INITIAL INSTALLATION SUMMARY

Follow the instructions below to set up your customers. Also included are instructions for entering customer comments, additional ship-to addresses, and beginning balances. Now you are ready to input the customers. The setup sheets for the Customer Master File are in the Jobber installation guide. Follow the checklist in the installation guide to be sure that all required files have been set up prior to beginning Customer Master File Maintenance. Below is a recap of the checklist.

Phase I: General Ledger

____ Account Ranges and Chart of Accounts

Phase IIA: Fuel Types and All Taxes

____ Sales Tax Records

____ Fuel Tax Exemption Codes

____ Fuel Tax Records

____ Tax Authority Codes

Phase IIB: Accounts Receivable

____ Territory Records

____ Salesman Records

____ Industry Records

____ AR Install Program

____ GL Link Codes

____ Terms Records

____ Customer Default Record

____ (City Codes for Freight Calculation Module only)

____ Customer Master File

____ Enter Customer Balances

```
1  Post Invoices                   6  Reports Menu
2  Cash Receipts                   7  Credit Cards
3  Cancel/Change Invoices          8  Letters and Labels
4  Customer File Maintenance       9  Period End Closing
5  Calculate Finance Charges      10  Reindex Data Files
M  Terms File Maintenance          T  Tax File Maintenance
P  Purge History Files             R  Release to GL Link File
D  Customer Draft Notices          Q  Quit
I  A/R Install Program

                 Select an Option  Q
```

Figure 1 - Accounts Receivable Main Menu

The Accounts Receivable System Install screen is displayed below. The first time you select Open Item Accounts Receivable, select *I A/R Install Program*. Complete the information shown below.

The System Install Submenu is displayed:

1 A/R Setup
2 Define G/L Fiscal Periods
Q Return to Main Menu

Select an Option Q

MENU SELECT

From the A/R Install Program submenu, select *1 - A/R Setup*. The following screen displays:

```
             ***** System Install Program *****10/24/2003

Company Name                        PETRO DATA OIL
Company Address 1                   13951 GROVE PATCH
Company Address 2
City, State Zip                     SAN ANTONIO TX 78247
Telephone Number                    210-545-4774
Federal Id No.
Are you linked to General Ledger?   Y
Enter version of SBT GL             6.30
Cardlock in C Stores?               N
Use city ids for freight/taxes?     N
Use customer draft notices?         Y
Customer number type? (Alpha/Num)   A
Age on: D=Due Date   I=Inv Date     I
Default aging periods in days:      Per 1  30 Per 2  60 Per 3  90

Is everything OK?                   Y
```

Figure 2 - System Install screen

The company name and address in this screen print on the Invoices and Statements if you are using the plain paper versions. Enter your company name, address and phone number. If you only have one address line, enter it in Company Address 1, skip Address 2.

Federal Id No. Enter your Federal ID number. In Florida, this number must be on all invoices. You may leave it blank if you are not in Florida.

Are you linked to General Ledger? Enter **Y** if you are using the General Ledger.

Enter version of GL. The version displays as 6.30. This is OK. Press <enter> to accept and continue.

Cardlock in C Stores? Usually **N**. If you do not have the Petro-Data Retail Accounting Package, enter **N**. If you are using the Retail Accounting Package but not in this company, enter **N**. Enter Y only if you are using the Retail Accounting Package in this company and there are cardlock pumps pumping fuel from the C-Store tanks.

Use city ids for freight/taxes? Usually **N**. If you are calculating freight in the BOL module and are using City ID codes for the freight rates, enter **Y**.

Type city descr? Usually **N**. This option only applies if you are using City ID codes to calculate freight. If the description on the destination city code used for calculating freight is not the same as the mailing address city description, enter **Y** so you may type it in .

Use customer draft notices? Usually **N**. If you have purchased the Draft Module, enter **Y**. See the documentation for other setup procedures and instructions for running the Draft Notice module.

Customer number type? (Alpha/Num). Enter **A** if your customer numbers are alphabetic (PETDAT, AAATRU, etc). Enter **N** if your customer numbers are numeric (1000, 1005, etc.).

Age on: D=Due Date I=Inv Date. Enter **D** if you want your customer aging reports to age invoices based on the Due Date. Enter **I** if you want the aging reports to age invoices based on the Invoice Date.

Default aging periods in days: The standard aging periods are 30, 60, 90 days. If you want your aging reports to age based on different periods, enter them here. For example, you can age 10, 20, 30; or 30, 45, 90. These defaults will display whenever reports which require aging periods are run. You may override them on a report-by-report basis.

Is everything OK? Enter **Y** to accept the information in this record as entered. Enter **N** to correct any option.

(NOTE: If you find a mistake in a customer record after you begin processing, you may come back and make the correction at any time. For example, if you decide to change your default aging periods, you may change them in this record at any time and the next time you run reports, the new defaults will display.)

Now you are ready to begin entering customers. Use the Customer setup sheets or whatever customer list you have prepared.

MENU SELECT

From the Applications Menu, select *Open Item Accounts Receivable,* usually Option **2**.

From the Accounts Receivable Main Menu, select *4 Customer File Maintenance*.

```
PETRO DATA OIL *** Customer File Maintenance *** 10/24/2003



1.  Add, Change, Delete Customers
2.  Short Customer List Report
3.  Long Customer List Report
4.  Customer Exemption Report
5.  Change Customer Default Record
6.  Balance Forward Program for New Installations
7.  Add, Change, Delete Ship to Addresses
8.  Remove Customer Exemptions
9.  Change Customer Numbers in History Files
Q.  Quit
    Select an Option  Q
```

From the Customer File Maintenance Submenu, select *1 Add, Change, Delete Customers.*

CUSTOMER RECORD

A blank customer record displays on the screen. The computer will guide you through each field beginning with the customer number. Information will already be in some fields from the Customer Default Record. Either accept the default information by pressing <Enter> or type in the correct information. A completed customer master file record is included at the end of this section.

BEGIN INPUT

CUSTOMER

Customer Number. Enter the Customer ID, ***F2 to Lookup***, or leave the field blank and press <enter> to quit. The customer number may be up to 6 characters. Alphabetical customer numbers are recommended, however you may use numeric.

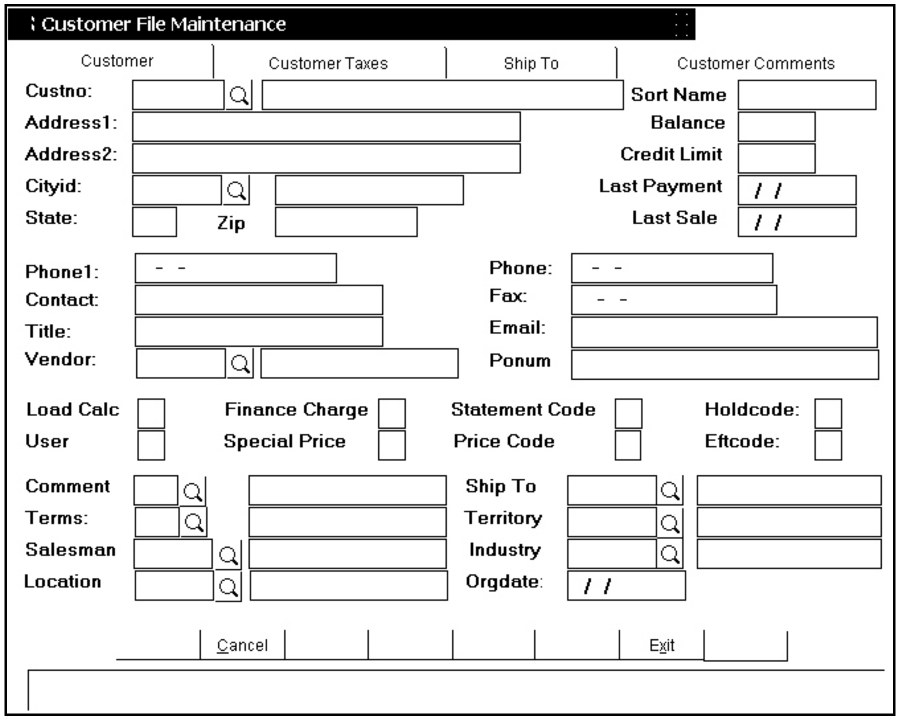


Figure 4 - Blank Customer File Record

Give a lot of thought to what you will use for customer numbers. ***Do not use spaces, dashes, or characters such as & or # in the code.***

