Retailer - Online Help

Sales Ledger Management

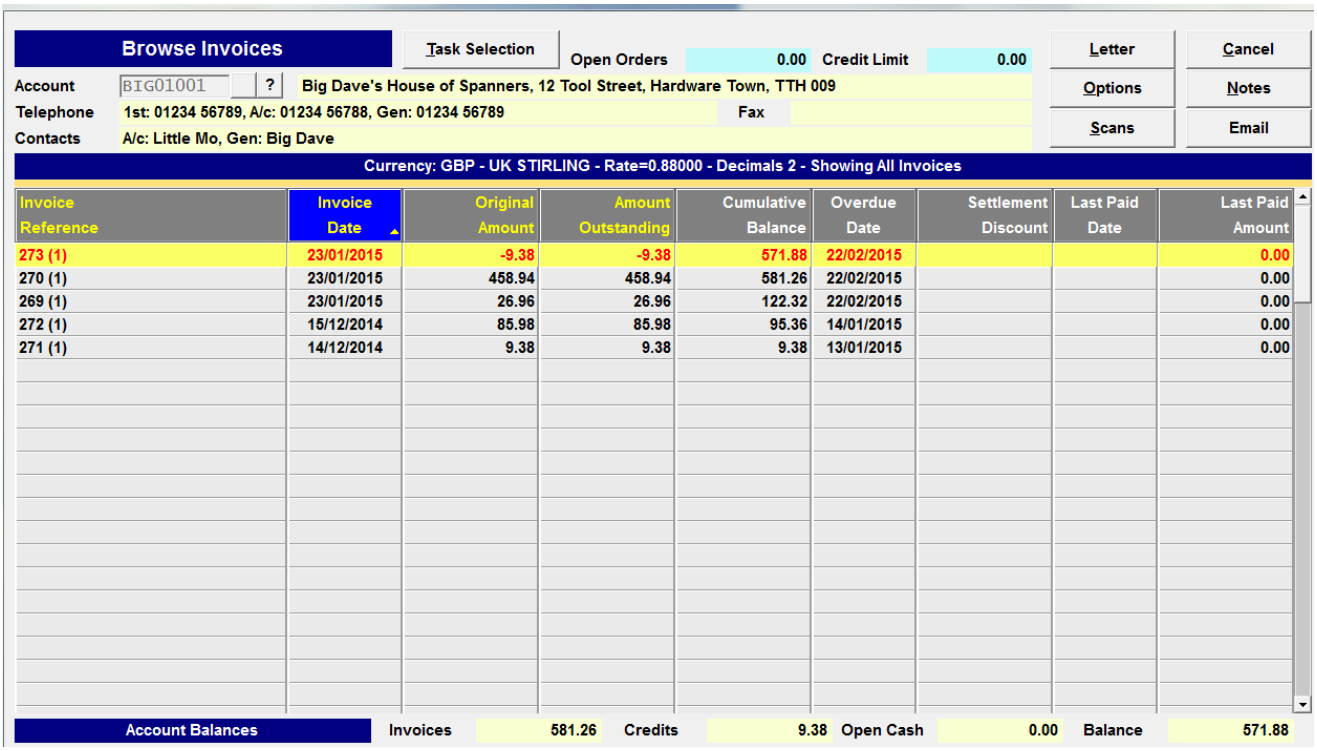
Ledger

The Sales Ledger section of your RBA system consists of all options directly related to the handling of credit accounts including invoices, payments, credits, statements, allocations, etc.

Management

All of the functions required to manage and update your customer accounts are found under this menu item.

Enter the name or account code of the customer who's account you wish to view, or select an account from the pick list. This screen would then look something like this:



Invoice Reference	Invoice Date	Original Amount	Amount Outstanding	Cumulative Balance	Overdue Date	Settlement Discount	Last Paid Date	Last Paid Amount
273 (1)	23/01/2015	-9.38	-9.38	571.88	22/02/2015			0.00
270 (1)	23/01/2015	458.94	458.94	581.26	22/02/2015			0.00
269 (1)	23/01/2015	26.96	26.96	122.32	22/02/2015			0.00
272 (1)	15/12/2014	85.98	85.98	95.36	14/01/2015			0.00
271 (1)	14/12/2014	9.38	9.38	9.38	13/01/2015			0.00

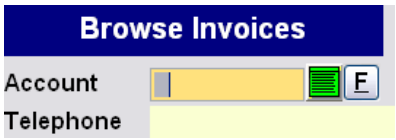
As indicated in the top left corner, the screen now displays the chosen customers' account in 'Browse Invoices' mode. This allows you to see at a glance, the current position of their account. **Credit notes are shown in red.**

Some interesting features of this screen are:

1. The clients' Name is displayed in red if the account is on stop

2. The clients' credit limit is displayed in red if their current balance exceeds it

3. The notes page is automatically updated when you print a statement or overdue letter for the client



Tip: If you only have an invoice number for a payment and don't know the account it relates to, press the 'F' button here and you will be able to find the account you are looking for from the invoice number.

