



# Sage 50 Credit Control



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## Credit Control

Good credit control improves your cash flow, which is essential for your business to succeed.

- Cash is the lifeblood of any business.
- Profitability is the aim but liquidity keeps the business engine running.
- Paying late puts strain on supplier relationships and harms future business reputation.

By monitoring the money you are owed, what you owe to others and how overdue a debit is, you should be able to reduce late payments. This keeps money coming into your business.

A number of features in your software are used to manage credit control:

- Ageing debt, so that your software classifies accounts by the time that has elapsed after the billing or due date. See *Ageing on page 7*.
- Setting credit controls on customer and supplier accounts to monitor debt. See *Setting credit controls on accounts on page 11*.
- Managing activities such as reminders to contact a customer when chasing debt, or create a task to generate a payment promised to your supplier. See *The Diary module on page 15*.
- Chasing debt, by identifying customer's with an overdue account and recording details of communications made with them. See *Chase debt on page 32*.
- Charging customers for late payment. See *Credit charges on page 70*.
- Managing payments, to keep track of the money you owe your supplier's and ensure they are paid on time. See *Manage payments on page 42*.
- Generating reports to manage debt. See *Aged debtors report on page 66*.
- Using dashboards, to see at a glance aged debt or promised payments for customers and suppliers. See *Dashboard view on page 52*.
- Handling disputed transactions. See *Marking invoices as disputed on page 64*. (Accounts Plus or Accounts Professional only)
- Writing off bad debt. See *Write off bad debts on page 76*.
- Forecasting your cash flow. See *Cash flow on page 80*.

## Credit control best practice recommendations

From the numerous customer contacts and discussions with Sage personnel, the following best practice recommendations have been compiled to assist you in implementing an effective credit control system:

- Create and publicise a policy for prompt payment of bills - ensure all staff are aware of it.
- Agree payment terms at the beginning of all contracts.
- Reinforce and emphasize payment terms throughout.
- Treat Credit Control as an important job every week.
- Offer as many ways of getting paid as you can - be clear as to whom cheques must be paid, and give your bank details to accept BACS payments. Accept online card payments.
- Monitor your payment system regularly for timely payment of invoices.
- Resolve disputes quickly.
- Invoice accurately, clearly and promptly.
- Don't be afraid to ask for payment - in full or in part - what can they pay?

## Ageing

Ageing deals with the length of time your customers have to pay you, and the length of time you have to pay your suppliers.

You can

- Generate aged debt reports.
- Set your software to age customer and supplier accounts by three period types.

### Calendar monthly ageing

This method ages transactions on a calendar basis, rather than by the number of days the transaction is outstanding. This means that all of a month's transactions are classed as outstanding on the first day of the following month.

For example, an invoice is entered with a transaction date of 15 January 2012. The following table shows the ageing period in which the transaction is found if the Aged option is run for a selection of dates.

Date you run the Aged option	Period the transaction shows in
Prior to 14 January 2012 (inclusive)	Future
15 January 2012 to 31 January 2012	Current
1 February 2012 to 28 February 2012	Period 1
1 March 2012 to 31 March 2012	Period 2
1 April 2012 to 31 April 2012	Period 3
1 May 2012 onwards	Period 4

### Period ageing

This method ages transactions according to a certain number of days per accounting period. The default periods are 30, 60, 90 and 120 days but you can set any number of days you require.

For example: Ageing Period 30/60/90/120 days. An invoice is entered with a transaction date of 15th January 2012. The following table shows the ageing period in which the transaction is found if the Aged option is run for a selection of dates.

Date you run the Aged option	Period the transaction shows in
Prior to 14 January 2012 (inclusive)	Future
15 January 2012 to 12 February 2012	Current

<b>Date you run the Aged option</b>	<b>Period the transaction shows in</b>
13 February 2012 to 12 March 2012	Period 1
14 March 2012 to 12 April 2012	Period 2
13 April 2012 to 11 May 2012	Period 3
12 May 2012 onwards	Period 4

### **Start period ageing on the first day of the month after transaction dates**

This method to select to start ageing transaction from the first day of the month following the transaction date.

For example: Ageing Period 30/60/90/120 days. Start Period Ageing on first day of month after Transaction Date check box selected. An invoice is entered with a transaction date of 15th January 2012. The following table shows the ageing period in which the transaction is found if the Aged option is run for a selection of dates.

<b>Date you run the Aged option</b>	<b>Period the transaction shows in</b>
Prior to 14 January 2012 (inclusive)	Future
15 January 2012 to 1 March 2012	Current
2 March 2012 to 31 March 2012	Period 1
1 April 2012 to 29 April 2012	Period 2
30 April 2012 to 28 May 2012	Period 3
29 May 2012 onwards	Period 4

## Setting your software to age customer accounts

**Note:** This is about setting default values in your software, so that when accounts are created these values are applied to the accounts. At that point they can be amended to suit an individual account.

1. From the Settings menu, choose Customer Defaults > Ageing.

The Customer Defaults window appears.

2. From the Customer Defaults window click the Ageing tab.

The screenshot shows the 'Customer Defaults' window with the 'Ageing' tab selected. The window has four tabs: 'Record', 'Statements', 'Ageing', and 'Discount'. The 'Ageing' tab is active, showing two radio button options: 'Calendar Monthly Ageing' (unselected) and 'Period Ageing' (selected). Below these are four rows for 'Aged Period' settings. Each row has a 'From' and 'To' column with input boxes, followed by 'Days' or 'Days plus'. The 'Include future totals in balance' checkbox is checked.

	From	To	
Aged Period 1	30	59	Days
Aged Period 2	60	89	Days
Aged Period 3	90	119	Days
Aged Period 4	120		Days plus

☐ Start Period Ageing on first day of month after Transaction date?  
☒ Include future totals in balance

OK Cancel

3. Select the type of ageing you want to apply to customer accounts as they are created.
4. To include transactions that are dated after the date of the report when you use the Aged option on the Customer toolbar, select the Include Future Totals in Balance check box. For example, you may want to use this option if a customer has not paid an outstanding invoice, and you want to see if they are ordering goods in the coming months. In this way, you can put a hold on selling them more goods or services until they have settled their outstanding invoices.
5. To save the change, click OK.

## Setting up your software to age supplier accounts

1. From the Settings menu, choose Supplier Defaults > Ageing.

The Supplier Default window appears.

2. From the Supplier Defaults window click the Ageing tab.

The screenshot shows the 'Supplier Defaults' window with the 'Ageing' tab selected. The window has a title bar with a close button (X). Inside, there are two tabs: 'Record' and 'Ageing'. The 'Ageing' tab is active and contains the following settings:

- ☐ Calendar Monthly Ageing
- ☒ Period Ageing

	From	To	
Aged Period 1	30	59	Days
Aged Period 2	60	89	Days
Aged Period 3	90	119	Days
Aged Period 4	120		Days plus

Below the table, there are two checkboxes:

- ☐ Start Period Ageing on first day of month after Transaction date?
- ☒ Include future totals in balance

At the bottom right, there are 'OK' and 'Cancel' buttons.

3. Select the type of ageing you want to apply to supplier accounts as they are created.
4. To include transactions that are dated after the date of the report in each supplier's aged balance report, select Include Future Totals in Balance check box.
5. To save the change, click OK.

## Setting credit controls on accounts

Credit control targets and limits can be set on accounts, covering the trading terms you have with your customers and suppliers. From this information you can monitor debt by generating reports and viewing account activities.

### **You can**

- Minimise the debt customers can run up and encourage payment by offering them a settlement discount as well as keeping notes on credit issues.
- Record credit control details in your supplier records to remind you of the terms you have agreed with suppliers.

### **To set customer account credit controls**

1. Open the customer account you want to work with and click the Credit Control tab.  
The Credit Control window opens.
2. Enter the credit control details.

**Tip:** Supplier credit controls are set on supplier records.

## Customer record - credit control

### Terms

<b>Credit Limit</b>	The amount of credit you want to give the customer. Once the limit is exceeded warnings are displayed when working with the account.
<b>Settlement Due Days</b>	<p>Used to give the customer a discount for early payment.</p> <p>When recording a sales invoice or order, the discount does not effect the net total, only the VAT is adjusted. The full effect of the discount can be viewed on the invoice/orderFooter Details tab.</p> <p><b>Tip:</b> To indicate an early settlement discount is applicable, add a message line (code M) to the invoice/order when recording the sale.</p> <p>Settlement discount is always calculated on the full net value of the invoice, after all other discounts have been applied.</p>
<b>Sett. Discount</b>	To offer this customer a discount based on the settlement due days in a previous box, enter the percentage discount.
<b>Payment Due</b>	<p>The number of days until the payment is due.</p> <p>You can then use this information in reports to find out who is overdue on payment. Customers &gt; Reports &gt; Customer Invoice Report folder &gt; Customer Invoices Overdue.</p>
<b>Average Time to Pay Days</b>	<p>This is the average time the customer takes to pay their invoices. Your software calculates this value for you based on the invoice date compared to the receipt date.</p> <p>The information is available in your credit control report and can be useful when chasing debt. It may help you decide to whether to give the customer a discount for prompt payment or highlight the need to chase a payment.</p>
<b>Trading Terms Text</b>	<p>You may want to include some text on sales documents or other stationery such as Strictly 30 days. This can be up to thirty characters long.</p> <p>For the information to print on the documents you need to change the design of the layout used to generate the document so that it includes the text. This is done in Report Designer by adding the right variable that represents this text in your data. See your Report Designer help for more details.</p>

<b>Credit Ref.</b>	<p>You can check the customer's credit rating with a credit agency by selecting the button to the right of this box.</p> <p>To work, you need to enter the credit reference for this customer supplied by the credit agency. You also need to set up your Internet Resources to include the links to your credit agencies website.</p>
<b>Bureau</b>	<p>From the drop-down list, choose the credit agency you use to check this customer's credit rating.</p> <p>Your preferred credit agency is displayed. This information is set up in Settings &gt; Internet Resources.</p>
<b>Priority Customer</b>	<p>This is a flag set on the customer's account to indicate how you want to treat this customer when chasing debt. It could indicate the need to chase them first if they constantly delay payment. Or perhaps for an important customer, the need to be patient in order to maintain a good working relationship.</p> <p>When you select this check box, the optional Priority column in the Chase Debt window is appended with a Y. This signifies the priority status of the customer with regard to their treatment.</p>
<b>Credit Position</b>	<p>This setting indicates the stage you have reached in the credit control process with this customer.</p> <p>It can be amended to suit, but is affected by changes to the credit position setting on the.</p>
<b>Account Status</b>	<p>Select the status that applies to this account. When creating a account, the status Open is suggested for use.</p> <p>Your software includes a range account statuses that are useful for managing customers accounts. These range from open to closed and can be used to put an account on hold.</p>
<b>DUNS Number</b>	<p>Data Universal Numbering System. It is a nine digit number used to identify a business.</p> <p>It ensures compatibility with Zanzibar, the UK Government e-purchasing portal.</p> <p>Every e-order and e-invoice that passes through Zanzibar must include a DUNS number.</p>

## Restrictions

<b>Can Charge Credit</b>	<p>If you want to use the Credit Charges wizard to apply interest charges to this customer if they don't pay their invoices on time, select this check box.</p>
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<b>Terms Agreed</b>	<p>If you have agreed credit terms with your selected customer, select this check box.</p> <p>Whilst unchecked, warnings indicating that credit terms have not been agreed are displayed when working with this customer account.</p>
<b>Restrict Mail-ing</b>	<p>You may want to exclude certain customers from mailings concerning overdue accounts.</p> <p>To exclude this customer when generating credit control reports and letters, select this check box.</p>
<b>Account on Hold</b>	<p>Indicates whether the account is on hold or not.</p> <p>To change the on hold status, use the Account Status drop-down list.</p>

## Credit Review

<b>A/C Opened</b>	The date the customer's account was opened. This information can help to evaluate how long the customer has been trading with you, which may influence your decisions concerning credit terms.
<b>Last Credit Review</b>	This information is not used in any process in your software - it is simply information you can use in your reports.
<b>Next Credit Review</b>	<p>The date the customer's credit terms are due for review.</p> <p>Perhaps you want to review credit terms on a six-monthly basis.</p> <p>When you enter the date for the next credit review, the software queries whether you want to add a reminder.</p>
<b>Application Date</b>	This information is not used in any process in your software - it is simply information you can use in your reports.
<b>Date Received</b>	This information is not used in any process in your software - it is simply information you can use in your reports.
<b>Memo</b>	<p>Use this memo section to add notes relating to all credit matters on this customer.</p> <p>Up to sixty six characters can be recorded per line.</p>

## The Diary module

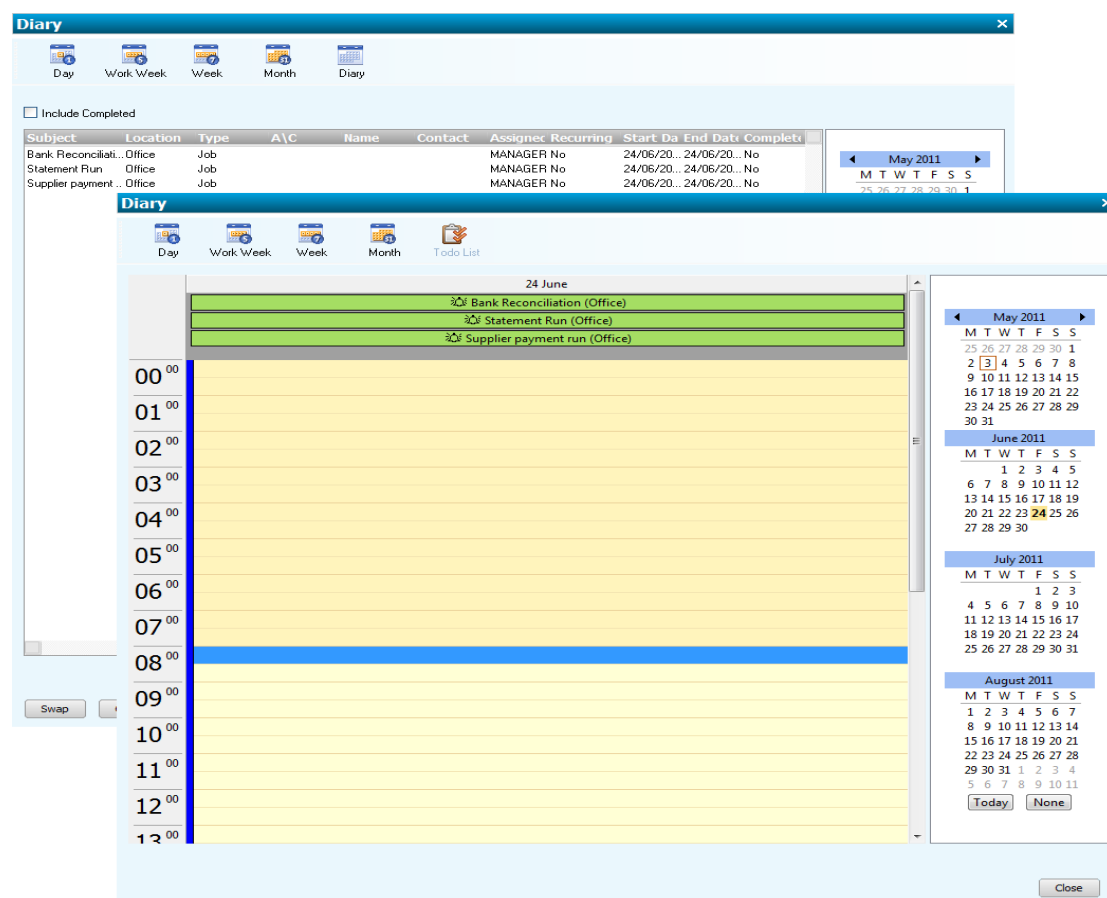
The Diary module makes it easy for you to manage your time and priorities, leaving you feeling organised and in control.

