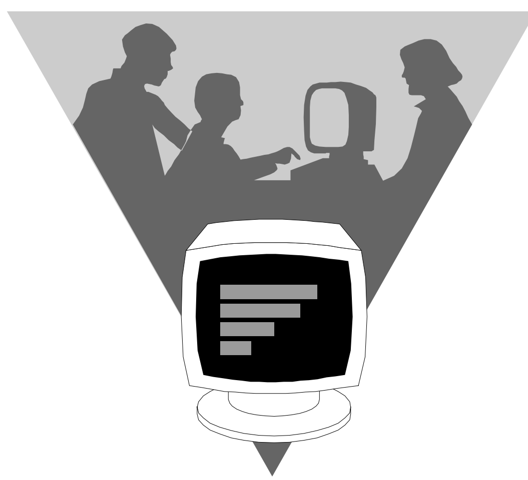
FIRSTsystem

Accounts Receivable

User Manual



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Accounts Receivable User Manual

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About This Document

This is the *Accounts Receivable User Manual* for *FIRSTsystem*. This manual serves two purposes: it guides you through the initial set-up of the Accounts Receivable (A/R) module, and it also serves as a reference to tasks.

The section *Navigation* describes the common methods of navigating between screens, and between fields on the screens. It also describes how to use the powerbar, which is a collection of commands available for the screen you're using.

The sections *Setting A/R Parameters* and *Setting Customer Parameters* describe how to set up the A/R module before you use it. Each subsection is divided into these parts:

- An introduction
- Initial Set-up
- Field Definitions

These subsections describe the screen and what it means to *FIRSTsystem*, the fields on the screen, and any recommended settings. Some subsections may have a part called *After Initial Set-up* that describes any other operations you can perform from the powerbar.

The section *Establishing and Maintaining Customer Accounts* describes how to create accounts for individual customers. It contains procedures for how to perform various operations related to maintaining the customer files.

The section *Accounting Procedures* describes how to perform various accounting activities with the A/R module. For each task there is a picture of the screen, a field definition table and a set of procedures to follow.

The section *A/R Inquiries and Reports* describes how to perform inquiries and how to generate various reports that are available in A/R. For each task there is a picture of the screen and a set of procedures to follow.

Appendix A describes a way to use A/R to look up customers who write bad checks.

Appendix B discusses methods to convert from an existing accounts receivable system to *FIRSTsystem* A/R.

The *Glossary* defines various words and terms that you will see in this manual. You may find it useful to read the definitions before you start using this manual.

Getting Help

Toll-free help is available if you need assistance using the Accounts Receivable module in *FIRSTsystem*. If you have questions or problems you cannot solve by using this manual, you can call the FCR Product Support Center.

Telephone Number for Help

The Product Support Center toll-free number is 1-800-872-9243.

Hours That Help Is Available

You can call the FCR Product Support Center during the following times:

Monday through Friday 7:00 a.m. to 7:00 p.m. Central Standard Time

Planning for A/R

The key to success with the Accounts Receivable (A/R) module is planning and organization. You may find it useful to your planning to read through the section *Setting Parameters*. This section will tell you what parameters have to be set, what they are named and how they are used.

You can ask yourself questions like these before you start setting up A/R:

- What kinds of customers do I have in my store?
- Which customers do I offer charge privileges to?
- How do I group different types of charge customers? What are the characteristics that make them similar or dissimilar? Here are some possibilities:
  - Credit limits
  - Payment method
  - Tax-exempt status
  - Credit balance only (pre-paid account)
  - Merchandise allowed to purchase
- How do I handle billing for different groups of customers? Here are some possibilities:
  - Do I want to track only the balance from one period to the next (balance forward), or do I want to track individual invoices (open item)?
  - Does the bill go to an account administrator, the individual or both?
  - Are there different account administrators for the group?
  - Do I bill some customers by month and others by academic term?

The answers to these and other questions will help you organize your customer account information before you enter it into A/R. The questions relate to set-up tasks in A/R:

- Creating customer types
- Creating customer status codes
- Creating individual customer accounts

You also need to consider what kind of information you need to see, and how you want to use it. A/R generates reports for specific customers or groups, or for ranges of customers or groups. If you choose a range, the range is selected alphabetically or numerically, as appropriate for the organizing parameter. You should allow for this when planning names and codes for customer types, customer status and other parameters.

For example, if you have customer groups that are related, you should be sure to name the groups with codes that allow them to be part of a range. This way you won’t have to generate reports over and over again, one group at a time. If you have veterans’ accounts, you may have as many as four groups: Army, Navy, Marines and Air Force. Naming the groups ARM, NAV, MAR and ARF seems logical, but you won’t be able to generate just one report that covers only those four groups. By naming them VA1, VA2, VA3 and VA4, you can easily report on a range that includes only those four groups.

Navigation

You navigate through Accounts Receivable (A/R) screens the same as you do in the rest of *FIRSTsystem*.

- **Tab** moves the cursor forward through the menu boxes on the opening screens of *FIRSTsystem* and A/R, as well as through the items on a powerbar (a collection of commands that appears at the top of the screen you're using).
- **Shift-Tab** moves the cursor backward through the boxes and powerbar items.
- **Up** and **down arrow** keys move the cursor forward and backward through the boxes.
- **Left** and **right arrow** keys move the cursor forward and backward through the powerbar items.

Once the cursor or highlight bar is on the desired item, press **Enter** to select it.

You can also select powerbar items directly. Each item has one letter capitalized; for example, **F**ind, **A**llmenu, or ba**L**ance. Rather than moving the highlight onto the option and pressing Enter, you can type that letter to select that item from the powerbar.

Allmenu screens (see the figure below) display a series of menu boxes with different items listed inside them:

Use **Tab** and **Shift-Tab** to move the cursor from box to box. Within a box, use the **up** and **down arrow** keys to move the cursor to a specific item. When you reach the desired item in the box, press **Enter** to select it.

