pop-up to initialise the performance indicators. This window is re-displayed with the Performance Indicator fields blank and maintainable.

When you have completed the fields, press Enter. This window is re-displayed with the Performance Indicator fields displayed with their current values and maintainable.

Select **Update (F8)** to update the trend [parameters](#) and leave the task.

## Ratios for Indicators

### Debtor Days

The figure shown here represents the weighted average number of days outstanding for the customer's outstanding debt.

Select all [open items](#) for the customer. For each [item](#), multiply the number of days between document and current date by the outstanding balance.

Divide the resulting total by the total of the outstanding balances. The result is the number of debtor days:

Open Items Value	X Days Outstanding	Result
500	X 30	= 15000
200	X 60	=12000
<b>700</b>		<b>= 27000</b>
	27000/700	= 38.5 debtor days

### Days Sales Outstanding

This figure shows the number of days' sales that the outstanding debtor value represents.

Assume that the outstanding sales value is 10,000. Follow the steps numbered below and relate them to this table:

Compare the outstanding sales value (OSV) with the total sales value (TSV) for the most recent (or current) [period](#). The OSV > TSV, so enter the total number of days elapsed so far in that period in the Days Outstanding column.

OSV - TSV = Working value

Compare the working value with TSV of the next period down. The working value is greater than the TSV, so put the total number of days in the period in the Days Outstanding column.

Repeat operations 2 and 3 until you reach the final period, when the working value is only 50% of the TSV. In this case, take the same percentage of days in the period, 50%, which is about 15 days, and put this in the Days Outstanding column.

The sum of the figures in the Days Outstanding column, 108, is therefore the days' sales outstanding figure.

Period	No. of Days	Sales Value	Days Outstanding
9405	31	2000	4*
9404	30	3000	30
9493	31	1000	31
9402	28	2000	28



Period	No. of Days	Sales Value	Days Outstanding
9401	31	4000	15
			<b>= 108</b>

\*Assume a current date of 4/05/1994

### Average Days to Pay

This figure shows the average number of days a customer takes to pay an invoice, from document date to payment date, with appropriate weighting depending upon the size of the invoice.

Take all paid [items](#) for the customer. For each item, multiply the number of days between document and payment date by the invoice value.

Divide the resulting total by the invoice value total. The result is the average number of days taken to pay:

Paid Items Value	Payment Date minus Document Date	Result
100	X 30	= 3000
300	X 60	=12000
<b>400</b>		<b>= 15000</b>
	15000/300	= 50 days slow

### Average Days Slow

This figure shows the average number of days late a customer pays an invoice, from [due date](#) to payment date, with appropriate weighting depending upon the size of the invoice.

Take all paid [items](#) for the customer. For each item, multiply the number of days between due date and payment date by the invoice value.

Divide the resulting total by the invoice value total. The result is the average number of days that payment is late:

Paid Items Value	Payment Date minus Due Date	Result
200	X 30	= 6000
100	X 60	= 6000
<b>300</b>		<b>= 12000</b>
	12000/300	= 40 days slow

**Overdue Days**

The figure shown here represents the weighted average number of days overdue for the customer's overdue debt.

Select all [open items](#) for the customer. For each [item](#), multiply the number of days between the payment date and current date by the outstanding balance.

Divide the resulting total by the total of the overdue balances. The result is the number of overdue days:

Open Items Value	Days Overdue	Result
300	X 30	= 9000
300	X 10	= 3000
<b>600</b>		<b>= 12000</b>
	12000/600	= 20 Overdue days

## Debtor Provision Accounts [9/ARM]

This task enables you to specify the [General Ledger](#) accounts to which provision for bad debts is to be posted.

### GL Provision Accounts Maintenance Window

To display this window, select the Debtor Provision Accounts task.

**Fields****General Provision Accounts****Debit**

Enter the account which is to hold the general provision for bad debt. This should be a Profit and Loss account.

You can use the [prompt](#) facility on this field to select from the Select Account pop-up.

**Credit**

Enter the account to be associated with the debtor account. This should be a Balance Sheet account.

You can use the prompt facility on this field to select from the Select Account pop-up.

**Specific Provision Accounts**

**Debit**

Enter the account which is to hold the specific provision for bad debt. This should be a Profit and Loss account.

You can use the prompt facility on this field to select from the Select Account pop-up.

**Credit**

Enter the account to be associated with the debtor account. This should be a Balance Sheet account.

You can use the prompt facility on this field to select from the Select Account pop-up.

Select **Update (F8)** to update the details.

## Cash Allocation Preferences [10/ARM]

This task allows you to customise your cash posting and allocation sessions:

- You can select which initial control windows you want to use. Up to three windows can be selected: the Batch Control pop-up, the Session Defaults pop-up and the Allocation Defaults pop-up.
- You can define up to a maximum of 9 views for which you can
  - Select which fields should display on the Post Cash and Allocate window
  - Select the order in which the fields should be presented on the Post Cash and Allocate window

**Note:** The first view defined will become the [default](#) view in the Post Cash Posting and Allocate Cash tasks. The **View (F7)** function will allow you to switch between your defined views.

**Note:** To use the system-defined view, do not set up any defined views.

## Customise User Preferences Window

**Fields****User**

Enter the ID of the user to be maintained.

**Base On**

Enter the ID of a user already set up with user preferences, which can be amended and updated as required for the specified user.

**Customise What**

Select one of the following:

[Item](#) views - To select up to two windows to display first when the specified user selects the Post Cash task

Initial route - To select the fields to be included on the Post Cash and Allocate window and sequence fields as required

Allocation Filter – To select the filter preferences to be included in allocations

Press Enter. The window displayed next depends on the selection made in the Customise What field.

## Cash Allocation Initial Route Window

To display this window, select Initial route in the Customise What field and then press Enter on the Customise User Preferences window.

**Note:** *Windows suppressed here may still be selected with functions on the windows.*

### Fields

#### **Display Batch Controls**

Use this checkbox as follows:

Unchecked - Not to display the [Batch Control](#) pop-up for this user

Checked - To display the Batch Control pop-up during cash posting and allocation

**Note:** *This field is only effective if Batch Controls Active is checked in the Accounts Receivable company profile.*

#### **Display Session Defaults**

Use this checkbox as follows:

Unchecked - Not to display the Session *Defaults* pop-up for this user

Checked - To display the Session *Defaults* pop-up during cash posting and allocation

In this case, the specified user will be given the option of accepting or amending the posting and [discount](#) dates and the [General Ledger](#) bank account; a bank reference may be added for the session.

**Note:** *If a session default bank reference is not added during the posting task, cash transactions will be reported as blank.*

#### **Display Allocation Defaults**

Use this checkbox as follows:

Unchecked - Not to display the Allocation [Defaults](#) pop-up for this user

Checked - To display the Allocation Defaults pop-up, with the option to change the company, customer, allocation currency and [payment methods](#) for the posting

If the customer selected has no default allocation method, the user will be [prompted](#) to select one of the three allocation methods:

By individual [items](#)

By invoice/item references

By filtering from a range of dates, codes, item types, values etc.

Select **Update (F8)** to update the preferences.

## Cash Allocation Item Views Window

To display this window, select **Item views** in the Customise What field on the Customise User Preferences window.

Each numbered line displays a view available at [cash allocation](#).

### **Functions**

#### **Refresh (F5)**

Use this to refresh the views and return to the starting point.

#### **Delete (F11)**

Use this to delete the highlighted line (after a further confirmation).

#### **Fields (F17)**

This function is only displayed when you are creating a new view. You can use it to display the Add/Amend View pop-up, on which you can view and select fields.

#### **What Is (F18)**

When the cursor is on a field, use this to display the field name.

#### **More (F24)**

Use this to display more functions.

To enter more views, use **Page Down** until a blank line is highlighted in blue. Then press Enter to display the Add/Amend View pop-up, on which you can select a different range of fields to display.

To amend a view, use **Page Up** or **Page Down** to highlight an existing view in blue. Then press Enter and follow the procedure for adding a view, as above.

## Add/Amend View Pop-up

To display this pop-up, highlight an existing or blank line and then press Enter or select **Fields (F17)** on the [Cash Allocation](#) Item Views window

The pop-up allows you to select all possible fields to position and access on the Post Cash and Allocate window.

### Fields

#### **Seq.**

The number displayed shows the column position on the window. If the sequence is blank, the field will not be included on the window.

To re-position the field, overwrite the Sequence field with a new number and then press Enter. The [item](#) will be positioned within the pop-up.

Use **Page Down** to display all possible fields to be included on the Post Cash and Allocate window for the specified user.

#### **Field**

This displays the fields which can be included on the Post Cash and Allocate window. You must add your column heading for the field.

#### **Type**

This displays the field length and number of decimal places for information.

**Note:** *The Customers Self-bill Invoice field is only available for display if Automotive is in use. When displayed in allocation, this field is the consignment number for item types IN and CR for customers that are not self-billing. It is blank for any other item types for all customers.*

Press Enter to re-display your selection. Press Enter again to accept the new or amended view and re-display the [Cash Allocation](#) Item Views window, on which the added or updated lines will be included.

## Customise User Default Filter

To display this window, select Allocation Filter in the Customise What field and then press **Enter** on the Customise User Preferences window.

### Fields

#### **Order**

Enter a number from 1 to 9 to denote the column order of the output.

Leave this field blank to exclude a column from the display order

**A/D**

Enter one of the following:

None (blank)

Ascending (A) - To output the selection in ascending order

Descending (D) - To output the selection in descending order

**Codes**

Select one invoice dispute code or enter **+** to allow entry of a list of codes to be included.

When **+** is used, it is possible to select **All (F14)** to allow selection of all dispute codes.

You can use the prompt facility on these fields to select from the Select Reason Code pop-up.

**Note:** Disputed items are **excluded** by default. If you wish to include disputed invoices, the appropriate code or codes should be set in this filter.

## Credit Diary Parameters [11/ARM]

You use this company-exclusive task to maintain the Accounts Receivable company level [parameters](#) used to select customers to be entered in the credit diary for action to be taken.

For scheduled calls, the call basis can be on the following Credit Manager statistics:

- Debtor days
- Overdue days
- Overdue periods
- Performance indicator

You use this task to set the above statistics with appropriate priority. If a call cannot be generated on the highest priority basis, the next priority will be considered.

## Credit Diary Parameters Window

To display this window, select the Credit Diary Parameters task.

You use this window to maintain the criteria used to select customers to be entered in the credit diary for action to be taken.

The selection criteria are met where the value of the customer's debt is greater than the specified value, and the number of days is exceeded.

The measure of a customer's debt for the purpose of this selection is as follows:

**Measure of a customer's debt**

---

Debtor days	Current balance
Overdue days	Overdue balance
Overdue periods	Sum of appropriate overdue period balances
Performance indicator	Current balance

---

**Fields****Value**

For each [parameter](#), enter the [base currency](#) value that the customer debt must exceed in order to generate an entry in the credit diary.

**Days**

For each parameter, enter the number of days for which the customer debt is to exceed the value entered in order to generate an entry in the credit diary.

**Note:** For the Overdue Periods and Performance Indicator fields, this field is not used, as they use different selection criteria.

**Priority**

You use this field to specify the priority in which this statistic is to be considered as a basis for determining the calls to be made.

Enter one of the following:

- 1 - If this statistic has the highest priority
- 2 - If this statistic has the second highest priority
- 3 - If this statistic has the third highest priority
- 4 - If this statistic has the lowest priority
- Blank - If this statistic is not to be considered

**Debtor Days**

Enter the value that the customer's debt is to exceed, the number of days overdue, and the priority. The measure of a customer's debt for the purpose of this selection is the current balance. The maximum value is 99,999

**Overdue Days**

Enter the value that the customer's debt is to exceed, the number of days overdue, and the priority. The measure of a customer's debt for the purpose of this selection is the overdue balance. The maximum value is 99,999



## Overdue Periods

Enter the value that the customer's debt is to exceed, the overdue [periods](#) value (see below), and the priority. The measure of a customer's debt for the purpose of this selection is the sum of the appropriate overdue period balances.

The additional field for the overdue periods allows you to select an overdue number of days based on the five overdue periods on the [company profile](#). You can use the [prompt](#) facility on this field to display a list of these periods on the Overdue Periods pop-up.

Enter one of the following:

- 1 - If the overdue number of days is greater than zero
- 2 - If the overdue number of days is greater than the first period
- 3 - If the overdue number of days is greater than the second period
- 4 - If the overdue number of days is greater than the third period
- 5 - If the overdue number of days is greater than the fourth period
- 6 - If the overdue number of days is greater than the fifth period

When you press Enter, the Corresponding Days field will then be displayed for information only.

**Note:** *Where customer-level ageing periods are in use, the number of days overdue is not shown against the overdue analysis period.*

## Performance Indicator

Enter the value that the customer's debt is to exceed, the performance indicator value (see below), and the priority. The measure of a customer's debt for the purpose of this selection is the current balance.

The additional field for the performance indicator allows you to select a performance indicator value from A to Z. You can use the [prompt](#) facility on this field to display a list of these indicators and their descriptions on the [Parameter Codes](#) pop-up.

When you press Enter, the Corresponding Days field will be displayed for information only.

**Note:** *The performance indicators are still maintained using the [General Ledger Maintain Parameters](#) task and the values for the performance indicator values are still maintained in the [Accounts Receivable Trend Parameters](#) task.*

## Number of Calls

Enter the maximum number of calls to generate for a credit controller each time this list is created. When entering this figure, you should consider how often your company generates the list of calls for the credit controllers.

**Days since Last Call**

Enter the minimum number of days to wait since the last call was generated before the next call is generated. This field ensures that a scheduled call is only generated a number of days after the previous call, to avoid overly frequent calls to the same customer.

**Credit Warning %**

Enter the percentage of the customer's credit limit to be exceeded in order to generate a pre-emptive call. If a scheduled call cannot be generated, this value will be used to generate a pre-emptive call when the total of outstanding orders plus invoiced debt exceeds this percentage of the credit limit.

Press Enter to validate your selections. The number of days for the overdue [periods](#) and the performance indicator will be displayed, if selected. When you have checked your entries, press Enter to update the customer selection criteria and leave the task.

## Overdue Periods Pop-up

To display this pop-up, use the [prompt](#) facility in the additional field against Overdue Periods on the Credit Diary Parameters window.

**Note:** This pop-up will only be displayed if the Customer-level Ageing [flag](#) has been checked in the Accounts Receivable [company profile](#).

**Options****Select**

Use this to select the overdue [period](#) required.

Select the overdue period required to return to the Credit Diary Parameters window.

## Credit Controllers [12/ARM]

You use this task to maintain the credit diary [parameters](#) at the controller level. You must use this task to associate a credit controller with a user ID.

In order to generate calls for a customer, the customers must have a controller specified in the Maintain Customers task and the controller must have an associated user ID, as the calls generated for a customer are displayed for the associated user ID.

After a credit controller has been set up in this task, changes to parameters at company level will also be updated to credit controllers where the option to override has not been taken within this task.

## Credit Controller Selection Window

To display this window, select the Credit Controllers task.

You use this window to select the credit controller whose credit diary parameters are to be maintained.

### **Fields**

#### **Controller**

Enter the code for the controller whose credit diary [parameters](#) are to be maintained.

Alternatively, use the [prompt](#) facility to select from the Parameter Codes pop-up.

**Note:** *Controller codes are set up in the General Ledger Parameters file under type CRSP.*

Enter or select a controller code and then press Enter to display the Credit Controller User ID Window.

## Credit Controller User ID Window

To display this window, enter or select a controller code and then press Enter on the Credit Controller Selection window.

You use this window to select the user ID that corresponds with the credit controller selected on the previous window and to specify whether or not you want to override the [default](#) parameters of the customer selection criteria.

### **Fields**

#### **Controller**

The controller code selected on the previous window is displayed with an entry field for the name of the credit controller. The name held in the CRSP [parameter](#) type is displayed here and may be amended if necessary.

#### **User ID**

Enter the user ID to be associated with this credit controller. This is the user ID for which the calls generated will be displayed for customers who are monitored by this credit controller.

You can use the [prompt](#) facility on this field to select from the Select User Profile pop-up.

#### **Override Parameters**

You use this field to specify whether or not you want to override the default parameters for this controller.

Use this checkbox as follows:

Unchecked - If you do not want to override the default parameters

Checked - If you want to override the default parameters for this controller

Amend the controller details if necessary, enter the user ID, amend the Override Parameters field if necessary and then press Enter to confirm your entries.

If you left the Override Parameters field unchecked, the Credit Controller Selection window is re-displayed. If you checked the Override Parameters field, the Credit Controller Customer Selection Criteria window is displayed.

## Credit Controller Customer Selection Criteria Window

To display this window, check the Override [Parameters](#) field and then press Enter on the Credit Controller User ID window.

You use this window to maintain the criteria used to select customers to be entered in the credit diary for action to be taken by the selected controller only.

This window is very similar to the Credit Diary Parameters window in that the fields are exactly the same. The difference between the two is that the selection criteria entered in this window are only used to select customers for this controller. The [default](#) criteria entered in the Credit Diary Parameters window are used for all other controllers who do not have the criteria overridden using this window.

The selection criteria are met where the value of the customer's debt is greater than the specified value, and the number of days is exceeded.

The measure of a customer's debt for the purpose of this selection is as follows:

### Measure of a customer's debt

Debtor days	Current balance
Overdue days	Overdue balance
Overdue periods	Sum of appropriate overdue period balances
Performance indicator	Current balance

### Fields

#### Value

For each [parameter](#), enter the [base currency](#) value that the customer debt is to exceed in order to generate an entry in the credit diary.

#### Days

For each parameter, enter the number of days for which the customer debt is to exceed the value entered in order to generate an entry in the credit diary.

**Note:** For the Overdue Periods and Performance Indicator, this field is not used, as they use different selection criteria.

**Priority**

You use this field to specify the priority in which this statistic is to be considered as a basis for determining the calls to be made.

Enter one of the following:

- 1 - If this statistic has the highest priority
- 2 - If this statistic has the second highest priority
- 3 - If this statistic has the third highest priority
- 4 - If this statistic has the lowest priority
- Blank - If this statistic is not to be considered

**Debtor Days**

Enter the value that the customer's debt is to exceed, the number of days overdue, and the priority. The measure of a customer's debt for the purpose of this selection is the current balance. The maximum value is 99,999

**Overdue Days**

Enter the value that the customer's debt is to exceed, the number of days overdue, and the priority. The measure of a customer's debt for the purpose of this selection is the overdue balance. The maximum value is 99,999

**Overdue Periods**

Enter the value that the customer's debt is to exceed, the overdue [periods](#) value (see below), and the priority. The measure of a customer's debt for the purpose of this selection is the sum of the appropriate overdue period balances.

The additional field for the overdue periods allows you to select an overdue number of days based on the five overdue periods on the [company profile](#). You can use the [prompt](#) facility on this field to display a list of these periods on the Overdue Periods pop-up.

Enter one of the following:

- 1 - If the overdue number of days is greater than zero
- 2 - If the overdue number of days is greater than the first period
- 3 - If the overdue number of days is greater than the second period
- 4 - If the overdue number of days is greater than the third period
- 5 - If the overdue number of days is greater than the fourth period
- 6 - If the overdue number of days is greater than the fifth period

When you press Enter, the Corresponding Days field will be displayed for information only.

**Note:** *Where Customer-level ageing periods are in use, the number of days overdue is not shown against the overdue analysis period.*

### Performance Indicator

Enter the value that the customer's debt is to exceed, the performance indicator value (see below) and the priority. The measure of a customer's debt for the purpose of this selection is the current balance.

The additional field for the performance indicator allows you to select a performance indicator value from A to Z. You can use the [prompt](#) facility on this field to display a list of these indicators and their descriptions on the Parameter Codes pop-up.

When you press Enter, the Corresponding Days field will be displayed for information only.

**Note:** *The performance indicators are still maintained using the General Ledger Maintain Parameters task and the values for the performance indicator values are still maintained in the Accounts Receivable Trend Parameters task.*

### Number of Calls

Enter the maximum number of calls to generate for a credit controller each time this list is created. When entering this figure, you should consider how often your company generates the list of calls for the credit controllers.

### Days since Last Call

Enter the minimum number of days to wait since the last call was generated before the next call is generated. This field ensures that a scheduled call is only generated a number of days after the previous call, to avoid overly frequent calls to the same customer.

### Credit Warning %

Enter the percentage of the customer's credit limit to be exceeded in order to generate a pre-emptive call. If a scheduled call cannot be generated, the value in this field will be used to generate a pre-emptive call when the total of outstanding orders plus invoiced debt exceeds this percentage of the credit limit.

Press Enter to validate your entries. The number of days for the overdue [periods](#) and the performance indicator will be displayed where selected. When you have checked your entries, press Enter to update the customer selection criteria and re-display the Credit Controller Selection window.

## Overdue Periods Pop-up

To display this pop-up, use the [prompt](#) facility in the additional field against Overdue Periods on the Credit Controller Customer Selection Criteria window.

**Note:** *This pop-up will only be displayed if the Customer-level Ageing [flag](#) has been checked in the Accounts Receivable [company profile](#).*

### Options

#### Select

Use this to select the overdue [period](#) required.

Select the overdue period required to return to the Credit Controller Customer Selection Criteria window.

## Linked Customer Maintenance [13/ARM]

### Linked Customer Maintenance Window

To display this window, select the Linked Customer Maintenance task.

Use this window to enter the customer for whom you want to maintain details.

#### **Customer Code and Seq**

Enter a [customer code](#) and sequence number for the customer and [delivery address](#) you wish to add or maintain.

You can use the [prompt](#) facility on these fields.

Press Enter to see the Profile Selection pop-up.

### Profile Selection Pop-up

To display this window, press Enter on the Linked Customer Maintenance window.

The details which can be maintained, depending on installed applications, are displayed on this pop-up.

Only those modules in use will be displayed in the list so, for example, users who do not have Transport Planning will not see that option.

#### **Fields**

##### **Select**

For an existing customer, this is blank for all profiles. For a new customer, a **1** appears against the AR Customer Maintenance profile, as this must be maintained before any others.

To maintain a profile, enter **1** against the first profile you want to maintain, **2** against the second, **3** against the next and so on.

All the selected areas are maintained in sequence.

**Note:** *If the Accounts Receivable account code does not exist, customer name and address maintenance will be a mandatory first step.*

**Note:** If SOP is installed and sales details do not exist for an account code, the OE Sales Details profile must be maintained immediately after AR Customer Maintenance before other areas can be maintained.

### **Exists**

This field is checked against profiles that have already been defined.

## Applications Available for Maintenance

The complete lists of applications and tasks available for maintenance within this option are:

### **Non-Style**

- AR Customer Maintenance
- OE Sales Details
- AC Customer Details
- AD Customer Details
- AI Trading Partner Maintenance
- AI IF Trading Partner Maintenance (interface)
- AP Supplier Maintenance\*
- EQ Customer Details
- GL Contacts Maintenance
- OM Customer Details
- OM Outgoing Calls
- OE Delivery Addresses
- OE Customer ASN Details
- SS Customer Details
- TP Delivery Profile
- TS Contacts
- TS Call Profiles
- TS Delivery Profiles
- US Customer [Tax](#) Details
- WT Customer Maintenance

### **Style**

- AR Customer Maintenance
- OE Sales Details
- AI Trading Partner Maintenance
- AP Supplier Maintenance\*
- GL Contacts Maintenance



- OE Delivery Addresses
- WT Customer Maintenance

\*The AP options may be used where customers are also suppliers.

Press Enter. The maintenance options selected will be displayed one by one (see the individual product guides for details).

## Reports

The system enables you to print reports of the reference data on the system. In addition, you can produce a Customer Audit report showing all the changes made to the Customer Master file. The Customer Audit report should be run on a regular basis to clear down the Audit file and also to identify any unauthorised changes to a customer's details, preferably as part of the auto day end routine.

## Maintain factors [14/ARM]

Use this task to maintain factor details.

A factor is a third-party organization responsible for managing payment collection for invoices raised within System21 Style.

This function is not available in Core

## Factor Maintenance Selection Window

To display this window, select the Factor task in a Style Distribution environment with factoring in use.

### Fields

#### **Factor**

Enter the code for the factor you want to create or maintain.

Alternatively, select an existing factor from the Select Factor Pop-up.

Enter a factor code and press **OK** to display the Factor Maintenance Detail Window.

## Factor Maintenance Detail Window

To display this window, enter or select a factor code and press **OK** on the Factor Maintenance Selection Window.

You use this window to maintain the name and address and control information for a factor.

### Fields

#### **Factor Name**

Enter the name of the factor. This is mandatory

#### **Factor Address**

Enter up to five lines of address for the factor.

#### **Factor Postal code**

Enter up to twelve characters for the factors postal code.

#### **Remit Name**

Enter the remit name for the factor. This is mandatory

**Note:** *This will be printed on invoices for the customers assigned to the factor.*

**Remit Address**

Enter up to five lines of address for the remit address for the factor. This will default to the Factor address if none is entered.

***Note:** This will be printed on invoices for the customers assigned to the factor.*

**Remit Postal code**

Enter up to twelve characters for the remit postal code for the factor.

***Note:** This will be printed on invoices for the customers assigned to the factor.*

**Contact name**

Enter the name of the contact at the factor, which can be up to thirty-five characters.

**Telephone number**

Enter the factors telephone number, which can be up to twenty characters.

**Email**

Enter the factor contacts email address, which can be up to seventy characters.

**Control account**

Enter a valid General Ledger account code.

Alternatively, select a General Ledger account code from the General Ledger Account Search Popup.

This is the default account to which the debt will be posted in the General Ledger when AR postings are suppressed.

This is only mandatory when the suppress posting to AR flag is set.

**Suppress Posting to AR**

Enter one of the following:

**No (0)** - If all SOP transactions are to be posted to System21 Accounts Receivable for the customers associated with the factor.

**Yes (1)** – If all SOP transactions are not to be posted to System21 Accounts Receivable for the customers associated with the factor.

**Invoices only (2)** – If only SOP Invoices are not to be posted to Accounts Receivable for the customers associated with the factor. ie. Credit notes & sundry invoices are posted to Accounts Receivable.

**Functions****Credit Check options (F15)**

Use this to display the credit check options pop up.

Enter the required information and then press **Enter**.

**Delete (F11)**

Use this to remove delete a factor definition. You will then have to select **Confirm Deletion (F11)**.

**Note:** *Factor details cannot be deleted if there are customers using the factor ID.*

**Note:** *If there are invoices which have not been purged, the factor record will remain but its status will be set as inactive and it cannot be attached to customers.*

Enter the required information and then press **Update (F8)**.

## Credit Check Options Popup Window

To display this popup, take the **Credit check option (F15)** on the Factor Maintenance Detail Window.

You use this new popup to specify the values to be included in credit checks for the customer associated with this factor company. This will override any settings made on the SOP company profile for those customers associated with this factor.

**Values to be compared against credit limit:****Include AR Balance**

Enter one of the following values:

**No (0)** – If neither the System21 nor the external (factor) Accounts Receivable balances for a customer should be included in available credit checks for a customer

**System21 AR Balance Only (1)** – If the System21 Accounts Receivable balance for a customer should be included in available credit checks for a customer

**External AR Balance Only (2)** – If the external Accounts Receivable balance for a customer should be included in available credit checks for a customer (e.g. the Accounts Receivable balance held for the customer by the factor)

**System21 & External AR Balance (3)** – If both the System21 and the external Accounts Receivable balances for a customer should be included in available credit checks for a customer

**Note:** These default to the value specified for the corresponding field on the Style SOP Company Profile.

**Order Value**

Enter one of the following values:

**Allocated/Reserved (1)** – If the value of allocated/reserved orders for the customer should be included in available credit checks for a customer

**Total Open Order (2)** – If the value of all orders for the customer, irrespective of whether they have been allocated or reserved, should be included in available credit checks for a customer

**Note:** This defaults to the value specified for the corresponding field on the Style SOP Company Profile.

**Include Future Orders**

Enter one of the following values:

**No (0)** – If the value of future orders should be excluded from available credit checks for a customer

**Yes (1)** – If the value of future orders should be included from available credit checks for a customer

**Note:** This defaults to the value specified for the corresponding field on the Style SOP Company Profile.

**Note:** You can only include future order values if Total Open Order values are being credit checked.

Enter the required information and then press Enter & F8 from the main panel.

## Contacts (15/ARM)

Use this task to maintain Contacts for a customer

### Contacts Maintenance Customer Selection Window

**Fields****Account Code**

Enter the account for which you wish to set up contacts.

You can use the prompt facility on this field to select from the Customer Selection by Account Code pop-up.

Press ENTER to display the Contacts Maintenance Customer Delivery Address Selection window

### Contacts Maintenance Customer Delivery Address Selection Window

**Fields****Delivery Code**

Enter the delivery code for which you wish to set up contacts.

Use '000' for the main customer address or leave blank to see a list of delivery addresses

Press ENTER to display the Contacts Maintenance Customer Delivery Address window, or enter a delivery address to display the Contacts Maintenance window

## Contacts Maintenance Customer Delivery Address Selection Window

### Fields

#### **Delivery Code**

Enter the delivery code for which you wish to set up contacts.

Press ENTER to display the Trading Partner Contacts window

## Report on Customers [31/ARM]

Use this task to produce a listing of customer details.

## Customer Report Selection Window

To display this window, select the Report on Customers task.

### Fields

#### **Sequenced By**

##### **ACCOUNT CODE**

To produce a report in ascending account code sequence, **check** this field.

##### **RANGE of Account Codes**

To allow the selection of a range of accounts for which the report is to be produced, **check** this field. The Range of Accounts Selection window is displayed.

##### **SALES REGION**

To sequence the report by the contents of the sales region code, **check** this field.

##### **SALES REPRESENTATIVE**

To sequence the report by the contents of the sales representative code, **check** this field.

##### **CUSTOMER GROUP 1-4**

To sequence the report by the contents of a customer group, **check** the relevant field.

**CREDIT RESPONSIBILITY**

To sequence the report by the credit responsibility code entered against each account, **check** this field.

**ALPHA SEQUENCE CODE**

To sequence the report by the contents of the Customer Alpha Sequence field, **check** this field.

**Do you want a detailed listing?**

Use this checkbox as follows:

Checked - To print full customer address details

Unchecked - To print only the customer name and the first line of the address

Press Enter. If the RANGE of Account Codes field is checked, the Range of Accounts Selection window is displayed. Otherwise, a confirmation window is displayed on which you can press Enter to submit a job to produce the report.

## Range of Accounts Selection Window

To display this window, check the RANGE of Account Codes field on the Customer Report Selection window.

**Please Enter the Account at which to Start**

Enter the start point for the name and address list. The account code entered here need not be an existing account, and can be just the first characters of a code.

**And the Account at which to End**

Enter the end point for the name and address list. The account code entered here need not be an existing account, and can be just the first characters of a code.

Press Enter to submit a job to print the report.

## Report on Delivery Addresses [32/ARM]

Use this task to produce a listing of customer [delivery address](#) details.

### Selection Window

To display this window, select the Report on Delivery Addresses task.

**Fields**

**Sequenced By**

**ACCOUNT CODE**

To produce a report in ascending account code sequence, **check** this field.

**RANGE of Account Codes**

To allow the selection of a range of accounts for which the report is to be produced, **check** this field. The Range of Accounts Selection window is displayed.

**SALES REGION**

To sequence the report by the contents of the sales region code, **check** this field.

**SALES REPRESENTATIVE**

To sequence the report by the contents of the sales representative code, **check** this field.

**CUSTOMER GROUP 1-4**

To sequence the report by the contents of a customer group, **check** the relevant field.

**Do you want a detailed listing?**

Use this checkbox as follows:

Checked - To print full customer address details

Unchecked - To print only the customer name and the first line of the address

**Do you require delivery name & addresses only?**

Use this checkbox as follows:

Checked - To print [delivery addresses](#) only

Unchecked - To print the customer address as well as delivery addresses

Press Enter. If the RANGE of Account Codes field is checked, the Range of Accounts Selection window is displayed. Otherwise, a confirmation window is displayed on which you can press Enter to submit a job to produce the report.

## Range of Accounts Selection Window

This window is displayed when RANGE of accounts is checked on the Selection window.

**Please Enter the Account at which to Start**

Enter the start point for the name and address list. The account code entered here need not be an existing account, and can be just the first characters of a code.

**And the Account at which to End**

Enter the end point for the name and address list. The account code entered here need not be an existing account, and can be just the first characters of a code.

Press Enter to submit a job to print the report.



## Report on Reason Codes [33/ARM]

Use this task to produce a report of all the company's [reason codes](#).

Select **Confirm Submit (F8)** to submit a job to print the report.

## Report on Statement Messages [34/ARM]

Use this task to produce a report of all the company's statement messages.

Select **Confirm Submit (F8)** to submit a job to print the report.

## Report on Disputed Item Codes [35/ARM]

Use this task to produce a report of all the company's disputed [item](#) codes.

Select **Confirm Submit (F8)** to submit a job to print the report.

## Report on Customer Hierarchies [36/ARM]

Use this task to produce a report of all the company's customer hierarchies.

Select **Confirm Submit (F8)** to submit a job to print the report.

## Report on Contacts [37/ARM]

Use this task to produce a report of all the company's customer trading partner contacts in trading partner/delivery sequence.

Select **Confirm Submit (F8)** to submit a job to print the report.

## Audit Report on Customer [41/ARM]

It is recommended that this task be run frequently, perhaps as part of an auto day-end routine to check for unauthorised changes to the Customer Master file.

## Customer Audit Report Selection Window

To display this window, select the Audit Report on Customer task.

### **Fields**

#### **Customer**

Enter the customer account code to produce an audit list for a specific customer. Leave this field blank to print an audit report for all customers.

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

#### **Date from which to Start**

Enter or select a start date from which changes are to be printed. (This includes any previously printed changes.) Leave this field blank to print all changes which have not previously been printed.

**Note:** Where customer-level ageing [periods](#) are in use, the overdue analysis periods are printed on this report.

Press Enter to produce the report.

# Accounts Receivable Processing Tasks

You can post [transactions](#) directly to the customer's account by selecting the Accounts Receivable processing tasks.

This section deals with all the processing tasks except the [cash allocation](#) tasks. These are explained in another chapter.

## Understanding Session Control

The terms batch and session both identify a single group of transactions posted to the application. The important differences between them must be understood, and are explained here.

When you enter an Accounts Receivable task to post an [item](#) (i.e. an invoice, a [credit note](#) or a journal), a system session is started with an automatically-generated session number. This number is recorded with every transaction entry until you complete the transaction entry procedure. The session numbers are held on every transaction record for use in session audit reports and for enquiries.

If you cancel or interrupt a session, the session number remains assigned, but is identified as a cancelled or incomplete session.

**Note:** [Session control](#) is an important feature in item reports and enquiries, in archiving data, and in [audit trails](#), and is therefore controlled by the system. It is not an optional feature.

## Understanding Batch Control

In contrast to [session control](#), the [batch control](#) function is optional. Batch control fields are only displayed if the Accounts Receivable [company profile](#) is set up to run batch control.

If you are using batch control, a batch number and a control total are entered on the first window for each new session.

The batch number enables you to group together a set of [transactions](#). The batch number is recorded with each transaction entered.

The [batch control](#) total is for checking purposes. You add together the totals of the [items](#) to be posted in the batch. Enter the control total before posting. At batch completion, the system then matches the actual total of all transactions entered against your batch control total. Any discrepancy between the two totals is highlighted but you are allowed to complete the batch, with a discrepancy, if necessary.

**Note:** *The batch control total is always entered as a [hash total](#), particularly when transactions of various currencies are entered. For example, if you are entering one invoice for 100 pounds sterling and another for 100 Euros, the hash total is 200.*

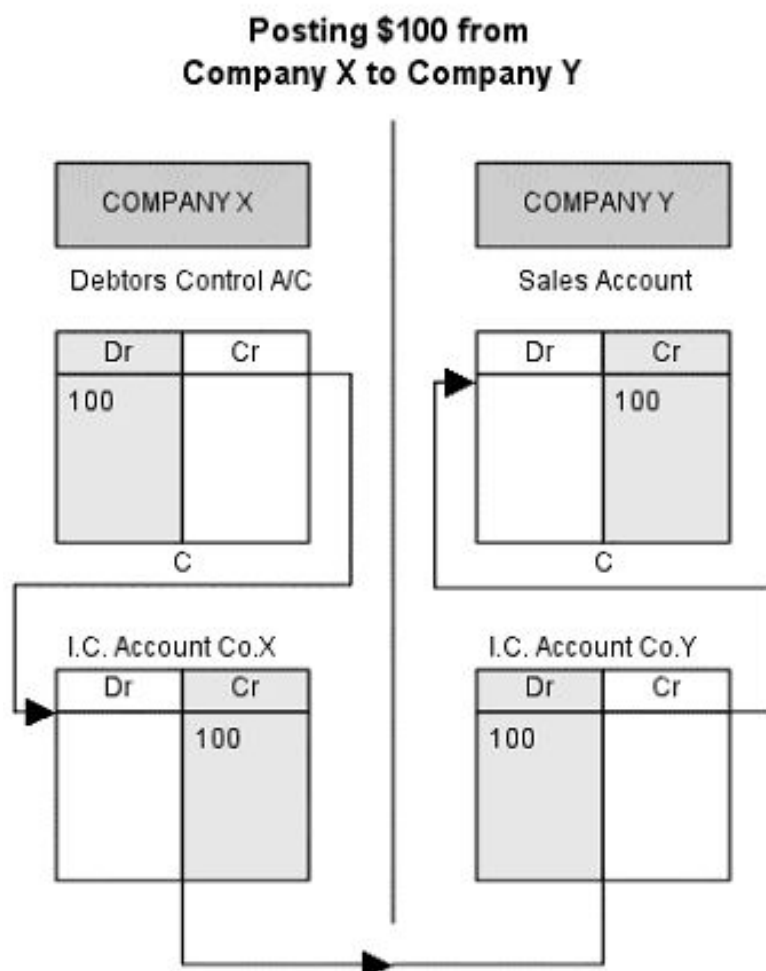
A batch, unlike a session, can be re-entered after it has been left, for the amending of entries or the addition of more items.

## Inter-company Accounting

Any two Accounts Receivable companies sharing the same system and environment can be set up to use the [inter-company accounting](#) facility. This facility allows you to post invoices and [credit notes](#) between companies using different [General Ledger](#) companies. The [chart of accounts](#) for each company that uses this facility must include inter-company [control accounts](#).

**Note:** *Refer to the General Ledger product guide for more details of setting up inter-company control accounts.*

The figure below illustrates how inter-company posting is performed between two companies:



If you select the inter-company posting option to post [transactions](#) between companies, the system includes an additional field that allows you to select a [target company](#) for posting. If you then [prompt](#) on the Account Number field, the prompt pop-up displays all the available account numbers for the selected company. When you have completed a batch that includes inter-company transactions, the postings are made automatically.

## Reverse Sign Postings

This function is controlled by a country-specific [parameter](#) set up in the [General Ledger utilities](#). If it is activated, you can make corrective postings by posting positive values to the credit side and negative values to the debit side.

It is available for CR (credit) and JL (journal) postings only.

## Tax Accounting

The following rules apply to the posting of [tax](#) values to the General Ledger, where invoices and [credit notes](#) are posted together with [tax](#) values (there is no [tax](#) on adjustment journals):

- If the [tax](#) is due on a cash receipt basis, the [tax](#) value will be posted to the suspense account on the relevant [tax](#) record.
- If the [tax](#) is due on an invoice basis, and unless extra charges apply, the [tax](#) value will be posted to the [tax](#) sales account on the relevant [tax](#) record.
- If extra charges apply, two [tax](#) values will be posted to the accounts specified on the relevant [tax](#) code record: the basic value account and the extra charges account. (The goods value is posted only once.)
- The [tax](#) details are also written to a [tax](#) analysis field for use in [tax](#) reports and enquiries. If you are operating [tax registers](#), you are provided with the facility to access protocol gaps when you enter invoices or credit notes.

Refer to the [General Ledger](#) product guide for more information on [tax](#) rates, codes and registers.

## Tax Calculation Methods

The system provides you with the following three methods of entering invoices or [credit notes](#) with [tax](#): These are set in the [Default Tax](#) Calculation Method (Accounts Receivable) field in the country-specific [parameters](#) within the [General Ledger](#).

- Using **manual**, you enter all the posting details by hand and the system validates your entries.
- Using **goods entered**, you enter the net value of the invoice or credit note and the system calculates the gross value and the [tax](#) value, based on either a default rate or an entered rate. This is probably the most commonly used of the three methods.
- Using **gross entered**, you enter the gross value of the invoice or credit note and the system calculates the net value and the [tax](#) value, based on either a default rate or an entered rate. This method is widely used in Italy.

These methods are defined by the [tax](#) calculation codes 0, 1 and 2 respectively.

## Partita

If you are using the Italian partita function, postings are assigned a unique system-generated partita number composed of the year and [item](#) reference.

**Note:** *Partita is switched on in the [General Ledger](#) country-specific [parameters](#).*

When you allocate partita items, the relevant partitas are consolidated into the partitas with the lowest (normally the earliest) partita reference.

**Note:** *Partitas can be amended and enquired upon via the Accounts Receivable Italian tasks (/ARZ).*

## Active Enterprise Credit Diary

The Active Enterprise Credit Diary is used by Work Management to help credit controllers to manage customer debt more effectively, by generating suggested calls as entries in their action lists. Most of the selection criteria for these calls are based on Credit Manager statistics, which now include overdue days as an additional statistic.

The Credit Diary allows:

- The generation of requests for calls to be made to customers and placement of these calls in the Work Management action list
- The processing of calls, allowing suspended orders to be released, statements to be printed, invoices and credit notes to be re-printed and requests for follow-up calls to be generated
- Dynamic additions to, and removals from, the Work Management action list in respect of cancelled cash and cash receipts.
- Visibility of overdue days and drill down into customer orders from the Credit Manager Enquiry task
- Statement printing for an individual customer

**Note:** *The Active Enterprise Credit Diary can only be used if you have Work Management installed.*

## Types of Call

There are six types of call available in the Credit Diary:

### **Scheduled Call**

These calls will be generated by an overnight run and will be for customers whose debt exceeds certain [parameters](#), generally in respect of age and size of debt.

- A cash receipt can remove such a call from the action list.
- A cancelled receipt will remove such a call from the action list and replace it with a cancelled cash call.

### **Pre-emptive Call**

These calls will also be generated by the overnight run and will be for customers whose total debt is now within a certain percentage of the credit limit. In the case of both these and scheduled calls, other parameters will control the number of calls to generate for a credit controller and the interval to wait since the last generated call before a new call is generated.

- A cash receipt can remove such a call from the action list.
- A cancelled receipt will remove such a call from the action list and replace it with a cancelled cash call.

**Follow-up Call**

These calls will be manually created by the user as a result of processing an existing call, for example to follow up on promised payments. They will be of a higher priority than the scheduled and pre-emptive calls.

**Reactive Call: Suspended Order**

These calls will be generated when an order is suspended. They will have a higher priority than scheduled, pre-emptive or follow-up calls.

**Reactive Call: Cancelled Cash Calls**

These calls will be triggered when a cash receipt from a customer is cancelled. They will have the highest priority of all.

**Incoming Call**

These calls will be manually generated as a result of a customer making contact. They will not therefore appear on the action list.

## Invoices, Credit Notes [1/ARP]

This section describes how to enter invoices and [credit notes](#) and post them to your ledger, both in base and [prime currency](#). The procedure for entering both invoices and credit notes is the same. When you start an entry session, you must identify which type of [transaction](#) you are about to enter, as invoices and credit notes cannot be entered together.

**Note:** *This facility does not print invoices or credit notes. To do this, use Miscellaneous Invoicing in Sales Order Processing.*

## Batch Details Window

To display this window, select the Invoices, Credit Notes task.

Use this window to enable you to enter the [batch control](#) value and quantity.

Select a posting analysis method and choose to make an inter-company posting if necessary.

**Fields****Posting Type**

Select one of the following:

Invoice

[Credit Note](#)



### Batch Number

**Note:** This field is only displayed if the *Batch Controls Active* field is checked in the Accounts Receivable company profile.

If this field is displayed, a number must be specified. It is recorded on the [session control](#) record for enquiry and reporting purposes. If the batch number has previously been used, a warning message is displayed. To override the warning, select **F19**.

### Batch Total

This must be specified if [batch controls](#) are used, but does not restrict the value of documents subsequently entered.

At the end of the batch, the value of documents entered is checked against this value and both are displayed. Because a batch may contain values in several currencies, it is a [hash total](#) only.

**Note:** This field is only displayed if the *Batch Controls Active* field is checked in the Accounts Receivable [company profile](#).

### Analysis Method

The entry made in this field determines how [General Ledger](#) postings will be made.

Select one of the following:

[Default](#) analysis (default) - To post to the General Ledger account specified in the company profile

Input for each [item](#) - To enter a specific General Ledger account for each [transaction](#)

### Inter Company Posting

This field indicates whether you want to post [transactions](#) between Accounts Receivable companies.

Use this checkbox as follows:

Unchecked (default) - Not to allow inter-company posting

Checked - To allow inter-company posting

Press Enter to display the Customer Selection window.

## Customer Selection Window

To display this window, complete the Batch Details window and press Enter. This window is also displayed after **Update Ledger (F8)** is selected on the Header Information or [Dissections](#) window. In this case, details of the [items](#) created in this session are displayed as below.

Use this window to select a customer for the posting.

## **Fields**

### **Account**

If known, you can enter the account code associated with the customer for which documents are to be posted.

Alternatively, use the [prompt](#) facility to select from the Customer Selection by Account Code pop-up.

### **Reverse Sign**

If you are posting a credit and you are using the reverse sign function (set up in Country-specific [Parameter 21](#)), the Reverse Sign field will be displayed.

**Check** this field to reverse the sign.

This function is used mainly to correct a previous entry, and is available only when you are entering a posting type of **CR** (credit) or **JL** (journal, via Journal Entry).

## **Functions**

### **Update Batch (F8)**

When [items](#) have been entered, use this to complete the session. The Completing a Session window is displayed.

### **Review Items (F15)**

Use this to review items already entered. The Review Items window is displayed.

### **Cancel Batch (F23)**

Use this to cancel the session. A confirmation pop-up is displayed.

Select an account and then press Enter to display the Header Information window.

## Review Items Window

To display this window, select **Review Items (F15)** on the Customer Selection window when [items](#) have been entered.

## **Options**

### **Delete**

Use this to delete an item. The Review Item Details window is displayed.

## **Functions**

### **Cancel Batch (F23)**

Use this to cancel the whole session. A confirmation pop-up is displayed.

---

Select **Delete** to display the Review Item Details window or press Enter to display the Header Information window.

## Review Item Details Window

To display this window, select Delete against a line on the Review Items window.

### **Functions**

#### **Delete Item (F11)**

Use this to confirm the deletion of the selected [item](#).

#### **Cancel Batch (F23)**

Use this to cancel the whole session. A confirmation pop-up is displayed.

Select **Delete Item (F11)** to delete the selected item or select **Cancel Batch (F23)** to delete the whole session. Press Enter to return without deletion.

## Header Information Window

To display this window, press Enter on the Customer Selection window.

Use this window to enter invoice details including goods, [tax](#) and currency values.

### **Fields**

#### **Period**

Enter the posting [period](#) (format YYPP) to which this [transaction](#) is to be posted.

#### **Doc Date**

You must enter or select the date of the invoice or [credit note](#) being processed. The payment [due date](#) will be calculated from this date. This field [defaults](#) to the system date.

#### **Tax Date**

Enter or select the [tax](#) date required.

**Note:** This field is only displayed if Country-specific Parameter 2 is set to 1.

#### **Reference**

Enter the invoice reference.

#### **Goods**

Enter the total value of the goods on the invoice, excluding any [tax](#).

If you do not know the value of the goods excluding [tax](#), you can leave this field blank and set the [Tax](#) Calc field to **Gross Entered**. Enter the gross invoice value and the net goods and [tax](#) values will be calculated for you.

### **Tax**

Enter the [tax](#) total for the goods, if applicable.

If you leave this field blank and set the [Tax](#) Calc field to **Goods Entered** or **Gross Entered**, the system calculates the value based on the value of the goods or the total value and the rate or [tax](#) code you select.

This field allows you to override the calculated value of the [tax](#), providing it lies within the [tax](#) limits allowed by the [General Ledger](#).

### **Rate**

Enter the [tax](#) rate that the system uses specifically for this invoice or [credit note](#). If you enter a rate in this field, the system calculates the [tax](#) value. This field can be left blank and in this case, it will be picked up from the [tax](#) code.

### **Cd**

This field displays the [default tax](#) code that was defined for the customer. This code may be overridden to any other code defined to the system.

When you enter a [tax](#) rate that differs from the rate defined by the [tax](#) code, the system uses the entered rate providing it lies within the [tax](#) limits allowed within the General Ledger.

If extra rate [tax](#) applies to this customer, the rate applied is the basic rate plus the extra rate for this [rate code](#).

If settlement [discount](#) applies to this [transaction](#), the calculation of [tax](#) depends on the discount basis of the [tax](#) record.

The [tax](#) codes are defined in the General Ledger [tax](#) tasks.

You can use the [prompt](#) facility on this field to select from the Select [Tax](#) Code pop-up.

### **Total**

You can enter the total value (goods + [tax](#)) of the invoice or credit note. If you leave this field blank, the value is calculated if the goods value is entered.

### **Discount**

You can optionally specify a value or percentage rate. If a value is specified, this will be converted to a percentage for the entry of [dissections](#).

### **Rate**

You can optionally enter a discount rate, which will be applied to the goods value entered.

### **Cd**

You can optionally enter a [discount](#) code, which will be applied to the goods value entered. Discount codes are defined via the [Cash Management](#) maintenance tasks.

You can use the [prompt](#) facility on this field to select from the Select Discount Code pop-up.

### Date Due

You can only enter or select a date in this field if the Due Date O'ride Allowed field is **checked** in the Accounts Receivable [company profile](#). Enter or select any date to override the calculated [due date](#). If omitted, a date is calculated from the customer's terms.

This field is not displayed for [credit notes](#).

### Pay Terms

If you wish to use extended [payment terms](#) for this [item](#), enter the term's code in this field. This field [defaults](#) to the [extended terms](#) value defined for the customer.

You can use the prompt facility on this field to select from the Select Extended Terms pop-up.

### Description

You can optionally enter a brief description of this [transaction](#).

### Text

**Check** this if you want to add [text](#) for this item. The Item Text window is displayed when you press Enter.

### Tax Calc

This field defaults to the value set up in the country-specific [parameters](#).

Select one of the following:

Manual (0) - To enter all invoice values manually

Goods Entered (1) - To enter the goods value and the [tax](#) rate or code

The system then calculates the [tax](#) value and the invoice total value.

Gross Entered (2) - To enter the [tax](#) rate or code and the invoice total value

The system calculates the goods value and the [tax](#) value.

### Reason

This field is only displayed when you are entering credit notes and when displayed, it must be completed. [Reason codes](#) are defined via the Maintain Reason Codes task.

You can use the [prompt](#) facility on this field to select from the Select Reason Code pop-up.