The **Ask Sage article** on the Diary module is available from [here](#).

There are two views available for day-to-day planning that display your important business activities, such as follow ups from contacts, follow ups for promised payments, due supplier payments, when letters / statements have been sent, and outstanding tasks and deadlines.

- The Diary view with its familiar calendar layout.
- The Todo List view.

**Note:** You need full access rights to Manage Diary Events.



### You can

- Avoid missed due dates.

Always being aware of those must-do tasks deadlines. This avoids giving the wrong signals to your debtors. See *Create a diary task or event on page 16*.

- Synchronise your credit control diary with Microsoft® Outlook.

Import appointments and export diary events and contacts to and from Outlook - thus saving you even more time. See *Import and export diary events and appointments on page 28*.

- Understand your business priorities over time.

Use a combination of automatic events and reminders, together with those you set up manually, to gain a clear picture of your activities over the coming days, weeks or months. *Create a recurring diary event on page 22*.

- Ensure you don't miss important events or deadlines.

Use automatic or manual reminders to make sure you don't miss appointments, or to remind you to pay a supplier or follow up a quote. See *Create promised payment events on page 26*.

- Recognise event types at a glance

You can categorise your events using colour-coded event types. In addition, you can customise the Diary to suit the way your business works by creating your own event types. See *Customise your diary event types on page 21*.

### Open the Diary

1. Choose Diary from the module stack on the left.
2. Choose the view you prefer, Diary/To do.

**Tip:** To add a diary note, click the day in the calendar grid, and enter your notes into the day panel.

### Create a diary task or event

1. Open the Diary module.



2. Choose your preferred Diary view, using the toolbar options provided.




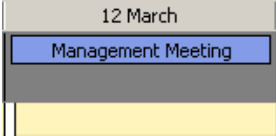


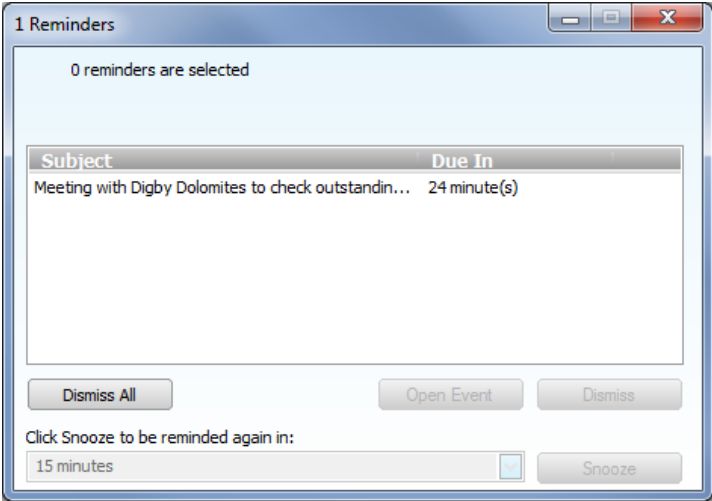
3. Double-click the diary day required. Alternatively, right-click on the diary day, then choose Add New Event.

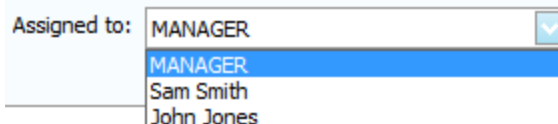
The New Diary Event window appears.

4. Enter the event details in the boxes provided - see the table below for details.
5. To create your new event record, click Save. Alternatively, to cancel your event creation, click Cancel.

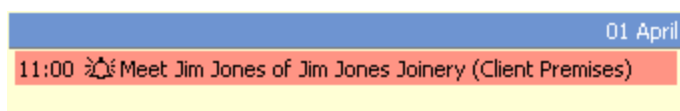
<b>Subject</b>	<p>Enter the subject description of the new event here. You can use up to sixty characters maximum.</p> <p>This is a mandatory entry box.</p>
<b>Location</b>	<p>Enter the location of the event here. You can use up to sixty characters maximum.</p> <p>You diary retains a list of the last ten locations used. Choose any of these from the drop-down list provided, or enter a new location.</p>

<b>Type</b>	<p>From the pre-defined drop-down list of event types, choose the event type that most closely matches your event.</p> <p>Each event type has a unique colour coding to denote the event type in the Diary View. You can choose from:</p> <div data-bbox="544 412 823 685"> <input type="checkbox"/> None  <input type="checkbox"/> Appointment  <input type="checkbox"/> Meeting  <input type="checkbox"/> Job  <input type="checkbox"/> Delivery  <input type="checkbox"/> Reminder  <input type="checkbox"/> Phone Call  <input type="checkbox"/> Personal  <input type="checkbox"/> Note  <input type="checkbox"/> User Defined 1  <input type="checkbox"/> User Defined 2 </div> <p>To create a User Defined event type, see <i>Customise your diary event types on page 21</i>.</p> <p>To customise your event type colours, use the Tools menu &gt; Options &gt; Colours tab, then click the colour block, adjacent to Diary Event.</p>  <p>The Colours window appears, where you can modify the colours associated with specific event types.</p>
<b>Involves contact</b>	<p>Select the Involves Contact option buttons for Customer or Supplier, if appropriate.</p> <p>Select from the A/C drop-down list, a customer or supplier account reference, as required.</p> <p>Similarly, select a specific Contact name.</p> <p>Alternatively, enter a new name in the entry box provided.</p>
<b>Start / End Date</b>	<p>Choose the Start / End date for the event. If necessary, use the Calendar button to select a different day.</p> <p>Next, select the hour-minute start time using the controls provided, as required.</p> <p><b>Note:</b> This time entry section does not appear if the event is being defined as an All Day event?</p>

<b>All day event</b>	<p>Select this check box to denote the event as an all-day event.</p> <p>When this is done, your saved all-day diary event is denoted by the event description being shown at the top of the day chosen.</p> 
<b>Reminder</b>	<p>To set a reminder in order to inform the user of the imminent event, select the Reminder check box, then choose the Reminder period from the drop-down list provided. The Reminder periods options available include:</p>  <p>Any task or event created with a reminder setting, appears in the Diary view with a characteristic alarm reminder symbol, adjacent to the event / task description.</p>  <p>When the Reminder moment is triggered, a Reminders window appears, informing you of the event or task, and prompting you to open, snooze or dismiss the item.</p> 

<b>Completed</b>	<p>Select this check box, when the task / event is considered completed.</p> <p>The event is then listed in the Todo List with a Completed column status of Yes.</p>
<b>Assigned to</b>	<p>Selecting this drop-down list enables the event or task to be assigned to a user:</p>  <p>When the software is first opened, the default user is MANAGER.</p> <p>To add users, you must first have Access Rights switched on in your Company Preferences, then follow the Create a New User procedure.</p> <p>Each user can view their own assigned tasks and events. Only the MANAGER is able to view all tasks. The MANAGER is able to reassign an event / task to another user.</p> <p>In the case of a Recurring event / task, the MANAGER can reassign a Recurring series to another user but not a single occurrence of that series.</p>
<b>Notes</b>	<p>Enter any notes relating to this event.</p> <p>You can enter up to two hundred and fifty six characters maximum.</p> <p>As a faster alternative, click the diary event in the Calendar grid and enter your notes directly into the day panel.</p>
<b>Recurrence</b>	<p>To create a recurring event, click Recurrence.</p> <p>The Appointment Recurrence window appears.</p> <p>Select the various times and check boxes to create your recurring event.</p> <p>For detailed information about the Event Recurrence see <i>Create a recurring diary event on page 22</i>.</p>

**Tip:** Your saved event is appears in the Diary view, colour coded, according to the event type assigned.



## Customise your diary event types

1. Open the Diary module.


The Diary module appears.

2. Choose your preferred Diary period view, using the options provided.

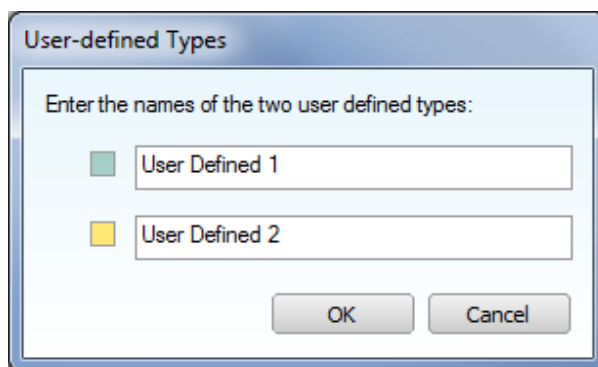
3. Double-click on the diary day required. Alternatively, right-click on the diary day, then choose Add New Event.

The Event window appears.

4. Enter the event details in the boxes provided. See, *Create a diary task or event on page 16*.

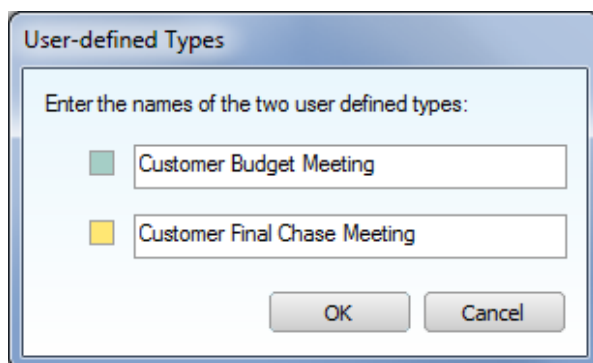
5. Adjacent to the Type entry box, click the  button.

The User-defined Types window appears.



The dialog box is titled "User-defined Types". It contains the instruction "Enter the names of the two user defined types:". Below this, there are two input fields. The first field is preceded by a small green square and contains the text "User Defined 1". The second field is preceded by a small yellow square and contains the text "User Defined 2". At the bottom of the dialog are "OK" and "Cancel" buttons.

6. In the Type 1 entry box, enter a description for your user defined event or task, thirty characters maximum. If required, create a second user defined event in the Type 2 entry box, again, thirty characters maximum.



The dialog box is titled "User-defined Types". It contains the instruction "Enter the names of the two user defined types:". Below this, there are two input fields. The first field is preceded by a small green square and contains the text "Customer Budget Meeting". The second field is preceded by a small yellow square and contains the text "Customer Final Chase Meeting". At the bottom of the dialog are "OK" and "Cancel" buttons.

7. To save your user defined event types, and return to the Event window, click OK. Alternatively, to close the User-defined Types window without saving, click Cancel.

Your user defined event types now appear in the Type drop-down list, from where you can

Type: ☐ None

- ☒ None
- ☐ Appointment
- ☐ Meeting
- ☐ Job
- ☐ Delivery
- ☐ Reminder
- ☐ Phone Call
- ☐ Personal
- ☐ Note
- ☐ Customer Budget Meeting
- ☐ Customer Final Chase Meeting

### Create a recurring diary event

In this example, the task or event concerned already exists. You wish to convert this single occurrence into a recurring occurrence. To create new task or event, see *Create a diary task or event on page 16*.

1. Open the Diary module.
2. From the Diary toolbar, click Todo List.  
A Todo list of the events for the current period appears.
3. Select your preferred Diary view, in this instance, typically the Week or Month View.
4. Double-click the single task or event instance that you want to convert to a recurring occurrence.

The Event Window appears.

5. To change the event recurrence status of this event, click Recurrence.

The Appointment Recurrence window appears.

**Appointment Recurrence**

**Appointment time**

Start: 16:00 End: 16:30 Duration: 30 minutes

**Recurrence pattern**

☐ Daily  
☒ Weekly  
☐ Monthly  
☐ Yearly

Recur every 1 week(s) on:

☐ Monday ☒ Tuesday ☐ Wednesday ☐ Thursday  
☐ Friday ☐ Saturday ☐ Sunday

**Range of recurrence**

Start: 03/05/2011

☒ No end date  
☐ End after: 10 occurrences  
☐ End by: 03/05/2011

OK Cancel Remove recurrence

6. Enter the event recurrence details in the boxes provided - see the table below for details.

7. To create your new recurring event record, click OK.

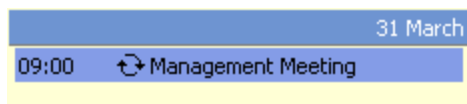
When you click OK, your event recurrence settings are summarised in the Event Window.

8. To save your recurring event settings and return to the Diary View, click Save.

<b>Appointment time</b>	<p>Choose your Start and End times for your event using the time drop-down lists provided.</p> <p>The Duration appears automatically, based on the Start / End times set.</p>
<b>Recurrence patterns</b>	<p>Choose one of the four recurrence patterns:</p> <p><b>Daily</b> - choose to have the event:</p> <ul style="list-style-type: none"> <li>■ every XXXXX days, where you enter XXXXX, within the range 01 - 99999 days, or</li> <li>■ on every work day.</li> </ul> <p><b>Weekly</b> - enter the weeks recurrence interval, within the range 01 - 9999, then select the appropriate day(s) check boxes required.</p> <p><b>Monthly</b> - choose to have the event:</p> <ul style="list-style-type: none"> <li>■ recur on every XX day, where XX is within the range 1st to 31st day of a month, of every YY month, where YY is within the range 01 to 9999, or</li> <li>■ on a particular instance of a particular day, of every XX month, where XX is in the range 1 - 9999.</li> </ul> <p><b>Yearly</b> - choose to have the event:</p> <ul style="list-style-type: none"> <li>■ recur on a particular calendar month and day, where the month is within the range January to December, and the day is within the range 01 - 31, depending upon the month chosen, or</li> <li>■ recur on a particular day of a particular month.</li> </ul>

<b>Range of recurrence</b>	<p>Select the Start of the recurring event by using the date controls provided.</p> <p>Choose an end date for the recurring event, from one of three options:</p> <p><b>No end date</b></p> <p>Choose this option and the recurring event is recorded as being held indefinitely.</p> <p><b>End after X occurrences</b></p> <p>Enter the number of times that the event is to be held, whereby XX is a number, within the range 01 - 99999999.</p> <p><b>End by a selected DD/MM/YYYY date</b></p> <p>Use the date controls provided to select an end date for the recurring event. The date format that appears depends upon the Country and Time/Date Regional Settings set.</p>
<b>Remove recurrence</b>	<p>Where a recurring event has been created, and you wish to remove the recurrence, click Remove recurrence to revert to a single event instance, as defined during the event creation.</p>

**Tip:** A recurring event is denoted by a Recurring symbol, next to every instance of the event.



### Reassign a diary event

In this example, a recurring event has already been created. As the MANAGER, you wish to reassign this event to another user.