Here are some suggestions:

Petro-Data	PETDAT	
AAA Trucking	AAATRU	
John Smith	SMIJOH	(Customer number begins with last name)
John Smith, Jr.	SMIJJR	
San Antonio Ind. Sch. Dist.	SAISD	(You may use less than 6 characters)
City of San Antonio Fire	CSAFIR	
City of San Antonio Water	CSAWAT	
Stop-N-Go #25	SNG25	(Do not use # sign in the customer number)
Stop-N-Go #136	SNG136	(You may use combination of letters &numbers)
A & B Grocery	ABGRO	(Do not use & sign in the customer number)

These numbers are used every day in invoicing, cash receipts, and inquiries. Be sure you can live with your choices. The customer number field may not be changed once accepted by pressing enter. The entire record must be deleted and set up again under the correct customer ID number. After invoices have been processed, contact Customer Support before deleting a customer. The Lookup feature is available by customer number or customer name. If the customer ID is already in the file, 'Do You Want to Inquire' displays. Enter Y to display the record or N to reenter a customer number.

Company Name. Enter the complete name of the company or the name of the individual customer. This field will print as entered on reports, invoices, statements, etc. It is not necessary to enter last name first.

Sort Name. This field was designed for use with numeric customer codes. If you are using Alpha customer codes as shown above, you may leave this field blank.

Address 1. Enter the mailing address or Post Office Box Number.

Address 2. Enter the street address or leave blank.

Balance. This field is maintained by daily processing and is skipped when the customer record is entered.

Credit Limit. The default Credit Limit from the Customer Default Record displays. Accept it by pressing <enter> or type in the correct credit limit for this company or individual. The credit limit appears at the bottom of the invoicing screen with an error message if the customer is over the limit. Do not leave the credit limit -0-, an 'above credit limit' message will display in invoicing each time an invoice is entered for this customer.

City. The default City from the Customer Default record displays. Accept the city by pressing <enter> or type in the correct city.

(Note: If you are using the Freight Module in Bill of Lading, enter the 6-character **City Code** from City File Maintenance, the city description will automatically display.)

Note 1 - This is the first of many fields, other than the customer number, with a magnifying glass lookup. You may click on it and select from a list.

Last Pymt. Leave Blank. The computer updates this field automatically when cash receipts are entered and updated.

State. The default State from the Customer Default record displays. Accept the State by pressing <enter> or type in the correct State. (Texas fuel taxes use this field to determine if the sale is an export/import. If the billing address is out of state, but the delivery is in Texas, a Ship-to address must be set up.)

Zip Code. The default Zip Code from the Customer Default record displays. Accept the Zip Code by pressing <enter> or type in the correct Zip Code. The Zip Code field accommodates the ten-digit zip code.

Last Sale. Leave Blank. The computer updates this field automatically when invoices are updated.

Phone 1. Enter the telephone number including the area code. Enter just the numbers, no dashes needed.

Phone 2. Enter a second phone number if needed.

Customer Contact. Enter the name of the contact person or leave this field blank.

Fax. Enter the fax number if applicable. This field is used in Sales Invoice Entry in Jobber Inventory if you fax invoices directly to customers.

Contact Title. Enter the title of the contact person or leave this field blank.

Email. Enter the customer Email address if any. This field is used in Sales Invoice Entry in Jobber Inventory if you email invoices directly to customers.

Vendor. If this is a branded dealer, you may enter the Vendor or select from the lookup. This field is used in the Consignment module. Otherwise, it's just a reference field and may be left blank.

PO Number. If this customer has a blanket PO number that must be on every invoice, you may enter it here. Otherwise, leave this field blank.

Load Calculation. If you are automatically calculating and adding Texas Delivery Fee (Load Fee) to customer invoices as a line item, enter **Y**. Otherwise, leave this field blank.

Fin. Chg. The default Y or N from the Customer Default Record displays. Accept it by pressing <Enter> or type in the correct response. If this field is set to Y, finance charges will calculate for this customer in the F C Calculation program if there are any past-due invoices. If N, the computer skips this customer.

Statement Code. Enter **Y** if this customer gets a statement or **N** if they do not.

Hold Code. Leave this field blank unless you do not intend to make future sales to this customer. Enter **Y** to disallow future sales to this customer.

User Code. Leave this field blank unless you have special reporting needs. This is a user-defined field used only in reporting with Selection Criteria. Before using this field, make sure that the report you need gives you the Code field as a selection criteria.

Spec Price? (Y/N). Leave blank or enter N. The computer will automatically put Y in this field when a special price is set up in the Special Price Master File.

Price Code. DO NOT leave this field blank. The Price Code from the Customer Default Record displays. Accept it by pressing enter or type in the correct code (1-5). The price code field defines which price level in the inventory item records is used on this customer's invoices.

Eft Code. Enter **N** if you are not using the Customer Draft billing program to draft this customer. Enter **Y** if you create a Draft for this customer. (Future feature - enter 'S' if you create a Dealer Statement for this customer in the Draft module.)

Comm Code. Leave this field blank. To use this feature, a Comment Code must be set up in Jobber Inventory Comment File Maintenance. The comment will print on every invoice for this customer. (For example, directions or special instructions to the driver.) LOOKUP

Ship To. Leave this field blank during initial setup. If you will be using ship-to addresses, the DEFAULT Ship-To code will be entered in this field. (Texas customers, when you set up a Texas ship-to for a customer with an out-of-state billing address, be sure to put the code in this field so EVERY invoice will default to it.) LOOKUP

Terms. DO NOT leave this field blank. Terms must be set up in the Terms Master Fil0e before the customer records are entered. The default Terms Code from the Customer Default Record displays. Accept it by pressing <enter> or type in the correct Terms Code. Use the LOOKUP button to display the Terms File records. Highlight the correct terms and press <enter> or click on it.

Territory. DO NOT leave this field blank. The default Territory Code from the Customer Default Record displays. Accept it by pressing <enter> or type in the correct code. Use the LOOKUP button to display the Territory File records. Click or highlight and press <enter>.

Salesman. DO NOT leave this field blank. The Salesman Code from the Customer Default Record displays. Accept it by pressing <enter> or type in the correct code. Use the LOOKUP button to display the Salesman File records. Click or highlight.

Industry. DO NOT leave this field blank. Enter the Industry Code from the Industry Code Master File. Use the LOOKUP button to display the records.

Location. DO NOT leave this field blank. This currently is only a sort field. ***Enter 1***. This number must be a valid LINK Code. Use the LOOKUP button to display the Link Code file.

Origin Date (Org Date). Enter the date this company or individual became your customer. This field may be left blank.

