

# Customer Management

Customer Management within EPASS provides a comprehensive framework for managing customer records, streamlining invoicing, and enhancing communication workflows. Users can create and maintain detailed customer profiles that include contact information, billing preferences, sales referrals, and service history. The system supports flexible data entry through both Customer Maintenance and invoice creation, with features like preferred contact methods, opt-out options, and mapping tools for dispatching. Tabs such as Pricing, Credit, and Notepad offer granular control over customer interactions, pricing structures, and internal documentation.

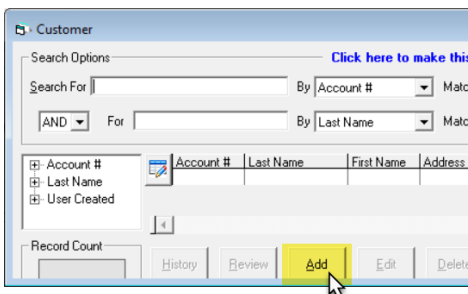
Advanced configuration options allow businesses to tailor the system to their operational needs. These include AR variables for default payment types, customizable phone and email settings, and robust security controls for credit limits and invoice approvals. EPASS also supports automated emailing of AR statements using SMTP protocols, with options for branding, internal CCs, and HTML messaging. The platform's integration with Google Maps and mobile technician sync ensures efficient service delivery, while tools like the Update Key and Customer Code management help maintain data accuracy across records and invoices.

## Creating a Customer

The details of each of your customers, such as their name, address, phone number, and email, are kept in a customer record in EPASS. Customer records are used throughout EPASS. You can create a new customer record either in Customer Maintenance or when you start a new invoice.

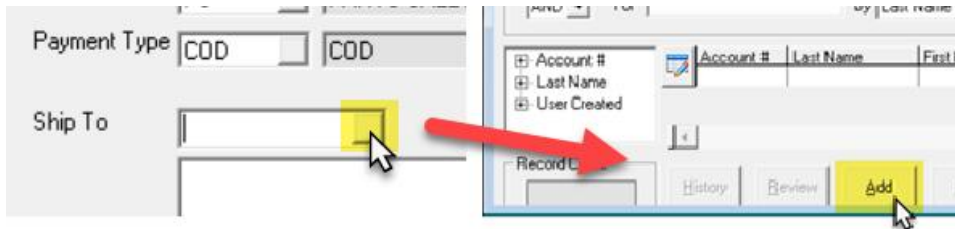
### To Create a New Customer Record

1. Do one of the following:
  - Go to **Customer > Maintenance**, and then click **Add**.



**-OR-**

- When adding a new invoice, click the **Ship To** browse button to open the **Select Customer** window. Click **Add** located at the bottom of the window.



### The Add Customer Window

**Edit Customer 6045551212 Harris**

**Details** | Contacts | Mailing Addr | Map | Pricing | Credit | Mailing List | Web | Documents | Notepad

**A** Account #: 6045551212 **G** Open/Total Invoices: 0 / 0 **K** [Open Parts List](#)

**B** Last Name: Harris **L** ☒ Do Not Mail ☐ Do Not Email ☒ Do Not Text ☐ Do Not MMS

**C** First Name: Chris **H** Phone 1: (604) 555-1212 **M**

**D** Address 1: 555 Main Street **I** Business Phone: **N** ☐ Update Contact Info

**E** Address 2: **J** Fax: **O** ☐ Decline

**F** City: Vancouver **J** Other Phone:

**F** State: BC **J** Email: myemail@gmail.com

**F** Zip Code: V3S 8X9 **J** Billing Email:

**F** Contact: **J** Website:

**F** Bill To Account: **J** Sale Referral: ☐ EXAMP ☐ EXAMPLE SALES REFERRAL

**F** Table 1: WEB **J**

**F** Preferred Contacts:

Way	Type	Value
Phone	Phone 1	(604) 555-1212
Text	Phone 1 Text	(604) 555-1212
Email	Email	

**A. Account#:** The customer code can be a maximum of 20 characters. We recommend using the customer phone number without any dashes, slashes, or spaces. For corporate accounts, we recommend a short version of the name. EPASS can assign a system generated number, if you prefer.

**B Name and Address:** Enter the customer's name and address. Click for additional notes).

**C. Contact:** Clicking the Contact Browse button opens the Contacts tab where you can enter multiple contact names and numbers for this customer record.

**D. Bill to Account:** The bill to account is used for a third-party biller, such as a tenant/landlord. Click for additional notes).

**E. Table 1:** Table 1 is typically used to track sales referrals. Click for more info).

**F. Preferred Contacts:** Lists the customer's preferred methods of contact. You can add and arrange these by clicking the Set Preferred Contacts button.

**G. Open/Total Invoices:** Click this hyperlink to view the customer's current invoices.

**H. Phone Numbers:** Enter the customer's contact numbers. The titles, such as Home Phone, Cell Phone etc., are defined in Tools > System Maintenance > Variables > Accounts Receivable > Titles tab. This is also where you define if the phone number can be text enabled.

**I. Emails and Web Address:** Enter the customer's email addresses and website. If a customer doesn't want to provide an email, you can click the Decline checkbox. Note: The Decline checkbox is tied to a security option. Users need the security option enabled) on their account to use the Decline checkbox.

**J. Sale Referral:** Click the browse button and select the referral method. These are populated from the Sales Referral table (Tools > System Maintenance > Sales > Referral).

**K. Open Parts List:** Clicking this hyperlink opens a list of the customer's open parts invoices.

**L. Opt Out Checkboxes:** Select the communication methods that the customer wants to 'opt out' of. Click for additional notes).