### Currency

This field displays the default [currency code](#) for the selected customer. You can change the code to any valid currency.

You can use the prompt facility on this field to select from the Select Currency pop-up.

### Currency Rate Code

This field displays the [default rate code](#) (from the [company profile](#)). It can be changed by selecting **Override Rate (F17)**.

### Functions

**Override Rate (F17)**

Use this to change the current currency conversion rate. For more information, see the Override Conversion [Parameters](#) Pop-up section.

**Note:** *Where the source and target currencies are both Euro currencies, no override is permitted.*

**Pounds (F18)**

Use this to display the header values in [base currency](#). The Base Currency pop-up is displayed.

**Note:** *The description displayed for this function is the short description of the base currency.*

**Cancel Batch (F23)**

Use this to cancel the session. A confirmation pop-up is displayed.

Press Enter to validate the transaction details.

## Item Text Window

To display this window, check the Text field and then press Enter on the Header Information window.

Select **Add New (F6)** to add new [text](#) for the [item](#) you are creating. The Diary Facility Text Addition window is displayed.

Because this is a new item, the other fields and functions have no effect at this time.

## Diary Facility Text Addition Window

To display this window, select **Add New (F6)** on the Item Text window.

**Fields****Status Code**

You can optionally assign a status to the [text](#). Suggested codes are as follows, but the codes can be user-defined using the [General Ledger](#) Maintain [Parameters](#) task.

- 1 - Item cleared
- 2 - Text cleared
- 3 - Open text
- 4 - Action required
- 5 - Reviewed/actioned

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You can use the [prompt](#) facility on this field to select from the [Parameter](#) Codes pop-up.

**Action Date**

If this [text](#) requires action to be taken, enter or select the action deadline in this field.

**Transaction Level Text**

Enter text as required.

**Insert/Lines after Line Delete/Line from Line**

Use these fields to insert or remove text at the specified places.

Select **Update (F8)** to update the text. The Diary Facility Text Maintenance window is displayed.

## Diary Facility Text Maintenance Window

To display this window, select **Update (F8)** on the Diary Facility Text Addition window.

**Fields****Position to Action Date**

Enter or select the date from which you want the list to display.

**Status**

You can optionally enter a status for the [text](#). Suggested codes are as follows, but the codes can be user-defined using the [General Ledger](#) Maintain [Parameters](#) task.

- 1 - Item cleared
- 2 - Text cleared
- 3 - Open text
- 4 - Action required
- 5 - Reviewed/actioned

You can use the [prompt](#) facility on this field to select from the Parameter Codes pop-up.

**Recorded By**

Enter the name or code to be associated with the text entered. This [defaults](#) to the current user code.

You can use the [prompt](#) facility on this field to select from the Select User Profile pop-up.

**Options****Select**

Use this to amend [text](#).

**Delete**

Use this to delete text.

## **Functions**

### **Add New (F6)**

Use this to add new text.

### **Change Seq. (F15)**

Use this to toggle between displaying text in action date order and in change date order.

Select the text you want to review or amend or select **Add New (F6)** to add more text. The Diary Facility Text Addition window will be displayed.

## **Override Conversion Parameters Pop-up**

To display this pop-up, select **Override Rate (F17)** on the Invoice Posting window.

You use this pop-up to override the [default](#) currency rate.

You can enter one of the following:

- A pre-defined rate code specified via the General Ledger currency tasks
- A new rate by which the value is to be multiplied or divided
- The target value (the conversion rate will be calculated by the system)

**Note:** *Where both the source and target currencies are Euro, you cannot override the conversion rate.*

## **Fields**

### **Rate Code**

Enter a pre-defined [rate code](#) as set up in the Maintain Rate Codes task.

Alternatively, use the [prompt](#) facility to select from the Select Currency Rate Code pop-up.

### **Rate**

Alternatively, you can enter a new rate code, using up to five decimal places.

### **Multiply or Divide**

If this field is used, a value must be entered in the Rate field.

Select one of the following:

M - To multiply the values held in the source currency by the exchange rate to achieve the target currency value

**Note:** *For Euro conversion, the system holds Euro/target fixed rates.*

**Note:** *For guidance on when to select Multiply or Divide in a Euro IN/OUT OUT/IN situation, see the Eurocurrency: Phase 1: Illustration of Conversions section in the Currency chapter of the [General Ledger](#) product guide.*



D - To divide the values held in the source currency by the exchange rate to achieve the target currency values

### Source to Euro

The value of 0 or 1 [defaults](#) from the Maintain Euro Currencies task and decides the calculation rules.

Enter one of the following:

0 - If the currencies will be converted directly

1 - To use a triangulation currency conversion via the Euro currency

**Note:** *This field is displayed when either the source or the target currencies is a currency IN the Euro Zone.*

### Target Currency Value

Enter the target currency value and the system will calculate the rate.

**Note:** *Only the variable part of the rate is displayed if the currencies are Euro OUT/IN or IN/OUT.*

Press Enter to see the rate applied to the converted currencies.

## Base Currency Pop-up

To display this window, select **Pounds (F18)** on the Header Information window.

The pop-up displays values in, goods value, [tax](#) value, total and [discount](#) in [base currency](#) for your information only.

Select **Previous (F12)** to return to the previous window.

## Dissections Window

To display this window, press Enter on the Header Information window when the Analysis Method field on the Batch Details window is set to Input for each [item](#).

From this window, values posted are dissected to [General Ledger](#) Accounts, [tax](#) and, where required, to quantity.

**Note:** *All values must be entered in the [prime currency](#), not in [base currency](#). The conversion rate already specified is used to convert them to base currency for posting to the [General Ledger](#).*

### Fields

#### Account

This is mandatory when a goods value is specified on the [item](#).

If this is a memo account, any values entered are not accumulated into the totals. The account type, either memo or fiscal, will be displayed when it is added to the list. (See the General Ledger product guide for a full description of fiscal and memo accounts.)

You can use the [prompt](#) facility on this field to select from the Select Account pop-up.

### **Goods**

This is the value of the goods amount of the invoice line.

The total of all such analysis values, except for memo accounts, must equal the Accounts Receivable documents goods value. Note that this value may be negative.

### **Tax**

This field [defaults](#) to the code specified on the Header Information window, but can be changed to another valid [tax](#) code.

You can use the prompt facility on this field to select from the Select [Tax](#) Code pop-up.

### **Tax Value**

The [tax](#) value is calculated from the [tax](#) code if the value is not entered.

**Note:** [Tax](#) values may be entered together with the account number and goods value, or on separate [tax-only dissections](#).

### **IC**

Enter the company code for [inter-company accounting](#).

You can use the [prompt](#) facility on this field to select from the Select Company pop-up.

**Note:** This field is only displayed if the Inter Company Posting field is checked on the Batch Details window.

### **Quantity**

This is an optional reference field. If a value is entered, it is posted with the associated dissection and can be seen within the [General Ledger](#).

### **Line Desc**

Enter a description of the [General Ledger transaction](#).

## **Options**

### **Amend**

Use this to amend an existing [dissection](#). The values will be displayed in the fields at the bottom of the window.

## **Functions**

### **Cancel Item (F11)**

Use this to cancel this [item](#).

### **Display Extension Codes (F22)**

Use this to toggle between displaying the dissection descriptions and the [extension codes](#).

The gross value entered on the Header Information window will be entered in the fields at the bottom of the window. Once one dissection has been entered, press Enter. If you are using General Ledger extension codes, a pop-up will be displayed to enable you to confirm or amend the extensions shown.

Press Enter to accept the extension codes and the dissection you have entered will be displayed at the top of the window, leaving the entry fields empty for the next dissection.

Select **Update Ledger (F8)** when the items values and entry are correct. The Customer Selection window is displayed with details of the items entered.

***Note:** Ledger updates are not carried out at this time, but the values are saved for potential ledger posting when the batch is complete.*

## Completing a Session Window

To display this window, select **Update Batch (F8)** on the Customer Selection window.

The entries you have made will be displayed at the top of the window and you can now select another customer and continue to enter postings if necessary.

This window displays batch totals and compares the batch total entered at the session start with the actual total posted. Any discrepancy is displayed for information only.

### **Functions**

#### **Review Items (F15)**

Use this to re-display the session details. The Review Items window is displayed.

#### **Enter More Items (F19)**

Use this to enter more [items](#). The Customer Selection window is displayed.

#### **Cancel Batch (F23)**

Use this to cancel the batch. A confirmation pop-up is displayed.

Enter all of your postings and then select **Update Batch (F8)** to complete the session. The Batch Details window is displayed for entry of a new batch.

## Adjustment Journals [2/ARP]

You are provided with the facility to enter adjustment journals, which are used to correct invoice or [credit note](#) postings or enter ad hoc charges.

Journal postings are made using [reason codes](#) which identify the [General Ledger](#) account code to which the adjustment is posted. The opposite entry is automatically made to the debtors [control account](#) specified in your [company profile](#). You do not split goods and [tax](#) values, so no [dissection](#) entry window is displayed.

## Batch Details Window

To display this window, select the Adjustment Journals task.

Use this window to enter the batch number and total.

### **Fields**

#### **Batch Number**

If the field is displayed, a number must be specified. It is recorded on the [session control](#) record for enquiry and reporting purposes. If the batch number has previously been used, a warning message is displayed. To override the warning, use **F19**.

***Note:** This field is only displayed if the [Batch Controls](#) Active field is checked in the Accounts Receivable company profile.*

#### **Batch Total**

This must be specified if [batch controls](#) are used, but does not restrict the value of documents subsequently entered.

When the batch is complete, the value of documents entered is checked against this value and both are displayed. Because a batch may contain values in several currencies, it is a [hash total](#) only.

***Note:** This field is only displayed if the [Batch Controls](#) Active field is checked in the Accounts Receivable [company profile](#).*

#### **Analysis Method**

This field determines the way in which [General Ledger](#) postings will be made.

Select one of the following:

[Default](#) analysis (default) - To post to the General Ledger account specified on the company profile

Input for each [item](#) - To enter a specific General Ledger account for each [transaction](#)

#### **Inter Company Posting**

This field indicates whether you want to post transactions between Accounts Receivable companies.

Use this checkbox as follows:

Unchecked (default) - Not to allow inter-company posting

Checked - To allow inter-company posting

Press Enter to display the Customer Selection window.

## Customer Selection Window

To display this window, press Enter on the Batch Details window. This window is also displayed when you select **Update Ledger (F8)** on the Header Information or [Dissections](#) window. In this case, details of the [items](#) created in this session are displayed as below.

Use this window to select a customer for the posting.

### **Fields**

#### **Account**

If known, enter the account code associated with the customer for which documents are to be posted.

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

#### **Reverse Sign**

If you are posting a credit and you are using the reverse sign function (set up in Country-specific [Parameter 21](#)), this field will be displayed.

**Check** this field to reverse the sign.

This function is used mainly to correct a previous entry.

### **Functions**

#### **Update Batch (F8)**

When [items](#) have been entered, use this to complete the session. The Completing a Session window is displayed.

#### **Review Items (F15)**

Use this to review items already entered. The Review Items window is displayed.

#### **Cancel Batch (F23)**

Use this to cancel the session. A confirmation pop-up is displayed.

Enter or select an account and then press Enter to display the Header Information window.

## Review Items Window

To display this window, select **Review Items (F15)** on the Customer Selection window.

## **Options**

### **Delete**

Use this to delete an [item](#). The Review Item Details window is displayed.

## **Functions**

### **Cancel Batch (F23)**

Use this to cancel the whole session. A confirmation pop-up is displayed.

Select Delete against an item to display the Review Item Details window.

## Review Item Details Window

To display this window, select Delete against an [item](#) on the Review Items window.

## **Functions**

### **Delete Item (F11)**

Use this to confirm the deletion of the selected item.

### **Cancel Batch (F23)**

Use this to cancel the whole session. A confirmation pop-up is displayed.

Select **Delete Item (F11)** to delete the selected item or select **Cancel Batch (F23)** to delete the whole session. Press Enter to return without deletion.

## Header Information Window

To display this window, press Enter on the Customer Selection window.

## **Fields**

### **Period**

Enter the posting [period](#) (format YYPP) to which this [transaction](#) is to be posted.

### **Tax Date**

Enter or select the [tax](#) date required.

**Note:** *This field is only displayed if Country-specific Parameter 2 is set to 1.*

### **Doc Date**

You must enter or select the date of the invoice or [credit note](#) being processed. The payment [due date](#) will be calculated from this date. This field [defaults](#) to the system date.

## Reference

Enter the invoice reference.

## Goods

Enter the total value of the goods on the invoice, excluding any [tax](#).

If you do not know the value of the goods excluding [tax](#), you can leave this field blank and set the [Tax](#) Calc field to **Gross Entered**. Enter the gross invoice value and the net goods and [tax](#) values will be calculated for you.

## Tax Value

Enter the [tax](#) total for the goods, if applicable.

If you leave this field blank and set the [Tax](#) Calc field to **Goods Entered** or **Gross Entered**, the system calculates the value based on the value of the goods, or the total value and the rate or [tax](#) code you select.

This field allows you to override the calculated value of the [tax](#) providing it lies within the [tax](#) limits allowed by the [General Ledger](#).

## Rate

Enter the [tax](#) rate that the system uses specifically for this invoice or [credit note](#). If you enter a rate in this field, the system calculates the [tax](#) value. This field can be left blank and it will be picked up from the [tax](#) code.

## Cd

This field displays the [default tax](#) code that was defined for the customer. This code can be overridden to any other code defined to the system.

When you enter a [tax](#) rate that differs from the rate defined by the [tax](#) code, the system uses the entered rate providing it lies within the [tax](#) limits allowed within the General Ledger.

If extra rate [tax](#) applies to this customer, the rate applied is the basic rate plus the extra rate for this [rate code](#).

If settlement [discount](#) applies to this [transaction](#), the calculation of [tax](#) depends on the discount basis of the [tax](#) record.

The [tax](#) codes are defined in the [General Ledger tax](#) tasks.

You can use the [prompt](#) facility on this field to select from the Select [Tax](#) Code pop-up.

## Total

You can enter the total value (goods + [tax](#)) of the invoice or [credit note](#). If you leave this field blank, the value is calculated if the goods value is entered.

## Description

You can optionally enter a brief description of this transaction.

**Text**

**Check** this if you want to add [text](#) for this [item](#). The Item Text window is displayed when you press Enter.

**Reason**

This field is only displayed when you are entering credit notes and when displayed, it must be completed. [Reason codes](#) are defined via the Maintain Reason Codes task.

You can use the prompt facility on this field to select from the Select Reason Code pop-up.

**Tax Calc**

This field [defaults](#) to the value set in the country-specific [parameters](#).

Select one of the following:

Manual (0) - To enter all invoice values manually

Goods Entered (1) - To enter the goods value and the [tax](#) rate or code

The system then calculates the [tax](#) value and the invoice total value.

Gross Entered (2) - To enter the [tax](#) rate or code and the invoice total value

The system then calculates the goods value and the [tax](#) value.

**Currency**

This field displays the default [currency code](#) for the selected customer. You can change the code to any valid currency.

You can use the [prompt](#) facility on this field to select from the Select Currency pop-up.

**Currency Rate Code**

The default [rate code](#) (from the [company profile](#)) is displayed. It can be changed by selecting **Override Rate (F17)**.

**Functions****Override Rate (F17)**

Use this to change the current currency conversion rate. For more information see the Override Conversion [Parameters](#) Pop-up section.

**Note:** *Where the source and target currencies are both Euro currencies, no override is permitted.*

**Pounds (F18)**

Use this to display the header values in [base currency](#). The Base Currency pop-up is displayed.

**Note:** *The description displayed for this function is the short description of the base currency.*



**Cancel Batch (F23)**

Use this to cancel the session. A confirmation pop-up is displayed.

Press Enter to validate the [transaction](#) details.

## Item Text Window

To display this window, check the Text field and then press Enter on the Header Information window.

Select **Add New (F6)** to add new [text](#) for the [item](#) you are creating. The Diary Facility Text Addition window is displayed.

Because this is a new item, the other fields and functions have no effect at this time.

## Diary Facility Text Addition Window

To display this window, select **Add New (F6)** on the Item Text window.-

**Fields****Status Code**

You can optionally assign a status to the [text](#). Suggested codes are as follows, but the codes can be user-defined using the [General Ledger](#) Maintain [Parameters](#) task.

- 1 - [Item](#) cleared
- 2 - Text cleared
- 3 - Open text
- 4 - Action required
- 5 - Reviewed/actioned

You can use the [prompt](#) facility on this field to select from the [Parameter](#) Codes pop-up.

**Action Date**

If this [text](#) requires action to be taken, enter or select the action deadline in this field.

**Transaction Level Text**

Enter text as required.

**Insert/Lines after Line Delete/Line from Line**

Use these fields to insert or remove text at the specified places.

Select **Update (F8)** to update the text. The Diary Facility Text Maintenance window is displayed.

## Diary Facility Text Maintenance Window

To display this window, select **Update (F8)** on the Diary Facility Text Addition window.

### **Options**

#### **Select**

Use this to amend [text](#).

#### **Delete**

Use this to delete text.

### **Fields**

#### **Position to Action Date**

Enter or select the date from which you want the list to display.

#### **Status**

You can optionally enter a status for the text. Suggested codes are as follows, but the codes can be user-defined using the [General Ledger](#) Maintain [Parameters](#) task.

- 1 - [Item](#) cleared
- 2 - Text cleared
- 3 - Open text
- 4 - Action required
- 5 - Reviewed/actioned

You can use the [prompt](#) facility on this field to select from the Parameter Codes pop-up.

#### **Recorded By**

Enter the name or code to be associated with the [text](#) entered. This [defaults](#) to the current user code.

You can use the prompt facility on this field to select from the Select User Profile pop-up.

### **Functions**

#### **Add New (F6)**

Use this to add new text.

#### **Change Seq. (F15)**

Use this to toggle between displaying text in action date order and in change date order.

Select the text you want to review or amend or select **Add New (F6)** to add more text. The Diary Facility Text Addition window will be displayed.

---

## Override Conversion Parameters Pop-up

To display this window, select **Override Rate (F17)** on the Header Information window.

You use this pop-up to override the [default](#) currency rate.

You can enter one of the following:

- A pre-defined rate code specified via the General Ledger currency tasks
- A new rate by which the value is to be multiplied or divided
- The target value (the conversion rate will be calculated by the system)

**Note:** Where both the source and target currencies are Euro, you cannot override the conversion rate.

### **Fields**

#### **Rate Code**

Enter a pre-defined [rate code](#) as set up in the Maintain Rate Codes task.

Alternatively, use the [prompt](#) facility to select from the Select Currency Rate Code pop-up.

#### **Rate**

Alternatively, you can enter a new rate code, using up to five decimal places.

#### **Multiply or Divide**

If this field is used, a value must be entered in the Rate field.

Select one of the following:

M - To multiply the values held in the source currency by the exchange rate to achieve the target currency value

**Note:** For Euro conversion, the system holds Euro/target fixed rates.

**Note:** For guidance on when to select Multiply or Divide in a Euro IN/OUT OUT/IN situation, see the Eurocurrency: Phase 1: Illustration of Conversions section of the Currency chapter of the [General Ledger](#) product guide.

D - To divide values held in the source currency by the exchange rate to achieve the target currency values

#### **Source to Euro**

The value of **0** or **1** [defaults](#) from the Maintain Euro Currencies task and decides the calculation rules.

Enter one of the following:

0 - If the currencies will be converted directly

1 - To use a triangulation currency conversion via the Euro currency

**Note:** This field is displayed when either the source or the target currencies is a currency IN the Euro Zone.

### Target Currency Value

Enter the target currency value and the system will calculate the rate.

**Note:** Only the variable part of the rate is displayed if the currencies are Euro OUT/IN or IN/OUT.

Press Enter to see the rate applied to the converted currencies.

## Base Currency Pop-up

To display this pop-up, select **Pounds (F18)** on the Header Information window.

The pop-up displays values in, goods value, [tax](#) value, total and [discount](#) in [base currency](#) for your information only.

Select **Previous (F12)** to return to the previous window.

## Dissections Window

To display this window, press Enter on the Header Information window when the Analysis Method field on the Batch Details window is set to Input for each [item](#).

From this window posted values are dissected to [General Ledger](#) Accounts, [tax](#) and, where required, to quantity.

**Note:** All values must be entered in the [prime currency](#), not in [base currency](#). The conversion rate already specified is used to convert them to base currency for posting to the General Ledger.

### Fields

#### **Account**

This is mandatory when a goods value is specified on the [item](#).

If this is a memo account, any values entered are not accumulated into the totals. The account type, either memo or fiscal, will be displayed when it is added to the list. (See the General Ledger product guide for a full description of fiscal and memo accounts.)

You can use the [prompt](#) facility on this field to select from the Select Account pop-up.

#### **Goods**

This is the value of the goods amount of the invoice line.

The total of all such analysis values, except for memo accounts, must equal the Accounts Receivable documents goods value. Note that this value may be negative.

## Tax

This field [defaults](#) to the code specified on the Header Information window, but can be changed to another valid [tax](#) code.

You can use the prompt facility on this field to select from the Select [Tax](#) Code pop-up.

## Tax Value

The [tax](#) value is calculated from the [tax](#) code if the value is not entered.

**Note:** Tax values may be entered together with the account number and goods value, or on separate tax-only [dissections](#)

## IC

Enter the company code for [inter-company accounting](#).

You can use the [prompt](#) facility on this field to select from the Select Company pop-up.

**Note:** This field is only displayed if the Inter Company Posting field is checked on the Batch Details window.

## Quantity

This is an optional reference field. If a value is entered, it is posted with the associated [dissection](#) and can be seen within the [General Ledger](#).

## Line Desc

Enter a description of the General Ledger [transaction](#).

## Options

### Amend

Use this to amend an existing [dissection](#). The fields will be re-displayed at the bottom of the window.

## Functions

### Update Ledger (F8)

Use this to save the values entered for posting.

**Note:** Ledger updates are not carried out at this time but the values are saved for potential ledger posting when the batch is complete.

### Cancel Item (F11)

Use this to cancel this [item](#).

### Display Extension Codes (F22)

Use this to toggle between displaying the dissection description and the extension code.

The gross value entered on the Header Information window will be entered in the fields at the bottom of the window. Once one dissection has been entered, press Enter. If you are using General Ledger extension codes, a pop-up will be displayed to enable you to confirm or amend the extensions shown. Press Enter to accept the extension codes and the dissection you have entered will be displayed at the top of the window, leaving the entry fields empty for the next dissection.

Select **Update Ledger (F8)** when the items values and entry are correct. The Customer Selection window is displayed with details of the items entered.

## Completing a Session Window

To display this window, select **Update Batch (F8)** on the Customer Selection window.

The entries you have made will be displayed at the top of the window and you can now select another customer and continue to enter postings if necessary.

This window displays batch totals and compares the batch total entered at the session start with the actual total posted. Any discrepancy is displayed for information only.

### Functions

#### **Review Items (F15)**

Use this to re-display the session details. The Review Items window is displayed.

#### **Enter More Items (F19)**

Use this to enter more [items](#). The Customer Selection window is displayed.

#### **Cancel Batch (F23)**

Use this to cancel the batch. A confirmation pop-up is displayed.

Enter all of your postings and then select **Update Batch (F8)** to complete the session. The Batch Details window is displayed for entry of a new batch.

## Item Transfer [3/ARP]

Transfer journals are used to [transfer](#) an [item](#) from one customer account to another, for example, when an item has been posted to the wrong account. The transfer journal may also be used to change the reference or date, while keeping the item on the same account.

### Additional Notes

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If the transfer is between two customers with different [General Ledger control accounts](#), this task transfers the value of the item between the two accounts.

If the original [transaction](#) is transferred to another customer account as an [outstanding item](#), it will appear on the target customer account with its original reference. That original transaction will be replaced on the source customer account by a cleared item with an automatically assigned transfer reference.

This assigned reference will not appear on the source customer's statement.

If your item reference number was changed at the time of the transfer, the item will appear on the target customer account with this new reference. The source account item reference will be replaced by a cleared item with the original reference.

This original reference will not appear on the customer's statement.

When you perform an item transfer, the system will re-calculate the [due date](#) of the transaction. The re-calculation will be based on the [payment terms](#) of the target customer and the revised due date will be displayed on the Transfer Journals Details window. If due date override is allowed for your Account Receivable company, the revised due date can be changed prior to the transfer update.

If your original transaction requires re-categorisation (e.g. UK sales instead of European Sales), you can make journal adjustments using the General Ledger Journal Processing task.

## Transfer Journals Selection Window

To display this window, select the [Item Transfer](#) task.

### **Fields**

#### **Enter FROM account**

Enter the customer from whom the [transaction](#) is to be transferred.

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

#### **& TO account**

Enter the customer to whom the transaction is to be transferred.

You can use the prompt facility on this field to select from the Customer Selection by Account Code pop-up.

If you want to amend the reference number or posting date for a selected customer, you must enter the same account code in both fields.

## Transfer Journals Amendment Window

To display this window, complete the fields and then press Enter on the [Transfer](#) Journals Selection window.

## **Fields**

### **Document Type**

Enter the [item](#) type, e.g. IN, CR.

Alternatively, use the [prompt](#) facility to select from the Select Item Type pop-up.

### **Reference**

Enter the reference number of the item to be [transferred](#).

You can use the prompt facility on this field to select from the Select Item pop-up.

Press Enter to display the Transfer Journals Details window.

## Transfer Journals Details Window

To display this window, press Enter on the Transfer Journals Amendment window.

## **Fields**

### **Reference**

If the original reference of the document is to be changed, either when [transferring](#) to the new account or amending the reference, enter the new code in this field. The reference used must be unique.

### **Document Date**

The date of the document can be changed if necessary. It should be noted that this will also change the [due date](#) of the document.

### **Period**

This field displays the [period](#) of the transferred [transaction](#).

### **Due Date**

This field displays the due date of the transferred transaction. If the [due date](#) override is allowed (see the Maintain [Company Profile](#) window section in the Maintenance chapter of this product guide), you can change it.

When you have amended the fields as necessary, press Enter to confirm your entries and then select **Update Ledger (F8)**.

## Contra Accounting [4/ARP]

[Contra accounting](#) is when a trading partner is both a customer and a supplier. This situation can arise with an external company or between companies within the same group. In such situations,



companies need not exchange payment but can agree to net off their respective accounts, often sending a payment to balance off the agreed figure on both the customer and supplier accounts.

If a trading partner is both a supplier and a customer, the Accounts Receivable application allows you to establish a link between the supplier account in the Accounts Payable application and the customer account.

### **Example of Contra Accounting**

For example, your company buys from and sells to A.B. Tools Ltd. In Accounts Receivable, this company is set up as customer number CABT64, while in Accounts Payable the company is set up as supplier account SABT50. When you come to settle your supplier account, the system allows you to reduce the payment by the amount owed by A.B. Tools.

To use this facility in Accounts Receivable, you must identify the supplier account SABT50 as the contra account related to the customer account CABT64. This is set up in the Maintain Customers task. There is no need to enter the corresponding account in Accounts Payable; this is done automatically.

If a customer's account is part of a hierarchy, the customer's account used as the contra account must be the allocation level.

### **Revaluation**

If you indicate that [items](#) are to be re-valued and you have changed the currency conversion rates, the following rules apply when you are netting off items:

- Allocate in prime - When customer currency and supplier currency are the same, and re-valuation is required, the realised gains and losses are calculated automatically.
- Allocate in base - When the customer and supplier currencies are different, the allocation and realised gains and losses are calculated in base.
- Allocate in re-valued base - When a re-valued rate is specified, allocation is performed in re-valued base.

## Contra Accounting Selection Window

To display this window, select the [Contra Accounting](#) task.

### **Fields**

#### **Customer**

When you enter the customer, the system automatically displays the customer currency, supplier account code and the supplier currency.

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

#### **Text**

**Check** this field if customer [text](#) is required.

### Customer Currency

The system displays the [default](#) currency for the selected customer. If you want to use a different currency, enter a [currency code](#).

If you clear this field, the system uses the default currency defined in the Accounts Receivable [company profile](#).

You can use the prompt facility on this field to select from the Select Currency pop-up.

### Revalue Items

This field enables you to override the customer default conversion rate. **Check** it to apply new conversion rate.

### Conversion Rate/Rate Code

These fields are for display only. For currency customers, if you select **Override Customer Currency Rate (F16)**, these fields will display the new rate used, otherwise they will be blank.

### Supplier

When you enter the customer, the supplier defined as the [contra accounting](#) account for that customer is displayed in this field.

### Text

**Check** this field if supplier [text](#) is required.

### Supplier Currency

The system displays the [default](#) currency for the selected supplier. If you want to use a different currency, enter a [currency code](#).

You can use the [prompt](#) facility on this field to select from the Select Currency pop-up.

### Revalue Items

This field enables you to override the supplier default conversion rate. **Check** it to apply new conversion rate.

### Conversion Rate/Rate Code

These fields are for display only. For currency customers, if you select **Override Supplier Currency Rate (F17)**, they will display the new rate used, otherwise they will be blank.

### Include Disputed Items

You can indicate whether the system should display [items](#) which are subject to dispute.

Use this checkbox as follows:

Checked - To include disputed items

Unchecked - To exclude disputed items

### Date to be Used for Discounts

Where early settlement [discounts](#) may be taken, the date indicated (the default is current date) is used when calculating whether a discount is allowable.

## Document Date

This field displays the date to be used if a document is produced.

## Functions

### Override Customer Currency Rate (F16)

If the customer Revalue Items field is **checked** and the customer currency is not the [base currency](#), this displays the [Contra Accounting](#) Override Conversion [Parameters](#) pop-up to enable you to change the currency rate.

### Override Supplier Currency Rate (F17)

If the supplier Revalue Items field is **checked** and the supplier currency is not the base currency, this displays the [Contra Accounting](#) Override Conversion Parameters pop-up to enable you to change the currency rate.

Press Enter to display the [Contra Accounting Allocation](#) window.

## Contra Accounting Override Conversion Parameters Pop-up

To display this pop-up, select **Override Customer Currency Rate (F16)** or **Override Supplier Currency Rate (F17)** on the [Contra Accounting](#) Selection window.

## Fields

### Rate Code

To override the current rate, you can enter a pre-defined [rate code](#).

Alternatively, use the [prompt](#) facility to select from the [Select Currency Rate Code](#) pop-up.

### Rate

Alternatively, you can enter a new rate code, using up to five decimal places.

### Multiply or Divide

If this field is used, a value must be entered in the Rate field.

Select one of the following:

M - To multiply the values held in the source currency by the exchange rate to achieve the target currency value

D - To divide the values held in the source currency by the exchange rate to achieve the target currency values

**Note:** For Euro conversion, the system holds Euro/target fixed rates.

**Note:** For guidance on when to select Multiply or Divide in a Euro IN/OUT OUT/IN situation, see the *Eurocurrency: Phase 1: Illustration of Conversions* section in the *Currency* chapter of the *General Ledger product guide*.

Enter a rate by which the value is to be multiplied or divided. When you press Enter, you see the rate applied to the converted currencies.

## Contra Accounting Allocation Window

To display this window, press Enter on the [Contra Accounting](#) Selection window.

### **Fields**

#### **C**

Enter **1** in this field to allocate the entire value of the [item](#). Leave this field blank for part allocation.

#### **Part Value**

If you want to allocate only part of the value, enter the value to be allocated in this field.

#### **Discount**

If you have a [discount](#) arrangement with the customer, enter the discount value in this field. You must use the Part Value field to enter the actual payment if a discount is entered.

If you are clearing the whole value, you must ensure that the sum of the part value and the discount is equal to the total value of the [transaction](#).

#### **Text (T)**

Enter **1** if you want to enter [text](#) for the [transaction](#).

### **Functions**

#### **Update (F8)**

Use this to update the session when it is complete.

#### **Payables/Receivables (F15)**

Use this to toggle the display between receivable and payable [items](#).

#### **Clear All (F16)**

Use this to [flag](#) all items for full allocation.

#### **Position (F17)**

Use this to position the display at a particular item. The Position to pop-up is displayed.

#### **References (F18)**

Use this if you know the items you wish to match and prefer to enter them directly. The References pop-up is displayed.

Allocate or partially allocate the items displayed. Then select **Payables (F15)**. This will display the payable items instead of the receivable items, and the total value of items selected on the Receivables window can be seen at the top of the new window.

---

If the customer and supplier [transactions](#) selected do not balance, you can use one of three functions listed below. These functions are not displayed until you have selected items.

### **Adjustments (F19)**

Use this to make manual adjustments to the balance. The Adjustments window is displayed.

### **Auto Adjust (F21)**

Use this to make an automatic adjustment of the discrepancy in the balances. An underpayment will be created for a negative value, an overpayment for a positive value.

### **Auto Write Off (F22)**

Use this to write off the difference, provided it does not exceed the write-off limit in the [company profile](#).

Select [items](#) as required. When the balance between customer, supplier and adjustments is zero, select **Update (F8)** to complete the session or select **Auto Adjust (F21)** or **Auto Write Off (F22)**.

## Position to Pop-up

To display this pop-up, select **Position (F17)** on the [Contra Accounting](#) Allocation window.

### **Fields**

#### **Item Type**

Enter the [item](#) type required.

#### **Item Reference**

Enter the item reference required.

Press Enter to position the Contra Accounting Allocation window starting from the entered values.

## References Pop-up

To display this pop-up, select **References (F18)** on the [Contra Accounting](#) Allocation window.

### **Fields**

#### **Type**

Enter the type of the [item](#) you want to allocate.

#### **Reference**

Enter the reference number of the item to be allocated.

Select **Accept (F8)** to accept these items and return to the Contra Accounting Allocation window with the items [flagged](#) to clear.

## Adjustments Window

To display this window, select **Adjustments (F19)** on the [Contra Accounting](#) Allocation window.

If the customer and supplier [transactions](#) selected do not balance, you can use this window to make manual adjustments.

### Fields

#### **TT**

Enter the [transaction](#) type of the reference.

#### **Value**

Enter the value.

#### **External Ref.**

Enter the external reference for the adjustment, for example, debit note number.

#### **Rsn**

Enter the appropriate [reason code](#).

#### **T**

Enter **1** to add and maintain [text](#) for this [item](#). The Item Text window will be displayed when you press Enter (see the Invoices, [Credit Notes](#) section for further details).

### Functions

#### **Update (F8)**

When the balance is zero, use this to accept the adjustments entered and return to the [Contra Accounting](#) Allocation window.

#### **Auto Adjust (F21)**

Use this to make an automatic adjustment of the discrepancy in the balances. An underpayment will be created for a negative value, an overpayment for a positive value.

#### **Auto Write Off (F22)**

Use this to write off the difference, provided it does not exceed the write-off limit in the [company profile](#).

#### **Cancel Adjustments (F23)**

Use this to cancel any adjustments entered. A confirmation pop-up is displayed. Select **Confirm (F23)** to confirm the cancellation.

You can enter several adjustment [transactions](#) if necessary. When you have completed all your entries and the balance is zero, select **Update (F8)**.

---

## Disputed Items [11/ARP]

This task enables you to [flag](#) disputed [items](#) either item by item or en masse and enter the reasons for the dispute. You can include or exclude disputed items from the customer [cash allocations](#) routines.

### Maintain Disputed Item Selection Window

To display this window, select the Disputed Items task.

#### Fields

##### **Item Type**

Enter the [item](#) type of the item in dispute.

Alternatively, use the [prompt](#) facility to select from the Select Item Type pop-up.

##### **Item Reference**

Enter the reference number of the item that is to be assigned a dispute code.

Alternatively, use the prompt facility to select from the Select Item pop-up.

##### **Account**

Use this selection if you wish to maintain the same dispute code for multiple items for a customer.

Enter the customer.

Alternatively, use the prompt facility to select from the Customer Selection by Account Code pop-up.

Once you have entered the reference, press Enter to display the Maintain Disputed Item [Reason Code](#) window. Alternately, if you entered the customer account, press Enter to display the Mass Maintain Disputed Items Reason Code window

**Note:** When you use the prompt facility, the references will not be displayed until you enter the relevant [customer code](#) and then press Enter.

### Maintain Disputed Item Reason Code Window

To display this window, press Enter on the Maintain Disputed Item Selection window.

#### Fields

**Reason Code**

Enter the dispute [reason code](#) for this [item](#).

Alternatively, use the [prompt](#) facility to select from the Select Reason Code pop-up.

**Functions****Text (F21)**

Use this to enter [text](#) about a [disputed invoice](#).

Enter or select a code and then press Enter. The reason code description is displayed. Select **Update (F8)** if you want to update.

## Mass Maintain Disputed Items Selection Window

To display this window enter a customer account on the Maintain Disputed Items Selection window

This window displays all the open items for the customer. It will allow you to:

- Display items for a specific currency only
- Display items for a specific period only
- Position to a particular transaction reference

**Options****Dispute (1)**

Use this to select the items in dispute code

**Functions****Text (F21)**

Use this to enter or amend customer text

Select one or more items and press **Enter** to continue to the Enter Dispute Code window.

## Enter Dispute Code Window

To display this window select items in the Mass Maintain Disputed Items Selection window:

**Options****Select**

Select the dispute code for the items

**Functions****Update (F8)**

Select this to update all the selected items with the chosen dispute code



Select **Update (F8)** to update the details and return to the Mass Maintain Disputed Items Selection Window

## Item Terms [12/ARP]

When [transactions](#) are posted, the date on which the invoice becomes due for payment is calculated. It is possible to change that date, as well as the [payment method](#) and [discount](#) details, using this task.

### Item Terms Maintenance Customer Selection Window

To display this window, select the **Item Terms** task.

#### **Fields**

##### **Customer**

Enter the customer.

Alternatively, use the [prompt](#) facility to select from the Customer Selection by Account Code pop-up.

Press Enter to see the Item Terms Maintenance Selection window.

### Item Terms Maintenance Selection Window

To display this window, enter an account code and then press Enter on the Item Terms Maintenance Customer Selection window.

#### **Fields**

##### **Item Type**

Enter the [item](#) type.

You can use the [prompt](#) facility on this field to select from the Select Item Type pop-up.

##### **Item Reference**

Enter the reference number for the required item.

You can use the prompt facility on this field to select from the Select Item pop-up.

Press Enter to see the Item Terms Maintenance window.

## Item Terms Maintenance Window

To display this window, press Enter on the Item Terms Maintenance Selection window.

The [item](#) reference, currency values and document date are displayed for your information.

### **Fields**

The [due date](#) for the [item](#) may be re-defined:

- By changing the displayed date
- By entering the number of days from the displayed document date to produce the payment due date
- By leaving both fields blank, to re-calculate the due date from the document date or payment terms (these may have been amended since the document was posted)

### **Due Date**

You can optionally enter or select a different date.

### **No. of Days**

You can optionally enter the number of days from the displayed document date to produce the payment [due date](#).

### **Payment Method**

The [default payment method](#) is displayed, but you can amend it.

You can use the [prompt](#) facility on this field to select from the Select Payment Method pop-up.

### **Disc Code**

You can amend the extended settlement [discount](#) code, if necessary.

You can use the prompt facility on this field to select from the Select Discount Code pop-up.

### **Disc Date**

You can optionally amend the discount date, if necessary.

### **Disc Value**

You can optionally amend the discount value, if necessary.

### **Interest Rate**

You can optionally enter the percentage interest rate for the [item](#). This will default to the customer's default rate.

### **Functions**

#### **Text (F21)**

Use this to enter or amend item [text](#).

When you have completed your amendments, press Enter. The amended details are displayed for confirmation. Press Enter to make further amendments or select **Update (F8)**.

## Cancelling Payments [21/ARP]

This task is now redundant. Please use the equivalent [Cash Management](#) task (42/CSP) to cancel payments.

## Update Statistics [41/ARP]

This task submits a batch job to calculate the statistics displayed by the Credit Manager enquiry.

It calculates overdue analysis [periods](#) using the customer-level ageing periods, where customer-level ageing periods are in use.

No [parameters](#) are required, as they are maintained using the Accounts Receivable Trend Parameters task.

This job should be run frequently, to keep the credit manager information up to date. It could be included as part of the auto day end routine.

The calculations for the credit manager ratios are explained in the Enquiries chapter of this product guide.

Select **Confirm Submit (F8)** to submit the job.

## Credit Diary Generation [42/ARP]

You use this task to report and clear down any outstanding scheduled and pre-emptive calls in the Credit Diary. It will then generate new calls based on the criteria set in the maintenance tasks. No scheduled and pre-emptive calls will be raised if there is already a follow-up call or a reactive call: suspended order for the customer.

**Caution:** This task will do nothing if the Credit Diary active processes are not installed.

Select **Confirm Submit (F8)** to submit the job and leave the task.

## Incoming Call [43/ARP]

You can use this task to process an incoming call, in the same manner as the call hub (see note below).

**Caution:** The Incoming Call task will do nothing in addition to the Credit Manager Enquiry if the Credit Diary active processes are not installed. Incoming calls do not appear in action lists as outstanding actions.

**Note:** The Call Hub is run from an action list in Work Management to process all the call types except incoming calls. All call types will appear in action lists with the document type of CUSTOMER and reference of the customer account. A reactive call: suspended order will appear with the document type of SALESORDER and reference of the order number.

## Incoming Call Customer Selection Window

**Note:** This window is the same as the Credit Manager Enquiry window displayed by the Credit Manager Enquiry task, except that it has a few extra functions. See the Credit Manager Enquiry section in the Enquiries chapter of this product guide for further information. Only the differences are covered here.

You use this window to select a customer who has an incoming call from a customer, display their statistics and allow action to be taken to create a follow-up call.

### Fields

#### **Account**

Enter the [customer code](#) of the customer who is calling.

Alternatively, use the [prompt](#) facility to select from the Customer Selection by Account Code pop-up.

Press Enter to re-display this window with the Credit Manager statistics displayed.

#### **Currency (Untitled)**

You can enter an alternative currency for this display in which case, the YTD etc. figures will be displayed for the selected currency when you press Enter.

You can use the prompt facility on this field to select from the Select Currency pop-up.

#### **Selection (Untitled)**

Check one of the fields numbered 0 to 6, representing the overdue buckets, to display the [items](#) that make the balance shown in that overdue bucket.

**Note:** The overdue buckets represent a period of time for which a customer item has been overdue. They are maintained in the Accounts Receivable company profile.

### Functions

Except as below, the functions are as in Credit Manager.

#### **Complete Call (F8)**

Use this to complete the call and remove it from the action list.

### **Call Action (F23)**

Use this to create a follow-up call for the customer, specifying the date on which it is to be made. You can also re-print a statement for the customer. In addition it allows the release of the order which generated this call request. All these are triggered via Work Management.

Update calls as required. Check an overdue bucket to see the Overdue Item Details window.

## **Call Actions Pop-up**

To display this pop-up, select **Call Action (F23)** on the Incoming Call Customer Selection window.

You use this pop-up to create a follow-up call for the customer, specifying the date on which it is to be made, and to re-print a statement for the customer.

### **Fields**

#### **Schedule Another Call**

You use this field to specify whether or not you want to schedule another call to this customer.

Use this checkbox as follows:

Unchecked - If you do not want to schedule another call to this customer

Checked - If you want to schedule another call to this customer

In this case, you should enter a date in the next field.

#### **Date**

If you **checked** the Schedule Another Call field, you use this field to specify the date on which you want to schedule another call to this customer. The current date is displayed but may be overridden.

#### **Re-print Statement**

You use this field to specify whether or not you want to re-print the customer's statement.

Use this checkbox as follows:

Unchecked - If you do not want to re-print the customer's statement

Checked - If you want to re-print the customer's statement

Enter the details and then press Enter to re-display the Incoming Call Customer Selection Window.

## **Overdue Item Details Window**

To display this window, check an overdue bucket and then press Enter on the Incoming Call Customer Selection window.

This window shows the [items](#) that contribute to the outstanding balance of the overdue bucket selected. You can drill down for further information on the individual items if necessary.

**Note:** You can select **Full Detail** to display the Item Enquiry window and re-print an invoice or [credit note](#) selected here.

### **Options**

Apart from the Full Detail option, fields and functions are as in Credit Manager.

#### **Full Detail**

Use this to display full [item](#) details. The Item Enquiry window is displayed.

Select **Full Detail** against an invoice or [credit note](#) to re-print the selected item.

## Item Enquiry Window

To display this window, select Full Detail against an [item](#) on the Overdue Item Details window.

You use this window to enquire on the item details and you can re-print an invoice or [credit note](#) if necessary.

### **Fields**

Except for **Re-print (F8)**, fields and functions are as in Credit Manager.

### **Functions**

#### **Re-print (F8)**

Use this to re-print an invoice or credit note.

A pop-up is displayed to inform you that a re-print has been requested. Press Enter to re-display this window.

**Note:** Later, it will be validated in Work Management as having been posted from Sales Order Processing rather than directly into Accounts Receivable.

Select **Re-print (F8)** to re-print an invoice or credit note.

## General Provision [51/ARP]

The General Provision and Specific Provision tasks work together to provide a means of providing for the possibility of bad debt.

Before using this task, you must first specify the [General Ledger](#) accounts to which the provisional postings are to be made. This is done using the Debtor Provision Accounts task. See the Maintenance chapter of this product guide for details on how to use the task.

Once your General Ledger accounts are specified, you can use both this task and the Specific Provision task to define how you want your bad debt provision to be made. There are two methods:

- Specify the percentage of the aged debt by overdue period.
- Specify the percentage of the total sales value which is to be posted as a provision.

The difference between the two tasks is that the Specific Provision task processes only those customers with a legal status of L, while the General task processes all customers except those with a status of L. This status is set up via the Customer Maintenance (Names and Addresses) task.

## General Provision Selection Window

To display this window, select the General Provision task.

### **Fields**

#### **Controller**

If you want this debt provision to be applied only to the accounts assigned to a particular controller, enter that controller in this field. Leave this field blank to select all controllers.

You can use the [prompt](#) facility on this field to select from the [Parameter](#) Codes pop-up.

#### **Account**

If you want the debt provision to be applied only to postings for a particular customer, enter that customer in this field. Leave this field blank to select all customers.

You can use the prompt facility on this field to select from the Customer Selection by Account Code pop-up.

#### **Journal Reference**

You must enter the unique journal reference for the postings to be made for the debt provision.

The journal description [text](#) in the General Ledger will be "Bad debt provision journal".

#### **Update General Ledger**

**Check** this field to update the ledger.

#### **Summary or Detail**

Select the option you require.

Enter the details and then press Enter to display the General Provision window.

## General Provision Window

To display this window, enter the details and then press Enter on the General Provision Selection window.

**Note:** You cannot enter this window until the general/specific provision accounts have been set up using the Debtor Provision Accounts task.

### **Fields**

#### **Percentage (Untitled)**

Enter the appropriate percentage(s). You cannot enter values for both overdue categories and for sales total.

There are two methods of creating the provision.

#### **Age of Debt Provision**

If you want to increase the provision made according to the age of the debt, enter the appropriate percentage against each interval shown on the window.

These intervals are set up in the Accounts Receivable [company profile](#). They are used by the Update Statistics task to analyse the customer balance, and this processing task must be run regularly to maintain the correct balances.

#### **Percentage of Total Sales**

If you want to define your debt provision as a percentage of total sales (this figure includes [tax](#)), enter that percentage in this field.

**Note:** Where customer-level ageing [periods](#) are in use and a customer is entered, the overdue period ranges will be those for the specific customer. If no customer is entered, as provision is being made for a range of customers, specific ranges will not be displayed; overdue period numbers will be displayed instead

Press Enter to submit a batch job, which makes the [General Ledger](#) postings against the journal reference you entered at the top of the window, reversing out any previous provision for the accounts selected.

## Specific Provision [52/ARP]

The Specific Provision task works together with the General Provision task to provide a means of providing for the possibility of bad debt.

Before using this task, you must first specify the [General Ledger](#) accounts to which the provisional postings are to be made. This is done using the Debtor Provision Accounts task. See the Maintenance chapter of this product guide for details on how to use the task.

Once your General Ledger accounts are specified, you can use both this task and the General Provision task to define how you want your bad debt provision to be made. There are two methods:

- Specify the percentage of the aged debt by overdue period.
- Specify the percentage of the total sales value which is to be posted as a provision.



The difference between the two tasks is that the Specific Provision task processes only those customers with a legal status of L, while the General Provision task processes all customers except those with a status of L. This status is set up via the Maintain Customers task.

The window sequence and fields displayed are exactly the same as for the General Provision task. Refer to the General Provision section for details of windows and fields.

**Note:** Where customer-level ageing [periods](#) are in use and a customer is entered, the overdue period ranges will be those for the specific customer. If no customer is entered, as provision is being made for a range of customers, specific ranges will not be displayed; overdue period numbers will be displayed instead

## Write Off [53/ARP]

This task enables you to select a customer and write off any [open items](#), as required.

### Write-off Account Items Selection Window

To display this window, select the Write Off task.

#### **Fields**

##### **Enter Account**

Enter the customer whose debt is to be written off.

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

##### **Reason Code for Write-off**

A [reason code](#) must be entered for the posting which will write off the debt.

You can use the prompt facility on this field to select from the Select Reason Code pop-up.

Press Enter to display a list of open items for the customer.

### Account Item Write-off Item Details Window

To display this window, press Enter on the Write-off Account Items Selection window.

Use this window to select [items](#) to be written off. You can list all items for a selected currency.

#### **Fields**

**Position To**

Enter a [transaction](#) type and reference. This will re-display the listing beginning with the [item](#) selected.

**Currency**

Enter a currency and then press Enter to see a list of items for the customer, which are held in the chosen currency.

You can use the [prompt](#) facility on this field to select from the Select Currency pop-up.

**Options****Select for Write-off**

Use this to select an item for write-off. The item will be [flagged](#) with **1** in the first field.

**De-select**

Use this to de-select an item previously selected for write-off.

**Functions****Select All (F17)**

Use this to select all the displayed items for write-off.

**De-select All (F18)**

Use this to de-select all the previously selected [items](#).

When you have made your selection, press Enter and then select **Update (F8)** to submit a job which will write off the items selected.

## Mass Transfer [54/ARP]

This task enables you to [transfer](#) some or all [open items](#) for a customer to a different customer account.

The function is provided specifically to comply with French requirements regarding customers whose businesses are in the hands of receivers. This states that all balances for such customers must appear on a separate [General Ledger](#) account from that used for other debt. However, this task could be used to transfer open items to another customer regardless of legal status, for example in the case of a take-over.

The process thus involves setting up a separate account for the customer, which points at the separate General Ledger account, and then transferring the [items](#) using this task.

---

## Transfer Account Items Window

To display this window, select the Mass Transfer task.

### **Fields**

#### **Enter FROM Account**

Enter the existing customer.

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

#### **TO Account**

Enter the target account.

You can use the prompt facility on this field to select from the Customer Selection by Account Code pop-up.

#### **Status for TO account**

Select one of the following to indicate the value to which the TO account will be set:

None ([Default](#))

Legal (L)

Uncertain (U)

This can be left as **None** if only a selection of [transactions](#) is to be [transferred](#), or if a straightforward account transfer is required.

Press Enter to display the Account [Item](#) Transfer Item Details window, showing a list of [open items](#) for the From account.

