

# Sage Business Cloud Accounting: Customer Contact Records and Management

# Customer Contact Records and Management







**Accounting** stores all customer and vendor files and all pertinent information in the cloud. The contact record serves to keep track of customer sales/purchases and manage all transaction history.

## Lesson Objectives

- Add additional contacts to a record
- Add/edit invoice address information
- View/edit contact transaction details
- Enable Statement Run Feature
- CC additional contacts on emails, statements, & correspondence
- Manage transaction history:
- Action Toolbar: Print, email statements, export into excel, download PDF's
- Export customer details
- Invoice/Statement Management
- Account Allocation

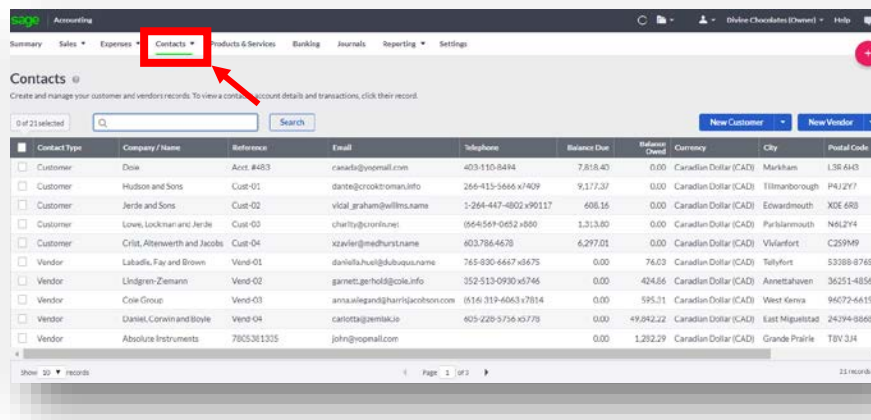


**NOTE:** Throughout the duration of the course, you will encounter important icons and visual conventions as part of your learning experience to guide learners through the chapters. The cues are indicated here:

|   |   |  |
|---|---|--|
|  | Important Information / Important Note / Additional Information | Item where caution and attention is required or additional insight and information is provided.        |
|  | Exercise  | Your opportunity to practice a concept.  |
|  | End of Exercise   | Indicates the end of an exercise.  |
|  | Check Your Knowledge  | Review questions at the end of a lesson to check your understanding and ability to implement concepts. |
|  | Summary   | Overview of the most important items covered in a section or lesson.                                   |
|  | End of Lesson   | The end of the lesson.   |

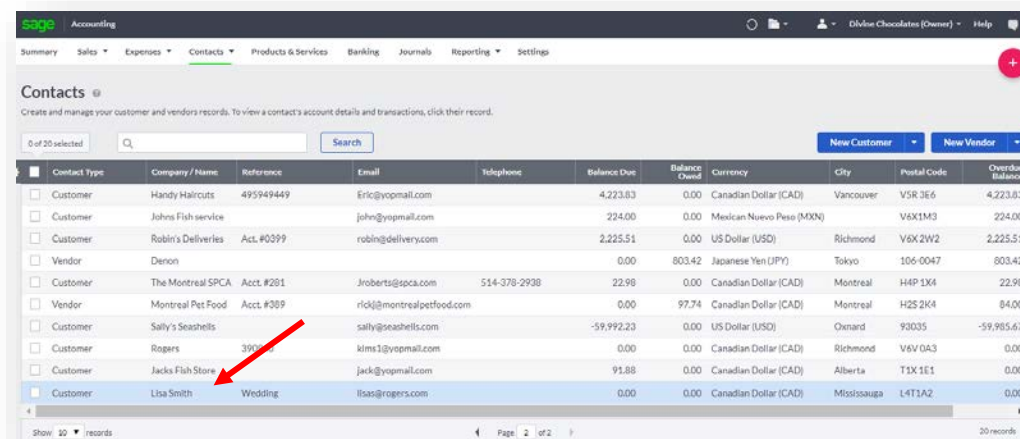
# Contacts

Divine Chocolates is busy placing new orders and managing those from the grand opening celebration. Christina will need to access customer and vendor records on a daily basis as part of regular business operations. The **Contacts** dashboard houses all customer and vendor records with a robust amount of information. Navigate to **Contacts** in the menu bar:



Once the record launches, at a glance, you'll see:

- Outstanding amounts due
- Overdue amount
- Customer Credit Limit/Customer Credit Terms
- Sales to date
- Date of last sale
- Sales A/R for the year
- Average Sale amount
- Contact info
- List of all customer history and transactions



Lisa Smith's record - no transaction history:

**Lisa Smith (Customer)**  
Ref: Wedding

|                            |                         |                    |                     |
|----------------------------|-------------------------|--------------------|---------------------|
| OUTSTANDING (0)            | OVERDUE (0)             | SALES TO DATE (0)  | SALES THIS YEAR (0) |
| \$0.00                     | \$0.00                  | \$0.00             | \$0.00              |
| CREDIT LIMIT<br>\$1,500.00 | CREDIT TERMS<br>30 Days | LAST SALE<br>Never | AVERAGE SALE<br>0   |

Activity | Contacts and Addresses | Payment Details | Options | Notes

| Date                  | Number | Reference | Type | Total | Discount | Outstanding |
|-----------------------|--------|-----------|------|-------|----------|-------------|
| No Results To Display |        |           |      |       |          |             |

