Sage Business Cloud Accounting: Customer Contact Records and Management

Customer Contact Records and Management

Accounting stores all customer and vendor files and all pertinent information in the cloud. The contact record serves to keep track of customer sales/purchases and manage all transaction history.

Lesson Objectives

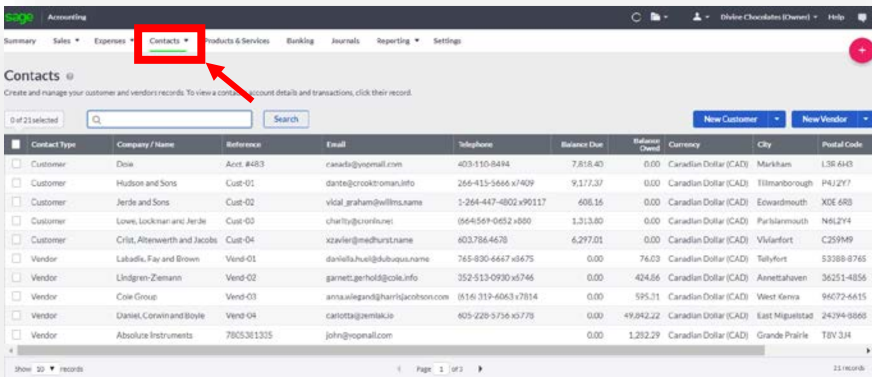
- Add additional contacts to a record
- Add/edit invoice address information
- View/edit contact transaction details
- Enable Statement Run Feature
- CC additional contacts on emails, statements, & correspondence
- Manage transaction history:
- Action Toolbar: Print, email statements, export into excel, download PDF's
- Export customer details
- Invoice/Statement Management
- Account Allocation

NOTE: Throughout the duration of the course, you will encounter important icons and visual conventions as part of your learning experience to guide learners through the chapters. The cues are indicated here:

	Important Information / Important Note / Additional Information	Item where caution and attention is required or additional insight and information is provided.
	Exercise	Your opportunity to practice a concept.
	End of Exercise	Indicates the end of an exercise.
	Check Your Knowledge	Review questions at the end of a lesson to check your understanding and ability to implement concepts.
	Summary	Overview of the most important items covered in a section or lesson.
	End of Lesson	The end of the lesson.

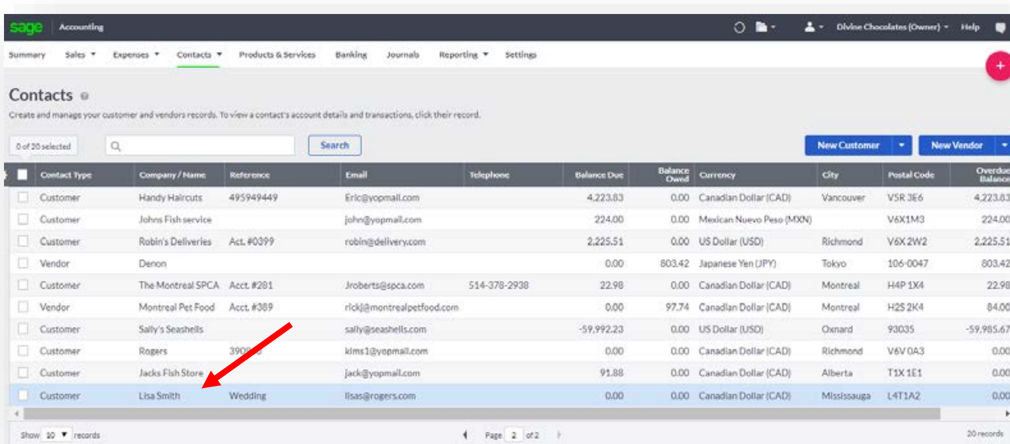
Contacts

Divine Chocolates is busy placing new orders and managing those from the grand opening celebration. Christina will need to access customer and vendor records on a daily basis as part of regular business operations. The **Contacts** dashboard houses all customer and vendor records with a robust amount of information. Navigate to **Contacts** in the menu bar:

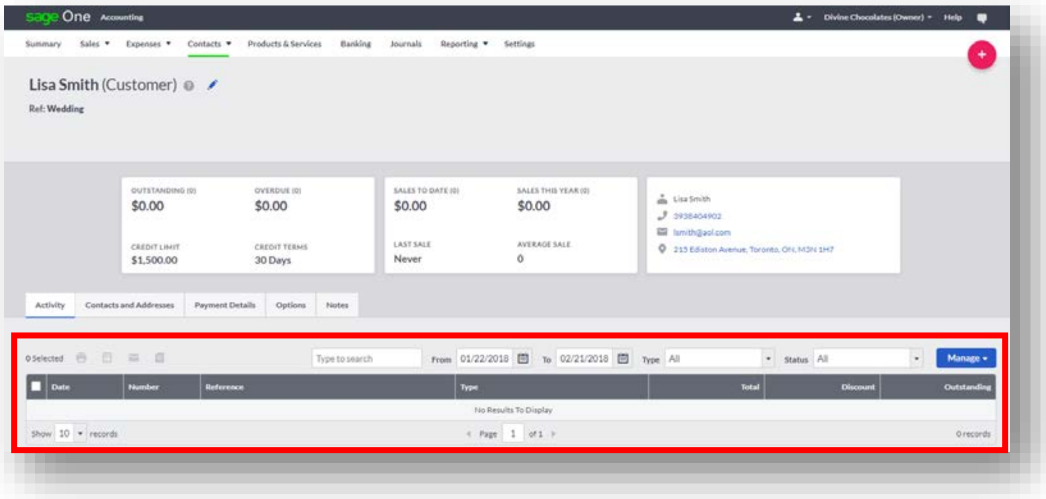


Once the record launches, at a glance, you'll see:

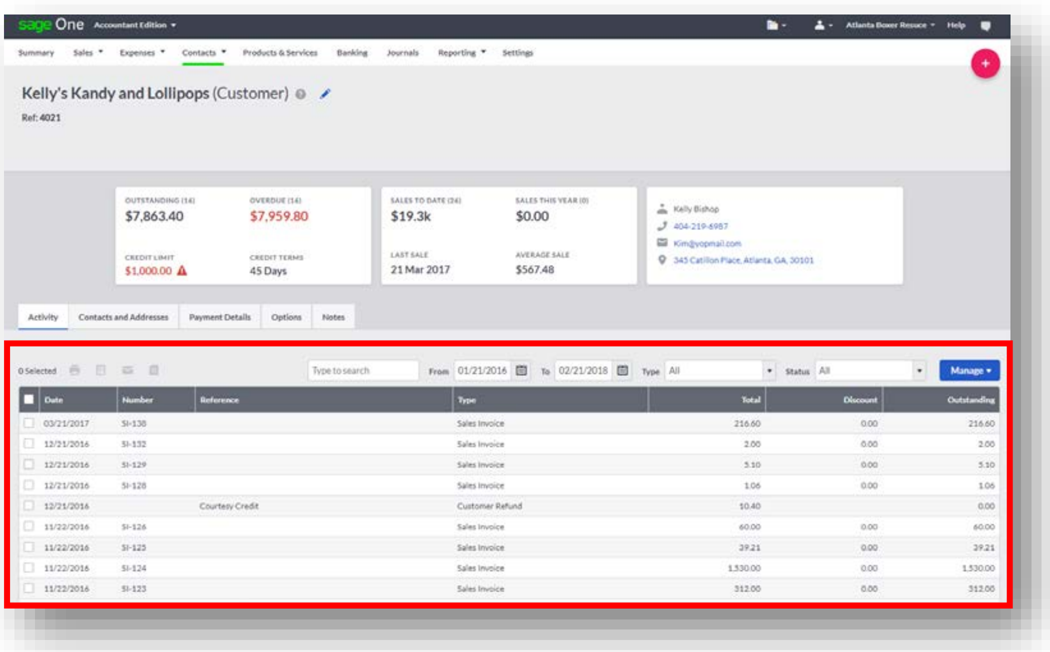
- Outstanding amounts due
- Overdue amount
- Customer Credit Limit/Customer Credit Terms
- Sales to date
- Date of last sale
- Sales A/R for the year
- Average Sale amount
- Contact info
- List of all customer history and transactions



