Opera 3 Sales Ledger

Accreditation
Training Courseware

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Contents

INTRODUCTION ..... **V**

About Opera 3 V
About this Guide V
Introducing the module V
Feedback V
Key VI
Training Literature Releases VI

MODULE MENU STRUCTURE ..... **VII**

GLOSSARY (OF MENU STRUCTURE) ..... **VIII**

THE MODULE **1**

How the Sales Ledger links to other modules 1
Sales Ledger and Open Period Accounting 2
Introducing the Sales Ledger 2

1 SET-UP **4**

1.1 Recommended Order of Set-up 4
1.2 Utilities Records 5
1.2.1 Set Options *5*
1.2.2 Adjustments Names *9*
1.2.3 Receipt Names *10*
1.2.4 Refund Names *11*
1.2.5 Debtors Letters *12*

2 MAINTENANCE **15**

2.1 Sales Regions 15
2.2 Territories 16
2.3 Customer Types 16
2.4 Routes 17
2.5 Despatch Methods 18
2.6 Sales Analysis Codes 19
2.6.1 Copying Sales Codes *20*
2.7 Terms Profiles 22
2.7.1 Settlement Discounts *23*
2.7.2 Debtors Letter Controls *24*
2.8 Customer Profiles 26
2.8.1 Prerequisites *29*
2.8.2 Open Item and Balance Forward Accounting *29*
2.8.3 Bank Accounts *30*
2.8.4 Retaining Transactions and Document Images *30*
2.9 Dispute Reason Codes (Opt) 30
2.10 Contact Attributes (Opt) 31
2.11 Views - User Definable (Opt) 32
2.12 Credit Management Groups 33
2.12.1 To Define Credit Management Groups *33*
2.13 Credit Management Action Types 33
2.13.1 To Define Action Types *34*
2.14 Credit Management Outcome Types 34
2.14.1 To Define Outcome Types *35*

3 PROCESSING **36**

3.1 Customer Account Creation 36

3.1.1 Contacts ... 40
3.1.2 Sales Ledger Processing General tab ... 42
3.1.2.1 Processing Terms ... 45
3.1.2.2 Processing Options ... 52
3.1.2.3 Processing Analysis ... 54
3.1.2.4 Processing Delivery ... 55
3.1.2.5 Processing EC VAT ... 56
3.1.2.6 Processing Contacts ... 57
3.2 SALES PROCESSING ... 59
3.2.1 Posting Processes ... 60
3.2.2 Allocate ... 63
3.2.3 Rectify Allocations ... 65
3.2.3.1 How to Rectify Allocations ... 66
3.2.3.2 Rectifying an Allocation that involves Multiple Receipts ... 69
3.2.3.3 After Running the Wizard ... 69
3.3 TO SET UP CUSTOMERS FOR EMAIL (PRE V1.81) ... 70
3.4 TO SET UP CUSTOMERS FOR EMAIL (V1.81+) ... 71
3.4.1 Steps to Set Up Email ... 71
3.4.2 Account Contact & Order Contact Email Addresses ... 72
3.4.3 Ledger & Invoice Accounts ... 72
3.5 CREDIT MANAGEMENT ... 74
3.5.1 CMC Set-Up ... 74
3.5.1.1 To Link Credit Management Groups to Customers ... 75
3.5.2 Company Tab ... 76
3.5.2.1 Viewing Company-Level Information (Credit Management Centre) ... 76
3.5.2.2 Features ... 77
3.5.2.3 Action menu ... 78
3.5.3 Accounts ... 78
3.5.3.1 Viewing Customer Information (Credit Management Centre) ... 78
3.5.3.2 Features ... 79
3.5.3.3 Options ... 80
3.5.3.4 Action menu ... 80
3.5.3.5 Function keys ... 81
3.5.3.6 Customer Accounts - Credit Control (Credit Management Centre) ... 81
3.5.3.7 Overdue Filter (Credit Management Centre) ... 83
3.5.3.8 Credit Rating (Credit Management Centre) ... 84
3.5.4 Debt Management ... 85
3.5.4.1 Set Options (Credit Management Centre) ... 85
3.5.4.2 To Update Debt Management Options in the Credit Management Centre ... 87
3.5.4.3 Design Email Covers (Credit Management Centre) ... 88
3.5.4.4 To Design Email Covers in the Credit Management Centre ... 89
3.5.4.5 Design Correspondence (Credit Management Centre) ... 89
3.5.4.6 To Design Debtor Correspondence in the Credit Management Centre ... 90
3.5.4.7 Copy Correspondence Designs (Credit Management Centre) ... 91
3.5.4.8 Chase Values and the Unallocated Items Report ... 91
3.5.4.9 Generate Correspondence (Credit Management Centre) ... 93
3.5.4.10 To Generate Debt Letter Correspondence in the Credit Management Centre ... 96
3.5.4.11 Check Email Status (Credit Management Centre) ... 97
3.5.4.12 To Check E-mail Status for Debt Letter Correspondence in the CMC ... 98
3.5.4.13 Resend Correspondence (Credit Management Centre) ... 98
3.5.4.14 Correspondence History (Credit Management Centre) ... 100
3.5.4.15 Historical Debt Management Correspondence Summary ... 100
3.5.5 Transactions ... 102
3.5.5.1 Viewing Outstanding Invoices (Credit Management Centre) ... 102
3.5.5.2 Features ... 103
3.5.5.3 Action menu ... 103
3.5.5.4 Function keys ... 104
3.5.5.5 Transactions - Credit Control (Credit Management Centre) ... 104
3.5.6 Diary ... 106
3.5.6.1 Viewing Actions Diary ... 107
3.5.6.2 Features ... 108

3.5.6.3 Options 108
3.5.6.4 Action menu 108
3.5.6.5 Function keys 108
3.5.7 Diary Actions (Credit Management) 109
3.5.8 Diary Actions Report (Credit Management) 111
3.5.8.1 To Print the Diary Actions Report 112
3.5.9 Promised Payments Report (Credit Management) 113
3.5.9.1 To Print the Promised Payments Report 113
SALES LEDGER RECORD CREATION - PRACTICAL 1 OF 1 114

4 REPORTS 115

4.1 PUBLISHING A REPORT 115
4.2 TO VIEW SALES DETAILS 116
4.3 LIST OF REPORTS 117
4.4 SALES ANALYSIS 133
4.5 SALES HISTORY 135
4.5.1 Tidy History 137
4.6 SALES VIEW 137
4.6.1 Transactions 140
4.7 PROCESSING VIEWS 140
4.7.1 Account View 140
4.7.2 Debtor Analysis 142
4.7.3 Turnover Analysis 143

5 UTILITIES 144

5.1 PERIOD END 144

APPENDIX 146

APPENDIX A - INTEGRATION WITH ADVANCE NOMINAL 146
Sales Ledger Postings 146
Sales Ledger Analysis Details 146
Posting a Sales Ledger Invoice/Credit Note 146
Posting an Adjustment 147
Posting a Sales Receipt 148
Sales Analysis/Sales History Reports 149
Sales Ledger Nominal Transfer 149
APPENDIX B – NOTES 150
Automatic Notes Creation 151
Note Reports 151
Prerequisites 151
Note Entries 152
APPENDIX C - OBJECT LINKING AND EMBEDDING 153
APPENDIX D – RECTIFY ANALYSIS BREAKDOWN 154
The Data effects in summary; 159
"Undo" Allocation 159
"Undo" Allocation and Associated Monetary Transactions 159
Points of Interest 159
APPENDIX E – DATA STRUCTURES & TECHNICAL INFORMATION 160
Joins Information 162
Codes of interest 164
Pegasus Opera 3 Enterprise VFP Database Structures – Sales Tables 165

OTHER GUIDES AND HELP 180

README FILE 180
RELEASE GUIDE 180
INSTALLATION GUIDE 180
DEMONSTRATION DATA GUIDE 180
IMPLEMENTATION GUIDE 180
SYSTEM REQUIREMENTS GUIDE 180
HELP 180

DOCUMENT MANAGEMENT & EXECUTIVE DASHBOARDS GUIDES 180

Accreditation Training Courseware

Introduction

About Opera 3

Opera 3 is the most versatile and user-friendly accounting, supply chain management, payroll & HR, manufacturing and reporting solution from Pegasus Software. A modular solution, Opera 3 enables you to select the components that match your current business model, whilst making it possible to add further functionality as requirements change. This means that the capability or capacity of a system can be seamlessly expanded whilst safeguarding the investment.

For more information about Opera 3, select the Solutions link on the Pegasus web site.

About this Guide

This Accreditation Training Courseware offers an accompanying guide to the accreditation training course.

If you are new to Opera 3, read the Getting Started section of the Opera 3 Help that covers the application in more detail. You can access this from the Windows Start menu, or by using the F1 Key or Help menu when you have logged in to the product.

Opera 3 is available for both Visual FoxPro and SQL Server database platforms. This Accreditation Training Courseware applies to both database platforms, however, there are certain elements that are only included in one or the other database, and as such, the relevant sections or paragraphs are clearly identified with the following labels:

> **[SQL]** – only relevant if you are running the application on an SQL Server database.
>
> **[VFP]** – only relevant if you are running the application on a Visual FoxPro database.

Sections that are not identified with these labels are relevant to both database types.

For more information, see the section Functional Differences between Opera 3 Enterprise & Opera 3 Enterprise SQL section in the release guide.

Introducing the module

The Opera Sales Ledger provides a flexible means of referencing your Customer Accounts and includes a number of useful analysis features and dynamic views that will help you to produce meaningful and effective sales reports quickly and control the update of sales transactions to the Opera Nominal Ledger.

Use the **Processing** command to store the data for your customer account records (debtors). Recording accurate customer details is important because it not only identifies who your customers are, but also controls who receives invoices and on what terms, what defaults are displayed when transactions are entered and how sales are analysed.

Feedback

Pegasus is interested to hear your views on the documents we provide. To give your feedback, send an email to training@pegasus.co.uk. Please type "O3Training_Accreditation_FIN20SalesLedgerR3.5.docx Accreditation Training Courseware" in the subject box.

Please note that product support is not offered through the above email address.

Key

Icon	Meaning
Example – Examples	Useful Hint, Tip or Note. General Comments / Notes
	Useful Report obtained from clicking on the print icon while sitting on the form
	During the literature, some basic Question and Answer / Troubleshooting points are discussed. May include a few did you knows…
	Website link
	Exercises / Example solution
	Report to XLS
	Potential Report Enhanced from Opera II (more than simple field adjustments)
Question *Answer* FAQ	FAQs - Only
	Action Menu example of the corresponding form.

Training Literature Releases

Release	Added Information
R1.0	Originating document (Uplift)
R2.0	Originating document (Uplift to O3)
R2.1	Uplift to include Retrospective Debtors v1.3x information and Chapter Number adjustment
R3.0	Update to version 1.5x – including Rectifying allocations and Action Menu addition
R3.1	Update for version 1.7x
R3.2	Update for E-mail profile changes and general SCR F1 help changes
R3.3	Minor changes for SEPA v2.12 & 2.13
R3.4	F1 help changes & update for 2.14
R3.5	Update for 2.20, 2.21, 2.22 & Minor Updates

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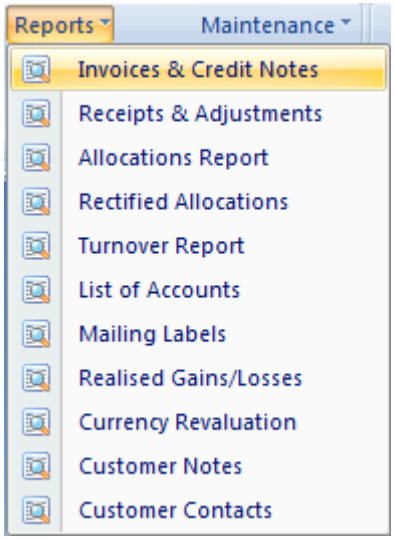
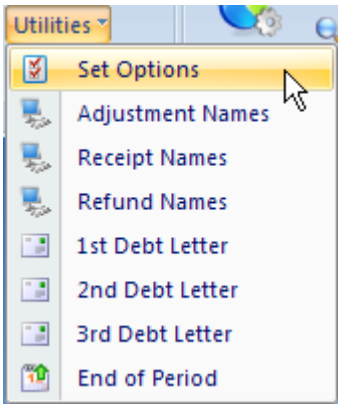
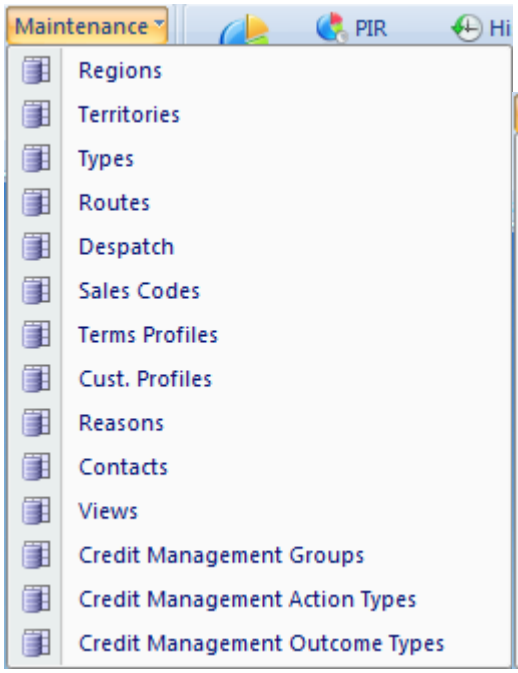
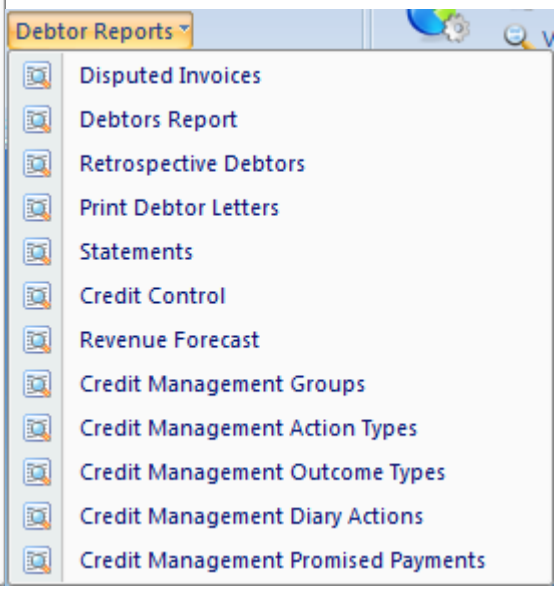
Module Menu Structure

The following sections will cover the functionality of the options in this module as outlined in the image below which shows each menu option contained in this module.









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Glossary (of Menu Structure)

Navigator Folder	Command	Purpose
Processing	Processing	This section stores the data for your customer account records, post transactions and view your customer's balances and other financial information. Recording accurate customer details is important because it not only identifies who your customers are, but also controls who receives invoices and on what terms, what defaults are displayed when transactions are entered, and how sales are analysed. There is also a Rectify Allocation command which enables you to correct transactions that have been allocated in error.
Credit Management Centre		The Credit Management Centre provides credit controllers and other people involved in debt management with a consolidated view of all the features of Opera 3 that are critical for effective credit control management. You can view all the necessary information to help improve cash flow, reduce bad debts and improve the overall financial position of your business. You can quickly see what is owed and who owes it. This feature is available in Opera 3
	View	Access to Sales History Analysis Views
Reports	Reports	The commands on the Reports submenu provide listings of records maintained in the Sales module. These include lists of records maintained through the various forms and transactions generated as a result of journal postings and other transaction processes. Documents can also be printed including customer statements and reminder letters.
Debtors Reports	Debtors Reports	
	Analysis	The Analysis command provides a report for VAT, six user-definable analysis reports and a transaction audit report. You define you own reports using the Set Options command on the Action menu associated with the Sales Analysis form.
	Sales History	Use the Sales History command to report on sales data held for previous accounting periods. When you use the End of Period command on the Utilities submenu of the Sales module, sales analysis information is transferred to a history file where it remains until you remove it using the Tidy History command. You define you own history reports using the Set Options command on the Action menu associated with the Sales History form.

Utilities	The commands on the Utilities Submenu provide a number of processes	
	Set Options	Set Options contain a number of options that define the way the Sales Ledger module works
	Adjustment Names	Select Adjustment Names to call up a table of adjustment descriptions and their associated Nominal Code
	Receipt Names	Select Receipt Names to call up a table of receipt names for analysis of receipts.
	Refund Names	Select Refund Names to call up a table of refund names for analysis of refunds.
	Debtors Letters	This feature enables the composition of debt letters with user-defined selection and positioning of ledger account fields within the letter.
	End of Period	At the end of each accounting period, you use the End of Period command to perform actions such as removing deleted accounts from the system
Maintenance	The Maintenance Submenu includes menu items to 'set up' the Sales Ledger. Some menu items are optional, some mandatory.	
	Regions	**Sales Regions** is one of the optional methods available for using as a Sales Analysis tool.
	Territories	**Sales Territories** is one of the optional methods available for using as a Sales Analysis tool.
	Types	**Customer Types** is one of the optional methods available for use on as a Sales Analysis tool.
	Routes	**Delivery Routes** identify the delivery routes to your customers. Used in conjunction with the SOP module), you can use route codes to sort goods when picking lists are created to help you organise your delivery loads by route.
	Despatch	You can organise deliveries of products to customers according to despatch types or methods in the SOP module. You can use despatch type codes to sort goods when picking lists are created to help you organise your delivery loads by method of despatch.
	Sales Codes	**Sales Codes** are used as part of the analysis of sales invoice and credit note transactions. You can also use sales codes to define analysis reports. If you have the Nominal module integrated to the Sales module, sales code records define the link between invoice details lines and nominal accounts. The sales code forms part of the nominal transaction analysis that takes place when you use the **S/L Transfer** command in the Nominal module. MANDATORY SET-UP REQUIRED.

	Terms Profiles	**Terms Profiles** are sets of defaults that define the trading terms agreed with your customers. Separate terms may be agreed for particular customer groups or can be different for individual customers. Terms profiles are used to control various conditions of trading, and may be used to ease the process of setting up accounts
	Customer Profiles	**Customer Profiles** are sets of defaults that determine those characteristics common to various classifications of customers. These defaults include options, such as those that determine the operating currency, whether statements are produced, how long transactions are retained and so on; and financial controls, such as the bank and debtor control accounts used for postings, the default VAT rate, and so on. Customer Profiles may be used to ease the process of setting up accounts
	Reasons	This option allows the User to created Reason codes for Disputed Invoices.
	Contacts	This option allows the User to create Attributes for Contacts. Multiple Contacts may be attached to customer records and used in mailshots and reports. Attributes allow the User to target specific contacts with specific attributes.
	Views	The User may create Sales History Analysis Views. A vast amount of Views may be set-up, with a maximum of 6 levels on each.
	Credit Management Groups	Groups are used to group customers so they can be filtered in Credit Management Centre. These codes are optional; you do not have to use groups in Credit Management Centre. Even if groups are created, you do not have to use one for each customer. You can allocate a group to some customers and not to others.
	Credit Management Action Types	Action Types are codes used to describe Diary Actions that have been recorded in Credit Management Centre. A number of different Action Types are created automatically by the system so that you do not need to
	Credit Management Outcome Types	Outcome Types are optional codes that you can add to diary actions in the Credit Management Centre. These are most likely to be used when a diary action is marked as completed but they can also be used before then. These codes are displayed on the list of actions on the Accounts, Transactions and Diary tabs, and on the Diary Actions Report.

Notes

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The Module

The Sales Ledger module provides a flexible means of referencing your Customer Accounts and includes a number of useful analysis features and dynamic views, that help you to produce meaningful and effective sales reports and control the update of sales transactions to the Nominal Ledger.

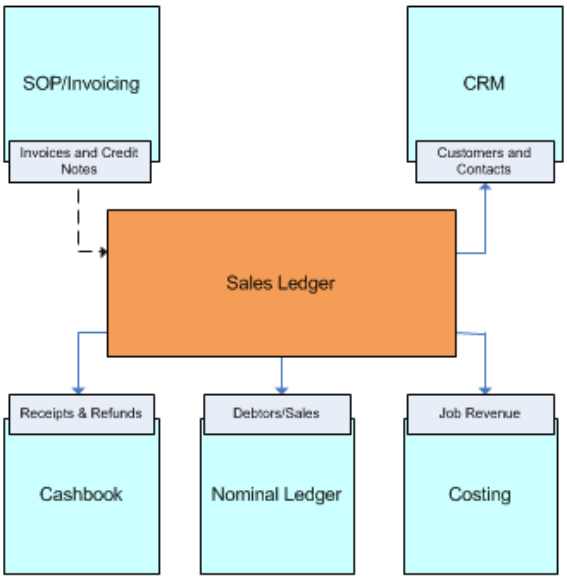
Use the Processing command to store the data for your customer account records (debtors). Recording accurate customer details is important because it not only identifies who your customers are, but also controls who receives invoices and on what terms, what defaults are displayed when transactions are entered, and how sales are analysed.

The Sales Ledger is linked to the Nominal Ledger by selecting Sales Ledger to Nominal in the Links section of System > Maintenance > Company Profiles > Options.

Manage your customers efficiently and control customer records by creating profiles and trading terms, process invoices, credit notes, receipts and refunds. The Sales Ledger has built-in credit control facilities and improves cash flow by allowing tighter control in the management of customer payments, with calculation of average debtor days and revenue forecast.

How the Sales Ledger links to other modules

The Sales Ledger can link to the SOP/Invoicing, Customer Relationship Management (Sales Pipeline Management, Service Management and Helpdesk), Cashbook, Nominal Ledger and Costing applications. The applications only link to the Sales Ledger if the respective option is ticked on the System - Maintenance - Company Profiles form.



Sales Ledger and Open Period Accounting

Notes

Open Period Accounting is an optional feature that allows you to control whether your Nominal Ledger accounting periods are open or closed for new postings. Accounting periods can be kept open as long as necessary but are normally closed once management accounts have been presented for the financial year. If Open Period Accounting is used, each transaction that is posted in the application has a Nominal Ledger transaction date, which determines the accounting period that is posted to and the period name that is displayed at the time of posting. The period that is posted to can be the current Nominal Ledger period, a previous Nominal Ledger period, or a future Nominal Ledger period as long as the period is open. You also do not need to change the application's system date because the Nominal Ledger transaction date determines which period is updated.

Open Period Accounting works with both the Real Time Update method and the batch transfer method of updating the Nominal Ledger.

An option on the Company Profiles form controls whether Open Period Accounting is used.

For more information see the Open Period Accounting Help topic.

The Sales Ledger updates the Nominal Ledger with details of invoices, credit notes, receipts and refunds. If you use the Open Period Accounting feature, the period status for the Sales Ledger in the Financial Calendar must be 'Open' before the details can be posted. If the period's status is 'Closed' or 'Blocked', the transfer cannot be done.

Introducing the Sales Ledger

The Sales Ledger application provides a flexible means of referencing your customer accounts and includes a number of useful analysis features and dynamic views that help you to produce meaningful and effective sales reports and control the update of sales transactions to the Nominal Ledger.

The Sales Ledger is structured into the following sections:

Notes

Section	Description
Processing	This section stores the data for your customer account records, post transactions and view your customer's balances and other financial information. Recording accurate customer details is important because it not only identifies who your customers are, but also controls who receives invoices and on what terms, what defaults are displayed when transactions are entered, and how sales are analysed. There is also a Rectify Allocation command which enables you to correct transactions that have been allocated in error.
Credit Management Centre	Credit Management Centre in the Opera 3 Sales Ledger provides credit controllers involved in debt management with a consolidated view of all the features that are important for effective credit control management. You can view information to help manage cash flow, reduce debts and improve the overall financial position of your business. You can quickly see what is owed and who owes it. Debt management in the Credit Management Centre provides a facility to design debtor correspondence and email covers, and send them using Pegasus Scheduler (2.00 and later). You can create different designs for each customer if required, or use the same design for all customers. You can design up to nine levels for each request for payment, or use the same design all the time.
Reports	This section includes lists of records maintained through the various forms and transactions generated as a result of journal postings and other transaction processes. Reports can be used to view information on your computer screen as well as printing. Most reports provide a number of options to determine the criteria, sequence and range of records reported. Tip: Some reports can also be saved as Microsoft Excel spreadsheets. For a complete list of those reports, see the Printing and Reporting Help topic.
Debtor Reports	This section provides reports that help you monitor outstanding customer balances, view disputed invoices, print debtors letters and so on. Tip: Some reports can also be saved as Microsoft Excel spreadsheets. For a complete list of those reports, see the Printing and Reporting Help topic.
Analysis	This section provides a VAT report, six user-definable analysis reports and a transaction audit report for this period only. When the End of Period command is run the sales analysis information for the current period is transferred to a history file.
Sales History	This section reports on sales data held for previous accounting periods. When you use the End of Period command, sales analysis information is transferred to a history file where it remains until you remove it. You define your own history reports.
Utilities	This section is where you choose the settings for the Sales Ledger, create friendly names for adjustments, receipts and refunds, create your debtors letters, and close the current sales period ready for the next period.
Maintenance	This section is where you define your sales analysis codes, customer profiles, reason codes for transaction disputes, contact information and settings for the sales views.

Notes

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1 Set-Up

1.1 Recommended Order of Set-up

It is suggested that you set up the Sales Ledger in the following way:

System Manager

- Exchange Rates - relevant currencies are created for foreign Customers.
- VAT rates - create relevant rates within VAT Processing.
- Company Profile - select relevant links between modules and appropriate options

EC VAT (If Applicable)

- If user has EC Vat module – Home Currency needs to be specified

Sales Ledger

Utilities

- Set Options
- Adjustments Names
- Receipt Names
- Refund Names
- Debtors Letters (Opt)

Maintenance

- Sales Regions (Opt)
- Territories (Opt)
- Customer Types (Opt)
- Routes (Opt)
- Despatch Methods (Opt)
- Sales Analysis Codes
- Terms Profiles (Opt)
- Customer Profiles (Opt)
- Dispute Reason Codes (Opt)
- Contact Attributes (Opt)
- Views - User Definable (Opt)

Processing

- Create Customers
- Post Opening Balances (Invoice or Adjustment)

Note:

- Optional - Define Sales Analysis Reports within Sales > Analysis.
- It is recommended that you now take a backup of your data.

(Opt) = Optional

Set-up

1.2 Utilities Records

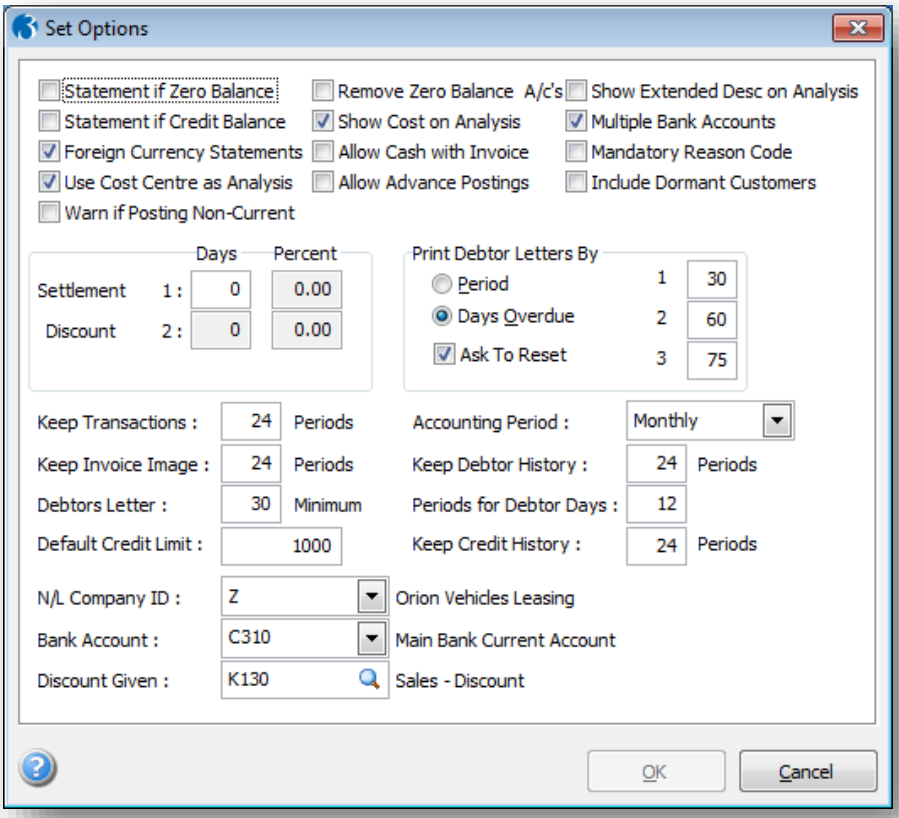
Notes

This section goes through the records that are required to be set-up within the Utilities group. This includes Set Options which offer various settings that govern the workings of the module. This is an essential part of the set-up process.

1.2.1 Set Options

The Set Options control how the Sales Ledger operates, therefore understanding the effect of each option is essential before deciding how it should be set.

Use **Set Options** command to specify options and controls that affect the operation of the Sales module's processes and functions. Your setup strategy will determine the order in which you complete the option settings. You do not need to complete all options before you begin, however some settings may require other records to have been created beforehand. For example, you cannot identify a default bank account code unless the corresponding account record already exists. Once you begin using the system, you should be very wary of changing any options. For example, amending the settings after transactions have been processed might have an adverse affect on the way existing data is presented or processed. The **Set Options** command is an exclusive process. That means you cannot change option settings while other forms or processes that involve the Sales module are active.



Notes

Box	Description
Statement if Zero Balance	An option that determines whether statements are printed for customers if the account balance is zero. Statements are printed using the **Statements** command on the **Reports** submenu.
Statement if Credit Balance	An option that determines whether statements are printed for customers if the account balance is in credit. Statements are printed using the **Statements** command on the **Reports** submenu.
Foreign Currency Statements	An option that determines whether statements are printed for foreign customers in their operating currency. If the option is cleared, all statements are printed in the company's home currency. Statements are printed using the **Statements** command on the **Reports** submenu.
Use Cost Centre as Analysis	An option that determines whether the cost centre used for transfers of sales to the nominal ledger is derived from the **Cost Centre** box on the **Analysis** form associated with the **Customer** form. This only applies if the **Cost Centres in Nominal** option is selected on the **Company Profiles** form associated with the nominal ledger company.
Warn if Posting Non-Current	An option that determines whether a warning is displayed when a transaction is posted outside of the current period in the Nominal Ledger. This applies if the Open Period Accounting feature is used. Tick the option if you want your operatives to be warned when they post a transaction to a period other than the current period. Open Period Accounting is an optional feature that allows you to control whether your Nominal Ledger accounting periods are open or closed for new postings. Accounting periods can be kept open as long as necessary but are normally closed once management accounts have been presented for the financial year. If Open Period Accounting is used, each transaction that is posted in the application has a Nominal Ledger transaction date, which determines the accounting period that is posted to and the period name that is displayed at the time of posting. The period that is posted to can be the current Nominal Ledger period, a previous Nominal Ledger period, or a future Nominal Ledger period as long as the period is open. You also do not need to change the application's system date because the Nominal Ledger transaction date determines which period is updated. Open Period Accounting works with both the Real Time Update method and the batch transfer method of updating the Nominal Ledger. An option on the **Company Profiles** form controls whether Open Period Accounting is used. Open Period Accounting is available in Opera 3
Remove Zero Balance A/C's	An option that determines whether accounts are automatically removed when the Sales Ledger - Utilities - End of Period command is used. Only accounts that satisfy these criteria will be removed: • The current balance must be zero • The order balance must be zero • It must not have advanced transactions outstanding, which are not included in the current balance • It must not be a model account • All documents posted in the Sales Order Processing or Invoicing applications must be either fully invoiced or credited.
Show Cost on Analysis	An option that determines whether you want the cost of goods entered for sales invoices or credit notes included in the sales analysis reports to provide a gross margin figure. Sales analysis reports are produced using the **Analysis** command on the **Reports** submenu. This only applies to invoices and credit notes entered using the commands on the **Action** menu associated with the **Customer** form.

Notes

Allow Cash with Invoice	An option that determines whether a receipt transaction can be posted and allocated automatically to invoices entered using the **Invoice** command on the **Action** menu associated with the **Customer** form.
Allow Advance Postings	An option that determines whether you can allocate a new transaction to a future period. If the option is selected, an **Advance** option appears on the transaction entry forms and, if selected, the transaction is excluded from the current period's account balance. Transactions posted in advance are automatically included in the current balance after you run the period end using the Sales - Utilities - End of Period command. **Note:** This option is cleared by the Sales - Utilities - End of Period command so that transactions posted at the start of the new current period are not posted as advanced transactions.
Show Extended Desc on Analysis	An option that determines whether you want the sales analysis and history files to store the extended description associated with stock items included on sales invoices and credit notes.
Multiple Bank Accounts	An option that determines whether a different bank account can be selected when a sales receipt or refund transaction is entered. If the option is cleared, postings can only be made to the default bank account. This option only applies if you have more than one bank account defined in the Nominal or Cashbook application.
Mandatory Reason Code	An option that determines whether a reason code must be selected when marking a transaction in dispute. Transactions can be marked as disputed while using the **Allocate** command and if this option is selected, you must select a reason code. The codes and corresponding descriptions are defined using the **Reasons** command on the **Maintenance** menu.
Include Dormant Customers	An option that determines the default setting of the **Include Dormant Customers** option on the **Search** form displayed when you use the **Search for records matching criteria** toolbar button. Refer to the Processing (Sales) topic for information about the **Dormant** option on the **Terms** form associated with customer records.
Settlement Discount 1 and 2 Days and Percent	The number of days that determines the period of time within which a customer is entitled to receive a discount on the invoice amount and the percentage of entitlement. You can specify two levels of discount according to two different periods. Settlement discount can be defined at three levels: on this **Set Options** form, on a Terms Profile that can be linked to one or more customers and for an individual customer's record on the Customer Trading Terms form linked to the **Processing** form.
Print Debtors Letters By	A group of options and settings that control the way in which debtors letters are produced. You can determine the period of time to elapse between each of three levels of debtors letter. This period can be based on either a number of accounting periods or a number of days overdue. If you select **Days Overdue**, enter the days applicable to each level of letter in the **1**, **2** and **3** boxes. An indicator that a debtors letter is due is stored with the customer account records when transactions become overdue. Select the Ask to Reset option if you want to be able to clear that indicator whenever a receipt (but not a credit note) is paid to the account. With the option selected, a message will appear asking if you want to reset the indicator when letters are produced using the Print Debtors Letters command on the Reports submenu.
Keep Transactions..Periods	The number of periods, from 1 to 99, that you want to retain completed sales transactions. Transactions will be retained for the number of periods specified here after which they will be removed by using the **End of Period** command. **Note**: The number of periods you specify here can be overridden by the number entered in the Keep Transactions box on the Options form associated with the Sales Ledger - Processing form.

Notes

Keep Invoice Image..Periods	The number of periods, from 1 to 99, that you want to retain images of sales invoice and credit note analysis records. The analysis details will be retained for the number of periods specified here after which they will be removed by using the **End of Period** command. **Note**: The number of periods you specify here can be overridden by the number entered in the Keep Doc Images box on the Options form associated with the Sales Ledger - Processing form.
Keep Credit History..Periods	The number of periods, from 1 to 99, that you want to retain images of sales invoice and credit note analysis records. The analysis details will be retained for the number of periods specified here after which they will be removed by using the **End of Period** command. **Note**: The number of periods you specify here can be overridden by the number entered in the Keep Credit History box on the Options form associated with the Sales Ledger - Processing form. This feature is available in Opera 3
Debtors Letter..Minimum	Letters are only produced for outstanding values equal to or greater than the value you enter in this box. This is overridden by the value specified in the same box on the **Terms** form associated with the **Customer** form.
Accounting Period	An option that determines the length of the sales accounting period. You can select one of the following from a list: **Monthly**, **7 Days**, **14 Days**, **28 Days** or **30 Days**. This setting is used to age outstanding balances by accounting period on sales reports and enquiries.
Keep Debtors History	The number of periods debtors history records are to be kept. All aged debtor history records older than the number specified here are removed at the next period end.
Periods for Debtor Days	The number of periods used in the calculation of the average daily sales which is then used to determine the average debtor days (time taken to settle accounts).
N/L Company ID	An option that determines which company's nominal ledger is used for sales transfers. This only applies if the **Sales Ledger to Nominal** box is ticked on the **Company Profiles** form in the System Manager. Only those companies to which you are entitled to gain access are included in the list. Both the Sales Ledger company and the Nominal Ledger company must have the same settings in these boxes on the **Company Profiles** form: • Home currency • Real Time Update of Nominal • Open Period Accounting. **Tip:** Link both the Sales Ledger and Purchase Ledger to the same nominal ledger (for example, you can link both the Sales Ledger and Purchase Ledger for company 'A' to the Nominal Ledger in company 'B'.
Bank Account	A reference that identifies the nominal ledger account to which the value of the receipts and refunds will be posted. You can select from a list. Nominal account records are defined using the **Bank Accounts** command in the Nominal application. If you have the Cashbook application activated, bank accounts are defined using the **Processing** command in the Cashbook application.
Discount Given	A reference that identifies the nominal ledger account to which the value of the sales discounts given will be posted. You can select from a list. Nominal account records are defined using the **Processing** command in the Nominal application.
Default Credit Limit	The default credit limit to be applied to all new customers. This value is automatically entered in the Credit Limit field of the **Trading Terms** form on the **Processing** form in the Sales Ledger when new customers are created. The credit limit can be amended on an individual basis **Trading Terms** form as required.

1.2.2 Adjustments Names

Notes

For each type of adjustment posting you need to make in the sales ledger, you must have an adjustment type record that identifies the nominal ledger account to which the transaction value is posted. Using the Adjustment Names command, you can maintain a table of these adjustment types. You then select the relevant name in the Reference 2 list box when posting a sales adjustment transaction.

Using Adjustment Names - Example of dealing with a bad debt

When a bad debt occurs that you need to write off against your profit figure, you need to clear the balance of the customer account concerned and update the balance of the nominal ledger's bad debt write off account. You create an adjustment name record using the Adjustment Names form, typing 'Write Off' in the Name box and selecting the Bad Debts Write Off account in the Nominal Code box.

When you use the Adjustment command on the Action form for the customer record concerned, you select the Write Off adjustment name in the Reference 2 box on the Post Customer Adjustment form. When the transaction is posted, the correct nominal account balance is updated automatically when the nominal ledger is updated.

Foreign Currency Gains and Losses

When your customer pays an invoice in a foreign currency, it is likely that the exchange rate between the home and foreign currencies will have changed since the date the invoice was posted. As a result of that change, there will be a gain or loss depending on whether or not it is in your favour. The value of such discrepancies is posted to a nominal account you identify on the **Adjustment Names** form.

If you use the multi-currency module you can define a description and nominal account for gains or losses arising from foreign exchange transactions. A home currency must also be defined in the System > Maintenance > Company Profiles command.

*At the point of entering an adjustment the operator will be required to scroll through these names and select the relevant one. This will then be used as **Ref 2** for the transaction.*

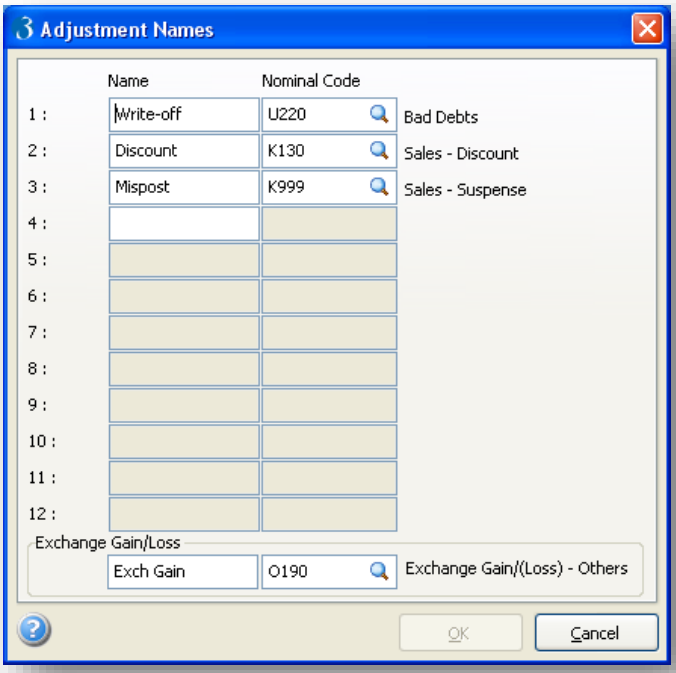
If Sales Ledger is being integrated to Nominal, it is also necessary to specify the Nominal Ledger Account number to which adjustments recorded against each name are to be posted.

*The user may define up to twelve Adjustment Names. The Adjustment Name entered in the first field will be offered as the default when creating **Adjustment** transactions.*

Notes

To Define Sales Adjustment Names

1. Open the Sales folder and then click Utilities - Adjustment Names or click the Financials tab and then click Sales - Utilities - Adjustment Names on the Ribbon Bar.
2. In the boxes provided, enter an adjustment name and select the corresponding nominal account code.
3. To store the adjustment names, click OK.

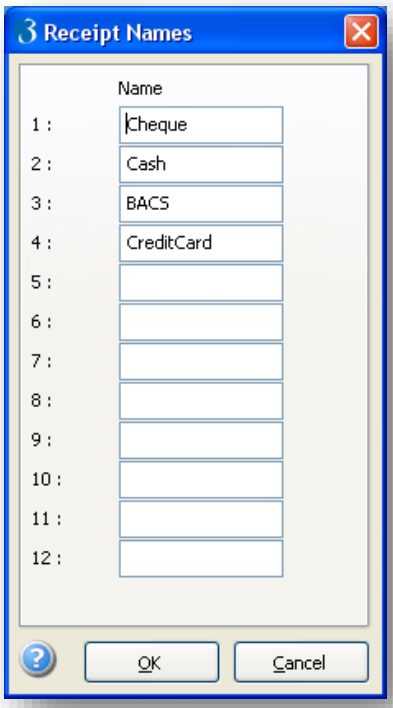


1.2.3 Receipt Names

When you post sales receipts using the Receipt command on the Action menu associated with the Customer form, you can enter two references. The second of these must be one you have predefined on the Receipt Names form. Using the Receipt Names command, you can maintain a table of up to 12 names, the first of which will be the default for the Ref 2 box on the Post Customer Receipt form. If you have the Cashbook module, each receipt name must have a cashbook type assigned. Care should be taken when creating these receipt names.

Notes

If using the Cashbook and a receipt name is linked to a cashbook type with the Batched option selected, we recommend you try to indicate this within the receipt name, so you ensure you select the right cashbook type when posting batched and non-batched receipts. Cashbook types are defined using the Cashbook Types command on the Maintenance menu in the Cashbook module.

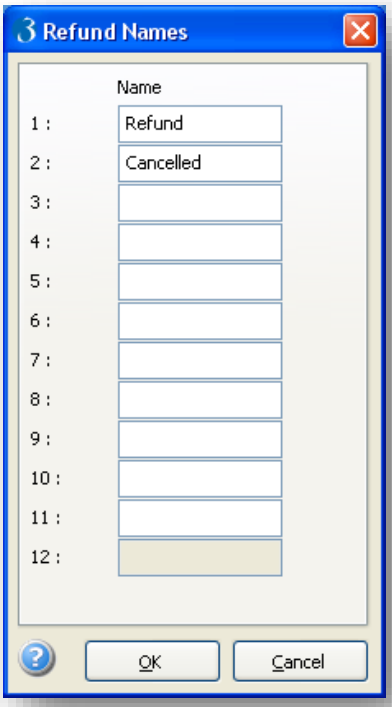


To define receipt names

1. Open the Sales folder and then click Utilities - Receipt Names or click the Financials tab and then click Sales - Utilities - Receipt Names on the Ribbon Bar.In the Name boxes provided, type the name you want for the receipt types.
2. In the Cashbook Type lists, click to select the cashbook type record that applies to the receipt.
3. If the receipt is a cash receipt which is to be listed separately on the Paying In Slip report in the Cashbook module, select the Cash Receipt option.
4. To store the receipt names, click OK.

1.2.4 Refund Names

When you post sales refunds using the Refund command on the Action menu associated with the Customer form, you can enter two references. The second of these must be one you have predefined on the Refund Names form. Using the Refund Names command, you can maintain a table of up to 12 names, the first of which will be the default for the Ref 2 box on the Post Customer Refund form. If you have the Cashbook module, each refund name must have a cashbook type assigned. Care should be taken when creating these refund names. If using the Cashbook and a refund name is linked to a cashbook type with the Batched option selected, we recommend you try to indicate this within the refund name, so you ensure you select the right cashbook type when posting batched and non-batched refunds. Cashbook types are defined using the Cashbook Types command on the Maintenance menu in the Cashbook module. For refunds linked to a cashbook type with the Credit Card option selected, you can enter the credit card details when you post them.



To define sales refund names

1. Open the Sales folder and then click Utilities - Refund Names or click the Financials tab and then click Sales - Utilities - Refund Names on the Ribbon Bar.In the Name boxes provided, type the name you want for the refund types.
2. In the Cashbook Type lists, click to select the cashbook type record that applies to the refund.

Notes

3. If the refund is a credit card which is to be listed separately on the Credit Card List report in the Cashbook module, select the Credit Card option.
4. To store the refund names, click OK.

1.2.5 Debtors Letters

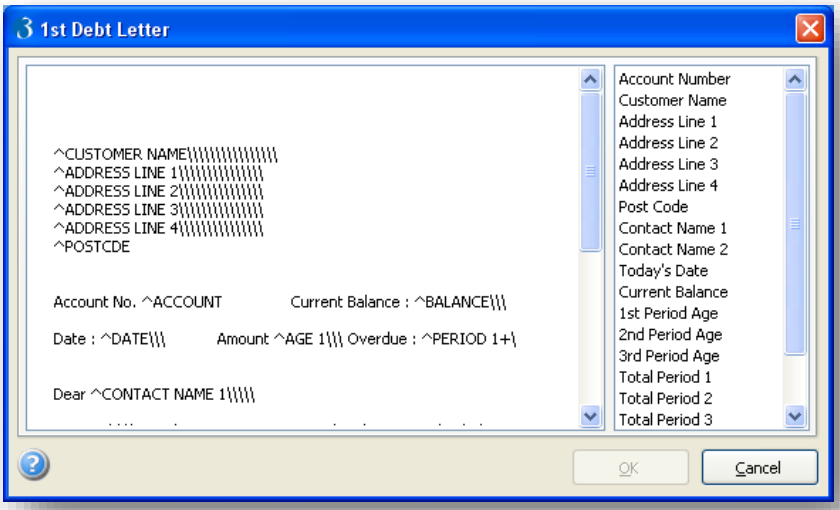
Debt Management using the Credit Management Centre

Debt management in the Credit Management Centre provides a facility to design debtor correspondence and email covers, and send them using Pegasus Scheduler (2.00 and later). You can create different designs for each customer if required, or use the same design for all customers. You can design up to nine levels for each request for payment, or use the same design all the time.

Please see the Credit Management Centre Help topic for more information.

Debt Letters

Debt Letter (1st, 2nd and 3rd) - You can create up to three levels of debtor letter to be produced using the Print Debtor Letters command on the Reports menu. You use the 1st Debt Letter, 2nd Debt Letter and 3rd Debt Letter commands to create the three levels of letters, each one of increasing severity, depending on the age of the debt. When the letters are printed, you select the level of letter to be used. For all three commands, a form is provided in which you can type the content of the letter. Within the body of the text, you can include 'variables' based on the data stored in the sales ledger. These variables are presented in a list box to the right of the text editing box. To include a variable at the current cursor position within the edit box, double-click the variable name in the list. The following variables are available:



- Account Number
- Customer Name
- Address Line 1
- Address Line 2
- Address Line 3
- Address Line 4
- Post Code
- Contact Name 1

Notes

- Contact Name 2
- Today's Date
- Current Balance (the current balance of a customer account)
- 1st Period Age (the number of days for the first period)
- 2nd Period Age (the number of days for the second period)
- 3rd Period Age (the number of days for the third period)
- Total Period 1 (the total amount outstanding in the first period)
- Total Period 2 (the total amount outstanding in the second period)
- Total Period 3 (the total amount outstanding in the third period)
- Period 1 & Over (the total of all outstanding balances in the first period and older)
- Period 2 & Over (the total all outstanding balances in the second period and older)

A reference to represent the variable appears in the editing box when you select it, and automatically provides sufficient space within the text for the actual data associated with the variable to be printed in full, when the letter is produced.

Example

^CUSTOMER NAME

^ADDRESS LINE 1

^ADDRESS LINE 2

^ADDRESS LINE 3

^ADDRESS LINE 4

^POSTCDE

Account No. ^ACCOUNT Current Balance : ^BALANCE

Date : ^DATE\\\ Amount ^AGE 1\\\ Overdue : ^PERIOD 1+

Dear ^CONTACT NAME 1

We would like to draw your attention to the above overdue balance on your account. This amount exceeds our normal credit terms and prompt settlement would be appreciated. If you have already despatched payment to us then please accept our thanks and disregard this reminder. If however, this amount should remain outstanding then we reserve the right to withdraw your credit facilities.

Yours sincerely

Jill Plumber (Mrs)

Credit Controller

To define debtors letters

Notes

1. Open the Sales folder, click Utilities or click the Financials tab and then click Sales - Utilities on the Ribbon Bar. and then do one of the following:
   - To edit the content of the first level of debtor letter, click 1st Debt Letter.
   - To edit the content of the second level of debtor letter, click 2nd Debt Letter.
   - To edit the content of the third level of debtor letter, click 3rd Debt Letter.
2. In the box provided, type the text for the body of the letter.
3. To include a variable within the text, position the cursor where the first character of the variable is to appear and then double-click to select the highlighted variable from the list box on the right-hand side of the form.
4. To store the letter, click OK.

Notes

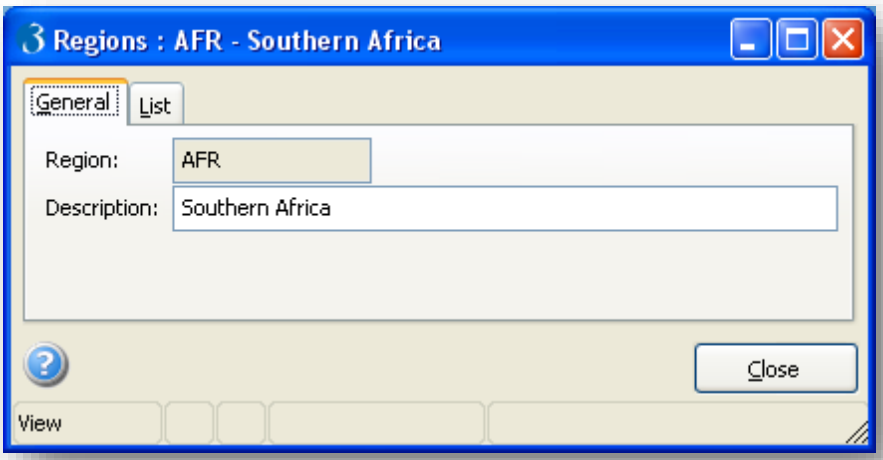
Accreditation Training Courseware

2 Maintenance

Various Maintenance records will need to be created for Processing and Analysis purposes. These records are often associated to processing records created such as “an Asset” and various respective analysis details.

2.1 Sales Regions

You can analyse customer data in a variety of ways and some predefined reports provide selection criteria so you can specify which customer records are included. So, classification of customers is an important part of the analysis process. The Sales Analysis form provides a Set Options command via the Actions menu for defining analysis reports. Sales regions is one of the methods of classification available.



Each sales region record comprises a unique code of up to three characters and a corresponding description. You can assign regions to customer records by selecting from the Region list on the customer Analysis form. This is displayed using the Analysis command on the Actions menu associated with the Customer form. We suggest you define your region codes before you create your customer records. Once you have defined at least one region code, all customer records must be assigned a code.

To Define Sales Regions

1. Open the Sales folder and then click Maintenance or click the Financials tab and then click Sales - Maintenance on the Ribbon Bar.
2. Click Regions.
3. To create a new record, click the icon on the toolbar or press CTRL+N.
4. In the boxes provided, enter a code and description for the region.
5. On the Record menu, click Save.

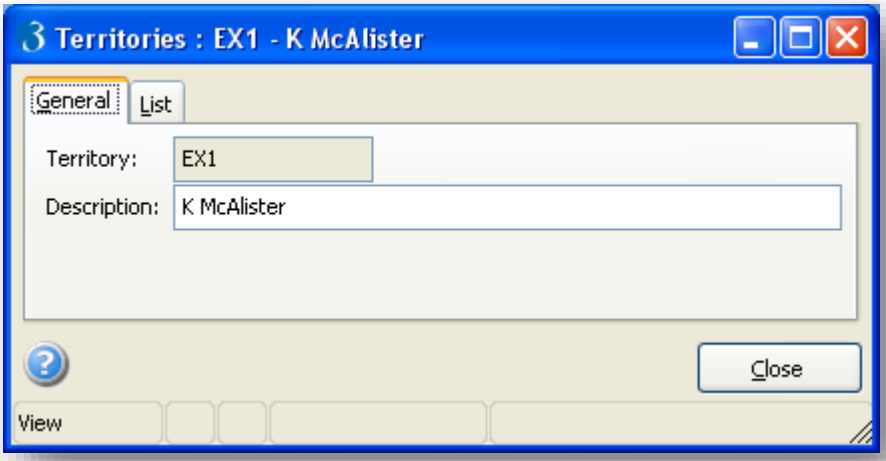
Maintenance

Notes

2.2 Territories

You can analyse customer data in a variety of ways and some predefined reports provide selection criteria so you can specify which customer records are included. So, classification of customers is an important part of the analysis process.

The Sales Analysis form provides a Set Options command via the Actions menu for defining analysis reports. Sales territories is one of the methods of classification available.



Each sales territory record comprises a unique code of up to three characters and a corresponding description. You can assign territories to customer records by selecting from the Territory list on the customer Analysis form. This is displayed using the Analysis command on the Actions menu associated with the Customer form. We suggest you define your territory codes before you create your customer records. Once you have defined at least one territory code, all customer records must be assigned a code.

To Define Sales Territories

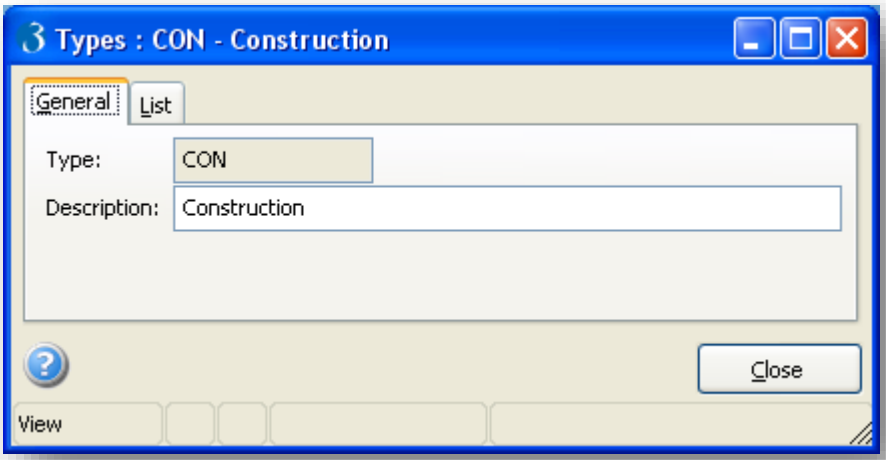
1. Open the Sales folder and then click Maintenance or click the Financials tab and then click Sales - Maintenance on the Ribbon Bar.
2. Click Territories.
3. To create a new record, click the icon on the toolbar or press CTRL+N.
4. In the boxes provided, enter a code and description for the territory.
5. On the Record menu, click Save.

2.3 Customer Types

You can analyse customer data in a variety of ways and some predefined reports provide selection criteria so you can specify which customer records are included. So, classification of customers is an important part of the analysis process. The Sales Analysis form provides a Set Options command via the Actions menu for defining analysis reports.

Notes

Customer types is one of the methods of classification available.



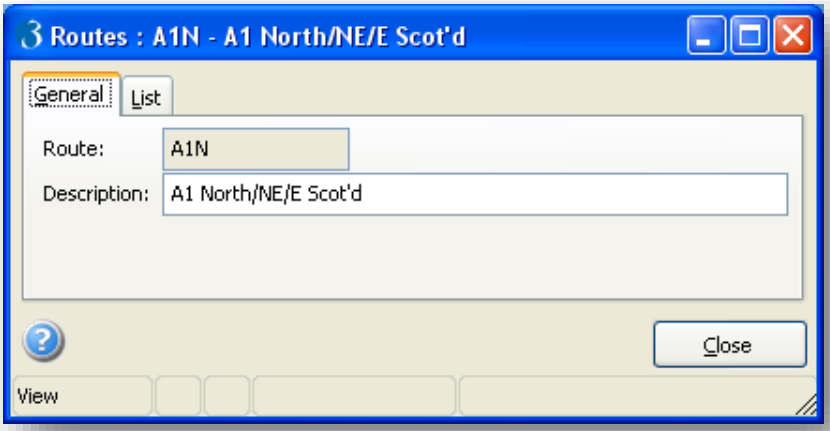
Each customer type record comprises a unique code of up to three characters and a corresponding description. You can assign customer types to customer records by selecting from the Type list on the customer Analysis form. This is displayed using the Analysis command on the Actions menu associated with the Customer form. We suggest you define your type codes before you create your customer records. Once you have defined at least one type code, all customer records must be assigned a code.

To Define Customer Types

1. Open the Sales folder and then click Maintenance or click the Financials tab and then click Sales - Maintenance on the Ribbon Bar.
2. Click Types.
3. To create a new record, click the icon on the toolbar or press CTRL+N.
4. In the boxes provided, enter a code and description for the customer type.
5. On the Record menu, click Save.

2.4 Routes

Delivery routes identify the delivery routes to your customers. Used in conjunction with the SOP module, you can use route codes to sort goods when picking lists are created to help you organize your delivery loads by route.



Notes

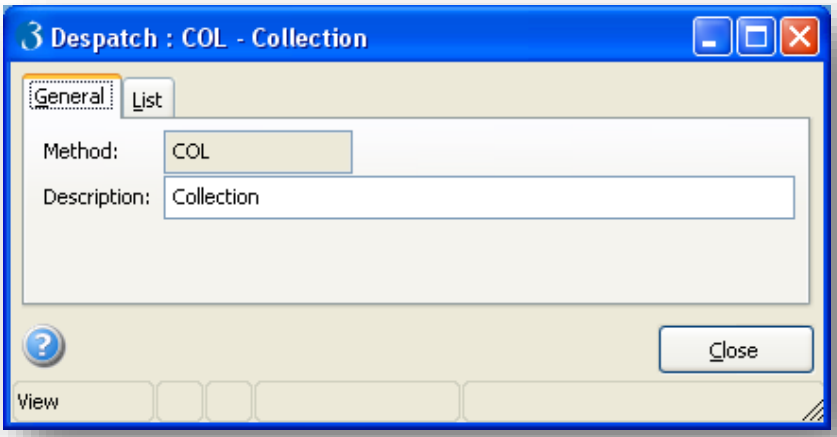
You can assign routes to customer records by selecting from the Route list on the customer Delivery form. This is displayed using the Delivery command on the Actions menu associated with the Customer form. We suggest you define your route codes before you create your customer records. Once you have defined at least one route code, all new customer records must be assigned a code. If you only need some customer routes defined, set up a sundry route record you can assign to all other customers. The default route assigned to a customer record can be overridden when sales orders are created in the SOP module.

To Define Sales Routes

1. Open the Sales folder and then click Maintenance or click the Financials tab and then click Sales - Maintenance on the Ribbon Bar.
2. Click Routes.
3. To create a new record, click the icon on the toolbar or press CTRL+N.
4. In the boxes provided, enter a code and description for the route.
5. On the Record menu, click Save.

2.5 Despatch Methods

Use the Despatch Types command to maintain despatch descriptions which you can include on sales order documents.



You can assign despatch types to customer records by selecting from the Desp. Method list on the customer Delivery form. This is displayed using the Delivery command on the Actions menu associated with the Customer form. We suggest you define your despatch codes before you create your customer records. Once you have defined at least one despatch type record, all new customer records must be assigned a code. If you only need to assign despatch types to some customers, set up a sundry record you can assign to all other customers. The default despatch type assigned to a customer record can be overridden when sales orders are created in the SOP module.

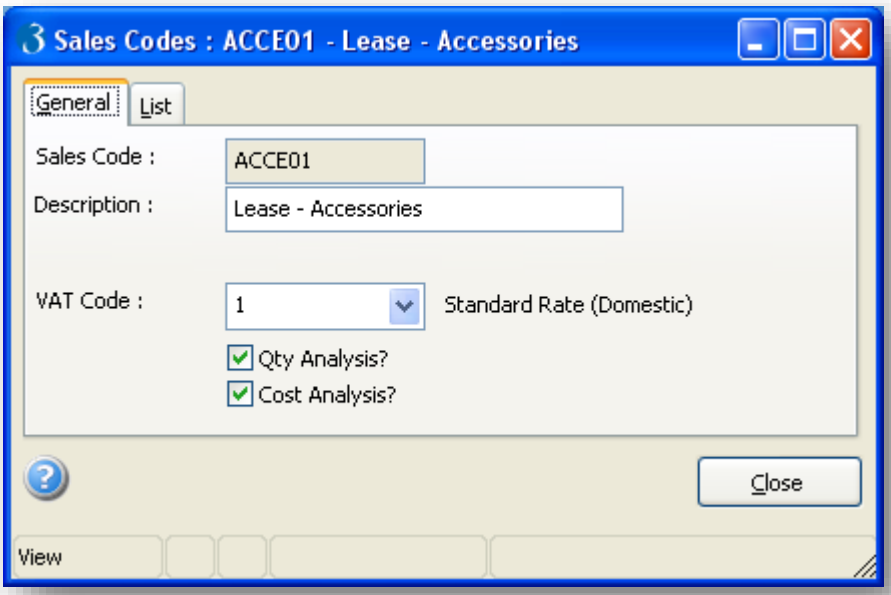
To Define Sales Despatch Types

1. Open the Sales folder and then click Maintenance or click the Financials tab and then click Sales - Maintenance on the Ribbon Bar.
2. Click Despatch.
3. To create a new record, click the icon on the toolbar or press CTRL+N.
4. In the boxes provided, enter a code and description for the despatch method.
5. On the Record menu, click Save.

2.6 Sales Analysis Codes

Notes

Sales codes are used as part of the analysis of sales invoice and credit note transactions. You can also use sales codes to define analysis reports; the **Sales Analysis** form provides a **Set Options** command via the **Actions** menu for defining analysis reports. If you have the Nominal module integrated to the Sales module, sales code records define the link between invoice details lines and nominal accounts. The sales code forms part of the nominal transaction analysis that takes place when the nominal ledger is updated. You can use sales codes to represent product groups or individual items sold or services rendered. A VAT code assigned to each sales code provides a default for the item line of the sales invoice or credit note transaction. The analysis of sales by quantity or cost (gross margin) can be determined for each sales code record. When you enter invoices or credit notes using the **Invoice** or **Credit** commands on the **Action** menu of the **Customer** form, you can select one or more sales codes from the **Analysis** list on the **Analyse Customer Invoice** form, depending on how you want to break down the transaction detail.



Prerequisites

The following identifies prerequisite records that must exist before you can complete the corresponding boxes on the **Sales Codes** form.

Box	Prerequisite
Nominal Code	If the **Sales Ledger to Nominal** option is selected on the **Options** tab of the **Company Profiles** form, at least one nominal sales account must be created using the Nominal >> Maintenance >> Accounts command.
VAT Code	At least one VAT code must be created using the System >> Maintenance >> VAT Processing command.

Each sales code record is identified by a unique code of up to eight characters. We suggest you define your sales codes before you create any sales transactions. Once you have defined at least one sales code, all invoice and credit note transactions entered using the **Processing** command in the Sales module must have at least one detail line analysed to a sales code.

Notes

To Define Sales Codes

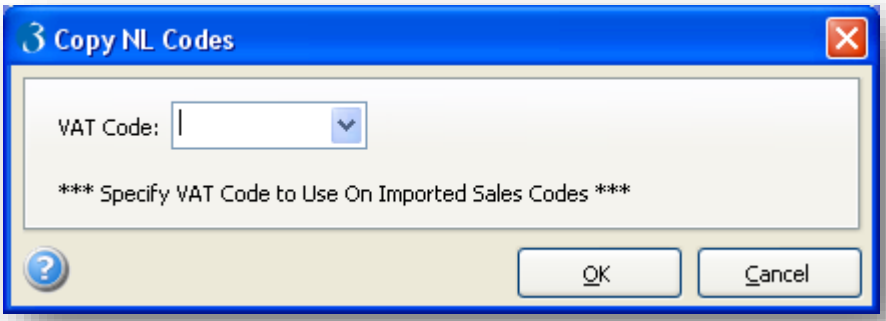
1. Open the Sales folder and then click Maintenance or click the Financials tab and then click Sales - Maintenance on the Ribbon Bar.
2. Click Sales Codes.
3. To create a new record, click the icon on the toolbar or press CTRL+N.
4. In the boxes provided, enter a sales code and its details.
5. On the Record menu, click Save.

2.6.1 Copying Sales Codes

Many businesses use a Sales analysis code as their Nominal Account code. For ease of use, the codes within the Sales Code function may be set-up by importing Nominal Ledger codes.

In order to use the copy facility, the user will need to be working within the **Sales Code** function. **Within this area the copy function will be *restricted* to Nominal Ledger Codes with a class of INCOME.** Pressing the Copy Data icon will generate a Copy NL Codes box.

The user will be required to state the default VAT code required, but once copied this may be altered within each individual code.



The new codes will exist *in addition* to any already created within the 'target' Company. Any unwanted codes can be deleted using the **Delete** function.

To Copy Sales Codes

1. Open the Sales folder and then click Maintenance or click the Financials tab and then click Sales - Maintenance on the Ribbon Bar.
2. Click Sales Codes.
3. To copy the records, click the icon on the toolbar or press CTRL+M
4. In the VAT Code box, click to select the VAT code to be used on imported sales codes.
5. Click OK.

Sales Code Entries

Notes

Box	Description
Sales Code	A unique reference for the sales code. You can use up to eight characters.
Description	You can add a corresponding description of up to 30 characters.
Nominal Code	A reference that identifies the nominal ledger profit and loss account to which the value of net sales in sales invoice or credit note transactions will be posted for the detail line associated with this sales code. You can select from a list. Nominal account records are defined using the **Processing** command in the Nominal application.
VAT Code	A reference that identifies the default VAT code. You can select the VAT code from a list. VAT code records determine the rate and classification of VAT in sales invoice and credit note transactions for the detail line associated with this sales code. The code you select will be the default displayed on the invoice line. You can select from a list. VAT codes are defined using the **VAT Processing** command in the System Manager.
Qty Analysis?	An option that determines whether quantities can be added when posting invoices or credit notes. The quantities are included on Sales Analysis reports, Sales History reports, and other views in the Sales Ledger.
Cost Analysis?	An option that determines whether the cost price entered for the detail line associated with this sales code is used on Sales Analysis reports to enable gross margin percentages to be calculated. **Important:** This option applies to invoices and credit notes posted in the Sales Ledger. The cost price will always be displayed on the Sales Analysis reports for invoices and credit notes posted in the Invoicing or Sales Order Processing applications.

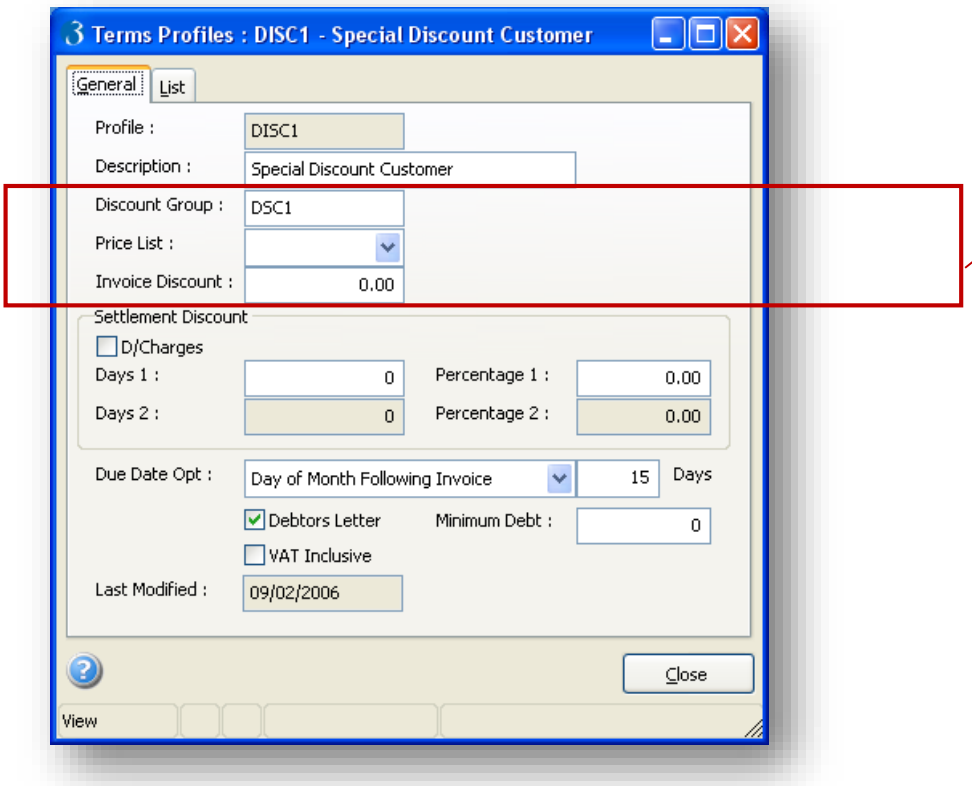
2.7 Terms Profiles

Notes

Terms profiles are sets of defaults that define the trading terms agreed with your customers. Separate terms may be agreed for particular customer groups or can be different for individual customers. Terms profiles are used to control various conditions of trading, including:

- The selection of a default discount group defined in the Invoicing or SOP module.
- The selection of a default price list defined in the Invoicing or SOP module.
- The definition of a default overall invoice discount applied to transactions created using the Invoicing or SOP module.
- The definition of settlement discount used to encourage early payment of outstanding invoices by offering a financial advantage.
- The definition of the credit terms associated with sales invoices, specified either in a number of days starting from the invoice date, or a particular day in the first or second month after the invoice date.
- The selection of an option that determines whether reminder letters can be sent to the customer for overdue debts and, if so, the definition of a minimum level of debt that determines whether the account qualifies for production of a reminder letter.
- The selection of an option that determines whether the goods value on a sales invoice or credit note includes VAT.
- Bank Account details.
- Options that control whether statements, quotations, proforma invoices, sales orders, delivery notes and invoices can be sent to the customer by email.
- Credit Management details - credit limit, credit limit reviewed date and the Credit Management Group allocated to the customer. This feature is available in Opera 3

Terms profiles are defined using the **Terms Profiles** command on the **Maintenance** submenu. The profiles are then assigned to customer records using the **Trading Terms** form displayed when you select the **Terms** command on the **Action** menu opened from the **Customer** form. You can set up as many trading terms profiles as you want, but you do not have to attach a profile to a customer record. Instead, you can define a unique set of terms for a customer by completing the **Trading Terms** form without selecting a profile.



