Credit Manager

Sage 200c

User Guide

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Sage 200 - Credit Manager

The Roundhouse Credit Manager is a simple and easy to use enhancement for Sage 200 professional, designed to provide a dashboard for each credit controller and allow them to efficiently carry out the work required to collect the money owed to your business.

This user guide may be used once the add-on has been configured. The details of the installation and configuration process are documented in the Credit Manager setup guide which is intended to assist experienced Sage 200 consultants to install and configure the Credit Manager add-on.

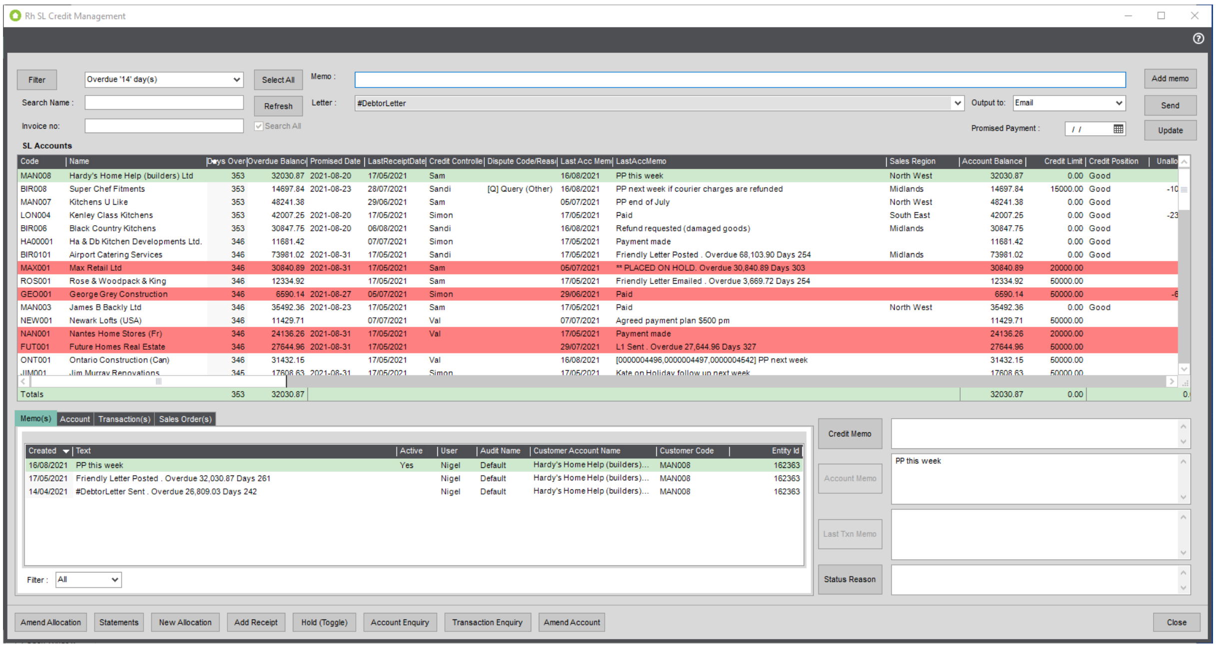
Systems Options/Requirements

This module will operate from Sage 200 version 2016 to Sage 200 2021 R1 (not all features available in v2016).