Lisa Smith’s record - no transaction history:



Kelly’s Candy - Customer with extensive transaction history:



Editing Customer Contact Information

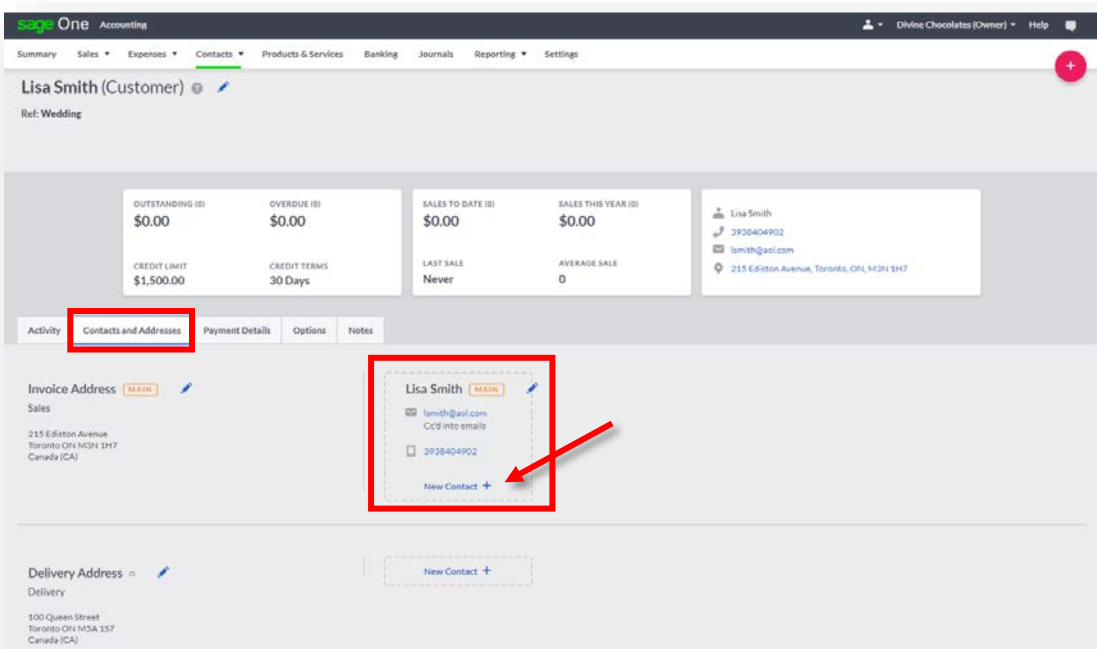
Divine Chocolates doesn't have any transaction history with Lisa Smith yet, but will soon! In the meantime, the future bride called Divine Chocolates today to notify them of some updates to the event. She has hired a wedding planner, Jane Jones and she should be added as an additional point of contact for all correspondence going forward. She also requested all billing be directed to the future bride's parents.

Let's add Lisa's new wedding planner. To edit, view or manage a customer file, navigate to the customer or vendor record you'd like to edit. *Highlight* the record and click on it to open the record from within the list on the dashboard. Select: Lisa Smith's record.

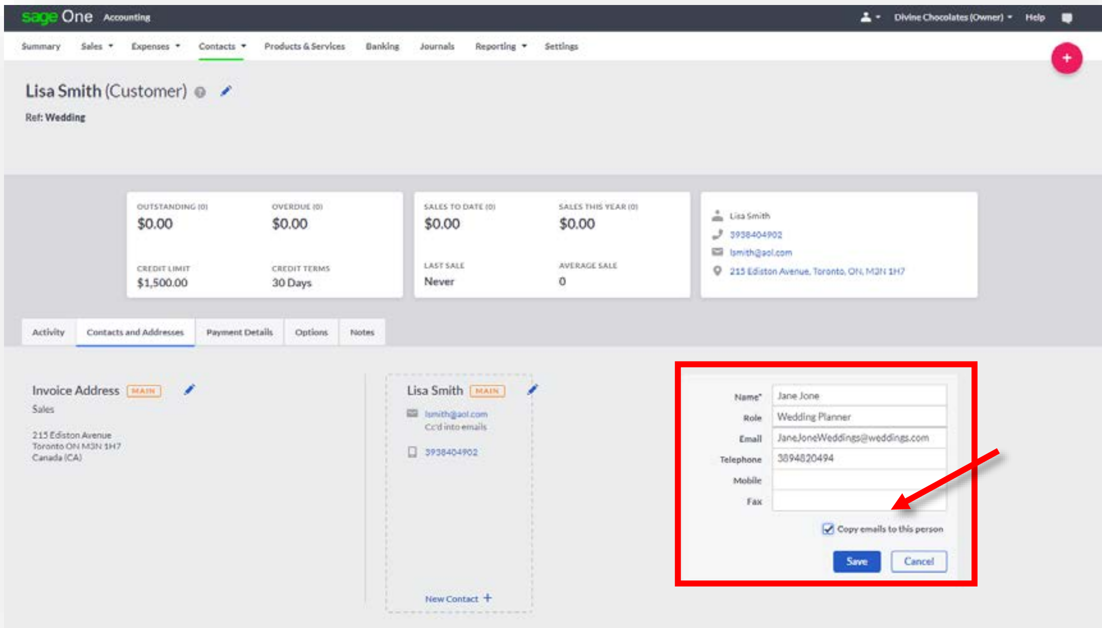
Note: Putting a checkmark in the box offers other functions which we'll discuss later but does not open the record.