When you choose an item from the powerbar, such as **Change**, and the cursor moves into the data fields area, use the **Tab** key to move from field to field. Use **Shift-Tab** to move back to a previous field.

On some data entry screens, the **Tab** key does not advance the cursor to the next field. Look at the lower right corner of the screen. A greater-than symbol (>) in that corner means that the system is waiting for you to press **Enter**. After you press **Enter**, the cursor moves to the next field or the next screen. This often happens when you are creating a new record of some kind, such as a customer type or status code. After typing the identifying characters (for example, A for active or FAC for faculty), you have to press **Enter** to create the record before you can put information in the fields.

Certain powerbar items appear on nearly every screen:

Back to return to the *FIRSTsystem* menu

Exit to return to the previous screen

View to look at a record without making any changes

After you perform an operation on an account, the powerbar may display three more items:

Next to move to the next available account

Prior to move to the previous account

Repeat to return to the first screen of the current account

Some powerbars extend beyond the width of the screen. When this happens, you see an arrow (-> or < -) at the right side of the powerbar.

- > Indicates there are more powerbar options to the right; press the right arrow key until they appear.

< - Indicates there are more powerbar options to the left; press the left arrow key until they appear.

Setting A/R Parameters

There are parameters for the Accounts Receivable (A/R) module that you need to set before you start using A/R. The information you enter for these parameters becomes the default settings for A/R; they define how A/R acts. You can change the settings when necessary.

There are seven sets of parameters you have to set:

- System Options
- Statement Options
- Statement Messages
- Dunning Letters
- Discount Types
- Customer Status Codes
- Customer Types

When you are first setting up A/R, you should set up the options as they are listed above because each set of parameters builds on the previous one. After initial set-up, you access these options as needed to change existing settings.

System Options

Before you use the A/R module, you should review the System Options to verify that they are set the way you want. These options affect all A/R accounts. System Options tell *FIRSTsystem* whether and when to place accounts on or off hold (to allow or disallow charges) based on whether accounts are current. System Options also control whether POS charges are posted to A/R.

Initial Set-up

1. Follow this path to reach System Options from the *FIRSTsystem* menu: Accounting/Accounts Receivable/Allmenu/File Maintenance:Parameters/ Operational:System Options.

The *System Options* screen appears:

2. Review the information in the fields. If you want to leave the fields as they are, select **Exit** or press **Esc** to leave this screen. If you want to make revisions, select **Change** from the powerbar.

Refer to the field definitions table that follows for information on filling in the fields. A "yes" in the *Required* column means you cannot exit the screen until you type something in the field.

Field Definitions

The table below describes the fields on the *System Options* screen.

Field Heading	Required	Definition
Automatic Accounts On Hold	Yes	A one-character field that determines whether a customer's account is automatically put on hold (no charges will be allowed) if the balance exceeds the credit limit after POS Daily System Update is complete. Press **F2** to see the available options: **Y** to put the account on hold automatically. **N** to leave the account open for use even though the account balance exceeds the credit limit. Follett recommends that you set this field to **Y**. This prevents customers from charging over their credit limits.
Automatic Accounts Off Hold	Yes	A one-character field that determines whether a customer's account is automatically taken off hold (charges will be allowed) when the balance no longer exceeds the credit

Field Heading	Required	Definition
		limit after POS Daily System Update is complete. Press **F2** to see the available options: **Y** to take the account off hold automatically. **N** to leave the account on hold until you manually change it to active status. Follett recommends that you set this field to **N**. This gives you the chance to decide whether you want to reinstate a customer's charge privileges.
Next Available Customer Number	Yes	A five-digit field that contains the number that *FIRSTsystem* will assign to the next customer account you create. You can enter up to 5 digits, or let *FIRSTsystem* generate the numbers sequentially.
Process POS Charges to A/R	Yes	A one-character field that determines whether purchases that are charged to a customer's account at a cash register are automatically posted to that account in A/R after POS Daily System Update is complete. Press **F2** to see the available options: **Y** to have POS transactions posted automatically. **N** to prevent POS transactions from posting automatically. **Warning**: If you choose **N** for this field, the charge transactions at the POS cash registers will not be posted to the A/R accounts when POS Daily System Update is complete. This means the register's journal tape will be your only record of customer charges.

If you are doing an initial set-up, you should go to Statement Options next. From the *System Options* screen, press **Esc** and select **Statement Options** from the *Operational* box.

Statement Options

The statement options control how and when statements are printed, the detail that appears on them, the amount of interest charged and how *FIRSTsystem* applies the interest.

Initial Set-up

1. Follow this path to reach Statement Options from the *FIRSTsystem* menu:
Accounting/ Accounts Receivable/Allmenu/File Maintenance:
Parameters/Operational:Statement Options.

The *Statement Options* screen appears:

2. Review the information in the fields. If you want to leave the fields as they are, select **Exit** or press **Esc**. If you want to make revisions, select **Change**.

Refer to the field definitions table that follows for information on filling in the fields. A "yes" in the *Required* column means you cannot exit the screen until you type something in the field.

Field Definitions

The table below describes the fields on the *Statement Options* screen.

Field Heading	Required	Definition
Printed Paper Used	Yes	A one-character field that tells *FIRSTsystem* whether you use preprinted forms or blank paper for statements. Press **F2** to see the available options: **Y** if you use preprinted statement forms. **N** if you use blank paper; *FIRSTsystem* will print store information at the top of each page.
Laser Printer	Yes	A one-character field that tells *FIRSTsystem* whether the statement printer is a laser printer. Press **F2** to see the available options: **Y** if your printer is a laser printer. **N** if it is not.
Do Not Print Statements For	Yes	A one-character field that controls whether statements are printed for customer accounts with a zero balance or a credit balance. Press **F2** to see the available options: **C** Statements are not printed for customer accounts with a credit balance. **0** (zero) Statements are not printed for customer accounts with a zero balance. **B** Statements are not printed for customer accounts with a zero or a credit balance. **P** Statements ***are*** printed for customer accounts with a zero or a credit balance.

