

Tutorial:

CUSTOMER ACCOUNT INQUIRY

Search and view customer account, invoice, and receipt details.

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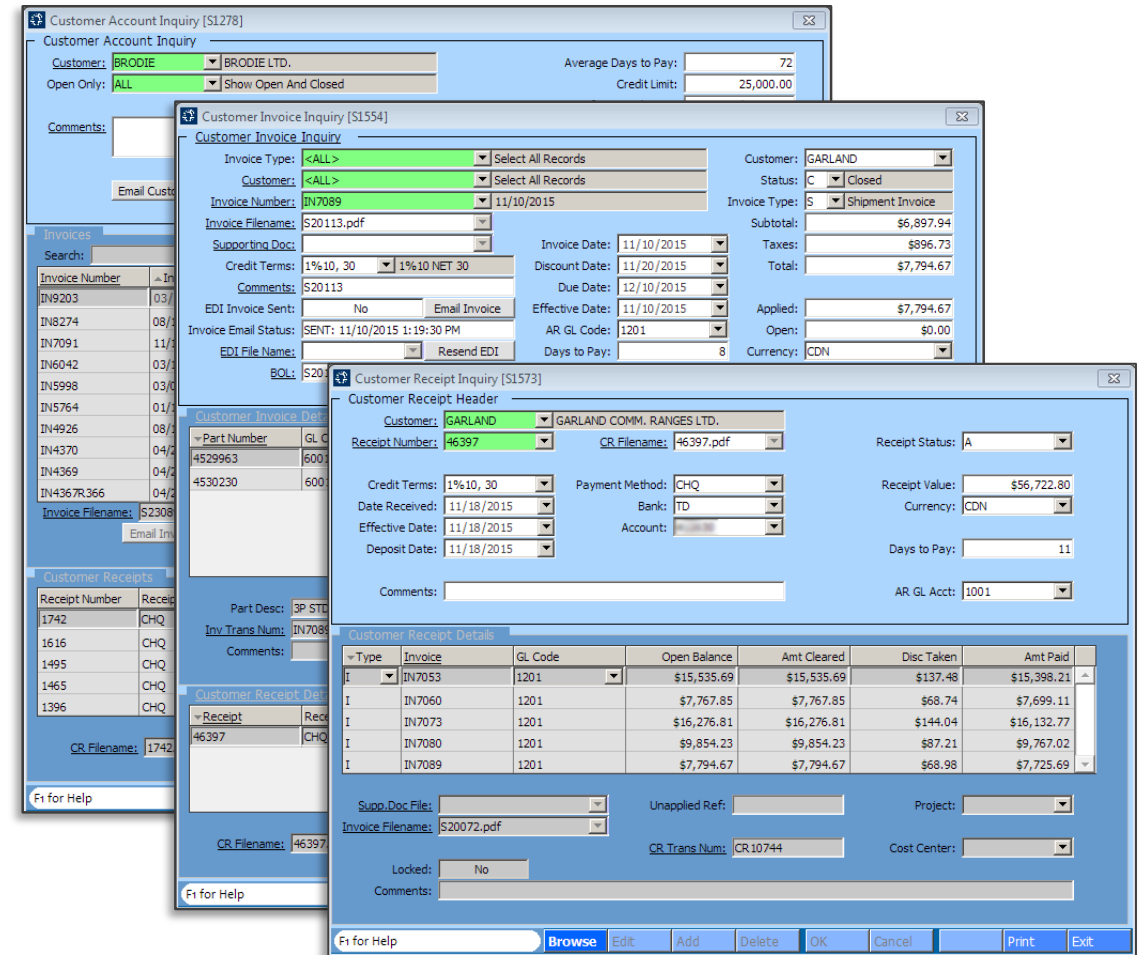
Reviewing customer payment information

In this tutorial we will demonstrate how to search and view customer account, invoice and receipt information using the following screens:

The **Customer Account Inquiry [S1278]** screen is used to view customer payment details, and resend email statements and/or invoices to customers.

The **Customer Invoice Inquiry [S1554]** screen is used to view customer invoice and receipt details.

The **Customer Receipt Inquiry [S1573]** screen is used to view customer receipt details.



Selecting the customer for review

The **Customer Account Inquiry [S1278]** screen provides users with a global overview of customer payment information including open or closed invoices and receipts.

Users can also directly email the customer a statement or invoices with the click of a single button.

1. Click the **Customer** drop down menu to select the customer. (*This action will populate all the frames with invoice and receipt information*)
2. Use the **Open Only** drop down menu to filter between Open and Closed invoices or just open invoices.
3. To email the customer a statement click on the **Email Customer Statement** button.

Customer Account Inquiry [S1278]

Customer Account Inquiry

Customer: **BRODIE** BRODIE LTD.