0 records

Kelly's Candy - Customer with extensive transaction history:

**Kelly's Kandy and Lollipops (Customer)**  
Ref: 4021

|                            |                         |                          |                          |
|----------------------------|-------------------------|--------------------------|--------------------------|
| OUTSTANDING (14)           | OVERDUE (14)            | SALES TO DATE (24)       | SALES THIS YEAR (0)      |
| \$7,863.40                 | \$7,959.80              | \$19.3k                  | \$0.00                   |
| CREDIT LIMIT<br>\$1,000.00 | CREDIT TERMS<br>45 Days | LAST SALE<br>21 Mar 2017 | AVERAGE SALE<br>\$567.48 |

Activity | Contacts and Addresses | Payment Details | Options | Notes

| Date       | Number | Reference       | Type            | Total    | Discount | Outstanding |
|------------|--------|-----------------|-----------------|----------|----------|-------------|
| 03/21/2017 | SI-130 |                 | Sales Invoice   | 216.60   | 0.00     | 216.60      |
| 12/21/2016 | SI-132 |                 | Sales Invoice   | 2.00     | 0.00     | 2.00        |
| 12/21/2016 | SI-129 |                 | Sales Invoice   | 5.30     | 0.00     | 5.30        |
| 12/21/2016 | SI-128 |                 | Sales Invoice   | 1.06     | 0.00     | 1.06        |
| 12/21/2016 |        | Courtesy Credit | Customer Refund | 10.40    | 0.00     | 0.00        |
| 11/22/2016 | SI-126 |                 | Sales Invoice   | 60.00    | 0.00     | 60.00       |
| 11/22/2016 | SI-125 |                 | Sales Invoice   | 29.21    | 0.00     | 29.21       |
| 11/22/2016 | SI-124 |                 | Sales Invoice   | 1,530.00 | 0.00     | 1,530.00    |
| 11/22/2016 | SI-123 |                 | Sales Invoice   | 312.00   | 0.00     | 312.00      |

# Editing Customer Contact Information

Divine Chocolates doesn't have any transaction history with Lisa Smith yet, but will soon! In the meantime, the future bride called Divine Chocolates today to notify them of some updates to the event. She has hired a wedding planner, Jane Jones and she should be added as an additional point of contact for all correspondence going forward. She also requested all billing be directed to the future bride's parents.



Let's add Lisa's new wedding planner. To edit, view or manage a customer file, navigate to the customer or vendor record you'd like to edit. *Highlight* the record and click on it to open the record from within the list on the dashboard. Select: Lisa Smith's record.



**Note:** Putting a checkmark in the box offers other functions which we'll discuss later but does not open the record.

**Accounting** allows multiple contacts to be added. From within the contact record, navigate to the **Activity** section and click on the 2<sup>nd</sup> tab, **Contacts and Addresses**

Navigate to the main contact (Lisa Smith) and click **New Contact +**

The screenshot shows the Sage One Accounting interface for a customer named Lisa Smith. The 'Contacts and Addresses' tab is selected and highlighted with a red box. Below the tab, there are two main sections: 'Invoice Address' and 'Delivery Address'. The 'Invoice Address' section shows the main contact information for Lisa Smith, including her email (lsmith@aol.com) and phone number (3938404902). A red box highlights the 'New Contact +' button in the 'Invoice Address' section, with a red arrow pointing to it. The 'Delivery Address' section also has a 'New Contact +' button. The top navigation bar includes 'Summary', 'Sales', 'Expenses', 'Contacts', 'Products & Services', 'Banking', 'Journals', 'Reporting', and 'Settings'. The top right corner shows the user 'Divine Chocolates (Owner)' and a 'Help' button.

Add Janes info including her Role, Email address and phone number. Be sure to click **Copy Emails To This Person** to ensure Jane receives all correspondence, including invoices, credits, statements etc. from Divine Chocolates and remains fully abreast of Ms. Smith's order.

The screenshot shows the Sage One Accounting interface for a customer named Lisa Smith. The 'Contacts and Addresses' tab is active. A modal form is open to add a new contact. The form contains the following fields:

- Name: Jane Jones
- Role: Wedding Planner
- Email: JaneJonesWeddings@weddings.com
- Telephone: 3894820494
- Mobile: (empty)
- Fax: (empty)

Below the form, there is a checkbox labeled "Copy emails to this person" which is checked. A red arrow points to this checkbox. The form has "Save" and "Cancel" buttons at the bottom.

After adding the wedding planner to Ms. Smith's contact record, Christina receives notification that her change was made successfully.

The screenshot shows the Sage One Accounting interface for the same customer, Lisa Smith. The 'Jane Jones' contact has been successfully added to the contact list. The contact details for Jane Jones are:

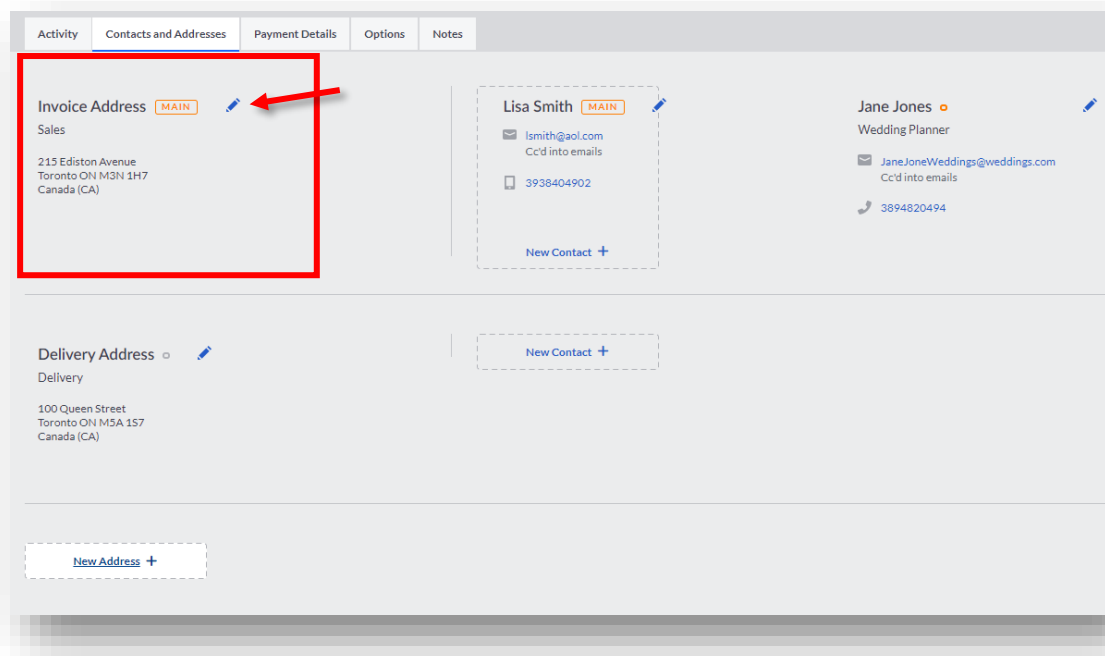
- Name: Jane Jones
- Role: Wedding Planner
- Email: JaneJonesWeddings@weddings.com
- Telephone: 3894820494

A green notification bar at the bottom of the screen displays a checkmark and the text "Changes Saved". A red arrow points to this notification bar.

# Invoice Address Change

Next Christina needs to add the bride's parents to the customer contact record to ensure they receive the invoices and Divine Chocolates gets paid promptly. We already see Lisa Smith's address as well as the delivery address where the wedding favors will be delivered. Now we need to add Mr. and Mrs. Smith, Lisa's parents, as invoice recipients.

Navigate to **Invoice Address** and click on the pencil icon to edit the address.



Change the address from 215 Ediston Avenue to 200 Ediston Avenue. Click **Save**. (They're neighbors 😊)

Activity | **Contacts and Addresses** | Payment Details | Options | Notes

Address Type: Sales

Address Name\*: Invoice Address

Address 1: 200 Edjston Avenue

Address 2:

City: Toronto

Province\*: Ontario (ON)

Postal Code: M3N 1H7

Save | Cancel

**Lisa Smith** MAIN

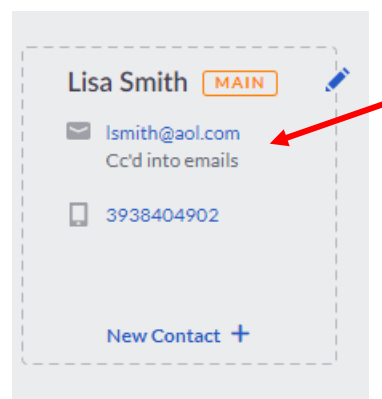
✉ lsmith@aol.com  
Cc'd into emails

☎ 3938404902

New Contact +

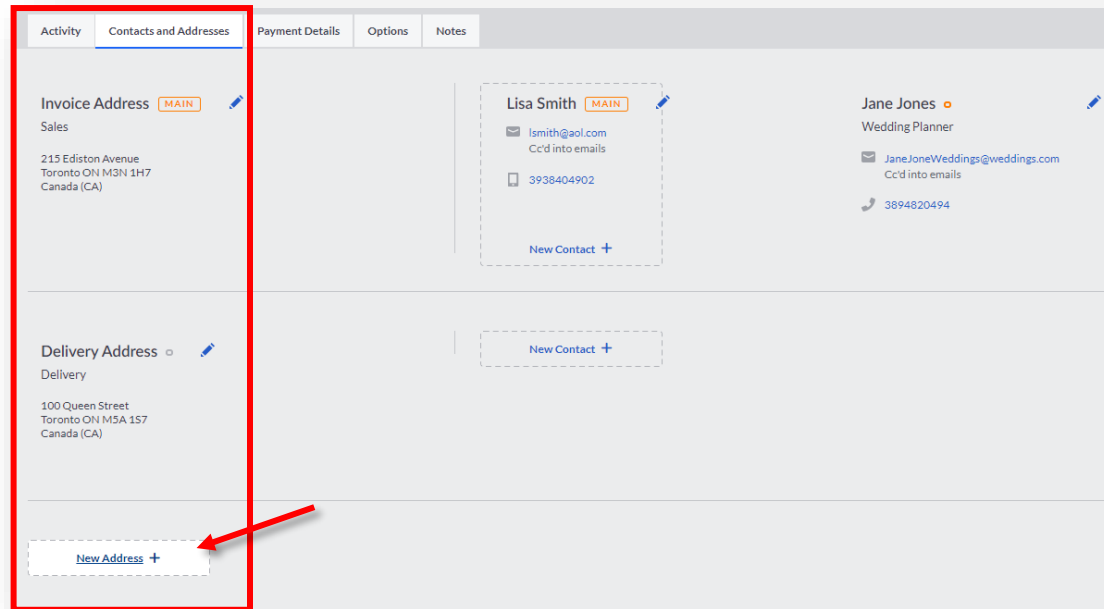
## Printed Correspondence

Lisa Smith will still continue to receive copies of invoices, credits and the like from Divine Chocolates since she is **Cc'd into emails** as can be seen in her contact info. If Lisa Smith wants to continue to receive printed correspondence from Divine Chocolates, Christina can add her.





