Sage 200 Accounts v2009 is supplied with a new help system. The new help system is complemented by a comprehensive search facility across all of the accounting modules.

We have provided this *Sage 200 v5.1 Sales Ledger PDF* for your reference only. All of this information and all new features are described in the help system.

Sales Ledger new features	v2009 help topic
Online payment processing	Options tab
	Amend a customer account
	Use online card receipts
	Enter card details
	Enter card reference
	Refund online payments
	Use online card payments
	Reverse transactions
	Complete orphaned card transactions

sage

200

Sales Ledger Guide

Sage (UK) Limited Copyright Statement

Contents

1

Welcome

Welcome to the Sage 200 Sales Ledger and to the *Sage 200 Sales Ledger* documentation.

Sage 200 is a .Net accounting system which offers a complete accounting solution to meet your business needs.

The Sales Ledger is one of four financials modules within the Sage 200 Financials suite.

There are also four commercials modules, a Bill of Materials module and an Accounting System manager module. Each module has its own documentation.

Using This Documentation

The Sage 200 Help system and User Guide provide information on how to use the Sales Ledger. You can access Help for each module from the menu bar. You can also press 'F1' on the keyboard to display help topics for the screen you are currently working in.

We hope you will find the documentation comprehensive. If you want to email us with your comments, please email the Sage 200 Documentation Team at SageTechnicalAuthors@sage.com and mark the subject line as 'Sage 200 v5'.

Process-oriented approach

This User Guide is written to describe the processes that you will go through when setting up your ledger, creating customer accounts, processing transactions, and chasing debts.

Where the processes comprise of more than one activity, a snapshot of activities is provided in the coloured side panel on the first page of all chapters. Where it does not, a snapshot is provided of the topics included in the chapter.

Conventions

- References to other sections in this User Guide, or to other documentation are given in *italics*.

- References to on-screen items are enclosed in single quotation marks. For example, on the 'Contacts' tab click 'Save'.

- Navigation to an on-line window is illustrated by the name(s) you need to choose separated by a symbol >. For example, Choose Sales Accounts > Account Details means choose the 'Sales Accounts' option and then the 'Account Details' option.

- Where there are prerequisites to performing activities these are indicated graphically using the ✔ symbol so you can easily identify them.

For detailed information on the operation of Sage 200 see the *Sage 200 Operations* documentation.

Sage 200 Sales Ledger

Sage 200 Sales Ledger lets you take care of the business transactions you make with your customers. It provides functions to maintain details of your customer accounts and to control the outstanding debts.

You can enter all the important details about your customers. You can log any invoices or credit notes raised, record receipts and refunds and keep track of all the amounts outstanding. Built-in reports and enquiry windows tell you what and when payments are due or overdue. To help you in your task of credit control Sage 200 Sales Ledger prints statements and reminder letters for all or a selection of customers as often as you need.

What the Sales Ledger offers your business

Sage 200 Sales Ledger provides the options you need to control your business finances. The Sales Ledger keeps records of each of your customers. Each record consists of the customer name and address, contact, telephone number and fax. In addition to the details of who the customers are, the account record contains information with respect to the terms of business: such as defaults for transaction processing, settlement discount and credit limit.

If you have foreign currency customers, the Sales Ledger will maintain the balance of the account in both the customer's currency and your base currency. For EC VAT analysis purposes, you can store the country code and VAT registration number for companies in EC member states outside the UK, and accumulate the necessary details for an EC sales listing. The transaction entry facilities provide for all kinds of sales postings including invoices, credit notes, opening balances and write off for bad debts.

You can also enter transactions as batches, with or without batch control total, checking for missing postings. When you make postings using Sage 200 Sales Ledger, all the appropriate Nominal Ledger postings are generated automatically for you. Any vatable postings are automatically posted to the VAT Return. The Sales Ledger will keep track of your customers' turnover automatically as invoices and credit notes are posted.

When a receipt is posted, you can either allocate it to outstanding invoices or post it on account; it can then be allocated later. When receipts are posted for foreign currency transactions, the Sales Ledger can take care of the related charges and can record the profit or loss for exchange rate differences. Receipts and refunds are automatically generated for the bank account involved.

The Sales Ledger provides reports for you to use immediately. All you need is your data. They range from straightforward account listings to detailed analysis of balances and transactions, day books and trading reports. You can print your reports to a printer installed in Windows and

you can preview reports on screen as well as filing them for printing at a later date, if you prefer. For more information see the *Sage 200 Operations* documentation. If you want to design your own reports you can using the Sage Report Designer. For more information see the *Sage Report Designer* documentation.

The Credit Control option lets you take control of outstanding debts. You can produce reports showing the outstanding invoices aged across previous periods and highlighting due dates so you can see at a glance which ones need chasing. To help you with the process of chasing the debts, the Sales Ledger produces statements and reminder letters that are automatically filled with the relevant account and outstanding transaction details. Different levels of reminder letters can be printed according to the severity of the outstanding debts.

At the end of each day and month or period, there are certain housekeeping activities that have to be done. You need to ensure any information that has been entered by an external means or is accumulated in other Sage 200 modules that has not already been added to the sales records on-line, is transferred to the Sales Ledger.

At the period end, the program clears allocated transactions from the accounts to keep the ledger tidy.

How the ledger helps financial operations

Sage 200 helps you to manage your customer accounts by:

● Providing you with a system of accounting within which to manage your customer accounts and apply your sales information.

● Providing you with control of your customer accounts at several levels within the system.

System integration

Sales Ledger is designed to integrate in the following way.

Integrate with	Integrate how
Purchase Ledger	Where a customer is also a supplier, enter Purchase Ledger contra entries within the Sales Ledger to allocate purchase invoices against sales invoices.
Cash Book	Sends customer receipts and payments, which are recorded in the Cash Book, directly into Sales Ledger customer accounts.
Nominal Ledger	Send details of sales values, VAT, discount, and so on, to the Nominal Ledger to provide accurate figures for your Profit and Loss and Balance Sheet reports.
Sales Order Processing	Build orders and print invoices for Sales Ledger accounts from within the Sales Order Processing module.

Benefits of integration

The main benefit of using an integrated system is that you only need to enter information once, in one module, and it will be used elsewhere in the relevant areas.

Sage 200 automatically handles common data, ensuring the appropriate information is directed to the relevant modules. This saves you time as the information only has to be typed in once, and it also reduces the risk of errors as you do not have to enter the same information twice.

To pass information between modules, you need only:

● Ensure that the appropriate account codes match between your modules.

● Select the 'Update Pending Transactions' routine from the Period End Routines within each module.

Control of accounts

You can control your customer accounts through the definition and application of settings at three levels within Sage 200.

● Global level

Define settings using Accounting System Manager and the Nominal Ledger. These apply throughout Sage 200 and you can apply them within your Sales Ledger. These settings provide the broadest level of control within your Sage 200 system. They help you to define the operation of Sage 200 in the best way for your organisation.

● Module level

Apply global settings, and define settings using the Sales Ledger, which apply when you create new accounts or process transactions in the Sales Ledger. These allow you to specify your preferred customer account information when you create new sales accounts and process transactions.

Using module settings can save you time when you are creating customer accounts and processing transactions. If you know in advance, for example, that most of your sales accounts will use the same discount figure then entering this figure at the module level will save you typing it in each time you create a new sales account. Or if you know that you want to store transactions for all accounts for 36 months then you would set this up at the module level.

● Account level

Apply module settings, and define settings specific to each account when you create new accounts or process transactions in the Sales Ledger. These are local and unique to each customer account.

Note: Settings applied at a global level will be active or accessible within the module and those applied at the module level will be active at the customer account level unless you override them at the customer account level.

The Customer Account

The customer account holds the details that identify a customer and describe the terms of business you have agreed between you. Each customer account is created with an opening balance. This shows how much the customer is in credit, or in debt.

The customer profile of outstanding debts is the most dynamic area of the Sales Ledger. It changes constantly as transactions are passed through the system. It is the area of the Sales Ledger that you are most likely to be operating within several times a day. You can add invoices, view outstanding transactions, record receipts and allocate payments to outstanding transactions depending on the type of customer account you have created.

Types of account

There are three types of customer account which you can create, open item, balance forward and automatic allocation. For more information see *Account types on page 34*.

You can combine the three types of account within your Sales Ledger in any mix that you want. The type of account you create can help you balance your need for a detailed customer transaction breakdown with your need to save disk space.

Documentation Summary

The following is a summary of the remaining sections in this documentation. Appendices hold detailed examples and other technical information.

Set Up the Sales Ledger

This guides you through the setup process for the Sales Ledger. It will describe the many settings you can use to customise the ledger to meet your company's needs.

See *Set Up the Sales Ledger on page 11*.

Establish and Maintain Customer Records

This explains the components in a customer account record. It also explains how you will build and maintain accurate records for your customer accounts.

See *Establish and Maintain Customer Records on page 31*.

Manage Transactions

This describes the life cycle of customer transactions. It looks at creating a record of the transaction, such as an invoice or credit note, through to how you retrieve, amend or reverse a transaction.

Although this chapter primarily focuses on bookkeeping activities it also covers the control of outstanding transactions with the aim of establishing and maintaining accurate customer account balances.

The implications of working with foreign currency transactions are dealt with separately (see *Manage Foreign Currency Transactions on page 131*).

See *Manage Transactions on page 75*.

Manage Customer Debt

Some settings and reports specifically help you to control your customers' outstanding debt.

The terms of business and ageing periods you set on the customer account record set the scene for the analysis of your customer debt. The Aged Debtors and Due Date reports help you to analyse the trends in your customer payments and pinpoint those customers that you need to target further in order to collect your money.

Statements and letters are your main method of contacting your customers for payment of outstanding invoices, but you can add messages of increasing severity to the statements and you can choose to place a finance charge levy on your customers so that the amount owed increases as they do not pay.

Finally, you can stop the customer account altogether and write off any bad debts.

See *Manage Customer Debt on page 111*.

Manage Foreign Currency Transactions

This builds on chapter 4 which describes the management of transactions in your base currency. The aim of this chapter is to explain the additional considerations and routines required when dealing with foreign currency transactions.

This chapter does not cover EC implications or Triangulation. For more information see the *Sage 200 Accounting System Manager* documentation.

See *Manage Foreign Currency Transactions on page 131*.

Manage Customer Accounts

This deals with the customer account as a whole, covering both the account record and its associated transactions.

It covers the activities you need to perform to keep your customer account balances up to date, thereby providing you with accurate and complete sales records.

These activities include applying pending transactions, querying accounts as well as placing individual accounts under query.

