Customer Accounts

To enter the customer accounts feature go to the “Customer Info” feature of the POSCONFG.EXE program and press [F3].

This feature allows you to sell merchandise to customers now and then bill them later. Bills are paid by ringing up a “Payment” sale on the regular Cash Register program. A customer can either make a payment on his account in person or can send you a check that you then ring up.

To use this feature you must also be using the customer info feature because the parameters you set for that feature will also be used for customer accounts. This means that the information you take for customer info (Name, Address, Phone, Email, etc.) will also be taken for Customer Accounts. However you will also be able to set two additional customer parameters.

Credit limit will set the amount outstanding that a customer may charge. If a transaction exceeds the customer’s limit then the transaction cannot be added to his account. This may be over-ridden by the use of the Master or Customer Limit password. If the customer has a limit set to 0.00 then while he may have his customer info taken he will not have an account to credit his sales to.

Time limit will set the length of time (in months) that the customer can have his oldest unpaid invoice and still credit his purchase to his account. This may also be over-ridden by the use of the Master or Customer Limit password.

When you enter the customer accounts feature this menu will appear…

1. Enter customer data.
2. Manage accounts.

Enter customer data.

This feature will allow you to edit the customer information of existing customers or create new customers without having to ring up a sale. You will also be able to load customer data from a .CSV file created in Excel or other database program.

You must use this feature to allow existing customers to a have customer account by setting a credit limit.

Manage accounts

This feature will allow you to manage individual customer accounts. You will be able to view invoices and print copies of them. You will be able to print out bills that you can send to customers for payment.

All sales rung up by a customer with a customer account will create an invoice even of they are paid at the time of purchase. If a purchase is paid when the purchase is made the invoice will be marked as paid.

Since each invoice is stored in a data format all invoices can be searched. This means that you can perform data retrieval on customer invoices. You will be able to find out how many blue widgets a customer has purchased since 2009-05-25. You can search for which customers have ever purchased a blue widget. You can view monthly total sales for a customer forever. Just remember that this

means that every invoice must be stored on your computer and this will require 3600 bytes per invoice. Make sure that you computer has a large enough hard drive.

For those of you with smaller drives you will able to delete invoices once they are paid but then the information will be lost also.

When you enter the “Manage accounts” feature you will see this menu.

1. Header
2. View invoices
3. Create bills
4. Invoice database
5. Quit

Header

This will allow you to create headers for your bills like this sample…

```
                  ==========================
From: ACME INDUSTRIES
      9999 N. STATE ST.
      CHICAGO, IL 60699

  TO: ####################2####################
      ####################3####################
      ####################4####################
      ####################5####################

Invoices paid within 30 days of purchase receive a 5%
discount. Invoices paid after 60 days are charged a 5%
penalty. Make checks payable to ACME INDUSTRIES.
                  ==========================
```

You may create up to 10 headers such as for “current” invoices, “past due” invoices, and “we are sending someone over to hurt you” invoices. Or you can create headers with different terms of payment.

The “###” fields will be replaced with the customer information. You can place the fields anywhere you want in the header. If you are using window envelopes place the fields in the header so that the customer information will show through the window.

Each field must consist of 18 pound signs, plus a number from 1 to 9, followed by another 18 pound signs. The center number designates which customer information will be placed into the field in the order that the information is listed in the “Customer info” feature of this program which is…

1. ID number
2. Company name
3. Customer name
4. Street Address
5. City Address

6. Phone number #1
7. Phone number #2
8. E-Mail
9. Tax Exempt ID#

You must use the above order even if you do not take all the information. For example if the first information you take during a sale is “Customer name” and you want to place a field for that in a header then you still must have a center number of 3 to designate that field.

You do not have to type a field for each type of information you take during a sale, only those fields you want to print on a bill. You may place the same field in a header more than once if you wish.

View invoices

This feature is used to view invoices. You will see this menu…

1. Enter invoice number
2. Choose customer
3. All invoices
4. Quit

“Enter invoice number” will allow you to view one specific invoice.
“Chose customer” will display invoices only from a specific customer.
“All invoices” will display all of the invoices from every customer.

