

<b>Application</b>	ChreosCreditor – Chreos 3
<b>Module</b>	Creditors
<b>Access</b>	“Creditors   Creditor management”
<b>Minimum service pack</b>	SP38
<b>This document</b>	Creditor Management Ref 4.1 Published May 2003

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## Overview

The ‘Creditors’ module is managed and maintained by “Creditor management”.

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## Creditors

### Overview

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

### Details Displayed

- **Code.** The creditor code of the creditor.
- **Name.** The name of the creditor.
- **Sort Code.** The sort code of the creditor.
- **Creditor Code & Name.** The creditor search facilities. To search for a creditor refer to “Creditor Search (1.4)”.
- **Show All Creditors.** Whether all creditors are displayed on the grid or only those marked as ‘Active’.
- **Note:** The total number of creditors is displayed underneath the grid.

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## Creditor Detail

### Overview

This page displays the general details of the selected creditor.

## Details Displayed

- **Creditor Code.** The unique identifier for the creditor. There is a maximum of seven characters and if it is not entered it will be automatically created using an incremental numbering sequence.
- **Their Code.** The creditors code for you.
- **Name.** The name of the creditor.
- **Address.** The creditor's postal address.
- **Postcode.** The postcode of the creditor's 'Address'.
- **E-mail.** The creditor's e-mail address. When saved this will become a hyper-link.
- **Web Site.** The creditor's web site. When saved this will become a hyper-link.
- **Phone.** The creditor's day, after hours, cellular and fax numbers.
- **Delivery.** The creditor'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 creditor 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 creditor. This will be displayed in red at various point of *ChreosClient* including "Point of sale (5.3)" and "Debtor Invoices (3.2)".
- **Active.** Whether the creditor is actively being used or not.
- **User-Defined Fields.** These include 2 combos, 3 check boxes and 2 single-character boxes. These are defined in "Maintenance | Setup | System | Creditors". Refer to "Setup (9.1)".
- **Credit Limit.** The credit limit that you have with the creditor.
- **Days Credit.** The number of days credit there are on charged goods.

## To Add a Creditor

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

## To Edit a Creditor's Details

- Select the required creditor from the 'Creditors' page.
- Select the 'Creditor detail' page.
- Click the [Edit] button.
- Change the required details.
- Click the [Save] details.

## Combo Options

- To clear 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 user-definable combos on this screen:
  - 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.
  - Select the menu option "Maintenance | Support tables | Local values". Refer "Support table maintenance (9.2)".

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## Document

### Overview

This page displays the details of the orders, packing slips and invoices listed on the "Transactions" tab page.

### Details Displayed

- **Order #.** The reference number for the transaction.
- **Date.** The date that the transaction was entered.
- **Expected Date.** The date that the goods are expected by.
- **Delivery Address.** The creditor's delivery address.
- **Comment.** Any extra comment that was entered about the transaction.

The grid displays the following details about each of the items from the transaction.

- **Item Code** – The item code of the item.
- **Quantity** – The quantity of the item.
- **Description** – The name of the item.
- **Sup Unit Price** – The price per unit for the item.
- **State.** The current status of the item from the transaction.
- **Comment.** Any extra comment that was entered about the selected item.

### To Preview / E-Mail / Print an Order

- Select the required creditor from the 'Creditors' page.
- Select the 'Transactions' page and select the required order.
- Select 'Orders' from the bottom of the page.
- Select the 'Document' page and click the [Preview], [E-Mail] or [Print] button.
- When previewing an order 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 an order can be kept open while other screens in Chreos are being used and even when Chreos is closed.

- Note: The creditor must be set up to e-mail orders. 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 Delete an Order Line

- Select the required creditor from the 'Creditors' page.
- Select the 'Transactions' page and select the required order.
- Select 'Orders' from the bottom of the page.
- Select the "Documents" page and select the order line that is to be deleted.
- Click the [Cancel Line] button and a confirmation will confirm that the line is to be deleted.
- Click the [Ok] button.
- Note: Only order lines that have not been converted into a packing slip or invoice can be deleted.

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## Links

### Overview

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

### Details Displayed

The 'Allocations' grid displays the following details for the transactions that the selected transaction has been allocated to:

- **T.** The type of transaction involved in the allocation; I – Invoice P – Payment 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 payment paid for.
- To see when an invoice was paid and how many payments it took to pay in full.
- To see what payment method was used for a payment.
- 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.