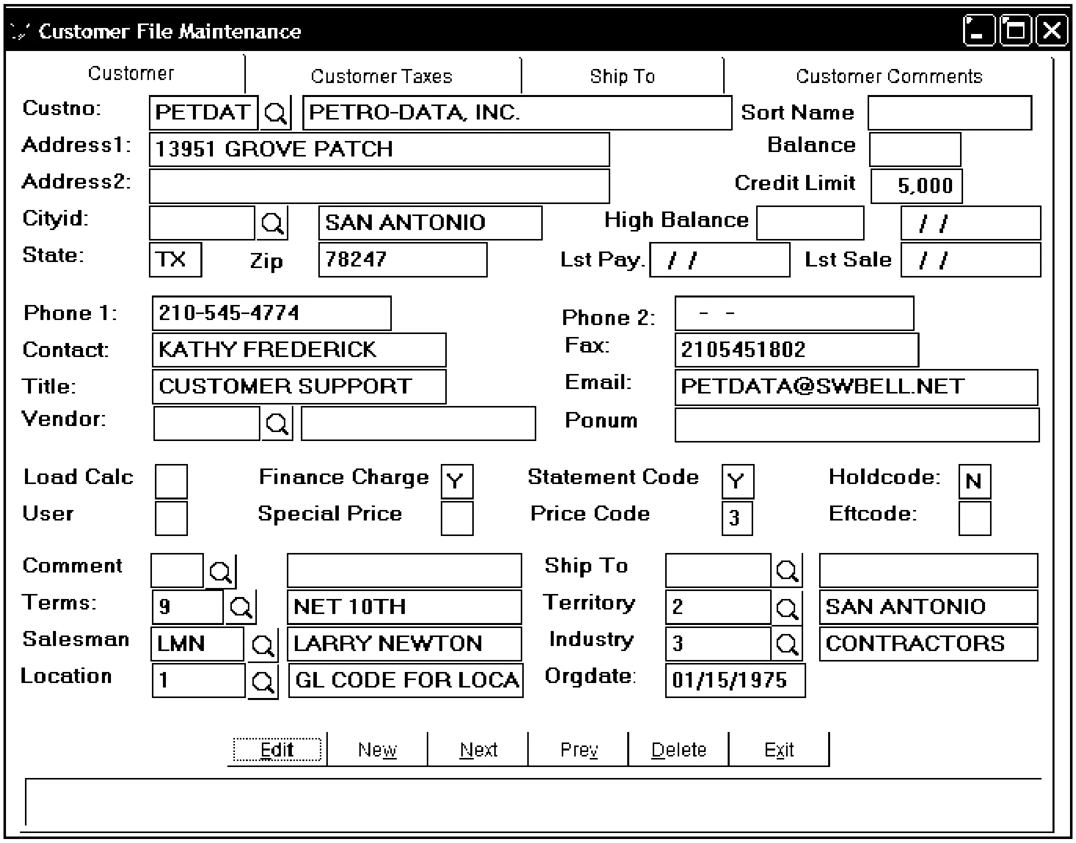
This completes the first page of the customer record. Shown below is a completed record.

(**NOTE:** Your new record will have a zero balance, and the Last Payment and Last Sale fields will be blank.)

There are TABS at the top of the record and BUTTONS at the bottom.

The <Edit> button is selected. To make changes, click <Edit> and then click on the field you want to change. After making the change, click on <Exit> to exit customer maintenance, or <New> to add another customer.

The NEXT STEP is to complete the TAX SCREEN. Click on the ‘Customer Taxes’ tab and add exemption codes and tax numbers for this customer if applicable.



*****BUTTONS *** BUTTONS *** BUTTONS *** BUTTONS *** BUTTONS *****

< <u>E</u>dit > Click on this button to edit the Customer screen. You may also select the button using the arrow keys and press <Enter> or enter the letter **E** to edit the screen. <u>You may also click directly on the field to be changed</u>.

< Ne<u>w</u> > **<u>Click on this button to Add another customer record</u>, or to Inquire (display) an existing one. You may also select the button using the arrow keys and press <Enter>, or enter the letter W.**

< <u>N</u>ext > Click on this button to display the next customer record. You may also select the button using the arrow keys or enter the letter **N**.

< Pre<u>v</u> > Click on this button to display the previous customer record. You may also select the button or enter the letter **V**.

< <u>D</u>elete > Click on this button to delete the displayed customer record. You may also select the button or enter the letter **D**. '*Are You Sure You Want to Delete? <Yes> <No>*' displays allowing you to confirm the deletion or continue without deleting.

< E<u>x</u>it > Click on this button the exit Customer Maintenance and return to the MENU. You may also select the button or enter **X**.

TABSTABS***TABS***TABS***TABS***TABS***TABS***TABS***TABS***

CUSTOMER - the first tab displays the first page of the customer record which includes the name, address, and other general information about the customer.

CUSTOMER TAXES - this tab displays the taxes, tax id numbers, and exemptions for the customer. (Note - each ship-to address has it's own tax screen.)

SHIP TO - this tab takes you to the FIRST ship-to address for this customer, if any. Otherwise, it takes you to a blank ship-to record.

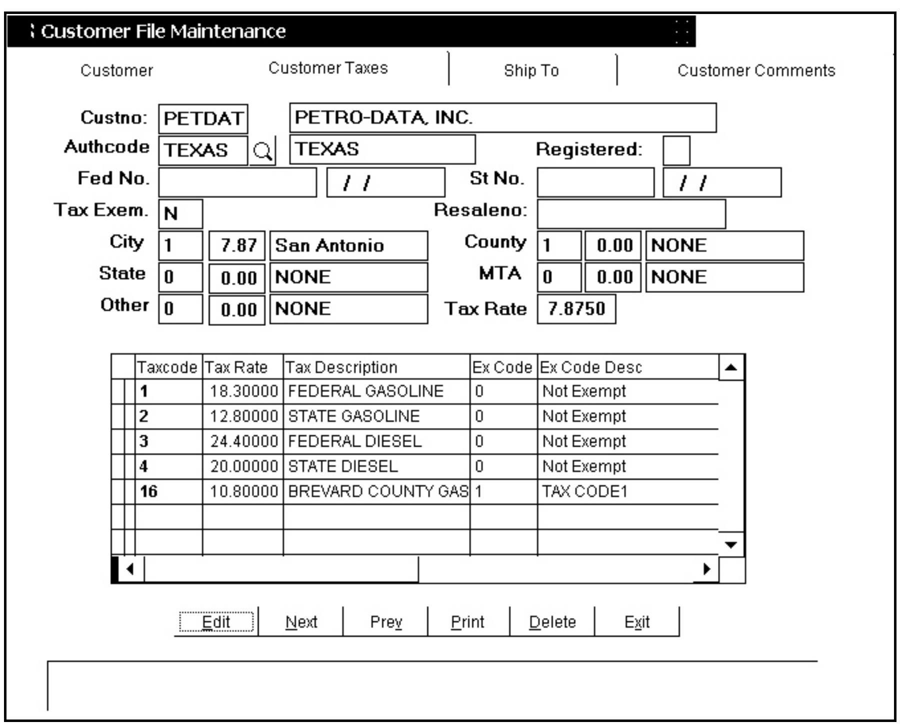
CUSTOMER COMMENTS - this tab is for customer comments, any information you wish to enter about this customer.

CUSTOMER TAXES

Click on the 'CUSTOMER TAXES' tab. The default tax authority which includes all the sales taxes AND fuel taxes display.

Tax Auth. The default Tax Authority code and description display in the record. To change to another Tax Authority, click on the LOOKUP magnifying glass and select from the list. The tax authority defines all sales and fuel taxes charged in a specific geographic area.

A sample Tax Screen is displayed below. After the screen, each field in this part of the record is defined.



Taxcode	Tax Rate	Tax Description	Ex Code	Ex Code Desc
1	18.30000	FEDERAL GASOLINE	0	Not Exempt
2	12.80000	STATE GASOLINE	0	Not Exempt
3	24.40000	FEDERAL DIESEL	0	Not Exempt
4	20.00000	STATE DIESEL	0	Not Exempt
16	10.80000	BREVARD COUNTY GAS	1	TAX CODE1

****
If this customer is <u>not sales tax exempt or exempt from ANY fuel taxes</u>, you may continue to the SHIP-TO tab or the CUSTOMER COMMENTS tab.