**M. History:** Click to open the customer's invoice history.

**O. Update Open Invoices:** Allows you to update the customer name and address fields on any or all open invoices for the customer. In large projects you may have many invoices that all have the wrong address due to changes since the original quote or bid was put together. This will let you quickly update all those invoices.

## Customer Window Tabs

- Mailing Address tab
- Mapping tab
- Pricing tab
- Credit tab
- Documents tab

- Notepad tab

## Mailing Address Tab

Review Customer MARTIN MARTIN

Details Contacts **Mailing Addr** Map Pricing Credit Finance Mailing List Web Documents Notepad

☒ Same as Physical Address

Address 1

Address 2

City

State

Zip Code

Phone

Fax

Email

OK History

### Same as Physical Address (Checkbox)

If this customer would like an alternate mailing address for the bill or communications to be sent to, this can be unchecked and the address, phone, email can be filled in. This is useful for vacation properties where the bill needs to go to the office or the primary residence in the city.

## Mapping Tab

Edit Customer 3438794561 Stark

Details Contacts Mailing Addr **Map** Pricing Credit Mailing List Web Documents Notepad

Map Zone

Add Edit Delete

Department	Map Zone
METRO VANCOUVER	MEV

Map Reference  Map ☐ Un-plot Address

Directions  
Customer facing - prints on Route Sheet and most Invoices

Internal Note  
Appears on Invoice Header

Make all deliveries to rear entrance.

Call to open access gate.

OK Cancel History

## Map Zone

This is the area or map zone for the customer. This is not required and can be filled in during the invoicing process. A different map zone per dispatching department can be defined and EPASS can pre-populate the map zone through the Google Maps integration and *Invoicing > Dispatching > Utilities > Define Map Zones*.

## Map Reference

The cross streets or the page and x/y coordinates, if you provide the same map book to all staff. This is not commonly used anymore since Google Maps integration was introduced.

## Map

This will show a map of the address. The dispatching and mapping options of EPASS are required.

## Un-Plot Address

If you have previously plotted the address in Google Maps incorrectly, this will erase the Google Mapping coordinates forcing the address to be re-validated.

## Directions

Commonly used for difficult addresses or building/gate access codes for apartment buildings or gated communities. Directions can print on route sheets and invoices.

## Internal Note

This note doesn't print on the invoices but appears in the Invoice Header.

## Pricing Tab

Details	Contacts	Mailing Addr	Map	<b>Pricing</b>	Credit	Finance	Mailing List	Web	Documents	Notepad
P.O. Number		Expiry Date	00/00/00							
Branch	Default	XYZ Company - Play								
Use Project Pricing	<input type="checkbox"/>									
Item List Price Code	L1	MSRP								
Serial List Price Code	L1	MSRP								
Other List Price Code	L1	MSRP								
Labor Rate	Rate 1	<input type="checkbox"/>	Show Invoices Hyperlink							
Invoice Delivery Method	Print									
Last Activity Date	4/7/2020									
Created	Conv	5/24/2007								
Modified	KR	4/9/2020								

**P.O. Number**

When filled in, this PO number will appear on invoices until the associated expiry date.

**Expiry Date**

The expiry date of the standing PO number.

**Branch**

The branch that this customer belongs to. The branch is used in both invoicing and accounts receivable.

**Use Project Pricing (Checkbox)**

When checked, this customer will not use regular list prices; it will use project pricing as defined in the project. *Customer > Project*. When checked, the list price code shown on this tab for models is no longer used. Once checked you can select the project this customer belongs to.

**Item List Price Code**

The list price level the customer will be given for item lines.

**Serial List Price Code**

The list price level the customer will be given for model lines.

**Other Price List Code**

For future use.

**Labor Rate**

The price level the customer will be given for labor lines.

**Invoice Delivery Method**

Print, email, or both. Based on this setting, the *Invoicing > Batch Print Invoices* and *Invoicing > Batch Email and Text* options will print or email the invoices accordingly.

**Show Invoices Hyperlink**

It shows the number of open/total invoices for this customer both in Customer Maintenance and in Invoicing. Do you want this hyperlink shown? For high volume accounts, you will want to uncheck this option so it does not take the time to calculate and show the hyperlink every time you add or edit an invoice.

## Last Activity Date

The last day anything was posted to the account through invoicing or accounts receivable.

## Created

User ID and date of the user who created this customer.

## Modified

User ID and date of the last user who edited this customer.

## Credit Tab

Details	Contacts	Mailing Addr	Map	Pricing	<b>Credit</b>	Finance	Mailing List	Web	Documents	Notepad		
Account Type	Open Item		<u>Balance</u>		-40,429.91	OK						
InvType Code			YTD Purchase		0.00	Cancel						
Payment Type			Last Year Purchase		9,928.00	History						
Tax Code	GST		Average Payment Days		0							
Salesperson Code			<input type="checkbox"/> Finance Company <input checked="" type="checkbox"/> Allow Charge <input type="checkbox"/> Credit Hold <input type="text" value="0"/> Credit Hold Days <input type="checkbox"/> Force Credit Approval <input type="checkbox"/> 30 Day Account <input checked="" type="checkbox"/> Statement <input type="text" value="Print Only"/> <input checked="" type="checkbox"/> Bill Service Charge <input type="checkbox"/> Invoice PO Required <input type="checkbox"/> Do not Service <input type="checkbox"/> Always synch in Mobile Tech									
Parent Company Code												
Credit Manager User Code												
Credit Limit	<input type="checkbox"/>	<input type="text" value="0.00"/>										
Do Not Allow to Save Accounts/Credit Cards	<input type="checkbox"/>											
Saved Accounts/Credit Cards	<input type="text" value="Del"/>											
Tax 2 Exempt	<input type="text"/>											
Tax 3 Exempt	<input type="text"/>											
Finance Document	<input type="text"/>											

## Invoice PO Required (Checkbox)

If checked, invoices cannot be saved unless they have a PO number filled in. Used for corporations that will not pay you for your products or services unless you have a PO number. The user will be told the PO number is required to complete the invoice.