For Invoicing/SOP Integrations

To Define Sales Terms Profiles

Notes

1. Open the Sales folder and then click Maintenance or click the Financials tab and then click Sales - Maintenance on the Ribbon Bar.
2. Click Terms Profiles.
3. To create a new record, click the icon on the toolbar or press CTRL+N.
4. In the boxes provided, enter a code for the terms profile and its details.
5. On the Record menu, click Save.

2.7.1 Settlement Discounts

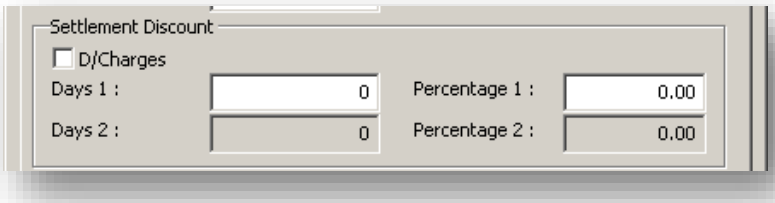
Settlement discount is calculated automatically for transactions and deducted, on a line by line basis, before the calculation of VAT. Settlement discount terms can be allocated to customers in one of three ways:

1. By completing the boxes in the Settlement Discount area of the Trading Terms form associated with the Customer form without using a terms profile.
2. By completing the boxes in the Settlement Discount area of the Terms Profiles form and then selecting the profile in the Terms Profile list box on the Trading Terms form.
3. By completing the boxes on the Sales Options form that define the company defaults and then leaving blank the boxes in the Settlement Discount area of the Trading Terms form associated with the Customer form*.

Note that leaving the settlement discount boxes blank on the Terms Profiles form does not result in the company defaults being used (that is, those defined on the Sales Options form); instead it means that a customer using the profile is not entitled to any settlement

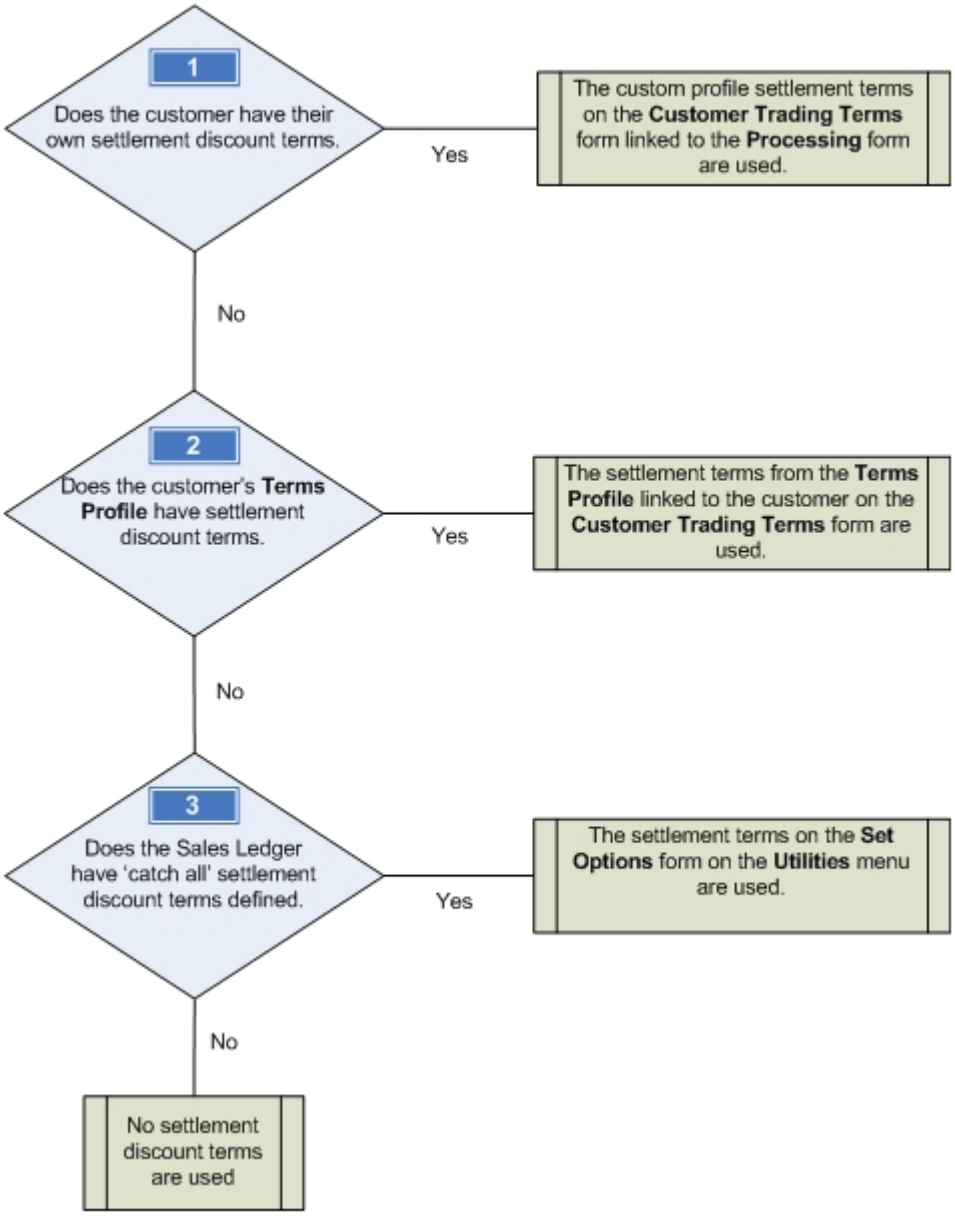
Settlement Discount on Delivery Charges

When ticked ON any Settlement Discount calculated for customers to whom this Profile is linked will include delivery charges. If left OFF, Settlement Discount cannot be claimed on delivery charges. A delivery charge on an Invoice is normally identified by a VAT code of 'Y'.



Notes

A flowchart of the checks that are made to decide whether settlement discount should be included on an invoice



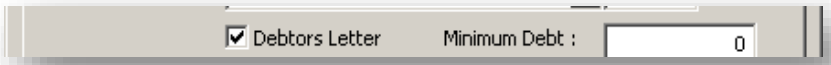
2.7.2 Debtors Letter Controls

Up to three levels of reminder letter can be printed automatically for outstanding debts. The letters are defined using the commands on the Utilities menu of the Sales module and printed using the Print Debtors Letters command on the Reports menu. The different levels of letter produced depend on the age of the outstanding debt, but you can also control whether a letter is printed according to a minimum debt level and you can also exclude customers from the letter production altogether. For example, you may have certain sensitive customers who you would never send reminder letters, so you want to ensure a letter is not printed even if the age of outstanding debt qualifies. It is also likely that there is a minimum amount below which it is not worth sending a reminder letter; for example, debts of less than a pound.

Notes

You can specify these controls as part of a terms profile, or where a profile is not used, directly on the Trading Terms form associated with the Customer form. The minimum debt can also be defined as a company default using the Debtors Letter Minimum box on the Sales Options form. To use this company default, you must not assign a terms profile to the customer record concerned, but instead complete the details manually on the Trading Terms form associated with the Customer form and set the Minimum Debt box to zero.

Note that setting the Minimum Debt box to zero on the Terms Profiles form does not result in the company default being used (that is, the minimum defined on the Sales Options form); instead it means that a customer using the profile will always receive a debtors letter regardless of the amount overdue.



Terms Profile Entries

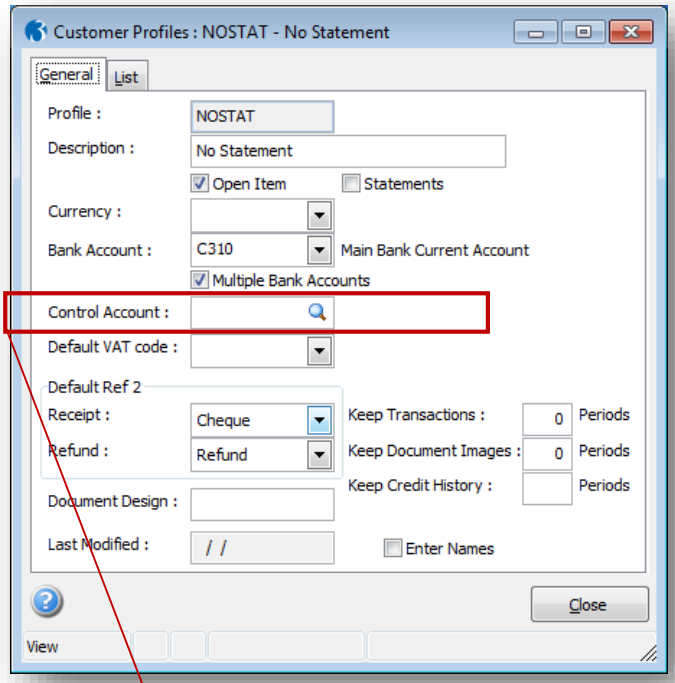
Box	Description
Profile	A unique reference for the sales terms profile. You can add a corresponding description in the **Description** box.
Discount Group	A reference that identifies the discount group for a customer group or a specific customer. Discount groups are defined using the **Discounts** command in the SOP or Invoicing application. If you leave this box blank and you have created a discount group record with a blank group code, the discounts from that table will apply to this customer.
Price List	A reference that identifies the price list for a customer group or a specific customer. You can select the price list from a list. Price lists are defined in the SOP/Invoicing - Maintenance - Special Prices command.
Invoice Discount	The amount, expressed as a percentage, of overall invoice discount to be deducted from all sales invoices raised for all customers associated with this profile. The discount is deducted after any line discounts have been taken and applies only to invoices or credit note transactions raised using the SOP or Invoicing application.
D/Charges	An option that determines whether the calculation of settlement discount includes delivery charges. If the option is cleared, the delivery charge specified on an invoice or credit note transaction raised using the SOP or Invoicing application will be excluded from the amount used to determine the settlement discount entitlement.
Days 1 and Days 2	The number of days that determines the period within which a customer is entitled to receive a discount on the invoice amount. You can specify two levels of discount according to two different periods. See also **Percentage 1** and **Percentage 2** below.
Percentage 1 and Percentage 2	The percentage of discount applicable to the corresponding number of days. The second rate and period must not be more favourable than the first.
Due Date Opt	An option that determines how the due date of a sales invoice transaction is determined. You can select from a list one of the following options: a number of days from the date of the invoice; a specific day in the month following the invoice date or a specific day two months from the invoice date. Having selected the option from the list, enter the corresponding number of days or the day number in the **Days** box to the right of the **Due Date Opt** list. The calculated due date appears on the **General** tab of the **Post Customer Invoice** form where you can change it. The due dates of sales invoices is available as a selection criterion for the **Debtors Report** command on the **Reports** menu in the Sales application.
Debtors Letter	An option that determines whether a letter is be generated for the customer by the **Print Debtor Letter** command on the **Reports** menu. You can use debtor letters as part of your credit control procedures to remind the customer of overdue transactions.

Minimum Debt	This only applies if the **Debtors Letter** option is selected. Letters are only produced for outstanding values equal to or greater than the value you enter in this box.
VAT Inclusive	An option that determines whether the value of goods on sales invoice and credit note transactions includes VAT. If the option is selected, VAT is calculated on the assumption that the amount entered in the **Goods Value** box is the gross amount. The VAT portion of this is displayed in the **VAT Amount** box on the **Analyse Customer Invoice** form. If the option is cleared, VAT is calculated on the assumption that the amount entered in the **Goods Value** box is the net amount. The option applies to invoice and credit note transactions entered using the **Processing** command in the Sales application.
Last Modified	The date on which the terms profile record was last updated. You cannot amend this date directly.

Notes

2.8 Customer Profiles

Customer profiles are sets of defaults that determine those characteristics common to various classifications of customers. These defaults include options, such as those that determine the operating currency, whether statements are produced, how long transactions are retained and so on; and financial controls, such as the bank and debtor control accounts used for postings, the default VAT rate, and so on. Customer profiles are defined using the **Cust. Profiles** command on the **Maintenance** submenu. The profiles are then assigned to customer records using the **Options** form displayed when you select the **Options** command on the **Action** menu opened from the **Customer** form. You can set up as many customer profiles as you want, but you do not have to attach a profile to a customer record. Instead, you can define a unique set of defaults for a customer by completing the **Options** form without selecting a profile.



Be aware the Debtors Control Account as specified in the NL Set Options can be overridden here.

Note: If you decide to change from balance forward to open item accounting at a later date, no detail is retrieved from transactions posted before that last period end.

Note: You can select any VAT codes defined in the System module, but whether the code is used will depend on the customer record to which the profile is subsequently attached. If you assign the profile to a customer for which the VAT code is invalid (for example, because of a mismatch of country type), the application will automatically change the code on saving the customer record, to one which is valid.

Profile Entries

Notes

Box	Description
Profile	A unique reference for the customer profile. You can add a corresponding description in the **Description** box.
Open Item	An option that determines whether the detail of outstanding transactions is retained for previous periods. If the option is cleared, outstanding transactions are accumulated into a period total when the **End of Period** command is used. If the option is selected, the detail of outstanding transactions is retained until it is completed (allocated), regardless of whether the **End of Period** command is used.
Statements	An option that determines whether a statement is produced for customer records associated with the profile when the **Statements** command on the **Reports** menu is used. If the option is cleared, customer records associated with the profile will be excluded from statement printing.
Currency	A reference that identifies the currency in which balances are maintained for customer records associated with the profile. This is also the default currency when transactions are entered. You can select the currency from a list. Currencies are defined using the **Exchange Rates** form in the System Manager.
Bank Account	A reference that identifies the default bank account used for sales receipt and refund postings. You can select the account from a list. Bank accounts are defined using the **Bank Accounts** form in the Nominal Ledger. The selection you make here will override the company default bank account identified in the **Bank Account** list box on the **Sales Options** form.
Multiple Bank Accounts	An option that determines whether a different bank account can be selected when a sales receipt or refund transaction is entered. If the option is cleared, postings can only be made to the default bank account. This option only applies if you have more than one bank account defined in the Nominal Ledger.
Control Account	A reference that identifies the default debtors control account used for the double-entry posting of sales transactions. You can select the account from a list. Control accounts are defined using the **Accounts** form in the Nominal Ledger.
Default VAT Code	A reference that identifies the default VAT code. You can select the VAT code from a list. VAT code records determine the rate and classification of VAT for customer records associated with the profile. The code you select will be the default displayed when you enter sales invoice or credit note transactions. VAT codes are defined using the VAT Processing form in the System Manager. **Note:** You can select any VAT codes defined in the System Manager, but whether the code is used will depend on the customer record to which the profile is subsequently attached. If you assign the profile to a customer for which the VAT code is invalid (for example, because of a mismatch of country type), the application will automatically change the code on saving the customer record, to one which is valid.
Default Ref 2: Receipt and Refund	Reference that identifies the default receipt and refund names used to complete the **Reference 2** box on the **General** tab when sales receipt and refund transactions are posted to customer records associated with the profile. You can select from a list. Receipt and refund names are defined using the **Receipts Names** and **Refund Names** commands on the **Utilities** menu respectively. The selection you make can be overridden when a sales receipt or refund transaction is entered.
Keep Transactions	The number of periods, from 1 to 99, that you want to retain completed sales transactions. Transactions will be retained for the number of periods specified here after which they will be removed by using the **End of Period** command.

Notes

Keep Transactions…	**Note:** The number of periods you specify here overrides the company default entered in the Keep Transactions box on the Sales Ledger - Utilities - Set Options form.
Keep Document Images	The number of periods, from 1 to 99, that you want to retain images of sales invoice and credit note documents created using the SOP or Invoicing applications. Documents will be retained for the number of periods specified here after which they will be removed by using the **End of Period** command. **Note:** The number of periods you specify here overrides the company default entered in the Keep Invoice Image box on the Sales Ledger - Utilities - Set Options form.
Keep Credit History	The number of periods, from 1 to 99, that you want to retain uncompleted diary actions that have been added in the Credit Management Centre. Diary actions will be retained for the number of periods specified here after which they will be removed by using the **End of Period** command. Note: The number of periods you specify here overrides the company default entered in the Keep Credit History box on the Sales Ledger - Utilities - Set Options form. **This feature is available in Opera 3**
Document Design	A reference that identifies a set of SOP document designs that applies to customer records associated with the profile. Alternative document sets can be created for different requirements. For example, if you trade with customers within the EU, you may want to use different document designs to those used for customers outside the EU. To create the design you must use the last two characters of the report name. For example, sqininak.frx and sqininak.frt. Use the System - Maintenance - Report Layout command to select your new design. Note that the following document codes are not available: DA, DD, DS, SA, SC, SS and ST.
Enter Names	An option that determines whether you can enter payer names for sales receipt postings. If the option is cleared, the payer name defaults to that of the customer account and cannot be altered.
Last Modified	The date on which the customer profile record was last modified. This is updated automatically by the application. You cannot amend this date directly.

Notes

To Define Customer Profiles

1. Open the *Sales* folder and then click *Maintenance* or click the *Financials tab* and then click *Sales - Maintenance* on the Ribbon Bar.
2. Click Cust. Profiles.
3. To create a new record, click the icon on the toolbar or press CTRL+N.
4. In the boxes provided, enter a code for the customer profile and its details.
5. On the Record menu, click Save.

2.8.1 Prerequisites

The following identifies prerequisite records that must exist before you can complete the corresponding boxes on the Customer Profiles form.

Box	Prerequisite
Currency	At least one currency record must be created using the Exchange Rates command in the System module.
Bank Account	At least one bank account record must be created using the Bank Accounts command in the Nominal module.
Control Account	At least one debtors control account record must be created using the Accounts command in the Nominal module.
Default VAT code	At least one VAT rate code must be created using the VAT Processing command in the System module.
Receipt	At least one receipt description must be created using the Receipt Names command on the Utilities menu in the Sales module.
Refund	At least one refund description must be created using the Refund Names command on the Utilities menu in the Sales module.
Document Design	At least one document design file must have been created.

2.8.2 Open Item and Balance Forward Accounting

An option on the customer profile record determines whether customer account records using the profile are treated as ‘open item’. For open item accounts, the system retains all unpaid account transactions, in detail, for the whole of the current accounting year, irrespective of whether and when you run period end procedures. If the Open Item option is cleared, using the End of Period command deletes the transaction details, but a balance is brought forward that includes all outstanding amounts in the period. Consequently, detailed information is only available in the current period, or for transactions posted to a previous period, until the next time the End of Period command is used.

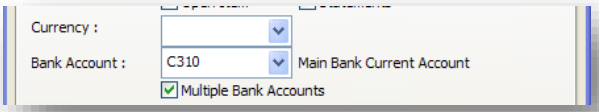
Notes

2.8.3 Bank Accounts

You can identify a default bank account used when sales receipt and refund transactions are posted. This default account can be defined in one of the following ways:

- By selecting a bank account in the Bank Account list box on the Sales Options form that defines the company default and then leaving blank the Bank Account box in the Options form associated with the Customer form.
- By selecting a bank account in the Bank Account list box on the Options form associated with the Customer form without using a terms profile.
- By selecting a bank account in the Bank Account list box on the Customer Profiles form and then selecting the profile in the Customer Profile list box on the Options form.

The company default selected on the Sales Options form is overridden by the one selected on either the Customer Profiles form or the Options form associated with the Customer form. If you have more than one bank account defined, selecting the Multiple Bank Accounts option on the Customer Profiles form will enable you to select a different bank account when entering a sales receipt or refund transaction. If this option is cleared, postings can only be made to the default account.



2.8.4 Retaining Transactions and Document Images

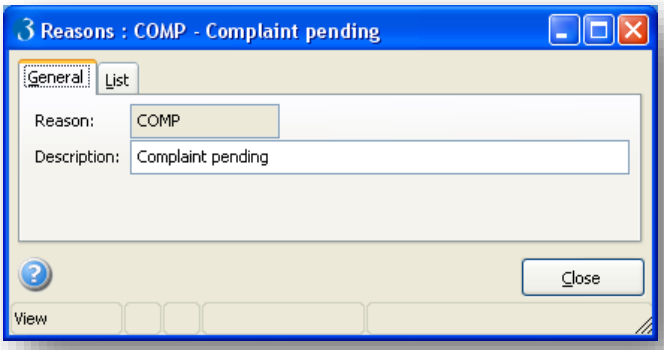
You can choose to retain customer transactions for a number of periods, regardless of whether they are completed or not (a completed transaction is one that is fully allocated, such as a matching invoice and receipt). You may want to retain such transactions for reporting a sales history. Once the specified number of periods has elapsed, completed transactions are removed from the files when you use the End of Period command. Similarly, you can retain an image of a sales invoice or credit note transaction created using the SOP or Invoicing module for a specified number of periods. As with retained transactions, only at the end of the specified number of periods will document images be removed from the file by the End of Period command. You can define company defaults for these two settings on the Sales Options form. These company defaults are overridden by the entries you make on either the Customer Profiles form or the Options form associated with the Customer form.

2.9 Dispute Reason Codes (Opt)

You can create descriptions that help explain reasons why a transaction is in dispute. When you use the Allocate command associated with the Customer form to mark a disputed transaction you can retrieve and assign a reason description which can be viewed subsequently in enquiries. The Sales Options form includes an option called Mandatory Reason Code. If this is selected, you must create at least one reason code record, because a reason must be entered when a transaction is marked as disputed. Reason descriptions are indexed by a code of up to four characters.

Notes

Once you have saved a reason code record, you cannot amend the code. However, you can change the description and this will be updated automatically on any transactions already in dispute using the same code.

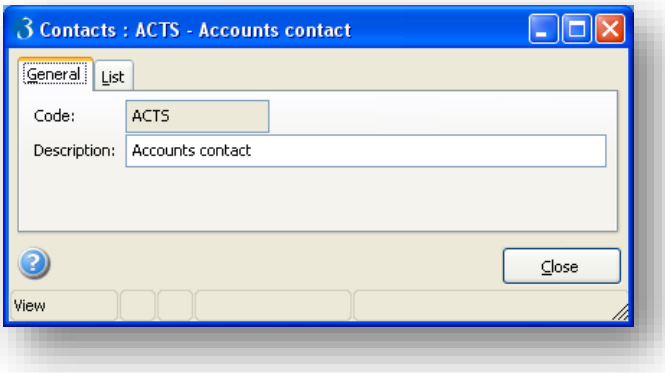


To Define Reason Codes

1. Open the Sales folder and then click Maintenance or click the Financials tab and then click Sales - Maintenance on the Ribbon Bar.
2. Click Reasons.
3. To create a new record, click the icon on the toolbar or press CTRL+N.
4. In the boxes provided, enter a code and description for the reason.
5. On the Record menu, click Save.

2.10 Contact Attributes (Opt)

Use the Contacts command to maintain a table of attributes you can assign to contact records you maintain using the Contacts command associated with the Customer form. Each contact record maintained for a given customer account can have up to six different attributes assigned. For example, you might want to record attributes such as a person's job title or position within the company (Manager, Director, Sales Rep., and so on) or their area of responsibility (such as IT, accounts, administration and so on). These attributes can be used subsequently as selection criteria for the Customer Contacts report.



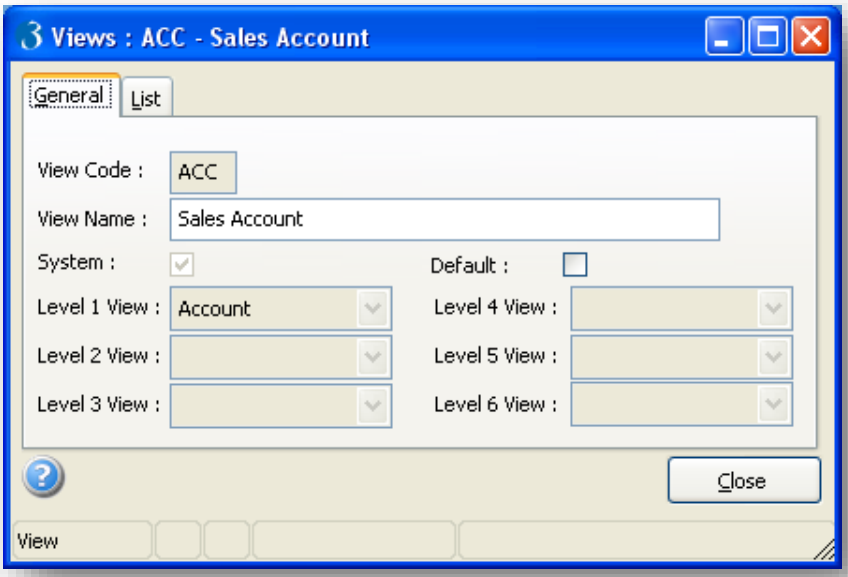
To Define Contact Attributes

1. Open the Sales folder, click Maintenance and then click Contacts.
2. On the Record menu, click New.
3. In the boxes provided, enter a code and description for the attribute.
4. On the Record menu, click Save.

2.11 Views - User Definable (Opt)

Notes

Use the **Views** command on the **Maintenance** submenu to create your own enquiry facilities for sales analysis purposes. The application provides two views as default options, but you can add others according to your choices from the settings available. Views defined using this command can be displayed on the screen using the **View** command on the **Sales** menu.



Each view record comprises a unique code plus a description and up to six levels of analysis according to the following options:

- Account
- Delivery Account
- Analysis Code
- Region
- Territory
- Customer Type
- Customer Analysis
- Product Code
- Month
- Year

To Define Sales Views

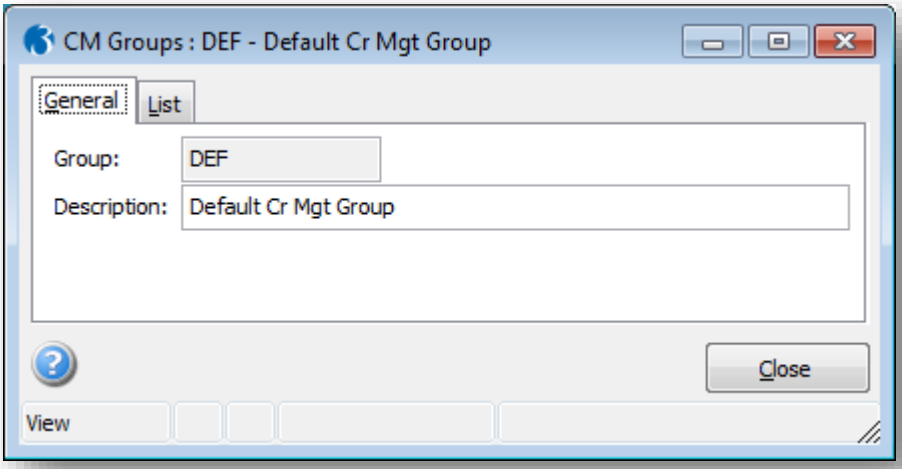
1. Open the Sales folder and then click Maintenance or click the Financials tab and then click Sales - Maintenance on the Ribbon Bar.
2. Click Views.
3. To create a new record, click the icon on the toolbar or press CTRL+N.
4. In the View Code box, type a unique reference to identify the view.
5. In the View Name box, type a description for the view.
6. Use the list boxes to select the dimension you want for each level of the view. You can specify up to 6 levels.
7. On the Record menu, click Save.

2.12 Credit Management Groups

Notes

Groups are used to group customers so they can be filtered in Credit Management Centre. These codes are optional; you do not have to use groups in Credit Management Centre. Even if groups are created, you do not have to use one for each customer. You can allocate a group to some customers and not to others.

You can group your customers for Credit Management purposes in any number of ways. For example you could group them according to whether they normally pay their invoices on time or are late payers, according to sales turnover for the year and therefore the importance of the customer to your business, according to the geographical location of the customers and so on.



2.12.1 To Define Credit Management Groups

1. Open the Sales folder and then click Maintenance or click the Financials tab and then click Sales - Maintenance on the Ribbon Bar.
2. Click Credit Management Groups.
3. To create a new record, click the New icon on the toolbar or press CTRL+N.
4. In the boxes provided, enter a Group and Description.
5. To save the record, click the Save icon on the toolbar or press CTRL+S.

Tip: After creating a group, you can easily link it to one or more customers in the Credit Management Centre. For instructions see the To link Credit Management groups to customers Help topic.

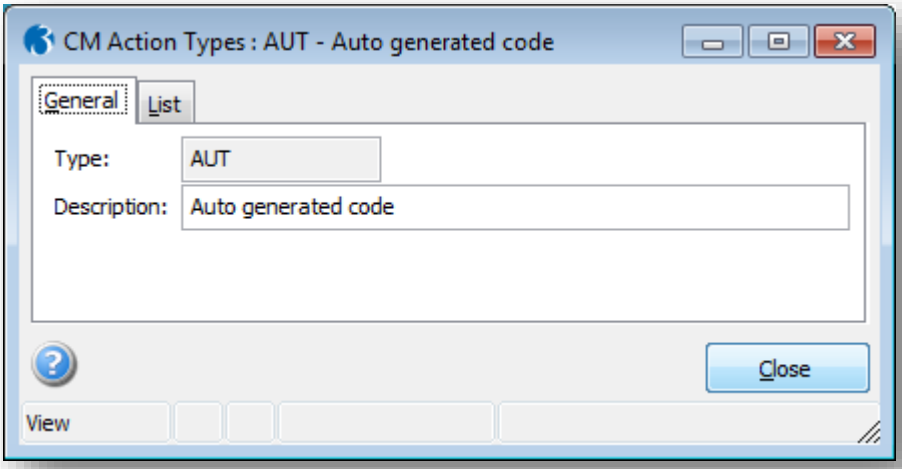
2.13 Credit Management Action Types

Action Types are codes used to describe Diary Actions that have been recorded in Credit Management Centre. A number of different Action Types are created automatically by the system so that you do not need to. They cannot be removed.

Notes

These are:

- AUT - Auto generated code
- EMR - Email (Received)
- EMS - Email (Sent)
- FXI - Fax (In)
- FXO - Fax (Out)
- PCI - Phone Call (In)
- PCO - Phone Call (Out)
- VIS - Customer Visit.



2.13.1 To Define Action Types

1. Open the Sales folder and then click Maintenance or click the Financials tab and then click Sales - Maintenance on the Ribbon Bar.
2. Click Credit Management Action Types.
3. To create a new record, click the New icon on the toolbar or press CTRL+N.
4. In the boxes provided, enter a Type and Description.
5. To save the record, click the Save icon on the toolbar or press CTRL+S.

2.14 Credit Management Outcome Types

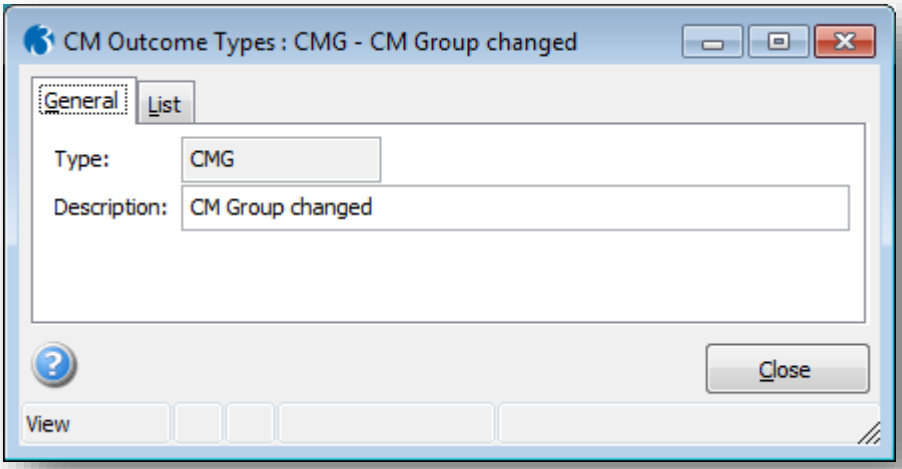
Outcome Types are optional codes that you can add to diary actions in the Credit Management Centre. These are most likely to be used when a diary action is marked as completed but they can also be used before then. These codes are displayed on the list of actions on the Accounts, Transactions and Diary tabs, and on the Diary Actions Report.

These Outcome Types are created automatically by the system and cannot be removed:

- CMG - Credit Management Group changed
- CRD - Credit Limit changed
- CST - Statement sent to customer
- DOF - Transaction off dispute
- DON - Transaction on dispute
- EMS - Email sent to customer
- SOF - Customer off stop

Notes

- SON - Customer on stop
- TPA - Promised payment amount agreed
- TPC - Promised payment amount changed
- TPD - Promised date changed.



2.14.1 To Define Outcome Types

1. Open the Sales folder and then click Maintenance or click the Financials tab and then click Sales - Maintenance on the Ribbon Bar.
2. Click Credit Management Outcome Types.
3. To create a new record, click the New icon on the toolbar or press CTRL+N.
4. In the boxes provided, enter a Type and Description.
5. To save the record, click the Save icon on the toolbar or press CTRL+S.

Notes

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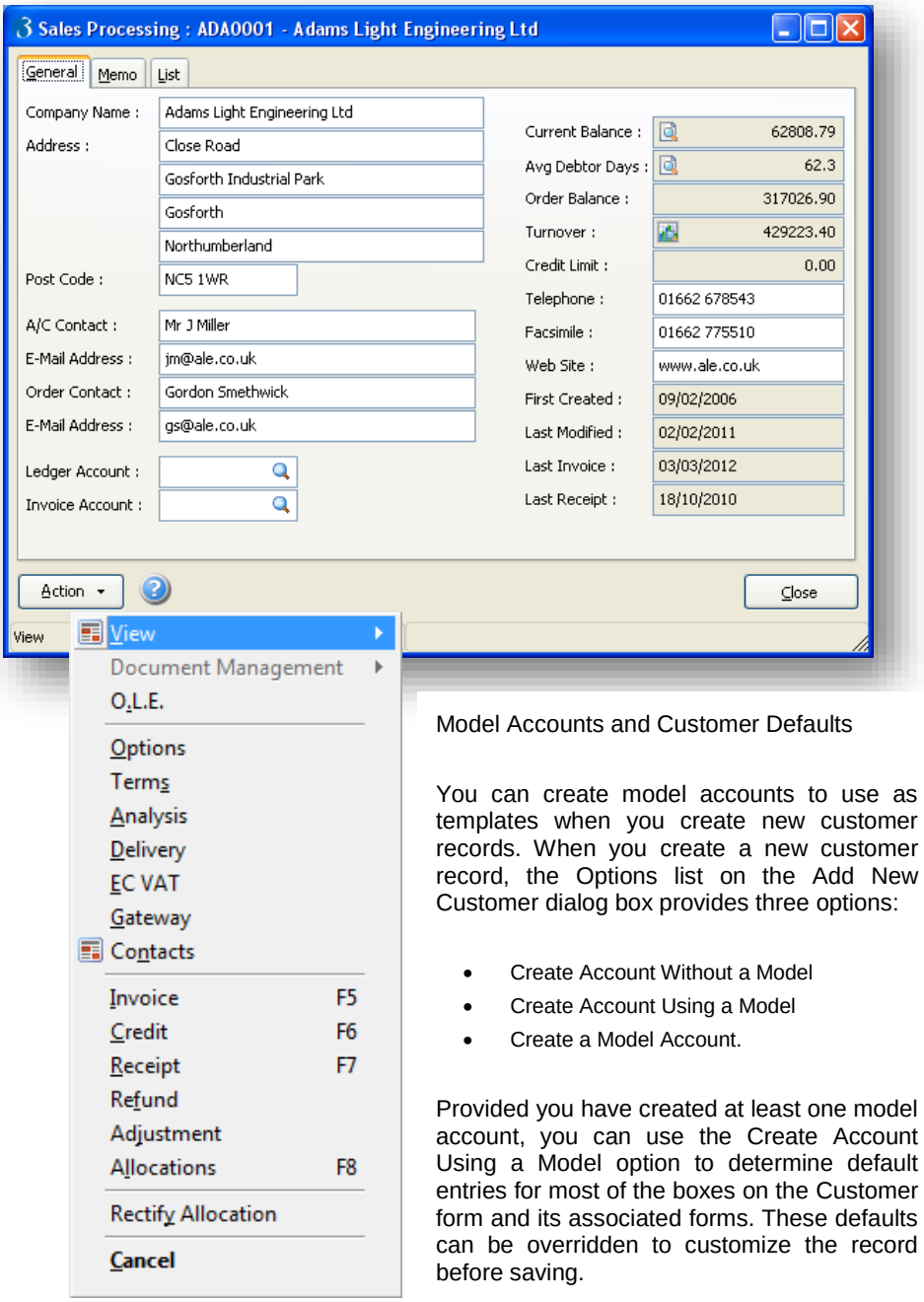
3 Processing

The next section covers the processing aspect of the module, including creating new records and processing them respectively.

3.1 Customer Account Creation

Use the **Processing** command to create and maintain customer account records and post transactions including invoices, credit notes, receipts, refunds and adjustments. For information about transaction entries, see also the sections Sales Transaction Entries, Invoice, Credit, Receipt, Refund, Adjustment and Allocate.

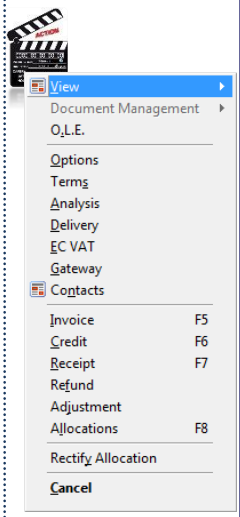


Model Accounts and Customer Defaults

You can create model accounts to use as templates when you create new customer records. When you create a new customer record, the Options list on the Add New Customer dialog box provides three options:

- Create Account Without a Model
- Create Account Using a Model
- Create a Model Account.

Provided you have created at least one model account, you can use the Create Account Using a Model option to determine default entries for most of the boxes on the Customer form and its associated forms. These defaults can be overridden to customize the record before saving.

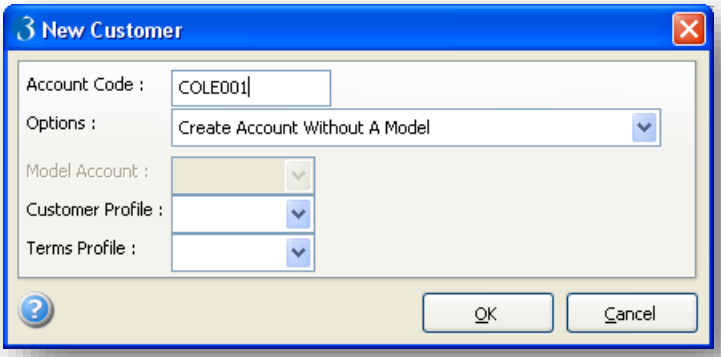


Processing

To Define Customer Records

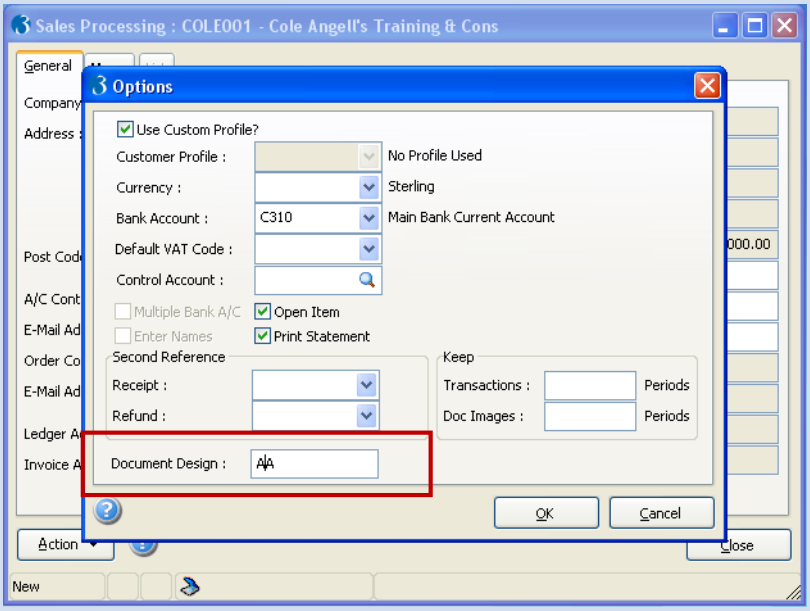
Notes

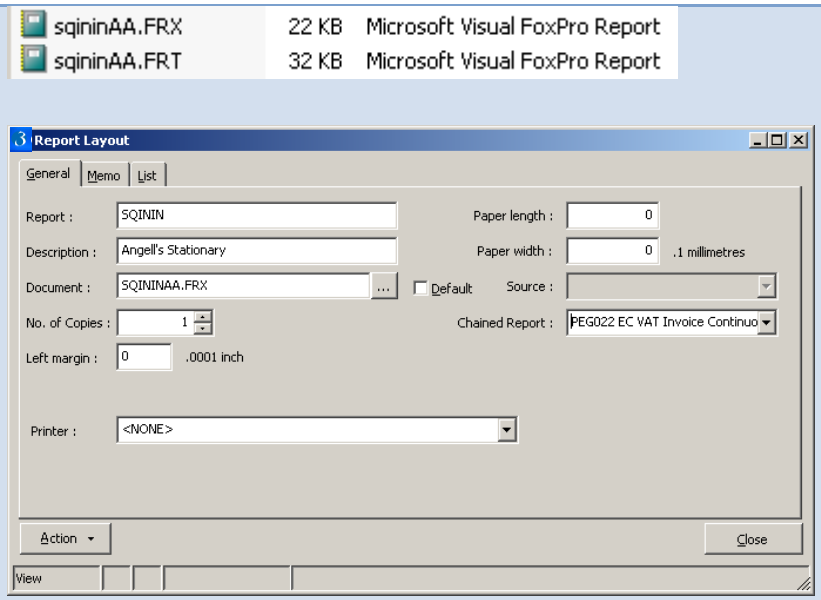
1. Open the Sales folder and then click Maintenance or click the Financials tab and then click Sales - Maintenance on the Ribbon Bar.
2. Click Views.
3. To create a new record, click the icon on the toolbar or press CTRL+N.
4. On the Record menu, click New. The Add New Customer dialog box appears.
5. In Account Code, type a unique code to identify the customer record.
6. In the Options list, click to select whether you want to create an account with or without a model or create a model account. If you choose to create an account using a model, click to select the model account in the Model Account list.
7. In the Customer Profile and Terms Profile lists, click to select the profile records you want for the account, or leave blank to maintain custom profile settings for the account.



8. Click OK. In the boxes provided, enter the customer details.
9. On the Record menu, click Save.

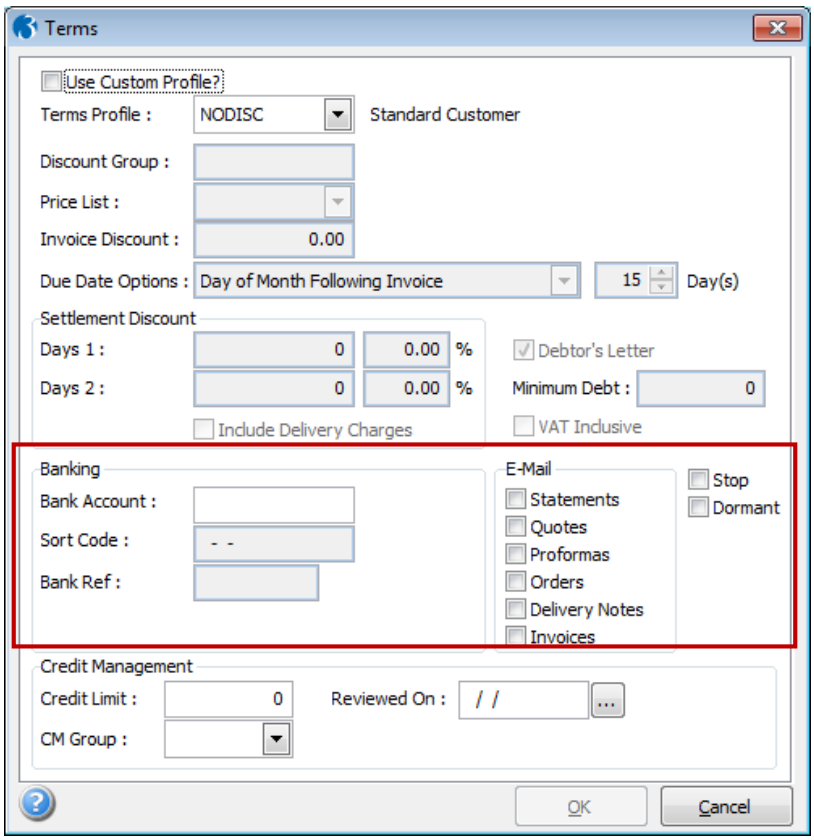
Once you save the Record, the user will be prompted with a number of forms to complete in relation to the customer account.

Form	Purpose
	**Options** Select a Customer Profile or create a Custom profile and apply respective settings for the Customer record. For further details on all the fields, please refer to the Customer Profiles section in Chapter 2. Document Design field (potentially unique for customer); A reference that identifies a set of SOP document designs that applies to customer records associated with the profile. This only applies if you have the SOP module installed and activated.



Alternative document sets can be created for different requirements. For example, if you trade with customers within the EU, you may want to use different document designs to those used for customers outside the EU. To create the design you must use the last two characters of the report name which could be anything you choose. For example, sqininak.frx and sqininak.frt. Use the report layout within System to select your new design. These two characters are then used in the Profile. Note that the following document codes are not available: DA, DD, DS, SA, SC, SS and ST.

Notes



Terms

Select a Terms Profile or create a Custom profile and apply respective settings for the Customer record.

For further details on all the fields, please refer to the Terms Profiles section in Chapter 3.

Banking Details, Email and Settings

Banking details are specific to the customer record and may be maintained here. This also includes placing them on stop or as dormant and even select which e-mail profiles may be used.

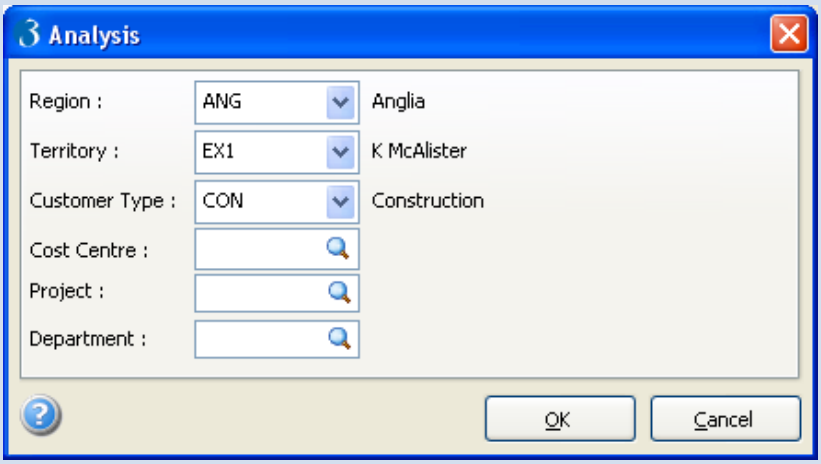
Credit Limit

The maximum amount of credit to which the customer is entitled. When you enter transactions for the customer, a message is displayed when this limit is exceeded. If zero or no credit limit is defined, this is assumed to mean unlimited credit. You cannot amend the value directly on this form. The limit is specified using the Credit Limit box on the Trading Terms form.

Tip: Credit limits can also be changed in the Credit Management Centre for one or more customers.

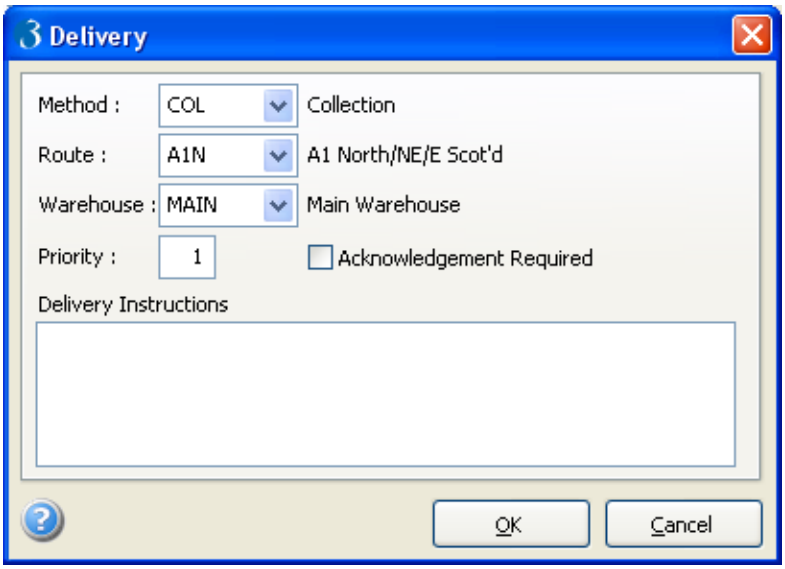
The Credit Management Centre provides credit controllers and other people involved in debt management with a consolidated view of all the features of Opera 3 that are critical for effective credit control management. You can view all the necessary information to help improve cash flow, reduce bad debts and improve the overall financial position of your business. You can quickly see what is owed and who owes it. This feature is available in Opera 3

Notes



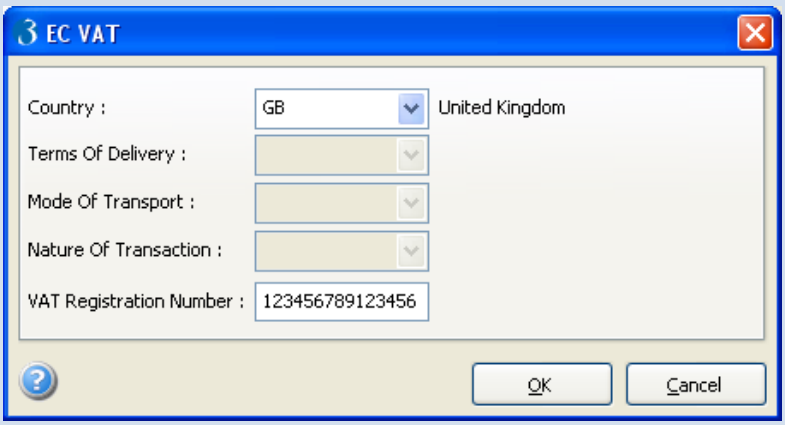
Analysis Details

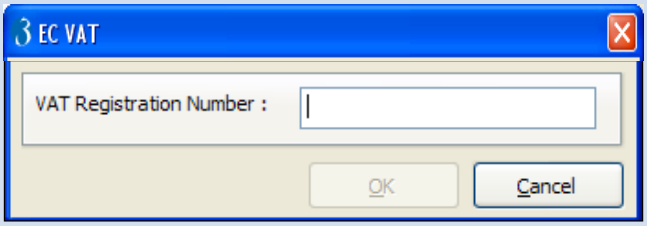
Analysis details applied to the customer which are assigned to transactions. These can be overridden at run time if required.



Delivery Details

This only applies if you use the Invoicing or Sales Order Processing module.





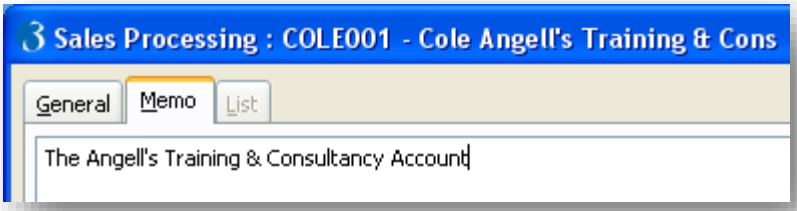
VAT / EC VAT

If you have the EC VAT module, the form includes these boxes. If you do not have the EC VAT module, the box for the VAT registration number is displayed.

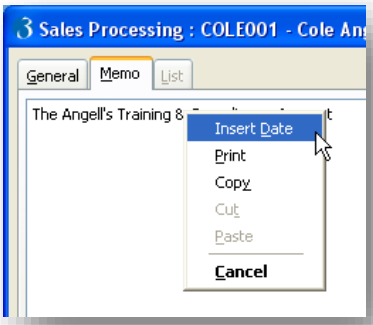
Once the record has been completed you are able to edit some details again by using the action button and are able to create and process further records.

Each Customer Account record has an optional Memo Tab that may be used to maintain a notepad of information associated with the customer.

Notes



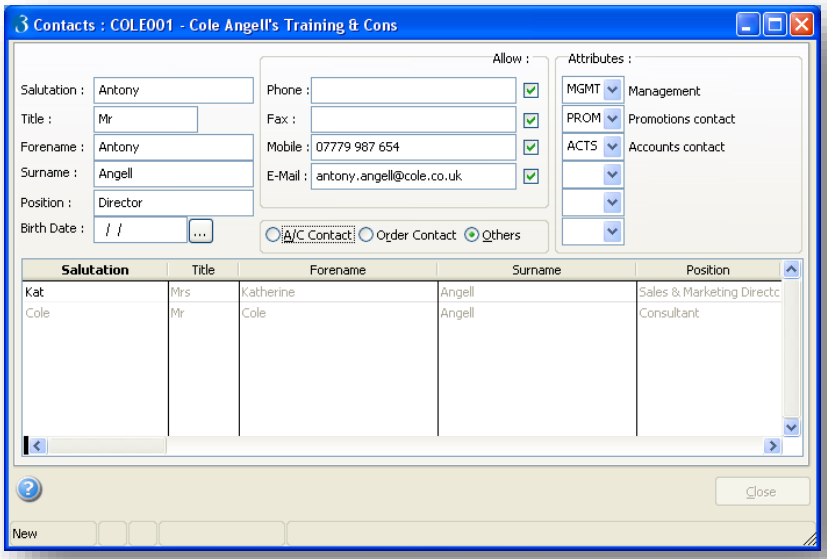
By right clicking on the mouse, the following screen appears allowing the user to select from one of the following options:



All appropriate customers records will be listed in the List tab

3.1.1 Contacts

Use the Contacts command to maintain additional customer contacts for the currently selected customer record. Contacts already identified in the A/C Contact and Order Contact boxes on the General tab of the Customer form are displayed.



Notes

You can add additional information about these contacts as well as creating additional records for other contacts within the customer's organization. If you want to assign attributes to the contact records, you need to create the attribute codes and descriptions using the Contacts command on the Maintenance menu. A contact can be classified as the account contact, order contact or other. You can only have one account and one order contact per customer, but you can have as many 'other' contacts as you wish. If you want to change which contact is used for the account or order contact, you must first reclassify the existing account or order contact to 'other'. You can then choose a different contact.

Note: You can send an e-mail to the contact currently selected in the grid by clicking the Send E-mail toolbar button. If the E-Mail box on the Customer Contacts form contains and e-mail address and the corresponding Allow option is selected, the 'To' field in your e-mail messaging software will be populated with the contact's e-mail address. If no e-mail address is entered or the Allow option is cleared for the currently selected contact, the 'To' field is left blank in your e-mail software and you will have to enter one manually.

To maintain customer contact records

1. Open the Sales folder and then click Processing or click the Financials tab and then click Sales - Processing on the Ribbon Bar.
2. Retrieve the customer record for which you want to maintain contact records, click Action and then click Contacts. The Customer Contacts form appears.
3. Complete the details required in the boxes provided. If you want to create a new contact record, then, on the Record menu, click New.
4. On the Record menu, click Save.
5. To close the Customer Contacts form, click Close.

When you create an account, the record becomes available for processing within Sales module. The information associated with customer accounts is maintained using a set of forms. The main **Customer** form appears when you select the **Processing** command on the **Sales** menu. On this form, the **General** tab provides boxes for input of the customer name and address, communication and contact details. This tab also displays various balances and dates. Associated forms are displayed using the commands on the **Action** menu.

Viewing Account Transactions and Analysis

You can view account transactions and aged balances using the **View** command on the **Action** menu associated with the **Customer** form. You can also drill down to display additional analysis information associated with the currently selected customer using the **Spyglass** icon in the **Current Balance**, **Avg Debtor Days** and **Turnover** boxes on the **General** tab of the **Customer** form. You can also view sales analysis information using the **View** command on the **Sales** menu. You can define your own analysis views using the **Views** command on the **Maintenance** menu.

Maintaining Customer Notes

You can create notes associated with customer records. These can be used to record and monitor actions or tasks to be carried out by someone else. Notes can also be generated automatically; for example as a result of producing debtors letters and statements for customer records, putting accounts on stop and so on. Information is provided in the separate Notes Appendix.

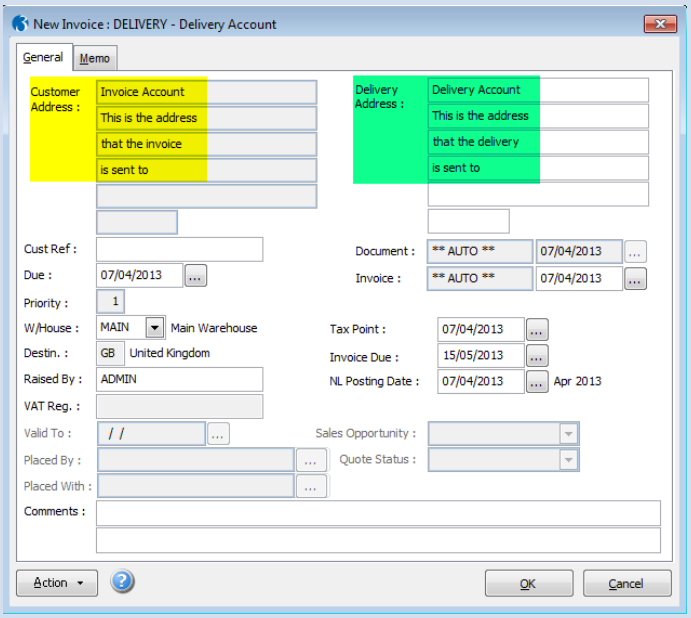
3.1.2 Sales Ledger Processing General tab

Notes

Box	Description
Company Name and Address	This is the address that will be used on all documents associated with the customer, such as statements, reminder letters, and so on.
A/C Contact	The name of a contact person at the customer's address for account enquiries. You can maintain additional contact details or change this setting using the **Contacts** command on the **Action** menu.
E-Mail Address	The e-mail address for your account contact with customer, which is used for emailing statements, proforma invoices and invoices. You must select the documents that you want to email for this customer using options under the **E-Mail** heading on the Sales Ledger - Processing - Terms form. **Note:** You must also have a MAPI-compliant e-mail product like Microsoft Outlook installed. **Tip:** For instructions to set up customers for email and the rules that Opera uses, see the To Set Up Customers for Email Help topic.
Order Contact	The name of a contact person at the customer's address for sales order enquiries. You can maintain additional contact details or change this setting using the **Contacts** command on the **Action** menu.
E-Mail Address	The e-mail address for your order contact with customer, which is used for emailing quotations, sales orders and delivery notes. You must select the documents that you want to email for this customer using options under the **E-Mail** heading on the Sales Ledger - Processing - Terms form. **Note:** You must also have a MAPI-compliant e-mail product like Microsoft Outlook installed. **Tip**: For instructions to set up customers for email and the rules that Opera uses, see the To Set Up Customers for Email Help topic.
Ledger Account	The account reference that identifies the main customer account. You can select a customer record from the list if the record you are creating is for delivery only. If the current record has transactions, a warning prompt appears asking you to confirm you want to add a ledger account. In any case, the ledger account you select must be using the same operating currency. **Note**: When an invoice or credit note is posted from the Sales Ledger, if the selected account has a delivery account its ledger account is opened and the transaction is posted to the ledger account. **Important:** If a Nominal Ledger Control Account for the ledger account has been defined on the Sales Ledger - Processing - Options form then that control account will be posted to. If a Control Account has been defined for the delivery account that will be ignored.
Invoice Account	The account reference that records the address where invoices posted in the Sales Order Processing or Invoicing applications should be mailed to. This account is therefore used to hold the address where the documents should be sent; it is not the account that a transaction is posted to (it is posted to either the active account or the Ledger Account, if used). Only select an invoice account if the address for the active account is not where the invoice should be sent to. You can select a customer record from the list. It must be using the same operating currency as the active account. **Note:** To include the invoice account's address on your invoices, the document designs must be updated. Contact your Pegasus partner to update the designs if required.

Notes

Example: invoice posting screen in Sales Order Processing...



Current Balance	The balance of the account, which is the total of outstanding transactions. This is updated automatically by the application. You cannot amend the value directly. You can double-click the Spyglass on this box to display transaction details associated with the account. Refer to the Customer Views topic for details about account views.
Avg Debtor Days	The average number of days taken to settle invoices for the customer. This is calculated by taking into account the turnover including VAT accumulated over the number of periods defined in the **Periods for Debtor Days** box on the **Sales Options** form. This information is used to establish the average sales per day. To establish the average debtor days for a given period, the outstanding debtors total for that period is divided by the average daily sales. You can double-click the Spyglass in this box to display more information associated with the debtor days for the customer. Summary totals are shown for the value of all invoices including VAT, cash collected and adjustments, an order balance and turnover. Refer to the Customer Views topic for further details.
Order Balance	The balance of outstanding sales orders created for the account using the SOP application. This only applies if you use the SOP application installed and activated.
Turnover	The total net value of sales for the customer. This is updated automatically by the application when invoices or credit notes are posted to the account. You cannot amend the value directly. Turnover is accumulated from the start of the financial year. It is cleared when you start a new financial year. You can double-click the Spyglass in this box to display a graph showing the turnover for the account on a period-by-period basis. Refer to the Customer Views topic for further details.
Credit Limit	The maximum amount of credit to which the customer is entitled. When you enter transactions for the customer, a message is displayed when this limit is exceeded. If zero or no credit limit is defined, this is assumed to mean unlimited credit. You cannot amend the value directly on this form. The limit is specified using the **Credit Limit** box on the **Trading Terms** form. **Tip:** Credit limits can also be changed in the **Credit Management Centre** for one or more customers. The **Credit Management Centre** provides credit controllers and other people involved in debt management with a consolidated view of all the features of Opera 3 that are critical for effective credit control management. You can view all the necessary information to help improve cash flow, reduce bad debts and improve the overall financial position of your business. You can quickly see what is owed and who owes it. This feature is available in Opera 3

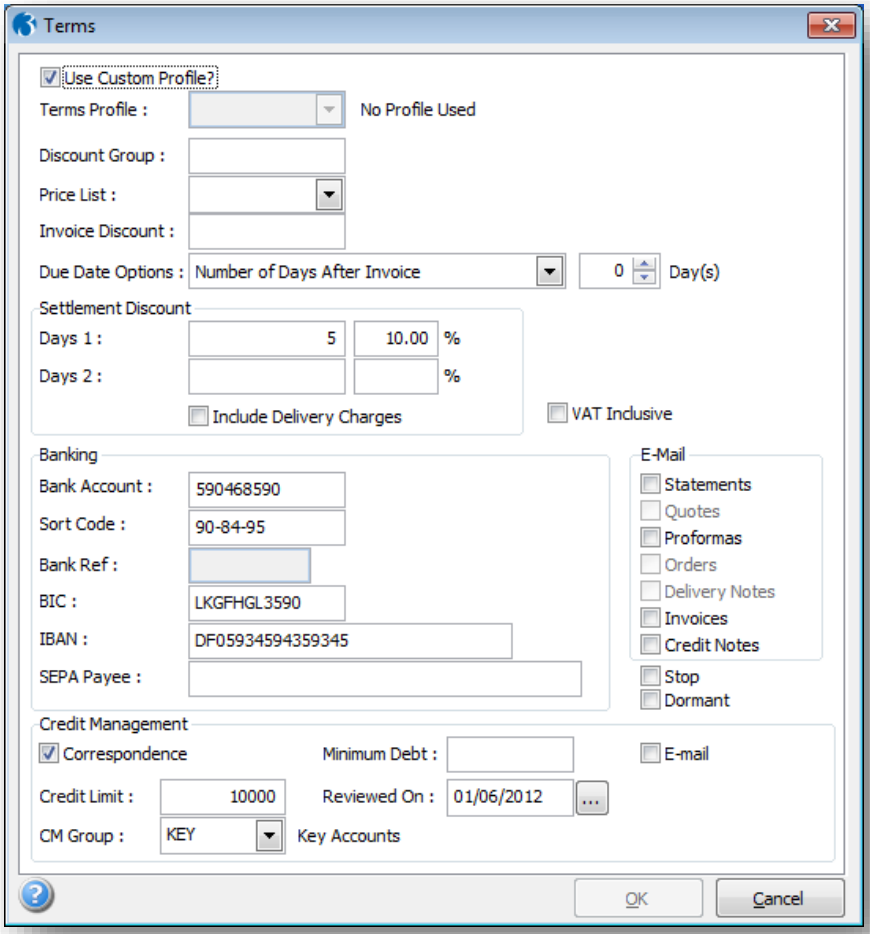
Notes

Web Site	The URL for the customer's Web site. Provided you have access to the Internet and have a suitable browser installed, you can view the customer's web site by clicking the **View Web Site** toolbar button. If no URL is defined for the customer record, the one defined in the **Default Web Site** box on the **System Preferences** form in the System Manager is used instead.
First Created	The date on which the customer record was first created. This is updated automatically by the application. You cannot amend this date directly.
Last Modified	The date on which the customer record was last modified. This is updated automatically by the application. You cannot amend this date directly.
Last Invoice	The date on which an invoice transaction was last posted for the customer. This is updated automatically by the application. You cannot amend this date directly.
Last Receipt	The date on which a receipt transaction was last posted for the customer. This is updated automatically by the application. You cannot amend this date directly.
Debtors Letter	The debtors letter number sent to the customer, and date it was printed. These fields are displayed only if a debtors letter for the customer has been printed, or the report has been saved, in the Debtor Reports - Print Debtor Letters command.

3.1.2.1 Processing Terms

Notes

This form is opened from the **Action** button on the Sales - Processing form. It is where you can define trading terms for the selected customer or choose a **Terms Profile** that has been created on the Sales Ledger - Maintenance - Terms Profile form.