Accounting allows multiple contacts to be added. From within the contact record, navigate to the **Activity** section and click on the 2nd tab, **Contacts and Addresses**

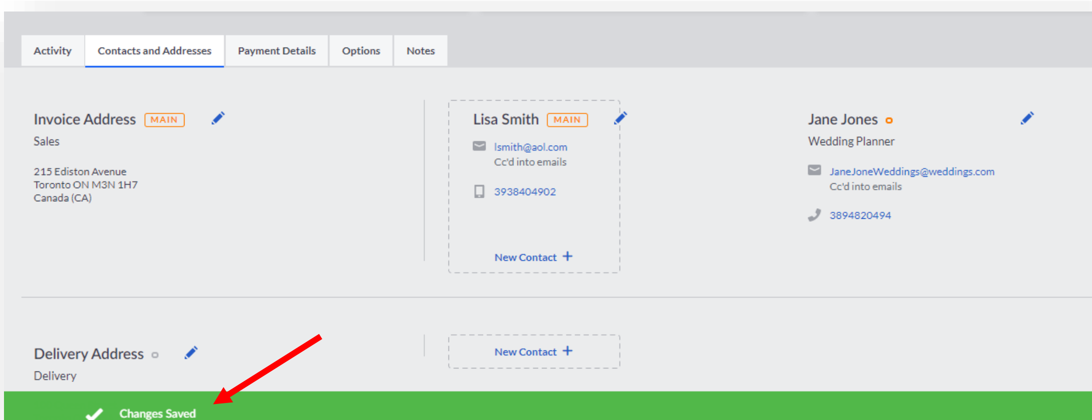
Navigate to the main contact (Lisa Smith) and click **New Contact +**



Add Janes info including her Role, Email address and phone number. Be sure to click **Copy Emails To This Person** to ensure Jane receives all correspondence, including invoices, credits, statements etc. from Divine Chocolates and remains fully abreast of Ms. Smith's order.



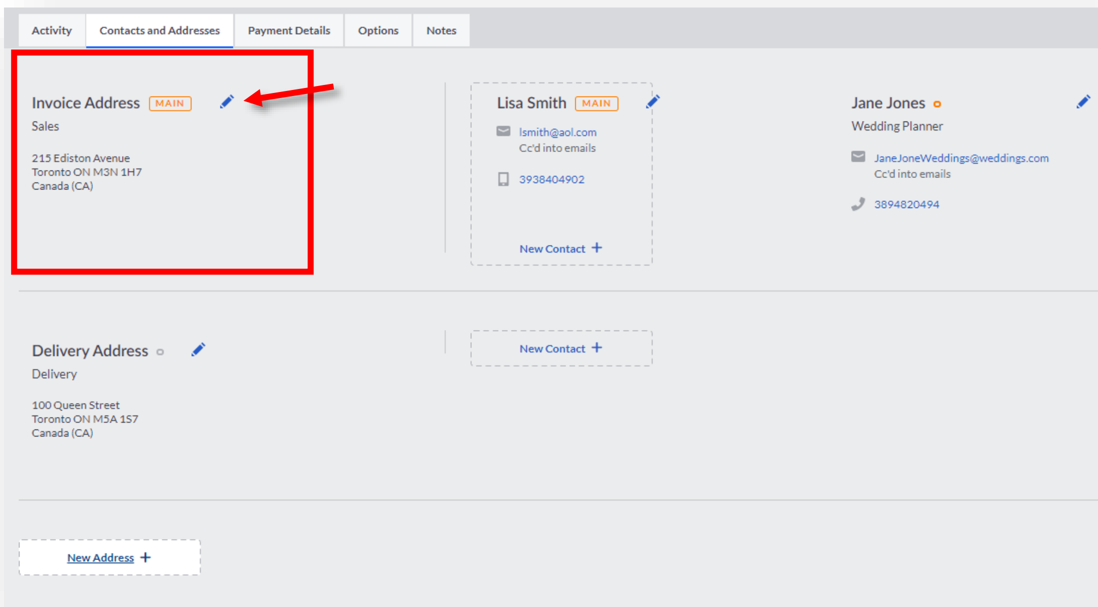
After adding the wedding planner to Ms. Smith's contact record, Christina receives notification that her change was made successfully.



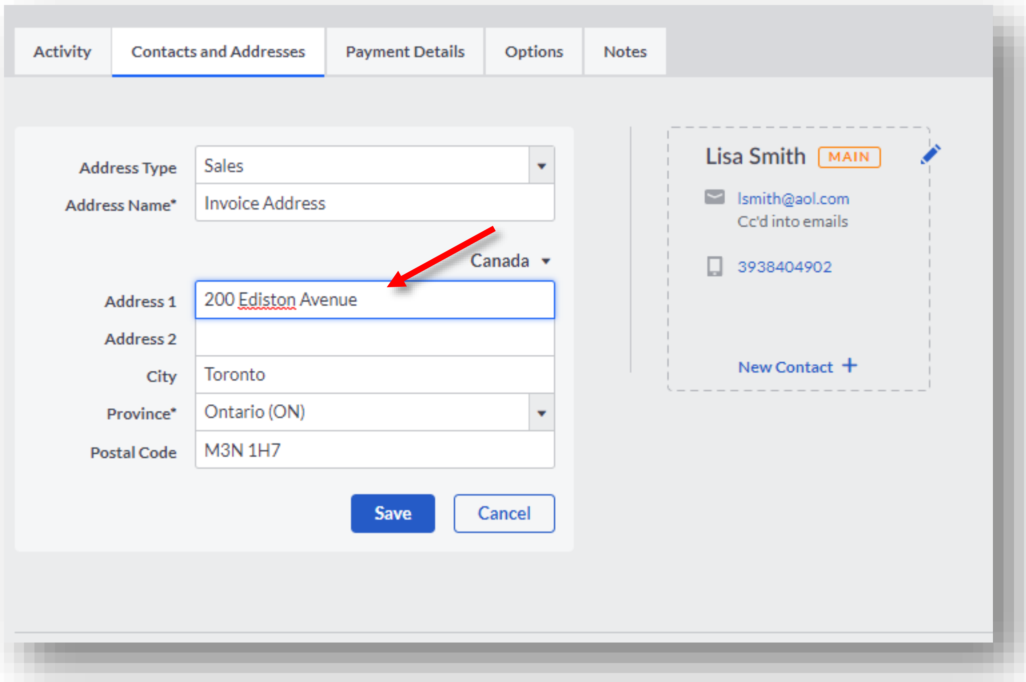
Invoice Address Change

Next Christina needs to add the bride's parents to the customer contact record to ensure they receive the invoices and Divine Chocolates gets paid promptly. We already see Lisa Smith's address as well as the delivery address where the wedding favors will be delivered. Now we need to add Mr. and Mrs. Smith, Lisa's parents, as invoice recipients.

Navigate to **Invoice Address** and click on the pencil icon to edit the address.

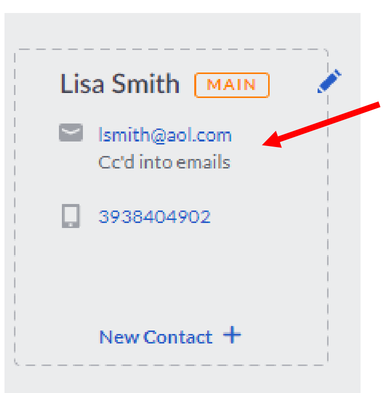


Change the address from 215 Ediston Avenue to 200 Ediston Avenue. Click **Save.** (They're neighbors 😊)