- **TEXTS:** displays text messages in the notepad.
- **SYSTEM:** displays system generated notes in the notepad.
- **NOTES:** displays regular notes users have entered in the notepad.
- **CREDIT:** displays credit department notes in the notepad.
- **CREDIT ONLY:** displays notes that are only for the credit department in the notepad.

Security controls which notes you can see along with add, edit, delete buttons.

The screenshot shows the 'Notepad' window with a tabbed interface. The 'Notepad' tab is active, displaying a list of notes. The 'Show' section has checkboxes for 'Texts', 'System', 'Notes', 'Credit', and 'Credit Only', all of which are checked. A 'Filter' field is empty. The notes table has columns for 'Date', 'Time', 'Note', 'User', and 'Note Type'. One note is visible: '2/16/2017 20:19:55 Field Changed - Address from [123, , ] to [123, Richmond, BC, V6Y XXX] XYZ sys'. Below the table are buttons for 'Print', 'Review', 'Add', 'Edit', and 'Delete'. At the bottom, there are five text input fields labeled 'Field 1' through 'Field 5'.

Date	Time	Note	User	Note Type
2/16/2017	20:19:55	Field Changed - Address from [123, , ] to [123, Richmond, BC, V6Y XXX]	XYZ	sys

## History

This will display the customer's sales and service history.

## Field 1–5

These are user defined fields. One or more can be made mandatory. The title and properties can be modified in *Tools > System Maintenance > Variables > Accounts Receivable > Titles tab*.

## Customer Defaults

### AR Variables

#### Default New Customer Payment Type

This is an invoicing and AR default. When enabled and you add a customer, the payment type code on the credit tab of customer maintenance will be defaulted to your terminal settings default, which is commonly COD. This makes it easier to separate your COD customers from your AR customers in both invoicing and when running an Aged Trial Balance. Now you will be able to get an ATB of just your COD customers who have slipped through without paying.

Edit Accounts Receivable Variables - Branch: Default

Transactions Passwords Titles Web Email Statement  
G/L Customer 1 **Customer 2** Posting Statements SVC Charges

☐ Require Address  
☐ Require City  
☐ Validate City  
☐ Require Zip  
☐ Require Directions  
☐ Require Zone  
☒ Get Map Zone from Google Defined Zones  
☒ Default Phone 1 from Account #  
☒ Require Phone 1  
☐ Require Mailing Category  
☒ Email Address Reminder  
☐ Do not allow a duplicate SSN number  
☒ Update Finished Invoices on Upd.Key  
 Validate Address with   
 Customer Label   
 Invoice Delivery Method

☐ Show Country Field  
☒ **Default New Customer Payment Type**

OK Cancel

Preferred Contacts Set Preferred Contacts

Way	Type
Phone	Cell
Text	Cell Text
Phone	Home

## Customer Maintenance

The screenshot shows the 'Customer' window with search options. The 'Search For' field contains 'smith'. The 'By' dropdown is set to 'Address 1'. The 'Matching' dropdown is set to 'Anywhere'. The 'Search' button is visible. Below the search options, there is a table of customers. The 'User Created' and 'Date Created' options are highlighted in the search criteria.

Account #	Last Name	First Name	Address 1	Address 2	City	Bill-To Account	Branch
2723432	TRANSWO		#115 11960 HAMMERSMITH WY		RICHMOND		1
4549033	TRAVELERS	1	1054 Smith ave		Burnaby		Default
9997	DYRMOSE		206-4178 SMITH		BURNABY		2
	smith	hnh	23 smith ave		Burnaby		Default

In the tree view in Customer Maintenance, you can search for customers you created or you can use the *UserCreated* and *DateCreated* options in the search to allow you to search for customers you created today.

The screenshot shows the 'Edit Customer 8154691504 FEHRENBACHER' window. The 'Details' tab is active. The 'Account #' is 8154691504 and the 'Last Name' is FEHRENBACHER. The 'First Name' is DONALD. The 'Address 1' is 34 SMITH ST. The 'City' is FRANKFORT. The 'State' is IL. The 'Zip Code' is 60423. The 'Contact' field is empty. The 'Bill To Account' field is empty. The 'Home' phone number is (815) 469-1504. The 'Business Phone' is 798-0641. The 'Fax' is empty. The 'Other Phone' is empty. The 'Email' field is empty. The 'Billing Email' field is empty. The 'Website' field is empty. The 'Sale Referral' field is empty. The 'Update Contact Info' checkbox is checked. The 'Set Preferred Contacts' button is visible.

**Update Contact Info:** You want to use this checkbox when you discover the customer's contact info needs to be updated. They might have moved, phone numbers changed or any reason like this. The next time you select this customer it will warn you to update the contact information.

PASS



Please update Customer Contact Information!

OK

Cancel

**Sale Referral:** You can setup a default sale referral for customers. If you make sales referral mandatory as part of invoice entry, this will speed up invoicing and stop you from asking repeat customers the same question every time.