This section also explains the various reports used to manage your customer accounts.

See *Manage Customer Accounts on page 149*.

Maintain the Sales Ledger

This covers the regular housekeeping routines, including the period end, needed to maintain the efficiency and effectiveness of your Sales Ledger.

It identifies the routines you can use to view the status of the Sales Ledger as a whole and covers the mechanisms employed to maintain the integrity of the data stored on the ledger.

See *Maintain the Sales Ledger on page 173*.

Glossary of Accounting Terms

This includes frequently used Sage 200 accounting terms and their meanings.

See *Glossary of Accounting Terms on page 189*.

2

Set Up the Sales Ledger

This section chapter guides you through the setup process for the Sales Ledger. It will describe the many settings you can use to customise the ledger to meet your company's needs.

> **Note:** There is a view only version of the settings window in case you need to contact Sage Support and provide details of the ledger settings. See *View Settings on page 30*. You can open this window whilst working in other areas of the program.

Before you begin ...

You must have:

✔ Set your Sage 200 defaults, using the Accounting System Manager module and the Nominal Ledger module. For more information refer to your *Sage 200 Accounting System Manager* documentation. Also refer to your *Sage 200 Nominal Ledger User Guide.*

✔ Set the currency descriptions and exchange rates if you expect to create foreign currency accounts. For more information see your *Sage 200 Accounting System Manager* documentation.

> **Note:** You must have suitable security privileges to perform these activities. See your system administrator for more information.

Remember ...

For more information on using the help system, see the *Sage 200 Operations* documentation.

Plan Sales Ledger Setup

The setup process builds on and complements the settings within the Accounting System Manager. The aim of the process is to tailor the ledger to your company's needs. By doing so it saves you and other users time when using the ledger on a day to day basis.

There are many settings on the Sales Ledger. The settings are grouped on tabs and described within the windows. Setting descriptions may cover more than one box on the window, if the boxes are related.

The setting descriptions will prompt questions, for example:

● Do you want to store sales history information?

● Do you want to display aged debts based on the date the transaction was due?

To set up the ledger in the way that you want, you need to read through the settings you can apply within the ledger and plan the setup process, considering your needs.

Whilst you can make changes to some of the settings after you have begun working in the Sales Ledger these changes will have some effects you need to consider. Any changes you make to settings which you can change after you start using the Sales Ledger, will only apply to new data created from that point forwards. Changing foreign currency settings will have a considerable effect on postings to the Nominal Ledger.

> **Note:** Setting changes should only be made when there are no users updating the Sales Ledger.

Also, you should be aware that if you change the following setting after you have been using the ledger it will have an adverse effect on how the ledger searches for data and we do not recommend that you change it:

● 'Automatic generation of customer numbers'. For more information see *Automatically generate customer numbers on page 15*.

All of this means that you should take considerable care to plan your setup properly before you begin to work within the ledger.

Once you have planned the setup, use the *Setup Checklist on page 26* to note down your requirements and refer to it as you complete the setup process. Select the settings you want on the Ledger Settings window.

Options
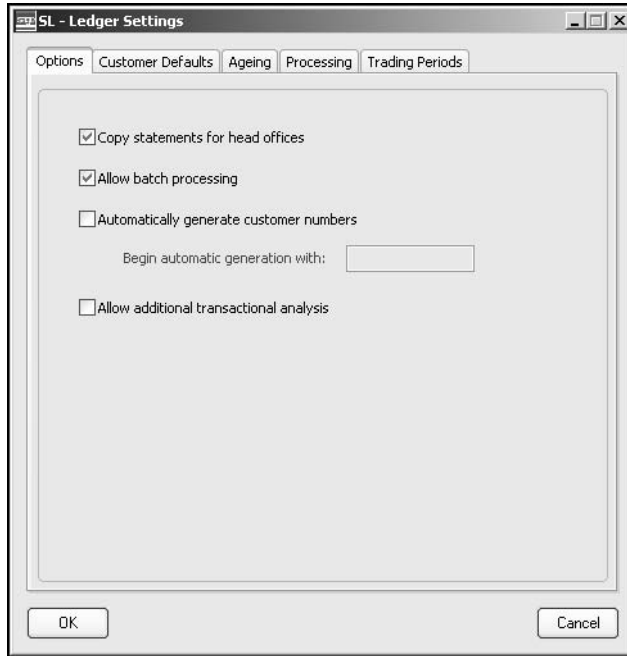
Copy statements for head offices

This setting lets you send statements of account to both head office and any branch offices of the same company. If you activate this setting, you can specify a particular customer account as a head office account for receipt of a consolidated statement, while the branch office accounts receive branch statements. For more information see *Documents tab on page 53*.

Allow batch processing

This setting deals with batch processing transactions onto the Sales Ledger.

If you intend to run intensive posting activities then the batch processing setting is for you. Indeed if you want to enter multiple transactions at a time for customers, it is more efficient if you use batch processing.

Batch processing handles multiple transactions of the same type, for example invoices, and processes them in one session. It provides the facility to double check your entries against a batch total. This is useful to check the figures entered for large numbers of transactions before

posting. It also provides an element of flexibility by allowing changes to individual transactions before the batch is finally committed to the ledger.

You can restrict access to batches so a user either operates in manager access mode or user access mode. They are two separate options in the Sales Ledger menu. Manager access mode allows access to all batches while user access mode allows access only to the user's own batches. For more information see *Record multiple items (batch processing) on page 94*.

Automatically generate customer numbers

Each customer account has a unique account reference assigned. When you create a new account you can either assign this manually yourself or have it generated automatically by the Sales Ledger.

If you decide to assign the references manually, as you may already have a referencing system for your accounts that you want to retain, it is best to plan your coding structure. This helps establish a procedure for assigning new numbers when you start to create new customer accounts. However, you should note the following points when creating your own reference system:

- Use account references of the same lengths to ensure accurate results when searching account records.

- An account reference can contain both numbers and letters up to eight characters in length.

- The Sales Ledger does not differentiate between upper and lower case letters so an account reference of abc is considered the same as account reference ABC.

The automatic reference generation is quick and accurate and removes the need for you to create your own reference process. It consists simply of a number which is automatically incremented.

> **Note:** This setting influences how the ledger locates your account records. If you decide to change the setting at a later date it will have an adverse effect on how the ledger searches for and locates your existing account records. We therefore recommend that after setting this option you do not change it in the future.

Begin automatic generation with

If you want the ledger to generate the reference for you, you need to decide what number you want the ledger to start from. Once this has been set, each time you create a new account the ledger will increment that number by one.

Allow additional transactional analysis

If you are using transactional analysis (and have set up the transactional analysis codes in Accounting System Manager), it is possible to enter nominal transactional analysis codes when creating any of the following:

- Sales Invoices

- Free Text Invoices

- Sales Credit Notes

- Sales Receipts

- Sales Payments

- Batched Transactions

Select the 'Allow additional transactional analysis' check box within Accounting System Manager > System Settings, to enable the additional column when creating the transaction. For more information see the Accounting System Manager documentation.

Customer Defaults

Settlement discount values

There are two default values set for settlement discount: the percentage discount you offer your customers; and the number of days (up to 999) an invoice must be paid within to qualify for the discount.

If you usually offer settlement discount to your customers, you can set the Sales Ledger to create new accounts with the values that represent the discount norm. This discount is applied in full to the net value of an invoice or credit note.

Settlement discounts also affect how VAT is calculated on invoices and credit notes. For more information see *Record single items on page 78*.

You will still be able to specify discounts on transactions when adding them to the account, using the transaction entry routines.

Keep transactions for

A customer account can hold a history of transactions for the account up to a maximum of 36 months. You need to specify the length of time you want transactions stored on the account. The value you specify here automatically applies to a customer account when it is created, although you can override the value as you enter the account details.

While the transactions are stored on the account they can be used for analysis purposes.

When you run the Period End routine, transactions that exceed their specified duration are either deleted from the account or transferred to an archive file. This depends on whether you choose to maintain an archive file which is described in the next setting.

> **Note:** If a large volume of transactions are held on the system, depending on your operating system and PC specification, you may experience a slower response time when enquiring and sorting transactions.

Archive transactions after this period

Once transactions in the stored account history exceed the specified duration, the ledger automatically moves the transactions to an archive file or deletes them from the ledger when you run the Period End routine. If you activate this setting the transactions are transferred to the archive file.

> **Note:** The Period End routine only moves transactions to the archive file if they are fully allocated and have no query flag assigned to them.

While the transactions are held in the archive you can view and print them as required. You do have the flexibility to delete transactions from the archive file. For more information see *Delete archived transactions on page 180*. You may want to delete archived transactions that are over a year old, or more frequently depending on the disk space used.

Do not activate this setting if you want the ledger to delete transactions automatically from the customer account which exceed the specified account history length.

Waiting period for recovery of VAT on bad debts

Specify the number of months (periods) for which you want to store sales transactions before you consider processing them as bad debts.

Refer to government guidelines for details of the statutory waiting period for VAT relief if you want to adopt this.

Default tax code

You can specify a 'Default Tax Code' during Sales Ledger setup so that each time you create a customer account it always defaults to this code unless you override at the account creation level.

> **Note:** The tax code can also be overridden at transaction entry.

Default terms agreed

To be able to begin recording your trade with your customers in Sage 200 you must agree terms and record this in the Sales Ledger module. Select this check box so that Sage 200 automatically marks new customer account as having agreed terms.

Ageing

Ageing periods

This setting is designed to help you manage your outstanding customer debt by analysing customer information within a set number of periods.

You can select the number of periods to use.

Generally, ageing of debt is analysed across three periods, three being the minimum (typically 30, 60 and 90); however the maximum is eight periods.

Default payment terms

The default payment terms are used as default values when creating new accounts, and by the ledger to indicate when invoices are due to be paid. The Sales Ledger combines the basis of terms with the number of days to calculate the due date on invoices.

Basis of terms	This determines the date from which the number of days credit is calculated. Once set you can monitor payments due and optimise the credit days available. You can set the ledger to calculate days credit from the:

- Document date

- Start of month

- End of month

- Calendar monthly (number of days will be set to zero)

Ageing by end of month indicates that an invoice is due in a specified number of days after the end of the month in which it was dated. For example, if your basis of terms on an account is set to end of month, and the number of days to 15, an invoice entered with a transaction date of 01/10/2006 will calculate a due date of 15/10/06 automatically for you.
Ageing by calendar month means that invoices are due on the same day the following month. For example, if your basis of terms is set to calendar monthly and an invoice is entered with a transaction date of 01/10/06, this will calculate a due date of 01/11/06.