Within the same tab, **Contacts and Addresses**, navigate to **New Address +**. Input Lisa Smith's address, select an address type and click **Save**.






## Statement Runs

As a new business owner, cash flow is very important. Automation within **Accounting** helps facilitate Divine Chocolates getting paid on time, with minimal administrative work so Christina can focus on what's important, growing her new business. The **Statement Run** feature determines whether to send statements to customers as well as how they should be sent: **electronically** or **printed** and sent via regular mail. Statements shouldn't be confused with Invoices. **Invoices** are a bill for products and services sold whereas **Statements** reflect all transaction history, including payments and credits on a customer account.

With the new contacts added (wedding planner) to Lisa Smith's account and the change of invoice recipient (Lisa's parents), let's make sure the customer contact record information reflects how statements should be received and by whom. The bride prefers to receive statements electronically.



From within the contact record navigate to the **Options** tab over to **Statement Runs**.

| Activity   | Contacts and Addresses                | Payment Details   | Options            | Notes   |
|--|---------------------------------------|---|--------------------|---|
| <b>Account Details</b>  |                                       | <b>Statement Runs</b> <span style="background-color: orange; color: white; padding: 2px;">BETA</span>  |                    |   |
| Company / Name   | Lisa Smith                            |   | Send Statements    | Yes  |
| Reference  | Wedding                               |   | Statement Run      | By post (PDF Generated)   |
| Price Default  | Sales Price                           |   | Contact to send to | Jane Jones  |
| Language   | English (Canadian)                    |   | Address            | Parents of the Bride - Invoice Address  |
| Account Default  | 4000 - Sales - Products               |   |                    |   |
| Business Number  | <a href="#">Add a Business Number</a> |   |                    |   |

**Send Statements:** This feature simply determines whether statements will or will not be sent, regardless of method. Divine Chocolates does want to send statements to the customer however, Lisa requested they be sent to her wedding planner Jane Jones as well as Mr. and Mrs. Smith, Lisa's parents. As such, we'll leave the box checked, **Send Statements**, to ensure this feature is turned on. To change this and prevent statements from being sent, click the blue pencil icon and change to **No**.

**Statement Run:** Accounting allows statements to be sent via regular mail or electronically. If a customer prefers to have statements sent via regular mail, select **By Post** in the drop-down menu. If they prefer to receive statements via email, select **Sent by email** in the **Statement Runs** box. Lisa would like statements to be sent via email.

Select **Sent by email**.

**Statement Runs** BETA

Send Statements

Statement Run By post (PDF Generated) ▼

Contact to send to By post (PDF Generated)

Address Sent by email

Save
Cancel

**Contact to send to:** After determining whether or not statements *will* be sent and *how* they'll be sent, we'll need to select who the statements should go to. Remember, this is only for statements, not invoices, as those are sent separately.

Statement Runs **BETA**

Send Statements

Statement Run: Sent by email

Contact to send to: Main Contact

Address: Invoice Address

Save Cancel

The default recipient is the **Main Contact** listed in the contact record or Lisa Smith in this case but can select any other recipient that's been created in Lisa Smith's contacts, her parents or her wedding planner, from within the drop-down list.

Activity Contacts and Addresses Payment Details Options Notes

Invoice Address **MAIN**

Sales

Mississauga ON L4T1A2  
Canada (CA)

Main Contact **MAIN**

lisa@rogers.com  
Cc'd into emails

4740402949

New Contact +

Jane Jones

Wedding Planner

janejoneweddings@yopmail.com  
Cc'd into emails

Since the wedding planner is the designated recipient of statements, select **Jane Jones** from the contact list.

Statement Runs **BETA**

Send Statements

Statement Run: Sent by email

Contact to send to: Jane Jones

Address: Main Contact

Jane Jones

Save Cancel

# Managing Transaction History

Divine Chocolates doesn't have any transactions, payments or credits with Lisa Smith just yet. Once she receives an invoice and makes a payment, that transaction information will appear in the **Activity** section below. Let's explore the **Activity** portion of the contact record in further detail:

The screenshot shows the Sage CRM interface for a customer named Hudson and Sons. The top navigation bar includes Summary, Sales, Expenses, Contacts, Products & Services, Banking, Journals, Reporting, and Settings. The customer's name and reference (Cust-01) are displayed. Below this, there are summary cards for Outstanding, Overdue, Sales to Date, Sales This Year, Credit Limit, Credit Terms, Last Sale, and Average Sale. A contact card for Bernita Rodriguez is also visible. The Activity section is highlighted with a red box and contains a table of transactions.