**Preferred Contacts:** For your repeat clients, builders, and property managers etc. it is very beneficial to setup the preferred contacts. Any time a client tells you to call their cell first or text them first, you will want to set this up. This controls how the customer information is shown in invoicing and how the batch emailing and texting procedures choose how to contact a customer.

## Credit tab

Edit Customer 8154691504 FEHRENBACHER

Details Contacts Mailing Addr Map Pricing **Credit** Finance Mailing List Web Documents Notepad

Account Type Open Item

InvType Code

Payment Type

Tax Code z

Salesperson Code

Credit Manager User Code

Credit Limit ☐ 0.00

Do Not Allow to Save Accounts/Credit Cards ☐

Saved Accounts/Credit Cards Del

Tax 2 Exempt

Tax 3 Exempt

Finance Document

Balance 0.00

YTD Purchase 0.00

Last Year Purchase 0.00

Average Payment Days 0

☐ Finance Company

☐ Allow Charge

☐ Credit Hold 0 Credit Hold Days

☐ Force Credit Approval

☒ 30 Day Account

☒ Statement Print Only

☒ Bill Service Charge

☐ Invoice PO Required

☐ Do not Service

☐ Always synch in Mobile Tech

OK

Cancel

History

Credit Notepad

Credit Status

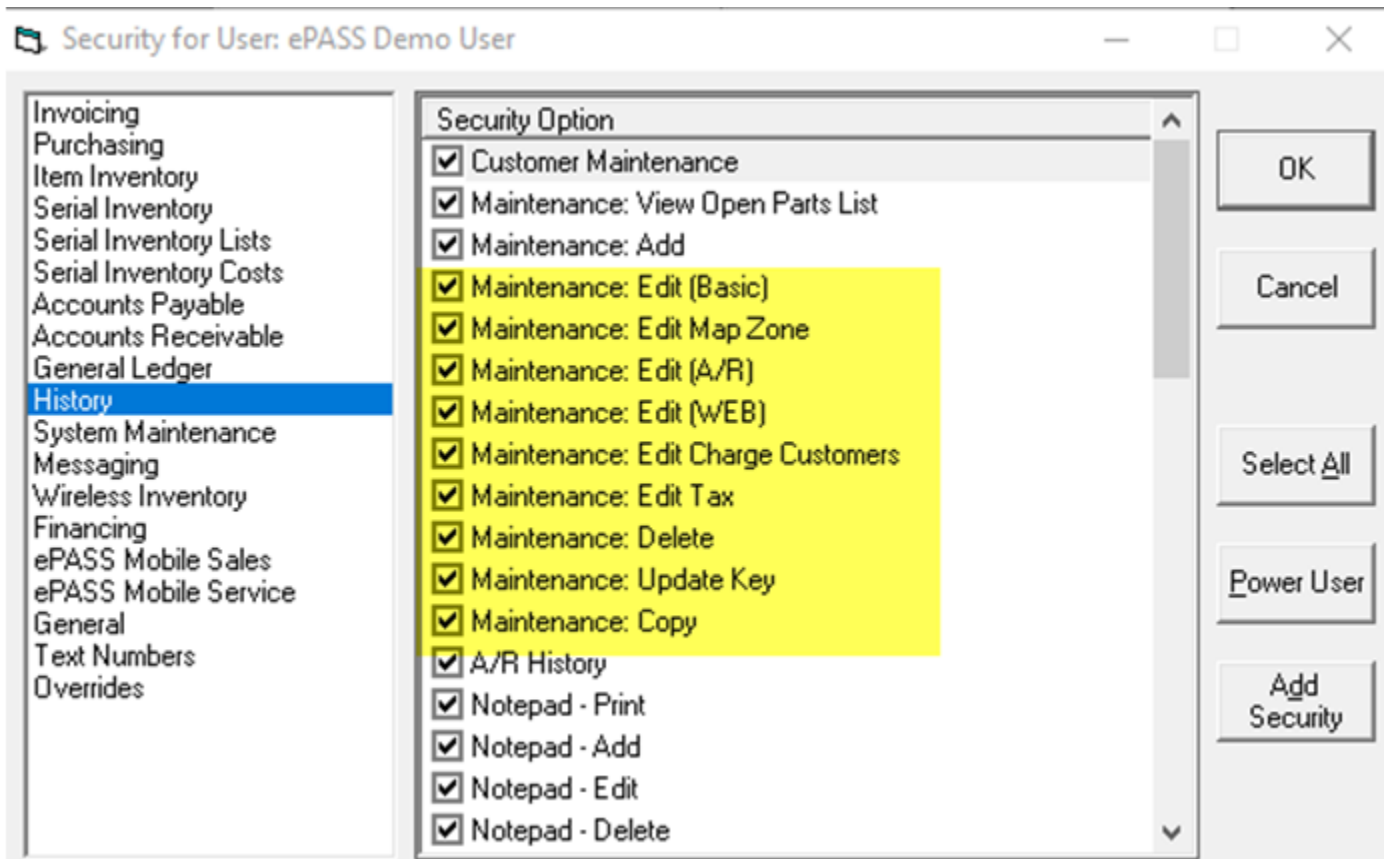
Both invoice type and payment type make the invoice entry faster and easier.

Salesperson code can be used to default when you have accounts that always deal with one specific person.

**Do Not Allow to Save Accounts/Credit Cards:** when checked, you cannot save a credit card to this account. Commonly used for corporate accounts where their employees will buy for their own personal use and you do not want to accidentally save an employee's credit card to that account.