Field Heading	Required	Definition
Aging Method	Yes	A one-character field that determines whether a payment or credit is applied first against current or overdue charge amounts on balance-forward accounts. Press **F2** to see the available options: **1** Credits/payments are applied to current charges first, then to the charges in the most recent statement period, and so on. **2** Credits/payments are applied only to current charges. **3** Credits/payments are applied to the oldest charges first, and then to the next-oldest charges, up through the current balance. **Note**: Option 3 is the most common choice.
Rate	No	This field determines the finance charge that is applied to unpaid charges when you process statements. Type the number as a decimal. For example, if the interest rate is 1.5%, type 1.5 in this field. If the interest rate is .75%, type .75 in this field. If you do not charge interest, leave this field blank. This field works in conjunction with the *Apply on Balance Over* field. If you leave that field blank, an entry in this field will have no effect.

Field Heading	Required	Definition
Apply on Balance Over	No	A one-character field that tells *FIRSTsystem* when to begin applying a finance charge to an unpaid charge. Finance charges are calculated as a percentage of the unpaid charge. Finance charges begin to accumulate based on the number of billing periods since the charge was incurred, and continue to accumulate until the charge is paid in full. Press **F2** to see the available options: **1** Begin to apply finance charges when the unpaid charge amount is 1 billing period old. **2** Begin to apply finance charges when the unpaid charge amount is 2 billing periods old. **3** Begin to apply finance charges when the unpaid charge amount is 3 billing periods old. **4** Begin to apply finance charges when the unpaid charge amount is 4 billing periods old. **5** Begin to apply finance charges when the unpaid charge amount is 5 billing periods old. This field works in conjunction with the *Rate* field. If you leave that field blank, an entry in this field will have no effect.
Message Lines	No	A 30-character, 3-line field that contains any message you want to appear at the bottom of statements when finance charges have been applied to an unpaid amount (for example, explaining the interest terms). Type the message exactly as you want it to appear. There is no “word wrap” feature; use the Tab key to move the cursor to the next line.
Enter Heading Lines to Print Above Aging Analysis	No	*FIRSTsystem* can print aging information at the bottom of each statement. This field contains the heading of each aging column for six billing periods. There are two lines available; you can type up to 64 characters in each. The “99999.99” amounts show where the aging amounts will print on a statement. Use the nines to help you position your headings over them.

If you are doing an initial set-up, you should go to Statement Messages next. From the *Statement Options* screen, press **Esc** and select **Statement Messages** from the *Operational* box.

Statement Messages

FIRSTsystem makes it possible for you to print custom messages on the billing statements, if desired. Such messages might include promotional information, account aging information and payment reminders.

There are a number of messages that you can assign when you set up customer types:

- Statement message
- Credit message
- Five different overdue messages

Before you can assign these messages, you must create them. You can assign unique messages to different customers or groups of customers. Consider the types of customers you have and what kinds of special messages you might want to create for each of them, as well as any generic messages that could apply to all customers.

When you are assigning messages to customer types or accounts, and you press F2 to see the list of available messages, you see all the messages that you create in Statement Messages.

Initial Set-up

1. Follow this path to reach Statement Messages from the *FIRSTsystem* menu: Accounting/Accounts Receivable/Allmenu/File Maintenance:Parameters/ Operational:Statement Messages.

The *Statement Messages* screen appears:

2. Select **Add** from the powerbar to create a new message.

There are a number of fields on different A/R screens that allow you to assign a message to specified statements. The types of messages you might assign in these fields, and the reasons for using them, may be very different, but all the messages are stored together. Any time you press F2 to see a list of statement messages, you see *all* of the available statement messages, not just the ones that apply to the particular field you're working in.

The message list always appears with messages listed alphabetically by the two-letter code. In order to make the message list easier to work with, you may want to assign message codes that are linked to customer types, customer status codes, or some other parameter. For example, if you have a customer type of FAC for faculty, you may want to start all message codes aimed at faculty members with the letter F. Then all the faculty messages would be grouped together in the list. If some messages are aimed at accounts that have a credit balance, you might start their codes with C.

Refer to the field definitions table that follows for information on filling in the fields. A "yes" in the *Required* column means you cannot exit the screen until you type something in the field.

Field Definitions

The table below describes the fields on the *Statement Messages* screen.

Field Heading	Required	Definition
Message Code	Yes	A two-character code that tells *FIRSTsystem* what message to print on the account statement. When you are viewing, changing or deleting messages, press **F2** to see the available options. These are the default options: **BB** (No message) **TT** Test message xxxxxxxxxxx You can add your own codes and messages.
Message Code description	No	This field is not labeled. You can type up to 25 characters to identify the message code.
Message	Yes	This field is not labeled. It contains the actual message, 3 lines of up to 60 characters each, that will appear on the statement. Type the message exactly as you want it to appear. There is no "word wrap" feature; use the Tab key to move the cursor to the next line.

After Initial Set-up

There are other options in the *Statement Messages* screen's powerbar:

- Select **Change** to change the code or text of a message.
- Select **Delete** to remove a message. **Warning**: Do not delete message BB; it is used by other defaults in *FIRSTsystem*.

If you are doing an initial set-up, you should go to Dunning Letters next. From the *Statement Messages* screen, press **Esc** twice and select **Dunning Letters** from the *File Maintenance* box.

