



Advanced Credit Control

Version 4.0 for Microsoft Dynamics GP 8

Install and User Guide



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Overview

Advanced Credit Control from Nolan Computers plc is an extension for Great Plains developed to aid Credit Controllers in the process of identifying and chasing debts, and to allow users to track events and diary entries against their customers.

The core of the system is the Credit Control Enquiry screen which displays relevant financial detail against customers in any currency. A scrolling window displays the customer's debt in the system ageing buckets. After selecting an ageing bucket you may zoom into the transaction enquiry to view the transactions.

- Free format, date-and-time stamped events can be recorded against individual customers.
- A selection of 10 different reminder letters are available to be printed, in four different styles. Each customer can be assigned a style allowing for features like multiple language support. The printing of a letter also records a date and time stamped event.
- A diary allows recording of events against each customer for the future. A flexible diary enquiry window allows each user to view their own assigned events.

The Customer Letters Report window enables the printing of reminder letters. Advanced Credit Control will automatically check the age of the customer's overdue transactions, and print a corresponding reminder letter. Each letter also displays information on the outstanding items for the customer.

NOTE: When printing this documentation with Adobe Acrobat Reader, we recommend using version 4.0 or above. This version copes much better when printing the screen shots contained in this documentation.

Print Button



Whenever the contents of a window can be printed, there will be a print button in the top-right corner. The button will perform the same action as selecting File | Print from the menu.

SETUP

Install

Before installing Advanced Credit Control, please ensure that there are no users logged into Microsoft Business Solutions Great Plains as this could adversely affect the installation process.

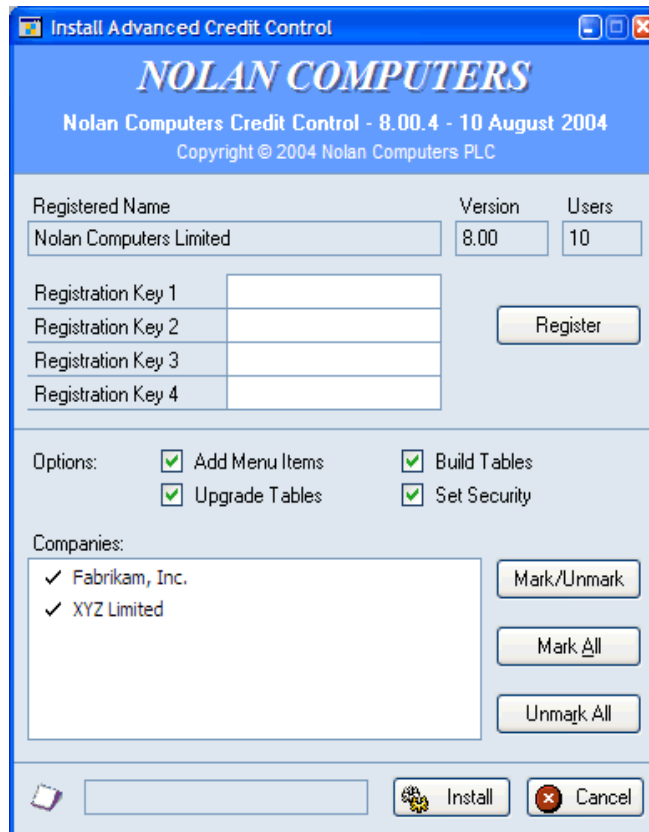
This process will need to be completed on all workstations on which Great Plains is installed. However, if Great Plains is run from a network (DYNAMICS.dic is installed in a network location), you only need to install to that location.

1. Launch the install application (provided on cd-rom or downloaded from www.nolancomputers.com).
2. Follow the on-screen instructions to complete the install. The install will confirm the location of Great Plains and will install the Advanced Credit Control chunk file into this directory.
3. Once the install has completed, run Great Plains to load the chunk file.

Setup

Form security changes, additions to the menu structure, and any necessary file upgrades are not made during the previous application install process. Use the Install window to complete these tasks automatically by following the steps below. See Appendix A for information on which forms and menus will be affected.

1. Make sure that no other users are logged into the system.
2. Start Great Plains – if you log in using the 'sa' user, the install window will automatically be added to your shortcuts (go to step 7). You must login as 'sa' to install when using Great Plains on a SQL database.
3. Open the 'Shortcut Bar' and select Add. Then select Other Window.
4. Enter Advanced Credit Control Install into the Name field and then expand the Nolan Computers Advanced Credit Control folder in the Available Windows list.
5. Expand the Company folder. Then find and select the Install Advanced Credit Control window in the list and push the Add button.
6. Click on the Done button to close the Add Shortcut window.
7. Select Advanced Credit Control Install from the Shortcut Bar. A window showing all the companies will appear, as illustrated below.



8. To register Advanced Credit Control, enter your Registration Keys in the fields provided (You will have received these Registration Keys with your purchase of Advanced Credit Control). This is required to enable use of Advanced Credit Control in companies other than the sample company, 'Fabrikam, Inc.'.

Note: The registration keys may have a built in expiry date. This information is displayed at the bottom of the window (to the left of the Install button).

9. Click on the Register Button, you will receive a message indicating that the Registration was successful.
10. The Add Menu Items option determines if the install should automatically place entries for Advanced Credit Control into the appropriate menus. See Appendix A for more details.
11. The Set Security option will set default security for all users to access the alternate forms and reports. N.B. This will not replace existing security settings (i.e. will not grant a user access to posting screens if they had previously had access removed).
12. For SQL Installations, make sure the Build Tables option is ticked to create the tables on SQL, set permissions to them correctly and install stored procedures.
13. If this install is an upgrade from any previous version of Advanced Credit Control, or part of a Great Plains upgrade, make sure the Upgrade Tables option is ticked. The install window will automatically default this option to ticked if it detects a table upgrade is required.
14. Use the Mark/Unmark, Mark All and Unmark All buttons to mark all the companies to install Advanced Credit Control to. Finally, push the Install button.

The system automatically places all Credit Control windows on a new 'Credit Control' sub-menu on the affected Great Plains menus, for example Enquiry, Sales, Credit Control will then list each of the Credit Control enquiry screens.

Ten customer letters are provided by the system, with four styles for each letter. You can make use as many or as few of these as you wish, and they may be amended using report writer to reflect the requirements of your company. The ten letters are known as Debtor_Letter1_x through Debtor_Letter10_x, with x being the style from 1 to 4.

The customer letters should be setup before using Advanced Credit Control and then customer letters should be assigned to the ageing periods. This is accomplished through the Customer Letters Maintenance window and the Overdue Levels setup window.

Installing the Advanced Credit Control extensions into SmartList is handled separately. See the SmartList Integration section on page 27 for details.