## User Security

History security controls which tabs can be edited along with who can edit charge customers or the tax fields for a customer.



## Customer Contacts

Review Customer 7075711905 SMITH

Details | **Contacts** | Mailing Addr | Map | Pricing | Credit | Finance | Mailing List | Web | Documents | Notepad

<b>Contact 1</b>	NICK FAIOLA	<b>Contact 4</b>	
Description	DESIGNER	Description	
Phone	(604) 439-1115	Phone	
Email	NICK.FAIOLA@EPASS.SOFTWARE	Email	
<b>Contact 2</b>	RYAN SCHERPENISSE	<b>Contact 5</b>	
Description	DEVELOPER	Description	
Phone	(604) 439-1116	Phone	
Email	RYAN.SCHERP@EPASS.SOFTWARE	Email	
<b>Contact 3</b>	MIMI CORSINI	<b>Contact 6</b>	
Description	DIRECTOR	Description	
Phone	(604) 439-1115	Phone	
Email	MIMI.CORSINI@EPASS.SOFTWARE	Email	

OK History

Review Customer 7075711905 SMITH

**Details** | Contacts | Mailing Addr | Map | Pri

Account # 7075711905 Oper

Last Name SMITH

First Name KATHLEEN Home

Address 1 2019 SLATER ST Cell

Address 2 Busin

City SANTA ROSA Fax

State CA Other

Zip Code 95404

**Contact** NICK FAIOLA Email

Bill To Account Billing

Preferred View Tools Web

To get here, click on the contacts tab or use the browse button next to the contact field.

The contacts tab can be used for any projects where you may have multiple contacts such as the builder, on site manager, architect etc. or this can also contain the housekeeper's info or anybody you need attached to this customer.

When you search by phone number or by email, all the contact fields are also searched.

## Phone Titles

The titles shown in Customer Maintenance and which phone numbers are text enabled are user configurable.

Edit Accounts Receivable Variables - Branch: Default

OK Cancel

Titles for custom fields used in Customer Maintenance

Field 1	Birthday	<input type="checkbox"/> Mandatory
Field 2	Notes	<input type="checkbox"/> Mandatory
Field 3		<input type="checkbox"/> Mandatory
Field 4		<input type="checkbox"/> Mandatory
Field 5		<input type="checkbox"/> Mandatory

Phone 1	Home	<input type="checkbox"/> Text
Phone 2	Cell	<input checked="" type="checkbox"/> Text
Business Phone	Business Phone	<input type="checkbox"/> Text
Fax	Fax	<input type="checkbox"/> Text

You can define the names or titles appearing on the phone number fields in Customer Maintenance. This makes it easier for staff to consistently put the cell number in the second phone number field. It is also important for clients wanting to text their customers to be selecting the correct 'text enabled' phone number fields. As regular customer maintenance, a CSR can check off if this is a cell number and the customer has approved us sending them text messages.

If you have multiple AR variables configured in EPASS, please make sure the phone number labels and which numbers are text enabled are the same for all branches.

## Emailing AR Statements

Tools > System Maintenance > Variables > Accounts Receivable > Statements tab

There are many statement types supported by EPASS, a few are generic and many have been customized with client specific parameters. This is very similar to how we make custom invoice print forms for clients.

**Current/Overdue 0-29/Overdue 30-59:** These are the messages that will appear on the statement based on their oldest outstanding balance.

**Service Charge Message:** Although not directly related to statements, if you run service charges, what do you want it labelled as in EPASS?

**Comment:** You can setup a standardized comment code to print on the bottom of statements. This could be a special event or seasonal message. This only works on some statement formats.

## AR Variables

Tools > System Maintenance > Variables > Accounts Receivable > Email Statements tab



This tab allows configuring how the email will be sent.

**Email Protocol:** This can be either MAPI (Outlook) or SMTP. SMTP is much more common and flexible. MAPI requires you have Outlook installed on your PC or server; it does not support using Outlook in Office365.

**Sender Name/email:** What name and email address do you want the statement to come from. When you are using SMTP, the provider (i.e. Gmail) will override the sender information with the SMTP variables user details.

**CC Email:** It is a good idea to cc the statements to an internal email address. This lets you prove the statement was sent plus allows you to retrieve the same statement the client is calling about long after it was sent.

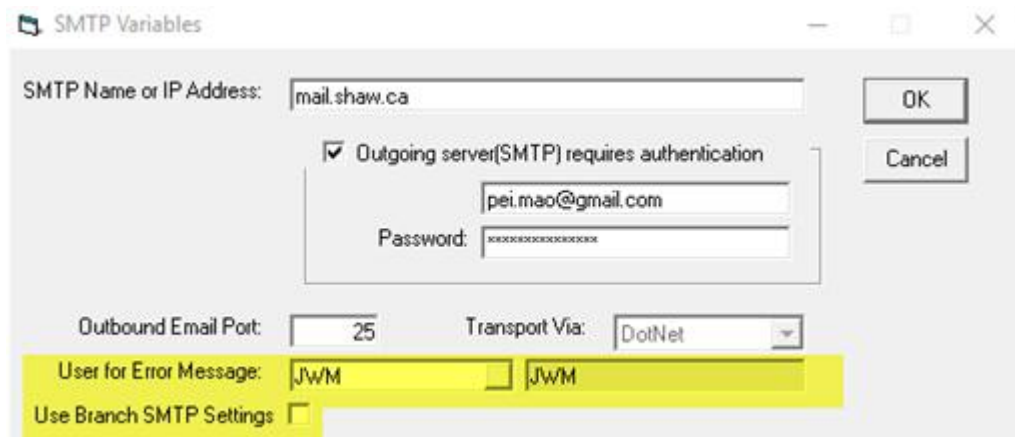
**Attachment:** You can attach logos or anything else desired. Please use the full URL address to the file; do not use paths such as 'D:\documents\handouts\statement message.pdf' as this may work for your PC but may not work anywhere else in the company.