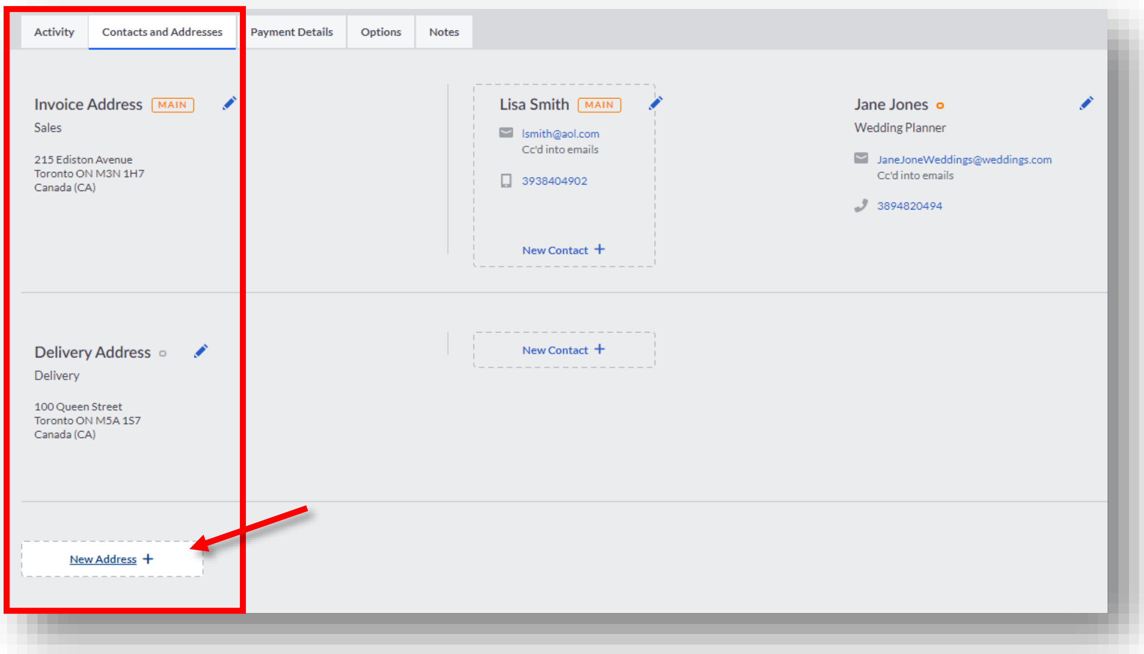


Printed Correspondence

Lisa Smith will still continue to receive copies of invoices, credits and the like from Divine Chocolates since she is **Cc'd into emails** as can be seen in her contact info. If Lisa Smith wants to continue to receive printed correspondence from Divine Chocolates, Christina can add her.



Within the same tab, **Contacts and Addresses,** navigate to **New Address +.** Input Lisa Smith's address, select an address type and click **Save.**

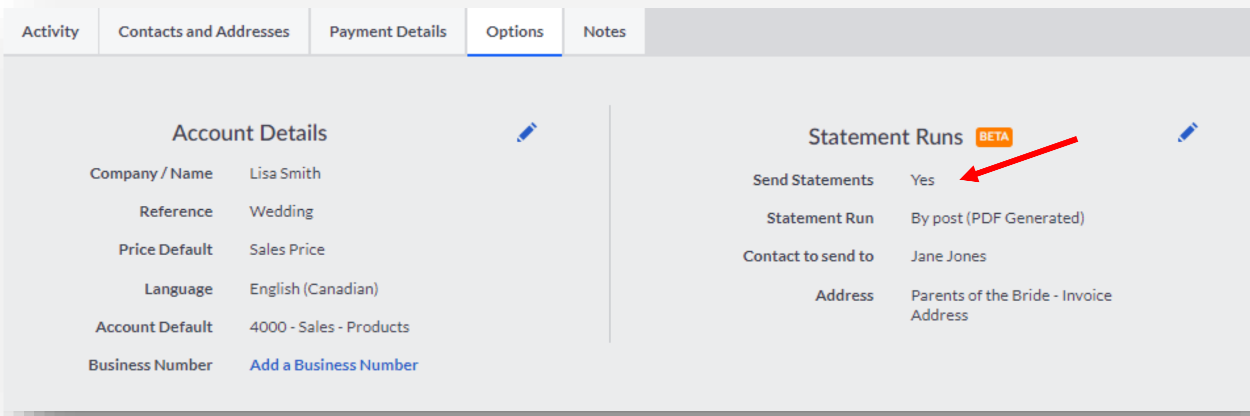


Statement Runs

As a new business owner, cash flow is very important. Automation within **Accounting** helps facilitate Divine Chocolates getting paid on time, with minimal administrative work so Christina can focus on what's important, growing her new business. The **Statement Run** feature determines whether to send statements to customers as well as how they should be sent: **electronically** or **printed** and sent via regular mail. Statements shouldn't be confused with Invoices. **Invoices** are a bill for products and services sold whereas **Statements** reflect all transaction history, including payments and credits on a customer account.

With the new contacts added (wedding planner) to Lisa Smith's account and the change of invoice recipient (Lisa's parents), let's make sure the customer contact record information reflects how statements should be received and by whom. The bride prefers to receive statements electronically.

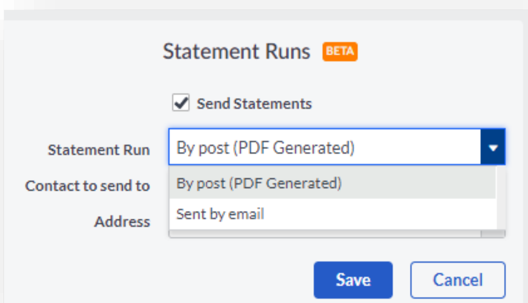
From within the contact record navigate to the **Options** tab over to **Statement Runs.**



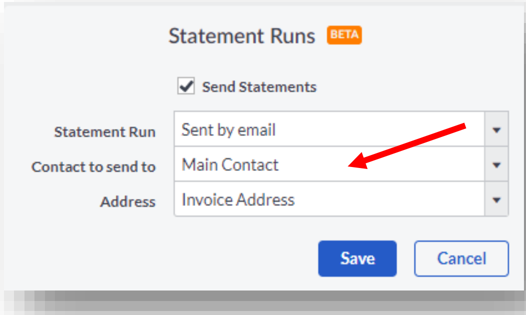
Send Statements: This feature simply determines whether statements will or will not be sent, regardless of method. Divine Chocolates does want to send statements to the customer however, Lisa requested they be sent to her wedding planner Jane Jones as well as Mr. and Mrs. Smith, Lisa's parents. As such, we'll leave the box checked, **Send Statements**, to ensure this feature is turned on. To change this and prevent statements from being sent, click the blue pencil icon and change to **No.**

Statement Run: Accounting allows statements to be sent via regular mail or electronically. If a customer prefers to have statements sent via regular mail, select **By Post** in the drop-down menu. If they prefer to receive statements via email, select **Sent by email** in the **Statement Runs** box. Lisa would like statements to be sent via email.