Terms profiles are used to control various conditions of trading, including:

- The selection of a discount group defined in the Invoicing or SOP application.
- The selection of a price list defined in the Invoicing or SOP application.
- The definition of a default overall invoice discount applied to transactions created using the Invoicing or SOP application.
- The definition of settlement discount used to encourage early payment of outstanding invoices by offering a financial advantage.
- The definition of the credit terms associated with sales invoices, specified either in a number of days starting from the invoice date, or a particular day in the first or second month after the invoice date.
- The selection of an option that determines whether reminder letters can be sent to the customer for overdue debts and, if so, the definition of a minimum level of debt that determines whether the account qualifies for production of a reminder letter.
- The selection of an option that determines whether the goods value on a sales invoice or credit note includes VAT.
- Bank Account details.
- Options that control whether statements, quotations, proforma invoices, sales orders, delivery notes and invoices can be sent to the customer by email.
- Credit Management details - credit limit, credit limit reviewed date and the Credit Management Group allocated to the customer. **This feature is available in Opera 3**

Notes

Box	Description
Use Custom Profile?	An option that determines whether you want to specify a special set of trading terms for the customer. You must select this option if you want to enter certain details directly in boxes on the **Trading Terms** form. If the option is cleared, you must select an existing terms profile record in the **Terms Profile** list to determine the content of some of the boxes. Terms profiles are maintained using the **Terms Profile** command on the **Maintenance** submenu.
Terms Profile	A reference that identifies the terms profile you want to assign to the customer record. You can select from a list. Terms profiles are maintained using the **Terms Profile** command on the **Maintenance** submenu. You cannot select a profile if the **Use Custom Profile?** option is selected.
Discount Group	A reference that identifies a discount table created using the **Discounts** command in the Invoicing or SOP application. This only applies if you have the Invoicing or SOP application installed and activated. A discount table can relate either to a particular customer or to a group of customers who receive similar discounting terms. If this customer belongs to such a group, you can identify which discount group code applies. Note that if you leave this blank and you create a table with a blank group code, the discounts from that table will apply to this customer. Discount tables are referenced by a two-part code. The first part of the code comprises either the customer's account code to make the table exclusive to that customer, or by a customer discount group code if the discounts apply to several customers. The second part of the code comprises a product group code which can be associated with product or stock items. Discount tables can be set up with either a customer/customer group and a product group or a product group only. When customers belonging to a customer discount group order products that belong to the relevant product discount group, the discount from the table is applied as line discount. If no customer/customer group is specified on the discount table, all customers will receive the line discount when ordering products in the product group.
Price List	A reference that identifies a price list for a specific customer. This only applies if you use the Invoicing or SOP application. You can define Special Price lists in the Special Prices command in Invoicing or Sales Order Processing. Price list records can include 'next' and 'special' prices and options to include line, invoice and settlement discounts which override the settings on the stock file.
Invoice Discount	An overall percentage discount for each invoice. You can use up to two decimal places. This only applies if you have the Invoicing or SOP application installed and activated. The discount you specify here applies to all invoices created for this customer and is deducted after all line discounts have been taken. As VAT is calculated line by line, this discount may be subject to minor variances from the actual invoice total.
Due Date Options	An option that determines how the due date of a sales invoice is calculated. You can select from a list one of the following options: • a number of days from the date of the invoice • a specific day in the month following the invoice date • a specific day two months from the invoice date. Having selected the option from the list, enter the corresponding number of days or the day number in the Day(s) box to the right of the Due Date Options list. Example*: If you want the due date to be set to the last day of the following month, select 'Day of Month Following Invoice' and '31' days. This last day of the following month will then always be suggested in the Sales Ledger, Invoicing and Sales Order Processing applications.*

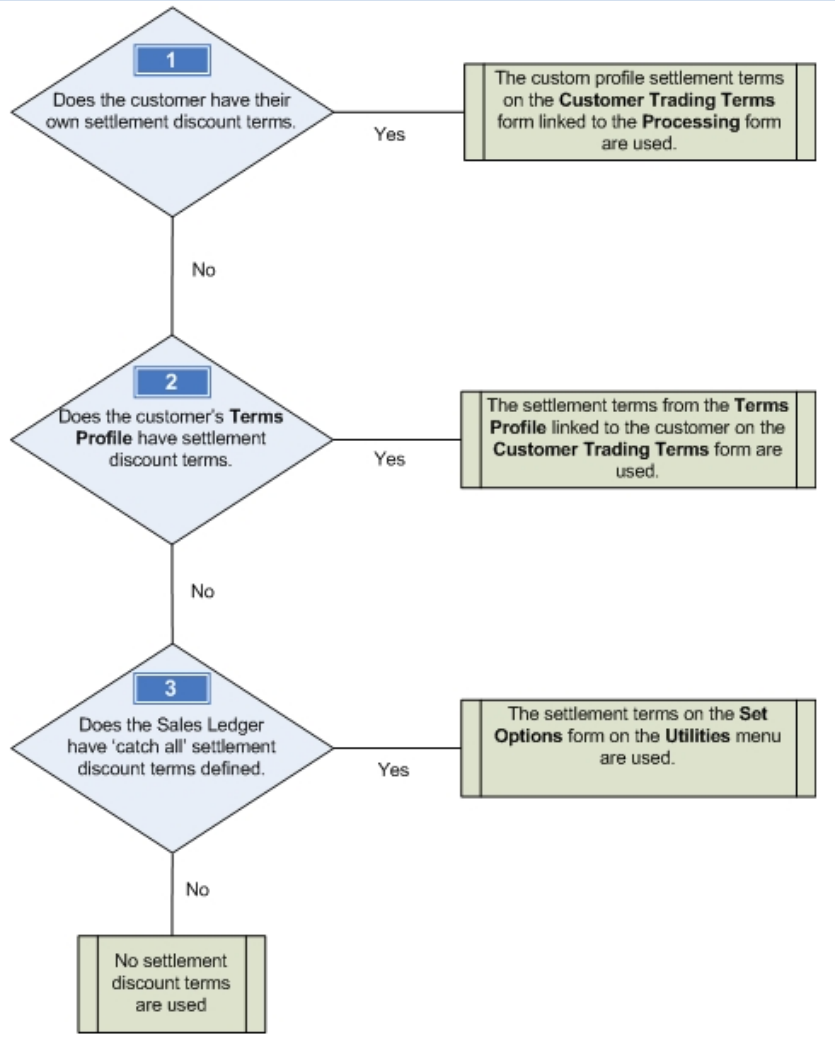
Notes

*An option that determines how the due date of a sales invoice transaction is determined. You can select from a list one of the following options: a number of days from the date of the invoice; a specific day in the month following the invoice date; a specific day two months from the invoice date. Having selected the option from the list, enter the corresponding number of days or the day number in the **Day(s)** box to the right of the **Due Date Options** list. The calculated due date appears on the **General** tab of the **Post Customer Invoice** form where you can change it. The due dates of sales invoices is available as a selection criterion for the **Debtors Report** command on the **Reports** submenu in the Sales application.*

Settlement Discount

The number of days that determines the period within which a customer is entitled to receive a discount on the invoice amount. You can specify two levels of discount according to two different periods. In the boxes alongside, type the percentage of discount applicable to the corresponding number of days. The second rate and period must not be more favourable than the first.

See a flowchart of the checks that are made to decide whether settlement discount should be included on an invoice.



Include Delivery Charges

An option that determines whether settlement discount is allowed on delivery charges or not. This only applies if you use the Invoicing or SOP application.

Important: The system uses VAT code 'Y' for delivery charges and so this option applies only to lines analysed to code 'Y'.

Debtors Letter

An option that determines whether a letter is be generated for the customer by the **Print Debtor Letter** command on the **Reports** menu. You can use debtor letters as part of your credit control procedures to remind the customer of overdue transactions.

Minimum Debt

This only applies if the **Debtors Letter** option is selected. Letters are only produced for outstanding values equal to or greater than the value you enter in this box.

Notes

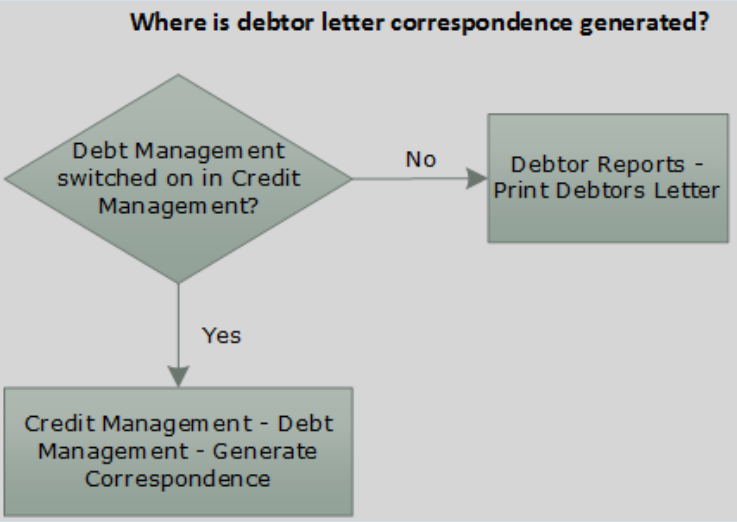
VAT Inclusive	An option that determines whether the value of goods on sales invoice and credit note transactions includes VAT. If the option is selected, VAT is calculated on the assumption that the amount entered in the **Goods Value** box is the gross amount. The VAT portion of this is displayed in the **VAT Amount** box on the **Analyse Customer Invoice** form. If the option is cleared, VAT is calculated on the assumption that the amount entered in the **Goods Value** box is the net amount. The option applies to invoice and credit note transactions entered using the **Processing** command in the Sales application.
Banking	
The banking details boxes are disabled until a bank account number is entered. If you use the Cashbook application (from where you can create bank payments files for transmission to your bank), these bank codes are included in a BACS file for refunds posted from the Sales ledger - Processing **form.** Note: **These SEPA codes on this form are for information only in Opera but can be used for bespoke software applications linked to Opera. You cannot currently make SEPA payments for customers from the Sales Ledger or from the Cashbook. SEPA payments can be made for suppliers from the Purchase Ledger.**	
Bank Account	The customer's bank account number.
Sort Code	The customer's bank sort code. These codes should be 6 digits long.
Bank Ref.	A bank or building society reference allocated to the customer. This additional information may be required by certain banks or building societies. For example, payments made using National Westminster Bank's Autopay facility require a four-digit payee reference to be included in the payments file.
BIC	The Bank Identifier Code. If you enter one you must also enter the IBAN code. Both codes will be checked by Opera when you save your changes to ensure that they are entered in a valid format. BIC and IBAN codes must be included for Single Euro Payments Area (SEPA) Euro payments. What's SEPA? The Single Euro Payments Area (SEPA) is an initiative in the European Union to improve cross-border Euro payments between EU countries (Eurozone and non-Eurozone countries) plus Iceland, Liechtenstein, Norway, Switzerland and Monaco. SEPA comes into effect for Eurozone countries from 1 February 2014, when Euro payments must be transmitted using a SEPA compliant payment file. Even though the initiative is to improve cross-border payments, domestic Euro payments are also affected. For non-Eurozone countries SEPA comes into effect in 2016. Does this affect Euro payments originating in the UK? Cross border Euro payments from the UK do not have to be SEPA compliant until 2016. However, some UK banks may participate in the initiative before then so SEPA compliant payment files may be accepted for Euro payments to suppliers based in the European Union. Non-Euro payments (for example in Sterling) are not included in the SEPA initiative. Tip: For steps to set up Opera for SEPA please follow the 'Setting Up Opera for SEPA' Help topic in the 'How to' section of the Purchase Ledger Help. This topic also includes steps to set up the Cashbook and other applications.
IBAN	The International Bank Account Number. If you enter one you must also enter the BIC code. Both codes will be checked by Opera when you save your changes to ensure that they are entered in a valid format. BIC and IBAN codes must be included for Single Euro Payments Area (SEPA) Euro payments. **Note:** Bank Identifier Codes (BICs) and International Bank Account Numbers (IBANs) are used to identify banks across national borders. The structure and length of the codes are defined by the International Organization for Standardisation (ISO) so must be entered accurately. The length of these codes can vary: - BICs: minimum length 8 characters, maximum length 11 characters - IBANs: minimum length 5 characters, maximum length 34 characters.

Notes

SEPA Payee	The name of the payee (up to 70 characters) that is included in a 'SEPA CT' payment file created using the Cashbook - Reports - BACS List report. This box is enabled if your licence includes the SEPA feature. Note: Only enter a SEPA payee name if the customer's name is longer than 30 characters and this customer will be refunded in a 'SEPA CT' payment file. If the SEPA Payee box is empty the customer's name entered on the Sales Ledger - Processing form will be used in the 'SEPA CT' payment file.
E-Mail	
These options control whether a chosen document can be sent to the customer by email. For statements, proforma invoices and invoices the account contact's email address on the Sales Ledger - Processing form must already have been entered. For quotations, sales orders and delivery notes the order contact's email address must have been entered. These boxes are otherwise disabled. Tip: **For instructions to set up customers for email and the rules that Opera uses, see the To Set Up Customers for Email Help topic.**	
Statements	An option that determines whether account statements are to be emailed to the customer as a default output option, rather than printing 'hard copies'. With this option selected, when you choose the **Statement** command on the **Action** menu associated with the **Account View** form, the **Email** tab is the default selection on the **Publisher** form. The e-mail address used for sending the statement is the one entered in the **E-Mail Address** box beneath the **A/C Contact** box on the **General** tab of the **Customer** form. The statement itself is sent as a PDF attachment to the mail message. The PDF file name is customer account code appended by the day and month numbers (DDMM). The subject line of the e-mail message will default to 'Statement as at *dd/mm/yy*', where the *dd/mm/yy* is the system processing date used for the application. Options are also available for the e-mailing of statements on the **Statement Reports** form displayed when you use the **Statements** command on the **Reports** submenu of the Sales application.
Quotes	An option that determines whether sales quotations are emailed to the customer by default when they created using the Batch Processing command in the Invoicing or Sales Order Processing applications. The quotations are sent to the orders contact's email address as PDF attachments. The subject and the message text is picked up from the E-Mail Profile for sales quotations, which is defined in the System Manager. **Note:** If this option is not ticked, quotations can still be emailed but it is not the default option. Email profiles for sales quotations will also not used.
Proformas	An option that determines whether sales proformas are emailed to the customer by default when they are created using the Batch Processing command in the Invoicing or Sales Order Processing applications. The proformas are sent to the account contact's email address as PDF attachments. The subject line and the message text is picked up from the E-Mail Profile for sales proformas, which is defined in the System Manager. **Note:** If this option is not ticked, proformas can still be emailed but it is not the default option. Email profiles for sales proformas will also not used.
Orders	An option that determines whether order acknowledgements are emailed to the customer by default when they are created using the Processing or Batch Processing command in the Invoicing or Sales Order Processing applications. The orders are sent to the orders contact's email address as PDF attachments. The subject line and the message text is picked up from the E-Mail Profile for sales orders, which is defined in the System Manager. **Notes:** If this option is not ticked, sales orders can still be emailed but it is not the default option. Email profiles for sales proformas will also not used. Order acknowledgements can be generated only if the Acknowledgement Required option is selected on the **Delivery Details** form for the customer.

Notes

Delivery Notes	An option that determines whether delivery notes are emailed to the customer by default when they are created using the Batch Processing command in the Invoicing or Sales Order Processing applications. The proformas are sent to the orders contact's email address as PDF attachments. The subject line and the message text is picked up from the E-Mail Profile for delivery notes, which is defined in the System Manager. **Note:** If this option is not ticked, delivery notes can still be emailed but it is not the default option. Email profiles for delivery notes will also not used.
Invoices	An option that determines whether invoices are emailed to the customer by default when they are created in the Invoicing or Sales Order Processing applications. The invoices are sent to the account contact's email address as PDF attachments. The subject line and the message text is picked up from the E-Mail Profile for invoices, which is defined in the System Manager. **Note:** If this option is not ticked, invoices can still be emailed but it is not the default option. Email profiles for invoices will also not used.
Credit Notes	An option that determines whether credit notes are emailed to the customer by default when they are created in the Invoicing or Sales Order Processing applications. The credit notes are sent to the account contact's email address as PDF attachments. The subject line and the message text is picked up from the E-Mail Profile for credit notes, which is defined in the System Manager. **Note:** If this option is not ticked, credit notes can still be emailed but it is not the default option. Email profiles for credit notes will also not be used.
On stop or dormant accounts	
Stop	An option that determines whether the customer account is on stop. If this option is selected, no accounting transactions except adjustments can be posted in either the Sales, Invoicing or SOP applications. You will still be able to carry out allocation procedures in the Sales application and you are given the option to create documents, quotations, *pro forma* invoices and sales orders in the SOP or Invoicing applications. However such documents cannot be progressed to delivery or invoice stage until the **Stop** option is cleared. **Note:** Putting an account on stop or clearing an account already on stop will create a note record for the customer.
Dormant	An option that determines whether the customer record is in use. For customers you no longer trade with or whose records are otherwise inactive, you can mark them as 'dormant'. The customer record details remain, but the account cannot be the subject of transactions and is excluded from most other processes. For example, no new transactions can be created involving the customer in any application, and SOP documents for 'dormant' customers cannot be progressed. On the **Action** menu associated with the **Customer** form, **Gateway** and all transaction processing commands, such as **Invoice**, **Receipt** and so on, are unavailable. When a customer record is marked as 'dormant', it is also excluded from most reports except those that provide an option to include 'dormant' customers specifically (such as the list of accounts, contacts report, and so on). You can also prevent 'dormant' customers from being shown in searches by clearing the **Include Dormant Customers** option on the **Search** form displayed when you use the **Search for records matching criteria** toolbar button. The default setting for this option is controlled by the **Include Dormant Customers** option on the **Sales Options** form. You can only select the **Dormant** option for customer records that have zero order and current balances and there are other conditions that preclude the customer being marked as 'dormant'. For example, the record must not be a ledger or invoice account (and so linked to other accounts); nor can it have any recurring cashbook entries or deliveries outstanding. The customer must not be selected as a Gateway account. If necessary, you will need to clear such records or option settings before you are permitted to select the **Dormant** option. If you want to reinstate an inactive customer record, simply clear the **Dormant** option.

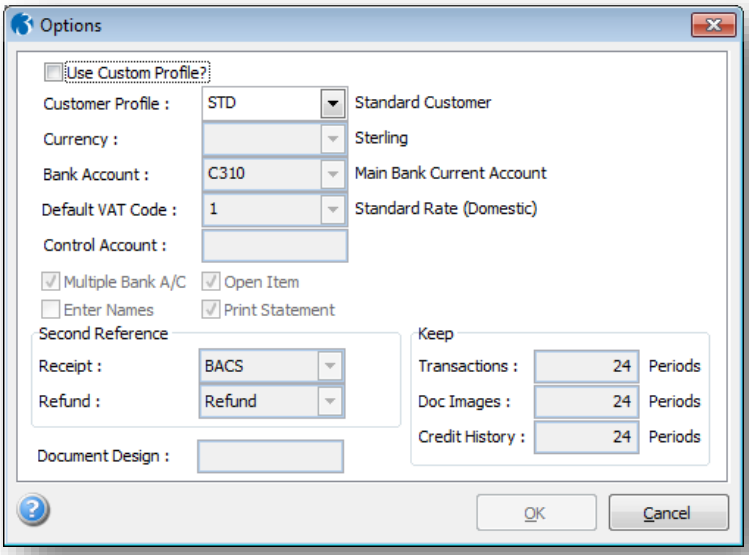
Credit Management	
Debtors Letter Correspondence	An option that determines whether debtor letter correspondence letter is be generated for the customer. You can use debtor letters as part of your credit control procedures to remind the customer of overdue transactions. If the Use Debt Management option in the Opera 3 Credit Management Centre is selected, debt management correspondence is designed and sent from the Credit Management Centre. If the option is not selected, debt management letters are designed and sent using the Print Debtor Letter from on the Reports menu. 
Minimum Debt	This only applies if the Debtors Letter option is selected. Letters are only produced for outstanding values equal to or greater than the value you enter in this box.
E-Mail	An option that determines that debtor letter correspondence is sent by email to the customer rather than printed.
Credit Limit	The value of the credit limit for this customer. If the current balance on the account, plus any transaction you are processing, exceeds the credit limit, a warning appears. You can then decide whether to abandon the transaction or continue regardless. A credit limit of zero means unlimited credit rather than no credit limit. A default credit limit to be used for all new customers can be created on the Sales Ledger - Utilities - Set Options form. **Note**: Credit limits for one or more customers can also be entered at the same time in **Credit Management Centre**. **This feature is available in Opera 3** **Tip:** If you do not allow a customer a credit limit, enter '1' in this box.
Reviewed On	The date the credit limit was last reviewed for this customer. This date is optional. This date can be set for one or more customers at the same time in **Credit Management Centre**. This feature is available in Opera 3
CM Group	The allocated Credit Management Group for this customer. The group can be set for one or more customers at the same time in **Credit Management Centre**. Groups are used to group customers so they can be filtered in **Credit Management Centre**. These codes are optional; you do not have to use groups in **Credit Management Centre**. Even if groups are created, you do not have to use one for each customer. You can allocate a group to some customers and not to others. You can group your customers for Credit Management purposes in any number of ways. For example you could group them according to whether they normally pay their invoices on time or are late payers, according to sales turnover for the year and therefore the importance of the customer to your business, according to the geographical location of the customers and so on.

Notes

3.1.2.2 Processing Options

Notes

This form is opened from the Action button on the Sales - Processing form. You can define options for the selected customer using this form.



Box	Description
Use Custom Profile?	An option that determines whether you want to specify a special set of options for the customer. You must select this option if you want to enter certain details directly in boxes on the **Options** form. If the option is cleared, you must select an existing profile record in the **Customer Profile** list to determine the content of some of the boxes. Customer profiles are maintained using the **Cust. Profile** command on the **Maintenance** submenu.
Customer Profile	A reference that identifies the customer profile you want to assign to the customer record. You can select from a list. Customer profiles are maintained using the **Cust. Profile** command on the **Maintenance** submenu. You cannot select a profile if the **Use Custom Profile?** option is selected.
Currency	A reference that identifies the currency in which balances are maintained for the customer. This is also the default currency when transactions are entered for the customer. You can select the currency from a list. Currencies are defined using the **Exchange Rates** form in the System application. This only applies if you have the multi-currency application installed and activated. An icon will appear on the form status bar to indicate a foreign currency customer record. When you move the mouse pointer over the icon, the name of the operating currency for the account is shown as a ScreenTip.
Bank Account	A reference that identifies the default bank account used for sales receipt and refund postings. You can select the account from a list. Bank accounts are defined using the **Bank Accounts** form in the Nominal application. The selection you make here will override the company default bank account identified in the **Bank Account** list box on the **Sales Options** form.
Default VAT Code	A reference that identifies the default VAT code. You can select the VAT code from a list. VAT code records determine the rate and classification of VAT for customer records associated with the profile. The code you select will be the default displayed when you enter sales invoice or credit note transactions. VAT codes are defined using the **VAT Processing** form in the System Manager.

Notes

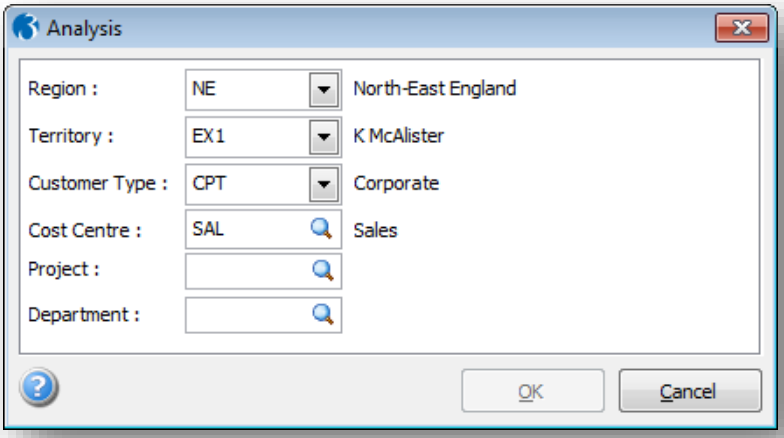
Control Account	A reference that identifies the default debtors control account used for the double-entry posting of sales transactions. You can select the account from a list. Control accounts are defined using the **Accounts** form in the Nominal application.
Multiple Bank A/C	An option that determines whether a different bank account can be selected when a sales receipt or refund transaction is entered. If the option is cleared, postings can only be made to the default bank account. This option only applies if you have more than one bank account defined in the Nominal application.
Open Item	An option that determines whether the detail of outstanding transactions is retained for previous periods. If the option is cleared, outstanding transactions are accumulated into a period total when the **End of Period** command is used. If the option is selected, the detail of outstanding transactions is retained until it is completed (allocated), regardless of whether the **End of Period** command is used. If you choose to switch an open item record to balance forward accounting and transactions exist, a warning prompt appears asking you to confirm that you want to make the change.
Enter Names	An option that determines whether you can enter payer names for sales receipt postings. If the option is cleared, the payer name defaults to that of the customer account and cannot be altered.
Print Statement	An option that determines whether a statement is produced for customer records associated with the profile when the **Statements** command on the **Reports** menu is used. If the option is cleared, customer records associated with the profile will be excluded from statement printing.
Second Reference Receipt and Refund	References that identify the default receipt and refund names used to complete the **Reference 2** box on the **General** tab when sales receipt and refund transactions are posted to customer records associated with the profile. You can select from a list. Receipt and refund names are defined using the **Receipts Names** and **Refund Names** commands on the **Utilities** submenu respectively. The selection you make can be overridden when a sales receipt or refund transaction is entered.
Keep Transactions..Periods	The number of periods, from 1 to 99, that you want to retain completed sales transactions. Transactions will be retained for the number of periods specified here after which they will be removed by using the **End of Period** command. **Note:** The number of periods you specify here overrides the company default entered in the **Keep Transactions** box on the Sales Ledger - Utilities - Set Options form.
Keep Doc Images..Periods	The number of periods, from 1 to 99, that you want to retain images of sales invoice and credit note documents created using the SOP or Invoicing applications. Documents will be retained for the number of periods specified here after which they will be removed by using the **End of Period** command. **Note:** The number of periods you specify here overrides the company default entered in the **Keep Invoice Image** box on the Sales Ledger - Utilities - Set Options form.
Keep Credit History..Periods	The number of periods, from 1 to 99, that you want to retain uncompleted diary actions that have been added in the **Credit Management Centre**. Diary actions will be retained for the number of periods specified here after which they will be removed by using the **End of Period** command. **Note:** The number of periods you specify here overrides the company default entered in the **Keep Credit History** box on the Sales Ledger - Utilities - Set Options form. This feature is available in Opera 3

Document Design	A reference that identifies a set of SOP document designs that applies to customer records associated with the profile. This only applies if you have the SOP application installed and activated. Alternative document sets can be created for different requirements. For example, if you trade with customers within the EU, you may want to use different document designs to those used for customers outside the EU. To create the design you must use the last two characters of the report name which could be anything you choose. For example, sqininak.frx and sqininak.frt. Use the report layout within System to select your new design. These two characters are then used in the Profile. **Note:** These document codes are not available: DA, DD, DS, SA, SC, SS and ST.

Notes

3.1.2.3 Processing Analysis

This form is opened from the **Action** button on the Sales - Processing form.

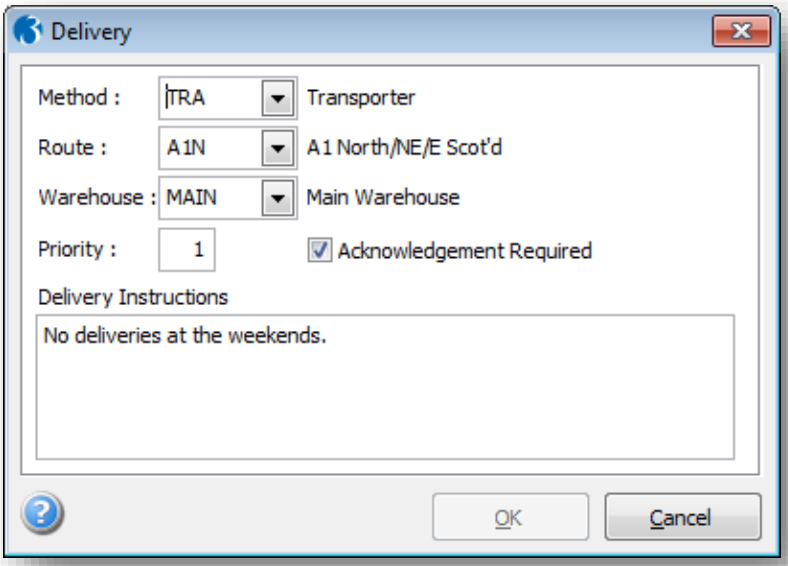


Box	Description
Region	A reference that identifies the region for the customer. You can select the region from a list. Regions are defined using the **Region** command on the **Maintenance** submenu.
Territory	A reference that identifies the territory for the customer. You can select the territory from a list. Territories are defined using the **Territories** command on the **Maintenance** submenu.
Customer Type	A reference that identifies the customer type for the customer. You can select the customer type from a list. Customer types are defined using the **Types** command on the **Maintenance** submenu.
Cost Centre	A reference that identifies the default cost centre for the customer. You can select the cost centre from a list. Cost centres are defined using the **Cost Centre** command on the **Maintenance** submenu of the Nominal application.
Project	A reference that identifies the default project code. You can select from a list.
Department	A reference that identifies the default department code. You can select from a list.

3.1.2.4 Processing Delivery

Notes

This form is opened from the **Action** button on the Sales - Processing form. It only applies if you use the Invoicing or Sales Order Processing applications.

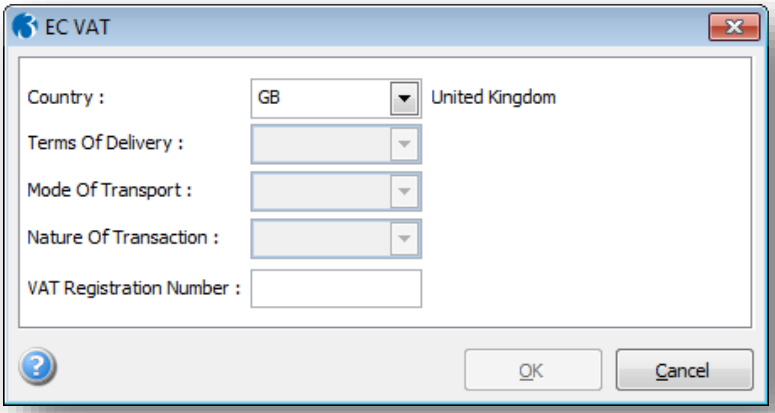


Box	Description
Method	A reference that identifies the method of delivery. You can select the method from a list. This only applies if you have the SOP application and is used to sort deliveries into despatch method sequence.
Route	A reference that identifies the route for the customer. You can select the route from a list. This only applies if you have the SOP application and is used to sort deliveries into route sequence.
Warehouse	A reference that identifies the default warehouse from which goods are taken for this customer. if you have multi-warehouses feature activated. You can override the default when entering orders. You can select the warehouse from a list.
Priority	A number in the range 0 to 9 that determines the customer's priority in receiving goods in short supply. An entry of zero allocates goods on a first come first served basis. Entries from 1 to 9 allocate goods during the Sales Order Processing - Allocations procedure on the basis of the highest priority (which is 1) receiving allocation first, down to the lowest priority (which is 9). **Note:** This only applies if you have the Sales Order Processing application. You cannot change the priority if you use the Invoicing application.
Acknowledgement Required	An option that determines whether order acknowledgements can be produced for this customer in the Invoicing or Sales Order Processing applications.
Delivery Instructions	Memorandum information for deliveries that can be included on your delivery note design by your Pegasus reseller if required. **Note:** This information is not included on the standard delivery designs installed with Opera.

3.1.2.5 Processing EC VAT

Notes

This form is opened from the **Action** button on the Sales - Processing form. If you have the EC VAT application, the form includes these boxes. If you do not have the EC VAT application, the box for the VAT registration number is displayed.



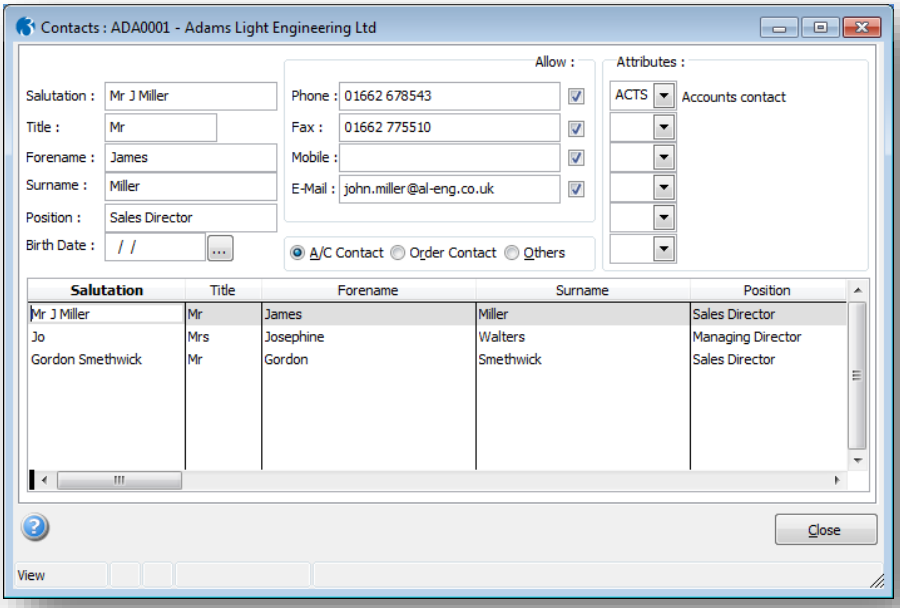
Box	Description
Country	A reference that determines the country for the account. You can select from a list. Countries are defined using the **Countries** command on the **Maintenance** submenu of the EC VAT application.
Terms of Delivery	A reference that determines the delivery terms for SD reporting for the account. You can select from a list. Delivery terms are defined using the **Delivery Terms** command on the **Maintenance** submenu of the EC VAT application. If the **Include Delivery Terms** option is selected under the **EC Despatches SD** option on the **Options** tab of the **Company Profiles** form in the System Manager, then you must specify a delivery terms record when posting invoice and credit note transactions to EU member customers.
Mode of Transport	A reference that determines the mode of transport for SD reporting for the account. You can select from a list. Mode of transport codes are defined using the **Transport Modes** command on the **Maintenance** submenu of the EC VAT application. This is optional and may be omitted if not required on SDs.
Nature of Transaction	A two-digit reference that determines the nature of transaction for SD reporting for the account. You can select from a list. Nature of transaction codes are maintained in the EC VAT - Maintenance - Transaction Nature command.
VAT Registration Number	The VAT registration number of the customer. In the case of an EC customer, a blank entry signifies that you can only select VAT codes that are type U (EC Country - Unregistered) when posting transactions for this customer. This is defined in the Trans. Type list box on the **General** tab of the **VAT Processing** form in the System Manager. VAT registration numbers for customers in the European Community are validated according to the rules in each member state. **Note:** If the VAT Registration number is changed the system will make sure the amended number is used on future EC Sales Lists. This applies if the **EC Sales List** box is ticked on the System - Maintenance - Company Profiles form to indicate that the EC Sales List report in the EC VAT application is used to submit the ESL report to HMRC.

3.1.2.6 Processing Contacts

Notes

This form is opened from the **Action** button on the Sales - Processing form.

Use the **Contacts** command to maintain additional customer contacts for the currently selected customer record. Contacts already identified in the **A/C Contact** and **Order Contact** boxes on the **General** tab of the **Customer** form are displayed. You can add additional information about these contacts as well as creating additional records for other contacts within the customer's organization. If you want to assign attributes to the contact records, you need to create the attribute codes and descriptions using the **Contacts** command on the **Maintenance** menu. A contact can be classified as the account contact, order contact or other. You can only have one account and one order contact per customer, but you can have as many 'other' contacts as you wish. If you want to change which contact is used for the account or order contact, you must first reclassify the existing account or order contact to 'other'. You can then choose a different contact.



Note: You can send an e-mail to the contact currently selected in the grid by clicking the **Send E-mail** toolbar button. If the **E-Mail** box on the **Customer Contacts** form contains and e-mail address and the corresponding **Allow** option is selected, the 'To' field in your e-mail messaging software will be populated with the contact's e-mail address. If no e-mail address is entered or the **Allow** option is cleared for the currently selected contact, the 'To' field is left blank in your e-mail software and you will have to enter one manually.

Contact Entries

Notes

Box	Description
Salutation	The way in which you want to address this person. For example, a contact whose name is Andrew Harrison might be addressed as Mr Harrison or Andy Harrison.
Title	The contact's title, such as Mr., Mrs., and so on.
Forename	The contact's forename.
Surname	The contact's surname.
Birth Date	The contact's date of birth.
Phone	The contact's telephone number. If you also select the **Allow** option alongside, this indicates that this method of contact is permissible.
Fax	The contact's fax number. If you also select the **Allow** option alongside, this indicates that this method of contact is permissible.
Mobile	The contact's mobile telephone number. If you also select the **Allow** option alongside, this indicates that this method of contact is permissible.
E-mail	The contact's e-mail address. If you also select the **Allow** option alongside, this indicates that this method of contact is permissible.
A/C Contact, Order Contact, Other	Options that determine the classification of the contact. Each record can have only one account and one order contact record specified. You can have as many 'other' contacts as you wish.
Attributes	Codes that determine the contact attributes. You can select from a list.

3.2 Sales Processing

Notes

Use the **Invoice**, **Credit**, **Receipt**, **Refund**, **Adjustment** and **Allocate** commands on the **Action** menu associated with the **Customer** form to process sales transactions concerning customer accounts that are not otherwise generated by other modules. Before you choose a posting command from the **Action** menu, you must first select the customer account for the posting. You can use the browse buttons or select from the **List** tab of the **Customer** form, or you can use the find function.

You post a transaction using one or more forms. You begin with the transaction 'header' information. This is the form with which you enter the transaction date, references, currency code and so on. Each transaction comprises just one header record, regardless of the transaction type. For invoices and credit notes, header information is entered on a **General** tab while an **Analysis** tab is provided for you to review or change default transaction analysis codes, such as region, territory, customer type and so on.

If the **Allow Cash with Invoice** option is selected on the **Sales Options** form, click the **Cash** tab to enter details of the payment to be allocated to an invoice transaction.

For invoices and credit notes, the second part of the transaction entry is the transaction 'analysis' or 'detail' information. An invoice or credit note must consist of at least one analysis line. This determines breakdown of the transaction total between the goods and VAT values and determines the nominal accounts to which corresponding values are posted. You can break down an invoice or credit note value over several different analysis lines.

Example:You enter a sales invoice that comprises two items; a product sale and a service charge. You want these two items posted to different nominal accounts. When you enter the invoice, you enter two analysis lines, one for each item. You can use different sales codes on each detail line to determine the nominal accounts for the items. The total of the two items must balance with the total of the invoice.

For receipts and refunds, you can choose whether you want to allocate the cash transaction to one or more outstanding debit transactions. If you select the On Account option on the transaction header, then no allocation takes place. You can allocate transactions subsequently using the Allocate command. If you leave the On Account option clear, a second form is provided for the allocation process.

For adjustments, there is no second part to the transaction input. A Comment box is provided for you to identify the purpose of the adjustment transaction.

If a transaction is allocated in error, you can use the Rectify Allocation command from the Action menu. See the Rectify Allocation and How to Rectify Allocations Help topics for more information.

Foreign Currency Transactions

If you have the Multi-currency module installed and activated and have foreign customers trading in a currency other than your base currency, you must identify the currency and confirm the exchange rate prevailing when you post the invoice. Discrepancies arising from changes in exchange rate between an invoice and its payment are recorded at the time the receipt is posted using the **Receipt** command on the **Action** menu.

Transaction Prerequisites

Before you can create a sales transaction record, you must set up certain prerequisite records.

Why does the VAT box display a value for a foreign invoice but does not add it to the total goods for the detail lines when registered for vat with that country?

VAT that is charged on purchases from EC member states where the trader is registered for VAT in that country, is treated as Acquisitions Tax. In effect what happens is the VAT that would be paid by the trader to the supplier in that country (which is included in Box 4 on the VAT return) is also 'contra'd' into Box 7 of the VAT return. This has the effect of making the VAT zero – it effectively goes into Box 4 as a positive figure and comes out of Box 7 as a negative figure. This is done according to EC VAT rules from HMRC.

When entering purchase invoices, to cater for acquisition tax, the total invoice value should be entered in the goods value field, (not the goods and then VAT) the system will automatically cater for the VAT.

Under the rules of 'EC Acquisition Tax' the tax amount needs to be displayed in both Boxes 2 and 4 on the VAT100 form. To achieve this the PL Invoice needs to have the net value of the Invoice displayed in the Foreign Currency Value field on the Header. Box 9 will also include the goods value of the acquisition.

For further information please refer to the following link http://www.hmrc.gov.uk/vat/managing/international/imports/importing.htm and we also strongly recommend contacting customs

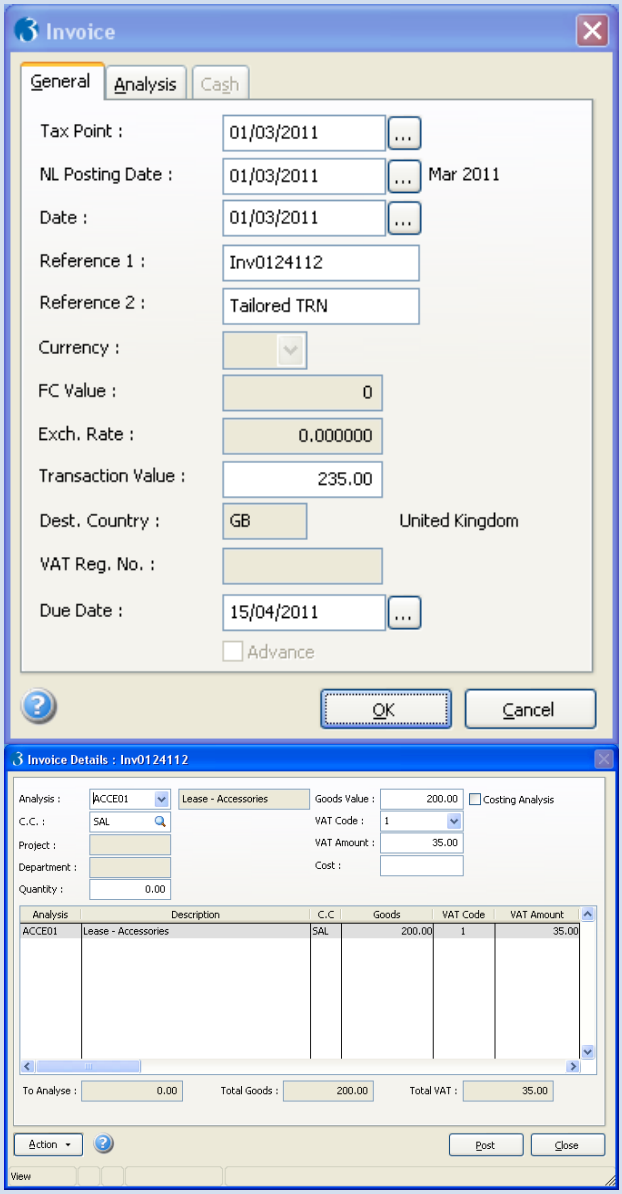
Notes

- At least one customer record must exist. You cannot create a record for an invoice, credit note, receipt and so on, unless you have selected a customer record. Customer records are defined using the **Customer** form associated with the **Processing** command in the Sales module.
- Other records and options may need to be defined before you can create and post a transaction. These include sales codes, analysis records, such as regions, territories, customer types and cost centres, nominal accounts, VAT rate codes, currency codes, and so on.

The records you need to define depend on the configuration of your system. It is up to you to check the correct records are selected and the accuracy of all optional details associated with an invoice before posting.

Note: If the **Continuous Posting** option is selected on the **User Profiles** form in the System module for your user record, you can post transactions of the same type in batches because the application automatically reselects the same command (**Invoice**, **Credit**, **Receipt** and so on) when you complete a transaction record.

3.2.1 Posting Processes

Posting Process	Process Steps & Information
	**Invoice** Use the **Invoice** command on the **Action** menu associated with the **Customer** form to enter 'direct' invoices for the currently selected customer. By 'direct' invoices, we mean invoices for goods and/or services sold to the customer which do not involve SOP, Invoicing or Stock modules, and for which the original invoice document has been created outside the system. If you have the Costing module, you can analyse invoices to jobs, phases and revenue type cost codes to update transactions in the Costing module. To post a direct sales invoice 1. Open the Sales folder and then click Processing or click the Financials tab and then click Sales - Processing on the Ribbon Bar. 2. Retrieve the customer record for which you want to post transaction details, click Action and then click Invoice. The Post Customer Invoice form appears. 3. On the General tab, enter the transaction header details. 4. On the Analysis tab, select the analysis codes for the transaction as required. 5. Click OK. The Analyse Customer Invoice form appears. 6. In the boxes provided, enter the breakdown of the invoice detail. As you complete each line, it is added to the list. If the Sales Ledger is linked to the Costing or EC VAT modules, you can update the modules when the invoice is posted. • If you use the Costing module, you can tick the Costing Analysis box to enter details of a job and cost code you want to update.

Sales Invoice Continued…

Notes: If the Allow Cash with Invoice option is selected on the Sales Options form, click the Cash tab to enter details of the payment to be allocated to the invoice transaction.

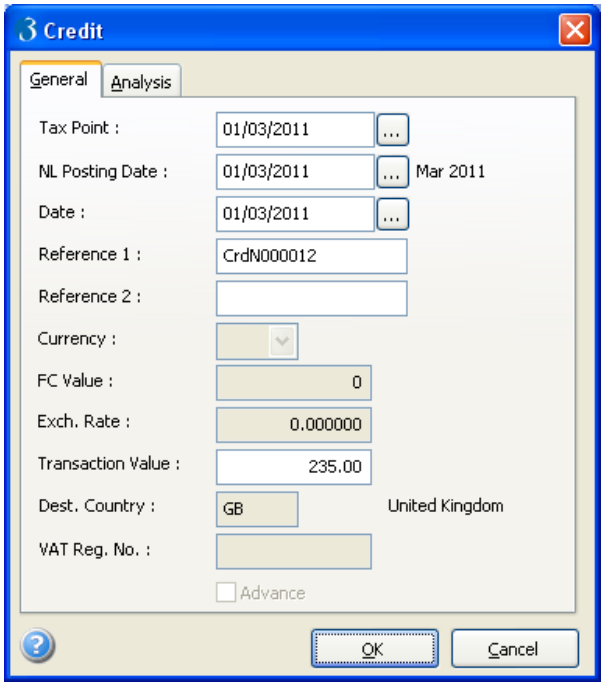
If the Allow Advanced Postings option is selected on the Sales Options form, select the Advance option on the General tab to post the transaction to the next accounting period.

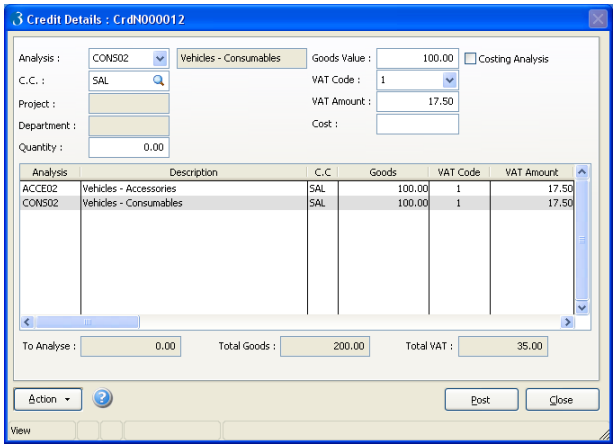
You can display the EC VAT details associated with the current item line using the EC VAT command on the Action menu associated with the Analyse Customer Invoice form. This only applies if you have the EC VAT module installed and activated and have selected the EC Despatches SD option on the Options tab of the Company Profiles form in the System module.

- If you use the EC VAT module and you choose an appropriate VAT code, you can enter details for the SD report on the EC VAT SD Details form.

7. When the To Analyse box is zero, press ESC and then click Post.

Notes



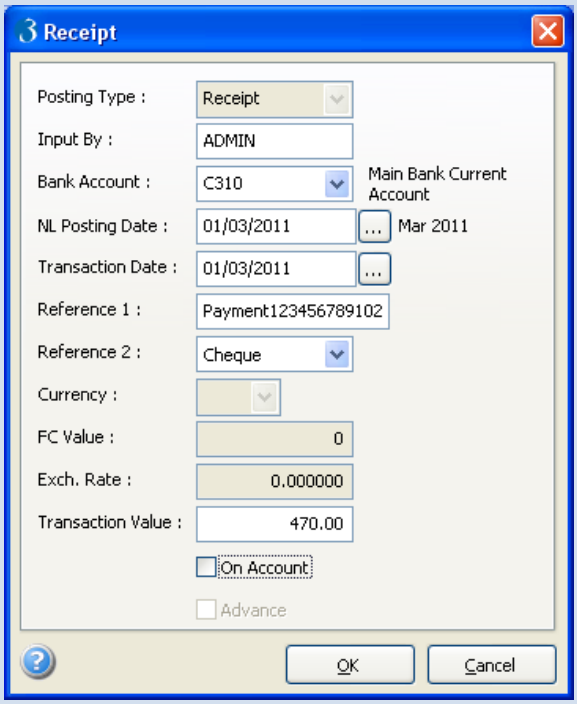


Credit

Use the **Credit** command on the **Action** menu associated with the **Customer** form to enter 'direct' credit notes for the currently selected customer. By 'direct' credit notes, we mean those raised for goods and/or services previously sold to the customer which do not involve SOP, Invoicing or Stock modules, and for which the original credit note document has been created outside the system. If you have the Costing module, you can analyse credit notes **to jobs, phases and revenue type cost codes to update transactions in the Costing module.**

To post a direct sales credit note

1. Open the Sales folder and then click Processing or click the Financials tab and then click Sales - Processing on the Ribbon Bar.
2. Retrieve the customer record for which you want to post transaction details, click Action and then click Credit. The Post Customer Credit Note form appears.
3. On the General tab, enter the transaction header details.
4. On the Analysis tab, select the analysis codes for the transaction as required.
5. Click OK. The Analyse Customer Credit Note form appears.
6. In the boxes provided, enter the breakdown of the credit note detail. As you complete each line, it is added to the list. If the Sales Ledger is linked to the Costing or EC VAT modules, you can update the modules when the invoice is posted.
   - If you use the Costing module, you can tick the Costing Analysis box to enter details of a job and cost code you want to update.
   - If you use the EC VAT module and you choose an appropriate VAT code, you can enter details for the SD report on the EC VAT SD Details form.
7. When the To Analyse box is zero, press ESC and then click Post.



Receipt

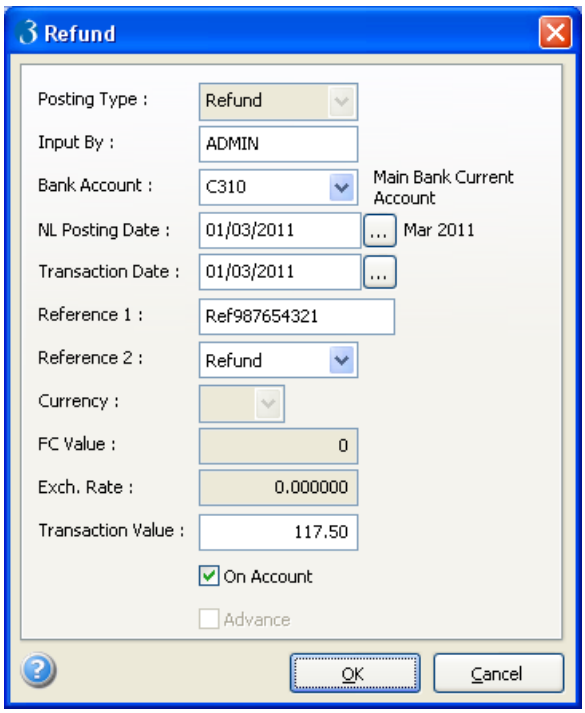
Use the Receipt command on the Action menu of the Customer form to record details of payments received from customers. You can also allocate the receipt against outstanding transactions for the customer, and mark transactions as being disputed. If you do not want to allocate a receipt at the time of posting, select the On Account option. You can allocate it later using the Allocate command.

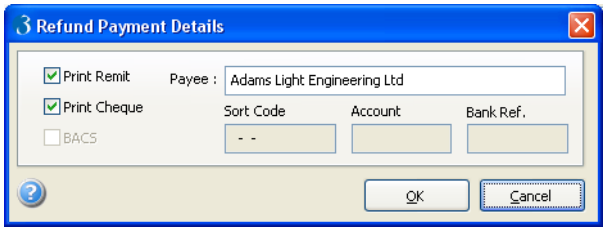
To Post a Sales Receipt

1. Open the Sales folder and then click Processing or click the Financials tab and then click Sales - Processing on the Ribbon Bar.
2. Retrieve the customer record for which you want to post transaction details, click Action and then click Receipt. The Post Customer Receipt form appears.
3. In the boxes provided, enter the receipt details.
4. Click OK.

Note: If you select the On Account option, you can post the receipt to the account without allocation. If the option is cleared, the Allocations for Receipt form appears when you click OK. If the Allow Advanced Postings option is selected on the Sales Options form, select the Advance option to post the transaction to the next accounting period.

Notes





Refund

Use the Refund command on the Action menu of the Customer form to record details of payments made to customers. You can also allocate the refund against outstanding transactions for the customer, and mark transactions as being disputed. If you do not want to allocate a refund at the time of posting, select the On Account option. You can allocate it later using the Allocate command.

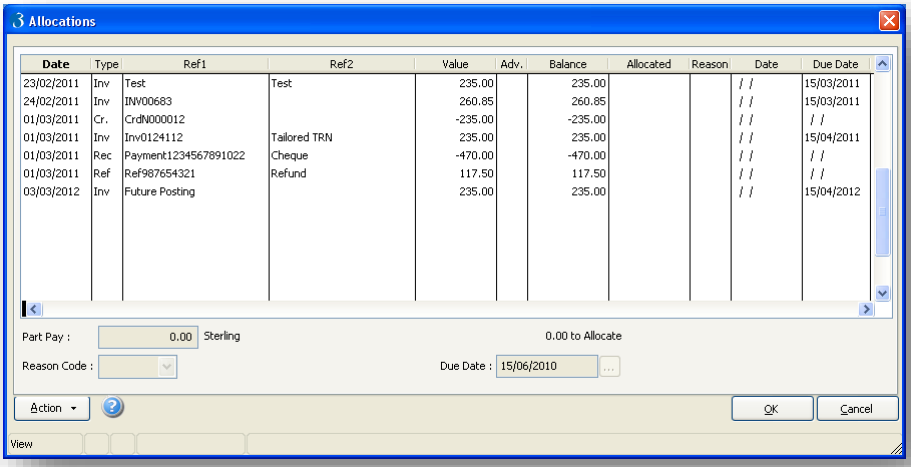
To post a sales refund

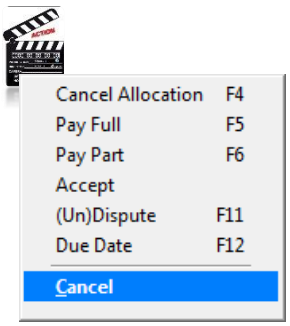
1. Open the Sales folder and then click Processing or click the Financials tab and then click Sales - Processing on the Ribbon Bar.
2. Retrieve the customer record for which you want to post transaction details, click Action and then click Refund. The Post Customer Refund form appears.
3. In the boxes provided, enter the refund details.
4. Click OK.

3.2.2 Allocate

Notes

Allocation is the process of matching outstanding credit transactions (credit notes, discount, payments, refunds or adjustments) to outstanding debit transactions (invoices or adjustments). Once matched, the transactions are considered to be 'cleared' and are removed from the data files when you use the End of Period command, provided the transactions exceed the number of periods specified in the Keep Transactions box on either the Options form associated with the Customer form or the Sales Options form.



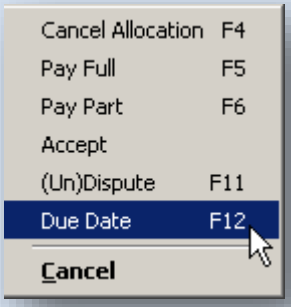
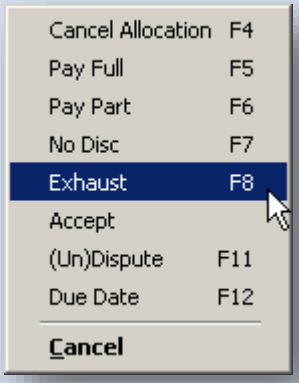


Allocation can be done at the same time as entering a receipt or refund using the Receipt and Refund commands on the Action menu associated with the Customer form, provided the On Account option is cleared. Alternatively, you can use the Allocate command on the Action menu that provides access directly to the Allocations form. You can then allocate existing transactions, including other credits, such as credit notes.

Settlement discount is automatically taken into account according to customer settlement discount terms. These are defined according to the settlement discount terms defined under Settlement Discount on the Trading Terms form associated with the Customer form. You can also use the allocation process to put on hold (and subsequently release) disputed transactions. Disputed transactions are available for allocation but are ignored when you use the Exhaust command on the Action menu associated with the Allocations form. The Allocations form displays all the outstanding transactions for the selected customer account. To include a transaction in an allocation action, click to select the transaction in the grid. You then select the relevant command from the Action menu according to what you want to do.

To Process Sales Allocations

1. Open the Sales folder and then click Processing or click the Financials tab and then click Sales - Processing on the Ribbon Bar. Retrieve the customer record for which you want to make allocations, click Action and then click Allocate. The Allocations form appears.
2. Click to select the transaction you want to allocate, dispute or release.
3. Click Action and select the action you want to take.
4. Click OK.

Manual Allocation	Receipt allocation
	
Retrieve the customer record for which you want to make allocations, click Action and then click Allocate. The Allocations form appears	No Disc & Exhaust only applies to allocations made when using the Receipts Allocations form (posting a new receipt in the Sales > Processing > Receipt command).

Notes

Important: The Exhaust command ignores transactions that are in dispute, those in a foreign currency, and Brought Forward Balance transactions. Brought Forward Balance transactions are created by the End of Period command for accounts that are not set as Open Item

Allocating Foreign Currency Transactions

In you have the Multi-currency module installed and activated, the, when you are allocating foreign currency invoices, you can view values in both the home and foreign currency. The exchange rate shown is the one that was current when the transaction was posted. Allocations can then be made in the transaction currency, or any other currency including the home currency. If you allocate to an invoice in the transaction currency, the system compares the exchange rate prevailing at the time the debit and credit postings were made. If a discrepancy arises, the loss or gain is posted to the nominal account defined on the System Exchange Rates form for the foreign currency concerned.

If you allocate a receipt to an invoice in a currency other than the transaction currency, the system converts both currencies to the home currency using the exchange rates prevailing at the time the debit and credit postings were made and posts the value of any difference to the nominal account identified in the Exchange Gain/Loss box on the Adjustment Names form.

Allocating Advanced Transactions

You can allocate debits to credits, in part or in full, regardless of whether they are 'advanced' transactions. For example, you can allocate a payment posted for the current period to an invoice that has been posted to the next period. Similarly, a payment posted to the next period can be allocated to invoices in the current period. Advanced transactions are only possible if the Allow Advanced Posting option is selected on the Sales Options form.

Disputed Transactions

Notes

You can use the allocation process to mark transactions that are in dispute. Disputed transactions are ignored:

- If you use the Exhaust command on the Action menu associated with the Allocations for Receipts form.
- When you use the Print Debtors Letters command on the Reports submenu of the Sales module.

You can assign a reason code to a disputed transaction. If the Mandatory Reason Code option is selected for the module using the Set Options command, the selection of a reason code will be required before you can mark the transaction in dispute. If the option is not selected, you can mark a transaction in dispute without having to select a reason code. Reason code records are maintained using the Reasons command on the Maintenance menu.

Note: The marking or clearing of a disputed transaction will create a note record for the customer concerned.

3.2.3 Rectify Allocations

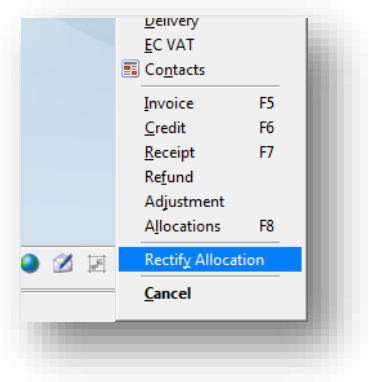
Use the Rectify Allocation command to select and deallocate a previously posted allocation for the current customer. That is, to correct an allocation that was posted in error.

When required, you can also remove any associated transactions such as receipts, discounts or exchange rate discrepancies.

Whenever a deallocation is made, appropriate historical (audit trail) information is retained. This information will be purged when the Period End command is run. This happens provided the transactions exceed the number of periods specified in the Keep Transactions box on either the Options form associated with each customer's record on the Sales Ledger - Processing form or on the Sales Ledger - Utilities - Set Options form.

The Rectify Allocation command is in the form of a wizard which takes you through each stage of the command. This assists you in selecting the required allocation and associated transactions, selecting the error correction process to be executed, and actually executing the process.

The wizard cannot be run if the relevant tables are being used by another process, likewise, once the wizard has been initiated, the relevant tables are locked so that they cannot be used by any other process.



The hierarchy for the determining the Bank Account (and Cost Centre) to which a Receipt/Payment was originally posted is as follows:

Atran: If Cashbook is in use, and the respective transaction has not been purged, then obtain the actual Bank Account from atran.at_acnt and atran.at_cntr

else

[PS]noml: If the respective transaction has not been purged, then obtain the actual Bank Account from [ps]noml.[ps]x_nacnt and [ps]x_ncntr

else

stran: If the respective transaction has not been purged, then obtain the actual Bank Account from a string contained in stran.stmemo

Note that this applies to stran only, and not ptran.

else

[sp]prfls: If a default Bank Account has been set up on a Customer/Supplier Profile, then obtain the Bank Account from [sp]prfls.[sp]c_banknom

else

[sp]parm: Obtain the default Bank Account from [sp]parm.[sp]p_banknom

Please note that the Bank Account stored in [sp]alloc.al_acnt is currently set to default accounts in certain scenarios. . Where a Receipt is posted, on account, to a non-default Bank Account and subsequently allocated, the default Bank Account is written to [sp]alloc instead of the Bank Account to which the receipt was posted. This will be enhanced at a later stage – hence the current workings to ascertain the correct account is as above

3.2.3.1 How to Rectify Allocations

Notes

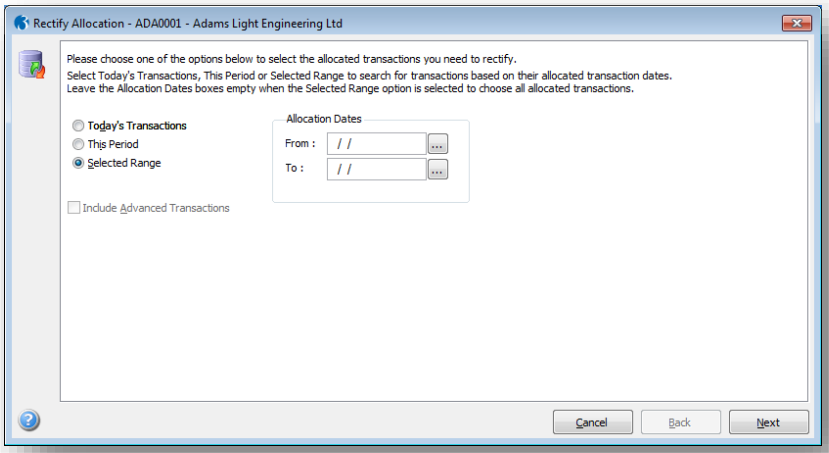
Use the Rectify Allocation command to select and deallocate a previously posted allocation for the current customer. That is, to correct an allocation that was posted in error. Also see the Rectify Allocation Help topic for more information about this function.

The Rectify Allocation command is in the form of a wizard which takes you through each stage of the process. This assists you in selecting the required allocation and associated transactions, selecting the error correction process to be executed, and actually executing the process.

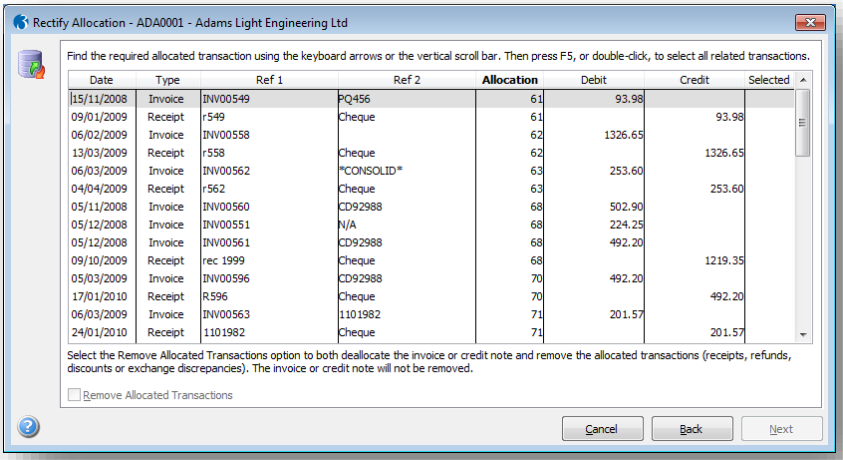
Running the Wizard

1. Open the Sales folder and then click Processing or click the Financials tab and then click Sales - Processing on the Ribbon Bar.

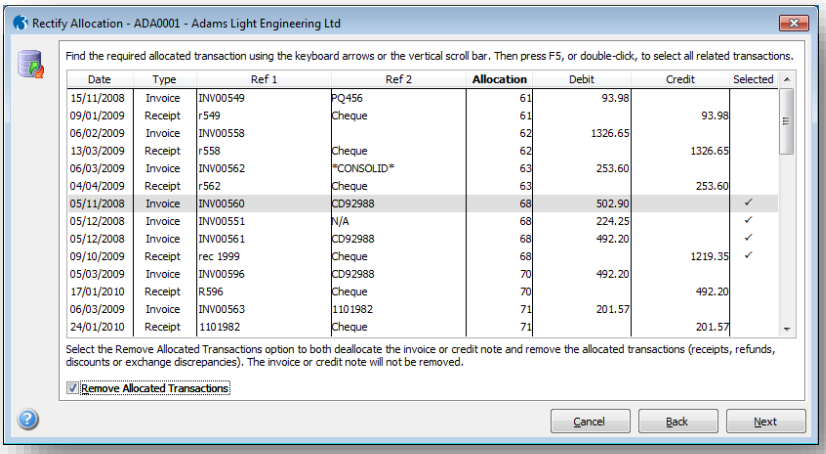
2. Navigate to the relevant customer. Then click Rectify Allocation on the Action menu. Follow the on-screen instructions to carry out this process. All the necessary instructions and explanations regarding the different steps in this process are provided on-screen.



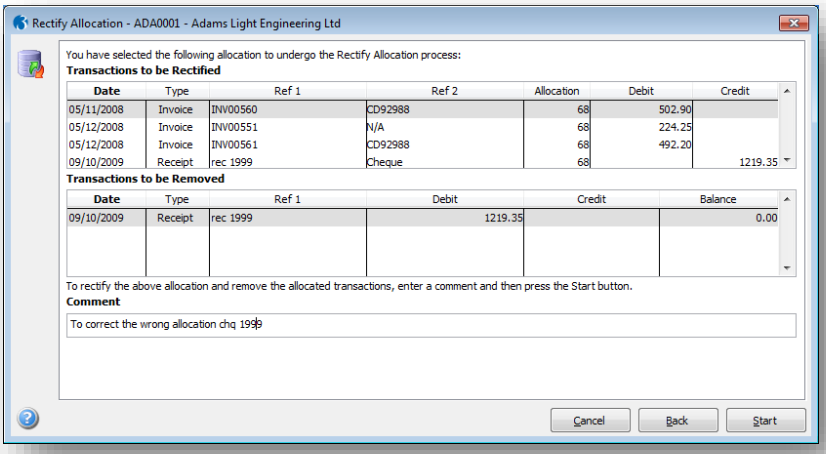
Note: Once a transaction (and its related transactions) are selected, you cannot select another transaction. For example, if you select invoice 'inv98723' which has been allocated to receipt '67345', this receipt will also be selected. No further transactions can then be selected.



Tip: At the stage where you are asked to select the required allocated transaction, you can use *Control+F* to use the Find function. This enables you to search on any of the grid columns, for example, to quickly find specific invoice numbers or cheque numbers.



The form will display a summary of what will be rectified



Notes

What will happen when rectify allocation for Home currency account and remove (i.e. do tick delete)?

This will mark for deletion the allocation in the [sp]alloc table, reset the balances for the Invoice, Credit Note etc. in the [sp]tran table, mark for deletion the Receipt in the [sp]tran table, and add audit information to the audit tables [sp]dealloc[ht].

These changes will be reflected in both the Cashbook and Nominal Ledger. If Cashbook is present then a rectifying journal will be posted to anoml, else it will be posted to [sp]noml.

Account balances will be updated in [sp]name.

The Cashbook transaction dates of the rectifying posting will be that of the system processing date; the transactions dates of the Nominal Ledger rectifying journal will be as specified at the time of the deallocation (dependent upon whether OPA is in use or not). This does mean that up to 4 differing dates could be present post-deallocation - in Cashbook, the original Receipt date, and the rectifying Refund date, and in Nominal ledger the original journal date and the rectifying journal date.

If Cashbook is present then the original Receipt remains intact and, if originally batched, will remain as an entry in the batch. A rectifying unreconciled Refund will be posted, which will not be part of any original batch.

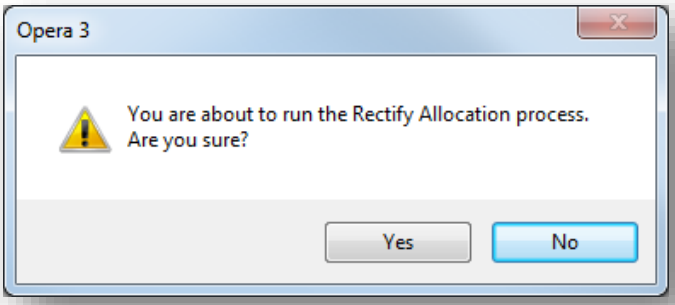
If the original Receipt has not been reconciled then it can be matched with the rectifying Refund; the batch, if present, must be complete for the Receipt to show in Matching or Reconciliation.

If the original receipt has already been reconciled then it cannot be matched until such times as the rectifying Refund has also been reconciled. Please note that the reconciled cumulative balance will be incorrect from the point when the Receipt was reconciled, to the point where the rectifying Refund is reconciled.

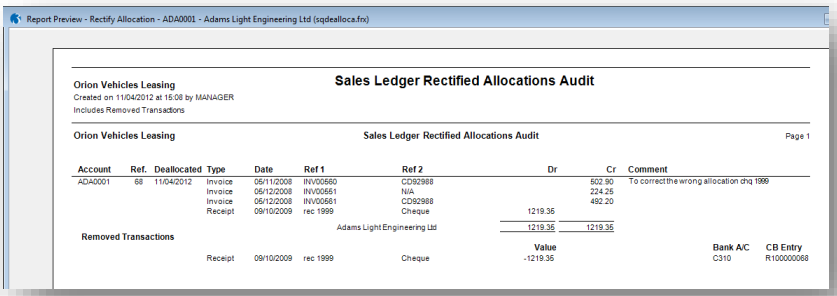
The Recipt and rectifying Refund are posted to the Bank and to Debtors Control accounts. The Bank account for the rectifying Refund is determined by a series of rules which attempt to determine the original Bank account and, if not possible, then a default Bank account.