**Email message:** This will appear in the body of the email and can contain full HTML to make a very attractive message.

## SMTP Variables

### Tools > System Maintenance > Variables > SMTP

The SMTP settings must be provided by your email provider or IT department.



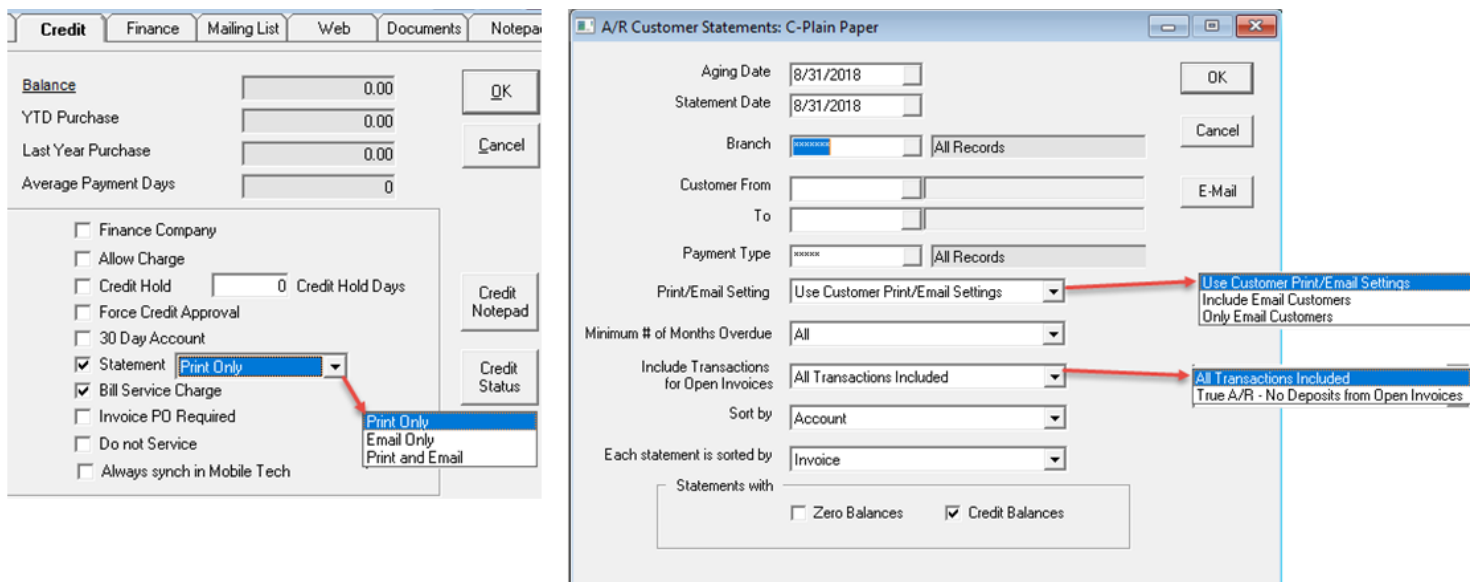
The 'SMTP Variables' dialog box contains the following fields and options:

- SMTP Name or IP Address:** mail.shaw.ca
- ☒ **Outgoing server(SMTP) requires authentication**
- Username:** pei.mao@gmail.com
- Password:** [REDACTED]
- Outbound Email Port:** 25
- Transport Via:** DotNet
- User for Error Message:** JWM
- ☐ **Use Branch SMTP Settings**

SMTP variables are used for both AR statements and invoice emails. These settings primarily refer to the SMTP account. The SMTP user name will override the sender details for some providers such as Gmail. We are not in control of this; it is controlled by the SMTP provider.

**User for Error Message:** Because SMTP mostly happens in the background, you may not see any error messages when it attempts to send email. This will allow EPASS to send any errors encountered to the specific EPASS user.

**Use Branch SMTP Settings:** If you have multiple branches or simply wish to separate email coming from sales, service, and admin., you could enable this option and then setup multiple Gmail accounts to send the email from and define each of them in the branch table.



The 'A/R Customer Statements: C-Plain Paper' dialog box contains the following fields and options:

- Aging Date:** 8/31/2018
- Statement Date:** 8/31/2018
- Branch:** [REDACTED]
- Customer From:** [REDACTED]
- To:** [REDACTED]
- Payment Type:** [REDACTED]
- Print/Email Setting:** Use Customer Print/Email Settings
- Minimum # of Months Overdue:** All
- Include Transactions for Open Invoices:** All Transactions Included
- Sort by:** Account
- Each statement is sorted by:** Invoice
- Statements with:** ☐ Zero Balances ☒ Credit Balances

Red arrows point from the 'Print/Email Setting' and 'Include Transactions for Open Invoices' dropdowns to their respective expanded options:

- Print/Email Setting options:** Use Customer Print/Email Settings, Include Email Customers, Only Email Customers
- Include Transactions for Open Invoices options:** All Transactions Included, True A/R - No Deposits from Open Invoices

Aging date and statement date will typically be the end of the month.

**Branch:** If different branches of your company email or print their own statements and, you want the address printed on the statement or the email address the statement is coming from to be unique, then you may want to run statements for individual branches. In some companies, this is just a matter of separating sales from service.