| Date       | Number | Reference    | Type              | Total     | Discount | Outstanding |
|------------|--------|--------------|-------------------|-----------|----------|-------------|
| 01/31/2018 | SI-294 |              | Sales Invoice     | 55.50     | 0.00     | 55.50       |
| 10/30/2016 | SI-292 |              | Sales Invoice     | 330.00    | 0.00     | 330.00      |
| 09/12/2016 | SI-286 |              | Sales Invoice     | 60.50     | 0.00     | 60.50       |
| 09/08/2016 | SI-282 |              | Sales Invoice     | 1,500.00  | 0.00     | 1,500.00    |
| 09/07/2016 |        |              | Customer Receipt  | -100.00   | 0.00     | 0.00        |
| 09/06/2016 | SI-279 |              | Sales Invoice     | 1,500.00  | 0.00     | 1,500.00    |
| 09/06/2016 | SCR-16 |              | Sales Credit Note | -1,500.00 | 0.00     | -1,500.00   |
| 09/06/2016 |        | Invoice #398 | Sales QE Invoice  | 654.21    |          | 654.21      |
| 08/23/2016 |        |              | Customer Receipt  | -1,000.00 |          | -1,000.00   |
| 06/10/2016 | SI-10  |              | Sales Invoice     | 300.00    | 0.00     | 200.00      |

## Action Toolbar

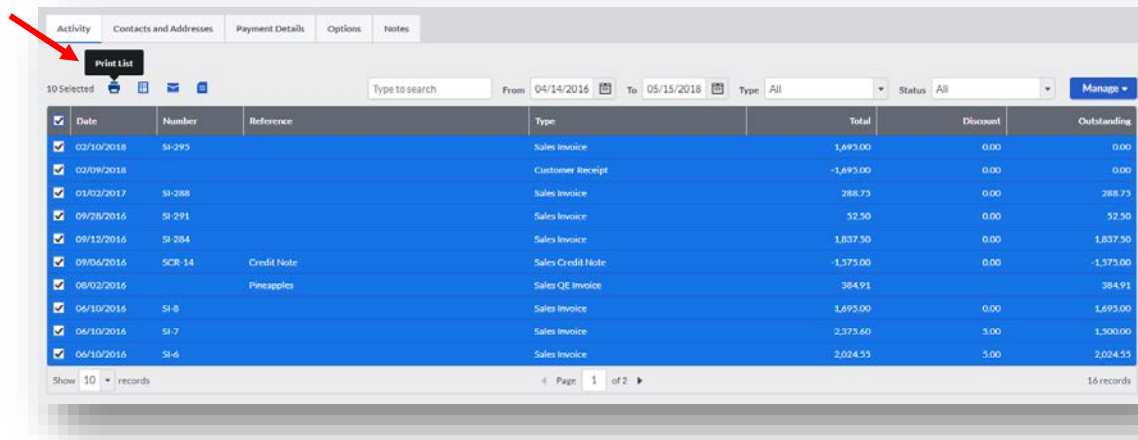
The action toolbar can be used to print, email, or export the transaction list should Divine Chocolates wish to do so. A transaction must be selected for the toolbar to appear however.

The screenshot shows the Sage CRM interface with the Activity section selected. The Action Toolbar is visible, showing a 'Print List' button and icons for print, email, and export. The first transaction is selected, and the toolbar is highlighted with a red box.

| Date   | Number |
|--|--------|
| <input checked="" type="checkbox"/> 01/31/2018 | SI-294 |

# Print Transaction History

Divine Chocolates wants to print all transaction history for Lisa Smith. To do so, select all transactions. Once the action toolbar appears, click the printer icon.

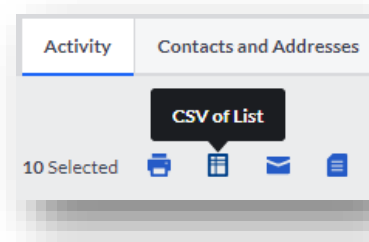


Lisa Smith transaction history:

| Lisa Smith |        |                     |                   |           |          |            |               |                  |
|------------|--------|---------------------|-------------------|-----------|----------|------------|---------------|------------------|
| Date       | Number | Reference           | Type              | Net (\$)  | Tax (\$) | Total (\$) | Discount (\$) | Outstanding (\$) |
| 06/10/2018 | SI-6   |                     | Sales Invoice     | 1,805.00  | 219.55   | 2,024.55   | 5.00          | 2,024.55         |
| 06/10/2018 | SI-7   |                     | Sales Invoice     | 2,105.00  | 270.60   | 2,375.60   | 5.00          | 1,500.00         |
| 06/10/2018 | SI-8   |                     | Sales Invoice     | 1,600.00  | 195.00   | 1,695.00   | 0.00          | 1,695.00         |
| 08/02/2018 |        | Wedding Bells Choc. | Sales QE Invoice  | 350.00    | 34.91    | 384.91     |               | 384.91           |
| 09/06/2018 | SCR-14 | Credit Note         | Sales Credit Note | -1,500.00 | -75.00   | -1,575.00  | 0.00          | -1,575.00        |
| 09/12/2018 | SI-284 |                     | Sales Invoice     | 1,750.00  | 87.50    | 1,837.50   | 0.00          | 1,837.50         |
| 09/28/2018 | SI-291 |                     | Sales Invoice     | 50.00     | 2.50     | 52.50      | 0.00          | 52.50            |
| 01/02/2018 | SI-288 |                     | Sales Invoice     | 275.00    | 13.75    | 288.75     | 0.00          | 288.75           |
| 02/09/2018 |        |                     | Customer Receipt  |           |          | -1,695.00  | 0.00          | 0.00             |
| 02/10/2018 | SI-295 |                     | Sales Invoice     | 1,500.00  | 195.00   | 1,695.00   | 0.00          | 0.00             |

