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:
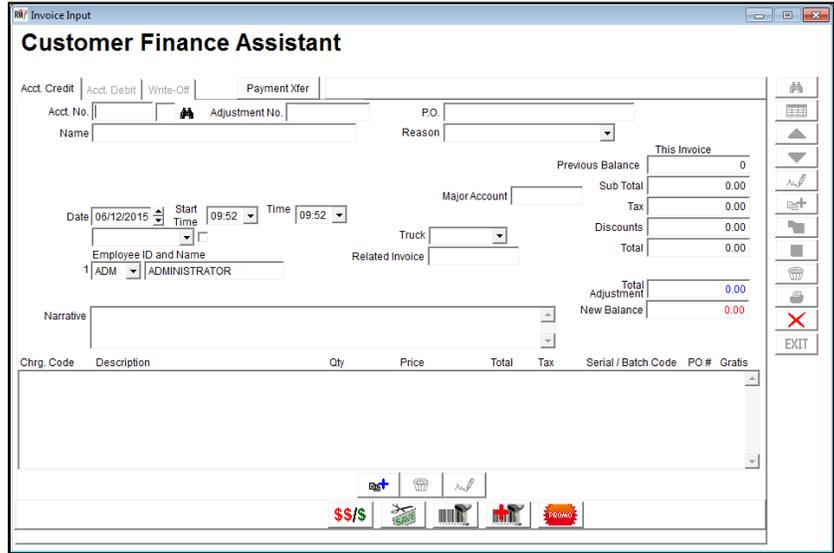
Account Credit

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.
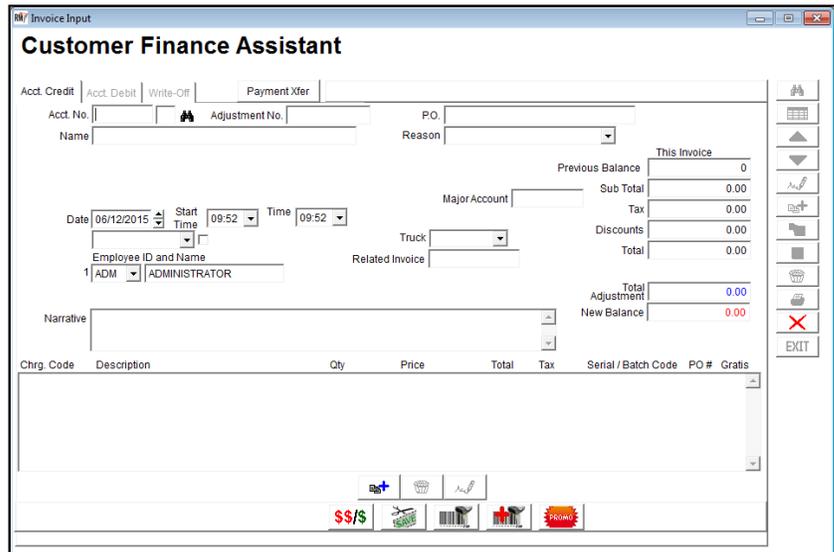
Fields:

Acct No: The account number for the credit transaction.

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

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.

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

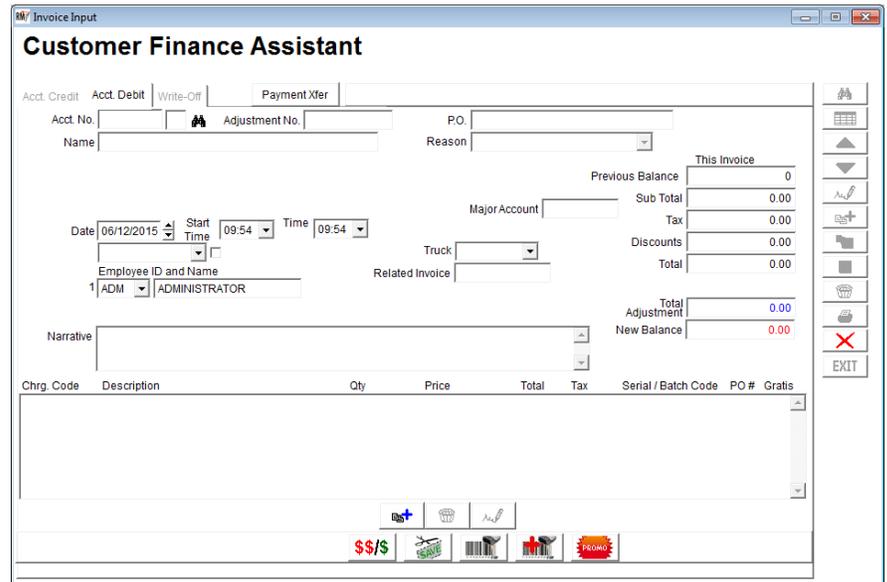 Click on the *Current Promotional Offers* button to insert the desigated offer.

 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.

Fields:

Acct No: The account number for the debit transaction.

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

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.

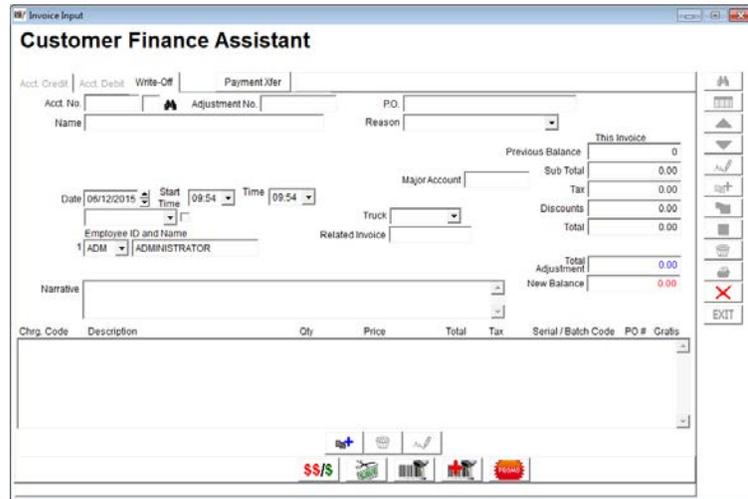*Employee ID/Name:* The employee's ID and name that created the

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.

Fields:

Acct No: The account number for the debit transaction.

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

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.

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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.

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Warning

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