The actual deletion of the marked transactions in [sp]alloc and [sp]tran will be performed by the appropriate Period End function.

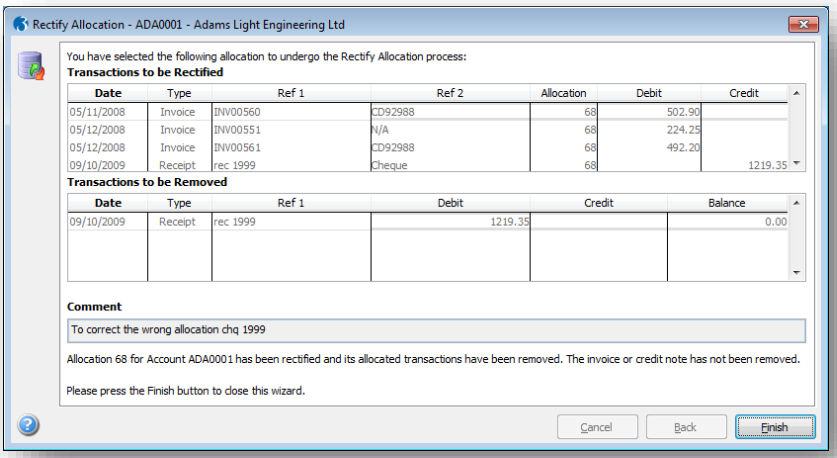
You must confirm you wish to run the rectify command.



Upon completion of the Rectify Allocation process, the Publisher form is displayed which enables you to produce an audit trail report. If you have selected to do a deallocation only, that is, you did not select the Remove Allocated Transactions check box, then the report contains only information pertaining to the deallocation; however, if you selected to post a deallocation and to remove the associated transactions, that is, you did select the Remove Allocation Transactions check box, then the report will contain information pertaining to both the deallocation and to the removed transactions.



Note: The audit trail report also states whether or not you selected the Remove Allocated Transactions check box.



Notes

What will the "Finish and Yes to allocate transactions ?" do?

The whole of the deallocation process is wrapped up in a transaction, to ensure that it is not possible for only part of the de-allocation to be implemented.

The cut-off point is when the user responds to the "Are you sure?" question. If the user answers Yes, then the transaction is completed.

Notes

3.2.3.2 Rectifying an Allocation that involves Multiple Receipts

If you select an allocation which contains multiple receipts, all of the receipts are removed. You will then have to post all of the receipts to the customer account again. Example ...

Invoice 1: 100.00
Receipt 1: -10.00 Posted 'On Account'
Receipt 2: -20.00 Posted 'On Account'
Receipt 3: -30.00 Posted 'On Account'
*Receipt 4: -40.00 Allocated against all of the transactions above (this could be at the time of posting Receipt 4 or later via the **Allocations** form)*

3.2.3.3 After Running the Wizard

Once the wizard has finished, the following takes place:

- If a deallocation only was performed, that is, you did not select the Remove Allocated Transactions check box, and you have permission to access the Allocations form, then a dialog is displayed to enable you to reallocate the transactions.
- If a deallocation and removal of associated transactions was done, that is, you did select the Remove Allocated Transactions check box, or you do not have permission to access the Allocations form, the wizard closes after the Finish button is selected.

  These updates are then completed:

  - The associated transaction is removed from the Sales Ledger. If you select an allocation which contains multiple receipts, all of the receipts are removed. You will then have to post all of the receipts to the customer account again
  - If the Sales Ledger is linked to the Nominal Ledger, a reversing journal is posted. The journal's posting date is either the Opera system date or the date entered in the NL Posting Date box (if Open Period Accounting is used).

  - If the Cashbook is used, a refund is posted. If the original payment is still in the Cashbook the same bank account will be updated. If the original payment cannot be found in the Cashbook the customer's default bank account or the bank account on the Sales Ledger - Utilities - Set Option form will be used.

Important: Errors with 'Cash with invoice' transactions cannot be rectified in this process. These transactions involve cash details that were entered on the Cash tab of the Sales Ledger - Processing - Invoice form when an invoice was posted."

What will happened when you rectify by just de-allocation for Home currency account (i.e. do not tick delete)?

This will mark for deletion the allocation in the [sp]alloc table, reset the balances for the Invoice, Credit Note etc. in the [sp]tran table and add audit information to the audit tables [sp]dealloc[ht].

The actual deletion of the marked transactions in [sp]alloc will be performed by the appropriate Period End function.

Notes

3.3 To Set Up Customers for Email (Pre v1.81)

It is possible to send Quotes, Proforma Invoices, Order Acknowledgements, Delivery Notes and Invoices to your customers by email rather than sending printed documents in the post.

Before you can do this you need to update the necessary customer records with email addresses and select which documents you want to email, and then define email profiles on the System Manager - Maintenance - E-Mail Profiles form.

For statements, proforma invoices and invoices the account contact's email address on the Sales Ledger - Processing form must have been entered before the documents can be sent by email. For quotations, sales orders and delivery notes the order contact's email address must have been entered. These boxes are otherwise disabled.

Note: If you want to e-mail a document to a customer who is **not** set up to email documents as their default option, you can still select the Email tab on the Publisher form and enter the message details manually.

Update the Customer Records

1. Open the Sales Ledger folder and then click Processing or click the Financials tab on the Ribbon Bar and then click Sales Ledger - Processing.
2. In the E-Mail Address boxes beneath the A/C Contact and Order Contact boxes, enter the email addresses for your account contact and order contact for the customer.
3. On the Action menu select Terms.
4. Under E-Mail tick the required boxes for the documents that need to be emailed (Statements, Quotes, Proformas, Orders, Delivery Notes and Invoices).
5. Select OK.

Important: The email options on the Sales Ledger - Processing - Terms form and the email addresses for the account that the transactions are posted to are always used, even if the account is linked to a separate Ledger Account or Invoice Account.

For example, if you have one or more accounts that have been set up as delivery accounts, these will be linked to separate Ledger Accounts. If you are posting contract documents in Sales Order Processing for delivery accounts, you must make sure that the email options and addresses are correctly set up on the delivery account. The email options and email address on the Ledger Accounts will be ignored.

Design Your Email Profiles

1. Open the System folder and click Maintenance or click the Administration tab on the Ribbon Bar and then click Maintenance.
2. Click E-Mail Profiles.
3. Using the List tab locate the profile you want to change.
4. In the boxes provided, enter the details required. To include a field variable at the current cursor position in a box, double-click to select the field required from the list under Field Selector.
5. To save the record, click the icon on the toolbar or press CTRL+S.

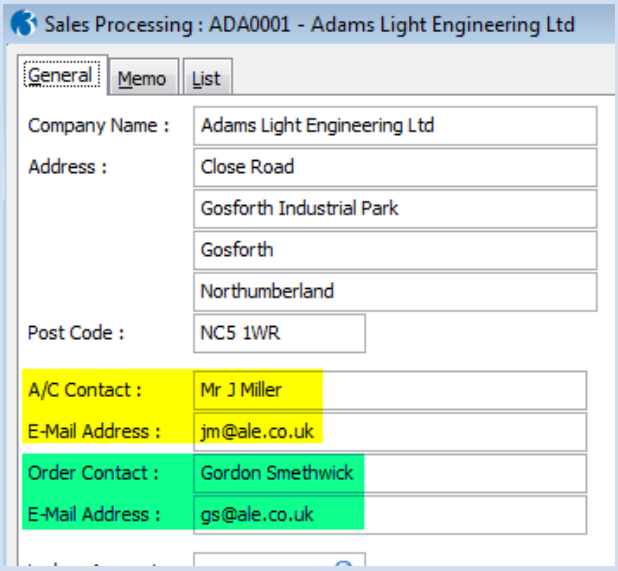
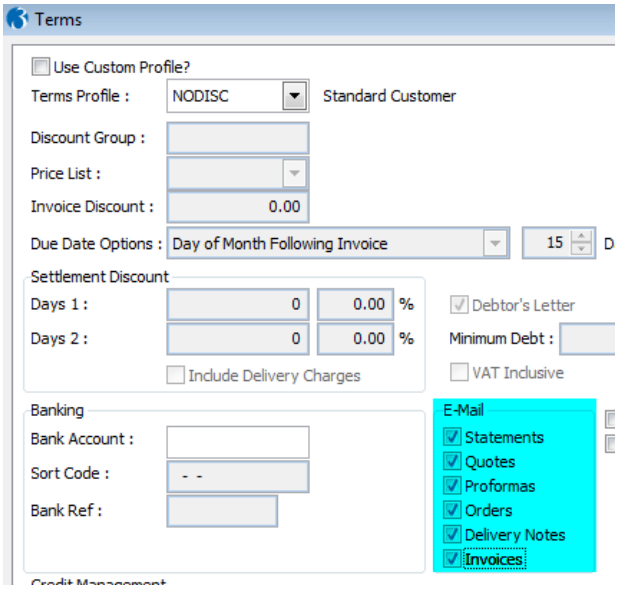
3.4 To Set Up Customers for Email (v1.81+)

Notes

It is possible to send quotes, proforma invoices, order acknowledgements, delivery notes and invoices to your customers by email rather than posting printed documents. You can email different document types from the Processing, Batch Processing and Repeat Invoicing commands in Sales Order Processing and Invoicing.

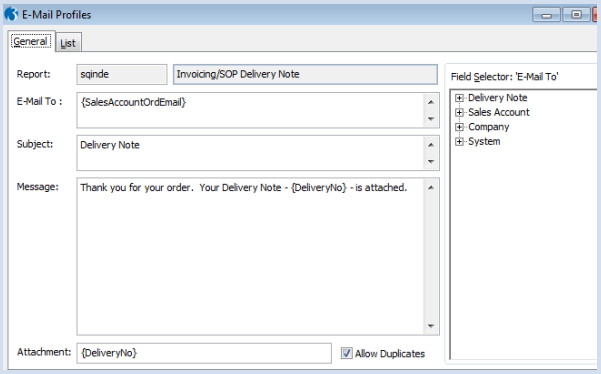
3.4.1 Steps to Set Up Email

Complete these steps to set up Opera for emailing documents:

	Task	Form
1.	Enter the relevant email addresses for your order and account contacts in the E-Mail Address boxes. If you use Ledger and Invoice accounts you must also set up these accounts with email addresses.	Sales Ledger - Processing 
2.	Select the documents you want to email under E-Mail. If you use Ledger and Invoice accounts you must also select documents that can be emailed for these accounts.	Sales Ledger - Processing - Terms 

3. Define your email profiles that will be used when the emails are sent.

System Manager - Maintenance - E-Mail Profiles



Notes

3.4.2 Account Contact & Order Contact Email Addresses

Unless you use the facility in Opera to link your customer accounts to other accounts (Ledger accounts and Invoice accounts), the email addresses used are always the following:

Document	Email Address
Sales orders, delivery notes and quotes	Order contact
Invoices and proforma invoices	Account contact

3.4.3 Ledger & Invoice Accounts

You can also define email addresses for Ledger accounts and Invoice accounts and select which documents can be sent by email for these accounts.

This table shows which email addresses are used for each type of document that you email to your customers if they have been entered (step 1 above) and the documents have been chosen for emailing (step 2 above).

	Posting Account		Ledger Account		Invoice Account		
	Account Contact	Order Contact	Account Contact	Order Contact	Account Contact	Order Contact	
Orders & Quotes	No	Yes	No	No	No	No	The order contact's email address on the posting account is always used, regardless of whether it is linked to other accounts.
Proforma Invoices	Yes	No	No	No	No	No	The account contact's email address on the posting account is always used, regardless of whether it is linked to other accounts.
Delivery notes	No	Yes [2]	No	No	No	Yes **1**	1. If the posting account is linked to an Invoice Account, that account's order contact email address is used. 2. If the posting account is not linked to an Invoice Account, the order contact's email address on the posting account is used. If the posting account is linked to an Invoice Account but that account has not been set up with an email address for the order contact then the address on the posting account is used. 3.

Invoices	Yes **c**	No	Yes **a**	No	Yes [b]	No	a. The account contact's email address on the Ledger account is used if available. b. If the Ledger account does not have an email address, the Invoice account's account contact email address is used. c. If the Invoice account does not have an email address, the posting account's account email address is used.

Note: If you want to e-mail a document to a customer who is **not** set up to email documents as their default option, you can still select the Email tab on the Publisher form and enter the message details manually.

3.5 Credit Management

Notes

Credit Management Centre (CMC) provides credit controllers and other people involved in debt management with a consolidated view of all the features of Opera 3 that are critical for effective credit control management. You can view all the necessary information to help improve cash flow, reduce bad debts and improve the overall financial position of your business. You can quickly see what is owed and who owes it.

The information on this form is displayed at three different levels. Firstly an overall view for your company - including all your customers, secondly a view of details of individual customers and thirdly a view to the actual transactions. A diary view is also provided so you can record and view any actions that have been recorded.

Using this form you can do all the necessary tasks for effective credit control management including the following:

- Filter the information displayed according to your requirements - show overdue invoices only, only those over the credit limit, those in a selected Credit Management Group, those overdue in a chosen period, only overdue invoices above a chosen value and so on
- View all your disputed invoices and outstanding actions for credit management
- View your average debtor days and average creditor days, debtor analysis and promised payments
- View customer contact details and account status details
- Changing a customer's credit limit, put them on stop or take them off stop
- Changing a customer's credit rating or credit score
- Mark invoices as disputed or not disputed, or change their due dates
- Design debt management debtor letter correspondence and email covers.

  Debt management in the Credit Management Centre provides a facility to design debtor correspondence and email covers, and send them using Pegasus Scheduler (2.00 and later). You can create different designs for each customer if required, or use the same design for all customers. You can design up to nine levels for each request for payment, or use the same design all the time.
- Print debtors letters, customer statements or invoices
- Add diary actions as reminders for credit controllers to contact customers, chase debt and so on. Diary actions can also be edited.

Tip: For detailed instructions on using Credit Management Centre see the 'Use Credit Management Centre' section of the 'How to ...' section in this Help file.

Select the links for detailed information about the features for each tab and the available actions.

3.5.1 CMC Set-Up

Credit Management Centre provides credit controllers and other people involved in debt management with a consolidated view of all the features of Opera 3 that are critical for effective credit control management. You can view all the necessary information to help improve cash flow, reduce bad debts and improve the overall financial position of your business. You can quickly see what is owed, who owes it and how much money customers have promised to pay and when.

Notes

This is the suggested order for setting up Credit Management Centre:

Form	Description
User Profiles	To be able to see your company's details relating to credit management and to see actions for everyone using the Credit Management Centre. For each required user select these options on the **General** tab of the **System Manager - Maintenance - User Profiles** form: • Access Credit Management Company Details • See All Users' Credit Management Actions.
Set Options	Decide on the default amount of time to keep uncompleted diary actions in the **Keep Credit History** box on the **Sales Ledger - Utilities - Set Options** form.
Customer Profiles	Decide on the amount of time to keep uncompleted diary actions in the **Keep Credit History** box on the **Sales Ledger - Maintenance - Customer Profiles** form for customers linked to Customer Profiles. (Optional)
Options	Decide on the amount of time to keep uncompleted diary actions in the **Keep Credit History** box on the **Sales Ledger - Processing - Options** form for customers linked to specific Custom Profiles. (Optional)
Groups	To group your customers in Credit Management Centre, define the groups on the **Sales Ledger - Maintenance - Credit Management Groups** form. For example, you can define groups according to whether they normally pay their invoices on time, according to sales turnover, according to the geographical location of the customers and so on. (Optional)
Action Types	To add diary Action Types to those created for you automatically, define them on the **Sales Ledger - Maintenance - Credit Management Action Types** form. (Optional)
Outcome Types	To add diary Outcome Types to those created for you automatically, define them on the **Sales Ledger - Maintenance - Credit Management Outcome Types** form. (Optional)
Terms	Allocate Credit Management Group codes to required customer records on the **Sales Ledger - Processing - Terms** form. (Optional) Customers without a group code are still displayed in Credit Management Centre.

3.5.1.1 To Link Credit Management Groups to Customers

Groups that have been created on the Sales Ledger - Maintenance - Credit Management Groups form must be linked to customer records before they are used in the Credit Management Centre.

You can do this using either the Credit Control form from the Credit Management Centre or using the Terms form linked to each customer record.

Using the Credit Management Centre

1. Open the Sales folder and then click Credit Management or click the Financials tab and then click Sales - Credit Management on the Ribbon Bar.
2. Select the Accounts tab.
3. Select the customer or customers that you want to update:
   a. To select one customer, click the customer in the Customers grid and select (Un)Tick from the Action menu or press F11.
   b. To select all customers, select (Un)Tick All from the Action menu or press F12.
4. Press F6.
5. On the Credit Control form, choose the group from the CM Group list.
6. Click OK.

Using the Customer Terms Form

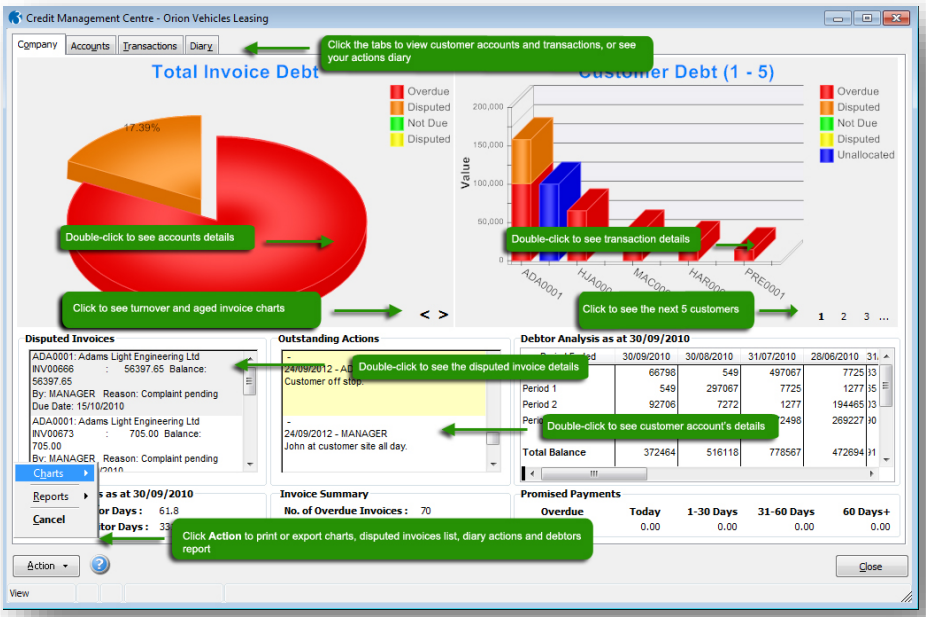
Notes

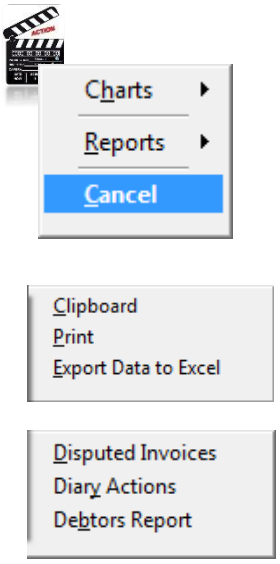
1. Open the Sales folder and then click Processing or click the Financials tab and then click Sales - Processing on the Ribbon Bar.
2. Retrieve the customer record that you want to update, click Action and then click Terms.
3. On the Terms form, choose the group from the CM Group list.
4. Click OK.

Note: Repeat these steps for each customer that you want to update.

3.5.2 Company Tab

This tab displays an overall company-level view of all debt owed by your customers. It is only available if the Access Credit Management Company Details option on the System Manager - Maintenance - User Profiles form is selected for the current user.





3.5.2.1 Viewing Company-Level Information (Credit Management Centre)

Information in the Credit Management Centre is displayed at three different levels. Firstly an overall view for your company - including all your customers, secondly a view of details of individual customers and thirdly a view to the actual transactions. A diary view is also provided so you can record and view any actions that have been recorded.

This tab displays an overall company-level view of all debt owed by your customers. It is only available if the Access Credit Management Company Details option on the System Manager - Maintenance - User Profiles form is selected for the current user.

Notes

To View Company-Level Information

1. Open the Sales folder and then click Credit Management or click the Financials tab and then click Sales - Credit Management on the Ribbon Bar.
2. To change the total invoice debt, aged invoice debt and sales turnover charts, click the arrows.
3. To see the next five customers on the customer debt chart, click the adjacent numbers or ellipses.
4. To see disputed invoices, outstanding actions and debtor analysis, move the scroll bars.
5. Select the Action button to print the charts or export them to Microsoft Excel, or list disputed invoices, debtors reports or diary actions.

Note: All actions with assigned function keys (F2 - F12) are automatically displayed on the desktop if the Show Accelerator Key Toolbar box on the System Manager - Preferences form is selected.

3.5.2.2 Features

- Easy to understand real-time graphs on your overall financial status:
  - A pie chart for total invoice debt showing segments for:
    - overdue invoices
    - disputed invoices that are also overdue
    - invoices not yet due to be paid
    - disputed invoices that are not yet due to be paid.
  - A pie chart for aged invoice debt showing segments for the current month, one month old, two months old and three plus months old
  - A bar chart for turnover for the previous twelve months
  - A bar chart displaying each customer's level of debt. Different bars are displayed for:
    - overdue invoices
    - disputed invoices that are also overdue
    - invoices not yet due to be paid
    - disputed invoices that are not yet due to be paid
    - receipts not allocated to an invoice.
- Drill-down account lists views that show you the amount owed by each customer
- Lists of disputed invoices and outstanding actions
- Financial ratios - average debtor days and average creditor days were calculated when the Sales Ledger - Utilities - End of Period and Purchase Ledger - Utilities - End of Period commands were last run
- Number of overdue invoices and disputed invoices
- Debtor analysis values
- An analysis of promised payment values that are:
  - overdue
  - due to be paid today
  - due to be paid between one and thirty days
  - due to be paid between thirty one and sixty days
  - due to be paid after more than sixty days.
- Reports - Disputed Invoices, Diary Actions and Debtors Report

Notes

3.5.2.3 Action menu

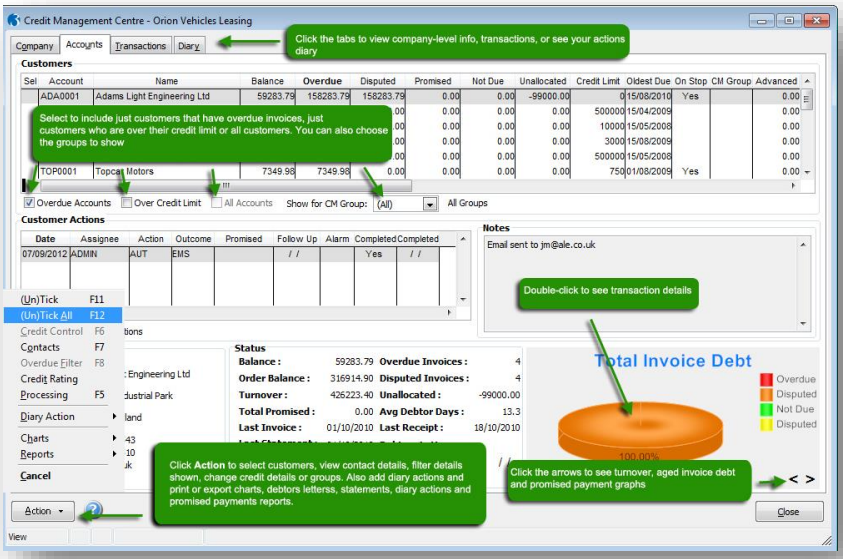
You can use the Action menu to:

- Print the charts on the form, export them to Microsoft Excel, or copy to the Windows Clipboard.
- Print reports for disputed invoices, diary actions or debtors analysis, or export them to Excel.

3.5.3 Accounts

By default this tab displays a customer-level view that lists the customers that owe you money. A number of options are available so you can control which accounts are displayed, including those with zero balances.

Accounts with the largest overdue value are shown first. You can find other customers in the grid using CTRL+F or by clicking the arrows in the vertical scroll bar.



3.5.3.1 Viewing Customer Information (Credit Management Centre)

Information in the Credit Management Centre is displayed at three different levels. Firstly an overall view for your company - including all your customers, secondly a view of details of individual customers and thirdly a view to the actual transactions. A diary view is also provided so you can record and view any actions that have been recorded.

By default this tab displays a customer-level view that lists the customers that owe you money. A number of options are available so you can control which accounts are displayed, including those with zero balances.

Accounts with the largest overdue value are shown first. You can find other customers in the grid using CTRL+F or by clicking the arrows in the vertical scroll bar.

Note: All actions with assigned function keys (F2 - F12) are automatically displayed on the desktop if the Show Accelerator Key Toolbar box on the System Manager - Preferences form is selected.

Notes

To View Customer Information

1. Open the Sales folder and then click Credit Management or click the Financials tab and then click Sales - Credit Management on the Ribbon Bar.
2. Select the Accounts tab.
3. To include just customers that have overdue invoices, include just customers who are over their credit limit or include all customers, click the Overdue Accounts, Over Credit Limit or All Accounts boxes. You can also choose the credit management groups that you want to include in the grid.

3.5.3.2 Features

- View overdue accounts only, those accounts over the credit limit, or all accounts
- Select just one credit management group or all groups
- A list of customer records displaying the balance owed, balance overdue for payment, balance of disputed invoices, promised amounts and so on
- A list of actions for the selected user with the option to include both outstanding and completed actions
- Add or edit diary actions and notes for a selected customer
- Contact details and the financial status for the selected customer. All the details apart from the average debtor days are updated automatically. The average debtors days was calculated when the Sales Ledger - Utilities - End of Period command was last run.
- Easy to understand real-time graphs for the selected customer:
    - A pie chart for total invoice debt showing segments for:
        - overdue invoices
        - disputed invoices that are also overdue
        - invoices not yet due to be paid
        - disputed invoices that are not yet due to be paid.
    - A pie chart for aged invoice debt showing segments for the current month, one month old, two months old and three plus months old
    - A bar chart for turnover for the previous twelve months
    - A pie chart displaying promised payments from overdue now to overdue in 60+ days
- Switch on debt management, design email covers and debtor letter correspondence, and either print or send the correspondence using Pegasus Scheduler (2.00 and later).
- Charts are updated automatically
- Reports - Print Debtors Letters, Statements, Diary Actions and Promised Payments

Notes

3.5.3.3 Options

Box	Description
Overdue Accounts	Select to see only customers that have invoices that are overdue for payment. This option is selected automatically when the Accounts tab is opened so that all overdue accounts are displayed by default. **Tip:** Clear this option to see only customers that do not have overdue invoices.
Over Credit Limit	Select to see only customers that are over their credit limit. This may be useful if you want to review their credit limits, send them details of sales promotions and so on. **Tip:** Clear this option to see only customers that are not over their credit limit.
All Accounts	Select to see all customers, including both those that have invoices that are overdue for payment and those who do not.
Show for Credit Management Group	Select the Credit Management Groups you are interested in. Groups are used to group customers so they can be filtered in Credit Management Centre. These codes are optional; you do not have to use groups in Credit Management Centre. Even if groups are created, you do not have to use one for each customer. You can allocate a group to some customers and not to others. You can group your customers for Credit Management purposes in any number of ways. For example you could group them according to whether they normally pay their invoices on time or are late payers, according to sales turnover for the year and therefore the importance of the customer to your business, according to the geographical location of the customers and so on.

3.5.3.4 Action menu

You can use the Action menu to:

- Select one or more customer accounts to change their credit limit, on stop indicator and Credit Management Group
- Open the Credit Control, Credit Rating and Contacts forms
- Open the customer account on the Sales - Processing form
- Add and edit Diary Actions
- Print the charts on the form, export them to Microsoft Excel, or copy to the Windows Clipboard.
- Switch on debt management, and design both email covers and debtor letter correspondence
- Generate debtor letter correspondence
- View and print historical debtor letter correspondence summaries
- View and print historical debtor letter correspondence images
- Print Debtors Letters, Statements, Diary Actions and Promised Payments, or export them to Excel.

3.5.3.5 Function keys

Notes

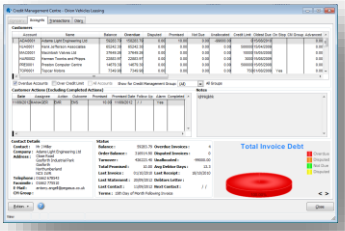
These functions keys are available:

Function Key	Purpose
F3	Toggle the display of completed and uncompleted actions
F5	Open customer record on the Sales Ledger - Processing form
F6	Open the Credit Control form to put customers on stop, change credit limits and change their Credit Management Groups.
F7	Open the Contacts form to view or maintain customer contacts
F8	Open the Overdue Filter form to filter the accounts displayed **Note:** The Overdue Filter form is available only if the Overdue Accounts option on the Accounts tab is selected.
F9	Add a diary action
F10	Edit a diary action
F11	Select or deselect the currently selected account
F12	Select or deselect all accounts

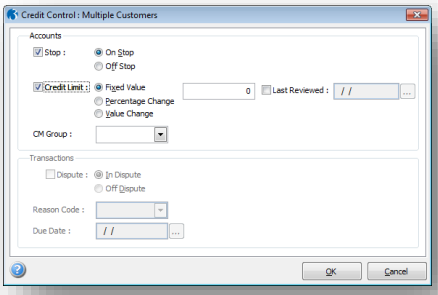
3.5.3.6 Customer Accounts - Credit Control (Credit Management Centre)

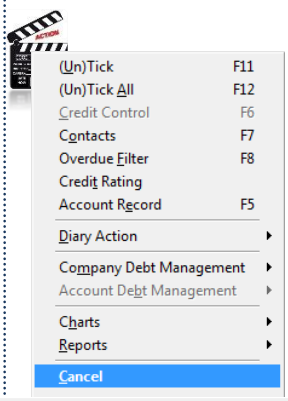
This form is opened from the **Action** button on the Sales Ledger - Credit Management form when either the Accounts tab or the Transactions tab is open.

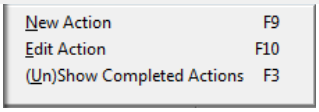
If the Accounts tab is selected you can put one or more accounts on stop, change the credit limits and change the Credit Management Group. A note is automatically added to each affected customer record when accounts are placed on stop or taken off stop.

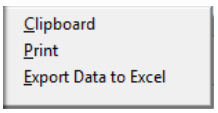


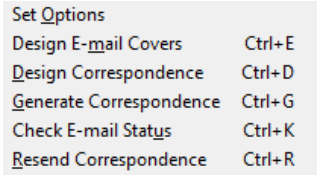
One or more customers must be selected before the Credit Control form can be opened.

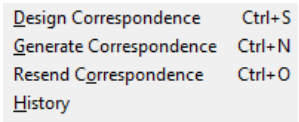












A report is displayed before the accounts are updated. You can decide not to update the accounts after the report is shown.

Notes

Box	Description
Stop	This marks the selected customers as on stop or off stop. Credit notes, receipts and adjustments can still be posted in either the Sales Ledger, Invoicing or Sales Order Processing applications but new invoices cannot be posted. You will still be able to carry out allocation procedures in the Sales Ledger and you are given the option to create documents, quotations, pro forma invoices and sales orders in the Sales Order Processing or Invoicing applications. However the documents cannot be progressed to delivery notes or invoices until the customer is off stop. **Tip:** The 'on stop' indicator can also be set on the customer trading terms form linked to the customer record on the Sales Ledger - Processing form.
Credit Limit	This changes the credit limit for the selected customers. A credit limit of zero means unlimited credit rather than no credit limit. To signify no credit limit, enter '1'. • Fixed Value: This replaces the existing credit limit with the value entered. • Percentage Change: This changes the existing credit limit by the percentage entered. Enter a positive percentage to increase the credit limit. Enter a negative percentage to decrease the credit limit. • Value Change: This changes the existing credit limit by the value entered. Enter a positive value to increase the credit limit. Enter a negative value to decrease the credit limit. **Tip**: Credit limits can also be entered on the customer trading terms form linked to the customer record on the Sales Ledger - Processing form. A default credit limit, to be used for all new customers, can also be created on the Sales Ledger - Utilities - Set Options form.
Last Reviewed	The date that the credit limit was last reviewed. This date is for memorandum purposes.
CM Group	This allocates a Credit Management Group to the selected customers. Groups are used to group customers so they can be filtered in Credit Management Centre. These codes are optional; you do not have to use groups in Credit Management Centre. Even if groups are created, you do not have to use one for each customer. You can allocate a group to some customers and not to others. You can group your customers for Credit Management purposes in any number of ways. For example you could group them according to whether they normally pay their invoices on time or are late payers, according to sales turnover for the year and therefore the importance of the customer to your business, according to the geographical location of the customers and so on.

To Change Credit Limits or Put Customers On Stop

If the Accounts tab is selected you can put one or more accounts on stop, change the credit limits and change the Credit Management Group. A note is automatically added to each affected customer record when accounts are placed on stop or taken off stop.

One or more customers must be selected before the Credit Control form can be opened.

A report is displayed before the accounts are updated. You can decide not to update the accounts after the report is shown.

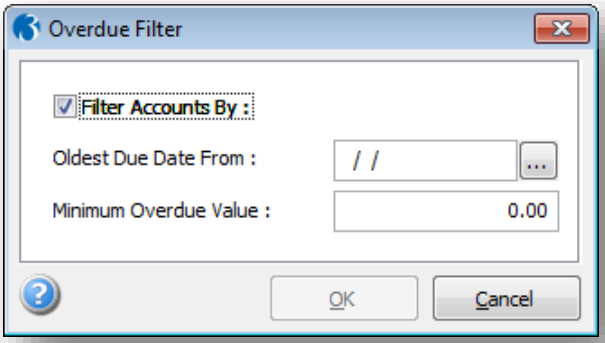
Notes

1. Select the customer or customers that you want to update:
   - To select one customer, click the customer in the Customers grid and select (Un)Tick from the Action menu or press F11.
   - To select all customers, select (Un)Tick All from the Action menu or press F12.
2. Select Credit Control from the Action menu or press F6.
3. Update the boxes on the form.
4. Select OK.

Tip: If you need to update many accounts at the same time you can use the Overdue Accounts, Over Credit Limit or All Accounts boxes to filter the accounts that are displayed. You can also use the Overdue Filter form to filter the accounts.

3.5.3.7 Overdue Filter (Credit Management Centre)

This form is opened from the Action button on the Sales Ledger - Credit Management form when the Accounts tab is open. It allows you to filter the overdue accounts (those with invoices that are overdue for payment) that are displayed on the Accounts tab. The date and amount that you enter here will be displayed above the list of customers.



Note: This form is available only if the Overdue Accounts option in the Accounts tab is selected.

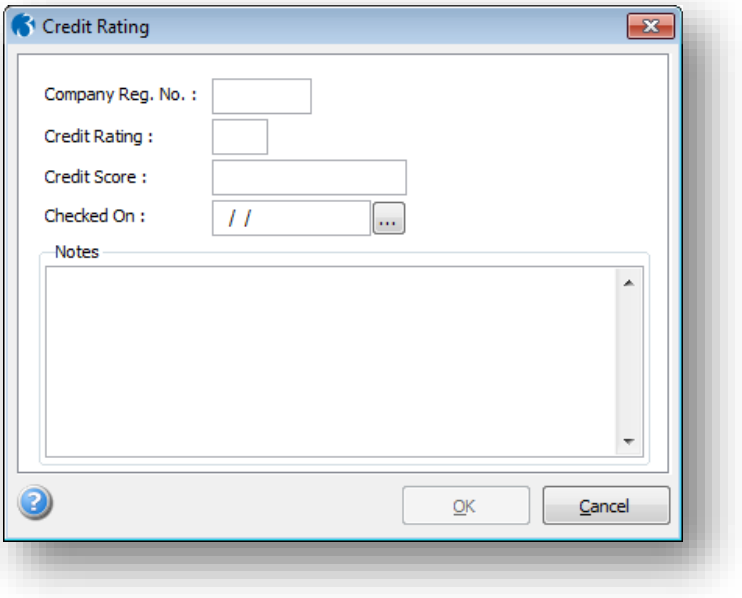
Box	Description
Oldest Due Dates From	Enter the date of the earliest overdue invoice that you are interested in. Leave the date empty to see all accounts that have overdue invoices. *For example, if you enter '01/06/2012' in this box all accounts that have invoices that should have been paid by this date will be displayed. Other accounts will not be displayed. If you are interested in seeing unpaid invoices that should have been paid this month, enter the date of the first day of this month.*
Minimum Overdue Value	Enter the minimum total account overdue value that you are interested in. This may be useful if you have customers with low unpaid balances, which might not be worth chasing. Leave the value empty to see all accounts, regardless of the value of overdue accounts. *For example, if you enter '10.00' in this box all accounts that have total unpaid balances of £10 or more will be displayed. Other accounts will not be displayed.*

Note: These boxes are enabled only when the Filter Accounts By box is selected.

3.5.3.8 Credit Rating (Credit Management Centre)

Notes

This form is opened from the Action button on the Sales Ledger - Credit Management form when the Accounts tab is open. It is available only when one customer account has been selected either by using the (Un)Tick option on the Action menu or by clicking the record in the grid.



You can enter various details that rate the credit worthiness for the selected customer. This includes the company registration number, credit rating and credit score (for example from online credit checking companies), 'last checked on' date as well as any notes you need to keep.

Box	Description
Company Registration Number	Each company in the United Kingdom that is registered with Companies House is allocated a unique number. This number can be entered here.
Credit Rating	Your number evaluation of the credit worthiness of the selected customer.
Credit Score	Your textual evaluation of the credit worthiness of the selected customer.
Checked On	The date that these details were last evaluated.

To Change Credit Rating

You can enter various details that rate the credit worthiness for the selected customer. This includes the company registration number, credit rating and credit score (for example from online credit checking companies), 'last checked on' date as well as any notes you need to keep.

1. Select the customer that you want to update. To select a customer, click the customer in the Customers grid and select (Un)Tick from the Action menu or press F11.
2. Select Credit Rating from the Action menu.
3. Update the boxes on the form.
4. Select OK.

Tip: You can print debtors letters, customer statements and diary actions and promised payments reports by selecting the respective report from the Action - Reports menu. You can also export the graphs on the form to Microsoft Excel.

3.5.4 Debt Management

Notes

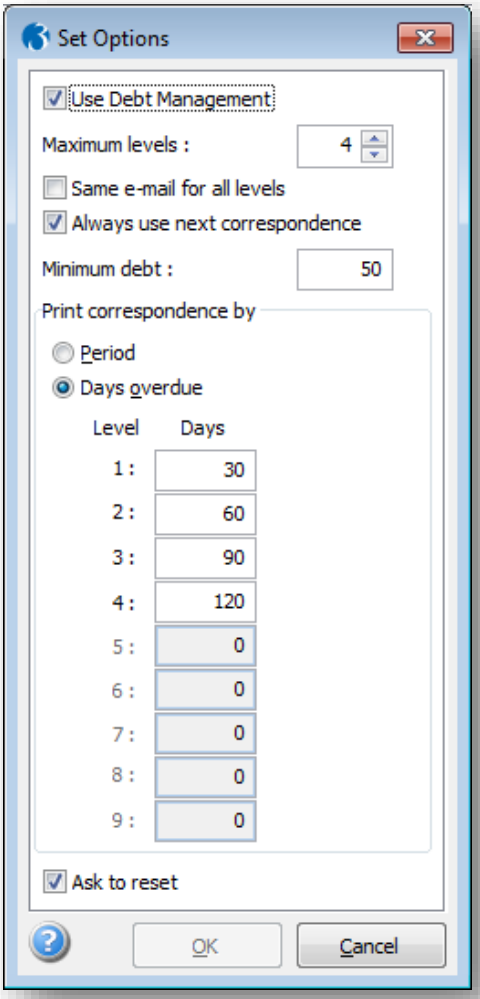
This feature is available in Opera 3. To use Debt Management instead of the existing Sales Ledger debtor letters facility, you should tick the Use Debt Management box.

3.5.4.1 Set Options (Credit Management Centre)

This form is where you specify options and controls for using debt management in the Credit Management Centre.

Debt management in the Credit Management Centre provides a facility to design debtor correspondence and email covers, and send them using Pegasus Scheduler (2.00 and later). You can create different designs for each customer if required, or use the same design for all customers. You can design up to nine levels for each request for payment, or use the same design all the time.

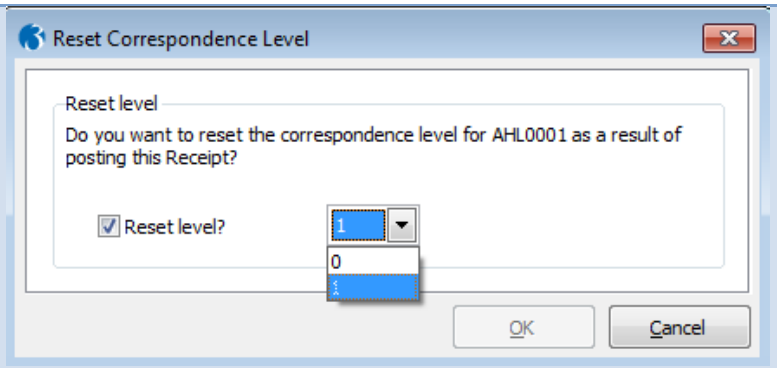
Open the Sales Ledger - Credit Management form and select the Accounts tab. Then select Company Debt Management - Set Options.



Notes

Box	Description
Use Debt Management	Switch that controls whether the debt management features in Credit Management Centre is used. When this is switched you must update the other boxes on the form. Note: If this option is selected all debt management features outside of the Debt Management section in Credit Management are disabled. These are: - Debtor Reports - Print Debtor Letters - Utilities - Set Options (Debtors Letters boxes) - Utilities - 1st Debt Letter - Utilities - 2nd Debt Letter - Utilities - 3rd Debt Letter - Credit Management Centre - Accounts - Action-Reports - Print Debtor Letters - Credit Management Centre - Transactions - Action-Reports - Print Debtor Letters.
Maximum Levels	The number of levels of correspondence that you want to use for debt management, up to a maximum of nine. For example, if you set this to '3' you will be able to design three levels of correspondence to send to your customers. Note: The time between each level is determined by the Print Correspondence by options below.
Same E-Mail for all levels	Controls whether the same email design is used for all levels of correspondence. Clear to use different emails for each correspondence level.
Always use next correspondence	Select to force debt management correspondence to be generated in level sequence, irrespective of how old the outstanding debt is. So level 2 will always follow level 1, level 3 will always follow level 2 and so on. *Example.* *You have set up three levels of debtor letter correspondence - for overdue debt aged 30, 60 and 90 days. A customer owes you £3000.00, which has been outstanding for 30 days.* *You print debtor letter correspondence for the first time for the customer so level 1 correspondence is used. After another 30 days you have not received payment but you decide to phone them to ask for payment instead of sending another letter. They commit to pay the balance owed.* *However even after another 30 days you have not received payment. The debt has now been unpaid for 90 days so you decide to send them a another letter.* *This option is selected* *Level 2 debtor letter correspondence is used because it is the next level after level 1. Even though level 3 correspondence would normally be used for debt aged 90 days or more.* *This option is cleared* *Level 3 correspondence is used for debt aged 90 days or more.*
Minimum debt	Enter the minimum level of debt for which correspondence will be generated. For example, if you enter £50 this will prevent correspondence being generated for debts of £50 and under.
Print correspondence by	This sets the amount of time between each debtor letter correspondence level. This period can be based on either the number of accounting period or the number of days the debt has been overdue.
Ask to reset	Each customer's account is marked with an indicator if a debtors letter is due. Select this option if you want operators to be able to clear that indicator whenever a receipt is posted to the account. A message will be displayed that allows the operator to reset the correspondence level on the customer's account.

Notes



Example

You have set up three levels of debtor letter correspondence - for overdue debt aged 30, 60 and 90 days. A customer owes you £3000.00, which has been outstanding for 30 days.

You print debtor letter correspondence for the first time for the customer so level 1 correspondence is used. After another 30 days you have not received payment but you send them another letter - this time level 2 correspondence. They then send you a part payment for £1000.00 and promise to pay the remaining £2000.00 in a few days.

Resetting the debtor letter correspondence level

When you post the receipt for £1000.00 in Opera 3 you decide to reset the level to a lower level. This means that, if you need to send the customer another debtor letter correspondence letter, that lower level 1 correspondence will be used again.

Not resetting the debtor letter correspondence level

When you post the receipt for £1000.00 in Opera 3 you answer 'No' to reset the correspondence level. This means that, if you need to send the customer another debtor letter correspondence letter, that level 2 correspondence will be used.

3.5.4.2 To Update Debt Management Options in the Credit Management Centre

The Set Options form in the Credit Management Centre is where you specify options and controls for using debt management.

1. Open the Sales folder and then click Credit Management or click the Financials tab and then click Sales - Credit Management on the Ribbon Bar.
2. Select the Accounts tab. Then select Action - Company Debt Management - Set Options.
3. Select the Use Debt Management box and update the remaining boxes on the form.

Tip: Select F1 or click the Help button to see full explanations for the different boxes and options.

Next: Design your email covers using the Credit Management Centre - Debt Management - Accounts tab - Action - Design Email Covers form if you are going to be using those.

3.5.4.3 Design Email Covers (Credit Management Centre)

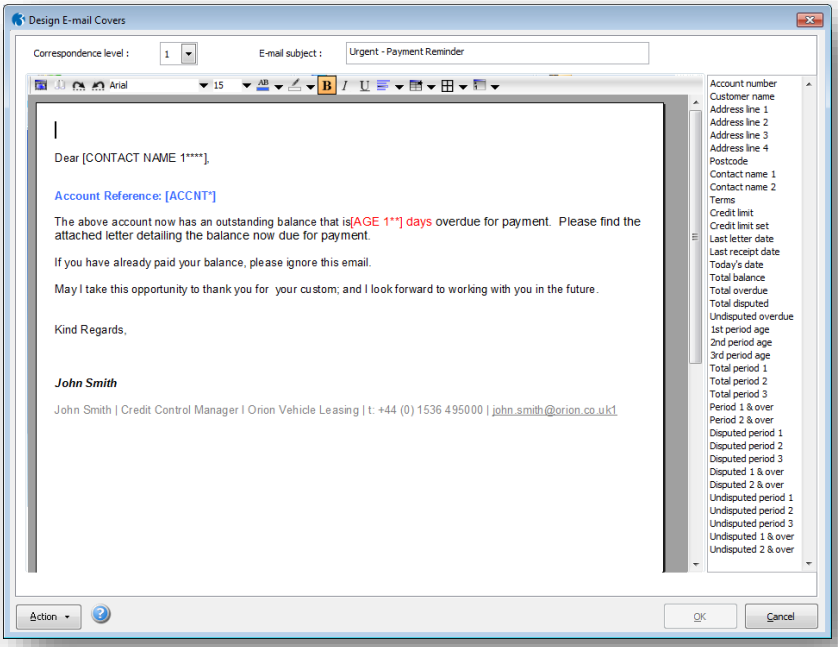
Notes

This form is where you design your email covers used in the Credit Management Centre. Email covers are used only when you send debt debtor letter correspondence by email. An email cover includes an email subject and body content.

You design the body content using variables listed in the right hand pane, for example the account number, customer name, address 1 and so on.

Open the Sales Ledger - Credit Management form and select the Accounts tab. Then select Action - Company Debt Management - Design Email Covers.

You can format the email cover using the icons on the toolbar. Screen tips are shown when you hover your mouse pointer over the icons.



Box	Description
Correspondence Level	If the Same E-Mail for all levels option on the Credit Management - Debt Management - Set Options form is selected only one email cover can be designed. If the option is cleared you can design an email cover for each level of correspondence you use.

Tips:

1. Double-click each required variable in the right-hand pane to add it to the editor.
2. Mouse click to use a text or image edit menu. If your primary mouse button is the left button, click the right button. If your primary mouse button is the right button, click the left button.
3. Click the Preview/Edit button to preview or edit the content.
4. Click the Clear button to clear the contents.
5. Click Delete to delete the level.

Notes

3.5.4.4 To Design Email Covers in the Credit Management Centre

The Design E-mail Covers form in the Credit Management Centre is where you specify options and controls for using debt management.

1. Open the Sales folder and then click Credit Management or click the Financials tab and then click Sales - Credit Management on the Ribbon Bar.
2. Select the Accounts tab. Then select Action - Company Debt Management - Design E-mail Covers.
3. Select the Correspondence Level and design the email cover. Double-click each required variable in the right-hand pane to add it to the editor. Repeat for each level if necessary.

Tip: Select F1 or click the button to see full explanations for the different boxes and options.

Next: Design your debtor letter correspondence using the Credit Management Centre - Debt Management - Accounts tab - Action - Design Correspondence form.

3.5.4.5 Design Correspondence (Credit Management Centre)

This form is where you design your debtor letter correspondence in the Credit Management Centre for your customers. You design the body content using variables listed in the right hand pane, for the customer name, current balance, aged debt and so on.

Open the Sales Ledger - Credit Management form and select the Accounts tab. Then select Action - Company Debt Management - Design Correspondence.

Note: To design correspondence for specific customers; under Customers click the customer record and press F11. Then press 'CTRL+D' (or select Action - Company Debt Management - Design Correspondence).

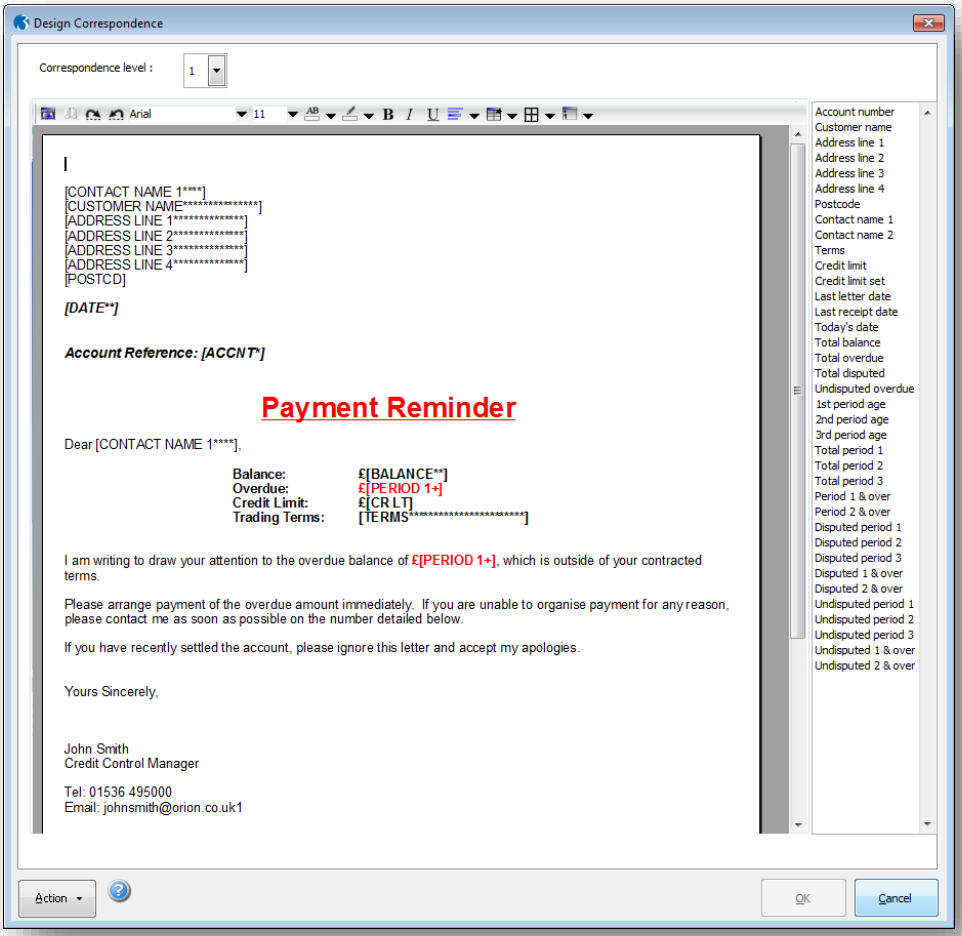
You can format the email cover using the icons on the toolbar. Screen tips are shown when you hover your mouse pointer over the icons.

Box	Description
Correspondence Level	The number of letters that you can design is controlled by the Maximum Levels option on the Credit Management - Debt Management - Set Options form.

Tips:

1. Double-click each required variable in the right-hand pane to add it to the editor.
2. Mouse click to use a text or image edit menu. If your primary mouse button is the left button, click the right button. If your primary mouse button is the right button, click the left button.
3. Click the Preview/Edit button to preview or edit the content.
4. Click the Clear button to clear the contents.
5. Click Delete to delete the level.

Notes



3.5.4.6 To Design Debtor Correspondence in the Credit Management Centre

The Design Correspondence form in the Credit Management Centre is where you design your debtor letter correspondence.

1. Open the Sales folder and then click Credit Management or click the Financials tab and then click Sales - Credit Management on the Ribbon Bar.
2. Select the Accounts tab. Then select Action - Company Debt Management - Design Correspondence.
3. Select the Correspondence Level and design the email cover. Double-click each required variable in the right-hand pane to add it to the editor. Repeat for each level if necessary.

Tip: Select F1 or click the Help button to see full explanations for the different boxes and options.

Note: Credit Management Centre is now set up to manage your debtor letter correspondence using the Credit Management Centre - Debt Management - Accounts tab - Action - Generate Correspondence form.

Images

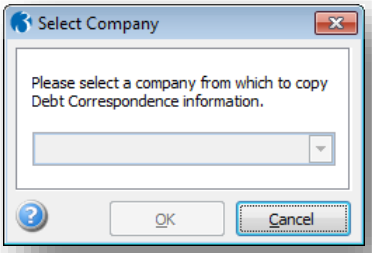
Notes

The Images folder, a sub-folder of the Data and Demodata folders, contains a number of image files that you may find useful when creating demonstration E-mail Covers and Correspondence.

3.5.4.7 Copy Correspondence Designs (Credit Management Centre)

Use this form to copy email covers and debtor letter correspondence from another company.

Open the Sales Ledger - Credit Management form and select the Accounts tab. Then select Action - Company Debt Management - Design E-mail Covers, or Design Correspondence.



Box	Description
Please select a company from which to copy Debt Correspondence information	Select the company from which you want to copy the design from.

3.5.4.8 Chase Values and the Unallocated Items Report

The new Debt Management facility will work out the value to be chased from customers who have an overdue debt.

The Chase Value is displayed in a number of places throughout Debt Management and is calculated by summing the value of overdue debt, taking into account the *Print correspondence by* settings on the (new) Credit Management – Debt Management *Set Options* form (below) and adjusting for unallocated cash such as 'on account' receipts or credit notes.

To help you with the understanding of how Chase Values will be calculated, a new report is available from *Credit Management Centre – Action – Reports – Unallocated Items Report*, and *Sales - Debtors Reports – Unallocated Items Report*. Any unallocated Invoices, Credit Notes, Receipts, Refunds or Adjustments are reported on, Opera 3 v2.14 Debt Management

allowing the user to investigate why they remain as unallocated cash and whether they can be allocated before debtor correspondence is generated.

Advanced transactions are not included in a Chase value.

Notes

An example of the new report is displayed below:

Unallocated Items Report

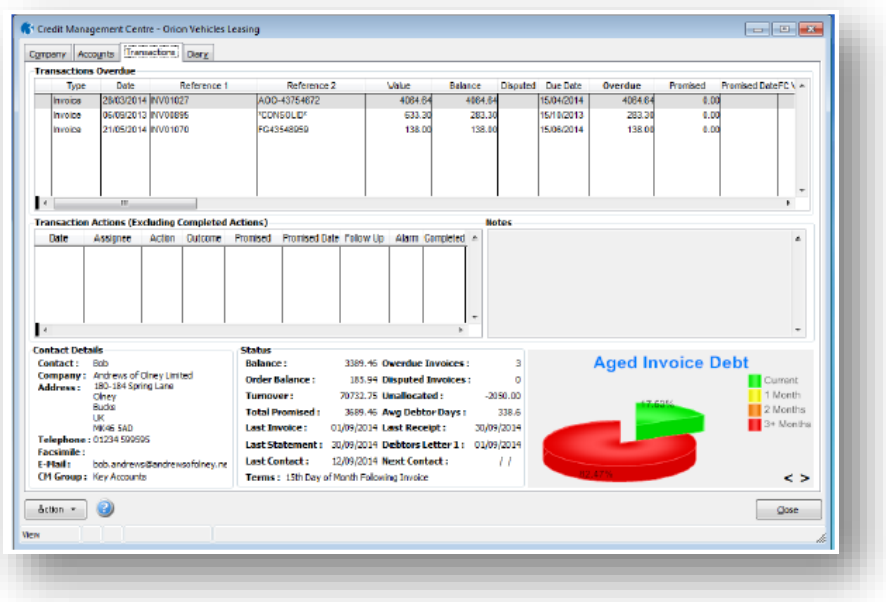
Orion Vehicles Leasing
Created on 30/09/2014 at 09:21 by MANAGER
(Credit Management Groups from to MDR)
(Accounts from AOO0001 to AOO0001)
Transactions to 30/09/2014
Transaction Types : Credit Note, Receipt, Refund, Adjustment

Orion Vehicles Leasing **Unallocated Items Report** Page 1

Date	Reference	Cust Ref	Value	Balance
Account : AOO0001 - Andrews of Olney Limited				
Contact : Bob		E-mail : bob.andrews@andrewsofolney.net	Phone : 01234 599595	
Transaction Type : Receipt				
12/09/2014	43904890	BACS	-2000.00	-2000.00
12/09/2014	782436278	BACS	-1750.00	-1750.00
30/09/2014	938339	Cheque	-300.00	-300.00
Totals For Receipt			**-4050.00**	**-4050.00**
Transaction Type : Refund				
12/09/2014	9034899	Refund	2000.00	2000.00
Totals For Refund			**2000.00**	**2000.00**
Transaction Type : Adjustment				
09/09/2014	38902473	Write-off	-10.00	-10.00
09/09/2014	8390247	Write-off	10.00	10.00
Totals For Adjustment			**0.00**	**0.00**
Totals For AOO0001 - Andrews of Olney Limited			**-2050.00**	**-2050.00**

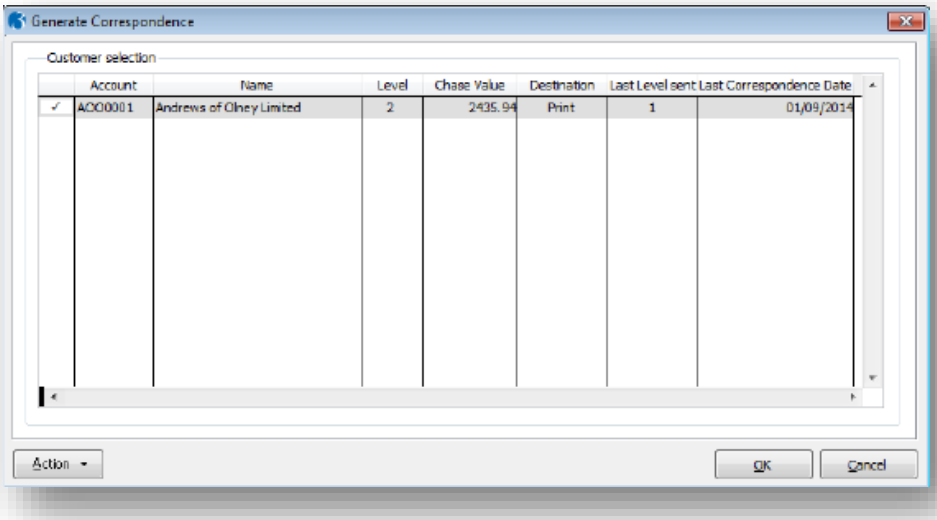
In the example it seems quite likely that the *Refund* should be allocated against the *Receipt* of the same value and the 2 adjustments should be allocated together, leaving only the 2 remaining Receipts as unallocated items for the customer Andrews of Olney Limited. For the purposes of this example, we will assume that the Receipts, Refund and Adjustments will be manually allocated. Opera 3 v2.14 Debt Management

The customer received level 1 debtor correspondence on 01/09/2014 and has still not paid. If debtor correspondence is to be generated on 30/09/2014, then all 3 outstanding Invoices (below) will fall into the level 2 debtor correspondence ageing (the *Always use next correspondence* option has been set in *Set Options*, so level 2 debtor correspondence will be sent even if a later level could be sent). The total of the Invoices is £4,485.94.



Notes

When using either of the *Generate Correspondence* functions, Opera 3 will calculate the Chase Value. In the example above, the 2 remaining on account Receipts (£2,050.00) will be deducted from the total of the Invoices, therefore creating a Chase Value of £2,435.94 (see below):



Please note that any unallocated Sales Refunds and positive Adjustments are not included in a Chase Value; this is because they increase the customer account balance and should be allocated off against relevant Credit Notes, Receipts etc. before the debtor correspondence is generated. We recommend that debtor correspondence is not generated until all unallocated Refunds and positive adjustments have been allocated against the relevant transactions (in the example above, the Chase Value would be £425.94).

If you wish to refer to the total Chase Value within your E-mail Cover or Correspondence designs, then you should select the *Period 1 & over* tag in the Design E-mail Cover/Correspondence editor (as described above).

3.5.4.9 Generate Correspondence (Credit Management Centre)

This form is where you generate debtor letter correspondence and email covers in Credit Management Centre.

Pegasus Scheduler (2.00 and later) must be installed before you can generate debtor letter correspondence. Pegasus Scheduler manages the creation of the PDF letters and then schedules them immediately to be either printed or sent by email (if customers are set up to receive correspondence by email and email covers have been set up).

Correspondence is produced if the Correspondence box is ticked for the customer on the Sales Ledger- Processing - Terms form and their outstanding balance is more than the minimum debt. The minimum debt is entered on either the Credit Management Centre - Debt Management - Accounts tab - Action - Set Options form or the Sales Ledger - Processing - Terms form.

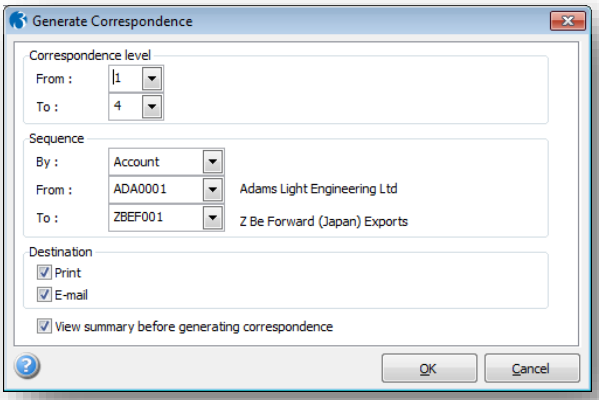
Open the Sales Ledger - Credit Management form and select the Accounts tab. Then select Action - Company Debt Management - Generate Correspondence.

Unallocated Items Report

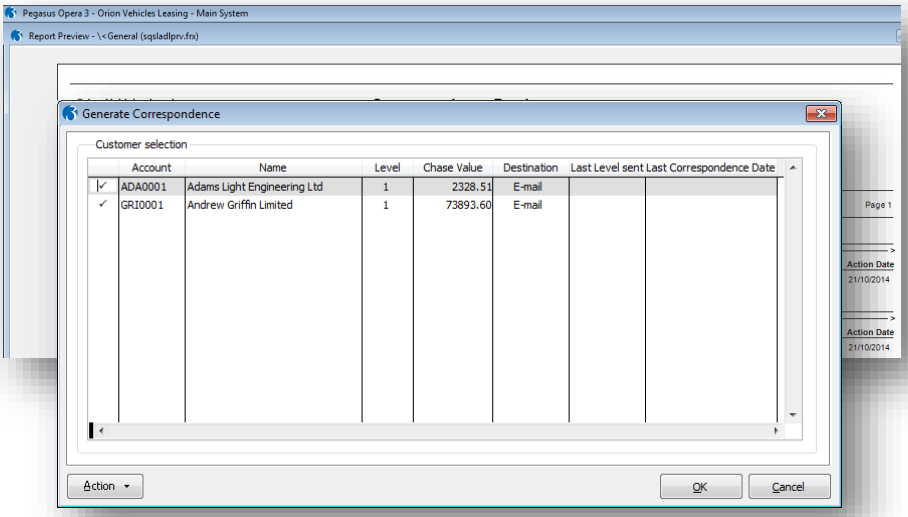
Use the Unallocated Items Report before generating debtor correspondence to see any receipts, refunds, credit notes and adjustments that have not been either partly or fully allocated against invoices. The report will show unallocated transactions for each customer along with the unallocated balance. Then allocate the transactions against any outstanding invoices.

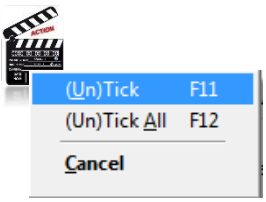
Notes

See the Unallocated Items Report Help topic for instructions.



Box	Description
Correspondence level	Select the level of correspondence that you want to generate, up to the maximum levels defined on the Credit Management - Company Debt Management - Set Options form.
Sequence	Select the sequence for the customer list displayed before the debtor letter correspondence is generated. The debtor letter correspondence is then generated in the same sequence. You can select the sequence by 'Account', 'debtor letter correspondence level', Region', 'Territory' and 'Customer Type'. Note: You can decide to include all or only some of the customer accounts from the list.
Destination	Select to include either print or email, or both. Note: Only customers with the E-mail option in the Credit Management section of the Sales Ledger - Processing - Terms form are included in debtor letter correspondence emails.
View summary before generating correspondence	Select to view a list of the customers who will be sent the relevant level of debtor letter correspondence. The report also includes the correspondence level and output destination (email or print), along with any failures.

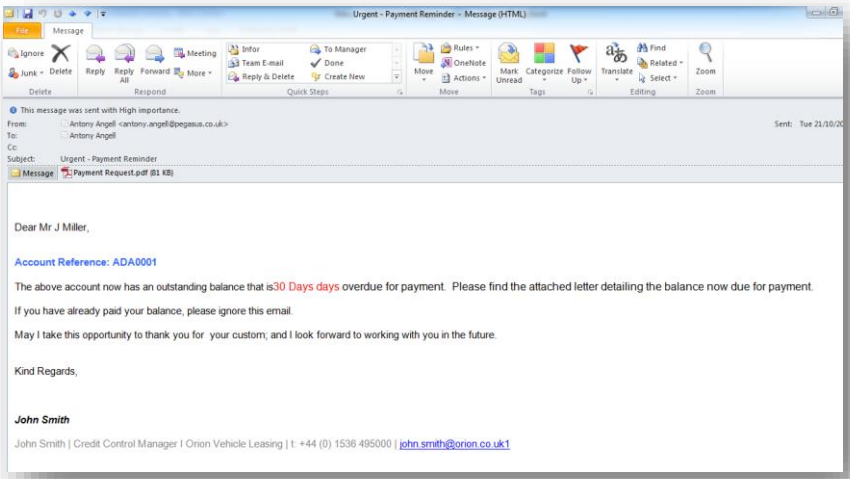




Notes

Emailed correspondence

An SMTP email server must be available before correspondence can be sent by email. Also, the email details for every user who will generate email correspondence must be recorded on their user profile on the System - Maintenance - User Profiles form.



If you send debtor letter correspondence by email you must run the Update Email Status command before generating the correspondence. This will check the status of the previous email run in Pegasus Scheduler and then make sure that each customer is updated with the correct status. For example you may have previously generated first debtor letter correspondence for your customers by email

Note: This is not necessary the first time debtor letter correspondence is generated but must be done every subsequent time.

Printed correspondence

Pegasus Scheduler creates a PDF for each debtor letter correspondence before they are printed.

The PDFs are saved with your company's Opera data in a sub folder called 'DebtImage'. Each level of debtor letter correspondence sent in a calendar year is saved in a separate folder. After the PDFs are created a print dialogue is displayed so that you can select the required printer.

Note: The folder structure and filename is:

<company ID>_pdf\DebtImage\<year>\<level>\<account code>_<date>

<company ID> is the company code
<year> is the calendar year
<level> is the level of correspondence being processed
<account code> is the customer code
<date> is the Opera 3 date (YYYYMMDD).

For example, for company Z, level 2 correspondence for customer ADA0001 generated on 24 October 2014: z_pdf\DebtImage\2014L2\ADA0001_20141024

Pegasus Scheduler

Notes

Pegasus Scheduler is a separate application that works with Opera 3 to provide these complementary services:

- Using Windows Scheduler, it monitors Opera 3 for instructions to run certain Opera 3 tasks at predefined times. This helps to prevent unnecessary disruption during normal working hours.
- Using Windows Communication Foundation, it mail-merges debtor letter correspondence into PDF documents and prepares them for:
  - printing using a selected printer
  - emailing to customer email addresses using an SMTP server.

Notes:
1. Debtor letter correspondence is a feature of the Credit Management Centre.
2. Windows Communication Foundation allows information to be sent asynchronously from Opera 3 to Pegasus Scheduler. This means tasks like creating a PDF document or sending emails to an SMTP server are processed in Pegasus Scheduler rather than in Opera 3. Opera 3 can then be used for other tasks whilst Pegasus Scheduler is working.
3. Pegasus Scheduler is installed separately.
4. Pegasus Scheduler uses a Microsoft SQL Server database to store its data. Check the System Requirements guide on the Opera CD or on the Opera 3 Info Centre for details of the supported versions of Microsoft SQL Server.

3.5.4.10 To Generate Debt Letter Correspondence in the Credit Management Centre

The Generate Correspondence form is where you generate your debtor letter correspondence in the Credit Management Centre. You can generate the correspondence for individual customers, for selected correspondence levels, and by sales region, territory and customer type.

