

Chapter 3.28: Customer Finance Assistant **\$**

Overview

The *Customer Finance Assistant* allows you to create a credit, debit, or write-off transaction directly from any of the Customer Information screens. Additionally, you also have the ability to transfer payments from one account to another — creating an easy solution when payments are applied to the wrong account.

Introduction

The *Customer Finance Assistant* can be found in your Route Manager toolbar located at the top of your screen. Click on the Red Dollar Sign to bring

up the main screen 💲

This module can be used at any time. However, if you are viewing the customer in any of the Customer Information screens the Customer Finance Assistant will automatically be populated with the customer data.



The following screen appears when a customer is being viewed in any Customer Information screen:

Acct. Credit Acct. Debit Write-Off Payment Xfer Acct. Credit Acct. Debit Write-Off Payment Xfer Acct. No. Adjustment No. PO. Image: Credit Previous Balance 000 Name Reason Previous Balance 000 Image: Credit Sub Total 0.00 Date 06/12/2015 Start 09:52 Time 09:52 Truck Discounts 0.00 I ADM ADMINISTRATOR Related Invoice Total 0.00 Image: Credit Total 0.00 Image: Credit Image: Cre	/ Invoice Input		
Acct. Credit Acct. Debit Write-Of Payment Xfer Acct. No. Adjustment No. PO. Reason Previous Balance O Name Reason Name Related Invoice Discounts 0.000 1 AOM Adjustment OR Related Invoice Total O Narrative New Balance 0.000 Narrative SS/S I Serial / Batch Code PO # Grats	Customer Finance Assistant		
Acct. Credit Acct. Debit Write-Of Payment Xfer Acct. No. Adjustment No. PO. This Invoice Previous Balance 0 Major Account Tax 0.000 Date 06/12/2015 S Start 09.52 Time 09.52 Truck Unite Of Tax 0.000 Employee ID and Name Related Invoice Total 0.000 1 AOM ADMINISTRATOR Related Invoice 0.000 Narrative New Balance 0.000 Narrative Serial / Batch Code PO # Grats SS/S S I Code Description Oty Price Total Tax Serial / Batch Code PO # Grats			1
Acct. No. Adjustment No. PO. Name Adjustment No. PO. Name Previous Balance 0 Major Account Sub Total 0000 Tax 0.000 Date 08/12/2015 Start 09:52 Time 09:52 Truck OB Employee ID and Name Related invoice Total 0.000 1 ADM ADMINISTRATOR Related invoice 0.000 Narrative New Balance 0.000 Narrative Start 0.000 Narrative Start 0.000 Start 0.000 Narrative Start 0.000 Narrative Start 0.000 Start 0.000 Narrative Start 0.000 Narrative Start 0.000 Narrative Start 0.000 Narrative Start 0.000 Start 0.0000 Start 0.0000 Start 0.000 Start 0.0000 Start 0.0000 Star	Acct. Credit Acct. Debit Write-Off Payment Xfer		