Dunning Letters

A dunning letter is a letter sent to a customer whose account is overdue. There are usually several types of dunning letters, ranging from friendly reminders that payment is due to threats of legal action. You can process dunning letters two ways: automatically and manually. In automatic mode, *FIRSTsystem* can print dunning letters based on account balance and dunning status. In manual mode, you select the customer accounts and the type of letter you want to send. You use dunning letters in addition to statements; they do not affect aging messages on the statements. You don’t have to use dunning letters if they are not part of your store’s procedures.

When you process dunning letters in automatic mode, *FIRSTsystem* checks the dunning status of the accounts. All customers start with a dunning status of 0 (zero). If any account is 30 days or more overdue when you process the dunning letters, *FIRSTsystem* changes the dunning status to 1 and prints the appropriate letter. Only payment-in-full of the overdue amount will set the dunning status back to 0. If the customer has made no payment or only a partial payment when dunning letters are processed again, *FIRSTsystem* increments the dunning status to 2 and then to 3. You can see a customer’s dunning status on the *Balance* screen (follow the path Accounts Receivable/Find/Balance to find a customer account and view the balance).

FIRSTsystem includes three default dunning letters (Letter 1, Letter 2 and Letter 3). You can change their text to match your store’s policies. These letters print automatically when you process dunning letters using automatic mode. The customer’s dunning status determines which letter prints. See the table below for an explanation.

If dunning status is...	and the balance is...	then *FIRSTsystem*
Dunning status 0	30 days overdue or older	Prints Letter 1 and raises the account’s dunning status to 1.
Dunning status 1	30 days overdue or older	Prints letter 2 and raises the account’s dunning status to 2.
Dunning status of 2	30 days overdue or older	Prints letter 3 and raises the account’s dunning status to 3.
Dunning status of 3	30 days overdue or older	Prints letter 3 and leaves the account’s dunning status at 3.

You can add your own dunning letters. However, *FIRSTsystem* does not print them when you process dunning letters in automatic mode. Any dunning letters that you create print for *every* customer in the ranges you specify in the process template, regardless of dunning status. *FIRSTsystem* will not check to see which accounts are overdue and will not update an account’s dunning status.

Initial Set-up

1. Follow this path to reach Dunning Letters from the *FIRSTsystem* menu: Accounting/Accounts Receivable/Allmenu/File Maintenance:Dunning Letters.

The *Maintain Dunning Letters* screen appears:

2. Select **View** from the powerbar and review the text of each of the default dunning letters. If you want to change any of them, select **Change** from the powerbar and select the letter you want to edit. Letter 0 explains how the automatic mode works; you can't make any changes to it. You can change only the text for Letter 1, Letter 2 and Letter 3. You can't delete any of the default dunning letters.

Refer to the field definitions table that follows for information on filling in the fields. A "yes" in the *Required* column means you cannot exit the screen until you type something in the field.

Field Definitions

The table below describes the fields on the *Maintain Dunning Letters* screen.

Field Heading	Required	Definition
Dunning Letter	Yes	A one-character code that tells *FIRSTsystem* what dunning letter to print. These are the default options: **0** Automatic mode **1** Friendly remind **2** 2nd notice **3** Final notice You can add your own dunning letters.
Dunning Letter ID	No	This field is not labeled. You can type up to 15 characters to identify the dunning letter.
Text Area	Yes	Fifteen lines of up to 60 characters each. Type the dunning letter exactly as you want it to appear. There is no "word wrap" feature; use the Tab key to advance to the next line.

After Initial Set-up

There are other options in the *Maintain Dunning Letters* screen's powerbar:

- Select **Add** if you want to create your own dunning letters. Remember, any letters that you add will print without regard to an account's dunning status, and will not update an account's dunning status.
- Select **Delete** to remove any dunning letters that you created.
- Select **Pscreen** to print the screen; this is useful if you want a printed copy of the text of a dunning letter.
- Select **pRocess** to process and print dunning letters. See the section *Accounting Procedures* for detailed instructions.

If you are doing an initial set-up, you should go to Discount Types next. From the *Maintain Dunning Letters* screen, press **Esc**, choose **Parameters** from the *File Maintenance* box, and then choose **Discount Types** from the *Operational* box.

Discount Types

You may offer various kinds of discounts on merchandise at point of sale, depending on the customer and/or the merchandise. A cashier can manually apply discounts to any purchase at the POS cash register, but you may find it convenient to pre-assign discounts for your A/R charge customers. *FIRSTsystem* lets you assign different discounts according to individual customers, customer types, and/or department-categories. But before you can assign the discounts, you must create the discount types. You can create discount types in the POS back office as well as in A/R. The procedures described here explain how to set up discount types in A/R.

Note: With a manager override or the appropriate security level, you can manually enter a discount (as a percentage or as a dollar amount) at the POS cash register that overrides the entries on the *Discount Type Maintenance* screen. However, the entries on the *Discount Type Maintenance* screen will not override a “no discount” assigned to an item or title on the *Product File Maintenance* or *Title File Maintenance* screens, nor can you override the “no discount” at the cash register.

Initial Set-up

1. Follow this path to reach Discount Types from the *FIRSTsystem* menu: Accounting/Accounts Receivable/Allmenu/File Maintenance:Parameters/Operational: Discount Types.

The *Discount Type Maintenance* screen appears:

2. Select **Add** from the powerbar to create discount types. You can assign different types of discounts:

   - Default discount
   - Discounts for entire department-categories
   - Discounts for individual department-category numbers

   You can also exclude an entire department or an individual department-category from the default discount. All of these discounts and exclusions can be combined in different ways. Several examples follow.

   Default discount only

   You can assign a default discount to a discount type with no specific discounts or exclusions based on department-categories. In this case, the default discount applies to all purchases. For an example, look at the figure below.

   You assign a default discount of 10%, with no other discounts. At the cash register, all merchandise would be discounted 10%.