If you are ready to set up another customer, click on the CUSTOMER tab and then the <New> button.
****

Fed No. If the customer is exempt from any Federal Tax, enter the <u>Federal Tax Number</u> and the expiration date, if applicable. This number prints on Federal Tax Reports such as the Request for Refund of Federal Taxes Paid. This field DOES NOT determine whether taxes will be charged on an invoice or not. It is for reporting purposes only.

St No. If the customer is exempt from any State Fuel Tax, enter the <u>State Tax Number</u> and the expiration date, if applicable. This number prints on State Tax Reports such as the Fuel Tax Sales Audit. This field DOES NOT determine whether taxes will be charged on an invoice or not. It is for reporting purposes only. ***<u>Enter the number without dashes or spaces. Most electronic filing software requires only numbers.</u>***

Registered? In Texas, if this customer is limited to a certain number of gallons per month of diesel, (Signed Statement) enter **Y**. Otherwise, <u>leave this field **BLANK**</u>.

Sls Tax Exempt? The default is N - the customer IS NOT exempt from sales tax. <u>DO NOT leave this field blank</u>. If this customer does not pay sales tax, enter **Y**. This field, along with the Sales Tax field in the Inventory Item record (such as a case of oil which of itself IS sales taxable) determines whether or not the customer will be charged sales tax on a taxable item on a sales invoice.

Resale #. Enter a number, if the customer is sales tax exempt and <u>is a reseller</u>. This field DOES NOT determine whether taxes will be charged on an invoice or not, but it does have some extra functions in Texas. Leave this field blank for sales-tax exempt end-users such as farmers.

The SALES TAXES and rates that apply and the total computed tax rate are displayed (City, County, State, MTA, Other, Tax Rate). These rates come from the Sales Tax Codes entered in the Tax Authority. If they are incorrect, enter a different Tax Authority Code with the correct taxes or correct the tax rates (See Inventory Appendix - Tax section for instructions).

FUEL TAX EXEMPTIONS

Displayed on the screen to the right of the fuel tax rates are the exemption codes and descriptions. The default is **0 Not Exempt**.

To exempt this customer from one or more of the fuel taxes, click on <Edit> and the 'Ex Code' field next to the tax code. Press <F2> to display them. Enter the appropriate exemption code next to each tax that the customer does not pay. The tax will not be charged on a sales invoice to this customer and the sale will accrue as an exempt sale on the tax reports in the Fuel Tax Report Module.

The description of the exemption will display next to the code.

*****BUTTONS *** BUTTONS *** BUTTONS *** BUTTONS *** BUTTONS *****

TAX SCREEN

< **E**dit > Click on this button to edit the Customer Taxes screen. You may also select the button using the arrow keys and press <Enter> or enter the letter **E** to edit the screen. You may also click directly on the field to be changed.

< **N**ext > Click on this button to display the next customer record. You may also select the button using the arrow keys or enter the letter **N**.

< Pre**v** > Click on this button to display the previous customer record. You may also select the button or enter the letter **V**.

< **D**elete > Click on this button to delete the displayed customer record. You may also select the button or enter the letter **D**. '*Are You Sure You Want to Delete? <Yes> <No>'* displays allowing you to confirm the deletion or continue without deleting.

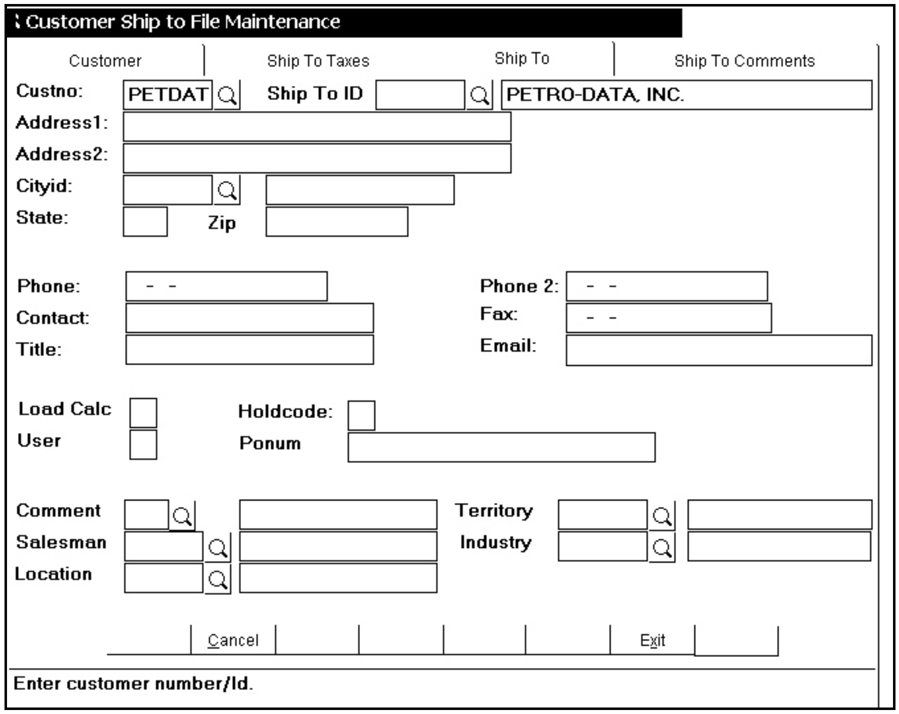
< Exit > Click on this button the exit Customer Maintenance and return to the MENU. You may also select the button or enter **X**.

SHIP-TO ADDRESSES

When the delivery address is different from the billing address, ship-to address records are needed. In invoicing, the operator may choose from the addresses set up for each customer. Different addresses may also have different tax authorities, exemptions, etc.

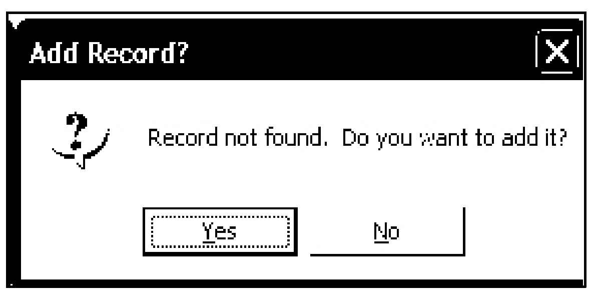
When the billing address is in a different state, a delivery address (ship-to record) must be set up so that the sales will NOT appear on an EXPORT schedule in the State Tax Report Module.

From the Customer File Maintenance screen, press the SHIP TO tab. The following screen displays:



If a ship-to record already exists for this customer, it displays. If not, the blank screen displays for you to create it.

First you must decide what the Ship-to ID will be. It could be a simple as ‘1' or it could be part of the street address ‘1562' or it could be part of a street name or city ‘SFIRST’ up to 6 characters. Enter the selected id and press <enter>. The following screen displays:



<Yes> - The company name and some of the defaults display in the screen.
<No> - Do not add this ship-to address.

Company. Enter the company name for this ship-to address or accept the displayed one by pressing the <enter> key. (For example, if the company name is Stop-n-Go, but this ship-to is Stop-n-Go #25, correct the company name.

Address 1. Enter the ship-to street address.

Address 2. Enter a second address, if applicable or leave this field blank.

Cityid. Enter the City ID or City name or accept the displayed one.

State. Enter the two-character State abbreviation or accept the displayed one.

Zip. Enter the Zip Code for this address - there is room for the ten-digit number including dash.

Phone 1. Enter the main telephone number including the area code for this ship-to address. Enter just the numbers, no dashes needed.

Phone 2. Enter a second phone number if needed.

Customer Contact. Enter the name of the contact person at this location or leave this field blank.

Fax. Enter the fax number at this location. This field is used in Sales Invoice Entry in Jobber Inventory if you fax invoices directly to customers.

Contact Title. Enter the title of the contact person or leave this field blank.

Email. Enter the customer Email address if any. This field is used in Sales Invoice Entry in Jobber Inventory if you email invoices directly to customers.