Note: Due date calculations are only made for invoice transactions. Credit notes always retain the same due date as the entered transaction date.

Number of days	If you usually offer your customer a 'Number of days' credit (up to 255 days, for example), enter this figure here. You can enter up to 999 days.

When you do come to create new accounts if you find the default values are inappropriate you can change them for an individual account.

Ageing for reports (days)

Generally debtor balances are aged over three periods, which are typically 30, 60 and 90 days. The last aged period holds both the debts within the period and those debts that exceed the period.

Debtors periods start after   For each reporting period, enter the number of days you want analysed for your aged reports and statements and letters.

Due date periods start after   For each reporting period, enter the number of days you want analysed within your due date report.

'Ageing for reports (days)' ties in with the 'Ageing periods'. The values are used to prepare the Aged Debtors and Due Date reports and Statements and Debtors letters.

Example: Due Date report

If your 'Ageing for reports (days)' is set up as shown above and the due date on a previously entered invoice is set to 30/04/2007, when you run your Due Date report specifying a base date for ageing as 01/05/2007, the invoice appears in the column for one day overdue. If you run the same report but with a base date for ageing as 31/05/2007, the invoice appears in the 31 day overdue column on the report.

Example: Aged Debtors report

When you run your Aged Debtors report and choose your ageing method by transaction date, the system uses the entered base date for ageing as the mechanism to decide in which column the debt will appear.

For example, if you have an invoice with a transaction date of 30/04/2008 and a due date of 30/05/2008, and you choose to run the Aged Debtors report by transaction date with a base date for ageing of 29/05/2008, this displays the invoice in the current column. If you choose to run the report by transaction date but with a base date for ageing of 30/05/2008, this displays the invoice in the 30 day column.

Processing

Foreign account revaluation

If you have customers who pay their invoices in foreign currencies, you will have to revalue these amounts to get the value in the base currency. Select the 'Use foreign currency revaluation' check box.

The ledger converts foreign currency to base currency using the exchange rate set within the foreign exchange rate table. The exchange rate table should be updated regularly to ensure the correct exchange rates are applied to transactions. For more information see *Sage 200 Accounting System Manager* documentation.

When you enter a transaction on the ledger you are prompted with the current system exchange rate, which can be overridden. This exchange rate is then used to convert the transaction to base currency and post the base currency amounts to the Nominal Ledger. For more information see *Chapter 6, Manage Foreign Currency Transactions*.

As exchange rates can fluctuate between the time the transaction was entered onto the ledger and when the invoice is paid, the original rate applied to the transaction and the actual rate the customer pays can differ.

Activating foreign account revaluation means that when two transactions are allocated together (for example, a receipt is used to pay an invoice) the exchange rates on these transactions are compared. If these are different, the system automatically calculates and posts the exchange loss or gain to the currency adjustments and debtors control account in the Nominal Ledger. If you do not activate foreign account revaluation then the exchange rates are not compared and no Nominal Ledger postings are made.

Note: The 'Foreign Account Revaluation' routine in Period End Routines > Foreign Account Revaluation is used to revalue any outstanding transactions to the latest exchange rate as entered in the Accounting System Manager. For more information see your *Sage 200 Accounting System Manager* documentation.

Statements

You can specify which transactions are to be printed on statements.

All transactions	Select 'All transactions' if you want to print all transactions for the account.
Outstanding transactions only	Select 'Outstanding transactions only' if you want to print only those transactions that have an outstanding balance.
Outstanding plus all from specified date	Select 'Outstanding plus all from specified date' if you want to print only those transactions that have an outstanding balance and whose transaction date falls within a range of dates.

You can also specify whether to age debts according to the time elapsed since the transaction date, the due date or the period of the transactions included in the statement.

Finance charges

If you want to calculate and levy interest charges on overdue payments then specify the charge rates that you want to apply here.

When finance charges are calculated, invoice transactions are added to the relevant accounts with the query flag set to 'F', and the reference reads 'FIN CHARGE'.

Charge index	Up to 20 charge rates can be defined. Select the 'Charge index' code you want to use for the rate you are going to define.
Percentage charge	Specify the 'Percentage charge' you want to apply.

As you create each customer account you can assign a finance 'Charge index' code defined here, applicable for the customer. For more information see *Create account record within the Sales Ledger on page 37*. If you do not want to charge the customer any interest, then the default (not charged) is the correct selection.

Charge compound interest on finance charges

Activate this setting, if you want to calculate and levy interest on finance charges already calculated on overdue debts, that remain unpaid.

Where interest is added, invoice transactions are added to the account with the query flag set to 'F', and the reference box reads 'FIN CHARGE'.

Trading periods

Trading Periods can be used to produce turnover and trading analysis for your customer accounts. Each trading period can hold the total values for invoices, credit notes and any bank values.

Note: If you are using Sales Order Processing, the Sales Ledger also holds the profit value, based upon invoices produced.

Same as accounting periods

Use this option to set the trading periods to the same as the accounting periods. When you select this setting, the options on the Trading Periods tab are greyed out to prevent you from changing any information or from adding any new sales trading periods.

Selecting separate trading periods

By default, Sage 200 is configured to use accounting periods. Select the 'Use separate trading periods' option to activate the Sales Trading Periods grid.

24 periods are displayed by default. Click on a 'Period Reference' or 'End Date' to edit the period reference or date displayed.

To add a new trading period, click 'Add'. The cursor appears in the next available 'Period Reference' field. You can then specify the next trading period number and the date that it ends.

To delete a trading period, select the required row and click 'Delete'. You can only delete a period if the 'Use Separate Trading Periods' option is selected and you have created at least one trading period.

To keep a copy of the trading period details, click Print.

Setup Checklist

Options

❑ Copy statements for head offices

❑ Allow batch processing

❑ Automatically generate customer numbers - Begin automatic generation with:...............

❑ Allow additional transactional analysis

Customer Defaults

Settlement discount values   Early settlement days:.......................................

                                                 Discount percentage:.......................................%

Account history   Keep transactions for:...........................months

                                            ❑ Archive transactions after this period

Other

Waiting period for recovery of VAT on bad debts:...

Default tax code   ❑ 0 - Exempt

                                            ❑ 1 - Std Rate

                                            ❑ 2 - Zero Rated

                                            ❑ 4 - EC Zero SL

                                            ❑ 5 - EC Service

Ageing

Ageing periods   Number of periods:..

Default payment terms   Basis of terms   ❑ From calendar monthly

                                                        ❑ From start of month

                                                          ❑ From end of month

                                                        ❑ From document date

Number of days: ....

Ageing for reports (days) Debtors periods start after

....

....

Due date periods start after

....

....

Processing

Foreign Account Revaluation ❏ Use foreign currency revaluation

Statements Transactions to show:

❏ All transactions

❏ Outstanding transactions only

❏ Outstanding plus all from specified date

Ageing

❏ Use instrument date

❏ Use due date

❏ Use ledger period

Finance charges

1....................		2....................	
3....................		4....................	
5....................		6....................	
7....................		8....................	
9....................		10...................	
11..................		12...................	
13..................		14...................	
15..................		16...................	

17................... 18...................

19................... 20...................

❏ Charge compound interest on finance charges

Trading Periods

Sales trading period configuration ❏ Same as accounting periods

❏ Use separate trading periods

Sales trading periods:

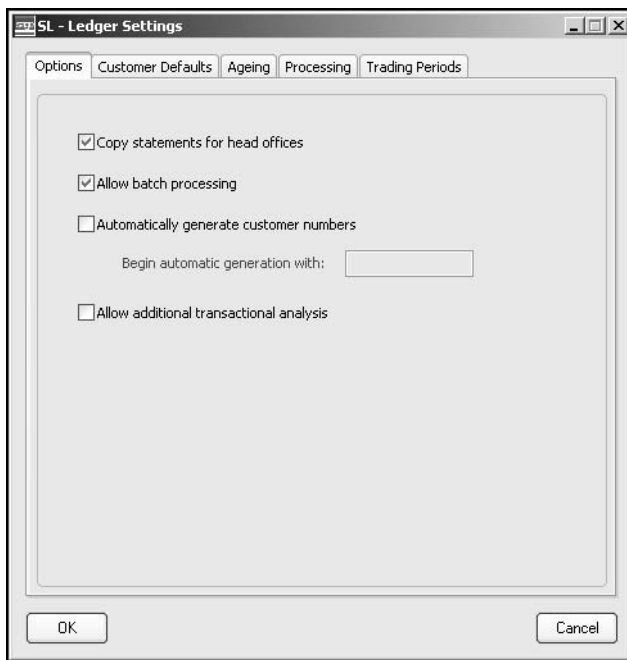| Period No	End Date	Period No	End Date
1.		1.	
2.		2.	
3.		3.	
4.		4.	
5.		5.	
6.		6.	
7.		7.	
8.		8.	
9.		9.	
10.		10.	
11.		11.	
12.		12.	

Setup Process

Before you begin ...

You must have:

✔ Planned the Sales Ledger setup. See *Plan Sales Ledger Setup on page 13*.

Access the window

Choose Utilities > Ledger Set Up > Ledger Settings.

Enter the details

● Use the window to activate or specify each setting according to your needs. (Use the *Setup Checklist on page 26* to keep a copy of the settings you choose.)

Outcomes

● The Sales Ledger is set up for your company's preferred operation.

View Settings

This is a view only version of your ledger settings. You cannot edit any of the settings from this screen. You will use this option if you need to provide details of your system settings to the support team while you are working in a different screen.

Access the window

● Choose Utilities > View Ledger Settings.
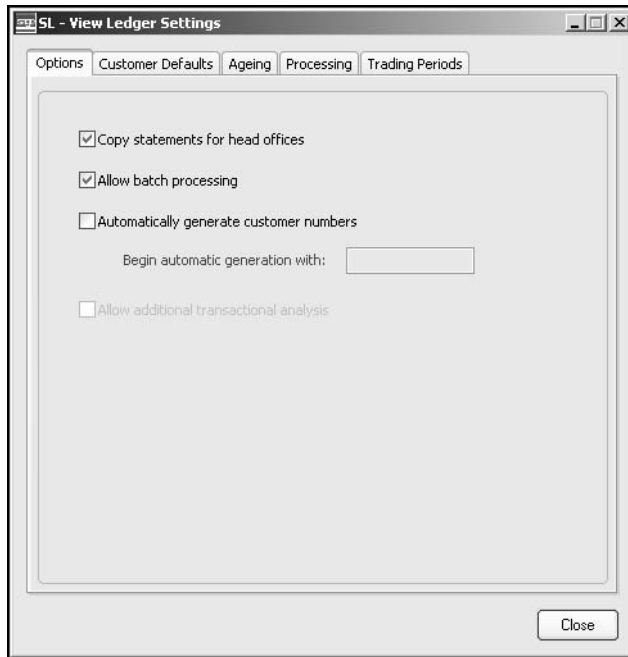
● Click 'Close' to exit from the window.

