



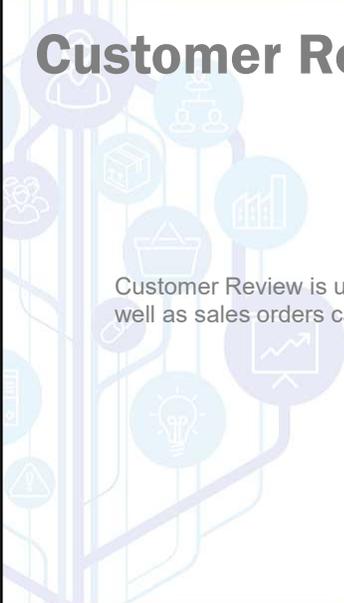
Product Training Customer Review

Where “Lean” principles are considered common sense and are implemented with a passion!



Customer Review

Customer Review is used to see an overview of a customer account. AR transactions as well as sales orders can be viewed from Customer Review

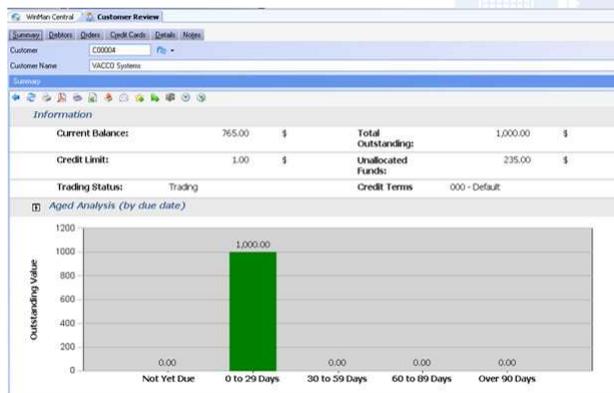


Customer Review

Summary Tab

The Summary tab will display an overview of the account.

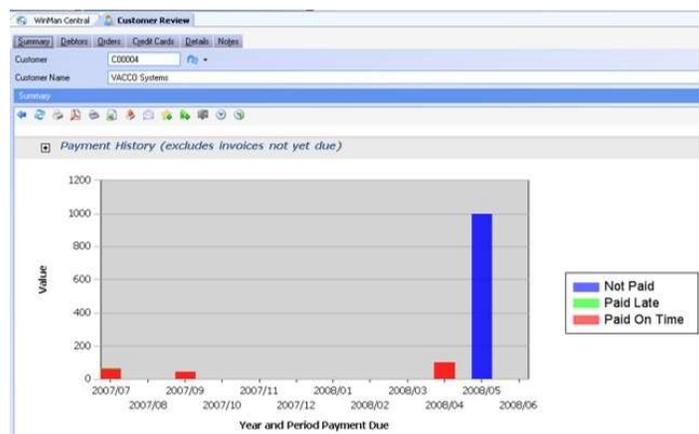
- Current Balance** – The outstanding balance on the customer account minus any unallocated funds.
- Total Outstanding** – Total of all outstanding AR transactions
- Credit Limit** – The credit limit of the customer as found in the customer master
- Unallocated Funds** – Any unapplied cash transactions
- Aged Analysis** – A graph showing the outstanding invoice transactions and their aging buckets



Customer Review

Summary Tab

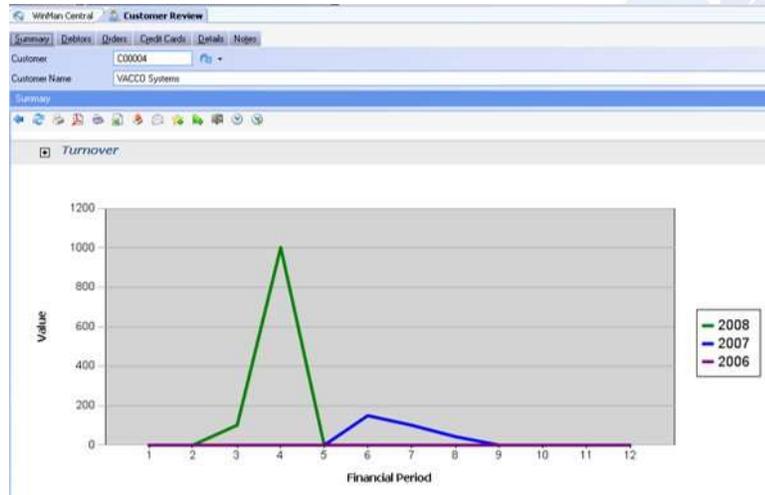
- Payment History can be viewed below the Aged Analysis
- Payment history shows payments for the last year