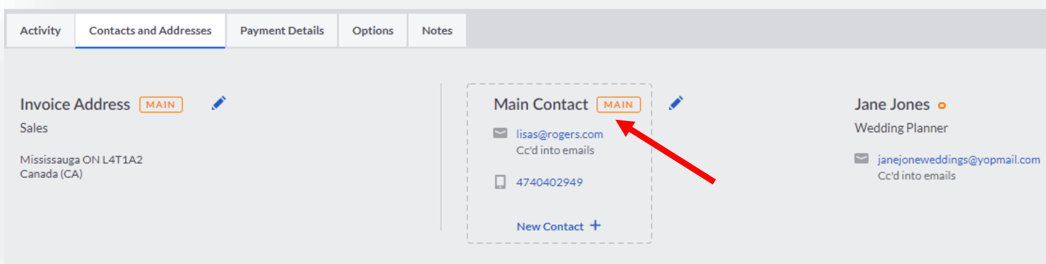
Select **Sent by email.**



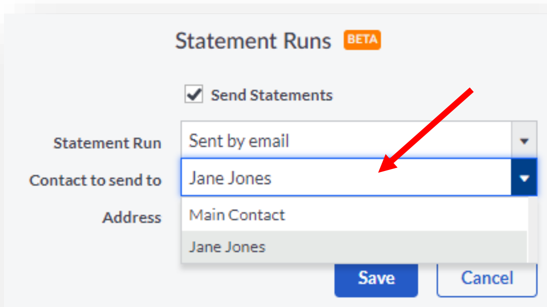
Contact to send to: After determining whether or not statements *will* be sent and *how* they'll be sent, we'll need to select who the statements should go to. Remember, this is only for statements, not invoices, as those are sent separately.



The default recipient is the **Main Contact** listed in the contact record or Lisa Smith in this case but can select any other recipient that's been created in Lisa Smith's contacts, her parents or her wedding planner, from within the drop-down list.

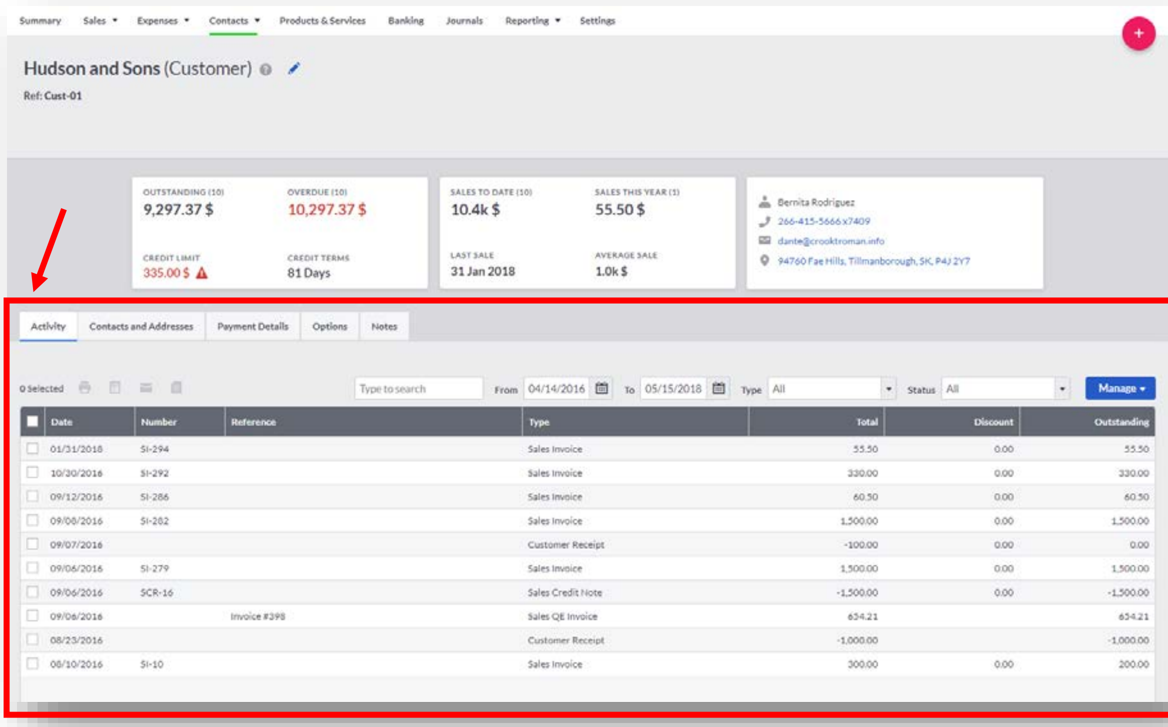


Since the wedding planner is the designated recipient of statements, select **Jane Jones** from the contact list.



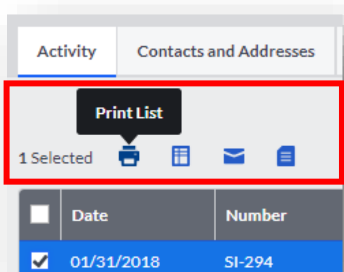
Managing Transaction History

Divine Chocolates doesn't have any transactions, payments or credits with Lisa Smith just yet. Once she receives an invoice and makes a payment, that transaction information will appear in the **Activity** section below. Let's explore the **Activity** portion of the contact record in further detail:



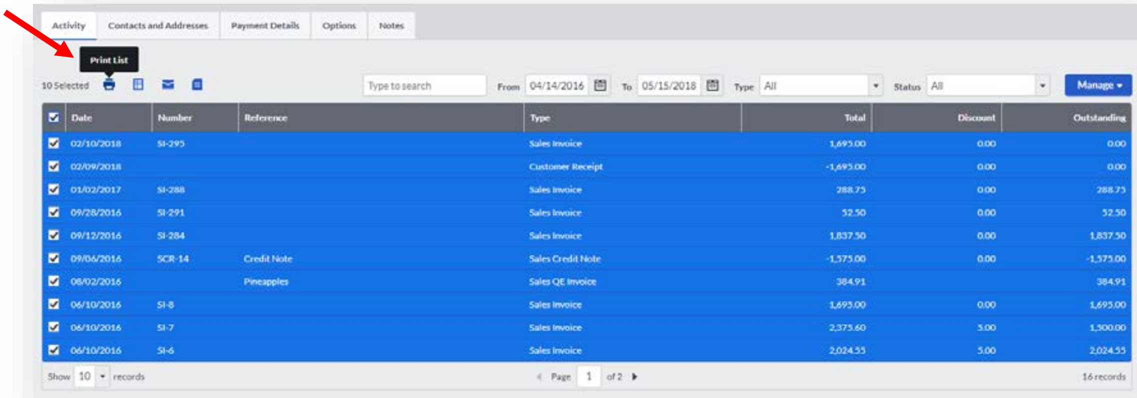
Action Toolbar

The action toolbar can be used to print, email, or export the transaction list should Divine Chocolates wish to do so. A transaction must be selected for the toolbar to appear however.

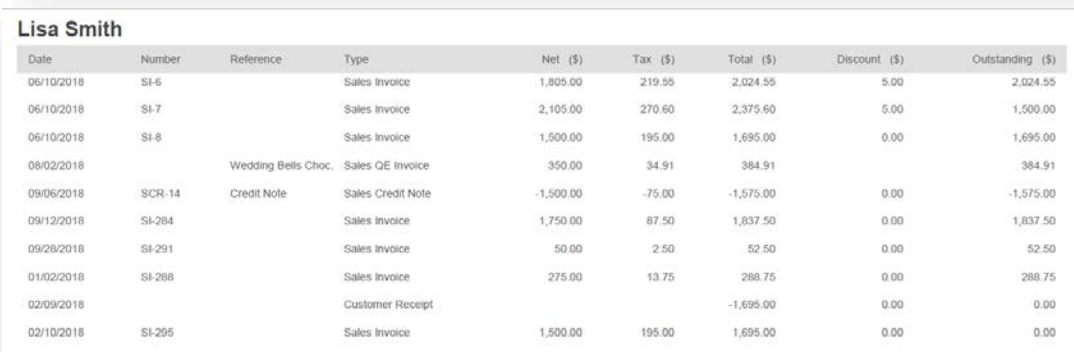


Print Transaction History

Divine Chocolates wants to print all transaction history for Lisa Smith. To do so, select all transactions. Once the action toolbar appears, click the printer icon.