Credit Control Enquiry

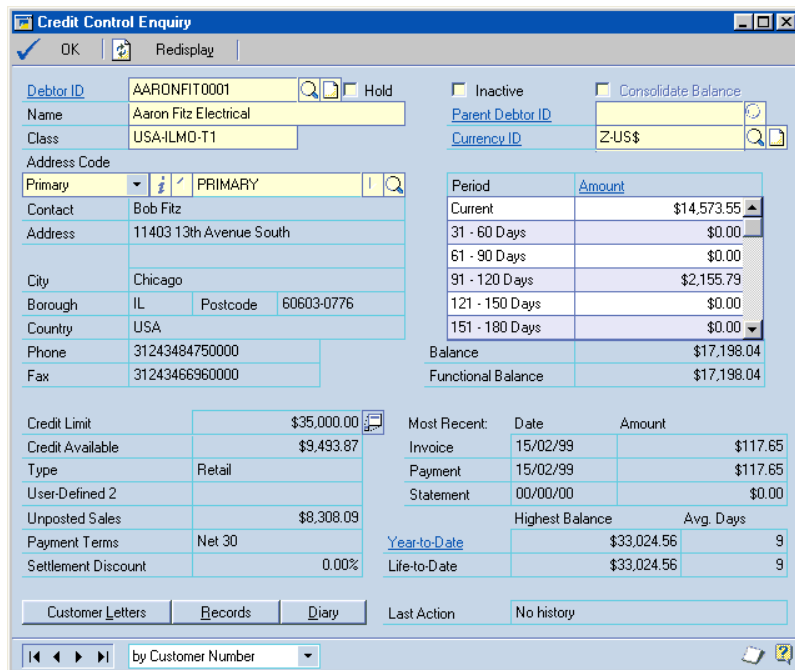
Location

Enquiry >> Sales >> Credit Control >> Credit Control Enquiry

Summary

The Credit Control Enquiry window displays all the essential sales information for customers. All customer addresses can be viewed along with credit limit information, last invoice date and amount, and a period summary of the customer's outstanding debts. The Currency ID can be changed to view the customer's details for any currency, and National Accounts are fully supported.

Layout



The screenshot shows the 'Credit Control Enquiry' window for Debtor ID AARONFIT0001. The window is divided into several sections:

- Customer Information:** Name: Aaron Fitz Electrical, Class: USA-ILMO-T1, Address: 11403 13th Avenue South, Chicago, IL 60603-0776, USA. Contact: Bob Fitz. Phone: 31243484750000, Fax: 31243466960000.
- Credit Information:** Credit Limit: \$35,000.00, Credit Available: \$9,493.87, Type: Retail, Unposted Sales: \$8,308.09, Payment Terms: Net 30, Settlement Discount: 0.00%.
- Period Summary Table:**

| Period | Amount |
|--------------------|-------------|
| Current | \$14,573.55 |
| 31 - 60 Days | \$0.00 |
| 61 - 90 Days | \$0.00 |
| 91 - 120 Days | \$2,155.79 |
| 121 - 150 Days | \$0.00 |
| 151 - 180 Days | \$0.00 |
| Balance | \$17,198.04 |
| Functional Balance | \$17,198.04 |
- Recent Transactions Table:**

| Most Recent: | Date | Amount |
|--------------|----------|----------|
| Invoice | 15/02/99 | \$117.65 |
| Payment | 15/02/99 | \$117.65 |
| Statement | 00/00/00 | \$0.00 |
- Summary Statistics:**

| | Highest Balance | Avg. Days |
|--------------|-----------------|-----------|
| Year-to-Date | \$33,024.56 | 9 |
| Life-to-Date | \$33,024.56 | 9 |

Processing

Currency ID: This field allows you to select which currency to show the window's values in. It defaults to the customer's currency.

If the currency selected is not the functional currency, the period amounts scrolling window only shows documents in that currency. The functional balance continues to show the customer's full balance in the functional currency. The other values in the window show in the selected currency wherever possible. The currency also selects the currency for the customer letters.

Consolidate Balance: If the current customer is a National Account parent company, this field is enabled. When ticked, the period balances and the to-date figures are shown for the whole National Account.

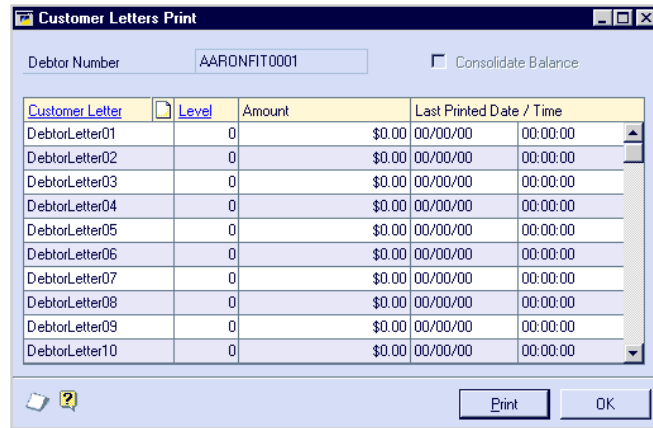
Parent Customer ID: If the current customer is part of a National Account, this field shows the parent company of that National Account. If the current customer is a child company, zooming on this field will change the current customer to the parent company.

If the current customer is the parent company, the lookup button will enable. Clicking it will bring up a lookup window which shows all the child companies in the National Account. Selecting one will change the current customer to that company.

Transaction Zoom: Once a period has been highlighted in the period balances scrolling window, zooming on the amount field opens the Credit Control Transaction Enquiry window showing the transactions which make up that balance.

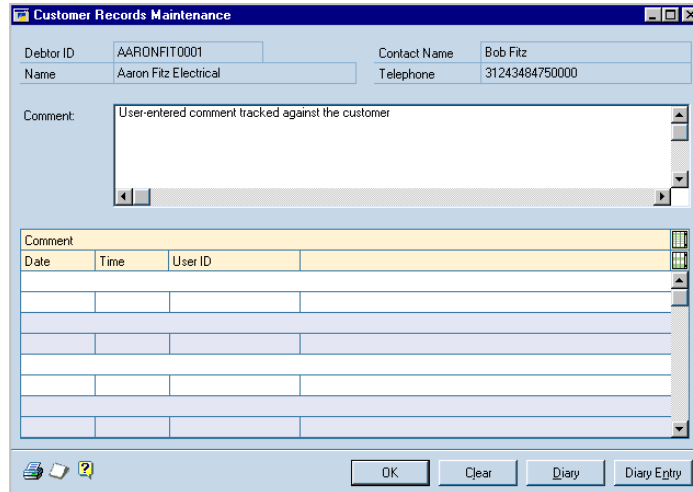
Credit Limit: If the customer is part of a National Account, and the National Account s set to 'Base Credit Check on Consolidated National Account', the Credit Limit is shown for the full National Account. The Credit Available and Unposted Sales fields also show the full National Account values if this option is set on.

Customer Letters Button: Pressing this button will open the Customer Letters Print window.



This shows all the letters available with the first overdue level each letter is assigned to, and the date and time each letter was last printed for this customer. The amount field is editable, but changes are not saved. Selecting a letter and clicking on the 'Print' button will cause that letter to be printed using that letters setup as defined in the Customer Letter Maintenance window. The customer history is also updated to record the date and time of printing.

Records Button:



| Date | Time | User ID |
|------|------|---------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

Selecting 'Records' shows the history of actions for that Debtor. Printing of reminder letters and statements is automatically recorded here, and the user may add their own comments.

