

SOLUTIONS ERP COMPLÈTES ET INTÉGRÉES

POUR LES MANUFACTURIERS ET DISTRIBUTEURS

Foundations Customers



AU DELÀ DE L'IMPLANTATION : *des résultats!*



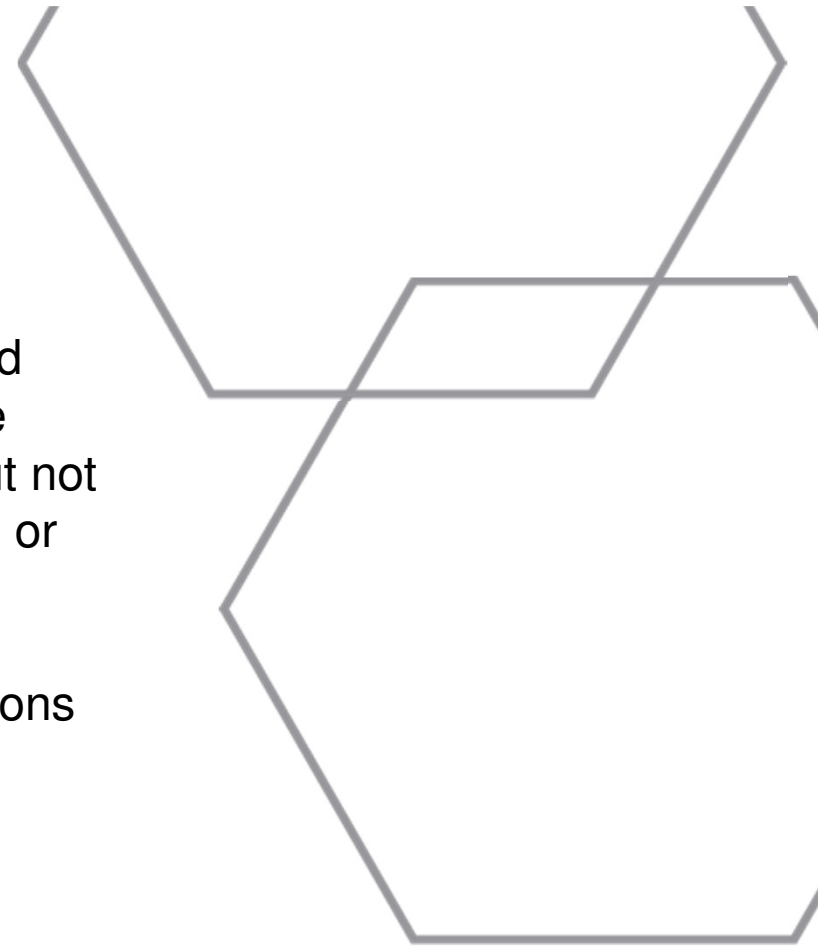
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Au-delà de l'implantation : des résultats!

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Agenda

- Objectives
- Global view (Workflow)
- Customers concepts
- Exercises
- Reports and trackers
- Conclusion