Lisa Smith transaction history:

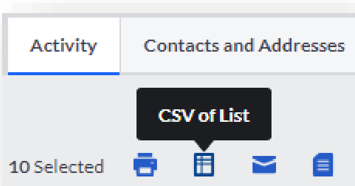


Lisa Smith

Date	Number	Reference	Type	Net ($)	Tax ($)	Total ($)	Discount ($)	Outstanding ($)
06/10/2018	SI-6		Sales Invoice	1,805.00	219.55	2,024.55	5.00	2,024.55
06/10/2018	SI-7		Sales Invoice	2,105.00	270.60	2,375.60	5.00	1,500.00
06/10/2018	SI-8		Sales Invoice	1,500.00	195.00	1,695.00	0.00	1,695.00
08/02/2018		Wedding Bells Choc.	Sales QE Invoice	350.00	34.91	384.91		384.91
09/06/2018	SCR-14	Credit Note	Sales Credit Note	-1,500.00	-75.00	-1,575.00	0.00	-1,575.00
09/12/2018	SI-284		Sales Invoice	1,750.00	87.50	1,837.50	0.00	1,837.50
09/28/2018	SI-291		Sales Invoice	50.00	2.50	52.50	0.00	52.50
01/02/2018	SI-288		Sales Invoice	275.00	13.75	288.75	0.00	288.75
02/09/2018			Customer Receipt			-1,695.00	0.00	0.00
02/10/2018	SI-295		Sales Invoice	1,500.00	195.00	1,695.00	0.00	0.00

CSV/Excel List

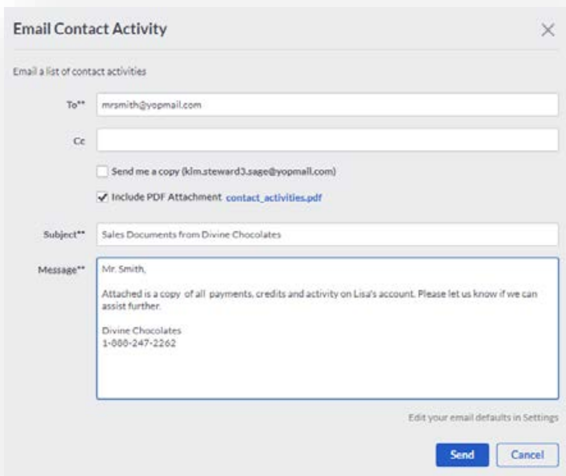
Mr. Smith has stopped by Divine Chocolates to review his payments and current balance. Christina can easily export all history to an excel (CSV) file, print it and review with Mr. Smith. To do this, we'll select all transactions and click the CSV icon in the action bar:



	Date	Number	Reference	Type	Net CAD	Tax CAD	Total CAD	Discount CAD	Outstanding CAD
2	6/10/2018	SI-6		Sales Invoice	1,805.00	219.55	2,024.55	5	2,024.55
3	6/10/2018	SI-7		Sales Invoice	2,105.00	270.6	2,375.60	5	1,500.00
4	6/10/2018	SI-8		Sales Invoice	1,500.00	195	1,695.00	0	1,695.00
5	8/2/2018		Wedding Bells Choc	Sales QE Invoice	350	34.91	384.91		384.91
6	9/6/2018	SCR-14	Credit Note	Sales Credit Note	-1,500.00	-75	-1,575.00	0	-1,575.00
7	9/12/2018	SI-284		Sales Invoice	1,750.00	87.5	1,837.50	0	1,837.50
8	9/28/2018	SI-291		Sales Invoice	50	2.5	52.5	0	52.5
9	1/2/2018	SI-288		Sales Invoice	275	13.75	288.75	0	288.75
10	2/9/2018			Customer Receipt			-1,695.00	0	0
11	2/10/2018	SI-295		Sales Invoice	1,500.00	195	1,695.00	0	0

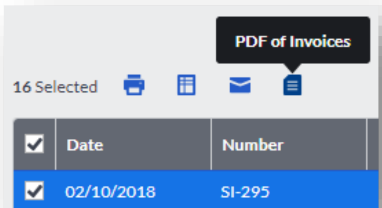
Email Invoices

With the wedding getting closer, Mr. Smith has requested Divine Chocolates email copies of all his invoices associated with his daughters account, in the event he misplaces the statement history Christina printed above. Each invoice will appear separately as one PDF. This can easily be done by selecting all transactions, navigating to the action toolbar and clicking on the **Email PDF of Invoices** icon:



PDF of Invoices

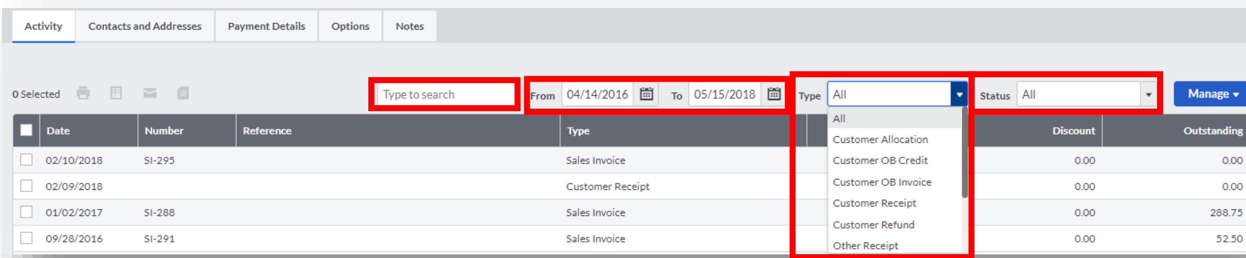
To generate a copy of all invoices and credit notes as a PDF, select all and select the PDF of Invoices within the quick action bar.