Load Calculation. If you are automatically calculating and adding Texas Delivery Fee (Load Fee) to customer invoices as a line item, enter **Y**. Otherwise, leave this field blank.

Hold Code. Leave this field blank unless you do not intend to make future sales to this customer. Enter **Y** to disallow future sales to this customer.

User Code. Leave this field blank unless you have special reporting needs. This is a user-defined field used only in reporting with Selection Criteria. Before using this field, make sure that the report you need gives you the Code field as a selection criteria.

PO Number. If this customer has a blanket PO number that must be on every invoice, you may enter it here. Otherwise, leave this field blank.

Comm Code. Leave this field blank. To use this feature, a Comment Code must be set up in Jobber Inventory Comment File Maintenance. The comment will print on every invoice for this customer. (For example, directions or special instructions to the driver.) LOOKUP

Territory. DO NOT leave this field blank. The default Territory Code from the Customer Record displays. Accept it by pressing <enter> or type in the correct code. Use the LOOKUP button to display the Territory File records. Click or highlight and press <enter>.

Salesman. DO NOT leave this field blank. The Salesman Code from the Customer Record displays. Accept it by pressing <enter> or type in the correct code. Use the LOOKUP button to display the Salesman File records. Click or highlight.

Industry. DO NOT leave this field blank. Enter the Industry Code from the Industry Code Master File. Use the LOOKUP button to display the records.

Location. DO NOT leave this field blank. This currently is only a sort field. ***Enter 1***. This number must be a valid LINK Code. Use the LOOKUP button to display the Link Code file.

Be sure to VERIFY THE TAXES AND EXEMPTION CODES before exiting the ship-to record. Click on the SHIP TO TAX tab.

*****BUTTONS *** BUTTONS *** BUTTONS *** BUTTONS *** BUTTONS *****

< Edit > Click on this button to edit the Customer Ship-to screen. You may also select the button using the arrow keys and press <Enter> or enter the letter **E** to edit the screen. You may also click on the field to be changed.

< New > Click on this button to Add another ship-to record for this customer, or to Inquire (display) an existing one. You may also select the button using the arrow keys and press <Enter>, or enter the letter W.

< Next > Click on this button to display the next ship-to record for this customer. You may also select the button using the arrow keys or enter the letter **N**.

< Prev > Click on this button to display the previous ship-to record for this customer. You may also select the button or enter the letter **V**.

< **D**elete > Click on this button to delete the displayed ship-to record. You may also select the button or enter the letter **D**. '*Are You Sure You Want to Delete? <Yes> <No>'* displays allowing you to confirm the deletion or continue without deleting.

< Exit > Click on this button the exit Customer Ship-To Maintenance and return to the MENU. You may also select the button or enter **X**.

*****TABS***TABS***TABS***TABS***TABS***TABS***TABS***TABS***TABS*****

CUSTOMER - to return to the first page of the customer record which includes the name, address, and other general information about the customer.

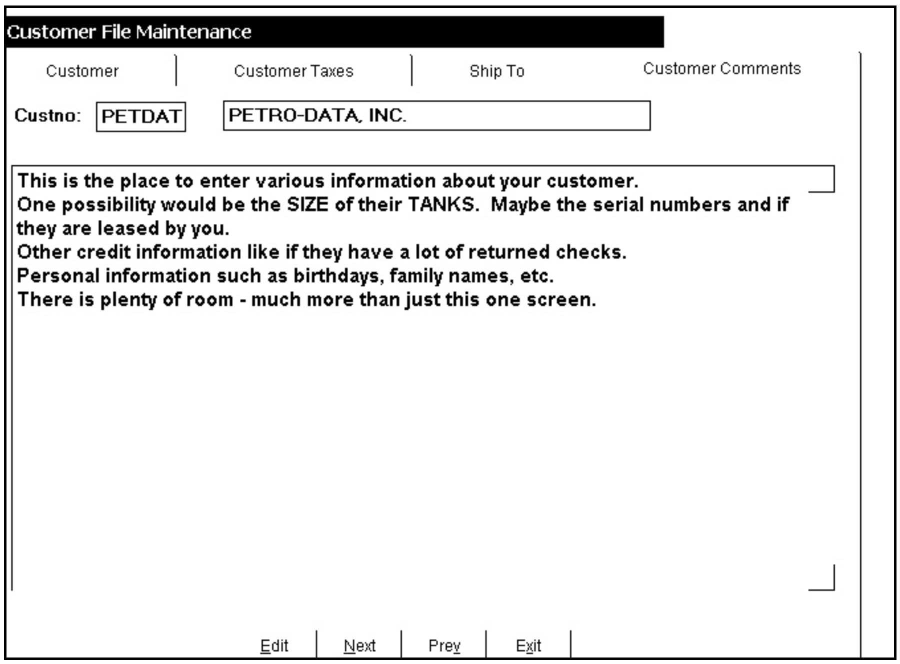
SHIP TO TAXES - this tab displays the taxes, tax id numbers, and exemptions for the customer. (Note - each ship-to address has it's own tax screen.)

SHIP TO - this is the tab that is currently selected.

SHIP TO COMMENTS - this tab is for comments and other information relating to this ship-to address.

CUSTOMER AND SHIP TO COMMENTS

Customer Comments are added from the Customer screen. Ship To Comments are added from the ship-to address screen. Comments may be printed on some customer lists and may be displayed during invoice entry. From Customer File Maintenance, select Add, Change, Delete Customers and enter a valid customer number. The customer record is displayed with the TAB keys at the top of the record. Press the CUSTOMER COMMENTS tab to add or display comments. From the Ship To screen, press the SHIP TO COMMENTS tab.



*****BUTTONS *** BUTTONS *** BUTTONS *** BUTTONS *** BUTTONS *****

< Edit > Click on this button to edit the Customer Comments screen. You may also select the button using the arrow keys and press <Enter> or enter the letter **E** to edit the screen. You may also click directly on the field to be changed.

< Next > Click on this button to display the next customer record. You may also select the button using the arrow keys or enter the letter **N**.

< Pre**v** > Click on this button to display the previous customer record. You may also select the button or enter the letter **V**.

< Exit > Click on this button the exit Customer Maintenance and return to the MENU. You may also select the button or enter **X**.

CUSTOMER BEGINNING BALANCE ENTRY

After all customers have been added to the File, customer balances must be entered before processing may begin. The best time to enter balances is at the end of a month. From an aged-balances report or other customer report, enter beginning balances for each customer.

There are three ways customer balances can be entered. Decide which is best for you.

____ Input Balances Only (quickest and easiest)
____ Input Aged Balances (keeps aged reports in tact)
____ Input Open Items by invoice (takes the most time)

You may use a combination, entering balances only for some customers and detail or aged balances on others.

MENU SELECT

From the Accounts Receivable Main Menu, select *4 Customer File Maintenance.*

From the Customer File Maintenance Submenu, select *6 Balance Forward Program for New Installations*.

Default Invoice Date. Enter the default date for the balances. ***This date is usually the end of the month of the balances***. In the example below 10/31/2003.

Default Due Date. Enter the default due date for your transactions (11/10/2003). These dates may be changed during transaction entry.

Default Description. Enter 'Balance Fwd' in the default description field or leave it blank if you will be entering individual invoices. This description will print on the customer statement.

