
Application	ChreosClient – Chreos 3
Module	Clients
Access	“Clients Client management”
Minimum service pack	SP38
This document	Client Management Ref 3.1 Published May 2003

Overview

The ‘Clients’ module is managed and maintained by “Client management”.

Clients

Overview

Every client entered into Chreos is displayed in the grid on this tab page. As a client is selected the information displayed on all of the other tab pages applies to that client.

Details Displayed

- **Code.** The client code of the client.
- **Name.** The name of the client.
- **Sort Code.** The sort code of the client.
- **Client Code & Sort Code.** The client search facilities. To search for a client refer to “Client Search (1.3)”.
- **Merge.** The ability to merge two clients into one is available. Refer to “Merging Clients (3.25)”.
- **Note:** The total number of clients is displayed underneath the grid.

Client Detail

Overview

This page displays the general details of the selected client.

Details Displayed

- **Client Code.** The unique identifier for the client. There is a maximum of seven characters and if it is not entered it will be automatically created using an incremental numbering sequence.

- **Name.** The name of the client.
- **Sort Code.** The sort code of the client. This will be automatically generated from first 10 characters of the client's 'Name' and can be edited.
- **Address.** The client's postal address.
- **Postcode.** The postcode of the client's 'Address'.
- **E-mail.** The client's e-mail address. When saved this will become a hyper-link.
- **Web Site.** The client's web site. When saved this will become a hyper-link.
- **Phone.** The client's day, after hours, cellular and fax numbers.
- **Delivery.** The client's delivery address. If the delivery address is the same as the postal address click the [Letterbox] button and the postal address will be automatically duplicated in the space provided.
- **Contacts.** The contact people for the client will be displayed. These can be added and edited on the 'Contacts' tab page. Refer to 'Contacts' on this information sheet.
- **Warning.** A comment or warning about the client. This will be displayed in red at various point of *ChreosClient* including "Point of sale (5.3)" and "Debtor Invoices (3.2)".
- **Charge Account.** Whether or not the client has a charge account. If this check box is not ticked then packing slips and invoices cannot be generated for the client.
- **Consignment.** Whether or not the client can place items on consignment.
- **Hires.** Whether or not the client can hire items.
- **Laybys.** Whether or not the client can place items on layby.
- **Client Disc.** The type of discount grid discount the client is entitled to. This method of discounting is set up and maintained on the 'Pricing' and 'Discount grid' tab pages of "Maintenance | Support table maintenance". Refer to "Support table maintenance (9.2)".
- **Stock Group.** The stock group discount that the client is assigned to. If set up, this allows the client to receive a discount through stock bins. To set up a stock bin refer to "Stock bins (5.8)".
- **User-Defined Fields.** These include 2 combos, 3 check boxes and 2 single-character boxes. These are defined in "Maintenance | Setup | System | Clients". Refer to "Setup (9.1)".
- **Charge Tax.** Whether or not the client is charged tax.
- **Prompt %.** The amount of prompt payment discount the client is eligible for. Refer to "Prompt payment discounting (15.18)".
- **Open Item.** Whether the client uses the 'Open item' or 'Balance forward' accounting method. 'Balance forward' is when payments are allocated to the oldest owing invoice and 'Open item' is when payments can be individually allocated against selected invoices.

- **Credit Limit.** The maximum value that the client's balance can reach. This is a display field in used various screens, there are no automatic restrictions placed on the client when they are over the limit.
- **Days.** How many days following the creation of an invoice that payment is due. This is will only be activated if the client also has the 'Charge account' check box ticked. A '7' in this character box means that payment is due 7 days after the invoice is created. A '0' means that payment is due on the 20th of the following month. If the client is set up to receive prompt payment discount they will receive it if payment is made before this calculated date. Refer to "Prompt payment discounting (15.18)".
- **Head Office.** The head office for this client can be selected from this combo. This is reference only.

To Add a Client

- Select the 'Client detail' page.
- Click the [Add] button.
- Enter the client's details.
- Click the [Save] button.