Activity Search Features

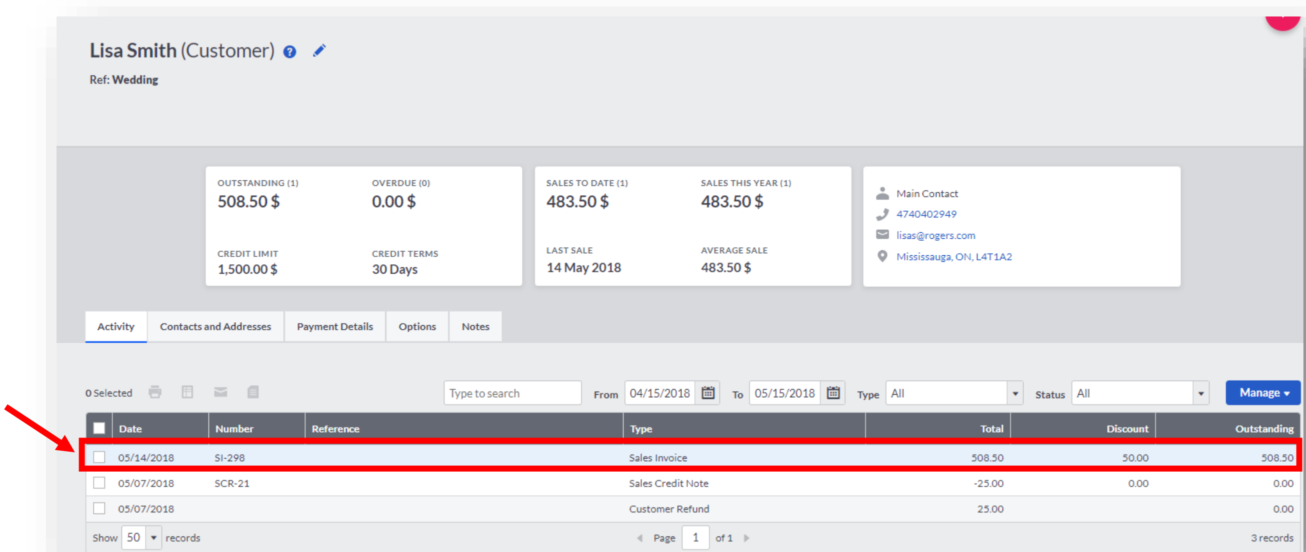
There are many ways to search for transaction within the customer **Activity.**

- By reference or amount in the **Type to search** box.
- Date range indicated in the **From** and **To** box
- Transaction Type: Customer Allocation, Opening Balance Credit/Invoice, Customer Receipt/Refund, Other Receipt, Sales Credit Note/Invoice, Quick Entry credit/Invoice
- Status: All or Outstanding transactions only



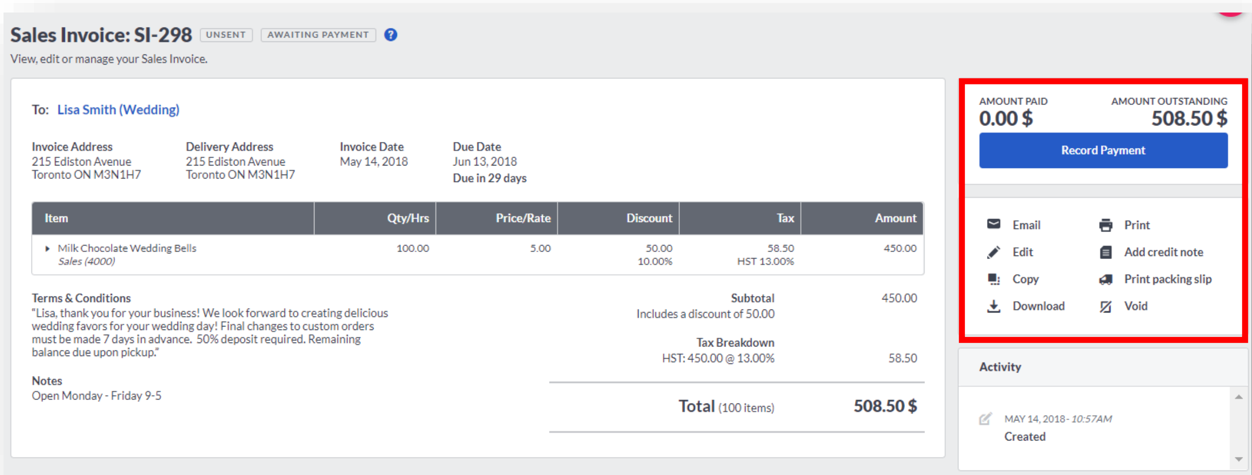
Invoice Management

Divine Chocolates received a call from Lisa Smith inquiring about the details of her first invoice. To explore transaction history in detail, simply highlight the line item and click to launch. In this case, we'd like to review her sales invoice.



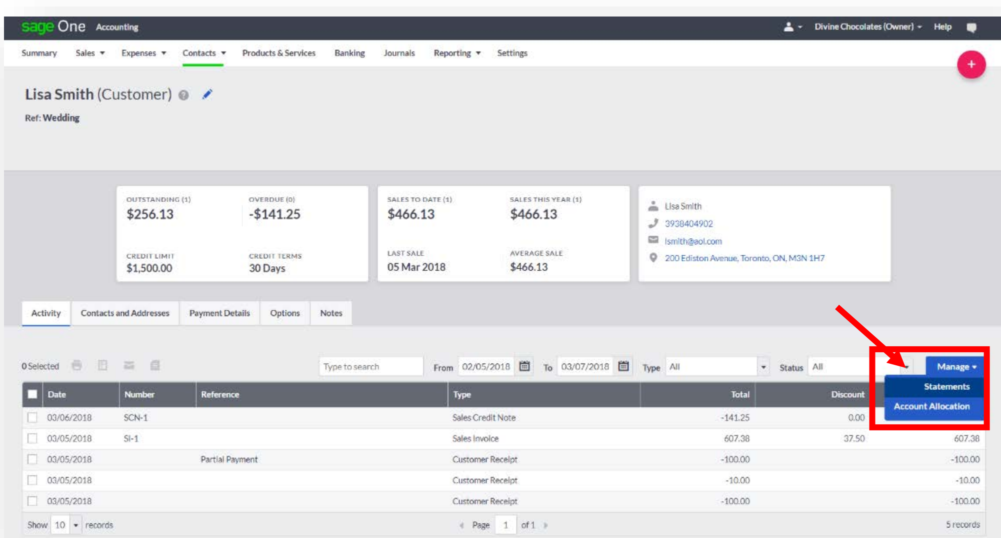
Once within the record, Divine Chocolates can record payments, credit notes, refunds, edit/void/email/copy/download/print an invoice, print a packing slip and any other features contained within the Sales Invoice option.

NOTE: If an invoice has been paid and reconciled within Banking you will not be able to edit it without un-reconciling or un-allocating the payment first.

