Maintaining Customer Accounts

BisTrack Customer Properties is utilized for the maintenance of customer settings such as addresses, payment terms and credit limits. Additionally, it is used to view financial and statistical information generated from sales transactions.

In this training, we will look at the options available to maintain customer records and view the relative account data.

From the ‘Customers’ view, use the search criteria to locate the correct account.

With the Customer selected, you can open the ‘Customer Properties’ window by clicking the ‘Properties’ icon from the toolbar,   or right-click then select ‘Properties, or by simply double-clicking on the correct line.

Other right click maintenance options include ‘Copy’ which duplicates the selected Customer to create a new Customer and ‘Delete’ used to remove a Customer.

You will not be able to delete Customers with outstanding transactions and balances.

Fields shown on the General tab of the Customer Properties window with a white background are available to be changed.

Maintenance of the Customer’s ‘Addresses’ and ‘Contacts’ are done from within Properties.

Customer ‘Contacts’ can also be maintained using the ‘Customer Contacts’ option from the ‘Views’ pane.

Use the ‘Notes’ tab for entry of ‘Special Instructions’.

These will print on Delivery Tickets providing your Delivery staff with additional instructions specific to this Customer.

Like a reminder, the ‘Popup text’ option is used to display a message each time you start a new sales document.

These can be time sensitive and include a start and end date.

The ‘Notepad’ tab shows the various communication related entries that have occurred.

Some have been manually entered such as ‘Sales Notes’ and others added automatically as an ‘Event’.

Filters can be used to narrow the display.

Buttons at the bottom of the tab provide options to ‘Add’ and ‘Remove’ Notepad entries.

Sales and accounts receivable transactions can be viewed from within Customer properties.

The ‘Statistics’ tab displays numerical and date related information for the customer such as the highest open invoice balance, the number of times they were over their credit limit and data specific to the last invoice, payment and statement.

The ‘Financial’ tab provides a real-time snapshot of the Customers financial situation with your company.

Some of the information includes the total amount of open invoices, the amount they have on order, and the amount of their remaining credit limit.

The ‘Net balance’ value is the open invoices total minus any unapplied cash and credit.

The ‘Amount owing’ is the net balance minus any settlement discount currently available.

You can also determine the number of transactions for this customer, how quickly they make payments, and the percentage of their balance at various aging buckets.

The buttons allow for looking at the details of ‘Unreleased Credits’, individual ‘Transactions’, and past ‘Statements’.

Clicking on the ‘Transactions’ button opens the AR Transactions window.

Several filter settings allow you to specify which Account Transactions to view including the ‘Type’, ‘Status’ and ‘Date’.

Click ‘Go’ to execute the search.

From the transactions shown, a number of right-click menu options are available.

You can select to see the ‘Payments’ that were ‘Matched With’ which transactions or ‘Invoices’ a payment was ‘Applied To’.

Transactions may be reprinted from this display.

When finished close the window from the ‘File’ menu or by clicking the ‘X’ icon.

Finally, the ‘Sales’ tab provides a high level summary of the Customer’s monthly ‘Total Sales’, the ‘Cost of Sales’ and the ‘Margin %’.

You may select to view the information for a specific ‘Branch’ or for a different ‘Year’.

The settings and information available in ‘Customer Properties’ provides sales reps, accounts receivable clerks and credit managers with valuable resources for managing Customer balances.

You should now have a good understanding of the procedures used to maintain and view Customer data.

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