Default discount with department-category discounts and a department-category excluded from discount

You can assign a default discount with different discounts for specified department-categories or ranges of department-categories. For an example, look at the figure below.

You assign these discounts:

- ⇒ a 5% default discount
- ⇒ a 0% discount for items in department-category 2050
- ⇒ an 8% discount for items in department-category 4010
- ⇒ a 12% discount for items in department-categories from 5000 through 5999

At the cash register, any item in department-category 2050 would not be discounted. Any item from department-category 4010 would be discounted 8%. Any items from department-categories 5000 through 5999 would be discounted 12%. All other merchandise would be discounted 5%.

Department-category discounts with no default discount

You can assign department-category discounts without assigning a default discount. For an example, look at the figure below.

You assign these discounts:

⇒ a 5% discount for items in department-category 3200

⇒ a 10% discount for items in department-categories 4000 through 4999

At the cash register, any item from department-category 3200 would be discounted 5%. Any items from department-categories 4000 through 4999 would be discounted 10%. All other merchandise would not be discounted.

Discount for a range of department-categories with a discount for an individual department-category that differs from the range, and no default discount

When you discount a range of department-categories, you can assign different or no discounts to individual department-categories within that range. For an example, look at the figure below.

You assign these discounts:

⇒ a 10% discount for items in the department-category range 3000-3999

⇒ a 0% discount for items in department-category 3200

⇒ a 15% discount for items in department-category 3550

When you exclude a department-category from a range, the order that you type the department-category and the discount on the screen is important. *FIRSTsystem* reads the discounts in order, top to bottom, left to right. If you assign the discount to a range first, and then assign a different discount to an individual department-category in that range, the range discount will override the individual department-category discount. In this example, you have to type in the individual department-category discounts for 3200 and 3550 before you type the 10% discount for the range 3000-3999.

No discount

You may want to create a discount type of N, with no default discount and no department-category discounts. You could then assign this discount type to a customer type that you do not want to get any discounts.

Refer to the field definitions table that follows for information on filling in the fields. A “yes” in the *Required* column means you cannot exit the screen until you type something in the field.

Field Definitions

The table below describes the fields on the *Discount Type Maintenance* screen.

Field Heading	Required	Definition
Discount Type	Yes	A one-character code that specifies a type of discount. When you are viewing, changing or deleting, press **F2** to see the available options. There are no default options; you must create your own.
Discount Type description	No	This field is not labeled. You can type up to 20 characters to identify the discount type. The description appears next to the discount type on various screens.
Default Disc	Yes	A two-character numeric field that specifies the default discount percentage. Type up to two digits to indicate the percentage of the discount. For example, type 5 for a 5% discount or 20 for a 20% discount.
Dept\Cat From – To columns	No	If you want to allow special discounts, different from the default discount, for specific types of merchandise as determined by department-category number, use the four-character numeric fields in these columns. • In the *From* fields, enter the beginning department-category number. • In the *To* fields, enter the ending department-category number. For example, to allow a special discount on all items in the range of department-categories from 4000-4999, type 4000 in a *From* field and 4999 in the corresponding *To* field. To allow a discount on the items in department-category number 4550, type 4550 in both a *From* field and the corresponding *To* field.
Dept\Cat Disc Pct columns	No	If you specified a department-category number or range of department-categories eligible for a special discount, type the percentage of the discount in the corresponding two-character numeric field in this column.

After Initial Set-up

There are other options in the *Discount Type Maintenance* screen's powerbar:

- Select **Change** to change a discount type.
- Select **Delete** to remove a discount type.
- Select **Maint** to work with department-categories.

If you are doing an initial set-up, you should go to Customer Status Codes next. From the *Discount Type Maintenance* screen, press **Esc** and select **Cust Status Codes** from the *Operational* box.

Customer Status Codes

A Customer Status Code indicates the current status of an account. The code can be used to indicate whether an account is on hold, active or prepaid. The status code can control whether charges will be allowed at the cash register, whether checks will be accepted from the accountholder at POS or whether statements print for the account.

Initial Set-up

1. Follow this path to reach Customer Status Codes from the *FIRSTsystem* menu: Accounting/Accounts Receivable/Allmenu/File Maintenance: Parameters/Operational:Cust Status Codes.

The *Customer Status Maintenance* screen appears:

2. Select **View** from the powerbar and review the default customer status codes. You can leave them as they are, or select **Change** from the powerbar to revise any of the fields.

   Warning: Do not make any changes to status code Q, POS Accumulation Account.

3. Select **Add** from the powerbar to create any additional customer status codes that you may need for your store.

Refer to the field definitions table that follows for information on filling in the fields. A “yes” in the *Required* column means you cannot exit the screen until you type something in the field.

Field Definitions

The table below describes the fields on the *Customer Status Maintenance* screen.

Field Heading	Require d	Definition
Status Code	Yes	A one-character code that specifies a type of status that can be put on an account. When you are viewing, changing or deleting, press **F2** to see the available options. These are the default options: **A** Active chrg. account **H** Account on hold **N** No checks permitted **Q** POS accumulation acc **S** Special order customer
Status Code description	No	This field is not labeled. You can type up to 20 characters to identify the status code. This description appears next to the *Status Code* field on various screens.
POS Check Tender	Yes	A one-character field that specifies whether the accountholder can present checks at a POS terminal. Press **F2** to see the available options: **Y** to allow checks. **N** to disallow checks.
A/R Entries	Yes	A one-character field that specifies whether the accountholder can charge to his or her account. Press **F2** to see the available options: **Y** to allow charges. **N** to disallow charges.
Statement Process	Yes	A one-character field that specifies whether a statement is printed for an account. Press **F2** to see the available options: **Y** to print a statement. **N** to not print a statement.

After Initial Set-up

There are other options in the *Customer Status Maintenance* screen's powerbar:

- Select **Delete** to remove a customer status code. **Warning**: Do not remove the default status code Q, POS Accumulation Account.