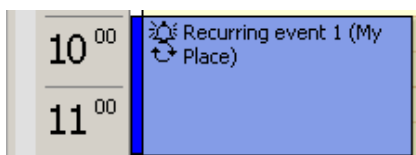
**Note:** It is not possible to reassign a single occurrence of a recurring series to another user. The Assign to drop-down list is disabled, in the case of a single occurrence event.

1. Open the Diary module.



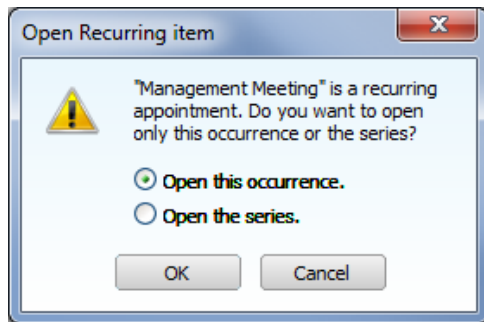
The Diary module appears.

2. Locate the event in the ToDo List or from the Date Picker pane.



3. Double-click on the recurring event.

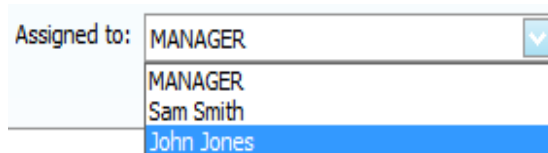
A message appears, advising that the event is recurring, and prompting you to choose to open the occurrence or the series.



4. Choose the Open the series option, then click OK.

The Event window appears.

5. Using the Assigned to drop-down list, choose another user to whom you wish to reassign the event.



6. To save the event modification, click Save.

The event now appears in the Todo List of the user John.

**Note:** Such reassignment of events in a recurring series may result in the creation of a duplicate event. In such an instance, the user may need subsequently, to delete the duplicate event.

### Mark a dairy event / task as completed

In this example, the task or event concerned already exists. The event has taken place, and you wish to mark the event as completed.

1. Open the Diary module.

The Diary module appears.

2. From the Diary toolbar, click Todo List.

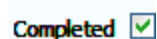
The Todo list of the events for the current period appears.

3. Select your preferred Diary view, in this instance, typically the Week or Month View.

4. Double-click the single task or event instance that you wish to mark as completed.

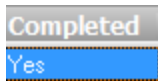
The Event window appears.

5. Select the Completed check box.



6. To save the event properties and return to the Todo List, click Save.

Your modified event is now listed with a Completed status of Yes.



### Delete a diary task or event

1. Open the Diary module.

The Diary module appears.

2. From the Diary toolbar, click Todo List.

A Todo List of the events for the current period appears.

3. Select your preferred Diary period view.

4. Select the task or event that you want to delete.

5. To delete the Event, right-click on the event, then from the context menu that appears, click Delete.

The event is removed from the To-do List, and also from the Diary View.

### View outstanding diary tasks

1. Open the Diary module.

The Diary module appears.

2. From the Diary toolbar, click Todo List.

A Todo list of the events for the current period appears.

3. Select your preferred Diary period view.

4. Your Todo list changes to reflect the period chosen. At this point, you may choose to modify the appearance of your list using the configurable columns controls.

To include completed tasks, select the check box at the top of the module window.



5. To print your To-do list click Print List. To edit or view a To-do list item in detail, double-click the item.

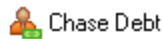
### Create promised payment events

In this example, a new communication is made with a customer with an unsatisfactory payment record. The outcome of a telephone conversation with the contact is a payment promise by a specific date. The recording of this Payment Promise outcome automatically creates a Promised Payment event, back in the Diary module on the promised date.

1. Open the Diary module.

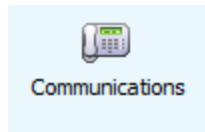
The Diary module appears.

- From the Links pane of the Diary module, click Chase Debt.



The Chase Debt window appears.

- Select a customer from the Chase Debt with a high Overdue total, then from the Chase Debt window toolbar, click Communications.



The Customer Record window appears for the selected customer, with the Communications tab displayed.

- To create a new communication with the customer, from the bottom of the Communications tab, click New.

The Customer Communications History window appears.

- In this example, a telephone conversation is held with the customer contact, during which a payment promise of £500 by 31 August 2011 is made.

You record the telephone conversation duration with the Telephone Time, the details of who you spoke to in the Contact Details section, and in the Communication Result section you record the details of the payment promised.

Communication Result	
Outcome	Payment Promised
Promised Amount	500.00
Due Date	31/08/2011
New Account Status	1 See Notes
Credit Position	Reminder

- To save the communication record, click Save, then click Close to return to the Communications tab of the Customer Record. Again, to close the Customer Record and return to the Chase Debt window, click Close.
- Switch back to the Diary module, then from the Calendar note that the 31 August is highlighted in bold, signifying that there is an event on that date.
- To view the event of 31 August 2011, click on the highlighted date in the calendar.

The Diary changes to show the events of 31 August, and at the top of the Diary is the Promised Payment event, automatically created from the telephone communication that you held with the customer.



Note the orange colour coding, signifying that this is a Reminder event type.

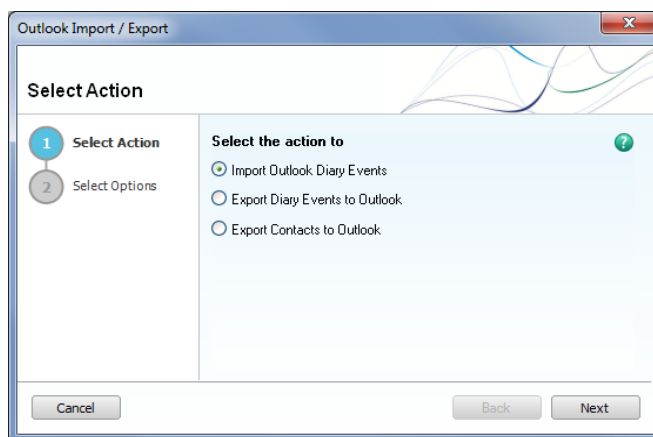
## Import and export diary events and appointments

Copy appointments and events between Microsoft® Outlook and your software. Customer and supplier contacts recorded in your software can also be copied to Outlook.

**Note:** Microsoft® Outlook 2000 or later must be installed in order to successfully use the wizard.

The process is broken down into small tasks, each captured on its own page. Work through each page clicking Next to move forwards and Back to return to a previous page.

### Select Action



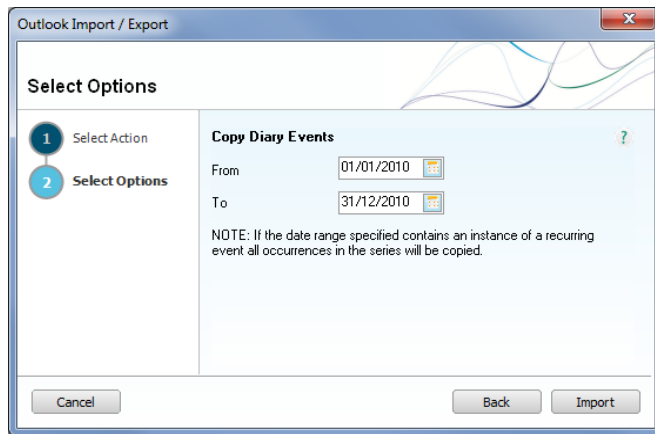
1. Choose the option you want.

- Import Outlook Diary Events - updates your Credit Control Diary.
- Export Diary Events to Outlook - updates your Outlook calendar with appointments or event.
- Export Contacts to Outlook - updates your Contacts list in Outlook.

### Select Options

#### Importing/exporting diary events?

1. Enter a date range to cover the events you want to copy into the From and To Date boxes.



### Exporting contacts?

1. Select the type of contacts you want to export.

Sale Ledger exports contact information from customer records. Purchase Ledger exports contact information from supplier records.

These records store contact information in their Details tab, covering details such as company name and address and telephone contacts.

2. Check the suggested Outlook folder is the location you want to export your contacts.

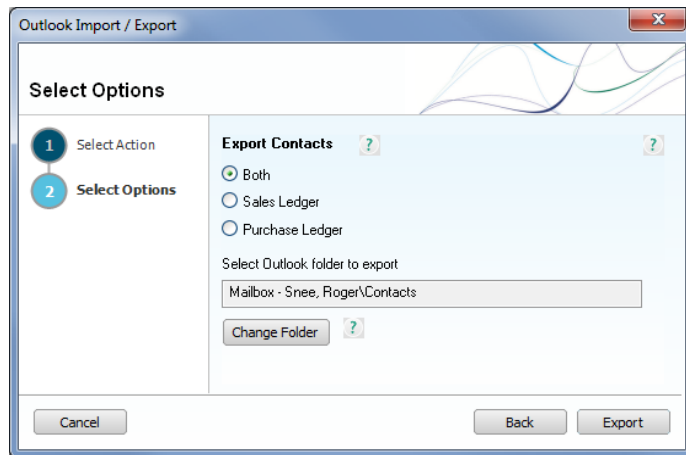
This is the default mailbox folder, as set in Microsoft Outlook. Typically, Outlook folders are located in:

Windows 7 and Windows Vista - drive:\Users\user\AppData\Local\Microsoft\Outlook

Windows XP - drive:\Documents and Settings\user\Local Settings\Application Data\Microsoft\Outlook

Some people set up a range of mailbox folders to manage their contact information.

To change the location that has been suggested to export your contacts, click Change Folder. Your software searches for all mailbox folders on your computer for you to then select the one you want to use.

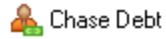


3. Click Export to copy the details.

## Credit Control views

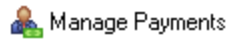
Credit Control views are accessible from both the Customers and Suppliers modules, as well as from the Diary module.

The Chase Debt window is accessed from the Tasks Pane of the Customers module.



It can also be accessed from the Links pane of the Diary module. In either case, the Chase Debt window appears. See, *Chase debt on page 32*.

The Manage Payments window is accessed from the Tasks Pane of the Suppliers module



It can also be accessed from the Links pane of the Diary module. In either case, the Manage Payments window appears. See *Manage payments on page 42*.

## Chase debt

The Chase Debt window displays a list of accounts with a summary of their current credit position. The list displays information from the customer record, including the outstanding and overdue balances and the age of the oldest debt.

You can also see details of promised payment amounts, account statuses and credit positions and the dates of any follow-up action you need to take.

Chase Debt (All Records)

Include invoices due within the next 0 day(s) Show: All

A/C	Name	Contact Name	Telephone	Overdue £	Balance £	Payment Method	Promised Paym	Follow up
A1D001	A1 Design Services	Jim Thomas	01742 876 234	0.00	0.00	Cheque	Y	
ABS001	ABS Garages Ltd	Mike Hall	0191 254 5909	2533.31	2533.31	Cheque	Y	
BBS001	Bobs Building Supplies	Susan Livingstone	01983 567 123	4309.77	4309.77	Cheque	Y	
BRI001	Fred Briant	Fred Briant	01908 78787878	0.00	0.00	BACS	Y	
BRI001	Bronson Inc	Paul Guy	001 214 248 8924	0.00	0.00	Cheque	Y	
BUS001	Business Exhibitions	Stephen Kiszow	017684 30707	2066.62	2066.62	Cheque	Y	
CASH001	Cash and Credit Card ...			0.00	0.00	Cash		
CGS001	County Golf Supplies	Jeff Walker	0191 385 6432	2028.03	2028.03	BACS	Y	
COM001	Compton Packaging	Sean Morris	0191 121 9875	2807.04	2807.04	BACS		
DST001	Johnson Design & Bui...	Peter Quigley	0191 234 567	0.00	0.00	Cheque		
FGL001	F G Landscape & Desi...	David Bradford	01603 354564	11260.26	11260.26	Cheque	Y	
GRA001	Graham Electronics	Clint Peddie	0141 373 2828	4149.09	4149.09	BACS		
HAU001	Hausser GMBH	Alistair Leadbetter	00 49 531 3443334	1975.16	1975.16	BACS		
JSS001	John Smith Studios	John Smith	01327 617 542	972.07	972.07	BACS		
KIN001	Kinghorn & French	John Bell	0191 676 5656	7398.35	7398.35	Cheque	Y	
MAC001	Macolm Hall Associates	Siohban Winter	01244 343433	6927.16	6927.16	BACS		
MIB001	Miles Insurance Servi...	Mike Bradford	01754 234 895	3597.16	3597.16	Cheque		
MIL001	Mike Road Health Cen...	Tracy Smithson	01981 674 234	2307.94	2307.94	BACS		
MOR001	Morley Solicitors	John Bampton	01789 656 556	392.67	392.67	BACS		
PAT001	Patterson & Graham G...	Simon Billington	0987 678 234	915.24	915.24	Cheque		
PIC001	Picture Frame Ltd	Ahmed Roumani	01249 265 9874	311.56	311.56	BACS		
ROB001	Robertson Joinery	Stephen Baker	0181 789 2323	4550.20	4550.20	BACS		
SDE001	S D Enterprises	Jane Scott	0191 937 9836	15339.68	15339.68	Cheque		
SHO001	The Show Lodge	Lesley Walton	0121 363 0345	7148.07	7148.07	Cash		
STE001	Stevenson & Smith	Jonathon Sayers	01244 453 232	1562.75	1562.75	BACS		
STE002	Steven Stephenson	Steven Young	0151 977 8876	0.00	0.00	Cheque		
STU001	Edward Stuart	Edward Stuart	0191 639 3940	2341.25	2341.25	BACS		
SWA001	Swan Leisure Centre	John Blair	0191 567 2345	1598.83	1598.83	Credit Card		
VID001	The Video Rental Co...	June Whitehouse	0678 234 5678	2041.66	2041.66	BACS		
YOU001	Peter Young	Peter Young	08976 656 878	2106.84	2106.84	Credit Card		

Search Swap Clear Print List To Excel Close

You can change the information that the Chase Debt window displays using the Show: drop-down list.