To Edit a Client's Details

- Select the required client from the 'Clients' page.
- Select the 'Client detail' page.
- Click the [Edit] button.
- Change the required details.
- Click the [Save] details.

Combo Options

- To clear the 'Client disc', 'Stock group' or the user-definable combos, ensure that the screen is in edit mode, right-click and select 'Clear selected field'. The field will be cleared.
- There are a number of places where options can be added to the combos on this screen:
 - To add options to 'Client disc', 'Stock group' or the user-definable combos ensure that the screen is in edit mode, right-click and select 'Add new record'. The 'Add new record' screen will appear, enter the record and click [Ok]. The new record will then be displayed in that field.
 - To add options to 'Client disc' select the menu option "Maintenance | Support tables | Pricing". Refer to "Support table maintenance (9.2)".
 - To add options to 'Stock group' select the menu option "Stock | Stock table maintenance | Stock lookups". Refer to "Stock lookups (5.28)".
 - To add options to the two user-definable combos select the menu option "Maintenance | Support tables | Local values". Refer "Support table maintenance (9.2)".

Documents

Overview

This page displays the details of the orders, packing slips, invoices and credit notes listed on the “Activities” tab page.

Details Displayed

If the listed field is not displayed for every transaction type (order, packing slip, invoice and credit note), brackets containing ‘O’, ‘P’, ‘I’ and/or ‘C’ will be displayed after the description of that field.

- **Invoice/Slip/Order #.** The reference number of the transaction.
- **Date.** The date that the transaction was entered.
- **Order #.** The client’s reference number.
- **Deliver By.** The date that the items need to be delivered by.
- **Not Before.** The date that the items do not need to be delivered before.
- **1 x User-Defined.** This can be defined on “Setup (9.1)”.
- **Payment Due.** The date that payment for the selected invoice is due. The client will receive a discount if they are set up to receive prompt payment discounting. Refer to “Prompt payment discounting (15.18)”. (I, C)
- **Prompt % Disc.** The prompt payment discount (as a percentage) that the client receives if the invoice is paid by the ‘Payment due’ date. Refer to “Prompt payment discounting (15.18)”. (I, C)
- **Contact.** The contact that placed the order. (O)
- **If Order is Late.** What happens to the order if it is late. (O)
- **How to Supply.** How the order is to be supplied once the stock has arrived. (O)
- **Delivery Address.** The client’s delivery address.

The grid displays the following details about each of the items from the transaction. Note, if the transaction is a summary invoice the grid will have ‘Summary invoice only’ written on it and will not display any items:

- **Item Ref.** The reference number of the item. (I, C)
- **C.** An ‘X’ in this column indicates that the order or packing slip has been cancelled. (O, P)
- **H.** An ‘X’ in this column indicates that order has been placed on hold. (O)
- **P** – An ‘X’ in this column indicates that the order has been converted to a POS transaction. (O)
- **S** – An ‘X’ in this column indicates that order has been converted into a packing slip. Double click the ‘X’ to drill down to the packing slip. (O)
- **I** – An ‘X’ in this column indicates that the order or packing slip has been converted into an invoice. Double click the ‘X’ to drill down to the invoice. (O, P)
- **Item Code** – The item code of the item. (O, P)

- **Quantity** – The quantity of the item.
- **Description** – The name of the item.
- **Unit Price** – The price per unit for the item.
- **Tax** – The tax content for the item per unit.
- **Tax Content.** The total tax content for the invoice or packing slip will be displayed underneath the grid. (P, I, C)
- **Total Amount.** The total amount of the invoice, including tax. (P, I, C)

To Preview / E-Mail / Print a Transaction

- Select the required client from the ‘Clients’ page.
- Select the ‘Activities’ page and select the required transaction.
- Select the ‘Documents’ page and click the [Preview], [E-Mail] or [Print] button.
- When previewing a transaction that uses an external report it can be viewed using Adobe Acrobat instead of Crystal Reports. To do this hold down the <Ctrl> key while clicking the [Preview] button. This option is useful because a transaction can be kept open while other screens in Chreos are being used and even when Chreos is closed.
- Note: The client must be set up to e-mail transactions. When the [E-Mail] button is clicked the ‘E-mail details’ screen will be displayed. ‘To’, ‘Bcc’, and ‘E-mail details’ will contain default details but can be edited. Refer to “E-mailing reports (15.19)”.