## Account Item Transfer Item Details Window

To display this window, press Enter on the Transfer Account Items window.

### **Fields**

#### **Position To**

Enter a [transaction](#) type and reference. This will re-display the listing beginning with the [item](#) selected.

#### **Currency**

Enter a currency and then press Enter to see a list of items for the customer, which are held in the chosen currency.

You can use the [prompt](#) facility on this field to select from the Select Currency pop-up.

### **Options**

**Select for Transfer**

Use this to select an [item](#) for [transfer](#). The item will be [flagged](#) with **1** in the first field.

**De-select**

Use this to de-select an item previously selected for write-off.

**Functions****Select All (F17)**

Use this to select all the displayed items for write-off.

**De-select All (F18)**

Use this to de-select all the previously selected items.

When you have made your selection, press Enter and then select **Update (F8)** to submit a job which will transfer the items selected.

## Invoices, Credit Notes Print [61/ARP]

This task enables you to print Accounts Receivable invoices and [credit notes](#) if you only have Finance applications.

It avoids the need to install [Inventory](#), Order Processing and AFI just to create sundry invoices.

When an invoice or credit note has been printed, the [item](#) record is updated and if a print of the same item is requested again, "REPRINT" will appear on the document.

Invoices and [credit notes](#) will be created in the usual way through the Accounts Receivable Invoices, Credit Notes task (1/ARP) and the updates of customer and [General Ledger](#) account balances performed via the Accounts Receivable and General Ledger subsystems.

## Invoices/Credit Note Print Selection Window

To display this window, select the Invoices, [Credit Notes](#) Print task.

**Note:** *Only invoices and credits produced in Accounts Receivable are eligible for selection.*

**Fields****Type of Document**

Select one of the following:

Invoice ([default](#))

[Credit note](#)

**From Reference/To Reference**

Use these fields as follows:

- Item references may be left blank; in which case ALL invoices/credit notes will be printed for the company and item type.
- If a To reference is entered, a From value is required.
- If a From reference is entered, a To value is required.
- The To reference must be greater than or equal to the From reference.
- No validation is performed on the actual references entered.

You can use the [prompt](#) facility on these fields to select from the Select [Item](#) Reference pop-up.

Select **Submit (F8)** to submit a job to print the required documents.



### Post Cash & Allocate [1/ARA]

This task allows you to allocate cash receipts and remittances as follows:

- Items selected and available for allocation
- New cash and adjustment items

In addition, you can, at the start of the process:

- Post cash and make adjustments

**Note:** *The initial pop-up or windows to be displayed may have been set up for your user ID, in the [Cash Allocation Preferences](#) maintenance task. Optionally, the [Batch Control](#), Session [Defaults](#) and/or [Allocation Defaults](#) windows may be displayed.*

The items displayed for allocation may depend on the allocation method chosen, but the order of the display will be as follows:

New cash followed by new adjustment items, in the order posted, are shown as fully cleared. Then existing cash is shown, followed by items selected (or available for selection) for allocation. These will be one of the following:

- Existing outstanding items for the allocation customer (entered on the Allocation Defaults pop-up)
- Existing outstanding items for the customer used for the first piece of cash
- Items selected using **Filter (F6)**
- Items selected using **References (F17)**

**Note:** *Items available for allocation are displayed using User Default Filter, defined in **Cash Allocation Parameters [10/ARM]** if one has been defined.*

A running total allocated will be displayed. You can part pay, use [discount](#) maintenance, select by [item](#) references, select a range by filtering from a wide selection and, where a parent in a hierarchy is chosen, select the appropriate child company to which to post. The customer's [default](#) allocation method, where not already defined, may be amended or set up for the first time.

Once the allocation balances, you will be [prompted](#) to update. Should you need to complete without balancing, you can suspend the allocation. The reference entered against the suspended session will identify the allocation in the Resume User Session task.

Where automatic posting was used to suspend an allocation automatically you can post the cash and suspend the allocation.

### **Multiple Companies**

The Accounts Receivable company is displayed only if you are authorised to make inter-company postings. The default is the host company. You can change the host company to any other Accounts Receivable company which is attached to your current [Cash Management](#) company. You can change to any Accounts Receivable company linked to a [General Ledger](#) company (with an inter-company link to the host General Ledger company).

## Batch Control Pop-up

**Note:** This pop-up is only displayed automatically if the Display [Batch Controls](#) field is checked in the [Cash Allocation](#) Preferences maintenance task. The Batch Control Active field must also be checked in Accounts Receivable [company profile](#).

**Note:** This pop-up is also displayed when you select **Batch Controls (F2)** on the Post Cash and Allocate Items window (and on other windows on which it is available) even if it is not set to display at the start of the task.

### **Fields**

#### **Batch Number**

Specify a unique number to identify the batch. Once entered, the batch number may not be changed.

#### **Batch Total**

Enter a [hash total](#) for [batch control](#) purposes. If the batch total entered proves to be in error, it can be changed later to match the calculated batch entered.

#### **Total So Far**

This field displays the accumulated value of the cash entered.

#### **Variance**

This field displays the difference between the accumulated value and the batch total.

**Note:** Should the batch total not match the values entered, it is possible to allow this by changing the Batch Total field to match the Total So Far field.

Press Enter to save the details and leave the Batch Control pop-up.

## Allocation Balances Pop-up

To display this pop-up, select **Exit (F3)** on another window or pop-up.



## **Fields**

### **Post the Allocation**

**Check** this to post the allocation. This field is not available if [items](#) have already been confirmed with **Update (F8)**.

### **Suspend the Allocation**

**Check** this to suspend the allocation. You can later select the Resume User Session task to complete the session.

### **Reference**

If you suspend the allocation, enter a reference.

### **Post the Cash Only**

**Check** this to post only the cash.

Press Enter to confirm that you want to leave the session. Leave all the checkboxes unchecked and then press Enter to cancel the batch. The Cancel Batch pop-up will be displayed.

## **Cancel Batch Pop-up**

**Note:** This pop-up is only displayed if the Display [Batch Controls](#) field is checked in the [Cash Allocation](#) Preferences maintenance task. The Batch Control Active field must also be checked in the Accounts Receivable [company profile](#). The batch must be cancelled with no updated [items](#).

**Note:** If the above conditions are met, this pop-up is displayed when OK is selected on the Allocation Balances pop-up and no boxes have been checked.

Select **Cancel (F11)** to confirm the cancellation.

## **Session Defaults Pop-up**

**Note:** This pop-up is only displayed if the Display Session Defaults field is checked in the [Cash Allocation](#) Preferences maintenance task.

**Note:** This pop-up is also displayed when you select **Sess.Defaults (F20)** on the Post Cash and Allocate [Items](#) window (and other windows) even if it is not set to display at the start of the task.

This pop-up allows you to amend [default](#) the posting and [discount](#) dates, the [period](#) and bank account and to set a bank reference for the posting session.

## **Fields**

**Posting Date**

This field displays the system date. You can change this to an alternative posting date for the cash posted or allocations made.

**Period**

This field defaults to the current period. You can change this to a future period which corresponds to the posting date set.

**Discount Date**

If a different date is to be used for calculating whether [discount](#) is allowable, you can change it here.

**Bank Account**

This field displays the [default](#) bank account. If necessary, you can enter a different [General Ledger](#) bank account code for posting cash.

You can use the [prompt](#) facility on this field to select from the Select Bank Account pop-up.

**Bank Reference**

You can add a bank reference (this could be a paying in slip number) to be reported against the cash receipts entered.

**Note:** *If you are not using Session Defaults as an initial pop-up, the Bank Reference field on the Cash Posting pop-up will default to blanks.*

Press Enter to validate your entries and leave the pop-up.

## Allocation Defaults Pop-up

**Note:** *This pop-up is only displayed if the Display Allocation Defaults field is checked in the [Cash Allocation](#) Preferences maintenance task.*

**Note:** *This pop-up is displayed when you select **Alloc. Defaults (F21)** on the Post Cash and Allocate [Items](#) window (and other windows on which it is available) even if it is not set to display at the start of the task.*

Use this window to select your first customer for cash posting and allocation. The window displayed next depends on the customer's [default](#) allocation method.

**Note:** *The default allocation method is set up in the Maintain Customers task.*

If the customer selected has no default allocation method, you will be [prompted](#) to select one. For more information, see the Customer's Default Allocation Method Pop-up section.

**Fields**

**A/R Company**

Select the Accounts Receivable company required.

You can use the [prompt](#) facility on this field to select from the Select Accounts Receivable Company pop-up.

**Note:** This field is only displayed if more than one Accounts Receivable company is attached to the same Cash Management company.

**Customer**

Enter the customer from which the cash received should be allocated.

You can use the [prompt](#) facility on this field to select from the Customer Selection by [Customer Code](#) pop-up.

**Note:** If it is an Accounts Receivable hierarchy customer, it must not be type 4.

**Allocation Currency**

Enter the currency of the allocation or leave this field blank to allocate in [base currency](#).

You can use the prompt facility on this field to select from the Select Currency pop-up.

**Payment Method**

Enter the default [payment method](#). This will be used for cash receipts and any adjustments or replacement [items](#).

You can use the prompt facility on this field to select from the Select Payment Method pop-up.

**Functions****Filter (F6)**

Use this to display the Filter Items pop-up.

**References (F17)**

Use this to display the Items to be Allocated pop-up.

**Cash (F19)**

Use this to display the Cash Posting pop-up.

Press Enter to confirm the allocation [defaults](#) and display the Cash Posting window.

## Customer's Default Allocation Method Pop-up

This pop-up is only displayed when the selected customer has no previous default allocation method.

**Note:** The default allocation method is set up in the Maintain Customers task.

**Fields**

### Default Allocation Method

Select one of the following:

Items (1) - To display a window of customer [items](#) from which selections can be made

References (2) - To display a grid for direct entry of [item](#) references, for example, a remittance advice reference

Filter (3) - To display a window for setting selection criteria to enable you to exclude unwanted items

You can then further select from the filtered window of items.

Press Enter to confirm the allocation [defaults](#) entered and display the Cash Posting pop-up.

## Cash Posting Pop-up

This pop-up is displayed when the [batch controls](#), session [defaults](#) and allocation methods (where used) are determined.

**Note:** You choose to display this pop-up by selecting **Cash (F19)** from any window on which it is available.

### Fields

#### Customer

Enter the customer from which cash has been received.

You can use the [prompt](#) facility on this field to select from the Customer Selection by [Customer Code](#) pop-up.

**Note:** If it is an Accounts Receivable hierarchy customer, it must not be type 4.

#### Value

Enter the value of the cash received.

#### Currency

This field displays the allocation [default](#) currency or, if it is not used, the [base currency](#). You can change the base currency to the currency of the cash received.

You can use the prompt facility on this field to select from the Select Currency pop-up.

**Note:** Conversion rates can be overridden. See the **Bank -> Base (F5)** and **Item -> Bank (F18)** functions.

#### External Ref

Enter a unique reference for your customer. This would most usefully be the cheque number.

**Posting Date**

This field displays the system date or session default posting date. You can change this to a different posting date if it is required for the customer's cash posting.

**Period**

This field displays the current [period](#). You can change this to a future period if necessary.

**Bank Account**

Enter the [General Ledger](#) bank account which will receive the cash. It [defaults](#) to the customer/[company profile](#) bank account, but can be changed.

You can use the [prompt](#) facility on this field to select from the Select Bank Account pop-up.

**Bank Reference**

You must enter a bank reference. It is used to help identify [transactions](#) during Bank Statement Reconciliation and could usefully be the paying-in slip number.

**Charges**

Enter the value of any bank charges applied by your bank. Charges are recorded in the currency of the bank account. The value can be negative.

**Charges Account**

You can optionally enter a General Ledger account for any charges.

You can use the prompt facility on this field to select from the Select Charge Account pop-up.

**Payment Method**

Select the [payment method](#) by which the cash was received. The customer's default is displayed.

You can use the prompt facility on this field to select from the Select Payment Method pop-up.

**Description**

You can enter a description of the cash posting [transaction](#).

**Note:** *Technical Note: For reporting or enquiry purposes, this will only be useful if you have a customised program storing this field in LTMC15.*

**Functions****Bank -> Base (F5)**

Use this to override the bank to base conversion rate. The Override Conversion [Parameters](#) pop-up is displayed.

**Update (F8)**

Use this when you have completed the allocations for this session. If the allocations do not balance, the Suspend Allocations pop-up is displayed.

**Items (F9)**

Use this to display the Post Cash and Allocate (Items) window to view the [items](#) for allocation.

**Delete Item (F11)**

Use this to confirm the deletion of new cash or adjustments. These are selected for deletion on the Post Cash and Allocate (Items) window.

**Item Text (F14)**

Use this to display the standard [text](#) window with any text on the [item](#), with the option to add text for the posting.

**Item->Bank (F18)**

Use this to override the item to bank conversion rate. The Override Conversion [Parameters](#) pop-up is displayed.

**Adjustments (F22)**

A pop-up is displayed to allow you to create adjustments or replacement items as part of the allocation. For more information, see the Post Adjustment or Replacement Pop-up section.

Press Enter to confirm the cash posting values entered and to display the Post Cash and Allocate Items window.

## Post Cash and Allocate Items Window

To display this window, press Enter on the Cash Posting pop-up.

The [items](#) displayed for allocation may depend on the allocation method chosen, but the order of the display will be as follows:

New cash followed by new adjustment items, in the order posted, are shown as fully cleared. Then existing cash is shown, followed by items selected (or available for selection) for allocation. These will be one of the following:

- Existing outstanding items for the allocation customer (entered on the Allocation Defaults pop-up)
- Existing outstanding items for the customer used for the first piece of cash
- Items selected using **Filter (F5)**
- Items selected using **References (F17)**

Cleared items display in blue, part-cleared items in pink and disputed items in reverse image.

**Note:** Your Accounts Receivable [company profile](#) field *Display Cash First* takes effect on the Post Cash and Allocate window. This relates to existing cash items and not to new cash posted.

**Fields****Opt**

Enter one of the following:

1 - To allocate an [outstanding item](#) fully against cash, or to amend new cash and/or new adjustments

2 - To display a pop-up to allow you to part-pay existing [items](#)

For more information, see the Part-Pay Pop-up section.

3 - To amend existing [text](#) for the item or add new text

If text already exists, the Diary Facility Text Maintenance window is displayed. If not, the Item **Text window is displayed.**

4 - To delete new cash or new adjustments or de-allocate items previously selected for clearance

- To de-allocate, enter **4** against an item previously selected for allocation.
- To delete, enter **4** against new cash or new adjustments. The Cash Posting window is re-displayed and you can select **Delete Item (F11)** to confirm the deletion.

For deletions of new cash and adjustments, the Cash Posting pop-up is displayed showing the item's details. Select **Delete (F11)** on the Cash Posting pop-up to confirm the deletion.

5 - To enquire on existing item details

### **Position To**

Enter the full reference of an item at which to begin the display.

### **Functions**

#### **Batch Controls (F2)**

Use this to display the [Batch Control](#) pop-up showing the total posted so far. An option to override the batch total is available.

#### **Autoallocate (F5)**

Unallocated [items](#) and new cash posted items with valid [due dates](#) will be automatically allocated from the cash value entered on the Cash Posting window, until that value is exhausted. No part-payments will be made.

#### **Filter (F6)**

Use this to select items for allocation by filtering out from a wide range of references, [periods](#), values and dates etc. This filter may include any selections already made on the Session [Defaults](#) and Allocation Defaults pop-ups.

#### **View (F7)**

Use this to switch between different views of the allocation items.

**Note:** Views are set up in the [Cash Allocation Preferences](#) maintenance task.

#### **Review (F9)**

Use this to display cash and allocated items currently selected.

**Cust. Enquiry (F13)**

Use this to access the Credit Manager Enquiry task for your current customers. This is also available through option **5** on this window. For more information, see the Credit Manager Enquiry section in the Enquiries chapter of this product guide.

**Totals (F15)**

Use this to display the Totals pop-up, with totals posted for new and existing cash, total allocated, total [discounts](#), total adjustments, total replacement [items](#), and with the total allocation balance for the session.

**Alloc. Text (F16)**

Use this to display and maintain [text](#) entries against [transactions](#) posted for the session, with the option to add more text. Either the Item Text window or the Diary Facility Text Maintenance window is displayed, depending on whether any text currently exists or not.

**References (F17)**

Use this to select items by references. For more information, see the Items to be Allocated Pop-up section.

You can also [prompt](#) on item type by selecting **Item Type (F17)**. This toggles with the Item Reference prompt to allow you to select from list of existing item types.

**Cash (F19)**

Use this to display the Cash Posting pop-up to allow you to post a cash received value.

**Sess. Defaults (F20)**

Use this to display the Session Defaults pop-up to give you the option of amending the posting and discount dates. At the start of the session, you can amend the [default](#) GL bank account and add a bank reference.

**Alloc. Defaults (F21)**

Use this to select the customer and amend or accept the allocation currency and the allocation method.

**Adjustments (F22)**

Use this to display a pop-up to allow you to allocate cash to adjustment [transactions](#). For more information, see the Post Adjustment or Replacement Pop-up section.

**Cancel Alloc. (F23)**

Use this to display a pop-up, asking you to confirm the cancellation.

Select **Cancel Allocation (F23)** to confirm the cancellation or select **Previous (F12)** to return to this window without cancelling.

**More (F24)**

Use this to access functions which are not currently displayed.

Select **Update (F8)** to save the allocation and return to your first selection window or pop-up.



## Part-payment and/or Discount Pop-up

To display this pop-up, enter 2 against an [item](#) and then press Enter on the Post Cash and Allocate (Items) window.

Use this to select existing items to partly pay from cash received. New cash or adjustment items may not be part-paid.

The currently outstanding value and calculated [discount](#) available and the discount date are displayed for your information.

### **Fields**

#### **Value to Allocate**

Enter the value of the part-payment to be allocated.

#### **Discount Taken**

Add or amend the discount value to be taken. Select **Discount (F7)** to select from available discount values (from the history of discount values held for the item).

### **Functions**

#### **Discount (F7)**

Use this to display the Select Item Discount pop-up with a list of all discounts available on the selected [item](#). You can select any discount line displayed.

**Note: Discount (F7)** is only available when a discount code is held for the item with multiple discount rates. The Cash Management utilities task Recalculate Discount (34/CSU) must be run to calculate the discount.

Press Enter to validate the part payment values and return to the Post Cash and Allocate (Items) window.

## Select Item Discount Pop-up

To display this pop-up, select **Discount (F7)** on the Part-payment and/or Discount pop-up.

This pop-up displays the history of available [discount](#) for the customer. It displays the discount date, discount value, outstanding balance and discount code used.

### **Options**

#### **Select**

Use this to select a discount line which matches the current [item](#).

The value selected is added to the part pay item as the discount allowed.

Select a discount item to return to the Part-payment pop-up and use that discount value.

## Item Text Window

To display this window, select option 3 on the Post Cash and Allocate (Items) window, if there is currently no [text](#) for this [item](#). You can create text if you wish.

If text does exist, the Diary Facility Text Maintenance window will be displayed.

Select **Add New (F6)** to add new text for the item you are creating. The Diary Facility Text Addition window is displayed.

Because this is a new item, the other fields and functions have no effect at this time.

## Diary Facility Text Addition Window

To display this window, select **Add New (F6)** on the Item Text window.

### Fields

#### **Status Code**

You can optionally assign a status to the [text](#). Suggested codes are as follows, but the codes can be user-defined using the [General Ledger](#) Maintain [Parameters](#) task.

- 1 - Item cleared
- 2 - Text cleared
- 3 - Open text
- 4 - Action required
- 5 - Reviewed/actioned

You can use the [prompt](#) facility on this field to select from the Parameter Codes pop-up.

#### **Action Date**

If this [text](#) requires action to be taken, enter or select the action deadline here.

#### **Transaction Level Text**

Enter text as required.

#### **Insert/Lines after Line/Delete/Line from Line**

Use these fields to insert or remove text at the specified places.

Select **Update (F8)** to update the text. The Diary Facility Text Maintenance window is displayed.

## Diary Facility Text Maintenance Window

This window displays [text](#) previously created. You can amend it if necessary.

### Fields

**Position to Action Date**

Enter or select the date from which you want the list to display.

**Status**

To display only text of a certain status, select a status code. Status codes are set up in the [General Ledger](#) Maintain [Parameters](#) and suggested codes are shown below but other codes may be used.

- 1 - Item cleared
- 2 - Text cleared
- 3 - Open text
- 4 - Action required
- 5 - Reviewed/actioned

You can use the [prompt](#) facility on this field to select from the Parameter Codes pop-up.

**Recorded By**

Enter the name or code to be associated with the text entered. This [defaults](#) to the current user code.

You can use the prompt facility on this field to select from the Select User Profile pop-up.

**Options****Select**

Use this to amend text.

**Delete**

Use this to delete text.

**Functions****Add New (F6)**

Use this to add new text.

**Change Seq. (F15)**

Use this to toggle between displaying text in action date order and in change date order.

Select the text you want to review or amend or select **Add New (F6)** to add more text. The Diary Facility Text Addition window will be displayed.

## Items to be Allocated Pop-up

To display this pop-up, select **References (F17)** on the Post Cash and Allocate (Items) window.

Use this to enter invoice or other item references to be selected for allocation. This pop-up is displayed automatically if your allocation method for the customer was set to **2 (References)** in the Maintain Customers task.

### **Fields**

#### **Type (Untitled)**

When the pop-up is first displayed, the first field is protected and fixed as IN. If you select **Item Type (F17)**, you can toggle the display so that the [item](#) type can be changed. In this case, enter the item type required.

You can use the [prompt](#) facility on this field to select from the Select Item Type pop-up.

#### **Reference (Untitled)**

Add the invoice (or other item type) references to be allocated against the cash received.

You can use the prompt facility on this field to select from the Select Item pop-up.

### **Functions**

#### **Items (F9)**

Use this to return to the Post Cash and Allocate (Items) window

#### **Item Type (F17)**

When this pop-up is first displayed, only invoices can be entered. The item type is fixed as IN and only the reference needs to be entered.

Use this to toggle the display to allow a change of the item types. A different item type can be selected for each item, although the [default](#) remains IN.

#### **Adjustments (F22)**

Use this to display the Post Adjustment or Replacement pop-up.

Enter items as required. Select **Update (F8)** when you have entered the required items.

## **Filter Items Pop-up**

To display this pop-up, select **Filter (F6)** on the Post Cash and Allocate (Items) window or the Allocation Defaults pop-up.

This pop-up allows you a controlled selection of available [items](#) from a wide range of dates, codes, document types etc. You can also select the display sequence of the items selected for allocation.

If a User Default filter has maintained in **Cash Allocation Preferences [10/ARM]**, then the settings of the filter will be defaulted but they may be overridden for this allocation in this pop-up.

Use + or - where displayed to select a range from all available.

### **Fields**

**Retain Existing Selection**

Select one of the following:

No - If the previously filtered selection will be excluded

All - For previously filtered selections to be included with this filtered selection

Credits - To retain previously selected [credit note](#) selections with this filtered selection

Cash - To retain previously selected cash postings selections with this filtered selection

**Resequence**

Use this checkbox as follows:

Unchecked - For selected [items](#) to be displayed at the end of the items retained from previous selections

Checked - For items to be presented in the order of the filtered items, including those items retained from previous selections

**Note:** *New cash allocations and adjustments will always be presented first.*

**Order**

Enter a number from 1 to 9 to denote the column order of the output. For example, if **2** were to be entered against Item Type, that would be the second column heading.

Leave this field blank to exclude a column from the output.

**A/D**

Enter one of the following:

None (blank)

Ascending (A) - To output the selection in ascending order

Descending (D) - To output the selection in descending order

**Company**

This field [defaults](#) to the current company. You can change it to a different Accounts Receivable company.

**Note:** *This field is only displayed if more than one Accounts Receivable company is attached to the same Cash Management company.*

**Customer**

Enter one customer for the allocation, or enter + to be [prompted](#) for entry of more than one customer. A small pop-up will be displayed for you to enter a list of customers required for the allocation.

You can use the prompt facility on this field and on the pop-up displayed if + is used.

If a hierarchy type 3 customer is selected in this field, use **Hierarchy (F7)** to allow you to select a child account for the posting.

**Note:** *Customers must not be hierarchy type 4.*

### **Item Type**

Select a single [item](#) type by entering the code or enter + to be prompted for entry of more than one item type.

You can use the prompt facility on this field to select from the Select Item Type pop-up.

### **Reference From/To**

Select a reference or range of references for the item type shown.

You can use the prompt facility on this field to select from the Select Item pop-up.

**Note:** *Reference is only available for single item type or no item type.*

### **External Ref From/To**

Enter a range of references.

Enter + to list a number of external reference ranges to be used as selection criteria.

You can select external references by using % as a wild card.

Examples:

%AB1% finds references including AB1.

%ABI finds references ending AB1.

AB1% finds references starting AB1.

Also, an underscore may be used to represent any character.

Example:

A\_1 would find references with any character between the A and the 1.

### **Posting Period From/To**

Enter a posting [period](#) or range of periods or enter + to allow entry of a list of posting periods where a range is not appropriate.

### **Overdue Period From/To**

Enter an overdue number of [periods](#) or a range of overdue periods or enter + to allow entry of a list of overdue periods where a range is not appropriate.

### **Outstanding Value From/To**

Enter an outstanding value or range of customer's outstanding values.

**Allocated Value From/To**

Enter a previously allocated value or a range of allocated values.

Press Enter to return to the Post Cash and Allocate window.

## Filter Items Second Pop-up

To display this pop-up, select **Page Down** on the Filter Items pop-up.

**Fields****Resequence**

Use this checkbox as follows:

Unchecked - For selected [items](#) to be displayed at the end of the items retained from previous selections

Checked - For items to be presented in the order of the filtered items, including those items retained from previous selections

**Note:** New [cash allocations](#) and adjustments will always be presented first.

**Document Date From/To**

Enter or select a document date or range of document dates.

**Due Date From/To**

Enter or select a [due date](#) or a range of due dates.

**Discount Date From/To**

Enter or select a date [discount](#) taken or a range of discount dates.

**Reminder Level From/To**

Select a [chase letter](#) code or a range of codes.

You can use the [prompt](#) facility on these fields to select from the Select [Dunning Letter](#) pop-up.

**Description From/To**

Enter a range of [item](#) descriptions.

You can select descriptions by using % as a wild card.

Examples:

%AB1% finds descriptions including AB1

%ABI finds descriptions ending AB1

AB1% finds descriptions starting AB1

Also, an underscore may be used to represent any character.

Example:

A\_1 would find descriptions with any character between the A and the 1.

### **Reason Code**

Select one [reason code](#) or enter + to allow entry of a list of codes to be included.

You can use the [prompt](#) facility on these fields to select from the Select Reason Code pop-up.

### **Dispute Code**

Select one invoice dispute code or enter + to allow entry of a list of codes to be included.

When + is used, it is possible to select **All (F14)** to allow selection of all dispute codes.

You can use the prompt facility on these fields to select from the Select Reason Code pop-up.

**Note:** Disputed [items](#) are excluded by [default](#). If you wish to include [disputed invoices](#), the appropriate code or codes must be set in the filter.

### **Currency**

Enter one currency or leave this field blank to select all currencies available.

You can use the prompt facility on this field to select from the Select Currency pop-up.

### **By Originating Acct.**

**Check** this to sequence the display by originating account.

## **Functions**

### **Hierarchy (F7)**

Use this to display the Select Child Accounts pop-up, which allows you to select a range of child accounts when the selected customer(s) is a parent account of hierarchy type 3.

Press Enter to activate the filtered selection.

## Select Child Accounts Pop-up

To display this pop-up, select **Hierarchy (F7)** on the Filter Items Second pop-up when the customer selected for allocation is of hierarchy level three (parent).

Use this window to select one or more child level accounts.

### **Fields**

#### **From Child/To Child**

To restrict the range on view, enter From and To values in these fields.

### **Functions**



### Parentage/Names & Addresses (F15)

Use this to toggle between displaying the parent account of the displayed child accounts and the customer details.

Select a child account as required.

## Post Multiple Adjustments Window

To display this pop-up, select **Multiple Adjustments (F19)** on the Post Cash and Allocate window.

Use this pop-up to create multiple adjustment transactions to be added to the Post Cash and Allocate Items window.

Select the adjustment type, payment method and add a description.

The company and customer may be displayed from the previous window

## Post Adjustment or Replacement Pop-up

To display this pop-up, select **Adjustment (F22)** on the Post Cash and Allocate window.

Use this pop-up to create an adjustment [transaction](#) to be added to the Post Cash and Allocate Items window. Select the adjustment type, [payment method](#) and add a description.

The company and customer may be displayed from the previous window.

### Type

Enter an adjustment type.

You can use the [prompt](#) facility on this field to select from the [Parameter](#) Codes pop-up.

When you select **AJ** for a write-off adjustment, the [tax](#) element of the write-off can be reclaimed if the following applies:

- The reason code used is linked to a GL account with a [tax](#) code.
- The [tax](#) code discount basis is set to **2**.

**Note:** A [tax](#) code is assigned to a GL account via the *Maintain Accounts* task.

**Note:** [Tax discount](#) basis is set to 2 via the *Maintain Tax Codes and Rates* task.

### Currency

Accept the displayed currency or select a new currency for the adjustment.

You can use the [prompt](#) facility on this field to select from the *Select Currency* pop-up.

**Note:** *This field cannot be changed if currency was set on the Allocation Defaults Pop-up.*

### Reason Code

Enter a [reason code](#) for the adjustment.

You can use the [prompt](#) facility on this field to select from the Select Reason Code pop-up.

When the reason code used is attached to the write-off adjustment type **AJ**, the following applies:

- The "Reason Code Invalid" message is displayed when the selected reason code is valid, but is attached to a GL account code that is, in turn, attached to a [tax](#) code that is eligible for use with input [tax](#) only.
- The [tax](#) element of the written-off value is reclaimable. This depends on the reason code being linked to a GL account with a [tax](#) discount basis set to **2**.

**Note:** A [tax](#) code is assigned to a GL account via the Maintain Accounts task.

**Note:** [Tax discount](#) basis is set up via the Maintain [Tax](#) Codes and Rates task.

### Payment Method

Enter the [payment method](#).

Alternatively, use the prompt facility to select from the Select Payment Method pop-up.

### External Ref

You can optionally enter a unique reference for your customer. This would most usefully be the cheque number.

### Description

You can enter a description of the adjustment [transaction](#). This appears against the replacement adjustment [item](#) details in enquiry.

## Functions

### Item Text (F14)

Use this to add [text](#) for this item. The Item Text window is displayed.

### Rate (F18)

If the currency is not base, use this to override the exchange rate. The Override Conversion [Parameters](#) pop-up is displayed.

**Note:** For reporting or enquiry purposes this will only be useful if you have a customised program storing this field in LTMC15.

Select **Update (F8)** to save the allocation when the balance is 0.

Press Enter to save the adjustment and return to the Post Cash and Allocate Items window.

## Override Conversion Parameters Pop-up

To display this pop-up, select a function to override an exchange rate.

You use this pop-up to override the [default](#) currency rate. To override the current rate you enter either:

- A pre-defined rate code specified via the General Ledger currency tasks
- A new rate by which the value is to be multiplied or divided
- The target value (the conversion rate will be calculated by the system)

**Note:** Where both the source and target currencies are Euro, you cannot override the conversion rate.

### **Fields**

#### **Rate Code**

Enter a pre-defined [rate code](#) as set up in the Maintain Rate Codes task.

Alternatively, use the [prompt](#) facility to select from the Select Rate Code pop-up.

#### **Rate**

Alternatively, you can enter the new rate code to be used with up to five decimal places.

#### **Multiply or Divide**

If you select a value in this field, a value must be entered in the Rate field.

Select one of the following:

M - To multiply the values held in the source currency by the exchange rate to achieve the target currency value

D - To divide values held in the source currency by the exchange rate to achieve the target currency values

**Note:** For Euro conversion, the system holds Euro/target fixed rates.

**Note:** For guidance on when to select Multiply or Divide in a Euro IN/OUT OUT/IN situation, see the Eurocurrency: Phase 1: Illustration of Conversions section in the Currency chapter of the General Ledger product guide.

#### **Source to Euro**

The value of **0** or **1** [defaults](#) from the Euro Currencies Maintenance task and decides the calculation rules.

Enter one of the following:

0 - If the currencies will be converted directly

1 - To uses a triangulation currency conversion via the Euro currency

**Note:** This field is displayed when either the source or the target currencies is a currency IN the Euro Zone.

### **Target Currency Value**

Enter the target currency value and the system will calculate the rate.

**Note:** *Only the variable part of the rate is displayed if the currencies are Euro OUT/IN or IN/OUT.*

Press Enter to see the rate applied to the converted currencies.

## Post Cash [2/ARA]

Use this task when you want to post cash received from a customer without allocating it. This is the advanced method of direct cash posting. Most of the windows and pop-ups are similar to those in the Post Cash & Allocate task (1/ARA). See that section for further details.

Multiple pieces of cash may be posted to customer account(s) as unallocated cash. [General Ledger](#) postings will be made. Postings do not require confirmation.

The initial pop-up or windows to display may have been set up for your user name using the [Cash Allocation](#) Preferences maintenance task.

### **Batch Control**

The [Batch Control](#) pop-up is displayed, if used.

For more information see the Batch Control Pop-up section.

### **Session Defaults**

The Session Defaults pop-up is only displayed if it is set up to do so via the Cash Allocation Preferences maintenance task. This pop-up allows you to amend [default](#) posting date, bank account and bank reference for the session.

**Note:** [Discount](#) date is not available in this case.

For more information see the Session Defaults Pop-up section.

### **Russian Specifics**

If Russian Function is active, GL country specific parameter **069** is **1**:

The entered **External Reference** can be an existing Prepayment Contract established in [21/OEP]. To aid the entry of the prepayment contract a prompt is available.

**Note:** *there is no additional validation on the External Reference, it is the users responsibility to enter the Prepayment Contract as required.*

If the cash is for a prepayment, field **Prepayment** is **1**, the cash posted amount is split into notional 'goods' and 'tax' based on the tax code rate established to the prepayment contract. Amounts are posted to the following GL accounts:

- Debit the AR account Bank Account for the total cash amount
- Credit the AR On account prepayment account for the total cash amount

- Debit the AR prepayment tax account for the tax amount
- Credit the Tax code sales account for the tax amount

The AR On account prepayment account and AR prepayment tax account accounts must be established to [1/OEU] Prepayment Parameters.

Where transactions are posted to the on-account prepayment account a current period balance is maintained for outstanding prepayments by customer.

## Cash Posting Pop-up

The Cash Posting pop-up is normally displayed after the Open Batch and Session Defaults pop-ups.

This pop-up also is displayed within Post Cash & Allocation after the [Batch Control](#) and Session [Defaults](#) pop-ups (where used) have been processed.

### **Fields**

#### **Customer**

Enter the customer from which cash has been received.

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

**Note:** *If it is an Accounts Receivable hierarchy customer, it must not be type 4.*

#### **Value**

Enter the value of the cash received.

#### **Currency**

The allocation [default](#) currency displays or, if not used, the [base currency](#). You can change the base currency to the currency of the cash received.

You can use the prompt facility on this field to select from the Select Currency pop-up.

**Note:** *Conversion rates may be overridden. See Bank -> Base (F5) and Item -> Bank (F18).*

#### **External Ref**

Enter a unique reference for your customer. This would, most usefully, be the cheque number.

#### **Posting Date**

This field displays the system date or session default posting date. You can change this to a different posting date if required for the customer's cash posting.

#### **Period**

This field displays the current [period](#). You can change it to a future period if necessary.

**Bank Account**

Enter the [General Ledger](#) bank account which will receive the cash. It defaults to the customer/[company profile](#) bank account, but may be changed.

You can use the prompt facility on this field to select from the Select Bank Account pop-up.

**Bank Reference**

You must enter a bank reference. It is used to help identify [transactions](#) during Bank Statement Reconciliation and would, usefully, be the paying-in slip number.

**Charges**

Enter the value of any bank charges applied by your bank. Charges are recorded in the currency of the bank account. The value can be negative.

**Charges Account**

You can enter a GL account for any charges.

You can use the [prompt](#) facility on this field to select from the Select Charge Account pop-up.

**Payment Method**

Select the [payment method](#) by which the cash was received. The customer's [default](#) is displayed.

You can use the [prompt](#) facility on this field to select from the Select Payment Method pop-up.

**Description**

You can enter a description of the cash posting [transaction](#).

***Note:** Technical Note: For reporting or enquiry purposes this will only be useful if you have a customised program storing this field in LTMC15.*

**Functions****Bank -> Base (F5)**

Use this to override the bank to base conversion rate. The Override Conversion [Parameters](#) pop-up is displayed.

**Update (F8)**

Use this when you have completed the allocations for this session. If the allocations do not balance, the Suspend Allocations pop-up is displayed.

**Items (F9)**

Use this to display the Post Cash (Items) window to review the [items](#) already posted.

**Delete item (F11)**

Use this to confirm the deletion of new cash. These are selected for deletion on the Post Cash (Items) window.

**Text (F14)**

Use this to display the standard [text](#) window with any text on the item, with the option to add text for the posting.

**Item->Bank (F18)**

Use this to override the item to bank conversion rate. The Override Conversion Parameters pop-up is displayed.

Press Enter to confirm the cash posting values entered and display the Post Cash (Items) window.

## Post Cash (Items) Window

To display this window, select **Items (F9)** on the Cash Posting pop-up.

This pop-up displays cash [items](#) posted at this session in the order posted. It allows you to amend or delete items. New [text](#) may be added and amended.

The batch value, posted value and any difference between the two (shown as a variance) are displayed in the top right-hand corner of the window.

**Options****Amend**

Use this to amend the cash payment.

**Text**

Use this to add or amend [text](#). For more information, see the Post Cash & Allocate section.

**Delete**

Use this to delete cash [items](#) previously created in this session. The Cash Posting pop-up is displayed. Use **Delete (F11)** on the Cash Posting pop-up to confirm the deletion.

**Functions****Batch Controls (F2)**

The [Batch Control](#) pop-up displays the total posted so far. You can override the batch total if necessary. See the Batch Control Pop-up section for more information.

**Refresh (F5)**

This has no function at this time.

**Update Batch (F8)**

Use this to save the posted items and leave the task.

**Enter More Items (F19)**

Use this to display the Cash Posting pop-up and enter more cash items.

**Sess. Defaults (F20)**

Use this to display the Session Defaults pop-up, on which you can amend the posting dates, the [default](#) GL bank account and the bank reference.

**Cancel Batch (F23)**

Use this to cancel the batch. A pop-up is displayed, asking you to confirm the deletion.

Select **Cancel Batch (F23)** again to confirm the cancellation or select **Previous (F12)** to return to this window.

**More (F24)**

Use this to access functions which are not currently displayed.

Select **Exit (F3)** when posting is completed. A pop-up will be displayed, with the option to complete or suspend the batch. This is similar to the Allocations Balance pop-up. See the Post Cash & Allocate section for further details.

Select **Update Batch (F8)** when posting is complete to update leave the task.

## Allocate Cash [3/ARA]

Use this task to allocate existing items. There is no facility to post cash but existing cash can be allocated. Most of the windows and pop-ups are similar to those in the Post Cash & Allocate task (1/ARA). See that section for further details.

**Note:** *The initial pop-ups or windows may have been set up for your user name via the Cash Allocation Preferences maintenance task. The Session Defaults and/or Allocation Defaults pop-ups may be displayed.*

A running total allocated will be displayed. You can part pay, select by [item](#) references, select a range by filtering from a wide selection and where a parent in a hierarchy is chosen, select the appropriate child company to which to post. Customer's [default](#) allocation method may be amended or set up for the first time.

Once the allocation balances, you will be [prompted](#) to update. Should you wish to complete without balancing, you can suspend the allocation. The reference entered will identify the suspended allocation in the Resume User Session task.

**Session Defaults**

The Session Defaults pop-up only displays if set up at the [Cash Allocation](#) Preferences maintenance task. It allows you to amend default posting and [discount](#) dates.

For more information see the Session [Defaults](#) Pop-up section.

**Note:** *The Session Defaults pop-up can be displayed by selecting **Session Defaults (F20)**, even if it is not set to display at the start of the process. Because cash is not posted in this task, the Bank Account and Bank Reference fields are not available here.*



## **Allocation Defaults**

**Note:** *This pop-up can be displayed by selecting **Allocation Defaults (F21)**, even if it is not set to display at the start of the process.*

If the customer selected has no [default](#) allocation method, you will be [prompted](#) to select one. For more information, see the Customer's Default Allocation Method Pop-up section.

Select the Accounts Receivable company, customer, currency and [payment method](#) for the [items](#) to be allocated.

Press Enter to confirm the allocation defaults and to display the window appropriate to the Customer's Default Allocation method. If it is Items, the Post Cash and Allocate Items window is displayed.

## Resume User Session [4/ARA]

Use this task to resume sessions which failed or were suspended via the following tasks:

- Post Cash & Allocate
- Post Cash
- Allocate Cash

**Note:** *Sessions suspended via an external interface at auto cash processing are not included; use the Resume System Session task for this.*

## Resume User Session Window

To display this window, select the Resume User Session task.

Each line displays identifying information about user suspended or failed cash posting and/or allocation sessions.

### **Fields**

**Note:** *The fields described below are output only.*

#### **Batch Ref.**

This field displays the reference or the user ID entered when the session was suspended.

#### **External Ref.**

This field displays the external reference entered for cash postings. This may be the cheque number.

### **Co**

This field displays the company used in the session. The list is sequenced by company and then by customer.

### **Customer**

This field displays the customer being processed in the session.

### **Date**

This displays the date on which the session was suspended or failed.

### **User**

This field displays the session user name.

### **Status (Untitled)**

This field displays the status of the session. The values are as follows:

Blank - You can choose to resume the session.

\*Deleted - **Refresh (F5)** will remove the deleted sessions.

\*Recovered - You can select sessions recovered by the system, following session failure.

\*Processed - Sessions resumed and fully processed may not again be selected.

### **Options**

#### **Select**

Use this to select a session to be resumed.

The task will be displayed as at the point at which it was suspended.

#### **Delete**

Use this to select a session for deletion and then use **Delete Selected Allocation (F11)** to confirm the deletion

At the confirm deletion stage, press Enter to retain the session and cancel the deletion request.

### **Functions**

#### **Refresh (F5)**

Use this to remove deleted sessions from the list displayed.

**Note:** *An allocation suspended by a user during Cash Posting and/or Allocation tasks can be repeatedly re-suspended within this task but not from the Resume System Session task.*

Select **Exit (F3)** to leave the task.

---

## Resume System Session [5/ARA]

Use this task to resume lockbox/EDI sessions which were suspended via the Process External Receipts task (24/CSP). Validation at Auto Cash Posting will suspend unbalanced allocations or cash receipts for which no customer details can be derived.

[Batch Control](#) and Session [Defaults](#) will not be available. See the Post Cash & Allocate section for further information.

An additional function allows unassigned cash to be assigned to a customer.

**Note:** *Unassigned cash is cash with no customer against it.*

## Resume System Session Window

To display this window, select the Resume System Session task.

Each line displays identifying information about a suspended lockbox receipt.

### **Fields**

**Note:** *The fields described below are output only.*

#### **Batch Ref.**

This field displays the lockbox reference for each suspended allocation.

#### **External Ref.**

This field displays the customer's cash receipt reference which links cash receipts and remittance details received independently. Cash receipts and remittance details are matched by this reference in the Process External Receipts task in [Cash Management](#).

#### **Co**

This field displays the company used in the session. The list is sequenced by company and then by customer.

#### **Customer**

This field displays the customer being processed in the session.

#### **Date**

This field displays the date on which the session was suspended or failed.

#### **User**

This field displays the session user name.

#### **Status (Untitled)**

This field displays the status of the session. The values are as follows:

Blank - You can choose to resume the session.

\*Deleted - **Refresh (F5)** will remove the deleted sessions.

\*Recovered - You can select sessions recovered by the system, following session failure.

\*Processed - Sessions resumed and fully processed may not again be selected.

### **Options**

#### **Select**

Use this to select a session to be resumed.

The task will be displayed as at the point at which it was suspended.

#### **Delete**

**Note:** *You cannot delete sessions containing unassigned cash.*

Use this to select a session for deletion and then use **Delete Selected Allocation (F11)** to confirm the deletion

At the confirm deletion stage, press Enter to retain the session and cancel the deletion request.

### **Functions**

#### **Refresh (F5)**

Use this to remove deleted sessions from the list displayed.

**Note:** *A suspended allocation session selected here must always be resumed from this task and not from the Resume User Session task.*

Select **Exit (F3)** to leave the task.

## Standalone Deallocation [6/ARA]

This task allows any AR [item](#) to be de-allocated. De-allocation is by selected session. All other items allocated in the same event as the selected item will also be de-allocated. Appropriate GL and [tax](#) postings will be made to match the de-allocation.

## Item Selection Window

To display this window, select the Standalone Deallocation task.

### **Fields**

#### **Item Type**

Enter a valid [item](#) type.

Alternatively, use the [prompt](#) facility to select from the Select Item Type pop-up.

### **Item Reference**

Enter a valid item reference.

Alternatively, use the prompt facility to select from the Select Item Reference pop-up.

**Note:** *An item type must be entered before you can use the prompt facility on this field.*

Select a reference or enter a reference and then press Enter to validate the item reference and display the Standalone Deallocation window (for items with only one allocation event) or the Item Allocation Events window (for items with multiple allocation events).

## Item Allocation Events Window

To display this window, enter or select a valid [item](#) reference which has multiple allocation events on the Item Selection window.

A list of all allocations made for the item is displayed

### **Options**

#### **Select**

Use this to select an event for de-allocation. The detailed allocation details are displayed on the Standalone Deallocation window.

An error message is displayed if the event selected has a status of Cancelled or De-allocated.

## Standalone Deallocation Window

To display this window, enter or select a valid [item](#) reference which has only one allocation on the Item Selection window or select an allocation event on the Item Allocation Events window.

### **Fields**

#### **Date**

Enter or select the date of the de-allocation. This [defaults](#) to the current date.

#### **Period**

Enter the [period](#) of the de-allocation. This defaults to the current AR period.

### **Functions**

#### **Deallocate (F8)**

Use this to de-allocate the event. A confirmation window is displayed. On confirmation, the event is de-allocated and the previous window is redisplayed. This will be either the Item Allocation Events window or the Item Selection window, depending on whether there was more than one available allocation event for the item.



# Introduction to Accounts Receivable Enquiries

Accounts Receivable provides enquiries to manage customer accounts and outstanding debt.

## Transaction Types

The following is a list of [transaction](#) types displayed on the Accounts Receivable enquiry windows. Some of these can only be reported in the [General Ledger](#) enquiry and reporting tasks.

**AJ**

Adjustment

**AL**

Cash Allocation

**AX**

Cancelled Adjustment

**BB**

Balance Brought Forward

**CA**

Cash on Account

**CC**

Confirmed Collection

**CD**

Collection Document

**CI**

Collection Item

**CR**

Credit Note

**CT**

Contra Transaction

**CX**

Cancelled Cheque/Collection Document

**DC**

Discount

**DL**

De-allocation

**DN**

Debit Note

**DX**

Cancelled Discount

**FC**

Foreign Currency, Exchange Gains Journal

**FJ**

Foreign Currency

**FX**

Cancelled FC

**IC**

Interest Charge

**IN**

Invoice

**IP**

Invoice Cross Period

**IX**

Interest Charge Write-off

**JL**

Journal

**JR**

Suspended Allocation (unassigned)

**JT**



Journal Transfer

**LC**

Log Credit

**LI**

Log Invoice

**LJ**

Log Journal

**NA**

Not Allowed

**NT**

No Trace

**OA**

On Account Allocation

**OP**

Over Payment

**OX**

Cancelled Payment

**PT**

Paid Twice

**PU**

Part Unpay

**PX**

Cancelled Payment

**PY**

Payment Reference

**RG**

Rogue Payment

**RV**

Revaluation Journal

**UC**

Unallocated Cash

**UP**

Underpayment

**UX**

Cancelled Cash Receipt

## Credit Manager Enquiry [1/ARE]

This enquiry provides essential customer balance details, representing the key data for effective credit control.

Where customer-level ageing [periods](#) are in use, overdue ranges are those from the customer profile rather than those from the [company profile](#)

## Customer Selection by Account Code Pop-up

The customer search facility is available in Accounts Receivable maintenance, processing, report, enquiry and other tasks in which you can select a customer or range of customers.

You can select a customer by bank account, by entering the first character or first few characters of the alpha sequence code, or by entering a known account code.

Your alpha search facility can be customised by the inclusion of two additional fields from the customer details as search [items](#). For example, you can want to select on company name or customer group code or both.

**Note:** *The additional alpha search fields are selected on the Maintain Company Profile Alpha Search Details window.*

### **Fields**

#### **Search Argument**

Enter the first character or first few characters with which to search. Then select **Alpha Search on Customer Name (F17)** to select all customers that meet the criteria. Select **Position to Alpha Sequence (F19)** and the display will begin at the position of the selected [item](#).

#### **Customised Fields**

Two fields can be displayed after the Search Argument field. These fields are defined on the Maintain [Company Profile](#) Alpha Search Details window. For example, you could select on the customer name and town if you use your Address Line 3 field to hold the town or city part of the address.

Enter search characters and then select **Alpha Search on Customer Name (F17)** to run the search. You can search on all three fields:

- The search argument and your two additional fields
- Any one of these

- Any combination of these

### **Options**

#### **Select**

Use this to select a customer.

### **Functions**

#### **Search on IBAN (F14)**

Use this to search on the customer's IBAN number. The IBAN Search pop-up is displayed.

#### **Search on Bank Account (F15)**

The Bank Detail pop-up is displayed for you to select by bank details.

#### **Alpha Search on Customer Name (F17)**

Use this to select and display all [items](#) that match the search criteria.

#### **Position to Alpha Sequence (F19)**

Use this in conjunction with the Search Argument field for the display to begin from the position of your first selected customer.

#### **Position to Account Code (F21)**

Use this to begin the display with a particular customer by entering a value in the Customer Account Code field.

Select a customer.

## IBAN Search Pop-up

To display this pop-up, select **Search on IBAN (F14)** on the Customer Selection by Account Code pop-up.

### **Field**

#### **IBAN Code**

Enter the IBAN code or partial code on which you wish to search.

**Note:** The search is carried out only on IBAN Code or partial account code. Making entries in the BIC Code, Account Name or Bank Name/Address fields will have no effect.

#### **BIC Code**

On this search, this field is for memo purposes only.

#### **Account Name**

On this search, this field is for memo purposes only.

**Bank Name/Address**

On this search, this field is for memo purposes only.

Press Enter to return a list of customers with IBAN codes that match the entered selection. Select a customer from the list.

## Credit Manager Enquiry Selection Window

To display this window, select the Credit Manager Enquiry task.

Enter a [customer code](#) and then press Enter to display the Credit Manager Enquiry window.

## Credit Manager Enquiry Window

To display this window, enter a customer code and then press Enter on the Credit Manager Enquiry Selection window.