Selecting an existing comment from the scrolling window will cause the full comment text to be displayed in the text field. When the window is first opened, or when the user clicks on 'Clear', the text field will be cleared to allow entry of a new comment. The user may then click on OK to save the comment, or Clear once more to clear the comment without saving.

The Print option of the File menu can be used to print a Customer Records report based on the current Customer.

Credit Control Diary

Diary Enquiry

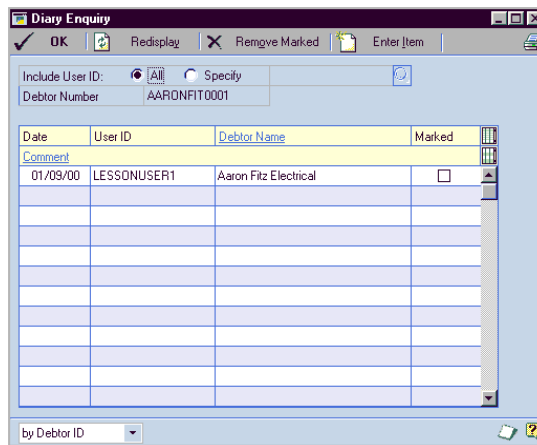
Location

Enquiry >> Sales >> Credit Control >> Diary Enquiry

Summary

The diary allows recording of events against each customer for the future. The diary enquiry window allows each user to view their own assigned events.

Layout



Processing

Each diary item is shown in the scrolling window, which can be sorted by date, customer and user ID. The items can be restricted to a specific user ID. To update the details of an item, zoom on the comment field to open the entry screen. New items are created using the 'Enter Item' button.

Once an item is finished with, it can be removed to customer records by marking it and using the Removed Marked button.

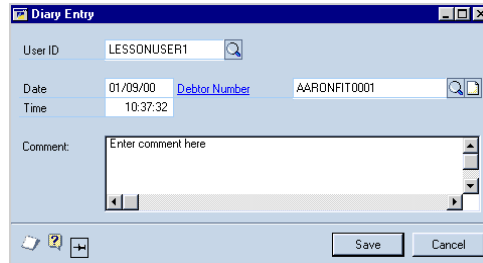
The Print item in the File menu can be used to print a Diary report based on the current Customer and/or User ID.

Diary Entry

Location

'Enter Item' button on Diary Enquiry window.

Layout



The screenshot shows the 'Diary Entry' window with the following fields:

- User ID: LESSONUSER1
- Date: 01/09/00
- Time: 10:37:32
- Debtor Number: AARONFIT0001
- Comment: Enter comment here

Buttons at the bottom include Save and Cancel.

Processing

All the fields should be filled in on the Diary Entry window. The stick pin keeps the window open after entering an item, thus allowing for several items to be entered at once. The Diary Enquiry window, if it is open, is automatically updated when a new item is entered.

Customer Records and Diary Print

Location

Reports >> Sales >> Credit Control >> Customer Records Reports

Summary

The Customer Records Print window allows for printing of reports on the Customer Records and the Diary.

Layout



The screenshot shows the 'Customer Records Reports' window with the following fields and options:

- Report: Customer Records
- Option: Demo
- Ranges: Date
- From: 00/00/00
- To: 00/00/00
- Restrictions: Debtor ID From AARONFIT0001 To AMERICAN0002, Date From 05/05/99 To 31/08/00
- Buttons: Insert >>, Remove, Destination

Processing

The Report field is used to select between the Customer Records report and the Diary report. Each of these have their own separate Options.

Ranges can be applied to the report on Date, Customer Number and on User ID.

Customer Letters range print

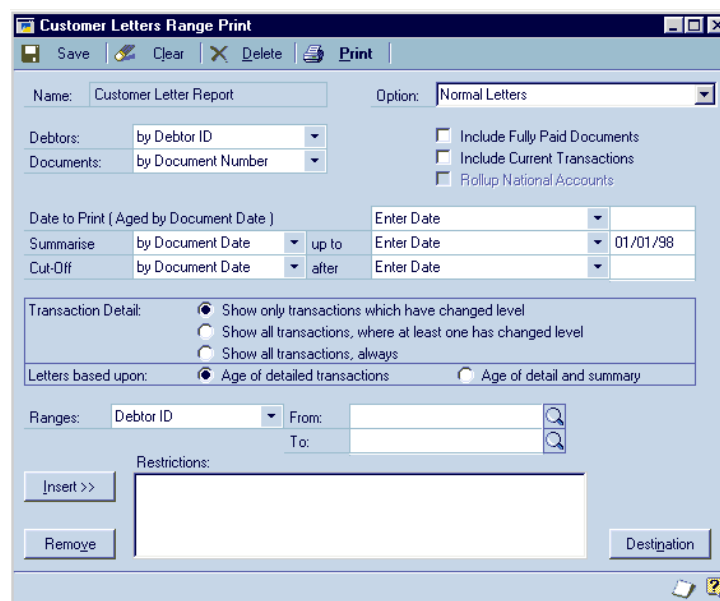
Location

Reports >> Sales >> Credit Control >> Customer Letters Range Print

Summary

The Customer Letters Range Print window allows printing ranges of reminder letters. It will automatically check the age of debts and print your corresponding reminder letter.

Layout



The screenshot shows the 'Customer Letters Range Print' window with the following fields and options:

- Name:** Customer Letter Report
- Option:** Normal Letters
- Debtors:** by Debtor ID
- Documents:** by Document Number
- Include Fully Paid Documents
- Include Current Transactions
- Rollup National Accounts
- Date to Print (Aged by Document Date):** Enter Date
- Summarise:** by Document Date up to Enter Date 01/01/98
- Cut-Off:** by Document Date after Enter Date
- Transaction Detail:**
 - Show only transactions which have changed level
 - Show all transactions, where at least one has changed level
 - Show all transactions, always
- Letters based upon:**
 - Age of detailed transactions
 - Age of detail and summary
- Ranges:** Debtor ID From: To:
- Restrictions:** (Empty text box)
- Buttons:** Insert >>, Remove, Destination

Processing

Many features of the window are as in the Customer Letter Maintenance window. Here they apply to all letters printed. The information from the Customer Letter Maintenance window is not used here.

A range can be applied on the Levels to print. This will restrict printing of transactions to only the specified Overdue Levels, Debtors and Overall Balance.

Include Fully Paid Documents:

Marking this option will cause the letters to include transactions which have a zero amount remaining, such as fully paid invoices.

Include Current Transactions:

Great Plains considers a 'Past Due' balance to be a balance in the second (or higher) ageing period, whilst the first period contains 'Current' transactions. The 'Include Current Transactions' option will cause current transactions and payments to be processed by the letter processing, otherwise they will automatically be omitted.

Rollup National Accounts:

When this option is ticked, child companies do not have letters printed for them. Instead, all the child company's transactions appear on the parent company's letter.

Date To Print:

This is the date which appears in the header of each letter, and is also the Ageing Date used when calculating the level of each transaction. This enables letters to be produced without requiring RM Ageing to be completed first. The current ageing method (as defined in RM Setup) is shown as a reminder.

Summarise:

Transactions with a date up to and including the summarise date will not be printed in detail on the letters, but will instead be printed in summary as a balance brought forward. Either the Due Date or the Document Date of the transaction may be compared to the summarise date, regardless of ageing method.