3

Establish and Maintain Customer Records

This chapter explains the components in a customer account record. It also explains how you will build and maintain accurate records for your customer accounts.

Before you begin ...

You must have:

✔ Set your Sales Ledger defaults, using the Sales Ledger
Parameter settings window. For more information see *Chapter
2, Set Up the Sales Ledger*.

> **Note:** You must have suitable security privileges to
> perform these activities. See your system
> administrator for more information.

Remember ...

For more information on using the help system, see the *Sage 200
Operations* documentation.
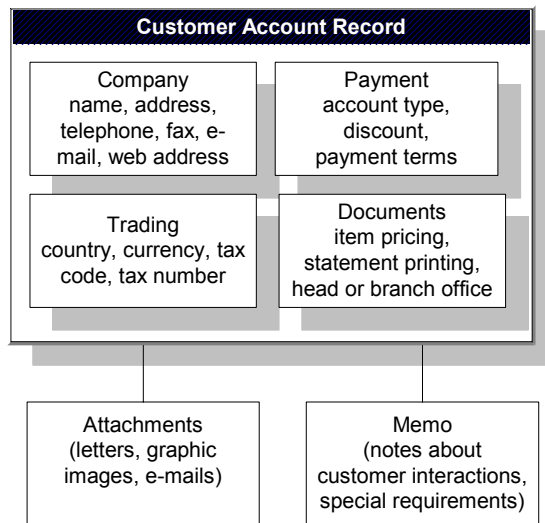
Build Customer Accounts

This section describes what a customer account record consists of, the types of accounts used by the Sales Ledger and how to create your account records using the ledger.

The account record

The account record is fundamental to the successful management of customer accounts on the Sales Ledger.

As you manage your customer accounts they evolve through a life cycle of creating, amending and deleting, all of which are described within this chapter.

Each customer has their own account record with its own account reference number. For more information see *Trading periods on page 24*.

Customer Account Record

Company name, address, telephone, fax, e-mail, web address	Payment account type, discount, payment terms
Trading country, currency, tax code, tax number	Documents item pricing, statement printing, head or branch office

Attachments (letters, graphic images, e-mails)	Memo (notes about customer interactions, special requirements)

The account record holds the following key information:

- Company Details

- Contacts Tab

- Trading Details

- Payment details

- Credit Details

- Document information

- Attachments

- Memos

The ledger uses the contact information to prepare reports on individual customers. It uses the company, trading, payment and document information to perform financial calculations and prepare more detailed reports. In addition, you can attach letters, graphics or spreadsheets to the account record to log communications between you and your customer. You can also record your own reminder notes about your dealings with the customer using the 'Memo' tab.

The information you enter when creating a new account record can be amended at a later date.

Account types

There are three types of customer account which you can use within the Sales Ledger and you can have a mix of account types.

Open item

With open item accounting, all outstanding transactions remain visible on the account record until allocated and removed by a period end procedure, once the history length has expired.

You can allocate payments to a specific transaction on the account record, in part, or in total. Provided the whole outstanding transaction is allocated by the payment, the 'Period End' routine removes it, freeing disk space for new transactions.

All outstanding amounts, whether part allocated payments, disputed transactions or unpaid or part paid invoices, remain on the ledger, showing full details, until such time as they are fully allocated and have exceeded their history length.

> **Note:** If you are keeping separate histories after the account history length, transactions are stored in the archive file.

Balance forward

In balance forward accounting, all transaction details remain on the ledger in full until the period end procedure is run. At this time the transactions are cleared and a brought forward balance is displayed for the new period.

Each period's total debtor balance is carried forward as a single balance figure and so the number of balances carried forward depends on the number of periods aged debts that are specified on the Sales Ledger.

When transactions such as payments are posted for a previous period, they are allocated by period number, so the appropriate balance is reduced at the period end.

Transactions in query are retained on the account record.

The advantage of this type of accounting is its economical use of disk space.

> **Note:** Balance forward accounts cannot be used for foreign currency accounts.

Automatic allocation

Automatic allocation combines the features of open item accounting with an automated allocation routine, which is activated during the period end routine.

During the period end, any credit notes, payments or receipts are allocated to invoices on the basis of the oldest outstanding invoices being allocated first. If you are using this type of account you cannot allocate payments manually to a specific invoice.

Queried invoices are not allocated.

Combine types of account

You can combine the three types of account within your Sales Ledger in any mix that you want.

Both open item and automatic allocation accounts retain full transaction details of outstanding items on the account record, regardless of the age of the debt, until allocated and removed by the 'Period End' routine.

You can change a customer account from one type to another, although if you change from balance forward to open item, you will not be able to retrieve individual transaction details that make up the balance brought forward. You will only be able to view transaction details for transactions recorded after you have made the change.

Create a Customer Account Record

Customer account records can be created either using the Sales Ledger, or from existing data which is imported into the Sales Ledger. Importing existing data is often used by organisations to create new records in the Sales Ledger from data in another system or captured from an external source.

Create account record within the Sales Ledger

This activity is achieved by entering unique customer details onto the on-line window designed for creating customer accounts as well as accepting or changing defaults which appear automatically in the window. Some of these defaults are a result of settings you specified during the Sales Ledger setup process as well as settings made at the Accounting System Manager or Nominal Ledger level.

Some boxes on the window have a set of predetermined entries and the customer entry may only be selected from the valid entries given in a drop-down box. This is the case with the account type box, for example.

The customer record consists of a window with several sections or tabs. The customer's information and the settings that determine how the record behaves in Sage 200 are detailed on the 'Company', 'Trading', 'Payment', 'Document' and 'Transaction' e-mail tabs. The 'Attachment' and 'Memo' tabs are used to attach files and add text memos to the customer account record.

Company tab

The 'Company' tab holds both the company and contact details. Depending on system settings you may find two defaults already displayed in the window ('A/C ref' and 'Currency'). The remaining boxes are used to enter your customer's unique details.

The customer account reference is assigned automatically by Sage 200 if you have chosen automatic number generation during the Sales Ledger setup process.

> **Note:** If you have chosen not to generate customer numbers automatically you need to apply a unique account reference to the account record.

You also need to assign the customer's operating currency from the currency drop-down box if it differs from the default shown. The currency defaults to the base currency, which is set at Accounting System Manager level.

The Sales Ledger uses the following information to print customer details on reports and invoices and mailing labels:

● Account Reference.

● Name.

● Address (including post code).

In addition to the customer's full name you can assign a 'Short name' to the account record. The short name does not appear on reports but can be used to search for an account. Searching for an account using a short name is easier as short names are easier to remember and take less time to type. The short name can also be used to sort accounts for reporting purposes. Before you assign a short name, consider how you want the account to be sorted relative to other accounts. A short name can consist of up to eight characters, for example P.J.B. Hardingstone Limited can be shortened to Harding.

You can set a 'Credit limit' to control sales debt for an individual customer or leave it blank if you prefer to have no credit limit. If you decide to set a limit, the ledger will warn you when you exceed the credit limit agreed with your customer by highlighting the credit limit displayed when entering a sales invoice. It will not prevent you processing transactions which exceed the agreed credit limit.

The 'Contact', 'Web site', 'E-mail', 'Telephone','Mobile' and 'Fax' details are not used for reporting purposes and can be used for notational purposes if preferred. You can enter several e-mail and website addresses for a customer if you want. You can activate an address entered into the 'E-mail' or 'Web site' box to call up your customer's website or invoke your e-mail send message facility to contact your customer, provided you have access to the worldwide web. You can also set up and maintain more than one contact for the account by clicking on the 'Contacts' tab.

Contacts tab

Use the 'Contacts' tab to set up and maintain a list of customer contact names and contact details such as telephone number, mobile, fax, email address, website address and job role. Job roles not only enable you to group your account contacts and identify key contacts more easily, but also enable you to specify which email address to send an e-mail statement to for your chosen customer. An electronic version of the statement will be sent to your inbox. From there you can e-mail them to your customers.

> **Note:** When you create a customer record, a blank default contact record will be created. This contact record automatically includes the mandatory job role that is specified in the Accounting System Manager.
>
> To set up the contact details for this blank record, select the blank row and click 'Edit'.

If you have selected to 'Show detail', the tab is divided into three working areas.

● Contacts List

This list displays all the contact names that have been set up for the customer's account. As the contact details for your customer account change, you can maintain the list by adding, editing and removing contacts and changing the default contact for the account.

Every customer account has a default contact. The default contact appears on all reports that display contact information, easily distinguished by a 'Yes' in the 'Default' column. You are only able to have one default contact per account, although it is simple to transfer the default status from one contact to another if you have multiple contacts.

● From the contact list, select the contact you want to nominate as the new default and then click 'Set as Default'. Confirm the change when the system prompts you.

Note: Clear the 'Show detail' check box, if you want to hide the contact details section of the window and expand the size of the 'Contacts' list.

● Details

As you select a contact on the list, the 'Details' section updates to display the telephone numbers and contact information for the contact you have chosen.

- Roles

  Just as the system is set up with a default 'Account' contact, Sage 200 is also set up with a default 'SendStatementTo' role. When you add the 'SendStatementTo' role to a customer contact name and mark the role as the preferred contact, the system uses the default email address of the contact when you want to send out an e-mail statement. An electronic version of the statement is sent to your inbox. From there you can check and e-mail them as you require.

  Multiple roles can be assigned to a single contact. For example, you might have a contact that is the 'buyer', 'seller' and 'admin assistant'.

  The 'Roles' area displays a list of the role(s) associated with the contact name selected on the contact list. It also indicates whether the contact you have selected is the preferred contact for a role. A role can only have one preferred contact per account. For example, if a customer account has 5 contacts all assigned the role of 'buyer', only one of the contacts can be set up as the preferred contact for this role. This helps you to identify the person that you should contact first.

  Note: The customer record that you set up on your system will automatically include all mandatory roles that can be used with your customer contacts. When subsequent contacts are added to new customer records, no roles will be added to those contact records. All mandatory roles must have one preferred contact on each customer record. Mandatory roles can be deleted from a contact record, provided that it is not the preferred contact for that role.