Each quarter of the window displays a different kind of information:

- The top left-hand quarter displays common performance ratios.
- The top right-hand quarter displays credit information.
- The bottom left-hand quarter displays balances, by overdue category.
- The bottom right-hand quarter displays posting information, and details of the status of the account.

**Fields**

**Note:** *All the fields described below are output only unless otherwise stated.*

**Level**

This field will only be displayed if the customer is a hierarchy customer. It shows the hierarchy level number of the customer.

**Debtor Days**

**Note:** *All Credit Manager ratios hold a maximum of 99,999 days*

The figure shown here represents the weighted average number of days outstanding for the customer's outstanding debt.

Take all [open items](#) for the customer. For each [item](#), multiply the number of days between document and current date by the outstanding balance.

Divide the resulting total by the total of the outstanding balances. The result is the number of debtor days:

Open Items Value	X Days Outstanding	Result
500	X 30	= 15000
200	X 60	=12000
<b>700</b>		<b>= 27000</b>
	27000/700	= 38.5 debtor days

### Days Sales Outstanding

This figure shows the number of days' sales that the outstanding debtor value represents.

Assume that the outstanding sales value is 10,000. Follow the steps numbered below and relate them to this table:

Compare the outstanding sales value (OSV) with the total sales value (TSV) for the most recent (or current) [period](#). The OSV > TSV, so enter the total number of days elapsed so far in that period into the days outstanding column.

OSV - TSV = Working Value

Compare the working value with the TSV of the next period down. The working value is greater than the TSV, so put the total number of days in the period into the Days Outstanding column.

Repeat operations 2 and 3 until you reach the final period, when the working value is only 50% of the TSV. In this case, take the same percentage of days in the period, 50%, which is about 15 days, and put this in the Days Outstanding column.

The sum of the figures in the Days Outstanding column, 108, is therefore the days outstanding figure.

Period	No. of Days	Sales Value	Days Outstanding
9405	31	2000	4*
9404	30	3000	30
9493	31	1000	31
9402	28	2000	28
9401	31	4000	15
			<b>= 108</b>

### Average Days to Pay

This field displays the average number of days a customer takes to pay an invoice, from document date to payment date, with appropriate weighting depending upon the size of the invoice.

Take all paid [items](#) for the customer. For each item, multiply the number of days between document and payment date by the invoice value.

Divide the resulting total by the invoice value total. The result is the average number of days taken to pay:

Paid Items Value	Payment Date minus Document Date	Result
100	X 30	= 3000
300	X 60	=12000
<b>400</b>		<b>= 15000</b>
	15000/300	= 50 days slow

### Average Days Slow

This figure shows the average number of days late a customer pays an invoice, from [due date](#) to payment date, with appropriate weighting depending upon the size of the invoice.

Take all paid items for the customer. For each [item](#), multiply the number of days between due date and payment date by the invoice value.

Divide the resulting total by the invoice value total. The result is the average number of days that payment is late:

Paid Items Value	Payment Date minus Due Date	Result
200	X 30	= 6000
100	X 60	= 6000
<b>300</b>		<b>= 12000</b>
	12000/300	= 40 days slow

### Overdue Days

The figure shown here represents the weighted average number of days overdue for the customer's overdue debt.

Select all open and overdue items for the customer. For each [item](#), multiply the number of days between the payment date and current date by the outstanding balance.

Divide the resulting total by the total of the overdue balances. The result is the number of overdue days.

Open Items Value	Days Overdue	Result
300	X 30	= 9000

Open Items Value	Days Overdue	Result
300	X 10	= 3000
<b>600</b>		<b>= 12000</b>
	12000/600	= 20 Overdue days

### Performance

This is a user-defined code, set up in the Trend [Parameters](#) task. It is assigned to a customer and can be based upon one of the fields above. It is intended to give an indication of a customer's payment performance.

**Note:** Much of the information on this window is provided by running the Update Statistics task. This updates the information displayed.

### S21 AR balance (1) /Ext. AR balance (2)/S21+Ext AR balance (3)"/Blank" (0)

This displays the AR balance being used for credit checking.

### Total orders & desp.

The total current order value (and optionally the Future order value) for the customer is shown if they are used in credit checking. The despatched not invoiced values are always included.

**Note:** For a factored account the relevant factored account settings override the Style SOP Company settings.

## Functions

### Contras (F5)

Use this to display contra posting details when the customer is also a supplier and has been set up as a contra account. The [Contra Accounting](#) Details pop-up is displayed.

### 1stCont (F9)

After the customer has been selected, **1stCont (F9)** is available to display the name, title, preferred phone number and e-mail address of the primary contact on the Trading Partner Contacts window.

### Diary (F10)

Use this to select the [text](#) you want to enquire on or maintain. One of the Diary Facility windows is displayed depending on whether text already exists for the customer or not.

**Open Items (F13)**

Use this to display the Customer Enquiry Item Details Open Items for All Periods (Prime) window.

This displays a list of [open items](#) for the customer.

**All Items (F14)**

Use this to display the Customer Enquiry Item Details All Items for All Periods (Prime) window.

This displays a list of all [items](#) for the customer.

**Pay History (F15)**

Use this to display the Customer Enquiry Item Details Payments for All Periods (Prime) window.

This displays a list of payments for the customer.

**Transaction (F16)**

Use this to display the Customer Enquiry Transaction Details for All [Periods](#) (Prime) window.

This displays a list of [transactions](#) for the customer.

**Trends (F17)**

Use this to display the Credit Manager Trends Enquiry window.

This displays ratios for credit manager trends.

**Balances (F18)**

Use this to display the Customer Enquiry Summary Currency Balances window.

This displays balances for the customer.

**Master (F19)**

Use this to display the Customer Enquiry Customer Details window.

This show details of the customer account held in the Customer Master file (set up via the Maintain Customers task).

**Coll. Docs (F20)**

Use this to display the Credit Manager Total Balance Enquiry Collection Documents pop-up, showing balances for [collection documents](#).

**Headers (F21)**

Use this to display the Customer Enquiry Invoice Header Details for All Periods (Prime) window, which allows you to view summary invoice header details for invoices with [extended terms](#).

**Orders (F22)**

Use this to view the OE Orders Cross Reference Enquiry window. (See the Sales Order Processing product guide for more details.)



### External (F23)

Use this to access a customised program option. The function of such a program will have been designed by your company to suit your customer maintenance records' requirements.

**Note:** The appearance of External (F23) on this window depends on the GL country-specific parameter External Function (042) being set to 1 and a suitable program being linked.

## Contra Accounting Details Pop-up

To display this pop-up, select **Contras (F5)** on the Credit Manager Enquiry window.

### Fields

#### **Currency**

Enter the currency in which to view the balances.

You can use the [prompt](#) facility on this field to select from the Select Currency pop-up.

Select **Supplier Item Enquiry (F17)** to enter the Accounts Payable enquiry system and see the supplier's [open items](#).

## Trading Partner Contacts Window

To display this window, select **1stCont (F9)** on the Credit Manager Enquiry window.

### Options

#### **Select Contact**

Use this to see details of an existing contact.

#### **Extended Text**

Use this to view [text](#) for a contact.

Select **Previous (F12)** to return to the previous window.

## Diary Facility No Text Window

To display this window, select **Diary (F10)** on the Credit Manager Enquiry window when no [text](#) already exists.

Select **Add New (F6)** to add new [text](#) for the [item](#) you are creating. The Diary Facility Text Addition window is displayed.

Because this is a new item, the other fields and functions have no effect at this time.

## Diary Facility (Action Date Sequence) Text Maintenance Window

To display this window, select **Diary (F10)** on the Credit Manager Enquiry window when some text already exists.

### **Fields**

#### **Position to Action Date**

Enter or select the date from which you want the display to begin.

#### **Status**

To display only [text](#) of a certain status, enter a status code. Status codes are set up in the General Ledger Maintain Parameters task and suggested codes are shown below but other codes may be used.

- 1 - Item cleared
- 2 - Text cleared
- 3 - Open text
- 4 - Action required
- 5 - Reviewed/actioned

You can use the [prompt](#) facility on this field to select from the [Parameter](#) Codes pop-up.

#### **Recorded By**

Enter the name or code to be associated with the text entered. This [defaults](#) to the current user code.

You can use the prompt facility on this field to select from the Select User Profile pop-up.

### **Options**

#### **Select**

Use this to amend text.

#### **Delete**

Use this to delete text.

### **Functions**

#### **Add New (F6)**

Use this to add new [text](#).

### **Change Seq. (F15)**

Use this to toggle between displaying text in action date order and in change date order.

Select the text you want to review or amend or use **Add New (F6)** to add more text. The Diary Facility Text Addition window will be displayed.

## Diary Facility Text Addition Window

To display this window, select the [text](#) you want to review or amend or select **Add New (F6)** on the Diary Facility (Action Date Sequence) Text window.

### **Fields**

#### **Status Code**

You can optionally assign a status to the text. Suggested codes are as follows, but the codes can be user-defined using the [General Ledger](#) Maintain [Parameters](#) task.

- 1 - Item cleared
- 2 - Text cleared
- 3 - Open text
- 4 - Action required
- 5 - Reviewed/actioned

You can use the [prompt](#) facility on this field to select from the Parameter Codes pop-up.

#### **Action Date**

If this [text](#) requires action to be taken, enter or select the action deadline here.

#### **Customer Account Level Text**

Enter text as required, Use the insert and delete fields at the bottom of the window to edit the text.

#### **Insert/Lines after Line/Delete/Lines from Line**

Use these fields to insert or remove text at the specified places.

Select **Update (F8)** to update the text.

## Customer Enquiry Item Details Open Items for All Periods (Prime) Window

To display this window, select **Open Items (F13)** on the Credit Manager Enquiry window.

This window displays all the [open items](#) for the customer.

Open items are defined as [transactions](#) with a balance outstanding. [Items](#) with a zero balance outstanding can be seen on the All Items Enquiry window.

This window will allow you to:

- Display items for a specific currency only
- Display items for a specific period only
- Display items for a specific external reference only
- Position to a particular transaction reference
- Select **External Ref (F6)** to toggle between displaying the External Reference, Internal Reference, Customer Reference and Job Number fields. Customer Reference is only displayed if Order Entry is active in the company. Job Number is only displayed if Job Management is active in the company. For item types other than IN and CR, the Customer Reference field is blank. Only the first 8 characters are displayed. To see the maximum 15 characters, use the individual item detail enquiry.

### **Fields**

#### **Account**

Use this field to enter another account for which you wish to display [open items](#).

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

#### **Currency**

Enter a currency to display only [items](#) for that currency.

You can use the prompt facility on this field to select from the Select Currency pop-up.

#### **Period**

Enter a [period](#) to display items for that period only.

#### **External Reference**

Enter an external reference to display items for that reference only.

#### **Position To**

Use this to position the display at the selected item.

### **Options**

#### **Full Details**

Use this to display full item details. The Full Details Enquiry window is displayed.

#### **Pay Status**

Use this to display the payment status of [collection documents](#). The Payment Document Enquiry window is displayed.

#### **All Trans**

Use this to display all [transactions](#) for the [item](#) selected. The Transaction Details window is displayed.

### Creation Event

Use this to show the creation event details. The Event Details window is displayed.

### Dispute

Use this to display and maintain a dispute code for the selected [item](#). The Maintain Disputed Items window is displayed.

**Note:** Disputed items [reason codes](#) are entered via the Maintain Disputed Item Codes task.

### Text

Use this to display and maintain [text](#) for the [item](#). One of the Diary Facility windows is displayed, depending on whether text already exists for the customer or not.

## Functions

### External Ref (F6)

Use this to toggle between displaying the External Reference, Internal Reference, Customer Reference and Job Number fields. Customer Reference is only displayed if Order Entry is active in the company. Job Number is only displayed if Job Management is active in the company. For [item](#) types other than IN and CR, the Customer Reference field is blank. Only the first 8 characters are displayed. To see the maximum 15 characters use the individual item detail enquiry.

### Re-sequence (F7)

Use this to display the items in newest/oldest first sequence. The enquiry defaults to oldest first.

### All Items (F14)

Use this to display a list of all items for the customer. The Customer Enquiry Item Details All Items for All Periods (Prime) window is displayed.

### Exclude Collection Docs (F15)

Use this to toggle the display between including and excluding [collection documents](#).

### Item Transactions (F20)

Use this to position to a particular [transaction](#) reference.

For further details, see the Customer Enquiry Item Details [Open Items](#) for All Periods (Prime) Window section.

Select the option or function you require to view further details, change the account, currency or [period](#) or use the Position To field and then press Enter.

## Customer Enquiry Item Details Payments for All Periods (Prime) Window

To display this window, select **Pay History (F15)** on the Credit Manager Enquiry window.

This window will allow you to:

- Display items for a specific currency only
- Display items for a specific period only
- Display items for a specific external reference only
- Position to a particular transaction reference

Use **External Ref (F6)** to toggle between displaying the External Reference, Internal Reference, Customer Reference and Job Number fields. Customer Reference is only displayed if Order Entry is active in the company. Job Number is only displayed if Job Management is active in the company. For item types other than IN and CR, the Customer Reference field is blank. Only the first 8 characters are displayed. To see the maximum 15 characters use the individual item detail enquiry.

SFor further details see the Customer Enquiry Item Details Open Items for All Periods (Prime) Window section. elect the option or function you require to view further details, change the account, currency or period or use the Position To field and then press Enter.

## Customer Enquiry Transaction Details for All Periods (Prime) Window

To display this window, select **Transaction (F16)** on the Credit Manager Enquiry window.

This window will allow you to:

- Display items for a specific currency only
- Display items for a specific period only
- Display items for a specific external reference only
- Position to a particular transaction reference
- Use **External Ref (F6)** to toggle between displaying the External Reference, Internal Reference, Customer Reference and Job Number fields. Customer Reference is only displayed if Order Entry is active in the company. Job Number is only displayed if Job Management is active in the company. For item types other than IN and CR, the Customer Reference field is blank. Only the first 8 characters are displayed. To see the maximum 15 characters use the individual item detail enquiry.

This enquiry shows similar data to the window displayed when you select **Open Items (F13)** but also includes adjustments and discounts which are a by-product of cash allocation.

For further details, see the Customer Enquiry [Item](#) Details [Open Items](#) for All [Periods](#) (Prime) Window section.

Select the option or function you require to view further details, change the account, currency or period or use the Position To field and then press Enter.

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## Credit Manager Trends Enquiry Window

To display this window, select **Trends (F17)** on the Credit Manager Enquiry window.

The ratios displayed on this window are debtors' days (DD), days' sales outstanding (DSO), average days to pay (ADP) and average days slow (SDP).

For an explanation of how these ratios are calculated, see the Credit Manager Enquiry Window section.

**Note:** Please note these ratios are calculated by the Update Statistics processing task.

You can change the account as required.

Select **Change Interval (F14)** to change the number of [periods](#) on which the trend figures are based. The new values will be displayed accordingly.

Select **Barchart (F23)** to display a bar chart.

## Customer Enquiry Summary Currency Balances Window

To display this window, select **Balances (F18)** on the Credit Manager Enquiry window.

### Fields

#### **Account**

Use this to enter another account for which you wish to display [open items](#).

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

### Options

#### **Full Detail**

Use this to display the Currency Balance Full Detail window for the selected currency.

#### **Currency Period Balances**

Use this to display the Currency [Period](#) Balances window for the selected currency.

**Note:** If the customer has only used one currency, the Currency Period Balances window is displayed directly when **Balances (F18)** is selected on the Credit Manager Enquiry window.

#### **Bar Chart**

Use this to display a bar chart for the selected currency.

### Functions

#### **Payment Status (F7)**

Use this to display the Credit Manager Total Balance Enquiry Collection Documents pop-up, showing balances for [collection documents](#).

**Gbp (F16)**

Use this to toggle the display between base and re-valued base.

**Perd Balances (F18)**

Use this to display the Period Currency Balances window for the customer for the current [period](#).

**Collection Documents (F19)**

Use this to toggle the display between including and excluding the balance for collection documents.

Select the option or function you require to view further details or change the account and press Enter.

## Currency Balance Full Detail Window

To display this window, select **Full Detail** against a line on the Customer Enquiry Summary Currency Balances window.

**Fields****Account**

Use this to enter another account for which you wish to display [open items](#).

Alternatively, use the [prompt](#) facility to select from the Customer Selection by Account Code pop-up.

**Currency**

Enter a currency to display only [items](#) for that currency.

Alternatively, use the prompt facility to select from the Select Currency pop-up.

**Functions****Balance Open Items (F13)**

Use this to display the Customer Enquiry [Item](#) Details [Open Items](#) for All [Periods](#) (Prime) window.

**Balance All Items (F14)**

Use this to display the Customer Enquiry Item Details All Items for All Periods (Prime) window.

**Bar Chart (F23)**

Use this to display a bar chart for the [period](#) balances.



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Select the function you require to view further details or change the account or currency and then press Enter.

## Currency Period Balances Window

To display this window, select **Balances (F18)** on the Credit Manager Enquiry window if the customer only has balances in one currency or select **Currency Period Balances** against a line on the Customer Enquiry Summary Currency Balances window.

### Fields

#### **Account**

Use this to enter another account for which you wish to display [open items](#).

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

#### **Currency**

Select a currency to display only [items](#) for that currency.

You can use the prompt facility on this field to select from the Select Currency pop-up.

### Options

#### **Full Details**

Use this to display full details. The Currency Balance Enquiry window for the selected [period](#) is displayed.

#### **Item History**

Use this to display the item details for the selected period. The Customer Enquiry Item Details All Items for Period (Prime) window is displayed. This is identical to the Customer Enquiry Item Details All Items for All Periods (Prime) window but displays information for one period only.

#### **Open Items**

Use this to display the [open items](#) for the selected [period](#). The Customer Enquiry Item Details Open Items for Period (Prime) window is displayed. This is identical to the Customer Enquiry [Item](#) Details Open Items for All Periods (Prime) window but displays information for one period only.

#### **Transactions**

Use this to display the open items for the selected period. The Customer Enquiry [Transaction](#) Details for Period (Prime) window is displayed. This is identical to the Customer Enquiry Transaction Details for All Periods (Prime) window but displays information for one period only.

#### **Curr. Balances**

Use this to display the Period Currency Balances window for the selected period.

### Functions

**Payment Status (F7)**

Use this to display the Credit Manager Total Balance Enquiry Collection Documents pop-up, showing balances for [collection documents](#).

**Bar Chart (F23)**

Use this to display a bar chart for the balances displayed.

Select the option or function you require to view further details or change the account or currency and then press Enter.

## Period Currency Balances Window

To display this window, select **Perd Balances (F18)** on the Customer Enquiry Summary Currency Balances window.

**Fields****Account**

Use this to enter another account for which you wish to display [open items](#).

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

**Period**

Only the current [period](#) is valid in this enquiry.

**Options****Full Detail**

Use this to display the Currency Balance Full Detail window for the selected currency.

**Currency Period Balances**

Use this to display the Currency Period Balances window for the selected currency.

**Bar Chart**

Use this to display a bar chart for the selected currency.

**Open Items**

Use this to display the Customer Enquiry [Item](#) Details [Open Items](#) for Period (Prime) window. This is identical to the Customer Enquiry Item Details Open Items for All Periods (Prime) window but displays information for one [period](#) only.

**Functions****Payment Status (F7)**

Use this to display the Credit Manager Total Balance Enquiry Collection Documents pop-up.

**Gbp (F16)**

Use this to toggle the display between base and re-valued base.

**Perd Balances (F18)**

Use this to display the Customer Enquiry Summary Period Balances window for the customer.

**Collection Documents (F19)**

Use this to toggle the display between including and excluding the balance for [collection documents](#).

Select the option or function you require to view further details or change the account and then press Enter.

## Credit Manager Total Balance Enquiry Collection Documents Pop-up

To display this pop-up, select **Payment Status (F7)** on any window on which it is available.

Alternatively, select **Coll. Docs (F20)** on the Credit Manager Enquiry window.

Select a document to display the Select Payment Document window.

## Select Payment Document Window

To display this window, select a document on the Credit Manager Total Balance Enquiry [Collection Documents](#) pop-up.

Select a document to display the Payment Document Enquiry window.

## Customer Enquiry Summary Period Balances Window

To display this window, select **Perd Balances (F18)** on the Period Currency Balances window.

**Fields****Account**

Use this to enter another account for which you wish to display [open items](#).

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

**Options**

**Full Details**

Use this to display full details. The Customer Enquiry Balance for Period window is displayed.

**Item History**

Use this to display the [item](#) details for the selected [period](#). The Customer Enquiry Item Details All Items for Period (Prime) window is displayed. This is identical to the Customer Enquiry Item Details All Items for All Periods (Prime) window but displays information for one period only.

**Open Items**

Use this to display the open items for the selected period. The Customer Enquiry Item Details Open Items for Period (Prime) window is displayed. This is identical to the Customer Enquiry Item Details Open Items for All Periods (Prime) window but displays information for one period only.

**Transactions**

Use this to display the [open items](#) for the selected period. The Customer Enquiry [Transaction](#) Details for Period (Prime) window is displayed. This is identical to the Customer Enquiry Transaction Details All Periods (Prime) window but displays information for one period only.

**Functions****Payment Status (F7)**

Use this to display the Credit Manager Total Balance Enquiry [Collection Documents](#) pop-up.

**Bar Chart (F23)**

Use this to display a bar chart for the balances displayed.

Select the option or function you require to view further details or change the account or currency and then press Enter.

## Customer Enquiry Balance for Period Window

To display this window, select **Full Details** against a currency on the Customer Enquiry Summary [Period](#) Balances window.

**Fields****Account**

Use this to enter another account for which you wish to display [open items](#).

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

**Period**

Use this to select the [period](#) as required.

## Currency Code

Enter a currency to display the balance for that currency. Leave this field blank for all currencies.

You can use the prompt facility on this field to select from the Select Currency pop-up.

## Functions

### Period Open Items (F13)

Use this to display the Customer Enquiry Open Items for Period (Prime) window. This is identical to the Customer Enquiry Open Items Details for All Periods (Prime) window but displays information for one period only.

### Period All Items (F14)

Use this to display the Customer Enquiry All [Items](#) for Period (Prime) window. This is identical to the Customer Enquiry All Items for All Periods (Prime) window but displays information for one [period](#) only.

Select the function you require to view further details or change the account or currency and then press Enter.

## Customer Enquiry Customer Details Window

To display this window, select **Master (F19)** on the Credit Manager Enquiry window. This window displays the same customer details window as you see if you select the Enquire on Customer Master task.

Press Enter to see further enquiry windows or select **Contacts (F13)** to see details of the contacts.

## Full Details Enquiry Window

To display this window, select **Full Details** against the required [transaction](#) on any of the [Items](#) Details enquiry windows.

## Fields

### Sel

Select one of the following:

All Transactions - To display the Transaction Details window

Creation Event - To display the Customer Enquiry Event Details window, showing all the creation events for the item selected

Source - To display the relevant invoice enquiry for any transactions processed

This is only valid if the Sales Order Processing, Service Management or Workshop applications are attached. (See the relevant product guides for further details).

Pay Status - To display the Payment Document Enquiry window if a [collection document](#) has been selected

GL Distribution - To display the GL Transaction Enquiry window for the selected item

(See the [General Ledger](#) product guide for further details).

## **Functions**

### **Customer Ref/External Ref (F6)**

Use this to toggle between displaying the Customer Reference, External Reference and Job Detail Description fields. Customer Reference is only displayed for Order Entry type items where Order Entry is active for the Accounts Receivable company. Job Detail Description is only displayed if Job Management is active in the company.

### **Re-print (F8)**

Use this to re-print the invoices/credits.

### **Item Text (F21)**

Use this to display one of the Text Diary windows depending on whether any [text](#) exists already or not.

Select **Previous (F12)** to return to the previous window.

## Invoice Re-print Pop-up

To display this pop-up, select **Re-print (F8)** on the Full Details Enquiry window.

### **Fields**

#### **Re-send if EDI**

Select **Yes** or **No** in this field to indicate whether or not you want the invoices/credits to be re-sent via EDI.

**Note:** *This field is only displayed for OE invoices/credits.*

Select **Confirm (F8)** to re-print/re-send the invoice/credit.

## Invoice Re-print Pop-up (Style)

To display this window, select **Re-print (F8)** on the Full Details Enquiry window.

### **Fields**

**Re-send if EDI**

Select **Yes** or **No** in this field to indicate whether or not you want the invoices/credits to be re-sent via EDI.

**Note:** *This field is only displayed for OE invoices/credits.*

Select **Confirm (F8)** to re-print/re-send the invoice/credit.

## Transaction Details Window

To display this window, select All Transactions in the Selection field and then press Enter on the Full Details Enquiry window or select All Trans on one of the Customer Enquiry [Item](#) Details windows.

This window displays all [transactions](#) processed in the same session as the transaction selected.

**Options****Transaction Event Detail**

Use this to display the Customer Enquiry Event Details window.

**Functions****Gbp (F16)**

Use this to display the [base currency](#) values (GBP in the example above).

Select **Previous (F12)** to return to the previous window.

## Customer Enquiry Event Details Window

To display this window, select Creation Event in the Selection field on the Customer Enquiry Full Details window or select Transaction Event Detail against a [transaction](#) on the Transaction Details window.

**Functions****Customer Ref/External Ref (F6)**

Use this to toggle between displaying the Customer Reference, External Reference and Job Detail Description fields. Customer Reference is only displayed for Order Entry type [items](#) where Order Entry is active for the Accounts Receivable company. Job Detail Description is only displayed if Job Management is active in the company.

This window displays all transactions processed in the same session as the transaction selected.

**Gbp (F16)**

Use this to display the [base currency](#) values (GBP in the example above).

### **Event Text (F21)**

Use this to display one of the Text Diary windows depending on whether any [text](#) exists already or not.

Select **Previous (F12)** to return to the previous window.

## Payment Document Enquiry Window

To display this window, select Pay Status on one of the Customer Enquiry Item Details windows or select a document on the Select Payment Document window.

This window displays a list of [transaction](#) payments made by cash received.

### **Functions**

#### **Customer Bank (F10)**

Use this to display the Bank Details pop-up. The format depends on the [country code](#) of the customer.

#### **More Details (F15)**

Use this to display the More Details pop-up.

#### **Text (F20)**

Use this to add or maintain [text](#) for the [collection document](#). The Maintain Text for Cash [Transaction](#) window is displayed.

**Note:** *This is different from the AR Text Diary facility.*

Select **Previous (F12)** to return to the previous window.

## More Details Pop-up

To display this pop-up, select **More Details (F15)** on the Payment Document Enquiry window.

Select **Previous (F12)** to return to the previous window.

## Maintain Text for Cash Transaction Window

To display this window, select **Text (F20)** on the Payment Document Enquiry window.



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## Fields

### **Text**

Add or amend [text](#) as required.

## Functions

### **Delete All Text (F13)**

Use this to delete all text. A confirmation pop-up is displayed.

Add or amend the text as required and then select **Update and Return (F8)**.

## Maintain Disputed Items Window

To display this window, select **Dispute** on a Customer Enquiry Item Details window.

**Note:** *The Dispute option is only available against invoices that are outstanding. It is not allowed for any other document type.*

## Field

### **Reason Code**

Enter the [reason code](#) required.

Alternatively, use the [prompt](#) facility to select from the Select Reason Code pop-up.

Enter a reason code and then select **Update (F8)** to save the information.

You can also use **Text (F21)** to add or maintain [text](#) for the [item](#). One of the Text Diary windows is displayed.

## Customer Enquiry Invoice Header Details for All Periods (Prime) Window

To display this window, select **Headers (F21)** on the Credit Manager Enquiry window.

This window shows summary details of invoices with [extended terms](#). With extended terms, the invoice is split into its separate [due dates](#) and this enquiry shows the summary information.

This window will allow you to:

- Display items for a specific currency only
- Display items for a specific period only
- Display items for a specific external reference only
- Position to a particular transaction reference
- Use **External Ref (F6)** to toggle between displaying the External Reference, Internal Reference, Customer Reference and Job Number fields. Customer Reference is only displayed if Order

Entry is active in the company. Job Number is only displayed if Job Management is active in the company. For item types other than IN and CR, the Customer Reference field is blank. Only the first 8 characters are displayed. To see the maximum 15 characters use the individual item detail enquiry.

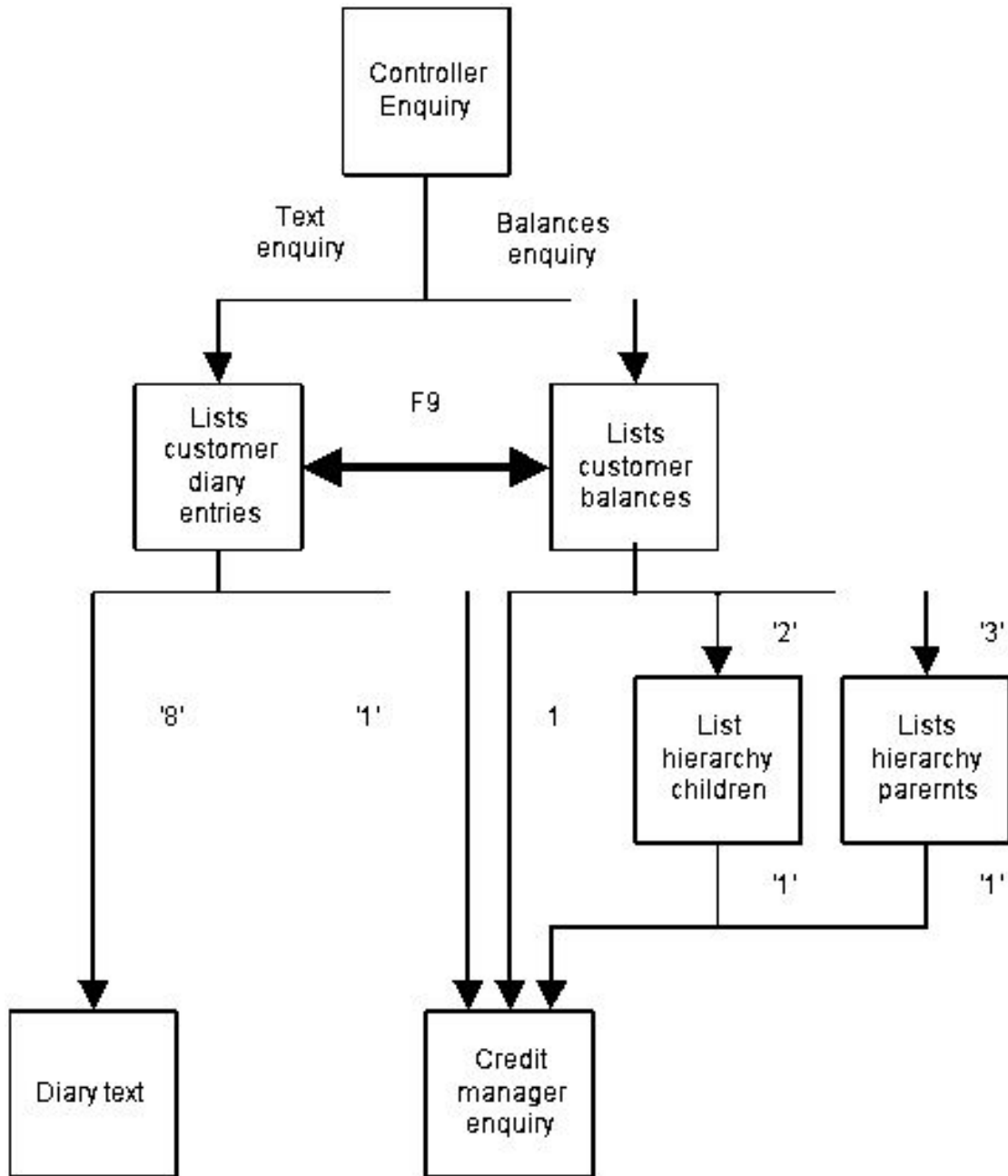
For further details, see the Customer Enquiry [Item](#) Details [Open Items](#) for All [Periods](#) (Prime) Window section.

Select the option or function you require to view further details, change the account, currency or [period](#) or use the Position To field and then press Enter.

## Enquiry by Controller [2/ARE]

This enquiry enables you to select customers for enquiry by controller. The resulting list of customers will lead either to the main credit manager window, or to the customer diary [text](#) window.

The following diagram shows the flow of screens:



## Controller Enquiry Selection Window

To display this window, select the Enquiry by Controller task.

### Fields

**From/To****Controller**

Enter the range of controllers whose customers are to be included in the list on the next window.

You can use the [prompt](#) facility on these fields to select from the [Parameter](#) Codes pop-up.

**Account**

Enter the range of customer accounts to be included in the list on the next window.

You can use the [prompt](#) facility on these fields to select from the Customer Selection by Account Code pop-up.

**Performance Code**

Enter a range of performance codes, as required.

You can use the prompt facility on these fields to select from the [Parameter](#) Codes pop-up.

**Overdue Period**

Enter the range of overdue [periods](#). The periods available are shown to the right of the fields, as set up in the [company profile](#).

**Customer Group 1-4**

Enter a range(s) of customer groups to be included in the enquiry. Leave these fields blank for all customer groups (within the window selection) to be included.

You can use the prompt facility on these fields to select from the Parameter Codes pop-up.

**Minimum Value**

Enter a value as required. The list on the next window will display only those customers with a debt equal to or greater than this value.

**Currency**

If you enter a [currency code](#), only debts in that chosen currency will be displayed. If you leave this field blank, all existing debts will be displayed, [transferred](#) into [base currency](#).

You can use the prompt facility on this field to select from the Select Currency pop-up.

**Hierarchy Level**

Select **All** to include accounts of any hierarchy level (or accounts not defined to a hierarchy) in the list of accounts on the next window. To restrict the list to accounts of a certain hierarchy level, select that level here.

**Functions****Text Selection (F9)**

Use this to toggle to the Controller Diary Enquiry window.

Enter your selection criteria and then press Enter to display the Controller Enquiry Customer A/Cs window.

---

## Controller Enquiry Customer A/Cs Window

To display this window, press Enter on the Controller Enquiry Selection window.

### Options

#### **Select**

Use this to display the Credit Manager windows for the selected customer

#### **Child Accounts**

Use this to view those customers defined as the children if the selected customer is part of a hierarchy structure. The Controller Enquiry Hierarchy window is displayed.

#### **Parent Account**

Use this to view the parent customer. The Controller Enquiry Hierarchy window is displayed.

### Functions

#### **Text (F9)**

Use this to toggle the display to the Controller Diary Enquiry Selection window.

Select an option against the required customer.

## Controller Enquiry Hierarchy Window

To display this window, select Child Accounts or Parent Account against a hierarchy customer on the Controller Enquiry Customer A/Cs window.

Select a customer to enter display the Credit Manager Enquiry windows. For further information, see the Credit Manager Enquiry section.

## Controller Diary Enquiry Window

To display this window, select **Text Selection (F9)** on the Controller Enquiry Selection window.

### Fields

#### **From/To**

#### **Controller**

Enter the range of controllers whose customers are to be included in the list on the next window.

You can use the [prompt](#) facility on these fields to select from the [Parameter](#) Codes pop-up.

#### **Account**

Enter the range of customer accounts to be included in the list on the next window.

You can use the [prompt](#) facility on these fields to select from the Customer Selection by Account Code pop-up.

**Performance Code**

Enter a range of performance codes, as required.

You can use the prompt facility on these fields to select from the [Parameter](#) Codes pop-up.

**Overdue Period**

Enter the range of overdue [periods](#). The periods available are shown to the right of the fields, as set up in the [company profile](#).

**Customer Group 1-4**

Enter a range(s) of customer groups to be included in the enquiry. Leave these fields blank for all customer groups (within the window selection) to be included.

You can use the prompt facility on these fields to select from the Parameter Codes pop-up.

**Minimum Value**

Enter a value as required. The list on the next window will display only those customers with a debt equal to or greater than this value.

**Position to Action Date**

Enter or select the required date.

**Text Status Code**

Enter the status code of the [text](#) on which you want to enquire.

Alternatively, use the [prompt](#) facility to select from the [Parameter](#) Codes pop-up.

When you have made your selection, press Enter to display the Controller Diary Enquiry Selection window.

## Controller Diary Enquiry Selection Window

To display this window, press Enter on the Controller Diary Enquiry window.

**Options****Select**

Use this to see the Credit Manager Enquiry window for the selected customer.

**Text Diary**

Use this to see or maintain the diary entry for the customer.

**Functions**

**Balances (F9)**

Use this to toggle the display to the Controller Diary Selection window.

Select an option as required.

## Diary Facility Text Maintenance Window

To display this window, select **Text Diary** against a line on the Controller Diary Enquiry Selection window.

Maintain the entry as required and then select **Update (F8)** to update.

## Enquire on Items [3/ARE]

This task enables you to enquire on [items](#) for a selected customer, bypassing the account details seen in the Credit Manager Enquiry.

## Customer Item Enquiry Selection Window

To display this window, select the Enquire on Items task.

**Field****Account**

Enter the account code for the customer required.

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

**Functions****Open Items (F13)**

Use this to display the Customer Enquiry [Item](#) Details Open Items for All [Periods](#) (Prime) window.

This displays a list of [open items](#) for the customer.

**All Items (F14)**

Use this to display the Customer Enquiry Item Details All Items for All Periods (Prime) window.

This displays a list of all [items](#) for the customer.

**Payment Hist. (F15)**

Use this to display the Customer Enquiry Item Details Payments for All [Periods](#) (Prime) window.

This displays a list of payments for the customer.

**Transactions (F16)**

Use this to display the Customer Enquiry Transaction Details for All Periods (Prime) window.

This displays a list of [transactions](#) for the customer.

**Invoice Headers (F21)**

Use this to display the Customer Enquiry Invoice Header Details for All Periods (Prime) window, which allows you to view summary invoice header details for invoices with [extended terms](#).

Enter the customer account code and select one of the functions to display one of the enquiry windows. For more information about these windows, see the Credit Manager Enquiry section.

## Enquire on Item Reference [4/ARE]

This task enables you to enquire on a specific item's details.

### Item Selection Window

To display this window, select the Enquire on Item Reference task.

**Fields****Item Type**

Enter the [item](#) type required.

You can use the [prompt](#) facility on this field to select from the Select Item Type pop-up.

**Item Reference**

Enter the item reference required.

You can use the prompt facility on this field to select from the Select Item pop-up. This will show only items of the selected item type.

Press Enter to display the Item Enquiry window.

### Item Enquiry Window

To display this window, enter the [item](#) type and reference and then press Enter on the Item Selection window.



---

**Note:** This window is identical to the Full Details Enquiry window in the Credit Manager Enquiry. See the Credit Manager Enquiry section for more information on the windows displayed using the options or functions available here.

## **Fields**

### **Selection (Sel)**

Select one of the following:

All Transactions - To display the Transaction Details window (see the Credit Manager Enquiry section)

Creation Event - To display the Customer Enquiry Event Details window, showing all the creation events for the [item](#) selected (see the Credit Manager Enquiry section)

Source - To display the relevant invoice enquiry for any [transactions](#) processed (see the relevant product guide for details)

This is only valid if the Sales Order Processing, Service Management or Workshop applications are attached.

Pay Status - To display the Payment Document Enquiry window if a [collection document](#) has been selected (see the Credit Manager Enquiry section)

GL Distribution - To display the GL Transaction Enquiry for the selected item (see [General Ledger](#) product guide for details)

## **Functions**

### **Customer Ref /External Ref (F6)**

Use this to toggle between displaying the Customer Reference, External Reference and Job Detail Description fields. Customer Reference is only displayed for Order Entry type [items](#) where Order Entry is active for the Accounts Receivable company. Job Detail Description is only displayed if Job Management is active in the company.

### **Item Text (F21)**

Use this to display one of the Text Diary windows depending on whether any [text](#) exists already or not.

Select **Exit (F3)** to leave the task or **Previous (F12)** to return and select another item.

## **Enquire on Customer Master [5/ARE]**

This enquiry displays the customer details as they have been set up via the Accounts Receivable Maintain Customers task.

## Customer Account Selection Window

To display this window, select the Enquire on Customer Master task.

### Fields

#### **Account**

Enter the account code for the customer required.

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

Enter an account code and then press Enter to display the Customer Enquiry Customer Master window.

## Customer Enquiry Customer Master Window

To display this window, press Enter on the Customer Account Selection window.

### Fields

#### **Account**

Enter the account code for the customer required.

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

### Functions

#### **Contacts (F13)**

Use this to display the Trading Partner Contacts window.

#### **Extended Attributes (F20)**

Use this function to display Extended Attributes for Amendment. See **Extended Attribute Data [11/L1M]** task details for more details on this function.

Press Enter to display the Customer Enquiry Payment and Accounting window or select **Contacts (F13)** to display the Trading Partner Contacts window.

## Trading Partner Contacts Window

To display this window, select **Contacts (F13)** on the Customer Enquiry Customer Master window.

### Options

#### **Select Contact**

Use this to see details of an existing contact. The Trading Partner Contacts Detail window is displayed.

### **Extended Text**

Use this to view [text](#) for a contact.

Select **Previous (F12)** to return to the previous window.

## Trading Partner Contacts Detail Window

To display this window, select **Select Contact** against a line on the Trading Partner Contacts window.

### **Functions**

#### **Numbers (F17)**

Use this to display the contact's telephone and other numbers.

#### **Text (F21)**

Use this to display any [text](#) associated with the contact.

Select **Numbers (F17)** or **Text (F21)** to display the next window.

## Trading Partner Numbers Window

To display this window, select **Numbers (F17)** on the Trading Partner Contacts Detail window.

### **Functions**

#### **E-mail**

Click on this button to send an e-mail to the supplier using the entered supplier's e-mail address.

Select **Previous (F12)** to return to the previous window.

## Trading Partner Extended Text Pop-up

To display this pop-up, select **Extended Text** against a line on the Trading Partner Contacts window or select **Text (F21)** on the Trading Partner Contacts Detail window.

### **Field**

#### **Position**

Use this to position the display at a particular line of [text](#).

Select **Previous (F12)** to return to the previous window.

## Customer Enquiry Customer Payment and Accounting Window

To display this window, press Enter on the Customer Enquiry Customer Master window.

### **Field**

#### **Account**

Enter the account code for the customer required.

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

### **Function**

#### **Factor (F14)**

Requesting this function displays the Factor Details Popup.

**Note:** This function is only available for a factored customer in a Style installation with Factoring in Use.

#### **India (F17)**

Use this to display India country-specific data

Press Enter to display the Overdue Analysis [Periods](#) pop-up.

## Customer Indian Detail Pop-up

To display this window, select **India Data (F17)** on the Customer Enquiry Customer Payment and Accounting Window.

Select **Previous (F12)** to return to the on the Customer Enquiry Customer Payment and Accounting Window

## Customer Enquiry Factor Details Popup

To display this window, press **Factor (F14)** on the Customer Enquiry Customer Payment and Accounting Window.

Press **Previous (F12)** to return to the Customer Enquiry Customer Payment and Accounting Window.

## Overdue Analysis Periods Pop-up

To display this window, press Enter on the Customer Enquiry Customer Payment and Accounting window.

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**Note:** This pop-up will only be displayed if the Customer-level Ageing field has been checked in the [company profile](#).

Press Enter to display the Customer Enquiry [Tax](#) Details pop-up.

## Customer Enquiry Tax Details Pop-up

To display this pop-up, press Enter on the Overdue Analysis [Periods](#) pop-up or on the Customer Enquiry Customer Payment and Accounting window if the Customer-level Ageing field is left unchecked in the [company profile](#).

Press Enter to display the Customer Enquiry Bank Detail pop-up if the [payment method](#) is electronic.

## Customer Enquiry Bank Detail Pop-up

To display this window, press Enter on the Customer Enquiry [Tax](#) Details pop-up when the [payment method](#) is electronic. The display varies depending on the [country code](#) of the customer. The format shown below is for a UK customer.

Press Enter to see the Customer Enquiry Collection Documents pop-up.

## Customer Enquiry Collection Documents Pop-up

To display this pop-up, press Enter on the Customer Enquiry [Tax](#) Details pop-up or the Customer Enquiry Bank Detail pop-up if the [payment method](#) is electronic.

Press Enter to return to the Customer Account Selection window.

## Enquire on Session [6/ARE]

This enquiry is separate from the main network of enquiries, and lists all the sessions, enabling you to select a session for detailed enquiry.

## Session Status Window

To display this window, select the Enquire on Session task.

This window displays a list of sessions, starting with the most recent.

### **Fields**

**Enter Session Number from Which to Display**

Use this to position the display at a particular session.

**Sts**

This field displays the session status, which will be one of the following:

P - Processed and complete

C - Cancelled - no action required

I - Session started, not yet complete

F - Session data entry complete, not yet posted (update subsystem not active)

The Close Current [Period](#) task will warn you if any status I or F sessions exist. You should contact your software supplier for advice.

**Options****Display Transactions**

Use this to examine details of [transactions](#) posted in any session. The Session Enquiry Transactions by Session window is displayed.

The transaction values are displayed in [prime currency](#); select **F14** to display in both prime and base currencies.

**Print Summary**

Use this to print summary details of a selected session.

**Print Detail**

Use this to print transaction details of a selected session.

Select the required option or select **Exit (F3)** to leave the task.

## Session Enquiry Transactions by Session Window

To display this window, select **Display Transactions** against a line on the Display Session Status window.

This window lists the [transactions](#) for the selected session.

**Options****Source Detail**

Use this to display additional details about a transaction. The [Item](#) Enquiry window is displayed.

**Functions****Gbp (F14)**

Use this to toggle the display to show the values in base as well as [prime currency](#).

---

Select **Source Detail** against a line to display the Item Enquiry window.

## Item Enquiry Window

To display this window, select **Source Detail** against a line on the Session Enquiry Transactions by Session window.

**Note:** This window is identical to the Full Details Enquiry window in the Credit Manager Enquiry. See the Credit Manager Enquiry section for more information on the windows displayed using the options or functions available here.

### Fields

#### **Selection (Sel)**

Select one of the following:

All Transactions - To display the Transaction Details window (see the Credit Manager Enquiry section)

Creation Event - To display the Customer Enquiry Event Details window, showing all the creation events for the [item](#) selected (see the Credit Manager Enquiry section)

Source - To display the relevant invoice enquiry for any [transactions](#) processed (see the relevant product guide for details)

This is only valid if the Sales Order Processing, Service Management or Workshop applications are attached.

Pay Status - To display the Payment Document Enquiry window if a [collection document](#) has been selected (see the Credit Manager Enquiry section)

GL Distribution - To display the GL Transaction Enquiry for the selected [item](#) (see [General Ledger](#) product guide for details)

### Functions

#### **Customer Ref /External Ref (F6)**

Use this to toggle between displaying the Customer Reference, External Reference and Job Detail Description fields. Customer Reference is only displayed for Order Entry type items where Order Entry is active for the Accounts Receivable company. Job Detail Description is only displayed if Job Management is active in the company.

#### **Item Text (F21)**

Use this to display one of the Text Diary windows depending on whether any [text](#) exists already or not.

Select **Exit (F3)** to leave the task or **Previous (F12)** to return and select another item.

## Enquire on Customer Hierarchy [7/ARE]

If you have customer accounts linked into a hierarchy, this task enables you to see the account links, and at which level each account is placed.

### Customer Account Selection Window

To display this window, select the Enquire on Customer Hierarchy task.

#### **Field**

##### **Account**

Enter the account code for the hierarchy customer required.

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

Enter a hierarchy customer and then press Enter to display the Customer Hierarchy Enquiry window.

### Customer Hierarchy Enquiry Window

To display this window, press Enter on the Customer Account Selection window.

#### **Options**

##### **Select Lower Level for Enquiry**

Use this to view the accounts lower in the hierarchy of the selected child account (unless these are the bottom level child accounts).

##### **Credit Manager Enquiry**

Use this to display the Credit Manager Enquiry for the selected child account.

#### **Functions**

##### **Summary Account (F15)**

Use this to the parent of the account shown (unless this is the top level).

##### **Credit Manager Enquiry (F17)**

Use this to display the credit manager enquiry for the account shown.

Select the option or function required or select **Previous (F12)** to return and re-select a hierarchy or select **Exit (F3)** to leave the task.



## Enquire on factor [8/ARE]

This enquiry displays the factor details as they have been set up using the Accounts Receivable Factor Maintenance task.

A factor is a third-party organization responsible for managing payment collection for invoices raised within System21 Style.

## Factor Enquiry Option Not Available Window

To display this window, select the Factor task for a non-Style distribution company or a Style Distribution company with factoring not in use.

Press **Exit (F3)** to leave this task.

## Enquire on Factor Selection Window

To display this window, select the Factor Enquiry task in a Style Distribution environment with factoring in use.

### **Fields**

#### **Factor**

Enter the code for the factor you want to enquire upon.

Alternatively, select a factor from the Select Factor Pop-up.

Enter a factor code and press **OK** to display the Factor Enquiry Detail Window.

## Enquire on Factor Detail Window

To display this window, enter or select a factor code and press **OK** on the Factor Enquiry Selection Window.

Use this window to enquire on the name and address and control information for a factor.

## Credit Limit Controls Popup Window

To display this popup, enter press **OK** on the Factor Maintenance Detail Window.

You use this new popup to display the values to be included in credit checks for the customer associated with this factor company.



# Introduction to Accounts Receivable Reports

This chapter describes the reports available to assist in the management of Accounts Receivable.

The reports fall into three categories:

### **Credit Control Reports**

#### **Overdue Analysis**

This lists [items](#) which are overdue for payment aged by [due date](#).

#### **Aged Debt**

This prints the age of outstanding debts based on the item posting [period](#).

#### **Outstanding Items**

This lists [open items](#) for all customers, either for all [transaction](#) types, or for a single transaction type.

#### **Customer Items**

This lists open items or all items for a specific customer, with totals by period.

#### **Credit Note Analysis**

This lists all [credit notes](#) by [period](#) and [reason code](#).

#### **Cash Flow Analysis**

This provides a summary or detailed analysis of the cash anticipated from outstanding debts, based on the [payment terms](#) set up against each customer account.

#### **Disputed Items**

This lists items [flagged](#) as being in dispute.

#### **Rolling Trends**

This prints the current trend values for the credit manager.

#### **Text Diary**

This prints a report of all customer diary [text](#) within the range of accounts, action dates, etc. specified.

### **Audit Reports**

### **Session Audit**

This prints details of [transactions](#) posted, by selected session, in detailed or summary format.

### **Debtor Balances**

This reconciles G/L [control account](#) balances to their related customer accounts for any [period](#), past, current or future.

### **Customer Item Audit**

This produces a report showing all [items](#) for a specific customer.

### **Retrospective Open Items**

This reports debit, credit and balance values for a selection of accounts up to and including the selected period.

### **Other Reports**

#### **Customer Turnover**

This lists customers showing total invoices, total credits and net total.

#### **Customers with Negative Balances**

This lists all customer accounts with a negative balance.

#### **Inactive Customers**

This lists all customers whose date of last sale is earlier than the specified date.

#### **Labels by Customer**

This produces labels for mailing purposes.

#### **Customer Invoice Header**

This lists invoice headers for a select range of customer accounts.

