

Customer Master Training Notes

Customer accounts are added, changed and deleted by selecting Accounts Receivable from the Main Menu and then selecting #1 **Customer Master**. A blank customer master record is shown below.

MM/DD/YYYY	ACCOUNTS RECEIVABLE CUSTOMER			CUST ID
ID:ANDERS	Name:ANDERSON BUILIDERS	Bill Address:401 BIG BEND BLVD		
Address:				
			City/State:ST. LOUIS	MO
			Zip Code:63022	
City/State:			Contact:JASON ANDERSON	
Zipcode:			Date Opened: 11/12/2001	
Phone:(314) 824-6254			Credit Limit: 20000 Avail Credit: 10638 Current POS: 5811	
Credit Limit: 20000			Price Level: C BUILDER Adjust: 0.000% Last Sales: 11/15/2006 476.54	
Tax -- Flag: Y Code: MO			Percent: 8.375% Last Pymt: 11/10/2006 4808.09	
Special Price: B			Credit Hold: N	
Print Group: B Statement Group: A Free:			High Balance: 6460.35	
Terms: A NET 10 DAYS			Prompt: Previous Balance: 3072.75	
Salesman: PO#: Y Dflt PO:			Service Charges : 74.51	
Ship Inst:			Archive: Y OVER 90 BALANCE : 1572.75	
Sales			Profit GP% 61-90 BALANCE : 0.00	
Period: 439.71			177.21 40.30 30-60 BALANCE : 0.00	
This Year: 4331.00			2143.50 49.49 CURRENT BALANCE : 1902.03	
Last Year: 5513.80			3256.90 59.06 =====	
				Account Balance: 3549.29
F2=CHANGE ID F3=LOOKUP F7=CHG NEXT ITEM TAB=BALANCE LOAD				

A sample customer master record with data is shown below.

MM/DD/YYYY	NOTE	ACCOUNTS RECEIVABLE CUSTOMER			CUST ID
ID:2277955	Name:<<SAMPLE CUSTOMER>>	Bill Address:18403 CREEK RD.			
Address:					
			City/State:ST. LOUIS	MO	
			Zip Code:63133		
City/State:			Contact:JAMES ARCHER		
Zipcode:			Date Opened: 02/26/1997		
Phone:(314) 227-7955			Credit Limit: 50000 Avail Credit: 1141 Current POS: 34409		
Credit Limit: 50000			Price Level: C BUILDER Adjust: 0.000% Last Sales: 10/17/2006 118.92		
Tax -- Flag: Y Code: MO			Percent: 5.975% Last Pymt: 07/16/2006 101.82		
Special Price: B			Credit Hold: N		
Print Group: B Statement Group: C Free: KW			High Balance: 14448.68		
Terms: A 2% 10TH NET PROX			Prompt: A Previous Balance: 14149.31		
Salesman: PP PO#: N Dflt PO:			Service Charges : 543.07		
Ship Inst: A PICK UP			Archive: Y OVER 90 BALANCE : 13581.37		
Sales			Profit GP% 61-90 BALANCE : 577.50		
Period: 281.16			156.66 55.71 31-60 BALANCE : 1680.34		
This Year: 8886.82			4771.48 53.69 CURRENT BALANCE : -1933.60		
Last Year: 6624.07			3463.77 52.29 =====		
				Account Balance: 14448.68	
F2=CHANGE ID F3=LOOKUP F7=CHG NEXT ITEM TAB=BALANCE LOAD					

Customer Master Training Notes

ID (Customer ID)

Customer ID# is alphanumeric and eight characters in length. Some Tag-n-Trak customers use the customer's phone number for ID (such as 1 digit of area code with 7 digit main number). "CASH" or something similar can be used for a "catch all" cash customer. The Customer ID may be changed using the F2 function key. At that time, the program would change the customer ID throughout system. It is recommended that a customer's ID not be changed if the customer is "read up" in another program, particularly if "read up" on a Point of Sale order.

Bill Address

The Billing address should be completed for all Accounts Receivable customers. The billing address is used for statements and invoices. The Bill-to address displays on the point-of-sale order header screen.

Address (Permanent Ship-to Address)

Accounts Receivable Customers: The address on the left side of the customer master screen is for a permanent ship-to address only. Typically, this field is left blank for A/R customers (such as builder accounts). This allows salespersons to enter the homeowner name, address, job site, etc. as the ship-to address on the Point-of-Sale header screen for each order.

Customers Created from Point-of-Sale: Some Tag-n-Trak use customer phone numbers to "create customers on the fly" in Point-of-Sale. When this is done, you will see the address that was entered on the Point-of-Sale header displayed in the Ship-To address (left side of screen).

Contact

This field is for the name of the contact person. Contact name can optionally print on invoice and other custom forms. Also, the contact name can optionally print on box job labels. The Contact Name displays on the order header screen during Point of Sale entry and may be changed for a specific sales order.

Phone Number

Enter the customer's phone number in the phone number field. You must press ENTER after typing the area code. You may type the seven digit phone number with or without the dash. If the phone number is entered without the dash, the program will insert the dash for you. There is an option to print the phone number on invoice and other custom forms. The phone number displays on the order header during Point of Sale. If additional phone numbers are needed, enter them in customer notes.

Date Opened

Press <Enter> to default to current system date.

Credit Limit

You must give an Accounts Receivable customer a credit limit, otherwise the system will consider the customer a cash customer. The credit limit should be entered as a whole number with no decimal point.

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Avail Credit (Available Credit)

The Credit Limit less Current POS less the customer's Account Balance equals the Available Credit. This field is system maintained. (Note: Current POS is defined below.)

Note: For Point of Sale orders, the system accumulates the total of all open and hold sales orders plus closed orders that have not yet been processed by a Daily Close as they do not yet affect the customer's account balance.