To Create a Credit Note

- Select the required client from the ‘Clients’ page.
- Select the ‘Activities’ page and select the required invoice.
- Select the ‘Documents’ tab page and click the [Credit] button.
- The “Debtor invoices” screen will appear displaying the details of the invoice. The quantities will automatically be reversed as negatives. If set it will also display the reference number and date of the original invoice. Refer to “Setup (9.1)”.
- Edit the invoice if required. Refer to “Debtor invoices (3.2)”.
- Click the [Save] button. A confirmation screen will ask if you want to process the invoice, click the [Yes] button.
- Close the “Debtor Invoice” screen to return to “Client Management”.
- When a credit note is processed from “Client management (3.1)” it will automatically be allocated against the original invoice if:
 - The client is ‘Open item’.
 - The value of the credit note is the same as or less than the original invoice.
 - The invoice is not selected from the ‘Completed’ grid on the ‘Activities’ page.
- Refer to “Credit Notes (15.1)” for further details on creating credit notes.

To Edit a Transaction

- Select the required transaction from the 'Activities' page.
- Click the [Edit] button.
- Make the required changes. The following fields can be edited:
 - **Orders** – Client order #, Deliver by, Not before, Invoice user-definable combo, Contact, If order is late, How to supply and Delivery address.
 - **Financial Transaction** – Order number, Deliver by, Invoice user-definable combo, Payment due, Prompt % disc and Delivery address.

User-Definable Invoice Combo Option

To clear the user-definable combo ensure that the screen is in edit mode, right-click and select 'Clear selected field'. The field will be cleared.

Links

Overview

This page shows allocation and financial details for the transaction currently selected on the 'Activities' tab page.

Details Displayed

The 'Allocations' grid displays the following details for the transactions that the selected transaction has been allocated to. This grid will only be active if the selected client is open item:

- **T.** The type of transaction involved in the allocation; I – Invoice (including summary invoices), C – Credit Note, R – Receipt and J – Journal.
- **Alloc Date.** The date of the allocation.
- **Trans #.** The reference number of the transaction.
- **Trans Date.** The date that the transaction was entered.
- **Amount.** The total amount of the transaction.
- **Allocated.** The amount that has been allocated from this transaction to the transaction.

The 'Accounts affected' grid displays the following details for each account involved in the transaction. Note: These details are the same that appear on the 'Financial transactions' grid of "View transactions (52.1)":

- **Acc Code.** The code of the account.
- **Acc Name.** The name of the account.
- **Type.** The account type of the account.
- **Amount.** The amount that has been allocated to the account.

- **Description.** The description of the transaction.
- **Trans Ref.** The internal reference number of the transaction.
- **[View Transaction Detail].** Click this button to view further information about the transaction in “Maintenance | Advanced | Transaction viewing”. Note: In this screen there is the option to see the details of the posting of this transaction to the general ledger. Refer to “View transactions (52.1)”.

Examples of Use

- To see what invoices a receipt paid for.
- To see when an invoice was paid and how many receipts it took to pay in full.
- To see what payment method was used for a receipt.
- Note: Double click on any transaction on the ‘Allocations’ grid and that transaction will be selected on the “Activities” page. The details on this page will then relate to the new transaction selected.

Summary

Overview

This page displays summary information about the selected client.