From the list, you can select:

- All
- Outstanding
- Overdue
- Promised
- Disputes
- On Hold
- Unallocated
- Over Credit Limit

Choose the option you require, according to the type of accounts you want to view.

Further filtering of the customer list can be achieved by adjusting the Include invoices due within the next XX day(s) entry box, where XX is the number of days selected.

Include invoices due within the next  day(s)

All the data columns displayed are configurable using your configurable Columns control. Right-click a column header to select the columns to be displayed.

The Chase Debt window list can be further edited using Search.





<b>A/C</b>	<p>This column displays the customer account code, defined during record creation.</p> <p>Every customer with a debt history appears in the list on Chase Debt window, and the list is default sorted in order by this code.</p> <p>This column appears by default.</p>
<b>Name</b>	<p>The name of the customer is shown in this column, taken from the Customer Record.</p> <p>This column appears by default.</p>
<b>Contact Name</b>	<p>This entry is taken from the Contact name entry of the Customer Record.</p> <p>This column appears by default.</p>
<b>Telephone</b>	<p>This telephone number entry is taken from the Customer Record contact information.</p> <p>This column appears by default.</p>
<b>Overdue</b>	<p>This column shows for each customer listed, the total amount of sales that have not been paid within the respective settlement period.</p> <p>This column appears by default.</p> <p><b>Note:</b> It is important to remember that invoices are aged, while sales credits (CR), payments on account (SA), and sales payments (SP) transactions are due immediately.</p>
<b>Balance</b>	<p>This current Balance entry is taken from the Customer Record Details tab.</p> <p>This column appears by default.</p>




<b>Telephone 2</b>	<p>This second telephone number entry is taken from the Customer Record contact information.</p> <p>This is an optional column and does not appear by default.</p>
<b>Email</b>	<p>This email address entry is taken from the Customer Record Email Settings information.</p> <p>This is an optional column and does not appear by default.</p>
<b>Letters by email</b>	<p>If you selected the check box - I send letters, statements to this customer using email, then Yes appears in this column. If the check box is not selected, then No appears in this column.</p>
<b>Credit Limit</b>	<p>This Credit Limit entry is taken from the Customer Record Credit Control tab, and was set during record creation.</p> <p>This column appears by default.</p>
<b>Disputed</b>	<p>This column indicates whether a customer account is in dispute, and where this is the case, it is denoted by a symbol d being present in the specific customer row.</p> <p>This column appears by default.</p>
<b>Payment Method</b>	<p>This column displays the method of payment by the customer.</p> <p>This column appears by default.</p>
<b>Promised Payment</b>	<p>This column indicates whether a payment promise has been given by the customer.</p> <p>Where this is the case, a single letter Y is visible, otherwise the entry is blank.</p> <p>This column appears by default.</p>
<b>Unallocated</b>	<p>This column displays any unallocated amount of money received from the customer.</p> <p>This is an optional column and does appear by default.</p> <p>See you help file for details on Payments on Account.</p>
<b>Follow up</b>	<p>If a follow up event has been created and logged against a customer, the due date of that follow up appears in this column.</p> <p>This column appears by default.</p>

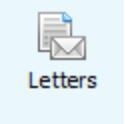
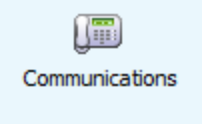
<b>Aged Curr</b>	<p>You may choose to display the customer balance at each Aged Period listed below:</p> <ul style="list-style-type: none"> <li>■ Current</li> <li>■ Thirty days</li> <li>■ Sixty days</li> <li>■ Ninety days</li> <li>■ Older</li> </ul> <p>All of the above are optional columns, and do not appear by default.</p>
<b>Aged 30 days</b>	
<b>Aged 60 days</b>	
<b>Aged 90 days</b>	
<b>Aged Older</b>	
<b>A/C Status</b>	<p>This is an optional column and does not appear by default.</p> <p>It indicates the current status of the customer account, which can be displayed as:</p> <ul style="list-style-type: none"> <li>■ Open</li> <li>■ See Notes</li> <li>■ Closed (On Hold)</li> <li>■ Liquidation (On Hold)</li> <li>■ Expired Credit Limit (On Hold)</li> <li>■ Exceeded credit Limit (On Hold)</li> <li>■ Bad Debt (On Hold)</li> <li>■ Solicitors (On Hold)</li> <li>■ New</li> <li>■ Cash only</li> <li>■ Prospect</li> <li>■ Cash on Collection - ONLY</li> </ul> <p>Where the account is On Hold, the Customer entry in the Chase Debt list appears in red.</p>
<b>Last Payment</b>	<p>This column displays the last payment from each customer listed, and the date of that payment.</p> <p>This is an optional column and does not appear by default.</p>
<b>Oldest Debt (in days)</b>	<p>The amount and date of the oldest debt, for every customer listed in the Chase Debt window, appears in this column.</p> <p>This is an optional column and does not appear by default.</p>

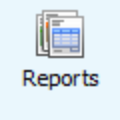
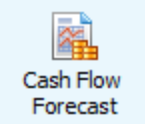
<b>Credit Position</b>	<p>The current credit position of each customer listed, appears in this column.</p> <p>This is taken from the Customer Record and can optionally be displayed as:</p> <ul style="list-style-type: none"> <li>■ Good</li> <li>■ Reminder</li> <li>■ Warning</li> <li>■ Legal</li> </ul> <p>This is an optional column and does not appear by default.</p>
<b>Priority</b>	<p>This column displays the assessed priority of this customer, with regard to the relative importance to your company.</p> <p>This is taken from the Priority Customer check box condition in the Customer Record.</p> <p>This priority status may be defined in terms of proportion of business that you receive from this customer, or their prestigious position in your industry or market.</p> <p>This is an optional column and does not appear by default.</p>
<b>Analysis 1 / 2 / 3</b>	<p>These are the custom Customer fields that you can define in Settings &gt; Configuration Editor &gt; Custom Fields.</p> <p>You can add three additional pieces of detail to an account. You can then use those details when generating reports to analyse your sales and purchases.</p> <p>For example, you might want to record the customer type, sales representative and sales region on a Customer Record.</p>


The Chase Debt window toolbar give easy access to key credit control functions:

<b>Customer Record</b>	<p>Choose a customer in the Chase Debt window list, then click Customer Record.</p>  <p>Customer Record</p> <p>The Details tab of the chosen Customer Record appears.</p>
<b>Activity</b>	<p>Choose a customer in the Chase Debt window list, then click Activity.</p>  <p>Activity</p> <p>The Activity window for that customer appears.</p>
<b>Aged Balances</b>	<p>Choose a customer in the Chase Debt window list, then click Aged Balances.</p>  <p>Aged Balances</p> <p>The Aged Balances Date Defaults window appears.</p> <p>In the Aged Balance Report Date box, enter the date you wish to use to calculate the aged balances.</p> <p>If you only want to include payments up to a particular date, enter the date you require in the Include Payments Up To box.</p> <p>Click OK.</p> <p>The Aged Balances window appears.</p>
<b>Disputes - Accounts Plus and Accounts Professional only</b>	<p>Choose a customer in the Chase Debt window list, where the Dispute column entry for that customer is showing the - d - Dispute indicator, then click Disputes.</p>  <p>Disputes</p> <p>The Disputed Items window appears.</p>

<b>Credit Charges</b>	<p>Before you can apply credit charges, you must set up your finance rates.</p> <div> Credit Charges</div> <p>Once you have set your finance rates, choose a customer in the Chase Debt window list, then click Credit Charges.</p> <p>The Credit Charges wizard appears.</p>
<b>Write off/ Refunds</b>	<p>Choose a customer in the Chase Debt window list, then click Write offs/Refunds.</p> <div> Write Offs/ Refunds</div> <p>The Write Off, Refunds and Returns wizard appears.</p>
<b>Debt Analysis</b>	<p>Choose a customer in the Chase Debt window list, then click Debt Analysis.</p> <div> Debt Analysis</div> <p>The Days Sales Analysis window appears, showing the Days Sales Outstanding information.</p>

<b>Letters</b>	<p>Choose a customer in the Chase Debt window list, then click Letters.</p>  <p>The Report Browser appears, listing all Letter layouts available.</p> <p>Select the Letter layout you want to run.</p> <p>From the Report Browser toolbar, select how you want to display your letter: Print, Preview, File or Email.</p> <p>Depending on which letter layout you selected, the Criteria window may appear. This includes only those criteria that are appropriate to the letter layout selected. From here you can select to limit the number of transactions you preview.</p> <p>If you select a value in the space provided, only the number of transactions specified are displayed. If you leave the box display as the default value 0, all of the transactions are displayed.</p> <p>To accept the criteria details and run the statement, click OK.</p>
<b>Communications</b>	<p>Choose a customer in the Chase Debt window list, then click Communications.</p>  <p>The Communication tab of the chosen Customer Record appears.</p>

<b>Reports</b>	<p>From the Chase Debt window, choose the Customers required, then click Reports.</p>  <p>The Customer Reports Browser appears. Double-click the folder for the type of report that you want to run, for example Aged Debtors Reports. The selected folder opens to display the available reports. Click the report you want to run.</p> <p>From the Customer Reports Browser toolbar, select how you want to display your report: Print, Preview, File or Email.</p> <p>Depending on which report you selected, the Criteria window may appear. This includes only those criteria that are appropriate to the report selected. From here you can select to limit the number of transactions you preview.</p> <p>If you select a value in the space provided, only the number of transactions specified are displayed. If you leave the box display as the default value 0, all of the transactions are displayed. To accept the criteria details and run the report, click OK.</p>
<b>Cash Flow Forecast</b>	<p>Choose a customer in the Chase Debt window list, then click Cash Flow Forecast.</p>  <p>The Cash Flow window appears.</p>

<b>Statement</b>	<p>Choose a customer in the Chase Debt window list, then click Statements.</p> <div data-bbox="470 320 614 448"> Statements</div> <p>The Layouts Browser appears, listing all Statement layouts available.</p> <p>Select the Statement layout you want to run. From the Report Browser toolbar, select how you want to display your statement: Print, Preview, File or Email.</p> <p>Depending on which statement you selected, the Criteria window may appear. This includes only those criteria that are appropriate to the statement layout selected. From here you can select to limit the number of transactions you preview.</p> <p>If you select a value in the space provided, only the number of transactions specified are displayed. If you leave the box display as the default value 0, all of the transactions are displayed. To accept the criteria details and run the statement, click OK.</p>
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## Manage payments

The Manage Payments window displays a list of supplier accounts with a summary of their current payment position. The list displays information from the supplier record, including overdue balances and the age of the oldest debt. You can also see details of promised payment amounts, account statuses and credit positions and the dates of any follow-up action you need to take.

You can send the data from this window to Microsoft® Excel. To do this, with this specific Accounts data window selected, click To Excel (Alt+X).

Manage Payments (All Records)

Show: All

A/C	Name	Contact Name	Telephone	Overdue £	Balance £/Payment Method	Promised Paym/Follow up
CON001	Concept Stationery S...	Mark Ramsay	0191 643 4343	1644.39	1644.39 BACS	
MCN001	McNally Computer S...	Stuart Lynn	0191 415 3434	24734.12	24734.12 BACS	
MEA001	Mears Insurance	Stephen Wilmshurst	01905 243534	0.00	0.00 Cheque	
NEW001	Newtown Builders Ltd	John Sinclair	0181 245 4534	0.00	0.00 BACS	
QUA001	Quality Motors	Debbie Minko	0191 231 3454	30.22	30.22 Cheque	
SDE001	S D Enterprises	Lisa Ford	0191 290 3939	352.50	352.50 Cheque	
STU001	Studio Designs	Adam McCrooy	0191 230 4534	0.00	0.00 Cheque	
SUP001	Superior Technology...	Neil Haswell	0191 743 1234	9164.95	9164.95 Cheque	
SUP002	Superclean	Janice Robertson	01642 222 2343	1762.50	1762.50 BACS	
THO001	Thompsons Electricals	Melanie Dodd	01825 872323	337.11	337.11 Cheque	
UNI001	Unique Systems	Jill Henderson	01964 673242	640.76	640.76 Cheque	
WAL001	Wallace Office Equip...	Mark Lambert	0191 269 9606	-114.28	-114.28 BACS	
WED001	Wedgwood Marhall...	Mark Singh	0181 264 3242	0.00	0.00 BACS	
WIS001	Wise Electricals Ltd	Mark Gatens	01642 625455	82.28	82.28 Cheque	
WIS002	Wiseman Paper Prod...	Kathy Jordan	0191 987 3897	5868.13	5868.13 Cheque	

Search Swap Clear Print List To Excel Close

You can change the information that the Manage Payments window displays using the Show: drop-down list. To ensure that you are viewing the most up to date supplier state, click Refresh.

From the list, you can select:

- All
- Outstanding
- Overdue
- Promised
- Disputes
- On Hold
- Unallocated
- Over Credit Limit

Choose the option you require, according to the type of accounts you want to view.

All the data columns displayed are configurable using your Configurable Columns control. Right-click a column header to select the columns to be displayed.

The Manage Payments window list can be further edited using Search.