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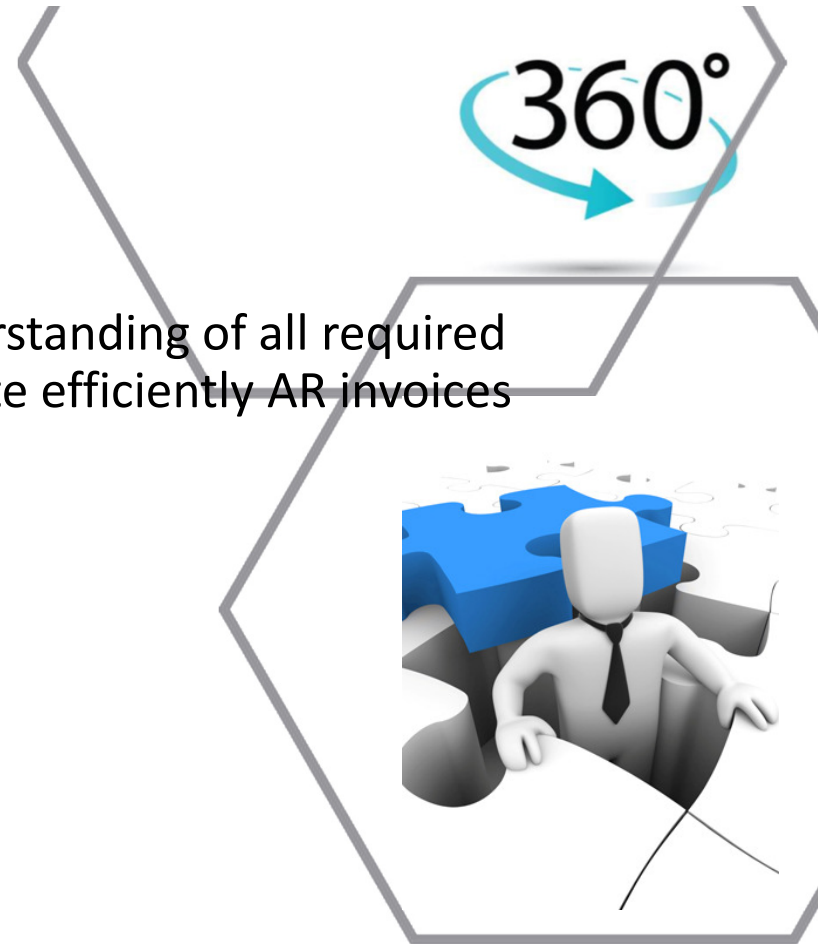
Objectives

- Understand financial concepts related to customers
- Company configuration parameters
- Understanding links between customers transactions and GL
- Create new customers
- Use trackers and processes
- Generate reports

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Overview

- ❑ Customers foundations allow a better understanding of all required fields and configurations in order to generate efficiently AR invoices transactions



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YEARS

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Master file - Customer

- Sold to , Valid payer , Valid delivery
- National account
- Price list
- Credit manager
- GL Control
- Contacts
- Attributes
- Manifest info
- Taxes / Exemptions

Customer Billing Contacts Attributes Ship To Documents Tax Exemptions Banks Industry Classes Mandates Integrations Business Category

Detail Additional Comments Address Format Demand Document Types ACH E-Invoice

Customer ... ADDISON Change ID...

Name: Addison, INC
Type: Customer

No Contact Valid Payer
Global Lock Valid Sold To
Check Dup PO Valid Ship To
Global Allow One Time Ship To
IC Trader Allow Ship To Third Party

Web Customer Business Model:

Print Options
Acknowledgment: Labels:
Statements:

One Time Ship To Options
Save OTS as:

Salesperson:
Quote Markup:
Reservation Priority:
Shipping Qualifier:
Language:

Phone:
Fax:
Email:
Website:

Our Supplier Code:

Customer Address
Exclude from address validation:
Address: 211 Martin Luther King, Jr. Blvd
City: Madison
State: WI
Postal Code: 53703
Country: USA

Territory
Territory:
Territory Locked:
Get Territory...

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Master file Customer – Customer type

- Suspect - *CRM*
 - Potential business customer
- Prospect
 - Possible customer / quote in process
- Customer
 - Current customer

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Maste file Customer - Country

- Code ISO
- Currency
- Language
- Taxes
- Others

The screenshot shows the 'Country Maintenance' application window. The title bar reads 'Country Maintenance'. The menu bar includes 'File', 'Edit', 'Tools', 'Actions', and 'Help'. The toolbar contains various icons for file operations and navigation. The main window is divided into a left sidebar and a main content area. The sidebar shows a tree view with 'Countries' expanded and 'USA' selected. The main content area has a tabbed interface with 'Detail' selected. The 'Detail' tab shows a 'Country...' dropdown menu set to 'USA'. Below this, there are sections for 'Codes', 'Defaults', and 'Other'. The 'Codes' section includes fields for 'ISO:' (US), 'Fiscal:', 'Intrastat:', and 'Country of Origin Code:' (USA). The 'Defaults' section includes dropdown menus for 'Currency:' (United States Dollar), 'Language:' (EnglishUnited States), 'Customer Tax Liability:' (Exempt), 'Supplier Tax Liability:' (Exempt), and 'Ship Via:' (Ground BestRate). There is also a 'Border Crossing:' field. The 'Other' section includes a checkbox for 'Included in SEPA:' which is currently unchecked.