Use Last Customer (Y/N). If more than one invoice will be entered for the same customer most of the time, enter **Y**. After each transaction, the previous customer code will remain in the field. You will not have to reenter it. When a new customer code is needed, type over and use the delete key or space bar to remove any extra letters left in the field from the previous customer. Enter **N** and the customer code field will be blank. *If you are **entering only one balance** per customer, enter **N**.*

Enter a Batch Number. The Batch number displays automatically. It is derived from the Default Invoice Date. In the example above, the batch number is **20031031 (the end of the month with the year in front).**

Omit Sales Tax? (Y/N). Enter **Y**. Balance forward entries do not post sales tax amounts.

```
        PETRO DATA OIL *** Post Manual Invoices *** 10/28/2003

Default Invoice Date  10/31/2003     Default Due Date 11/10/2003
Default Description   BALANCE FWD       Use last customer? (Y/N)   N
Enter a Batch Number  20031031          Omit Sales Tax? (Y/N)   Y
Default GL Link Code (N=No GL) 1       GL CODE FOR LOCATION 1

         Batch Totals For: None Yet

         Cash in Bank   Credit Card    Discounts      Total A/R

         Sales Tot      Sales Tax      Fed Tax        St Tax

       Y=Enter Invoices    E=Edit Dates    G=Change GL    Q=Quit  Y
```

Default GL Link Code (N=No GL). The default link code (1) displays. The link code defines the GL accounts which will be used for the transaction. <u>This beginning balance entry in the GL will either be deleted or will have to be reversed</u>. It will be a debit to the 'GL Acct. Rec.' account and credit to 'GL Sales'. In this case: 11000-100 and <99900>.

```
Gl Link Code       1
GL Acct. Rec.      11000-100  Accounts Receivable - Jobber
GL Sales           99900-     CLEARING ACCOUNT
GL Sales Tax       20400-100  Sales Tax Collected - Jobber
GL Sls Discount    43100-100  Discounts - Sales and Prompt Pay
GL Bank            10000-100  National Bank
GL Credit Card     11100-100  Credit Cards - Jobber

                              Change Link Code     Quit
```

GL Accounts are displayed, press **<Quit>** to accept the accounts and continue.

OPTIONS: <u>Enter **Y** to continue and edit or cancel invoices</u>
Enter **E** to Edit Dates
Enter **G** to Change GL Link Code
Enter **Q** to Quit the Cancel/Change Invoices module

Invno. BALFW is the default, it automatically appears in the field. If you are entering only one balance per customer, accept BALFW as the invoice number by pressing enter. If you are entering aged balances, you may want to use BF for current invoices, BF1 for past due one period, BF2 for past due two periods, & BF3

for past due three periods or more. If you are entering balances in detail, enter the actual invoice number (up to 8 letters and numbers).

Custno. Enter the Customer ID from your new list. If the customer ID entered is invalid, enter **N** to reenter or use the **F2** lookup, or A to add the customer to the customer master file. If the customer is added here, when adding is complete, the computer returns you to beginning balance entry and accepts the new customer ID.

```
Invno     BALFW    2  Type   I    Charge Invoice      3  Custno PETDAT

Name      PETRO-DATA, INC.              4  Tax Exempt?N
Address1  13951 GROVE PATCH                Tax1 1  7.8750  San Antonio
Address2                                   Tax2 0          None
Address3  San Antonio, Tx  78247-111       Tax3 0          None
Tax Rate    7.8750                         Tax4 0          None

5  Descr  BALANCE FWD         6  Slsmn LMN    7  Terms
8  Inv Dte 10/31/2003    9  Due Date 11/10/2003 10  Disc Date    /  /

11  Subtotal   15682.25  12  Disc Due   0.00  13  Taxable
14  Tax                                      15  Total

18  Ref No               19  Cash            20  Creditcard


    Enter Fld No.       G=Change  GL      D=Delete     C=Continue C
```

Example: Balance Forward Customer Invoice Screen

Descr. The Default Description displays in this field. Press <Enter> to accept it or type over to change it, or use the <Delete> key or space bar to remove it. This description is displayed and printed on some screens and reports and may have some reference value.

Invdte. The Invoice Date automatically displays the date you entered at the beginning of the Balance Forward entry. This date should represent the date of the balances being entered. If you are entering **aged balances**, enter the **end-of-month date** for the balance in this transaction. If you are entering **invoice detail**, enter the **actual date of the invoice**.

Due Date. The Due Date automatically displays the date you entered at the beginning of the Balance Forward entry. This date should represent the date this balance is due and payable. Press enter to accept the default date or enter the correct due date for this balance or invoice.

Subtotal. Enter the total balance due for the customer. If you are entering aged balances, enter the balance for the aging period. If you are entering detail, enter

the balance for this invoice. If the balance is a credit, enter the amount preceded by a minus sign (-100.00).

Check the information for accuracy. The dates are important when the computer calculates the aging so be sure the date is correct. Be sure the amount is correct to the penny. As soon as you press **C** to continue, this record posts to the customer ledger and the balance field in the customer master file is updated. Once accepted, the only way an incorrect entry may be removed or changed is through the Cancel/Change Invoice option. This option should be used with care.

ACD Prompts:

> **Enter Field Number To Change.** Only fields 2-11 may be changed. The invoice number may not be changed. If it is incorrect, delete the entire record.
>
> **Change GL.** Enter **G** to change the GL number for this entry. (This option is of no value for beginning balance entry.)
>
> **Delete.** Enter **D** to delete the entire record displayed on the screen before any updating.
>
> **Continue. C** is the default and is displayed. Press <enter> to accept the record, post it to the customer ledger and continue to the next record.

When all the balances have been entered, or you are at a stopping point and wish to exit the program, enter Q in the INVNO field, press the space bar to remove the extra letters so that only the Q remains (otherwise the computer will treat QALFW as another invoice number). Press enter and the Batch Totals are displayed. The batch totals will continue to accumulate as long as the same batch number is used to enter all balances. Total A/R and Sales Tot are the only two places where amounts should display.

```
          PETRO DATA OIL *** Post Manual Invoices *** 10/28/2003

  Default Invoice Date  10/31/2003     Default Due Date 11/10/2003
  Default Description   BALANCE FWD       Use last customer? (Y/N)   N
  Enter a Batch Number  20031031          Omit Sales Tax? (Y/N)   Y
  Default GL Link Code (N=No GL) 1      NATIONAL BANK

         Batch Totals For: 20031031

         Cash in Bank   Credit Card    Discounts      Total A/R
               0.00          0.00                       15682.25
         Sales Tot      Sales Tax      Fed Tax        St Tax
          -15682.25          0.00          0.00           0.00

       Y=Enter Invoices    E=Edit Dates    G=Change GL    Q=Quit  Y
```

Example: Balance Forward Entry Batch Total Screen

When all customer balances are entered, the TOTAL A/R should be the same as the total on your input document.

VERIFYING BALANCES

After entering the balances, go to the Accounts Receivable Reports Menu (Option 6) to check individual customers by printing the Customer Ledger Listing (opt 2) or printing a Short (opt 7) or Detailed (opt 6) Aged Balances report.

The Summary Control Report (opt 8) will display the total Accounts Receivable balance for each customer **including zero balances**. Below are the instructions for printing these reports.

*****Recommendation: Start with the Short Aged Trial Balance (opt 7) to check each customer balance. If a particular balance is wrong, display the Customer Ledger Listing (opt 2) on the screen to see the detail.*****

MENU SELECT

From the Open Item Accounts Receivable Main Menu, select ***6 Reports***.

The following Reports Menu displays. Sample reports of Options 7, 2, and 8 follow the menu along with instructions on how to look for errors on individual customer accounts. Do not proceed with any processing until the AR total in this computer matches whatever report you used to input the balances. Print at least a Short Aged Trial Balance for your records.

```
      PETRO DATA OIL ***  Reports Menu *** 10/28/2003

             1.  Customer Statements
             2.  Customer Ledger Listing
             3.  Customer File Report
             4.  Invoice Register
             5.  Cash Receipts Register
             6.  Detail Aged Trial Balance
----->       7.  Short Aged Trial Balance
             8.  Summary Trial Balance
             9.  Control Total Only
            10.  Sales Tax Report
            11.  AR Out of Balance Report
            12.  Full Customer Ledger Listing
            13.  Prior Period Age Trial Balance
             Q.  Return to Main Menu

             Select an Option    Q
```

Example: Reports Menu

SHORT AGED TRIAL BALANCE

From the Reports Submenu, Select *7 **Short Aged Trial Balance***.