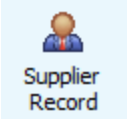

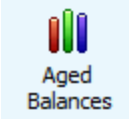

<b>A/C</b>	<p>Displays the supplier's account code.</p> <p>Every supplier with a credit history appears in the Manage Payments window list, and the list is default sorted in order by this code.</p> <p>This column appears by default.</p>
<b>Name</b>	<p>The name of the supplier taken from the Supplier Record.</p> <p>This column appears by default.</p>
<b>Contact Name</b>	<p>The Contact name entry of the Supplier Record.</p> <p>This column appears by default.</p>
<b>Telephone</b>	<p>The telephone number from the Supplier Record contact information.</p> <p>This column appears by default.</p>
<b>Overdue</b>	<p>The total amount of purchases that have not been paid within the respective settlement period.</p> <p>This column appears by default.</p> <p><b>Note:</b> It is important to remember that invoices are aged, while purchase credits (PR), payments on account (PA), and purchase receipts (PR) transactions are due immediately.</p>
<b>Balance</b>	<p>This current Balance from the Supplier Record Details tab.</p> <p>This column appears by default.</p>

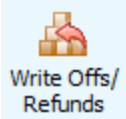
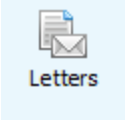
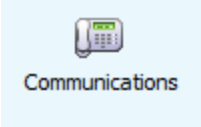
<b>Telephone 2</b>	<p>This second telephone number entry is taken from the Supplier Record contact information.</p> <p>This is an optional column and does not appear by default.</p>
<b>Email</b>	<p>This email address entry is taken from the Supplier Record Email Settings information.</p> <p>This is an optional column and does not appear by default.</p>
<b>Letters by email</b>	<p>If you selected the check box - I send letters, remittances etc to this supplier using email, then Yes appears in this column. If the check box is not selected, then No appears in this column.</p>
<b>Credit Limit</b>	<p>This Credit Limit entry is taken from the Supplier Record Credit Control tab, and was set during record creation.</p> <p>This column appears by default.</p>
<b>Disputed</b>	<p>This column indicates whether a supplier account is in dispute, and where this is the case, it is denoted by a symbol d being present in the specific supplier row.</p> <p>This column appears by default.</p>
<b>Payment Method</b>	<p>This column displays the method of payment by the supplier.</p> <p>This column appears by default.</p>
<b>Promised Payment</b>	<p>Indicates whether a payment promise has been given to the supplier. Where this is the case, a single letter Y is visible, otherwise the entry is blank.</p> <p>This column appears by default.</p>
<b>Unallocated</b>	<p>The amount of unallocated money paid to the supplier.</p> <p>This is an optional column and does not appear by default.</p>
<b>Follow up</b>	<p>If a follow up event has been created and logged against a supplier , the due date of that follow up appears in this column.</p> <p>This column appears by default.</p>



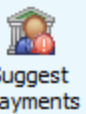
<b>Aged Curr</b>	<p>You may choose to display the balance with your suppliers at each Aged Period listed below:</p> <ul style="list-style-type: none"> <li>■ Current</li> <li>■ Thirty days</li> <li>■ Sixty days</li> <li>■ Ninety days</li> <li>■ Older</li> </ul> <p>All of the above are optional columns, and do not appear by default.</p>
<b>Aged 30 days</b>	
<b>Aged 60 days</b>	
<b>Aged 90 days</b>	
<b>Aged Older</b>	
<b>A/C Status</b>	<p>This column indicates the current status of the supplier account.</p> <p>This is taken from the Supplier Record and can optionally be displayed as:</p> <ul style="list-style-type: none"> <li>■ Open</li> <li>■ See Notes</li> <li>■ Closed (On Hold)</li> <li>■ Liquidation (On Hold)</li> <li>■ Expired Credit Limit (On Hold)</li> <li>■ Exceeded Credit Limit (On Hold)</li> <li>■ Bad Debt (On Hold)</li> <li>■ Solicitors (On Hold)</li> <li>■ New</li> <li>■ Cash only</li> <li>■ Prospect</li> <li>■ Cash on Collection - ONLY</li> </ul> <p>Where the account is On Hold, the Supplier entry in the Manage Payments list appears in red.</p> <p>This is an optional column and does not appear by default.</p>
<b>Last Payment</b>	<p>This column displays the last payment made to each supplier listed, and the date of that payment.</p> <p>This is an optional column and does not appear by default.</p>
<b>Oldest Debt (in days)</b>	<p>The amount and date of the oldest debt, for every supplier listed in the Manage Payments window, appears in this column.</p> <p>This is an optional column and does not appear by default.</p>

<b>Credit Position</b>	<p>Your current credit position with each supplier listed, appears in this column.</p> <p>This is taken from the Supplier Record and can optionally be displayed as:</p> <ul style="list-style-type: none"> <li>■ Good</li> <li>■ Reminder</li> <li>■ Warning</li> <li>■ Legal</li> </ul> <p>This is an optional column and does not appear by default.</p>
<b>Priority</b>	<p>This column displays the assessed priority of this supplier, with regard to their relative importance to your company.</p> <p>This is taken from the Priority Supplier check box condition in the Supplier Record.</p> <p>This priority status may be defined in terms of proportion of business that you give to this supplier, or their prestigious position in your industry or market, for instance if they are the sole supplier of a critical item.</p> <p>This is an optional column and does not appear by default.</p>
<b>Analysis 1 / 2 / 3</b>	<p>These are the custom Supplier fields that you can define in Settings &gt; Configuration Editor &gt; Custom Fields.</p> <p>You can add three additional pieces of detail to an account. You can then use those details when generating reports to analyse your purchases.</p> <p>For example, you might want to record suppliers by region and account manager</p>

The Manage Payments window toolbar give easy access to key credit control functions:

<b>Supplier Record</b>	 <p>Choose a supplier in the Manage Payments window list, then click Supplier Record.</p> <p>The Details tab of the chosen Supplier Record appears.</p>
<b>Activity</b>	 <p>Choose a supplier in the Manage Payments window list, then click Activity.</p> <p>The Activity window for that supplier appears.</p>
<b>Aged Balances</b>	 <p>Choose a supplier in the Manage Payments window list, then click Aged Balances.</p> <p>The Aged Balances Date Defaults window appears.</p> <p>In the Aged Balance Report Date box, enter the date you wish to use to calculate the aged balances.</p> <p>If you only want to include payments up to a particular date, enter the date you require in the Include Payments Up To box.</p> <p>Click OK.</p> <p>The Aged Balances window appears.</p>
<b>Disputes - Accounts Plus and Accounts Professional only</b>	 <p>Choose a supplier in the Manage Payments window list, where the Dispute column entry for that supplier is showing the - d - Dispute indicator, then click Disputes.</p> <p>The Disputed Items window appears.</p>

<b>Write offs/Refunds</b>	 <p>Choose a supplier in the Manage Payments window list, then click Write offs/Refunds.</p> <p>The Write Off, Refunds and Returns wizard appears.</p>
<b>Letters</b>	 <p>Choose a supplier in the Manage Payments window list, then click Letters.</p> <p>The Letters Browser appears, listing all Letter layouts available.</p> <p>Select the Letter layout you want to run. From the Letters Browser toolbar, select how you want to display your letter: Print, Preview, File or Email.</p> <p>Depending on which letter layout you selected, the Criteria window may appear. This includes only those criteria that are appropriate to the letter layout selected. From here you can select to limit the number of transactions you preview.</p> <p>If you select a value in the space provided, only the number of transactions specified are displayed. If you leave the box display as the default value 0, all of the transactions are displayed. To accept the criteria details and run the statement, click OK.</p>
<b>Communications</b>	 <p>Choose a supplier in the Manage Payments window list, then click Communications.</p> <p>The Communication tab of the chosen Supplier Record appears.</p> <p>For more details see <i>Communications on page 54</i>.</p>

<b>Reports</b>	 <p>Reports</p> <p>From the Manage Payments window, choose the supplier required, then click Reports. The Suppliers Reports Browser appears.</p> <p>Double-click the folder for the type of report that you want to run, for example Aged Creditors Reports. The selected folder opens to display the available reports. Click the report you want to run.</p> <p>From the Report Browser toolbar, select how you want to display your report: Print, Preview, File or Email.</p> <p>Depending on which report you selected, the Criteria window may appear. This includes only those criteria that are appropriate to the report selected. From here you can select to limit the number of transactions you preview.</p> <p>If you select a value in the space provided, only the number of transactions specified are displayed. If you leave the box display as the default value 0, all of the transactions are displayed.</p> <p>To accept the criteria details and run the report, click OK.</p>
<b>Cash Flow Forecast</b>	 <p>Cash Flow Forecast</p> <p>Choose a supplier in the Manage Payments window list, then click Cash Flow Forecast.</p> <p>The Cash Flow window appears.</p>
<b>Suggest Payments</b>	 <p>Suggest Payments</p> <p>Choose a supplier in the Manage Payments window list, then click Suggest Payments.</p> <p>The Suggested Payments window appears.</p>

### Suggest payments

Sage 50 Accounts Suggest Payments feature helps you to keep track of your creditors and decide which of your supplier debts you should pay first.

When you use Suggest Payments, a prioritised list of the suppliers that you should pay appears. The accounts of those suppliers set as Priority Suppliers are placed first in the list with the highest

outstanding balance first. The accounts of the remaining suppliers follow, placed in order of the amount outstanding.

When you click Suggest, your software suggests a value for you to pay to each supplier, starting at the top of the list. If you re-sort the list before you click Suggest, for example to display the outstanding amounts in date order, your software still suggests payments for your suppliers in the order that they appear on screen.

When you choose to make a payment from the Suggested Payments list, your software displays the Supplier Payments window. The supplier's account, invoice and payment information appears in the window automatically, ready for you to check and save the payment.

If you require, you can modify the suggested payment amount for any supplier. You can also print the list of suggested payments using the Print List button.

When you make a payment to a supplier using Suggested Payments, your software reduces any promised payments by the amount you pay. In addition, your software queries whether any existing promised payment event in the diary, related to this promised payment, should be updated to reflect your payment.

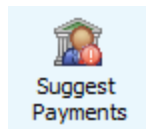
### To view a list of suggested supplier payments

1. Open the Suppliers module, then from the Tasks pane, click Manage Payments.



The Manage Payments window appears.

2. From the Manage Payments window toolbar, click Suggest Payments.



The Suggest Payments window appears, displaying a prioritised list of all the suppliers with overdue payments.

3. In the Bank Account area of the window, select the bank account you want to use for the payments from the Bank A/C drop-down list.

The bank account's name, current balance and minimum limit appear in the remaining boxes in the Bank Account section of the window.

4. Type the value of the bank funds that are available for payment in the Funds for payment box.

Alternatively, you can leave the Funds for payment box blank, and enable Sage 50 Accounts to enter the balance available in the bank account, when you click Suggest.

5. Click Suggest.

**Note:** If the Funds for payment box is blank, Sage 50 Accounts checks the balance and minimum limit of the bank account you are using to see whether funds are available in the account.

- If funds are available in the account, your software displays the following message:

*You have not entered a value for the funds available for payments. £xxxxx is available in the selected bank account. Do you wish to use this value so the system can suggest which payments to make?*

Click Yes to use the suggested amount, or to cancel and enter your own value, click No.

- If there are no funds available in the account, your software displays the message:

*You have not entered a value for the funds available for payments. Please enter a value for the funds for payment before continuing.*

Click OK and enter a value in the Funds for payment box, or select a bank account with sufficient funds to make payments and repeat steps 3 and 4.

Your software displays a suggested payment amount for each outstanding balance in the Payment Amount column, using the funds available for payment, and indicates the reason for suggesting the payment in the Reason column.

6. To discard the suggested amounts, for example if you want to re-enter your available funds value or select a different bank account, click Clear.

The Payment Amount column clears, ready for you to make the changes you require and request the suggested values again.

7. To print the list of suggested payments, click Print List.

8. To continue by making a payment to a supplier, refer to the following section.

Alternatively, to return to the Manage Payments window without making any payments, click Close.

When you make a payment to a supplier using Suggest Payments, your software reduces any promised payments by the amount you pay. In addition, your software queries whether any existing promised payment event in the diary, related to this promised payment, should be updated to reflect your payment.

## Dashboard view

Dashboard windows are used as a quick way of providing you with useful information, in relation to the module you are currently working in.

The information displayed is up-to-date at the time the dashboard is first displayed. If you have the window displayed for any length of time, you can click on the Refresh icon to refresh it.



In the Customers and Suppliers module, the Dashboard View aims to give you an at-a-glance barometer of your business credit state, using the following categories:

- **Customer Cash Overview**

This information is displayed as a pie chart, illustrating all monies owed to you / by you.

Click on each portion of the pie chart or legend to drill-down into the data, firstly by customer, to show the customer list responsible for that portion, showing the Customer Reference and Value in base currency.

Click again on a customer in the list, to drill-down further by transaction, giving a listing, comprised of Transaction No., Type, Ref, Details and Gross Value.

- **Aged Debt**

This information is displayed as a bar chart. It depicts the total amounts for Future, Current, One Month, Two Months, Three Months and Older.

Click each value in the bar chart to drill-down into a list of those customers responsible for the Aged Debt total. Click again on a customer in the drill list to drill-down into the transaction list for that customer.

- **Today's Diary Events**

Displayed as list, illustrating today's events for the current user - taken from the Diary Calendar.

Click on an event in the list to drill-down into the specific event record.

- **Promised Payments**

This information is displayed in the form of a bar chart. It illustrates the Promised Payment values for This Week, Next Week and Future.

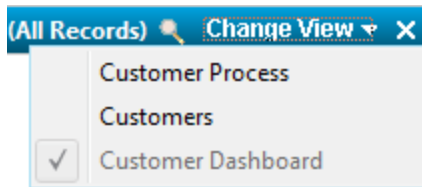
Click each portion of the bar chart to drill down into a list of promised payments, listing by Customer Ref, Invoice No, Value and Due Date.

To maximise any of these categories in your software workspace, select the Maximise button in the top right-hand corner of each category view.



In both Customers and Suppliers modules, the view selector allows you to change what is displayed in the work area.

To access the Dashboard View, click on the Change View button shown in the top right-hand corner of the work area, then select the option you require from the drop-down list that appears.



## Communications

Record all types of communication with your customers and supplier; from telephone calls and written correspondence to face-to-face meetings. The information is stored with the customer and supplier records, in the form of a Communications tab.

Communications can automate updates to the Diary and status of the customer/supplier records. For example, when chasing debts by telephone, a summary of the conversation you have with your customer can be entered.

If your customer has promised that the cheque is to be sent in the post that day, you can set a reminder to make sure that the cheque has actually arrived. You can check the follow-up dates in your credit control diary.

Or perhaps, a supplier has delivered the wrong order, you can record the conversation you have with them and you can set a reminder so that you can check that the remedial action has been completed.

### **You can**

- Get your software to generate chase letters to send to customers as part of the communication outcome as well as update the status of the account.  
To do this, set up your credit control options in the Configuration Editor.
- Use a telephone number stored on the communication record to dial the customer/supplier.
- Record the duration of the telephone call. This may be of interest if you want to charge time for telephone calls made.
- Add electronic files about the communication, such as letters or emails. Alternatively, record the location of where a paper document is stored. This is done using the communication's Memo tab.
- View the complete communication history for a customer or supplier or filter the history by date range.
- Create an invoice for a customer while recording a communication.
- Delete obsolete communications.

### **Recording a communication**

1. Open the customer or supplier's record to which you want to add information, then click the Communications tab.

Alternatively, from the Credit Control Chase Debt or Manage Payments window, choose the account you want then click Communications.

The following illustrates a customer record communication tab.