Customer Review

Summary Tab

- ❑ The Turnover graph can be found below the payment history graph.
- ❑ Graph displays invoice values for the last 3 years by GL periods.



Customer Review

Summary Tab

Last Movements		
Last Sales Invoice	: 0000000019	Wednesday, April 23, 2008
Last Cash Receipt	: R000000008-0000	Monday, March 03, 2008
Last Shipment	: SH00001015	Thursday, April 24, 2008

<input type="checkbox"/> Order History
<input type="checkbox"/> Shipment History
<input type="checkbox"/> Invoice History

- ❑ Customer transactions can be found below the Turnover graph.
- ❑ Last Movements, Order history, Shipment History and Invoice history can all be viewed.
- ❑ Click on a transaction to drill down for more detail.

Customer Review

Debtors Tab

WinMan Central Customer Review

Customer: C00004
Customer Name: VACCO Systems
Trading Status: Trading

Sales Invoice Information

Sales Inv	Invoice Value	Invoice Value	Effectiv	Due Dat	Shipment I	Settlement T	Settlement Terms	Credit Ter	Has Notes	Terms Des	SourceType	RelatedCusto	RelatedCu
00000	\$ 1,000.00	\$ 1,000.00	23/04/20	30/05/200	000	Default	000			Default	Invoice		
TMP0	\$ 90.00	\$ 90.00	28/05/20	30/06/200	000	Default	000			Default	Invoice		
00000	\$ 50.00	\$ 0.00	03/03/20	30/04/200	000	Default	000			Default	Invoice		
TMP0	-\$ 4.00	-\$ 4.00	15/08/20	30/09/200	000	Default	000			Default	Credit		
00000	-\$ 25.00	-\$ 25.00	25/07/20	30/08/200	000	Default	000			Default	Credit		
TMP0	-\$ 53.00	-\$ 53.00	28/05/20	28/05/200	000	Default	000			Default	Credit		
TMP0	-\$ 70.00	-\$ 70.00	28/05/20	30/06/200	000	Default	000			Default	Credit		
R0000	-\$ 100.00	-\$ 60.00	25/07/20	25/07/200	000	Default	000			Default	Receipt		
R0000	-\$ 200.00	-\$ 150.00	26/06/20	26/06/200	000	Default	000			Default	Receipt		

Customer Review

Debtors Tab

- Customer AR transactions including Sales Invoices, Credits, Cash Receipts, and Payments to Customers can be viewed.
- All open AR transactions will be displayed as well as closed transactions that are less than 20 days old.
- Right click on transaction to move the transaction to another customer.

SYSTEM SETTING:

By default, closed transactions older than 20 days will not be displayed on the debtors tab. To increase the number of days of closed transactions use the Customer Review system option **Days to look back for sales invoices and receipts**. Enable the option and set the value to the number of days to look back for closed transactions. The higher the number the longer it may take for the screen to retrieve data from the server.

SYSTEM SETTING:

Invoices with a value outstanding can be written off by right clicking on the invoice and selecting the menu item Write this item off. A maximum write off value can be set so that transactions exceeding the value may not be written off. Use the Customer Review system option **Sales invoice write off threshold**. Enable the option and set the value to the maximum write off value.