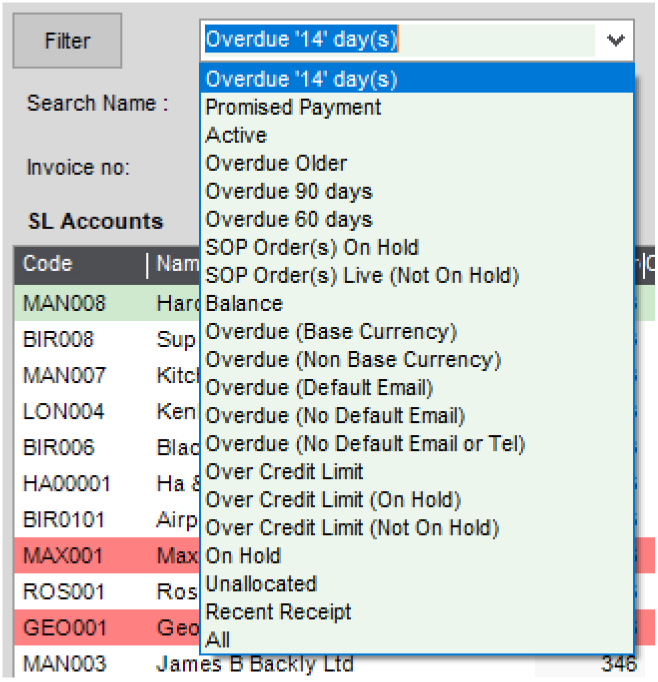
Roundhouse SL Credit Manager

The Credit Manager form is accessed from a new Sage 200 desktop form on the Sales Ledger -> Sales Enquiries menu. The form shows the sales ledgers accounts filtered according to the ‘last’ filter which the user selected (the default is ‘Overdue’). The ‘License’ form may appear when the form is displayed (if the add-on has yet to be licensed or the current license is due to expire in the next ‘x’ days). See the section on ‘Software Registration’ for further details.

Credit Manager Form



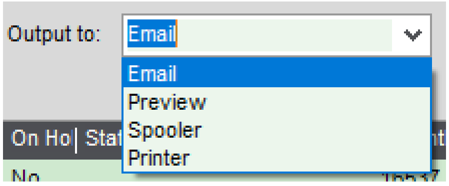
- ‘Filter’ — The ‘Filter’ button will open the Filter configuration form. The configuration form will also allow an ‘Import’ of SL Account memo notes and the configuration of Debtors Letters features.
- Filter drop down list — The user may select a pre-defined filter for the SL accounts (e.g. “Overdue” for overdue SL accounts) which will refresh the main SL Accounts grid. The list will be stored as a preference for the sage 200 user when the form is closed (and set as the default for the user). The configuration settings will determine which items appear on the pre-defined filter list (e.g. SOP feature are enabled so the SOP Order items are displayed on the drop-down list) :



- Find : The user may search for a part match of the customer's name or account reference by entering a value in the 'Search Name' text box and pressing the 'Enter' key to search all customers (not just those shown on the grid based on the filter). This allows for any in bound credit control calls from a customer to be actioned quickly. Use the CTRL-H key to set focus on this text box.
- Invoice no : The SOP Invoice number can be entered (without leading zeros) and a search invoke by pressing 'Enter'. The customer for the SOP Invoice will then be displayed. Use the CTRL-I key to set focus on this text box.
- Select All: Click the button to select all customer rows on the grid.
- Refresh: The grid will not automatically refresh after customer details are updated. To refresh the data in the grid, click the 'Refresh; button.
- 'Promised Payment': If the 'Promised Payment' SL Analysis code is enabled, then the user may select a date when the customer(s) have advised they will make a payment (any date) and update the SL Analysis value for the selected customer(s) by clicking the 'Update' button. The date value may be 'cleared' after the update if the 'Clear Values (after update)' feature is enabled.
- 'Memo': If the 'Status (Memo)' SL analysis code is enabled then the 'Memo' drop-down list will allow the user to select the values from the Analysis code and then use the text to add a customer memo (inactive) when clicking the 'Add Memo' button. If the 'Status' SL Analysis code is not enabled then the 'Memo' text field can be used to type a memo which can be added to the customer when clicking the 'Add Memo' box. The memo text may be 'cleared' after the Memo has been added if the 'Clear Values (after update)' feature is enabled.
- Letter: The user may select a Sage 200 'letter' (report) from the drop-down list. This may be the '#DebtorsLetter' - which is the standard layout for the Aged Debtors' letters production form which may also be run from the sage 200 desktop menu option. The Letters which appear on the drop-down list are determined by the configurations on the 'Filter' configuration form (Letters Tab)

- Output to

  The drop down list determines the destination of the report output (the default is Email). Sage 200 reports may be set-up with Email settings to allow the reports to be sent via MS Outlook, MAPI or SMTP.