**Note:** *If you are working in a [multi-currency](#) environment, several of the reports include currency selection criteria which are not visible in a [base currency](#) ledger.*

For a multi-currency ledger, the selection criteria of the report screens often ask which currencies to print. Where this occurs, you can select one or more of the following values:

#### **Prime**

This is the value in the currency in which it was entered.

#### **Base**

This is the equivalent value in base currency at the time the [transaction](#) was posted.

#### **Revalued Base**

This is the equivalent value in base currency when it was last re-valued (this is available only where the [company profile](#) allows re-valuation).

## **Groups**

Some of these reports can be sequenced by different groups. Below is a reminder of the significance of the different groups, and where they are set up:

### **Group Type and Group Company**

If you want to set up a number of companies which are all to be maintained in a similar way, the [General Ledger](#) Maintain Group Company task enables you to do this. You could set up companies C1, C2 and C3, for example, under the group reference G1, and from then on maintain G1. Any changes will be applied to the member companies.

When you set up a group company such as G1, you must assign a group type. The types currently available are:

- 1 - Mass maintenance and creation
- 2 - Mass creation
- 3 - Mass maintenance
- 4 - Division
- 5 - [Tax](#)
- 6 - Legal

When you come to run your report, you can use the group as a selection and sequencing criterion. These fields are not displayed if the company you are in is not set up for group companies.

## **Ranges**

Most reports allow you to select ranges e.g. range of customers. If a single selection is required, the relevant value should be entered in the From field and the To field should be left blank. Leaving both fields blank provides a whole selection and entering a value in the From and To fields gives a selection restricted to the specified range of values. (The To value must always be greater than the From value.)

## **Customer Groups**

You can group your customers in up to four groups. These groups are set up in the General Ledger and a customer is assigned to a group (or groups) via the Maintain Customers task. For example, you can use Customer Group 1 to identify Home, Export and later Company customers. This analysis can be used to sort and subtotal when you are running some reports.

# Report on Customer Turnover [11/ARE]

This report lists customers showing total invoices, total credits and net total, with a total for all customers listed. The report is run for a range of [periods](#).

## Customer Turnover Report Window

To display this window, select the Report on Customer Turnover task.

### **Fields**

#### **ALL accounts in ACCOUNT CODE sequence**

**Check** this field for the report to include all accounts in account code sequence.

#### **Select a RANGE of ACCOUNT CODES**

**Check** this field for the report to include only those accounts which fall within a specified range. A second window will then be displayed to enable you to enter the range of accounts required.

#### **Sequenced by CREDIT CONTROL RESPONSIBILITY**

**Check** this field if you want the report to be sequenced in credit control responsibility order.

#### **Sequenced by SALES REGION CODE**

**Check** this field if you want the report to be sequenced in sales region code order.

#### **Sequenced by SALES REP CODE**

**Check** this field if you want the report to be sequenced in sales representative code order.

#### **Sequenced by CUSTOMER GROUPS 1-4**

If you want the report to be sequenced in customer group order, **check** the required customer group.

#### **Sequenced by ALPHA SEQUENCE CODE**

**Check** this field if you want the report to be sequenced in alpha sequence code order.

#### **Print by Originating Account**

**Check** this field to print the report by the lowest level account on the customer hierarchy.

#### **Include Period Details on the Report**

Use this checkbox as follows:

Unchecked - To print a summary total for the selected [periods](#)

Checked - To print the values for each [period](#) in the selected range

#### **Currencies to Print**

##### **Prime**

**Check** this field to see prime values printed on the report.

Both prime and base can be selected.

##### **Base**

**Check** this field to see base values printed on the report.

Both prime and base can be selected.

**Period from Which to Start**

The start period [defaults](#) to the first [period](#) of the current year but can be changed if necessary.

**Period at Which to End**

The end period defaults to the current period but can be changed.

Select the required criteria and then press Enter.

If you checked the Select a Range of Account Codes field, the Account Range Selection window is displayed.

## Account Range Selection Window

To display this window, check the Select a Range of Account Codes field and then press Enter on the Customer Turnover Report window.

**Please Enter the Account at Which to Start/and the Account at Which to End**

Enter the range of accounts to be included in the report.

You can use the [prompt](#) facility on these fields to select from the Customer Selection by Account Code pop-up.

Make your entries and then press Enter. A confirmation message is displayed. Press Enter again to submit a job to produce the report.

## Report on Negative Balance by Customer [12/ARE]

This task produces a report listing all customer accounts which are showing a negative balance (e.g. outstanding [credit note](#)).

Select **Submit Job (F8)** to submit a job to produce the report.

## Report on Inactive Customers [13/ARE]

This report lists all customers whose date of last sale is earlier than the date specified when running the report.

## List of Inactive Customers Window

To display this window, select the Report on Inactive Customers task.

### **Fields**

#### **Include All Customers Whose Date of Last Sale is Earlier Than**

Enter or select the cut-off date for the latest sale. (The date is the last invoice date, i.e. there may be later [credit notes](#).)

The report will include all the customers whose last sale was on or before the specified date.

#### **Print by Originating Account**

**Check** this to print the report by the lowest level account on the customer hierarchy.

Press Enter to submit a job to produce the report.

## Labels by Customer [14/ARE]

Use this task to produce labels for mailing purposes. Your software supplier can advise you on what label stationery is required.

## Print Customer Labels Window

To display this window, select the Labels by Customer task.

### **Fields**

#### **Sequenced by ACCOUNT CODE**

**Check** this field if you want the report to include all accounts in account code sequence.

#### **Select a RANGE of ACCOUNT CODES**

**Check** this field for the report to include only those accounts which fall within a specified range. A second window will then be displayed to enable you to enter the range of accounts required.

#### **Sequenced by CUSTOMER GROUPS 1-4**

If you want the report to be sequenced in customer group order, **check** the required customer group.

#### **Sequenced by POST CODE**

**Check** this field if you want the report to be sequenced in post code order.

#### **Sequenced by CREDIT LIMIT CODE**

**Check** this field if you want the report to be sequenced in credit limit code order.

#### **Include Delivery Addresses**

**Check** this field if labels are to be produced for each [delivery address](#) attached to each customer selected.



Select the required criteria and then press Enter.

If you checked the Select a Range of Account Codes field, the Account Range Selection window is displayed.

If the field was left unchecked, a confirmation window is displayed, followed by the Print Labels window.

## Account Range Selection Window

To display this window, check the Select a Range of Account Codes field and then press Enter on the Print Customer Labels window.

### **Please Enter the Account at Which to Start/And an Account at Which to End**

Enter the range of accounts to be included in the report.

You can use the [prompt](#) facility on these fields to select from the Customer Selection by Account Code pop-up.

Make your entries and then press Enter. The Print Labels window is displayed.

## Print Labels Window

To display this window, press Enter on the Print Customer Labels window or the Account Range Selection window.

### **Please Enter the Number of Labels Required per Customer**

Enter the number of labels that are to be printed per customer account. This must be a number from 1 to 99.

### **Customer Account Numbers to be Suppressed?**

**Check** this field if account numbers are to be suppressed on the labels.

Press Enter to submit a job to produce the report.

## Report on Customer Invoice Header [15/ARE]

This task produces a report which lists invoice headers for the selected range of customer accounts. This report is only used when extended [payment terms](#) are used. With [extended terms](#), the invoice is split into its separate [due dates](#) and this report prints the summary information.

## Customer Invoice Header Report Window

To display this window, select the Report on Customer Invoice Header task.

### **Fields**

#### **Account Code/To**

Enter the range of customers whose details you want to see on the report. Leave both fields blank to print all customers.

You can use the [prompt](#) facility on these fields to select from the Customer Selection by Account Code pop-up.

#### **Include All Items (and Not Just Open Items)**

**Check** this field if you want to include all [items](#). The report [defaults](#) to printing [open items](#) only.

#### **Currency to Print**

Select one of the following:

Prime - To print prime values

Base - To print base values

Revalued base - To print re-valued base values

Make your selections and then press Enter to submit a job to produce the report.

## Report on Overdue Analysis [31/ARE]

The overdue payments report lists outstanding debts aged by the [due date](#) of [outstanding items](#). You can choose to produce either a detailed or a summary report.

Any [items](#) that are disputed or part paid will be [flagged](#) on the report. In each case, the dispute code is shown against disputed items and part paid items are flagged with an asterisk (\*).

**Note:** Overdue analysis [periods](#) in this report are entered manually at the time the report is run. The periods [default](#) to those on the [company profile](#) but can be amended. Where customer-level ageing periods are in use, if a single customer is entered on the main panel, the default overdue analysis periods should be those for the customer specified.

---

## Overdue Payments Report Selection Window

To display this window, select the Report on Overdue Analysis task.

### **Fields**

#### **User Code**

If you have run this report previously and saved your [parameters](#) using **Report & Save (F10)**, you can enter your user code.

Alternatively, use the [prompt](#) facility to select from the Select User Code pop-up.

When you press Enter, any previously saved report parameters you have used will be automatically entered, and may be re-used or maintained.

#### **Seq 1-9**

These sequencing fields enable you to structure your report in exactly the way you want.

If, for example, if you want the report to list account codes within customer group 3, enter **1** for the group 3 sequence and **2** in the account code sequence.

#### **Sub Total**

**Check** this against any field for which a subtotal is required in addition to customer and currency.

#### **Group Type**

If entered, this must be in the range 1-6. See the Maintain Group Company section in the GL Audit and Other Maintenance section of the [General Ledger](#) product guide.

#### **Group Company**

You can choose to run the report over a group instead of the company. Enter a valid group. The current company must exist within the group.

You can use the [prompt](#) facility on this field to select from the Select Company pop-up.

#### **From/To**

#### **Account Code**

Enter the range of accounts for this report.

You can use the prompt facility on these fields to select from the Customer Selection by Account Code pop-up.

#### **Alpha Sequence**

To select the report by the alpha sequence codes which are entered in the Maintain Suppliers task, enter the alpha sequence range here.

#### **Customer Groups 1-4**

For each customer group, 1-4, you can enter a range as required.

You can use the [prompt](#) facility on these fields to select from the Parameter Codes pop-up.

### **Controller**

Enter a range of credit controllers to be included in the report.

You can use the prompt facility on these fields to select from the Parameter Codes pop-up.

### **Region**

Enter the range of regions to be included in the report.

You can use the prompt facility on these fields to select from the Parameter Codes pop-up.

### **Salesman**

Enter the range of salesman codes to be included in the report.

You can use the prompt facility on these fields to select from the Parameter Codes pop-up.

### **Overdue Date**

Enter or select the overdue date for the selection of report data.

### **Co/Balances/Items**

Select one of the following:

Summary Totals - If summary totals will be printed for each code within the [parameters](#) selected for sequencing

Individual customer balances will not be printed. The totals will be in base, and, if selected, in re-valued base.

Customer Balances - If customer balances will be printed

Items - If [items](#) will be printed

## **Functions**

### **Report and Save (F10)**

Use this to save this report format for future reference, leave the task and submit a job to produce the report. If the User Code field is blank, or if the code you have entered is a new one, the User Code pop-up will be displayed.

### **Edit Rules (F14)**

Use this to edit the rules used by the software, in addition to the selection criteria specified on the Overdue Payments Report Selection window, to select [items](#) for inclusion in the report. The Overdue Payments Report Selection Edit Rules pop-up is displayed.

### **Currency (F18)**

Use this to see currencies for which the report is to be produced. The Overdue Payments Currency pop-up is displayed.

### **Single Company/Group Company (F22)**

Use this to toggle the display to remove or include the Group Type and Group Company fields.

Enter the report criteria and then select **Submit Report (F8)** to generate the report, or select **Report and Save (F10)** to generate the report and save the report definition for future use.

---

If you selected **Items** in the Co/Balances/Items field, the Overdue Payments Transaction Report Selection window will be displayed.

## Overdue Payments Transaction Report Selection Window

To display this window, select **Items** in the Co/Balances/Items field on the Overdue Payments Report Selection window.

This window enables you to select and sequence the [items](#).

### Fields

#### **From/To**

#### **Document Date**

Enter or select the date range of documents to be included in the report.

#### **Due Date**

Enter or select the [due date](#) range for items to be included in this report.

#### **Discount Date**

Enter or select the date range of [discounts](#) to be included in the report.

#### **Transaction Type**

Enter the range of [transaction](#) types to be included in the report.

You can use the [prompt](#) facility on these fields to select from the Select Item Type pop-up.

#### **Document Reference**

Enter the range of document references to be included in the report.

#### **Value**

Enter the value range of documents to be included in the report.

#### **Seq 1-6**

These sequencing fields enable you to structure your report in exactly the way you want.

If, for example, if you want the report to list account codes within customer group 3, enter **1** for the group 3 sequence, and **2** in the account code sequence.

#### **Subtotal**

**Check** this field against any line for which a subtotal is required.

### Functions

#### **Report and Save (F10)**

Use this to save this report format for future reference, leave the task and submit a job to produce the report. If the User Code field is blank, or if the code you have entered is a new one, the User Code pop-up will be displayed.

**Edit Rules (F14)**

Use this to edit the rules used by the software, in addition to the selection criteria specified on the Overdue Payments Report Selection window, to select [items](#) for inclusion in the report. The Overdue Payments Report Selection Edit Rules pop-up is displayed.

**Currency (F18)**

Use this to see currencies for which the report is to be produced. The Overdue Payments Currency pop-up is displayed.

Make your selection. If you select **Report and Save (F10)** to produce the report and save the definition for future use, you must have entered a user code. If the code is blank, or if the code you have entered is a new one, the User Code pop-up will be displayed.

## User Code Pop-up

This pop-up is displayed when you select **Report and Save (F10)** on a window in this task if you have not entered a user code or if the code you have entered is a new one.

**Fields****User Code**

Enter a code under which this report definition will be saved.

You can use the [prompt](#) facility on this field to select from the Select User Code pop-up.

**Desc**

Enter a description for this user code.

If you want to create a new code, enter the above fields and select **Report and Save (F10)** again.

## Overdue Payments Report Selection Edit Rules Pop-up

To display this window, select **Edit Rules (F14)** on any window in this task.

**Fields****Include Negatives**

Select one of the following:

Include Negative Values

Exclude Negative Values

Only Negative Values

**Note:** *If customer balances are selected, this field will apply to balances, otherwise it applies to the [transaction](#) value.*

**Double Space**

Use this checkbox as follows:

Unchecked - For single spacing

Checked - For double spacing

**New Page**

**Check** this field to start a new page after printing user-defined subtotals.

**Include Zero Accounts**

**Check** this field to include zero balance accounts when balances are requested.

**Include Disputed Items**

Use this checkbox as follows:

Unchecked - To omit disputed [items](#) from the report

Checked - To include disputed items

**Print by Originating Account**

**Check** this field to print the report by the lowest level account on the customer hierarchy.

**Suppress Collection Documents**

Use this checkbox as follows:

Unchecked - To omit [collection documents](#) from the report

Checked - To include collection documents

**Account Status**

Select one of the following:

Ignore - To ignore the account status

Stopped - To select accounts with the Account Stop field **checked** in the Maintain Customers task

Suspended - To select accounts with **Suspend** in the Account Status field in the Maintain Customers task

Legal - To select accounts with **Legal** in the Account Status field in the Maintain Customers task

Uncertain - To select accounts with **Uncertain** in the Account Status field in the Maintain Customers task

**Minimum Balance**

If used, this value means that only accounts with an outstanding balance greater than or equal to the minimum balance will be selected. If a single currency is used, the value entered here will be in that currency, otherwise it will be in [base currency](#).

**Minimum Age (Days)**

If used, this value means that only [items](#) with a number of days overdue greater than or equal to this value will be selected.

**Overdue Periods**

Enter the ranges of days required; at least one range must be entered. The fields [default](#) to the [company profile](#) values.

**Overdue Balance Sequence**

**Check** this field to sequence by overdue balance.

If **Summary Totals** was entered in the Co/Balances/Items field on the Overdue Payments Report Selection window, the lowest level of sequencing for the report will be overdue balance rather than attribute code.

If not, customers will be sequenced by overdue balance within the lowest level of sequencing.

**Customer Text**

**Check** this field to include customer [text](#) on the report.

Press Enter to save your entries.

## Overdue Payments Currency Pop-up

To display this pop-up, select **Currency (F18)** on the Overdue Payments [Transaction](#) Report Selection window.

You use this pop-up to select the currencies for which the report is to be produced. Select a currency, select whether to report either in the Prime, Base or Revalued Base, and select whether to report in Euros.

**Fields****Code**

Enter a [currency code](#) if you want to select only [items](#) in this currency.

Leave this field blank to include all currencies.

You can use the [prompt](#) facility on this field to select from the Select Currency pop-up.

**Prime**

If you select prime currency, items will be reported in prime; otherwise re-valued base will be used.

Use this checkbox as follows:

Unchecked - To produce the report with items reported in re-valued [base currency](#)

Checked - To produce the report with items reported in their [prime currency](#)



## Base

Base will be reported at item level only if it is the only selection.

Use this checkbox as follows:

Unchecked - Not to produce the report in the base currency

Checked - To produce the report in the base currency

## Revalued Base

Use this checkbox as follows:

Unchecked - To produce the report in either the prime or base currency

Checked - To produce the report in the re-valued base currency

## Report in Euro

If your company's base currency is not the Euro, you can use this field to produce the report with values in the Euro.

Use this checkbox as follows:

Unchecked - To produce the report in the currencies selected.

Checked - To produce the report with the base currency values converted to their Euro equivalent

**Note:** When the Report in Euro field has been checked and only one set of values is to be printed, the base currency values presented on the report will be converted to their Euro equivalent.

**Note:** When the Report in Euro field has been checked and multiple sets of values are to be printed, these values will continue to be printed where these tasks exist. Revalued Base will always be in the base currency, even if Report in Euro has been checked.

The status of the [base currency](#) with regard to Euro membership, that is, whether it is IN or OUT, is of no relevance to the availability of this function. In both cases an exchange rate to convert the base currency value must exist. The rate used will be that determined using the [General Ledger default rate code](#) for the system date.

**Note:** Totals within reports are built up from the lowest level of detail. This also applies if Report in Euro has been checked. Thus, a total on a Report in Euro may not be a straightforward conversion of a total in base currency.

Enter your selection and press Enter to re-display the Overdue Payments Report Selection window. Select **Submit Report (F8)** to submit the batch job to produce the report.

## Report on Aged Debt [32/ARE]

This report gives an analysis of outstanding debt for each customer account by posting [period](#). If all accounts are selected, the total debt on this report should reconcile back to the Debtors Control Account. If this is not the case, check for future postings, and customer who have a [control account](#) different from the [default company profile](#).

Any [items](#) that are disputed or part paid will be [flagged](#) on the report. In each case, the dispute code is shown against disputed items and part paid items are flagged with an asterisk (\*).

## Aged Receivables Analysis Report Selection Window

To display this window, select the Report on Aged Debt task.

### Fields

#### **User Code**

If you have run this report previously and saved your [parameters](#) using **Report & Save (F10)**, you can enter your user code.

Alternatively, use the [prompt](#) facility to select from the Select User Code pop-up.

When you press Enter, any previously saved report parameters you have used will be automatically entered, and may be re-used or maintained.

#### **Seq 1-9**

These sequencing fields enable you to structure your report in exactly the way you want.

If, for example, if you want the report to list account codes within customer group 3, enter **1** for the group 3 sequence and **2** in the account code sequence.

#### **Sub Total**

**Check** this against any field for which a subtotal is required in addition to customer and currency.

#### **Group Type**

If entered, this must be in the range 1-6. See the Maintain Group Company section in the GL Audit and Other Maintenance section of the [General Ledger](#) product guide.

#### **Group Company**

You can choose to run the report over a group instead of the company. Enter a valid group. The current company must exist within the group.

You can use the [prompt](#) facility on this field to select from the Select Company pop-up.

#### **From/To**

#### **Account Code**

Enter the range of accounts for this report.

You can use the prompt facility on these fields to select from the Customer Selection by Account Code pop-up.

### **Alpha Sequence**

To select the report by the alpha sequence codes which are entered in the Maintain Suppliers task, enter the alpha sequence range here.

### **Customer Groups 1-4**

For each customer group, 1-4, you can enter a range as required.

You can use the prompt facility on these fields to select from the [Parameter](#) Codes pop-up.

### **Controller**

Enter a range of credit controllers to be included in the report.

You can use the prompt facility on these fields to select from the Parameter Codes pop-up.

### **Region**

Enter the range of regions to be included in the report.

You can use the prompt facility on these fields to select from the Parameter Codes pop-up.

### **Salesman**

Enter the range of salesman codes to be included in the report.

You can use the prompt facility on these fields to select from the Parameter Codes pop-up.

### **Start Period**

Enter the start [period](#) for the report data.

### **Co/Balances/Items**

Select one of the following:

Summary Totals - If summary totals will be printed for each code within the [parameters](#) selected for sequencing

Individual customer balances will not be printed. The totals will be in base, and, if selected, in re-valued base.

Customer Balances - If customer balances will be printed

Items - If [items](#) will be printed

## **Functions**

### **Report and Save (F10)**

Use this to save this report format for future reference, leave the task and submit a job to produce the report. If the code is blank, or if the code you have entered is a new one, the User Code pop-up will be displayed.

**Edit Rules (F14)**

Use this to edit the rules used by the software, in addition to the selection criteria specified on the Aged Receivables Report Selection window, to select [items](#) for inclusion in the report. The Aged Receivables Report Selection Edit Rules pop-up is displayed.

**Currency (F18)**

Use this to see currencies for which the report is to be produced. The Aged Receivables Currency pop-up is displayed.

**Single Company/Group Company (F22)**

Use this to toggle the display to remove or include the Group Type and Group Company fields.

Enter the report criteria and then select **Submit Report (F8)** to generate the report, or select **Report and Save (F10)** to generate the report and save the report definition for future use.

If you selected **Items** in the Co/Balances/Items field, the Aged Receivables Analysis Transaction Selection window will be displayed.

## Aged Receivables Analysis Transaction Selection Window

To display this window, select **Items** in the Co/Balances/Items field on the Aged Receivables Analysis Report Selection window.

This window enables you to select and sequence the [items](#).

**Fields****From/To****Document Date**

Enter or select the date range of documents to be included in the report.

**Due Date**

Enter or select the [due date](#) range for [items](#) to be included in this report.

**Discount Date**

Enter or select the date range of [discounts](#) to be included in the report.

**Transaction Type**

Enter the range of [transaction](#) types to be included in the report.

You can use the [prompt](#) facility on these fields to select from the Select Item Type pop-up.

**Document Reference**

Enter the range of document references to be included in the report.

**Value**

Enter the value range of documents to be included in the report.

### Seq 1-6

These sequencing fields enable you to structure you report in exactly the way you want.

If, for example, if you want the report to list account codes within customer group 3, enter **1** for the group 3 sequence, and **2** in the account code sequence.

### Subtotal

**Check** this field against any line for which a subtotal is required.

## Functions

### Report and Save (F10)

Use this to save this report format for future reference, leave the task and submit a job to produce the report. If the User Code field is blank, or if the code you have entered is a new one, the User Code pop-up will be displayed.

### Edit Rules (F14)

Use this to edit the rules used by the software, in addition to the selection criteria specified on the Aged Receivables Report Selection window, to select [items](#) for inclusion in the report. The Aged Receivables Report Selection Edit Rules pop-up is displayed.

### Currency (F18)

Use this to see currencies for which the report is to be produced. The Aged Receivables Currency pop-up is displayed.

Make your selections. If you select **Report and Save (F10)** to produce the report and save the definition for future use, you must have entered a user code. If the Use Code field is blank, or if the code you have entered is a new one, the User Code pop-up will be displayed.

## User Code Pop-up

This pop-up is displayed when you select **Report and Save (F10)** on a window in this task if you have not entered a user code or if the code you have entered is a new one.

### Fields

#### User Code

Enter a code under which this report definition will be saved.

You can use the [prompt](#) facility on this field to select from the Select User Code pop-up.

#### Desc

Enter a description for this user code.

If you want to create a new code, enter the above fields and select **Report and Save (F10)** again.

## Aged Receivables Report Selection Edit Rules Pop-up

To display this pop-up, select **Edit Rules (F14)** on any window in this task.

### **Fields**

#### **Include Negatives**

Select one of the following:

Include Negative Values

Exclude Negative Values

Only Negative Values

**Note:** If Customer balances are selected, this [flag](#) will apply to balances, otherwise it applies to the [transaction](#) value.

#### **Double Space**

Use this checkbox as follows:

Unchecked - For single spacing

Checked - For double spacing

#### **New Page**

**Check** this field to start a new page after printing user-defined subtotals.

#### **Include Zero Accounts**

**Check** this field to include zero balance accounts when balances are requested.

#### **Include Disputed Items**

Use this checkbox as follows:

Unchecked - To omit disputed [items](#) from the report

Checked - To include disputed items

#### **Print by Originating Account**

**Check** this field to print the report by the lowest level account on the customer hierarchy.

#### **Suppress Collection Documents**

Use this checkbox as follows:

Unchecked - To omit [collection documents](#) from the report

Checked - To include collection documents

#### **Account Status**

Select one of the following:

Ignore - To ignore the account status

Stopped - To select accounts with the Account Stop field **checked** in the Maintain Customers task

Suspended - To select accounts with **Suspend** in the Account Status field in the Maintain Customers task

Legal - To select accounts with **Legal** in the Account Status field in the Maintain Customers task

Uncertain - To select accounts with **Uncertain** in the Account Status field in the Maintain Customers task

Press Enter to save your entries and return to the previous window.

## Aged Receivables Currency Pop-up

To display this pop-up, select **Currency (F18)** on the Aged Receivables Analysis [Transaction Selection](#) window.

You use this pop-up to select the currencies for which the report is to be produced. Select a currency, choose whether to report either in the Prime, Base or Revalued Base and whether to report in Euros.

### Fields

#### **Code**

Enter a [currency code](#) if you want to select only [items](#) in this currency.

Leave this field blank to include all currencies.

You can use the [prompt](#) facility on this field to select from the Select Currency pop-up.

If you select prime currency, items will be reported in prime; otherwise re-valued base will be used.

Use this checkbox as follows:

Unchecked - To produce the report with items reported in re-valued [base currency](#)

Checked - To produce the report with items reported in their [prime currency](#)

#### **Base**

Base will be reported at item level only if it is the only selection.

Use this checkbox as follows:

Unchecked - Not to produce the report in the base currency

Checked - To produce the report in the base currency

#### **Revalued Base**

Use this checkbox as follows:

Unchecked - To produce the report in either the prime or base currency

Checked - To produce the report in the re-valued base currency

### **Report in Euro**

If your company's base currency is not the Euro, you can use this field to produce the report with values in the Euro.

Use this checkbox as follows:

Unchecked - To produce the report in the currencies selected.

Checked - To produce the report with the base currency values converted to their Euro equivalent

**Note:** *When the Report in Euro field has been checked and only one set of values is to be printed, the base currency values presented on the report will be converted to their Euro equivalent.*

**Note:** *When the Report in Euro field has been checked and multiple sets of values are to be printed, these values will continue to be printed where these tasks exist. Revalued Base will always be in the base currency, even if Report in Euro has been checked.*

The status of the base currency with regard to Euro membership, that is, whether it is IN or OUT, is of no relevance to the availability of this function. In both cases an exchange rate to convert the [base currency](#) value must exist. The rate used will be that determined using the [General Ledger default rate code](#) for the system date.

**Note:** *Totals within reports are built up from the lowest level of detail. This also applies if Report in Euro has been checked. Thus, a total on a Report in Euro may not be a straightforward conversion of a total in base currency.*

Enter your selections and then press Enter to re-display the Aged Receivables Analysis Report Selection window. Select **Submit Report (F8)** to submit the batch job to produce the report.

## Report on Outstanding Items [33/ARE]

This report produces a list of all [outstanding items](#), of any specified [item](#) type, for all customers.

Any items that are disputed or part paid will be [flagged](#) on the report. In each case, the dispute code is shown against disputed items and part paid items are flagged with an asterisk (\*).

## Outstanding Items Report Selection Window

To display this window, select the Report on Outstanding Items task.

### **Fields**



### Item Type

Select an [item](#) type or leave blank to include all item types. A [prompt](#) is available for the various item types.

You can use the prompt facility on this field to select from the Select Item Type pop-up.

### Currencies to Print

#### Prime/Base/Revalued Base

The report may print in any combination of prime, base or re-valued [base currency](#). **Check** the currency values required.

#### Report in Euro

If your company's base currency is not the Euro, you can use this field to produce the report with values in the Euro.

Use this checkbox as follows:

Unchecked - To produce the report in the currencies selected

Checked - To produce the report with the base currency values converted to their Euro equivalent

**Note:** *When the Report in Euro field has been checked and only one set of values is to be printed, the base currency values presented on the report will be converted to their Euro equivalent.*

**Note:** *When Report in Euro has been checked and multiple sets of values are to be printed, these values will continue to be printed where these tasks exist. Revalued Base will always be in the base currency, even if Report in Euro has been checked.*

The status of the [base currency](#) with regard to Euro membership, that is, whether it is IN or OUT, is of no relevance to the availability of this function. In both cases an exchange rate to convert the base currency value must exist. The rate used will be that determined using the [General Ledger default rate code](#) for the system date.

**Note:** *Totals within reports are built up from the lowest level of detail. This also applies if Report in Euro has been checked. Thus, a total on a Report in Euro may not be a straightforward conversion of a total in base currency.*

### Print by Originating Account

**Check** this field to print the report by the lowest level account on the customer hierarchy.

Enter your selections and then press Enter to leave the task and submit a job to produce the report.

## Report on Customer Items [34/ARE]

This report lists either all [items](#) or all [open items](#) for a selected customer.

Any items that are disputed or part paid will be [flagged](#) on the report. In each case, the dispute code is shown against disputed items and part paid items are flagged with an asterisk (\*).

## Customer Items Listing Selection Window

To display this window, select the Report on Customer Items task.

### **Fields**

#### **Account Code/To**

Enter the range of account codes required.

To print a single customer, enter the code in both fields.

To print all accounts up to a certain one, enter that one in the To field leaving the first field blank.

You can use the [prompt](#) facility on these fields to select from the Customer Selection by Account Code pop-up.

#### **Include Coll. Docs**

Select one of the following:

A/R Items only - To include Accounts Receivable [items](#) only

CDs only - To include [collection documents](#) only

Both ([default](#)) - To include both

#### **Include History Items (Not Just Open Items)**

Use this checkbox as follows:

Unchecked - To print [outstanding items](#) only

Checked - To print all items

#### **Currencies to Print**

##### **Prime/Base/Revalued Base**

The report may print in any combination of prime, base or re-valued [base currency](#). **Check** the currency values required.

##### **Print by Originating Account**

**Check** this field to print the report by the lowest level account on the customer hierarchy.

Make your selections and then press Enter to submit a job to produce the report.

---

## Report on Credit Note Analysis [35/ARE]

This report lists all [credit notes](#), sequenced by [reason code](#), for a given [period](#).

### Credit Memo Analysis Report Selection Window

To display this window, select the Report on Credit Note Analysis task.

#### Fields

##### **Period to Print**

Enter the [period](#) number (YYPP) for which the report is to be printed.

##### **Currencies to Print**

##### **Prime/Base/Revalued Base**

The report may print in any combination of prime, base or re-valued [base currency](#). **Check** the currency values required.

Make your selections and then press Enter to submit a job to produce the report.

## Report on Cash Flow Analysis [36/ARE]

This report shows projected cash flows for each day up to 30 days, and totals for days 30-60, 60-90, and over 90. Totals for the selections made are also produced based on [due dates](#) of invoice from a date specified.

### Cash Flow Report Selection Window

To display this window, select the Report on Cash Flow Analysis task.

##### **ALL accounts in ACCOUNT CODE sequence**

**Check** this field for the report to include all accounts in account code sequence.

##### **Select a RANGE of ACCOUNT CODES**

**Check** this field for the report to include only those accounts which fall within a specified range. A second window will then be displayed to enable you to enter the range of accounts required.

##### **Sequenced by CUSTOMER GROUPS 1-4**

If you want the report to be sequenced in customer group order, **check** the required customer group.

**Sequenced by ALPHA SEQUENCE CODE**

**Check** this field if you want the report to be sequenced in alpha sequence code order.

**Sequenced by CREDIT CONTROL RESPONSIBILITY**

**Check** this field if you want the report to be sequenced in credit control responsibility order.

**Sequenced by SALES REGION CODE**

**Check** this field if you want the report to be sequenced in sales region code order.

**Sequenced by SALES REP CODE**

**Check** this field if you want the report to be sequenced in sales representative code order.

**Show Cashflow Based on Average Days Slow**

**Check** this field to see the cash flow information calculated on the basis of [due date](#) plus the average days slow ratio calculated using the Update Statistics task.

**Date from Which to Report**

The start date [defaults](#) to the current date. This defines the date from which cash flow is to be projected.

**Print Details**

Use this checkbox as follows:

Unchecked - To produce a summary report showing the cash-flow breakdown as totals for the entire ledger

The totals are:

Printed for each day from 0 - 30.

Summarised for days 31-60, 61-90 and 91+ (These buckets are independent of the overdue analysis [periods](#) on the [company profile](#)).

Checked - To produce a detailed report analysing cash flow for each customer account

It omits customers with credit balances, but includes [credit notes](#).

The summary page is printed at the end of the report.

**Include Coll. Docs**

Select one of the following:

A/R only - To include Accounts Receivable [items](#) only

CDs only - To include [collection documents](#) only

Both (default) - To include both

**Print by Originating Account**

**Check** this field to print the report by the lowest level account on the customer hierarchy.

### Currency of Items for Inclusion

If a [currency code](#) is entered, only [transactions](#) in that currency will be included in the report.

If this field is left blank, the base equivalent of all transactions of all currencies will be included.

### For ALL Report In

Select one of the following:

Base - To report the original base value

Revalued base - To report the re-valued base value

Euro - To report the values in Euros

The status of the [base currency](#) with regard to Euro membership, that is, whether it is IN or OUT, is of no relevance to the availability of this function. In both cases an exchange rate to convert the [base currency](#) value must exist. The rate used will be that determined using the [General Ledger default rate code](#) for the system date.

**Note:** Totals within reports are built up from the lowest level of detail. This also applies if Report in Euro has been checked. Thus, a total on a Report in Euro may not be a straightforward conversion of a total in base currency.

Enter your selection and press Enter.

If you decide to select a range of account codes, press Enter to display the Cash Flow Report Account Range Selection window.

Otherwise, a confirmation message will be displayed; press Enter again to leave the task and submit a job to produce the report.

## Cash Flow Report Accounts Selection Window

### Fields

#### **FROM Account/TO Account**

Enter the start point and end point for the Cash Flow Analysis report. The account codes entered here need not be existing accounts defined to the system or an entire account code.

Enter your selections and then press Enter.

A confirmation message will be displayed, press Enter again to leave the task and submit a job to produce the report.

## Report on Disputed Items [37/ARE]

This report lists items [flagged](#) as being in dispute. [Items](#) can be requested by account or by the dispute reason. The report is sequenced by account, and prints subtotals for each account.

## Disputed Items Report Selection Window

To display this window, select the Report on Disputed Items task.

### **Fields**

#### **Customer Code**

To produce a report for all customers, leave this field blank. If a report for a specific customer is required, enter the account code in this field.

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

#### **Reason Code**

To produce a report for all [reason codes](#), leave blank. If a report for a specific code is required, enter that code in this field.

You can use the prompt facility on this field to select from the Select Reason Code pop-up.

#### **Print Originating Accounts**

**Check** this field to print the report by the lowest level account on the customer hierarchy.

Make your selections and then press Enter to submit a job to produce the report.

## Report on Rolling Trends [38/ARE]

This task produces a report of the credit manager trend statistics over selected [periods](#) of time, which is determined by the start period and the trend interval.

If, for example, the start period selected is 9510 and the trend interval is 3, the user defined periods will be 9508-9510, then 9507-9509, 9506-9508, and so on.

For more details of how the credit manager statistics are calculated, see the Appendix at the end of this Product Guide.

When this report is printed by customer, [items](#) with dispute codes are included.

**Note:** All Credit Manager ratios hold a maximum of 99,999 days

## Rolling Trends Report Account Selection Window

To display this window, select the Report on Rolling Trends task.

---

## **Fields**

### **User Code**

If you have run this report previously and saved your [parameters](#) using **Report & Save (F10)**, you can enter your user code.

Alternatively, use the [prompt](#) facility to select from the Select User Code pop-up.

When you press Enter, any previously saved report [parameters](#) you have used will be automatically entered, and may be re-used or maintained.

### **Seq 1-9**

These sequencing fields enable you to structure your report in exactly the way you want.

If, for example, if you want the report to list account codes within customer group 3, enter **1** for the group 3 sequence and **2** in the account code sequence.

### **Sub Total**

**Check** this against any field for which a subtotal is required in addition to customer and currency.

### **Group Type**

If entered, this must be in the range 1-6. See the Maintain Group Company section in the GL Audit and Other Maintenance section of the [General Ledger](#) product guide.

### **Group Company**

You can choose to run the report over a group instead of the company. Enter a valid group. The current company must exist within the group.

You can use the [prompt](#) facility on this field to select from the Select Company pop-up.

### **From/To**

#### **Account Code**

Enter the range of accounts for this report.

You can use the prompt facility on these fields to select from the Customer Selection by Account Code pop-up.

#### **Alpha Sequence**

To select the report by the alpha sequence codes which are entered in the Maintain Suppliers task, enter the alpha sequence range here.

#### **Customer Group 1-4**

For each customer group, 1-4, you can enter a range as required.

You can use the prompt facility on these fields to select from the Parameter Codes pop-up.

#### **Controller**

Enter a range of credit controllers to be included in the report.

You can use the prompt facility on these fields to select from the Parameter Codes pop-up.

**Region**

Enter the range of regions to be included in the report.

You can use the prompt facility on these fields to select from the Parameter Codes pop-up.

**Salesman**

Enter the range of salesman codes to be included in the report.

You can use the [prompt](#) facility on these fields to select from the [Parameter](#) Codes pop-up.

**Performance Code**

If you want to limit the report to customers within a certain range of performance codes, enter that range here.

You can use the prompt facility on this field to select from the Customer Selection by Account Code pop-up.

**Start Period**

Enter the [period](#) from which the report is to start.

**Trend Interval**

Enter here the number of periods you want to include in each user-defined period for this report.

This field [defaults](#) to the trend interval defined to the credit manager.

**Co/Customers**

Select one of the following:

Summary - To print summary ratios for each code within sequencing parameters

Customer - To print ratios for each customer selected

**Function****Group Company/Single Company (F22)**

Use this to toggle the display between showing and hiding the Group Type and Group Company fields.

Make your selection and then press Enter to see the Rolling Trends Report Days Selection window.

## Rolling Trends Report Days Selection Window

To display this window, make your selection and then press Enter on the Rolling Trends Report Account Selection window.

**Fields****Req**

**Check** this field against each ratio you want to include in the report.



**Note:** If a ratio is checked with the From and To fields left blank, all values are selected.

### **From/To**

#### **Debtor Days**

If you want to select customers to be included in the report by the number of debtor days, enter the required range of days in these fields.

#### **Days Sales Outstanding**

If you want to select customers to be included in the report by the number of days sales are outstanding, enter the required range of days in these fields.

#### **Average Days to Pay**

If you want to select customers to be included in the report by the average number of days they take to pay debts, enter the required range of days in these fields.

#### **Slow Days to Pay**

If you want to select customers to be included in the report by the average number of days they take to pay debts after the debt is due, enter the required range of days in these fields.

#### **Hierarchy Level**

To select customers by hierarchy level, enter the required level here.

Make your selections and then select **Submit Report (F8)** to submit a job to produce the report.

If you select **Report and Save (F10)** to produce the report and save the definition for future use, you must have entered a user code. If the User Code field is blank, or if the code you have entered is a new one, the User Code pop-up will be displayed.

## User Code Pop-up

This pop-up is displayed when you select **Report and Save (F10)** on a window in this task if you have not entered a user code or if the code you have entered is a new one.

### **Fields**

#### **User Code**

Enter a code under which this report definition will be saved.

You can use the [prompt](#) facility on this field to select from the Select User Code pop-up.

#### **Desc**

Enter a description for this user code.

If you want to create a new code, enter the above fields and select **Report and Save (F10)** again.

## Report on Text Diary [39/ARE]

This task prints a report of all customer diary [text](#) within the range of accounts, action dates etc. specified.

It could be used as a telephone conversation follow up report, e.g. a customer promises cheque by a certain date, text with an action by date can be entered and the report run as a reminder.

**Note:** Where customer-level aging [periods](#) are in use, no overdue analysis period ranges will be displayed on the window or on the report.

## Controller Diary Report Selection Window

To display this window, select the Report on Text Diary task.

### Fields

#### **From/To**

#### **Controller**

Enter the range of controllers whose customer diary entries are to be included in the report.

You can use the [prompt](#) facility on these fields to select from the [Parameter](#) Codes pop-up.

#### **Account**

Enter the range of customers whose diary entries are to be included in the report.

You can use the prompt facility on these fields to select from the Customer Selection by Account Code pop-up.

#### **Date Range**

Enter or select the range of dates of diary entries to be included in the report.

#### **Performance Code**

Enter the range of performance codes whose customer diary entries are to be included in the report.

You can use the prompt facility on these fields to select from the Parameter Codes pop-up.

#### **Text Status Code**

Enter the range of status codes whose customer diary entries are to be included in the report.

You can use the prompt facility on these fields to select from the Parameter Codes pop-up.

#### **Overdue Period**

Enter the overdue [periods](#) for which customer diary entries are to be included in the report.

#### **Customer Group 1-4**

Enter a range(s) of customer groups to be included in the report. Leave these fields blank for all customer groups (within the window selection) to be included.

You can use the [prompt](#) facility on these fields to select from the [Parameter](#) Codes pop-up.

### **Minimum Value**

If you enter a value here, no customer with a debt which is less than the given value will be included in the report.

### **Recorded By**

When diary [text](#) is entered, the user ID of whoever makes the entry is recorded. This can be used here as a selection criterion for the report.

You can use the prompt facility on this field to select from the Select User Profile pop-up.

### **Action Date Sequence**

Use this checkbox as follows:

Unchecked - To sequence the report in descending order of the size of debt

Checked - To sequence the report in order of action date

Press Enter and then select **Report (F8)** to submit a job to produce the report.

## Report on Session Audit [41/ARE]

This audit report is the fundamental [transaction](#) audit report. It should be printed each day, reconciled to the General Ledger [control account](#), and filed for audit purposes. This enables any errors to be trapped immediately.

The report will provide a hard copy of all [items](#) posted for each session number. The information given for each session number includes the following:

- Type of item posted
- Document references
- Reason code
- Total value of transaction and [tax](#) split
- Discounts
- Posting period

## Session Audit Selection Window

Select the AR report task Report on Session Audit.

### **Fields**

#### **Session Range Required FROM/To**

To print all sessions not previously printed, leave both of these fields blank.

To print all sessions up to an entered number, leave the From field blank.

To print all sessions from an entered number onwards, enter the From number and a To value of 99999.

### **Detailed Report (Rather Than Summary)**

**Check** this field for a detailed report:

For a range of session numbers, each [transaction](#) in the selected sessions is linked.

For all unprinted sessions, a one-page summary of values posted for each transaction file is printed.

Leave this field **unchecked** for a summary report, which prints a one-page summary of total values posted for each transaction type for the selected range.

**Note:** *The summary report is not available for the session audit of all unprinted sessions, so in that case this field should always be checked.*

Make your selections and then press Enter to submit a batch job to produce the report.

## Report on Debtor Balances [42/ARE]

This report enables you to reconcile your General Ledger [control account](#) balances to their related customer accounts for any [period](#), past, current or future.

### Debtor Balances Report Selection Window

To display this window, select the Report on Debtor Balances task.

#### **Fields**

##### **From/To**

##### **Period Number**

Enter the [period](#) range to be printed.

##### **Control Account**

Enter the [control account](#) range to be included in the report. This selection criterion cannot be used with the customer range fields.

You can use the [prompt](#) facility on these fields to select from the Select Existing Customer Control Account pop-up.

**Customer Account**

Enter the customer account range to be included in the report. This selection criterion cannot be used with the control account range fields.

You can use the prompt facility on these fields to select from the Customer Selection by Account Code pop-up.

**Detail or Summary Report**

Select one of the following:

Summary - For a summary report, showing customer debit and credit balances but no [transactions](#)

Detailed - For a detailed report including transactions

Make your selections and then press Enter to submit a job to produce the report.

## Report on Customer Item Audit [43/ARE]

This report lists [items](#) for a specific customer. You can choose whether to include all items or whether to limit the report to [open items](#), and you can also include payments if necessary.

Disputed items included in this listing are identified by means of an asterisk (\*) at the end of the detail line.

## Customer Item Audit Selection Window

To display this window, select the Report on Customer Item Audit task.

**Fields****Account Code**

Enter the customer account code on which you want to report.

Alternatively, use the [prompt](#) facility to select from the Customer Selection by Account Code pop-up.

**Period From**

Enter the [period](#) from which to report.

**Period To**

Enter the period up to which to report.

**Items Required**

Select one of the following:

All [items](#)

[Open items](#)

### **Print Payments of Items**

**Check** this field to include all payment [transactions](#) for the selected customer.

### **Print Prime Values Only**

Use this checkbox as follows:

Checked - To print prime values only

Unchecked - To print prime and base

### **Include Coll Docs**

Select one of the following:

A/R Items Only - For Accounts Receivable items only

CDs only - For [collection documents](#) only

Both

Make your selections and then press Enter to submit a job to produce the report.

## Report on Retrospective Open Items [44/ARE]

This report prints a snapshot of the position, by customer, of the [General Ledger](#) debtor [control account](#) as at the end of any selected [period](#). All [open items](#) are listed, with a total for each account, and a grand total.

The report is used for end-of-year auditing purposes.

## Retrospective Open Items Audit Selection Window

### **Fields**

#### **Period**

The report produces the debt position at the end of the [period](#) entered here.

#### **Control Account From/To**

Enter the range of accounts to be included in the report. Leave these fields blank for all accounts.

You can use the [prompt](#) facility on these fields to select from the Select Existing Customer [Control Account](#) pop-up.

Make your selections and then press Enter to submit a job to produce the report.





### Introduction to Accounts Receivable Letters

The Letters tasks provide you with the facility to create, maintain and store a variety of different letters to send to customers. There are two types of letter that you can create:

#### **Dunning (Chase) Letter**

Use these to inform customers with overdue debts of the status of their accounts, the amount overdue and the action requested. [Text](#) customised for a particular size of debt can be assigned to a particular customer, a range of customers, or all customers.

For a customer to receive a [dunning letter](#), you must select the Maintain Customers task and enter a value in the Letter Category field.

**Note:** *If a customer has a [default](#) letter code set up, the type of letter indicated by the code is selected for that customer in preference to any other code specified in the letter run.*

#### **Standard Letter**

Use these to inform customers about matters other than credit control, for example, product promotion or price list changes.

#### **Facilities Offered**

You can personalise letters using the contact name and form of greeting (salutation) contained in the customer details. Alternatively, you can produce generalised letters by entering a salutation that was specified when the letter was created.

You can set letters up in a number of languages, and a language code in the Maintain Customers task. This ensures that the customer receives the letter in the correct language.

Enquiry facilities enable you to examine customers eligible for [chase letters](#), using the following search criteria:

- Default letter code
- Credit responsibility
- Letter category

You can use any combination of these criteria to perform an enquiry. You can also enquire by customer to review letters that have been sent, [items](#) recorded since a [dunning letter](#) was sent, or cash received since a dunning letter was sent.

## Select Customer Chase Letters [1/ARL]

The selection of letters to send to customers using this task is determined by a setting in the [company profile](#), as explained below:

### **Automatic Letter Selection**

**Check** the Generate Dunning Ltr Ref field on the Maintain Company Profile window. Accounts Receivable will send dunning letters to the customer in ascending numerical order (01 first, then 02 if the debt remains outstanding, then 03 and so on). This process is automatic, and the letters involved must be given sequential, numeric codes.

The only criterion entered by you to select a customer for a [dunning letter](#) is the minimum amount owing. However, letters will not be sent to customers with a letter category of blank on the Customer Details Maintenance window.

The Letter Print Selection Generate Dunning Letter Reference window is displayed.

### **Manual Letter Selection**

If you leave the Generate Dunning Ltr Ref field **unchecked** on the Maintain Company Profile window, you must specify the code of the letter to be sent to the customer yourself. Here, the criteria for selecting a customer to receive a letter are more complex. You must enter:

- The minimum value the customer must owe on a due date to be selected for a letter
- The average number of days by which the debt must be overdue on the due date in order to be selected for a letter
- The letter reference code to indicate the letter that is to be sent

The Letter Print Selection Select Customer window is displayed.

The following example may make this clearer:

A customer has owed £70 for 10 days and £15 for 30 days. The total value owed is therefore £85. The total number of unit currency days (i.e. the number of days on which a given unit of currency has been overdue) is  $(70 \times 10) + (15 \times 30) = 1150$ .

The £85 now due has been owed for an average of  $1150/85$  days, which is approximately 13.5 days.

The customer would therefore be sent a letter if the selection criteria specified a minimum balance of £80 and 12 overdue days, but not if they specified £90 and 13 overdue days.

Although there is considerable flexibility embodied in these selection [parameters](#), you can find it simpler to vary just one parameter at a time, for example:

Minimum Balance	Overdue Days	Letter
0.01	30	01
0.01	60	02
0.01	90	03

Letters 01, 02 and 03 will be sent to customers who have owed anything at all for 30, 60 and 90 days respectively.

Alternatively:

Minimum Balance	Overdue Days	Letter
10.00	30	01
100.00	60	02
1000.00	90	03

Letters 01, 02 and 03 will be sent to customers owing £10-£99.99 with overdue days up to 30, £100-£999.99 with overdue days up to 60, and over £999.99 with overdue days up to 90 respectively.

## Letter Print Selection Window Select Customers

To display this window, select the Select Customer [Chase Letters](#) task.

### Fields

#### Minimum Amount

Enter the minimum amount in [base currency](#) that a customer must owe on the [due date](#) entered in order to be eligible for this [dunning letter](#). To receive this letter, the amount owed must also have been overdue on average for at least the number of overdue days entered.

Example:

A customer has owed £70 for 10 days and £15 for 30 days. The total amount owed is therefore £85. The total number of unit currency days (i.e. the number of days on which a given unit of currency has been overdue) is  $(70 \times 10) + (15 \times 30) = 1150$ . The £85 now due has been on average owed for  $1150/85$  days, that is, about thirteen and a half days.

Thus the customer would merit a dunning letter if the selection criteria were for a minimum balance of £80 and 12 overdue days, but not if the selection criteria were £90 and 13 overdue days, or £80 and 15 overdue days.

**Note:** Where you enter a number of different selection criteria, they should get progressively more severe. Either or both of the minimum balance owed and the overdue days on each line should exceed the corresponding value on the preceding lines. They may be the same but in no instance should they be smaller.

**Overdue Days**

Enter the average number of days for which each unit of currency overdue on the [due date](#) must have been owed by a customer in order to be eligible for this [dunning letter](#).