  For more information about setting up the list of roles, see the *Accounting System Manager* documentation.

Create or view an account contact

- To add a new contact, click 'Add'. The 'Add New Customer Contact' window appears.

- Enter the contact name and details.

- To help you identify the contacts you need to speak with in the future, you can enter the contact's role(s) in addition to the system role. You can also specify if this person's details will be the preferred contact for that role.

  Use the following information to familiarise yourself with the 'Enter New Contact' window.

Click 'Duplicate' to create a new contact record using this accounts contact information.
For more information see the online help.

Click the 'More' buttons if for example you want to enter more than one telephone number or Email address for a customer account contact.
For more information see the online help.

Use the 'Roles' section to add a role description to your customer account contact. For more information about setting up the list see the *Accounting System Manager* documentation.

Duplicate

To add contacts quickly, you can use the duplicate facility to copy existing contact details.

● From the 'Contacts' tab, click 'Add'. The 'Add Customer Contact' window appears.

● Click 'Duplicate' and from the list, select the contact you want to use as a basis for the new record.

- If you also want to duplicate the list of roles attached to this contact, select the 'Duplicate roles' check box.

- Click 'OK' to duplicate the contact and return to the 'Add Customer Contact' window, and 'OK' again to confirm the details. You can now edit the record as you require.

More

● Click the 'More' buttons when you want to enter more than one item of information in the 'Details' boxes. For example you might have several landline contact numbers and several mobile numbers for a single contact. The 'Maintain ...' window appears.

● Click 'Add' to enter additional rows of information and then select the row that should show as the default for the contact. Click 'Set as Default'.

Please note that if you have multiple numbers or addresses listed and you delete the item, marked as the default, the next line becomes the default item.

● Click OK.

Trading tab

The 'Trading' tab holds the information that specifies the financial relationship between you and your customer. The ledger uses these settings to process customer transactions.

Most of the trading values are populated with values derived from the Sales Ledger setup process, the Nominal Ledger and the Accounting System Manager. These values can be accepted or amended to suit the customer account you are creating.

Trading details

● The values set for 'Country code', 'Default tax code' (the customer's VAT code taken from the tax rate code table) and the 'Tax number' (your customer's VAT registration number, if VAT registered) are used by the ledger to perform EC VAT calculations. The country code default is taken from your company's details. For more information, see the *Sage 200 Accounting System Manager* documentation.

● If you are using the Sales Order Processing module and want to use the tax code that you specify here, as the default tax code when you raise sales orders or sales return for this company, select the 'Use tax code as SOP default' check box. This setting is only available if the country code that is selected for this customer record is the same country code as was set for the company.

● 'Keep transactions for' refers to the amount of time account transactions are held on a customer's account before they are archived to file or deleted from the ledger altogether. The length displayed, defaults to the entry you set during your Sales Ledger setup process.

● 'Finance charges' automatically default to not charged. You will need to select a different charge code, defined during your Sales Ledger setup process, if you want to levy finance charges on amounts unpaid by the customer. For more information see *Chapter 5, Manage Customer Debt*.

● You can assign an 'Order priority' if you use the Sales Order Processing module. The value you specify here in the Sales Ledger will be used in the Sales Order Processing module to determine default priority code for the allocation of stock to orders. Enter a priority code from A to Z, where A has the highest priority and Z the lowest. For more information see the *Sage 200 Sales Order Processing User Guide.*

● If your customer uses the Data Universal Numbering System, enter their unique D-U-N-S number in the box.
(The D-U-N-S number the system developed and regulated by Dun & Bradstreet, who assign a unique 9 digit number to all companies on its database.)

Default nominal code

● The 'Default nominal code' most commonly used for this account is default sales, which is a profit and loss default nominal account. You can override this here and also when you enter transactions for the account. Default nominal codes you can select are defined within the Nominal Ledger. Any cost centres and departments entered affect how nominal postings are derived if using cost centre breakdown. For more information about default nominal accounts see the *Sage 200 Nominal Ledger User Guide.*

Note: The 'Default nominal code' must be a posting type code and exist in the Nominal Ledger, otherwise transactions are posted to the suspense account.

Analysis codes

- The 'Analysis codes' are used for reporting purposes. The analysis code headers you specified during the Accounting System Manager setup process are displayed by default. You can then assign the required code and its associated description to each label for this customer. The code and description are stored and maintained in the Accounting System Manager. For more information see your *Sage 200 Accounting System Manager* documentation.

Payment tab

The 'Payment' tab holds the information the ledger uses to process customer payments. It uses a number of defaults set during the Sales Ledger setup process.

First, you have the option to select from open item, balance forward or automatic allocation 'Account type'.

Note: Balance forward accounts must not be used for foreign currency accounts.

The percentage 'Settlement discount' you offer the customer 'if paid within' a number of days (up to 999) are displayed. When creating an account, these values reflect any default discount values you entered during the Sales Ledger setup process.

"Payment terms' and 'from' reflect any default payment terms you set during the Sales Ledger setup process.

Credit tab

The 'Credit' tab holds credit reference information for the customer record.

Use the following descriptions to advise you about the information you can enter on this tab.

Trading terms text	Type in text to describe the terms you have agreed with the customer, for example '60 days'. This can be printed on your invoices or statements and other stationery if required.

Credit reference	Enter a reference associated with a customer, usually obtained from a credit control agency. Sage 200 uses this information in conjunction with the Credit Information you have set up in the Accounting System Manager module to help you check a customer's credit status.
	When you click on the Finder button to the right of the 'Credit Ref.' box, Sage 200 launches your Internet browser. This loads the credit bureau's web site, according to the settings you have entered in Accounting System Manager for the bureau in use. For more information see the *Accounting System Manager* documentation.
	When you enter your credit bureau details, you can set up the Credit Checking URL (the path to the web site) so that it automatically searches for the credit reference in the 'Credit Ref.' box.
Bureau	From the drop-down list, select the credit reference bureau you use for this customer. Your default credit bureau appears here automatically when you create a new customer. The list of bureaus should be set up in the Accounting System Manager module prior to entering the credit information here. For more information see the *Accounting System Manager* documentation.
Average time to pay	The 'Average time to pay' is calculated by your Sage 200 system and shows the average time (in days) that a customer needs to pay their invoices.
	Note: The Average time to pay field only applies to open item accounts. This setting is applied by default, but can be set on the 'Account type' field on the Payment tab.
Credit Position	From the drop-down list, select a credit reference status for the customer. The list should be set up in the Accounting System Manager module prior to entering the credit position here.
	For more information see the *Accounting System Manager* documentation.
Terms agreed	Select this check box if all the credit terms have been agreed with the customer.

Finance charges	If you want to apply interest charges to customers who do not pay their invoices on time, select the percentage charge you want to apply from the drop-down list.
A/C opened	Enter the date when the customer's account was first opened. This information will help you evaluate how long the account has been trading which may influence the decisions you make concerning credit terms.
Last credit review	Enter the date when the customer's credit details were last reviewed.
Next credit review	Enter the date when the customer's credit details should next be reviewed. For example, you may want to review on a six-monthly basis.
Application date	Enter the date the customer applied for credit.
Date received	Enter the date the credit application was received.
Memo	Enter any additional notes in the 'Memo' area. You can enter up to 1000 characters.

Documents tab

Use the 'Documents' tab to specify the stationery layouts that you want to use to produce statements and invoices. From this tab you can also set up where you want to email any statements for this customer. You can also use this tab to specify how you want to price items and bill invoices for sale to the customer.

Stationery

● From the 'Statement Production' drop-down list, select the appropriate stationery to use for your customer's statements. Choose from 'Paper Standard', 'Paper Alternative', 'Email Standard' and 'Email Alternative'. In previous versions of Sage 200, you may have also used this tab to set up the email address you wanted customer statements to be mailed to. This feature is now activated using the default 'SendStatementTo' role within the 'Contacts' facility on the customer account. For more information see the *Contacts tab on page 39*.

- You can also specify the default invoice or credit note that you want to use when generating a sales invoice for this customer. From the 'Sales invoice layout' (and 'Sales credit note layout') drop-down list, select the invoice and credit note that you want to use as the standard invoice layout. Please note this option is only available if you are using Sage 200 Financials with Sage 200 Commercials modules. If you are not using Sage 200 Commercials modules these drop-downs do not appear.

    - To check the invoice layout being used for your customer, go to the Sales Enquiries > Accounts Enquiry > Stationery tab. For more information see *Query Your Customer Accounts on page 155*.

Billing

- If you want to print all orders raised through the Sales Order Processing module onto a single invoice, select 'Use consolidated billing'. When the 'Print Invoices' option in Sales Order Processing is selected, all invoices for this customer will be consolidated into a single one. For more information, see the *Sage 200 Sales Order Processing* documentation.

Pricing

'Line discount' and 'Invoice discount' apply if you are using the Sales Order Processing module.

- 'Line discount' is the percentage discount applied to each line of a sales order or invoice for this customer account. Sage 200 reviews all discounts applicable at this level on the customer account and works from the largest discount unless you select the 'Override prices and discounts on order lines' option in the Sales Order Processing module. In this case, a 'Line discount' set in the Sales Ledger will override any special prices that have been applied. For more information, see the *Sage 200 Sales Order Processing User Guide*.

- 'Invoice discount' is the percentage discount or surcharge applied to the total goods value of a sales order or invoice for this customer. If you use the 'Line discount' then the overall 'Invoice discount' will be additional to the 'Line discount'.

- 'Price bands' are used when you offer different sales prices to different groups of customers. To set up this customer record to use price bands, select the relevant price band from the drop-down list. The price band you apply here can also be viewed on the Customer Enquiry > Terms tab.

- 'Discount groups' are created so that you can link discounts for a given product to a customer record. If you want the customer to automatically receive discounts when they order a specific product (or group of products), select a discount group from the drop-down list.

- You can also give your users discounts based on the the amount that they order. These are known as 'Order value discounts'. If you want this customer to receive discounts based on the total cost of the invoice, select an order value discount from the drop-down list.

> **Note:** To use price bands, discount groups and order value discounts, you must first set them up within the Price Book module. For more information about setting up these pricing types, please refer to your *Sage 200 Sales Order Processing User Guide.*

Head Office

If, during the setup process, you specified that your organisation would produce statements on a head office and branch basis then you specify whether this particular customer account operates as a head office.

- To do this, select the 'Head office status' box, and select the status 'Head Office'. If the account is a subsidiary to a head office account you should select the status 'Branch' and specify the head office using the 'Associated head office' drop-down. Otherwise, select 'Independent' status.