Open Only: **ALL** Show Open And Closed

Comments:

Average Days to Pay: 72

Credit Limit: 25,000.00

Sum of Open Balances: \$3,986.92

Unapplied Receipts:

Total Owing: \$3,986.92

Currency: CDN

Email Customer Statement Email Status:

Shipping Document

Invoices

Search:

Invoice Number	Invoice Date	Discount Date	Due Date	Invoice Total	Open Balance	EDI Sent	Status
IN9203	03/16/2017	04/25/2017	04/25/2017	\$3,986.92	\$3,986.92		O
IN8274	08/16/2016	09/25/2016	09/25/2016	\$3,975.57	\$0.00		C
IN7091	11/10/2015	12/10/2015	12/10/2015	\$7,979.53	\$0.00		C
IN6042	03/12/2015	04/11/2015	04/11/2015	\$10,268.32	\$0.00		C
IN5998	03/04/2015	04/03/2015	04/03/2015	\$10,262.64	\$0.00		C
IN5764	01/14/2015	02/13/2015	02/13/2015	\$8,553.15	\$0.00		C
IN4926	08/13/2014	09/12/2014	09/12/2014	\$8,553.15	\$0.00		C
IN4370	04/25/2014	05/25/2014	05/25/2014	\$7,985.21	\$0.00		C
IN4369	04/25/2014	05/25/2014	05/25/2014	\$9,126.76	\$0.00		C
IN4367R366	04/25/2014	05/25/2014	05/25/2014	-\$9,126.76	\$0.00		C

Invoice Filename: S23089.pdf Last Receipt: CR Count: 0 Days to Pay: 0

Email Invoice to Customer Email Status: SENT: 3/16/2017 1:39:31 PM

Customer Receipts

Receipt Number	Receipt Type	Date Recei..	Effective Date	Receipt Value	Discount Taken	Amount Cleared	Status
1742	CHQ	10/28/2016	10/28/2016	\$3,975.57	\$0.00	\$3,975.57	A
1616	CHQ	02/03/2016	02/03/2016	\$7,979.53	\$0.00	\$7,979.53	A
1495	CHQ	05/28/2015	05/28/2015	\$20,530.96	\$0.00	\$20,530.96	A
1465	CHQ	03/13/2015	03/13/2015	\$8,553.15	\$0.00	\$8,553.15	A
1396	CHQ	10/17/2014	10/17/2014	\$8,553.15	\$0.00	\$8,553.15	A

CR Filename: 1742.pdf Days to Pay: 73

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Resending individual invoices

If a customer makes a request for a specific invoice to be resent the user can select the invoice and send it directly from the screen.

1. Select the invoice for resending
2. Prior to sending check the invoice by double clicking the underlined Invoice Filename field.
3. Click on the **Email Invoice to Customer** button.
4. To review the **Last Receipt** associated with the invoice, double click within the field.

Note: When the email has been resent the time stamp will be show in the **Email Status** field.

Customer Account Inquiry [S1278]

Customer Account Inquiry

Customer: BRODIE LTD. Average Days to Pay: 72

Open Only: ALL Show Open And Closed Credit Limit: 25,000.00

Sum of Open Balances: \$3,986.92

Unapplied Receipts:

Total Owing: \$3,986.92

Currency: CDN

Email Customer Statement Email Status:

Shipping Document

Invoices

Search:

Invoice Number	Invoice Date	Discount Date	Due Date	Invoice Total	Open Balance	EDI Sent	Status
IN9203	03/16/2017	04/25/2017	04/25/2017	\$3,986.92	\$3,986.92		O
IN8274	08/16/2016	09/25/2016	09/25/2016	\$3,975.57	\$0.00		C
IN7091	11/10/2015	12/10/2015	12/10/2015	\$7,979.53	\$0.00		C
IN6042	03/12/2015	04/11/2015	04/11/2015	\$10,268.32	\$0.00		C
IN5998	03/04/2015	04/03/2015	04/03/2015	\$10,262.64	\$0.00		C
IN5764	01/14/2015	02/13/2015	02/13/2015	\$8,553.15	\$0.00		C
IN4926	08/13/2014	09/12/2014	09/12/2014	\$8,553.15	\$0.00		C
IN4370	04/25/2014	05/25/2014	05/25/2014	\$7,985.21	\$0.00		C
IN4369	04/25/2014	05/25/2014	05/25/2014	\$9,126.76	\$0.00		C
IN4367R366	04/25/2014	05/25/2014	05/25/2014	-\$9,126.76	\$0.00		C