Pegasus Scheduler (2.00 and later) must be installed before you can generate debtor letter correspondence. Pegasus Scheduler manages the creation of the PDFletters and then schedules them immediately to be either printed or sent by email (if customers are set up to receive correspondence by email and email covers have been set up).

1. Open the Sales folder and then click Credit Management or click the Financials tab and then click Sales - Credit Management on the Ribbon Bar.
2. To generate correspondence for a range of customers, select the Accounts tab. Then select Action - Company Debt Management - Generate Correspondence.
3. Select the Correspondence Level and select the sequence and destination (print or e-mail).
4. Select the View summary before generating correspondence option to see a list of the debtor letter correspondence before it is generated. If necessary you can quit the process before generating the correspondence.

Tip: Select F1 or click the Help button to see full explanations for the different boxes and options.

Note: If you need to resend debtor letter correspondence, use the Credit Management Centre - Debt Management - Accounts tab - Action - Resend Correspondence form.

3.5.4.11 Check Email Status (Credit Management Centre)

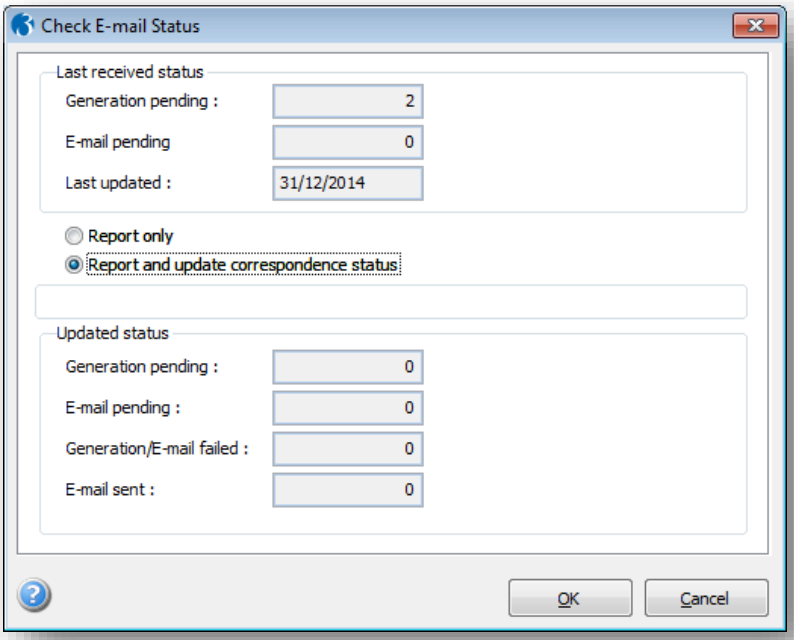
Notes

If you send debtor letter correspondence by email you must run the Update Email Status command before generating the correspondence. This will check the status of the previous email run in Pegasus Scheduler and then make sure that each customer is updated with the correct status. For example you may have previously generated first debtor letter correspondence for your customers by email

Note: This is not necessary the first time debtor letter correspondence is generated but must be done every subsequent time.

NB: However, this process must be run in order to update the system and record the Debt letter as being sent. It must also be completed before the next Correspondence run.

The Last received status boxes display the status in Opera 3 of the email debtor letter correspondence that were last generated using the Generate Correspondence command.



The Updated status boxes display the status in Opera 3 of the debtor letter correspondence emails after being updated with the latest status in Pegasus Scheduler.

Status	Description
Generation pending	Correspondence sent to Pegasus Scheduler but still needs to be converted to PDF files.
E-mail pending	Correspondence sent to Pegasus Scheduler that has been successfully converted to PDF files but has not been sent to the SMTP server for transmission.
Generation/E-mail failed	Correspondence sent to Pegasus Scheduler but has either failed the conversion to PDF files or could not be sent to the SMTP server for transmission.

E-mail sent	Correspondence sent to Pegasus Scheduler that has been successfully converted to PDF files and has also been sent to the SMTP server for transmission.

Notes

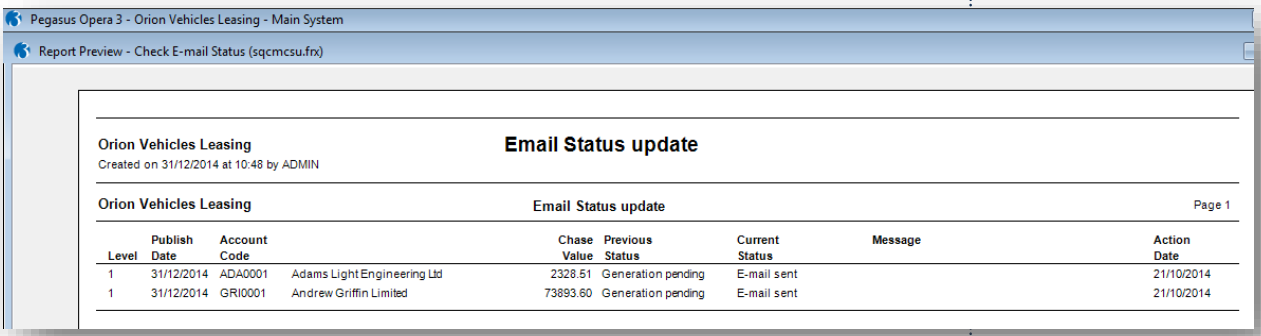
3.5.4.12 To Check E-mail Status for Debt Letter Correspondence in the CMC

If you send debtor letter correspondence by email you must run the Update Email Status command before generating the correspondence. This will check the status of the previous email run in Pegasus Scheduler and then make sure that each customer is updated with the correct status. For example you may have previously generated first debtor letter correspondence for your customers by email

Note: This is not necessary the first time debtor letter correspondence is generated but must be done every subsequent time.

1. Open the Sales folder and then click Credit Management or click the Financials tab and then click Sales - Credit Management on the Ribbon Bar.
2. Select the Accounts tab. Then select Action - Company Debt Management - Check E-mail Status.
3. Choose either Report Only or Report and update correspondence status.

Tip: Select F1 or click the Help button to see full explanations for the different boxes and options.

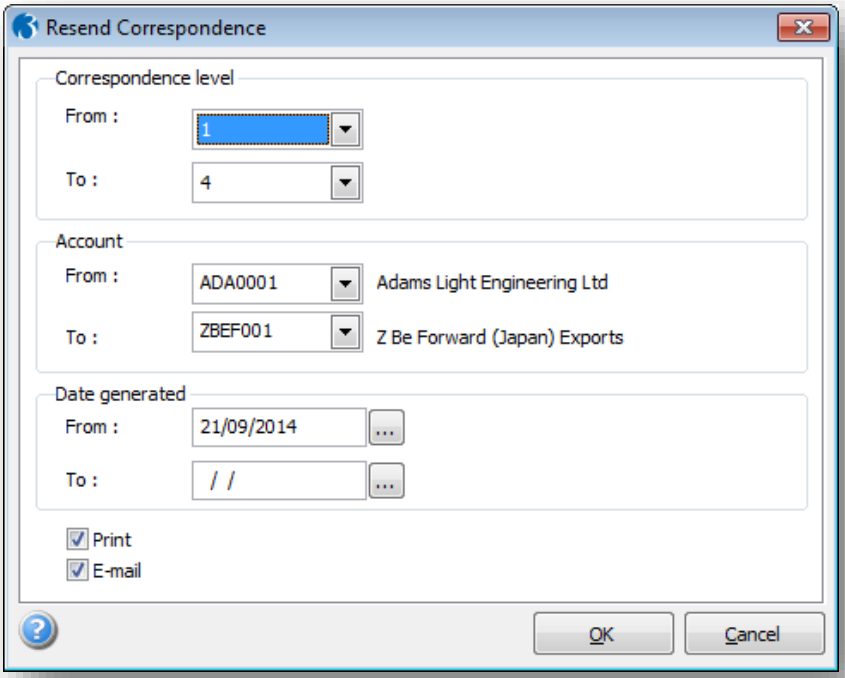


3.5.4.13 Resend Correspondence (Credit Management Centre)

This form is where you resend debtor letter correspondence and email covers that have already previously been sent using the Generate Correspondence command in the Credit Management Centre. This may be necessary if, for example, there was a problem with your printer during the original debtor letter correspondence print-run, or a customer requests that a debtor letter correspondence is resent.

Open the Sales Ledger - Credit Management form and select the Accounts tab. Then select Action - Company Debt Management - Resend Correspondence).

Notes

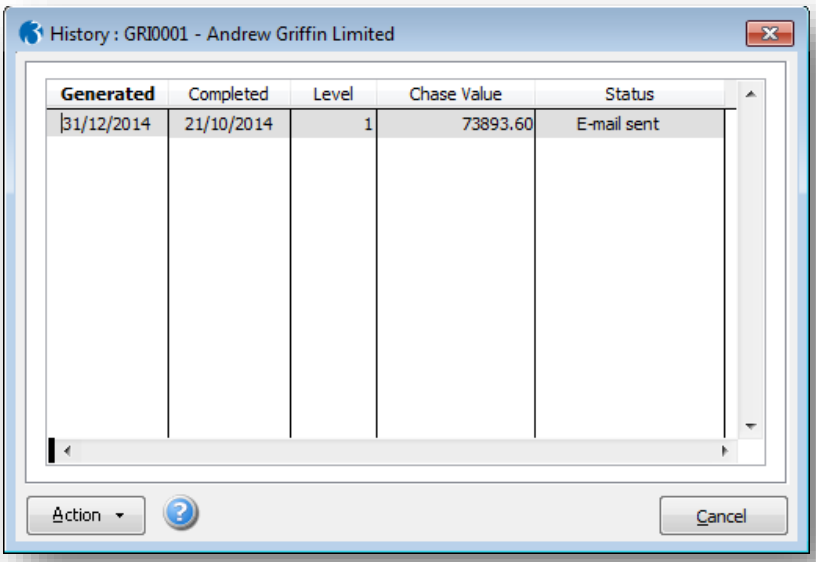


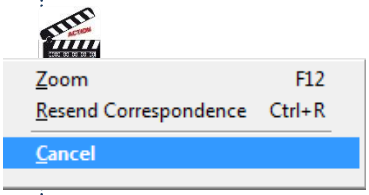
Box	Description
Correspondence level	Select the level of correspondence that you want to generate, up to the maximum levels defined on the Credit Management - Company Debt Management - Set Options form.
Account	Select the customer account or accounts to include in the debtor letter correspondence re-run.
Date	Select the date that the debtor letter correspondence was first generated. For example, if are re-sending debtor letter correspondence that was first sent on 30 October 2014, enter that date here.
Destination	Select to include either print or email, or both. Note: Only customers with the E-mail option in the Credit Management section of the Sales Ledger - Processing - Terms form are included in debtor letter correspondence emails.

Notes

3.5.4.14 Correspondence History (Credit Management Centre)

This view lists the debtor letter correspondence generated for the selected customer. These can be viewed by pressing which can then be viewed by pressing F12 or double-clicking the relevant line in the grid.

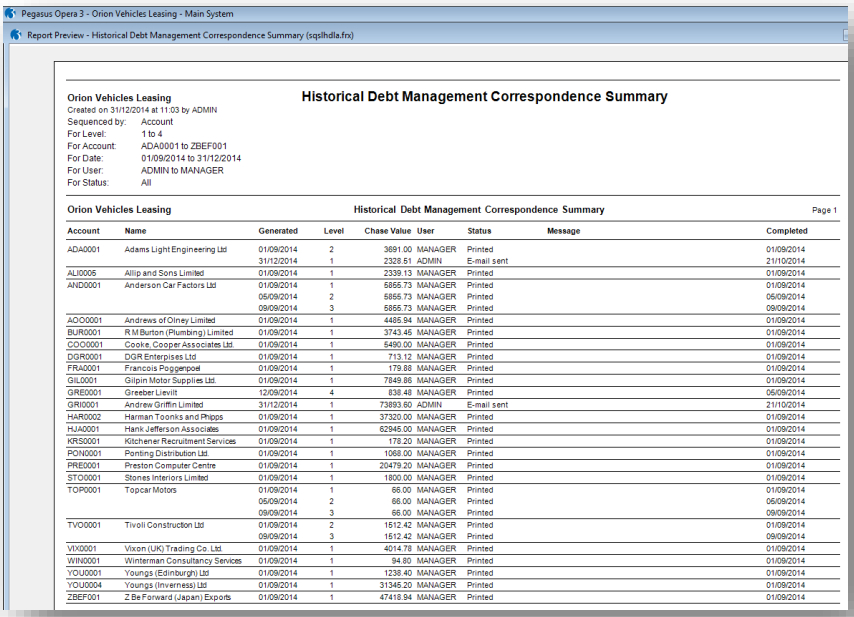




Open the Sales Ledger - Credit Management form and select the Accounts tab. Under Customers click the customer record and press F11. Then select Action - Company Debt Management - History.

3.5.4.15 Historical Debt Management Correspondence Summary

This report lists the debtor letter correspondence sent to customers. The report can be sequenced by customer account or debtor letter correspondence level. You can also choose to include only selected levels, customer accounts, correspondence date, user and transmission status.



Pegasus Opera 3 - Orion Vehicles Leasing - Main System

Report Preview - Historical Debt Management Correspondence Summary (sqslhdla.frx)

Orion Vehicles Leasing
Created on 31/12/2014 at 11:03 by ADMIN
Sequenced by: Account
For Level: 1 to 4
For Account: ADA0001 to ZBEF001
For Date: 01/09/2014 to 31/12/2014
For User: ADMIN to MANAGER
For Status: All

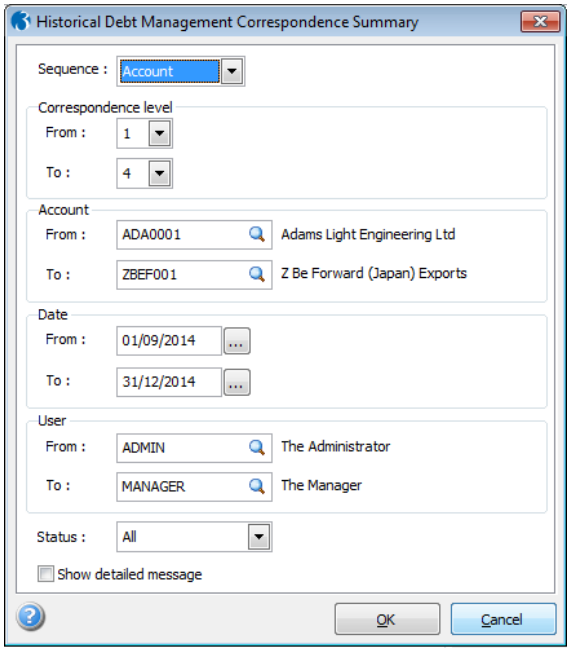
Historical Debt Management Correspondence Summary

Orion Vehicles Leasing — Historical Debt Management Correspondence Summary — Page 1

Account	Name	Generated	Level	Chase Value	User	Status	Message	Completed
ADA0001	Adams Light Engineering Ltd	01/09/2014	2	3691.00	MANAGER	Printed		01/09/2014
		31/12/2014	1	2328.51	ADMIN	E-mail sent		21/10/2014
ALI0006	Allip and Sons Limited	01/09/2014	1	2339.13	MANAGER	Printed		01/09/2014
AND0001	Anderson Car Factors Ltd	01/09/2014	1	5865.73	MANAGER	Printed		01/09/2014
		05/09/2014	2	5865.73	MANAGER	Printed		05/09/2014
		09/09/2014	3	5865.73	MANAGER	Printed		09/09/2014
AOO0001	Andrews of Olney Limited	01/09/2014	1	4485.94	MANAGER	Printed		01/09/2014
BUR0001	R M Burton (Plumbing) Limited	01/09/2014	1	3743.45	MANAGER	Printed		01/09/2014
COO0001	Cooke, Cooper Associates Ltd.	01/09/2014	1	5490.00	MANAGER	Printed		01/09/2014
DGR0001	DGR Enterpises Ltd	01/09/2014	1	713.12	MANAGER	Printed		01/09/2014
FRA0001	Francois Poggenpoel	01/09/2014	1	179.88	MANAGER	Printed		01/09/2014
GIL0001	Gilpin Motor Supplies Ltd.	01/09/2014	1	7849.86	MANAGER	Printed		01/09/2014
GRE0001	Greeber Lievit	12/09/2014	4	838.48	MANAGER	Printed		05/09/2014
GRI0001	Andrew Griffin Limited	31/12/2014	1	73893.60	ADMIN	E-mail sent		21/10/2014
HAR0002	Harman Toonks and Phipps	01/09/2014	1	37320.00	MANAGER	Printed		01/09/2014
HJA0001	Hank Jefferson Associates	01/09/2014	1	62945.00	MANAGER	Printed		01/09/2014
KRS0001	Kitchener Recruitment Services	01/09/2014	1	178.20	MANAGER	Printed		01/09/2014
PON0001	Ponting Distribution Ltd.	01/09/2014	1	1068.00	MANAGER	Printed		01/09/2014
PRE0001	Preston Computer Centre	01/09/2014	1	20479.20	MANAGER	Printed		01/09/2014
STO0001	Stones Interiors Limited	01/09/2014	1	1800.00	MANAGER	Printed		01/09/2014
TOP0001	Topcar Motors	01/09/2014	1	66.00	MANAGER	Printed		01/09/2014
		05/09/2014	2	66.00	MANAGER	Printed		05/09/2014
		09/09/2014	3	66.00	MANAGER	Printed		09/09/2014
TVO0001	Tivoli Construction Ltd	01/09/2014	2	1512.42	MANAGER	Printed		01/09/2014
		09/09/2014	3	1512.42	MANAGER	Printed		09/09/2014
VIX0001	Vixon (UK) Trading Co. Ltd.	01/09/2014	1	4014.78	MANAGER	Printed		01/09/2014
WIN0001	Winterman Consultancy Services	01/09/2014	1	94.80	MANAGER	Printed		01/09/2014
YOU0001	Youngs (Edinburgh) Ltd	01/09/2014	1	1238.40	MANAGER	Printed		01/09/2014
YOU0004	Youngs (Inverness) Ltd	01/09/2014	1	31345.20	MANAGER	Printed		01/09/2014
ZBEF001	Z Be Forward (Japan) Exports	01/09/2014	1	47418.94	MANAGER	Printed		01/09/2014

Notes

Open the Sales Ledger - Credit Management form and select the Accounts tab. Then select Action - Reports - Historical Debt Management Correspondence Summary.



Status	Description
Generation pending	Correspondence sent to Pegasus Scheduler but still needs to be converted to PDF files.
E-mail pending	Correspondence sent to Pegasus Scheduler that has been successfully converted to PDF files but has not been sent to the SMTP server for transmission.
Generation/E-mail failed	Correspondence sent to Pegasus Scheduler but has either failed the conversion to PDF files or could not be sent to the SMTP server for transmission.
E-mail sent	Correspondence sent to Pegasus Scheduler that has been successfully converted to PDF files and has also been sent to the SMTP server for transmission.

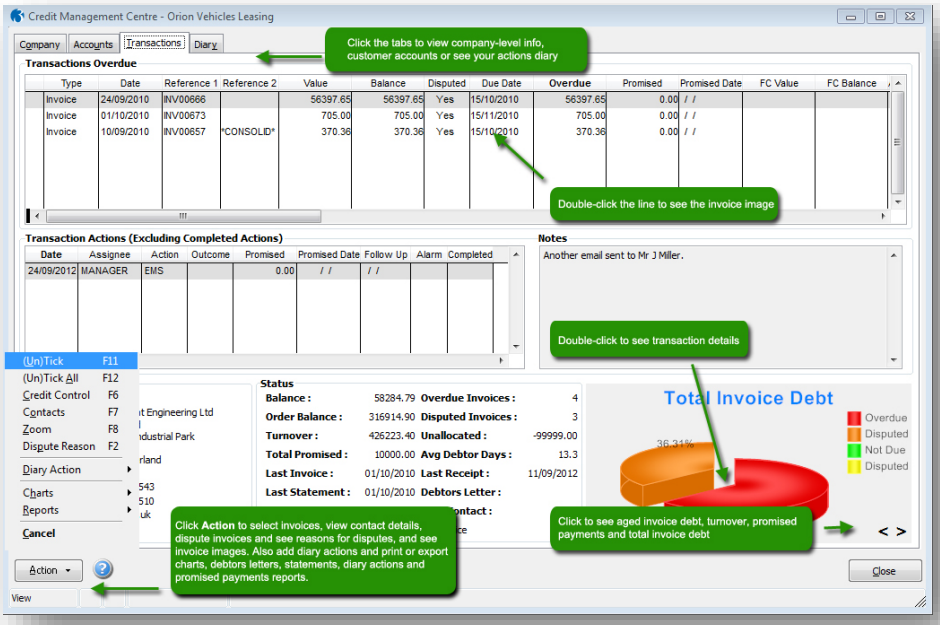
Tip: To view the PDF of the debtor letter correspondence use the Credit Management Centre - Accounts tab - Account Debt Management - History form.

3.5.5 Transactions

Notes

This tab displays a transaction-level view that lists the invoices that are overdue for payment for the selected customer account on the Accounts tab. You can access this tab only if the Overdue Accounts, Over Credit Limit or All Accounts boxes are selected.

Invoices with the largest value are shown first. You can find other invoices in the grid using CTRL+F or by clicking the arrows in the vertical scroll bar.



3.5.5.1 Viewing Outstanding Invoices (Credit Management Centre)

Information in the Credit Management Centre is displayed at three different levels. Firstly an overall view for your company - including all your customers, secondly a view of details of individual customers and thirdly a view to the actual transactions. A diary view is also provided so you can record and view any actions that have been recorded.

This tab displays a transaction-level view that lists the invoices that are overdue for payment for the selected customer account on the Accounts tab. You can access this tab only if the Overdue Accounts, Over Credit Limit or All Accounts boxes are selected.

Invoices with the largest value are shown first. You can find other invoices in the grid using CTRL+F or by clicking the arrows in the vertical scroll bar.

Note: All actions with assigned function keys (F2 - F12) are automatically displayed on the desktop if the Show Accelerator Key Toolbar box on the System Manager - Preferences form is selected.

Notes

To View Outstanding Invoices

1. Open the Sales folder and then click Credit Management or click the Financials tab and then click Sales - Credit Management on the Ribbon Bar.
2. On the Accounts tab click the relevant customer record.
3. Select the Transactions tab. The outstanding invoices are displayed under Transactions Overdue.

3.5.5.2 Features

- A list of invoices displaying the invoice date, references, value, balance, disputed indicator, due date, overdue balance, promised amount and date
- A list of actions for the selected invoice with the option to include both outstanding and completed actions
- Add or edit diary actions
- Notes added for the selected invoice
- Contact details and the financial status for the selected customer
- Easy to understand real-time graphs for the selected customer
    - A pie chart for total invoice debt showing segments for:
        - overdue invoices
        - disputed invoices that are also overdue
        - invoices not yet due to be paid
        - disputed invoices that are not yet due to be paid.
    - A pie chart for aged invoice debt showing segments for the current month, one month old, two months old and three plus months old
    - A bar chart for turnover for the previous twelve months
    - A pie chart displaying promised payments from overdue now to overdue in 60+ days
- Reports - Print Debtors Letters, Statements, Diary Actions and Promised Payments

3.5.5.3 Action menu

You can use the Action menu to:

- Select one or more invoices to mark them as disputed or not disputed, or change the payment due date
- View the reason for disputed invoices
- Open the Credit Control and Contacts forms
- Add and edit Diary Actions
- Print the charts on the form, export them to Microsoft Excel, or copy to the Windows Clipboard.
- Print Debtors Letters, Statements, Diary Actions and Promised Payments, or export them to Excel.
- View and print historical debtor letter correspondence summaries.

Notes

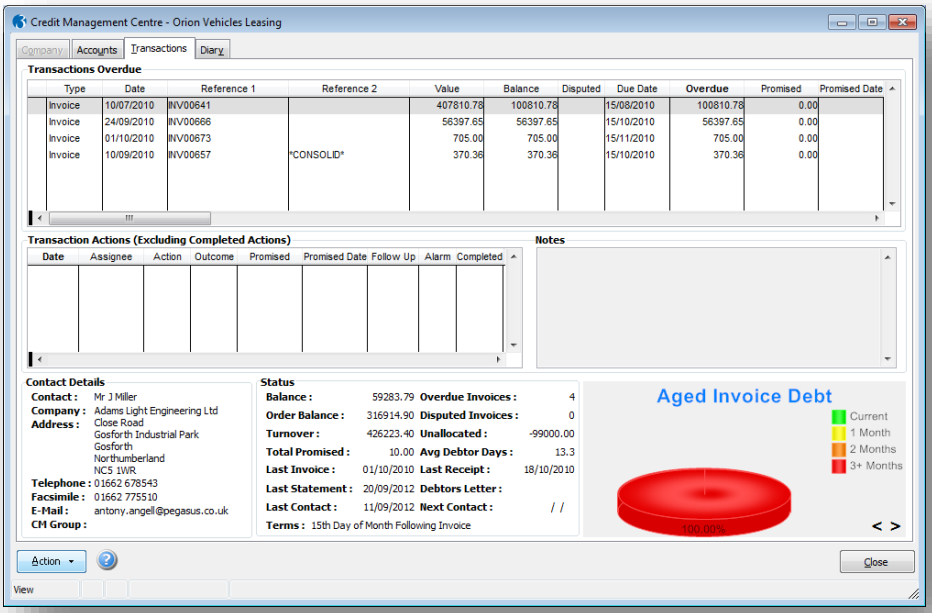
3.5.5.4 Function keys

These functions keys are available:

Function Key	Purpose
F2	View the reason for a disputed invoice
F3	Toggle the display of completed and uncompleted actions
F6	Open Credit Control form to mark invoices as disputed or not disputed, or change the payment due date
F7	Open Contacts form to view or maintain customer contacts
F8	Drill down to view the selected invoice
F9	Add a diary action
F10	Edit a diary action
F11	Select or deselect the currently selected transaction record
F12	Select or deselect all transaction records

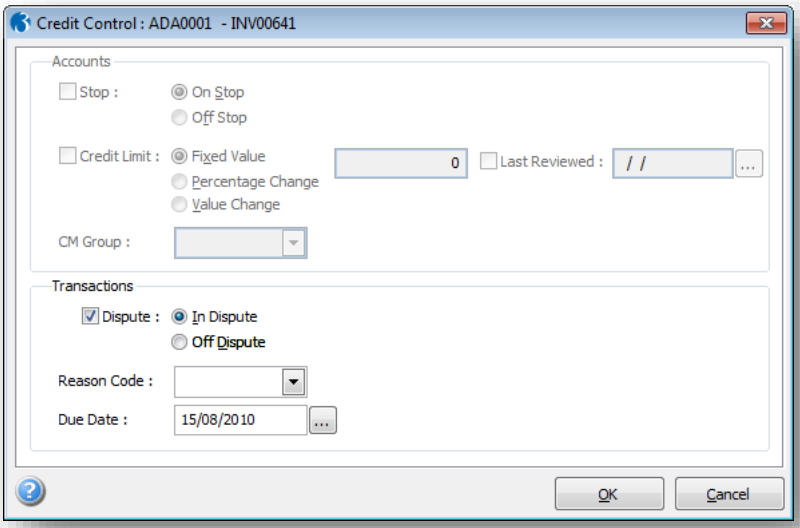
3.5.5.5 Transactions - Credit Control (Credit Management Centre)

This form is opened from the **Action** button on the Sales Ledger - Credit Management form when either the Accounts tab or the Transactions tab is open.



Notes

If the Transactions tab is selected you can mark one or more invoices as in dispute or change invoice payment due dates.



Box	Description
Dispute	This either marks the selected transactions as in dispute or no longer in dispute. You can assign a reason code to a disputed transaction. If the Mandatory Reason Code option is selected on the Sales Ledger - Utilities - Set Options form, you must select a reason code when you mark a transaction as disputed. Otherwise a reason code is optional. A note is added to the customer account when a transaction is marked as disputed or when the dispute indicator is cleared. Disputed transactions are ignored in these commands: • The Exhaust command used to allocate a receipt to one or more invoices from the Sales Ledger - Processing form. • The Print Debtors Letters report from either the Reports menu or the Credit Management Centre. **Tip**: You can add new reason codes using the Sales Ledger - Maintenance - Reasons form.
Due Date	If required, enter a new payment due date for the selected invoices. If one invoice has been selected the current payment due date is displayed when the form opens. Otherwise the box is empty.

To Mark Invoices as Disputed or Not Disputed

If the Transactions tab is selected you can mark an invoice as disputed or not disputed for the selected customer, or change the payment due date for one or more invoices. An audit report is displayed after one or more transactions have been disputed or changed to off dispute, or the payment due date has been changed.

1. On the Accounts tab click the relevant customer record.
2. Select the Transactions tab:
   - To select one invoice, click the invoice in the Transactions Overdue grid and select (Un)Tick from the Action menu or press F11.
   - To select all invoices, select (Un)Tick All from the Action menu or press F12.
3. Select Credit Control from the Action menu or press F6.

Notes

4. Select the Dispute box and then select either In Dispute or Off Dispute. If you are disputing one or more invoices you must also choose a reason code if the Mandatory Reason Code box is selected on the Sales Ledger - Utilities - Set Options form.
5. Select OK.

To Change Invoices' Due Dates

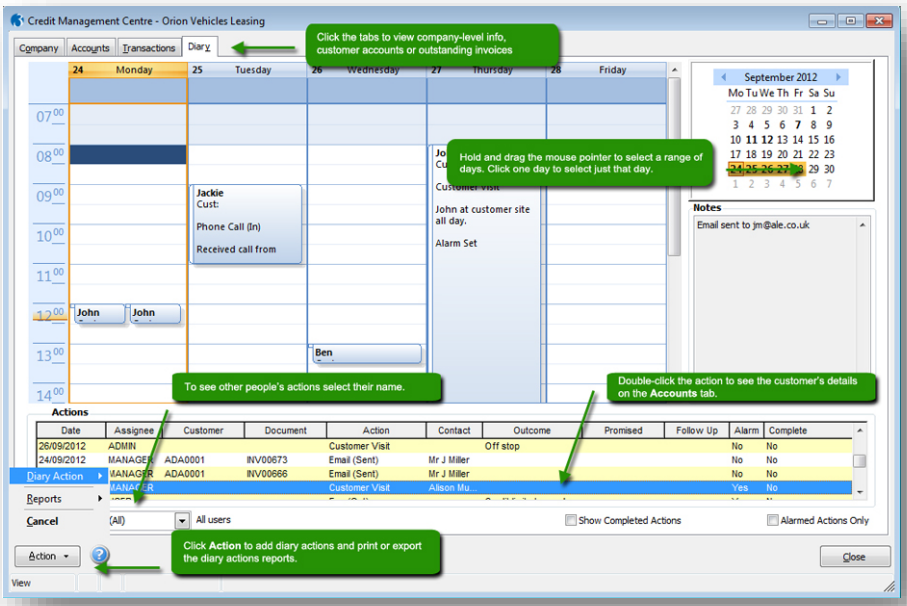
If the Transactions tab is selected you can mark an invoice as disputed or not disputed for the selected customer, or change the payment due date for one or more invoices. An audit report is displayed after one or more transactions have been disputed or changed to off dispute, or the payment due date has been changed.

1. On the Accounts tab click the relevant customer record.
2. Select the Transactions tab:
   - To select one invoice, click the invoice in the Transactions Overdue grid and select (Un)Tick from the Action menu or press F11.
   - To select all invoices, select (Un)Tick All from the Action menu or press F12.
3. Select Credit Control from the Action menu or press F6.
4. Add a new payment due date in the Due Date box.
5. Select OK.

Tip: You can print debtors letters, customer statements and diary actions and promised payments reports by selecting the respective report from the Action - Reports menu. You can also export the graphs on the form to Microsoft Excel.

3.5.6 Diary

This tab displays a calendar, notes and actions list for the current user. If necessary actions for all users can be viewed and modified if the See All Users' Credit Management Actions option on the System Manager - Maintenance - User Profiles form is selected for the current user.



By default the current month is displayed. You can view a different month by selecting the required month on the calendar.

Notes

3.5.6.1 Viewing Actions Diary

Information in the Credit Management Centre is displayed at three different levels. Firstly an overall view for your company - including all your customers, secondly a view of details of individual customers and thirdly a view to the actual transactions. A diary view is also provided so you can record and view any actions that have been recorded.

Diary actions can be assigned for the required date and time to any users in Opera 3. Promised values and dates can also be added from the Accounts and Transactions tabs for the situation where customers commit to paying some or all of an outstanding invoice. When tasks are completed they can be updated with a predefined outcome code.

Tip: The current week is selected automatically on the calendar when the Diary tab is opened. To select different days, simply click and drag the mouse pointer from and to the required dates.

Note: All actions with assigned function keys (F2 - F12) are automatically displayed on the desktop if the Show Accelerator Key Toolbar box on the System Manager - Preferences form is selected.

To View Your Diary Actions

1. Open the Sales folder and then click Credit Management or click the Financials tab and then click Sales - Credit Management on the Ribbon Bar.
2. Select the Diary tab.
3. Select your user ID in the Show for User box. Your actions for the current week are displayed in the Actions grid.

Notes: Completed actions are hidden unless you select the Show Completed Actions box. Also, alarmed actions are displayed only if the Alarmed Actions Only box is selected.

To Add Diary Actions

Diary actions can be assigned for the required date and time to any users in Opera 3. Promised values and dates can also be added from the Accounts and Transactions tabs for the situation where customers commit to paying some or all of an outstanding invoice. When tasks are completed they can be updated with a predefined outcome code.

Tip: The current week is selected automatically on the calendar when the Diary tab is opened. To select different days, simply click and drag the mouse pointer from and to the required dates.

1. From the Action menu, select Diary Action - New Action or press F9. The Diary Actions form is displayed.
2. Update the boxes on the form.
3. Select OK.

Notes

Note: You can control whether completed diary actions are removed when the Sales Ledger - Utilities - Period End command is used.

You can also control whether uncompleted actions are removed if they older than the number of periods specified in the Keep Credit History box on the Options form linked to the customer's record, or older than the Keep Credit History box on the Sales - Utilities - Set Options form if it is not specified on the customer's record.

3.5.6.2 Features

- A diary view and list of actions for the selected user with the option to include both outstanding and completed actions, or actions that have been marked as alarmed
- Alarmed actions use the Notification Services feature to display messages on the users computer's desktop at the required time
- Add or edit diary actions
- Diary view displays the current week automatically. You can select a different week if required, or select only the days you are interested in.
- Diary Actions report.

3.5.6.3 Options

Box	Description
Show Completed Actions	When actions are created or edited they can be marked as completed. Select this box to view these actions.
Alarmed Actions Only	Actions can be marked as alarmed so that the allocated user can be warned or reminded that they have an action. Select this box to view these actions. **Note**: Alarmed actions use the Opera 3 Notification Services Messaging feature to display timely messages on the Windows desktop. For more information, see the Opera 3 Notification Services Help topic.

3.5.6.4 Action menu

You can use the Action menu to:

- Create and edit Diary Actions
- Print Diary Actions or export them to Microsoft Excel.

3.5.6.5 Function keys

These functions keys are available:

Function Key	Purpose
F9	Add a diary action
F10	Edit a diary action

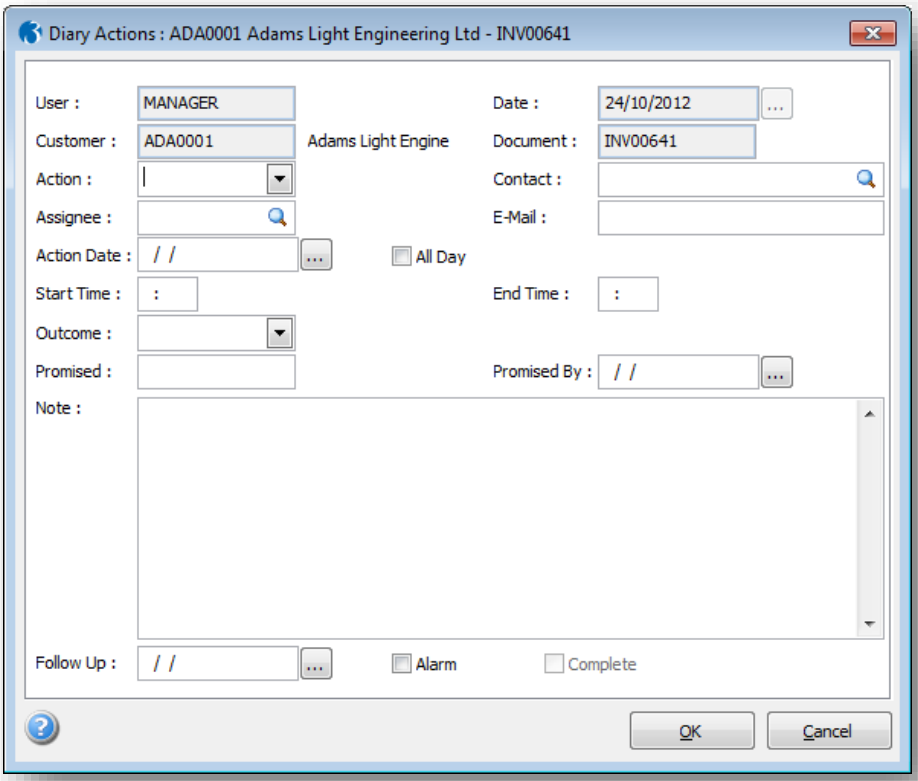
Note: Access to the Credit Management Centre is controlled for each user by the menu access security feature, which is managed from the System - Maintenance - User Profiles form. To remove this menu item for one or more users, select the Menu Access page and clear the 'Credit Management' box beneath 'Sales'.

3.5.7 Diary Actions (Credit Management)

Notes

This form is opened from the Action button on the Sales Ledger - Credit Management Centre form.

Diary actions can be assigned for the required date and time to any users in Opera 3. Promised values and dates can also be added from the Accounts and Transactions tabs for the situation where customers commit to paying some or all of an outstanding invoice. When tasks are completed they can be updated with a predefined outcome code.



Tip: The current week is selected automatically on the calendar when the Diary tab is opened. To select different days, simply click and drag the mouse pointer from and to the required dates.

Diary actions can be recorded either without reference to an outstanding invoice or for a specific invoice that you want to chase payment for. These actions are recorded from the Accounts or Transactions tabs respectively. Depending on the tab you are using, some of the information will be updated for you automatically. For example, the details from a selected transaction are added to an action from the Transaction tab. Diary actions can also be recorded from the Diary tab. These are general actions that are not linked to either a customer or outstanding invoice.

Actions are displayed on each tab on the Credit Management Centre form. If the Accounts tab is selected, all actions for the selected customer are displayed. If the Transactions tab is selected, the actions for that transaction only are displayed.

Note: Actions can also be viewed on the Diary Actions report. Promised Payments are displayed on the Promised Payments report. Both reports are available on the Action menu in the Credit Management Centre.

Notes

Box	Description
Customer	The code for the customer selected on the Accounts tab or for the outstanding invoice selected on the Transactions tab.
Document	The invoice number for the selected transaction.
Action	The type of action. These can be used to group actions on the Diary Actions report, which is available from the Action menu in the Credit Management Centre. Action Types are codes used to describe Diary Actions that have been recorded in Credit Management Centre. A number of different Action Types are created automatically by the system so that you do not need to. They cannot be removed. These are: • AUT - Auto generated code • EMR - Email (Received) • EMS - Email (Sent) • FXI - Fax (In) • FXO - Fax (Out) • PCI - Phone Call (In) • PCO - Phone Call (Out) • VIS - Customer Visit. **Note:** New action types can be added if necessary. The codes are maintained on the Sales Ledger - Maintenance - Credit Management Action Types form.
Assignee	Who the task is for.
Contact	You can record your contact for the action from a list. The contacts shown for the customer are maintained on the Sales Ledger - Processing - Contacts form.
E-Mail	This can be used either to record the assignee's email address or your contact's email address.
Action Date/Time	When the task should be done. If the task is alarmed a message will be displayed on the user's desktop. Times must be entered in 24-hour clock format. For example, 3pm must be entered as 15:00.
Outcome	After a task has been done, you can mark it with a code that describes its outcome. For example, that a customer has been put on stop or that they have been sent a statement. These can be used to group actions on the Diary Actions report, which is available from the Action menu in the Credit Management Centre. These Outcome Types are created automatically by the system and cannot be removed: • CMG - Credit Management Group changed • CRD - Credit Limit changed • CST - Statement sent to customer • DOF - Transaction off dispute • DON - Transaction on dispute • EMS - Email sent to customer • SOF - Customer off stop • SON - Customer on stop • TPA - Promised payment amount agreed • TPC - Promised payment amount changed • TPD - Promised date changed. **Note**: New Outcome Types can be added if necessary. The codes are maintained on the Sales Ledger - Maintenance - Credit Management Outcome Types form.
Promised Value & Date	If a customer makes a commitment to pay some or all of the outstanding debt you can record the value and the date when it has been promised to be paid here. This information is used on the Promised Payments report, which is available from the Action menu in the Credit Management Centre.

Notes

Promised Value & Date…	If an invoice with a promised payment is subsequently fully paid (allocated to a receipt), the diary action will be marked as completed and the Follow Up date and Alarm boxes will be cleared. **Note -** Foreign Currencies: If a promised payment is from an overseas customer, the value must be entered in the customer's currency. The currency code is displayed next to the Promised box. The currency value will be displayed as a home currency value on the Credit Management Centre and in reports.
Follow Up	An optional follow up date for the action. If the Alarm option is selected, a message will be displayed on the **Windows desktop** for the assignee on that date. The time of the notification will be the same as the start time entered above.
Alarm	Alarmed actions use the Opera 3 Notification Services Messaging feature to **display timely messages on the Windows desktop. For more information, see the** Introducing Scheduling Help topic.
Complete	Select to mark the action as done. Completed actions are not displayed in the Credit Management Centre unless the (Un)Show Completed Actions item on the Diary Action menu is selected.

To Add Diary Actions & Promised Payment Details

Diary actions can be assigned for the required date and time to any users in Opera 3. Promised values and dates can also be added from the Accounts and Transactions tabs for the situation where customers commit to paying some or all of an outstanding invoice. When tasks are completed they can be updated with a predefined outcome code.

Tip: The current week is selected automatically on the calendar when the Diary tab is opened. To select different days, simply click and drag the mouse pointer from and to the required dates.

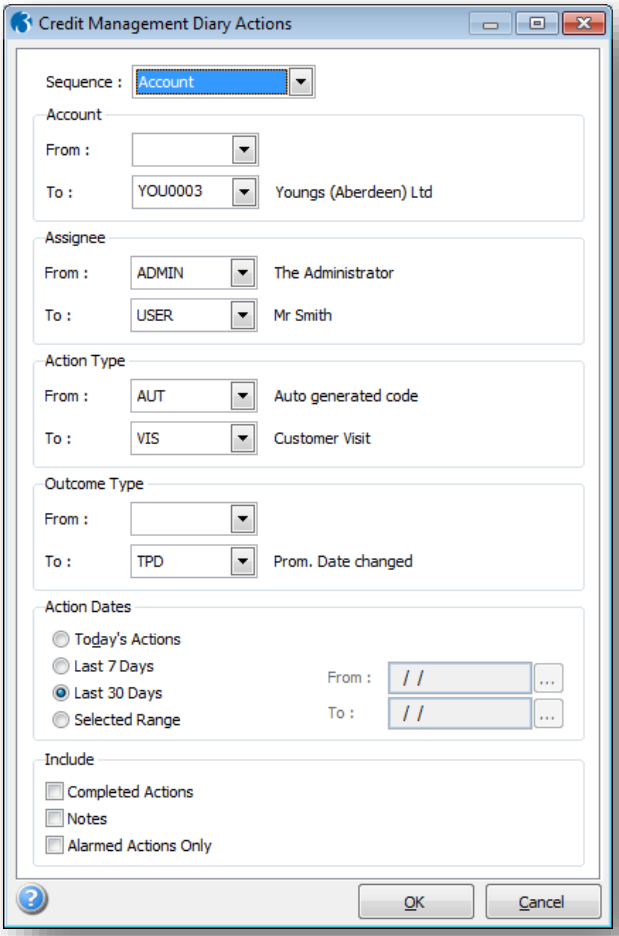
1. From the Action menu, select Diary Action - New Action. The Diary Actions form is displayed.
2. Update the boxes on the form.
3. Select OK.

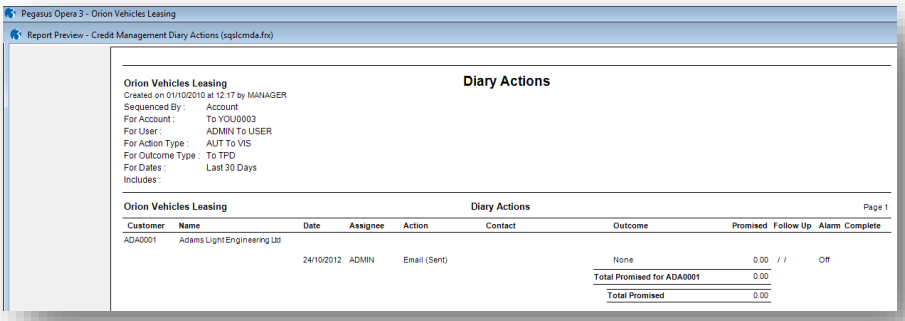
Tip: Select F3 to see both completed actions and those that have not been marked as completed.

3.5.8 Diary Actions Report (Credit Management)

The Diary Actions report lists the diary actions that have been recorded in the Credit Management Centre. Options are available so that the actions displayed on the report can be filtered according to your requirements. You can select to include actions for today only, for the last seven days, the last thirty days or for a range of dates. You can also include completed actions, notes added for actions and only alarmed actions.

Notes





3.5.8.1 To Print the Diary Actions Report

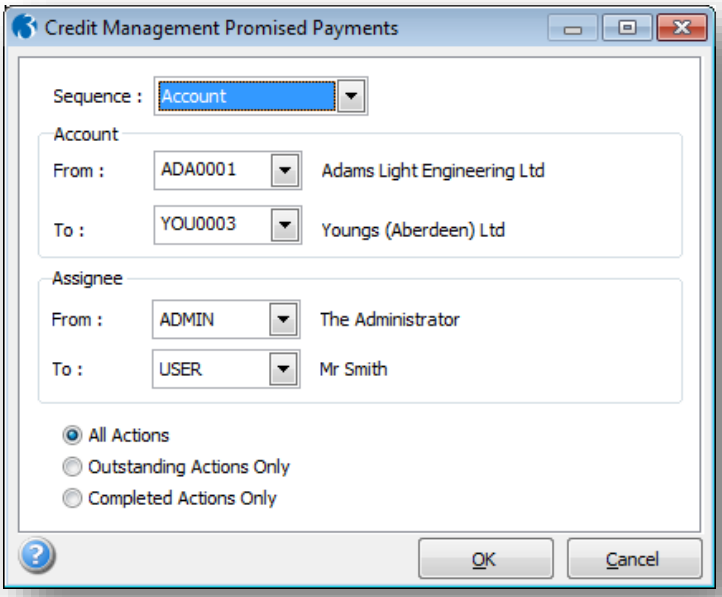
1. Open the Sales folder and then click Credit Management or click the Financials tab and then click Sales - Credit Management on the Ribbon Bar.
2. From the Action menu, select Reports - Diary Actions.
3. In the Sequence list, select the sequence option you want. You can print the report in account, account (grouped by the user), user, user (grouped by the customer account), action type, outcome type and date sequences.
4. Depending on the sequence you have selected, use the From and To lists to define the range of records you want included in the report.
5. Click OK.

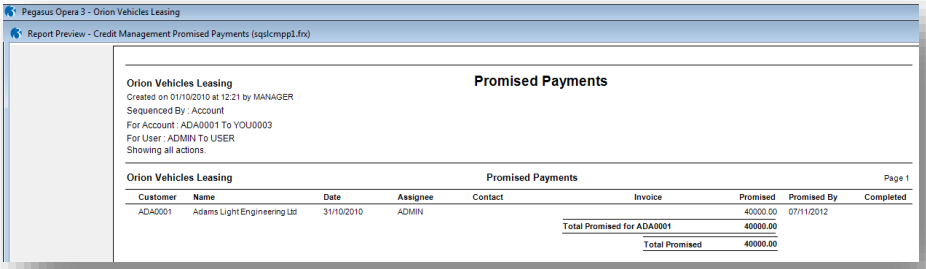
Note: This report can also be printed from the Debtor Reports menu.

3.5.9 Promised Payments Report (Credit Management)

Notes

The Promised Payments report lists the values of payments that have been promised to you by your customers. Promised payments and dates are recorded on diary actions.





3.5.9.1 To Print the Promised Payments Report

1. Open the Sales folder and then click Credit Management or click the Financials tab and then click Sales - Credit Management on the Ribbon Bar.
2. Select either the Accounts or the Transactions tab.
3. From the Action menu, select Reports - Promised Payments.
4. In the Sequence list, select the sequence option you want. You can print the report in account, account (grouped by the user), account (grouped by the value), user, user (grouped by the customer account), user (grouped by the value), value, balance and promised date sequences.
5. Depending on the sequence you have selected, use the From and To lists to define the range of records you want included in the report.
6. Click OK.

Note: This report can also be printed from the Debtor Reports menu.

Sales Ledger Record Creation - Practical 1 of 1

Notes

(Time allowed 20-30 minutes)

Objectives

At the end of this practical assignment you will be able to:

-Set up Terms for groups or individual customers using Terms Profiles

-Set up general information for groups or individual customers using Customer Profiles

-Create customer accounts within Sales Ledger Processing

-Assign Customer and Terms Profiles to customer accounts

1. The following Discounting Terms and Customer Options need to be created in the Sales Ledger.

Terms Profile

Settlement discount of 10% if paid within 3 days

Invoices are due for payment within 5 days.

Debtor's letters are to be sent to accounts assigned to this profile, and the minimum debt is the same as set in the Set Options routine.

Customer Profile

Open item accounting is required and all customers must receive a statement.

The default bank account from within Set Options is to be assigned without the use of Multiple Bank Accounts.

The default VAT code is 1

Customers normally pay by cheque.

2. The following customer accounts need creating in the Sales Ledger.

Haverhill Vehicle Services	Westbury Car Hire
Bury New Road	Glamorgan Road
Greater Manchester	Swansea
M3 3RT	GL7 4JQ
Account Contact: Mr J Abbott	Account Contact: Mrs J Owen
Tel: 0161 773 3423	Tel: 01792 558932
Fax: 0161 773 3333	Fax: 01792 558922
Analysis Details:	
NW - North West Region	SW – South West & Wales Region
UK1 – G Smith	UK2 – A Adams
Type: Corporate Customer	Type: Corporate Customer
C/C: Blank	C/C: Blank

3. Having created both of the profiles detailed above, Haverhill Vehicle Services are to receive both the Terms profile and the Customer profile. Westbury Car Hire are to receive the Customer Profile but do not receive any Settlement Discount. Evaluating this situation you must apply an appropriate Terms Profile ensuring zero discount is calculated and that their invoices are due for payment by the 11th day of the month following the invoice date.

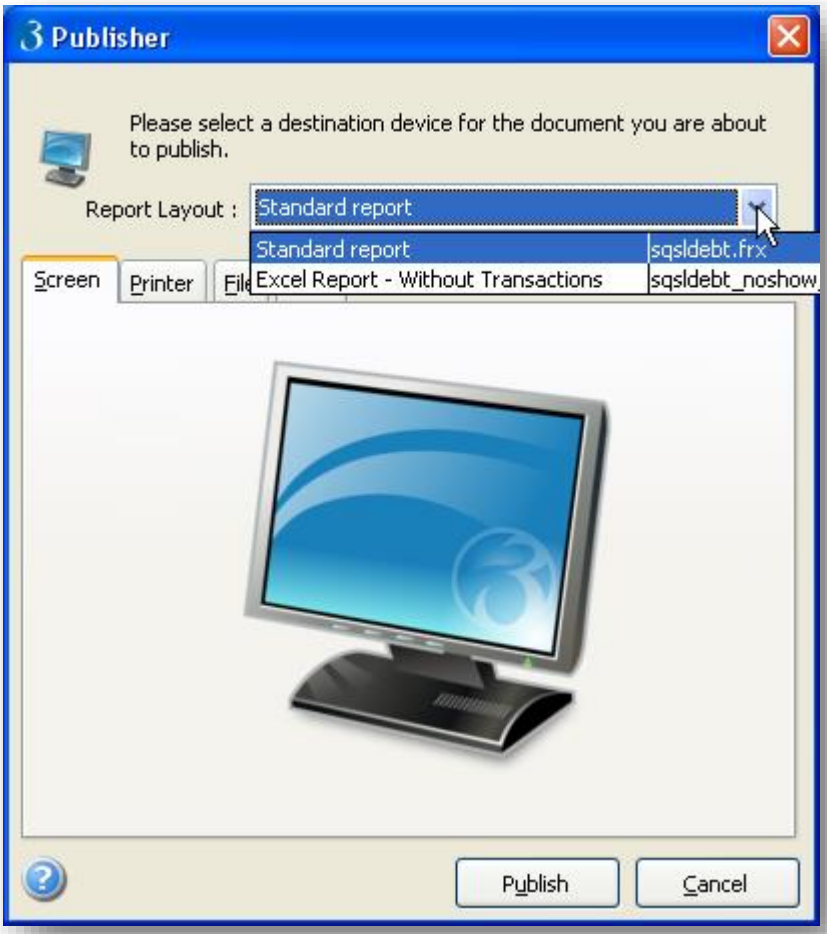
Notes

Accreditation Training Courseware

4 Reports

4.1 Publishing a Report

Sales Ledger reports can be accessed via the Reports Menus in the respective Module. It is possible to tailor the layout of these reports under development mode (ADMIN). Once your report criteria has been selected and any matching data found, a Publisher form will be presented allowing a choice of Screen, Printer, File or Email output.



To print a report;

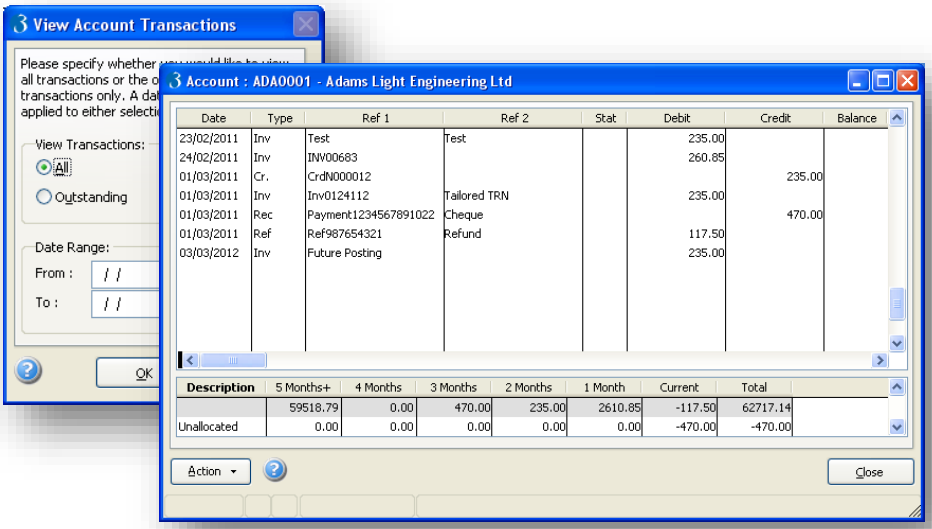
1. Open the required module folder, click Reports and then click appropriate report
2. Define the range of records you want included in the report by entering From and To values.
3. Click OK.

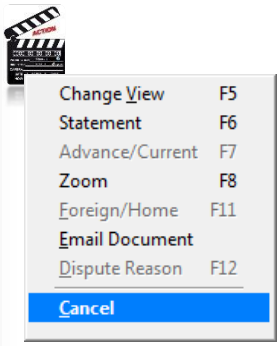
Reports

4.2 To View Sales Details

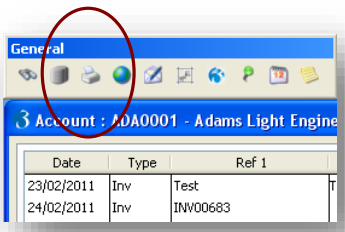
Notes

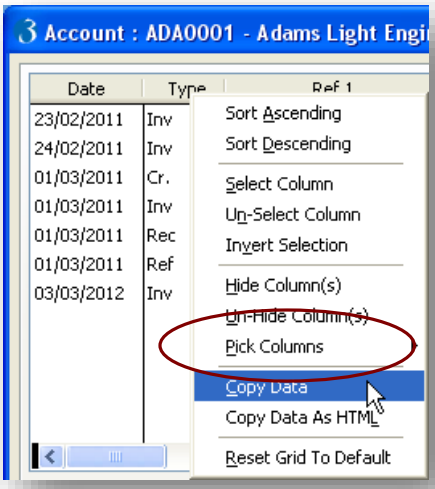
1. Open the Sales folder and then click Processing or click the Financials tab and then click Sales - Processing on the Ribbon Bar.
2. Find the Customer using **List** tab, the search icon on the toolbar, or by pressing CTRL+F.
3. On the **Action** menu, click **View (F12).**





Remember the "Hidden Reports" which are available in forms which have the printer icon highlighted in the toolbar as well as the Right-Click Export functionality.





4.3 List of Reports

Notes

Reports

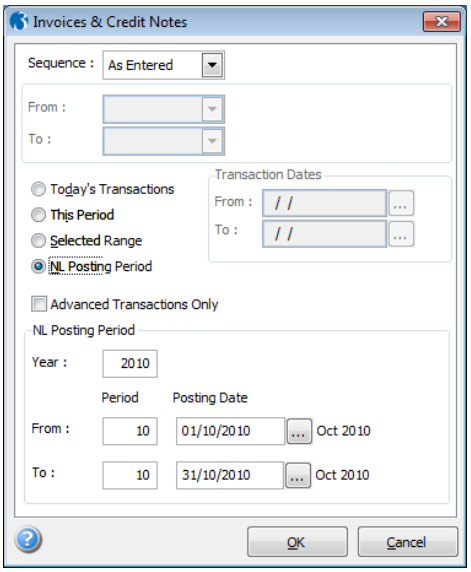
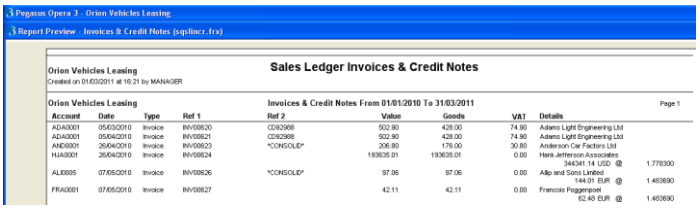
The commands on the Reports submenu provide listings of records maintained in the Sales Ledger. These include lists of records maintained through the various forms and transactions generated as a result of journal postings and other transaction processes.

Reports can be used to view information on your computer screen as well as printing. Most reports provide a number of options to determine the criteria, sequence and range of records reported.

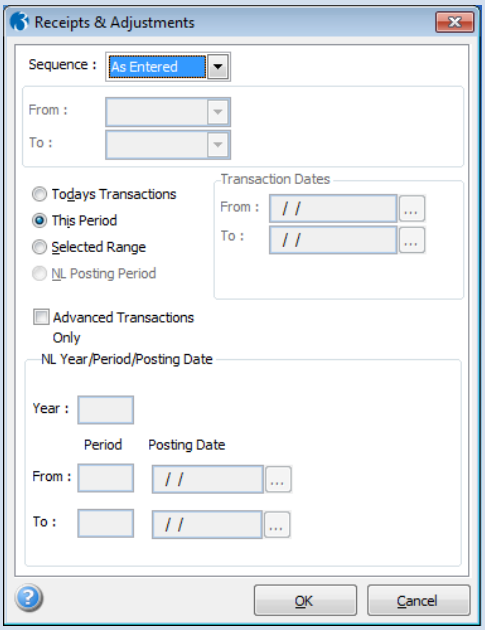
Note: Other reports that help you monitor outstanding customer balances, view disputed invoices, print debtors letters and so on are available from the Debtor Reports menu.

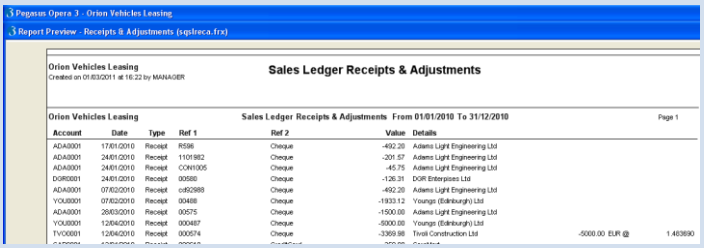
Open Period Accounting

If you use the Open Period Accounting feature, you can produce Sales Ledger transaction reports that are based on the Nominal Ledger transaction date. You can filter the report data by Nominal Ledger period and/or Nominal Ledger posting date.

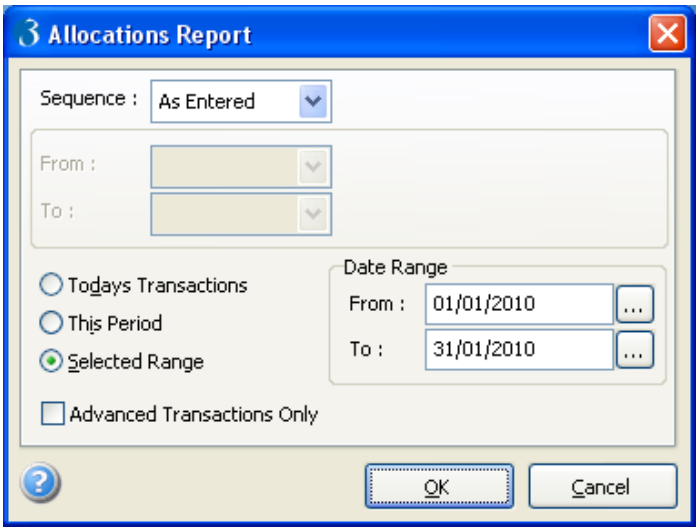
Name & Description	*Example*
Invoices & Credit Notes You can use the list of sales invoices and credit notes as the sales daybook, recording all invoice and credit note transactions posted to the ledger.	 

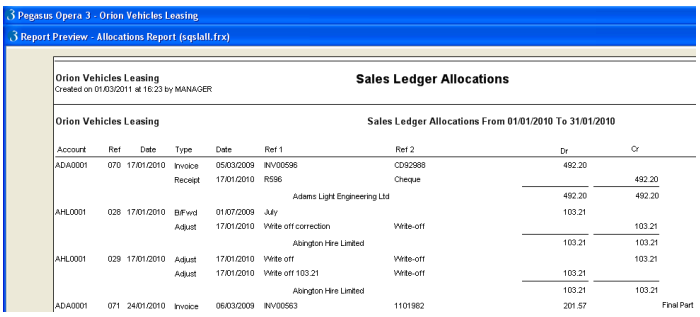
Receipts & Adjustments
You can use the list of sales receipts and adjustments as the sales daybook, recording all receipt and adjustment transactions posted to the ledger. Note that the Euro value of the transaction will be included on the report if it has been recorded with the transaction.





Allocations Report
Use the allocations report as an audit trail to show all matched debit transactions and the credit transactions to which they are allocated. Part-allocated transactions are noted on the report, as are the next or final allocations.

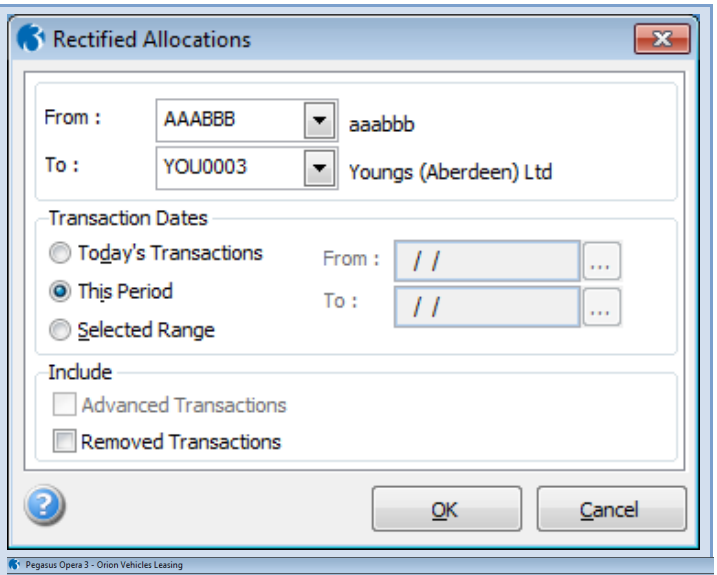


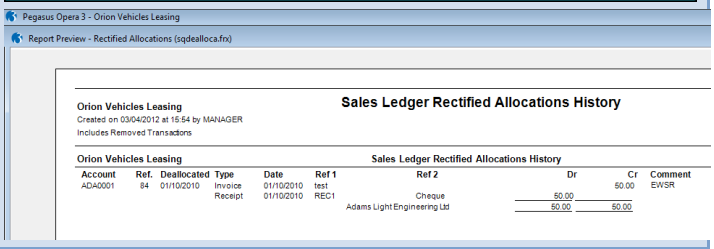


Notes

Rectified Allocations

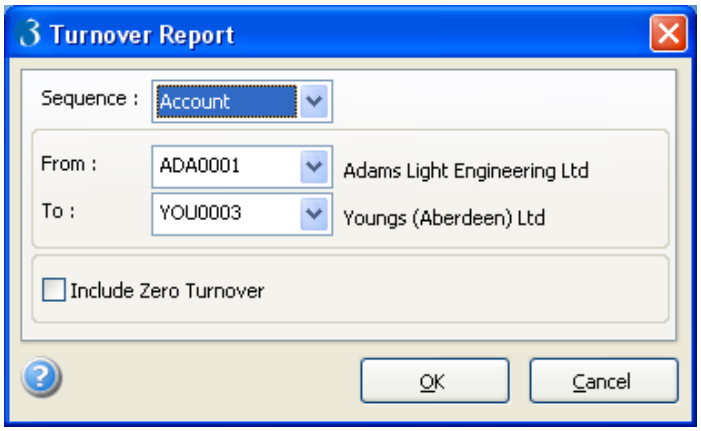
The Rectified Allocations report shows information relating to historical error corrections, or deallocations.

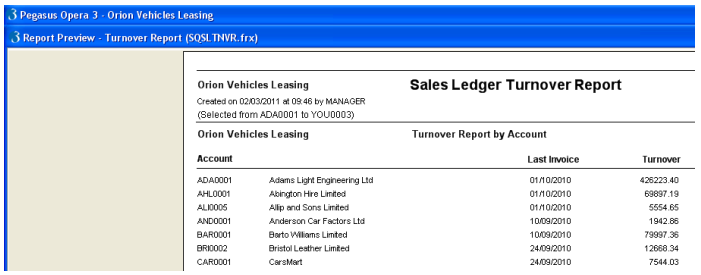




Turnover Report

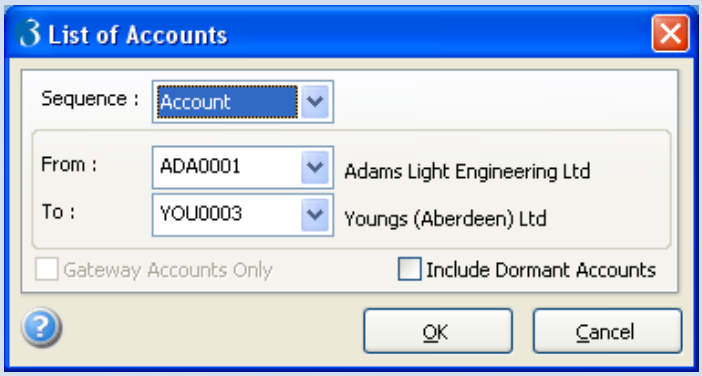
The turnover report lists the value of annual sales turnover for each account included. The turnover excludes the value of any sales tax.