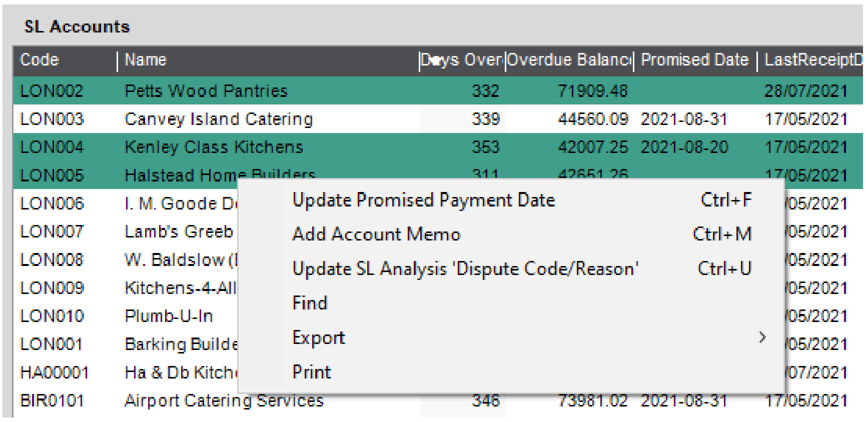


- Send

  This will perform the action the report for the selected report. The user may be able to add additional parameters for the report criteria (if applicable). Once the report is sent, if a 'memo' text values was set then an account memo (inactive) will be added to the selected customer(s).

- SL Account (Grid)

  The main grid (SL Accounts) allows users to sort by any column, change the order and size of the columns. If the user double clicks on a row, then the SL Transaction Enquiry form will be displayed for the customer. The grid allows multiple customers to be selected. If Multiple customers are selected, some of the actions and fields/actions on the form may not be available/populated. The 'Tab' group control below the main grid will show 'Account Memos', 'Account (contact)', 'Transactions (current)' and Sales Orders (current) for the select account. The text box fields for 'Credit Memo' and 'Status Reason' will also be populated based on the selected Account. This is a sage 200 grid, so has the standard 'pop up' menu when the user uses the 'right click of the mouse' on the grid. The menu also includes actions for Credit Manager:



- Account Memo (List)

  The 'Account Memo' list show the memo(s) for the selected SL customer account. The 'Account' Memo text box will be populated by the selected memo. The list only allows a single memo to be selected. This is a sage 200 list, so has the standard 'pop up' menu when the user uses the 'right click of the mouse' on the list.

- Account (Contact)

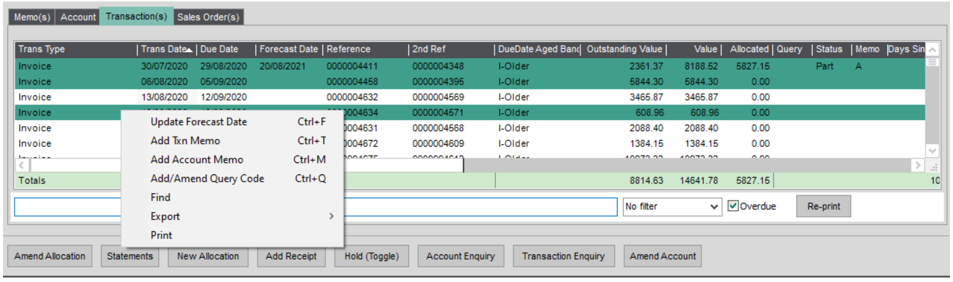
  The 'Account' tab shows the name and address and various 'contact' fields for the selected customer.

- Transactions (Current)

  The 'Transactions' tab shows the current SL transactions. The 'Last Txn Memo' text box will show the most recent 'active' memo for the selected transaction. This shows the date and sage 200 user who created the transaction memo and the memo text.