The screenshot shows the 'Customer - LocalPetStore' window with the 'Communications' tab selected. The window is divided into several sections:

- Account Details:**
  - Account Status: Open
  - Credit Position: Reminder
  - Outstanding: 0.00
  - Credit Limit: 2000.00
  - Overdue: 0.00
  - Promised Payment: 300.00
- Search Criteria:**
  - Show Communications From: 01/01/1980
  - To: 31/12/2099
- Communications List:**

Date	Contact Type	Contact	Subject	Balance	Outcome	Promised Payment	Follow-up	Note
05/12/2011	Telephone, made	John Jones	Outstanding debt - re..		Payment Promised	300.00	09/12/2011	
- Action Buttons:**
  - New, Edit, Swap, Clear, Delete, Print Details
  - Save, Discard, Delete, Previous, Next, Print List, To Excel, New Order, New Invoice, Close

- To create a communication, click New. Otherwise to make an amended, select the communication details from the list then click Edit.

The Communication History window appears.

- Enter the Communication details then click Save.

You can send the data from this window to Microsoft® Excel. To do this, with this specific Accounts data window selected, click To Excel (Alt+X).

### Upper read-only boxes

<b>Accounts Status</b>	<p>Indicates the status applied to the customer's record set on the Credit Control tab.</p> <p><b>Tip:</b> The status list is controlled from settings in your software which can be amended to suit your business. Choose Settings &gt; Configuration Editor &gt; Account Status tab.</p>
<b>Credit Position</b>	<p>This setting indicates the stage you have reached in the credit control process with this customer.</p> <p>The stage displayed is controlled by the setting on the Credit Control tab, which can be updated as a result of a new communication being added to the record.</p>

<b>Outstanding</b>	The balance on the account - what the customer owes you whether it's overdue or not.
<b>Credit Limit</b>	Indicates the amount of credit this customer is allowed, as set on the record's Credit Control tab.
<b>Overdue</b>	Indicates the amount of money the customer has failed to pay on time. Useful to get an idea of the scale of the debt you are chasing.
<b>Promised Payments</b>	<p>Displays the amount you are expecting as a result of a discussion with the customer that has been recorded as a communication.</p> <p>Promised payments are also reflected in:</p> <ul style="list-style-type: none"> <li>■ The table of communications on this window.</li> <li>■ Your diary as a reminder to check payment has been received.</li> <li>■ The Chase Debts window indicated with a Y for yes in the Promised Payments column.</li> </ul>

**Communication details (table)**

<b>Date</b>	The program date appears here. You can change this if required.
<b>Contact Type</b>	The type of contact made, chosen from Telephone, Letter/Fax/Email, Meeting, and whether the communication was made, sent or received.
<b>Contact</b>	<p>The name of the contact stored on the customer record appears here for you automatically.</p> <p>If you speak to someone who is not your regular contact, you can change the name here.</p>
<b>Subject</b>	<p>Enter the reason or purpose of the communication in this entry box.</p> <p>Use up to thirty characters.</p>
<b>Balance</b>	The current balance of the supplier's account.

<b>Outcome</b>	<p>This is the outcome of the contact made or received. The contact outcome types include:</p> <ul style="list-style-type: none"> <li>■ No Contact</li> <li>■ Left Message</li> <li>■ Contact Made</li> <li>■ Call them back</li> <li>■ They'll call back</li> <li>■ Reminder Letter sent / received</li> <li>■ Warning Letter sent / received</li> <li>■ Legal Letter sent / received</li> <li>■ Other Letter sent / received</li> <li>■ Payment Promised - Customer / supplier</li> <li>■ Dispute</li> </ul>
<b>Promised Payment</b>	Any promised payment that has been agreed during the contact is recorded here.
<b>Follow up</b>	If any Follow Up date was recorded in the supplier Communications window during the communication, it appears here in your date format.
<b>Notes</b>	Any notes made in the Notes pane in the supplier Communications window, during or after the communication, are presented here.
<b>Our Contact</b>	The name of the person who made the call appears here. If this has been entered incorrectly, you can change it here.

## Record communication details

1. From the customer or supplier's record, click the Communications tab then click New or Edit.

## Communication Details

<p><b>Options</b></p>	<p>Choose the method of contact from:</p> <ul style="list-style-type: none"> <li>■ Telephone</li> <li>■ Letter/Fax/Email</li> <li>■ Meeting</li> </ul> <p>Once the communication has been saved, this method can't be changed.</p> <p><b>Tip:</b> The following entry boxes and drop-down lists vary depending on the method you select.</p> <p><b>Note:</b> Although chase letters can be sent by email it is vital you keep copies of the letters and emails sent as well as get a Read Receipt to show evidence of the email and chase letter having been received. We recommend you send the third or final letter by recorded post to the customer's registered office address.</p>
<p><b>Subject</b></p>	<p>Enter a description of why contact is being made, something that is meaningful for this communication.</p>

<b>Balance</b>	The balance on the account you are dealing with.
<b>Date</b>	When creating a communication the program date appears - this is the date set for your software: Settings > Change Program Date. To amend the date use the calendar button to select a date or you can type the date directly into the box.
<b>Our Contact</b>	<p>The name of the person who recorded the communication.</p> <p>When creating a communication, if you have to logon to the software then your logon name is displayed, otherwise it is blank. Amend as required.</p> <p><b>Tip:</b> You can secure your software by restricting access. Choose, Settings &gt; Company Preferences &gt; Parameters, then click the Access Rights check box.</p>
<b>Contact Type</b>	The drop down types vary according to the method of contact previously selected. Select a type from the drop down list.
<b>Style</b>	Displayed for letters, fax and email where you can indicate the type of letter you have sent, such as statement or legal threat.
<b>Location</b>	Displayed for meetings where you can specify where the meeting was held.

### Contact Details

<b>Spoke To, To/From, Met</b>	<p>The name of this box changes depending on the contact method you choose. It indicates the name of the person you are dealing with.</p> <p>If contact names are recorded on the customer's or supplier's record use the drop down to select a name, otherwise enter a name into the box.</p>
<b>Telephone</b>	<p>If you have selected a contact name from the previous box, the telephone number entered on the customer or supplier's record is displayed. Otherwise, enter a contact telephone number.</p> <p>When you have a modem connected to your computer and a telephone that shares the same line, you can use the button to the right of the box to dial the number.</p>
<b>Address, Street 1 etc</b>	<p>If you selected a contact name from the previous box, the registered address entered on the customer or supplier's record is displayed. Amend if needed.</p>

**Telephone Timer (telephone contact only)**

<b>Start - Stop</b>	<p>To record the duration of a telephone call, click Start, when the call begins. The Start box shows the start time of the conversation.</p> <p><b>Note:</b> If you generate an invoice for this contact using the Invoice button, chargeable time is calculated based on the Telephone Timer.</p>
<b>Duration</b>	<p>The timer counts until you click Stop at the end of the call. The Stop box displays the end time of the conversation, and the Duration box shows the length of the call in hours, minutes and seconds.</p>

**Communication Results**

<b>Outcome</b>	<p>Indicates the outcome of the communication such as letter send or payment promised.</p> <p>Use the drop down list to select a predefined outcome.</p> <p><b>Note:</b> If you set the Outcome to Send Reminder Letter, Send Warning Letter or Send Legal Letter, your software sets the New Account Status to the default for that letter type, as it appears in the Credit Control tab of the Configuration Editor.</p>
<b>Promised Amount</b>	<p>If a customer agrees to make a payment, or you agree to send a payment to a supplier, select Payment Promised from the Outcome drop-down list.</p> <p>Enter the amount of the promised payment in the Promised Amount box, and the date that it is due.</p> <p>When you record promised payment details, the Customers or Suppliers list in the Chase Debt or Manage Payments window displays the promised amount against the relevant account.</p> <p>A record of the promised payment also appears in your Cash Flow window.</p> <p><b>Note:</b> The promised payment recorded is the most recent one noted - that is, if a promised payment record already exists, and you make note of another, updated or revised promise, then it is the revised payment promise that is shown in the cash flow and Diary event records.</p>
<b>Follow Up</b>	<p>You can also specify a follow-up date and time, along with a new account status for the account, if you require. When you set a Follow Up date and time, a reminder event is created in your Diary module.</p>
<b>New Account Status</b>	<p>If this new status differs from the current account status, a confirmation message appears to alert you to the change.</p>

<b>Credit Position</b>	<p>The credit position status reached as a result of this communication. Choose from:</p> <ul style="list-style-type: none"> <li>■ Good</li> <li>■ Reminder</li> <li>■ Warning</li> <li>■ Legal</li> </ul> <p>The selected status is also displayed on the Communications tab and Credit Control tab of the customer/supplier's record.</p>
<b>Notes</b>	Use the Notes section to make amendments to the original communication, as required

### Communication history - memo

The Memo tab is provided so that more extensive notes, attachments and memoranda can be recorded, regarding the communication made. You can add attachments, such as visit reports, letters or other information.

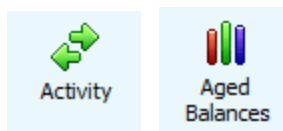
1. From the Communications tab of the Customer or Supplier Record window, double-click on the communication in the list that you wish to edit.

The Customer / Supplier Communication History window appears.

2. Click the Memo tab.
3. Enter or edit text in the Memo pane, as you require. The text automatically wraps around onto the next line as you type.
4. To save your entries click Save.
5. To return to the Communications tab, click Close.

## Viewing transaction history and aged balances

The Activity and Aged Balances options are available, within both the Customers Chase Debt and Suppliers Manage Payments windows.



The Activity feature allows you to see the financial activity for a selected account. You can print a copy of the activity information displayed on-window directly from the Activity window, for example as a reference during telephone conversations or for face-to-face meetings.

The Aged Balances options enable you to view a summary of the outstanding debt on an account, grouped by ageing period.

From the Aged Balances window, you can change the display so that you see the information in a detailed or graphical format, and you can also print the summary and detailed aged balance information directly.

### To view customer or supplier transaction history

1. Select one of the following:  
Customers > Chase Debt  
Suppliers > Manage Payments
2. From the respective Chase Debt / Manage Payment window that appears, select the account you want to view the transaction history for.
3. Click Activity.  
The Activity Date Range window appears.
4. Enter the transaction range, transaction type and date range information you require, and click OK.  
The Activity window appears, showing the transactions associated with the account you selected, one transaction per line.  
The window also displays the total amount that your customers owe, or that you owe to your suppliers, grouped by age, in the boxes at the bottom of the window. For example, the total debt of a customer that is less than thirty days old, appears in the Current total box.
5. To view another account's transactions, select the reference of the account you require from the drop-down list in the A/C box at the top of the window.
6. To view a different range of transactions, click Range. Enter the transaction range, transaction type and/or date range you require, and click OK.
7. To print a copy of the transactions in the list, click Print List.
8. To exit the Activity window, click Close.

**To view a customer or supplier aged balances**

1. Select one of the following:

Customers > Chase Debt

Suppliers > Manage Payments

2. From the respective Chase window that appears, select the account you want to view aged balances for.
3. Click Aged Balances.

The Aged Balances Date Defaults window appears.

4. Enter the dates you require and click OK.

The Aged Balances window appears. The window shows the total of any outstanding invoices for the customer or supplier, grouped by age.

**Note:** The Aged Balances window determines the ageing periods to use from the settings you enter in Customer Defaults and Supplier Defaults.

5. To see the account's detailed aged balances, click Detailed.

The Detailed Aged Analysis window appears, displaying the individual transactions that make up the aged totals.

6. To print the list of aged balances, click Print List.

## Marking invoices as disputed

### Accounts Plus and Accounts Professional only

If a customer queries an invoice you have sent them, you can mark the invoice as disputed until you come to an agreement. You can mark any invoice that is not fully paid as disputed. As soon as the invoice query is settled you can remove the disputed flag.

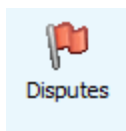
Disputed transactions appear in your Sage 50 Accounts reports. Some reports display these transactions as disputed by displaying a 'd' alongside them.

If you do not want to show disputed items in your reports, you must set a filter. For further information about how to do this, refer to the Report Designer Help by pressing F12 to open Report Designer, then from within Report Designer, press F1 to open the help.

**Note:** You can also mark invoices you have received from your supplier as disputed by clicking Disputes from the toolbar of the Suppliers or Manage Payments windows.

### To mark a customer invoice as disputed

1. From the Customers window, select the account you want to work with then click Disputes.



Alternatively, from the Chase Debt window select the account you want then click Disputes.

The Disputes window appears. It lists the transactions relating to the selected account.

**Tip:** To view a different account, click the A/C drop-down and select the account you want from the displayed list.

2. Choose the transaction or transactions that you want to mark as disputed, then click Dispute.

The Details window appears, prompting you to select a reason to explain why the item is in dispute.

**Note:** You can set up or amend reason codes in the Configuration Editor.

3. Choose the reason code you require, then click OK.

The transaction now displays a 'd' in the Disputed? column, and the reason for the dispute in the Dispute Reason column.

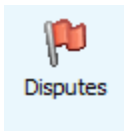
4. To record your changes click Save.

**Tip:** To remove a dispute flag from an item, double-click the item in the Disputed Items window.

You can send the data from this window to Microsoft® Excel. To do this, with this specific Accounts data window selected, click To Excel (Alt+X).

### To mark a supplier transaction as disputed

1. From the Suppliers window, select the account you want to work with then click Disputes.



Alternatively, from the Manage Payments window select the account then click Disputes.

The Disputes window appears. It lists the transactions relating to the chosen account.

**Tip:** To view a different account, click the A/C drop-down and select the account you want from the displayed list.

2. Choose the transaction or transactions that you want to mark as disputed, then click Dispute.

The Details window appears, prompting you to select a reason to explain why the item is in dispute.

**Note:** You can set up or amend reason codes in the Configuration Editor.

3. Choose the reason code you require, then click OK.

The transaction now displays a 'd' in the Disputed? column, and the reason for the dispute in the Dispute Reason column.

Alternatively, to return to the list of transactions without marking the item as disputed, click Cancel.

4. To record your changes, click Save.

**Tip:** To remove a dispute flag from an item, double-click the item in the Disputed Items window.

You can send the data from this window to Microsoft® Excel. To do this, with this specific Accounts data window selected, click To Excel (Alt+X).

## Credit Control reporting

Accounts comes with several reports to help you with credit control and debt chasing.

### Aged debtors report

The Aged Debtor Analysis (Detailed) report gives you the most detail on who owes you money. We recommend that you use this report when you are chasing debts.

The report shows:

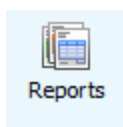
<b>Balance</b>	The total sum each customer owes and the total owed by all debtors from unpaid invoices, less any unused credits or payments on account.
<b>Future</b>	<p>This shows you the financial transactions occurring in the future.</p> <p>The Future column lists the total value of customer transactions - invoices, receipts or credit notes, dated in advance of the report date.</p> <p>A value only appears in this column if you have selected Include Future Transactions in the Criteria window.</p>
<b>Current</b>	Using the default ageing periods, the current column shows the total of each customer's transactions that are less than thirty days old, or the ageing period specified.
<b>Periods</b>	The software then categorises the transactions that are overdue into periods: 1, 2, 3 and Older.