Name Reason This Imoloc Previous Balance O Major Account Sub Total 0000 Tax 0000 Date 06/12/2015 Staft 09:52 Time 09:52 Time 09:52 Truck O Employee D and Name Related Invoice Total 000 1 ADM ADMINISTRATOR Related Invoice 000 Narrative New Balance 000 Narrative Staft Batch Code PO # Grats Chrg. Code Description Oty Price Total Tax Serial / Batch Code PO # Grats SS/S S M M M SS/S M M M	Acct. No. P.O.		
Previous Balance 0 Major Account Tax 0.000 Date 06/12/2015 Start 09.52 Time 09.52 Time 09.52 Time 09.52 Time 09.52 Truck Discounts 0.000 1 ADM AMMINISTRATOR Related invoice 1000 1 ADM ADMINISTRATOR 0.000 Narrative 0.000 Narrative 0.000 New Balance 0.000 New Balance 0.000 New Balance 0.000 New Balance 0.000 New Balance 0.000 SS/S 200 0.0000 SS/S 200 0.00000 SS/S 200 0.0000 SS/S 200	Name Reason	-	
Date 08/12/2015 Start 0952 Time 0952 Time 0952 Time 000 Tax 0.00 Imployee ID and Name Related invoice Total 0.00 Total 0.00 Total 0.00 Narrative Imployee ID and Name Related invoice Total 0.00 Total 0.00 Narrative Imployee ID and Name Related invoice Imployee ID and Name 0.00 Total 0.00 Narrative Imployee ID and Name Related invoice Imployee ID and Name 0.00 Imployee ID and Name Imployee ID and Name 0.00 Imployee ID and Name Imployee ID a		Previous Balance	
Date 06/12/2015 Start 09:52 Time 09:52 Time 09:52 Discounts 0.00 Discounts 0.00 Truck Discounts 0.00 Total 0.00 1 ADM V ADMINISTRATOR Narrative Adjustment 0.00 New Balance 0.00 New Balance 0.00 New Balance 0.00 New Balance 0.00 New Balance 0.00 SS/S S M M M M M M M M M M M M M M M M M	11-1	Sub Total	0.00
Deter for rizz is in the loss in truck is	Major Account	Тах	0.00
Employee ID and Name Total 0.00 1 ADM ADMINISTRATOR Related Invoice Adjustment 0.00 Narrative Image: Control of the strength of the streng	Date 001222015 Time 09.32	Discounts	0.00
1 ADM ADMINISTRATOR Narrative	Employee ID and Name Related Invoice	Total	0.00
Narrative 0.00 New Balance 0.00 New Balance 0.00 Chrg. Code Description Qty Price Total Tax Serial / Batch Code PO # Grafis SS/S Image: March Code	1 ADM V ADMINISTRATOR		
Narrative New Balance 0.00 Chrg. Code Description Qty Price Total Tax Serial / Batch Code PO # Grats SS/S S S/S MICE MICE MICE MICE MICE MICE MICE MICE		Adjustment	0.00
Chrg. Code Description Oty Price Total Tax Serial / Batch Code PO # Grads	Narrative	New Balance	0.00
Chrg. Code Description Qty Price Total Tax Serial / Batch Code PO # Gratis		*	EXT
	Chrg. Code Description Qty Price Total	Tax Serial / Batch Code	PO# Gratis
 \$\$/\$ _ ﷺ _ ₩₩ _ ₩₩ _ ₩₩ _			A.
est ∞ \$\$/\$ 33			
Image: Starting to the start			
₩ ₩ \$\$/\$			~
\$\$/\$ 🚵 💵 K	nst 🐨 rul		
	\$\$/\$ 📷 💵 👬	PROMO	
	ally months months		