  The grid shows the 'overdue' items by default, but the user may uncheck the 'Overdue' check box to see all the current SL transactions for the selected customer. The list control shows a total row at the bottom of the list. This shows totals for any numeric fields (for the selected rows).

The list also allows a selected SOP Invoice (or SOP Credit Notes) to be re-printed. This may be done by clicking the ‘Re-print’ button. If a customer requests a copy invoice, this feature may be used to generate and re-print SOP invoice to email to the customer (via the spooler). This is a sage 200 grid, so has the standard ‘pop up’ menu when the user uses the ‘right click of the mouse’ on the grid. The menu also includes actions for Credit Manager:

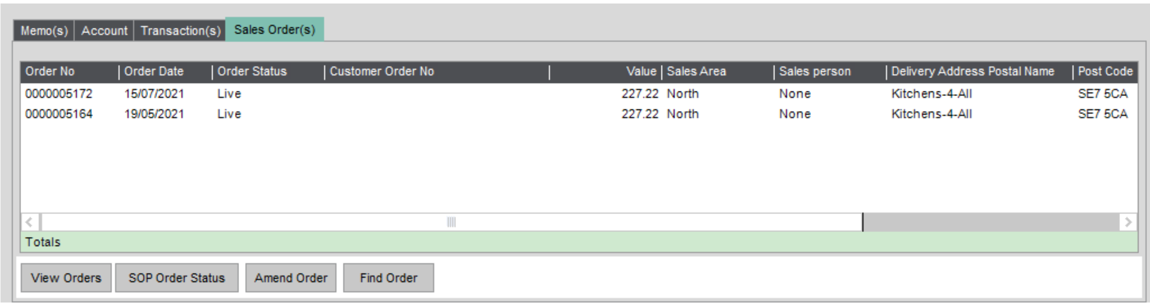


Transactions

- Memo (Text) — The memo text box on the current SL ‘Transactions’ tab allows a transaction memo to be added to the selected transaction(s). The ‘Memo’ text will be used to add a memo item when the ‘Re-print’ button is clicked, e.g. “copy invoice requested by Bob”.
- Re-print filter — If the selected filter is SOP Invoice/credit, then the selected Invoice/credit document(s) will be re-printed (when the ‘Re-print’ is clicked). The user does not need to enter any text in the memo field (if they don’t want to create a memo note against the transaction) The user may enter text to the customer memo field (which will create a memo for the selected customer(s).
- Overdue — If this check box is ‘checked’ then only overdue items will be show on the list.
- Re-print — When the user “clicks” the “Re-print” button (and has selected either SOP Invoice or SOP credit item(s) in the grids) This will ‘re-print’ and add a memo (if not blank) for the selected transaction(s).

Sales Orders

- List — The Sales Order tab shows the current orders for the selected customer in a list. The list has a totals row, this shows the total for each of the numeric fields for the select item. Only a single row may be selected on the list control.



- View Order — The ‘View Orders’ button will open the ‘amend SOP order’ form for the selected SOP order.
- SOP Order Status — The ‘Amend Order’ Status form will be opened for the selected customer. The SOP Orders may be placed on HOLD (or taken off HOLD) or cancelled.
- Amend Order — The selected SOP order may be amended via the SOP Amend order from.

- Find Order — The ‘View Sales Order’ is launched when the ‘Find Order’ button is clicked. This allows the user to find a sales order (e.g., by searching on SOP Invoice number etc)

Button Bar

- Amend Allocations — The ‘Amend Customer Allocations’ will open the ‘Amend Customer Allocations’ form for the selected customer.
- Statements — The ‘Statements’ button will open the ‘Run Statements’ form.
- New Allocation — The ‘New Allocation’ button will open the ‘Customer Allocations’ form for the selected customer.
- Add Receipt — The ‘Add Receipt’ form will be opened for the selected customer. This will allow the credit controller to post (and allocate) a sales receipt.
- Hold (Toggle) — The selected customer(s) will have their ‘Account Status’ toggled (e.g., if they are on hold, they will be taken off hold). A customer memo (inactive) recording the action will be added.
- Account Enquiry — The ‘Account Enquiry’ button will open the ‘Customer Enquiry’ form for the selected customer.
- Transaction Enquiry — The ‘Transaction Enquiry’ button will open the ‘Customer Transaction Enquiry’ form for the selected customer.
- Amend Account — The ‘Amend Account’ button will open the ‘Amend Customer Details’ form for the selected customer.
- Close — The ‘Close’ button will store the ‘Filter’ (drop-down value) as the default for the form, the close the form.

