Debtor (or Receivable) Accounts

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1. OPENING ACCOUNTS

1.1. Obtain Authorisation

Use the appropriate company procedure to obtain authorisation to open a new debtor account. This will involve collecting the data that will be entered on the account, with particular regard to the amount of credit, and credit terms, extended to the customer.

1.2. Create the Account

Use the menu option 'Debtor or Receivable Account' to create the account. Enter the debtor control account required, select the Card action, then press the Enter key on the 'Debtor Acct' field to obtain the next unused account number. Enter the field data as required, and use the Submit action to confirm.

2. AMENDING ACCOUNTS

2.1. Modify the Account from Maintenance

Use the menu option 'Debtor or Receivable Account' to access the account. Enter the debtor control account required, select the Card action, then enter the required account number into the 'Debtor Acct' field. Enter or modify the field data as required, and use the Submit action to confirm.

2.2. Modify the Account from Query

Use the menu option 'Query' to access the account. Enter the required account number into the 'Account' field, then use the Maintenance action. Enter or modify the field data as required, and use the Submit action to confirm.

3. SPECIFYING CONTACTS

The contact details on a debtor account provide information on the means by which the customer organisation may be contacted. They include general contacts, such as the organisation's main telephone and facsimile numbers and web site address, and the person within that organisation who is the main point of contact, and who is also the default recipient of reports that are emailed from the O.R.C.A system. Contact information for any number of other people in, or associates of, that organisation may also be recorded, as may information on document formats (e.g. sales quotes) that may be emailed to selected email addresses. Refer to Specifying Report Output and Specifying Email Output in the Reporting Output procedure for additional information in regard to the use of these account 'report' attributes.

3.1. Add or Modify the Contact Details

Use the menu option 'Query' (refer to Modify the Account from Query) or the menu option 'Debtor or Receivable Account' (refer to Modify the Account from Maintenance) to access the required account for modification. Use the Contacts action to enter or amend the field data in regard to general contact, the main contact person, report output, and the email output, recipient, and notification requirement defaults. Use the Submit action to confirm.

Note that the 'Auto Print' and 'Contact Email' default settings will apply to all reports and document formats unless overridden by specific Reports options defined for particular document types.

3.2. Add or Modify the Associate Details

Use the menu option 'Query' (refer to Modify the Account from Query) or the menu option 'Debtor or Receivable Account' (refer to Modify the Account from Maintenance) to access the required account for modification. Use the Contacts action and then use the

Associates action to enter or amend the field data in regard to associate name, addresses and contact information. Use the Submit action to confirm.

3.3. Add or Modify the Report Outputs

Use the menu option 'Query' (refer to Modify the Account from Query) or the menu option 'Debtor or Receivable Account' (refer to Modify the Account from Maintenance) to access the required account for modification. Use the Contacts action and then use the Reports action to enter or amend the field data for selected document formats, in regard to the report output type (e.g. Print Only, Email Only) and, if the report output is to be emailed, the list of recipient email addresses. Use the Submit action to confirm

Whenever a selected report format is to be created for this debtor (e.g. a sales quote) the 'Auto Print' value specified is used to determine the type of report output for this debtor. If Email is selected here, then an email message will be created, addressed to the defined recipients, carrying an attached file containing the report data in the format (e.g. HTML, PDF) specified in the 'Email Output' field of the debtor contacts maintenance form.

4. HOLDING ACCOUNTS

Placing an account 'on hold' serves to exclude that account from any form of processing unless held accounts are specifically requested.

4.1. Set the Held Status

Use the menu option 'Query' (refer to Modify the Account from Query) or the menu option 'Debtor or Receivable Account' (refer to Modify the Account from Maintenance) to access the required account for modification. Change the 'Status' field to the value of 'Held', and use the Submit action to confirm.

4.2. Reset the Held Status

If an account previously set to 'on Hold' is to have that status relinquished, use the menu option 'Query' or the menu option 'Debtor or Receivable Account to access the required account for modification. Change the 'Status' field to the value of 'Open', and use the Submit action to confirm.

5. DELETING ACCOUNTS

The deletion of an account serves to exclude that account from all forms of processing. The account must have a zero balance, and the account cannot be incorporated in any documents (e.g. sales orders) currently being processed. Note that the account is not physically erased by this action.

5.1. Set the Deleted Status

Use the menu option 'Query' (refer to Modify the Account from Query) or the menu option 'Debtor or Receivable Account' (refer to Modify the Account from Maintenance) to access the required account for modification. Change the 'Status' field to the value of 'Deleted', and use the Submit action to confirm.

5.2. Reset the Deleted Status

If an account that was previously deleted is to be reinstated, use the menu option 'Query' or the menu option 'Debtor or Receivable Account to access the required account for modification. Change the 'Status' field to the value of 'Open', and use the Submit action to confirm.

6. ATTACHING NOTES

Pertinent comments on any topic or point of interest may be recorded on the account, and their existence is identified by the display of “Note Edited dd Mon YYYY HH:mmXM’ when the account is accessed from the menu option ‘Query’. The notes are entered as ‘free form’ text, and the date and time of such action is automatically recorded.

6.1. Add or Modify the Notes

Use the menu option ‘Query’ (refer to Modify the Account from Query) or the menu option ‘Debtor or Receivable Account’ (refer to Modify the Account from Maintenance) to access the required account for modification. Use the Notes action, enter the required text, and use the Submit action to confirm.

7. TROUBLESHOOTING

7.1. Cannot Access the Menu Options

If the options to create and modify debtor accounts are not accessible, then ask your System Administrator to check that the security has been set up to permit this access.

7.2. Cannot Locate the Account

If a ‘known’ debtor account cannot be located (e.g. from the menu option ‘Query’), it may have, intentionally or otherwise, been deleted. If security permits, attempt to access the account from the menu option ‘Debtor or Receivable Account’ and ascertain the ‘Status’ of the account. Otherwise, ask your System Administrator to determine this.

7.3. Field Entry is Invalid

A substantial number of debtor account fields are subject to ‘validation’ in terms of pre-defined code entries (e.g. Account Group, Receipt Type). If an error message commencing with ‘Query found no valid data’ is displayed as a result of entering field data, press Home to select from the list of valid codes.

7.4. Cannot Submit the Account

If a debtor account cannot be submitted to confirm the update of otherwise valid field data that has been entered, advise your System Administrator of the circumstances, including any error messages displayed.