Buttons Available

Letter – Opens up the letter template to send out to customers including overdue letters, cancelled support, sample and welcome letters.

Cancel – Clear the screen to select another customer

Options – From here you can quickly move a customer on and off stop, print a statement or invoice, and change settlement dates.

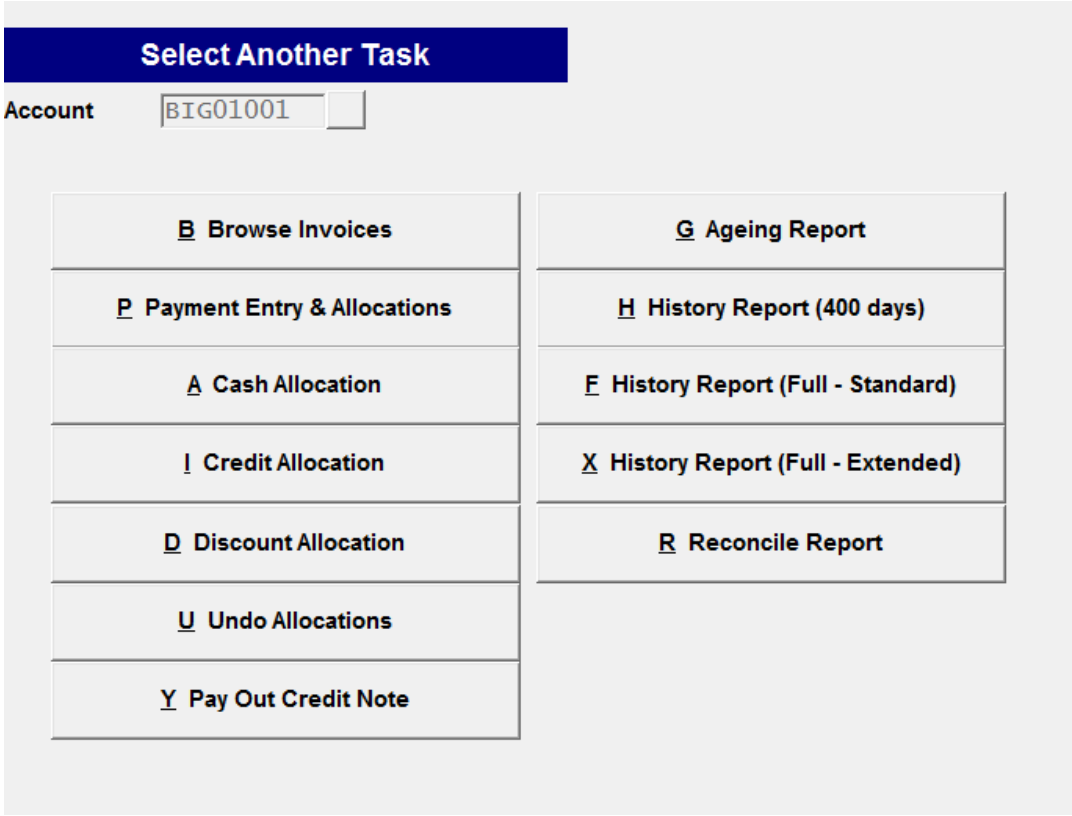
Notes – This is a customer specific area where you can record any information pertinent to the account, like when they have promised to pay or who you spoke to about a query. Auto generated entries are made for statements prints, re-prints or overdue letters sent.

Scans – This displays any documents that have been scanned against the account, or files that have been imported in.

Email – Opens up a blank email addressed to the Customer.

Task Selection Button

By pressing this button, you are given all the account management options related to invoices, payments, credits, allocations, etc.



(B) Browse Invoices - Takes you to the main account browse screen seen previously.

(P) Payment Entry

This screen allows you to enter all of your payments received from customers.

(You can also post minus payments to this screen to correct errors or show bounced payments)

By default you are asked to enter a date and then an amount you have received from the customer.

The alternative method (selected by clicking the button) is called ‘Automatic’; this will not ask for a payment amount, but will calculate it from the invoices you select to be paid. Thus giving you a sum total as you go.

