Credit Control
Version: 1.2
Date: 05-05-2006

This document describes how to use the Credit Control module.

1. Introduction

With the Credit Control module you can easily send statements to your customers by email.
You can also record your actions and arrangements you made with your customers.

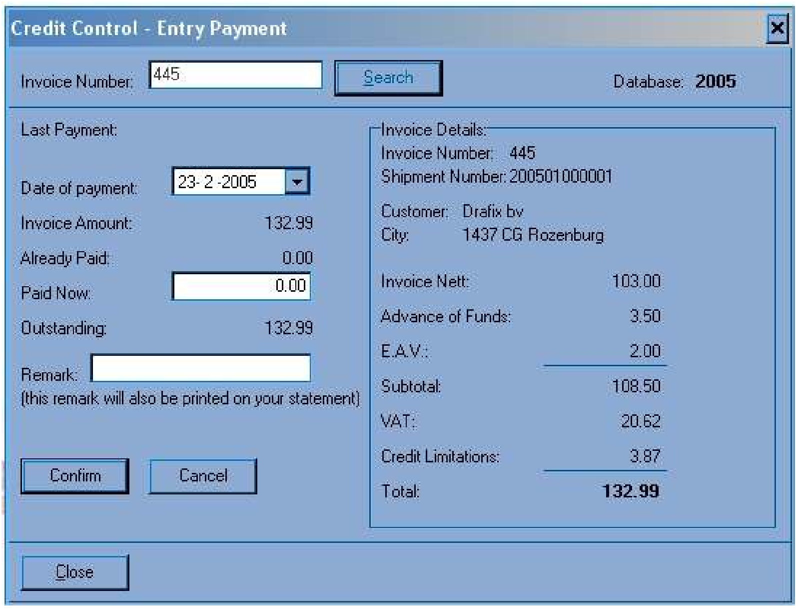
Before you can send statements you have to do the following steps:
- enter all payments or load outstanding invoices from your accounting software
- make an outstanding invoices report
- generate statements

First you have to decide if you are entering all payments manually into the Credit Control module (see section 2) or that you are able to load the outstanding invoices from your accounting system using a CSV file (see section 3).
Please read section 13 before you start working with the Credit Control module.

2. Entering payments

If you do not do your own accounting or you are not able to load the outstanding invoices directly into the Credit Control module, you have to enter all the payments. To do this, follow the next steps:

- go to the options *Credit Control->Entry Payments*.
- Type in the invoice number which has been paid by your customer and click on Search
- If the invoice is found you can fill all necessary information like the payment date, the amount and a remark. Click on *Confirm* to store the information in the database.
- If the invoice could not be found, then the system will ask you to search in the invoice database of the previous year.
- Continue with another payment or click on close when done.



After you have entered all payments you have to update the invoices by click on the option *Credit Control->Update Outstanding Invoices*. Tick the years you want to update and click on *OK*. How more years you tick the longer it takes, so tick only the years which are relevant. When continue with section 4 Outstanding Invoices Report.

3. Loading outstanding invoice

If your accounting system can produce a CSV (comma separated value) file of all the outstanding invoices, then you could read them into the Credit Control Database. Follow the next steps:

- Create the CSV file in your accounting software. (For the accounting system iMuis and Facom Sprinter 2000 with create this CSV file and you can skip this step)
- go to the option *Credit Control->Load Outstanding Invoices from Accounting*.
- On the appearing screen it shows you which setup file is used. This setup file named after your accounting system. If it is properly set up, you can click on *Start*.
- The loading procedure starts, wait until it is finished. If there was one or more customers which could not be found in the Sprinter 2000 database it will tell you and print a report. So you will be able to fix it.
- Click on *Close*.

To set up this system, click on the *Setup* button. On the setup screen you can:

- enter the name (complete with directory) of the CSV file
- select if the first line is a header line. (Tick to skip the first line)
- select the fields of the CSV file. Do this in the correct order.

Note: The setup file is the same as you use for converting sales and purchase invoice to your accounting system. (See the menu *Subadministration->Conversion to Accounting*, a the appropriate manual on our website www.sprinter2000.com).