Cut-Off:

Transactions with a date after the cut-off date will be excluded from the letter processing. Transactions may be excluded by Due Date or Document Date.

Transaction Detail:

The body of the letters printed shows the transactions processed by the customer letters print. This option controls which transactions actually appear on the letters.

Prior versions of Advanced Credit Control behaved as the first option. When a transaction reaches a new ageing bucket, the customer letter process considers it to have 'changed level', and so that transaction will appear on a letter. Transactions which have not changed level are not printed. The letter produced depends upon the highest level of the transactions actually being printed. This option is good for highlighting changes in the age of outstanding transactions, but does not present the customer with a 'statement' of all their transactions.

The second option is much more like a statement. All the transactions for the customer will appear on the letter (dependant upon the other setup options, such as 'Include Current Transactions' and restrictions by level). However, a letter will only be produced if at least one transaction has 'changed level'. This prevents the same letter printing every time the process is run.

The final option will always print a letter, showing all the transactions (as per the second option). This is most useful when re-printing a batch of letters, or when using the letters as a regular customer statement (so a letter must be printed each time).

Letters Based Upon:

When choosing which letter to print, the prior versions of Advanced Credit Control only considered the age of the transactions which appeared in the detail section of the letter. This option now allows you to choose to include the age of the summary transactions.

Credit Enquiry

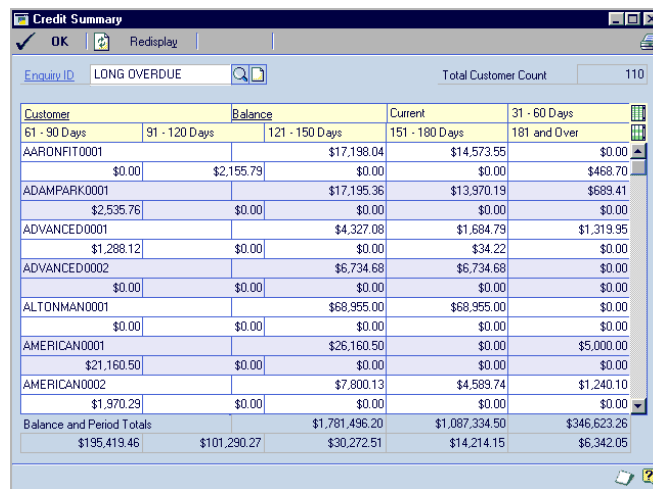
Location

Enquiry >> Sales >> Credit Control >> Credit Summary

Summary

The Credit Listing window shows the ageing bucket details as per the restrictions that are set in the Enquiry Setup window. Totals for each ageing bucket, overall balance and number of customers are also shown.

Layout



| Customer | Balance | | | Current | 31 - 60 Days | |
|---------------------------|--------------|---------------|----------------|----------------|----------------|--------------|
| | 61 - 90 Days | 91 - 120 Days | 121 - 150 Days | | 151 - 180 Days | 181 and Over |
| AARONFIT0001 | | | \$17,198.04 | \$14,573.55 | \$0.00 | |
| | \$0.00 | \$2,155.79 | | \$0.00 | \$0.00 | \$468.70 |
| ADAMPARK0001 | | | \$17,195.36 | \$13,970.19 | \$689.41 | |
| | \$2,535.76 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | |
| ADVANCED0001 | | | \$4,327.08 | \$1,684.79 | \$1,319.95 | |
| | \$1,288.12 | \$0.00 | \$0.00 | \$34.22 | \$0.00 | |
| ADVANCED0002 | | | \$6,734.68 | \$6,734.68 | \$0.00 | |
| | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | |
| ALTONMAN0001 | | | \$68,955.00 | \$68,955.00 | \$0.00 | |
| | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | |
| AMERICAN0001 | | | \$26,160.50 | \$0.00 | \$5,000.00 | |
| | \$21,160.50 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | |
| AMERICAN0002 | | | \$7,800.13 | \$4,589.74 | \$1,240.10 | |
| | \$1,970.29 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | |
| Balance and Period Totals | | | \$1,781,496.20 | \$1,087,334.50 | \$346,623.26 | |
| | \$195,419.46 | \$101,290.27 | \$30,272.51 | \$14,214.15 | \$6,342.05 | |

Processing

Either enter or look-up an existing Enquiry ID, this will then display the records that match the restrictions that relate to the Enquiry ID (restrictions are set in the Enquiry Setup window). By highlighting a customer in the scrolling window and moving the mouse over the "Customer" caption, it is possible to zoom to the Credit Control Enquiry window. The "Balance" caption allows for zooming to the Credit Control Transaction window.

Additional Credit Control Enquiries

Cheque Enquiry

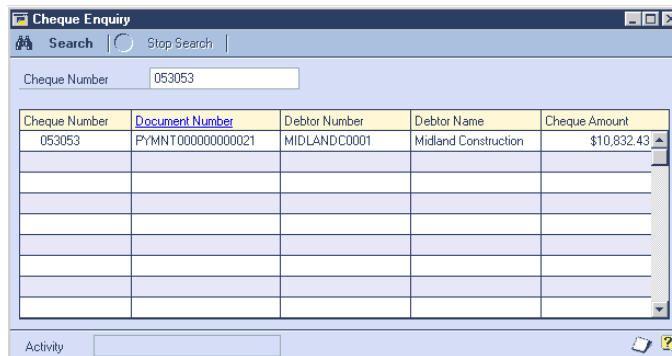
Location

Enquiry >> Sales >> Credit Control >> Cheque Enquiry

Summary

The Cheque Enquiry window allows rapid location of Cheque transactions by Cheque Number.

Layout



| Cheque Number | Document Number | Debtor Number | Debtor Name | Cheque Amount |
|---------------|-------------------|---------------|----------------------|---------------|
| 053053 | PYMNT000000000021 | MIDLANDC0001 | Midland Construction | \$10,832.43 |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Processing

Enter the Cheque Number you wish to search for in the 'Cheque Number' field, and then click on the 'Search' button to begin searching.

You may stop a search once it has been initiated (typically because it has retrieved the record you are looking for) by clicking on the 'Stop Search' button.

By highlighting a cheque in the scrolling window and moving the mouse over the 'Document Number' caption, it is possible to zoom to the original transaction for the selected cheque.

Transaction Enquiry

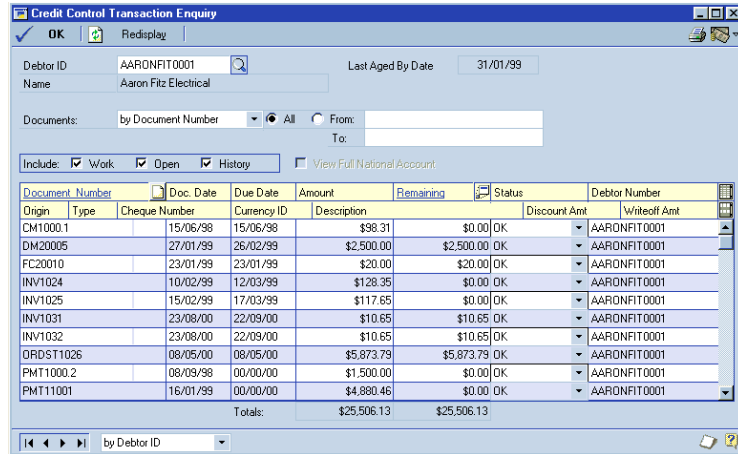
Location

Enquiry >> Sales >> Credit Control >> Credit Control Transaction Enquiry

Summary

The Transaction Enquiry window is similar to the standard Great Plains Receivables Transaction Enquiry - Customer window. Additions include being able to give each transaction a status level and also change the due dates.