You must enter the nominal bank code you wish to post the payment to (use the default if not known)

Enter a reference for the payment (Normally ‘Cash’ ‘Cheq’ ‘BACS’ or the actual cheque number you are posting)

Once you have filled out these details you should now **allocate** the payment to the invoices to which it relates.

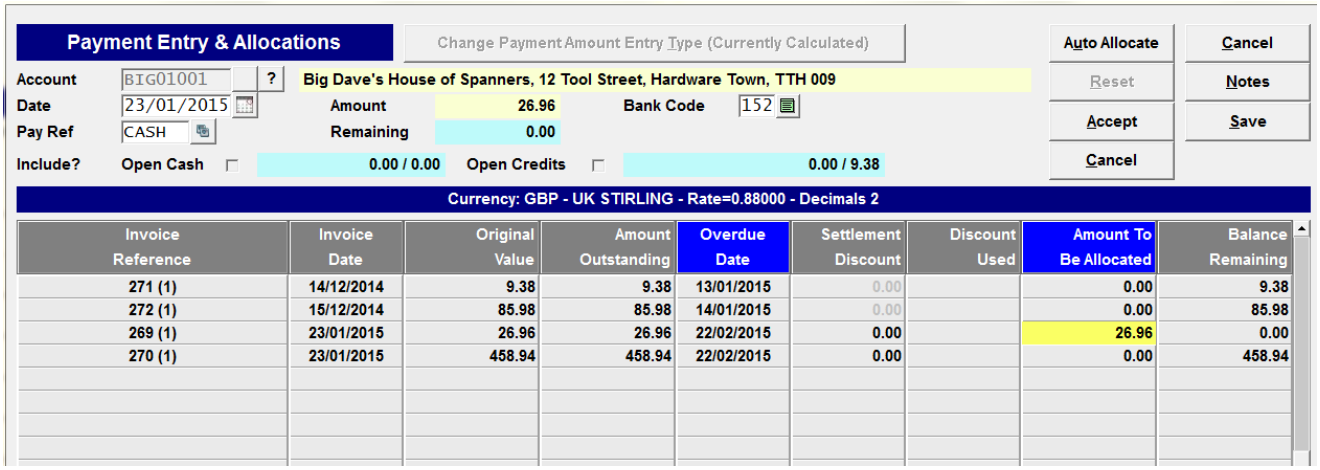
This ensures that the customers’ statement is correct at month end and an accurate record is kept of outstanding invoice amounts.

To do this, simply double click on the line of the invoice number you want to allocate to, in the ‘Amount To Be Allocated’ column. This will automatically show the maximum amount of the payment that can be allocated to the invoice.

You can change this amount if you need to now. Otherwise, just click again elsewhere to continue allocating.

This will keep going until all the payment has been allocated to invoices.

This is an example of the payment screen:



Invoice Reference	Invoice Date	Original Value	Amount Outstanding	Overdue Date	Settlement Discount	Discount Used	Amount To Be Allocated	Balance Remaining
271 (1)	14/12/2014	9.38	9.38	13/01/2015	0.00		0.00	9.38
272 (1)	15/12/2014	85.98	85.98	14/01/2015	0.00		0.00	85.98
269 (1)	23/01/2015	26.96	26.96	22/02/2015	0.00		26.96	0.00
270 (1)	23/01/2015	458.94	458.94	22/02/2015	0.00		0.00	458.94

(Note: You do not have to allocate payments at this stage. By pressing the **Save** button the payment will be saved as open cash on the account. This will reduce the clients overall account balance but their statement will still show all the invoices as outstanding)

To remove an allocation at this stage, click back onto it once just to highlight it and press the ‘Reset’ Button at the top right.

This **Auto Allocate** button will automatically allocate the payment amount you have entered to the oldest invoices, in turn, until it runs out of payment

Once you are happy, click the **Save** button and a pop-up box will appear giving you the daybook number this transaction has been saved under, in your nominal ledger (if you use them).

A remittance advice will also be printed now, if you have selected them to do so in ADMIN.