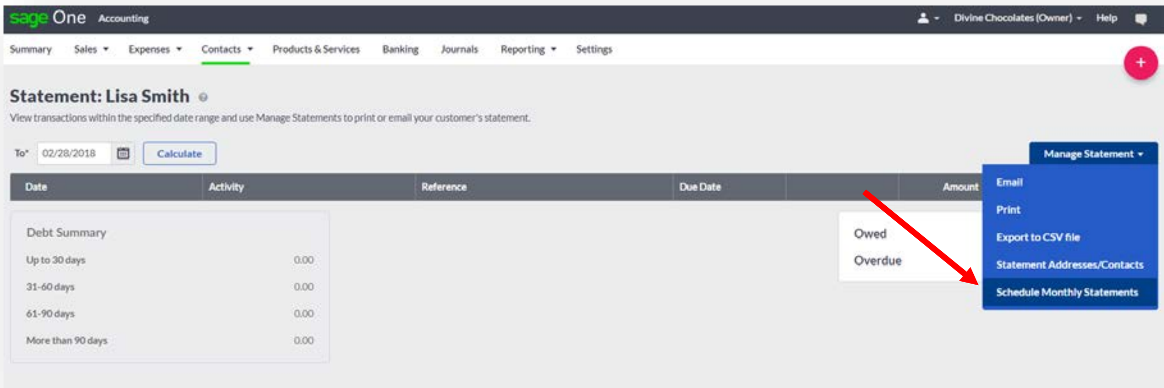


Statement Management

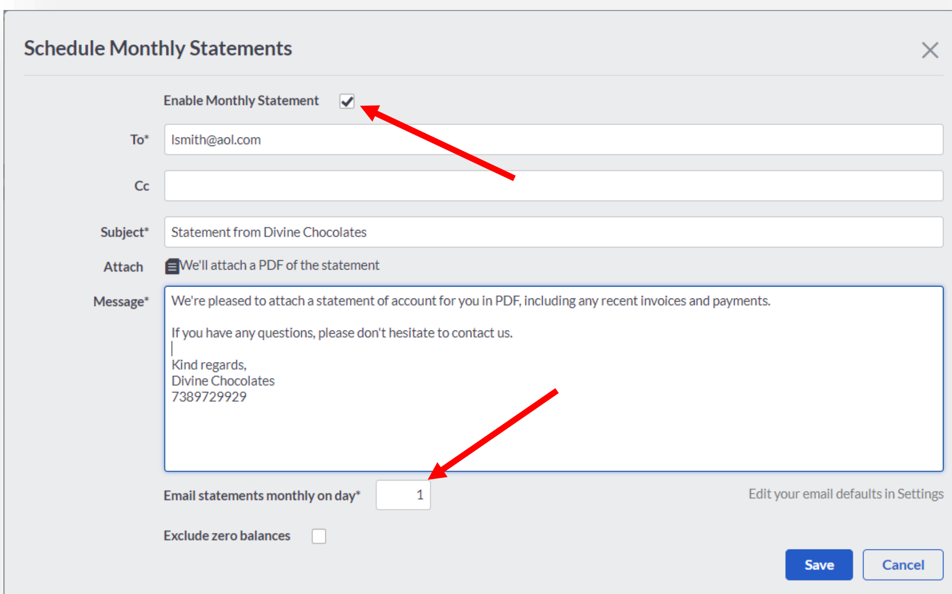
Divine Chocolates business is picking up and Christina would like Lisa Smith to receive statements automatically along with the rest of her customers, the 1st day of every month. To do this, from the contact screen navigate to **Manage** and select **Statements** within the drop-down menu:



Navigate to **Schedule Monthly Statements** from within the **Manage Statements** drop down menu:



Check the box that says **Enable Monthly Statements.** Ensure the email address is correct, if not change it here.

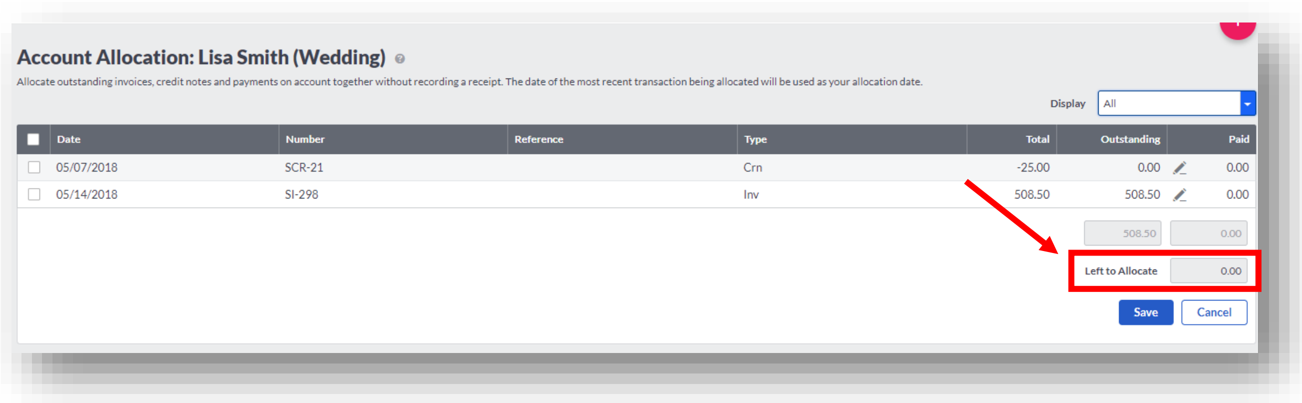


Input a day statements should be sent to the customer in the **Email Statements Monthly On Day.** Type: 1 for the 1st day of the month. To avoid customers receiving statements that have a 0.00 balance, check the box that says **Exclude Zero Balances** and click **Save.**

Account Allocation

The final feature within the contact management dashboard is **Account Allocation.** There will be times when Divine Chocolates will create a credit for a customer or take a payment independent of an invoice. We refer to those as **Stand-Alone Credit Notes/Payments**. Those credits/payments can later be linked or allocated to an invoice/credit note (or multiple invoices/credit notes) utilizing the **Account Allocation** option.

NOTE: You can only use this option to allocate (link) outstanding transactions together. You can't use it to record a payment or a receipt. Payments are done within the **Sales Invoice** or **Banking** module, and recorded using the **Customer Receipt** or **Vendor Payment** option. We'll explore **Banking** in another module.



As Christina selects the transaction(s) to allocate (link), the **Left to Allocate** field displays the amount left to allocate. This must be zero before you can save the allocations. Click **Save** to complete the allocation.

Check Your Knowledge

Answer the following questions about the material covered in this lesson.

Short Answer

Write a short answer to the question below.

1. What is the main purpose of the **Account Allocation** option?

____

____

Multiple Choice

Mark the correct answer(s) to the question below.

2. The customer contact screen is a robust dashboard where many functions can be performed. At first glance, what snapshot info are you able to see about a customer:
   A. _____ If monthly statements are enabled
   B. _____ Customer Credit Limit/Customer Credit Terms
   C. _____ Sales to date, Date of last sale, Sales A/R for the year, Average Sale amount
   D. _____ Outstanding amounts due, Overdue amounts, Contact info

3. The **Action** tool bar allows you to do the following, if a transaction has been selected:
   A. _____ Email/Print all invoices associated with an account
   B. _____ Print all statement activity on an account & download PDF's
   C. _____ Take a payment
   D. _____ Email account activity/Export to an excel file

4. There are multiple ways to search for transactions within the **Activity** section. They are:
   A. _____ Transaction Type: Customer Allocation, Opening Balance Credit/Invoice, Customer Receipt/Refund, Other Receipt, Sales Credit Note/Invoice, Quick Entry Credit/Invoice
   B. _____ Date range indicated in the **From** and **To** box
   C. _____ Phone Number
   D. _____ By reference/amount in the **Type to search** box
   E. _____ Status: All or Outstanding transactions only

True or False

Enter ‘T’ for True or ‘F’ for False for each of the affirmations below.

5. _____ Accounting allows only one contact per record
6. _____ Customers can receive statements via regular mail or electronically
7. _____ Accounting can’t exclude customers from receiving statements that have a 0.00$ balance.

Please note:

Every effort has been made to ensure that the information provided in this educational series is accurate, up-to-date, and complete, but no guarantee is made to that effect. URLs and additional resources 'Beyond the Classroom' are continuously changing. Because the software is customizable in a number of ways, the language used in this guide may be different from what you 'see' when you work with your company's data file(s).

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