Layout



| Document Number | Doc. Date | Due Date | Amount | Remaining | Status | Debtor Number |
|-----------------|-----------|----------|-------------|-------------|--------|---------------|
| CM1000.1 | 15/06/98 | 15/06/98 | \$98.31 | \$0.00 | OK | AARDNFIT0001 |
| DM20005 | 27/01/99 | 26/02/99 | \$2,500.00 | \$2,500.00 | OK | AARDNFIT0001 |
| FC20010 | 23/01/99 | 23/01/99 | \$20.00 | \$20.00 | OK | AARDNFIT0001 |
| INV1024 | 10/02/99 | 12/03/99 | \$128.35 | \$0.00 | OK | AARDNFIT0001 |
| INV1025 | 15/02/99 | 17/03/99 | \$117.65 | \$0.00 | OK | AARDNFIT0001 |
| INV1031 | 23/08/00 | 22/09/00 | \$10.65 | \$10.65 | OK | AARDNFIT0001 |
| INV1032 | 23/08/00 | 22/09/00 | \$10.65 | \$10.65 | OK | AARDNFIT0001 |
| ORDST1026 | 08/05/00 | 08/05/00 | \$5,873.79 | \$5,873.79 | OK | AARDNFIT0001 |
| PMT1000.2 | 08/09/98 | 00/00/00 | \$1,500.00 | \$0.00 | OK | AARDNFIT0001 |
| PMT11001 | 16/01/99 | 00/00/00 | \$4,880.46 | \$0.00 | OK | AARDNFIT0001 |
| Totals: | | | \$25,506.13 | \$25,506.13 | | |

Processing

The Last Aged By Date shows the last date that this customer was aged.

The View Full National Account option is enabled if the selected customer is a National Account parent. If ticked, the transactions for all the child companies are shown as well in the transaction list.

At the bottom of the transaction list, totals are shown for Document Amount and the Amount Remaining of all the transactions shown in the list.

In the transaction list, the Due Date for any transaction can be changed as required. The Status field is a new field that allows for each transaction to have a user-defined status. The status levels are defined in the Credit Status Setup window. Any status level can be assigned to any transaction.

Turnover Enquiry

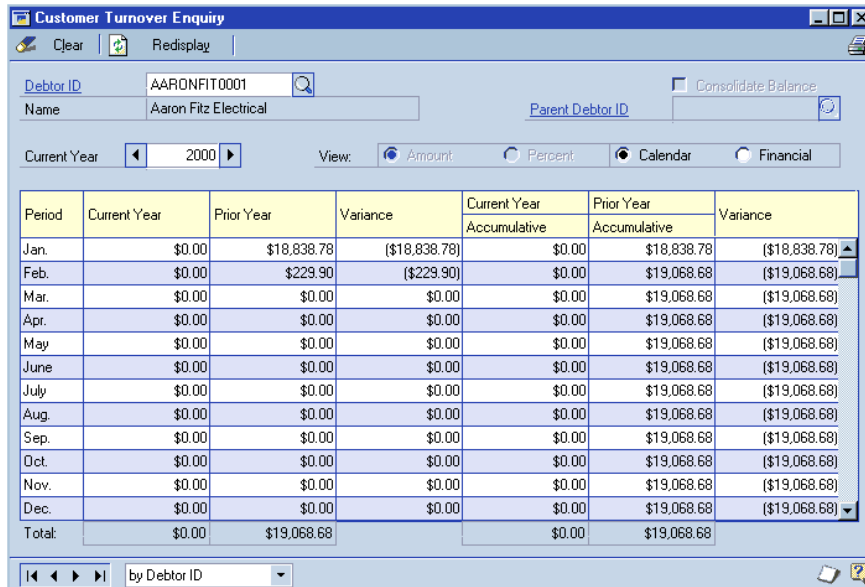
Location

Enquiry >> Sales >> Credit Control >> Customer Turnover Enquiry

Summary

The Turnover Enquiry window shows the turnover for a selected customer for the current year as well as the previous year. The difference, or variance, between the two is also shown.

Layout



| Period | Current Year | Prior Year | Variance | Current Year | Prior Year | Variance |
|--------|--------------|-------------|---------------|--------------|--------------|---------------|
| | | | | Accumulative | Accumulative | |
| Jan. | \$0.00 | \$18,838.78 | (\$18,838.78) | \$0.00 | \$18,838.78 | (\$18,838.78) |
| Feb. | \$0.00 | \$229.90 | (\$229.90) | \$0.00 | \$19,068.68 | (\$19,068.68) |
| Mar. | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$19,068.68 | (\$19,068.68) |
| Apr. | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$19,068.68 | (\$19,068.68) |
| May | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$19,068.68 | (\$19,068.68) |
| June | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$19,068.68 | (\$19,068.68) |
| July | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$19,068.68 | (\$19,068.68) |
| Aug. | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$19,068.68 | (\$19,068.68) |
| Sep. | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$19,068.68 | (\$19,068.68) |
| Oct. | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$19,068.68 | (\$19,068.68) |
| Nov. | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$19,068.68 | (\$19,068.68) |
| Dec. | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$19,068.68 | (\$19,068.68) |
| Total | \$0.00 | \$19,068.68 | | \$0.00 | \$19,068.68 | |

Processing

The turnover for the current and previous year can be viewed as well as overall totals. Accumulative amounts for each period are also shown.

If the current customer is part of a National Account, the Parent Customer ID field shows the parent company of that National Account. If the current customer is a child company, zooming on this field will change the current customer to the parent company.

If the current customer is the parent company, the lookup button will enable. Clicking it will bring up a lookup window which shows all the child companies in the National Account. Selecting one will change the current customer to that company.

The Current Year field specifies which year is considered to be current for displaying the period window. The selected year can either be viewed by calendar periods, or by the financial periods.

If the customer is a National Account parent, the Consolidate Balance option can be used to show the period figures for the whole National Account.

If this option is not ticked, and the customer is a National Account parent or child, the View: Amount or Percent option is enabled. Switching to view the percent will show the periods as a percentage of the whole National Account.

Status and Transactions reports

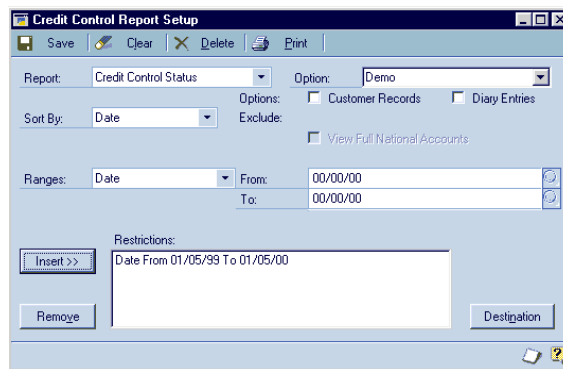
Location

Reports >> Sales >> Credit Control >> Credit Control Report Setup

Summary

This report window allows you to print off the Customer Overdue Transactions and Credit Status reports.