The CSV file should at least contain the following information:

- debtor number
- invoice number
- amount paid

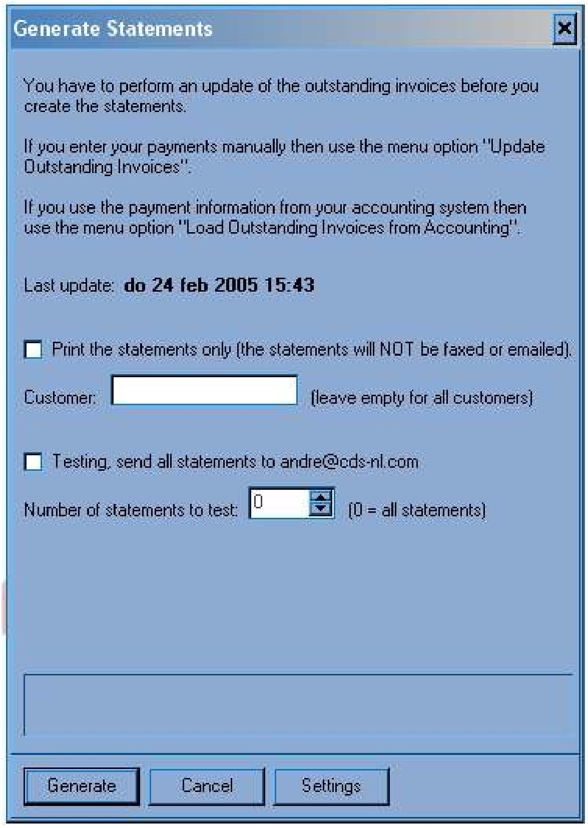
Contact you accounting software supplier how to create the required CSV file. For iMuis and Facom Sprinter 2000 will create the CSV file and there for you do not have to take any action for the CSV file to work. You can always contact the helpdesk of Cargo Data Systems for further assistance.

4. Outstanding Invoices Report

After you entered all payments or you loaded all outstanding invoice you can create an outstanding invoices report (*Credit Control->Outstanding Invoices Report*). On this report all outstanding invoices are mentioned per customer. With the customer the contact person, phone and email address is printed.
This invoices and amounts mentioned on this list should be the same as on the outstanding invoices report you can create in your accounting package. If there are any discrepancies between the two report you should not generate any invoices.

5. Generating Invoices

To generate and email or print the statements you go to *Credit Control->Generate Statements*.
On this screen you can tell the system which statements to generate and what to do with the statements.



Print the statements only
Tick the option to print all the statements and not email the statements. If you leave this option un-ticked, then the statement will be email to your customer if an email address is available.

Customer
Fill in the Alfa search of the customer for whom you want to generate a statement for. If you leave it blank statements for all customers will be generated.

Testing
Tick this option if you want to test the system. The statements will be emailed to your own email address. When you are just starting with the Credit Control module it is wise to tick this option, before you send your statements directly to your customers. In this way you can always see if the statement is to your liking.

Number of statements to test
If you tick the *Testing* option you can tell how many statements you want to send your email address. Leave it to zero to send all statements to your email address.

If you have set everything, you can now click on the button *Generate* to generate the statements. Afterwards on the screen will be mentioned how many statements are printed and emailed.
If a statement could not be emailed, because there was no email address for this customer, the statement will be printed.

If you want to cancel then click the button *Cancel*.
To setup the layout of your statement, click on the button *Setup*. For details see section 6 Statement Settings.

6. Statement Settings
On this screen you can setup the layout and the texts of the statement.

Customer Address Left on Statement
Tick this option if the customer must be printed on the left side of the statement

JPG logo file
Enter the name of the JPG file (graphic file) containing your company logo to be printed on the statement. Leave it blank for no logo.

Print logo left on statement
Tick this option to print the logo on the left hand side.

Print Company Name large on statement
Tick this option to print your company name in a large font.

Top Margin of Customer Address
Enter the top margin of the customer address. 1 cm is approx 37 units. Use this to position the address for your envelope window.

Left Margin of Customer Address
Enter the left margin of the customer address. 1 cm is approx 37 units. Use this to position the address for your envelope window.

Days Breakpoints
Enter the break points in the number of days. These breakpoints are used to put different texts on the statement when the oldest invoice has past a breakpoint. Default, 30, 60, 90 and 120 days. Meaning that you can put different texts on a statement when the oldest invoice is younger then 60 days, older then 60 days, older then 90 days and older then 120 days.

Print only overdue invoices on statement
Tick this option to print only the overdue invoices on the statement. Otherwise all invoices (also the not overdue invoices) are printed on the invoice.
Note: the statement is only generated when one of the invoices is overdue. An invoice is overdue when it is older the number of days entered as Terms of Payment in the customer details (Files->Local Customers). So every customer could have a different number of days for an invoice to become overdue.