Note - The F7 and F8 keys are active. F7 allows you to start over if you want to change a selection. F8 allows you to completely quit back to the menu at any time.

Printer. Enter S to print on the screen or P to print the report to the printer, or Q to Quit.

Aging Date. The system date displays. Press enter to accept it or type in another date. This date DOES affect the aging, so if you have entered aged balances, enter the end of month date as shown below.

Selection Criteria. **Enter N** to skip the selection criteria. At this point, you need the entire report to check balances. Enter Y to input a selection criteria for the report.

```
      PETRO DATA OIL *** Short Age Balance Report *** 10/28/2003

  Display report on screen

  Enter the aging date (determines all aging)   10/31/2003

  Input selection criteria? N

  Do you want a Delinquent List only? (Y/N)  N

  Enter the aging periods              30        60        90

  Age on which date?   D=Due date      I=Invoice date I

  Sort by:  1=Name   2=Alpha cust no   3=Numeric cust no.   4=Alpha sort 2

  Do you want to print last payment info? (Y/N)  N

  Exclude future month payments? (Y/N)  N

  Is everything ok? (Y/N/P=Printer/Q=Quit)  Y
```

Example: Short Aged Trial Balance Option Screen

Delinquent List Only. **Enter N** to print all customers with balances. Enter Y to print customers with past due balances only.

Aging Periods. The aging periods 30-60-90 display. **Enter Y** if this is okay or N to enter different periods.

Age on which Date. Enter D to age by due date or I to age by invoice date. Format of the report is different for each report. The example below is aged by INVOICE date.

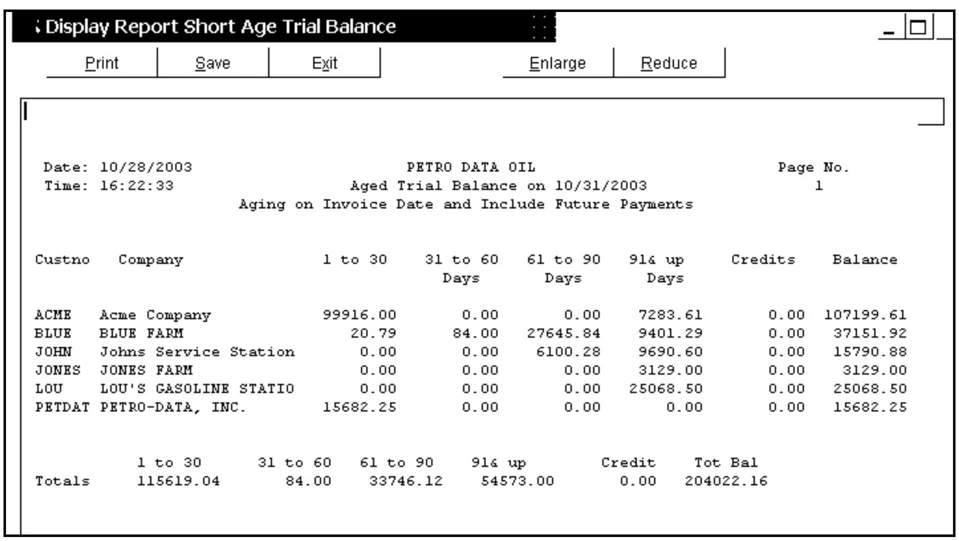
Sort by. Enter **1** to sort by customer NAME. Enter **2** to sort by ALPHA customer number. Enter **3** to sort by Numeric customer number. Enter **4** to use the ALPHA SORT field.

Print last payment. Enter **N**. The report will print in a larger font and will be easier to read. At this time, there are no payments to list anyway. Enter **Y** to print the last payment information on the report. In order to accommodate the extra column, the report prints in a smaller font.

Exclude Future months. Enter **N to print a report without future month transactions. Enter **Y** to include them. (This is a special feature. You may not have it, AND it has NO affect on your beginning balances).

Is Everything OK? (Y/N/P=Printer/Q=Quit). Enter **Y** to display or print the report as requested. Enter N to correct some or all options. Enter **P** to CHANGE your printer selection. Enter **Q** to quit without printing.

The following report displays or prints. Each customer's balance is displayed and aged with totals of all customers at the bottom of the report. This report is a good proofing list if you have entered aged balances or invoice detail.



Date: 10/28/2003 PETRO DATA OIL Page No.
Time: 16:22:33 Aged Trial Balance on 10/31/2003 1
Aging on Invoice Date and Include Future Payments

Custno	Company	1 to 30	31 to 60 Days	61 to 90 Days	91& up Days	Credits	Balance
ACME	Acme Company	99916.00	0.00	0.00	7283.61	0.00	107199.61
BLUE	BLUE FARM	20.79	84.00	27645.84	9401.29	0.00	37151.92
JOHN	Johns Service Station	0.00	0.00	6100.28	9690.60	0.00	15790.88
JONES	JONES FARM	0.00	0.00	0.00	3129.00	0.00	3129.00
LOU	LOU'S GASOLINE STATIO	0.00	0.00	0.00	25068.50	0.00	25068.50
PETDAT	PETRO-DATA, INC.	15682.25	0.00	0.00	0.00	0.00	15682.25

	1 to 30	31 to 60	61 to 90	91& up	Credit	Tot Bal
Totals	115619.04	84.00	33746.12	54573.00	0.00	204022.16

Example: Short Aged Balances Report

CUSTOMER LEDGER LISTING

From the Reports Submenu, Select ***2 Customer Ledger Listing***.

Printer. Enter S to print on the screen or P to print the report to the printer, or Q to Quit.

Eject after every customer? Enter N for a continuous list. Enter **Y** to print each customer on a separate page. This only applies if all customers are selected.

All Cr Memo Customers? Enter N to print all customers regardless of un-applied credits. Enter **Y** to print a list of customers with un-applied credits.

Enter the Report Date. The system date displays. Press enter or type in another date. This date IS used in aging the invoices.

```
PETRO DATA OIL - Accounts Receivable Menu - 10/28/2003
F3                                      F7-Start Over     F8-Quit

   PETRO DATA OIL ** Open Item Customer Ledger Listing ** 10/28/2003

 Display report on screen

 Eject after every customer? N           All Cr Memo Customers? (Y/N)   N

 Enter the report date  10/31/2003       Print unposted invoices? (Y/N)   Y

 Verify aging periods ->  Per 1   30     Per 2   60   Per 3   90

 Include zero balances? (Y/N)   N        Input selection criteria? N

 Age by:  1=Due date   2=Inv date  1     Delinquent listing only? (Y/N)   N

 1=Due date    2=Inv date  2             1=Disc due    2=Ref no.   2

 Sort option:  1 = Date    2 = invoice   3 = None (fastest)   3

 Option:  1=A customer   2=All   3=Start at customer    Q=Quit 2
 You have selected all customers.  <Enter>=Continue    Q=Quit

 Is everything OK? (Y/N/P/C=Cust/Save/Q=Quit)   Y
```

Example: Customer Ledger Listing Option Screen

Print unposted invoices? (Y/N). Enter **N** to list only invoices that have been updated. Enter **Y** to include invoices that have been entered in Sales Invoicing in the Fuel Inventory Module but have not been updated. This option does not apply to beginning balance entry.

Verify aging periods. The aging periods are displayed as 30-60-90. Press enter to verify each period or type in another number for each aging period.

Include zero balances? (Y/N). Enter **N** to list only invoices that have not been paid in full. Enter **Y** to display invoices paid in the current period along with their payment information. This option does not apply to beginning balance entry.

Selection criteria? (Y/N). Enter **N** to skip this feature. Enter Y to select a certain group of customers to list.

Age by: Enter **1** to age invoices by Due Date or enter **2** to age by Invoice Date. (The example below is aged by Due Date.)