Layout



The screenshot shows the 'Credit Control Report Setup' window. It features a menu bar with 'Save', 'Clear', 'Delete', and 'Print'. The main area includes a 'Report:' dropdown set to 'Credit Control Status' and an 'Option:' dropdown set to 'Demo'. There are checkboxes for 'Options: Customer Records' and 'Diary Entries', and an 'Exclude:' section with a checkbox for 'View Full National Accounts'. The 'Ranges:' section has a 'Date' dropdown, 'From:' and 'To:' text boxes both containing '00/00/00'. A 'Restrictions:' text area contains 'Date From 01/05/99 To 01/05/00'. At the bottom, there are 'Insert >>', 'Remove', and 'Destination' buttons.

Processing

The Outstanding and Overdue Customer Transactions report is based upon the Great Plains RM Transaction Inquiry Report and clearly shows the transaction status for a range of customers. This also provides a quick view of the overall credit status. This report is available from the Credit Control Transaction Enquiry window instead of the regular RM Transaction Inquiry report, as well as from this report options window.

The View Full National Accounts option specifies whether a parent company should print with all the transactions of its children or not. Child companies will still be printed even if this option is ticked.

The Credit Control Status report shows the current diary activity and most recent letter information for each customer. This provides an 'at-a-glance' report of the current credit control status.

Report options allow restrictions by Customer ID, date and user. There is also the option to include or exclude Diary Entries, Customer Records and Letter Dates. Sort order for activity records are by date.

Setup Windows

Customer Email

Location

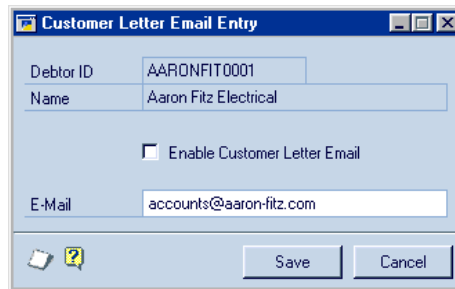
Extras >> Additional >> Customer Letter Email

(from the Customer Maintenance window)

Summary

Credit Control now lets you email customer letters direct to the customers, in addition to producing a printed copy. This is setup using the Customer Letter Email Entry window, which opens from the Extra menu of the Customer Maintenance window.

Layout



The screenshot shows a window titled "Customer Letter Email Entry". It contains the following fields and controls:

- Debtor ID: AARONFIT0001
- Name: Aaron Fitz Electrical
- Enable Customer Letter Email:
- E-Mail: accounts@aaron-fitz.com
- Buttons: Save, Cancel

Processing

When the window is opened from the Extras menu, it will show the details for the current customer.

To enable the email processing, tick the option on the screen. The email address for the customer letters is entered in the E-Mail field.

Note: Depending upon your mail client, you may need to enter a protocol as a prefix to the email address. For example, Microsoft Outlook requires email addresses in the following format:

smtp:accounts@aaron-fitz.com

When customer letters are printed, the user will be given the option to also send emails if any of the customers are configured to receive emails. Confirming this option will cause letters to be emailed in addition to being printed.

Customer Letter Levels Setup

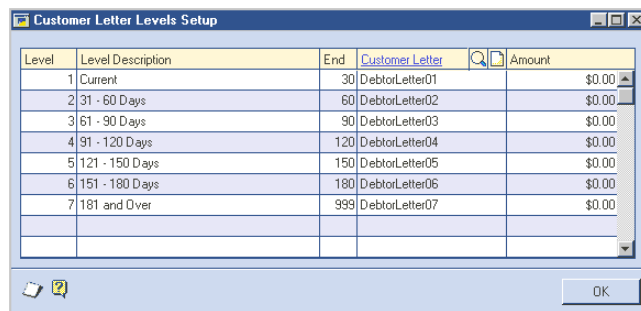
Location

Tools >> Setup >> Sales >> Credit Control >> Customer Letter Levels Setup

Summary

The overdue levels are equivalent to the customer ageing periods that are defined in the Great Plains Receivables Management Setup window.

Layout



| Level | Level Description | End | Customer Letter | Amount |
|-------|-------------------|-----|-----------------|--------|
| 1 | Current | 30 | DebtorLetter01 | \$0.00 |
| 2 | 31 - 60 Days | 60 | DebtorLetter02 | \$0.00 |
| 3 | 61 - 90 Days | 90 | DebtorLetter03 | \$0.00 |
| 4 | 91 - 120 Days | 120 | DebtorLetter04 | \$0.00 |
| 5 | 121 - 150 Days | 150 | DebtorLetter05 | \$0.00 |
| 6 | 151 - 180 Days | 180 | DebtorLetter06 | \$0.00 |
| 7 | 181 and Over | 999 | DebtorLetter07 | \$0.00 |

Processing

The Customer Letter field allows for the selection of which letter should be printed at each overdue level. A letter can be assigned to more than one level.

The Amount field is a general purpose field that is passed to the report when it is printed. Report Writer can be used to modify the reports to make use of this field.

Customer Letter Maintenance

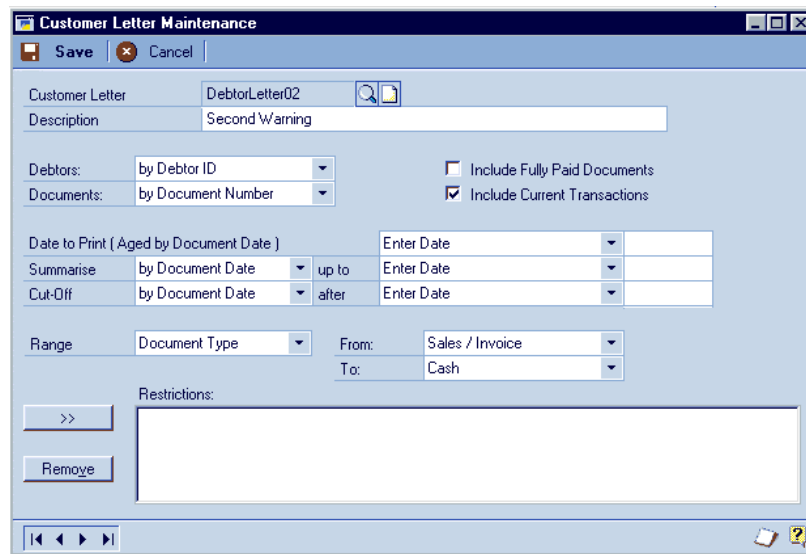
Location

Tools >> Setup >> Sales >> Credit Control >> Customer Letter Maintenance

Summary

This screen allows the setting up of the reminder letters for individual printing.

Layout



Processing

You can enter a descriptive name for each of the letters in the Description field.

The remaining options are used when printing individual letters from the Customer Letters Print window. When printing letters from the Customer Letters Range Print window, the options on that window override the details entered here.