Tab sheets: *English, German, French, Dutch, Italian and Spanish*.
Here you can enter the texts to print on the statement for different languages.
The language used is decided per customer in the customer details (Files->Local Customers).
The texts for English, German, Dutch and Italian are pre-installed. You can change them to your liking. When no text is entered for a language the system will use the English text.

7. Credit Limits
If you enter credit limits with your customer, you get a message when you book a shipment and the total outstanding amount for this customer is higher than his credit limit.
You can also get a message when you book shipment for a customer and this customer has overdue invoices.
This feature must be enabled through System -> Options. Search for and click on the line CHKOVERDUE and tick the logic option below. You can also set a margin between terms of payment and the 'age of the invoice'. This means if this customer has a term of payment of 30 days, and the margin is set at 7 days. You will get a message when this customer has invoices older then 37 days.
Default this margin is set to 7 days. To change this, go to System->Options. Search for and click on CHKOVERDMA and change the number of days in the *Number* box.

8. Adding remarks to an invoice
You can add remarks to an invoice which will be printed on the statement. For example you can enter "Dispute" or "Cheque Received" as remark. So when the customer receives the statement he can see that the invoice is dispute or that you received the cheque for it. So this prevents him to start complaining about those invoices 'again'.
To add remarks you go to the customer details (for example: Files->Local Customer). Then you go to the tabsheet *Outstanding Invoices*. Double click on the invoice and the remark screen pops up.

9. No statement for one or more customers
If there is a customer you never want to send a statement you can un-tick the Send Statement option on the tabsheet *Outstanding Invoices* on the customer details screen (Files->Local Customers).

10. Contact person details for the statement

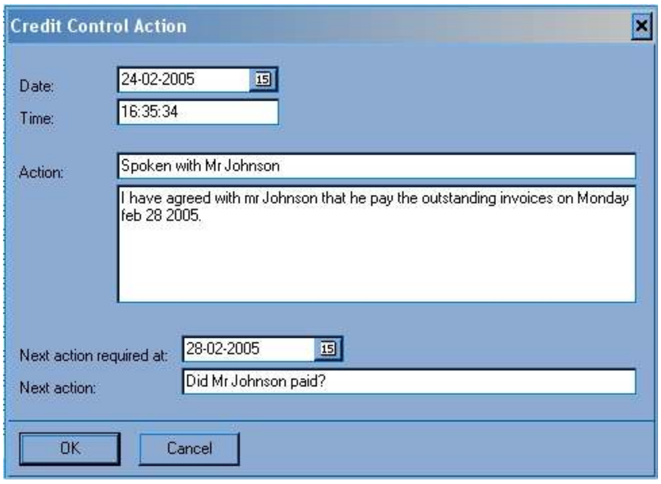
The statement will standard be sent to the contact person and email address mentioned on the tabsheet *General* of the customer details screen (Files->Local Customers).
If you want the statement to be sent to a different person then create a new contact person for this customer on the tabsheet *Contacts* and tick the option *Receiver of the statement*.
These changes will become affective when you “Load the Outstanding Invoices from Accounting”.

11. Contact Checklist

With this option you can create a list of all the customers who will receive an statement. On this report you find the Customers name, phone, fax, email and the contact person (the receiver of the statement). The email address is the address of the contact person.
Please notice that when you make changes in the address details, such receiver of the statement or email address you should perform a “Load the Outstanding Invoices From Accounting” procedure, to update the Credit Control database with this new information.

12. Actions and action report

All activities you do and plan to do can be stored with the customer on the tabsheet Credit Control on the customer details screen (Files->Local customers).
For example if you have talked to a customer and agree with him some payments you can make a note of it by click on Add and you will see the following screen:



If you select a date on *Next action required at* and your enter the *Next action* this next action will be printed on the Action Report of Feb 28. This report can be found on Credit Control->Action Report.

On the tabsheet *Credit Control* use the button *Print* to print a list of action you have undertaken for this customer.

13. Important Note

Notice that the outstanding invoices information in the Credit Control system is a snap shot of the moment you loaded all the outstanding invoices from your accounting system.
This means that when you update your accounting system with new payments, this is NOT automatically updated in the Credit Control module. You have to reload the outstanding invoices from the accounting system into the Credit Control database. On many screen it is mentioned when you loaded the outstanding invoices for the last time. This will give you an idea how up-to-date the information is.