On options 2 and 3 you may filter the invoices displayed…

1. After a certain date
2. All unpaid
3. All past due
4. All
5. Quit

Once you choose how the invoices will be displayed you will see a list of invoice headers like this…

INVOICE #	BUY DATE	AMOUNT	PAID DATE	PAID AMOUNT	CUSTOMER
0005256	09-07-15	1235.52	09-07-15	1235.52	ROCKWELL PLC
0005257	09-07-15	268.74		0.00	DALE HARRIS
0005258	09-07-15	24.85	09-07-15	24.85	BOB JONES
0005259	09-07-15	952.12	09-07-23	953.12	AVICTORE CO.
0005260	09-07-16	751.32	09-07-29	751.32	ZIPDONG INC.

You may scroll up and down this list. When the highlight bar is on an invoice you may press [TAB] to display the actual invoice on the screen. While

the invoice is displayed you may press [TAB] again to print the invoice or save it as a text file that can be loaded into any word processing program.

From the invoice header list you may also mark the invoices by pressing the [Spacebar] (to unmark press the [Spacebar] again) then if you press [TAB] you will be offered a choice to print all the marked invoices or save them all into one text file.

Create bills

When you open this feature you will see the following menu…

1. All customers
2. Choose customer
3. Quit

"All customers" will go through your invoices and pick out the customers that have unpaid invoices. "Choose customer" will create a bill for a specific customer.

If you choose option 1 or 2 you will see this menu…

1. All unpaid invoices
2. Choose invoices
3. Quit

If you choose "All" then you will be asked to pick a header and the program will print a bill for either on customer or a separate bill for each customer. If you want to choose invoices you will see the list of invoice headers and you may highlight the invoices you want to use to make bills.

Below is a sample bill…

```
From: ACME INDUSTRIES
      9999 N. STATE ST.
      CHICAGO, IL 60699

  TO: THE COLE NATIONAL CORP.
      BOB SMITH
      6666 E. 79TH ST.
      CHICAGO, IL 60698


Invoices paid within 30 days of purchase receive a 5%
discount. Invoices paid after 60 days are charged a 5%
penalty. Make checks payable to ACME INDUSTRIES.

               INVOICE #   DATE     AMOUNT
               0005256   09-07-15  1235.52
               0005589   09-07-27   268.74
```

```
0005896   09-08-05    24.85
0006450   09-08-19   952.12
0007952   09-09-04   751.32

             TOTAL  3232.55
```

Invoice database

This is the feature that will allow you to poll the invoices to see who has purchased what. Since customer accounts is going to be such a huge project this feature will not be in the initial release of customer accounts. However I am interested in what you want from the invoice database. How would your search it? What information would you want to retrieve? How would you want the information sorted or displayed?

PAYING BILLS

From the “Purchase” screen of the POS.EXE program press (some key combination to be determined later) to pay off the invoices. If you have not yet selected a customer you will be asked to do so now.

The program will now poll the invoice database to find all the unpaid invoices for that customer and place them into a standard sale with each invoice being a line in the sale. This means that the maximum number of invoices that can be paid on one sale is 60.

You will be able to use [F5] to delete individual invoices from the sale. However you will not be able to use any of the other function keys to make discounts, reductions, change taxes, or in any way modify the invoices in the sale. The invoices are sales that have been made in the past and any modifications had to have been made in the original sale.

All invoices must be paid in full and the customer must pay for all the invoices that are listed in the sale. An exception is if only one invoice is being paid in one sale, then you will be able to make a partial payment. Partial payments can be used for “Lay-away” sales.

Of course this is the only type of sale that cannot be charged to “Customer account.”

Note: When items are purchased the stock table is charged with the purchased items. Inventory is reduced in the stock table and “# sold” and “Amount sold” are increased for each item in the sale. However the daily sales on the closing screen and closing receipt are not increased if the sale is charged to “Customer accounts”. This means that the totals on a “Sales report” will not match the total on a “Merchandise report” for the same time period if you use the customer account feature. When invoices are paid the reverse will be true. The stock table will not change but the closing screen and closing receipt will be credited with the sale. Once again the Sales report and Merchandise reports will not match.