Invoice Filename: S20115.pdf Last Receipt: 1616 CR Count: 1 Days to Pay: 85

Email Invoice to Customer Email Status: SENT: 11/10/2015 2:03:48 PM

Customer Receipts

Receipt Number	Receipt Type	Date Recei..	Effective Date	Receipt Value	Discount Taken	Amount Cleared	Status
1742	CHQ	10/28/2016	10/28/2016	\$3,975.57	\$0.00	\$3,975.57	A
1616	CHQ	02/03/2016	02/03/2016	\$7,979.53	\$0.00	\$7,979.53	A
1495	CHQ	05/28/2015	05/28/2015	\$20,530.96	\$0.00	\$20,530.96	A
1465	CHQ	03/13/2015	03/13/2015	\$8,553.15	\$0.00	\$8,553.15	A
1396	CHQ	10/17/2014	10/17/2014	\$8,553.15	\$0.00	\$8,553.15	A

CR Filename: 1742.pdf Days to Pay: 73

Fit for Help Browse Edit Add Delete OK Cancel Print Exit

Reviewing customer receipts

The **Customer Receipts** frame provides a list of all the applied or unapplied receipts sent by the selected customer.

1. To change the view of the list in ascending or descending chronological order click on the small grey triangle located in the **Date Received** column.
2. To review the **Customer Receipt PDF** double click in the field.

Customer Account Inquiry [S1278]

Customer: BRODIE LTD.
Open Only: ALL Show Open And Closed

Average Days to Pay: 72
Credit Limit: 25,000.00
Sum of Open Balances: \$3,986.92
Unapplied Receipts:
Total Owing: \$3,986.92
Currency: CDN

Shipping Document

Invoices

Search:

Invoice Number	Invoice Date	Discount Date	Due Date	Invoice Total	Open Balance	EDI Sent	Status
IN9203	03/16/2017	04/25/2017	04/25/2017	\$3,986.92	\$3,986.92		O
IN8274	08/16/2016	09/25/2016	09/25/2016	\$3,975.57	\$0.00		C
IN7091	11/10/2015	12/10/2015	12/10/2015	\$7,979.53	\$0.00		C
IN6042	03/12/2015	04/11/2015	04/11/2015	\$10,268.32	\$0.00		C
IN5998	03/04/2015	04/03/2015	04/03/2015	\$10,262.64	\$0.00		C
IN5764	01/14/2015	02/13/2015	02/13/2015	\$8,553.15	\$0.00		C
IN4926	08/13/2014	09/12/2014	09/12/2014	\$8,553.15	\$0.00		C
IN4370	04/25/2014	05/25/2014	05/25/2014	\$7,985.21	\$0.00		C
IN4369	04/25/2014	05/25/2014	05/25/2014	\$9,126.76	\$0.00		C
IN4367R366	04/25/2014	05/25/2014	05/25/2014	-\$9,126.76	\$0.00		C

Invoice Filename: S20115.pdf Last Receipt: 1616 CR Count: 1 Days to Pay: 85

Email Invoice to Customer Email Status: SENT: 11/10/2015 2:03:48 PM

Customer Receipts

Receipt Number	Receipt Type	Date Recei..	Effective Date	Receipt Value	Discount Taken	Amount Cleared	Status
1742	CHQ	10/28/2016	10/28/2016	\$3,975.57	\$0.00	\$3,975.57	A
1616	CHQ	02/03/2016	02/03/2016	\$7,979.53	\$0.00	\$7,979.53	A
1495	CHQ	05/28/2015	05/28/2015	\$20,530.96	\$0.00	\$20,530.96	A
1465	CHQ	03/13/2015	03/13/2015	\$8,553.15	\$0.00	\$8,553.15	A
1396	CHQ	10/17/2014	10/17/2014	\$8,553.15	\$0.00	\$8,553.15	A

CR Filename: 1742.pdf Days to Pay: 73

F1 for Help Browse Edit Add Delete OK Cancel Print Exit

REVIEWING INVOICE AND RECEIPT INFORMATION

Selecting an invoice for review

The **Customer Invoice Inquiry [S1554]** screen provides more detailed information about any open, closed or pending customer invoices.

User can also select any invoice to be resent to the customer using EDI or directly using email.

1. Users can filter the result by selecting the **Invoice Type**, **Invoice number** or by **Customers** name.
2. To resend the selected invoice to the customer click the **Email** or **EDI** buttons.

Customer Invoice Inquiry [S1554]

Customer Invoice Inquiry

Invoice Type: <ALL> Select All Records
Customer: <ALL> Records
Invoice Number: IN7089 11/10/2015
Invoice Filename: S20113.pdf
Supporting Doc:
Credit Terms: 1%10, 30 1%10 NET 30
Comments: S20113
EDI Invoice Sent: No Email Invoice
Invoice Email Status: SENT: 11/10/2015 1:19:30 PM
EDI File Name: Resend EDI
BOL: S20113

Customer: GARLAND
Status: C Closed
Invoice Type: S Shipment Invoice
Subtotal: \$6,897.94
Taxes: \$896.73
Total: \$7,794.67
Invoice Date: 11/10/2015
Discount Date: 11/20/2015
Due Date: 12/10/2015
Effective Date: 11/10/2015
Applied: \$7,794.67
Open: \$0.00
GL Code: 1201
Days to Pay: 8
Currency: CDN