The buttons on the button bar will be disabled if the user role does not have access to a form.

Buttons

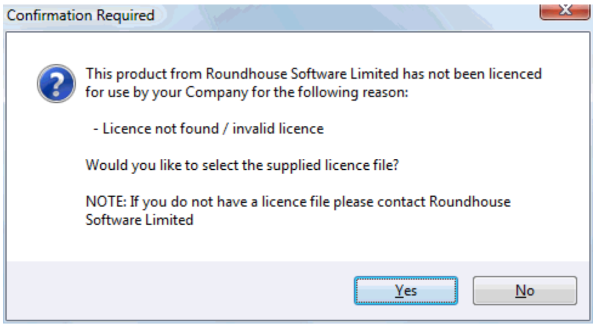
- Credit Memo — The ‘Credit Memo’ button will set the ‘Credit Memo’ value from the text box as the ‘Credit Memo’ for the selected customer. If the user double clicks on the text field, then the “Amend Customer” form will open.
- Status Reason — The ‘Status Reason’ button will set the ‘Customer Account Status Reason’ value for the selected customer. If the user double clicks on the text field, then the “Customer Account Status” form will open.

NB: Some of the features are only available in sage 200c (e.g., Customer Account Status and ‘Forecast Date’ for SL Transactions).

Software Registration

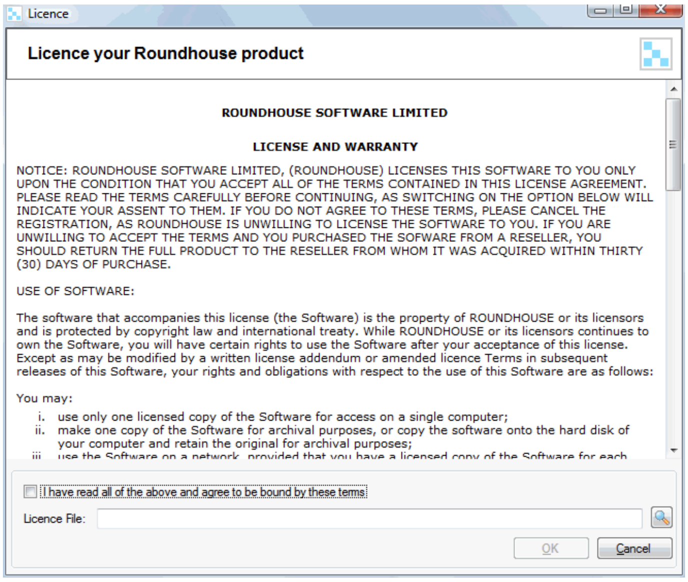
When running the software for the first time, a message will be displayed stating that the software is not licenced. To licence the application, click the Yes button as shown in screen 1.

Roundhouse Licence



A new form will be displayed showing Roundhouse Software Ltd's terms and conditions of use. To licence the application, click the magnifying glass button (above the Cancel button in the bottom right corner) and select the licence file supplied by Roundhouse Software Ltd. Ensure the check box "I have read all of the above and agree to be bound by these terms" is ticked and click the OK button.

Roundhouse Licence Terms



This process is required to be performed on only one client PC.