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## Transactions

### Overview

This page displays all of the creditors transactions – historical, current and future.

### Details displayed

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

- **T.** The type of transaction; I - invoice, P - Payment and J - Journal. (F)
- **P/Ptd.** Whether or not the transaction has been printed or e-mailed; For ‘Financials’ this column will contain either a P – Printed, E – e-mailed, B – both or N – Neither. For ‘Orders’ this column will contain True or False. (F, O)
- **N.**
- **Order Date/Slip Date/Trans Date.** The date the transaction was entered.
- **Order #/Slip #/Ref #.** The reference number for the transaction.
- **Amount.** The total value of the transaction. (F)
- **Unallocated.** The amount of the transaction that does not have a payment allocated to it. (F)
- **Date Due.** The date that the payment is due. (F)
- **Date Received.** The date that the goods were received. (P)
- **P#.** The reference number of the period that the transaction was entered in. (F)

- **Transactions.** Select whether ‘Orders, ‘Packing slips’ or ‘Financials’ transactions are displayed on the grid. Financials’ includes invoices, journals and payments.

## Related Issues

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

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## Details

### Overview

This page displays summary information about the selected creditor.

### Details Displayed

- **Balance Owning.** The current balance owing to the selected creditor.
- **Tax on Invoicing.** Whether the selected creditor is set up to be tax inclusive or exclusive by default.
- **Last Discount.** The amount of the last discount given to the selected creditor.
- **Mark Up.** Whether pricing for the selected creditor is marked up or down.
- **Per Item.**

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## Notes

### Overview

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

### Details Displayed

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

- **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 creditor from the ‘Creditors’ 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 creditor from the 'Creditors' 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 creditor from the 'Creditors' 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 creditor from the 'Creditors' 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 creditor and select the 'Notes' page.
- Click the [Search] button.
  - The "Search creditor 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 creditor.
  - **Note.** The first few words of the note.
- Select the required note and click the [OK] button. "Creditor Management" will select that creditor 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 creditor machine.

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## Contacts

### Overview

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

### 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 creditors 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 'Creditor details' tab page.

### To View a Contact

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

### To Add a Contact

- Select the required creditor from the 'Creditors' 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 creditor from the 'Creditors' page.
- Select the 'Contacts' page.
- Select the required contact.



- Click the [Edit] button.
- Change the required details.
- Click the [Save] details.

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## Delivery

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

### Details Displayed

- **Grid.** The grid displays the description for each address for the selected creditor.
- **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 creditor from the 'Creditors' 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 creditor from the 'Creditors' page.
- Select the 'Delivery' page.
- Click the [Add] button.
- Enter the Description and the Address.
- To enter the creditor's postal address from the 'Creditor detail' page click the top [blue arrow] button.
- To enter the creditor's delivery address from the 'Creditor 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 creditor from the 'Creditors' 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 creditor from the 'Creditors' page.
- Select the 'Delivery' page.
- Select the required address from the 'Description' grid.
- Click the [Delete] button.

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## E-mail

This page allows you to set up a creditor's e-mail details. This will allow you to e-mail transactions such as orders, inwards goods and remittance advice to a creditor.

### 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 "Creditor 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 creditor from the 'Creditors' 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 creditor from the 'Creditors' 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.

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## Banking

This page allows you to set up a creditor's bank account details so that payments can be made directly to their bank account via your banks online banking software.

### Details Displayed

- **Account Number.** The creditor's bank account number. Chreos will attempt to verify the number based on formulae provided by the banks. Chreos will display an error message if it thinks it is wrong.
- **Name.** The name of the bank. Chreos will attempt to complete this based on the 'Account number' entered. If Chreos gets it wrong there is likely to be an error with the 'Account number'.
- **Our Details./Their Details.** The information entered/selected in the 'Our details' panel will appear on our bank statement and the information entered/selected in the 'Their details' panel will appear on the creditors bank statement. 'Reference', 'Code' and 'Particulars' use special combos that allow you to type in anything or select one of the following options from each field:
  - **~Our Code~** - The content of the 'Code' field on the "Creditor detail" page of this screen.
  - **~Their Code~** - The content of the 'Their code' field on the "Creditor detail" page of this screen.

### To Edit the Banking Details

- Select the required creditor from the 'Creditors' page.
- Select the 'Banking' page.
- Click the [Edit] button.
- Change the required details.
- Click the [Save] button.

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