- If you do not want to issue statements (either to an independent company or to a head office), select the appropriate status, 'Independent No Statement', or 'Head Office No Statement'.

- When you associate a branch account with a head office account, you can also specify whether statements are to be produced for the branch account in addition to the head office account. In this case, select the 'Produce statements for customer' check box.

Attachments tab

If you have any documents associated with a customer account, you can use Sage 200 link to them so that they can be viewed from your Sage 200 program.
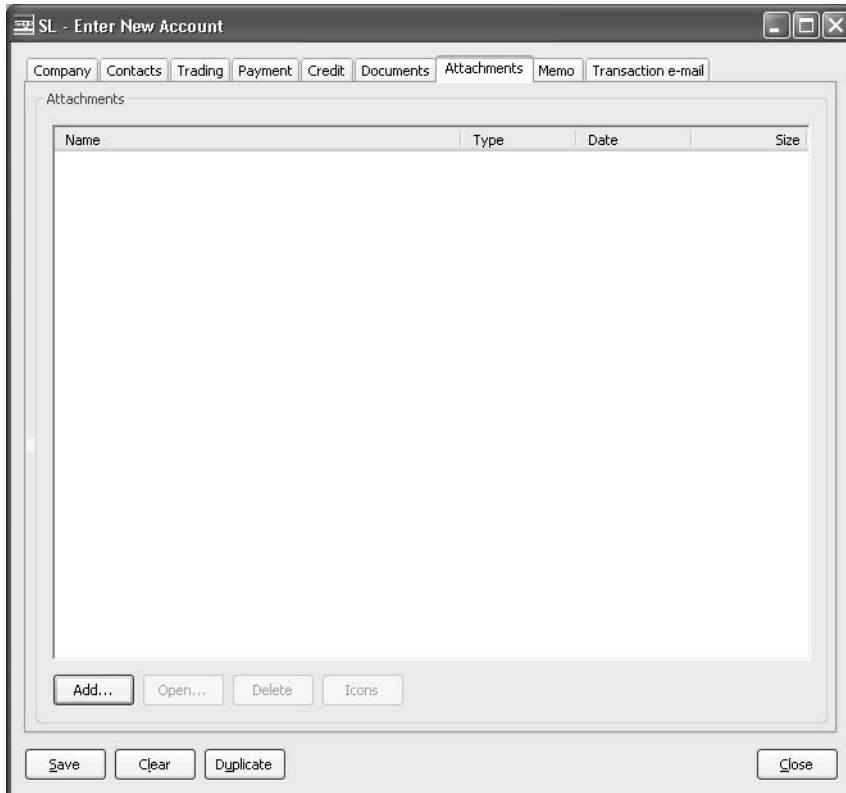
From the 'Attachments' tab you can set up a link to any document or file type on your PC, using the 'Add' button. Use the 'Open' button to view the attachment, or use the 'Delete' button to remove the link between the attachment and Sage 200.

The 'Icons' button switches between the default view that displays the document details (name, date, type and file size) and a display that shows a large icon and filename. To return to the default view, click the same button, now called 'Details'.

Memo tab

Use the 'Memo' tab to add any extra text to a customer account. This allows you to record information that you may receive while dealing with the customer.

Use the 'Add' button to add a memo to the customer record. The details will be added to the window, along with the date and time that it was added as well as the user who created the memo. Use the 'Edit' button to amend memo information and the 'Delete' button to remove the memo.

By default, the latest memo will be marked as 'Active'. This can be changed by selecting the active memo and clicking 'Set As Inactive'.

Transaction e-mail tab

These settings are applicable if you intend to generate electronic sales invoices and send them to your customers. To do this you must use 'Transaction e-Mail'. For more information see your *Sage 200 Accounting System Manager* documentation.

Note: You cannot set a foreign currency customer account to use 'Transaction e-Mail'. 'Transaction e-Mail' works in base currency only.

When an invoice is prepared in Sales Order Processing and sent to print, the generated format is determined by the 'Transaction e-Mail' setting on the customer's record. If the customer record is enabled to 'Send documents using transaction e-mail' then the invoice is generated electronically and passed to 'Transaction e-Mail' to be sent to the customer. Otherwise the order is printed.

The 'E-mail address for Sales Invoices' applied to the order is set on the customer's account. This can be any one of the e-mail addresses specified on the 'Company' tab. Before the electronic invoice is sent to the customer its e-mail address can be amended while it is stored in 'Transaction e-Mail'.

Before you begin ...

You must have:

✔ Details of the 'Chart of Accounts'. For more information see the *Sage 200 Nominal Ledger User Guide.*

Access the window

Choose Sales Accounts > Enter New Account.

Select the method to create the account record

There are two ways you can create a customer account on the Sales Ledger:

● From the 'Enter New Account' option, using the default values specified during the setup process.

● Duplicate an existing account record (does not copy transactions).

> **Note:** If your customer is migrating to the euro currency, you can create a euro account for that customer by duplicating their original account. This generates an account with the euro currency as the denomination, and also copy memos and attachments.

Regardless of which method you choose, you accept or amend any displayed information to define the correct details for a customer account.

Create the account from new

● Click Sales Accounts > Enter New Account.

● Using the 'Company' tab, enter the account details.

  ● If you are not using the automatic account number generation, enter the 'A/C ref'.

  ● Specify an account 'Name' and 'Short name'.

- Enter the 'Credit limit', if applicable.

- Assign the customer's operating 'Currency'.

- Enter the customer's 'Contact details'.

- Using the 'Trading' tab, enter the trading details.

  - Accept or amend the 'Country code' and 'Default tax code'.

  - Enter the customer's 'Tax number'.

  - Accept or amend the number of months transactions are to be stored on the customer's account ('Keep transactions for').

  - Enter an 'Order priority' code (A-Z), if the ledger is integrated with the Sales Order Processing module.

  - Accept or amend the 'Default nominal code'.

  - Accept or amend the 'Analysis codes'.

- Using the 'Payment' tab, accept or amend the default 'Payment terms'.

- Using the 'Documents' tab, enter the 'Stationery' layout, 'Head office' details and the discount and 'Billing' information, if applicable.

- Use the 'Attachments' tab if you want to attach any documents to the customer record.

- Use the 'Memo' tab if you want to add any notes to the customer record.

- If you intend to send sales orders to your customer using 'Transaction e-Mail' click the 'Transaction e-Mail' tab.

  - Select the 'Send documents using Transaction e-mail' option.

  - Select the 'E-mail address for Sales Invoices' to be applied to the orders using the drop-down.

- Click 'Save'.

Note: If you want to delete an account, click 'Delete' while the account details are displayed. See *Delete a Customer Account on page 73*.

Create an account using the Duplicate option

You can create an account from an existing customer account. The generated new account will hold the trading details of the original account. You can also generate the account to hold copies of memos and attachments from the existing customer account.

This is particularly useful if your customer is migrating to the euro currency and you want to create the new account using the customer's existing account and apply the euro currency as its denomination.

Note: Transactions associated with the original account are not copied to the new account.

Access the window

Choose Sales Accounts > Enter New Account.

Enter the details

● Enter the name of the new account and then click 'Duplicate'. The following window appears.

- Select the 'A/C ref' of the account you want to copy, and enter the 'Duplication details' required ('Make a euro duplicate', 'Duplicate memo', 'Duplicate attachments', 'Duplicate credit information' and 'Duplicate contact information').

- Click 'OK'.

- Edit the details in the new account as required.

Create account records from imported data

Use the Sales Ledger 'Import Accounts' routine to create new sales accounts from another software package into Sage 200 or from one Sage 200 data set to another.

> **Note:** You cannot use the 'Import Accounts' routine to add information to an existing account. You cannot add address lines to an existing account for example. The 'Import Accounts' routine only writes new records for Sage 200.

To use the routine, you need to prepare an import file using a suitable ASCII format. The correct data format is CSV or XML. For more information see *Appendix A, CSV and XML Import*.

The 'Import Accounts' routine has two options; you can choose:

- Validate only, to check the import file.

This option only checks the import file is correctly prepared. It checks the database identifiers are specified correctly and the data is compatible with existing data in your system's database, for example, valid cost centres and departments.

● Validate and import records, to check the import file and apply valid data to the customer accounts.

This option checks the import file is correctly prepared as described above and then creates the new account records from valid data. The routine removes invalid records from the validation process.

When you invoke the 'Import Accounts' routine you have the option to specify certain defaults for sales accounts. They are:

● 'Nominal code'

● 'Payment terms'

● Account history ('Keep transactions for')

● 'Country code'

By specifying defaults, the routine automatically applies the default values to the customer accounts for you. This can save time when preparing the import file.

The routine automatically generates a report which details failed and successful records. Use this report to identify problems.

Successful accounts are immediately applied to the Sales Ledger, if you have selected option 'Validate and import records'.

Before you begin ...

You must have:

✔ Prepared the data in the correct format and saved it on your system. For more information see *Appendix A, CSV and XML Import*.

Access the window

Choose Utilities > Import > Import Accounts.

Enter the details

● Specify intent to 'Validate records only' or 'Validate and import records' by selecting the appropriate import option.

● Specify the account 'Default values' required.

● Select 'Ignore Invalid Analysis Code' check box if you do not want the process to check whether the 'Analysis Name' or 'Analysis Value' entries in your import file already exist in Sage 200.

● Click 'OK', and specify the file path.

Outcomes

● The account records are created with all essential information though it may be necessary to modify the information created for each customer account record.

Note: If failures have occurred, see the generated report, investigate further and re-enter the account record details.

Create account records using 'Update Account File'

This routine requires IT developer knowledge to prepare the external data (which may have been generated from an external source) into a suitable format to write it into the Sales Ledger. The routine validates the data before committing it to the ledger. This ensures the integrity of the records that are generated during the routine. The routine adds individual customer account headers from the validated data to the Sales Ledger.

> **Note:** You cannot use 'Update Account File' to add information to existing accounts or import a foreign currency receipt or payment.

Access the window

Choose Utilities > Import > Update Account File.

Enter the details

● Select the 'Import options' required ('Validate records only', or 'Validate and import records').

● Click 'OK'.

Outcomes

● The account records are created with all essential information though it may be necessary to modify the information created for each customer account record.

● A report is produced.

Enter Opening Balances

Opening balances represent the financial position of your organisation on the day you start entering live transactions onto the Sales Ledger. Whatever date you choose you are likely to have opening balances, whether your organisation is just starting up or changing from another accounting system.

