New ‘Credit’ Customer Accounts

Category	BOS General
Course	AR
Version	1.0
Client	Generic
Software	2.14.100

Credit customers can pay for their purchases on account; statements are generated on a nominated frequency.

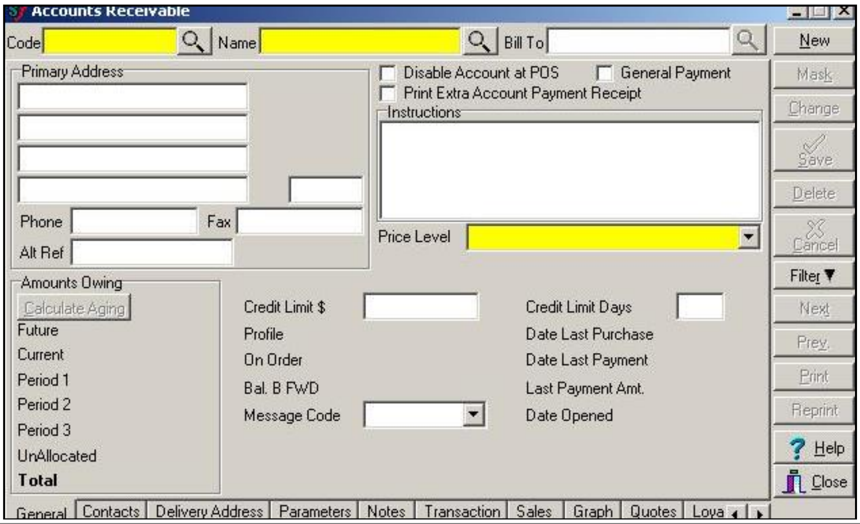
Hints and Tips

- ✓ Create accounts in sequential order; your business may have pre-numbered cards that are issued to customers, or click  then **Search** to find the last code assigned.
  - If your system is configured to **automatically create an account** when a **new prefixed card** is scanned at POS, the **account code** will already be based on the card number. It’ll only be a cash account at this point, called ‘New Customer’; you’ll need to enter all other details.
- ✓ If your business uses **prefixed cards** set-up in POS Config, an existing customer account is added against a sale at POS by scanning their card in the Item Menu screen (like a product).
  - If you don’t used prefixed cards, the only other way an account is recognised at POS is if the **account code** is entered on the Customer ID screen at POS.
- ✓ **Message Code** options are not used in this version.
- ✓ Run the **Receivables** -> **Listing** -> **Master File** report to obtain a list of all accounts and their address; this displays all types of accounts (credit, cash only/loyalty etc).
- ✓ To obtain a list of only credit accounts (code and name only), go to the **Receivables** menu -> **End of Period** -> **Configuration** -> **Customers** tab; select the **Customer Group** and click **Print.**

Procedure to Create a New Credit Customer Account

1. From the HOS/BOS **Receivables** menu, select **Accounts.**

Or click the **Accounts Receivable icon.**

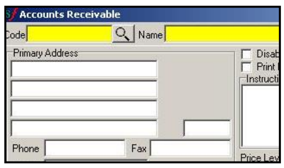


2.

If:	then:
new customers are learned at POS by scanning a barcoded prefixed card	in the **Code** field, type the card number off the membership form. **Your system may strip the prefix and/or check digit when it creates the code.** Press **Enter**. **The account is displayed.**
your store creates all new accounts from the BOS	click **New**. In the **Code** field, type an account number to identify the customer. **See Hints and Tips.**

3. In the **Name** field, type the customers surname & name (*maximum 40 characters*).

Enter name in the same order for every account.



4. In the **Primary Address** section, type the customer’s postal address and **phone** details:

- Number and street name on lines 1 and 2
- Suburb on line 3
- State on line 4
- Postcode in the adjacent field.

Hints and Tips

✓ Use the **Bill To** field to link several members of the same family or organisation to one (primary) account that handles all charges/payments for each linked account, and accrues all loyalty and sales history.

- You enter the **primary account** in the **Bill To** field of each secondary account.
- The **secondary accounts** will always have a zero current loyalty point's balance, but the total points and dollar spend history is maintained for reference.

✓ The **Print Extra Account Payment Receipt** check box is usually only used if your POS isn't configured to automatically print a duplicate customer receipt for every account when they make a payment.

✓ POS must be configured to display **Instructions**. This is set in the POS Config **System** menu -> **Location Setup** -> Configure -> **Account** tab -> **Account** tab -> **Display Instructions** check box.

✓ **Price level promotions** are set up in the Stock record, and are only available to customers who present a specific type of card, or have an AR account linked to the price level *(step 8)* *(refer to the TECH-4d Configure Special Customer Pricing Fact Sheet.)*

✓ Use the **Contacts** tab to record:

- additional phone contacts
- the customer's birthday
- the secondary accounts linked to this account.

Comments don't display in SUREfire.

✓ Use the **Delivery Address** tab to record the address where home deliveries are sent to, if different to the billing address on the **General** tab.