Details Displayed

- **All sales.** The total value of sales in the ‘Current’ period, ‘This year’ and ‘last year’.
- **Discounted sales.** The total value of discount that the client has received ‘This year’ and ‘Last year’.
- **Current status.** The current status of what the client owes. This covers a break-down of the balance for the ‘Future’, the ‘Current’ period, ‘1 Month’, ‘2 Months’ and ‘3+ Months’. The total ‘Balance’ is also displayed.
- **Last presented cheque.** The ‘Name on cheque’, ‘Bank’ and ‘Branch’ of the last presented cheque for the client.
- **Last presented credit card.** The ‘Name on card’, ‘#’, ‘Type’ and ‘Expiry date’ of the last presented credit card for the client. Note: These details will only be displayed if the ‘Store client credit card details’ check box is ticked in “Maintenance | Setup | System | Clients | General”. Refer to “Setup (9.1)”.
- **Credit rating.** The history (up to eleven periods) of the client’s account is displayed. It is read from left to right with the left character being the period just completed. The numbers 3, 2, and 1 represent the number of periods the account was overdue at the end of the period. ‘C’ means the account was current, ‘~’ means nothing was owed and ‘+’ means the account was in credit. If there is a space the client did not have an account in that period.
- **POS count.** The number of point of sale transactions for the client.

- **Trust balance.** The balance of the client's trust accounts.
- **Invoice sales.** The total value of invoice sales for the future ('Bal Fwd'), 'Year to date', 'Last year', 'Last invoice amount', 'Last invoice date', 'Last receipt amount' and 'Last receipt date'.
- **Entered.** The date that the client was originally entered.
- **Last Edit.** The last time that the client's contact details (eg information on the 'Client details' page) was edited.

Activities

Overview

This page a list of all of the clients transactions – historical, current and future.

Details displayed

Note: If the listed field is not displayed for every view type (financial transactions, packing slips and orders), brackets containing 'F', 'P' and/or 'O' will be displayed after the description of that field.

- **View.** Select either 'Financial Transactions' (which invoices, summary invoices, credit notes, journals and receipts), 'Packing slips' or 'Orders'.
- **T.** The type of transaction; I - invoice (including summary invoices), C - Credit Note or R - Receipt and J - Journal. (F)
- **P.** Whether or not the transaction has been printed or e-mailed; P – Printed, E – e-mailed, B – both or N – Neither. This column will be blank for journals and receipts.
- **Date/Date Placed.** The date the transaction was entered.
- **Trans #/Slip #/Order#.** The reference number for the transaction.
- **Amount.** The total value of the transaction. (F)
- **Required Date.** The date that the stock is required by. (P)
- **Freight.** The amount of freight with the transaction. (P)
- **Quote.** Whether or not there has been a price quoted for the order. (O)
- **Pre-Payment.** Whether or not there has been a pre-payment made on the order. (O)
- **Unallocated.** The amount of the transaction that does not have a payment allocated to it. (F)
- **P#.** The reference number of the period that the transaction was entered in. (F)
- **Client #/Client Order #/Order#.** The client's order number.
- **Tax Content.** The total amount of tax in the transaction. (F)

Filtering Options

- **Financial Transactions.** The following filter options are available:
 - **Current** – All transactions from the current debtor period.

- **Incomplete** – Transactions from the current, previous and future periods that have not been fully allocated.
- **Complete now** – Transactions (future, current or historic) that have been fully allocated in the current debtor period.
- **Completed** – Transactions that have been fully allocated in previous debtor periods. These will now be archived.
- **Future** – All future transactions.
- **All** – ‘Current’, ‘Incomplete’, ‘Complete now’, ‘Completed’ and ‘Future’.
- **Packing Slips & Orders.** The following filter options are available:
 - **Current open.** Transactions that have items that are have not been converted or cancelled.
 - **Current closed.** Transactions that have not yet been archived but have been completely converted or cancelled.
 - **Completed.** Transactions that have been fully invoiced or cancelled and have been archived.

Related Issues

- The ‘Documents’ tab page of “Client management” displays further information about orders, packing slips and invoices. Refer to “Documents” on this information sheet.
- The ‘Links’ tab page of “Client management” displays further information about journals, receipts and invoices. Refer to “Links” on this information sheet.

Notes

Overview

This page allows you to enter, store and view additional information about the selected client.

Details Displayed

The grid displays the following details about each note for the selected client:

- **Note.** The first few words of the note. The note in full will be displayed below the grid.
- **Date.** The date that the note was entered.