# CSV/Excel List

Mr. Smith has stopped by Divine Chocolates to review his payments and current balance. Christina can easily export all history to an excel (CSV) file, print it and review with Mr. Smith. To do this, we'll select all transactions and click the CSV icon in the action bar:



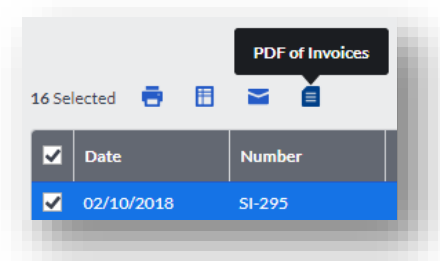
| 1  | Date      | Number | Reference          | Type              | Net CAD   | Tax CAD | Total CAD | Discount CAD | Outstanding CAD |
|----|-----------|--------|--------------------|-------------------|-----------|---------|-----------|--------------|-----------------|
| 2  | 6/10/2018 | SI-6   |                    | Sales Invoice     | 1,805.00  | 219.55  | 2,024.55  | 5            | 2,024.55        |
| 3  | 6/10/2018 | SI-7   |                    | Sales Invoice     | 2,105.00  | 270.6   | 2,375.60  | 5            | 1,500.00        |
| 4  | 6/10/2018 | SI-8   |                    | Sales Invoice     | 1,500.00  | 195     | 1,695.00  | 0            | 1,695.00        |
| 5  | 8/2/2018  |        | Wedding Bells Choc | Sales QE Invoice  | 350       | 34.91   | 384.91    |              | 384.91          |
| 6  | 9/6/2018  | SCR-14 | Credit Note        | Sales Credit Note | -1,500.00 | -75     | -1,575.00 | 0            | -1,575.00       |
| 7  | 9/12/2018 | SI-284 |                    | Sales Invoice     | 1,750.00  | 87.5    | 1,837.50  | 0            | 1,837.50        |
| 8  | 9/28/2018 | SI-291 |                    | Sales Invoice     | 50        | 2.5     | 52.5      | 0            | 52.5            |
| 9  | 1/2/2018  | SI-288 |                    | Sales Invoice     | 275       | 13.75   | 288.75    | 0            | 288.75          |
| 10 | 2/9/2018  |        |                    | Customer Receipt  |           |         | -1,695.00 | 0            | 0               |
| 11 | 2/10/2018 | SI-295 |                    | Sales Invoice     | 1,500.00  | 195     | 1,695.00  | 0            | 0               |

## Email Invoices

With the wedding getting closer, Mr. Smith has requested Divine Chocolates email copies of all his invoices associated with his daughters account, in the event he misplaces the statement history Christina printed above. Each invoice will appear separately as one PDF. This can easily be done by selecting all transactions, navigating to the action toolbar and clicking on the **Email PDF of Invoices** icon:

## PDF of Invoices

To generate a copy of all invoices and credit notes as a PDF, select all and select the PDF of Invoices within the quick action bar.



# Activity Search Features

There are many ways to search for transaction within the customer **Activity**.

- By reference or amount in the **Type to search** box.
- Date range indicated in the **From** and **To** box
- Transaction Type: Customer Allocation, Opening Balance Credit/Invoice, Customer Receipt/Refund, Other Receipt, Sales Credit Note/Invoice, Quick Entry credit/Invoice
- Status: All or Outstanding transactions only

The screenshot shows the 'Activity' search interface with the following filters: 'Type to search' (empty), 'From' 04/14/2016, 'To' 05/15/2018, 'Type' All, and 'Status' All. A dropdown menu for 'Type' is open, showing options: All, Customer Allocation, Customer OB Credit, Customer OB Invoice, Customer Receipt, Customer Refund, and Other Receipt. Below the filters is a table of transactions:

| Date       | Number | Reference | Type             | Discount | Outstanding |
|------------|--------|-----------|------------------|----------|-------------|
| 02/10/2018 | SI-295 |           | Sales Invoice    |          |             |
| 02/09/2018 |        |           | Customer Receipt |          |             |
| 01/02/2017 | SI-288 |           | Sales Invoice    | 0.00     | 288.75      |
| 09/28/2016 | SI-291 |           | Sales Invoice    | 0.00     | 52.50       |

# Invoice Management

Divine Chocolates received a call from Lisa Smith inquiring about the details of her first invoice. To explore transaction history in detail, simply highlight the line item and click to launch. In this case, we'd like to review her sales invoice.

The screenshot shows the 'Lisa Smith (Customer)' profile page. The financial summary includes:

- OUTSTANDING (1): 508.50 \$
- OVERDUE (0): 0.00 \$
- SALES TO DATE (1): 483.50 \$
- SALES THIS YEAR (1): 483.50 \$
- CREDIT LIMIT: 1,500.00 \$
- CREDIT TERMS: 30 Days
- LAST SALE: 14 May 2018
- AVERAGE SALE: 483.50 \$

Contact information: Main Contact, 4740402949, lisas@rogers.com, Mississauga, ON, L4T1A2.

