

The Sales Ledger is used to manage sales to customers and payments received from them. Whilst it is possible to use the sales ledger to produce invoices without using other parts of the system, this is not usual. Instead most of the postings through the sales ledger will have arisen either through Sales Order Processing or via Point of Sale/Trade Counter.

In each of these cases, the customer's account status and account balance are taken into account as orders are entered. Customer Credit Codes used in the system mean that a customer may have No Credit Limit imposed, Balance Only, Balance plus Orders or be on Credit Hold. The other status is a Closed Account. If Credit Insurance is used, then the limits and latest review dates of the insurer may also be recorded against the customer concerned, and these will be visible within customer enquiry.

Trading Structure

Each customer account must refer to a Statement Account. In many cases the Statement Account ID and Customer Account ID are the same. Where the statement account differs, however, then the credit limit may be held either per branch or at statement account level. Moreover, a customer's special prices and discounts may be defined at statement or branch account level.

Each account may also have a number of regular Delivery Points. A delivery point is not usually expected to have an accounting function. However, accounts may be flagged to send invoices either to the account address or to the statement address.

For any account there may be an unlimited number of contacts, but it is important to define an 'accounts contact' so that statements and invoices can be emailed or faxed to this account, if we are moving away from hard copy.

Sales Ledger Workflow

This allows transactions of a certain type to be displayed within the workflow for checking, and debt chase follow-ups may be achieved rapidly and efficiently so that payments can be solicited with the efficient use of staff resource.

A workflow can have a defined list of accounts, which need to be chased, and with one click the details of the account are brought to screen showing the open transactions. Once inside the customer enquiry, this allows for Sales Ledger Diary entries to be made against individual transactions, and the details of all transactions on the account are visible.

Accounts may be taken on and off credit hold directly from the workflow.

Static Data in the Sales Ledger

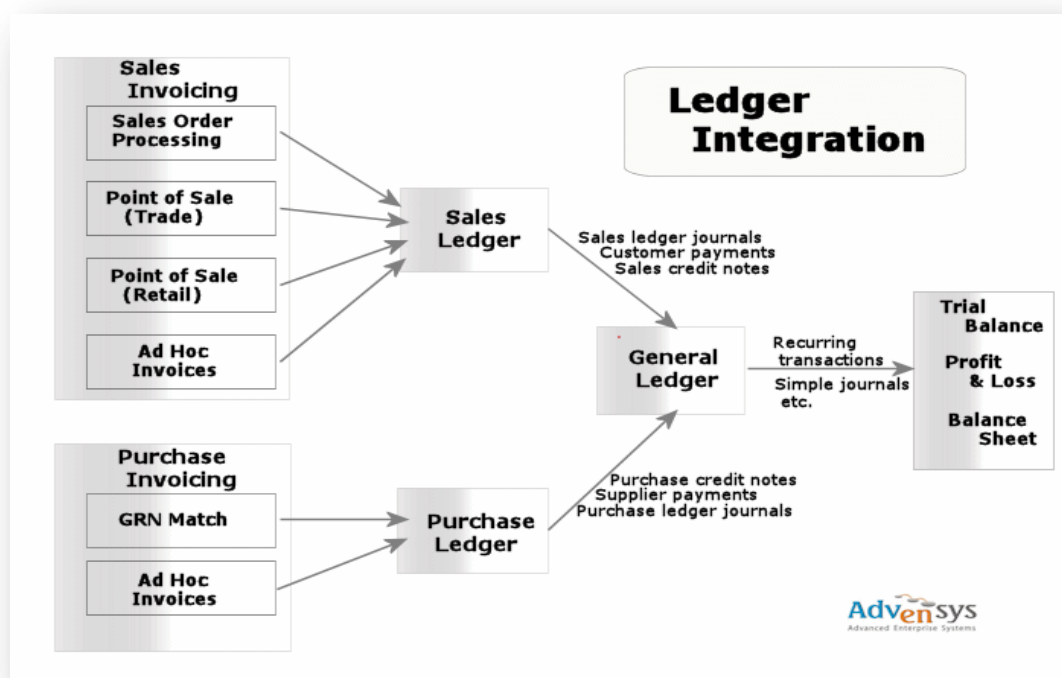
The data most commonly maintained in the Sales Ledger is the Customer Account data. New accounts may be opened, accounts may be closed, amended etc. Additionally a customer's Account ID may be recoded, which causes all existing transactional data to be updated.

The Statement Account to which a customer is assigned may also be changed. This commonly happens when a customer switches to a different buying group.

Other recodes available in Sales Ledger include the recoding of Sales Reps, recoding the Account ID or Sales Rep ID on an existing invoice. This can be necessary if the wrong account was chosen initially.

Sales Ledger Postings

As explained initially most of the Sales Ledger transactions will arise from Sales Order Entry or Point of Sale (Trade Counter). However, to generate a sales invoice outside the order processing and stock system, there is Ad Hoc Sales Invoicing.



Credit Notes can be posted so that they reflect simple pricing discrepancies or are the result of goods being returned (there is a full Returns Authorisation system should this be required).

The system allows several ways to approach Payment Posting. For example, cheques may be logged by one person and allocated to the account by someone else. Alternatively, the posting may take place without pre-recording cheques. Open transactions may be allocated to a payment on an "oldest first" basis, between transaction ranges or individually. Settlement Discounts and Unallocated Cash are all handled.

An equivalent of the bank paying-in slip can be generated for bank reconciliation. Additionally, Point of Sale offers a Payment Kiosk, which may be used to take large volumes of payments, be they cash, cheque, card etc. The system also allows contras between Sales and Purchase Ledgers.

For occasions where posting errors need to be corrected or a cheque bounces, then sales ledger journals may be required.

Various reports also perform postings to this ledger, since most transactions typically arise from Sales Order Processing or Point of Sale. Whilst stock levels move in real-time, the ledger updates for these accounts typically occur at End of Day, so that invoice runs may be generated the next morning. Other posting reports can match unallocated cash where the kiosk is in use.

Disputing and Holding

If a customer is disputing an invoice a dispute code may be attached and this means that the invoice will not be included in an oldest first payment allocation. Customer Returns, can also be held for credit so that unless the customer specifically requests the credit, and it becomes "Allowed" the return may not be credited.

Sales Ledger Reporting

There is a wide and varied list of reports, which report the data in the ledgers of individual customer accounts. In addition to the production of runs of documents such as Sales Invoices, Credit Notes and Customer Statements, there are a number of Sales Ledger Reports, as shown below.

- Aged Debtors Report
- Disputed Invoices Report
- Customer Turnover (between two dates) Report
- Sales Ledger Transaction Reports
- Sales Analysis Reports
- Credit Control Put-on Stop Report
- Customer Payment History Report
- Cancelled Invoices Report
- Till Payments Received Report
- Sales Ledger Deposits Report
- Post Dated Cheque Banking Report

The detail of Product Sales within Customer is catered for elsewhere.