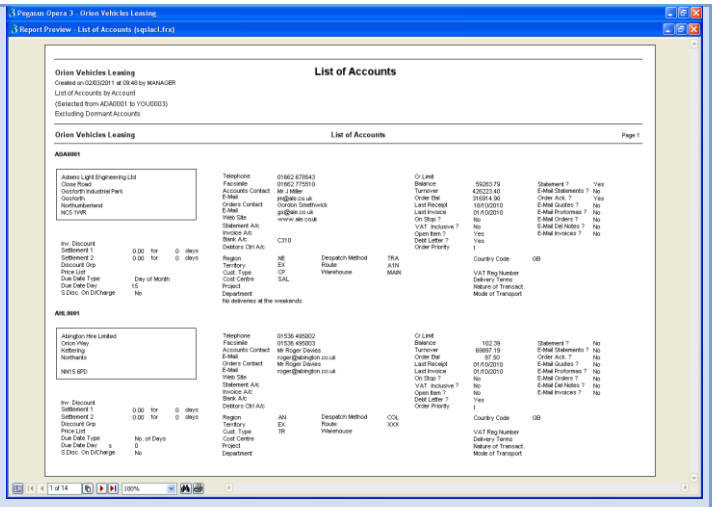
List of Accounts

Use the **List of Accounts** command to produce a list of the customer record details you maintain using the **Customer** form. If you are using the Gateway module (and so have the **Use Gateway** option selected on the **Options** tab of the **Company Profiles** form in the System module), you can also choose whether to include gateway customers only in the selection criteria**.**



Notes

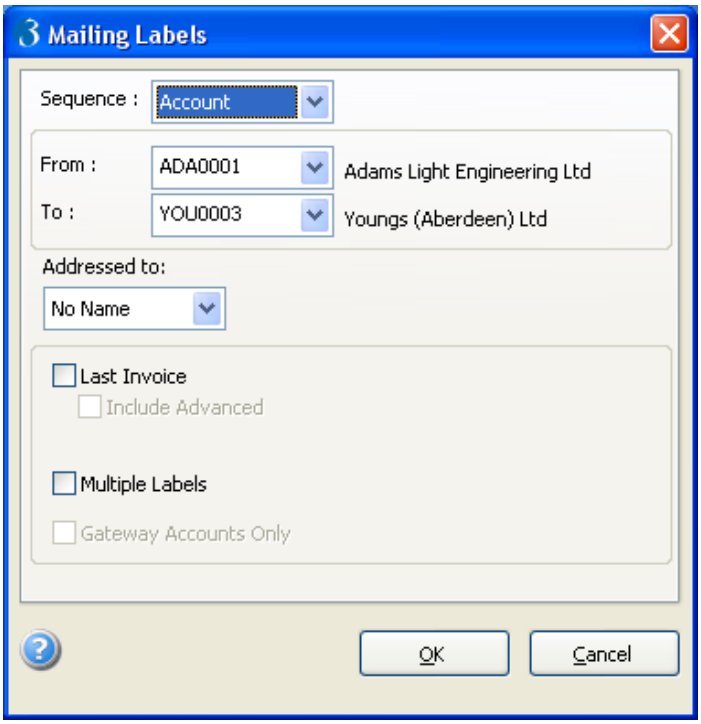
List of Accounts…

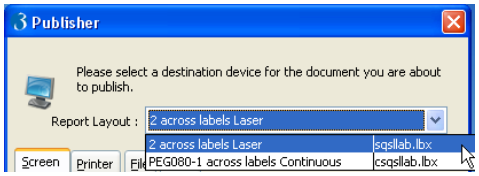


Notes

Mailing Labels

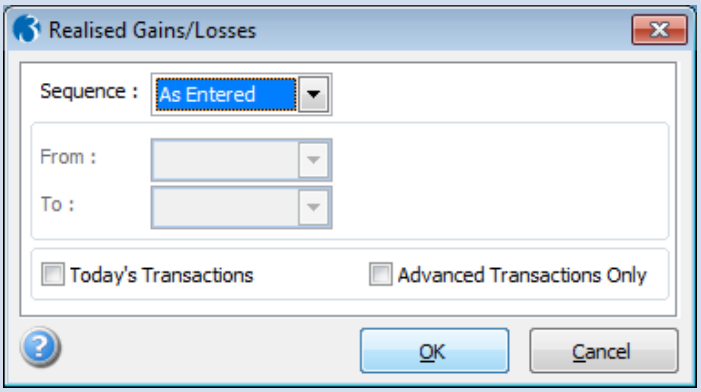
You can print mailing labels for all or a range of customers. The information is designed to be printed on labels measuring 1.5 by 3.5 inches. You can optionally add an addressee heading to the address. If you are using the Gateway module (and so have the **Use Gateway** option selected on the **Options** tab of the **Company Profiles** form in the System module), you can also choose whether to include gateway customers only in the selection criteria.



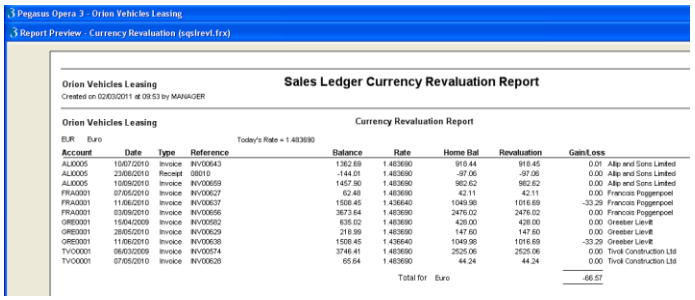


Notes

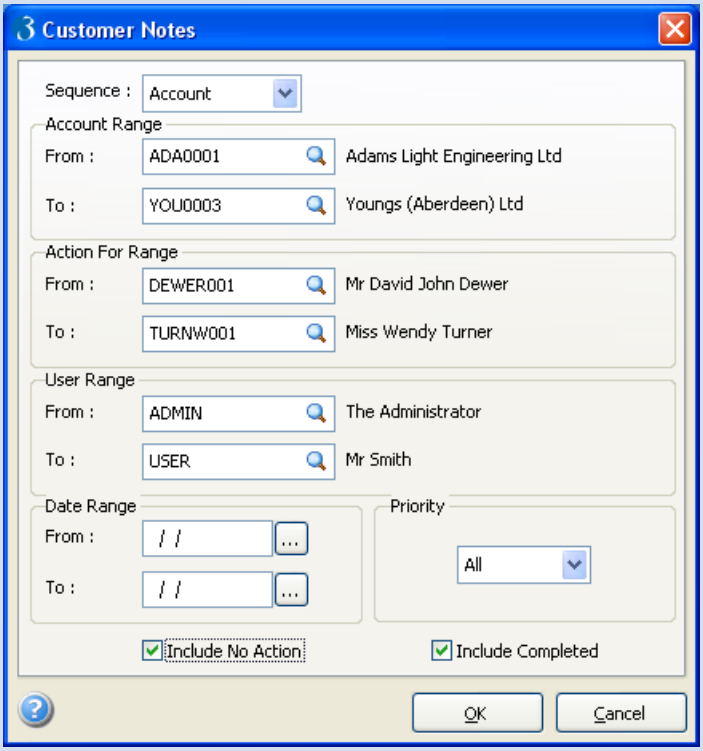
Realised Gains/Losses
This report prints the currency gain or loss due to exchange rate fluctuations for foreign currency accounts. The report includes details of the transactions and the loss or gain in each case.



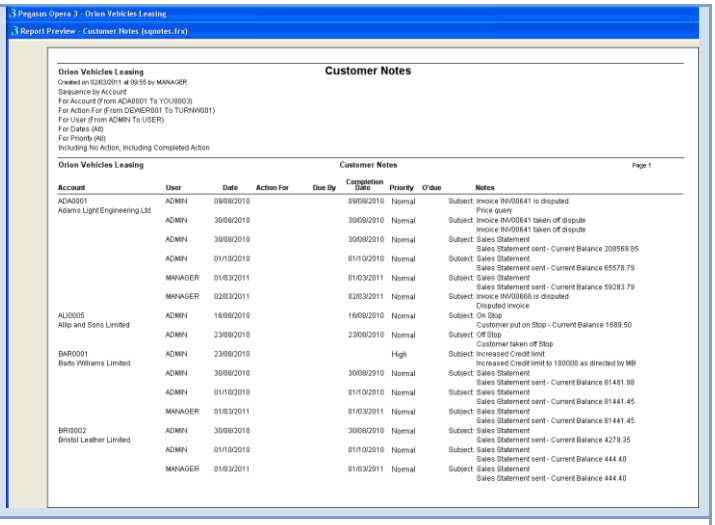
Currency Revaluation
Use the **Currency Revaluation** command to recalculate all outstanding foreign currency transactions using the latest rate stored using the **System Exchange Rates** form. A report is produced to show the results of the recalculation and is sorted by currency code. It includes the losses and gains on foreign currency transactions that arise from the conversion.



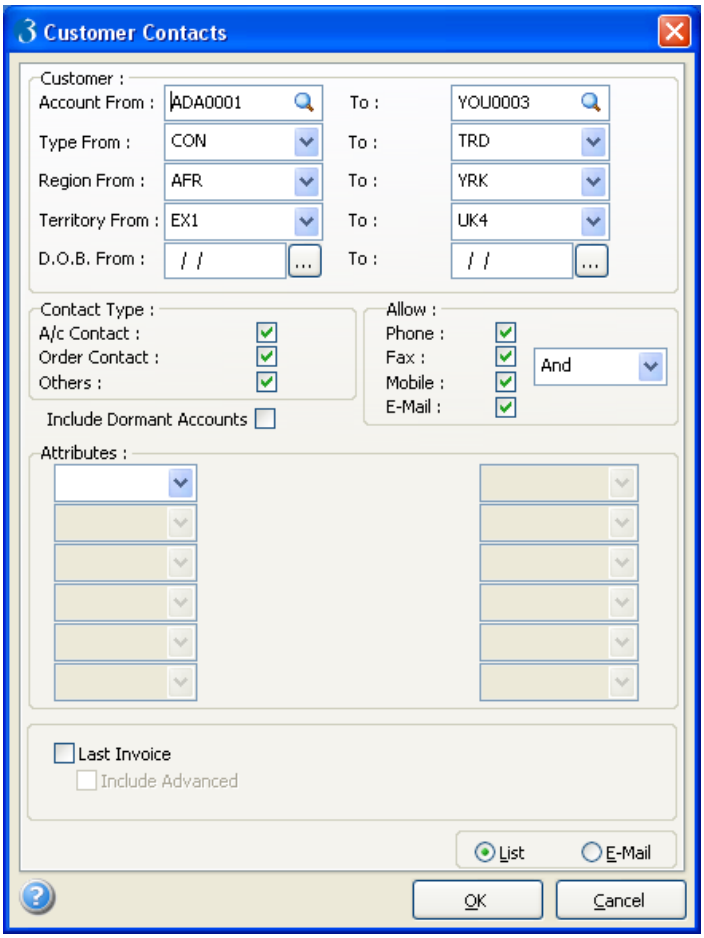
Customer Notes
Use this report to print the notes created for customer records. You can use selection criteria to determine which note records are listed. For example, you can restrict the list to a range of master records, persons identified in the **Action For** box, user records (those responsible for creating the notes) and action dates. You can also select by priority level and optionally include notes not intended for action, or that have already been marked as complete.

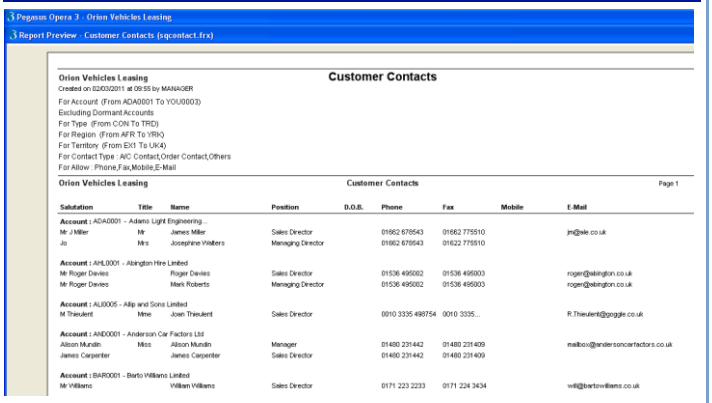


Customer Notes…



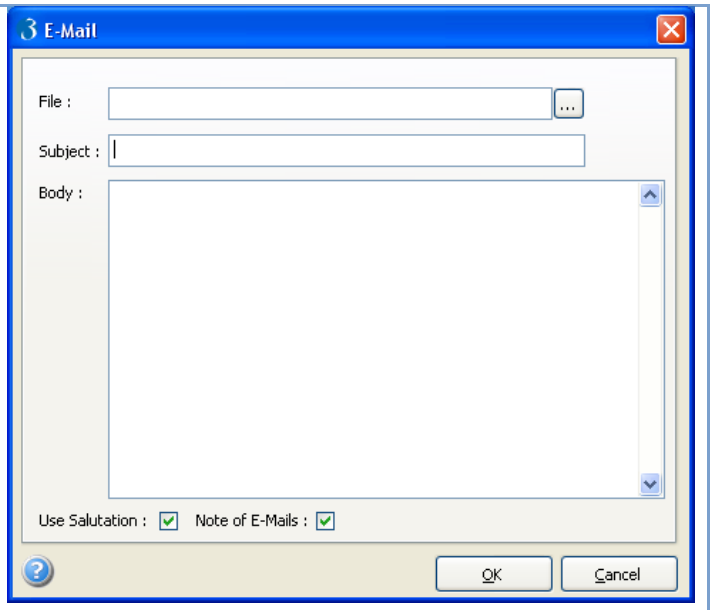
Customer Contacts
Use this report to produce a list of customer contacts or create e-mails with attachments to send to one or a selection of contacts. Customer contact records are maintained using the **Contacts** command on the **Action** menu associated with the **Customer** form. You can also create attribute records that classify different contacts using the **Contacts** command on the **Maintenance** menu. These attributes can be used as selection criteria for the output of the report or the creation of e-mails.

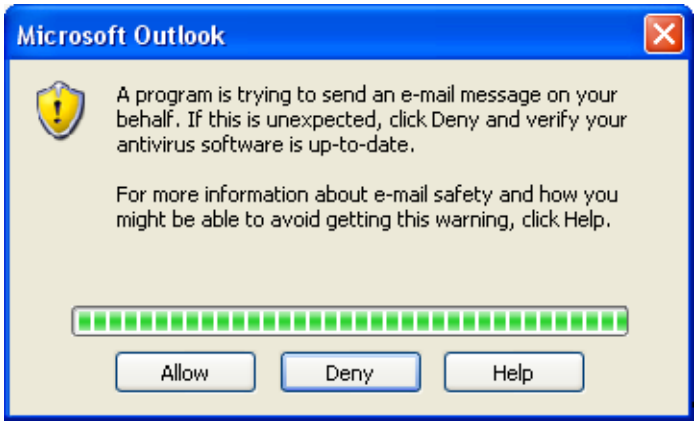


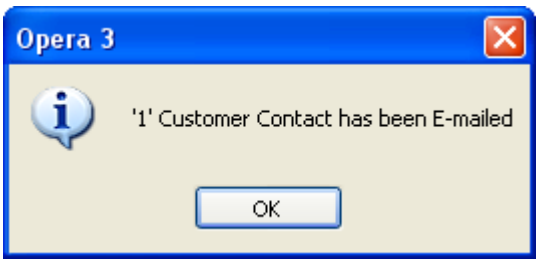


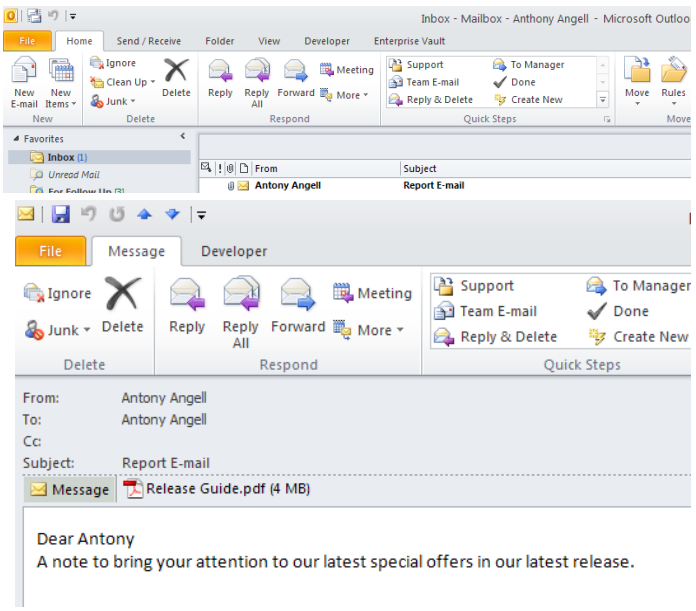
Notes

Customer Contacts…









Notes

Security Warnings are built in Microsoft defence settings. Further information can be found @ http://msdn.microsoft.com/en-us/library/aa168346(v=office.11).aspx

Some people have also suggested an external application such as Click Yes (this would be unsupported by Pegasus) @ http://www.contextmagic.com/express-clickyes/

Or suggest surfing the web to find a suitable solution.

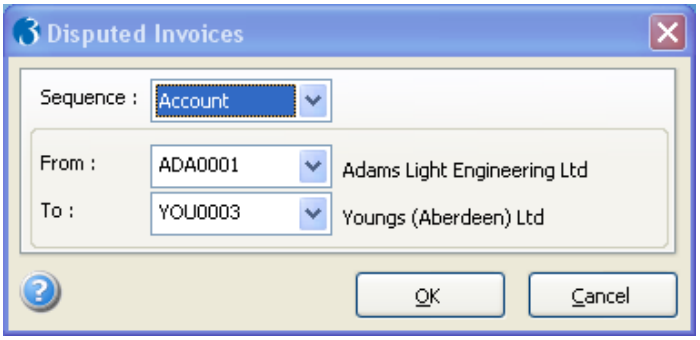
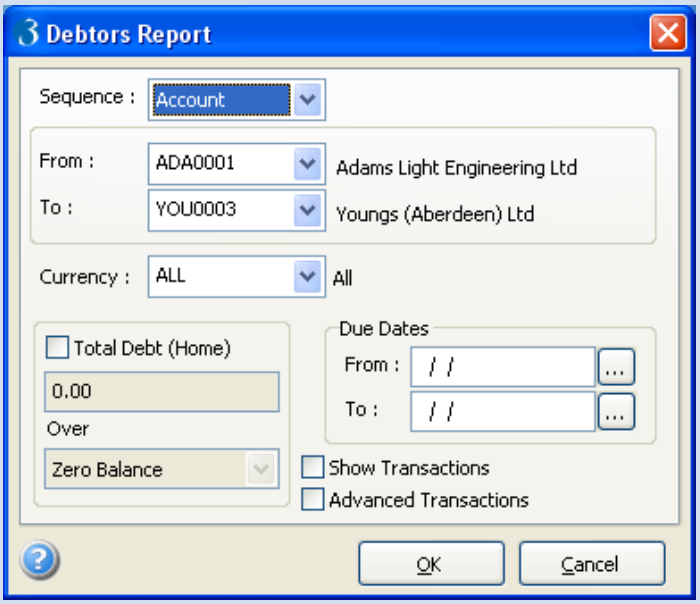
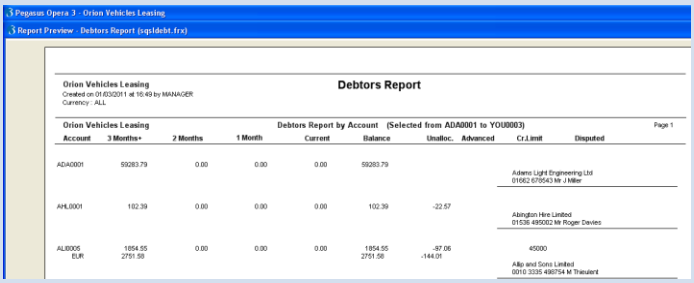
Notes

Debtor Reports

The commands on the Debtor Reports submenu provide reports that help you monitor outstanding customer balances, view disputed invoices, print debtors letters and so on.

Reports can be used to view information on your computer screen as well as printing. Most reports provide a number of options to determine the criteria, sequence and range of records reported.

Note: Other reports, like lists of Invoices and Credit Notes, and Receipts and Adjustments, are available from the Reports menu.

Name & Description	*Example*
Disputed Invoices The disputed invoices report lists sales invoice transactions that have been put on hold by setting a 'dispute' flag against the transaction on the **Allocations** form	
Debtors Report Use the debtors report to produce a list of the outstanding customer debts, aged according to the length of time the debt has been outstanding. Ageing values are displayed for up to four foreign currencies on the customer account. Unallocated cash is shown as a total only. The report includes the value of unallocated advanced transactions in the **Unalloc.** column provided you select the **Advanced Transactions** option. Allocated advanced transactions are included in the appropriate ageing columns provided you select the **Advanced Transactions** option. If this option is cleared, advanced transactions are shown in the **Advanced** column. ***Advanced Transactions*** When selected the report displays the advanced transaction details. If the Advanced Transactions box is ticked, allocated advanced transactions are included in the appropriate ageing columns on the report. Unallocated advanced transactions are included in the Unalloc column. If the Advanced Transactions box is not ticked, advanced transactions are shown in the Advanced column on the report.	 

Notes

Retrospective Debtors

The Retrospective Debtors Report is a historical report that produces a list of outstanding customer debts as at a date you specify, aged according to the length of time the debt had been outstanding at that date. If you want to see what your Debtors Report looked like, say on 31/12/2010, you can enter that date for the report to calculate your debtors position at that time. Ageing values are displayed for up to four foreign currencies on the customer account. Unallocated cash is shown as a total only.

The debt is aged according to the Accounting Period option on the Sales Ledger - Utilities - Set Options form. If this setting has changed since the original Debtors Report for the period was run, the debt will be aged differently. For example, if the option was originally set to 'Monthly' but is now set to '30 days', the Retrospective Debtors Report will age the debt over 30-day periods rather than monthly periods.

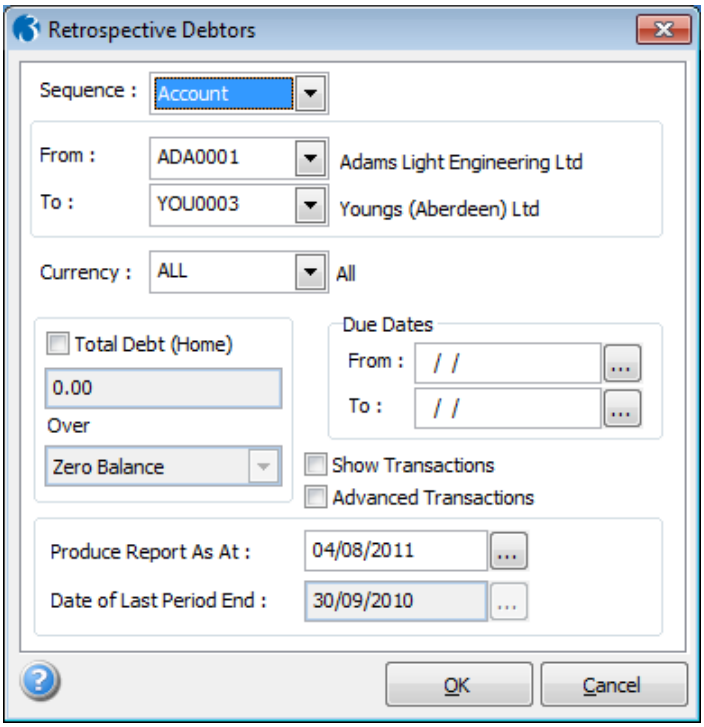
Notes

1. The debt displayed on the report is aged according to the current selection in the Accounting Period box on the Sales Ledger - Utilities - Set Options form. If this setting has changed since the original Debtors Report for the period was run, the debt will be aged differently. For example, if the option was originally set to 'Monthly' but is now set to '30 days', the Retrospective Debtors Report will age the debt over 30-day periods rather than monthly periods.

2. This information is only included on the report if the Produce Report As At is set to today's date:

- A column called Unallocated, which displays transactions that have not been allocated
- A column called Disputed, which displays the reason for a dispute on the transaction
- A column called Credit Limit, which displays the current credit limit for the customer.

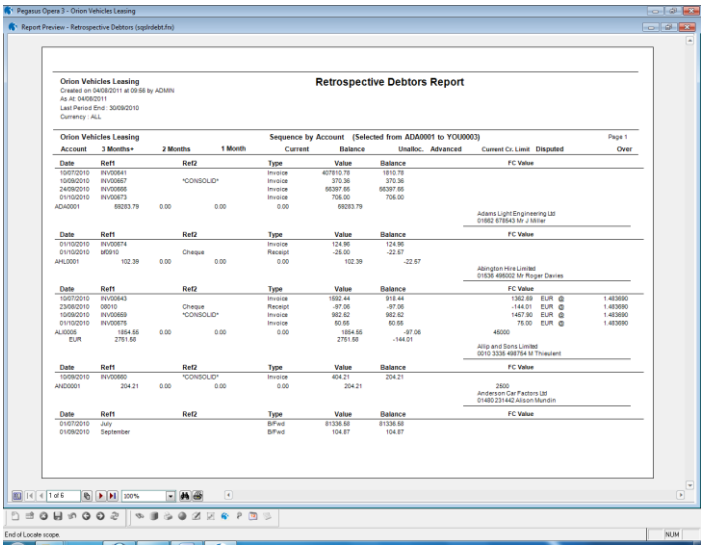
3. For customer records that are not set as Open Item accounts, the debt displayed on the report is based on the overall debt rather than individual transactions. The reason for this is that individual transactions for these types of accounts are consolidated into a period 'brought forward balance' transaction when the Period End is run in the Sales Ledger.



Produce Report 'As At' Date

The report uses a Produce Report As At date to find the relevant transactions and calculate the debt position. For the purposes of the report, the relevant transactions that are included on the report are rewound to the position they were in on the Produce Report As At date you enter. All invoices, receipts, refunds, credit notes and adjustments that were on a customer's account are taken into account.

Invoices that were paid and allocated after the Produce Report As At date are also deallocated to provide a true historical report. Any transactions that were posted after the date entered are ignored.



Important: This report relies on the relevant Sales Ledger transactions being available. You must therefore ensure that you retain your transactions for as long as necessary. If, for example, you wanted to print a report as at the 31/12/2010, the relevant invoices, receipts etc need to be available to generate the required report. The number of periods that transactions are kept for is controlled by the Keep Transactions..Periods option, either on the Options form for each individual customer or on the Sales Ledger - Utilities - Set Options form. All customer transactions that are older than the number specified here are removed when you run the next Period End in the Sales Ledger.

Retrospective Debtors Reports…

The currency in which you want company debt totals to be displayed in addition to the home currency debt total. A maximum of 20 currencies can be included on the printed or PDF report. If you select a specific currency, the report will include the total debt in that currency in addition to the home currency total.

Note: If this report is saved as a spreadsheet, it displays foreign currency values only if one currency is selected. If more than one currency is selected the values are displayed in the home currency."

Currently the report is based on the "transaction date". This has been since it's introduction.

Box	Description
Sequence	The sequence you want for the report. You can produce the report in 'Account', 'Region', 'Territory', 'Customer Type' or 'Balance' sequence and use the From and To lists to define the range of records you want included.
Currency	The currency in which you want company debt totals to be displayed in addition to the home currency debt total. A maximum of 20 currencies can be included on the report. If you select a specific currency, the report will include the total debt in that currency in addition to the home currency total.
Total Debt	Includes accounts where the total debt exceeded the level you enter as at the Produce Report As At date. In the Over list, select whether the total debt exceeded was above a zero balance or above the credit limit. This only applies if the Produce Report As At date is set to today.
Due Dates	The range of due dates to include in the report. This only applies if the Produce Report As At date is set to today.
Show Transactions	When selected the report displays the transactions for each account up to the date you enter in the Produce Report As At box. Any transactions that were posted after that date are not included in the report.
Advanced Transactions	When selected, transactions that were posted as advanced are included in the calculations when the report is constructed. This only applies if you are running the report after the last period end in the Sales Ledger; the option is disabled if the Produce Report As At date is before the Date of Last Period End date. If the Advanced Transactions box is ticked, allocated advanced transactions are included in the appropriate ageing columns on the report. Unallocated advanced transactions are included in the Unalloc column only if the Produce Report As At date is set to today. If the Advanced Transactions box is not ticked, advanced transactions are shown in the Advanced column on the report.
Produce Report As At	The historical 'as at' date for the report. You cannot enter a date after today's date. Example: if you wanted to see what your Debtors report looked like at the end of your last financial year, say on the 31 December 2010, you would enter *31/12/2010* for the report to calculate your debtors position as at that date.
Date of Last Period End	This box displays the date of the last period in the Sales Ledger. It is provided for information and used by the report to calculate whether the date you enter in the Produce Report As At box is in the current Sales Ledger period. If the date is in the current period, you can include advanced transactions on the report.
Show Zero Balance Accounts	Select to include accounts that had a zero balance on the date that you enter in the Produce Report As At box. By default these accounts are not included on the report.

Notes

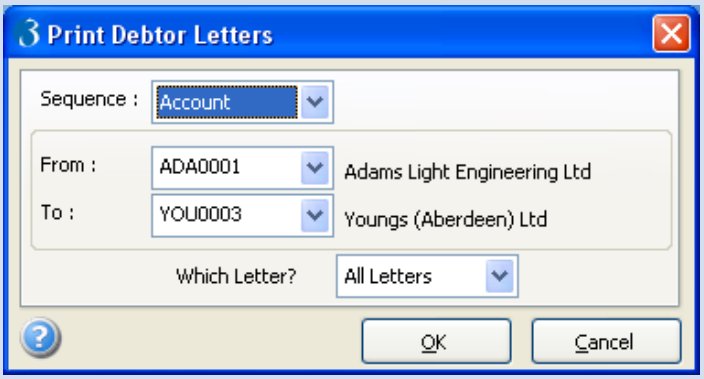
Notes

Print Debtor Letters

Note: This report is unavailable if you use Debt Management in Credit Management Centre. The Generate Correspondence command on the Company Debt Management or Account Debt Management is used instead.

You can print debtor letters to send as reminders to customers with overdue accounts. Up to three levels of debtors letter can be defined using the **1st Debt Letter**, **2nd Debt Letter** and **3rd Debt Letter** commands on the **Utilities** submenu. The level of letter generated for a customer record is determined by the age of the outstanding balance and the settings under **Print Debtors Letters By** on the **Sales Options** form. You can choose to print one or all levels of letter in the current print run. A letter is not produced for a customer whose account balance is below the minimum identified either in the **Debtors Letter Minimum** box on the **Sales Options** form or the **Minimum Debt** box on the **Trading Terms** form associated with the **Customer** form. Nor is a letter produced if the **Debtor's Letter** option is cleared on the **Trading Terms** form associated with the **Customer** form.

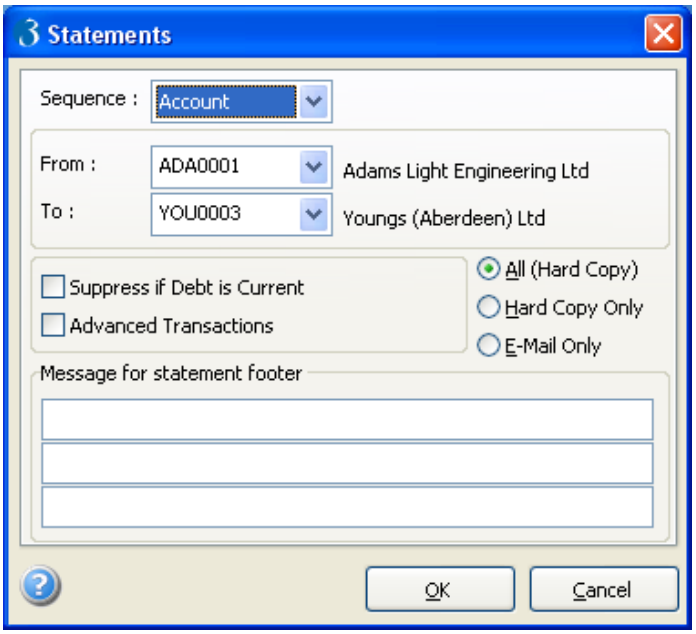
Note: The production of debtors letters will create a customer note for the customer(s) concerned. A physical output is required for the system to be updated (Printer or file), publishing to screen will only offer a report view and will not update the system or create a note etc.



Statements

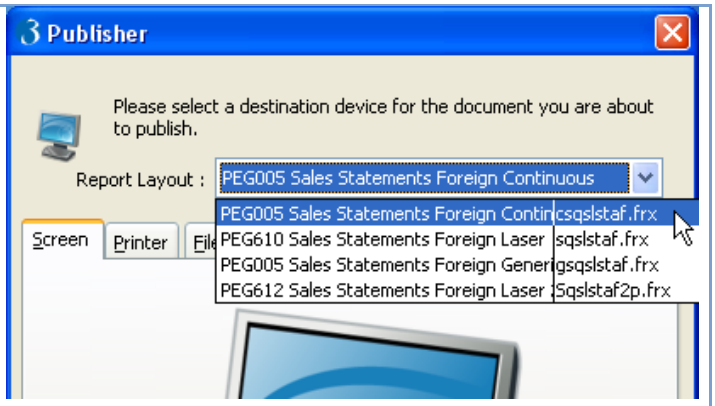
Use this command to produce statements of your customers' accounts, showing either all outstanding transactions, in the case of open item accounts; or a cumulative balance of all transactions brought forward at the beginning of the period shown, together with those individual transactions made during the current period in the case of balance forward accounts. You can enter three lines of text to appear at the foot of the statement. This text can be changed for each statement run. A statement is only produced for an account if the Print Statement option is selected on the Options form associated with the Customer form. You have the choice of producing hard copy statements only, e-mail statements only or both.

Customers can be set up to use e-mail profiles and have e-mail as the default output destination for statements. To qualify for this, the E-Mail Statements option must be selected on the Trading Terms form associated with the Customer form and the E-Mail Address box beneath the A/C Contact box on the General tab of the Customer form must contain an e-mail address.



Statements…

If you select the E-Mail Only option, then for all customers included in the range that are set up to use e-mail profiles, the application will create a PDF attachment for each message; the filename of which will be the customer account code appended with the day and month number (dd/MM).
All messages will have the subject title 'Statement as at dd/MM/yy' where dd/MM/yy is the system processing date. The text of the messages will read 'Please find attached statement from companyname as at dd/MM/yy', where companyname is the name of the currently selected company database (as defined on the Company Profiles form in the System module) and dd/MM/yy is the system processing date. You can change the default message content using the E-Mail Profiles command in the System module.
If you want to e-mail statements to customers that are not set up to use e-mail profiles, you have to select the Email tab on the Publisher form and complete the message details manually.

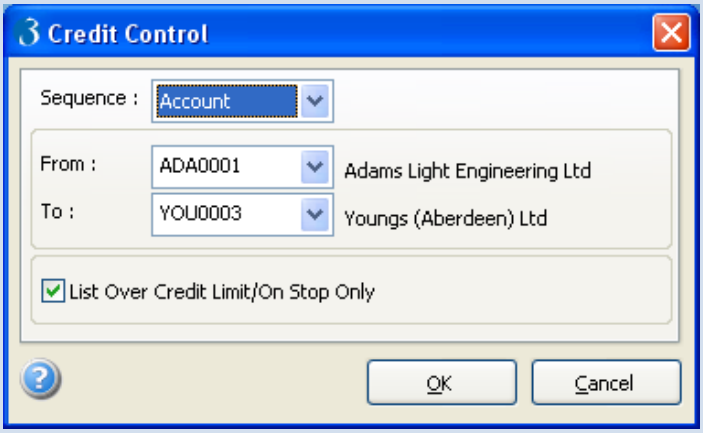


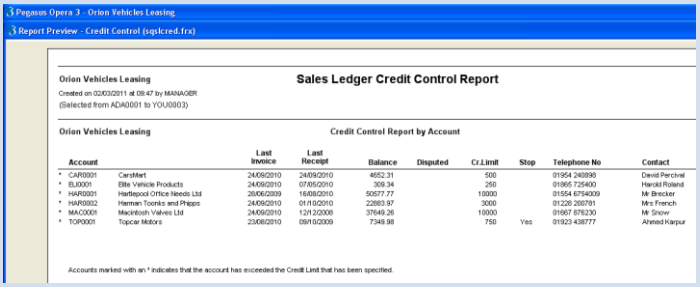
Notes: Statements can also be produced using the Statement command on the Action menu selected from the Account View form.

The production of statements will create a customer note for the customer(s) concerned.

Credit Control
Use the credit control report to produce a report on balances for all customers or only those 'on stop' or who have exceeding their credit limit.

The report includes the dates of last invoice and receipt postings and the value of any disputed transactions.



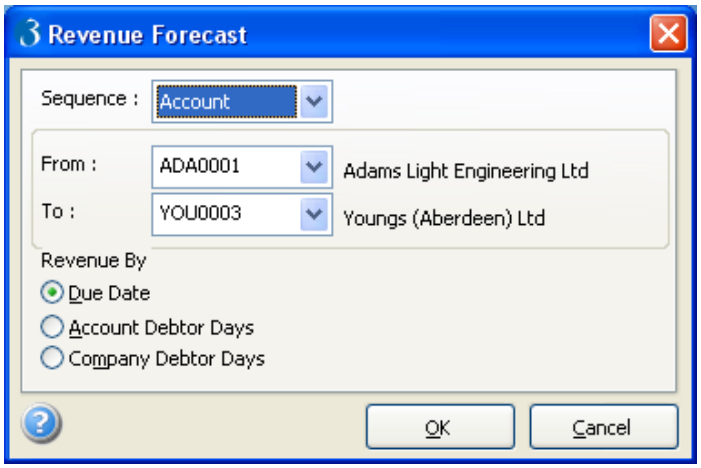


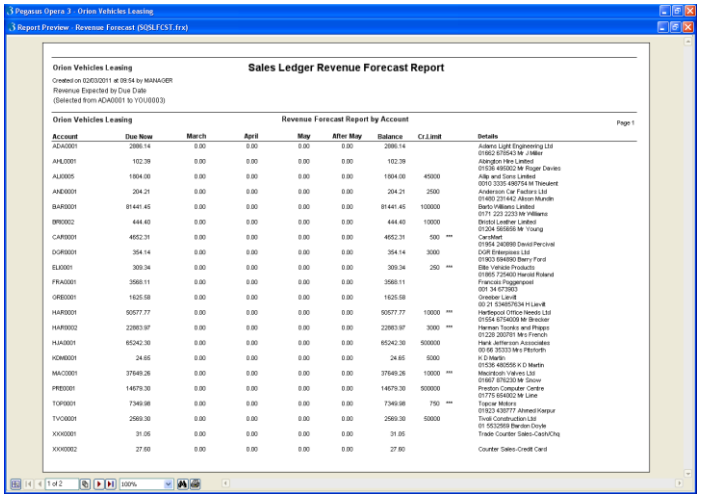
Notes

Notes

Revenue Forecast

Use this report to forecast the receipts due now and in the forthcoming accounting periods. The way in which the application calculates the expected revenue dates is based on one of three options. You can choose between due date of the invoices, the average debtor days calculated for individual customer accounts, or the company debtor days which is calculated overall for all customers. Note that account and company debtor days are only available after three periods of transaction history exist (determined by running the period end procedure for the Sales module).



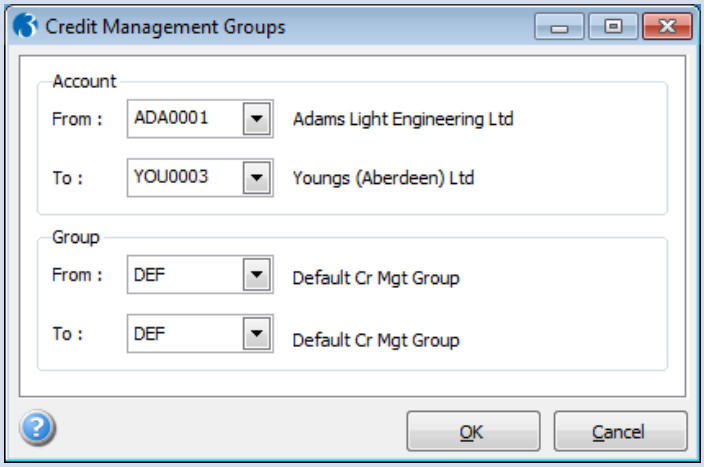


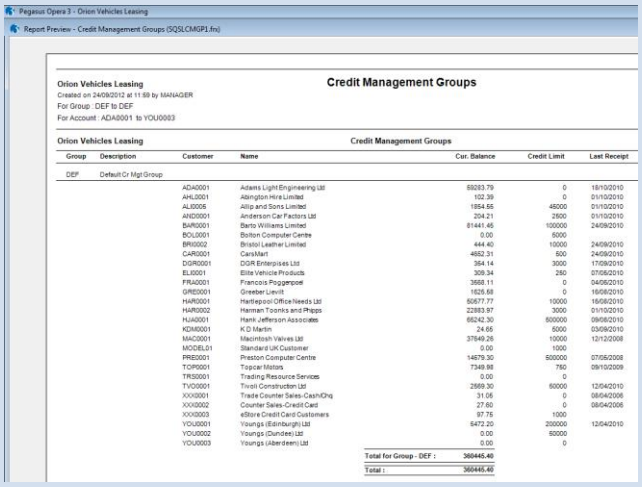
Credit Management Groups

This report displays the total outstanding debt for each group used in Credit Management Centre.

Groups are used to group customers so they can be filtered in Credit Management Centre. These codes are optional; you do not have to use groups in Credit Management Centre. Even if groups are created, you do not have to use one for each customer. You can allocate a group to some customers and not to others.

You can group your customers for Credit Management purposes in any number of ways. For example you could group them according to whether they normally pay their invoices on time or are late payers, according to sales turnover for the year and therefore the importance of the customer to your business, according to the geographical location of the customers and so on.





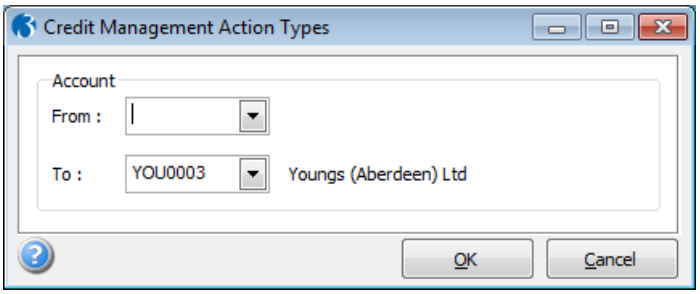
Notes

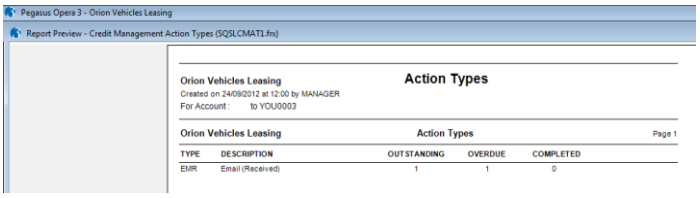
Credit Management Action Types

This report lists an analysis of the Diary Actions that have been posted in Credit Management Centre. Separate totals are displayed outstanding actions, overdue actions and completed actions.

The report can therefore be used to monitor the Diary Actions that have been posted for a customer to see whether any should have been worked on but are overdue. It is best to select one customer only when using this report. If you select more than one customer the totals will be accumulated for all customers.

Note: No details are displayed on this report if the Action Types that have been set up on the Sales Ledger - Maintenance - Credit Management Centre Action Types form have not been used in Credit Management Centre.



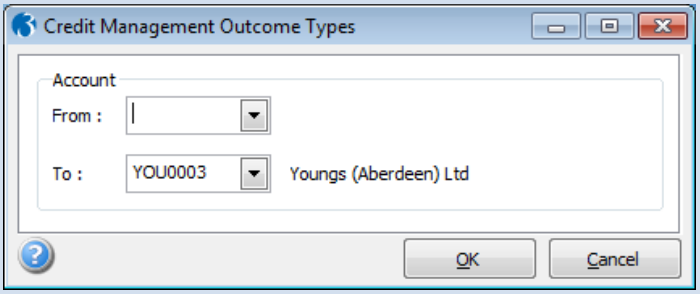


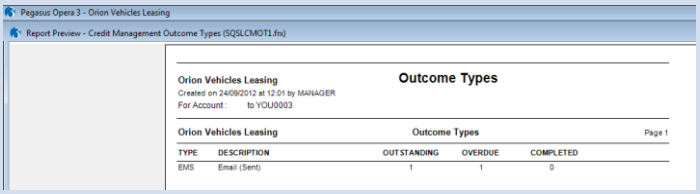
For example, a number of diary actions have been posted that include important emails received from a number of customers. Some of the emails have been dealt with but other emails have not been looked at. As emails received is one of the Actions Types this report will display the number of emails received as well as the number of emails that must be looked at. You can use this information to investigate these emails.

Credit Management Outcome Types

Outcome Types are optional codes that you can add to diary actions in the Credit Management Centre. These are most likely to be used when a diary action is marked as completed but they can also be used before then. These codes are displayed on the list of actions on the Accounts, Transactions and Diary tabs, and on the Diary Actions Report.

The report can therefore be used to monitor the diary actions that have been posted for a customer to see whether any should have been worked on but are overdue. It is best to select one customer only when using this report. If you select more than one customer the totals will be accumulated for all customers.



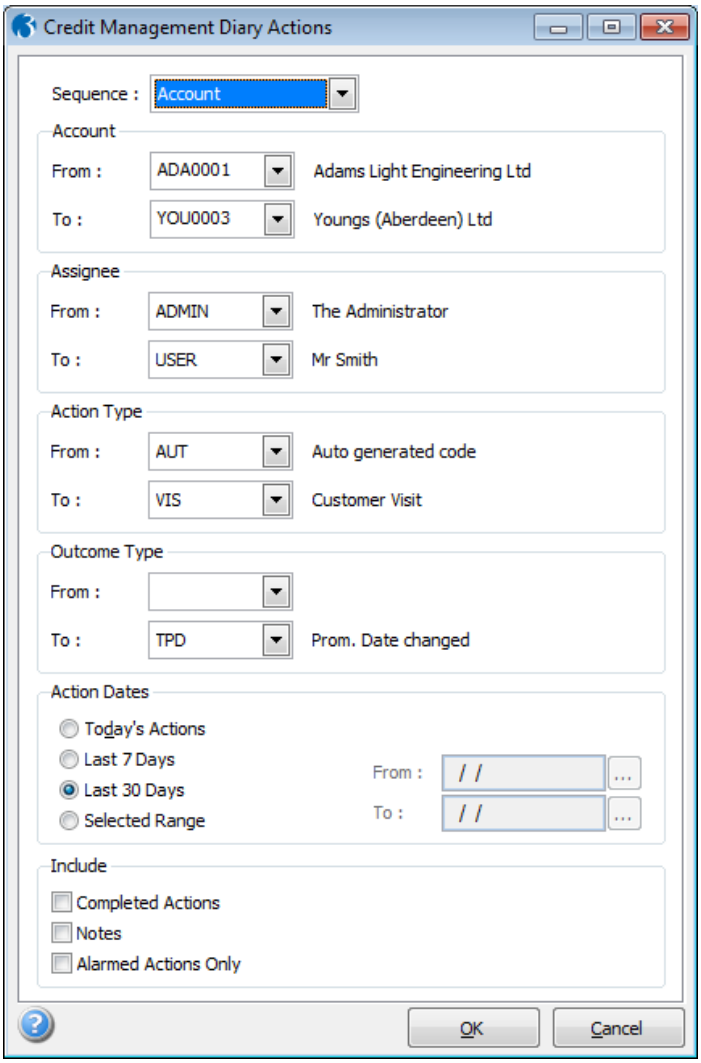


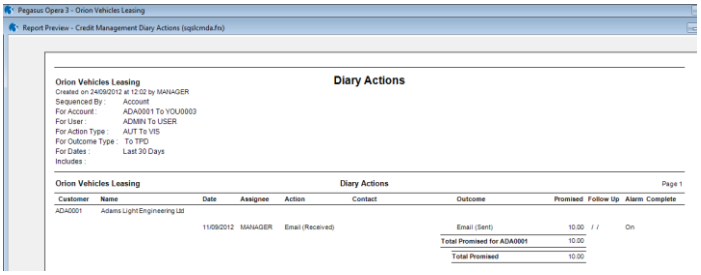
For example, a number of diary actions have been posted that include promised payments from a number of customers. Some of the money has been received but other money that was promised before today has not been paid. As promised payments is one of the Outcome Types this report will display the number of payments received as well as the number of payments that are overdue. You can use this information to investigate these overdue payments.

Notes

Credit Management Diary Actions

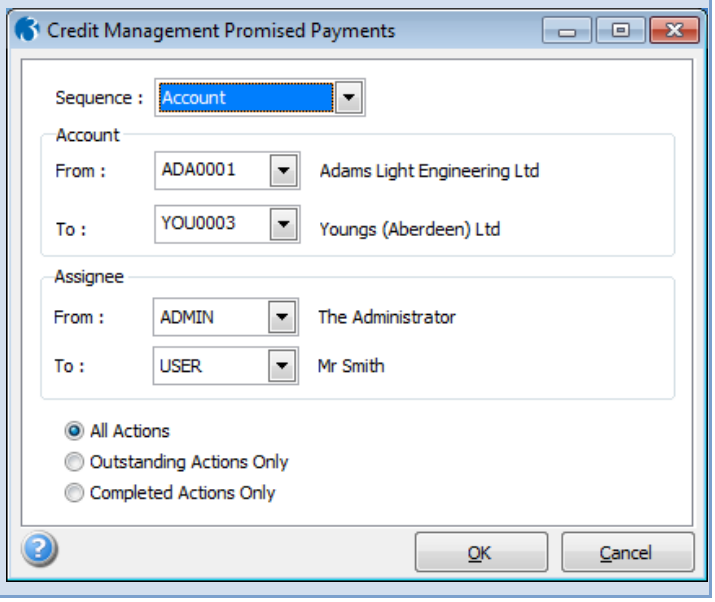
The Diary Actions report lists the diary actions that have been recorded in the Credit Management Centre. Options are available so that the actions displayed on the report can be filtered according to your requirements. You can select to include actions for today only, for the last seven days, the last thirty days or for a range of dates. You can also include completed actions, notes added for actions and only alarmed actions.



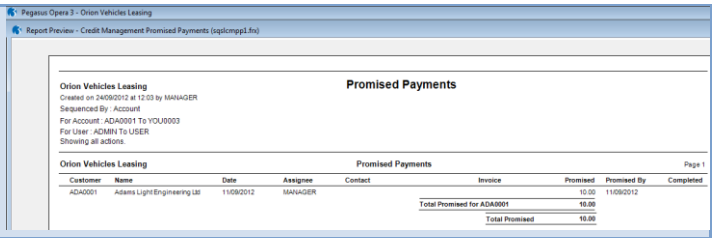


Credit Management Promised Payments

The Promised Payments report lists the values of payments that have been promised to you by your customers. Promised payments and dates are recorded on diary actions.



Credit Management Promised Payments…



Notes

Unallocated Items Report

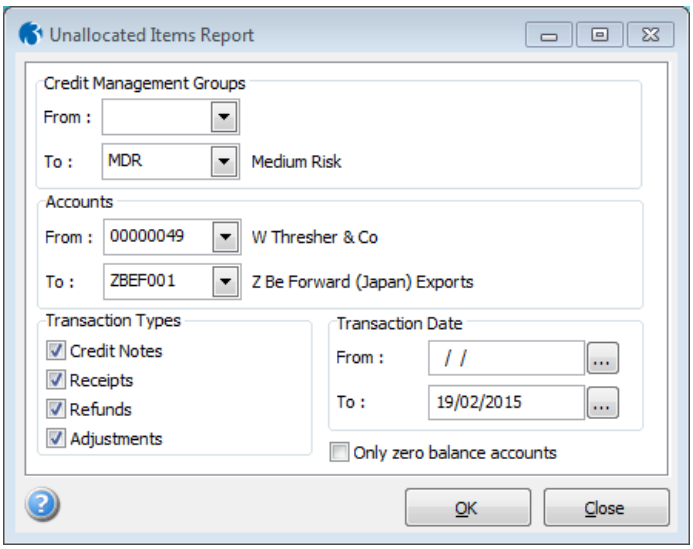
Use the Unallocated Items Report before generating debtor correspondence to see any receipts, refunds, credit notes and adjustments that have not been either partly or fully allocated against invoices. The report will show unallocated transactions for each customer along with the unallocated balance. Then allocate the transactions against any outstanding invoices.

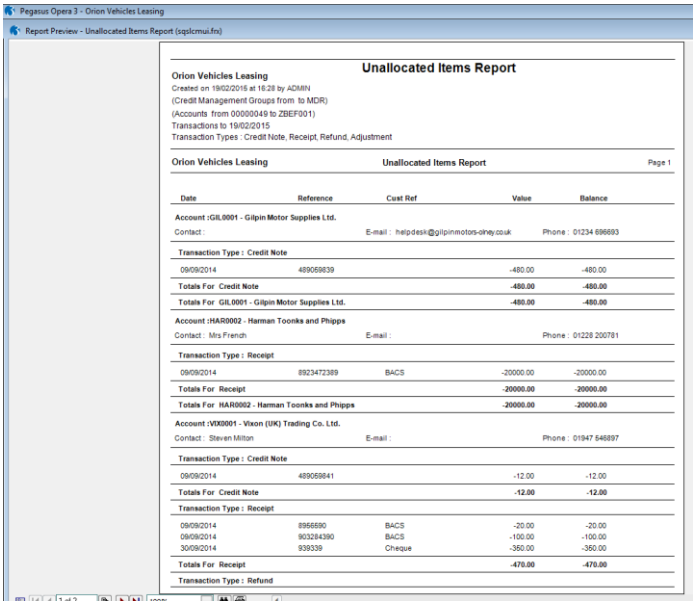
To Print the Unallocated Items Report

1. Open the Sales folder and then click Credit Management or click the Financials tab and then click Sales - Credit Management on the Ribbon Bar.
2. Select either the Accounts tab.
3. From the Action menu, select Reports - Unallocated Items Report.
4. In the Credit Management Groups and Accounts lists, select the groups and customers to include on the report.
5. Select the transaction types and enter the range of transaction dates if required. To include only customers with zero current account balances, select the Only zero balance accounts box.
6. Click OK.

Note: This report can also be printed from the Debtor Reports menu.

This feature is available in Opera 3



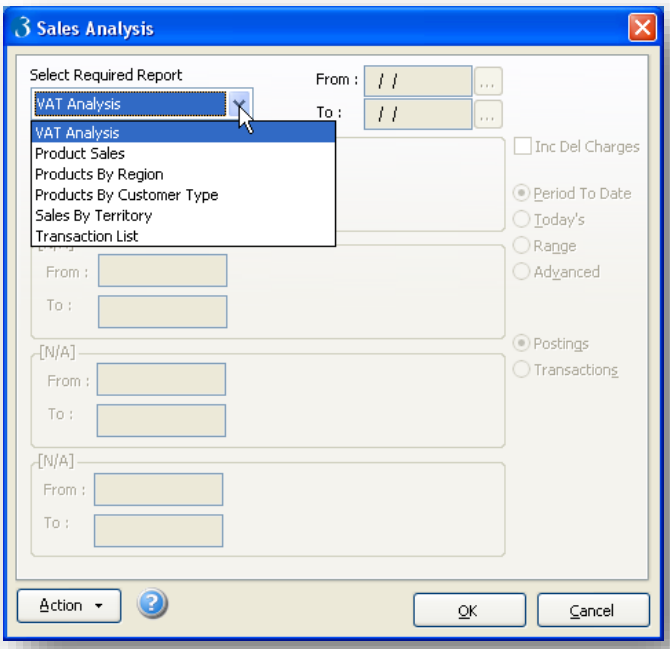


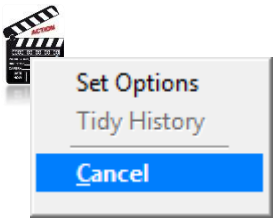
4.4 Sales Analysis

Notes

The Analysis command provides a report for VAT, six user-definable analysis reports and a transaction audit report. The system has two pre-defined reports VAT Analysis and Transaction List.

The resulting analysis is for Current Period transactions only and can have up to 4 levels of sub-totalling defined. When running the report, the system will prompt the operator to specify what ranges of data they want included in the report.





You define your own reports using the **Set Options** command on the **Action** menu associated with the **Sales Analysis** form. They can contain any combination of the following:

- Ledger A/C
- Delivery A/C
- Region
- Territory
- Type
- Cost Centre
- Product
- Sales Code
- Invoice No.

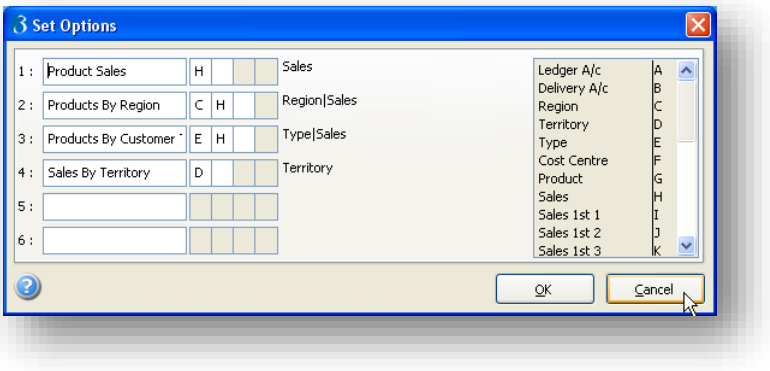
In the case of the sales code, you can also choose by range of characters. For example, the first four characters or the last six characters, and so on. Each of the options is identified by a letter and you can use a combination of up to four per report.

To Set Up Sales Analysis

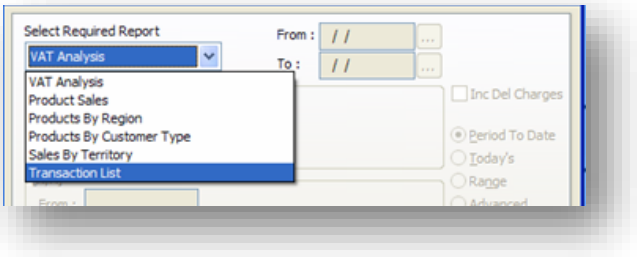
1. Open the Sales folder and then click Analysis or click the Financials tab and then click Sales - Analysis on the Ribbon Bar.
2. Click Action and then click Set Options.
3. In the first box in an available row, type the title you want to give the report.

Notes

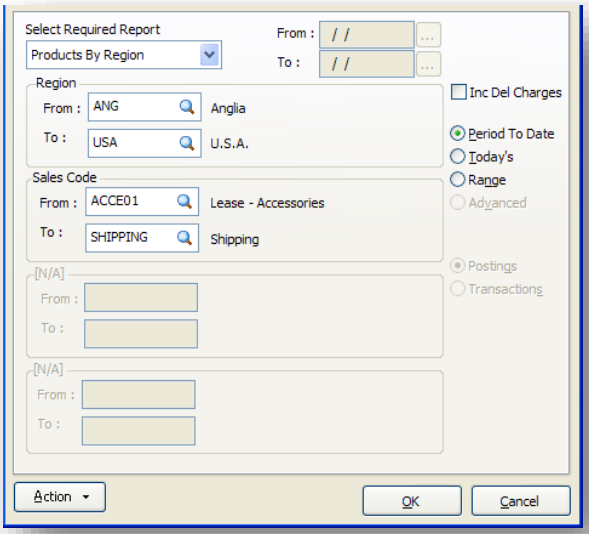
4. In the list of data elements, double-click to select the data item you want in the report. The corresponding code letter appears in the next available box to the right of the report title. You can select up to four.
5. To store the report design, click OK.



For Example: You want to analyse your sales by customer type within region. You create a new sales analysis report using the Set Options command on the Action menu of the Sales Analysis form. You enter a report title of Sales By Type in Region and then enter the letters C and E in the boxes alongside. You can then print the report from the Select Required Report list box on the Sales Analysis form.



The reports created will be available for selection from the main Sales Analysis Report selection. Selection of the report will provide further options to select report Ranges based on the ranges available in the fields selected for the report and further options to select to run the report using the following criteria:-



Notes

To Print a Sales Analysis Report

1. Open the Sales folder and then click Analysis or click the Financials tab and then click Sales - Analysis on the Ribbon Bar.
2. In Select Required Report, click to select the report you want.
3. Under the range option headings, define the range of records you want using the From and To boxes.
4. Click to select the report options you want. For example, to analyse today's transactions only, you would select Today's.
5. Click OK.
6. On the Publisher form, click the tab to select the output device you want to use and then complete any settings or options you want to apply to the output device. To process the output, click Publish.

VAT Analysis

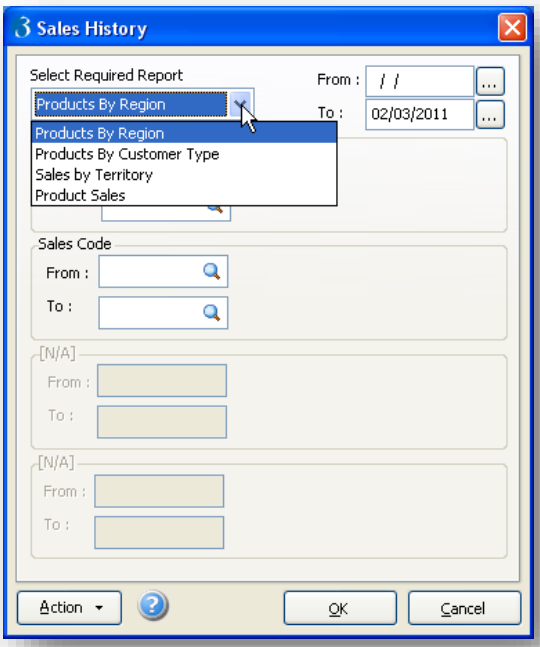
Use the VAT Analysis option to produce a report of the VAT activities for this period including those goods sold to an EC country.

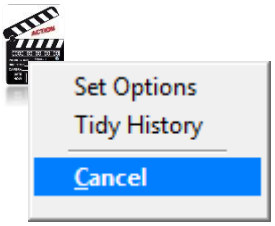
Transaction List

Use the Transaction List option to produce a report that acts as a check on the analysis report. It includes the detail of every line of every invoice and credit note, by date, customer, all analysis groups, cost and sales code. It is presented in document sequence and shows the customer account code, date, transaction type, reference, together with the transaction values and analysis details.

4.5 Sales History

Use the Sales History command to report on sales data held for previous accounting periods. When you use the End of Period command on the Utilities submenu of the Sales module, sales analysis information is transferred to a history file where it remains until you remove it using the Tidy History command.



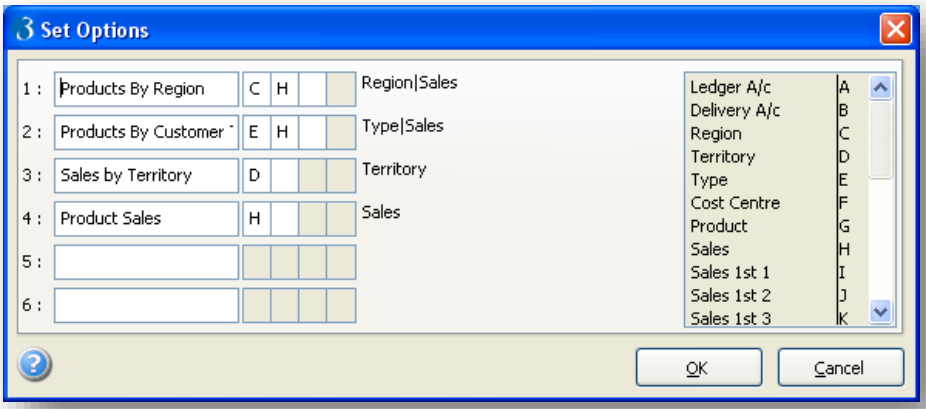


Notes

You define you own history reports using the Set Options command on the Action menu associated with the Sales History form. They can contain any combination of the following:

- Ledger A/C
- Delivery A/C
- Region
- Territory
- Type
- Cost Centre
- Product
- Sales Code
- Invoice No.

In the case of the sales code, you can also choose by range of characters. For example, the first four characters or the last six characters, and so on. Each of the options is identified by a letter and you can use a combination of up to four per report. When you print reports, selection criteria are available for a more precise selection of records.



To set up sales history

Open the Sales folder and then click Sales History or click the Financials tab and then click Sales - Sales History on the Ribbon Bar.

1. Click Action and then click Set Options.
2. In the first box in an available row, type the title you want to give the report.
3. In the list of data elements, double-click to select the data item you want in the report. The corresponding code letter appears in the next available box to the right of the report title. You can select up to four.
4. To store the report design, click OK.

To print a sales history report

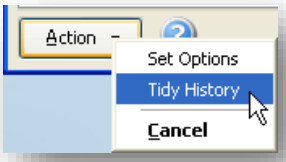
1. In Select Required Report, click to select the report you want.
2. Under the range option headings, define the range of records you want using the From and To boxes.
3. Using the two boxes provided, specify the start and end dates for transactions included in the history.

4. Click OK.
5. On the Publisher form, click the tab to select the output device you want to use and then complete any settings or options you want to apply to the output device. To process the output, click Publish.

Notes

4.5.1 Tidy History

Use the Tidy History command on the Action menu to clear unwanted historical data from the sales history file. You specify the date from which data held in the file with transaction dates older than this will be cleared. We recommend you use this command periodically to keep the history file within reasonable size limits.

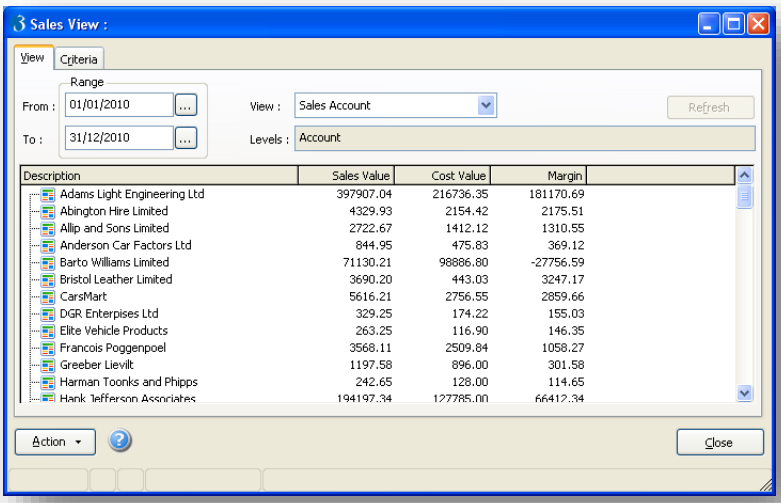


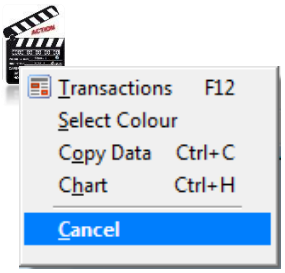
To tidy the sales history file

1. Click Action and then click Tidy History.
2. In the Remove data OLDER than box, enter the date that determines which analysis transactions are to be removed.
3. To remove all analysis history records with transaction dates older than the date specified, click OK.

4.6 Sales View

Use the **View** command to display enquiries based on the analysis facilities used in the Sales module. The views available depend on those defined using the **Views** command on the **Maintenance** submenu. Two predefined views are provided. One for account sales only, one for sales by analysis code and account. You can create you own dimension views using up to six levels of dimension. You can specify a date range for transactions to be selected that make up the analysis. If you want to specify further selection criteria, you can use the filters provided on the **Criteria** tab. This tab offers range boxes for each of the analysis information types available as well as an option that enables you to choose whether you want to display the analysis quantity as well as value. The set-up of user definable view is covered in a previous section of 'Views - User Definable'.





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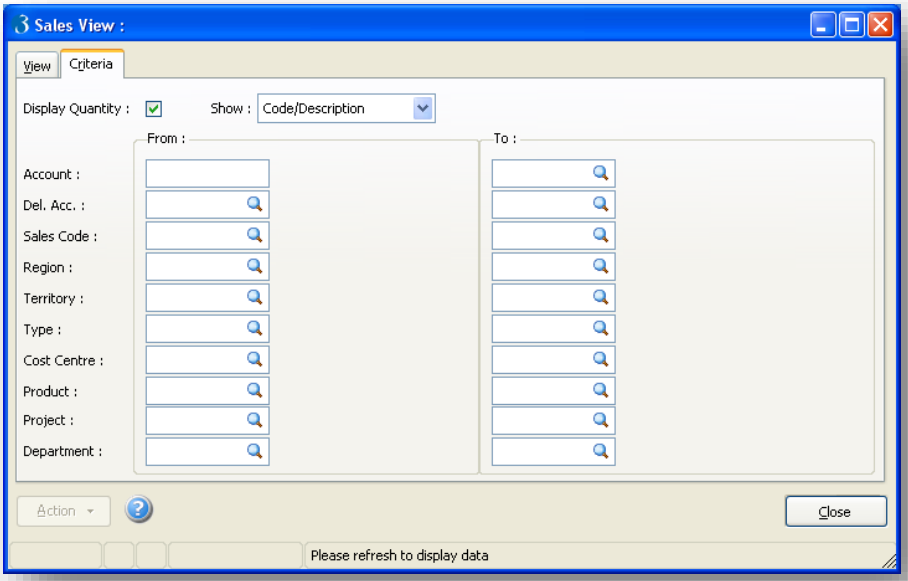
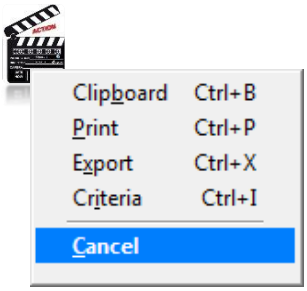
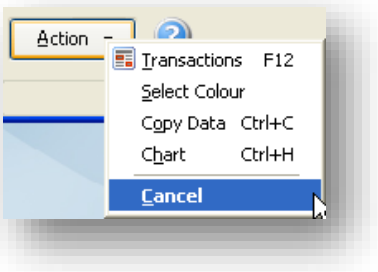


Once you have selected one of the view definitions in the **View** list box, you click **Refresh** to see sales per analysis classification, starting at the highest level. To see other levels, where applicable, you click the higher level in the tree and you will see the names of the analysis classifications at the next level down. For each level, you see summary sales values. You can drill down to see further detail. For example, you can display the transactions that make up a particular total. You can also zoom a particular transaction to see its details. Once you have generated a view, you can use the **Graph** tab to display a 3D bar graph. For each highest level of category in the view, the graph will show up to four columns for sales value, cost value, margin and quantity. Use the option buttons on the **Graph** tab to determine which columns are shown.



Notes

Actions



Use this command	To
Transactions	Drill down to display a list of the transactions that make up the selected analysis total, or you can simply double-click the item in the view.
Select Colour	Change the colour of the views by using the Select Colour command on the Action menu. You can then pick a standard colour or create a custom colour from the Colour form to use as the background colour for the tree view and any subsequent grid forms displayed using the drill down facilities. **Note:** If you want the colour you select to be retained next time you load the View form, you need to ensure the Remember form positions and sizes option is selected on the Preferences form in the System module.
Copy Data	Copy the view data to the Windows clipboard, for example, to place in a Microsoft Word or Microsoft Excel document.
Chart	View the data in one or more charts. You can open the **Chart** form more than once so you can view the data using different graphical views, for example a pie chart and a horizontal bar chart. When the form is open you can move between records to change the information in the graph. There are a number of options on the **Action** button on the **Charts** form: • **Clipboard** to copy the chart to the Windows clipboard • **Print** with various printing settings • **Export** to save the chart in a chosen graphical format • **Criteria** to view the current criteria for the form.