Customer Review

Orders Tab

Sales Order Id	Delivery Name	Phone	Customer Order	Customer Contact	Quantity	Quantity s/h	Effective Date
S00000021	VACCO Systems	(800) 123-0987	VERBAL				24/07/2007
S00000028	VACCO Systems	(800) 123-0987	VERBAL				19/04/2008
S00000058	VACCO Systems	(800) 123-0987	VERBAL				30/05/2008
S00000060	VACCO Systems	(800) 123-0987	VERBAL				30/05/2008
S00000062	VACCO Systems	(800) 123-0987	VERBAL				30/05/2008
S00000089	VACCO Systems	(800) 123-0987	FMAD000001		3.00000	3.00000	24/07/2007
S00000125	VACCO Systems	(800) 123-0987	FMAD000002		2.00000	2.00000	15/08/2007
S00000127	VACCO Systems	(800) 123-0987	FMAD000003		19.00000	19.00000	16/09/2007
S00000104	VACCO Systems	(800) 123-0987	VERBAL		1.00000	1.00000	16/07/2007
S00000101	VACCO Systems	(800) 123-0987	FMAD000000		7.00000	2.00000	30/06/2007
S00000129	VACCO Systems	(800) 123-0987	VERBAL		21.00000	21.00000	19/08/2007
S00000136	VACCO Systems	(800) 123-0987	PS 12345	Bill Bob Thomson	2.00000	2.00000	20/06/2007

- Orders for the customer can be viewed.
- Select or click on an order to view shipments and shipment line items for the selected order

Customer Review

Credit Card Tab

Last Digits	Card Type Id	Card Name	Card Number	Start Month	Start Year	Expiry Month	Expiry Year
3524	Visa	La Trobe University		6	8	6	9
3524	Visa	La Trobe University		6	8	6	8
3524	Visa	La Trobe University		6	8	6	8

- Credit Cards on file and all credit card receipts can be viewed.
- Credit Cards will display only the last 4 digits of the card number for security purposes.

Customer Review

Details Tab

WinMan Central Customer Review

Summary Debtors Orders Credit Cards Details Notes

Customer C00004

Customer Name VACCO Systems

Customer Details

Address 200 West La Plama
Santa Barbara
CA
93111
UNITED STATES

Phone Number (805) 123-0987

Fax Number

E-mail Address sales@mail.sabinocreek.com

Credit Terms 000

Credit Limit 1.00

Customer information on the details tab and notes on the notes tab can be viewed ONLY on the details tab. Modifications must be made from the Customer module.

Customer Review

Actions – Changing Trading Status

- A customers trading status can be changed using the
- Change Trading Status action
- Trading status can be;
 - Trading
 - Held
 - Stop

Customer Review

Change the trading status of customer C00004

Trading Status Trading

Save Cancel

Held (cannot ship goods)

Customer Review

Actions – Pay Customer



Customer to pay: C00004-0000

Amount to pay: \$ 0.00

Cash Description: Payment to C00004-0000

Bank: Default Bank

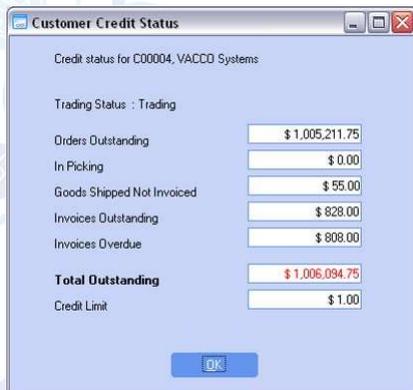
Cheque Number: 0

Effective Date: 9 Jun 2008

- A customer can be paid in cases where a credit is not suitable.
- Select the amount to pay.
- Enter a cash description.
- Select the bank that the payment will come from. The check number will default to the next check number.
- Enter the date of the transaction.
- To print a check, use the report Remittance Advice – Customers found in the Cash reports folder.

Customer Review

Actions – View Credit Status



Customer Credit Status

Credit status for C00004, VACCO Systems

Trading Status : Trading

Orders Outstanding	\$ 1,005,211.75
In Picking	\$ 0.00
Goods Shipped Not Invoiced	\$ 55.00
Invoices Outstanding	\$ 828.00
Invoices Overdue	\$ 808.00
Total Outstanding	\$ 1,006,094.75
Credit Limit	\$ 1.00

OK

- The credit status of the customer can be viewed.
- To view detail information about the credit status dialog,
- Please see the Credit Checks document.