The outstanding balance on this date must also exceed the minimum balance entered.

**Letter Code**

Enter the reference for the dunning letter that a customer should receive if he meets both of the selection criteria (minimum balance and overdue days) defined on this line, without being sufficiently overdue to merit any more severe letter defined on a subsequent line.

However, if a customer meets the criteria for any letter defined within this letter run but has also had an override letter entered against him on the customer maintenance window, the latter is the one that will be sent.

**Default Letter Code**

The letter entered here will be sent to every customer owing anything at all on the date entered who is not sufficiently in debt to merit a more severe letter as specified above but who has not had an override letter entered against him on the Customer Details Maintenance window.

If a [default](#) letter is not specified, one defined by the above selection [parameters](#) must be.

You can use the [prompt](#) facility on this field to select from the Select Dunning Letter pop-up.

**Payment Due Date Cut-off**

Transactions overdue on this date (omitting disputed [items](#) if so requested) are taken into account in calculating the outstanding balance and overdue days.

Any later [transactions](#) are disregarded in the selection of letters, although the current account balance which includes them is printed on the [dunning letter](#) alongside the balance on this date.

**Include Disputed Items**

Use this checkbox as follows:

Checked - To include invoices under dispute in the calculation of which customers are overdue

Unchecked - If you want to disregard them

**And Credit Trns**

Use this checkbox as follows:

Checked - To include credit transactions in the calculation of customers overdue

Unchecked - If you want to disregard them

Credit transactions include [credit notes](#) and cash receipts not allocated to specific invoices.

**Run Description**

Accept the suggested description of this letter run or enter one of your own.

---

The description can be used to identify reports printed as a result of this letter run. If you choose to review the letters to be sent rather than printing them immediately, it is especially useful in helping you to pick out this letter run from any others.

### **Salutation (Field 1)**

You can enter a salutation for this letter run, the salutation being the opening of the letter, for example "Dear Sir or Madam".

Salutations can also be entered for an individual customer on the Customer Address Maintenance window in the Maintain Customers task and against particular letters.

The rules as to which salutation is used on a particular letter are:

If, in defining this letter run, you state that you want to override any other salutation, this salutation is used for every letter regardless of what has been defined as the salutation for a particular customer or letter. This applies even if the letter run salutation has been left blank and so is a means of omitting a salutation.

Otherwise, any salutation entered against the customer is used. If there is none, any salutation entered against the letter is used. If there is none, the letter run salutation is used. If there is none, the letter is printed without any salutation.

Please be wary of entering a salutation here when you are sending letters in different languages, as results can be unpredictable.

### **Salutation (Field 2)**

If you select [Default](#) in this field, any salutation defined against the customer will be used.

If there is none, any salutation defined against the letter in question is used.

If there is none, the letter run salutation is used.

If there is none, the letter is printed without any salutation.

Select **Override** to use the salutation entered here in preference to any other.

Be careful if you use this override when you are sending letters in different languages, as results can be unpredictable.

### **Single Letter per Currency**

Use this checkbox as follows:

Unchecked - To send a single letter showing the balances in each currency

A letter will not be sent for any credit balances.

Checked - To send a separate [dunning letter](#) for each currency in which the customer owes money

### **Range of Customers Codes (From)**

Enter the first customer to be considered for inclusion in this letter run. If this field is blank, all customers up to and including the To account entered will be considered.

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

**To**

Enter the last customer to be considered for inclusion in this letter run. If this field is blank, all customers starting from the From account entered will be considered.

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

**Credit Responsibility Code**

If you want the letter run to be restricted to the customers assigned to a single credit controller, enter that credit controller's code here. Otherwise, leave this field blank to cover all credit controllers.

You can use the prompt facility on this field to select from the [Parameter](#) codes pop-up.

**Letter Categories (up to 9)**

On the Customer Details Maintenance window in the Maintain Customers task, you can assign each customer a category, defined by a single letter or number. Enter the codes for up to nine letter categories to narrow down which customers are considered for inclusion in this letter run, or this field leave blank to look at customers in any category.

**Note:** *If a customer has not been assigned to any letter category, no dunning letters will be sent to them, even if they owe millions.*

**Print Immediately or Review Results**

Select one of the following:

Immediate - For a batch job to be submitted to print any [dunning letters](#) required and a telephone dunning list

If the Include Disputed Items field is **checked**, customers with [items](#) in dispute will have letters printed for them.

Review - For a batch job to create a list of recommendations for dunning letters

In this case, you can then edit the list to exclude particular customers or change the letter to be sent to a particular customer using the Review/Print Letters task.

The following example describes what happens where a customer has a mixture of credit and debit balances.

The customer owes \$1000 and £350, but has paid 50 euros. Overall they owe enough to be eligible for the stronger letter (03). If you specify a single letter per currency, they will receive two 03 letters detailing the dollar and sterling balances, but it would not be sensible to send a letter chasing payment for the negative Euros balance. If you do not specify a single letter per currency, they will receive one 03 letter listing all three currency balances.

Although the £350 balance in itself might only merit a milder 01 letter, it is the overall balance in the company's [base currency](#) which determines which letter is used for all currencies. This means that where a customer receives a single letter per currency, all letters are of the same type.

When you have completed the fields, press Enter and then select **Proceed (F8)** to confirm.

---

## Letter Print Selection Window Generate Dunning Letter Reference

This window is displayed if you **checked** the Generate Dunning Ltr Ref field on the Maintain Company Profile window in the Maintain AR Company Profile task.

In this case, you simply enter a minimum value for the selection of customers. The application will automatically send [dunning letters](#) in ascending order of severity. The fields are defined above.

## Review/Print Chase Letters [2/ARL]

If you generated a letter run for review, this task provides you with a facility to examine and/or modify the list of customers selected and to print the letters to be sent to the selected customer. It also provides an audit report feature, which details any amendments and the actual letters printed.

When chase letters are printed after they have been reviewed, customers with new items in dispute are included in the run if the Include Disputed Items field was **checked** when the letter run was created.

The customer reference for each invoice, if one exists, is shown on the [chase letter](#).

## Dunning Letter Run Maintenance Window

To display this window, select the Review/Print Chase Letters task.

This window shows all the runs available for review and various options are available.

Each letter includes the address and salutation from the Customer Master file, as well as the [default](#) letter headings and balances and the value overdue as at the cut-off date.

Details of overdue [items](#) are printed if this is specified on the [company profile](#).

The job also produces a report showing any letters suggested but not sent, as well as all letters sent.

### **Options**

#### **Print Letters**

Use this to print the letters.

#### **Edit Records**

Use this to edit the letters before they are sent. The [Dunning Letter](#) Run Maintenance Review/Amend window is displayed.

#### **Delete Run**

Use this to delete the suggested letters, thus cancelling the letter run.

### **Display Selection Details**

Use this to review the selection criteria used to produce the letter run. The windows displayed will be as in the Select Customer [Chase Letters](#) task.

### **Print Telephone Dunn. List**

Use this to submit a batch job which will print a list of customer accounts and names, with their telephone numbers and fax numbers and the amount overdue.

Select the option you require to proceed with processing.

## **Dunning Letter Run Maintenance Review/Amend Window**

To display this window, select Edit Records against a run on the [Dunning Letter](#) Run Maintenance window.

### **Fields**

#### **Ltr Sug**

Enter the code of the letter you want the customer to receive. Blank the field out if you do not want to send a letter to this customer.

Enter letter codes as required and then select **Update ALL Recommendations (F8)** to update the run and leave the task.

## **Maintain Chase Letters [3/ARL]**

This task enables you to set up [dunning letters](#), which is the first step in using the dunning letters facility.

The format and auto-sequencing of letter references is controlled by fields specified in the company profile. If you **check** the Generate Dunning Ltr Ref field in the company profile, the software will send the customer the first letter in the sequence and automatically increment the severity of the letter with each letter run until a payment is received. The most polite letter should be letter 1 and each letter should then increase in severity.

## **Maintain Dunning Letters Window**

To display this window, select the Maintain [Chase Letters](#) task.

Use this window to edit, copy or delete the letter, change the letter header or print samples of existing letters.

### **Options**



**Edit**

Use this to edit the [text](#) of a letter. The Letter Maintenance window is displayed.

**Copy**

Use this to copy a letter. The Maintain [Dunning Letters](#) Copy Existing Letter window is displayed.

**Delete**

Use this to delete a letter.

**Change Header Details**

Use this to change the letter header. The Change Dunning Letter Header window is displayed.

**Print Sample**

Use this to print a sample letter.

**Functions****Create New Letter (F10)**

Use this to create a new letter. The Create Dunning Letter window is displayed.

Select **Create New Letter (F10)** to create a new letter or select the option you require against an existing letter.

## Letter Maintenance Window

To display this window, select **Edit** against a letter on the Maintain [Dunning Letter](#) window.

**Fields****Text**

Amend the [text](#) as required.

**Position To**

Use this to start the display at a particular line number.

**Insert**

Enter the number of lines to insert.

**Lines after Line Number**

Enter the line number after which to start the insertion.

**Delete**

Enter the number of lines to delete.

**Lines from Line Number**

Enter the line number from which to start the deletion.

Maintain the [text](#) as required. When you have completed your amendments, select **Update (F8)** to update the text.

## Maintain Dunning Letters Copy Existing Letter Window

To display this window, select **Copy** against a letter on the Maintain Dunning Letters window.

Enter a letter code for the new letter, and change the description as required.

### **Fields**

#### **New Letter**

##### **Ref**

Enter the reference by which the new letter will be known. The combination of reference and language should be unique.

This must be a numeric value if the [company profile](#) is set to generate letter references.

##### **Lang**

Enter the language code for the letter.

The combination of reference and language should be unique.

When a customer has been selected to receive a particular letter, it will be printed in the language (if any) held on that customer's profile so long as the letter has been set up in that language.

If the letter has not been set up in that language or the customer has not been defined as speaking a different language from that of the company, it will be printed in the form defined for a blank language code.

If the letter has not been defined for a blank language code, the letter cannot be printed (although a report will detail the failure). Therefore it is wise to define each letter for a blank letter code and regard this as representing the native language for the company.

You can use the [prompt](#) facility on this field to select from the Select Language pop-up.

##### **Description**

Enter a brief description of the letter.

##### **Letter Heading Wording**

##### **Re - Our Reference**

Please enter the wording that you want to precede the reference at the top of the letter.

This should be in the same language as the rest of the letter.

##### **Account Balance**

Please enter the wording that you want to precede the current balance on the account at the top of the letter.

This should be in the same language as the rest of the letter.

### **Amount Due At...**

Enter the wording for the top of the letter that you want to precede the date and the outstanding balance on the account on that date.

This should be in the same language as the rest of the letter.

### **Dear Sir or Madam**

You can optionally enter a salutation for the letter.

You can also enter a salutation for an individual customer on the Customer Address Maintenance window in the Maintain Customers task and against an entire letter run.

The rules as to which salutation is used on a particular letter are:

- If, in defining a letter run, you state that you want to override any other salutation, the salutation entered against the letter run is used for every letter, regardless of what you enter here or against the customer.
- Otherwise, any salutation entered against the customer is used. If there is none, any salutation entered here against the letter is used. If there is none, the letter run salutation is used. If there is none, the letter is printed without any salutation.

Any salutation should be in the same language as the rest of the letter.

When you have completed all the necessary fields, press Enter. The window displayed next depends on a setting in the Accounts Receivable [company profile](#).

If the Prt Items on Dunning Ltr field is left unchecked, so that overdue [items](#) are not required to be printed in detail on the [dunning letter](#), the Letter Maintenance window will be displayed.

If the Prt Items on Dunning Ltr field is checked, the Maintain Dunning Letters Profile Details window will be displayed.

## Maintain Dunning Letters Profile Details Window

To display this window, select **Create New Letter (F10)** or select **Copy** against a letter on the Maintain [Dunning Letters](#) window if the Prt [Items](#) on Dunning Ltr field in the Accounts Receivable [company profile](#) is checked.

Use this window to amend the column headings on the customer's letter.

Press Enter to accept any amendments and display the Letter Maintenance window.

## Change Dunning Letter Header Window

To display this window, select **Change Header Details** against a letter on the Maintain Dunning Letters window.

**Fields****Description**

Enter the description required.

**Letter Heading Wording****Re - Our Reference**

Enter the wording that you want to precede the reference at the top of the letter.

This should be in the same language as the rest of the letter.

**Account Balance**

Enter the wording that you want to precede the current balance on the account at the top of the letter.

This should be in the same language as the rest of the letter.

**Amount Due At**

Enter the wording that you want to precede the date and the outstanding balance on the account on that date.

This should be in the same language as the rest of the letter.

**Dear Sir or Madam**

You can optionally enter a salutation for the letter.

You can also enter a salutation against an individual customer on the Customer Address Maintenance window in the Maintain Customers task and against an entire letter run.

The rules as to which salutation is used on a particular letter are:

- If, in defining a letter run, you state that you want to override any other salutation, the salutation entered against the letter run is used for every letter, regardless of what you enter here or against the customer.
- Otherwise, any salutation entered against the customer is used. If there is none, any salutation here entered against the letter is used. If there is none, the letter run salutation is used. If there is none, the letter is printed without any salutation.

Any salutation should be in the same language as the rest of the letter.

When you have completed all the necessary fields, press Enter. The window displayed next depends on a setting in the Accounts Receivable [company profile](#).

If the Prt Items on Dunning Ltr field is left unchecked, so that overdue [items](#) are not required to be printed in detail on the [dunning letter](#), the Letter Maintenance window will be displayed.

If the Prt Items on Dunning Ltr field is checked, the Maintain Dunning Letters Profile Details window will be displayed.

---

## Create Dunning Letter Window

To display this window, select **Create New Letter (F10)** on the Maintain Dunning Letters window.

### **Fields**

#### **New Letter**

##### **Ref**

Enter the reference by which the new letter will be known. The combination of reference and language should be unique.

This must be a numeric value if the [company profile](#) is set to generate letter references.

##### **Lang**

Enter the language code for the letter.

The combination of reference and language should be unique.

When a customer has been selected to receive a particular letter, it will be printed in the language (if any) held on that customer's profile so long as the letter has been set up in that language.

If the letter has not been set up in that language or the customer has not been defined as speaking a different language from that of the company, it will be printed in the form defined for a blank language code.

If the letter has not been defined for a blank language code, the letter cannot be printed (although a report will detail the failure). Therefore it is wise to define each letter for a blank letter code and regard this as representing the native language for the company.

You can use the [prompt](#) facility on this field to select from the Select Language pop-up.

##### **Description**

Enter a brief description of the letter.

##### **Letter Heading Wording**

##### **Re - Our Reference**

Enter the wording that you want to precede the reference at the top of the letter.

This should be in the same language as the rest of the letter.

##### **Account Balance**

Enter the wording that you want to precede the current balance on the account at the top of the letter.

This should be in the same language as the rest of the letter.

##### **Amount Due At...**

Enter the wording for the top of the letter that you want to precede the date and the outstanding balance on the account on that date.

This should be in the same language as the rest of the letter.

### Dear Sir or Madam

You can optionally enter a salutation for the letter.

You can also enter a salutation against an individual customer on the Customer Address Maintenance window in the Maintain Customers task and against an entire letter run.

The rules as to which salutation is used on a particular letter are:

- If, in defining a letter run, you state that you want to override any other salutation, the salutation entered against the letter run is used for every letter, regardless of what you enter here or against the customer.
- Otherwise, any salutation entered against the customer is used. If there is none, any salutation entered against the letter is used. If there is none, the letter run salutation is used. If there is none, the letter is printed without any salutation.

Any salutation should be in the same language as the rest of the letter.

When you have completed all the necessary fields, press Enter. The window displayed next depends on a setting on the Accounts Receivable company profile. If the Prt Items on Dunning Ltr field is left **unchecked**, so that overdue items are *not* required to be printed in detail on the dunning letter, the Letter Maintenance window will be displayed.

If the Prt [Items](#) on Dunning Ltr field is checked, the Maintain [Dunning Letters](#) Profile Details window will be displayed.

## Print Standard Letters [11/ARL]

The [standard letters](#) tasks are provided to enable you to produce letters about subjects other than credit control, for example, product promotions, change of address, or price changes.

This task enables you to select the specific group of customers to whom a [standard letter](#) is to be sent.

## Standard Letter Print Selection Window

To display this window, select the Print Standard Letters task.

Use this window to select letter codes, a salutation and a range of customers for the letters. Customer can be further selected by group, sales region, salesman and credit responsibility.

### Fields

#### **Letter Code**

The letter represented by the code entered in this field will be sent to every customer who meets the other selection criteria on this window.

---

You can use the [prompt](#) facility on this field to select from the Select Standard Letter pop-up.

### **Salutation (1<sup>st</sup> field)**

You can optionally enter a salutation for this letter run, for example, "Dear Sir or Madam".

A salutation can also be entered against an individual customer on the Customer Address Maintenance window in the Maintain Customers task and against particular letters.

The rules as to which salutation is used on a particular letter are as follows:

If, in defining this letter run, you state that you want to override any other salutation, this salutation is used for every letter.

Otherwise, any salutation entered against the customer is used. If there is none, any salutation entered against the letter is used. If there is none, the letter run salutation is used. If there is none, the letter is printed without any salutation.

Do not enter a salutation here if you are sending letters in different languages, as the results can be unpredictable.

### **(2<sup>nd</sup> field)**

If you select **Default**, any salutation defined against the customer will be used. If there is none, any salutation defined against the letter in question is used. If there is none, the letter run salutation is used. If there is none, the letter is printed without any salutation.

**Note:** *Be wary of specifying that a letter run salutation is to override other salutations when you are sending letters in different languages, because you run the risk of sending letters which have a salutation in a language other than that of the body of the text.*

Select **Override** if you want the salutation entered on this window to be used in preference to any held against a particular customer or letter.

### **IF Customer is in the Range/To**

Enter the first and last customers to be considered for inclusion in this letter run. If the To field is left blank, all customers starting from the From account entered will be considered.

You can use the [prompt](#) facility on these fields to select from the Customer Selection by Account Code pop-up.

### **AND IF Customer Group Is**

To send letters to customers in a single customer group, enter that group.

You can enter up to four groups.

If you leave these fields blank, customers in any customer group will be considered for inclusion in this letter run.

### **AND IF Sales Region Is**

To send letters to customers in a single region, enter that region.

If you leave this field blank, customers in any region will be considered for inclusion in this letter run.

**AND IF Salesman Is**

To send letters to customers assigned to a single salesman, enter that salesman.

If you leave this field blank, customers of any salesman will be considered for inclusion in this letter run.

**AND IF Credit Responsibility Belongs To**

To send letters to customers assigned to a single credit controller, enter that controller.

If you leave this field blank, customers of any credit controller will be considered for inclusion in this letter run.

Complete your selections and then press Enter. Select **Proceed (F8)** to print the letters.

## Maintain Standard Letters [12/ARL]

Use this task to set up [standard letters](#) to be saved on file.

### Maintain Standard Letters Window

To display this window, select the Maintain Standard Letters task.

**Options****Edit**

Use this to edit the [text](#) of a letter. The Letter Maintenance window is displayed.

**Copy**

Use this to copy a letter. The Maintain [Standard Letters](#) Copy Existing Letter window is displayed.

**Delete**

Use this to delete a letter.

**Change Header Details**

Use this to change the letter header. The Change Standard Letter Header window is displayed.

**Print Sample**

Use this to print a sample letter.

**Functions**



**Create New Letter (F10)**

Use this to create a new letter. The Create Standard Letter window is displayed.

Select **Create New Letter (F10)** to create a new letter or select the option you require.

## Letter Maintenance Window

To display this window, select **Edit** against a letter on the Maintain [Standard Letters](#) window.

**Fields****Text**

Amend the [text](#) as required.

**Position To**

Use this to start the display at a particular line number.

**Insert**

Enter the number of lines to insert.

**Lines after Line Number**

Enter the line number after which to start the insertion.

**Delete**

Enter the number of lines to delete.

**Lines from Line Number**

Enter the line number from which to start the deletion.

Add or amend [text](#) as required. When you have finished, select **Update (F8)** to update the letter.

## Maintain Standard Letters Copy Existing Letter Window

To display this window, select **Copy** against a letter on the Maintain Standard Letters window.

Use this window to enter a letter code for the new letter and change the description as required.

**Fields****New Letter****Ref.**

Enter the reference by which the new letter will be known. The combination of reference and language should be unique.

This must be a numeric value if the [company profile](#) is set to generate letter references.

**Lang.**

Enter the language code for the letter.

The combination of reference and language should be unique.

When a customer has been selected to receive a particular letter, it will be printed in the language (if any) held on that customer's profile so long as the letter has been set up in that language.

If the letter has not been set up in that language or the customer has not been defined as speaking a different language from that of the company, it will be printed in the form defined for a blank language code.

If the letter has not been defined for a blank language code, the letter cannot be printed (although a report will detail the failure). Therefore it is wise to define each letter for a blank letter code and regard this as representing the native language for the company.

You can use the [prompt](#) facility on this field to select from the Select Language pop-up.

**Description**

Enter a brief description of the letter.

**Salutation**

You can optionally enter a salutation for the letter.

You can also enter a salutation against an individual customer on the Customer Address Maintenance window in the Maintain Customers task and against an entire letter run.

The rules as to which salutation is used on a particular letter are:

If, when defining a letter run, you state that you want to override any other salutation, the salutation entered against the letter run is used for every letter, regardless of what you enter here or against the customer.

Otherwise, any salutation entered against the customer is used. If there is none, any salutation entered against the letter is used. If there is none, the letter run salutation is used. If there is none, the letter is printed without any salutation.

If entered, the salutation should be in the same language as the rest of the letter.

When you have completed the fields, press Enter to display the Letter Maintenance window.

## Change Standard Letter Header Window

To display this window, select **Change Header Details** against a letter on the Maintain Standard Letters window.

**Fields****Description**

Enter or amend the description as required.

## Salutation

You can optionally enter a salutation for the letter.

You can also enter a salutation against an individual customer on the Customer Address Maintenance window in the Maintain Customers task and against an entire letter run.

The rules as to which salutation is used on a particular letter are:

If, when defining a letter run, you state that you want to override any other salutation, the salutation entered against the letter run is used for every letter, regardless of what you enter here or against the customer.

Otherwise, any salutation entered against the customer is used. If there is none, any salutation entered against the letter is used. If there is none, the letter run salutation is used. If there is none, the letter is printed without any salutation.

If entered, the salutation should be in the same language as the rest of the letter.

When you have completed the fields, press Enter to display the Letter Maintenance window.

## Create Standard Letter Window

To display this window, select **Create New Letter (F10)** on the Maintain [Standard Letters](#) window.

### Fields

#### **New Letter**

##### **Ref.**

Enter the reference by which the new letter will be known. The combination of reference and language should be unique.

This must be a numeric value if the [company profile](#) is set to generate letter references.

##### **Lang.**

Enter the language code for the letter.

The combination of reference and language should be unique.

When a customer has been selected to receive a particular letter, it will be printed in the language (if any) held on that customer's profile so long as the letter has been set up in that language.

If the letter has not been set up in that language or the customer has not been defined as speaking a different language from that of the company, it will be printed in the form defined for a blank language code.

If the letter has not been defined for a blank language code, the letter cannot be printed (although a report will detail the failure). Therefore it is wise to define each letter for a blank letter code and regard this as representing the native language for the company.

You can use the [prompt](#) facility on this field to select from the Select Language pop-up.

**Description**

Enter a brief description of the letter.

**Salutation**

You can optionally enter a salutation for the letter.

You can also enter a salutation against an individual customer on the Customer Address Maintenance window in the Maintain Customers task and against an entire letter run.

The rules as to which salutation is used on a particular letter are:

If, when defining a letter run, you state that you want to override any other salutation, the salutation entered against the letter run is used for every letter, regardless of what you enter here or against the customer.

Otherwise, any salutation entered against the customer is used. If there is none, any salutation entered against the letter is used. If there is none, the letter run salutation is used. If there is none, the letter is printed without any salutation.

If entered, the salutation should be in the same language as the rest of the letter.

When you have completed the fields, press Enter to display the Letter Maintenance window.

## Enquire on Letters Sent [31/ARL]

Use this task to display details of all the letters sent to a specific customer.

## Enquiry on who was Sent Which Letter and When Window

To display this window, select the Enquire on Letters Sent task.

**Fields****Customer**

Enter the code of the customer whose letter history you want to see.

Alternatively, use the [prompt](#) facility to select from the Customer Selection by Account Code pop-up.

**Letter Type**

Select one of the following:

[Chase letter](#) - To display all [dunning letters](#) for the selected customer

[Standard letter](#) - To display all standard letters for the selected customer

Enter or select a customer, select a letter type and then press Enter to see the list of letters.

Either the Dunning Letter Enquiry window or the Standard Letter Enquiry window is displayed, according to the type you have chosen.

## Dunning Letter Enquiry Window

To display this window, select [Chase Letter](#) in the Letter Type field on the Enquiry on Who Was Sent Which Letter and When window.

### Options

#### **Display Letter**

Use this to display letter [text](#). The Enquiry on Who Was Sent Which Letter and When Letter Text pop-up is displayed.

#### **Display All Subsequent Items**

Use this to display all [transactions](#) processed on or after the date of the letter. The Enquiry on Who Was Sent Which Letter and When Transactions/Payments Received pop-up is displayed.

#### **Display Subsequent Payments**

Use this to display all payments processed on or after the date of the letter. The Enquiry on Who Was Sent Which Letter and When [Transactions](#)/Payments Received pop-up is displayed.

Select the option you require to display the next window.

## Standard Letter Enquiry Window

To display this window, select **Standard Letter** in the Letter Type field on the Enquiry on Who Was Sent Which Letter and When window.

### Fields

#### **Display Letters Sent on or Before**

All letters sent on or before this date will be displayed, with the most recently sent being displayed first.

If you then want to see letters sent after this date, you can enter a later date or alternatively use **Page Up/Page Down**.

### Options

#### **Display Letter**

Use this to display letter [text](#). The Enquiry on Who Was Sent Which Letter and When Letter Text pop-up is displayed.

### **Display Subsequent Items**

Use this to display all [transactions](#) processed on or after the date of the letter. The Enquiry on Who Was Sent Which Letter and When Transactions/Payments Received pop-up is displayed.

Select the option you require to proceed.

## Enquiry on Who Was Sent Which Letter and When Letter Text Pop-up

To display this pop-up, select **Display Letter** on the [Dunning Letter](#) Enquiry window or the [Standard Letter](#) Enquiry window.

Use **Page Up/Page Down** to see more of the text.

Select **Previous (F12)** to return to the previous window.

## Enquiry on Who Was Sent Which Letter and When Transactions/Payments Received Pop-up

To display this pop-up, select Display All Subsequent [Items](#) or Display Subsequent Payments against a letter on the [Standard Letter](#) Enquiry window.

If you chose Display Subsequent Payments against a letter, this pop-up will display any payment received from the customer since the letter was sent.

This window shows all the [transactions](#) with dates the same as or later than the date of the letter.

### **Options**

#### **Select**

Use this to select a transaction or payment to view full details. The Full Details pop-up is displayed.

Select **Previous (F12)** to return to the previous window.

## Full Details Pop-up

To display this pop-up, select an [item](#) on the Enquiry on Who Was Sent Which Letter and When [Transactions/Payments](#) Received pop-up.

Select **Previous (F12)** to return to the previous window.

---

## Default Chase Letter by Customer [32/ARL]

This task provides a general enquiry into those customers [flagged](#) on the customer maintenance as eligible to receive [dunning letters](#). It displays the customer's status with regard to sending letters (whether letters should be stopped), shows any override letter, and lists the letter category and language for each account.

### Dunning Letter Customers Window

To display this window, select the [Default Chase Letter](#) by Customer task.

#### Fields

##### **Dunning Letter Code**

If you want to see which customers are to receive a specific override letter, enter that letter code. Otherwise, all customers eligible for a [dunning letter](#) (i.e. all customers assigned to a letter category) will be displayed whether or not they are also due to receive an override letter.

You can use the [prompt](#) facility on this field to select from the Select Dunning Letter pop-up.

##### **Credit Responsibility**

If you want to see the dunning letter customers assigned to a single credit controller, enter that credit controller's code here. Otherwise, leave this field blank to cover all credit controllers.

##### **Letter Category**

On the Customer Details Maintenance window, you can assign each customer to a category defined by a single letter or number.

Enter the codes for up to nine letter categories to be displayed as eligible for dunning letters, or leave blank to look at customers in any category.

A customer without a letter category will receive no dunning letters.

When you have entered your selections, press Enter to display Dunning Letter Customers Enquiry window.

### Dunning Letter Customers Enquiry Window

To display this window, press Enter to on the [Dunning Letter](#) Customers window.

At the top of the window your selection of letter type, responsibility and letter categories from the previous window is displayed as a reminder.

#### Fields

**Note:** All fields are output only.

**Ltr**

This field displays the letter code selected on the previous window, or is blank if all letter codes were selected.

\*\*

This field displays the letter status. An explanation of the letter status is given at the bottom of the window.

**Customer**

This field displays the [customer code](#) to which the letter will be sent.

**Name**

This field displays the customer's name.

**Cat.**

This field displays the letter category entered for the customer via the Maintain Customers task.

**Resp.**

This displays the initials of the credit controller whom you defined as responsible for the customer account.

**Lang.**

The letter will be produced in the language of the displayed language code.

Select **Previous (F12)** to return to the previous window or select **Exit (F3)** to leave the task.

## Verify Language Chase Letters [33/ARL]

This enquiry is a useful check on missing letters. When you enter the task you are presented with a list of all the letters which have been specified as a customer's letter but which have not been defined to the system.

If, for example, you set up letter 01 in English as a [Dunning letter](#) for a British customer, and then specified that letter 01 in French should be sent to a French customer as the [default](#) letter, this list would tell you if the French version had not been set up.

Three tasks are then available to you:

- You can create the missing letter.
- You can base the missing letter on an existing letter.
- You can enquire on which customers have the missing letter specified against them.



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## Verify Language Dunning Letters Window

To display this window, select the Verify Language [Chase Letters](#) to see a list of languages specified to customers but not yet defined on the system.

### Options

#### **Add Letter**

Use this to add a letter.

#### **Copy Letter**

Use this to copy a letter.

#### **View Customers**

Use this to list all customers who are meant to have received the missing letter

If you want to create the letter, select Add Letter against it to display the Verify Language [Dunning Letters](#) Maintenance window.

## Verify Language Dunning Letters Maintenance Window

To display this window, select Add Letter against a line on the Verify Language [Dunning Letters](#) window.

For details of how to complete the window, refer to the Maintain [Chase Letters](#) section.

## Verify Language Dunning Letters Copy Existing Letter Window

To display this window, select **Copy Letter** against a line on the Verify Language Dunning Letters window.

### Fields

#### **Base-on Letter**

Ref

You can base the new [dunning letter](#) on an existing one. Enter the letter reference and language code (if not in the company's language) of the existing language.

You can use the [prompt](#) facility on this field to select from the Select a Dunning Letter pop-up. If you want to be prompted on letters in a particular language only, enter that language code before requesting the prompt.

#### **Language (Untitled)**

Enter the language code of the existing letter on which you want to base the new letter.

Alternatively, use the prompt facility to select from the Select Language pop-up.

Press Enter to continue. For details of how to complete the letter see the Maintain Dunning Letter section.

## Verify Language Dunning Letters Customer List Window

To see this window, select **View Customers** against a letter on the Verify Language Dunning Letters window.

This window is for your information only and lists customers who are to receive the missing letters.

Select **Previous (F12)** to return to the previous window or select **Exit (F3)** to leave the task.

### Introduction Accounts Receivable Interest Charges

The Accounts Receivable Interest Charges tasks enable you to calculate and apply interest charges to customer accounts. Use this facility as a credit control tool, ensuring [prompt](#) payment of invoices.

The interest on overdue accounts can be calculated according to the number of days overdue, or according to a percentage of the balance.

An interest charge is created as a separate [open item transaction](#), and can itself have interest applied to it.

Interest invoices can be printed separately if necessary.

The interest can also be calculated in memorandum form and not re-charged to the customer as a method of calculating the true cost of a debt.

### Maintain Interest Charge Defaults [1/ARI]

The calculation of the interest to be charged to a customer depends on many fields ([parameters](#)) set up using this task.

### Maintain Interest Charge Defaults Activation Window

To display this window, select the Maintain Interest Charge Defaults task.

#### Fields

##### **Interest Charges Active?**

**Check** this field to activate the facility to set up interest charges [defaults](#) for your customers.

Check the Interest Charges Active field and then press Enter to display the Maintain Interest Charge Defaults window.

## Maintain Interest Charge Defaults Window

To display this window, check the Interest Charges Active field and then press Enter on the Maintain Interest Charge Defaults Activation window.

You can de-activate this facility later, even if interest runs have been made. You can also define customers as chargeable or non-chargeable on an individual basis.

### Fields

#### **Last Interest Run**

**This field displays the last interest run number.**

#### **Next Interest Reference**

This field is automatically incremented by the system each time a run is confirmed.

Normally, you need not amend the [default](#) value. However, if two or more Accounts Receivable companies are linked to one [General Ledger](#), the system does not allow duplicate references. You must enter a suitable starting reference in such instances.

#### **Percentage Interest**

This field holds the percentage rate that is used in conjunction with the other [parameters](#) to calculate the interest charge. You can enter a value up to 100%. The interest percentage can also be set at customer level.

#### **Days before Interest**

Enter the number of days after the [due date](#) before interest is calculated on an [outstanding item](#). When the waiting [period](#) is over, interest is charged back to the appropriate Date to Use date.

#### **Minimum Amount for Interest**

You can specify a minimum level of interest. If the total interest charged for a customer is below this value, no charge is made to the customer.

Enter the value in [base currency](#). Each currency is treated separately, with the total being converted. It is converted to the base currency by the system before testing it against the minimum value.

If the conversion rate is not set up, you must enter it. The charge appears in a run even if the value falls below the minimum value.

#### **G/L Interest Reason Code**

You must enter a valid [reason code](#). This determines the General Ledger account to which the interest and commission is posted.

You can use the [prompt](#) facility on this field to select from the Select Reason Code pop-up.

#### **Currency Rate Code**

You must enter a currency [rate code](#) for the conversion of all prime currencies into base currency.

You can use the [prompt](#) facility on this field to select from the Select [Rate Code](#) pop-up.

### Time Basis

This field determines the [period](#) over which the interest is calculated. For example, for a rate of 10%:

Year (1) =  $1/365.25 \times 10\% = 0.027\%$  per day

Period (2) =  $13/365.25 \times 10\% = 0.356\%$  per day (13 period year)

Month (3) =  $12/365.35 \times 10\% = 0.328\%$  per day

Week (4) =  $1/7 \times 10\% = 1.429\%$  per day

Day (5) =  $1 \times 10\% = 10.00\%$  per day

### Calculation Basis

Select one of the following interest calculation methods:

Days - If interest is to be charged based on the number of days an invoice is overdue

Balance - If interest is to be charged based on the balance of each overdue invoice, regardless of the number of days overdue

Paid - If interest is not calculated until the invoice is FULLY paid

In this case, the system then calculates how many days the invoice is overdue. If you use this method, any [credit notes](#) should have the [due date](#) amended to match that of the invoice to which they relate, in order to avoid a charge on a fully credited invoice.

If you select **Paid** in this field, the Credits Policy field must be set to **Exclude**.

### Credits Policy

This field allows you to deal with any open credit [items](#).

Select one of the following:

Allocate - To perform a dummy allocation against the oldest existing invoices

As other items - To treat the credit items like any other items (due date - immediate) and offset the negative interest against positive interest

Exclude - To ignore open credit items

### Date to Use

Select one of the following:

Due - For the [due date](#) to be used to calculate the interest

Transaction - For the original [transaction](#) date to be used to calculate the interest

### Date/Period Cut-off

This field determines whether interest is to be calculated from a date specified at the time of calculation, or the [period](#) of the input run date.

### Include Disputed Items?

**Check** this field to include items [flagged](#) as in dispute.

**Aggregate Interest?**

**Check** this field to charge interest on any outstanding interest charge.

**Examine Credit Balances?**

The system does not calculate interest on any account where the balance is in credit unless this field is **checked**.

Since the minimum interest is 0.01, the charge is never negative, but it could give rise to a charge under certain account and [parameter](#) setting conditions.

This option is not valid under the PAID calculation basis and so must be left **unchecked**.

**Memo Only?**

This field allows the system to calculate the interest charge and record the [item](#) against the account but not as an [open item](#). It does not affect the accounts in any other way, and no invoice is produced. Since it is not an open item it cannot be written off.

**Print Invoice?**

This field allows you to print invoices when an interest run is accepted.

**Commission Charge**

A charge can be added to the total interest charge for a customer and also appears as such on the invoice, if printed. This is a flat rate and a separate charge is made for each currency of the customer for which interest is charged in [prime currency](#).

**Tax Code?**

Enter a [tax](#) code and [tax](#) will be calculated and added to the interest (and commission) on overdue debts.

You can use the [prompt](#) facility on this field to select from the Select [Tax](#) Code pop-up.

**Note:** This field is displayed only if [tax](#) on Interest on Overdue Debts is switched on in Country-specific Parameters.

When you are satisfied with the entries, press Enter and then select **Update (F8)** to update. To leave the task without updating, select **Exit (F3)**.

## Calculate Interest Charges [11/ARI]

When you have set up the [parameters](#) using the Maintain Interest Charge [Defaults](#) task, you will be ready to run the interest charges procedure using this option. This interest run is a batch job submitted to calculate all interest charges.

You can modify the parameter settings for a particular run by selecting **Amend Run Parameters (F10)**.

## Recommend Interest Charges Window

To display this window, select the Calculate Interest Charges task.

### Fields

#### **Run Date**

Enter a run date for this interest run. If you are using the system date as the cut-off, you can accept the displayed [default](#), which is the system date.

#### **Controller**

Enter the controller required.

You can use the [prompt](#) facility on this field to select from the Parameter Codes pop-up.

Press Enter and then select **Proceed (F8)** to initiate the run. Alternatively, if you want to change the interest [parameters](#), select **Amend Run Parameters (F10)**.

## Recommend Interest Charges: Change Interest Parameters Pop-up

To display this pop-up, select **Amend Run Parameters (F10)** on the Recommend Interest Charges window.

This pop-up enables you to change the run [parameters](#) as necessary. For definitions of the individual fields, refer to Maintain Interest Charge Defaults section, where each parameter is explained in turn.

**Caution:** Changing the parameters may result in charges being made on transactions which had previously avoided interest, or charges being dropped from transactions. As the sums involved could be substantial, it is recommended that you perform a thorough examination of the run.

### Functions

#### **Proceed (F8)**

Use this to calculate the run using the parameters for this run only. It will then revert to the old [defaults](#) for future runs.

#### **Adopt New Run Parameters as Defaults (F14)**

Use this to calculate the run using the amended [parameters](#), and update the original [defaults](#) with the new values.

When you have completed your amendments, press Enter and then select Update (F8) to update. You then have to choose between initiating the run by selecting **Proceed (F8)** and selecting **Adopt New Run Parameters as Defaults (F14)**.

You can produce several runs without confirmation, but each run takes account of the charges calculated in the preceding runs (irrespective of whether they are confirmed or updated). No repeat charges are made for the [period](#) already covered. (Memo [items](#) are the exception to this.)

## Review Interest Charges [12/ARI]

When the interest run job has completed, you can enquire on it and any other run. You can adjust the charge made to individual customers, or accept the calculated charge.

### Review Recommended Interest Charges Window

To display this window, select the Review Interest Charges task.

#### **Options**

##### **Amend**

Use this to review interest charges on the selected run with a view to amendment. The Review Recommended Interest Charges Customers window is displayed.

##### **Delete**

Use this to delete the selected run. A confirmation pop-up is displayed.

Select the option you require against a run.

### Review Recommended Interest Charges Customers Window

To display this window, select **Amend** against a run on the Review Recommended Interest Charges window.

Various enquiry tasks are open to you from this window. Each will be examined in turn.

#### **Fields**

##### **Position to Customer**

Use this to position the display at the required customer. You can use the [prompt](#) facility on this field to select from the ? pop-up.

#### **Options**

##### **Amend**

Use this to amend interest charges for the selected customer. The Amend Charges pop-up is displayed.



**Memo/Fiscal**

Use this to change a fiscal account to a memo account and vice versa. A memo account has **1** in the Memo field, while a fiscal account is **blank**.

Interest on memo accounts is not re-charged to the customer.

**Refresh**

Use this to restore the initial account values, including any interest charges against [transactions](#).

**Delete**

Use this to delete a customer. You will be asked to confirm the deletion.

**Transactions**

Use this to view the transactions that make up the interest charge. The Transactions pop-up is displayed.

**Functions****Delete (F11)**

Use this to delete the run. A confirmation pop-up is displayed.

Select the option you require or select **Update (F8)** to update the run.

## Amend Charges Pop-up

To display this pop-up, select **Amend** against a customer account on the Review Recommended Interest Charges window.

**Fields****Interest Charge**

This field displays the calculated interest charge. You can amend this value as required.

**Interest %**

This field displays the percentage per month used for calculating the interest. If you amend this value, the system re-calculates the interest charge accordingly.

**Commission**

This field displays the commission charge to be added to the interest charge. This field can be amended as required.

Select **Previous (F12)** to return to the previous window.

## Transactions Pop-up

To display this pop-up, select **Transactions** against a customer on the Review Recommended Interest Charges window.

Use this pop-up to amend interest charge values for the displayed items.

### Fields

#### **Interest Charge**

This field displays the interest incurred by the customer on a particular [item](#). The value can be amended as required.

When you have completed any amendments, press Enter to return to the previous window. You must then accept the run for the amendments to take effect.

## Write-Off Interest Charges [13/ARI]

This task enables you to write off interest charges which have been applied to the accounts. It is recognised that in commercial practice, whilst interest on overdue debts may be charged, this is done to encourage [prompt](#) payment, and the charge may not always be collected. This task makes the removal of such charges quick and simple.

## Write Off Interest Charges Selection Window

To display this window, select the Write-Off Interest Charges task.

### Fields

#### **Customer**

Enter the customer whose interest charges are to be written off, or leave this field blank to write off charges for all customers.

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

#### **Controller**

Enter the controller. All customers for this controller will have interest charges written off.

You can use the prompt facility on this field to select from the [Parameter](#) Codes pop-up.

### **Minimum Days**

All interest charges incurred before the number of days entered will be written off. If, for example, you enter 10 on the 26th May, the charges up to 16th May will be written off. This is to allow the clearing of old charges which will never be collected.

This field can be left blank to clear all charges, and a warning message is displayed to remind you that this task is a far-reaching one.

### **Reason Code**

The [default](#) code displayed is the one set up in the Maintain Interest Charge Defaults task. It can be changed to any valid [reason code](#).

The code entered determines the [General Ledger](#) account to which the posting will be made.

You can use the prompt facility on this field to select from the Select Reason Code pop-up.

When you have completed the fields, press Enter. The interest is written off by means of a corresponding posting (of type IX) which is automatically allocated and clears the matching charge (type IC). This posting will have a reason code but not a dispute code. This must be entered separately if necessary.

Interest charges made in a currency other than base are written off at the same currency conversion rate at which they were charged.

## **Enquire on Interest Runs [21/ARI]**

This task enables you to display the full details of any interest run which is either current (marked with an asterisk), or has been updated.

## **Enquire on Interest Charge Runs Selection Window**

To display this window, select the Enquire on Interest Runs task.

This window lists all the interest runs.

### **Options**

#### **Select**

Use this to select the run required.

Select the run required to display the Enquire on Interest Charge Runs Customers window.

## Enquire on Interest Charge Runs Customers Window

To display this window, select a run on the Enquire on Interest Charge Runs Selection window.

### **Fields**

#### **Position to Customer**

Use this to position the display at the required customer.

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

### **Options**

#### **Outstanding Value**

Use this to display the Display Interest Charges pop-up.

#### **Transactions**

Use this to display all [transactions](#) for the customer which have incurred an interest charge. The Transactions pop-up is displayed.

Select the required option against a customer.

## Display Interest Charges Pop-up

To display this pop-up, select **Outstanding Value** against a customer on the Enquire on Interest Charge Runs Customers window.

Select **Previous (F12)** to return to the previous window.

## Transactions Pop-up

To display this pop-up, select **Transactions** against a customer on the Enquire on Interest Charge Runs window. In enquiry mode, the interest charge cannot be amended.

Select **Previous (F12)** to return to the previous window.

## Report on Interest Runs [31/ARI]

This task enables you to print the full details of any interest run which is either current (marked with an asterisk), or has been updated.

## Report Interest Charges Window

To display this window, select the Report on Interest Runs task.

This window lists all the interest runs.

### **Options**

#### **Summary**

Select this to produce a summary report.

#### **Detail**

Select this to produce a detailed report.

Select the option you require to submit the report.



# Partita Enquiry and Processing Tasks

Partita postings are assigned a unique system-generated partita number composed of the year and [item](#) reference.

**Note:** Partita is switched on in the GL Country-specific [Parameters](#) task.

When you allocate partita items, the relevant partitas are consolidated into the partitas with the lowest (normally the earliest) partita reference.

Two tasks are available:

- Enquire on Partita
- Partita Processing (Transaction)

## Enquire on Partita [1/ARZ]

### Partita Enquiry Window

To display this window, select the Enquire on Partita task.

#### Fields

##### **Partita Status**

Select one of the following to specify the required status of the partitas on which you wish to enquire:

- Open (0) ([default](#))
- Closed (1)
- Both (2)

**Source Account**

Enter the source account for the partitas required.

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

**Partita Numbers/To**

Enter a range of partitas on which to enquire.

You can use the prompt facility on these fields to select from the Select Partita pop-up.

Press Enter to display the Partita Enquiry Details window.

## Partita Enquiry Details Window

To display this window, press Enter on the Partita Enquiry window.

**Fields**

**Note:** For details of the windows displayed when an option is selected see the Credit Manager Enquiry section in the Enquiries chapter of this product guide.

**Select**

Enter one of the following:

1 - To view details of an [item](#)

The Full Details window is displayed.

2 - To view [transactions](#) for an item

The Transactions Details window is displayed.

**Functions****Reverse Items (F15)**

Use this to display the items in reverse order within partita reference.

**Reverse Partitas (F16)**

Use this to display the partitas in reverse order.

Enter a value in the Selection field to display details as required. Select **Previous (F12)** to return to the previous window and re-select partitas or select **Exit (F3)** to leave the task.

## Process Partita [11/ARZ]

The Italian partita procedure assigns your postings a unique system-generated partita number composed of the year and [item](#) reference.



**Note:** You switch on partita processing in the GL Country-specific [Parameters](#) task.

When you allocate partita items, the relevant partitas are consolidated into the partitas with the lowest (normally the earliest) partita reference.

This task enables you to change the partita reference of any item or group of items. You can change the reference(s) to an existing partita reference, and the item(s) will be moved to the entered partita.

If you remove the last, or only, item from a partita, that partita is deleted.

## Partita Amendment Window

To display this window, select the Process Partita task.

### **Fields**

#### **Partita Status**

Select one of the following:

Open (0) ([default](#)) - To see all open partitas

Closed (1) - To see all closed partitas (i.e. those where the balances equal 0 and all [items](#) are closed)

Both (2) - To see all partitas

#### **Source Account**

You must enter the customer whose partitas you want to see.

Alternatively, use the [prompt](#) facility to select from the Customer Selection by Account Code pop-up.

#### **Partita Numbers/To**

Enter the range of partita reference numbers you want to see. The reference numbers must be prefixed by the year. Leave these fields blank to see all partitas included in the selection.

You can use the prompt facility on these fields to select from the Select Partita pop-up.

Press Enter to see the Partita Amendment Details window.

## Partita Amendment Details Window

To display this window, press Enter on the Partita Amendment window.

### **Fields**

#### **Select**

Enter one of the following:

1 - To change the partita for a single [item](#)

The Partita Update pop-up is displayed.

2 - To change the partita for a multiple items

The Partita Update pop-up is displayed for each item selected.

### **Functions**

#### **Reverse Items (F15)**

Use this to display the items in reverse order within partita reference.

#### **Reverse Partitas (F16)**

Use this to display the partitas in reverse order.

Enter a value in the Selection field as required. Select **Previous (F12)** to return to the previous window and re-select partitas or select **Exit (F3)** to leave the task.

## Partita Update Pop-up

To display this pop-up, enter 1 against a partita on the Partita Amendment Details window.

### **Field**

#### **New Partita**

Enter the new partita to which the [item](#) is to be moved.

Select **Update (F8)** to confirm the change of partita.

## Partita Verification and Rebuild [21/ARZ]

This task will run a batch job to report on partita details that cannot be found in Accounts Receivable or Accounts Payable.

## Partita Verification and Rebuild Selection Window

To display this window, select the Partita Verification and Rebuild task.

### **Fields**

#### **Verify Partita Items?**

**Check** this field to verify that [items](#) are in a partita.

**Verify Partita Structures?**

**Check** this field to verify the partita structures.

**And Correct Any Errors?**

**Check** this field to correct any errors in the partita structure automatically.

**Verify Partita Balances?**

**Check** this field to verify partita balances.

**And Correct Any Errors?**

**Check** this field to correct any errors in the partita balances automatically.

Press Enter to verify your entries and then select **Submit (F8)** to submit a job to perform the processing.



### Accounts Receivable Period Close Introduction

When you have completed entering [transactions](#) for a financial [period](#), you must perform a set of period close procedures before you can start entering transactions for a new period.

Period end dates must be pre-set in the period calendar in the [General Ledger](#); otherwise the period close and open routines will not run successfully. However, the entered end date is not used to end a period automatically, and you can keep the period open until processing is complete.

The current Accounts Receivable period must be closed and the next one opened before you can close the equivalent period of the [Cash Management](#) and General Ledger companies to which it is linked.

### Restrictions on the Use of Period End Routines

You must wait until users have completed all data entry and left the system.

If the job queue contains no other jobs, a [period](#) close is run immediately. While it is queuing or running, users are not permitted by the system to enter any Accounts Receivable data.

**Note:** We advise you to run period close routines at times when users are least likely to be entering Accounts Receivable data, for example overnight.

**Caution:** No other user should attempt an Accounts Receivable period close routine for the selected company at the same time.

**Note:** You must open the next Accounts Receivable period before you can close the current General Ledger period to which this application is linked.

Once you have closed a period, you cannot post invoices or cash until the next period is opened. If you close the period prematurely, you can re-open it, providing you have not already opened the next period.

You can use this facility to freeze the ledger while the period is closed in order to run month end reports on a static database.

The procedures required at the end of a [period](#) are:

- Assign statement messages
- Close the period
- Print statements
- Re-calculate any balance forward accounts
- Open the next period

## Assign Statement Overdue Messages [1/ARC]

This task enables you to print a message on the statement of any selected customer or customers. The facility is normally used to remind customers of any payment that is overdue.

The three steps involved in this process are as follows:

Creation of a file of standard messages, each message defined by a unique number

See the Maintain Statement Messages section in the Maintenance chapter of this product guide for further information.

Definition of the criteria by which messages are to be assigned to customer accounts

This is dealt with by this task.