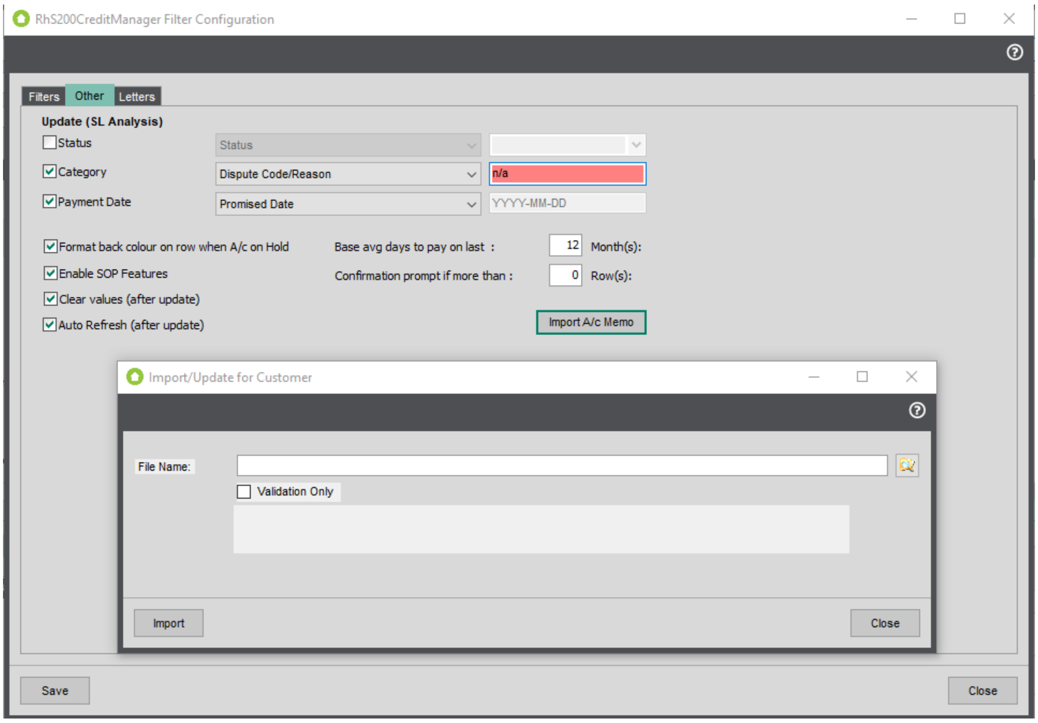
Technical Note

The XML licence file supplied by Roundhouse Software Ltd contains a checksum and must not be modified. When the file is selected during the above process it will be moved to the Sage\Logon folder under the Sage 200 server area. Ensure that the client PC has read/write permission to this folder.

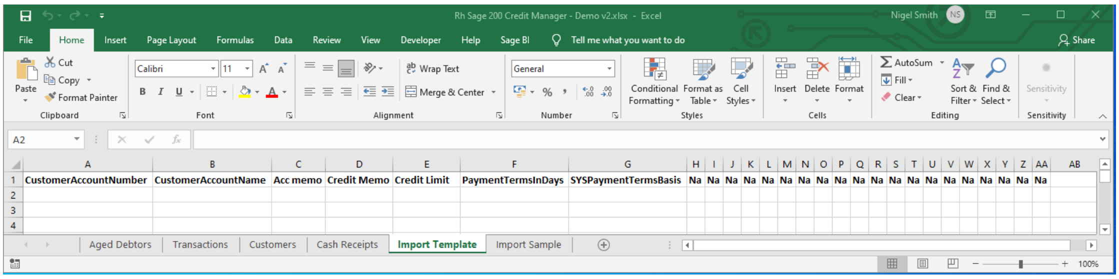
Filter Form - Import/Update Customer (Including Customer Memo)

The ‘Import A/c Memo’ button on the “Filter” form will launch the ‘Import/Update for Customer’ form. The user may select a CSV file and import SL A/c memo notes (and also update SL Analysis codes and a few other SL fields). The file can be selected using the ‘browse’ button. The user may choose to just validate the CSV file.