- Select **Next** or **Prior** to move to the next or prior customer status code. These commands appear only after you display a customer status code on the screen with another powerbar selection.

If you are doing an initial set-up, you should go to Customer Types next. From the *Customer Status Maintenance* screen, press **Esc** and select **Customer Types** from the *Operational* box.

Customer Types

In A/R, a customer type serves two purposes:

- It is a way to group customers that share similar characteristics (such as credit limit, type of discounts authorized, tax-exempt status, etc.)
- It contains default information that is common to the customers in the group that the type describes.

By grouping customers with similar characteristics, you can generate reports or perform operations on their accounts as a group. For example, if all student accounts are grouped together as a single customer type, you can process statements for all the student accounts at one time by selecting the appropriate customer type on the *A/R Statement Process* screen.

By entering a group's common information as a customer type, you can save time when you create the individual customer accounts. You assign the appropriate customer type to the new account, and *FIRSTsystem* enters all the common information in the appropriate fields. If the customer type's common information is correct, you need add only the customer's name and billing information. If necessary, you can change any information that differs from the customer type.

In version 2.0, A/R has a new option: you can create financial aid customer types. Financial aid customer types work differently than other customer types. A financial aid account is not a charge account; it contains the funds that the student received from a financial aid source. When the student purchases against financial aid, the price of the items is deducted from the amount of available financial aid.

Financial aid accounts can also be restricted, as a necessary, so that the student can buy only course supplies. This feature interacts with settings you make in Trade & GM, where you indicate which items are course supplies and which are not.

When you set up A/R, you will need to know all the different types of financial aid that are in available for bookstore purchases. You must create a different customer type for each kind of financial aid. This means that students who have more than one kind of financial aid will have more than one account.

Different types of financial aid have different definitions of what constitutes a course supply, and different restrictions on non-course supply purchases. For example, a basketball scholarship may allow students to purchase all textbooks and other required course supplies, plus athletic equipment. A state grant, on the other hand, may allow only textbook purchases. In Trade & GM, there is no way to differentiate between the restrictions of different types of financial aid. You can only indicate whether an item is a course supply.

In A/R, this means you must designate as unrestricted any financial aid customer types that will pay for items other than course supplies. At the register, this means that the cashier must know the various restrictions and apply the items against the appropriate financial aid account.

Initial Set-up

1. Follow this path to reach Customer Types from the *FIRSTsystem* menu: Accounting/Accounts Receivable/Allmenu/File Maintenance:Parameters/ Operational:Customer Type.

There are three *Customer Type Maintenance* screens.

This is screen 1:

This is screen 2:

This is screen 3:

2. Select **View** from the powerbar and review the default customer types. (Remember, there are three screens of information for each customer type. Press **Enter** to advance through the screens; select **Repeat** from the powerbar to return to the first screen.) You can leave them as they are, or select **Change** from the powerbar to revise any of the fields.

   Warning: Do not make any changes to the POS customer type.

3. Select **Add** from the powerbar to create any additional customer types that you may need for your store.

Refer to the field definitions table that follows for information on filling in the fields. A "yes" in the *Required* column means you cannot exit the screen until you type something in the field.

Field Definitions

The table below describes the fields on the *Customer Type Maintenance* screens.

Field Heading	Required	Definition
Screen 1 of 3		
Customer Type	Yes	On screen 1. A three-character code that identifies a common group of customers. Press **F2** to see the available options. These are the default options: **COR** Corporate **EMP** Employee **FAC** Faculty **GEN** General account **INS** School/institution **NSF** Bad check **POS** POS accumulation account **SPL** Special order customer **STU** Student You can add your own customer types. **Warning**: Do not delete the POS customer type.
Customer Type description	No	On screen 1. This field is not labeled. You can type up to 20 characters to further identify the customer type. This description appears next to the customer type code on various screens.

Field Heading	Required	Definition
Credit Limit	Yes	On screen 1. A five-character field that specifies the default maximum amount of credit allowed for accounts of this customer type. Type up to 5 digits to specify a whole dollar amount. Each register is aware of an account's balance and any charges made to the account on that register. Each register is also aware of any charges made to an account in A/R. If the total of back-office invoices and charges at the register puts the account over the specified credit limit, the register will not allow the charge. A/R is not aware of charges at the register until you run POS Daily System Update. A/R does not compare the current balance with the credit limit until you process statements. A/R will let you add an invoice to the account even though other invoices and/or register charges may put the account over the limit. If the *Automatic Accounts on Hold* field on the System Options screen is set to **Y**, A/R puts the account on hold when the account balance exceeds the credit limit after POS Daily System Update is complete. **Warning**: If you leave this field blank, you are allowing unlimited credit. **Warning**: If the *Financial Aid* field is set to Y, this field indicates the available amount of financial aid (a credit balance) , and FIRSTsystem ignores the *Credit Balance* field. Because financial aid amounts differ from one student to another, you may have to specify the exact amount when you create the students' accounts. However, you should put some amount here as a placeholder. If the field is blank, you will not be able to charge to the account at POS.
Credit Balance	No	On screen 1. A one-character field that specifies whether an account must have only a credit balance or can have any balance. Press **F2** to see the available options: **Y** if the account can have only a credit balance. **N** if the account can have any balance. If you have accounts where customers pay in advance and draw against the balance, you may want to ensure that you set this field to **Y**. This will prevent those customers from charging more than they deposited. **Note**: If the *Financial Aid* field is set to Y, the *Credit Balance* field has no effect because the amount in the *Credit Limit* field is a credit balance.