The 'Activity' search interface is shown below with filters: 'Type to search' (empty), 'From' 04/15/2018, 'To' 05/15/2018, 'Type' All, and 'Status' All. A table of transactions is displayed, with the first row highlighted by a red arrow:

| Date       | Number | Reference | Type              | Total  | Discount | Outstanding |
|------------|--------|-----------|-------------------|--------|----------|-------------|
| 05/14/2018 | SI-298 |           | Sales Invoice     | 508.50 | 50.00    | 508.50      |
| 05/07/2018 | SCR-21 |           | Sales Credit Note | -25.00 | 0.00     | 0.00        |
| 05/07/2018 |        |           | Customer Refund   | 25.00  |          | 0.00        |

Page 1 of 1, 3 records.

Once within the record, Divine Chocolates can record payments, credit notes, refunds, edit/void/email/copy/download/print an invoice, print a packing slip and any other features contained within the Sales Invoice option.



**NOTE:** If an invoice has been paid and reconciled within Banking you will not be able to edit it without un-reconciling or un-allocating the payment first.

**Sales Invoice: SI-298** UNSENT AWAITING PAYMENT

View, edit or manage your Sales Invoice.

To: [Lisa Smith \(Wedding\)](#)

Invoice Address: 215 Ediston Avenue, Toronto ON M3N1H7  
 Delivery Address: 215 Ediston Avenue, Toronto ON M3N1H7  
 Invoice Date: May 14, 2018  
 Due Date: Jun 13, 2018  
 Due in 29 days

| Item                                      | Qty/Hrs | Price/Rate | Discount        | Tax                 | Amount           |
|---|---------|------------|-----------------|---------------------|------------------|
| Milk Chocolate Wedding Bells Sales (4000) | 100.00  | 5.00       | 50.00<br>10.00% | 58.50<br>HST 13.00% | 450.00           |
| Subtotal                                  |         |            |                 |                     | 450.00           |
| Includes a discount of 50.00              |         |            |                 |                     |                  |
| Tax Breakdown                             |         |            |                 |                     | 58.50            |
| HST: 450.00 @ 13.00%                      |         |            |                 |                     |                  |
| <b>Total (100 Items)</b>                  |         |            |                 |                     | <b>508.50 \$</b> |

Terms & Conditions  
 \*Lisa, thank you for your business! We look forward to creating delicious wedding favors for your wedding day! Final changes to custom orders must be made 7 days in advance. 50% deposit required. Remaining balance due upon pickup.\*

Notes  
 Open Monday - Friday 9-5

AMOUNT PAID: **0.00 \$**      AMOUNT OUTSTANDING: **508.50 \$**

[Record Payment](#)

Email      Print  
 Edit      Add credit note  
 Copy      Print packing slip  
 Download      Void

Activity

MAY 14, 2018 - 10:57AM  
 Created

## Statement Management

Divine Chocolates business is picking up and Christina would like Lisa Smith to receive statements automatically along with the rest of her customers, the 1<sup>st</sup> day of every month. To do this, from the contact screen navigate to **Manage** and select **Statements** within the drop-down menu:

sage One Accounting      Divine Chocolates (Owner)      Help

Summary   Sales   Expenses   **Contacts**   Products & Services   Banking   Journals   Reporting   Settings

Lisa Smith (Customer)   Ref: Wedding

OUTSTANDING (1): \$256.13      OVERDUE (0): -\$141.25      SALES TO DATE (1): \$466.13      SALES THIS YEAR (1): \$466.13

CREDIT LIMIT: \$1,500.00      CREDIT TERMS: 30 Days      LAST SALE: 05 Mar 2018      AVERAGE SALE: \$466.13

Lisa Smith  
 978404902  
 lsm1td@aol.com  
 200 Ediston Avenue, Toronto, ON, M3N 1H7

Activity   **Contacts and Addresses**   Payment Details   Options   Notes

0 Selected   Type to search   From: 02/05/2018   To: 03/07/2018   Type: All   Status: All

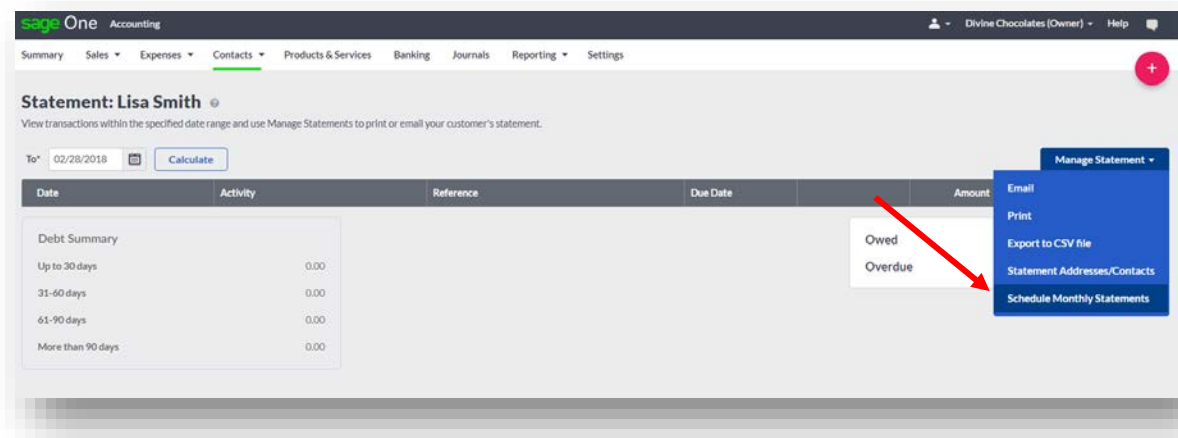
| Date       | Number | Reference       | Type              | Total   | Discount |
|------------|--------|-----------------|-------------------|---------|----------|
| 03/06/2018 | SCN-1  |                 | Sales Credit Note | -141.25 | 0.00     |
| 03/05/2018 | SI-1   |                 | Sales Invoice     | 607.38  | 37.50    |
| 03/05/2018 |        | Partial Payment | Customer Receipt  | -100.00 | -100.00  |
| 03/05/2018 |        |                 | Customer Receipt  | -10.00  | -10.00   |
| 03/05/2018 |        |                 | Customer Receipt  | -100.00 | -100.00  |