You can enter more than one opening balance per account and this can be a combination of both invoices and credit notes. This is achieved using the 'Opening Balance Invoice' or 'Opening Balance Credit' routine. You can use batch processing to enter your opening balances. For more information see *Record multiple items (batch processing) on page 94*.

When you enter an opening balance the system assigns the transaction as type 'OP'.

> **Note:** Sales Ledger opening balances do not post to your Nominal Ledger. Enter Nominal Ledger opening balances through the Nominal Ledger. For more information see your *Sage 200 Nominal Ledger User Guide*.

Add a sales opening balance

Before you begin ...

You must have:

✔ Created the customer account. See *Create a Customer Account Record on page 37*.

✔ Ensured the account is not on hold. See *Manage Account Status on page 72*.

Access the window

> **Note:** The window you select depends on whether you want to enter a debit or a credit opening balance.

For an opening debit balance, choose Enter Transactions > Opening Balance Invoice.
For an opening credit balance, choose Enter Transactions > Opening Balance Credit.

Enter the details

This activity has no effect on the Nominal Ledger or the VAT Return. The window uses the example of entering an opening balance invoice.

- Select the customer account you want to add an opening balance to.

- Enter the 'Invoice details' or 'Credit note details', amending the default 'Invoice date' or 'Credit note date' if required.

- Enter the 'Transaction details':

  - Specify the 'Goods value' of the opening balance by adding the total value of the goods including VAT and excluding any settlement discount.

    For a foreign customer account, enter the value of the goods in the customer's currency. Check the default 'Exchange rate' within the window and amend it if required. This only affects the rate on the opening balance transaction and does not update the exchange rate table. For more information about the exchange rate table, refer to the *Sage 200 Accounting System Manager* documentation.

  - Accept or amend the sales settlement terms ('Discount days', 'Discount percent', 'Discount value'), if the defaults are not suitable for the transaction.

● Click 'Save' to save the information and then clear the account information from the screen. Alternatively click 'Save and Retain A/C Ref' to save the information and keep the selected customer account information on-screen.

Rectify an opening balance

Opening balances cannot be amended. If you make a mistake when entering an opening balance you can alter it by entering the opposite type of opening balance transaction to reverse the original transaction. For example, an opening balance credit note reverses an opening balance invoice.

Note: Opening balances do not affect turnover values.

Amend a Customer Account

It is important to maintain accurate customer records on the Sales Ledger. Many customer details can change over time such as 'Address', 'Payment terms', 'Head office status'. You can also change your customer attachments and memos if you want. However certain details cannot be changed on the customer's record. They are:

- 'A/C ref'

- Currency'

- Account balance'

Before you begin ...

You must have:

✔ Details of the 'Chart of Accounts'. For more information see the *Sage 200 Nominal Ledger User Guide.*

✔ Ensured the customer account is not on hold. For more information see *Manage Account Status on page 72*.

Access the window

Choose Sales Accounts > Amend Account Details.

Enter the details

● Select the account which requires amendment.

> **Note:** If you have selected the wrong account choose 'Clear' to clear the details and re-select.

● Update the required details. For more information see *Create a Customer Account Record on page 37*.

Manage Account Status

From time to time you will need to suspend a customer account until a query is answered or a problem solved.

The routine is very simple and once completed will stop any further transactions on a customer account until further notice. To remove the account hold status it is simply a case of reversing the routine.

> **Note:** Customer direct debit and standing order payments set up in the Cash Book will not be stopped by putting the customer account on hold.

Access the window

Choose Sales Accounts > Amend Account Status.

Apply an 'On Hold' flag to a customer account

● Display the customer account you want to put on hold.

● Select the 'On Hold' check box.

Remove an 'On Hold' flag from a customer account

● Display the customer account you want to release from on hold status.

● Remove the 'On Hold' flag by clearing the 'On Hold' check box.

Delete a Customer Account

As customer accounts become out-of-date it is possible to remove them from the Sales Ledger. However, to prevent you from deleting an active account accidentally, you can only delete these accounts if they the ledger only deletes an account if it conforms to certain criteria. This means there must be no transactions on the account or held in the archive file.

To delete an account which still has transactions on the system, you must first delete these transactions first. For more information see *Delete account transactions on page 185*. Next, you must then delete the historical transactions that are still stored on the system. See *Delete archived transactions on page 180*.

> **Note:** If the account is a head office account, with related branch accounts, only the head office account is removed. You will need to remove branch accounts independently.

If the ledger is integrated with the Sales Order Processing module, you cannot delete the account if there are outstanding sales orders in the module, regardless of their status. For more information see the *Sage 200 Sales Order Processing User Guide*.

If the ledger is integrated with the Project Accounting module, you cannot delete the customer account if there are still contracts listed in the module.

Before you begin ...

You must have:

✔ No entries on the account, current or historical. Even if current transactions are fully allocated they must be deleted by the 'Period End' routine.

✔ No entries pending posting.

✔ No outstanding orders for customers in the Sales Order Processing module.

> **Note:** If the 'Delete' button is not active on the record, please work through the preparation checklist again.

Access the window

Choose Sales Accounts > Amend Account Details.

Enter the details

● Display the customer account that you want to delete by using the 'A/C ref' drop-down list.

● Click 'Delete'.

Outcomes

● The account is removed from the Sales Ledger.

4

Manage Transactions

This chapter describes the life cycle of customer transactions. It looks at creating a record of the transaction, such as an invoice or credit note, through to how you will retrieve, amend or reverse a transaction.

Although this chapter primarily focuses on bookkeeping activities it also covers the control of outstanding transactions with the aim of establishing and maintaining accurate customer account balances.

This chapter does not cover opening balance transaction routines. For more information see *Enter Opening Balances on page 67*. It also does not cover associated debt management transactions (Make provision for and write off bad debt). For more information see *Chapter 5, Manage Customer Debt*.

Note: This chapter assumes transactions are entered in your base currency. The implications of working with foreign currency transactions are dealt with in a separate chapter. See *Chapter 6, Manage Foreign Currency Transactions*.

Before you begin ...

You must have:

✔ Created customer account records. For more information see *Create a Customer Account Record on page 37*.

> **Note:** You must have suitable security privileges to perform these activities. See your system administrator for more information.

Remember ...

For more information on using the help system, see the *Sage 200 Operations* documentation.

Record Customer Transactions

Sales Ledger transactions are a record of the financial activities which occur between you and your customers. Transactions range from the issue of invoices through receipt of customer payments to the issue of credit notes. You record these transactions on a daily basis. There are a variety of ways you can enter transactions onto your Sales Ledger.

● You can enter an invoice or credit note directly onto the ledger as a single item, allocated to a specific item on a customer account ('Invoice', 'Free Text Invoice' or 'Credit Note').

● You can enter receipts on customer accounts and either allocate these at the time ('Receipt') or leave to allocate later ('Allocation').

● You can store a record of several invoices, receipts or credit notes and when you are ready commit them to the ledger. By storing several you are creating a batch, and this activity is called batch processing. For more information see *Record multiple items (batch processing) on page 94*. However you can only use batch processing if you have activated 'Allow batch processing' during the Sales Ledger setup process. For more information see *Chapter 2, Set Up the Sales Ledger*.

  If you want to enter the same type of transaction for several customers at one time we recommend that you use batch processing

> **Note:** From the 1st June 2007, the HMRC have introduced new rules to combat the abuse of VAT regulations known as 'carousel fraud' or 'missing trader intra community' (MTIC) fraud. The rules for the processing of tax on credit notes for electronic devices like mobile phones and computer chips have changed. For more information, see *Reverse Charge VAT on page 110*.

● You can reverse a receipt which has been returned as void by the bank, or issue a refund to the customer who has overpaid. These activities are performed using the sales payment routine ('Payment').

● Invoices and credit note transactions entered using Sales Order Processing for your customer accounts are posted automatically to the Sales Ledger. For more information see the *Sage 200 Sales Order Processing User Guide*.

● If your customer is also your supplier then you can offset sales debt by allocating purchase invoices against sales invoices ('Contra Entry'). See *Offset Sales Debt on page 104*.

● You can also add payments and receipts using the Cash Book module. For more information see the *Sage 200 Cash Book User Guide.*

● You can also import transactions which have been created from an external source. For more information see *Import and apply transactions from an external source on page 153*.

When you enter a transaction onto the Sales Ledger, regardless of which method you use, you are updating the customer account and you are also updating the VAT register, the relevant account on the Nominal Ledger and the Cash Book bank account, if applicable. However, the update to the Nominal Ledger account only occurs if the transaction date falls before or within the current period date set on the Nominal Ledger. If the transaction relates to a future date then it is placed in the Nominal Ledger deferred postings file until the transaction date falls within the current period end date. For more information see the *Sage 200 Nominal Ledger User Guide.*

Before you begin ...

You must have:

✔ Details of the 'Chart of Accounts'. For more information see the *Sage 200 Nominal Ledger User Guide.*

✔ Ensured the customer account is not on hold.

Note: Postings to the customer account are in the operating currency of that account.

Record single items

The invoice or credit note routine is ideal when you want to post invoices or credit notes raised off-line directly to customer accounts within the Sales Ledger.

If you want to raise an invoice document (physically produce a printed invoice to issue) then you need to use the Sage 200 Sales Order Processing module, or use the 'Free Text Invoice' routine in the Sales Ledger.

The 'Free Text Invoice' facility is used if you want to raise invoices for non-stock items, for example, service invoicing or if you are raising supplementary invoices not normally processed through the Sage 200 Sales Order Processing module. You can also post the cash receipt at the same time. Free text invoices permit no more than ten detail lines each. If you want to raise an invoice with more detail lines or from a stock item you will need to use the Sage 200 Sales Order Processing module.

You can use the 'Receipt' routine to enter a receipt, or the 'Allocation' routine to enter a receipt against an invoice. If a customer has overpaid, returned faulty goods or queried a special offer discount use the 'Allocation' routine. This works in the same way as recording any other single item.

Note: Single item methods are generally used to deal with small numbers of customer transactions at any one time.

Record invoices

When you enter an invoice onto the Sales Ledger you are updating the customer account and you are also updating the VAT Return and relevant account on the Nominal Ledger.

Invoices are entered onto the ledger using a window which holds the default values for the customer account. If the default values do not match the transaction then it is simply a case of overriding the default value with one that is more appropriate. This does not affect the defaults you have already set for the customer account.

As you enter information into the boxes within the window, the discount, tax and tax analysis (VAT) values automatically calculate for you. This is fine for simple invoices. For more complex invoices that consist of several items of various discounts and VAT rates and also require additional levels of nominal analysis, you need to amend the calculated values to ensure the tax value and tax analysis (VAT) value match.