**Payment Type:** Not commonly used unless you have separate customer AR and vendor AR and want those statements separated.

### Print/Email Setting:

- **Use Customer Print/Email Settings:** Using this option and clicking *OK* will print all customers with statements checked and selected as *Print Only* or *Print and Email*. Using this option and clicking *E-Mail* will email all the necessary statements.
- **Include Email Customers:** When you click *OK*, this will select all customers and is commonly used as a way to print statements to PDF and then save that document for future review. This can also be accomplished by using the CC option on the AR statement email settings. Clicking *E-Mail* would not be advised as it would email customers that had an email address on file but had not necessarily selected to receive statements by email.
- **Only Email Customers:** This will only select customers who have chosen to receive statements via email. Clicking *OK* will print allowing you to save this to PDF. Clicking *E-Mail* will send the email.

**Include Transactions for Open Invoices:** *True A/R – No Deposits from Open Invoices* is the option you should use; you generally do not want to see deposits on open invoices on the statements. Selecting *All Transactions Included* will print deposits from open invoices.

## Update Key

The update key function will allow you to change the customer code to an new one and will update historical data with the new code. There is also the ability to update the customer's last and first names.

Update Key for Customer 0 BRILL-CLARK, BRENDA

New Customer Code

Update Last Name ☒ New Last Name BRILL-CLARK

Update First Name ☒ New First Name BRENDA

OK

Cancel

Name will be updated on all Invoices where this customer is the Sold To OR Bill To!

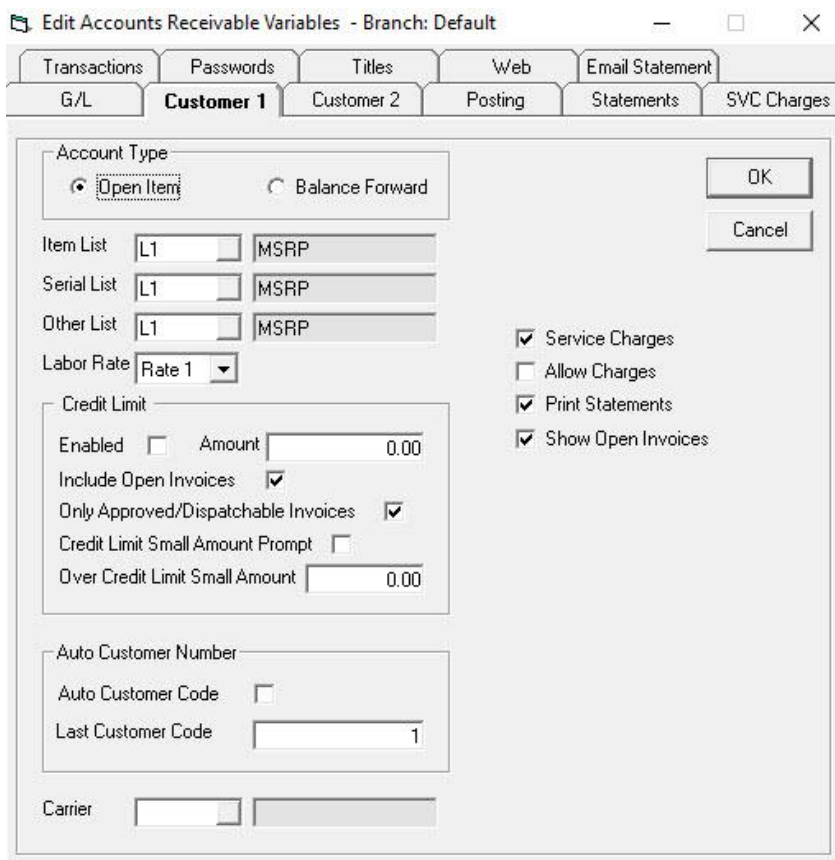
**Customer Code:** This is the code used to search and identify your customer. This code is also known as the account number and is typically the phone number of the customer.

**Update Last Name:** Updating the last name will change the customer record but also any corresponding invoices.

**Update First Name:** Updating the first name will update both the customer record and invoices that are using this new code.

## Credit Limits

Tools > System Maintenance > Variables > Accounts Receivable > Customer 1 tab



**Edit Accounts Receivable Variables - Branch: Default**

Transactions | Passwords | Titles | Web | Email Statement | G/L | **Customer 1** | Customer 2 | Posting | Statements | SVC Charges

**Account Type**  
☒ Open Item ☐ Balance Forward

Item List: L1 MSRP  
 Serial List: L1 MSRP  
 Other List: L1 MSRP  
 Labor Rate: Rate 1

**Credit Limit**  
 Enabled: ☐ Amount: 0.00  
 Include Open Invoices: ☒  
 Only Approved/Dispatchable Invoices: ☒  
 Credit Limit Small Amount Prompt: ☐  
 Over Credit Limit Small Amount: 0.00

**Auto Customer Number**  
 Auto Customer Code: ☐  
 Last Customer Code: 1

Carrier: [ ] [ ]

☒ Service Charges  
☐ Allow Charges  
☒ Print Statements  
☒ Show Open Invoices

OK Cancel

**Credit Limit Enabled (checkbox):** Defaults to unchecked. It's only set on those customers that need a limit set.

**Include Open Invoices:** Check this box to include open invoices that have not been dispatched in the customer balance.

**Only Approved/Dispatchable Invoices:** Check this box to include open invoices that are approved or dispatchable.

**Credit Limit Small Amount Prompt:** Check this box if you want to allow a small amount override by users with lower permissions.