Field Heading	Required	Definition
Show POS Balance	Yes	On screen 1. A one-character field that specifies whether the account balance shows up at POS. Press **F2** to see the available options: **Y** to display the balance at POS. **N** to stop the balance from displaying at POS.
Discount Type	No	On screen 1. A one-character field that specifies the type of discount applied to an account. Press **F2** to see the available options. There are no default discount types. You must create them on the *Discount Type Maintenance* screen before you start working with customer types.
Statement Message	Yes	On screen 1. A two-character field that specifies which message prints on the statements of accounts with this customer type. Press **F2** to see the available options. There are no default messages. You must create them on the *Statement Messages* screen before you start working with customer types.
Credit Message	Yes	On screen 1. A two-character field that specifies which message prints on the statements of accounts with this customer type when there is a credit balance. Press **F2** to see the available options. There are no default messages. You must create them on the *Statement Messages* screen before you start working with customer types.
$ Overdue	No	On screen 1. A five-character field that specifies a dollar amount. When accounts of this customer type have balances still owing by that amount for the specified period, the message selected in the *Message* field prints on the statement. There are separate fields for 1 month, 2 months, 3 months, 4 months and 5 months overdue. This field also works in conjunction with the *Hold Account* field.
Message	No	On screen 1. A two-character field that specifies the message you want printed on statements of accounts with this customer type when the account balance is still owing by the amount specified in the *$ Overdue* field. There are separate fields for 1 month, 2 months, 3 months, 4 months and 5 months overdue. You can select a different message code for each field. Press **F2** in each field to see the available options. There are no default messages. You must create them on the *Statement Messages* screen before you start working with customer types.

Field Heading	Required	Definition
Hold Account	No	On screen 1. A one-character field that determines whether an account is put on hold automatically during statement processing when the account balance is still owing by the amount specified in the *$ Overdue* field. There are separate fields for 1 month, 2 months, 3 months, 4 months and 5 months overdue. Press **F2** in each field to see the available options: **Y** to put the account on hold. **N** to leave the account open for use. If you set any of these fields to put the account on hold, then the setting you chose for the *Automatic Accounts off Hold* field on the *System Options* screen determines whether the account returns to active status automatically after the overdue amount is paid.
Screen 2 of 3		
Billable	Yes	On screen 2. A one-character field that specifies whether there is a central authority that is responsible for payment of the accounts of this type, or receives copies of the statements for any other reason. For example, a customer type for the English department may have this field set to Y so that the department head receives copies of all the statements, but the individual professors would also get their own individual statements. Press **F2** to see the available options: **Y** customer type is billable (there is a central authority). **N** customer type not billable (only the customer gets the statement). **Note**: If the *Financial Aid* field is set to Y, you must select Y .
Statement Detail	Yes	On screen 2. A one-character field that specifies how much detail appears on a statement for customers of this type. Press **F2** to see the available options: **Y** print all invoice line item detail. **N** print only final invoice total.

Field Heading	Required	Definition
Bill Statements By	Yes	On screen 2. A one-character field that specifies how many statements will print and which address prints on the statement. Press **F2** to see the available options: **M** Customer type address **C** Customer address **B** Both customer type and customer address If you choose option **M**, A/R prints a statement addressed to the central authority that contains information for all accounts of this customer type. If you choose option **C**, A/R prints a statement addressed to the customer that contains information for the customer's account. If you choose option **B**, A/R prints both types of statements. Options **M** and **B** apply only if the *Billable* field is set to **Y**. If you select one of these options, then when you process statements you must select Type (Major Account) for one of the sort sequences in order to print a statement for the central authority for the account. **Note**: If the *Financial Aid* field is set to Y, you must select M or B .
Name	Yes, if *Billable* is set to Y	On screen 2. An alphanumeric field that can be viewed as a single 30-character field or a 2-part field of up to 15 characters each. (Use the *Split* field to indicate whether this should be a single field or a 2-part field.) Type a company name in the single field or type an individual customer's first name in the first part and last name in the second part of the 2-part field. **Warning**: Use this field on this screen only if the *Billable* field is set to Y. The name you type here is the name of the central authority for the account.
Split	No	On screen 2. A one-character field that tells the system whether to view the *Name* field as a single field, or a two-part field sorted by the second part. These are the available options: **Y** to view as a two-part field (first name and last name). **N** to view as a single field (company or department name). You can also press **F2** to see these options. **Warning**: Use this field on this screen only if the *Billable* field is set to Y and you typed a name in the *Name* field.

Field Heading	Required	Definition
Line2	No	On screen 2. A 30-character field that holds the first line of the central authority's address. **Warning**: Use this field on this screen only if the *Billable* field is set to Y and you typed a name in the *Name* field.
Line3	No	On screen 2. A 30-character field that holds the second line of the central authority's address. **Warning**: Use this field on this screen only if the *Billable* field is set to Y and you typed a name in the *Name* field.
City	No	On screen 2. A 16-character field that holds the name of the city in the central authority's address. **Warning**: Use this field on this screen only if the *Billable* field is set to Y and you typed a name in the *Name* field.
State	No	On screen 2. A two-character field that holds the two-letter postal code abbreviation of the state in the central authority's address. **Warning**: Use this field on this screen only if the *Billable* field is set to Y and you typed a name in the *Name* field.
Zip	No	On screen 2. A ten-character field that holds the zip code, regular or ZIP+four, of the central authority's address. If you use ZIP+four, don't type the hyphen. **Warning**: Use this field on this screen only if the *Billable* field is set to Y and you typed a name in the *Name* field.
Phone #1	No	On screen 2. A 12-character field that holds the central authority's primary telephone number. Type the area code and telephone number without using hyphens or other separators. For example, if the number is 708-555-1111, type 7085551111. The system will insert separator spaces. **Warning**: Use this field on this screen only if the *Billable* field is set to Y and you typed a name in the *Name* field.
Ext	No	On screen 2. A four-character field that holds the extension, if any, associated with the central authority's primary telephone number. **Warning**: Use this field on this screen only if the *Billable* field is set to Y and you typed a name in the *Name* field.
Phone #2	No	On screen 2. A 12-character field that holds the central authority's secondary telephone number, if any. For example, the central authority may have an alternate voice number or a fax number. **Warning**: Use this field on this screen only if the *Billable* field is set to Y and you typed a name in the *Name* field.