There are two additional aged debtors reports available:

- The Aged Debtors Analysis (Summary) lists each customer and the balance they owe for each period.
- The Aged Debtors Analysis (Contacts) lists each customer and the balance they owe for each period as well as their contact details.

### To generate an aged debtors report

1. From the Customers or Chase Debt windows, click Reports.



The Customer Reports Browser appears, listing all available Report folders for the Customers module.

2. Select the Aged Debtors Reports folder.
3. Choose the report you want to print.
4. From the Report Browser toolbar, select the action you want to take.

5. Depending on which report you selected, the Criteria window may appear. This includes only those criteria that are appropriate to the report selected.

From here, you can select to limit the number of transactions you preview. Enter a number of transactions you wish to preview in the Limit Preview Results box.

If you leave the value as 0 all of the transactions are listed. To accept the criteria details and run the report, click OK.

6. If you want to add the report to your Favourites, select the report, then click Add Favourite.

The report Favourites status is then signified in the list by blue text.

#### Criteria values for the Aged Debtors Analysis (Detailed) report

<b>Transaction Date</b>	Choose a date range for the transactions you want included in the report.  If you want the report to include all transactions, accept the defaults.
<b>Inc. Future Tran</b>	If you want to include transactions dated after the report date, select this check box.
<b>Excl. Later Payments</b>	Select this check box if you want to produce retrospective aged reports.  This means that later payments are not included so that you can see how much your customer owed you on a particular date.  For example, if you have an invoice dated in March but paid in April and you run the aged report for March selecting the Exc. Later Payments check box, the report shows the invoice as outstanding as the payment is not included in the report.

### Credit control reports

In addition to the Aged Debtors reports, use the following reports to help improve your credit control:

<b>Customer Invoices Due</b>	This report lists all the outstanding invoices up to the current system date.
<b>Customer Invoices Overdue</b>	This report lists all outstanding invoices with reference to the Payment Due days that have been set on the Customer Record and Credit Control tab.  The report looks at the invoice date, pay due days and report date in order to calculate whether the invoice is overdue.  You can use this report most effectively where some customers are allowed thirty days to pay, and others only seven days.

<b>Customer Invoices within Settlement Terms</b>	<p>A useful report to send to a customer to encourage them to pay early.</p> <p>To produce this report, the software looks at the date of the sales invoice, calculates the date the customer must pay to qualify for the discount, and the saving to be made if the payment is made early.</p>
<b>Statements</b>	<p>Use statements to keep your customer informed of their balance with you. Statements can be sent to customers at any time, and can be printed for a specific customer range or transaction date range.</p> <p>There are lots of different statement layouts that can be produced to suit your individual requirements. You can choose to print statements that show each individual transaction or you can choose to group transactions that have the same date and reference.</p> <p>When you generate statements you can choose to update the communication history of associated customer accounts.</p> <p>The address for the statement is taken from the communication settings, where the user has selected the appropriate address for statements to be sent.</p> <p>Generate these documents by clicking Statements button on the Customer window toolbar.</p>

### Payment Reminder Letters

If your customers do not pay you after you have sent them their statement, you can use Sage 50 Accounts' Payment Reminder or Chase Letters. There are several different types of letters provided, including:

- Oldest Debt - Current
- Oldest Debt 30 Days
- Oldest Debt 60 Days
- Oldest Debt - 90 Days
- Oldest Debt - Over 90 Days

Generate letters by clicking Letters on the Chase Debt toolbar.

When you generate letters you can choose to update the communication history of associated customer accounts.

The address for the letters is taken from the communication settings, where the user has selected the appropriate address for chase letters to be sent.

**Important:** Chase letters can be sent by email. However, it is vital that you keep copies of the letter and email as well as obtain a Read Receipt to show evidence of the email and chase letter having been received.

It is recommended that the third or final letter to the customer be sent by recorded post to the registered office address.

## Credit charges

When customers don't pay on time you may want to charge for credit.

Credit charges brings together a number of areas in your software. Each needs to be set up so that the charges are applied correctly.

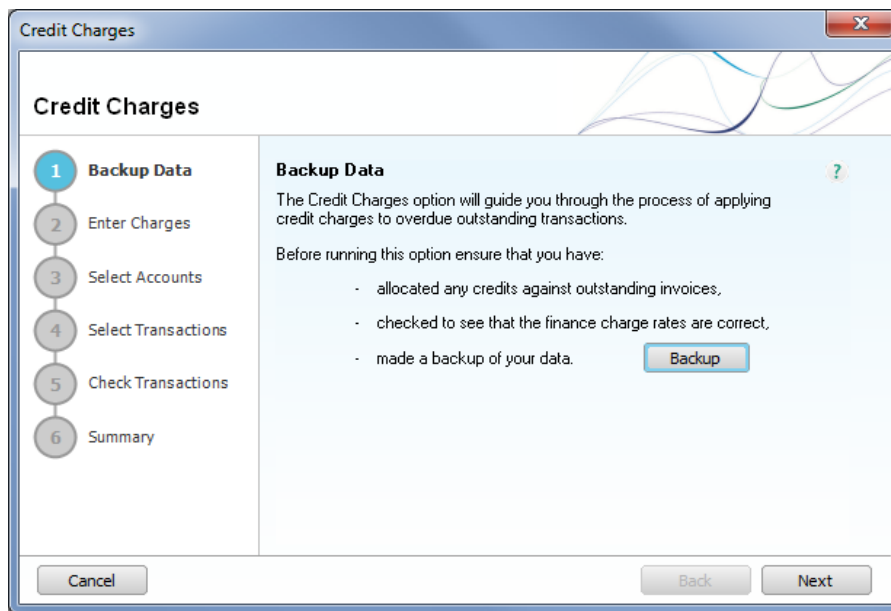
Check a nominal account is assigned as a control account for credit charges.	<ol style="list-style-type: none"> <li>1. From the Settings menu, choose Control Accounts.</li> </ol> <p><b>Tip:</b> If you are using one of the Chart of Accounts supplied by Sage, nominal account 4400 is assigned to Credit Charges.</p>
Set the charge rate to be applied.	<ol style="list-style-type: none"> <li>1. From Settings &gt; Configuration, click the Terms tab.</li> <li>2. Enter the details in the Customer Finance Rates section.</li> </ol>
Set the customer record for credit charges.	<ol style="list-style-type: none"> <li>1. From the Customers window, double-click the record you want to work with from the list, then click the Credit Control tab.</li> <li>2. In the Payment Due box, enter the number of days an account can be overdue before credit charges are applied.</li> </ol> <p><b>Tip:</b> Typically a payment is regarded as late if it is thirty days overdue. If nil days is entered, your software applies the default of thirty days to each customer transaction.</p> <ol style="list-style-type: none"> <li>3. Select the Restrictions &gt; Can charge credit check box.</li> </ol>

### Applying credit charges

1. Choose Customers, then click Credit Charges from the toolbar.

The Credit Charges wizard appears to guide you through applying credit charges to overdue

transactions.



## Days sales analysis

Days Sales Analysis helps you to measure your company's debt collection performance by calculating the average time it takes to collect your debts. You should use this feature at the end of a sales period, for example at the end of each month as part of your Month End routine.

The Days Sales Analysis window is split into three tabs.

- Use the Days Sales Outstanding tab to see whether your company is collecting its receivables effectively. In the form of a graph, it shows how many days' worth of sales are outstanding and not paid for at any given time.
- The Days Sales Overdue tab indicates how well your customers are meeting their payment terms. You can use this information to see if your customers are good payers, or if you need to improve your debt collection processes.
- The Details tab shows a list of days sales outstanding and overdue for each company that falls within the period up to the program date.

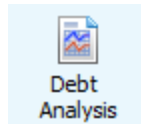
### To view your days sales outstanding information

1. Open the Customers module, then from the Tasks pane, click Chase Debt.



The Chase Debt window appears, showing the Customers information.

2. From the Chase Debt window toolbar, click Debt Analysis.



The Days Sales Analysis window appears, showing the Days Sales Outstanding information.

The window displays the following details:

<b>Company's Days Sales Outstanding</b>	<p>Your software calculates the Company's Days Sales Outstanding value by taking the total outstanding balance from all customers and working out how many days' worth of sales this value represents. This shows how long , on average, your customers take to pay their invoices.</p> <p>For example, your usual payment terms are thirty days and your software shows a Company's Days Sales Outstanding figure of 66. This indicates that, on average, your customers' payments are 36 days overdue. Unauthorised credit can be costly, so you can now take steps to reduce the amount of overdue debt.</p> <p>If this figure rises month by month, your business is taking longer to collect its debts and should take action to correct this. If the figure falls month by month, your company's collection processes are improving, or your customers are becoming better at paying on time.</p>
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<b>Default Payment Terms</b>	<p>This box displays your company's default payment terms in days. This is the number of days that you usually give your customers to pay their invoices.</p> <p>Your software reads this information from the default you set up in the Terms tab of the Configuration Editor. See your help file for more information.</p> <p>You should use this value as a guide when analysing your days sales outstanding information.</p> <p>If the Company's Days Sales Outstanding figure is more than twice the Default Payment Terms, then your company may not be collecting its debts effectively and you may want to review your collection processes.</p>
<b>Graph</b>	<p>The graph shown in the main part of the Days Sales Outstanding window displays, for the whole company, the number of customers that have outstanding balances on their accounts.</p> <p>The graph shows the number of customers that fall into each of your company's ageing periods.</p> <p>Your software reads the ageing periods, shown on the X-axis of the graph from your Customer Defaults.</p> <p>You can amend the appearance of the graph to suit your requirements.</p>

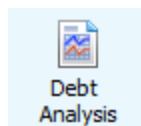
### To view your days sales overdue information

1. Open the Customers module, then from the Tasks pane, click Chase Debt.



The Chase Debt window appears, showing the Customers information.

2. From the Chase Debt window toolbar, click Debt Analysis.



The Days Sales Analysis window appears, showing the Days Sales Outstanding information.

3. Click the Days Sales Overdue tab.

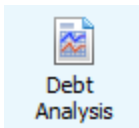
The Days Sales Overdue window appears.

The window displays the following details:

<b>Company's Days Sales Overdue</b>	<p>Your Company's Days Sales Overdue figure shows, on average, how many days overdue your customer balances are at this point in time.</p> <p>Your software takes the total of the overdue balances for all customers within the company and calculates how many days' worth of sales this value represents.</p> <p>If this value is very low, customers may either be very good payers or their payment terms may be too generous.</p> <p>If the value is significantly higher than your standard payment terms, you may need to improve your debt collection processes.</p>
<b>Default Payment Terms</b>	<p>This box displays your company's default payment terms in days. This is the number of days that you usually give your customers to pay their invoices.</p> <p>Your software reads this information from the default you set up in the Terms tab of the Configuration Editor.</p> <p>You should use this value as a guide when analysing your Days Sales Overdue information.</p> <p>If the Company's Days Sales Overdue figure is very low when compared with the Default Payment Terms, then either your customers are very good payers, or their payment terms are too generous.</p> <p>However, if the Company's Days Sales Overdue figure is significantly greater than the Default Payment Terms, then your company may not be collecting its debts effectively and you may want to review your collection processes.</p>
<b>Graph</b>	<p>The graph shown in the main part of the Days Sales Overdue window displays, for the whole company, the number of customers that have overdue balances on their accounts.</p> <p>Additionally, the graph shows the number of customers that fall into each of your company's ageing periods.</p> <p>Your software reads the ageing periods, shown on the X-axis of the graph, from your customer defaults.</p> <p>You can amend the appearance of the graph to suit your requirements.</p>

## To view your detailed days sales analysis

1. From the Chase Debt window toolbar, click Debt Analysis.



The Days Sales Analysis window appears, showing the Days Sales Outstanding information.

2. Click the Details tab.

The Details window appears.

3. To print the list, click Print List at the bottom of the window. The list information outputs to your chosen printer.
4. To close the Days Sales Analysis window and return to the Chase Debt window, click Close.

<b>Company's Days Sales Outstanding</b>	This box displays the value your software uses to calculate your company's Days Sales Outstanding analysis.
<b>Default Payment Terms</b>	This box displays your company's default payment terms in days, as set up in the Terms tab of the Configuration Editor.
<b>Company's Days Sales Overdue</b>	This box shows the figure your software uses to calculate the company's Days Sales Overdue analysis.
<b>List</b>	<p>The main list on the Details window shows a list of customer accounts that have sales outstanding or overdue, within the period you select.</p> <p>For each customer account that appears, the list shows:</p> <ul style="list-style-type: none"> <li>■ The customer's account reference and name, as they appear on the Customer Record.</li> <li>■ The number of days sales outstanding.</li> <li>■ The number of days sales overdue.</li> </ul>

## Write off bad debts

Bad debt is relevant if you are using the Standard VAT or UK Flat rate - invoiced based scheme. If your business operates under a VAT Cash Accounting scheme, you pay VAT only on the money you actually receive from customers, so VAT Bad Debt Relief is not necessary.

Sometimes you may want to write off outstanding transactions on an account, for example, if a customer does not pay an invoice and the outstanding balance becomes a bad debt.

When you write off a transaction, the balance transfers to a bad debt control account, which displays on the year's Profit and Loss report as an overhead. In addition, writing off a bad debt reduces the debtors or creditors figure on the Balance Sheet.

When you write off a debt, you need to decide whether it meets the VAT Bad Debt Relief conditions set by HM Revenue & Customs. You then need to check the balance on the account, and post the necessary transactions.

### VAT Bad Debt Relief

If your customers do not pay you for goods or services that you supply, you can claim relief from the VAT on the bad debt, as long as you meet certain conditions specified by HM Revenue & Customs. These conditions include the following:

- You must already have accounted for the VAT on the invoice and paid it to HM Revenue & Customs.
- You must have written off the debt in your VAT accounts and transferred it into a separate bad debt account.
- The debt must have remained unpaid for a period of six months from the payment due date, or the date the supply was made, whichever is later.

Similarly, if you do not pay a supplier for goods or services they provide, they are entitled to claim VAT Bad Debt Relief according to the same set of conditions. In this case, you are obliged to repay the VAT portion of the bad debt.

**Note:** For a full list of the conditions applying to VAT bad debt relief, and an explanation of the conditions, see VAT Notice 700/18. You can obtain copies of VAT Notices from HM Revenue & Customs, or download them from [www.hmrc.gov.uk](http://www.hmrc.gov.uk).

### You can

- Use the Write Off, Refund and Returns wizard, provided you are using the Standard VAT or UK Flat rate VAT scheme. If you are based in the Republic of Ireland, using VAT cash accounting, the wizard is available to write off a supplier account.