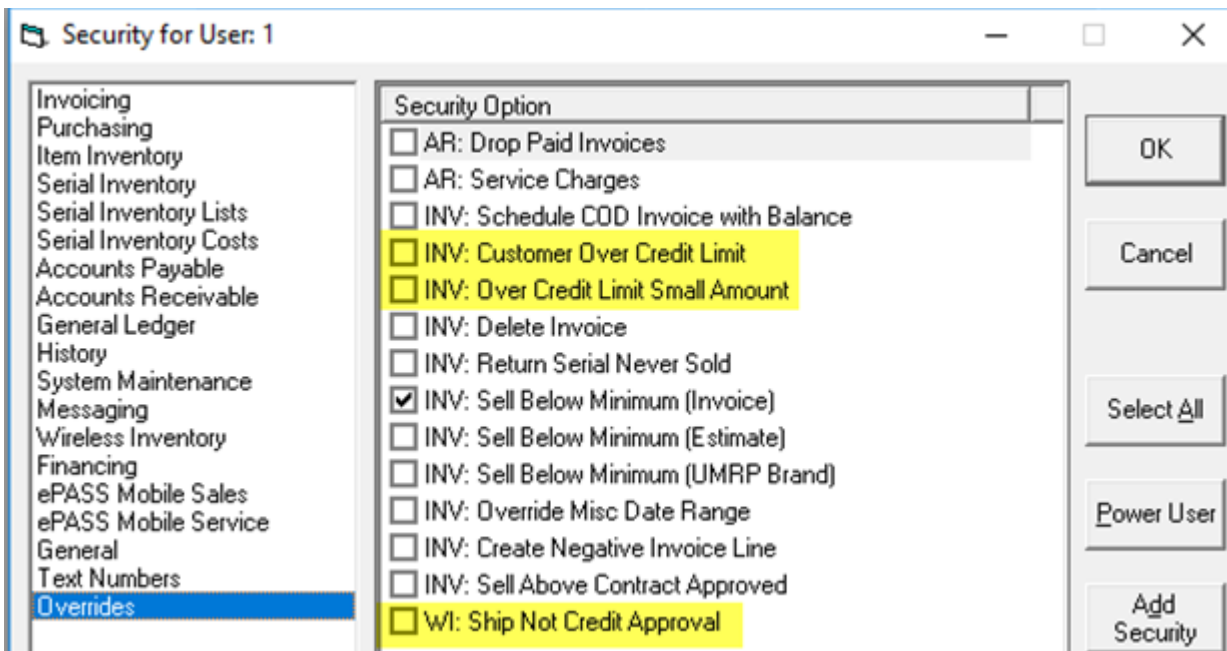
**Over Credit Limit Small Amount:** Enter the small amount you are allowing the customer to be over on their credit limit.

**Allow Charges:** Defaults to unchecked. Check this box if you want to allow charges.

By default, credit limits and allow charge should not be enabled. This way new customers are COD. The accounting team will then establish who is allowed to charge and the related credit limit.

## Security

Overrides security controls what you are allowed to override.



- **Customer Over Credit Limit:** This security is required if the amount they are over their credit limit exceeds the 'small amount'
- **Over Credit Limit Small Amount:** Give the user access to the small amount field in AR Variables
- **Ship Not Credit Approval:** This security will allow the user to ship an invoice that is not credit approved

## Balance Screen

The customer A/R Balance screen displays the credit limit.

A/R Balance

Search Options

Customer

8585216945

GEORGIE, DANIEL

Search

Customer Notepad

A/R History

OK

Credit Limit:

0.00

A/R Current

* Invoice	Branch	Type	Date	DueDate	Amount	Note	User	Batch #
20200525	Default	Service Charge	5/25/2020	6/24/2020	15.50	SERVICE CHARGE	KR	102
S00020002	Default	Invoice	5/26/2020	5/26/2020	2,153.88		KR	102
S00020006	Default	Invoice	5/25/2020	5/25/2020	3,589.91		KR	102
S00020006	Default	Payment	5/25/2020		-1,200.00	CASH Deposit	KR	102
S00020011	Default	Invoice	5/25/2020	5/25/2020	934.19		KR	102
S00020015	Default	Payment	6/12/2020		-150.00	MASTER CARD Deposit	PP	0

View

Invoicing

* Invoice	Branch	Date	Delivery	Total	Balance
S00020015	Default	6/26/2020	6/25/2020	-147.05	-147.05
S00020018	Default	7/7/2020		3,522.35	3,522.35
S00020021	Default	7/14/2020	7/14/2020	1,160.47	1,160.47
S00020029	Default	6/26/2020	12/30/1899	-2,153.88	-2,153.88
S00020030	Default	6/26/2020	12/30/1899	-3,589.91	-3,589.91
S00020033	Default	7/14/2020	7/14/2020	1,046.78	1,046.78
S00020015-1	Default	6/26/2020	12/30/1899	651.88	501.88

View

A/R Balance

5,343.48

AR Aging

Current		0.00
1-29	0	-134.50
30-59	0	5,477.98
60-89	0	0.00
90+	0	0.00

A/R + Approved Invoices

5,343.48

A/R + All Open Invoices

5,834.12

- A/R + Open AR Invoices: Open AR invoices means credit approved or dispatchable when *Include Open Invoices* is checked along with *Only Approved/Dispatchable invoices* in AR Variables
- A/R + All Open Invoices: Includes all open invoices with no restrictions or rules