Current POS

Current POS is the total amount of open and hold orders PLUS closed orders that have not yet been processed by a daily close. Closed orders do not affect the customer's account balance until they are processed by a Daily Close.

Price Level

This is the customer's default price level. Valid entries for Price Level are ABCDE. These refer to the price levels in the item master. A, B, C and D are typically used as selling prices. E is typically used as published cost.

Example: A=List; B=Retail/Walkin; C=Builder.

Adjust (Adjustment % to price level)

The "Adjust" is entered as a percentage. It is an additional discount off the price plan or added to the price level when calculating the customer's price.

Use a minus sign to discount off the price level. Enter the percent as a positive to "add on" a percentage when calculating the customer's price.

Note: if special pricing is set up, the program will compare the special price to the normal price and will give the best price. The program will not give the Adjust % discount on top of special pricing.

Last Sales

These two fields represent the date and amount of the last sale.

Tax -- Flag

The default for this field is controlled by Point of Sale options. Valid flags are Y,N,E.

Y = Yes customer is taxable.

N = customer is not taxable. (However, if freight is set up as taxable, then tax will be calculated on freight.)

E = Exempt. Customer is never charged tax.

Code

The default tax code is controlled by Point of Sale options. Tax codes must be set up before adding customer master records. Press F3 to view a pop-up list from which to select the appropriate tax code.

The default tax code for the customer may be overridden for a specific sales order.

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Special Price

Valid flags are: S=Special Price; P=Promotional price; B=Both (customer will receive the lower of special pricing or promotional pricing); N=Neither.

The customer special price file allows you to establish special pricing by ITEM only. In this file, you may specify special price by item using a specific amount or a percentage off of a price plan – such as “price level C less 10%. A customer special price by item takes precedence over pricing established in the customer analysis file. The pricing in the customer analysis file allows you to set up special pricing by a vendor code, product group and sub group for a specific customer.

Customer Pricing Hierarchy

1. Price level from customer master record.
2. Program looks next at Customer Analysis. In customer analysis, special pricing can be established by vendor code, product group and sub group. For customers to get customer analysis pricing, they must have S or B in the “Special Price” field in the customer master. Note: sales can be tracked by vendor code, product group and subgroup with the S or B, but can't sell at that price without the S or B.
3. If the customer master has P (Promo) or B (Both) in the Special Price field AND the item in the inventory file is set up with promotional pricing, then the customer gets the promo price if it is better than #1 or #2.
4. If customer has special pricing by item, this becomes the selling price for the customer even if it is higher than #1, #2, #3.

Credit Hold

Valid flags are N, Y, S.

N = Not on hold.

Y = Yes, customer is on credit hold. You may open a ticket but can't close the ticket to Accounts Receivable. You are allowed to take cash payment. You can apply payments to the customer account. (You must change the credit hold field to N before a ticket can be closed to A/R.)

S = STOP. Customer is on credit hold. You cannot open a regular lighting order (Type “L”) ticket in POS. “S” hold will allow you to enter a quote for the customer.

Print Group

This is a single character alphanumeric code. Print Groups are “user defined.” Examples: R=Retail; B=Builder; D=Designers; G=Government. Some reports can be printed by the Print Group code. There is no default. The Print Group field may be left blank.

Statement Group

The default statement group is in Point of Sale options, however, the statement group is defined in main options. Valid flags are A through J. The statement group allows you to print statements for one group of customers separately (or at a different time) from another group. For example: You could group open item customers separately from balance forward customers.

Customer Master Training Notes

Free

This is a four character alphanumeric field for sorting and printing reports. The Free field is user defined. There is no default. The Free field may be left blank.

Terms

Valid codes are A through H. The default is in POS options but terms codes are set up in main options. The terms are descriptive only. No calculation is performed. Sample Terms: A = Net 10 Days.

Prompt

Valid codes are A through J. The prompt pay flag controls whether or not the customer gets a prompt pay discount. The prompt pay code is defined in Table Options. A prompt pay message may be printed on Invoices and/or Statements.

Salesman (Sales Person)

This is a sales person assigned to the customer account. The initials of the salesperson are entered here, not their password.

This salesperson ID becomes the POSTING salesperson for EACH point-of-sale order entered for this customer. A commission report can be printed for this posting salesperson.

The salesman field may be left blank. When left blank, the salesperson who opens up the point of sale order becomes the Posting Salesperson.

PO# (Purchase Order number required or not required)

Y = PO# is required during Point of Sale order entry. N = PO# is not required. The default for this field is in POS options.

Dflt PO (Default PO#)

There is a maximum of eight characters for the default PO#. It carries forward to POS tickets for the customer. This field is normally left blank unless the customer has a "standing PO."

Ship Inst (Ship Instructions)

Valid shipping instruction codes (Ship Via) are A through T. These codes are established in main options. A default shipping instruction code can be established for the customer. It will carry forward to POS tickets for the customer (and can be overridden on any given order).

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Archive

Valid archive codes are Y and N. This code controls whether or not to update the archive file with this customer's item sales. This field defaults to N.

Also, refer to the Archive flag in Main Options which has the values of A, Y, or N:

"A" means archive ALL customers regardless of the customer's archive code. This means that even if the customer Archive field is N, the archive file will be updated with the line items of their closed sales orders. The update to the Archive file occurs during a Daily Close.

"Y" in main options means that only customers who have a "Y" in the customer master will update the archive file.

"N" means don't update the archive file.

Note: Items deleted from a point-of-sale order update the archive file even if the customer is coded "N."

Sales, Profit and GP%

Sales dollars, profit dollars and GP% are updated automatically by the system during each Daily Close. The customer master stores this information for this Period, This Year and Last Year.