The wizard guides you through the process and makes the appropriate adjustments to your software. Please note the wizard does not take VAT into account. If you need to reclaim VAT Bad Debt, you also need to post manual transactions to account for the VAT element of the write off.

<b>You may find it necessary to write off:</b>	
Customer and supplier accounts	This is useful if you have outstanding transactions relating to a customer or supplier who has gone out of business.
Transactions which you know are not going to be paid	These transactions can be written off, either individually or as batches, although they must relate to accounts with positive balances .
Transactions below a specified value	This comes in useful if you want to remove petty amounts of invoices left on accounts that are not worth collecting. Again, these transactions must relate to accounts with positive balances.
Overpayments	Overpayments can result from receipts or credit notes that were more than the value of the original invoice, dealing with payments on account.

- Process bad debts manually by posting the transactions to write off debt.
  - Write off a sales invoice. See *Write off a sales invoice - manual process on page 78*.
  - Write off a customer account.
  - Write off a supplier account.

Do not use the write-off facilities for making provisions for bad debts, only bad debt transactions are posted.

To write off customer bad debt using the wizard

1. Choose Customers, then click Customer Write offs/Refunds in the Tasks pane.

**Write Off, Refunds and Returns**

**Select Action**

1 Select Action  
2 Process Data  
3 Update Data  
4 Post Data

Select the area in which to make the required amendments.

Area  
Customer Invoice Refunds  
Customer Cheque Returns  
Refund Credit Notes  
Payment on Account Refund  
Write off Customer Accounts  
Write off Customer Transactions  
Write off Customer Transactions below a value  
Write off Customer Small Overpayments

Select Account

Cancel Back Next

**CIS only:** Invoice refunds, cheque returns or refund credit notes must be manually recorded in the payment windows of CIS feature. This wizard does not deal with those transactions correctly.

The process is broken down into small tasks, each captured on its own page. Work through each page clicking Next to move forwards and Back to return to a previous page.

### Select Action

1. Select the type of amendment you want to make from the list.
2. Depending on the amendment either:
  - Select Account: Choose the account you want to deal with from the drop-down list.
  - Enter value: Enter an amount for some write offs (small overpayments or transaction below a value).

### Process Data

1. Select the transaction(s) that you want to deal with from the list.  
**Tip:** To deselect transactions click Clear. Swap reverses the selections made.
2. Refunds only: Select the bank account you want to use to make the refund.

### Update Data

1. Enter the date you want to apply to the transaction that will be generated for the amendment.
2. Enter a reference for transactions in the Additional Reference box.  
 This reference appears in the Ex Ref field on the posted transactions.

### Post Data

1. Check the details are correct before clicking Post to apply the changes.

### Write off a sales invoice - manual process

In this example, there is an unpaid invoice of £120.00 on the customer account, Brown Ltd. You want to write this balance off as a bad debt.

1. Select Customers > Batch Credit.  
 The Batch Customer Credits window appears.
2. Enter the details in the Batch Customer Credits window.

For example:

A/C	Date	Ref	N/C	Details	Net	T/C	VAT
BROWN	Write off date	BADDBT	8100	Write off	120.00	T9	0.00

3. Click Save.

Posting the Credit Note has the following effect on the control accounts:

- Credits the debtors control account for the total amount of the bad debt, including VAT;
- Debits the Bad Debt control account for the total amount of the bad debt, including VAT and
- Reduces the outstanding balance on the customer account by the total amount of the bad debt.

Now allocate the credit to the invoice to clear the outstanding debt. Choose Bank > Customer, to open the Customer Receipts window.

### Reclaim VAT after a manual write off

The following example illustrates the write off of an invoice with a balance of £120.00. Based on 20% VAT you now want to recover the £20.00 VAT element.

If you need more information about the conditions that need to be satisfied before the VAT can be recovered on a bad debt, please contact HM Revenue & Customs - [www.hmrc.gov.uk](http://www.hmrc.gov.uk).

1. Select Company > New Journal.

The Nominal Ledger Journals window appears.

2. Enter a date and reference for the journal, then enter the required information to reclaim the VAT, for example:

N/C	Name	Details	T/C	Debit	Credit
2201	Purchase Tax Control Account	Bad debt Relief	T1	20.00	0.00
6100	Bad Debt Write off	Bad Debt Relief	T9	0.00	20.00

**Note:** the date used for this journal should satisfy HM Revenue & Customs' rules for bad debt relief.

3. To post the journal, click Save.

You have now posted the journal to reclaim the VAT. As required by HM Revenue and Customs this transaction updates box 4 of the VAT Return, VAT reclaimed in this period on purchases.

## Cash flow

### Accounts Plus and Accounts Professional only

Have you ever asked yourself:

- Who can I afford to pay, within the next few days?
- My customers owe me money, and I need to pay my supplier / staff. Which customers should I chase up to pay their debts?
- How much cash do I have after I have made my payments?

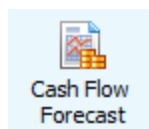
The Cash Flow option allows you to plan payments to your suppliers, expected incomes, expected expenditure and variable payments, such as wages and utility bills.

The Cash Flow option looks at the customer chase debt and supplier manage payments credit control details that you have entered, when you set up each customer record, and creates a list of outstanding transactions.

**Note:** The Cash Flow facility does not take settlement discounts into consideration.

## To use the cash flow option

1. From the Bank Accounts, Customers Chase Debt or Suppliers Manage Payments windows, click Cash Flow Forecast.



The Cash Flow window appears.

**Cash Flow**

Date range: Next 7 days

From: 06/10/2011

Forecast up to: 12/12/2011

Summary

	Balance
Book Balance for Bank Account(s)	-253.21
Regular Payments	0.00
Forecast Payments	0.00
Regular Receipts	0.00
Forecast Receipts	0.00
Forecast Book Balance for Period	-253.21

Bank Accounts

A/C.	Bank Name	Balance	Min Limit	Include?
1200	Bank Current Account	-253.21	0.00	<input checked="" type="checkbox"/>
1210	Bank Deposit Account	0.00	0.00	<input type="checkbox"/>
1220	Building Soci...	0.00	0.00	<input type="checkbox"/>
1230	Petty Cash	0.00	0.00	<input type="checkbox"/>
1235	Cash Register	0.00	0.00	<input type="checkbox"/>
1240	Company Credit Card	0.00	0.00	<input type="checkbox"/>

All

Regular Payments

Forecast Payments

Regular Receipts

Forecast Receipts

NOTE: All values displayed in GBP

Type	Forecast	Due	A/C Ref.	Details	Overdue	Disp	Inc?	Receipts	Payments	Balance for Day
							<input type="checkbox"/>			
							<input type="checkbox"/>			
							<input type="checkbox"/>			
							<input type="checkbox"/>			
							<input type="checkbox"/>			
							<input type="checkbox"/>			
							<input type="checkbox"/>			
							<input type="checkbox"/>			
							<input type="checkbox"/>			
							<input type="checkbox"/>			

Print

Graph

Refresh

To Excel

Manage Payments

Chase Debt

To Excel

Close

This window displays any outstanding payments, receipts and recurring entries that have been entered into your software.

2. To print a copy of the outstanding transactions, click Print.

To view a graphical summary of the outstanding transactions, click Graph.

You can send the data from this window to Microsoft® Excel. To do this, with this specific Accounts data window selected, click To Excel (Alt+X).

To switch to your Customers or Suppliers module chase windows, click Chase Debt or Manage Payments, respectively.

**Note for network users:** If the accounts data is being modified, while you are investigating cash flow, your cash flow becomes outdated. To update your accounts data, click Refresh.

To return to the Bank window, click Close.

The Cash Flow window displays the following information:

<b>Date range</b>	<p>Use this drop-down list to select a pre-defined period range:</p> <ul style="list-style-type: none"> <li>■ Next 7 Days</li> <li>■ Next 14 Days</li> <li>■ Next Month</li> <li>■ Next 2 Months</li> <li>■ Next 3 Months</li> </ul> <p>If a user manually enters a date, the display shows Custom.</p>
<b>From</b>	<p>By default, this box displays a date sixty days prior to the software date.</p>
<b>Forecast up to</b>	<p>Enter a date in this box. Entering a date in this box updates the list of transactions in the Cash Flow window.</p> <p>By default, the date displayed in this box is today's date plus seven days.</p> <p>Change the date in this box to see how your cash flow changes over time.</p> <p><b>Note:</b> The further into the future that you set this date, the less accurate your forecasts are likely to be, as it is only calculated using the transactions that have been posted into your software.</p>

The Summary areas of the window displays:

<b>Book Balance for Bank Account(s)</b>	<p>Displays the total starting balance for the selected bank accounts.</p>
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<b>Regular Payments</b>	Displays the total for all regular payments from recurring bank payments, recurring journal credits, and recurring purchase payments on account.
<b>Forecast Payments</b>	Displays the total value for all forecast payments, such as purchase invoices and manual entries with a credit value.
<b>Regular Receipts</b>	Displays the total value of all regular receipts for the selected bank accounts.
<b>Forecast Receipts</b>	Displays the total value of all forecasted receipts, such as sales invoices, and manual entries with a debit value.
<b>Forecast Book Balance for Period</b>	<p>Displays the closing value for the bank accounts that have been selected for inclusion in the cash flow. This is calculated as:</p> <p>Book balance for Bank Accounts + ((Regular Receipts + Forecast Receipts) - (Regular Payments + Forecast Payments))</p>

Within the Bank Accounts area of the Cash Flow window, select the bank accounts that you want to include in your Cash Flow forecast by selecting the check box next to the bank account name.

Bank Accounts				
A/C.	Bank Name	Balance	Min Limit	Include?
1200	Bank Current Account	4799.37	0.00	<input checked="" type="checkbox"/>
1210	Bank Deposit Account	0.00	0.00	<input type="checkbox"/>
1220	Building Soci...	0.00	0.00	<input type="checkbox"/>
1230	Petty Cash	0.00	0.00	<input type="checkbox"/>
1235	Cash Register	0.00	0.00	<input type="checkbox"/>
1240	Company Credit Card	0.00	0.00	<input type="checkbox"/>

All of the bank accounts that have been set up in your Sage 50 Accounts software appear.

**Note:** If you have set up any foreign currency bank accounts, they also appear here. However, the values are displayed in the base currency that you assigned in Sage 50 Accounts.

The main area of the Cash Flow window displays five tabs: - All, Regular Payments, Forecast Payments, Regular Receipts and Forecast Receipts.

In each tab, the following transaction details appear:

<b>Forecast</b>	<p>The date that the payment or receipt of the transaction is expected to be made. By default any sales invoices have a date based on the following calculation:</p> <p>Due Date + Average Number of Days that it usually takes the customer to pay.</p> <p>All other transactions have a default date that is set to the transaction's due date.</p>
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<b>Due</b>	The date that this transaction was due. You cannot change this date.
<b>A/C Ref</b>	This column displays the account reference that was entered on the customer, supplier or nominal record.
<b>Details</b>	This column displays the details entered on the transaction.
<b>Overdue</b>	The number of days difference between the Program Date and the Due Date.
<b>Disp (Disputed)?</b>	<p>This column displays a 'd' alongside the transaction, if the transaction has been marked as disputed.</p> <p><b>Note:</b> Any transaction that has been flagged as disputed is not included in the cash flow but it appears in the list.</p> <p>To include the disputed transaction, select the Include check box for the transaction.</p>
<b>Inc (Include)?</b>	<p>Select the check box to include the transaction in the cash flow.</p> <p>If this check box is not selected, the transaction amount is not included in the total columns at the bottom of the Cash Flow window or Cash Flow summary.</p>
<b>Receipts</b>	<p>This displays the amount outstanding on the transaction. Debit amounts are shown here for sales invoices, recurring bank receipts, recurring journal debits and recurring customer receipts on account.</p> <p><b>Note:</b> You can only change the amount in this column if the transaction is a manual entry.</p>
<b>Payments</b>	<p>The amount outstanding on the transaction.</p> <p>Payment amounts are shown for purchase invoices, recurring bank payments, recurring supplier payments on account, and recurring journal credits.</p> <p><b>Note:</b> You can only change the amount in this column if the transaction is a manual entry.</p>

<b>Balance for Day</b>	<p>The running total of the forecast balance per forecast date. The last transaction for the day shows the balance total.</p> <p><b>Note:</b> By default, your cash flow is sorted by Forecast Date. If the sort for the cash flow is not set to the Forecast Date, nothing is shown in this column. To change the sort to the Forecast Date, click on the Forecast Date text at the top of the Forecast Date column.</p> <p>This balance is calculated as:  Opening Balance for the day + total Debit Amount for day - total Credit Amount for day</p> <p>If this balance is less than zero, or is below the selected Bank Account's minimum limit, the value is displayed in red.</p>
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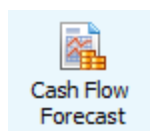
### Manual entries in a cash flow

It is possible to enter a manual entry into the Cash Flow to account for any transactions that you are expecting but have not posted into Sage 50 Accounts.

You may also choose to add a manual entry to see what would happen to the cash flow if an unexpected cost occurred during that cash flow period.

### To add a manual entry to a cash flow

1. From the Bank Accounts, Customers Chase Debt or Suppliers Manage Payments windows, click Cash Flow Forecast.



The Cash Flow window appears. The window shows all selected outstanding transactions for the selected bank accounts to the date specified in the Forecast up to box.

2. Place the cursor in the first vacant line of the list, in the A/C Ref column of the All tab - the date in the Forecast and Due columns automatically defaults to the current program date.
3. Enter the details of your manual entry, as described in the table below. Data in other columns cannot be edited.
4. To print a copy of the outstanding transactions, click Print.

To view a graphical summary of the outstanding transactions, click Graph.

To export the transaction list into Microsoft® Excel, click To Excel.

<b>Forecast</b>	<p>Enter the date when you expect to actually receive or make the payment.</p> <p>Either enter the date directly into the field, or click the button alongside the field to select the date from the pop-up calendar.</p>
<b>A/C Ref</b>	<p>Enter a reference code for the manual entry.</p> <p>With this entry you can identify the transaction on any cash flow reports that you may choose to run.</p>
<b>Details</b>	<p>Enter a description of the entry to enable you to recognise the transaction on the cash flow and reports.</p>
<b>Inc?</b>	<p>Ensure that the check box in the Include column is selected to include the entry in the cash flow.</p> <p>Clear the check box to remove the transaction from the cash flow.</p>
<b>Receipts</b>	<p>Enter the amount of a sales invoice, bank receipt, journal debit or customer payment on account in the Receipts column.</p>
<b>Payments</b>	<p>Enter the amount of a purchase invoice, bank payment, journal credit or supplier payment on account in the Payments column.</p>

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