Delinquent List Only. **Enter N** to print all customers with balances. Enter Y to print customers with past due balances only.

1=Due Date 2=Invoice Date. Enter **2** to print the Invoice Date of each invoice on the report. Enter **1** to print the due date. In the future, printing a report with the invoice DUE dates could help in collections.

1=Disc due 2=Ref no. Enter **2** to display the payment reference number for paid invoices if the option 'include zero balances' is Y. Otherwise, this option is not used. Note: disc due option is only used if you have customer terms that allow them a prompt-pay discount.

Sort option. Enter **1** to sort transactions in **Date** order. Enter **2** to sort in **invoice number** order. Enter **3** for **No sort**. This lists transactions in chronological order (the order in which they were updated). This is the fastest because there is no indexing time needed.

Option.

Enter **1** to select **One Customer** at a time. After a customer is displayed, you may select another customer without going through all of the report options again.

Enter **2** to display or print **All** customers (a Detailed Trial Balance works better).

Enter **3** to **Start at a customer** not at the beginning of the file and continue printing the rest. If this option is selected, enter the beginning customer number in the next field.

Customer Number. Enter the customer number to display or print. Leave blank for all customers, or enter L to Lookup a customer number. If a customer number is entered, the customer name is displayed.

Is everything OK? (Y/N/P/C=Cust/Save/Q=Quit).

Enter **Y** to continue with report. Enter **N** to edit ANY of the previous options. Enter **P** to change the printer or print option. Enter **C** to change the selected Customer. Enter **S** to save selected options as defaults then enter **Y** to print the report.

Note: The Save option allows you to save your preferred options. The next time the report is run, most of the options are skipped. Default options may be changed at any time by entering N.

At this point in processing, the options selected above are not critical. However, printing the invoices by invoice date is usually less confusing and more meaningful. The sample report below was printed using the default options in the Example Short Aged Trial Balance Option Screen except a specific customer was selected.

```
  Print      Save      Exit               Enlarge    Reduce

 Date: 10/28/2003                   PETRO DATA OIL                     Page No.
 Time: 16:53:42             Customer Ledger Listing on 10/31/2003          1
                                 for Customer PETDAT

 PETDAT   PETRO-DATA, INC.              Balance   15682.25  Unapplied      0.00
 13951 GROVE PATCH                      San Antonio Tx  78247-111
 Terms 2    1.00%  1TH/NET 10TH         Ph

Inv No    Inv Date   Inv Amt  Age Date Pd  Discount  Payment   Inv Bal  Balance
BALFW     10/31/03  15682.25  -10   /  /      0.00      0.00  15682.25  15682.25
Aging totals      Current      1 to 30 Days   31 to 60 Days  61days and up
                 15682.25              0.00           0.00           0.00
```

Example: Customer Ledger Listing

Note that the balance prints at the **top** of the record next to the customer name. The invoice number, date and amount of each invoice for this customer are listed one per line. The aging (in number of days) is calculated by the computer and displays. At this point, there should be no payments and the invoice balance should be the same as the invoice amount. The aging is displayed at the bottom of each record.

Displaying the customer ledger to the screen is a quick way to find errors on an individual customer during beginning balance entry, and to look up customer information during daily processing.

ERROR CORRECTION

Errors made during BEGINNING BALANCE ENTRY will be corrected through the *Cancel/Change Invoices* option on the Accounts Receivable Main Menu. Be sure to use the same batch number and date used during beginning balance entry. Beginning Balance transaction amounts may not be changed once entered, the incorrect transactions must be deleted and reentered correctly in the BALANCE FORWARD FOR NEW INSTALLATIONS option. Only incorrect dates or descriptions may be changed.

MENU SELECT

From the Accounts Receivable Main Menu, select *3 Cancel/Change Invoices.*

Default Invoice Date. Enter the date that was used when the Balance Forward Invoices were entered. Since no invoices may be entered through this option, the only significance of this date is to create the correct batch number.

```
     PETRO DATA OIL *** Change or Cancel an Invoice *** 10/28/2003

   Default Invoice Date  10/31/2003
   Default Description                   Use last customer? (Y/N)   N
   Enter a Batch Number  20031031        Omit Sales Tax? (Y/N)   Y
   Default GL Link Code (N=No GL) 1    NATIONAL BANK


          Batch Totals For: 20031031

          Cash in Bank   Credit Card    Discounts      Total A/R
                0.00          0.00                       15682.25
          Sales Tot      Sales Tax      Fed Tax        St Tax
           -15682.25         0.00          0.00           0.00


        Y=Enter Invoices    E=Edit Dates    G=Change GL    Q=Quit   Y
```

Example: Cancel/Change Invoices Option Screen

Default Description. Optional. You may leave this field blank.

Use Last Customer (Y/N). Enter **N** and the customer code field will be blank. If more than one invoice will be entered for the same customer most of the time, enter **Y**. After each transaction, the previous customer code will remain in the field. You will not have to reenter it. When a new customer code is entered, type over and use the delete key or space bar to remove any extra letters from the Customer code field. *If you are correcting only one balance or invoice per customer, enter N.*

Enter a Batch Number. The Batch number displays automatically. It is derived from the Default Invoice Date. In the example above, the batch number is **20031031 (the end of the month with the year in front)**. ***Must be the SAME batch number used when the balances were entered.***

Omit Sales Tax? (Y/N). Enter **Y**. Balance forward entries do not post sales tax amounts.

Default GL Link Code (N=No GL). The default link code (1) displays. The link code defines the GL accounts which will be used for the transaction. This beginning balance entry in the GL will either be deleted or will have to be reversed. ***Must be the SAME link code used when the***

balances were entered.

GL Accounts are displayed, press **<Quit>** to accept the accounts and continue.

OPTIONS: Enter **Y** to continue and edit or cancel invoices
Enter **E** to Edit Dates
Enter **G** to Change GL Link Code
Enter **Q** to Quit the Cancel/Change Invoices module

Enter the invoice number (possible BALFW) for the invoice to be corrected or deleted.

Invoice type automatically displays 1 for charge. All beginning balance entries are coded as Type 1 - Charge. Press enter to accept.

Enter the customer ID number for the invoice to be canceled or changed.

```
       PETRO DATA OIL *** Change or Cancel an Invoice *** 10/28/2003

Invno     BALFW    2  Type   1    Charge Invoice      3  Custno PETDAT

Name      PETRO-DATA, INC.              4  Tax Exempt?
Address1  13951 GROVE PATCH                Tax1
Address2                                   Tax2
Address3  San Antonio, Tx  78247-111       Tax3
Tax Rate                                   Tax4

5  Descr  BALANCE FWD          6  Slsmn LMN    7  Terms
8  Inv Dte 10/31/2003    9  Due Date 11/10/2003 10  Disc Date    /  /

11  Subtotal   15682.25  12  Disc Due   0.00  13  Taxable             0.00
14  Tax            0.00                       15  Total           15682.25

18  Ref No              19  Cash      0.00   20  Credit    0.00

      Balance    15682.25 Credit Limit    5000.00  Last Paymt    /  /
Enter Field to Change (5-10)      B=Batch No.     D=Delete     C=Continue  C
                                  Batchno   20031031
```

Example: Invoice to be corrected or canceled

The invoice displays as shown above. Select from the prompts displayed at the bottom of the screen to correct or delete the entry. ***The amount cannot be corrected***. If the amount is wrong, delete the entry.

Only fields 5-10 can be changed. If there is a problem with any other field, delete (cancel the invoice) and reenter it through 'Balance Forward Program for New Installations.'

After all corrections and deletions have been made. Quit and return to Balance Forward Program for New Installation to add any balances that had to be deleted.

When all balances have been entered and verified and the total AR balance matches the balance on your source document, print the Customer balances report of your choice to keep for reference. The Aged Balances Report (Opt 7) is recommended.

C:\myfiles\docAR\AR1INIT.DOC (PDF ready) 07/29/05