# Accounts and Invoicing Tabs Transcript

The options found on the Accounts and Invoicing tabs of Customer properties allow you to adapt the unique aspects of your customers to your business processes. In this course, we will introduce you to the credit control settings, choices for printing and sending statements, information for tax exemption certificates and the options on the Invoicing tab.

A number of settings on the Accounts tab are used to reduce the risk of credit issues. To begin, select a customer to view their Properties and then open the Accounts tab. Customers are assigned a status. Those customers that you are currently selling to on a regular basis are set to Operational.

A customer's status can automatically progress to Lapsed, Inactive and Deleted after a specified number of months with no sales activity. The number of months for each are set in the Financial, BisTrack Accounts group of System Options. When adding a new credit customer, you may choose to set the status to Application in Progress. As their application is processed, you can keep track of the steps, noting who is responsible.

When you have multiple people performing credit functions, you can assign a Credit controller.  Otherwise leave the field blank. Clicking on the button, opens the window to identify a user. Enter the name or partial name to search and then select from the list.

Account customers should be assigned a Credit limit based on their credit rating and projected needs. The available limit is checked each time a sales order is entered. Leaving this field blank is the same as setting a $0 limit.

If exceeded, the transaction requires a release from the Credit Controller, a payment on account, or converting the order to a cash sale. Credit control statuses are another way to limit your company's exposure. For example, a customer may be well within their credit limit but not making regular payments so the Credit Controller can manually put their account on hold. Or, a credit control stop status can be used close out an account.

These statuses are user-defined and set within System Manager, Customers view. You can have many credit control statuses, but there are only four types. Ok indicates there are no credit concerns.  A Warning status does not prevent a sales order from being completed, however a warning message is displayed.

An On Hold status does allow orders to be completed however they cannot be processed further until released by the Credit Controller.  Alternatively, the order can proceed with the entry of an Instant Release code, the customer making a payment, or changing to a cash sale.  Last is a Stop type.   No charge sales can be processed.   The sales person will be forced to abort the transaction or change it to a cash sale.

Optionally, you can also assign a Credit rating to customers. The list of ratings shown is user-defined and set within System Manager, Customers view. The Grace days for settlement field is used to offer additional days beyond the Payment Terms, that a customer is still eligible to receive an early payment discount.

You can also set the Grace days for finance charges and a specific Finance charge percent to apply to overdue invoices. When either is left blank, the system uses the default days and percent entered at the time finance charges are generated. Best Practice is to leave the Finance Charge percent field blank when it is the same as the default rate. Enter 0 for customers that are exempt from finance charges.

The options for printing and sending monthly statements can be set on each customer's account. Use the checkbox to indicate if the customer will be sent a printed statement. In addition, or alternatively, you can choose to email the document by selecting the Statement option from the drop down. The Notification option is used with Web Track.  When chosen, customers receive an email telling them to check Web Track for their statement.

And for those customers that may want it faxed, check the Send faxed statement box. Next choose the document to send with the statement. If you mail or email invoices separate from statements, you may select None. The next three choices allow you to send the signed sales order if it exists otherwise send the Invoice, the Invoice Only or Both.

The most common selections are None or Invoice only. When sending documents along with the statement select the number of documents to print per page when different than the System Option default setting. For those using customer Job accounts, select whether or not you will produce separate Statements by job.

Customers may be exempt from paying tax on sales orders. To enter an exemption, click the Tax Exemption button. Begin by selecting the Exemption Type of Tax Rate or Tax Exemption Group. For either, you must have the Tax Rates or Exemption Groups previously defined within the System Manager Financial view.

Exemption Groups are used to arrange multiple tax rates under one heading for entry into the table. The Exemption Type selected determines what options are shown in the Tax drop-down list. With Tax Rate displayed, select the rate that this customer will be exempt from paying.

Enter the customer's Exemption Certificate number or a description and then set the Expiry Date. You can enter the date, select if from the Date Picker, or if applicable, set it to None. Press Enter to complete the line. Customers can have multiple Tax Exemption Certificates so enter the next one if needed.

You can remove one or all Tax Exemption Certificates as they expire or when they are no longer relevant. Close the window when finished. A message indicating the number of existing exemption certificates is displayed next to the button.

The Invoicing tab allows you to set options for generating invoices and credit notes for the selected customer. When your company trades in more than one Currency, select the default applicable to this customer. Then indicate if this customer trades in Any Currency, only the one selected, or this currency or the alternative.

Tax areas typically represent the geographical region the customer is located in. The area selected is linked to the Tax Rate settings and needs to be set even for those customers that may be tax exempt.

Select the Payment terms to determine the length of time the customer has to pay their account and any settlement discount they may be eligible for when they pay early. Payment terms are defined within the System Manager, Customers view. You can override the settlement discount percent set in the Payment terms by entering an amount here. Best Practice is to leave this blank.

Next, indicate whether settlement discounts are allowed on Direct sales. This next group of options determine when and the method to use for sending invoices and credit notes to this customer. To set the send recurrence, click on the ellipsis. Select Daily to deliver invoices each day, Week Days to send on certain days or Never, which is typically chosen when you send invoices with statements.

When Week Days is selected, you then pick the specific days to send out invoices and credit notes. Click OK when finished. For each of the options set the response to Yes or No. You can have more than one method set to Yes. Indicate if you wish to Automatically email manual invoices.

You can set a Default credit restock charge percent. The value entered here overrides the reason code percentage on credit notes entered for this customer. Finally, for those using Shift4 Credit Card processing, set the Card Token by clicking on the ellipsis.

The uniqueness of your customers can be accommodated by the variety of Accounts and Invoicing options available. We reviewed the credit controls for setting credit limits and credit statuses, options for sending statements, Tax Exemption Certificates, and payment terms and discounts. Finally, we looked at methods available for producing invoices and credit notes.

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