Show 10 records      Page 1 of 1      5 records

**Manage**      Statements      Account Allocation



Navigate to **Schedule Monthly Statements** from within the **Manage Statements** drop down menu:



Check the box that says **Enable Monthly Statements**. Ensure the email address is correct, if not change it here.

The screenshot shows the 'Schedule Monthly Statements' dialog box. The 'Enable Monthly Statement' checkbox is checked. The 'To\*' field contains 'lsmith@aol.com'. The 'Subject\*' field contains 'Statement from Divine Chocolates'. The 'Attach' field contains 'We'll attach a PDF of the statement'. The 'Message\*' field contains a pre-written message. The 'Email statements monthly on day\*' field is set to '1'. The 'Exclude zero balances' checkbox is unchecked. The 'Save' and 'Cancel' buttons are visible at the bottom right.

Input a day statements should be sent to the customer in the **Email Statements Monthly On Day**. Type: 1 for the 1<sup>st</sup> day of the month. To avoid customers receiving statements that have a \$0.00\$ balance, check the box that says **Exclude Zero Balances** and click **Save**.

# Account Allocation

The final feature within the contact management dashboard is **Account Allocation**. There will be times when Divine Chocolates will create a credit for a customer or take a payment independent of an invoice. We refer to those as **Stand-Alone Credit Notes/Payments**. Those credits/payments can later be linked or allocated to an invoice/credit note (or multiple invoices/credit notes) utilizing the **Account Allocation** option.



**NOTE:** You can only use this option to allocate (link) outstanding transactions together. You can't use it to record a payment or a receipt. Payments are done within the **Sales Invoice** or **Banking** module, and recorded using the **Customer Receipt** or **Vendor Payment** option. We'll explore **Banking** in another module.

**Account Allocation: Lisa Smith (Wedding)** ⓘ

Allocate outstanding invoices, credit notes and payments on account together without recording a receipt. The date of the most recent transaction being allocated will be used as your allocation date.

Display: All

| <input type="checkbox"/> | Date       | Number | Reference | Type | Total  | Outstanding | Paid |
|--------------------------|------------|--------|-----------|------|--------|-------------|------|
| <input type="checkbox"/> | 05/07/2018 | SCR-21 |           | Crn  | -25.00 | 0.00        | 0.00 |
| <input type="checkbox"/> | 05/14/2018 | SI-298 |           | Inv  | 508.50 | 508.50      | 0.00 |

508.50    0.00

**Left to Allocate**    0.00

Save    Cancel

As Christina selects the transaction(s) to allocate (link), the **Left to Allocate** field displays the amount left to allocate. This must be zero before you can save the allocations. Click **Save** to complete the allocation.



## Check Your Knowledge

Answer the following questions about the material covered in this lesson.

### Short Answer

Write a short answer to the question below.

1. What is the main purpose of the **Account Allocation** option?

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### Multiple Choice

Mark the correct answer(s) to the question below.

2. The customer contact screen is a robust dashboard where many functions can be performed. At first glance, what snapshot info are you able to see about a customer:
  - A.  If monthly statements are enabled
  - B.  Customer Credit Limit/Customer Credit Terms
  - C.  Sales to date, Date of last sale, Sales A/R for the year, Average Sale amount
  - D.  Outstanding amounts due, Overdue amounts, Contact info
3. The **Action** tool bar allows you to do the following, if a transaction has been selected:
  - A.  Email/Print all invoices associated with an account
  - B.  Print all statement activity on an account & download PDF's
  - C.  Take a payment
  - D.  Email account activity/Export to an excel file
4. There are multiple ways to search for transactions within the **Activity** section. They are:
  - A.  Transaction Type: Customer Allocation, Opening Balance Credit/Invoice, Customer Receipt/Refund, Other Receipt, Sales Credit Note/Invoice, Quick Entry Credit/Invoice
  - B.  Date range indicated in the **From** and **To** box
  - C.  Phone Number
  - D.  By reference/amount in the **Type to search** box
  - E.  Status: All or Outstanding transactions only

### True or False

Enter 'T' for True or 'F' for False for each of the affirmations below.

5. \_\_\_\_\_ Accounting allows only one contact per record
6. \_\_\_\_\_ Customers can receive statements via regular mail or electronically
7. \_\_\_\_\_ Accounting can't exclude customers from receiving statements that have a 0.00\$ balance.

**Please note:**

Every effort has been made to ensure that the information provided in this educational series is accurate, up-to-date, and complete, but no guarantee is made to that effect. URLs and additional resources 'Beyond the Classroom' are continuously changing. Because the software is customizable in a number of ways, the language used in this guide may be different from what you 'see' when you work with your company's data file(s).

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