The options on this window function in the same manner as those on the Customer Letters Range Print window, as summarised on the following page.

Include Fully Paid Documents:

Marking this option will cause the letters to include transactions which have a zero amount remaining, such as fully paid invoices.

Include Current Transactions:

Great Plains considers a 'Past Due' balance to be a balance in the second (or higher) ageing period, whilst the first period contains 'Current' transactions. The 'Include Current Transactions' option will cause current transactions and payments to be processed by the letter processing, otherwise they will automatically be omitted.

Date To Print:

This is the date which appears in the header of each letter, and is also the Ageing Date used when calculating the level of each transaction. This enables letters to be produced without requiring RM Ageing to be completed first. The current ageing method (as defined in RM Setup) is shown as a reminder.

Summarise:

Transactions with a date up to and including the summarise date will not be printed in detail on the letters, but will instead be printed in summary as a balance brought forward. Either the Due Date or the Document Date of the transaction may be compared to the summarise date, regardless of ageing method.

Cut-Off:

Transactions with a date after the cut-off date will be excluded from the letter processing. Transactions may be excluded by Due Date or Document Date.

Customer Specific Reports Setup

Location

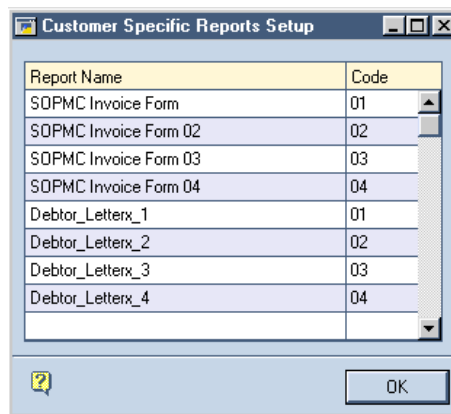
Tools >> Setup >> Sales >> Credit Control >> Customer Specific Reports Setup

Summary

A new 'Report Code' field has been added to the Customer Options and Customer Address windows. This code is used when printing reminder letters to determine which of four available letter formats will be used.

By using the Report Writer to maintain the alternative document formats, different layouts or languages may be used for individual debtors.

Layout



| Report Name | Code |
|-----------------------|------|
| SOPMC Invoice Form | 01 |
| SOPMC Invoice Form 02 | 02 |
| SOPMC Invoice Form 03 | 03 |
| SOPMC Invoice Form 04 | 04 |
| Debtor_Letterx_1 | 01 |
| Debtor_Letterx_2 | 02 |
| Debtor_Letterx_3 | 03 |
| Debtor_Letterx_4 | 04 |
| | |

Processing

The Report Code field is maintained through the Customer Specific Reports Setup window. The code can be a string of up to 3 characters.

Credit Status Setup

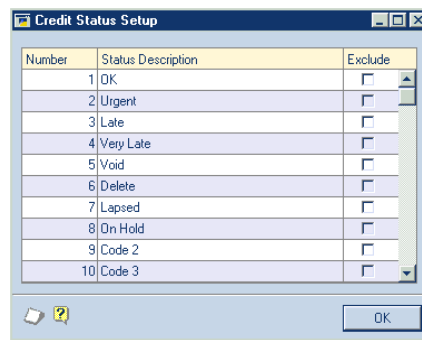
Location

Tools >> Setup >> Sales >> Credit Control >> Credit Status Setup

Summary

This window allows you to define 10 status levels which can then be used to categorise outstanding transactions in the Credit Control Transaction Enquiry window.

Layout



| Number | Status Description | Exclude |
|--------|--------------------|--------------------------|
| 1 | OK | <input type="checkbox"/> |
| 2 | Urgent | <input type="checkbox"/> |
| 3 | Late | <input type="checkbox"/> |
| 4 | Very Late | <input type="checkbox"/> |
| 5 | Void | <input type="checkbox"/> |
| 6 | Delete | <input type="checkbox"/> |
| 7 | Lapsed | <input type="checkbox"/> |
| 8 | On Hold | <input type="checkbox"/> |
| 9 | Code 2 | <input type="checkbox"/> |
| 10 | Code 3 | <input type="checkbox"/> |

Processing

The Status Description for each of the ten statuses can be changed to any value required.

The Exclude option is used to specify that transactions set to this status should not be printed on the customer letters.

Aging by Month

Receivables Management Setup

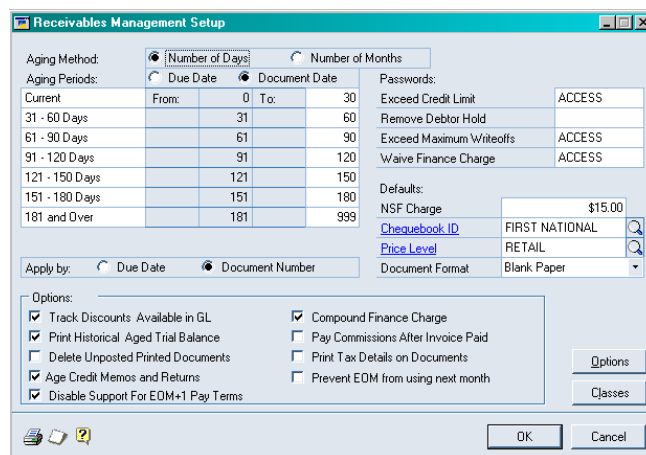
Location

Tools >> Setup >> Sales >> Receivables

Summary

Support for Ageing by Monthly Periods has been added to Credit Control. To age in this way, setup up the monthly ageing in the Receivables Management Setup window.

Layout



| Aging Periods: | From: | To: |
|----------------|-------|-----|
| Current | 0 | 30 |
| 31 - 60 Days | 31 | 60 |
| 61 - 90 Days | 61 | 90 |
| 91 - 120 Days | 91 | 120 |
| 121 - 150 Days | 121 | 150 |
| 151 - 180 Days | 151 | 180 |
| 181 and Over | 181 | 999 |

Processing

A new set of radio buttons at the top of the window allows you to choose which ageing method use. If you choose monthly, change the descriptions and numbers to months, as the periods will now be referring to number of months instead of number of days. See the screen above for an example.

Once you have set up your ageing you will need to go into Routines>>Aging and run the ageing process to move all your debtors into monthly periods.

Three additional check boxes have been added to the options section of this window. They are:-

Age Credit Memos and Returns

Checking this box will allow credit memos and returns to be aged like the other document types in the ageing process window.

Prevent EOFM from using next month

This will stop an end of month day being wrapped to the last day of the next month that standard Great Plains supports when using payment terms.

Disable Support For EOM+1 Pay Terms

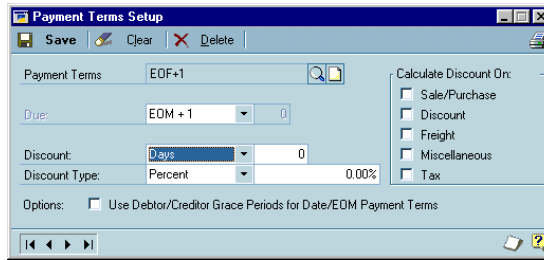
This option will disable Credit Control triggers which fire after Great Plains processing to calculate Payment Terms. This may make processing slightly quicker if the EOM + 1 processing is not required.