Account Credit

The *Account Credit* option is used to make positive account adjustments. In most cases, only 'adjustment' type product codes should be used on this screen.

NOTE: Enter positive quantities on this screen; the quantities will be converted during the posting process.

Customer Finance Assistant		
Acct. Credit Acct. Debit Write-Off Payment.Xter Acct. No. Adjustment No. PO. This Invoice Previous Balance Date 06/12/2015 A Start 09:52 Time 09:52 Truck Truck Object Discounts 00:00 Truck Object Discounts 00:00 Truck Object Discounts 00:00 Truck Object Discounts 00:00 Truck Object Discounts 00:00 Name Adjustment 0:00 New Balance 0:00 New B	mer Finance Assistant	
Acd No. PO. PO. Name PO. Previous Balance O Major Account Sub Total 0000 Date 06/12/2015 Start 09:52 Time 09:52 Time 09:52 Truck One Pote Truck One Pote Truck One Pote Truck One Pote Total One Pote Total One Pote Pote Pote Pote Pote Pote Pote Pot	uct. Debit Write-Off Payment Xfer	14
Name Reason This Invoice Previous Balance 0 Date 06/12/2015 Start 09:52 Time 09:52 Time 09:52 Truck Sub Total 0:00 Date 06/12/2015 Time 09:52 Truck O Employee ID and Name Related Invoice Total 0:00 1 ADM ADMINISTRATOR Adjustment 0:00 Narrative New Balance 0:00 New Balance 0:	Adjustment No. P.O.	
Previous Balance 06/12/2015 Start 09:52 Time 09:52 Time 09:52 Time 00:00 Date 06/12/2015 Time 09:52 Truck Image: Constraint of the second s	Reason	
Date 06/12/2015 Start Time 09:52 Time 09:52 Time 09:52 Imployee ID and Name Truck Imployee ID and Name Discounts 0.00 1 ADMINISTRATOR Related Invoice Imployee ID and Name 0.00 Narrative Imployee ID and Name O.00 New Balance 0.00 Narrative Imployee ID and Name O.00 New Balance 0.00 Ing. Code Description Oty Price Total Tax	This Invoice Previous Balance 0	-
Date 06/12/2015 Time 09:52 Truck Discounts 0.00 Truck Discounts 0.00 Total 0.00 Adjustment 0.00 Narrative New Balance 0.00 rg. Code Description Oty Price Total Tax Serial / Batch Code PO # Gratis	Major Account Tax 0.00	nd est
Employee ID and Name Related Invoice ID and Name ADMINISTRATOR ADMINISTRATOR Adjustment 0.00 Narrative International Internatio	06/12/2015	-
Narrative	Employee ID and Name Related Invoice	
Narrative New Balance New Bala	ADM Total 0.00	
rg. Code Description Oty Price Total Tax Serial / Batch Code PO # Gratis	New Balance 0.00	×
rg_Code Description Oty Price Total Tax Serial / Batch Code PO # Grails		EXIT
	Description Oty Price Total Tax Serial / Batch Code PO # Gratis	
_		
est 🐨 M	5	
\$\$/\$ 📷 🖬 👬 👬	ss/s 📷 💵 👬 🚥	



Fields:

Acct No: The account number for the credit transaction.

Adjustment No: A unique identifying number for every adjustment - usually pulls from Branch Setup.

PO: Purchase Order number.

Name: Name of the customer. (This will automatically be filled in when you enter the account number)

Reason: The reason for the account credit. (Credit note Reasons)**Major Account:** The major account code assigned to the account.

Date/Time: The time and date that the Credit was created.

Employee ID/Name: The employee's ID and name that created the Credit.

Truck: The truck the route or driver use for the customer on this credit.

Related Invoice: The invoice that is related to this credit, for reference.

Narrative: This allows you to enter a brief reason description for the Credit.

Elick the *Add* button to add products or equipment that will be credited to the account.

\$\$/\$ Click on the *Current Promotional Offers* button to insert the desigated offer.

Use the *Quick Entry* button to enter the Redemption Date for a coupon, Employee Initials and Route Number then select *OK*.

If doing *Hard Drive destruction*, scan the hard drive to destroy from this button,



Account Debit

The Account Debit option is used to make negative account adjustments. In most cases, only 'adjustment' type product codes should be used on this screen.

🕷 Invoice Input								
Custor	mer Finance	Assistant						
Acct. Credit Ac	cct. Debit Write-Off	Payment Xfer						纳
Acct. No.	🚺 🍂 Adju	stment No.	P.O.					
Name			Reason		v			
					Previous Ba	ance This	Invoice	
					Sul	Total	0.00	rul
	Start	Time	Majo	Account		Тах	0.00	est
Date	06/12/2015 Time 09:5	4 💌 09:54 💌	Tauak		Disc	ounts	0.00	
	Employee ID and Name	Delete		-		Total	0.00	
1	ADM ADMINISTRATOR							(m)
					Adjus	Total tment	0.00	
Narrative					A New Ba	lance	0.00	$\overline{\mathbf{v}}$
					-			EVIT
Chrg. Code	Description	Qty	Price	Total	Tax Serial	/ Batch Code	PO# Gratis	LAII
	· · ·						A	
				-			Ψ.	
		- Bar	• 🕾 🗠	0				
		<mark>\$\$</mark> /\$	i	1	PROMO			

Fields:

Acct No: The account number for the debit transaction.