To View a Note

- Select the required client from the ‘Clients’ page.
- Select the ‘Notes’ page.
- Select the required note.
- The full note will be displayed in the bottom entry field.

To Add a Note

- Select the required client from the 'Clients' page.
- Select the 'Notes' page.
- Click the [Add] button.
- Enter the note.
- Click the [Save] button.
- The beginning of the note and the date will automatically appear on the grid.

To Edit a Note

- Select the required client from the 'Clients' page.
- Select the 'Notes' page.
- Select the required note.
- Click the [Edit] button.
- Change the required details.
- Click the [Save] button.

To Delete a Note

- Select the required client from the 'Clients' page.
- Select the 'Notes' page.
- Select the required note.
- Click the [delete button].
- A confirmation screen will appear asking if the selected note is to be deleted, click the [OK] button.

To Search for a Note

- Select any client and select the 'Notes' page.
- Click the [Search] button.
 - The "Search client notes" screen will appear.
- Enter the text to search for in 'Text to search for'.
- Click the [Search] button.
- The results of the search will appear on the 'Search results' grid. The following details will be displayed for all notes that are the result of a search:
 - **Name.** The name of client.
 - **Note.** The first few words of the note.
- Select the required note and click the [OK] button. "Client Management" will select that client and that note.

Related Issues

- When entering a note the spell check can be accessed by right-clicking and selecting 'Spell check'. The spell check is based on the Microsoft Word

dictionary and required a compatible version of MS Word to be installed on the client machine.

Contacts

Overview

This page allows you to store information about the various contacts for one client.

Details Displayed

- **Name.** The name of the contact.
- **Position.** The position that the contact holds.
- **Initials.** The initials of the contact.
- **Known as.** Any other name that the contact is known as.
- **Address.** The address of the contact.
- **Postcode.** The postcode of the 'Address'.
- **E-mail.** The e-mail address of the contact.
- **Web site.** The web site of the contact.
- **Phone.** The clients daytime, after hours, cellular and fax numbers.
- **Comment.** A comment about the contact if required.

Note: The 'Name' for each contact will be displayed in the 'Contacts' field on the 'Client details' tab page.

To View a Contact

- Select the required client from the 'Clients' page.
- Select the 'Contacts' page.
- Select the required contact by using the [Up] and [Down] buttons.

To Add a Contact

- Select the required client from the 'Clients' page.
- Select the 'Contacts' page.
- Click the [Add] button.
- Enter the contact's details.
- Click the [Save] button.

To Edit a Contact's Details

- Select the required client from the 'Clients' page.
- Select the 'Contacts' page.
- Select the required contact.
- Click the [Edit] button.
- Change the required details.

- Click the [Save] details.

E-mail

This page allows you to set up a client's e-mail details. This will allow you to e-mail documents such as orders, packing slips and invoices to a client.

Details Displayed

- **Document Type.** Select the document type that the email details are related to.
- **Activate.** Select either 'Never send e-mails' or 'Send e-mail using following settings' from this unnamed combo.

Note: If e-mailing of the selected 'Document type' has been set up in the 'E-mail' page of the selected transaction in "Printing setup (9.3)" the following details will default to those settings and can be changed if required:

- **E-mail Address.** This will default to the e-mail address defined on the "Client detail" tab page but can be changed if required.
- **Report Group.** The report group where the 'Report' is located.
- **Report.** The name of the external report. Note: Internal reports cannot be used to e-mail a transaction.
- **Output Options.** The format that the transaction will be e-mailed in.
- **[Restore Defaults].** Click this button to restore the defaults for 'Report group', 'Report' and 'Output options'.

To Activate the E-Mail Functionality

- Select the required client from the 'Clients' page.
- Select the 'E-mail' page.
- Click the [Edit] button.
- Select 'Send e-mail using following settings'.
- Select the required custom setting or use the defaults.
- Click the [Save] button.

To Edit the E-Mail Functionality

- Select the required client from the 'Clients' page.
- Select the 'E-mail' page.
- Click the [Edit] button.
- Make the required changes.
- To deactivate the e-mail functionality select 'Never send e-mails'.
- Click the [Save] button.