Customer Invoice Detail

Part Number	GL Code	Purchase Order	Qty	UM	Unit Price	Ext Price
4529963	6001	PR73968	4	EA	\$1,145.70	\$4,582.80
4530230	6001	PR73968	2	EA	\$1,157.57	\$2,315.14

Part Desc: 3P STD GRILL - GAS ETCHED Project: Tax Code: 88617
Inv Trans Num: IN7089_25228 Cost Center: Total Tax: \$595.76
Comments: Taxes

Customer Receipt Detail

Receipt	Receipt Type	Received Date	Amount Cleared	Discount Taken	Amount Paid	Status
46397	CHQ	11/18/2015	\$7,794.67	\$68.98	\$7,725.69	A

CR Filename: 46397.pdf Deposit Date:

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The invoice details

The **Customer Invoice Details** frame includes a list of all the parts and receipts associated with the selected invoice.

1. To review the taxes for any part click on the **Taxes** button. This will open the **Tax Inquiry [S2041]** screen that can be used to review the invoice tax calculations.
2. To review the customer receipt PDF document double click in the **CR filename** field.

Customer Invoice Inquiry [S1554]

Customer Invoice Inquiry

Invoice Type: <ALL> Select All Records Customer: GARLAND
Customer: <ALL> Select All Records Status: C Closed
Invoice Number: IN7089 11/10/2015 Invoice Type: S Shipment Invoice
Invoice Filename: S20113.pdf Supporting Doc: Invoice Date: 11/10/2015 Subtotal: \$6,897.94
Credit Terms: 1%10, 30 1%10 NET 30 Discount Date: 11/20/2015 Taxes: \$896.73
Comments: S20113 Due Date: 12/10/2015 Total: \$7,794.67
EDI Invoice Sent: No Email Invoice Effective Date: 11/10/2015 Applied: \$7,794.67
Invoice Email Status: SENT: 11/10/2015 1:19:30 PM AR GL Code: 1201 Open: \$0.00
EDI File Name: Resend EDI Days to Pay: 8 Currency: CDN
BOL: S20113

Customer Invoice Detail

Part Number	GL Code	Purchase Order	Qty	UM	Unit Price	Ext Price
4529963	6001	PR73968	4	EA	\$1,145.70	\$4,582.80
4530230	6001	PR73968	2	EA	\$1,157.57	\$2,315.14

Part Desc: 3P STD GRILL - GAS ETCHED Project: Tax Code: 88617
Inv Trans Num: IN7089_25228 Cost Center: Total Tax: \$595.76
Comments: Taxes

Customer Receipt Detail

Receipt	Receipt Type	Received Date	Amount Cleared	Discount Taken	Amount Paid	Status
46397	CHQ	11/18/2015	\$7,794.67	\$68.98	\$7,725.69	A

CR Filename: 46397.pdf Deposit Date:

F1 for Help Browse Edit Add Delete OK Cancel Print Exit

Applied receipt details

The **Customer Receipt Inquiry [S1573]** screen provides users with an overview of the applied receipt details and the invoices the payments where applied to.

1. Click on the drop down menu to search for the **Customers** name.
2. To search by a specific **Receipt Number** select the receipt using the drop down menu.

Customer Receipt Inquiry [S1573]

Customer Receipt Header

Customer: **GARLAND** GARLAND COMM. RANGES LTD.

Receipt Number: **46397** CR Filename: 46397.pdf

Receipt Status: A

Credit Terms: 1%10, 30 Payment Method: CHQ

Date Received: 11/18/2015 Bank: TD

Effective Date: 11/18/2015 Account:

Deposit Date: 11/18/2015

Receipt Value: \$56,722.80

Currency: CDN

Days to Pay: 11

Comments:

AR GL Acct: 1001

Customer Receipt Details

Type	Invoice	GL Code	Open Balance	Amt Cleared	Disc Taken	Amt Paid
I	IN7053	1201	\$15,535.69	\$15,535.69	\$137.48	\$15,398.21
I	IN7060	1201	\$7,767.85	\$7,767.85	\$68.74	\$7,699.11
I	IN7073	1201	\$16,276.81	\$16,276.81	\$144.04	\$16,132.77
I	IN7080	1201	\$9,854.23	\$9,854.23	\$87.21	\$9,767.02
I	IN7089	1201	\$7,794.67	\$7,794.67	\$68.98	\$7,725.69

Supp.Doc File: Unapplied Ref: Project:

Invoice Filename: S20072.pdf CR Trans Num: CR10744 Cost Center:

Locked: No

Comments:

F1 for Help Browse Edit Add Delete OK Cancel Print Exit