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Master file Customer - Billing

- Inter-company
- Currency
- Customer group
(To regroup customers, price lists and sales category)
- Create date
- Payment method
- Tax liability
- Registration code

Customer Maintenance

Customer Billing Contacts Attributes Ship To Documents Tax Exemptions Banks Industry Classes Mandates Integrations Business Category

Detail Bill To Address Format National Account Price Lists Discount Price Lists Credit Alternates GL Controls

Billing Information

Inter-Company:

Currency: United States Dollar

Group: Distribution

Established: 5/30/1995

Payment Method: Check

Preferred Bank:

Federal ID:

Org. Registration Code:

Allow As Alternate Bill To:

Tax Liability... CA Canadian Tax

Tax ID:

Tax Exempt:

Tax Authority:

Tax Rounding Rule: Use rounding rules from Currency

Tax Level: Per Line

Entity / Use Code:

Importer of Record:

Billing Terms

Terms: 2/10 Net 30

Term Type: Monthly

Billing Day: 31

Contract Bill Day: 1

Discount%: 0.00 Add

Rebate Supplier...:

Finance/Late Charge: Late Payment Fee

Reminder Group: Past due reminders

Deferred Revenue:

RA Schedule:

Billing Information

SEPA Customer Type:

Shipping Terms

Ship Via: Use Crk - Company Truck

FOB: Factory

Country Exit:

Consolidate Sales Orders:

Combine Packing Slips:

Consolidate Shipment Lines:

Invoice Per Packing Line:

Finance Charges:

Credit Card Order:

Auto Invoice / ERS Order:

Order "Invoice when Complete" default:

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Master file Customers – Billing terms

- Payment terms
- Invoicing conditions
- Additional discounts
- Finance charges
- Reminder groups
- Deferred revenues

Billing Terms

Terms: 2/10 Net 30

Term Type: Monthly

Billing Day: 31

Contract Bill Day: 1

Discount%: 0.00 Add

Rebate Supplier...

Finance/Late Charge: Late Payment Fee

Reminder Group: Past due reminders

Deferred Revenue:

RA Schedule:

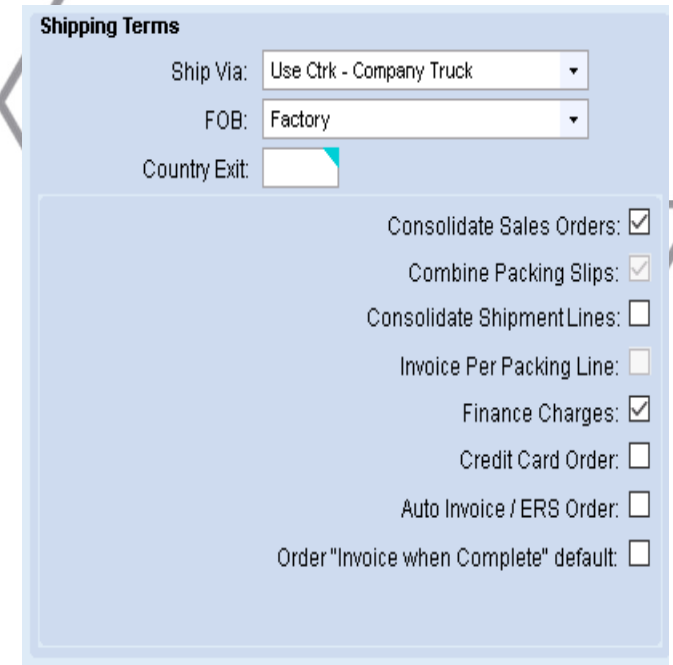
Billing Information

SEPA Customer Type:

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Master file Customers – Shipping terms

- Ship Via
- FOB
- Consolidate orders
(Several orders on same invoice)
- Combine packing slips
(Several packing slips from a same order on same invoice)
- Consolidate lines
(Consolidate in one invoice line same part shipments for a same order)



Shipping Terms

Ship Via: Use Ctrk - Company Truck

FOB: Factory

Country Exit:

Consolidate Sales Orders:

Combine Packing Slips:

Consolidate Shipment Lines:

Invoice Per Packing Line:

Finance Charges:

Credit Card Order:

Auto Invoice / ERS Order:

Order "Invoice when Complete" default:

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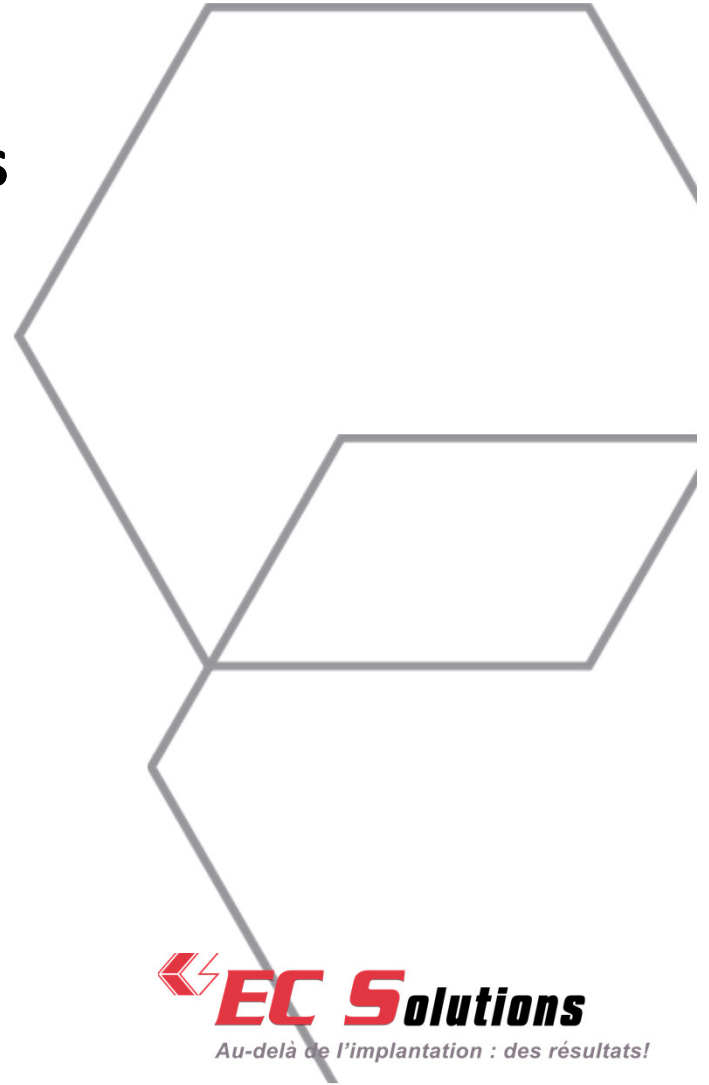
Master file Customers – Shipping terms

- Invoice per line of shipment
- Financial charges
- Credit card orders
- ERS auto invoicing
- Order line complete

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Master file Customers - Others

- Ship To
- National account
- Price lists
- Credit management
- GL CONTROL**
- Contact



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Master file Customers - Others

- Aging report format
- Memo category
- Miscellaneous charges
- Open invoice load
- Recurring invoices