Adjustment No: A unique identifying number for every adjustment - usually pulls from Branch Setup.

PO: Purchase Order number.

Name: Name of the customer. (This will automatically filled in when you enter the account number)

Reason: The reason for the account debit.

Major Account: The major account code assigned to the account.

Date/Time: The time and date that the debit was created.

Employee ID/Name: The employee's ID and name that created the

Truck: The truck with which this account is normally associated.

Related Invoice: The invoice that corresponds to this debit.

Narrative: This allows you to enter a brief reason description for the debit.



Write-Off

The *Write-Off* option can be used on accounts that are uncollectable. In most cases, only 'write-off' type product codes should be used on this screen.

ct Credit Ac	d Debit Write-Off	Payment Xfer							A
Acct. No.	M	Adjustment No.		P.0.					8.0
Name				Reason			•	3,5,275,3,275	
						2	Th	is Invoice	W
					_		Sub Total	0.00	nit
F	- Start	Time Look		Majo	Account		Tax	0.00	125
Date	06/12/2015 Time	09:54 • 109:5	4 1	Truck	-		Discounts	0.00	10
E	mployee ID and Name		Related	Invoice			Total	0.00	
1	ADM - ADMINISTR	ATOR							-
							Adjustment	0.00	-
Narrative							New Balance	0.00	×
						-			EXI
rg. Code	Description		Qty	Price	Total	Тах	Serial / Batch Co	de PO# Gratis	
								-	
								-1	

Fields:

Acct No: The account number for the debit transaction.

Adjustment No: A unique identifying number for every adjustment - usually pulls from Branch Setup.

PO: Purchase Order number.

Name: Name of the customer. (This will automatically filled in when you enter the account number)

Reason: The reason for the account debit.

Major Account: The major account code assigned to the account.

Date/Time: The time and date that the debit was created.

Employee ID/Name: The employee's ID and name that created the

Truck: The truck with which this account is normally associated.

Related Invoice: The invoice that corresponds to this debit.

Narrative: This allows you to enter a brief reason description for the debit.

Related Invoice: The invoice that is related to this write-off transaction.



Payment Xfer

The *Payment Transfer* option is used to transfer a payment from one account to another. This is helpful when a payment has been entered and posted to the wrong account. This process will create a negative payment on the original account and a new payment on the correct account.

- 1. Enter the account you want to transfer a payment from.
- 2. Press [TAB] or [ENTER] to view the payments on the account.
- 3. Highlight the payment and click 'OK', or double-click on the desired payment to transfer.



4. Enter an account number to transfer the payment to, and click 'Save' to complete the transfer process.





Summary

This short tutorial keeps the "Customer Finance Assistance" process simple. There may be exceptions to the way you process your payments, so please feel free to contact Advantage Route Systems if you feel you need further assistance.



Copyright © 1994-2016 by Advantage Route Systems, Inc. All Rights Reserved. Printed in the United States of America.

Advantage Route Systems, Inc.

3201 Liberty Square Parkway Turlock, CA 95380 USA Phone: 1.209.632.1122 Web Site: <u>www.AdvantageRS.com</u> Email: <u>info@AdvantageRS.com</u>

Warning

All information in this document and the on-line help system, as well as the software to which it pertains, is proprietary material of Advantage Route Systems, Inc. and is subject to a Route Manager license and non-disclosure agreement. Neither the software nor the documentation may be reproduced in any manner without the prior written permission of Advantage Route Systems, Inc.

Series 7: Version Date, April 15, 2016