Field Heading	**Required**	**Definition**
Ext	No	On screen 2. A four-character field that holds the extension, if any, associated with the central authority's secondary telephone number. **Warning**: Use this field on this screen only if the *Billable* field is set to Y and you typed a name in the *Name* field.
Contact	No	On screen 2. A 30-character field that holds the name of the contact person at the address entered above. **Warning**: Use this field on this screen only if the *Billable* field is set to Y and you typed a name in the *Name* field.
Financial Aid	Yes	On screen 2. A one-character field that indicates whether this is a financial aid customer type. Press F2 to see the available options: Y indicates this is a financial aid customer type. N indicates this is not a financial aid customer type. **Note**: If you set this field to Y, you must also set the *Billable* field to Y and set the *Bill Statements By* field to M or B.
Balance Type	Yes, if *Financial Aid* field is set to Y; otherwise has no effect	On screen 2. A one-character field that indicates whether this customer type is restricted to buying only course supplies with the financial aid. Press F2 to see the available options: U indicates unrestricted; can buy anything with this financial aid. R indicates restricted; can buy with this financial aid only items specified in Trade & GM as course supplies.
Expiration Date	No	A date field that indicates when the financial aid expires. Type the date in MM/DD/YY format (for example, you would type 03/20/97 for March 20, 1997). **Note**: This field has no effect when the *Financial Aid* field is set to N.
Screen 3 of 3		
Customer Status	Yes	On screen 3. A one-character field that holds the customer status code for back-office charges. Press **F2** to see the available options. The customer status code determines whether checks are accepted at POS, whether charges are allowed in the back office, and whether statements are printed, according to the settings you specified for each code on the *Customer Status Maintenance* screen.

Field Heading	Required	Definition
POS Status	Yes	On screen 3. A one-character field that holds the customer status code for charges at the POS terminals. Press **F2** to see the available options. These are the same codes that you created on the *Customer Status Maintenance* screen and assigned in the *Customer Status* field.
Tax Exempt	Yes	On screen 3. A one-character field that specifies whether accounts of this customer type have tax-exempt status. Press **F2** to see the available options: **Y** if the customer's purchases are tax-exempt. **N** if the customer's purchases are taxable. Set this field to Y only if *all* transactions on accounts of this customer type are tax-exempt. You can make specific items or transactions at the cash register tax-exempt even when this field is set to N, but you can't make specific items or transactions taxable when this field is set to Y.
ID for Exempt	No	On screen 3. A 17-character field that holds the tax-exempt ID number. If you set the *Tax Exempt* field to Y, and the tax-exempt status belongs to a central authority rather than to individual customers, type the central authority's tax-exempt ID number here. If the tax-exempt status belongs to individual customers, leave this field blank and enter each customer's tax-exempt ID as you create their accounts.
Promotions	Yes	On screen 3. A one-character field that specifies whether customers of this type should be included in mailing labels that you can create in A/R to use on promotional mailings. Press **F2** to see the available options: **Y** Promotional mail **N** No promotional mail
Transaction History	Yes	On screen 3. A one-character field that specifies whether *FIRSTsystem* should keep a transaction history for customers of this type. Press **F2** to see the available options: **Y** Keep history **N** Do not keep history If you do not keep transaction history for an account, there is no transaction detail on the account after you process statements.

Field Heading	Required	Definition
Statement Type	Yes	On screen 3. A one-character field that specifies how transaction detail is maintained on the account after statements are processed. Press **F2** to see the available options: **B** Balance forward **O** Open item On a balance-forward account, all transaction detail is combined into one balance-forward total after statements are processed. You apply payments to the balance until the account is paid in full; you cannot apply payments to specific invoices. An open-item account keeps all individual invoices. You can apply payments manually to specific invoices, regardless of the invoice date.
Interest	Yes	On screen 3. A one-character field that specifies whether interest is charged to customers of this type when they have an amount owing on their account. Press **F2** to see the available options: **Y** Charge interest. **N** Don't charge interest. The amount of interest charged and when A/R begins to calculate interest are controlled by the *Rate* and *Apply on Balances Over* fields on the *Statement Options* screen.
Messages	Yes	On screen 3. A one-character field that specifies whether messages will be printed on statements for customers of this type. Press **F2** to see the available options: **Y** Messages print on statements. **N** No messages print on statements. This field controls the messages that you set in the *Statement Message* and *Credit Message* fields, and the five messages that print based on the *$Overdue* field, on the first screen of *Customer Type Maintenance*.
Currency	Yes	On screen 3. A one-character field that specifies the currency used for accounts of this type. Press **F2** to see the available options. There is only one default option: (blank) U.S. dollars

Field Heading	Required	Definition
Aging	Yes	On screen 3. A one-character field that specifies whether aging information appears on the statements for customers of this type. Press **F2** to see the available options: **Y** to print aging information. **N** to not print aging information.
Copies	Yes	On screen 3. A one-character numeric field that specifies how many statement copies to print for customers of this type. Type a number between **1** and **9**.

After Initial Set-up

There are other options in the *Customer Type Maintenance* screen's powerbar:

- Select **Delete** to remove a customer type. **Warning**: Do not remove the default POS customer type.
- Select **Next** or **Prior** to move to the next or prior customer type record. These commands appear only after you display a customer type record on the screen with another powerbar selection.
- Select **Repeat** to return to the first screen of the current customer type record. This command appears only after you bring a customer type record to the screen with another powerbar selection.