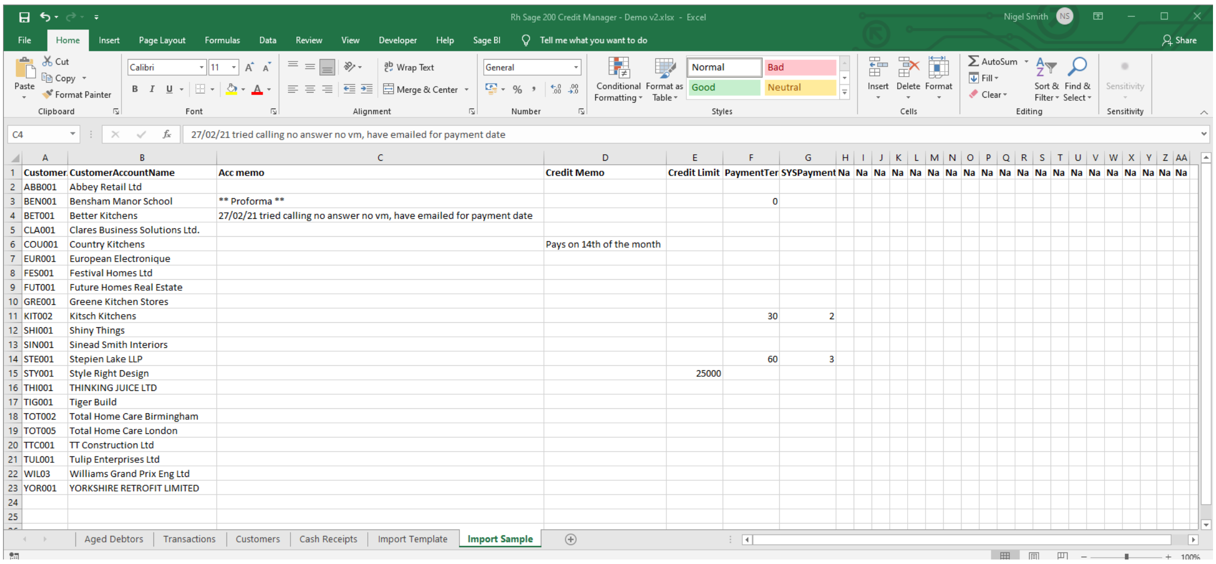
Import/Update for Customer



The Template may be used in MS Excel to save as a CSV file.



An ‘Import Sample’ file is also supplied in the ‘Demo’ Credit Manager MS Excel report. The columns H to AA many be used to update the SL Analysis Codes 1 to 20 (if used). The headings may be set to the name of the SL Analysis code (or Na if not used in the Sage 200 company)