Processing of the above entries

Each account is automatically examined to determine which, if any, statement message is required. The customer record is updated accordingly, and a report is produced of all customers for whom a message has been printed.

## Assign Statement Messages Window

To display this window, select the Assign Statement Overdue Messages task,

### **Fields**

#### **Enter Overdue Reference Date or Period**

Enter either a date or a [period](#).

The reference date is the date before which [items](#) are considered overdue. For example, if items due on 31st January and earlier are to be regarded as overdue, enter 1st January as the earliest date not overdue. If a date is specified, the Days Oldest Invoice Overdue calculation is performed in the specified number of days, not periods.

The reference [period](#) is the period before which [items](#) are considered to be overdue. For example, if items due in January are to be regarded as overdue, enter 9002 - i.e. the earliest period not overdue.

### Days Oldest Invoice Overdue

Enter on each line the number of days by which the oldest outstanding invoice is overdue.

The rest of the entries on each line specify further checks and actions to be taken if a customer falls into this overdue category.

### Min. Amount for Message

A customer will only be selected if the balance due of this age is greater than the amount specified here. The value is entered in [base currency](#) as a positive whole number (no decimals).

### Net Off All Credits

In calculating the amount due within each overdue category, [credit notes](#) and other credit items may be included in the calculation. **Check** this field if you wish to net off credits on the account against the total value owed.

### Include in Report

A report is automatically produced for customers who have had designated messages assigned. **Check** this field if customers are to be included in the report, otherwise leave it blank.

### Put on Stop

**Check** this field if you wish to set a stop indicator for all customers who fall into this category. Otherwise, leave it blank. Stop indicators will remain on the accounts until they are removed.

### Message Assigned

Enter the message code of the [text](#) to appear on the statement for selected customers.

When you have entered your choices, press Enter to submit a job for processing.

## Close Current Period [2/ARC]

This task is used to close the current [period](#) when all [transactions](#) have been posted. It will inhibit any posting to the ledger until the next period is opened.

## Accounts Receivable Period End Close Window

To display this window, select the Close Current Period task if there are no failed sessions for the period.

If the session is successful, the window message will give the current state of the ledger, open and active for [period](#), for example. It will include an option to close with instructions and the consequences once close is completed.

If failed sessions do exist within the period, the Accounts Receivable Period End Failed Sessions window will be displayed.

Press Enter to confirm the period close.

## Accounts Receivable Period End Failed Sessions Window

To display this window, select the Close Current Period task if any sessions have failed to be closed in the period.

### **Functions**

#### **View Failed/Incomplete Sessions (F15)**

Use this to display the details of any failed or incomplete sessions.

#### **Close Period (F19)**

Use this to close the [period](#), including any sessions in error.

## Display Incomplete & Failed Sessions Window

To display this window, select **View Failed/Incomplete Sessions (F15)** on the Accounts Receivable Period End Failed Sessions window.

This window lists the sessions in error.

### **Options**

#### **Display Session**

Use this to select a session and display further details.

Select Display Session against a session to see its details.

To recover the session you must select the Recover Incomplete Session task.

## Print Statements [3/ARC]

You can print statements at any time and any number of times during a [period](#). Statements can be printed for all outstanding accounts or for selected customers only. This is controlled by the statement print code maintained against each customer record.

You can produce statements for customers using a range of statement print codes.

This procedure can also be used to [flag](#) cleared [items](#) and to prevent them from appearing on future statements.

The following information refers to the statements:



- All outstanding items, and any items cleared this period, are included. Transfer journals, and items posted to a future period, do not appear.
- Statements are produced in account code sequence. Within this, items are sequenced by reference within item type within document date.
- Discount values appear on a separate line.
- Where more than one cash item was used in an allocation, all discounts for the allocation sessions appear against the first cash item within that session.
- If more than one statement page is produced, a carried forward and brought forward total is printed.
- Part paid items show the outstanding balance from the previous statement on the statement half, and the new balance outstanding on the remittance advice half. The status will be indicated by the letters PPD.
- Items which have been cleared since the last statement run have \* as the status, and will not appear on future statements.
- Totals are printed at the end of the statement run showing the total value outstanding and the number of statements produced.

You may not want to print cleared [items](#) at all on any statement run. Under these circumstances two statement runs are required.

Set the Update Cleared Items flag to **1** so the items do not appear on future statement runs, but do not print the statements onto stationary.

Re-run the statements again, but this time, print them: the cleared items will not appear.

## Statements Print Selection Window

To display this window, select the Print Statements task.

### Fields

#### **Please Enter Statement Date**

Enter or select the date that is to appear on the statements.

#### **AND Overdue Cut-off Date OR Period**

The statement contains an analysis of overdue items by [period](#) or payment [due date](#). If a period is entered, the overdue analysis is based on the posting period in which the item was posted to the ledger. If a cut-off date is entered, the overdue analysis is based on the item payment due date. Your pre-printed stationary should reflect this.

#### **EITHER Print ALL Statements**

**Check** this field to produce statements for all customers.

**OR Print the Following Codes**

To produce statements for all the customers with selected values of the Statement Print Code, leave the EITHER Print ALL Statements field **unchecked** and enter up to 20 statement print codes here.

**OR Customer**

Enter a [customer code](#) to produce a statement for a single customer.

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

**Suppress Credit Statements**

**Check** this field to omit statements for customers whose outstanding balance is in credit, otherwise leave it **unchecked**.

**Update Cleared Items**

Use this checkbox as follows:

Unchecked - If statements are to be run during the following month showing cleared [items](#)

No update of the ledger is performed, so this may be done as often as required during the [period](#).

Checked - If the customer accounts are to be updated, by [flagging](#) cleared items

In this case they will not appear on subsequent period statements. This task should only be run once for each period.

**Print the Statements in Prime Currency**

Use this checkbox as follows:

Unchecked - To print statements in the equivalent [base currency](#)

Checked - To print statements in the [prime currency](#)

**Print Adjustments by Ext. Reference**

Use this checkbox as follows:

Unchecked - To print adjustments by internal reference

Checked - To print adjustments by external reference

This only applies if there is one: if not, the internal reference will be used.

**Print Cash Items by Ext. Reference**

Use this checkbox as follows:

Unchecked - To print cash [items](#) by internal reference

Checked - To print cash items by external reference

This only applies if there is one: if not, the internal reference will be used.

### Include Contra Items

Use this checkbox as follows:

Unchecked - To exclude contra items

Checked - To include contra items on the print

### Include Collection Documents

**Check** this to include [collection documents](#) in the report.

### Print Hierarchy Statements by Originating Account

**Check** this field to print the report by the lowest level account on the customer hierarchy.

Complete the selection criteria and then press Enter to submit the job.

## Consolidate Balance Forward Accounts [4/ARC]

Customer accounts are set up as either [open item](#) or balance-forward accounts. As part of the [period](#) close procedure you must perform a [consolidation](#) of the balance-forward accounts to create the new opening balances for those accounts. The system will then clear the [transactions](#) from the previous period.

[Open item accounts](#) are not affected by this procedure. When you consolidate balance-forward accounts, the transaction details for the period that you are closing are cleared. You should produce an open item statement run so that all open items are printed before performing a consolidation routine.

All [items](#) posted to the ledger during the current period are recorded as open items. If the balance item record remains open when the period is closed, it is consolidated into the new period balance.

When the consolidation of brought forward accounts is run, the item that is created does not have a dispute code.

**Note:** *You cannot open a new period until this process has been completed.*

Select **Confirm Submit (F8)** to submit the batch run to consolidate the balance-forward accounts.

## Open Next Period (Re-open Current) [5/ARC]

When you have completed the [period](#) close procedures, you can open the next period.

**Caution:** If a period has been closed prematurely, this task can be used to re-open it as long as the next period has not yet been opened using F24.

## Period Open Window

To display this window, select the Open Next Period (Re-open Current) task. An error message will be displayed if the current [period](#) is open.

To open the [period](#), press Enter twice to confirm.

To re-open a period, select **Re-open Last Period (F24)**.

### Introduction to Accounts Receivable Historical Tasks

The Accounts Receivable application provides facilities to [archive](#) data no longer needed for operational use. This involves saving the data so that it can be stored off the machine, releasing space for new data. For further information, see the Delete Redundant Data section.

Data saved in this way is called [historical data](#), and each time data is archived, a single new library is created to hold the historical data.

### Archived Library Selection Window

Each of the Historical Data tasks requires the selection of an archived library. A window similar to the one below is displayed.

#### **Options**

##### **Select**

Use this to select the required library.

Select the archived library you require. If the archived library you want to review has not been restored to your computer, a message is displayed.

If the [archived](#) library has been restored but the type of data for your enquiry or report was not purged when that library was saved (see the Purge Of field), a message is displayed.

## Enquire on Archived Items [1/ARH]

This task enables you to display specific information about specific [transactions](#), once they have been restored to your computer.

### Enquiry on Archived Items Window

To display this window, select the Enquire on Archived Items task and then select the [archive](#) library you require from the list displayed on the Archived Library Selection window.

#### **Fields**

##### **Order (1-5)**

Use this field to state the sequence in which the selected details are to be sorted. **1** is the most important sequence and **5** is the least important.

##### **Ascending/Descending**

Use this field to specify the sequence in which the selected details are to be displayed.

##### **Ranges From/To**

These selection fields enable you to specify the criteria which govern the inclusion of data in the enquiry.

##### **Item Type**

Enter the range of [item](#) types which are to be included within the enquiry. If all item types [archived](#) are to be viewed, leave these fields blank.

##### **Item Reference**

Enter a specific range of references which are required. If all references archived are to be displayed, leave these fields blank.

##### **Customer**

If details specific to a single customer or range of customers are required, enter the From and To accounts. For all customers, leave these fields blank.

##### **Document Date**

To examine items posted within particular dates or [periods](#), enter the limits required. Leave these fields blank to exclude date selection.

##### **Posting Period**

To examine items posted within particular dates or periods, enter the limits required. Leave these fields blank to exclude date selection.

##### **Session**

To examine [transactions](#) posted within particular sessions, enter the session range. Leave these fields blank to include all sessions.

**Value excl. Tax**

Items may be selected according to the transaction value exclusive of [tax](#). To report regardless of transaction value, leave these fields blank.

**Value incl. Tax**

[Items](#) may be selected according to the [transaction](#) value inclusive of [tax](#). To report regardless of transaction value, leave these fields blank.

Values in Base?

**Check** this field to display values in [base currency](#).

OR in Currency

Enter the required [currency code](#).

When you have completed these fields, press Enter. The items matching the search criteria are then displayed on the View Items window.

## View Items Window

To display this window, press Enter on the Enquiry on [Archived](#) Items window.

**Options****Select**

Use this to display full details for an [item](#). The Item Details window is displayed.

**Function****Greater Detail (F15)**

Use this to toggle the display between showing extra columns for Session and Currency and showing the display as above.

Select an item to display the Item Details window.

## Item Details Window

To display this window, select an item on the View Items window.

Select **Transactions (F22)** to view [transactions](#) for the selected [item](#) on the Transactions window.

## Transactions Window

To display this window, select **Transactions (F22)** on the Item Details window.

## **Functions**

### **Greater Detail (F15)**

Use this to toggle the display between showing extra columns for Currency and showing the display as above.

Select **Previous (F12)** to return to the previous window or select **Exit (F3)** to leave the task.

## **Enquire on Archived Customers [2/ARH]**

This task enables you to display [archived](#) customer details.

Where customer-level aging [periods](#) are in use, the overdue analysis periods are displayed.

## **Enquiry on Archived Names and Addresses Window**

To display this window, select the Enquire on Archived Customers task and then select the [archive](#) library you require from the list displayed on the Archived Library Selection window.

## **Fields**

### **Order (1-5)**

Use this field to state the sequence in which the selected details are to be sorted. **1** is the most important sequence and **5** is the least important.

### **Ascending/Descending**

Use this field to specify the sequence in which the selected details are to be displayed.

### **Ranges From/To**

These selection fields enable you to specify the criteria which govern the inclusion of data in the enquiry.

### **Customer**

Enter the range of customer accounts which are to be included in the display. To include all accounts, leave these fields blank.

You can use the [prompt](#) facility on these fields.

### **Delivery Address Code**

If information specific to despatch addresses is required, enter the range of those addresses. To include all despatch addresses, leave these fields blank.



**Name (First 15 Chars.)**

Enter a range of possible names here. Leave both fields blank to include all names.

**Customer Groups 1-4**

Enter the range of customer groups by which selections can be made. Leave these fields blank to accept all customers,

**Sales Region**

Enter the range of sales regions by which customers can be selected. Leave both fields blank to accept all regions.

**Sales Representative**

Enter the range of accounts assigned to particular sales representatives. Leave these fields blank to accept all of them.

When you have completed these fields, press Enter. The [items](#) matching the search criteria are then displayed on the View Customers window.

## View Customers Window

To display this window, press Enter on the Enquiry on [Archived](#) Names and Addresses window.

**Options****Select**

Use this to display customer details. The Customer Name and Address Enquiry window is displayed.

Select a customer to display the Customer Name and Address Enquiry window.

## Customer Name and Address Enquiry Window

To display this window, select a customer on the View Customers window.

**Functions****Contacts (F13)**

Use this to view the Contacts Enquiry (see the Credit Manager Enquiry section in the Enquiries chapter of this product guide for further details).

**Chase Letters (F19)**

Use this to view [chase letters](#) sent to this customer. The [Dunning Letter](#) History window is displayed.

### **Standard Letters (F20)**

Use this to view any [standard letters](#) sent to this customer. The Standard Letter History window is displayed.

### **Text (F21)**

Use this to view [archived](#) customer [text](#). The Archived Text window is displayed.

**Note:** *This function is not displayed if there is no customer text.*

### **Period Balances (F22)**

Use this to view [period](#) balances for the customer. The Period Balances History window is displayed.

Press Enter to toggle the display to show further customer details.

## Dunning Letter History Window

To display this window, select **Chase Letters (F19)** on the Customer Name and Address Enquiry window.

### **Fields**

#### **Display Letters Sent On or Before**

Use this to position the display at the selected date so that more recent letters are not displayed.

Select **Previous (F12)** to return to the previous window or **Exit (F3)** to leave the task.

## Standard Letter History Window

To display this window, select **Standard Letters (F20)** on the Customer Name and Address Enquiry window.

### **Fields**

#### **Display Letters Sent On or Before**

Use this to position the display at the selected date so that more recent letters are not displayed.

Select **Previous (F12)** to return to the previous window or select **Exit (F3)** to leave the task.

## Archived Text Window

To display this window, select **Text (F21)** on the Customer Name and Address Enquiry window.

Select **Previous (F12)** to return to the previous window or select **Exit (F3)** to leave the task.

## Period Balances History Window

To display this window, select **Period Balances (F22)** on the Customer Name and Address Enquiry window.

### **Functions**

#### **Greater Details (F15)**

Use this to toggle the display between greater detail and one line per balance as shown above.

Select **Previous (F12)** to return to the previous window or select **Exit (F3)** to leave the task.

## Enquire on Company Profile Audit [3/ARH]

This audit enquiry enables you to trace all changes made to the [company profile](#).

## Company Profile Audit Selection Window

To display this window, select the Enquire on Company Profile Audit task and then select the [archive](#) library you require from the list displayed on the Archived Library Selection window.

### **Fields**

#### **Order (1-4)**

Use this field to state the sequence in which the selected details are to be sorted. **1** is the most important sequence and **4** is the least important.

#### **Ascending/Descending**

Use this field to specify the sequence in which the selected details are to be displayed.

#### **Ranges From/To**

These selection fields enable you to specify the criteria which govern the inclusion of data in the enquiry.

#### **Date Changed**

Enter or select the range of dates to be included in the search for changes.

#### **Time Changed (hhmmss)**

Enter the time range to be included in the search for changes.

### **Terminal from Which Changed**

Enter the range of terminals to be included in the search for changes.

### **User by Whom Changed**

Enter the range of users to be included in the search for changes.

When you have completed these fields, press Enter. The audit records matching the search criteria are then displayed on the View Company Profile Audit window.

## View Company Profile Audit Window

To display this window, press Enter on the Company Profile Audit Selection window.

### **Options**

#### **Select**

Use this to display [company profile](#) details. The Company Profile Enquiry window is displayed.

Select an audit record for which you wish to see details.

## Company Profile Enquiry Window

To display this window, select an audit record on the View Company Profile Audit window.

### **Functions**

#### **View Amendments (F15)**

Use this to toggle the display between viewing the amendments for which the audit record was created and viewing the [company profile](#) record as above. The View Company Profile Amendments window is displayed.

Press Enter to toggle the display to show further company profile details.

## View Company Profile Amendments Window

To display this window, select **View Amendments (F15)** for an audit record on the Company Profile Enquiry window.

### **Functions**

#### **View Less Amendments (F15)**

Use this to toggle the display between viewing the amendments for which the audit record was created (as above) and viewing the [company profile](#) record. The Company Profile Enquiry window is displayed.

Amendments are shown where there is a value shown in bold. The bold value is the before value.  
Press Enter to toggle the display to show further company profile amendment details.

## Enquire on Customer Audit [4/ARH]

This audit enquiry enables you to trace all changes made to customer details.

Where customer-level aging [periods](#) are in use, the overdue analysis periods are displayed.

## Enquiry on Archived Names and Addresses Audit Window

To display this window, select the Enquire on Customer Audit task and then select the [archive](#) library you require from the list displayed on the Archived Library Selection window.

### **Fields**

#### **Order (1-5)**

Use this field to state the sequence in which the selected details are to be sorted. **1** is the most important sequence and **5** is the least important.

#### **Ascending/Descending**

Use this field to specify the sequence in which the selected details are to be displayed.

#### **Ranges From/To**

These selection fields enable you to specify the criteria which govern the inclusion of data in the enquiry.

#### **Customer**

Enter the customer range to be included in the search for changes.

#### **Delivery Address Code**

Enter the range of [delivery address](#) codes to be included in the search for changes.

#### **Name (First 15 Chars.)**

Enter the range of customer names to be included in the search for changes.

#### **Customer Groups 1-4**

Enter the range of customer groups to be included in the search for changes.

#### **Region**

Enter the range of regions to be included in the search for changes.

**Sales Representative**

Enter the range of sales representatives to be included in the search for changes.

**Date Changed**

Enter the range of dates to be included in the search for changes.

**Time Changed (hhmmss)**

Enter the range of times to be included in the search for changes.

**Terminal from Which Changed**

Enter the range of terminals to be included in the search for changes.

**User by Whom Changed**

Enter the range of users to be included in the search for changes.

When you have completed these fields, press Enter. The audit records matching the search criteria are then displayed in the View Customer Audit window.

## View Customer Audit Window

To display this window, press Enter on the Enquiry on Names and Addresses Audit Selection window.

**Options**

**Select**

Use this to display customer details. The Customer Enquiry window is displayed.

Select the audit record for which you wish to see details.

## Customer Enquiry Window

To display this window, select an audit record on the View Customer Audit window.

**Functions**

**View Amendments (F15)**

Use this to toggle the display between viewing the amendments for which the audit record was created and viewing the [company profile](#) record as above. The View Customer Amendments window is displayed.

Press Enter to toggle the display to show further customer details.

---

## View Customer Amendments Window

This window is displayed when you select **View Amendments (F15)** for an audit record on the Customer Enquiry window.

### **Functions**

#### **View Less Amendments (F15)**

Use this to toggle the display between viewing the amendments for which the audit record was created (as above) and viewing the customer record. The Customer Enquiry window is displayed.

Amendments are shown where two values are shown. The previous value is underneath the current value.

Press Enter to toggle the display to show further customer amendment details.

## Enquire on Reason Codes Audit [5/ARH]

This audit enquiry enables you to trace all changes made to the archived [reason codes](#).

## Enquiry on Archived Reason Codes Audit Window

To display this window, select the AR utility enquiry task Enquire on Reason Codes Audit and then select the [archive](#) library you require from the list displayed on the Archived Library Selection window.

### **Fields**

#### **Order (1-5)**

Use this field to state the sequence in which the selected details are to be sorted. **1** is the most important sequence and **5** is the least important.

#### **Ascending/Descending**

Use this field to specify the sequence in which the selected details are to be displayed.

#### **Ranges From/To**

These selection fields enable you to specify the criteria which govern the inclusion of data in the enquiry.

#### **Reason Code**

Enter the [reason code](#) range to be included in the search for changes.

#### **Code Description**

Enter the reason code description range to be included in the search for changes.

**Date Changed**

Enter the range of dates to be included in the search for changes.

**Time Changed (hhmmss)**

Enter the range of times to be included in the search for changes.

**Terminal from Which Changed**

Enter the range of terminals to be included in the search for changes.

**User by Whom Changed**

Enter the range of users to be included in the search for changes.

**[General Ledger](#) Account**

Enter the range of General Ledger accounts to be included in the search for changes.

When you have completed these fields, press Enter. The audit records matching the search criteria are then displayed in the View Reason Codes Audit window.

## View Reason Codes Audit Window

To display this window, press Enter on the Enquiry on Archived Reason Codes Audit window.

Select **Previous (F12)** to return to the previous window or select **Exit (F3)** to leave the task.

## Report on Items [31/ARH]

The [historical data](#) reports provide you with a hard copy of the information provided in the corresponding enquiry.

**Note:** Dispute codes are not printed because an [item](#) can only be [archived](#) when it is cleared (i.e. paid), and it cannot be in dispute and paid.

## Report on Archived Items Window

To display this window, select the AR utility report task Report on Items and then select the archive library you require from the list displayed on the Archived Library Selection window.

**Fields****Order (1-5)**

Use this field to state the sequence in which the selected details are to be sorted. **1** is the most important sequence and **5** is the least important.



**Ascending/Descending**

Use this field to specify the sequence in which the selected details are to be displayed.

**Ranges From/To**

These selection fields enable you to specify the criteria which govern the inclusion of data in the enquiry.

**Item Type**

Enter the range of [item](#) types to be included in the selection of items.

**Item Reference**

Enter the range of item references to be included in the selection of items.

**Customer**

Enter the customer range to be included in the selection of items.

**Document Date**

Enter the range of document dates to be included in the selection of items.

**Posting Period**

Enter the range of posting [periods](#) to be included in the selection of items.

**Session**

Enter the range of sessions to be included in the selection of items.

**Value excl. Tax**

Enter the range of [tax](#) values of the [item](#), excluding [tax](#), to be included in the selection of items.

**Value incl. Tax**

Enter the range of [tax](#) values of the item, including [tax](#), to be included in the selection of items.

**Values in Base?**

**Check** this field to report values in [base currency](#).

OR in Prime

Enter the [currency code](#) for [prime currency](#).

**Print the Selected Items in Detail, Rather Than Summary?**

Use this checkbox as follows:

Unchecked - To print a summary of those items fulfilling the selection criteria

Checked - To print the item details in the report

**Print Any Text Associated with the Selected Items?**

**Check** this field to print item [text](#), where defined, with each item.

### **Print Any Transactions Associated with the Selected Items?**

**Check** this field to print the [transactions](#) for each item in the report.

When you have made your selection, press Enter to generate the report.

## Report on Archived Customers [32/ARH]

The [historical data](#) reports provide you with a hard copy of the information provided in the corresponding enquiry.

Where customer-level aging [periods](#) are in use the overdue analysis periods are printed.

## Report on Archived Names & Addresses Window

To display this window, select the Report on Archived Customers task and then select the [archive](#) library you require from the list displayed on the Archived Library Selection window.

Use this window to select the details to be included in the report.

### **Fields**

#### **Order (1-5)**

Use this field to state the sequence in which the selected details are to be sorted. **1** is the most important sequence and **5** is the least important.

#### **Ascending/Descending**

Use this field to specify the sequence in which the selected details are to be displayed.

#### **Ranges From/To**

These selection fields enable you to specify the criteria which govern the inclusion of data in the enquiry.

#### **Customer**

Enter the range of customer accounts which are to be included in the display. To include all accounts, leave these fields blank.

You can use the [prompt](#) facility on this field to select from the Customer Selection by Account Code pop-up.

#### **Delivery Address Code**

If information specific to despatch addresses is required, enter the range of those addresses. To include all despatch addresses, leave these fields blank.

**Name (First 15 Chars.)**

Enter a range of possible names here. Leave both fields blank to include all names.

**Customer Groups 1-4**

Enter the range of customer groups by which selections can be made. Leave both fields blank to accept all customers,

**Sales Region**

Enter the range of sales regions by which customers can be selected. Leave both fields blank to accept all regions.

**Sales Representative**

Enter the range of accounts assigned to particular sales representatives. Leave these fields blank to accept all of them.

**Include Customer Text on the Report?**

**Check** this field to include customer [text](#) in the report.

**Include history of letters sent on the report?**

**Check** this field to include the history of letters sent in the report.

**Include customer period balances on the report?**

**Check** this field to include [period](#) balances for the customers in the report.

**And if include period balances, also include currency breakdown?**

**Check** this field to include currency balances for the customers in the report.

When you have made your selections, press Enter to generate the report.

## Report on Company Profile Audit [33/ARH]

The [historical data](#) reports provide you with a hard copy of the information provided in the corresponding enquiry.

## Report on Archived Company Profile Audit Window

Select the AR utility reports task Report on [Company Profile](#) Audit and then select the [archive](#) library you require from the list displayed on the Archived Library Selection window.

**Fields**

**Order (1-4)**

Use this field to state the sequence in which the selected details are to be sorted. **1** is the most important sequence and **4** is the least important.

**Ascending/Descending**

Use this field to specify the sequence in which the selected details are to be displayed.

**Ranges From/To**

These selection fields enable you to specify the criteria which govern the inclusion of data in the enquiry.

**Date Changed**

Enter or select the range of dates to be included in the search for changes.

**Time Changed (hhmmss)**

Enter the time range to be included in the search for changes.

**Terminal from Which Changed**

Enter the range of terminals to be included in the search for changes.

**User by Whom Changed**

Enter the range of users to be included in the search for changes.

When you have made your selection, press Enter to generate the report.

## Report on Names & Addresses Audit [34/ARH]

The [historical data](#) reports provide you with a hard copy of the information provided in the corresponding enquiry.

Where customer-level aging [periods](#) are in use, the overdue analysis periods are printed.

## Report on Archived Names and Addresses Audit Window

To display this window, select the Report on Names and Addresses Audit task and then select the [archive](#) library you require from the list displayed on the Archived Library Selection window.

**Fields****Order (1-5)**

Use this field to state the sequence in which the selected details are to be sorted. **1** is the most important sequence and **5** is the least important.

**Ascending/Descending**

Use this field to specify the sequence in which the selected details are to be displayed.

**Ranges From/To**

These selection fields enable you to specify the criteria which govern the inclusion of data in the enquiry.

**Customer**

Enter the customer range to be included in the search for changes.

**Delivery Address Code**

Enter the range of [delivery address](#) codes to be included in the search for changes.

**Name (First 15 Chars.)**

Enter the range of customer names to be included in the search for changes.

**Customer Groups 1-4**

Enter the range of customer groups to be included in the search for changes.

**Region**

Enter the range of regions to be included in the search for changes.

**Sales Representative**

Enter the range of sales representatives to be included in the search for changes.

**Date Changed**

Enter or select the range of dates to be included in the search for changes.

**Time Changed (hhmmss)**

Enter the range of times to be included in the search for changes.

**Terminal from Which Changed**

Enter the range of terminals to be included in the search for changes.

**User by Whom Changed**

Enter the range of users to be included in the search for changes.

Include Details of Any Amendments on the Report?

**Check** this field to include amendments.

When you have made your selection, press Enter to generate the report.

## Report on Reason Codes Audit [35/ARH]

The [historical data](#) reports provide you with a hard copy of the information provided in the corresponding enquiry.

### Report on Archived Reason Codes Audit Window

To display this window, select the Report on Reason Codes Audit task and then select the [archive](#) library you require from the list displayed on the Archived Library Selection window.

#### **Fields**

##### **Order (1-5)**

Use this field to state the sequence in which the selected details are to be sorted. **1** is the most important sequence and **5** is the least important.

##### **Ascending/Descending**

Use this field to specify the sequence in which the selected details are to be displayed.

##### **Ranges From/To**

These selection fields enable you to specify the criteria which govern the inclusion of data in the enquiry.

##### **Reason Code**

Enter the [reason code](#) range to be included in the search for changes.

##### **Code Description**

Enter the reason code description range to be included in the search for changes.

##### **Date Changed**

Enter or select the range of dates to be included in the search for changes.

##### **Time Changed (hhmmss)**

Enter the range of times to be included in the search for changes.

##### **Terminal from Which Changed**

Enter the range of terminals to be included in the search for changes.

##### **User by Whom Changed**

Enter the range of users to be included in the search for changes.

##### **[General Ledger](#) Account**

Enter the range of General Ledger accounts to be included in the search for changes.

When you have made your selection, press Enter to generate the report.

## Report on Archived Contacts [36/ARH]

The reports display all [archived](#) contacts for the selected company in trading partner/delivery sequence order.

There are no further [parameters](#) for this task. Once you select the library, the job is submitted for processing.





### Introduction to Accounts Receivable Utility Tasks

The Accounts Receivable application provides a number of [utilities](#) for database re-organisation and verification. These utilities are not required during normal operation.

**Caution:** Use all of the utility tasks with caution. Some require a detailed technical understanding of the application. We recommend that these tasks be carried out with the advice of your accounts manager, computer manager, and/or software supplier.

The utilities tasks enable you to:

- Maintain companies and group companies
- Make a security copy of period balance records and transactions before removing them from the system

These [archived](#) copies are restored for enquiry and report purposes only; no postings may be made to a restored system.

The procedures are:

- Save company data to an archive file.
- Remove (purge) the data from the current system.
- Restore archived data as and when required.
- Enquire and report on restored archived data.
- Verify the database to confirm that data submitted to the application has been correctly processed, i.e. that period balances represent the sum of transactions
- Rebuild account period balances from the transactions, if discrepancies are found in the verification procedure
- De-allocate postings made in a session that failed

**Important:**

The Financials applications maintain balances using hidden programs known as subsystems.

Certain utilities tasks also maintain these balances, and if you enter one of these tasks while a subsystem is active, a message is displayed and you are prevented from using the task.

All subsystems must therefore be ended before using such utility tasks.

## Entering Details of Libraries

Many of the tasks described in this chapter require you to enter the names of certain libraries. The names of the following libraries are often required:

### **Program Library**

This field displays the name of the library containing the utility programs.

### **File Library**

This field displays the library containing the database files for the application.

### **Work Library**

This is the name of a general-purpose library to which intermediate files may be copied during certain procedures, for example, when deleting a company. Most users would create a new, dedicated library for this task. After successful completion of the task or tasks to be performed, the library would be deleted.

If you are uncertain which libraries apply to your particular system, or you are not authorised to create new libraries, you are strongly advised to consult your computer systems department or your software supplier.

**Note:** *The Delete Redundant Data task requires you to enter a volatile files library and a non-volatile files library. The volatile files library contains the data files for deleting and archiving, while the non-volatile files library contains the display and printer files.*

## Template Companies

If you need to maintain several companies all in the same way, the easiest way to do this is to set up all the companies as a group, with another company defined in the [General Ledger](#) as a template company. When you maintain the template company, the related group companies will be updated in the way specified.

## Create Company [1/ARU]

This task enables you to create a new company by copying the contents of an existing company. The new company can be created in any library, not just in the same library as the existing company. Only the static data in a company can be copied; the copied data will not include [items](#) or balances.

**Note:** *This facility will only copy companies. If you want to create a separate company from scratch, this should be done using the Maintain Company task.*

---

## Create Company Initial Window

To display this window, select the Create Company task.

### **Fields**

#### **From Company**

Enter the company from which you wish to copy data.

#### **To Company**

Enter the company to which data is to be copied.

Press Enter. The Country Code field is displayed.

If you are copying a template company to a group of companies, the [country code](#) will automatically be that of the template country, so the extra field is not displayed.

#### **Country Code**

Enter the country code for the To company.

Alternatively, use the [prompt](#) facility to select from the [Parameter](#) Codes pop-up.

Press Enter to display the Dependent Companies pop-up.

## Dependent Companies Pop-up

To display this pop-up, press Enter on the Create Company window.

### **Fields**

#### **GL Co.**

Enter the [General Ledger](#) company to which the new company is to be attached.

#### **CM Co.**

Enter the [Cash Management](#) company to which the new company is to be attached.

When you have made your entries, press Enter to display the Create Company Final window.

## Create Company Final Window

To display this window, press Enter on the Dependent Companies pop-up.

### **Fields**

#### **Customer Codes**

**Check** this field to have all [customer codes](#) copied from the existing company.

**Customer Text**

**Check** this field to have all customer [text](#) copied from the existing company.

**Factors**

**Check** this field to have all Factor details copied from the existing company.

Not applicable for a non-Style distribution company or a Style Distribution company with factoring not in use.

**Customer/Factor associations**

**Check** this field to have all Customer associations with Factors to be copied from the existing company.

Not applicable for a non-Style distribution company or a Style Distribution company with factoring not in use.

**Reason/Dispute Codes**

**Check** this field to have all [reason codes](#) and [disputed invoice reason codes](#) copied from the existing company.

**Letters/Statement Messages**

**Check** this field to have all letters and statement messages copied from the existing company.

**Interest Charges**

**Check** this field to have all interest charge details copied from the existing company.

**Hierarchies**

**Check** this field to have all customer hierarchies copied from the existing company.

**Caution:** If the company being copied is in a different country from the new company, you may have to amend the currency. When the copy is done, update the Currency field in the company profile.

When you have made your selections, select **Confirm (F8)** to create the new company.

## Save Company [2/ARU]

This task enables you to save a copy of a company into a separate library. However this is not the normal save mechanism. Most users back up their file libraries en-masse on a daily basis using their computer's operating system save commands. This process can be automated as an overnight job using an auto day end routine.

## Save a Company in a Different Library Initial Window

To display this window, select the Copy Company task.

This window allows you to specify where the program should look for the save programs and files when it performs the save procedure. However, the default values of \*LIBL should suit any normal save procedure, and changing these should rarely be necessary.

The work library, however, must be specified. This should be the name of a general-purpose library which the save procedure can use to store certain files while the save is carried out. This will commonly be a new library created for the task, which will be deleted when the task is completed.

Press Enter to display the Save Company in a Different Library window.

## Save a Company in a Different Library Window

To display this window, press Enter on the Save a Company in a Different Library Initial window.

### **Fields**

#### **Enter the Name of the Library Containing the A/R Files**

Enter the name of the library containing the Accounts Receivable files.

#### **Enter the Name of the Library in Which to Save the Company**

Enter the name of the library in which the selected company is to be saved.

#### **Enter the Name of the Message Queue for Messages**

If the save job were to fail for any reason, a message would be sent to inform you of this fact. This message will be sent to the message queue specified here. This field [defaults](#) to the message queue of the person starting the job, but can be changed.

#### **Enter the Name of the Message Queue Library**

If the save job were to fail for any reason, a message would be sent to inform you of this fact. This message will be sent to the message queue in the library specified here. This field defaults to your library list, but can be changed.

Press Enter to display the Save a Company in a Different Library Company Selection window.

## Save a Company in a Different Library Company Selection Window

To display this window, press Enter on the Save a Company in a Different Library window.

Select a company or range of companies you want to save, up to a total of ten, and then select Confirm Companies Selected to submit a job to carry out the save.

## Restore Company [3/ARU]

This task enables the data from one or more companies to be restored from off-line storage to the live system. The restore will overwrite the company data existing on the live system, and it is recommended that a security back up be taken before running this task. This task only restores data saved by the Save Company task described earlier and is not used to restore data saved using SAVLIB or similar commands.

**Caution:** This task will delete data from your system. You are therefore advised to take a security copy before running this task.

## Restore Saved Companies Initial Window

To display this window, select the Restore Company task.

This window allows you to specify where the program should look for the save programs and files when it performs the save procedure. However, the default values of *\*LIBL* should suit any normal save procedure, and changing these should rarely be necessary.

The work library, however, must be specified. This should be the name of a general-purpose library which the save procedure can use to store certain files while the restore is carried out. This will commonly be a new library created for the task, which will be deleted when the task is completed.

Press Enter to display the Restore Saved Companies window.

## Restore Saved Companies Window

To display this window, press Enter on the Restore Saved Companies Initial window.

### Fields

**Enter the Name of the Library Containing the Saved Companies**

Enter the name of the library containing the saved files.

**Enter the Name of the Library to Receive the Restored Companies**

Enter the library to which the selected company is to be restored.

**Enter the Name of the Work Library to be Used during Restoration**

Enter the name of the work library.

**Enter the Name of the Message Queue to Receive Messages**

If the restore job were to fail for any reason, a message would be sent to inform you of this fact. This message will be sent to the message queue specified here. This field [defaults](#) to the message queue of the person starting the job, but can be changed.

### Library of this Message Queue

If the save job were to fail for any reason, a message would be sent to inform you of this fact. This message will be sent to the message queue in the library specified here. This field defaults to your library list, but can be changed.

### Do you want ALL companies in the receiving library cleared

**Check** this if you want the restore job to delete all companies in the library specified as the receiving library. If you leave this field unchecked, the restore will delete only those companies being restored.

Press Enter to proceed with the restore.

## Delete Company [4/ARU]

This task allows you to delete companies set up in Accounts Receivable.

**Caution:** Great care is needed while performing this procedure. Beforehand, as well as creating a security copy of the files library, you may want to archive the data which you intend to delete. This could be achieved by using the Save Company procedure followed by a security backup.

## Delete Companies Initial Window

To display this window, select the Delete Company task.

This window allows you to specify where the program should look for the save programs and files when it performs the save procedure. However, the default values of *\*LIBL* should suit any normal save procedure, and changing these should rarely be necessary.

The work library, however, must be specified. This should be the name of a general-purpose library which the save procedure can use to store certain files while the deletion is carried out. This will commonly be a new library created for the task, which will be deleted when the task is completed.

Press Enter to display the Delete Companies Listing window.

## Delete Companies Listing Window

To display this window, press Enter on the Delete Companies Initial window.

### Options

### Select Companies for Deletion

Select a company or range of companies to be deleted, up to a maximum of ten companies.

When you have selected the company or companies you want to delete, press Enter, and you will be asked to confirm your choice by selecting **Delete Selected Companies (F11)**.

The system will display status messages at the bottom of the window as the files are being processed. When the deletion is complete, it will show you a message stating this.

**Note:** *The deletion process involves copying the existing files to the work library and dropping off data for the companies no longer required. This process may take a long time and consume a lot of disk space for large databases.*

## Maintain Company [5/ARU]

This task enables you to maintain a single company or a group of companies under a template company.

### Maintain Company Selection Window

To display this window, select the Maintain Company task.

#### Fields

##### **From Company**

Enter an existing company from which you want to copy data.

##### **To Company**

Enter an existing company you want to maintain.

Press Enter to display the Maintain Company window.

### Maintain Company Window

To display this window, select the OK on the Maintain Company Selection window.

#### Fields

##### **Customer Codes**

**Check** this field to have all [customer codes](#) copied from the existing company.

##### **Customer Text**

**Check** this field to have all customer [text](#) copied from the existing company.



**Factors**

**Check** this field to have all Factor details copied from the existing company.

Not applicable for a non-Style distribution company or a Style Distribution company with factoring not in use.

**Customer/Factor associations**

**Check** this field to have all Customer associations with Factors to be copied from the existing company.

Not applicable for a non-Style distribution company or a Style Distribution company with factoring not in use.

**Reason/Dispute Codes**

**Check** this field to have all [reason codes](#) and [disputed invoice reason codes](#) copied from the base company.

**Letters/Statement Messages**

**Check** this field to have all letters and statement messages copied from the base company.

**Interest Charges**

**Check** this field to have all interest charge details copied from the base company.

**Hierarchies**

**Check** this field to have all customer hierarchies copied from the base company.

When you have made your selections, select **Confirm (F8)** to update.

## Verify/Rebuild Balances [11/ARU]

This task checks that the balances for the specified customer are correct. In particular, it checks the total outstanding balance for the customer, as well as the [period](#) balances for the periods specified. It does this by adding together the [transaction](#) records for the customer and comparing the totals with the balance records. Its main use is to convert customer balance records where the transaction records do not equal its balance records due to some sort of system failure etc.

## Customer Balances Verification/Rebuild Window

To display this window, select the Verify/Rebuild Balances task.

**Fields****Verify/Rebuild Customer Balances**

Select one of the following:

Verify Balances - To verify customer balances

Rebuild Balances - To rebuild customer balances

### **Company Code**

Enter the code of the company you want to use.

### **Customer Code**

If you want to run the verification or rebuild over a specific customer, enter that customer here.

Leave this field blank to run the procedure over all customers.

### **Start Period**

Enter the [period](#) at which the verification or rebuild is to start.

When you have made your selection, press Enter. If the data you have entered is accepted, select **Proceed (F8)** to confirm your selection.

## Name Scan Index [12/ARU]

The search facility provided on customer names by the Accounts Receivable application is called the name scan. It works by cross-referencing every separate word in a customer description when that customer is entered on the system.

If a customer is not entered via the Accounts Receivable maintenance tasks (as may happen if customers are downloaded from a different system), this procedure will update the name scan with all the new data. This task can also be used should the name scan index become corrupt for any reason.

## Rebuild Name Scan Indexes Window

To display this window, select the Name Scan Index task.

This window allows you to specify where the program should look for the save programs and files when it performs the save procedure. However, the default values of *\*LIBL* should suit any normal save procedure, and changing these should rarely be necessary.

The work library, however, must be specified. This should be the name of a general-purpose library which the save procedure can use to store certain files while the job is active. This will commonly be a new library created for the task, which will be deleted when the task is completed.

Once you have specified which libraries to use, press Enter to display the Rebuild Name Scan Index File window.

## Rebuild Name Scan Index File Window

To display this window, press Enter on the Rebuild Name Scan Indexes window.

### **Fields**

#### **Enter Company Code**

Enter the code of the company for which the rebuild is to take place.

Press Enter and then select **Confirm (F8)** to confirm the rebuild.

## Reconciliation [13/ARU]

This batch task is run to check the validation of one or all of the following:

- Balance file totals against the transaction file totals
- Customer transactions summaries against the period balances
- Allocations and discounts taken
- Accounts receivable movements against General Ledger movements

You are given the option to select validations for a range of customers and session numbers from a selected [period](#). Any errors encountered will be included in an error report when the reconciliation is completed.

## Reconciliation Selection Window

To display this window, select the Reconciliation task.

### **Fields**

#### **Item to Transaction**

Use this checkbox as follows:

Unchecked - Not to include a [transaction](#) check in the validation

Checked - To check the balance file totals against the transaction file totals

#### **Transaction to Balance**

Use this checkbox as follows:

Unchecked - Not to include a check of [transactions](#) to summary/period balances in the validation

Checked - If you want the validation to check transactions posted against summary and cumulative [period](#) balances

**Optionally Specify Customer Range for Above****From**

Enter the first customer in the range of customers to be selected.

Leave this field blank to include all customers for the company.

**To**

Enter the last customer in the range of customers to be selected.

If you leave this field blank and enter a From customer, validation will be run for one customer only. If the From customer was also left blank, all customers in the company will be selected.

**And/or From Period**

Enter a start from period.

**Allocations**

Use this checkbox as follows:

Unchecked - Not to include a check on the integrity of allocations

Checked - If you want allocations and also [discounts](#) taken to be checked for balance errors

**AR to GL session**

Use this checkbox as follows:

Unchecked - Not to check and report errors on matching AR movements to GL movements

Checked - If you want the balances of Accounts Receivable postings and GL [control account](#) postings to be checked

**Optionally Specify Session Range for Above****From**

Enter the first session number in the range of sessions to be selected.

Leave this field blank to include all sessions in the [period\(s\)](#).

**To**

Enter the last session number in the range of sessions to be selected.

If you leave this field blank and enter a From session number, the validation will be run for one session only. If the From session was also left blank, all sessions in the period(s) will be selected.

Press Enter to validate your entries and then select **Submit Report (F8)** to begin the batch process.

An error report, listing any errors found is produced.

---

## Unprocessed Transactions [14/ARU]

This batch process should be run as required, either via this task, or scheduled to run overnight through Machine Manager.

A listing will be produced of accounts receivable [transactions](#), which were posted before the system date, and, have not yet been updated in [General Ledger](#). The listing will include full transaction details in session order.

**Caution:** It is recommended that this batch submission be run as an overnight job.

Select **Confirm Submit (F8)** to start the batch process.

## Rebuild Balance Update Data Queue [15/ARU]

When a session is confirmed, it is written to a data queue which holds all unprocessed sessions. These sessions are then processed as a batch job. If for any reason the data queue were to become corrupted, the option to rebuild it will cause all unprocessed [transactions](#) to be checked, and all sessions with unprocessed transactions to be added to the data queue, where processing will then continue as normal.

**Note:** *The process will not cause a transaction to be processed twice. If a session holds both a processed and an unprocessed transaction, only the latter will be processed.*

**Note:** *The most common cause of transactions not being processed is that the Start/End Balances Update subsystem has not been started; see later in Product Information for details on this task.*

The procedure requires no [parameters](#) to be specified, so no window will be displayed.

## Delete Redundant Data [31/ARU]

This task enables you to delete redundant data in order to free storage space on the system. You can also choose to [archive](#) (save) it to an off-line medium from which it may be restored, as required, for enquiries and reports.

The main criteria for selecting redundant data are the Purge: No. of [Transactions](#) and the Purge: No. of [Periods](#) fields in the Accounts Receivable [company profile](#).

**Caution:** Before running this procedure, you are strongly advised to make a security copy of the files library.

Note: Where purge of Customer data has been selected periodic outstanding prepayments balance records will be deleted.

## Archive and Purge Redundant Data Window

To display this window, select the Delete Redundant Data task.

This window allows you to specify where the program should look for the delete/archive programs and files when it performs the delete or archive procedure. However, the default values of *\*LIBL* should suit any normal delete/archive procedure, and changing these should rarely be necessary.

The work library, however, must be specified. This should be the name of a general-purpose library which the delete/[archive](#) procedure can use to store certain files while the procedure is in progress. This will commonly be a new library created for the task, which will be deleted when the task is completed.

Press Enter to display the Delete Redundant Data Files Selection window.

## Delete Redundant Data Files Selection Window

To display this window, press Enter on the Archive and Purge Redundant Data window.

### Fields

#### **Company Number**

Enter the two-character company code for the company that you want to [archive](#) and purge.

#### **Ledger Items**

**Check** this field if you want to delete ledger [items](#).

#### **Names & Addresses**

**Check** this field if you want to delete names and addresses.

#### **Company Profile Audit**

**Check** this field if you want to delete [company profile](#) audit records. You must also enter the cut-off date.

#### **Names & Addresses Audit**

**Check** this field if you want to delete names and addresses audit records. You must also enter the cut-off date.

#### **Reason Codes Audit**

**Check** this field if you want to delete [reason codes](#) audit records. You must also enter the cut-off date.

#### **Cut-off Date**

Enter or select the cut-off date for the deletion of audit files. Audit records prior to and including this date are deleted.

Once the [archive](#) criteria have been entered, press Enter to validate the entries. Select **Proceed with Deletions (F8)** to proceed with the purge and display the Delete Redundant Data Batch Job window.

## Delete Redundant Data Batch Job Window

To display this window, select **Proceed with Deletions (F8)** on the Delete Redundant Data Files Selection window.

This window includes the name of the library which is created as a result of archiving the purged data. Make a note of this library name, and then press Enter.

This utility generates library names for 1,000 runs. If you exceed this number a further window is displayed on which you enter the library name in which the [archived](#) data is stored.

The data is removed from the active fields and [items](#) are deleted if the following conditions are met:

- The item has an outstanding balance of zero.
- Its posting period is prior to the limit specified on the company profile.
- After the purge each customer must still retain the minimum number of transactions specified on the company profile.
- For any customer, a period's transactions must be completely cleared by meeting the above criteria; otherwise no transactions will be cleared at all for that period.

A customer will be deleted if it has both a System21 and External AR balance of zero, has no items present on the active system, and is [flagged](#) for deletion on the customer maintenance file.

**Note:** For a factored customer the association of the factor to the customer will be removed as well as the customer definition.

An audit record will be deleted if it is written on or before the cut-off date specified.

After the purge has completed, the library quoted on the final window of the purge can be saved off-line and deleted from your computer. Should you need to enquire/report on this library it can be restored and the [historical data](#) tasks can be used to interrogate it.

Press Enter to leave the task.

## Re-organise Files [32/ARU]

When data is deleted from an application using the maintenance tasks, the data is marked for deletion in the file, but is not actually deleted from the system. The Re-organise Files task removes such marked records from the files, freeing valuable storage space.

Files in other applications also need re-organising from time to time, it therefore makes good practise to re-organise files on a regular basis, possibly from the auto day end task.

## Re-organise Physical Files Window

To display this window, select the Re-organise Files task.

Press Enter and then select **Proceed with Re-organization (F8)** to confirm or select **Exit (F3)** to leave the task.

## Recover Incomplete Session [33/ARU]

If a session is reported as having failed to complete, it is important to deal with the failure either immediately or when you run the [period](#) close procedures. Session failure may result from an interruption to the power supply, etc., and the recovery process will restore the failed session to a state in which it can be completed in the normal way.

## Recover Incomplete S/L Session Window

To display this window, select the Recover Incomplete Session task.

### Fields

#### **Enter Company Code**

Enter the required company code.

#### **Enter Session Number**

Enter the session number of the failed session that you want to recover.

When you have completed your entries press Enter. A second window will display details of the failed session together with confirmation that the session has been recovered.

The procedure changes the status of a failed posting session to a complete session, and completes the postings to Accounts Receivable and to the [General Ledger](#) (as well as to [Cash Management](#) if this is a cash [transaction](#)).

A report is produced detailing any General Ledger transactions which could not be completed and were removed from the General Ledger.

## Statement Audit History [34/ARU]

This utility enables you to examine the details of any statement run produced during a [period](#) run routine.



## Libraries Selection Window

To display this window, select the Statement Audit History task.

This window allows you to specify where the program should look for the programs and files when it performs the procedure. However, the default values of \**LIBL* should suit any normal procedure, and changing these should rarely be necessary.

The work library, however, must be specified. This should be the name of a general-purpose library which the utility can use to store certain files while the job is active. This will commonly be a new library created for the task, which will be deleted when the task is completed.

Press Enter to display the Statement Run Audit History Company window.

## Statement Run Audit History Company Window

To display this window, press Enter on the Libraries Selection window.

### Fields

#### **Enter Company Code**

Enter the company code that you require.

Enter a company and then press Enter to see a list of all the statement runs available for that company on the Statement Run Audit History window.

## Statement Run Audit History Window

To display this window, press Enter on the Statement Run Audit History Company window.

### Options

#### **Full Details**

Use this to select a run for which you want to see more detail.

Select **Full Details** against a run to display the Statement Run Audit History Detail window.

## Statement Run Audit History Detail Window

To display this window, select Full Details against a run on the Statement Run Audit History window.

Select **Exit (F3)** to leave the task.

## Maintain Customer Hierarchies [36/ARU]

This task is similar to the Maintain Customer Hierarchies maintenance task.

The difference is that this task allows amendment of hierarchies that have existing postings, enabling both additions to and removals from hierarchies.