Delivery

This page allows you to have multiple delivery addresses for each client.

Details Displayed

- **Grid.** The grid displays the description for each address for the selected client.
- **Description.** The description of the address that has been selected from the grid.
- **Address.** The full details of the address that has been selected from the grid.

To View a Delivery Address

- Select the required client from the 'Clients' page.
- Select the 'Delivery' page.
- Select the required address from the 'Description' grid.
- The full details will appear in the 'Description' and 'Address' display fields.

To Add a Delivery Address

- Select the required client from the 'Clients' page.
- Select the 'Delivery' page.
- Click the [Add] button.
- Enter the Description and the Address.
- To enter the client's postal address from the 'Client detail' page click the top [blue arrow] button.
- To enter the client's delivery address from the 'Client detail' page click the bottom [blue arrow] button.
- Click the [Save] button.
- The description of the address will appear on the top table.

To Edit a Delivery Address

- Select the required client from the 'Clients' page.
- Select the 'Delivery' page.
- Select the required address from the 'Description' grid.
- Click the [Edit] button.
- Change the required details.
- Click the [Save] button.

To Delete a Delivery Address

- Select the required client from the 'Clients' page.
- Select the 'Delivery' page.
- Select the required address from the 'Description' grid.
- Click the [Delete] button.

Profile

Overview

This page manages the profile of the selected client.

What is a Profile?

Profiles are a way to assign categories, interests or other values to categorise clients. This can be used in a number of ways including invoicing and e-mailing to all clients of a particular profile.

Details Displayed

- **Profile.** This grid displays the current profiles assigned to the selected client.

To Assign/Unassign a Profile to a Client

- Select the required client from the 'Clients' page.
- Select the 'Profile' page.
- Click the [Edit] button.
- Two list boxes will appear, 'Available profiles' and 'Client profiles'.
 - **Available profiles.** This displays all of the profiles that are available for selection.
 - **Client profiles.** This displays all of the profiles that have already been selected for the client.
- There are four options when adding/removing a client profile.
 - **To add a profile** – Select the required one from 'Available profiles' and click the [>] button.
 - **To add all of the profiles** – Click the [>>] button.
 - **To remove a profile** – Select the required one from 'Client profiles' and click the [<] button.
 - **To remove all of the profiles** - Click the [<<] button.
- Click the [Save] button.

Related Issues

- To add or edit the profile options in 'Available profiles' refer to "Profile maintenance (3.23)".
- To invoice to all clients of a particular profile refer to "Recurring debtor invoices (3.14)".
- To send an email to all clients of a particular profile refer to "Profile Maintenance (3.23)".

Subscriptions

Overview

This page allows clients to subscribe to a serial item.

Details Displayed

Refer to “Subscriptions (5.14)”.

To Add a Subscription

- Select the required client from the ‘Clients’ page.
- Select the ‘Subscriptions’ page.
- Click the [Add] button.
- The “Subscriptions” screen will appear.
- Enter the subscription details.
- Click the [Save] button.

To Edit a Subscription

- Select the required client from the ‘Clients’ page.
- Select the ‘Subscriptions’ page.
- Click the [Edit] button.
- The “Subscriptions” screen will appear.
- Change the required details.
- Click the [Save] button.

Related Issues

- To add, edit or delete subscription items refer to “Subscription maintenance (5.15)”.
- To renew a client’s subscription refer to “Subscriptions maintenance (5.15)”.
- To suspend or cancel a client’s subscription refer to “Subscriptions (5.14)”.

Extra

Overview

This tab page can be used to define up to 60 extra data fields. These fields include text, e-mail, date, graphic and more. To define the fields on this tab page refer to the ‘Extra data fields’ section of “Setup (9.1)”.

Details Displayed

This will completely depend on what is setup in “Setup (9.1)”.

To Edit Extra Fields

- Select the required client from the 'Clients' page.
- Select the 'Extra' page.
- Click the [Edit] button.
- Change the required details.
- Click the [Save] button.

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