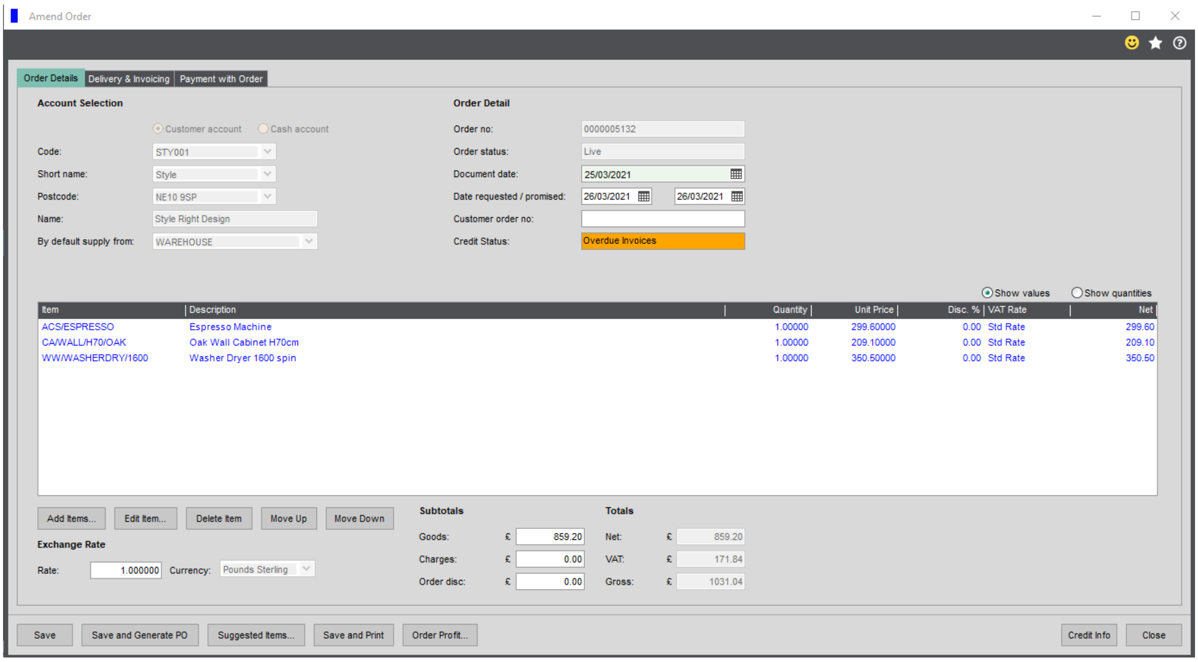


	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA
1	Customer	CustomerAccountName	Acc memo	Credit Memo	Credit Limit	PaymentTer	SYSPayment	Na	Na	Na	Na	Na	Na	Na	Na	Na	Na	Na	Na	Na	Na	Na	Na	Na	Na	Na	Na
2	ABB001	Abbey Retail Ltd																									
3	BEN001	Bensham Manor School	** Proforma **			0																					
4	BET001	Better Kitchens	27/02/21 tried calling no answer no vm, have emailed for payment date																								
5	CLA001	Clares Business Solutions Ltd.																									
6	COU001	Country Kitchens		Pays on 14th of the month																							
7	EUR001	European Electronique																									
8	FES001	Festival Homes Ltd																									
9	FUT001	Future Homes Real Estate																									
10	GRE001	Greene Kitchen Stores																									
11	KIT002	Kitsch Kitchens				30	2																				
12	SHI001	Shiny Things																									
13	SIN001	Sinead Smith Interiors																									
14	STE001	Stepien Lake LLP				60	3																				
15	STY001	Style Right Design			25000																						
16	THI001	THINKING JUICE LTD																									
17	TIG001	Tiger Build																									
18	TOT002	Total Home Care Birmingham																									
19	TOT005	Total Home Care London																									
20	TTC001	TT Construction Ltd																									
21	TUL001	Tulip Enterprises Ltd																									
22	WIL03	Williams Grand Prix Eng Ltd																									
23	YOR001	YORKSHIRE RETROFIT LIMITED																									
24																											
25																											

SOP Feature (Full Order Entry/Amend Order)

The ‘Credit Status’ field will be show on the SOP order form (and amend SOP order) if the SOP features are enabled. If the user has ‘permission’ to access the Credit manager form, then after the customer is selected the ‘Credit Info’ button will be enabled.

SOP Order Entry – Credit Status



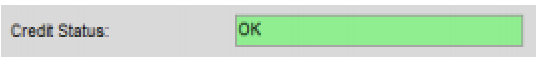
The Credit Status Indicator is designed to provide a clear visual display of the current credit status of your customer at Sales Order Entry.

Upon selecting a customer, a credit check is performed to determine whether the customer is over their credit limit (including the current balance and the value of current orders in SOP) and whether there are any overdue invoices.

The Credit Status traffic light will be continually refreshed each time the order value changes so that the order taker is immediately informed if the customer exceeds their credit limit.

The following credit statuses may be shown:

- Under credit limit with no outstanding invoices:



- Under credit limit with overdue invoices:

- Over credit limit with no outstanding invoices:

- Over credit limit and with overdue invoices:

Please advise if any of the information in this user guide is incorrect. The forms may vary in different versions of Sage 200.

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Sage 200
Credit Manager