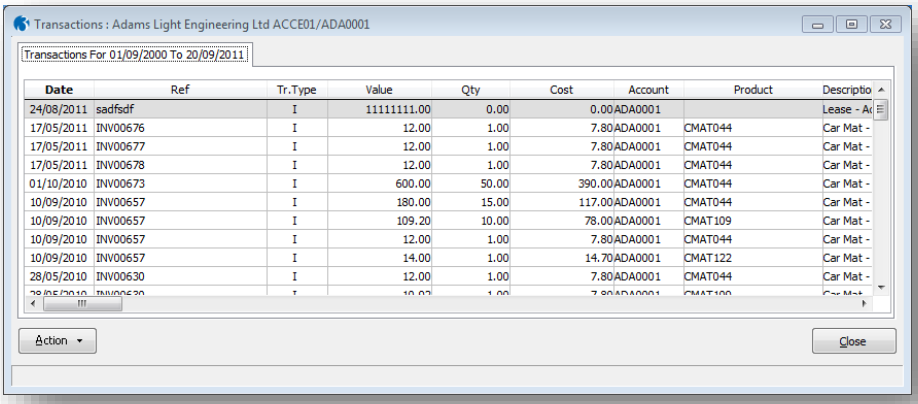
To view sales analysis records

1. Open the Sales folder and then click View or click the Financials tab and then click Sales – View on the Ribbon Bar.
2. Under Range, define the date range for which you want to analyse the sales values. The default is the start of the current month to the current system processing date.
3. If required, use the filters on the Criteria tab to define more detailed selection criteria:
4. Click Display Quantity so see the total of the transactions' quantities on the View tab.
5. In the Show list box, select Description, Code, or Code/Description to display the customers' names, account codes, or both on the View tab.
6. Retrieve the view that you want to display using the View list box.
7. Click Refresh.
8. To close the View form, click Close.

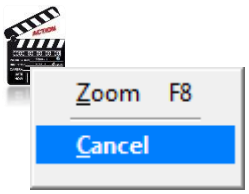
4.6.1 Transactions

Notes

Drill down to display a list of the transactions that make up the selected analysis total, or you can simply double-click the item in the view.



Date	Ref	Tr.Type	Value	Qty	Cost	Account	Product	Descriptio
24/08/2011	sadfsdf	I	11111111.00	0.00	0.00	ADA0001		Lease - A
17/05/2011	INV00676	I	12.00	1.00	7.80	ADA0001	CMAT044	Car Mat -
17/05/2011	INV00677	I	12.00	1.00	7.80	ADA0001	CMAT044	Car Mat -
17/05/2011	INV00678	I	12.00	1.00	7.80	ADA0001	CMAT044	Car Mat -
01/10/2010	INV00673	I	600.00	50.00	390.00	ADA0001	CMAT044	Car Mat -
10/09/2010	INV00657	I	180.00	15.00	117.00	ADA0001	CMAT044	Car Mat -
10/09/2010	INV00657	I	109.20	10.00	78.00	ADA0001	CMAT109	Car Mat -
10/09/2010	INV00657	I	12.00	1.00	7.80	ADA0001	CMAT044	Car Mat -
10/09/2010	INV00657	I	14.00	1.00	14.70	ADA0001	CMAT122	Car Mat -
28/05/2010	INV00630	I	12.00	1.00	7.80	ADA0001	CMAT044	Car Mat -



Note: Version 1.3x + will also include the Supply Code used.

Sales Ledger Help

4.7 Processing Views

There are three different views available from the View option on the Action menu of the Sales Ledger - Processing form.

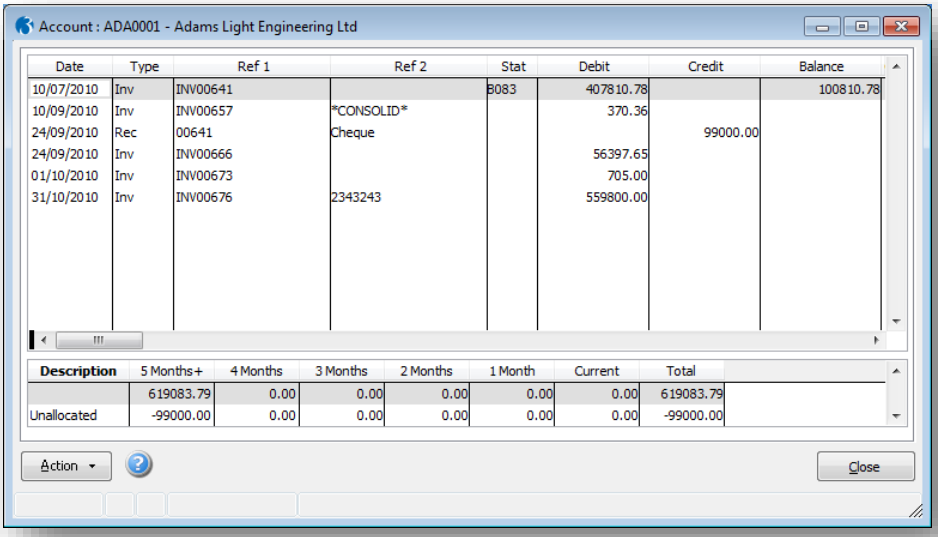
4.7.1 Account View

Use the **Account** command on the **View** submenu of the **Action** menu associated with the **Customer** form to display a summary of all transactions entered for the customer. You can also display this information by double-clicking the **Spyglass** in the **Current Balance** box on the **General** tab of the **Customer** form. Use the options on the **View Selection** dialog to determine whether you want to view all transactions or outstanding transactions only. You can also specify a date range to further limit the records selected. Depending on your selection, the **Account View** grid form displays current transactions associated with the selected customer, in both home and foreign currencies, and provides an analysis breakdown of each transaction, starting at the oldest unpaid transaction. An aged summary of transactions is also provided.

Box	Description
Date	This is the date allocated to the transaction at the time of posting.
Type	An abbreviation to show the nature of the transaction: **Inv** for Invoice, **Cr.** for Credit Note, **Rec** for Receipt, **Ref** for Refund, **Adj** for Adjustment and **Dsp** for a Disputed invoice (disputed invoices are set and cleared using the **Allocations** command on the **Action** menu associated with the **Customer** form).
Ref 1	The first transaction reference, such as the invoice, credit note, cheque, receipt or adjustment number.

Notes

Ref 2	The second transaction reference. This is based on one of the predefined descriptions you can maintain using the **Adjustment Names**, **Receipt Names** or **Refund Names** commands on the **Utilities** submenu of the Sales Ledger.
Stat	A reference that indicates the status of the transaction. The first character will be one of the following: **P** for fully paid or assigned, **A** for fully allocated and **B** for part paid or part allocated. The three-digit number that follows the first character is generated automatically for each customer and groups receipts and credits with the invoices and other debits to which they relate.
Debit/Credit	The gross debit and credit amount of the transaction.
Balance	The balance outstanding of a part-paid or part-allocated transaction.



For foreign currency accounts, additional columns are provided in the grid to identify the currency and balances in the customer's operating currency. This only applies if you have the multi-currency application installed and activated.

Actions

You can use the following commands on the **Action** menu when the **Account View** form is displayed:

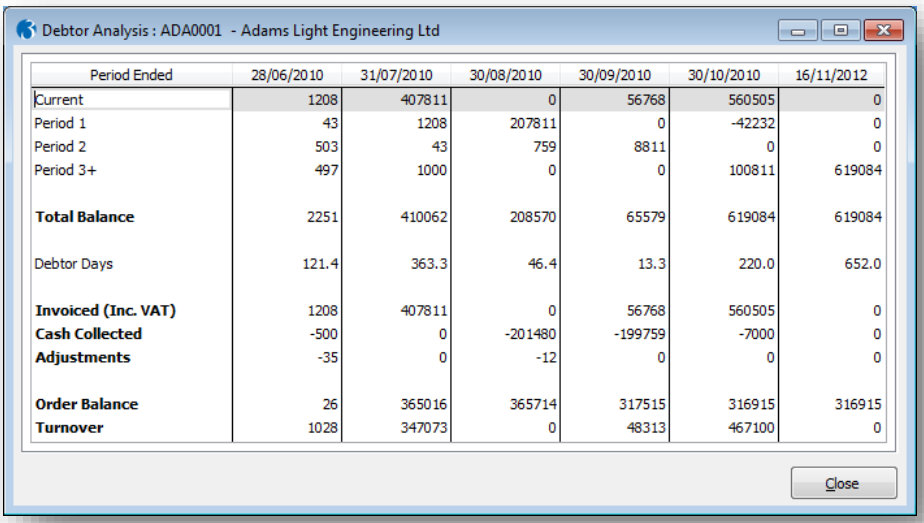
Use this command	To
Change View	Change the list of transactions so that invoices and receipts are grouped together.
Statement	Print a statement for the customer.
Advance/Current	To include or exclude advanced transactions. The command toggles between the two options.
Zoom	Display further details of a selected transaction. You can also double-click a transaction in the grid for this purpose. For invoices and credit notes raised in the Sales Ledger, this will be the invoice or credit note analysis and, if the Sales Ledger is integrated with the Costing application, any costing analysis entered on the invoice or credit note will also be shown. For invoices and credit notes raised in the Invoicing or SOP applications, a PDF image will be displayed.

Notes

Zoom…	For receipts and refunds, the allocation details will be displayed if allocated directly at the time of posting the receipt or refund. This will include foreign currency details where appropriate, The application does not retain an image of receipts or refunds that are allocated in the Sales Processing - Allocation command. You can use the Print command button to print the details.
Foreign/Home	To toggle the transaction values and ageing between the currency in which they were posted to the account and the home currency. Ageing is only available on foreign currency accounts if the account uses a single currency. This only applies if you have the multi-currency application installed and activated.
Email Document	Create an e-mail for the customer with the account enquiry details included as a PDF attachment.
Dispute Reason	Display the reason description for a disputed transaction.

4.7.2 Debtor Analysis

Use the **Debtor Analysis** command on the **View** submenu of the **Action** menu to display a form showing a period-by-period debt analysis associated with the currently selected customer. The information in this form is updated each time you use the **End of Period** command in the Sales Ledger. For each period in the form, the application shows a breakdown of the aged balances and a total balance. The average debtor days is calculated for the period and other summary totals are provided for total invoiced value (including VAT), cash collected and adjustments. You can also view the period's order balance and turnover.



Period Ended	28/06/2010	31/07/2010	30/08/2010	30/09/2010	30/10/2010	16/11/2012
Current	1208	407811	0	56768	560505	0
Period 1	43	1208	207811	0	-42232	0
Period 2	503	43	759	8811	0	0
Period 3+	497	1000	0	0	100811	619084
Total Balance	2251	410062	208570	65579	619084	619084
Debtor Days	121.4	363.3	46.4	13.3	220.0	652.0
Invoiced (Inc. VAT)	1208	407811	0	56768	560505	0
Cash Collected	-500	0	-201480	-199759	-7000	0
Adjustments	-35	0	-12	0	0	0
Order Balance	26	365016	365714	317515	316915	316915
Turnover	1028	347073	0	48313	467100	0

The average debtor days is calculated by dividing the period's debt by the average daily sales. The average daily sales is determined by accumulating the turnover (including VAT) over the number of periods identified in the **Periods for Debtor Days** box on the **Sales Options** form.

Notes

Example:
The Period for Debtor Days is set at 3. At the end of march, the following figures are determined:

.	January	February	March	Subtotal
Turnover (incl. VAT)	777,000	892,500	579,300	2,248,800
Outstanding Balance	1,475,800	1,479,500	1,297,200	Not applicable
No of days in period	31	28	31	90

The average daily sales is the sum of the turnover (2,248,800) divided by the total number of debtor days (90), which is 24,986.67.

The average debtor days is therefore the balance outstanding in March (1,297,200) divided by the average daily sales (24,986.67), which is 51.92.

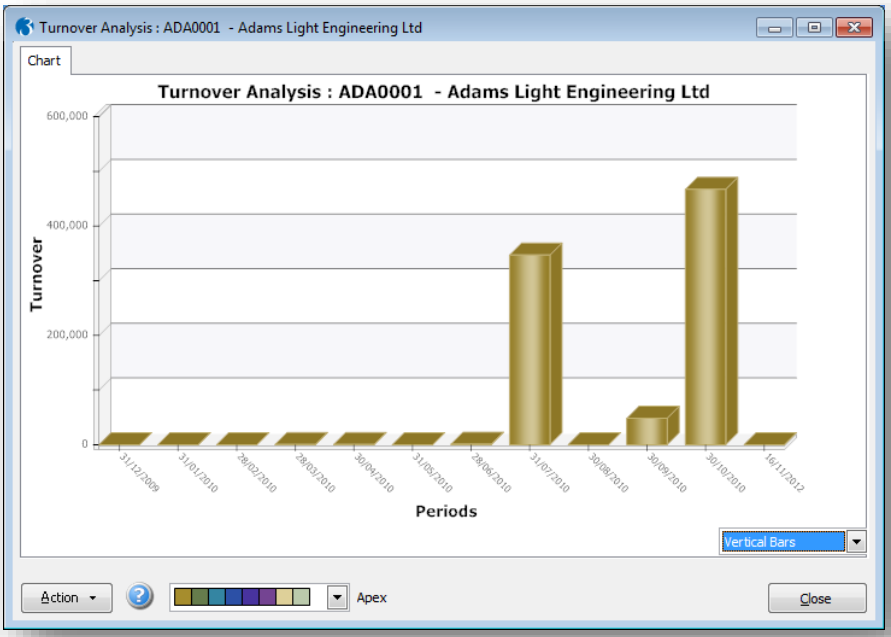
The debtor's history is maintained for the number of periods identified in the **Keep Debtors History** box on the **Sales Options** form.

Notes: The calculation of the debtors analysis is only performed when three or more periods of data exist in the relevant tables (that is, after three or more period end processes have been done); otherwise the average debtors days calculation will be displayed as zero (0.0) days.

You can also view a company-wide debtor analysis using the **Monitor Companies** command in the System Manager.

4.7.3 Turnover Analysis

Use the **Turnover Analysis** command on the **View** submenu of the **Action** menu to display a graph showing a period-by-period analysis of turnover associated with the currently selected customer. The information in this form is updated each time you use the **End of Period** command in the Sales Ledger.



Notes

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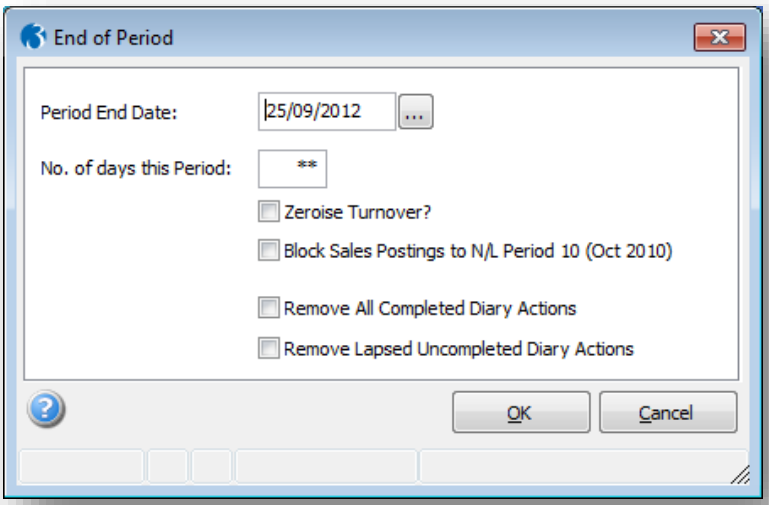
5 Utilities

5.1 Period End

At the end of each accounting period, you use the **End of Period** command to perform the following actions:

- Remove records from the files that are marked for deletion, including accounts, profiles, regions, territories and so on.
- Remove customer records with zero account balances provided the **Remove Zero Balance A/C's** option is selected on the **Sales Options** form.
- Zero the balance in the **Turnover** box on the each customer's record on the **Processing** form, if you wish.
- Move advanced posted transactions into the current period and clear the Allow Advance Postings option in the Sales - Utilities - Set Options command.
- Clear the period to-date totals used by some reports.
- Update the aged debtor and turnover analysis information for the Sales Ledger.
- For Open Item accounts, allocated transactions are removed from the files if they are older than the number of periods specified in the **Keep Transactions** box on the **Options** form linked to the customer's record, or older than the **Keep Transactions** box on the Sales - Utilities - Set Options form if it is not specified on the customer's record. This is dependent on the system date prevailing when you use the **End of Period** command. For example, if the **Keep Transactions** box is set to '3', the accounting periods are monthly, and you have transactions for January, February and March; those in January would only be removed provided the system date is in May at the time of running the end of period process.
- For Brought Forward accounts, the detailed breakdown of transactions in the period are consolidated into a brought-forward transaction, and the balance in the **Current Balance** box on the customer's record on the **Processing** form is cleared.

Important: The brought-forward balance for foreign currency accounts has a home currency balance but does not have a foreign currency balance.

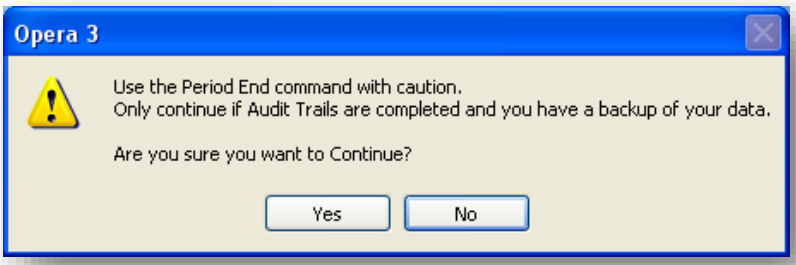


Utilities

Notes

Box	Description
Period End Date	The date is used to calculate the current and other period fields on history records created for each account. For monthly accounts, this should be the last day of the month.
No. of days this Period	The number of days that determine the accounting period. The default is based on the difference between the previous period end (as stored in the database) and the date in the **Period End Date** box.
Zeroise Turnover	All customer account records on the **Processing** form display the sales turnover in the **Turnover** box. Ticking the box before running the **End of Period** command is run will clear the **Turnover** box for each customer.
Block Sales Postings to N/L Period *x*	If you use the Open Period Accounting feature you can set the status for the current period in the Nominal Ledger to 'Blocked' for Sales Ledger, SOP and Invoicing postings. This prevents any further postings from these applications to the period in the Nominal Ledger. If the period is already closed to further postings the box is disabled. Open Period Accounting is available in Opera 3
Remove All Completed Diary Actions	Select to remove all diary actions in the Credit Management Centre that have been marked as completed. All diary actions are removed if this option is selected, regardless of when they were completed. This feature is available in Opera 3
Remove Outdated Uncompleted Diary Actions	Select to remove any diary actions in the Credit Management Centre that have not been completed but are older than the number of periods specified in the **Keep Credit History** box on the **Options** form linked to the customer's record, or older than the **Keep Credit History** box on the Sales - Utilities - Set Options form if it is not specified on the customer's record. This feature is available in Opera 3

When the user clicks on OK the following prompt will be displayed



To carry out the sales end of period process

1. Open the Sales folder and then click Utilities - End of Period or click the Financials tab and then click Sales - Utilities - End of Period on the Ribbon Bar.
2. The default period end date is shown in the Period End Date box. The default is based on the processing date. Click the calendar button alongside if you want to set a different date. The date is used to calculate the current and other period fields on history records created for each account. For monthly accounts, this should be the last day of the month.
3. In No. of Days this Period, you can specify the number of days that determine the accounting period. The default is based on the difference between the previous period end (as stored in the database) and the date in the Period End Date box above.
4. If you want to clear the balance in the Turnover box on the Customer form for all customer account records, select the Zeroise Turnover ? option.
5. Click OK.

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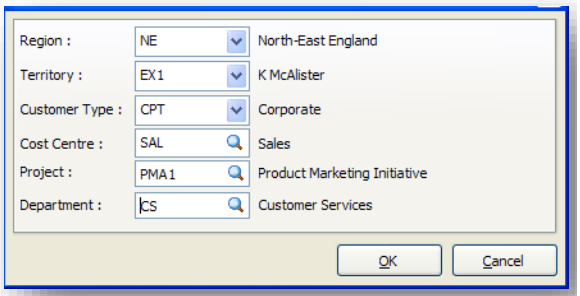
Appendix

Appendix A - Integration with Advance Nominal

Sales Ledger Postings

If the Advanced Nominal Ledger is activated, and the modular options are set to use Dimensions 1 and 2, when posting to the Sales Ledger the User can expect to see additional fields for Project and/or Department where appropriate.

Sales Ledger Analysis Details



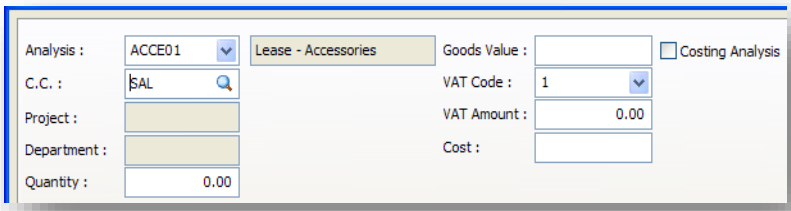
The Analysis details form has been enhanced to include Project and Department fields. These may be defined per Customer record if required and may be amended per transaction if necessary.

Entries into these fields will always be offered as the default and may override the default set against the Nominal Code (if specified).

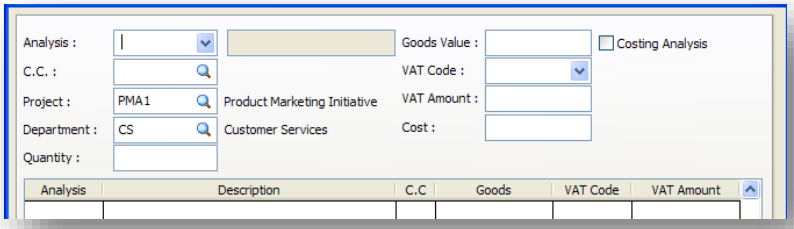
Posting a Sales Ledger Invoice/Credit Note

The Invoice details form will show the additional fields for the extra Nominal Dimensions. If the Nominal Account associated with the Sales code does not have a Project or Department specified as Optional or Mandatory the fields will be un-available.

If the Analysis details for the Customer do not specify a Project or Department the fields will be greyed out.



If you have completed a default Project and/or Department to be used for the customer as part of the Analysis details they will be offered as default when entering the Invoice details screen. Again, if the Nominal Code associated with the Sales Code does not allow a Project or Department, these fields will be automatically cleared after selecting the Sales code.

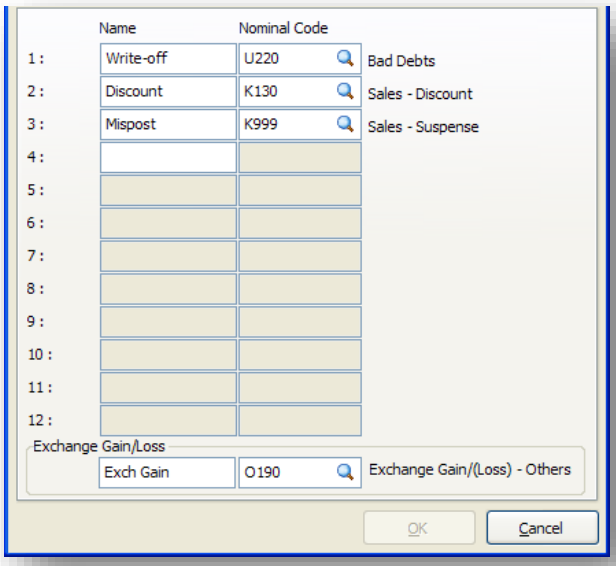


If the Nominal Code associated with the chosen Sales Code allows the *Optional* use of Project or Department, the Analysis details will be offered as default on the details screen and may be amended as required. They may also be left blank if required.

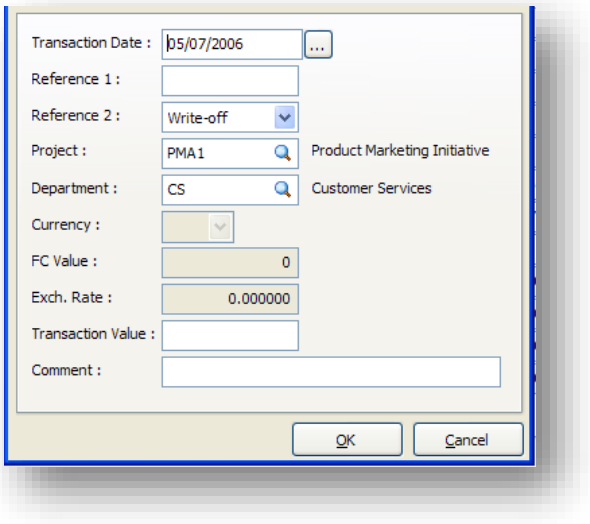
Should the Nominal Code associated to the chosen Sales Analysis code be set to force *Mandatory* use of Project and/or Department the User will not be allowed to leave these fields blank. The Analysis details specified against the customer record will be offered as default, even if a default has been specified against the Nominal Code.

Posting an Adjustment

The Sales Adjustment type will have a Nominal Code defined if the Sales ledger is linked to the Nominal.



When posting an adjustment to a Sales Account, after selecting the appropriate Reference 2 the User must select a Project and/or Department where necessary.

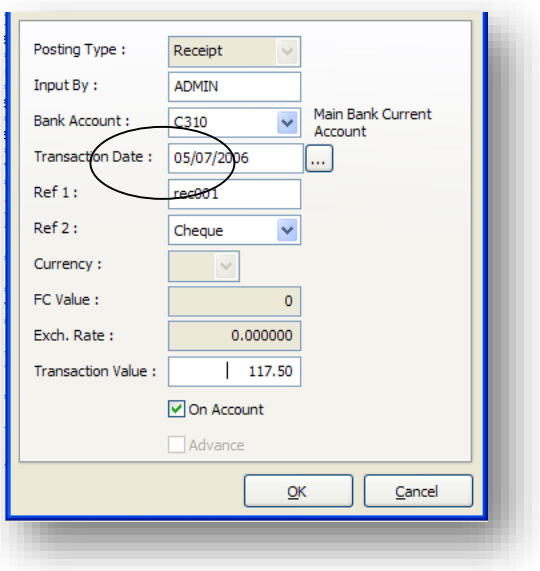


If the Nominal Code has Project and/or Department set to *Optional* or *Mandatory* these fields will be available. When set to *Optional* against the Nominal Code, the field may be left blank. The default offered (if any) will be from the Customer Analysis details and then the Nominal Code (if specified).

When set to *Mandatory* against the Nominal Code, these fields may not be left blank.

Posting a Sales Receipt

When posting a Sales Ledger Receipt, the default Project and/or Department held on the Nominal Bank Account record will be used.

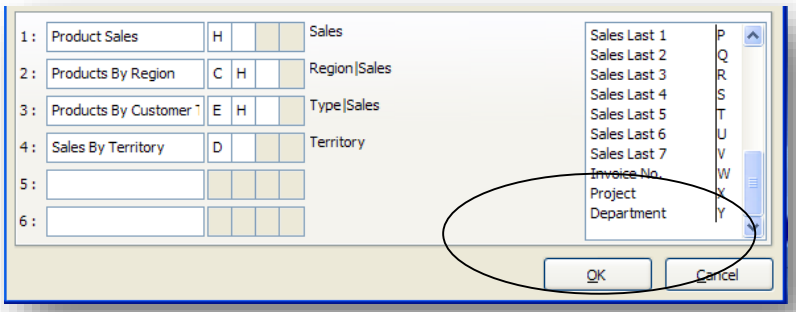


If a Discount or Exchange Gain/Loss is calculated then these values will be posted against the default Project and/or Department held on the Customer record firstly, if they are blank then the Project and/or Department will come from the Discount or Exchange Gain/Loss Nominal Accounts.

If **Allocating** the Receipt the above rules will apply if Discount or an Exchange Discrepancy is calculated.

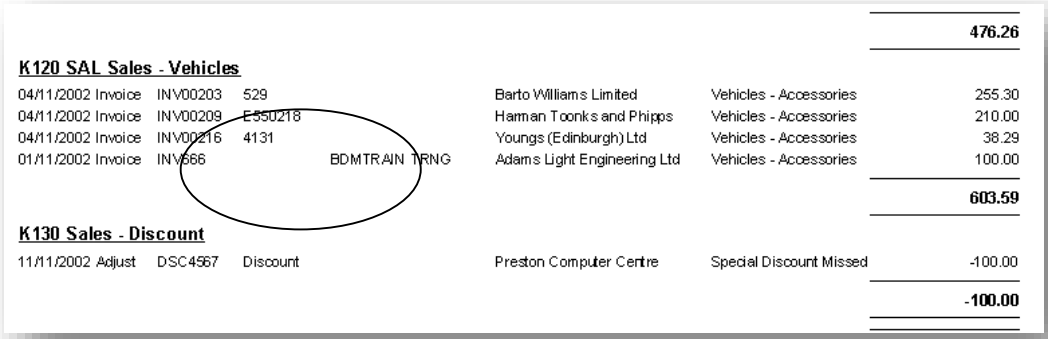
Sales Analysis/Sales History Reports

The Sales Analysis and Sales History Reports have been enhanced to allow the User to select both Nominal Ledger additional dimensions for analysis and grouping.



Sales Ledger Nominal Transfer

The Transfer routine has been enhanced to ensure that the new Project & Department details are posted across to the Nominal Transaction Table (NTRAN) and that the NHIST table is updated. The example transfer report below clearly shows the Project and Department.



						476.26
K120 SAL Sales - Vehicles						
04/11/2002 Invoice	INV00203	529		Barto Williams Limited	Vehicles - Accessories	255.30
04/11/2002 Invoice	INV00209	E550218		Harman Toonks and Phipps	Vehicles - Accessories	210.00
04/11/2002 Invoice	INV00216	4131		Youngs (Edinburgh) Ltd	Vehicles - Accessories	38.29
01/11/2002 Invoice	INV566		BDMTRAIN TRNG	Adams Light Engineering Ltd	Vehicles - Accessories	100.00
						603.59
K130 Sales - Discount						
11/11/2002 Adjust	DSC4567	Discount		Preston Computer Centre	Special Discount Missed	-100.00
						-100.00

Appendix B – Notes

Most maintenance forms have a Memo tab you can use to record notes about the record currently displayed on screen. You can also use object linking and embedding to attach documents or images. In addition to these facilities, further notes can be attached to certain master records which are more structured, and that can be used to record and monitor actions or tasks to be carried out by someone else. Notes can also be generated automatically as a result of a particular process; for example, putting an account on stop.

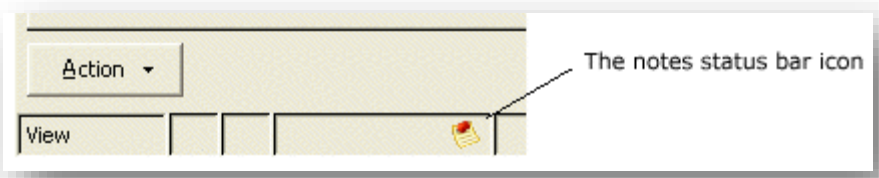
Notes are created, edited and viewed by selecting the Notes button on the toolbar, or by pressing CTRL+O, once you have retrieved the master record concerned. The facility is not available for all records, or under all circumstances. You can only create or view notes for a record when this button is available on the toolbar.

For each note record you create, you can enter a subject heading and the details of the note. The default date of the note will be the processing date and the originator's user name is also recorded. You can assign a priority to the note, depending on it's level of importance (low, normal or high). If the note relates to a task or action to be undertaken by someone else, you can select one of the persons identified on the People Profiles form and record a date by which the action should be completed. If that person record has an e-mail address associated with it, or if you type an e-mail address on the note record, the application will automatically generate an e-mail message, using your default MAPI-compliant e-mail software, when the note is saved.

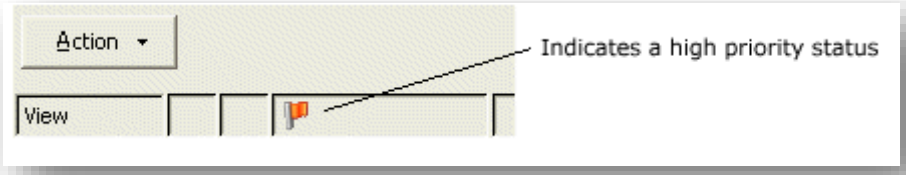
The note can be retrieved for viewing or editing at any time when the master record is displayed using the same Notes toolbar button used to create it. You can create many notes for the same master record; each one is summarized in the grid in the bottom half of the Notes form. A report is available to list the notes created for the master records.

If the note relates to an action, you can record when the action has been done using the (Un)Complete command on the Action menu associated with the Notes form.

You can identify when a record has a note attached by an icon that appears in the form's status bar:



If a note has been assigned a high-priority status, this is indicated by an exclamation mark in the status bar of the Notes form, provided that note is the one currently selected in the grid:



You can mark a note for deletion by retrieving the note record concerned and using one of the normal record delete functions. Records marked for deletion are removed using the Reorganise System Files command in the System module. You select the Tidy Notes option on the Reorganise System Files form for this purpose.

Automatic Notes Creation

Some processes result in the automatic creation of a notes record, including:

- On production of a sales statement.
- When a sales or purchase account is put on stop or subsequently released.
- When a sales or purchase invoice is marked as being in dispute or subsequently released.
- When an e-mail is produced for a customer or supplier via the Processing menu.
- Optionally when producing e-mails from the Customer Contacts or Supplier Contacts reports, provided the Note of E-Mails option is selected.

Automatically generated notes do not have corresponding actions; no entries are made in the Action For, E-Mail, or Done By fields. However, the Completed field is updated with the same date as the note's creation date.

Note Reports

For those modules where notes can be maintained, you can print the notes created for master records using the appropriate command on the Reports menu. You can use selection criteria to determine which note records are listed. For example, you can restrict the list to a range of master records, persons identified in the Action For box, user records (those responsible for creating the notes) and action dates. You can also select by priority level and optionally include notes not intended for action, or that have already been marked as complete.

Prerequisites

Before you create a note record, you need to have created the master record to which the note will be attached. If you want to record an action for a specific individual in the Action For box, you must create the person record using the People Profiles command in the System module. In order to make it possible to generate a default e-mail message when the E-Mail box is used, you must have a MAPI-compliant e-mail software application installed on your PC.

To create a note record

1. Retrieve the record for which you want to create a note record.
2. On the toolbar, click Notes.
3. On the Record menu, click New.
4. In the boxes provided, enter the details of the note record.
5. If you have entered an e-mail address, on the Record menu, click Save. (You do not need to use the Save command if the record has been created without an e-mail address.)
6. To close the Notes form, click Close.

Note: If an entry is made in the E-Mail box, saving the note will result in the application starting your default e-mail software and generating a default e-mail message.

Note Entries

Box	Description
User	The user name of the person creating the note. This is automatically based on the name used to log on and recorded in the User Profiles form of the System module. You cannot override this on the note record.
Date	The date on which the note was created. The default is the current processing date. If you want to change this, type a new date or use the calendar button alongside the box to select an alternative. Once the note record is stored, you will not be able to amend this creation date.
Priority	An option that determines the level of importance for the note. You can select 'Low', 'Normal' or 'High' from a list. The default selection is 'Normal'. Once the note record is stored, this priority level is reflected in the grid in the bottom half of the Notes form in the column headed P. 'L' means 'low', 'H' means 'high' and no entry in this column means 'normal'.
Action For	A reference that identifies someone on the People Profiles form in the System module to whom the note relates. You can select from a list. If the note is not relevant to a particular individual, or the person does have a corresponding record in the System module, leave this box blank. If you do select a person record and they have a corresponding e-mail address, that address will appear in the following box.
E-Mail	The e-mail address of the person for whom the note is intended. This may be shown automatically if one exists on the person record. If not, you can type an e-mail address. When the note record is saved, the application will automatically generate an e-mail message using your default e-mail software. If you do not want an e-mail created, leave this box blank.
Done By	A date by which the action or task should be completed. You can leave this blank if the note has no deadline or time restriction. You can use the calendar button alongside the box to select a date. Once the note record is saved, this date will appear in the Be Done By column of the grid in the bottom half of the Notes form.
Subject	The subject of the note. This is also used as the default subject line if an e-mail is generated. A default subject heading will appear in the note has been generated automatically.
Note	The detail of the note. This will appear as the message text if an e-mail is generated, preceded by the ID and name of the record to which the note relates. A default message will appear in the note has been generated automatically.

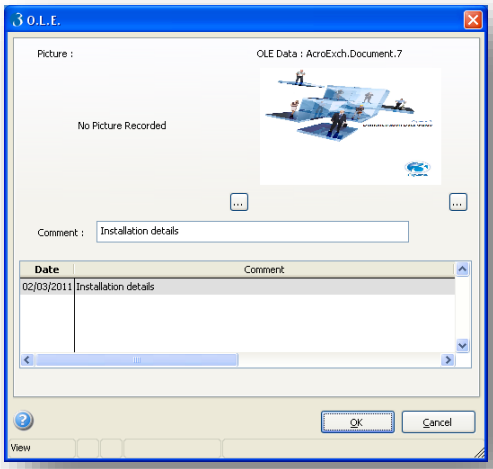
To mark a note as completed

1. Retrieve the record for which you want to update the note record.
2. On the toolbar, click Notes.
3. On the Action menu, click (Un)Complete. The current processing date appears in the Completed column of the grid in the bottom half of the Notes form.
4. To close the Notes form, click Close.

Note: You can reinstate a note to its incomplete state by reselecting the (Un)Complete command on the Action menu associated with the Notes form. This causes the date in the Completed column of the grid on the Notes form to be removed.

Appendix C - Object Linking and Embedding

You can link objects to be associated with records such as customers, suppliers, stock items, employees and so on. A representation or placeholder for an object is inserted on the O.L.E. form associated with the record. The object exists in the source file and, when it is changed, the linked object is updated to reflect these changes. You can attach a picture as well as an object placeholder. This can be associated with the OLE data object or be independent. You can link several objects to each record. Double-clicking on the icon associated with the OLE Data heading will start the application used to create the object, assuming the application and document is available to you. Right-clicking on an icon associated with an OLE Data heading displays a shortcut menu. The menu options on the shortcut menu are dependent on the type of object, and provide the ability to edit the object and/or edit the package using Object Packager.



Important: These are dynamic links. If you move or rename a linked object without changing the file extension on the same hard disk drive, the link in Opera is automatically updated. However, if you move a linked object to a different hard disk drive (either on the same computer or a different computer), the link in Opera will not be updated. The link in Opera with then not work. If you delete the linked object, the link in Opera will not work. Once the OLE object is not linked anymore, you will need to manually reattach the object in Opera to link to the object again.

To link objects

1. Open the relevant module folder, and then click Processing.
2. Retrieve the record for which you want to store object details, click Action and then click O.L.E. The O.L.E. form appears.
3. On the Record menu, click New.
4. Under Picture, click the browse button to locate the file that contains the image you want to link.
5. Under OLE Data, click the browse button to locate the file that contains the document you want to link.
6. In Comment, type a comment that identifies the objects you have linked.
7. To store the object details, click OK.

Notes: An icon appears on the status bar of the record processing form to show that an object record exists. You can use the New command button on the toolbar to add additional objects. To start the application used to maintain a data object, double-click the icon under OLE Data. To delete an OLE entry, click to highlight in the list and then click the Delete command button on the toolbar. Both picture and OLE data objects are removed as one item. Deleted OLE files are removed when you use the Reorganise System Files command in the System module with the Tidy System Files option selected.

Appendix D – Rectify Analysis Breakdown

Scenario's	Prccess
Rectify by just de-allocation for Home currency account (i.e. do not tick delete)	
Inv - Receipt (Full)	This will delete the allocation in the allocation table, reset the transaction table to outstanding and update the audit tables. Deleted transactions will be removed during the next period end.
Inv - Cr (Full)	This will delete the allocation in the allocation table, reset the transaction table to outstanding and update the audit tables. Deleted transactions will be removed during the next period end.
Inv - Receipt (Part Paid on Account)	This will delete the allocation in the allocation table, reset the transaction table to outstanding and update the audit tables. Deleted transactions will be removed during the next period end.
Inv - Cr (Part Paid CR - so still a balance)	This will delete the allocation in the allocation table, reset the transaction table to outstanding and update the audit tables. Deleted transactions will be removed during the next period end.
Inv - Receipt with Discount (automatically ticks to delete)	This will delete the allocation in the allocation table, reset the transaction table for the invoice and update the audit tables. It will also delete the Receipt and Discount from the transaction table. This will filter through to Cashbook and Nominal. If CB is present ANOML is updated, if not the SNOML is updated. SNAME will update it's balances. Please note that the dates of the "rectifying" postings will have a transaction date of the system processing date and the NL Posting date to what is specified at the time of the Rectify. This could mean 4 different dates. 2 for the original (receipt & discount respectively) posting and 2 for the respective rectify (of the Receipt/discount - Refund/Adjustment). If CB is present, the original Receipt, if part of a batch remains unchanged - so the batch will still include this. The Rectify (Refund) will be unreconcilled and not part of the original batch if there is one. If original receipt is reconcilled, cannot match and be aware that the Rectify posting needs to be reconcilled to basically match off against original wrong posting. Please note reconcilled cumulative balance will be incorrect from the original posting that is rectified to the point where the rectified posting is reconcilled. Refund is posted to Bank and to Adjust Debtors Control. Discount Adjust Debtors Control and corrects discount NL code If history is not present it will try and work account originating bank account based on Customer Setting or Profile or Set Options. Deleted transactions will be removed during the next period end.
Cre - Adj (Full)	This will delete the allocation in the allocation table, reset the transaction table to outstanding and update the audit tables. Deleted transactions will be removed during the next period end.
Inv - Adj (Full)	This will delete the allocation in the allocation table, reset the transaction table to outstanding and update the audit tables. Deleted transactions will be removed during the next period end.
Rec - Adj (Full)	This will delete the allocation in the allocation table, reset the transaction table to outstanding and update the audit tables. Deleted transactions will be removed during the next period end.
Ref - Adj (Full	This will delete the allocation in the allocation table, reset the transaction table to outstanding and update the audit tables. Deleted transactions will be removed during the next period end.
Cre - Ref (Full)	This will delete the allocation in the allocation table, reset the transaction table to outstanding and update the audit tables. Deleted transactions will be removed during the next period end.
Cre - Ref (Part allocated - so balance on a/c)	This will delete the allocation in the allocation table, reset the transaction table to outstanding and update the audit tables. Deleted transactions will be removed during the next period end.
Date specifics?	Any allocations that still have transactional history can be rectified (from any date)
Multiple	If multiple transactions are involved it will mimic the above results dependant on what transaction

Transactions?	types are all part of the allocation
Balanced Transactions?	Transactions that originally were part paid, then part paid again, the rectify will only affect the respective allocation highlighted and reset the part-balance as required
Finish and Yes to allocate transactions?	After clicking Finish, the allocation table has marked the invoice transaction for deletion but the receipt is confirmed when finishing and exiting completely out of the rectify routine. Clicking Yes to allocate the transactions now after a rectify has been processed will launch the standard allocation screen
Rectify allocation for Home currency account and remove (i.e. do tick delete)	
Inv - Receipt (Full)	This will delete the allocation in the allocation table, reset the transaction table for the invoice and update the audit tables. It will also delete the Receipt from the transaction table. This will filter through to Cashbook and Nominal. If CB is present ANOML is updated, if not the SNOML is updated. SNAME will update it's balances. Please note that the dates of the "rectifying" postings will have a transaction date of the system processing date and the NL Posting date to what is specified at the time of the Rectify. This could mean 4 different dates. 2 for the original (receipt) posting and 2 for the respective rectify (of the Receipt - Refund). If CB is present, the original Receipt, if part of a batch remains unchanged - so the batch will still include this. The Refund will be unreconcilled and not part of the original batch if there is one. If not yet reconcilled matching can be used to match these two transactions (original and rectified). Batch must be complete for it to show in Matching or Reconcilliation. If the original receipt is reconcilled, cannot match and be aware that the Rectify posting needs to be reconcilled to basically match off against original wrong posting. Please note reconcilled cumulative balance will be incorrect from the original posting that is rectified to the point where the rectified posting is reconcilled Refund is posted to Bank and to Adjust Debtors Control. If history is not present it will try and work account originating bank account based on Customer Setting or Profile or Set Options. Deleted transactions will be removed during the next period end.
Inv - Cr (Full) - Cannot press Delete	This will delete the allocation in the allocation table, reset the transaction table to outstanding and update the audit tables. Deleted transactions will be removed during the next period end.
Inv - Receipt (Part Paid on Account)	This will delete the allocation in the allocation table, reset the transaction table for the invoice and update the audit tables. It will also delete the Receipt from the transaction table. This will filter through to Cashbook and Nominal. If CB is present ANOML is updated, if not the SNOML is updated. SNAME will update it's balances. Please note that the dates of the "rectifying" postings will have a transaction date of the system processing date and the NL Posting date to what is specified at the time of the Rectify. This could mean 4 different dates. 2 for the original (receipt) posting and 2 for the respective rectify (of the Receipt - Refund). If CB is present, the original Receipt, if part of a batch remains unchanged - so the batch will still include this. The Refund will be unreconcilled and not part of the original batch if there is one. If not yet reconcilled matching can be used to match these two transactions (original and rectified). Batch must be complete for it to show in Matching or Reconcilliation. If the original receipt is reconcilled, cannot match and be aware that the Rectify posting needs to be reconcilled to basically match off against original wrong posting. Please note reconcilled cumulative balance will be incorrect from the original posting that is rectified to the point where the rectified posting is reconcilled Refund is posted to Bank and to Adjust Debtors Control. If history is not present it will try and work account originating bank account based on Customer Setting or Profile or Set Options. Deleted transactions will be removed during the next period end.
Inv - Cr (Part Paid CR - so still a balance)	This will delete the allocation in the allocation table, reset the transaction table to outstanding and update the audit tables. Deleted transactions will be removed during the next period end.

Inv - Receipt with Discount (automatically ticks to delete)	This will delete the allocation in the allocation table, reset the transaction table for the invoice and update the audit tables. It will also delete the Receipt and Discount from the transaction table. This will filter through to Cashbook and Nominal. If CB is present ANOML is updated, if not the SNOML is updated. SNAME will update it's balances. Please note that the dates of the "rectifying" postings will have a transaction date of the system processing date and the NL Posting date to what is specified at the time of the Rectify. This could mean 4 different dates. 2 for the original (receipt & discount respectively) posting and 2 for the respective rectify (of the Receipt/discount - Refund/Adjustment). If CB is present, the original Receipt, if part of a batch remains unchanged - so the batch will still include this. The Rectify (Refund) will be unreconcilled and not part of the original batch if there is one. If original receipt is reconcilled, cannot match and be aware that the Rectify posting needs to be reconcilled to basically match off against original wrong posting. Please note reconcilled cumulative balance will be incorrect from the original posting that is rectified to the point where the rectified posting is reconcilled. Refund is posted to Bank and to Adjust Debtors Control. Discount Adjust Debtors Control and corrects discount NL code If history is not present it will try and work account originating bank account based on Customer Setting or Profile or Set Options. Deleted transactions will be removed during the next period end.
Cre - Adj (Full) - Cannot press Delete	This will delete the allocation in the allocation table, reset the transaction table to outstanding and update the audit tables. Deleted transactions will be removed during the next period end.
Inv - Adj (Full) - Cannot press Delete	This will delete the allocation in the allocation table, reset the transaction table to outstanding and update the audit tables. Deleted transactions will be removed during the next period end.
Rec - Adj (Full)	This will delete the allocation in the allocation table, reset the transaction table for the Adjustment and update the audit tables. It will also delete the Receipt from the transaction table. This will filter through to Cashbook and Nominal. If CB is present ANOML is updated, if not the SNOML is updated. SNAME will update it's balances. Please note that the dates of the "rectifying" postings will have a transaction date of the system processing date and the NL Posting date to what is specified at the time of the Rectify. This could mean 4 different dates. 2 for the original (receipt) posting and 2 for the respective rectify (of the receipt - Refund). If CB is present, the original Receipt, if part of a batch remains unchanged - so the batch will still include this. The Refund will be unreconcilled and not part of the original batch if there is one. If the original receipt is not yet reconcilled, matching can be used to match these two transactions (original and rectified). Batch must be complete for it to show in Matching or Reconcilliation. If the original receipt is reconcilled, cannot match and be aware that the Rectify posting needs to be reconcilled to basically match off against original wrong posting. Please note reconcilled cumulative balance will be incorrect from the original posting that is rectified to the point where the rectified posting is reconcilled. Receipt is posted to Bank and to Adjust Debtors Control. If history is not present it will try and work account originating bank account based on Customer Setting or Profile or Set Options. Deleted transactions will be removed during the next period end.
Ref - Adj (Full	This will delete the allocation in the allocation table, reset the transaction table for the Adjustment and update the audit tables. It will also delete the Refund from the transaction table. This will filter through to Cashbook and Nominal. If CB is present ANOML is updated, if not the SNOML is updated. SNAME will update it's balances. Please note that the dates of the "rectifying" postings will have a transaction date of the system processing date and the NL Posting date to what is specified at the time of the Rectify. This could mean 4 different dates. 2 for the original (Refund) posting and 2 for the respective rectify (of the refund - receipt). If CB is present, the original Refund, if part of a batch remains unchanged - so the batch will still include this. The receipt will be unreconcilled and not part of the original batch if there is one. If the original refund has not yet been reconcilled, matching can be used to match these two transactions (original and rectified). Batch must be complete for it to show in Matching or Reconcilliation. If the original refund is reconcilled, cannot match and be aware that the Rectify posting needs to be reconcilled to basically match off against original wrong posting. Please note reconcilled cumulative balance will be incorrect from the original posting that is rectified to the point where the rectified posting is reconcilled Refund is posted to Bank and to Adjust Debtors Control. If history is not present it will try and work account originating bank account based on Customer Setting or Profile or Set Options. Deleted transactions will be removed during the next period end.

Cre - Ref (Full)	This will delete the allocation in the allocation table, reset the transaction table for the Credit Note and update the audit tables. It will also delete the Refund from the transaction table. This will filter through to Cashbook and Nominal. If CB is present ANOML is updated, if not the SNOML is updated. SNAME will update it's balances. Please note that the dates of the "rectifying" postings will have a transaction date of the system processing date and the NL Posting date to what is specified at the time of the Rectify. This could mean 4 different dates. 2 for the original (Refund) posting and 2 for the respective rectify (of the refund - receipt). If CB is present, the original Refund, if part of a batch remains unchanged - so the batch will still include this. The receipt will be unreconcilled and not part of the original batch if there is one. If the original refund has not yet been reconcilled, matching can be used to match these two transactions (original and rectified). Batch must be complete for it to show in Matching or Reconcilliation. If the original refund is reconcilled, cannot match and be aware that the Rectify posting needs to be reconcilled to basically match off against original wrong posting. Please note reconcilled cumulative balance will be incorrect from the original posting that is rectified to the point where the rectified posting is reconcilled Refund is posted to Bank and to Adjust Debtors Control. If history is not present it will try and work account originating bank account based on Customer Setting or Profile or Set Options. Deleted transactions will be removed during the next period end.
Cre - Ref (Part allocated - so balance on a/c)	This will delete the allocation in the allocation table, reset the transaction table for the Credit Note and update the audit tables. It will also delete the Refund from the transaction table. This will filter through to Cashbook and Nominal. If CB is present ANOML is updated, if not the SNOML is updated. SNAME will update it's balances. Please note that the dates of the "rectifying" postings will have a transaction date of the system processing date and the NL Posting date to what is specified at the time of the Rectify. This could mean 4 different dates. 2 for the original (Refund) posting and 2 for the respective rectify (of the refund - receipt). If CB is present, the original Refund, if part of a batch remains unchanged - so the batch will still include this. The receipt will be unreconcilled and not part of the original batch if there is one. If the original refund has not yet been reconcilled, matching can be used to match these two transactions (original and rectified). Batch must be complete for it to show in Matching or Reconcilliation. If the original refund is reconcilled, cannot match and be aware that the Rectify posting needs to be reconcilled to basically match off against original wrong posting. Please note reconcilled cumulative balance will be incorrect from the original posting that is rectified to the point where the rectified posting is reconcilled Refund is posted to Bank and to Adjust Debtors Control. If history is not present it will try and work account originating bank account based on Customer Setting or Profile or Set Options. Deleted transactions will be removed during the next period end.
Date specifics?	Any allocations that still have transactional history can be rectified (from any date)
Multiple Transactions?	If multiple transactions are involved it will mimic the above results dependant on what transaction types are all part of the allocation
Balanced Transactions?	Transactions that originally were part paid, then part paid again, the rectify will only affect the respective allocation highlighted and reset the part-balance as required
Finish?	After clicking Finish, the allocation table has marked the invoice transaction for deletion but the receipt is confirmed when finishing and exiting completely out of the rectify routine. When deleting it does not offer to go to the allocation screen.
Rectify allocation forForeign currency account	

Inv - Receipt with Exchange Gain (automatically ticks to delete)	This will delete the allocation in the allocation table, reset the transaction table for the invoice and update the audit tables. It will also delete the Receipt and Exchange Gain from the transaction table. This will filter through to Cashbook and Nominal. If CB is present ANOML is updated, if not the SNOML is updated. SNAME will update it's balances. Please note that the dates of the "rectifying" postings will have a transaction date of the system processing date and the NL Posting date to what is specified at the time of the Rectify. This could mean 4 different dates. 2 for the original (receipt and Echange Gain respectively) posting and 2 for the respective rectify (of the Receipt/Exchange Gain - Refund / Adjustment). If CB is present, the original Receipt, if part of a batch remains unchanged - so the batch will still include this. The Refund will be unreconcilled and not part of the original batch if there is one. If the original receipt has not yet been reconcilled, matching can be used to match these two transactions (original and rectified). Batch must be complete for it to show in Matching or Reconcilliation. If the original receipt is reconcilled, cannot match and be aware that the Rectify posting needs to be reconcilled to basically match off against original wrong posting. Please note reconcilled cumulative balance will be incorrect from the original posting that is rectified to the point where the rectified posting is reconcilled Refund is posted to Bank and to Adjust Debtors Control. Adjustment corrects Debtors Control and corrects Exchange Gain NL code If history is not present it will try and work account originating bank account based on Customer Setting or Profile or Set Options. Deleted transactions will be removed during the next period end.
Inv - Receipt with Exchange Loss (automatically ticks to delete)	This will delete the allocation in the allocation table, reset the transaction table for the invoice and update the audit tables. It will also delete the Receipt and Exchange Loss from the transaction table. This will filter through to Cashbook and Nominal. If CB is present ANOML is updated, if not the SNOML is updated. SNAME will update it's balances. Please note that the dates of the "rectifying" postings will have a transaction date of the system processing date and the NL Posting date to what is specified at the time of the Rectify. This could mean 4 different dates. 2 for the original (receipt and Echange Loss respectively) posting and 2 for the respective rectify (of the Receipt/Exchange Loss - Refund / Adjustment). If CB is present, the original Receipt, if part of a batch remains unchanged - so the batch will still include this. The Refund will be unreconcilled and not part of the original batch if there is one. If the original receipt has not yet been reconcilled, matching can be used to match these two transactions (original and rectified). Batch must be complete for it to show in Matching or Reconcilliation. If the original receipt is reconcilled, cannot match and be aware that the Rectify posting needs to be reconcilled to basically match off against original wrong posting. Please note reconcilled cumulative balance will be incorrect from the original posting that is rectified to the point where the rectified posting is reconcilled Refund is posted to Bank and to Adjust Debtors Control. Adjustment corrects Debtors Control and corrects Exchange Loss NL code If history is not present it will try and work account originating bank account based on Customer Setting or Profile or Set Options. Deleted transactions will be removed during the next period end.

The Data effects in summary;

The actual "undo" process will be as follows:

"Undo" Allocation

•Delete the allocation transactions (from [sp]alloc)
•Undo the paid flag, remove memo information, and update the outstanding balances (in [sp]tran)
•Post error correction audit trail information (to [sp]dealloc[ht])

"Undo" Allocation and Associated Monetary Transactions

•Update the outstanding header balance (in [sp]name)
•Delete the allocation transactions (to include any exchange rate discrepancy and/or discount transactions) (from [sp]alloc)
•Undo the paid flag, remove memo information, and update the outstanding transaction balances (in [sp]tran)
•Update the Company balance (in seqco)
•Increment/Decrement as appropriate the Cashbook bank account (if Cashbook in use) (in aentry)
•Post error correcting records for previously posted Nominal Ledger transactions (to include any exchange rate discrepancy and/or discount transactions) (in anoml if Cashbook in use, in [sp]noml if Cashbook not in use)
•Post error correcting records (Cashbook Refund) for the Cashbook Receipt/Payment/Refund transaction (if Cashbook in use) (in atran)
•Increment/Decrement as appropriate the Nominal Ledger bank account (if Cashbook in use) (in nbank)
•Post error correction audit trail information (to [sp]dealloc[ht])

Points of Interest

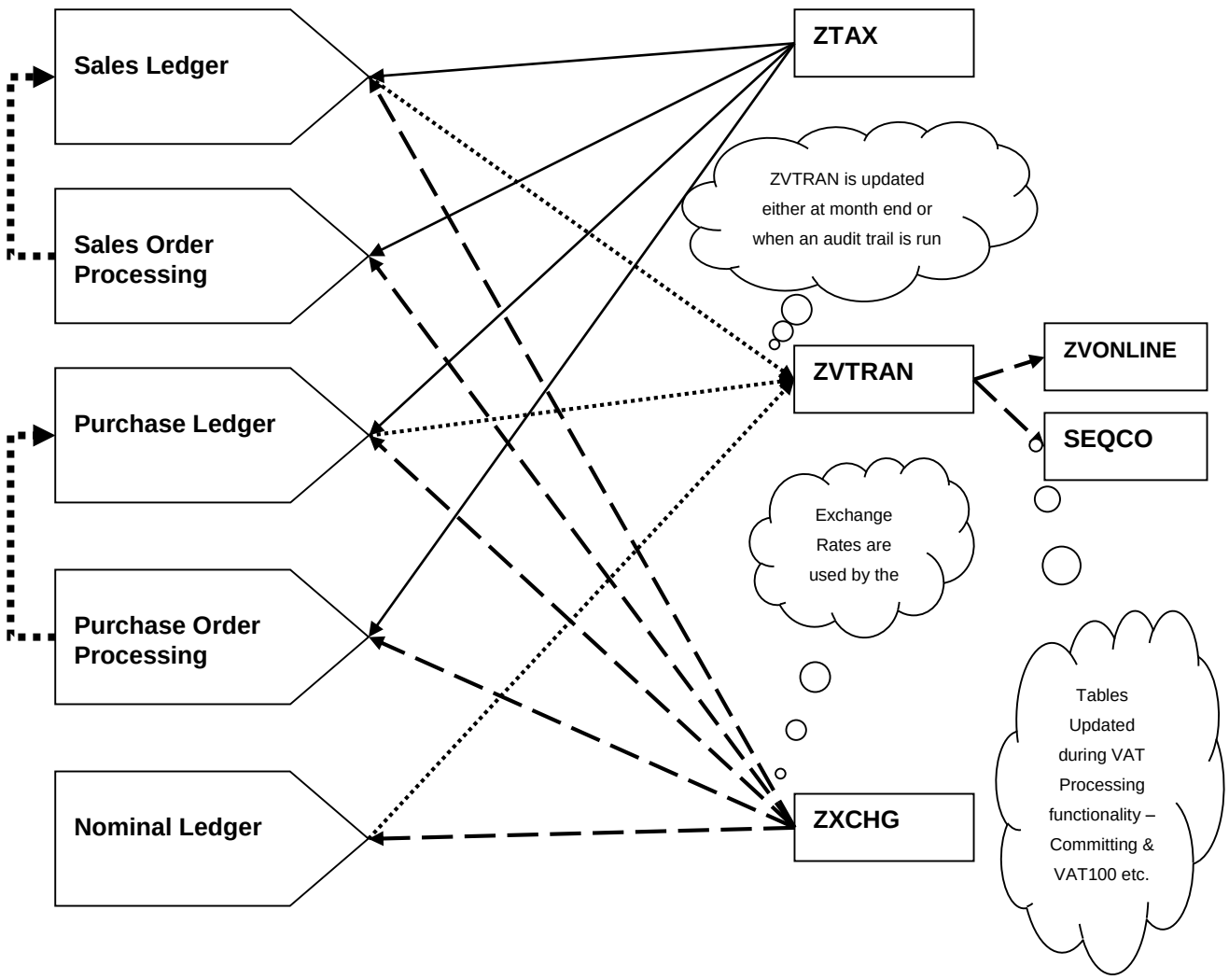
When using, and supporting, the Rectify Allocation function, there are a number of operational subtleties to be considered, as follows:

•The Include Advanced Transactions check box on Page 1 of the Wizard is be governed by the setting of the Allow Advance Postings option in the appropriate Sales/Purchase-Utilities-Set Options (i.e. if the Allow Advance Postings option is checked off then the Include Advanced Transactions check box will be disabled).
•Only allocated transactions, still present in the [sp]alloc table, will be available for selection on Page 2 of the Wizard
•The selection grid on Page 2 of the Wizard will only contain allocation transactions where all associated transactions exist in the [sp]tran table. Where any associated transactions are not present in the [sp]tran table because, for example, they have been deleted by the Period End routine, then the associated allocation will not be displayed in the grid.
•The Remove Allocated Transactions check box on Page 2 of the Wizard is only enabled if an allocation has been selected in a grid, and if the selected allocation contains a "monetary" transaction (e.g. Receipt, Payment, Refund etc.). In instances where the selected allocation does not contain a "monetary" transaction (e.g. an Invoice allocated to a Credit Note) then the Remove Allocated Transactions check box will remain disabled as there are no allocated transactions to remove.
•Where the selected allocation has associated Discount and/or an Exchange Rate Discrepancy, then the associated transactions must be forcibly removed; this is be achieved by checking on and disabling the Remove Allocated Transactions check box.
•Allocations that were automatically created via the Invoicing/SOP Cash Invoice functionality will be treated in the same way as all other allocation records.
•If OPA is in use then, on Page 2 of the Wizard, the user will be presented with the standard OPA Nominal Posting Date dialog, and will be able to select the Nominal period into which the Error Correction ("Undo") Nominal journal will be posted; if OPA is not in use then the current system date will be used.

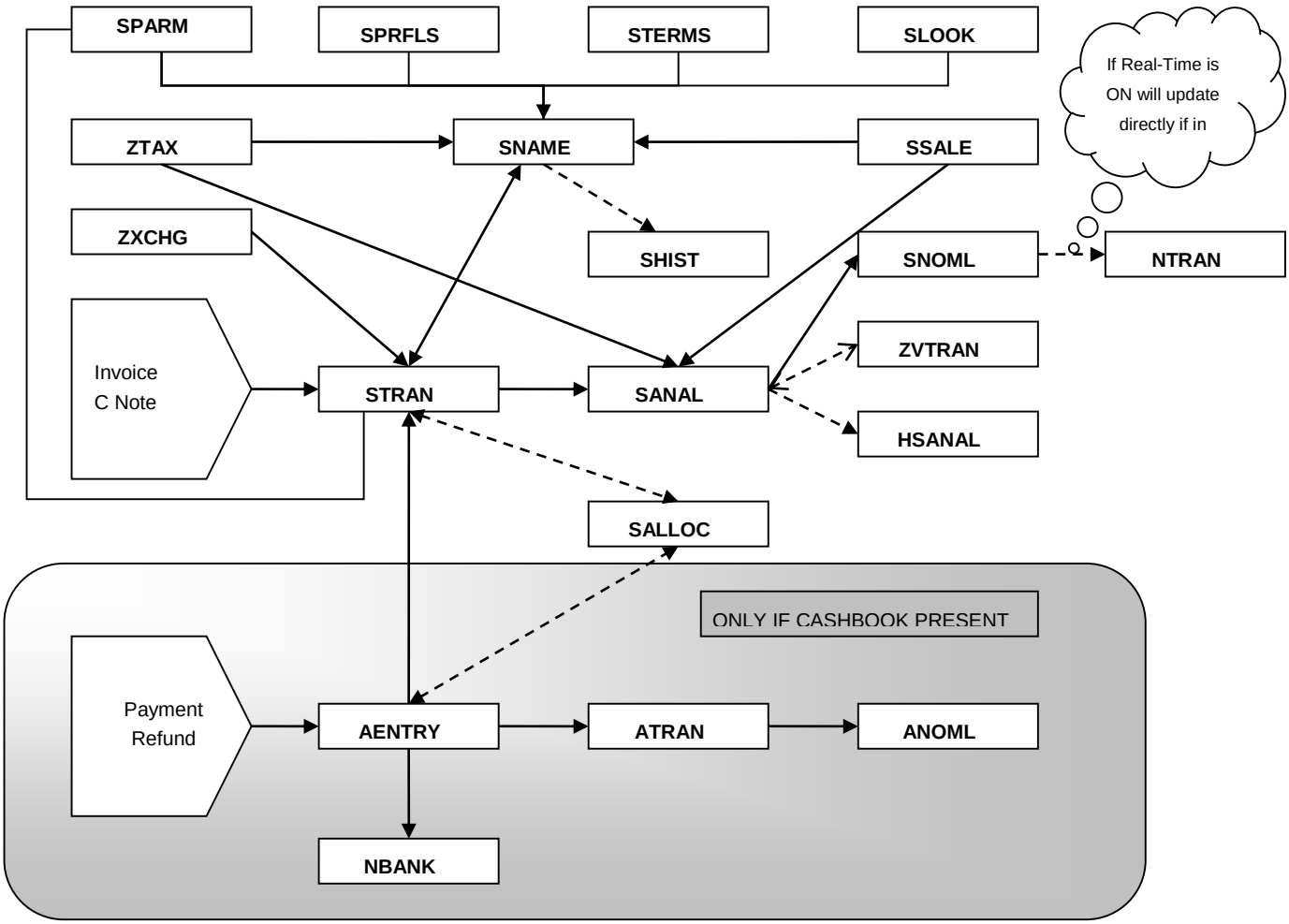
Appendix E – Data Structures & Technical Information

The following pages contain the Database Structures & Technical Information of the Sales Ledger Module as of the 6.90.00 (OII) & v1.10 (O3) release.