Because the customer balances have to be adjusted in such a case, the task calls the balance rebuild program, and hence requires customer exclusivity; it is for this reason that it is set up as a utility task.

It is recommended that the normal Maintain Customer Hierarchies task be used for creation and amendment of customer hierarchies without postings, to avoid locking other users out of the system.

There are certain constraints imposed upon the use of this function, depending upon whether a customer is being added or removed from the hierarchy.

### **Adding a customer to a hierarchy:**

- A customer must not be in an active interest charges run, as the interest charges in a hierarchy should be at level 3.
- A customer must be the top level of its hierarchy, or a non-hierarchy customer.
- If a non-hierarchy customer is being added, it must be added into a level 1, 2, or 3 customer, not a level 4. This is to enable the transaction holding level to be determined.
- The correct hierarchy levels for the customer record(s) being added, and the customer record(s) being added into, are determined as follows:

If a non-hierarchy customer is added, that customer always becomes a level 1, and the level 3 is the existing level 3 above where it is added in. If it is added to a level 1, that customer becomes a level 2.

If a hierarchy customer is added in, the customer being added must by definition currently be a level 3 or level 4. If it is added into a level 4, no change of levels is required. If it is added to a level 3, it becomes a level 2 and any level 4 and 3 below it also become level 2. If it is added into a level 2, it becomes a level 2 and again any level 4 and 3 below it become level 2. If it is added to a level 1, both it and the level 1 it is added to become level 2, and any level 4 and 3 below it also become level 2.

**Note:** *Because when you are adding customers with [transactions](#) to a hierarchy, there needs to be a level 3 customer in existence to hold the transactions, it is necessary to create this level of the hierarchy first, rather than build from the bottom up.*

### **Removing a customer from a hierarchy:**

- A customer must not be in an active interest charges run, as the interest charges in a hierarchy should be at level 3.
- No unconfirmed collection documents (i.e. status between 01 and 89) should exist involving items for this customer, mixed with items from other customers in the hierarchy. Note that after the hierarchy is amended it will not be possible to unpay a collection document that has items which are now on different customer hierarchies.

- The correct hierarchy levels for the customer record(s) being removed, and the customer record(s) from which removal is taking place are determined as follows:
  - If a level 4 customer is removed, that customer and any customers below it remain as they are.
  - If a level 3 customer is removed, that customer and any customers below it remain as they are.
  - If a level 2 customer is removed, it becomes a level 3 customer; any customers below it remain as they are.
  - If a level 1 customer is removed, it becomes a level 0 (i.e. non-hierarchy) customer; by definition there are no customers below it.
  - In all cases, the customer from which the customer is removed remains the same if it still has children. If it has no children and no parent, it becomes a level 0. If it has no children and is currently a level 3, it stays a level 3. If it has no children and is currently a level 2 or 4, it becomes a level 1.

For both additions and removals, audit records are written to the customer audit file for each customer that is impacted.

## Customer Hierarchy Maintenance Selection Window

To display this window, select the Maintain Customer Hierarchies task.

Use this window to enter the account number of the hierarchy being maintained.

### **Fields**

#### **Account**

Enter the account of the hierarchy to be maintained. The next window will then enable you to specify/amend the accounts which form the level below this account.

You can use the [prompt](#) facility on this field to select from the Customer Scan pop-up.

Enter the account you wish to maintain and then press Enter to display the Customer Hierarchy Maintenance window.

## Customer Hierarchy Maintenance Window

To display this window, press Enter on the Customer Hierarchy Maintenance Selection window.

### **Fields**

#### **NEW Child Account**

Enter any new account to be added to the hierarchy.

When a new account is added to a hierarchy, validation takes place to ensure that if customer-level ageing has been selected, the overdue analysis [periods](#) of the child and the parent are identical.

### **Options**

#### **Remove from Hierarchy**

Use this to delete an existing account from the hierarchy. Select **Delete (F11)** to confirm the deletion.

### **Functions**

#### **Amend Details (F7)**

Use this to allow entry in the header checkbox fields.

#### **Update Header (F8)**

Use this to update the header details.

Select **Amend Details (F7)** to display the Customer Hierarchy Maintenance Amend Details window, allowing you to change certain fields governing the parent account.

## Customer Hierarchy Maintenance Amend Details Window

To display this window, select **Amend Details (F7)** on the Customer Hierarchy Maintenance window.

### **Fields**

#### **Cash Allocation Level**

Use this checkbox as follows:

Checked - If you want this account to be a level 3 account

Unchecked - To identify this account as either level 4 or level 2

Cash can be entered and allocated at level 1 or level 2.

**Note:** When you create a level 3 account, it automatically becomes the parent account of those customers beneath it.

#### **Produce Statements**

If you want to produce statements at this level, **check** this field.

#### **Interest Charges Level**

Use this checkbox as follows:

Unchecked - To apply interest charges to the level 1 accounts

Checked - To apply the charges to a level 3 account

This field is maintainable only if this is the [cash allocation](#) level account. A figure must exist in the Interest % field in the Customer Maintenance file.

### **Options**

#### **Remove from Hierarchy**

Use this to delete an existing account from the hierarchy. Select **Delete (F11)** to confirm the deletion.

### **Functions**

#### **New Child Accounts (F7)**

Use this to toggle between enabling the addition of new accounts and enabling the maintenance of the account [parameters](#).

#### **Update Header (F8)**

Use this to update the header details.

Select **Update Header (F8)** to update the header details.

## Chapter 13 AR Recurring Charges

# 13

### Accounts Receivable Recurring Charges

The recurring charges facility enables you to create recurring invoices automatically, for example, invoices for rental due from customers for assets that you own.

Once a customer recurring profile has been created it should be processed by the Create/Edit and Process Recurring Charge tasks.

There is a single type of recurring profile:

Constant – When you know the value of each invoice to be created as well as the value of each General Ledger dissection. This can all be defined and the invoices generated with a minimum of maintenance.

#### Recurring Profile Maintenance [1/ARRC]

Use this task to establish the different recurring profiles that describe the type of agreements held for recurring charges.

#### Recurring Profile Maintenance Selection Window

To display this window request the **Recurring Profile Maintenance** task.

##### **Fields**

###### **Profile**

Enter a valid profile.

Alternatively, select a Recurring Profile for the Select Recurring Profile Popup.

Recurring Profiles describe the different types of agreements for which a schedule of invoices will be generated. These are attached to customers to which the agreement applies in the Customer Recurring Profile maintenance task

#### **Based On**

Enter an existing recurring profile on which to base the new one

Alternatively, select a Recurring Profile for the Select Recurring Profile Popup.

Press **Enter** to display the Recurring Profile Detail Window.

## Select Recurring Profile Popup

To display this window prompt on **Profile** on the **Recurring Profile Maintenance Selection** Window.

Select the Recurring Profile to be maintained.

## Recurring Profile Detail Window

To display this window, enter a Recurring Profile and press **Enter** on the Recurring Profile Maintenance Selection Window.

**Note:** *The values on this window will default from an existing profile if a Based On value is entered on the Recurring Profile Maintenance Selection Window.*

### Fields

#### **Description**

Enter the description of the Recurring Profile.

This field cannot be blank.

#### **Type**

The Type will be set to Constant (1).

**NOTE:** *At present only constant recurring profiles will be allowed. In future we may allow standing and spread profiles to be raised to mirror the functionality in recurring payments in Accounts Payable.*

#### **Default Charge Account**

Enter a valid General Ledger account to which postings are to be made for the Recurring Profile.

Where extended ledger codes are in use the **Select Account Extension Code Popup** is displayed to enable override of the default extension codes for the account.

The extension code will be shown beneath the account code.

For new a Recurring Profile that has not been based on an existing one, the Account Code and the Account Extension Code will default from the value specified on the Accounts Receivable Recurring Charge Parameters File.

**Tip:** *If you enter the General Ledger account and account extension derivation programs in the Maintain Company Profile – Recurring Charges Window these programs will be invoked by the Create Recommendations task to potentially override the customer recurring profile type account.*

### **Ad-hoc Charge?**

Use the checkbox as follows:

**Checked (1)** – If the recurring profile can only be used when recording an ad-hoc charge

**Unchecked (0)** – If the recurring profile cannot be used when recording an ad-hoc charge.

### **Posting Type**

Enter one of the following:

IN (Invoice) or CR (Credit Note)

**NOTE:** *This field will default to IN (Invoice).*

**NOTE:** *Credit Note will only be permitted for an ad-hoc profile.*

### **Functions**

#### **Delete (F11)**

Use this to delete a Profile.

You will not be able to delete a profile that has a Recurring Charge Profile in existence.

You will be asked to confirm your request where deletion of a profile is permitted..

Press **Update (F8)** to save the entered information.

## **Recurring Charge Reason Code Maintenance [2/ARRC]**

Use this task to establish the different reason codes that describe the reason for an ad-hoc charge being made.

## **Recurring Charge Reason Code Maintenance Selection Window**

To display this window request the **Recurring Charge Reason Code Maintenance** task.

### **Fields**



**Reason Code**

Enter a valid reason code.

Alternatively, select a Reason Code for the Select Reason Code Popup.

Press **Enter** to display the Recurring Reason Code Maintenance Detail Window.

## Recurring Charge Reason Code Maintenance Details Window

To display this window enter a Reason Code and press **Enter** on the Reason Code Maintenance Selection Window.

**Fields****Description**

Enter the description for the Reason Code.

Press **Update (F8)** to save the entered details.

## Customer Recurring Profile Maintenance [3/ARRC]

You use this task to define the recurring profiles against customers.

### Customer Recurring Profile Maintenance – Selection Window

Use the Customer Recurring Profile Maintenance task to display this window

**Fields****Customer**

If known, you can enter the account code associated with the customer for which a recurring profile is to be established.

Alternatively, use the prompt to select from the Customer Selection by Account Popup.

**TIP:** *If you require an authority check to ensure the user is authorized to enter a recurring charge for a customer enter a valid ILE program name in the Authority Check: Program #1 field on the AR company profile. That program will be invoked upon entry of a valid account and should return a value of **99** in the LDA return code where the user does not have the correct authority to proceed with the generation of the recurring charge.*

Enter a customer and press **Enter** to display the Customer Recurring Profile Maintenance – Summary Window.

## Customer Recurring Profile Maintenance – Summary Window

To display this window, enter a customer and press **Enter** on the Customer Recurring Profile Maintenance – Selection Window.

This window shows all of the recurring profiles that exist for a customer.

You can either request the addition of a new recurring profile for the customer or select an existing profile for maintenance.

### **Options**

#### **Profile (1)**

Select this option to maintain the customer recurring profile information.

#### **Invoice lines (2)**

Select this option to view the invoice lines for the profile.

**NOTE:** This option will only be permitted for ad-hoc charge profiles.

**NOTE:** You will not be allowed to select any option where a customer recurring profile is currently being processed in a run

### **Functions**

#### **Add (F6)**

Select this function to add a new customer recurring profile

#### **All details (F9)**

Select this function to toggle the display to show further information relating to each of the Customer Recurring Profiles displayed.

Either request to add a new profile or select an existing profile for maintenance. The Customer Recurring Profile Header Window is displayed.

## Customer Recurring Profile Maintenance – Select Profile Window

To display this window, request **Add (F6)** on the Customer Recurring Profile Maintenance – Summary Window.

Use this window to select the profile to be used:

### **Fields**

#### **Profile**

Enter a valid recurring profile code.

Alternatively, use the prompt facility to select from the Select Profile Popup.

An active Customer Recurring Profile with this profile must not already exist for the customer.

Enter a valid profile code. The Customer Recurring Profile Maintenance – Header Window is displayed.

## Customer Recurring Profile Maintenance – Header Window

To display this window, enter a Profile on the Customer Recurring Profile Maintenance – Select Profile Window or request the option **Profile** for an existing customer recurring profile.

This window shows the header information of a customer recurring profile.

**NOTE:** *This window will be bypassed when maintaining an ad-hoc charge.*

### Fields

#### **Timing:**

**NOTE:** *All of these fields will be protected when adding an ad-hoc charge.*

#### **Start Date**

Enter the start date for the customer recurring profile.

**NOTE:** *If the Profile is flagged as an ad-hoc charge then this will default to the current system date.*

#### **End Date**

Enter the end date for the customer recurring profile.

**NOTE:** *If the Profile is flagged as an ad-hoc charge then this will default to the current system date.*

#### **Trigger Date**

Enter the trigger date for the customer recurring profile.

The trigger date is the invoice date for the first charge.

**NOTE:** *The trigger date does not have to lie between the start and end dates*

**NOTE:** *If the Profile is flagged as an ad-hoc type then this will default to the current system date.*

#### **Frequency**

Enter the frequency that invoices are to be raised.

Alternatively, use the prompt to select from the Select Frequency popup.

Valid frequencies are defined in the General Ledger Parameters File (Parameter Type: RCFR).

The frequency is used in conjunction with the charge dates to determine the dates on which invoices / transfer journals are raised.

The description of the frequency is displayed for reference.

**NOTE:** *Once the frequency has been defined for a customer recurring profile it cannot be changed.*

**NOTE:** *Frequency is irrelevant for an ad-hoc charge.*

**Rules & Values:**

**Default Charge Account**

Enter a valid General Ledger account.

Upon pressing enter, the GL Extension Code Popup will be displayed to allow entry of the extension code details for the account and the extension code details are displayed adjacent to the account code in this window.

This is the default General Ledger account to which the goods value of the recurring charge will be posted.

**NOTE:** *For a new customer recurring profile definition the Default Charge Account assigned to the Profile is displayed but can be amended.*

**NOTE:** *A program can be defined on the Accounts Receivable Recurring Charges Parameters File that may override this default account when the General Ledger postings are generated for this recurring charge in processing tasks*

**Payment Method**

Enter a valid Payment Method.

Alternatively, use the prompt facility to select from the Select Payment Method Popup.

**NOTE:** *The Payment Method will default to the customers default Payment Method.*

**Payment Terms**

Payment terms default to the terms specified for the customer but you can define different terms here to apply to this recurring profile.

**NOTE:** *If extended terms are set as the default for the customer then these will not be used*

There are three parts to the payment terms for a recurring profile:

- A single-character code that defines the terms to be used  
Enter one of the following:  
D – Number of days from invoice date  
M – Number of months before payment  
P – Periodic range  
T – Extended payment terms
- Four-digits that are used in conjunction with code P to indicate the period range in number form
- The number of days in the format DDD for code D or the month and the day in the format MDD for codes M and P

**NOTE:** *Extended payment terms cannot be used for payment of a recurring charge.*

**Print**

Use this checkbox as follows:

Checked (1) – If the invoices raised are to be printed

Unchecked (0) – If the invoices raised are not printed

**Invoice Method**

Select one of the following:

Current (1) – Where invoicing occurs in the current period

Arrears (2) – Where invoicing is done in arrears

Advance (3) – Where invoicing occurs in advance

**NOTE:** *This field is for memo purposes only.*

**Type**

This field will be set as follows and cannot be amended:

Constant (1) – The charge value and the distribution to General Ledger accounts is known for each charge period

**Functions****Text (F21)**

Use this to add additional free format text for the charge in the **Enter Text Popup**.

Press **Enter** to proceed to the Customer Recurring Profile Maintenance – Values Window.

## Customer Recurring Profile Maintenance – Default Values Window

To display this window, press **Enter** on the Customer Recurring Profile Maintenance – Header Window.

This window shows additional settings for a recurring profile.

**Fields****External Reference**

Enter a description to be recorded on the Accounts Receivable item.

**NOTE:** *This field is only shown when maintaining an ad-hoc charge.*

**External Reference**

Enter any agreement number.

**Reason Code**

For ad-hoc charges, enter a valid reason code.

Alternatively, use the prompt facility to select from the Select Reason Code Popup.

**NOTE:** *This field is only shown when maintaining an ad-hoc charge.*

### **Posting Type**

Enter one of the following:

IN (Invoice) or CR (Credit Note)

**NOTE:** This will default to the Posting Type assigned to the Profile chosen for the customer recurring profile.

### **Charge Value**

Enter the goods value to be charged for each charging period of an agreement.

**NOTE:** If the Profile is flagged as an ad-hoc charge then the Charge Value cannot be greater than the Maximum Value specified on the Accounts Receivable Recurring Charge Control Parameters File.

### **Maximum Value**

The Maximum Value allowed for an ad-hoc charge is shown here.

**NOTE:** This field is only displayed for an ad-hoc charge.

### **Tax**

Check this field if tax values are to be entered in the Customer Recurring Profile Maintenance – Maintain Distribution Window.

### **Tax Value (Untitled)**

Enter a tax value only if the Tax field is checked.

### **Currency**

If this is a multi-currency customer, this field will default to the customers' currency code but can be amended.

Alternatively, use the prompt facility to select the currency from the Select Currency Popup.

### **Rate Code**

This code will be used to derive the appropriate currency conversion rate if any currency other than base is specified.

**NOTE:** The currency will default to the default currency associated with the selected account.

It can be changed by requesting **Override Rate (F17)**.

### **Rate**

This field displays the actual currency conversion rate if any currency other than base is specified.

## **Functions**

### **Override Rate (F17)**

Use this to change the currency conversion rate.

**Text (F21)**

Use this to enter text to be recorded on the Accounts Receivable transaction.

**NOTE:** *This function is only shown when maintaining an ad-hoc charge.*

Press **Enter** to display the Customer Recurring Profile Maintenance – Maintain Default Distribution Window

## Customer Recurring Profile Maintenance – Maintain Default Distribution Window

To display this window, press **Enter** on the Customer Recurring Profile Maintenance – Default Values Window.

Use this window to enter the standard General Ledger distribution to be used for a recurring profile.

You will not be allowed to proceed until the Charge Value has been accounted for,

**NOTE:** *This window will be prefilled with the default distribution for a recurring (i.e. a single distribution line to be posted to the General Ledger Account specified on the Customer Recurring Profile Maintenance – Header Window with the Tax Value posted to the customers default Tax Code.*

**Fields****Account Code**

Enter a General Ledger account.

Alternatively, use the prompt facility to select an account from the Select Account Popup.

**Value**

Enter the value to be posted to the General Ledger Account.

**Tax**

The Tax Code in this field will default to the customers Tax Code for the first line and thereafter defaults to the last value entered.

You can use the prompt facility to select the Tax Code from the Select Tax Code Popup.

**NOTE:** *This field will not be displayed unless you checked the Tax check-box on the Customer Recurring Profile Maintenance – Defaults Window.*

**Tax Value (Untitled)**

Enter the tax value to be posted for the account.

**NOTE:** *This field will not be displayed unless you checked the Tax check-box on the Customer Recurring Profile Maintenance – Defaults Window.*

**Description**

Enter the description to be associated with the General Ledger posting. If this field is left blank it will default to the short description for the account on the General Ledger Chart of Accounts.

**Options****Select (1)**

Use this to select an existing distribution line for amendment. The details of the line will be displayed in the input fields at the foot of the window for you to amend, as necessary.

**Delete (4)**

Use this to delete an existing distribution line.

**Functions****Delete Whole Distribution (F11)**

Use this delete all of the existing distribution lines.

Press **Enter** to display the line you have entered in the table in the middle of this window. If you are using General Ledger extension codes an extension code popup will be displayed and you must enter the codes and press **Enter** to accept them

Press **Accept (F8)** to accept your entries and proceed to the Recurring Charge Maintenance – Invoices Window.

## Customer Recurring Profile Maintenance – Invoices Window

To display this window, press **Confirm (F8)** on the Customer Recurring Profile Maintenance – Maintain Default Distribution Window. This window shows the breakdown of the invoices that will be generated.

Where an invoice has already been generated for a charge period the invoice number is displayed against that line and you cannot amend the value.

**Options****Maintain Line (1)**

Select this to amend an ad-hoc charge line. The Customer Recurring Profile Maintenance – Line Details Window is displayed.

**NOTE:** *This option will not be available where an invoice has already generated for a charge period or the charge has been recommended for generation for the charge period.*

**Maintain Distribution (2)**

Select this to amend the General Ledger distribution for a charge period.

**NOTE:** *This option will not be available where an invoice has already generated for a charge period or the charge has been recommended for generation for the charge period.*



**AR Item Enquiry (3)**

Select this to drill-down to the Accounts Receivable Item Enquiry.

**NOTE:** This option will only be allowed for charge periods for which an invoice has been generated.

**Delete (4)**

Select this to delete an ad-hoc charge line. You will be asked to confirm your request.

**NOTE:** This option will not be available where an invoice has already generated for a charge period or the charge has been recommended for generation for the charge period.

Press **Update (F8)** to save the recurring charge detail.

## Customer Recurring Profile Maintenance – Line Details Window

To display this window, select to maintain a line on the Customer Recurring Profile Maintenance – Invoices Window.

This window shows allows you to alter the details of a specific line.

**Fields****Transaction Description**

Enter a description to be written to the item posted for the line.

**Reason Code**

For ad-hoc charges, enter a valid reason code.

Alternatively, use the prompt facility to select from the Select Reason Code Popup.

**NOTE:** This field is only shown when maintaining an ad-hoc charge.

**Posting Type**

Enter one of the following:

IN (Invoice) or CR (Credit Note)

**NOTE:** This will default to the Posting Type assigned to the Profile chosen for the recurring charge. It can only be amended for an ad-hoc charge.

**Charge Value**

Enter the goods value to be charged for each charging period of an agreement.

**NOTE:** If the Profile is flagged as an ad-hoc charge then the Charge Value cannot be greater than the Maximum Value specified on the Accounts Receivable Recurring Charge Control Parameters File.

**Maximum Value**

The Maximum Value allowed for an ad-hoc charge is shown here.

**NOTE:** *This field is only displayed for an ad-hoc charge.*

#### **Tax**

Check this field if tax values are to be entered in the Customer Recurring Profile Maintenance – Maintain Distribution Window.

#### **Tax Value (Untitled)**

Enter a tax value only if the Tax field is checked.

#### **Currency**

If this is a multi-currency customer, this field will default to the customers' currency code but can be amended.

Alternatively, use the prompt facility to select the currency from the Select Currency Popup.

#### **Rate Code**

This code will be used to derive the appropriate currency conversion rate if any currency other than base is specified.

**NOTE:** *The currency will default to the default currency associated with the selected account.*

It can be changed by requesting **Override Rate (F17)**.

#### **Rate**

This field displays the actual currency conversion rate if any currency other than base is specified.

### **Functions**

#### **Override Rate (F17)**

Use this to change the currency conversion rate.

#### **Text (F21)**

Use this to enter text to be recorded on the Accounts Receivable transaction.

**NOTE:** *This function is only shown when maintaining an ad-hoc charge.*

Press **Enter** to display the Recurring Charge Profile Maintenance – Maintain Distribution Window

## **Customer Recurring Profile Maintenance – Maintain Distribution Window**

To display this window, press **Enter** on the Customer Recurring Profile Maintenance – Line Details Window.

Use this window to enter the standard General Ledger distribution to be used for a recurring profile.

You will not be allowed to proceed until the total value has been accounted for,

### **Fields**

**Account Code**

Enter a General Ledger account.

Alternatively, use the prompt facility to select an account from the Select Account Popup.

**Value**

Enter the value to be posted to the General Ledger Account.

**Tax**

The Tax Code in this field will default to the customers Tax Code for the first line and thereafter defaults to the last value entered.

You can use the prompt facility to select the Tax Code from the Select Tax Code Popup.

**NOTE:** *This field will not be displayed unless you checked the Tax check-box on the Recurring Charge Maintenance – Defaults Window.*

**Tax Value (Untitled)**

Enter the tax value to be posted for the account.

**NOTE:** *This field will not be displayed unless you checked the Tax check-box on the Recurring Charge Maintenance – Defaults Window.*

**Description**

Enter the description to be associated with the General Ledger posting. If this field is left blank it will default to the short description for the account on the General Ledger Chart of Accounts.

**Options****Select (1)**

Use this to select an existing distribution line for amendment. The details of the line will be displayed in the input fields at the foot of the window for you to amend, as necessary.

**Delete (4)**

Use this to delete an existing distribution line.

**Functions****Delete Whole Distribution (F11)**

Use this delete all of the existing distribution lines.

Press **Enter** to display the line you have entered in the table in the middle of this window. If you are using General Ledger extension codes an extension code popup will be displayed and you must enter the codes and press **Enter** to accept them

Press **Accept (F8)** to accept your entries.

## Customer Recurring Profile Stop [4/ARRC]

Use this task to stop the generation of recurring charges for an agreement from a specified date.

### Customer Recurring Profile Stop – Selection Window

To display this window, request the Customer Recurring Profile Stop task.

#### Fields

##### **Customer**

If known, you can enter the customer for which a recurring profile is to be stopped.

Alternatively, use the prompt to select from the Customer Selection By Account Popup.

##### **Profile**

Enter a valid Recurring Profile.

Alternatively, use the prompt to select a recurring profile from the Select Recurring Profile Popup.

##### **Date From Which To Stop Charge**

Enter a valid calendar date upon which you wish to stop a recurring charge.

Enter a customer, type and date and press **Enter** to display the Customer Recurring Profile Stop – Confirmation Window.

Press **Enter** to display the start and end dates of the recurring profile that matches the customer, recurring profile entered that is active on the date entered and then press **Confirm (F8)** to display the Customer Recurring Profile Stop – Confirmation Popup.

### Customer Recurring Profile Stop – Confirmation Popup

To display this popup, press **Confirm (F8)** on the Customer Recurring Profile Stop – Selection Window.

Use this window to confirm a recurring charge is to be stopped.

Details of the recurring charge to be stopped are displayed for reference.

Press **Confirm (F8)** to confirm your request to stop a recurring charge.

## Delete Un-invoiced Customer Profile [5/ARRC]

Use this task to remove a customer recurring profile that has had no invoices generated for it, as yet.

### Delete Un-invoiced Customer Recurring Profile – Selection Window

To display this window, request the Delete Un-invoiced Customer Recurring Profile task.

#### Fields

##### **Customer**

If known, you can enter the customer for which a recurring charge is to be deleted.

Alternatively, use the prompt to select from the Customer Selection By Account Popup.

Enter a customer and press **Enter** to display the **Delete Un-invoiced Customer Recurring Profile – Summary Window**.

### Delete Un-invoiced Customer Recurring Profile – Summary Window

To display this window, press **Enter** on the Delete Un-invoiced Customer Recurring Profile – Selection Window.

#### Options

##### **Sel (4)**

Enter a **4** against a customer profile to request its deletion. You will be asked to confirm the deletion.

Make your selection and press **Enter**.

### Delete Un-invoiced Customer Recurring Profile – Confirmation Popup

To display this popup, select a customer profile for deletion on the Delete Un-invoiced Customer Recurring Profile – Summary Window.

Press **Confirm Delete (F11)** to confirm the deletion of the selected un-invoiced customer recurring profile.

## Delete Un-invoiced Customer Recurring Profile – No Un-invoiced Details Popup

To display this popup, select a customer recurring profile that has no un-invoiced charge periods for deletion on the Delete Un-invoiced Customer Recurring Profile – Summary Window.

Press **Enter** to return to the Delete Un-invoiced Customer Recurring Profile – Profile Summary Window.

## Customer Recurring Profile Enquiry [21/ARRC]

Use this task to enquire on recurring charge agreements with customers.

### Customer Recurring Profile Enquiry – Customer Selection Window

To display this window, request the Customer Recurring Profile Enquiry task.

#### Fields

##### **Customer**

Select the customer for which recurring profiles are to be displayed.

Alternatively, use the prompt to select from the Customer Selection By Account Popup.

Enter a customer and press **Enter** to display the **Customer Recurring Profile Enquiry – Summary Window**.

### Customer Recurring Profile Enquiry – Summary Window

To display this window, press **Enter** on the Customer Recurring Profile Enquiry – Customer Selection Window.

This window lists all of the recurring profiles that exist for the selected customer.

#### Options

##### **Profile (1)**

Select this option to display the profile information.

##### **Invoice lines (2)**

Select this option to view the invoice lines for the profile.

## Customer Recurring Profile Enquiry – Header Window

To display this window, select a Profile on the Customer Recurring Profile Enquiry – Summary Window.

This window shows the header information for the selected Customer Recurring Profile.

Press **Enter** to display the Customer Recurring Profile Enquiry – Default Values Window.

## Customer Recurring Profile Enquiry – Default Values Window

To display this window, press **Enter** on the Customer Recurring Profile Enquiry – Header Window.

This window shows additional settings for the customer recurring profile.

### **Functions**

#### **Text (F21)**

Use this to view the text associated with the customer recurring profile.

Press **Enter** to display the Customer Recurring Profile Enquiry – Default Distribution Window

## Customer Recurring Profile Enquiry – Default Distribution Window

To display this window, press **Enter** on the Customer Recurring Profile Enquiry – Default Values Window.

Press **Enter** to display the Customer Recurring Profile Enquiry – Invoices Window.

## Customer Recurring Profile Enquiry – Invoices Window

To display this window, press **Enter** on the Customer Recurring Profile Enquiry – Default Distribution Window.

### **Options**

#### **Line (1)**

Use this option to display the detail of a specific line.

#### **GL distribution (2)**

Use this option to display the GL distribution for a specific line.

#### **AR enquiry (3)**

Use this option to drill-down to the Accounts Receivable Item Enquiry.

**NOTE:** *This option will only be allowed for an invoiced charge line.*

## **Functions**

### **Filter (F6)**

Use this to select a filter that will constrain which invoices are displayed. The Customer Recurring Profile Enquiry – Invoices Filter Popup is displayed.

Press **Enter** to display the **Customer Recurring Profile Enquiry – Customer Selection Window**.

## Customer Recurring Profile Enquiry – Invoices Filter Popup

To display this window, press **Filter (F6)** on the Customer Recurring Profile Enquiry – Invoices Window.

This popup allows you to select a filter that will constrain which invoices are displayed on the Customer Recurring Profile Enquiry – Invoices Window.

## **Fields**

### **Filter Type**

Select one of the following:

- 1 – To show all
- 2 – To only show lines for which an AR invoice exists
- 3 – To only show un-invoiced lines

Make your selection and press **Enter** to display the **Customer Recurring Profile Enquiry – Invoices Window**. The lines shown in that window will be constrained by the selected filter (e.g. If you selected Filter Type **2** only those lines that have an AR invoice will be shown).

## Customer Recurring Profile Enquiry – Line Details Window

To display this window, select a line on the Customer Recurring Profile Enquiry – Invoices Window.

## **Functions**

### **Text (F21)**

Use this to view any text for the invoice.

Press **Enter** to display the Customer Recurring Profile Enquiry – GL Distribution Window for the line.

Alternatively, request **Previous (F12)** to return to the Recurring Charge Profile Enquiry – Invoices Window.



## Customer Recurring Profile Enquiry – GL Distribution Window

To display this window, press **Enter** on the Customer Recurring Profile Enquiry – Line Details Window.

Press **Previous (F12)** to return to the previous window.

## Create Recommendations [31/ARRC]

A customer recurring profile definition is specified using the Customer Recurring Profile Maintenance task.

When you run this task the system checks all customer recurring profiles to recommend the generation of invoices where the trigger date is before or equal to the specified run date and where no AR invoice has already been generated for that customer recurring profile.

When the job has completed each recommended charge is available for review, edit and release.

## Create Recommendations Selection Window

To display this window, request the Create Recommendations task.

### Fields

#### **Cut-off Date**

Enter the date up to and including which you wish to generate invoices for customer recurring profile agreements. This must be less than or equal to the current system date.

If you leave this date as zeroes, the system will generate invoices up to and including the current system date.

Make your selection and press **Submit (F8)** to submit the batch job that generates the invoices to be posted for recurring charge agreements.

## Edit Recommendations [32/ARRC]

This task lets you:

- Review the runs, recommended invoices and their dissections
- Release the recommendations for processing

## Review/Confirm Recommendations Window

To display this window, request the Edit Recommendations task.

### Options

#### **Process (1)**

Use this to select a run for processing.

#### **Edit (5)**

Use this review the recommendations in the run.

#### **Report (6)**

Use this to print a report of the charges for the run.

The charges recommended for generation are sorted so that a run will consist of charges of one charge type (i.e. constant) for one date.

The runs are displayed on the Review/Confirm Recommendations Window, and each run can be selected for processing, editing or printing.

Each run has a status displayed against it. This status will change as you edit and process a run. The statuses you may meet are:

- INITIAL – The run has not yet been edited
- IN USE – The run is being maintained by another user
- EDITED – The run has been edited, but has not yet been submitted for processing
- PROCESS – The run has been submitted for processing
- ACTIVE – The run update is in process
- PARTIAL – The run update has finished but some records in the run are still unprocessed

To edit a run, select it with **Edit** the Review/Confirm Recommendations Edit Window is displayed.

## Review/Confirm Recommendations Edit Window

To display this window, select a run with **Edit (5)** on the Review/Confirm Recommendations Window.

### Fields

#### **Position To**

Enter the customer at which you wish to reposition the list.

Alternatively, use the prompt facility to select from the Customer Selection Popup.

### Options

**Select (1)**

To select a charge for which invoice generation is required when the run is processed.

**Begin/End Range (2/3)**

To select a range of charges for which invoices are to be generated when the run is processed.

**Ignore in Range (4)**

To de-select any unwanted charges within a range.

**Edit Distribution (5)**

To review the dissections.

**Delete (9)**

To delete an unwanted invoice.

**Functions****Select All (F17)**

Use this to select all the charges in the run for invoice generation.

**More/Less Detail (F21)**

Use this to toggle the display to see the extra fields for the customer name and the recurring charge description.

Request **Update (F8)** when you have finished your selections.

To edit a charge or review its dissections, select it with **Edit Distribution (5)** to display the Review/Confirm Recommendations Edit Distribution window.

## Review/Confirm Recommendations Edit Distribution Window

To display this window, select a recommendation with **Edit Distribution (5)** on the Review/Confirm Recurring Charges Edit Window.

**Fields****Account Code**

Enter the relevant GL account code.

Alternatively, use the prompt facility to select from the Select Account Popup.

**Value**

Enter the dissection payment for this charge.

**Tax**

Enter the tax value and code.

**Desc**

Enter a description for the dissection. If left blank it will default to the account code description from the General Ledger

**Options**

**Select (1)**

Use this to amend a dissection.

**Delete (4)**

Use this to delete a dissection.

**Functions**

**Override Rate (F17)**

Use this to override the exchange rate from customer to base. The Override Conversion Parameters Popup is displayed.

**Control/Edit (F18)**

Use this to toggle the display between allowing entries in the fields at the bottom of the window and allowing entries in the value and tax fields only.

**Bypass (F24)**

Use this to bypass this distribution and move onto the next.

The dissections for a charge can be amended and new ones added as required. When editing is complete press **Accept (F8)** to accept the entered dissections.

## Process Recommendations [33/ARRC]

Use this task to generate AR invoices for all customer recurring profiles that have been selected for processing in the Edit Recommendations task.

## Submit Posting of Recommendations Window

To display this window, select the Process Recommendations task.

Use this window to request the posting of the recommendations selected for processing in the Edit Recommendations task.

**Fields**

**Posting Period**

Enter a valid accounting period.

**NOTE:** This field is displayed if Accounting Calendar is not active.

### Posting Date

Enter a valid posting date.

**NOTE:** This field is displayed if Accounting Calendar is active.

Request **Submit (F8)** to submit a batch job that posts the recommended invoices.

### General Ledger Postings

Example #1: Charge for the current period with no tax split.

Document Type	General Ledger Account/ Description	Posting Amount	Post Period
IN	Customers Default Debtors/ GL Account Description	Charge Value incl. Tax (+ve)	Current
IN	Profile General Ledger Account/ #AAAAAAA-BBBB-CCCCC-DDDDDD Where: AAAAAAA = Customer BBBB = Profile CCCCC = Charge Period From Date DDDDDD = Charge Period To Date	Charge Value excl. Tax (-ve)	Current
IN	Tax Code – Sales Account/ Tax Summary – Code AAA Where AAA = Tax Code	Tax Value (-ve)	Current

Example #2: Charge for the current period with tax split.

Document Type	General Ledger Account/ Description	Posting Amount	Post Period
IN	Customers Default Debtors/ GL Account Description	Total Charge Value incl. Tax (+ve)	Current
IN	Profile General Ledger Account/ #AAAAAAA-BBBB-CCCCC-DDDDDD Where: AAAAAAA = Customer BBBB = Profile CCCCC = Charge Period From Date DDDDDD = Charge Period To Date	Charge Value 1 excl. Tax (-ve)	Current

Document Type	General Ledger Account/ Description	Posting Amount	Post Period
IN	Tax Code – Sales Account/ Tax Summary – Code AAA Where AAA = Tax Code 1	Tax Value 1 (-ve)	Current
IN	Profile General Ledger Account/ #AAAAA-AAAAA-BBBB-CCCCC-DDDDDD Where: AAAAA = Customer BBBB = Profile CCCCC = Charge Period From Date DDDDD = Charge Period To Date	Charge Value 2 excl. Tax (-ve)	Current
IN	Tax Code – Sales Account/ Tax Summary – Code AAA Where AAA = Tax Code 2	Tax Value 2 (-ve)	Current

Example #3: Quarterly charge, where the charge period spans multiple General Ledger accounting periods (the current and the next two periods). No tax split.

Document Type	General Ledger Account/ Description	Posting Amount	Post Period
IN	Customers Default Debtors/ GL Account Description	Total Charge Value (incl. Tax) (+ve)	Current
IN	Profile General Ledger Account/ #AAAAA-AAAAA-BBBB-CCCCC-DDDDDD Where: AAAAA = Customer BBBB = Profile CCCCC = Charge Period From Date DDDDD = Charge Period To Date	Charge Value (excl. Tax) (-ve)	Current
IN	Tax Code – Sales Account/ Tax Summary – Code AAA Where AAA = Tax Code 1	Charge Tax Value (-ve)	Current
XI	Profile General Ledger Account/ “Deferred Revenue”	Proportion of Charge Value (excl. Tax) that falls in the current period (+ve)	Current
XI	Deferred Revenue Account/ General Ledger Account Description	Proportion of Charge Value (excl. Tax) that falls in the current period (-ve)	Current

Document Type	General Ledger Account/ Description	Posting Amount	Post Period
XI	Profile General Ledger Account/ "Deferred Revenue"	Proportion of Charge Value (excl. Tax) that falls in the current +1 period (+ve)	Current +1
XI	Deferred Revenue Account/ General Ledger Account Description	Proportion of Charge Value (excl. Tax) that falls in the current +1 period (-ve)	Current +1
XI	Profile General Ledger Account/ "Deferred Revenue"	Proportion of Charge Value (excl. Tax) that falls in the current +2 period (+ve)	Current +2
XI	Deferred Revenue Account/ General Ledger Account Description	Proportion of Charge Value (excl. Tax) that falls in the current +2 period (-ve)	Current +2

Example #4: Charge for the current period with Transfer Customer specified with no tax split. Not a loan repayment.

Document Type	General Ledger Account/ Description	Posting Amount	Post Period
IN	Customers Default Debtors/ GL Account Description	Total Charge Value (incl. Tax) (+ve)	Current
IN	Profile General Ledger Account/ #AAAAAAA-BBBB-CCCCC-DDDDDD Where: AAAAAAA = Customer BBBB = Profile CCCCC = Charge Period From Date DDDDDD = Charge Period To Date	Charge Value (excl. Tax) (-ve)	Current
IN	Tax Code – Sales Account/ Tax Summary – Code AAA Where AAA = Tax Code 1	Charge Tax Value (-ve)	Current
CR	Customers Default Debtors/ GL Account Description	Total Charge Value (incl. Tax) (-ve)	Current

Document Type	General Ledger Account/ Description	Posting Amount	Post Period
CR	<b>Profile General Ledger Account/ #AAAAAAAA-BBBB-CCCCC-DDDDDD</b> Where: AAAAAAAA = Customer BBBB = Profile CCCCCC = Charge Period From Date DDDDDD = Charge Period To Date	Charge Value (excl. Tax) (+ve)	Current
CR	<b>Tax Code – Sales Account/ Tax Summary – Code AAA</b> Where AAA = Tax Code 1	Charge Tax Value (+ve)	Current

Example #5: Charge for the current period with Transfer Customer specified with no tax split. Loan repayment.

Document Type	General Ledger Account/ Description	Posting Amount	Post Period
IN	<b>Customers Default Debtors/ GL Account Description</b>	<b>Total Charge Value (incl. Tax) (+ve)</b>	<b>Current</b>
IN	<b>Profile General Ledger Account/ #AAAAAAAA-BBBB-CCCCC-DDDDDD</b> Where: AAAAAAAA = Customer BBBB = Profile CCCCCC = Charge Period From Date DDDDDD = Charge Period To Date	Charge Value (excl. Tax) (-ve)	Current
IN	<b>Tax Code – Sales Account/ Tax Summary – Code AAA</b> Where AAA = Tax Code 1	Charge Tax Value (-ve)	Current
CR	<b>Customers Default Debtors/ GL Account Description</b>	<b>Total Charge Value (incl. Tax) (-ve)</b>	<b>Current</b>
CR	<b>Profile General Ledger Account/ #AAAAAAAA-BBBB-CCCCC-DDDDDD</b> Where: AAAAAAAA = Customer BBBB = Profile CCCCCC = Charge Period From Date DDDDDD = Charge Period To Date	Charge Value (excl. Tax) (+ve)	Current



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<b>Document Type</b>	<b>General Ledger Account/ Description</b>	<b>Posting Amount</b>	<b>Post Period</b>
<b>CR</b>	<b>Tax Code – Sales Account/ Tax Summary – Code AAA Where AAA = Tax Code 1</b>	<b>Charge Tax Value (+ve)</b>	<b>Current</b>
<b>IN</b>	<b>Customers Default Debtors/ GL Account Description</b>	<b>Interest Portion Value (+ve)</b>	<b>Current</b>
<b>IN</b>	<b>Default Interest Account/ GL Account Description</b>	<b>Interest Portion Value (-ve)</b>	<b>Current</b>

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# Appendix A Glossary

A

## **Application Manager**

A System21 product used to manage your System21 applications from a security, back up etc. point of view.

## **Application Reference Data**

This is the basic data which you set up and without which the application cannot function, for example, supplier details, or [reason codes](#).

## **Archive**

Facilities are provided whereby redundant or old data can be removed from the system. Archived data will normally be held off-line and can be restored for enquiry and report purposes.

## **Audit Trail**

It is vital that a complete record of all data entries and amendments be kept in order to comply with accounting regulations and to provide a means of tracking the provenance of any errors. The Accounts Receivable application provides a full range of such auditing facilities

## **Bal B/F**

See [Balance Forward](#).

## **Balance Forward**

This is a method of accounting, where at month end all outstanding customer invoices are summarised and held on the customers account as a [transaction](#).

## **Base Currency**

When setting up a new company a base currency must be specified. This is the currency into which any non-base currency will be converted for the purposes of enquiry, reporting and accounting. Once postings have been made to the company the base currency cannot be changed, so it must be decided with care. If the Accounts Receivable application is linked to a [General Ledger](#), its base currency must be the same as that of the General Ledger.

## **Batch Control**

The [Company Profile](#) can be set up to allow [transactions](#) to be posted in batches for control purposes. Accumulated batch values are then validated against a given batch total. Unlike [Session Control](#), this function is optional.

## **Bill of Exchange**

See [Collection Document](#).

## **Cash Allocation**

The cash allocation tasks enable you to record the receipt of cash and to allocate that cash to existing invoices.

### **Cash Management**

A System21 application which is used to manage cash flow situations and perform Bank Reconciliations etc.

### **Chart of Accounts**

A set of codes created in the System21 [General Ledger](#) which provides analysis of Profit and Loss and Balance Sheet accounts

### **Chase Letter**

See [Dunning Letter](#).

### **Collection Document**

A collection document or [bill of exchange](#) is a guaranteed negotiable payment which may be issued to the company by its customers, or by the company to its suppliers as a promissory payment of an outstanding debt. When a [collection document](#) is accepted or issued, it is posted to the company's account to reduce the outstanding debt. On maturing, the document is exchanged for cash - as a payment or a receipt.

### **Company Profile**

Accounts Receivable is a [multi-company](#) application, and a number of [parameters](#) for each of its companies must be set up before the application can be run. The Company Profile contains all the basic rules within which a particular company is to operate.

### **Consolidation**

A method of grouping together a set of customers' [transactions](#)

### **Contra Accounting**

A trading partner may often be both a supplier and a customer. Where this is the case, the contra accounts facility establishes a link between the supplier and customer accounts. This link causes an Accounts Payable payment to be reduced by the amount in the contra account in Accounts Receivable.

### **Control Account**

The control account holds values posted from all the accounts of a sub-ledger beneath it. It cannot be posted to directly.

### **Country Code**

Depending on where it is used, the country code may either control which *international* options are available to users, or it may simply control the format of the bank account window to appear when entering bank details.

### **Credit Note**

This is also called a *credit memo*. It is raised in Distribution or in Accounts Receivable, sometimes as a miscellaneous credit, but usually to cancel an invoice.

### **Credit Checks**

A process performed within the System21 Sales Order Processing system where the customers balance outstanding and order commitment are compared against a pre-defined credit limit and orders suspended if the credit limit is exceeded

**Currency Code**

In Accounts Receivable, a [default](#) trading currency may be defined to a customer, and a [transaction](#) may be entered in any currency defined to the system, provided that the company being used is defined as a [multi-currency](#) company. The three-character currency code refers to the currency to be used, and provides [default](#) exchange rates, etc.

**Customer Code**

The unique identifier assigned to each of the company's customers

**Default**

A default value is a value stored by the system for use when no other value can be found. For example, when setting up customer details, a default [payment method](#) can be entered. This method will be used for any invoice which does not have its own payment method defined.

**Delivery Address**

Up to 999 delivery addresses can be set up for a customer, enabling deliveries to be sent to a customer's branch offices, for example.

**Discount**

A value or percentage to be deducted from the payment value if payment is made by the [due date](#)

**Disputed Invoice**

This is an invoice which is in the process of being queried by the customer.

**Disputed Invoice Reason Code**

A reason must be assigned to any [disputed invoice](#). These reasons are defined using the Accounts Receivable Maintenance task, and each is assigned a code.

**Dissection**

The breakdown of a single [transaction](#) value across a number of [General Ledger](#) accounts, or to [tax](#) codes

**Due Date**

The date on which payment of a [transaction](#) is due from your customer

**Dunning Letter**

A Dunning (or chase) letter is used to inform customers with overdue debts of the status of their account, the amount overdue, and the action requested to regularise the account.

**Effectivity**

It is often useful to be able to define the validity dates of an entity, so that the system can prevent its use outside of these dates. This [period](#) of validity is called an entity's *effectivity*.

**Extended Terms**

If payment of an [item](#) is to be spread over a [period](#) of time - paying different amounts each month, for example - then the best way to achieve this is to set up an extended terms code within the [Cash Management](#) application, and to define the [payment terms](#) to the code.

**Extension Codes**

An extra level of analysis provided within the [General Ledger Chart of Accounts](#)

## Flag

A trigger to activate or deactivate certain facilities and [parameters](#) within the application

## General Ledger

This is a System21 application used to analyse cost and expense and produce Profit and Loss and Balance Sheet reports. It is otherwise known as the Nominal Ledger.

## Hash Total

The [batch control](#) total is always entered as a hash total, particularly when [transactions](#) of various currencies are entered. For example, if you are entering one invoice for 100 pounds sterling and another for 100 French francs, then the hash total is 200.

## Historical Data

Application data which has been [archived](#) (i.e. is no longer considered current data), but which is retained, and may be restored for enquiries and reports

## Inventory

A System21 application used to handle stock control information

## Inter-company Accounting

You can [flag](#) any company as having inter-company status within the [General Ledger](#). Having done so, you can link your company with other such companies within the same application. When posting transactions to another company, you would specify that company's code and process the [transaction](#) in the normal way.

## Item

In the Accounts Receivable application, an item is a [transaction](#) document which has been entered onto the system.

## Multi-currency

Trading in several currencies, linked to a single currency or multi-currency [General Ledger](#)

## Multi-company

The system is designed to control more than one independent company, or several companies reporting to a controlling or reporting company.

## Open Item

An open or [outstanding item](#) is an [item](#) which has been authorised but not yet fully paid

## Open Item Account

A customer's account where all [outstanding items](#) are left on the customers account and not summarised into a [balance forward](#)

## Our Reference

This [item](#) reference number may, depending on the setting of the [Company Profile](#), be allocated automatically by the system, or entered by the user.

## Outstanding Item

See [Open Item](#).

**Parameter**

A characteristic or constant factor defined by you or already in the system, which determines the specific form or specific limitations of a function

**Payment Method**

The way in which a supplier is paid - for example, by cheque, [collection documents](#) or BACS

**Payment Terms**

These define the way in which the payment [due date](#) is calculated for each [transaction](#). See also [Extended Terms](#).

**Period**

These are the units into which a financial year is divided for accounting purposes (usually 12 or 13). They are the same for each financial application.

**Period Close/Open**

This is the procedure which completes the processing for the current [period](#). The next period may then be opened.

**Prime Currency**

The prime or [transaction currency](#) is the currency in which a [transaction](#) is made, as opposed to the [base currency](#), into which transaction values will be converted.

**Prompt**

A facility which brings up a list of records relating to a data entry field

To activate, click on the prompt arrow or enter a '?' and then press **F4**.

**Protocol Number**

This is the sequential number allocated to a [tax transaction](#) in a [tax register](#). See [tax Registers](#).

**Rate Code**

A code created within the [General Ledger](#) currency system which holds groups of exchange rates

**Reason Code**

This is a code which may be used to define the reason for a [credit note](#) or journal. See also [Disputed Invoice Reason Code](#).

**Sales Analysis**

A System21 application which analyses Invoicing information to produce Sales Analysis reports and inquiries

**Session Control**

When starting to enter [transactions](#), the system automatically sets up a session number. All transactions entered at once will then be part of that session. The session is the principal method of control in transaction processing, and provides the information required to satisfy audit requirements.

**Spread Elements**

These are the elements which make up a complete [Extended Terms](#) definition.

### **Standard Letter**

A standard letter is produced to inform customers about matters other than credit control. See also [Dunning Letter](#).

### **Tax**

A method of paying [tax](#) to a government This may be Value Added [Tax](#) based on the value of goods purchased/sold. [Tax](#) codes and rates are specified in the [General Ledger](#) application.

### **Tax Accounting**

This is the way in which [Tax](#) is posted, recorded and accounted for. See the [Tax](#) Subsystem section in the [General Ledger](#) Product Guide for more details.

### **Tax Registers**

This is a facility to enable the producing of [tax](#) reports based on [tax](#) area. The codes are set up in [General Ledger](#) by the user, and relate to a particular [tax](#) office. This facility will be used mainly in Italy.

### **Text**

Information which can be logged against a customer or [transaction](#) providing information to the user

### **Transaction**

A general term used to describe a unit of financial data submitted to the application - such as an invoice

### **Transaction Currency**

Same as [Prime Currency](#)

### **Transfer**

The journal used to correct a mis-posting from one account to another

### **Utilities**

Utilities are procedures for verification, utilisation and management of the application database. They are not required during normal operation, and when used may require technical support.