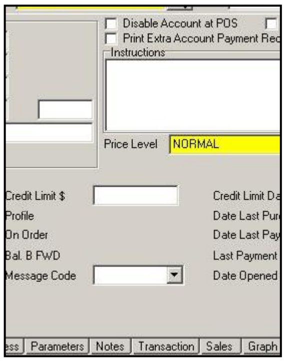
5. If applicable, next to the **Bill To** field, click to search for & select the **primary** account you want to link this (secondary) account to.

*The primary account code is added to the **Name**.*

6. Complete the following optional steps as required:

- Select the **Print Extra Account Payment Receipt** check box to print an extra (2nd) customer copy of payment receipts at POS.
- In the **Credit Limit $** field type a credit limit in dollars.

Once the limit is reached, POS only allows credit with supervisor authorisation or once payment is received.



7. If applicable, enter any **Instructions** that will display on the POS operator screen.

See Hints and Tips.

8. If applicable, in the **Price Level** field, select the promotional level the customer belongs to.

*Defaults to **Normal;** see Hints and Tips.*

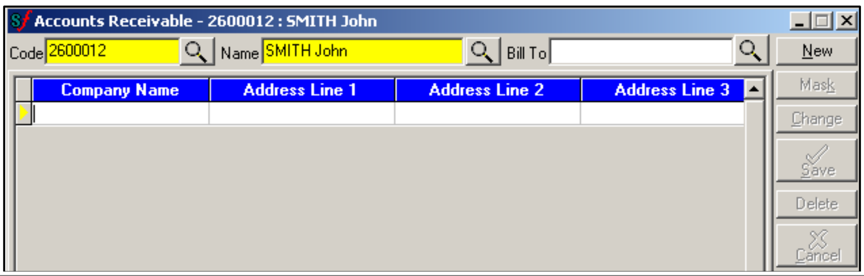
9. If applicable, click the **Contacts** tab and complete the optional fields; click **Save**.

*You must enter the **First Name** and **Last name.***

*Click **New** to add another blank row.*

10. If applicable, click the **Delivery Address** tab and complete the optional fields; click **Save**.

* To enter several addresses, save after each address and click **New;** a blank row is displayed.*



Hints and Tips

✓ The **Payment Terms** refer to when the account matures; the system produces statements for each customer that has a balance outstanding.

✓ **Account Type** options:

- All accounts earn loyalty points (if configured), unless you **Stop Loyalty** against the account.
- **Cash:** used to identify customers who don't have 'account' privilege's; e.g. loyalty customers. .
- **Account** allows a line of credit and).
- **PO Required:** makes sales tendered to 'account' print the receipt as an **A4 tax invoice** (all other tenders and payments print to the receipt printer still); POS config. must be enabled to printed A4 receipts**.**
- **Scan and Bag**: allows the customer to use a scan and bag trolley (can make them a cash-only account).
- **Cheque:** allows the customer to make account payments via cheque tender. POS Config. must be enabled to allow cheque tender.
- **COD:** not used in this version.
- **Stop Loyalty** stops this account from accumulating loyalty points (if configured).The POS screen and customer receipt also won't show any point's related information.

✓ The **Credit Card Surcharge** setting is only applicable if your business has configured a surcharge for selected cards.

- Refer to the [TECH-2n Configure a Credit Card Surcharge Fact Sheet.]

✓ The **Account Expires On** and **Handling Charge** fields are not used in this version.

✓ Use the **Notes** tab to record comments about the account; these don't display in SUREfire.

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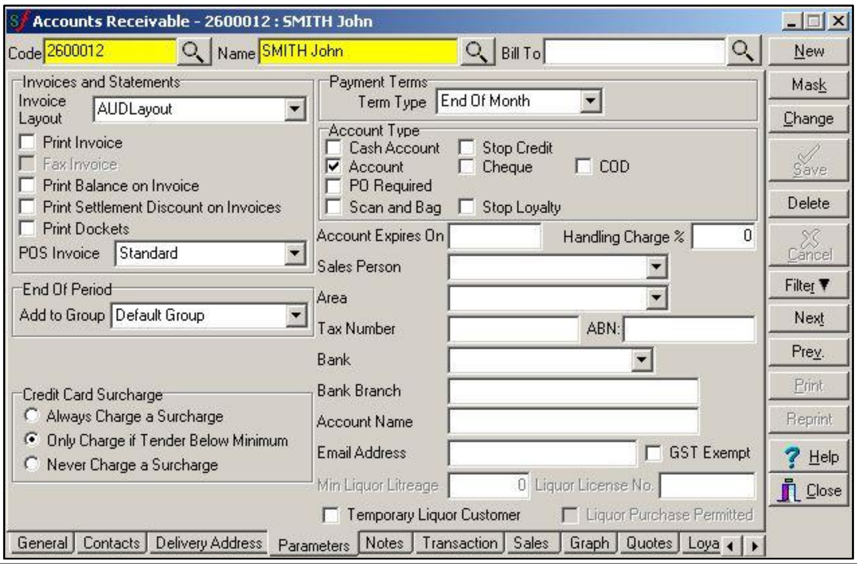
11. Click the **Parameters** tab.