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Exercises

- Create new miscellaneous charges
- Create a customer

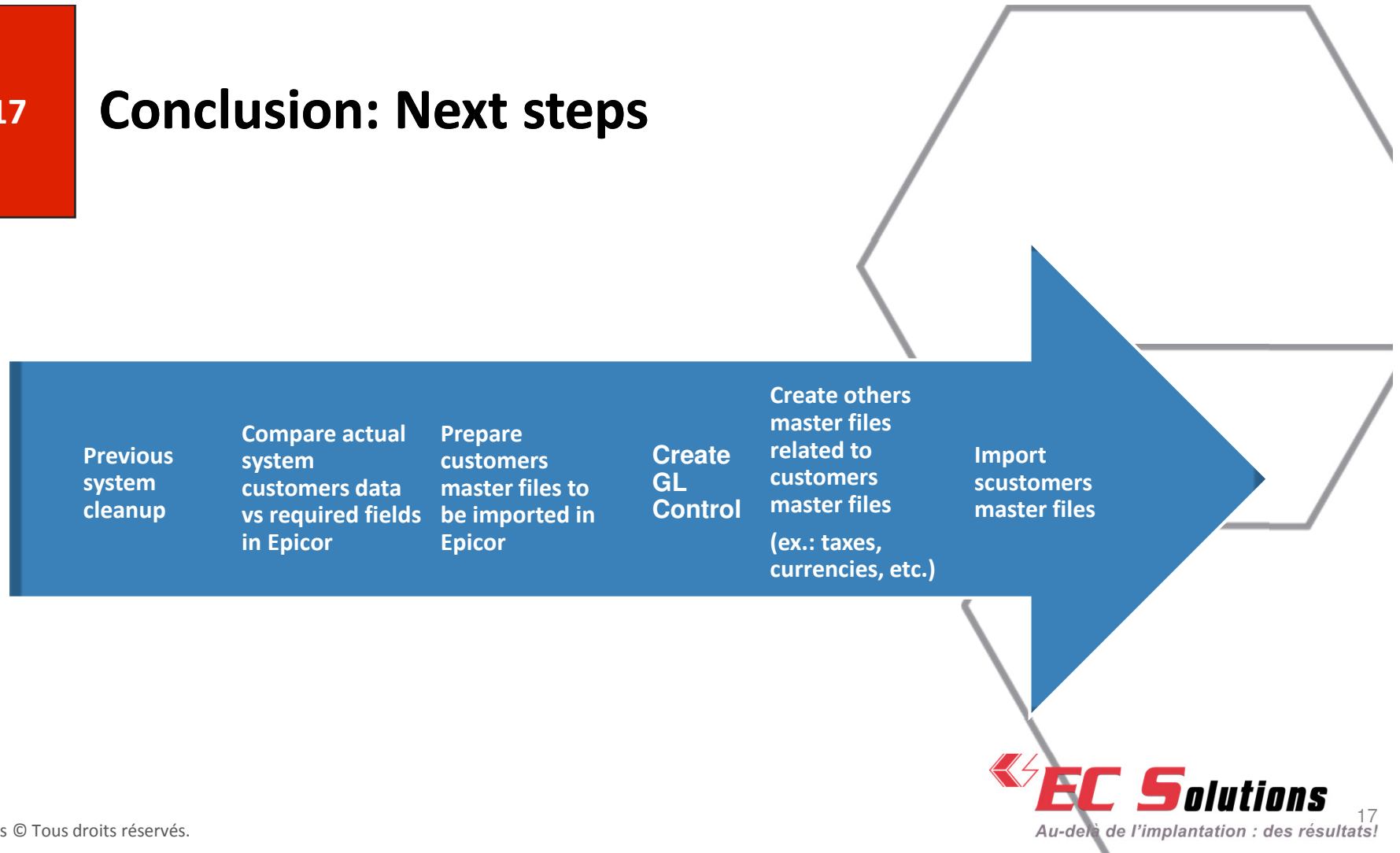


Trackers and reports

- Invoice tracker
- Cash receipt tracker
- Order tracker
- Customer tracker
- Shipped not invoiced report
- Aging report
- Gross margin analysis report
- Others reports

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Conclusion: Next steps



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Questions



Kiitos!

Merci!

감사합니다!

Thanks!