VAT & Exchange Rates



Sales (Inc. Cashbook)



Each time the STRAN table is updated then the Sales Ledger Total Balance will update SEQCO (Dependant on Update Company Balances option in System Preferences).
This is recalculated at each period end

Joins Information

TABLE	JOIN
seqpeopl	LEFT JOIN seqpeopl ON dname.dn_ref =seqpeopl.pe_ref
seqpeopl	LEFT JOIN seqpeopl ON jsctr.ju_subcnt=seqpeopl.pe_ref
seqpeopl	LEFT JOIN seqpeopl ON jchead.jh_leader = seqpeopl.pe_ref
seqpeopl	LEFT JOIN seqpeopl ON jcntr.jc_leader = seqpeopl.pe_ref
seqpeopl	LEFT JOIN seqpeopl ON jehead.jh_leader = seqpeopl.pe_ref
seqpeopl	LEFT JOIN seqpeopl ON jehead.jh_leader = seqpeopl.pe_ref
seqpeopl	LEFT JOIN seqpeopl ON jchead.jh_leader = seqpeopl.pe_ref
seqpeopl	LEFT JOIN seqpeopl ON jchead.jh_leader = seqpeopl.pe_ref
seqpeopl	LEFT JOIN seqpeopl ON jchead.jh_leader = seqpeopl.pe_ref
seqpeopl	LEFT JOIN seqpeopl ON jscon.js_subcnt = seqpeopl.pe_ref
sname	LEFT JOIN sname ON ialloc.it_account=sname.sn_account
sname	LEFT JOIN sname ON ihead.ih_account=sname.sn_account
sname	LEFT JOIN sname ON jchead.jh_account=sname.sn_account
sname	LEFT JOIN sname ON jcntr.jc_account=sname.sn_account
sname	LEFT JOIN sname ON jehead.jh_account=sname.sn_account
sname	LEFT JOIN sname ON jehead.jh_account=sname.sn_account
sname	LEFT JOIN sname ON jchead.jh_account=sname.sn_account
sname	LEFT JOIN sname ON jchead.jh_account=sname.sn_account
sname	LEFT JOIN sname ON jchead.jh_account=sname.sn_account
sname	LEFT JOIN sname ON lihead.lh_account=sname.sn_account
sname	LEFT JOIN sname ON lcprod.lc_snacct=sname.sn_account
sname	LEFT JOIN sname ON stran.st_account=sname.sn_account
sname	LEFT JOIN sname ON salloc.al_account=sname.sn_account
sname	LEFT JOIN sname ON hsanal.sa_account=sname.sn_account
sname	LEFT JOIN sname ON sanal.sa_account=sname.sn_account
sname	LEFT JOIN Sname ON ZvTran.Va_Account=Sname.Sn_Account
sname	RIGHT OUTER JOIN sname ON shist.si_account=sname.sn_account
sname	LEFT JOIN sname ON sname.sn_account=LEFT(znotes.zn_account,8)
sname	INNER JOIN sname ON zContacts.zc_Account = sname.sn_account AND zcontacts.zc_module="S"
sname	LEFT JOIN sname ON dmcomp.customer=sname.sn_account AND lower(dmcomp.comptype)='customer'
sname	left join sname on dmcomp.customer=sname.sn_account and lower(dmcomp.comptype)='customer'
sprfls	LEFT JOIN sprfls ON sname.sn_cprfl+ IIF(EMPTY(sname.sn_cprfl),sname.sn_account,SPACE(8)) =sprfls.sc_code+sprfls.sc_account
sprfls	LEFT JOIN sprfls ON sname.sn_cprfl+ IIF(EMPTY(sname.sn_cprfl),sname.sn_account,SPACE(8)) =sprfls.sc_code+sprfls.sc_account
sprfls	LEFT JOIN sprfls ON sname.sn_cprfl+ IIF(EMPTY(sname.sn_cprfl),sname.sn_account,SPACE(8)) =sprfls.sc_code+sprfls.sc_account
sprfls	LEFT JOIN sprfls ON sname.sn_cprfl+ IIF(EMPTY(sname.sn_cprfl),sname.sn_account,SPACE(8)) =sprfls.sc_code+sprfls.sc_account
sprfls	LEFT JOIN sprfls ON sname.sn_cprfl+ IIF(EMPTY(sname.sn_cprfl),sname.sn_account,SPACE(8)) =sprfls.sc_code+sprfls.sc_account
sprfls	LEFT JOIN sprfls ON sname.sn_cprfl+ IIF(EMPTY(sname.sn_cprfl),sname.sn_account,SPACE(8)) =sprfls.sc_code+sprfls.sc_account
sprfls	LEFT JOIN sprfls ON sname.sn_cprfl+ IIF(EMPTY(sname.sn_cprfl),sname.sn_account,SPACE(8)) =sprfls.sc_code+sprfls.sc_account
sprfls	LEFT JOIN sprfls ON sname.sn_cprfl+ IIF(EMPTY(sname.sn_cprfl),sname.sn_account,SPACE(8)) =sprfls.sc_code+sprfls.sc_account
sprfls	LEFT JOIN sprfls ON sname.sn_cprfl+ IIF(EMPTY(sname.sn_cprfl),sname.sn_account,SPACE(8)) =sprfls.sc_code+sprfls.sc_account

sprfls	LEFT JOIN sprfls ON sname.sn_cprfl+ IIF(EMPTY(sname.sn_cprfl),sname.sn_account,SPACE(8)) =sprfls.sc_code+sprfls.sc_account
sprfls	LEFT JOIN sprfls ON sname.sn_cprfl+ IIF(EMPTY(sname.sn_cprfl),sname.sn_account,SPACE(8)) =sprfls.sc_code+sprfls.sc_account
sprfls	LEFT JOIN sprfls ON sname.sn_cprfl+ IIF(EMPTY(sname.sn_cprfl),sname.sn_account,SPACE(8)) =sprfls.sc_code+sprfls.sc_account
sprfls	LEFT JOIN sprfls ON sname.sn_cprfl+ IIF(EMPTY(sname.sn_cprfl),sname.sn_account,SPACE(8)) =sprfls.sc_code+sprfls.sc_account
sprfls	LEFT JOIN sprfls ON sname.sn_cprfl+ IIF(EMPTY(sname.sn_cprfl),sname.sn_account,SPACE(8)) =sprfls.sc_code+sprfls.sc_account
sprfls	LEFT JOIN sprfls ON sname.sn_cprfl+ IIF(EMPTY(sname.sn_cprfl),sname.sn_account,SPACE(8)) =sprfls.sc_code+sprfls.sc_account
sprfls	LEFT JOIN sprfls ON sname.sn_cprfl + sname.sn_account = sprfls.sc_code + sprfls.sc_account
sprfls	left join sprfls on sname.sn_cprfl + sname.sn_account = sprfls.sc_code + sprfls.sc_account
sreasn	LEFT JOIN sreasn on stran.st_rcode = sreasn.so_code
ssale	LEFT JOIN ssale ON cname.cn_anal=ssale.ss_acode
ssale	LEFT JOIN ssale ON cname.cn_anal=ssale.ss_acode
ssale	LEFT JOIN ssale ON cname.cn_anal=ssale.ss_acode
ssale	LEFT JOIN ssale ON cname.cn_anal=ssale.ss_acode
ssale	LEFT JOIN ssale ON cname.cn_anal=ssale.ss_acode
ssale	LEFT JOIN ssale ON cname.cn_anal=ssale.ss_acode
ssale	LEFT JOIN ssale ON cname.cn_anal=ssale.ss_acode
ssale	LEFT JOIN ssale ON cname.cn_anal=ssale.ss_acode
ssale	LEFT JOIN ssale ON cname.cn_anal=ssale.ss_acode
ssale	LEFT JOIN ssale ON ialloc.it_anal=ssale.ss_acode
ssale	LEFT JOIN ssale ON itran.it_anal=ssale.ss_acode
ssale	LEFT JOIN ssale ON jwipr.jw_scode=ssale.ss_acode
ssale	LEFT JOIN ssale ON cname.cn_anal=ssale.ss_acode
ssale	LEFT JOIN ssale ON jccode.ja_scode=ssale.ss_acode
ssale	LEFT JOIN ssale ON jbline.jb_scode=ssale.ss_acode
ssale	LEFT JOIN ssale ON jccode.ja_scode=ssale.ss_acode
ssale	LEFT JOIN ssale ON cname.cn_anal=ssale.ss_acode
ssale	LEFT JOIN ssale ON litran.lt_anal=ssale.ss_acode
ssale	LEFT JOIN ssale ON hsanal.sa_ancode=ssale.ss_acode
ssale	LEFT JOIN ssale ON sanal.sa_ancode=ssale.ss_acode
ssale	LEFT JOIN SSALE ON DMSERVITEM.SANALYSIS= SSALE.SS_ACODE
ssale	left join ssale on dmservitem.sanalysis= ssale.ss_acode
sterms	LEFT JOIN sterms ON sname.sn_tprfl + IIF(EMPTY(sname.sn_tprfl),sname.sn_account,SPACE(8))=sterms.sr_code+sterms.sr_account
sterms	LEFT JOIN sterms ON sname.sn_tprfl + IIF(EMPTY(sname.sn_tprfl),sname.sn_account,SPACE(8))=sterms.sr_code+sterms.sr_account
sterms	LEFT JOIN sterms ON sname.sn_tprfl + IIF(EMPTY(sname.sn_tprfl),sname.sn_account,SPACE(8))=sterms.sr_code+sterms.sr_account
sterms	LEFT JOIN sterms ON sname.sn_tprfl + IIF(EMPTY(sname.sn_tprfl),sname.sn_account,SPACE(8))=sterms.sr_code+sterms.sr_account
sterms	LEFT JOIN sterms ON sname.sn_tprfl + IIF(EMPTY(sname.sn_tprfl),sname.sn_account,SPACE(8))=sterms.sr_code+sterms.sr_account
sterms	LEFT JOIN sterms ON sname.sn_tprfl + IIF(EMPTY(sname.sn_tprfl),sname.sn_account,SPACE(8))=sterms.sr_code+sterms.sr_account
sterms	LEFT JOIN sterms ON sname.sn_tprfl + IIF(EMPTY(sname.sn_tprfl),sname.sn_account,SPACE(8))=sterms.sr_code+sterms.sr_account
sterms	LEFT JOIN sterms ON sname.sn_tprfl + IIF(EMPTY(sname.sn_tprfl),sname.sn_account,SPACE(8))=sterms.sr_code+sterms.sr_account

sterms	LEFT JOIN sterms ON sname.sn_tprfl + IIF(EMPTY(sname.sn_tprfl),sname.sn_account,SPACE(8))=sterms.sr_code+sterms.sr_account
sterms	LEFT JOIN sterms ON sname.sn_tprfl + IIF(EMPTY(sname.sn_tprfl),sname.sn_account,SPACE(8))=sterms.sr_code+sterms.sr_account
sterms	LEFT JOIN sterms ON sname.sn_tprfl + IIF(EMPTY(sname.sn_tprfl),sname.sn_account,SPACE(8))=sterms.sr_code+sterms.sr_account
sterms	LEFT JOIN sterms ON sname.sn_tprfl + IIF(EMPTY(sname.sn_tprfl),sname.sn_account,SPACE(8))=sterms.sr_code+sterms.sr_account
sterms	LEFT JOIN sterms ON sname.sn_tprfl + IIF(EMPTY(sname.sn_tprfl),sname.sn_account,SPACE(8))=sterms.sr_code+sterms.sr_account
sterms	LEFT JOIN sterms ON sname.sn_tprfl + IIF(EMPTY(sname.sn_tprfl),sname.sn_account,SPACE(8))=sterms.sr_code+sterms.sr_account
sterms	LEFT JOIN sterms ON sname.sn_tprfl + sname.sn_account = sterms.sr_code + sterms.sr_account
sterms	left join sterms on sname.sn_tprfl + sname.sn_account = sterms.sr_code + sterms.sr_account

Codes of interest

Breakdown of Codes	
Transaction Types	
Type	***Description***
A	Adjustment
B	Balance B/Fwd
C	C/Note
D	Discount
F	Refund
I	Invoice
R	Receipt
Paid Indicator	
Status	***Description***
!	Outstanding
A	Allocated
B	Balance
P	Paid

Database Structures

Pegasus Opera 3 Enterprise VFP Database Structures – Sales Tables

Table : **HSANAL** Table Description : **History**

Field Name	Description	Type	Length	DPs	Further information
SA_ACCOUNT	Account	C	8	0	
SA_DACCNT	Delivery Account	C	8	0	
SA_TRDATE	Date	D	8	0	
SA_TRREF	Reference	C	20	0	
SA_TRTYPE	Type	C	1	0	
SA_ANCODE	Analysis Code	C	8	0	
SA_REGION	Region	C	3	0	
SA_TERR	Territory	C	3	0	
SA_CUSTYPE	Customer Type	C	3	0	
SA_CUSANAL	Customer Anal Code	C	4	0	
SA_TRVALUE	Value	N	12	2	
SA_QTY	Quantity	N	9	2	
SA_COST	Cost Price	N	12	2	
SA_PRODUCT	Product Code	C	16	0	Product code of line item. Only available ifinvoicing module in use.
SA_ADVANCE	Advanced	C	1	0	
SA_DESC	Description	C	40	0	Item Description
SA_EXTEN	Extended Description	M	10	0	Line Extended Description
SA_JCSTDOC	Job	C	10	0	
SA_JPHASE	Phase	C	3	0	
SA_JCCODE	Cost Code	C	16	0	
SA_JLINE	Job Line	C	10	0	
ID	Unique ID	N	10	0	
			Default Value :		NEWID(ALIAS())
SA_PROJECT	Nominal Project	C	8	0	
SA_JOB	Nominal Department	C	8	0	
SA_SERV	Reverse Chrg Sevices VAT code	L	1	0	Reverse Charge Sevices VAT code
SA_DISCOST	Discarded Costs	N	12	2	Discarded Costs

Table : **HSLTRN** Table Description : **Salary History**

Field Name	Description	Type	Length	DPs	Further information
HL_REF	Employee Reference	C	8	0	Employee Reference
HL_GROUP	Group Code	C	1	0	Group Code
HL_FDATE	Date Effective	D	8	0	Date Effective
HL_OLDSAL	Old Salary	N	10	2	Old Salary
HL_SALARY	Salary	N	10	2	Salary
HL_REASON	Reason Code Text	C	30	0	Reason Text
HL_MEMO	Memo	M	10	0	Extended Description
HL_REVIEW	Next Review Date	D	8	0	
ID	Unique ID	N	10	0	
			Default Value :		NEWID(ALIAS())
SQ_CRDATE	Creation Date	D	8	0	Creation Date
SQ_CRTIME	Creation Time	C	8	0	Creation Time
SQ_CRUSER	Creation User	C	8	0	Creation User
SQ_AMDATE	Amendment Date	D	8	0	Amendment Date
SQ_AMTIME	Amendment Time	C	8	0	Amendment Time
SQ_AMUSER	Amendment User	C	8	0	Amendment User
PWXID	PWX Unique ID	C	32	0	PWX Unique ID
			Default Value :		GetPWXGuid()

Table : **HSREAS** Table Description : **Absence Reasons**

Field Name	Description	Type	Length	DPs	Further information
HS_CODE	Reason Code	C	4	0	Reason Code
HS_DESC	Description	C	25	0	Sickness Reason Description
HS_MEMO	Reason Memo	M	10	0	Reason Memo
ID	Unique ID	N	10	0	
			Default Value :		NEWID(ALIAS())
SQ_CRDATE	Creation Date	D	8	0	Creation Date
SQ_CRTIME	Creation Time	C	8	0	Creation Time
SQ_CRUSER	Creation User	C	8	0	Creation User
SQ_AMDATE	Amendment Date	D	8	0	Amendment Date
SQ_AMTIME	Amendment Time	C	8	0	Amendment Time
SQ_AMUSER	Amendment User	C	8	0	Amendment User

Table : **SALLOC** Table Description : **Allocations**

Field Name	Description	Type	Length	DPs	Further information
AL_ACCOUNT	Account	C	8	0	
AL_DATE	Date	D	8	0	
AL_REF1	Reference	C	20	0	
AL_REF2	Second Reference	C	20	0	
AL_TYPE	Type	C	1	0	
AL_VAL	Value	N	12	2	
AL_PAYIND	Paid Indicator	C	1	0	
AL_PAYFLAG	Paid Flag	N	3	0	
AL_PAYDAY	Paid Date	D	8	0	
AL_FCURR	F.Currency	C	3	0	Foreign Currency code (if present).
AL_FVAL	Foreign Value	N	12	0	Foreign Currency value.
AL_FDEC	F.Decimal Plc	N	1	0	Foreign Currency decimal places.
AL_ADVIND	Advanced Indicator	L	1	0	
AL_ACNT	Bank Account	C	8	0	Nominal A/C of the Bank Account
AL_CNTR	Cost Centre	C	4	0	Cost Centre of the Bank Account
AL_PREPRD	Previous Period Indicator	L	1	0	Previous Period Indicator
AL_UNIQUE	Unique Field	N	10	0	

Table : **SANAL** Table Description : **Analysis**

Field Name	Description	Type	Length	DPs	Further information
SA_ACCOUNT	Account	C	8	0	Sales Account No. (Ledger A/c)
SA_DACCNT	Delivery Account	C	8	0	Delivery A/c No.
SA_TRDATE	Transaction Date	D	8	0	Transaction date
SA_CRDATE	Creation Date	D	8	0	Date transaction was posted
SA_TAXDATE	Tax Point	D	8	0	Transaction tax point
SA_TRREF	Reference	C	20	0	Transaction Ref.
SA_TRTYPE	Type	C	1	0	Transaction type (I)nvoice or (C)redit
SA_REGION	Region	C	3	0	Customer (delivery) region code
SA_TERR	Territory	C	3	0	Customer (delivery) territory code
SA_CUSTYPE	Cust.Type	C	3	0	Customer (delivery) customer type code
SA_CUSANAL	Cust.Analysis	C	4	0	Spare analysis field from customer
SA_REGCTRY	VAT Reg Country Pref	C	2	0	VAT Reg Country prefix
SA_REGVAT	VAT Reg	C	15	0	Vat Reg of Customer
SA_ADVANCE	Advanced	C	1	0	Advanced transaction indicator (Y,N)
SA_INTERBR	Inter Branch ?	L	1	0	Inter Branch transaction T or F
SA_COUNTRY	Destination Country	C	2	0	Destination country code
SA_NRTHIRE	Northern Ireland Ind	L	1	0	.T. = Destination country (GB) is actuallyNorthern Ireland.F. = Destination country (GB) is NOT NorthernIreland
SA_FCURR	F.Currency	C	3	0	Currency Code
SA_FCDEC	F.Decimals	N	1	0	Foreign currency decimal places
SA_SETDISC	Max Settlement Disc	N	10	2	Maximum settlement discount
SA_ANCODE	Analysis Code	C	8	0	Analysis (Sales) Code
SA_PRODUCT	Product Code	C	16	0	Product code of line item. Only available ifinvoicing module in use.
SA_TRVALUE	Value	N	12	2	Transaction (line) value

SA_FCVAL	Foreign Value	N	11	0	Foreign Currency value
SA_VATVAL	VAT Value	N	12	2	Line VAT value
SA_COST	Cost Value	N	12	2	Cost value
SA_FCCOST	Foreign Cost	N	11	0	Cost in Foreign currency
SA_VATCTRY	VAT Country Type	C	1	0	Country Type (VAT) (H,R,U)
SA_VATTYPE	VAT Code Type	C	1	0	VAT Code type (S,P,U,N)
SA_ANVAT	VAT Code	C	1	0	VAT code (0-9,A-Z)
SA_VATRATE	VAT Rate	N	5	2	VAT rate % 2.2
SA_BOX6	Outputs	L	1	0	Include in Box 6 VAT100 - all sales
SA_BOX8	EC supplies value	L	1	0	Include in Box 8 VAT100 - EC supplies
SA_BOX1	Output tax	L	1	0	Include in Box 1 VAT100 - VAT on sales
SA_ESLSUPP	ESL Include	L	1	0	Include in ESL
SA_ESLPROC	Process Item ESL	L	1	0	Process item for ESL
SA_SSDPRE	Pre Process SD	L	1	0	Pre Process item for SD
SA_SSDPOST	Post Process SD	L	1	0	Post Process item for SD
SA_SSDSUPP	SD Include	L	1	0	Include in SD
SA_COMMOD	Commodity Code	C	11	0	Commodity code (+spare 3 chars)
SA_QTY	Quantity	N	9	2	Invoiced quantity
SA_NETMASS	Net Mass in Kgs.	N	12	3	Nett mass of line
SA_SUPPQTY	Supp. Units	N	12	3	Supplementary units (second qty)
SA_DELTERM	Delivery Terms	C	3	0	Delivery terms
SA_TRANSAC	Nature of Transact.	C	2	0	Nature of transaction
SA_TRANSPT	Mode of Transport	C	1	0	Mode of transport
SA_SSDVAL	SD value	N	12	2	Value for the SD (with delivery chargesapportioned)
SA_SSDFVAL	Foreign SD value	N	11	0	Foreign Value for the SD (with delivery chargesapportioned)
SA_SENTVAT	Transferred to VAT	L	1	0	Transferred to VAT control file T or F
SA_DESC	Description	C	40	0	Item Description
SA_EXTEN	Extended Description	M	10	0	Extended Description
SA_JCSTDOC	Job	C	10	0	
SA_JPHASE	Phase	C	3	0	
SA_JCCODE	Cost Code	C	16	0	
SA_JLINE	Job Line	C	10	0	
SA_ESLTRIG	Triang Item ESL	L	1	0	Triangulation ESL Item
ID	Unique ID	N	10	0	
			Default Value :		NEWID(ALIAS())
SA_PROJECT	Nominal Project	C	8	0	
SA_JOB	Nominal Department	C	8	0	
SA_SERV	Reverse Chrg Services VAT code	L	1	0	Reverse Charge Services VAT code
SA_DISCOST	Discarded Costs	N	12	2	Discarded Costs

Table : **SCONTATTR** Table Description : **Customer Attributes**

Field Name	Description	Type	Length	DPs	Further information
CA_CODE	Code	C	4	0	Sales Contact Code
CA_DESC	Description	C	25	0	Sales Contact Description

Table : **SDEALLOCH** Table Description : **Rectfd Allocations**

Field Name	Description	Type	Length	DPs	Further information
SF_ACCOUNT	Account	C	8	0	Customer account
SF_PAYFLAG	Allocation Payflag	N	3	0	Allocation group ID
SF_SNBAL1	Customer Balance (Before)	N	13	2	Value before deallocation
SF_SNBAL2	Customer Balance (After)	N	13	2	Value after deallocation
SF_ALDATE	Allocation Date	D	8	0	Date on which allocation was undone
SF_REMOVE	Remove Transactions	L	1	0	Transactions to be removed
SF_COMMENT	Comment	C	40	0	Deallocation comment
SQ_CRDATE	Creation Date	D	8	0	System
SQ_CRTIME	Creation Time	C	8	0	System time
SQ_CRUSER	Creation User	C	8	0	Created by user
ID	ID	N	10	0	Deallocation unique ID
			Default Value :		NEWID(ALIAS())

Table : **SDEALLOCT** Table Description : **Rectfd Alloc. Trans.**

Field Name	Description	Type	Length	DPs	Further information
SG_SOURCE	Record Source	N	1	0	Value determined form source table: 1 = salloc 2 = stran 3 = aentry 4 = atran
SG_TRDATE	Transaction Date	D	8	0	Transaction date
SG_REF1	Reference 1	C	20	0	Reference 1 (Customer ref)
SG_REF2	Reference 2	C	20	0	Reference 2 (Transaction ref)
SG_TRTYPE	Transaction Type	C	1	0	Transaction Type A = Adjustment B = Brought Forward C = Credit Note D = Discount F = Refund I = Invoice R = Receipt
SG_CBTYPE	Cashbook Type	C	2	0	Cashbook type
SG_AEACNT	Cashbook Account	C	8	0	Bank account
SG_AECNTR	Cashbook Cost Centre	C	4	0	Cost centre
SG_AEVAL1	Cashbook Value (Before)	N	12	0	Value before deallocation
SG_AEVAL2	Cashbook Value (After)	N	12	0	Value after deallocation
SG_AEID	Cashbook Unique ID	N	10	0	Cashbook transaction unique ID
SG_NACNT	Nominal Account	C	8	0	Nominal account
SG_NCNTR	Nominal Cost Centre	C	4	0	Nominal cost centre
SG_TRVALUE	Transaction Value	N	13	2	Transaction value
SG_VATVAL	VAT Value	N	13	2	VAT value
SG_TRBAL1	Transaction Balance (Before)	N	13	2	Transaction balance before deallocation
SG_TRBAL2	Transaction Balance (After)	N	13	2	Transaction balance after deallocation
SG_FCURR	Foreign Currency	C	3	0	Foreign currency description
SG_FCRATE	Foreign Currency Rate	N	11	6	Foreign currency exchange rate
SG_FCDEC	Foreign Currency Dec. Places	N	1	0	Foreign currency decimal places
SG_FCVAL	Foreign Currency Value	N	12	0	Foreign currency value
SG_FCBAL1	Foreign Currency Bal (Before)	N	12	0	Foreign currency balance before deallocation
SG_FCBAL2	Foreign Currency Bal (After)	N	12	0	Foreign currency balance after deallocation
SG_FCMULT	Foreign Currency Multiplies	L	1	0	Foreign currency multiplies
SG_ADVANCE	Advance Indicator	C	1	0	Advance posting indicator
SG_NKACNT	Bank Account	C	8	0	Bank account
SG_NKCNTR	Cost Centre	C	4	0	Nominal cost centre
SG_NKBAL1	Nominal Value (Before)	N	13	0	Value before allocation
SG_NKBAL2	Nominal Value (After)	N	13	0	Value after deallocation
SG_ENTRY	Cashbook Entry	C	10	0	Cashbook entry ID
SG_REMOVED	Transaction Removed	L	1	0	Transaction removed
SG_POSTID	Posting Unique ID	C	10	0	Posting identifier
SG_TRID	Transaction Line ID	N	10	0	Transaction line ID
SG_SFID	Header Table ID	N	10	0	Link to SDEALLOCH
ID	Deallocation Line ID	N	10	0	Deallocation line ID
			Default Value :		NEWID(ALIAS())
SG_XRATADJ	Exchange Rate Adjustment	L	1	0	Exchange Rate Adjustment

Table : **SECAUD** Table Description : **Customer Audit File**

Field Name	Description	Type	Length	DPs	Further information
SE_UNIQUE	Unique Reference	N	8	0	
SE_REPONLY	Report-Only Entry	L	1	0	
SE_ACCOUNT	Account	C	8	0	
SE_RECTYPE	Record Type	N	1	0	1=Sales Header2=Sales Transaction3=Sales Order/Invoice etc
SE_OLDCURR	Old Currency Code	C	3	0	
SE_MEMO	Additional Text	M	10	0	
SE_TRDATE	Transaction Date	D	8	0	
SE_TRREF	Transaction Ref.	C	10	0	
SE_TRTYPE	Transaction Type	C	1	0	

SE_TRVALUE	Home Currency Value.	N	12	2
SE_FCVAL	Foreign Value	N	12	0
SE_FCDEC	Foreign Decimals	N	1	0
SE_EURVAL	Euro Value	N	12	2
SE_RATE	Exchange Rate	N	11	6
SE_CONDATE	Conversion Date	D	8	0
SE_CONBY	Converted By	C	8	0
SE_TRBAL	Home Value Balance	N	12	2
SE_FCBAL	Foreign Value Bal	N	12	6

Table : **SHIST** Table Description : **Debtors History**

Field Name	Description	Type	Length	DPs	Further information
SI_ACCOUNT	Account	C	8	0	
SI_AGE	Age	N	3	0	
SI_PEDATE	Period End Date	D	8	0	
SI_PERDAYS	Days In Period	N	3	0	
SI_TURN	Turnover	N	14	2	
SI_VAT	VAT Amount	N	14	2	
SI_CASH	Cash Amount	N	14	2	
SI_ADJAMT	Adjustment Amount	N	14	2	
SI_OUTBAL	Outstanding Balance	N	14	2	
SI_ORDBAL	Order Balance	N	14	2	
SI_AVGDAYS	Average Debtors Days	N	10	1	
SI_CURRENT	Current Outstanding Amount	N	14	2	
SI_PERIOD1	Amount Aged Into Period 1	N	14	2	
SI_PERIOD2	Amount Aged Into Period 2	N	14	2	
SI_PERIOD3	Amount Aged Into Period 3	N	14	2	
SI_PERIOD4	Amount Aged Into Period 4	N	14	2	
SI_PERIOD5	Amount Aged Into Period 5+	N	14	2	
ID	Unique ID	N	10	0	
			Default Value :		NEWID(ALIAS())

Table : **SLADLETT** Table Description : **Corresp. Content**

Field Name	Description	Type	Length	DPs	Further information
SB_ACCOUNT	Account	C	8	0	Customer account code
SB_LEVEL	Corresp. level	N	1	0	Debt correspondence level
SB_TYPE	Corresp. type	C	1	0	Letter type "C" = Debt correspondence "E" = E-mail Cover letter "B" = Both
SB_LETTER	Corresp. content	M	4	0	Content of the debt correspondence in HTML
SB_EMLCOV	E-Mail cover content	M	4	0	Content of the e-mail cover letter in HTML
SB_LASTUSED	Date last used	D	8	0	Date on which this level of correspondence was last produced
SQ_CRDATE	Creation date	D	8	0	Creation date
SQ_CRTIME	Creation time	C	8	0	Creation time
SQ_CRUSER	Creation user	C	8	0	Creation user
SQ_AMDATE	Update date	D	8	0	Update date
SQ_AMTIME	Update time	C	8	0	Update time
SQ_AMUSER	Update user	C	8	0	Update user
ID	Unique ID	N	10	0	Unique ID
			Default Value :		NEWID(ALIAS())
SB_EMLSUB	E-Mail cover subject	C	30	0	E-Mail cover subject

Table : **SLADLOPTS** Table Description : **Debt Mgmt. Options**

Field Name	Description	Type	Length	DPs	Further information
SO_USEADL	Use Debt Management	L	1	0	Indicator to determine whether Debt Management is in use.
			Default Value :		.F.
SO_LEVELS	Number of levels	N	1	0	Number of debt correspondence levels (1-9)
			Default Value :		0

SO_FREQUENCY	Corresp. frequency	C	1	0	The frequency at which debt correspondence is printed. "P" = by Period "D" = by (defined) Days
			Default Value :		"P"
SO_RESETLEV	Reset level indctr	L	1	0	Indicator to determine whether to ask to "reset debtor level" when posting a Receipt.
			Default Value :		.F.
SO_ADLACTIVE	Debt Managmnt active	L	1	0	Indicator to determine whether Debt Management is active (i.e. at least one piece of debt correspondence has been produced). True = debt correspondence active False = debt correspondence not yet active
			Default Value :		.F.
SO_EMCOVL	Use E-mail cover 1 only	L	1	0	Indicator to determine whether e-mail cover 1 is used for all levels of debt correspondence True = use email cover 1 only False = use email cover associated with debt correspondence level
			Default Value :		.T.
SO_DLDAYS1	Corr. days level 1	N	3	0	
			Default Value :		0
SO_DLDAYS2	Corr. days level 2	N	3	0	
			Default Value :		0
SO_DLDAYS3	Corr. days level 3	N	3	0	
			Default Value :		0
SO_DLDAYS4	Corr. days level 4	N	3	0	
			Default Value :		0
SO_DLDAYS5	Corr. days level 5	N	3	0	
			Default Value :		0
SO_DLDAYS6	Corr. days level 6	N	3	0	
			Default Value :		0
SO_DLDAYS7	Corr. days level 7	N	3	0	
			Default Value :		0
SO_DLDAYS8	Corr. days level 8	N	3	0	
			Default Value :		0
SO_DLDAYS9	Corr. days level 9	N	3	0	
			Default Value :		0
SO_ADLDIRTY	RFU	L	1	0	Reserved for Future Use
			Default Value :		.F.
SO_MINDEBT	Minimum Debt	N	3	0	Minimum outstanding debt for which debt correspondence will be printed
			Default Value :		0
SO_GENRLEV	Generation level indicator	L	1	0	Generation level indicator
			Default Value :		.T.

Table : **SLCMACTS** Table Description : **CM Diary Actions**

Field Name	Description	Type	Length	DPs	Further information
SM_USER	Assignee	C	8	0	User to whom the action is assigned
SM_EMAIL	E-mail Address	C	60	0	Assigned user's e-mail address
SM_ACTION	Action	C	3	0	Action Type
SM_OUTCOME	Outcome	C	3	0	Outcome type
SM_CUSTOMR	Customer	C	8	0	Customer account code
SM_DOCID	Doc. ID	C	10	0	Link to st_unique field in stran
SM_CONTCID	Cont. ID	N	10	0	Link to ID field in zcontacts
SM_PROMAMT	Prom. Amt.	N	13	2	Promised amount
SM_PROMCUR	Currency Code	C	3	0	Promised amount currency code
SM_PROMDEC	Decimal Places	N	1	0	Promised amount decimal places
SM_PROMFVL	Foreign Value	N	12	0	Promised amount foreign value
SM_PROMDTE	Prom. Date	D	8	0	Promised date
SM_FUDATE	Follow Up Date	D	8	0	date for follow up action
SM_NOTES	Action Notes	M	4	0	Action notes
SM_ALARM	Alarm Indicator	L	1	0	Alarm on/off flag
SM_COMPLT	Completed Status	L	1	0	Completed Status

SQ_CRDATE	Created On	D	8	0	System Date
SQ_CRTIME	Created At	C	8	0	System time
SQ_CRUSER	Created By	C	8	0	Created by user
ID	ID	N	10	0	Unique ID
			Default Value :		NEWID(ALIAS())
SM_STTIME	Started	C	8	0	Start Time
SM_ENDTIME	Ended	C	8	0	End Time
SM_ACTDATE	Act. Date	D	8	0	Action Date
SM_DOCNO	Document Number	C	20	0	Document No.
SM_ALLDAY	All Day	L	1	0	Action All Day Indicator
SM_NOTIFID	Not. ID	C	10	0	ID of the associated task in Notification Services
SM_FOLLID	Follow-up Not. ID	C	10	0	ID of the associated follow-up message in Notification Services
SM_FUTIME	Follow-up time	C	8	0	Time of diary action follow-up
SM_FUUNIT	Units of expiry time	C	1	0	Units by which expiry time is defined M = Minutes H = Hours D = Days
SM_FUEXPY	Expiry time	n	3	0	Expiry time in units as defined by SM_FUUNIT (e.g. 2 Days)

Table : **SLOOK** Table Description : **Lookups**

Field Name	Description	Type	Length	DPs	Further information
LK_TYPE	Type	C	1	0	Lookup record type. G=Region, T=Territory,Y=Business Type, D=Despatch Method, R=DeliveryRoute.
				Format :	!
LK_CODE	Code	C	3	0	Lookup record code (key).
				Rule :	"Code cannot be left blank"
				Rule Expression :	.NOT.EMPTY(lk_code)
				Format :	!
LK_DESC	Description	C	20	0	Lookup record description.
				Rule :	"Description cannot be left blank"
				Rule Expression :	.NOT.EMPTY(lk_desc)
LK_RESV	Reserved code indicator	L	1	0	
				Default Value :	.F.

Table : **SNAME** Table Description : **Accounts (SL)**

Field Name	Description	Type	Length	DPs	Further information
SN_ACCOUNT	Account	C	8	0	
				Rule :	"Account cannot be blank"
				Rule Expression :	.NOT.EMPTY(sn_account)
SN_NAME	Name	C	30	0	
				Rule :	"Account Name Cannot be blank"
				Rule Expression :	.NOT.EMPTY(sn_name)
SN_ADDR1	Address Line 1	C	30	0	
SN_ADDR2	Address Line 2	C	30	0	
SN_ADDR3	Address Line 3	C	30	0	
SN_ADDR4	Address Line 4	C	30	0	
SN_PSTCODE	Post Code	C	8	0	
SN_TELENO	Telephone Number	C	20	0	
SN_FAXNO	Fax Number	C	20	0	
SN_CONTACT	Acct.Contact	C	20	0	
SN_CONTAC2	Ordr.Contact	C	20	0	
SN_REGION	Region	C	3	0	
SN_TERRTRY	Territory	C	3	0	
SN_CUSTYPE	Cust.Type	C	3	0	
SN_ANALSYS	Cust.Analysis	C	4	0	
SN_TRNOVER	Turnover	N	13	2	
SN_LASTINV	Last Invoiced	D	8	0	
SN_LASTREC	Last Received	D	8	0	
SN_CURRBAL	Current Balance	N	13	2	
SN_CRLIM	Credit Limit	N	8	0	

SN_ORDRBAL	Order Balance	N	13	2	
SN_STMNTAC	Stat. Account	C	8	0	
SN_INVCEAC	Inv. Account	C	8	0	
SN_PRIORTY	Priority	N	1	0	Order Priority, 0 to 9. Zero is highest priorityand forces allocation of stock immeditely on orderacceptance.
SN_STOP	Stop	L	1	0	Account on STOP ?, .T. or .F.
SN_ACKNOW	Acknowledgement	L	1	0	Print Order Acknowledgement ?, .T. or .F.
SN_NEXTPAY	Next Payment	N	3	0	
SN_DELINST	Delivery Instructs.	M	10	0	
SN_MEMO	Memo	M	10	0	
SN_DWAR	D.Warehouse	C	4	0	
SN_DESP	Desp.Method	C	3	0	Customer's default despatch method. Mandatoryentry unless despatch file is empty.
SN_ROUTE	Route	C	3	0	Customer's default delivery route code. Mandatoryentry unless route file is empty.
SN_TPRFL	Terms Profile Code	C	8	0	Key linking customer to terms profile file
SN_CPRFL	Cust. Profile Code	C	8	0	Key linking customer to Customer profile file
SN_CTRY	Country Code	C	2	0	Customer country code
SN_NRTHIRE	Northern Ireland Ind	L	1	0	.T. = Destination country (GB) is actuallyNorthern Ireland.F. = Destination country (GB) is NOT NorthernIreland
SN_VRN	VAT Reg Number	C	15	0	Customer VAT Registration Number
SN_DELT	Delivery Terms	C	3	0	Key to terms of delivery file
SN_NTRN	Nature of Transact.	C	2	0	Key to nature of transaction file
SN_MTRN	Mode of Transport	C	1	0	Key to mode of transport file
SN_DL_FLAG	Debtors Letter Flag	N	1	0	Debtors letter flag - set to the last letterprinted ie, 1, 2 or 3.Re-set to 0 when cash is posted.
SN_DL_DATE	Debtors Letter Date	D	8	0	Debtors letter date, ie date last letter printedRe-set to 0 when cash is posted.
SN_BRANCH	Inter-Branch Ind.	L	1	0	Inter-branch indicator
SN_MODEL	Model Indicator	L	1	0	.T. = This account is a model template.F. = It is not
SN_LUPDATE	Last Update Date	D	8	0	Date that this account was last updated
SN_SANA	Sending ANA Ref.	C	15	0	The reference used by EDI module to transmit anyEDI documents to specified customer.
SN_RANA	Receipt ANA Ref.	C	15	0	Used by EDI module to relate EDI message referenceto specified customer.
SN_VENDOR	Vendors Reference	C	17	0	Reference used by this customer when communicatingwith the End-User (ie. Customers Purchase Ledgera/c code)
SN_CUSTLOC	Customer Location Cd	C	17	0	Code used by Customer as their internal referencefor this delivery/invoice address.
SN_BANA	Location ANA Ref.	C	13	0	Customers unique ANA reference for thisdelivery/invoice address.
SN_KEY1	Key 1 Field	C	5	0	Record search key - do not alter.
SN_KEY2	Key 2 Field	C	5	0	Record search key - do not alter.
SN_KEY3	Key 3 Field	C	5	0	Record search key - do not alter.
SN_KEY4	Key 4 Field	C	5	0	Record search key - do not alter.
SN_BANKAC	Bank Account No.	C	9	0	Bank Account Number for this customer.Used for automatic reconciliations.
SN_BANKSOR	Bank Sort Code	C	8	0	Bank Account Sort Code for this customer.Used for automatic reconciliations.
SN_EMAIL	Customers E-Mail	C	60	0	customers address for web browser in windowsversion only
SN_WWWPAGE	Customers web page	C	40	0	customers home page address for web browser inwindows version only
SN_FCREATE	Creation Date	D	8	0	Creation Date of Customer
SN_EPASSWD	Gateway password	C	15	0	
SN_ESTORE	Gateway flag	C	1	0	blank = not active never used Y = active N = has been active but no longer is
SN_LUPTIME	Transaction Time	C	8	0	Time a transaction was posted, for e-store
SN_TRNDATE	Transaction Date	D	8	0	Date a transaction was posted, for e-store

SN_ORDMAIL	Sales order E-Mail	C	60	0	Email address to be used for customer statements and order acknowledgments
SN_EMAILST	E-Mail statements	L	1	0	Flag to indicate whether to email statements
SN_EMAILOA	E-Mail order acknowledgments	L	1	0	Flag to indicate whether to email order acknowledgments
SN_PROJECT	Nominal Project	C	8	0	
SN_JOB	Nominal Department	C	8	0	
SN_ATPYCD	Bank Ref	C	6	0	
SN_DORMANT	Dormant	L	1	0	Dormant ? .T. or .F.
SN_DOCMAIL	Email Documents	I	4	0	1 = Email Quotes 2 = Email ProForma 4 = Email Delivery Notes 8 = Email Invoices
SN_CMGROUP	CM Group	C	3	0	Credit management group
SN_CLDATE	Cr.Lim. Rev.	D	8	0	Date on which Credit Limit was last changed
SN_CRDCRNO	Comp. Reg. No.	C	10	0	Company Registration Number (CRN)
SN_CRDRATE	Rating	N	10	0	Company credit rating (e.g. 720)
SN_CRDSCOR	Score	C	10	0	Company credit score (e.g. A++)
SN_CRDCHCK	Cr. Checked	D	10	0	Date on which credit rating/score was last checked
SN_CRDNOTES	Cr. Rating Notes	C	100	0	Notes relating to credit rating/score
SN_BIC	BIC	C	11	0	BIC
SN_IBAN	IBAN	C	34	0	IBAN
SN_SEPAYEE	SEPA Payee Name	C	70	0	SEPA Payee Name
SN_DLTMAIL	E-mail Correspondence	L	1	0	Indicator to determine whether debt correspondence will be e-mailed or printed. True = e-mailed False = printed
SN_DL_PUBID	Link to zpubhist table	N	10	0	Link to zpubhist table

Table : **SNOML** Table Description : **Nominal Transfer**

Field Name	Description	Type	Length	DPs	Further information
SX_NACNT	Account	C	8	0	
SX_NCNTR	Cost Centre	C	4	0	
SX_TYPE	Type	C	1	0	
SX_DATE	Date	D	8	0	
SX_VALUE	Value	N	12	2	
SX_TREF	Reference	C	50	0	
SX_COMMENT	Comment	C	50	0	
SX_DONE	Transferred	C	1	0	
SX_FCURR	Currency	C	3	0	Currency Code of Nominal Account
SX_FVALUE	Foreign Value	N	12	0	
SX_FCRATE	Exchange Rate	N	11	6	Exchange Rate at time of Posting
SX_FCMULT	FC.Multiply	L	1	0	
SX_FCDEC	FC.Decimal Places	N	1	0	
SX_SRCCO	Source Company	C	1	0	Source Company That This Analysis Line Has BeenPosted From
SX_CDESC	Item Description	C	40	0	
ID	Unique ID	N	10	0	
			Default Value :		NEWID(ALIAS())
SX_PROJECT	Nominal Project	C	8	0	
SX_JOB	Nominal Department	C	8	0	
SX_UNIQUE	Unique ID	C	10	0	Unique Identifier for Transaction.
SX_JRNL	Journal Number	N	8	0	Journal Number
SX_NLPDATE	NL Posting Date	D	8	0	Nominal posting date

Table : **SPARM** Table Description : **Options**

Field Name	Description	Type	Length	DPs	Further information
SP_DEBT1	Debtors Letter 1	M	10	0	Debtors letter 1 text.
SP_DEBT2	Debtors Letter 2	M	10	0	Debtors letter 2 text.
SP_DEBT3	Debtors Letter 3	M	10	0	Debtors letter 3 text.
SP_SET1PCT	Sett. Disc. Perc 1	N	5	2	Default settlement discount percentage 1.
SP_SET1DAY	Sett. Disc. Days 1	N	2	0	Default settlement discount 1, qualifying days.
SP_SET2PCT	Sett. Disc. Perc 2	N	5	2	Default settlement discount percentage 2.

SP_SET2DAY	Sett. Disc. Perc 2	N	2	0	Default settlement discount 2, qualifying days.
SP_DISCNOM	Discount Nomianl A/C	C	13	0	Discount given nominal code.
SP_BANKNOM	Bank Nominal A/C	C	13	0	Default bank nominal code.
SP_PERIOD	Period	C	7	0	Accounting period. May be calendar monthly,7,14,28 or 30 days.
SP_ADVANCE	Advanced	C	1	0	Allow advanced postings, Y or N. This will forceadvance postings for invoices produced when thisis set. Reset at period end.
SP_ZERO	Zero Balances	C	1	0	Remove zero balance accounts at period end ?, Y orN.
SP_RETAIN	Retain Periods	N	2	0	The number of periods for which a transaction willbe retained, regardless of whether it is paid orallocated.
SP_LETTER	Letter Minimum Value	N	3	0	Minimum value of debt that will cause a debtletter to be produced.
SP_COST	Cost of Sale	C	1	0	Allow entry of 'cost of sale' to go through tosales analysis.
SP_ADJ01	Adjust. Desc. 1	C	10	0	Adjustment name 1.
SP_ADJ02	Adjust. Desc. 2	C	10	0	Adjustment name 2.
SP_ADJ03	Adjust. Desc. 3	C	10	0	Adjustment name 3.
SP_ADJ04	Adjust. Desc. 4	C	10	0	Adjustment name 4.
SP_ADJ05	Adjust. Desc. 5	C	10	0	Adjustment name 5.
SP_ADJ06	Adjust. Desc. 6	C	10	0	Adjustment name 6.
SP_ADJ07	Adjust. Desc. 7	C	10	0	Adjustment name 7.
SP_ADJ08	Adjust. Desc. 8	C	10	0	Adjustment name 8.
SP_ADJ09	Adjust. Desc. 9	C	10	0	Adjustment name 9.
SP_ADJ10	Adjust. Desc. 10	C	10	0	Adjustment name 10.
SP_ADJ11	Adjust. Desc. 11	C	10	0	Adjustment name 11.
SP_ADJ12	Adjust. Desc. 12	C	10	0	Adjustment name 12.
SP_ADJ01NM	Adjust. Nom. A/C 1	C	13	0	Adjustment 1 nominal code.
SP_ADJ02NM	Adjust. Nom. A/C 2	C	13	0	Adjustment 2 nominal code.
SP_ADJ03NM	Adjust. Nom. A/C 3	C	13	0	Adjustment 3 nominal code.
SP_ADJ04NM	Adjust. Nom. A/C 4	C	13	0	Adjustment 4 nominal code.
SP_ADJ05NM	Adjust. Nom. A/C 5	C	13	0	Adjustment 5 nominal code.
SP_ADJ06NM	Adjust. Nom. A/C 6	C	13	0	Adjustment 6 nominal code.
SP_ADJ07NM	Adjust. Nom. A/C 7	C	13	0	Adjustment 7 nominal code.
SP_ADJ08NM	Adjust. Nom. A/C 8	C	13	0	Adjustment 8 nominal code.
SP_ADJ09NM	Adjust. Nom. A/C 9	C	13	0	Adjustment 9 nominal code.
SP_ADJ10NM	Adjust. Nom. A/C 10	C	13	0	Adjustment 10 nominal code.
SP_ADJ11NM	Adjust. Nom. A/C 11	C	13	0	Adjustment 11 nominal code.
SP_ADJ12NM	Adjust. Nom. A/C 12	C	13	0	Adjustment 12 nominal code.
SP_REC01	Receipt Desc. 1	C	10	0	Receipt name 1.
SP_REC02	Receipt Desc. 2	C	10	0	Receipt name 2.
SP_REC03	Receipt Desc. 3	C	10	0	Receipt name 3.
SP_REC04	Receipt Desc. 4	C	10	0	Receipt name 4.
SP_REC05	Receipt Desc. 5	C	10	0	Receipt name 5.
SP_REC06	Receipt Desc. 6	C	10	0	Receipt name 6.
SP_REC07	Receipt Desc. 7	C	10	0	Receipt name 7.
SP_REC08	Receipt Desc. 8	C	10	0	Receipt name 8.
SP_REC09	Receipt Desc. 9	C	10	0	Receipt name 9.
SP_REC10	Receipt Desc. 10	C	10	0	Receipt name 10.
SP_REC11	Receipt Desc. 11	C	10	0	Receipt name 11.
SP_REC12	Receipt Desc. 12	C	10	0	Receipt name 12.
SP_NARR1	Narrative 1	C	76	0	Narrative line 1 to print on statement. Modifiableat print time.
SP_NARR2	Narrative 2	C	76	0	Narrative line 2 to print on statement. Modifiableat print time.
SP_NARR3	Narrative 3	C	76	0	Narrative line 3 to print on statement. Modifiableat print time.
SP_AN1TITL	Analysis Title 1	C	26	0	Analysis report 1 title.
SP_AN2TITL	Analysis Title 2	C	26	0	Analysis report 2 title.
SP_AN3TITL	Analysis Title 3	C	26	0	Analysis report 3 title.
SP_AN4TITL	Analysis Title 4	C	26	0	Analysis report 4 title.
SP_AN5TITL	Analysis Title 5	C	26	0	Analysis report 5 title.
SP_AN6TITL	Analysis Title 6	C	26	0	Analysis report 6 title.

SP_AN1SEQ	Analysis Seq. 1	C	4	0	Analysis report 1 sequence.
SP_AN2SEQ	Analysis Seq. 2	C	4	0	Analysis report 2 sequence.
SP_AN3SEQ	Analysis Seq. 3	C	4	0	Analysis report 3 sequence.
SP_AN4SEQ	Analysis Seq. 4	C	4	0	Analysis report 4 sequence.
SP_AN5SEQ	Analysis Seq. 5	C	4	0	Analysis report 5 sequence.
SP_AN6SEQ	Analysis Seq. 6	C	4	0	Analysis report 6 sequence.
SP_RETZOOM	Retain Zoom	N	2	0	The number of periods for which an invoice imagewill be retained, regardless of whether it ispaid. This number can't be greater than thegeneral retain figure.
SP_STATCR	Statement Credit	C	1	0	Incluse accounts in credit for statements ?, Y orN.
SP_SLCNTR	Use Anal Code for CC	C	1	0	Use Analysis code as Cost Centre ?, Y or N.
SP_XCHANGE	Exch.P/L Name	C	10	0	Name for foreign exchange realised gains & lossesadjustment.
SP_XCHGNOM	Exch.P/L Nominal A/C	C	13	0	Default Nominal code for exchange gains/losses.Also the nominal code for gains/losses made withthe home currency.
SP_FCSTAT	EC Statement	L	1	0	If set, produces statement in foreign currencyonly, and one per currency per account.
SP_CASHINV	Cash Invoices	L	1	0	If set, allows the user to post cash at the sametime as entering an invoice.
SP_EXTEN	Ext. Desc. Analysis	L	1	0	Option to hold Extended Description on SalesAnalysis
SP_DLMETH	Debtors Ltr 1 Method	N	1	0	Debtors letters method :-1 = By Period2 = By Due Date (used in conjunction withsp_dldays1,2,3)
SP_DLDAYS1	Debtors Letter1 Days	N	3	0	If sp_dlmeth = 2 (print by due date), then thisfield specifies how many dayspast its due date a debt should be before theletter is printed
SP_DLDAYS2	Debtors Letter2 Days	N	3	0	If sp_dlmeth = 2 (print by due date), then thisfield specifies how many dayspast its due date a debt should be before theletter is printed
SP_DLDAYS3	Debtors Letter3 Days	N	3	0	If sp_dlmeth = 2 (print by due date), then thisfield specifies how many dayspast its due date a debt should be before theletter is printed
SP_STATZRO	Statement Zero	L	1	0	Inlude zero balance accounts for statements
SP_OVRBANK	Override Bank A/C	L	1	0	Override bank account on receipts
SP_SPECRTN	Special Process	C	8	0	
SP_CONNECT	Update Connection	L	1	0	If Connection Exist, and flag set to true, UPDATEConnection Via Sales Processing.
SP_RCBTY01	Receipt CB Type 1	C	2	0	Cash Book Type for Receipt Name 1
SP_RCBTY02	Receipt CB Type 2	C	2	0	Cash Book Type for Receipt Name 2
SP_RCBTY03	Receipt CB Type 3	C	2	0	Cash Book Type for Receipt Name 3
SP_RCBTY04	Receipt CB Type 4	C	2	0	Cash Book Type for Receipt Name 4
SP_RCBTY05	Receipt CB Type 5	C	2	0	Cash Book Type for Receipt Name 5
SP_RCBTY06	Receipt CB Type 6	C	2	0	Cash Book Type for Receipt Name 6
SP_RCBTY07	Receipt CB Type 7	C	2	0	Cash Book Type for Receipt Name 7
SP_RCBTY08	Receipt CB Type 8	C	2	0	Cash Book Type for Receipt Name 8
SP_RCBTY09	Receipt CB Type 9	C	2	0	Cash Book Type for Receipt Name 9
SP_RCBTY10	Receipt CB Type 10	C	2	0	Cash Book Type for Receipt Name 10
SP_RCBTY11	Receipt CB Type 11	C	2	0	Cash Book Type for Receipt Name 11
SP_RCBTY12	Receipt CB Type 12	C	2	0	Cash Book Type for Receipt Name 12
SP_RCASH01	Cash Receipt 1	L	1	0	Cash Indicator for Receipt Name 1
SP_RCASH02	Cash Receipt 2	L	1	0	Cash Indicator for Receipt Name 2
SP_RCASH03	Cash Receipt 3	L	1	0	Cash Indicator for Receipt Name 3
SP_RCASH04	Cash Receipt 4	L	1	0	Cash Indicator for Receipt Name 4
SP_RCASH05	Cash Receipt 5	L	1	0	Cash Indicator for Receipt Name 5
SP_RCASH06	Cash Receipt 6	L	1	0	Cash Indicator for Receipt Name 6
SP_RCASH07	Cash Receipt 7	L	1	0	Cash Indicator for Receipt Name 7
SP_RCASH08	Cash Receipt 8	L	1	0	Cash Indicator for Receipt Name 8
SP_RCASH09	Cash Receipt 9	L	1	0	Cash Indicator for Receipt Name 9
SP_RCASH10	Cash Receipt 10	L	1	0	Cash Indicator for Receipt Name 10
SP_RCASH11	Cash Receipt 11	L	1	0	Cash Indicator for Receipt Name 11
SP_RCASH12	Cash Receipt 12	L	1	0	Cash Indicator for Receipt Name 12
SP_FCBTY01	Refund CB Type 1	C	2	0	Cash Book Type for Refund Name 1
SP_FCBTY02	Refund CB Type 2	C	2	0	Cash Book Type for Refund Name 2

SP_FCBTY03	Refund CB Type 3	C	2	0	Cash Book Type for Refund Name 3
SP_FCBTY04	Refund CB Type 4	C	2	0	Cash Book Type for Refund Name 4
SP_FCBTY05	Refund CB Type 5	C	2	0	Cash Book Type for Refund Name 5
SP_FCBTY06	Refund CB Type 6	C	2	0	Cash Book Type for Refund Name 6
SP_FCBTY07	Refund CB Type 7	C	2	0	Cash Book Type for Refund Name 7
SP_FCBTY08	Refund CB Type 8	C	2	0	Cash Book Type for Refund Name 8
SP_FCBTY09	Refund CB Type 9	C	2	0	Cash Book Type for Refund Name 9
SP_FCBTY10	Refund CB Type 10	C	2	0	Cash Book Type for Refund Name 10
SP_FCBTY11	Refund CB Type 11	C	2	0	Cash Book Type for Refund Name 11
SP_FCBTY12	Refund CB Type 12	C	2	0	Cash Book Type for Refund Name 12
SP_FCASH01	Cash Refund 1	L	1	0	Cash Indicator for Refund Name 1
SP_FCASH02	Cash Refund 2	L	1	0	Cash Indicator for Refund Name 2
SP_FCASH03	Cash Refund 3	L	1	0	Cash Indicator for Refund Name 3
SP_FCASH04	Cash Refund 4	L	1	0	Cash Indicator for Refund Name 4
SP_FCASH05	Cash Refund 5	L	1	0	Cash Indicator for Refund Name 5
SP_FCASH06	Cash Refund 6	L	1	0	Cash Indicator for Refund Name 6
SP_FCASH07	Cash Refund 7	L	1	0	Cash Indicator for Refund Name 7
SP_FCASH08	Cash Refund 8	L	1	0	Cash Indicator for Refund Name 8
SP_FCASH09	Cash Refund 9	L	1	0	Cash Indicator for Refund Name 9
SP_FCASH10	Cash Refund 10	L	1	0	Cash Indicator for Refund Name 10
SP_FCASH11	Cash Refund 11	L	1	0	Cash Indicator for Refund Name 11
SP_FCASH12	Cash Refund 12	L	1	0	Cash Indicator for Refund Name 12
SP_RFD01	Refund Name 1	C	10	0	Refund Name 1.
SP_RFD02	Refund Name 2	C	10	0	Refund Name 2.
SP_RFD03	Refund Name 3	C	10	0	Refund Name 3.
SP_RFD04	Refund Name 4	C	10	0	Refund Name 4.
SP_RFD05	Refund Name 5	C	10	0	Refund Name 5.
SP_RFD06	Refund Name 6	C	10	0	Refund Name 6.
SP_RFD07	Refund Name 7	C	10	0	Refund Name 7.
SP_RFD08	Refund Name 8	C	10	0	Refund Name 8.
SP_RFD09	Refund Name 9	C	10	0	Refund Name 9.
SP_RFD10	Refund Name 10	C	10	0	Refund Name 10.
SP_RFD11	Refund Name 11	C	10	0	Refund Name 11.
SP_RFD12	Refund Name 12	C	10	0	Refund Name 12.
SP_RFCRD01	Credit Cd Refund 1	L	1	0	Credit Card for Refund 1
SP_RFCRD02	Credit Cd Refund 2	L	1	0	Credit Card for Refund 2
SP_RFCRD03	Credit Cd Refund 3	L	1	0	Credit Card for Refund 3
SP_RFCRD04	Credit Cd Refund 4	L	1	0	Credit Card for Refund 4
SP_RFCRD05	Credit Cd Refund 5	L	1	0	Credit Card for Refund 5
SP_RFCRD06	Credit Cd Refund 6	L	1	0	Credit Card for Refund 6
SP_RFCRD07	Credit Cd Refund 7	L	1	0	Credit Card for Refund 7
SP_RFCRD08	Credit Cd Refund 8	L	1	0	Credit Card for Refund 8
SP_RFCRD09	Credit CD Refund 9	L	1	0	Credit Card for Refund 9
SP_RFCRD10	Credit Cd Refund 10	L	1	0	Credit Card for Refund 10
SP_RFCRD11	Credit Cd Refund 11	L	1	0	Credit Card for Refund 11
SP_RFCRD12	Credit Cd Refund 12	L	1	0	Credit Card for Refund 12
SP_NLCOID	Sales - Nominal Link	C	1	0	Nominal Analysis Company Identifier
SP_ASKLETR	Ask Rec Reset D/Lett	L	1	0	
SP_DHIST	Keep Debtors History	N	3	0	
SP_PERDDAY	Periods for Debtors Days	N	3	0	
SP_MRC	Mandatory Reason Code	L	1	0	If set, a reason for disputing an invoice must be entered.
SP_INCDORMANT	Include Dormant	L	1	0	Include Dormant ? .T. Or .F.
SP_DEFCRLM	Default Credit Limit	N	8	0	
SP_OPAWARN	Warn if Posting Non Current	L	1	0	Warn if not posting to the current NL period
SP_RETCRED	Retain Credit	N	2	0	Number of periods to retain CM history

Table : **SPRFLS** Table Description : **Customer Profiles**

Field Name	Description	Type	Length	DPs	Further information
SC_CODE	Code	C	8	0	Customer options profile code, blank for recordswhich belong exclusively to one account.

SC_ACCOUNT	Account Number	C	8	0	Account number part of key, blank for profilescreated through profile maintenance, otherwise setto account number to which this record exclusivelybelongs.
SC_NAME	Name	C	30	0	Customer options profile code
SC_OPEN	Open Item Indicator	L	1	0	.T. = Open item.F. = Balance brought forward
SC_STATMNT	Statement Indicator	L	1	0	.T. = Print statements
SC_CURRNCY	Currency	C	3	0	Currency code
SC_BANKNOM	NL Bank A/C	C	13	0	Nominal Ledger bank account
SC_DBTCTRL	Debtors Ctrl Acc	C	13	0	Debtors control account [cost centre] for Nominal
SC_VATCODE	Default VAT Code	C	1	0	Default VAT Code
SC_LASTUPD	Date Last Changed	D	8	0	Date profile was last changed
SC_DOC	Document	C	2	0	
SC_OVRBANK	Override Bank A/C	L	1	0	Override bank account on receipts
SC_DEFREC	Ref2 Recpt Default	N	2	0	Default value for Ref2 field for Receipt Posting
SC_DEFRFD	Ref2 Refnd Default	N	2	0	Default value for Ref2 field for Refund Posting
SC_PAYNAME	Customer Name Flag	L	1	0	* Only used with Cash Book Module.T. = Customer Name Entry for Receipts.F. = No Name Entry
SC_RETAIN	Retain Transactions	N	2	0	The number of periods for which a transaction willbe retained, regardless of whether it is paid orallocated.
SC_RETZOOM	Retain Zoom	N	2	0	The number of periods for which an invoice imagewill be retained, regardless of whether it ispaid. This number can't be greater than thegeneral retain figure.
SC_RETCRED	Retain Credit	N	2	0	Retain Credit

Table : **SREASN** Table Description : **Reasons for Dispute**

Field Name	Description	Type	Length	DPs	Further information
SO_CODE	Reason	C	4	0	Reason code for invoice being disputed.
SO_DESC	Description	C	50	0	Reason for invoice being disputed.

Table : **SSALE** Table Description : **Sales Codes**

Field Name	Description	Type	Length	DPs	Further information
SS_ACODE	Sales Code	C	8	0	
				Rule :	"Code cannot be left blank"
				Rule Expression :	.NOT.EMPTY(ss_acode)
				Format :	!
SS_ADESC	Description	C	30	0	
				Rule :	"Description cannot be left blank"
				Rule Expression :	.NOT.EMPTY(ss_adesc)
SS_NOMINAL	NL Account	C	13	0	
SS_VATCODE	VAT Code	C	1	0	
				Rule :	"Tax Code cannot be left blank"
				Rule Expression :	.NOT.EMPTY(ss_vatcode)
SS_QTYIND	Qty Indicator	C	1	0	
				Default Value :	"N"
SS_COSTIND	Cst Indicator	C	1	0	
				Default Value :	"N"

Table : **STERMS** Table Description : **Terms Profiles (SL)**

Field Name	Description	Type	Length	DPs	Further information
SR_CODE	Terms Profile Code	C	8	0	Trading terms profile code, blank for recordswhich belong exclusively to one account.
				Format :	!
SR_ACCOUNT	Account Number	C	8	0	Account number part of key, blank for profilescreated through profile maintenance, otherwise setto account number to which this record exclusivelybelongs.
				Format :	!
SR_NAME	Terms Profile Name	C	30	0	Trading terms profile name

SR_DISCGRP	Discount Group	C	4	0	Discount group code
SR_PRCLIST	Price List	C	8	0	Price list code
SR_OVDISC	Overall Discount	N	5	2	Overall invoice discount percentage
SR_SET1DAY	Sett.1 Days	N	2	0	Settlement discount 1 days
SR_SET1PCT	Sett.1 %age	N	5	2	Settlement discount 1 percentage
SR_SET2DAY	Sett.2 Days	N	2	0	Settlement discount 2 days
SR_SET2PCT	Sett.2 %age	N	5	2	Settlement discount 2 percentage
SR_DEBTLTR	Debtors Letter Print	L	1	0	Print debtors letters option
SR_DEBTMIN	Minimum Value Letter	N	4	0	Minimum value to print debtors letter
SR_TERMTYP	Due Date Type	N	1	0	Method for calculating due date :1. Number of days after invoice date2. Specific day of month after invoice month3. Specific day of month + 1 after invoice month
SR_TERMDAY	Due Date Day	N	3	0	Depending on due date type, this field is :1. Number of days after the invoice date thatpayment is due.2. Specific day of the month following the invoicemonth that payment is due.3. Specific day of the month following the invoicemonth + 1 that payment is due.
SR_SDSCDEL	S.Disc. On D/Charges	L	1	0	.T. = Allow settlement discount on deliverycharges.F. = Do not
SR_VATINCL	Inclusive of VAT Ind	L	1	0	.T. = Enter invoice/Credit line values inclusiveof VAT.F. = Enter invoice/Credit line values as goodsonly
SR_LASTUPD	Date Last Changed	D	8	0	Date profile was last changed

Table : **STRAN** Table Description : **Transactions**

Field Name	Description	Type	Length	DPs	Further information
ST_ACCOUNT	Account	C	8	0	
ST_TRDATE	Date	D	8	0	
ST_TRREF	Reference	C	20	0	
ST_CUSTREF	Customer Reference	C	20	0	
ST_TRTYPE	Type	C	1	0	
ST_TRVALUE	Value	N	13	2	
ST_VATVAL	VAT Value	N	13	2	
ST_TRBAL	Balance	N	13	2	
ST_PAID	Paid Indicator	C	1	0	
ST_CRDATE	Creation Date	D	8	0	
ST_ADVANCE	Advanced	C	1	0	
ST_MEMO	Memo	M	10	0	
ST_PAYFLAG	Paid Flag	N	3	0	
ST_SET1DAY	S1 Discount Days	N	2	0	
ST_SET1	Sett.1 Discount	N	10	2	
ST_SET2DAY	S2 Discount Days	N	2	0	
ST_SET2	Sett.2 Discount	N	10	2	
ST_PAYDAY	Payment Date	D	8	0	
ST_DUEDAY	Due Date	D	8	0	
ST_FCURR	F.Currency	C	3	0	Currency Code.
ST_FCRATE	F.Exch. Rate	N	11	6	Foreign currency exchange rate.
ST_FCDEC	F.Decimal Places	N	1	0	No of decimals in Currency.
ST_FCVAL	Foreign Value	N	12	0	Foreign Currency value of transaction.
ST_FCBAL	Foreign Balance	N	12	0	Foreign currency balance.
ST_FCMULT	F.Multiply	L	1	0	
ST_DISPUTE	Disputed Indicator	L	1	0	
ST_EDI	EDI Processed Flag	L	1	0	Has this Document been processed by EDI module.
ST_EDITX	EDI Transaction No.	N	10	0	Used when document transmitted via EDI to trackthrough to EDI Enabler/VAN/Recipient batch ofdocuments. Will be updated by EDI Module.
ST_EDIVN	EDI Trans. Version	N	2	0	Each time the EDI document is transmitted thiswill be incremented by 1. To indicate version oftransmission.
ST_TXTREP	Text Image	M	10	0	
ST_BINREP	Binary Image	L	1	0	

ST_ADVALLC	Allocated in Advance	N	12	2	
ST_CBTYPE	Cashbook Type	C	2	0	
ST_ENTRY	Cashbook Entry Ref	C	10	0	
ST_UNIQUE	Unique ID	C	10	0	Unique Identifier for Transaction.
ST_REGION	Sales Region	C	3	0	Sales Region
ST_TERR	Sales Territory	C	3	0	Sales Territory
ST_TYPE	Sales Type	C	3	0	Sales Type
ST_FADVAL	For. Alloc. in Advan	N	12	0	Foreign value allocated to an invoice from anadvanced payment
ST_DELACC	Delivery Account	C	8	0	
ST_EURO	Euro Value	N	9	2	This holds the value of the euro for nonmulticurrency users
ST_PAYADVL	Bal hold for adv pay	N	11	2	Holds the value of St_trbal after allocating, tocheck an allocated payment against non allocatedinvoice.
ST_EURIND	Euro Conversion flag	C	1	0	
ST_ORIGCUR	Holds original Curry	C	3	0	Holds original currency before euro conversion
ID	Unique ID	N	10	0	
			Default Value :		NEWID(ALIAS())
ST_PEDATE	Period End Date	D	8	0	
st_gateid	Gateway Unique ID	N	10	0	
			Default Value :		0
st_gatetr	Gateway Transferred	N	1	0	
st_extdate	Last Extracted Date	D	8	0	
st_exttime	Last Extracted Time	C	8	0	
st_lupdate	Last Updated Date	D	8	0	
st_luptime	Last Updated Time	C	8	0	
ST_FULLAMT	Full Amount - Import	L	1	0	This field is not used anywhere in Opera. This is used exclusively by import routines for sales transactions
ST_FULLCB	Cash Book Type - Import	C	2	0	This field is not used anywhere in Opera. This is used exclusively by import routines for sales transactions
ST_FULLNAR	Narrative - Import	C	10	0	This field is not used anywhere in Opera. This is used exclusively by import routines for sales transactions
ST_CASH	Cash (Receipt/Refund) - Import	L	1	0	This field is not used anywhere in Opera. This is used exclusively by import routines for sales transactions
ST_RCODE	Reason	C	4	0	Reason for invoice being disputed.
ST_RUSER	Disputed By	C	8	0	The user who is disputing the invoice.
ST_RDATE	Disp. Date	D	10	0	Date the invoice was disputed.
ST_REVCHRG	Reverse Charge	L	1	0	Reverse Charge
ST_NLPDATE	NL Posting Date	D	8	0	Nominal posting date
JXSERVID	Contract Id	I	4	0	
JXRENEWAL	Contract Renewal Invoice	L	1	0	

Table : **SVIEW** Table Description : **Sales View**

Field Name	Description	Type	Length	DPs	Further information
SV_CODE	View Code	C	3	0	
SV_NAME	View Name	C	30	0	
SV_SYSVIEW	System View	L	1	0	
SV_LVL1	Level 1 View	C	20	0	
SV_LVL2	Level 2 View	C	20	0	
SV_LVL3	Level 3 View	C	20	0	
SV_LVL4	Level 4 View	C	20	0	
SV_LVL5	Level 5 View	C	20	0	
SV_LVL6	Level 6 View	C	20	0	
SV_DEFAULT	Default View	L	1	0	

Accreditation Training Courseware

Other Guides and Help

The following user documents are also provided with the respective software. Guides are available from various sources including Answerlink, the Opera 3 CD and from the Opera 3 Client installation's main folder, normally *C:\Program Files\Pegasus\O3 Client XXX\User documents (where XXX is either VFP or SQL)*. Some guides are also available from the Opera 3 Help menu or respective software Help menu.

Readme File

The Readme file is an HTML document. It contains late breaking news and any other release specific important information.

Note: This file can also be accessed from the Opera 3 CD Installation Menu with regards to Opera 3.

Release Guide

When new versions are released such as Opera 3, they are normally accompanied by a Release Guide that contains information such as What's New in this Release, Release History, and Functional Differences between versions.

Note: This guide can also be accessed from the Opera 3 CD Installation Menu with regards to Opera 3.

Installation Guide

The Installation Guide is provided to help you install the application in your chosen Windows environment. It contains technical information and advice to ensure the installation process is successful.

Demonstration Data Guide

This guide is provided to assist the use of the demonstration data and contains pertinent information that is not contained elsewhere in the product documentation. It is recommended that the Help be used at the same time.

Implementation Guide

The Implementation Guide provides a high-level view of an application such as Opera 3 and how to approach an implementation. It details how the modules are integrated, and recommends the order in which elements should be set up.

System Requirements Guide

The System Requirements Guide details the minimum and recommended computer hardware and software requirements that are required to install and use software such as Opera 3 Enterprise and Opera 3 Enterprise SQL.

It also includes guidance on using Opera 3 Enterprise and Opera 3 Enterprise SQL in a Terminal Services environment run in Windows Server 2003 and Windows Server 2008 (32-bit & 64-bit).

Help

F1 Help provides details of all the functions available in the application.

Document Management & Executive Dashboards Guides

Installation Guides are available for both Document Management and Executive Dashboards. A user guide is also available for Executive Dashboards. Help for Document Management is in the Opera 3 Help.

Note: The guides are in the respective folders on the Opera 3 CD and can be accessed from the Opera 3 CD Installation Menu.