12. In the **Account Type** section, select the **Account** check box.

13. If required, select the applicable additional Account Type options:
    - The **PO Required** check box and the **POS Invoice** option **A4**.
    - The **Scan and Bag** check box.
    - The **Cheque** check box.
    - The **COD** check box.
    - The **Stop Loyalty** check box.

    See Hints and Tips.

14. Complete the following steps to generate a statement for the amount owning at the end of each period (monthly etc):
    a. Select the Term Type option: **End of Month**.
    b. Select the **Invoice Layout** option: **AUDLayou**t.
    c. Under End of Period, select the **Add to Group** option **Default Group**.

       ****OR** your business may have other groups configured that you can assign customers to for end of period reporting.**

    The **Print Invoice, Fax Invoice, Print Balance on Invoice, Print Settlement discount on invoices, and **Print Dockets** options are not used in this version.**

15. If applicable, select the applicable **Credit Card Surcharge**.

    See Hints and Tips.

16. In the **Email Address** field, enter the customers email if provided.

17. Click **Save**.

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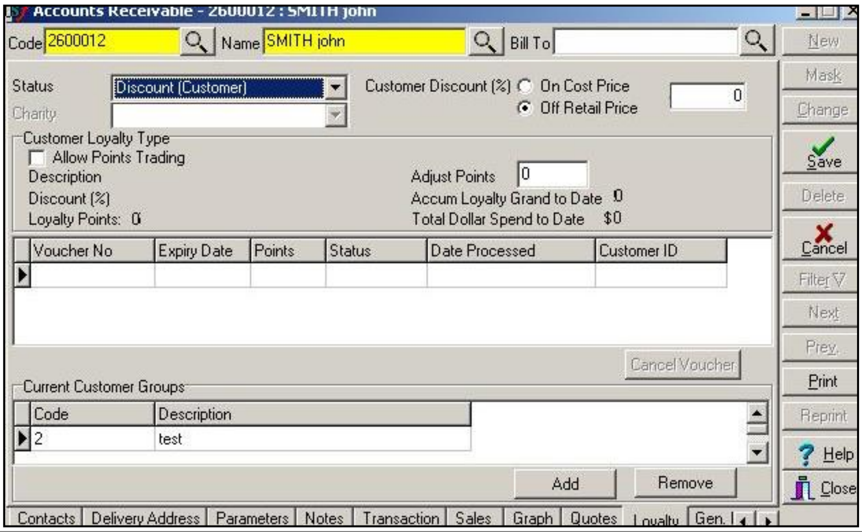
Hints and Tips

- ✓ **SURE*fire* loyalty/rewards** can include the following features:
  - **Price level promotions** created in the Stock record, which are only available to customers who present a specific type of card, or have an AR account linked to the price level *(added at step 8)* *(refer to the* *TECH-4d Configure Special Customer Pricing Fact Sheet.)*
  - A **percentage-off discount** on every sale (step 19). Your business may have configured certain departments to be excluded from receiving a discount.
    - **Off Cost** is a percentage added to the cost price.
    - **Off retail** is a percentage taken off the retail price.
  - *PREFERRED over the above AR % discount*: **Customer Groups** who receive **discounts** (set up in discount wizard) when they present a specific type of card, or have an AR account linked to the group (step 20) *(refer to the* *TECH-4c Configure Customer Groups Fact Sheet.)*
  - A **points rewards** scheme that are either redeemed for store vouchers, or donated to a selected charity (charities & extracts must be set up by SUREfire). *Refer to the* *TECH-2l Configure a Loyalty Points Program Fact Sheet.)*
- ✓ If you're a Head Officer user, new accounts are transmitted to the store/s when **HOS Export** and **HOS Import** are next run.
- ✓ A new account is sent down to the registers when **File Transfer/POS Import** next runs (usually every few minutes).

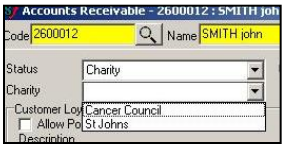
18. Click the **Loyalty** tab.



19. Select the applicable option (ONE):

See Hints and Tips.

If:	then:
this customer will receive a discount off every sale *(not used if you set up customer group discounts)*	select the **Status** option **Discount (Customer).** In the **Customer Discount** % field, select & type the discount amount.
this is a loyalty customer/card	select the **Status** option **Discount (Loyalty Sales).**
this is a standard customer	select the **Status** option **None.**
your business runs a charity loyalty program	select the **Status** option **Charity.** In the **Charity** field, select the customer's charity.



20. If applicable, complete the following steps to add the customer to a **Customer Group.**

a. Click **Add.**

b. Click **Search** to list all groups that exist.

c. Select the applicable group.

d. Click **Select.**

The group is listed against the account.

You can add them to multiple customer groups.

You have to add the group to the primary and secondary accounts if it will apply to both.

21. Click **Save.**

22.

To:	then:
create another account	return to step 2.
finish	click **Close.**

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