Payment Terms Setup

Location

Tools >> Setup >> Company >> Payment Terms

Layout



The screenshot shows the 'Payment Terms Setup' window. The 'Payment Terms' field is set to 'EOF+1'. The 'Due' field is set to 'EOM + 1' with a value of '0'. The 'Discount' field is set to 'Days' with a value of '0'. The 'Discount Type' is set to 'Percent' with a value of '0.00%'. The 'Calculate Discount On:' section has checkboxes for 'Sale/Purchase', 'Discount', 'Freight', 'Miscellaneous', and 'Tax', all of which are unchecked. The 'Options' section has a checkbox for 'Use Debtor/Creditor Grace Periods for Date/EOM Payment Terms', which is also unchecked. The window has a standard toolbar with 'Save', 'Clear', and 'Delete' buttons.

Summary

As part of the Ageing by Month changes, the Payment Terms Setup window has been modified. A new option called EOM + 1 has been added to the end of the Due Type drop-down list. This allows you to set the payment term to calculate the Due Date to be the end of the month plus one month.

This new Due Type does not require the Receivables Setup to be set to Age by Months. It will work with ageing of days or months.

Examples:

If the Document Date is 23/08/99, the Due Date will be 30/09/99.

If the Document Date is 10/06/99, the Due Date will be 31/07/99.

SmartList Integration

Installation

Advanced Credit Control now integrates with the Great Plains SmartList module from Accountable Software. To install the extensions, follow these steps:

1. Open the 'Shortcut Bar' and select **Add**. Then select **Other Window**.
2. Enter **Install SmartList Extensions** into the **Name** field and then expand the **Nolan Computers Advanced Credit Control** folder in the Available Windows list.
3. Expand the **Company** folder. Then find and select the **Install Explorer Extensions** window in the list and push the **Add** button.
4. Click on the **Done** button to close the Add Shortcut window.
5. Select **Install SmartList Extensions** from the Shortcut Bar.
6. Click the **Add** button to install the SmartList extensions. The main SmartList window will open when doing this.
7. Close the Install Explorer Extensions window and the main SmartList window.
8. Reopen the SmartList window to see the new extensions.

Removing the Advanced Credit Control SmartList extensions is simply a matter of opening the install window again and pushing the Remove button.

Features

The following views have been created or added to by Advanced Credit Control:

Credit Control Customer Records View

This is a new view which displays the information from the Customer Records Maintenance window.

Credit Control Customer Turnovers View

This new view shows the information from the Customer Turnover Enquiry window. The periods shown are calendar periods and the current year is taken from the User Date. The period totals are then show for the current and the prior year, along with grand totals for both years.

Credit Control Diary Entries View

This is a new view which contains the diary entries from the Diary Enquiry window. Entries are show for all users and customers.

Customer View

New Go To items have been added for 'Credit Control Enquiry', 'Turnover Enquiry', 'Transaction by Customer', 'Diary Enquiry' and 'Customer Records'. These all open Credit Control windows for the selected customer.

Receivables Transaction View

A new column has been added to this view called 'Credit Control Status'. This contains the status of each transaction as set in the Credit Control Transaction Enquiry window.

Appendix A: Great Plains Modifications

Menus

The Advanced Credit Control windows will be available in the following menus for the companies selected during install:

- **Tools, Setup, Sales, Credit Control**

| | |
|---------------------------------|---|
| Customer Letter Maintenance | Allows the setting up of customer letters |
| Customer Letter Levels Setup | Assigns customer letters to ageing periods |
| Credit Status Setup | User-defined statuses for outstanding transactions |
| Enquiry Setup | Restriction entry window for transaction enquiries |
| Customer Specific Reports Setup | Sets codes for each of the four customer specific letters |

- **Reports, Sales, Credit Control**

| | |
|------------------------------|---|
| Customer Letters Range Print | Report window for printing ranges of customer letters |
| Customer Records Reports | Report window for Customer Records and Diary |
| Credit Control Report Setup | Credit Control Status and Customer Transactions reports |

- **Tools, Routines, Sales, Credit Control**

| | |
|----------------------------|---|
| Customer Records Cleardown | Allows for a cleardown of customer records. |
|----------------------------|---|

- **Enquiry, Sales, Credit Control**

| | |
|----------------------------|--|
| Credit Summary | Allows viewing of Customers and their period figures as per restrictions set in the Enquiry ID Entry window. |
| Credit Control Enquiry | This is the main Credit Control Enquiry window |
| Credit Control Transaction | Transactions by Customer enquiry window |
| Customer Turnover Enquiry | Allows both total turnover and accumulative totals for current and previous years to be viewed |
| Cheque Enquiry | Allows rapid location of cheque transactions by number |
| Diary Enquiry | Shows items entered in to the diary |

Alternate Forms and Reports

The following Great Plains forms will be overridden with Credit Control versions:

- Customer Address Maintenance (RM_Customer_Address)
- Customer Maintenance (RM_Customer_Maintenance)
- Customer Payment Summary Enquiry (RM_Payment_History_Inquiry)
- Receivables Management Setup (RM_Setup)
- Payment Terms Setup (SY_Payment_Terms)
- National Accounts Enquiry (RM_NationalAccounts_Inquiry)
- National Accounts Lookup (RM_NationalAccounts_Lookup)
- National Accounts Maintenance (RM_NationalAccounts_Maintenance)
- NoteObj
- Form_Note_1
- Form_Note_2
- Form_Note_3
- Form_Note_4
- Form_Note_5

The following Great Plains reports will be overridden with Credit Control versions:

- RM Statement Long Form
- RM Statement Long Form Continuous
- RM Statement On Blank Paper
- RM Statement Short Form
- RM Statement Short Form Continuous
- RM Statement Side Form
- RM Statement User Definable Form

These reports are included so that they can be modified to show the Credit Status on the transactions. See Appendix B for details.

Appendix B: RM Statements

All the RM Statement reports have been included in the Advanced Credit Control dictionary so that they can be modified in Report Writer to show the Credit Status of each transaction. Putting the status on the report is accomplished through a Report Writer function.

First, the Great Plains security must be set to use the RM Statement reports in the Credit Control dictionary. Make sure security is set for the Alternate Great Plains Reports in the Sales series.

Next, modify the statement report to show the status by adding a calculated field. In the field, add the user-defined report writer function called RW_NC_GetStatusString. Pass the function the 'Document Number' and 'RM Document Type-All' fields from the 'RM Statements Transactions Temp' table.

The expression should then look like this:

```
FUNCTION_SCRIPT( RW_NC_GetStatusString RM_Statements_TRX_TEMP.Document Number  
RM_Statement_TRX_TEMP.RM Document Type-All )
```

The new calculated field can now be placed on the report in the Body section.

Lastly, the Great Plains security must be set to use the modified report. Make sure security is set for the Modified Alternate Great Plains Reports in the Sales series.

Contact Us

We welcome comments regarding the usefulness of the Nolan Business Solutions documentation. If you have specific suggestions or find any errors in this manual, send your comments by e-mail to the following address: info@nolanbusinesssolutions.com.

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