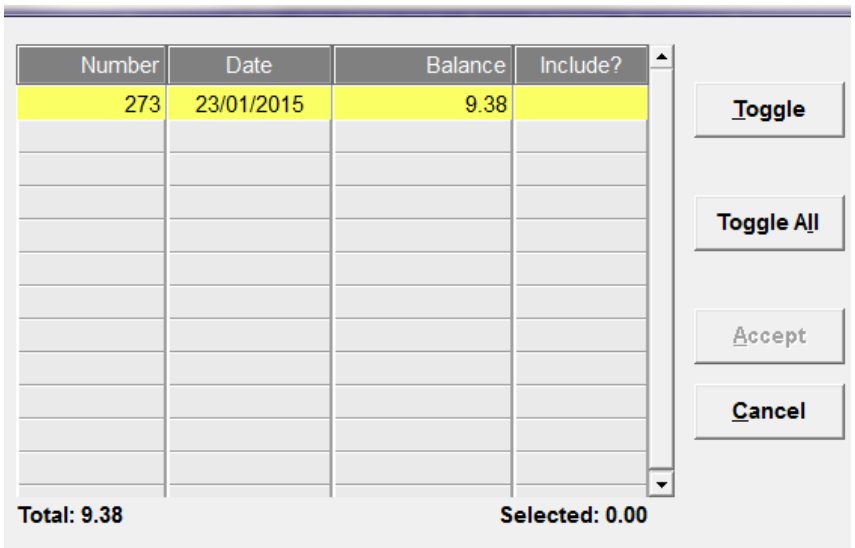
Note: Don’t Panic! Payments can be de-allocated and bounced quite easily if you make a mistake.

(A) Cash Allocation and **(I) Credit Allocation**

Both Open Cash and Credits can now be allocated using the payment entry screen.

If you want to use a customer's open cash to pay off an invoice, check the 'Open Cash' box and then allocate this money as you would a regular payment.

To use a credit against an invoice, check the credit box and a window like the one below will open up:



Highlight the credit note you want to use and select 'Toggle' to accept the credit for use.

This balance can then be allocated against an invoice.

(D) Discount Allocation

If a customer has been setup with a 'Settlement Discount' you will need to allocate these discounts here, when they are taken.

These discounts are applied through 'Clients/Suppliers' – 'Enter/Edit', are entered as a percentage, and automatically calculate the amount of an invoice that can be taken as a discount if the invoice is paid in full before it's due date.

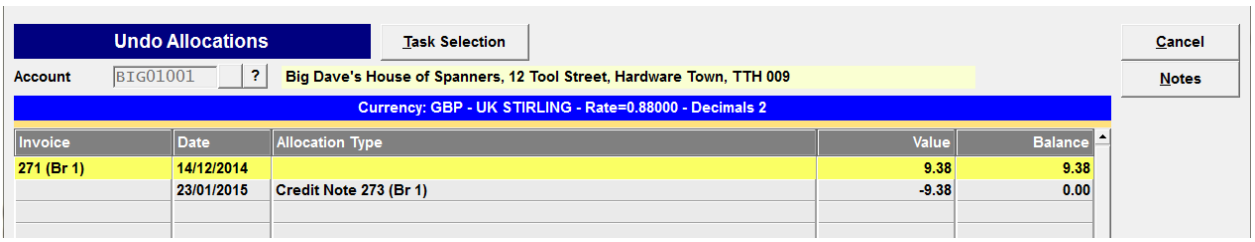
These discounts are shown on the payment entry screen so that you can see they are available and need allocating once payment of the invoice has been made.

Use this screen to allocate these discounts, in the same way as detailed in the sections above.

(U) Undo Allocations

This facility allows you to undo or reverse any cash, credit or discount allocation.

Below is an example of this screen, showing you all the invoices and their respective allocations of cash, discounts or credit notes. *(Remember, an invoice can have multiple allocations)*



Simply highlight the transaction you wish to undo and press the 'Undo' button.

Reversing Payments / Bounced Cheques

If you need to remove a payment from an account or show a payment that has bounced you will need to post another payment to the account, in exactly the same way as described previously, **EXCEPT** showing the payment amount as a **minus** figure.

Simply put a minus in front of the amount as you type it in, and this will then reduce your open cash by this amount.

Note: You cannot post a reversing payment unless there is sufficient open cash to reduce by that amount.

(i.e. If the payment you wish to reverse is still allocated to an invoice, you must de-allocate the payment first)

(Y) Pay out Credit Notes

If a customer stops dealing with you and their account is in credit, you can use this facility to clear their account and this will be posted through to the nominal ledgers, showing a payment being made to this client in respect of their credit balance.

(G) Ageing Report, (H) History Report (400 days) and (F) History Report (Full-Standard), (X) History Report (Full-Extended) and (R) Reconcile Report

A quick link to the sales ledger reports. Please see the Reports menu below for more help on these reports

Still not sure what to do?

If in doubt send us an email at support@rbauk.com

Or call our support team on 020 8241 0077