If you have agreed a 'Credit limit' with your customer and specified this as a control on the account record, the ledger checks whether the transaction exceeds the agreed limit. It warns you but does not stop the transaction when the credit limit is exceeded.

When you record an invoice the ledger is set to post the goods value to one nominal account. The default nominal account assigned to the customer account is displayed when invoices are entered. You can override the default nominal account as you record the invoice. You can also post invoice items to several nominal accounts if required.

Finally, all invoices are entered onto the ledger in the operating currency specified for the customer account. However, nominal postings are made in the base currency you have chosen for Sage 200.

Access the window

Choose Enter Transactions > Invoice.

Enter the details

● Select the customer account you want to add an invoice to.

● Enter the invoice details and amend default values where required.

    ● Enter the 'Reference' and click the tick box (⬚) to the right of the 'Reference' to check that 'Reference' and 'Date' are unique.

● Enter the 'Transaction details', 'Goods value', 'Discount percent', 'Discount days' and 'Discount value'.

> **Note:** When settlement discount is entered on an invoice, VAT is calculated on the 'Goods value' less the 'Discount value'. If the 'Country code' on the customer record is the Republic of Ireland (country code 'IE') then the VAT is calculated at the goods value regardless of any settlement discount.

● If you have the Project Accounting module activated, the 'Project Analysis' tab is displayed. Enter or amend the project details for each item on the sales invoice.

If you enter information on the Project Analysis tab, you must ensure that the Goods Value is the same as the Goods Value entered on the Nominal & Tax Analysis tab.

● Accept or amend the 'Tax analysis' (VAT) for each item on the sales invoice. If you are working with goods items which have different tax (VAT) rates applied to them, ensure the tax value within the tax analysis matches the tax value (VAT) for the transaction.

● Accept or amend the 'Nominal analysis' requirements for each item on the sales invoice. Change the 'Narrative' description to make it more meaningful for future reports.

> **Note:** Both positive and negative values can be entered in the goods value for nominal analysis.

● Click 'Save', to store the invoice. You are now ready to select another customer account and enter your next invoice or you can close the activity. Alternatively, click 'Save and Retain A/C ref' to save the invoice but retain the customer account so that another invoice can be recorded for the same customer.

Outcomes

● The customer's account balance is increased by the gross value of the invoice (including VAT if appropriate).

● The account's turnover for this period (or for the next if a future period's date is entered) is increased by the net amount (goods value) of the invoice.

- The sales account(s) (profit and loss) within the Nominal Ledger are credited with the goods value according to the analysis.

- The tax output account(s) (for the balance sheet) within the Nominal Ledger is credited with the value of the tax (VAT) if included.

- The debtors control account (for the balance sheet) within the Nominal Ledger is debited with the gross value of the invoice.

- The VAT file is updated with the goods and VAT value for each VAT Rate used. The entry is made for the current ledger period unless the posting is for a future period when the appropriate month is used. This ensures that the transactions entered late after the month has been closed are included in the next VAT Return.

Record free text invoices

When you enter a free text invoice onto the Sales Ledger you are producing a physical printed invoice to issue to the customer. When you print the invoice, the invoice number printed on the document is taken from the 'Next invoice number', set in Accounting System Manager > System Settings. For more information see your *Sage 200 Accounting System Manager* documentation. The 'Free Text Invoice' routine offers you the means to post a cash receipt at the same time as producing the invoice. The cash receipt must be in the same currency as the customer currency.

If you do enter the bank and cheque details, the transactions are part or fully allocated, depending on the values.

> **Note:** Only use the free text invoice for non stock or product file items or services. To bill stock and product file items use the Sage 200 Sales Order Processing module to generate the invoices.

Access the window

Choose Enter Transactions > Free Text Invoice.

Enter the details

● Select the customer account you want to add an invoice to.

● Enter the 'Invoice header' details ('Their reference', 'Invoice date', 'Settlement' discount and 'Exchange rate' if applicable).

● Enter 'Invoice details': up to ten invoice line details ('Description', 'Quantity', 'Unit Price', 'VAT Code' and 'Line Total'). The 'Invoice totals' are calculated automatically for you.

● Select the 'Show tax analysis' check box if you want to check the VAT analysis for the transactions.

- If necessary, change the nominal code using the drop-down list. The nominal account specified on the customer record is displayed by default.

  > **Note:** If the account is an invalid account, a warning message will appear.
  > If you continue with the posting without changing the nominal account, the invoice will be posted to the suspense account.

- Select the 'Payment received' check box, if applicable.

  > **Note:** If the account uses foreign currency then the bank selected must use the same currency.

  - Enter the 'Cheque Number', 'Amount to pay', and 'Bank account' to be used.

    If you do not use the Cash Book your company's default nominal bank account will be displayed. You can amend this.

    The receipt includes any discount on the invoice, and the amount outstanding is displayed on the invoice.

  > **Note:** The cheque value must not exceed the invoice value. If you have received a cheque that is greater than the amount to pay, then you must use a different method for entering the receipt transaction. See *Record receipts on page 85*.

Outcomes from entering a free text invoice but not posting a cash receipt

- The customer's account balance is increased by the gross value of the invoice (including VAT if appropriate).

- The account's turnover for this period (or for the next if a future period's date is entered) is increased by the net amount (goods value) of the invoice.

- The sales account(s) (profit and loss) within the Nominal Ledger are credited with the net invoice value.

- The tax output account(s) (for the balance sheet) within the Nominal Ledger is credited with the value of the VAT if included.

- The debtors control account (for the balance sheet) within the Nominal Ledger is debited with the gross value of the invoice.

- The VAT file is updated with the goods and VAT value for each VAT rate used. The entry is made for the current ledger period unless the posting is for a future period when the appropriate month is used. This ensures that the transactions entered late after the month has been closed are included in the next VAT Return.

Outcomes from posting a cash receipt at the same time

- The customer's account balance is decreased by the receipt value. The receipt is allocated in part or full to the invoice, depending on the amount involved. If the receipt amount is more or less than the full invoice amount, the invoice is fully or part allocated, and the balance of the receipt is fully or part allocated on the account. You can use 'Allocate Receipts' to allocate any overpayment to other transactions, if appropriate.

- The default bank account (balance sheet) within the Nominal Ledger is debited with the receipt amount.

- The bank account in the Cash Book is debited with the receipt amount if appropriate.

- If settlement discount was specified then this will have been taken and the amount of the discount is posted to the default discount allowed account (profit and loss) within the Nominal Ledger.

- The debtors control account (for the balance sheet) within the Nominal Ledger is credited with the receipt amount.

Record receipts

Receipts can be added to customer accounts as single items in a number of ways:

- Use 'Receipt' to enter details of receipts from customers that you do not want to allocate immediately. These may be receipts on account, or as payment of particular invoices that you do not want to allocate at this time. You can then use 'Allocation' at a later date to allocate the transactions.

  You can also use this routine to enter the receipt and allocate it immediately to the outstanding debits and credits.

- Use 'Allocation' to post receipts for single invoices and to match new debits to credits. You can also use this routine to allocate transactions that you have posted previously but not yet allocated.

  Note: You cannot use the 'Allocation' routine for balance forward accounts.

● Use 'Free Text Invoice' to post the receipt at the same time as raising the invoice. For more information see *Record free text invoices on page 82*.

Use Receipts

Record details of receipts that you do not want to allocate immediately using this routine.

Access the window

Choose Enter Transactions > Receipt.

Enter the details

● Select the 'Bank account' or 'Nominal account' you want to use.

> **Note:** If the cheque currency is different from the bank currency you also need to enter exchange rate and bank charge details for the receipt. Bank charge details are in the same currency as the bank account.

● Click 'Clear'.

● Select the customer 'A/C ref'.

● Enter the 'Transaction details'.

● Enter the 'Receipt details'.

  ● Enter the 'Cheque value'.

- Enter the value of any 'Settlement discount'.

- Click 'Save' to save the receipt without allocating.

- Click 'Save and Allocate' to save the receipt and allocate to the outstanding transaction.

  - Enter the allocation details, if appropriate. See *Use Allocation on page 87*.

Outcomes

- The customer's account balance is updated (decreased) by the value of the receipt or receipts posted (including discount if appropriate).

- The bank account (for the balance sheet) within the Nominal Ledger and within the Cash Book, if used, is debited with the value of the receipt.

- The discount given account (for the profit and loss) within the Nominal Ledger is debited with the value of the settlement discount, if included.

- The sales control account (for the balance sheet) within the Nominal Ledger is credited with the value of the receipt plus any discount.

Use Allocation

When a customer makes a payment it is not always obvious which items are being paid, so this routine displays outstanding transactions and you can select an invoice to which a receipt is allocated. Using this routine you can:

- Place queries on individual transactions if they are in dispute, to discourage further allocations against such transactions. To do this you set a query flag using the 'Query' button on the 'Allocation' window. You can also remove a query flag from a transaction using this routine provided the query flag is not bad debt ('W') or finance charges ('F').

- Post a receipt against an invoice, entering the full value or part paid amount.

- Write off allocation discrepancies as discount.

- Re-allocate receipts.

- Reverse the allocation you make, provided you are still in the allocation processing session.

You may be able to amend allocations once they have been made. See *Amend Allocations on page 102*.

Access the window

Choose Enter Transactions > Allocation.

Enter the details

● Display the customer account you want to allocate receipts for.

> **Note:** You cannot allocate receipts for customers whose account type is balance forward, or for items which are under query (have a Query Flag in the 'Query' column); however, this does not include those marked 'F' (finance charge invoice).

The displayed screen is split into two sections. The top section of the screen shows the 'Credits' (receipts) for the account and the bottom section of the screen displays the 'Debits' (invoices) for the account.

Transactions are displayed in ascending order by transaction date. You can sort the entries by selecting a column and then change the view from ascending to descending order or vice versa.

The following information is displayed for viewing all transactions for both debit and credit entries that are either part allocated or have not been allocated:

Transaction 'Type', 'Transaction Date', 'Due Date', 'Reference', '2nd Ref.', (gross) 'Value', 'Outstanding' value, 'Discount' amount, 'Disc. Due' date (highlighted if greater than the current date), 'Allocate' amount, 'Query' flag and payment 'Status' (displays 'full' for fully allocated and 'part' for part allocated).

Automatic Allocation

● Choose 'Auto Allocate' if you want Sage 200 to allocate your transactions automatically.

The system will add the total receipt entries (credit items) first and allocate the invoice entries (debit items) in date order (oldest first) until the debit values match the credit values.

If the total receipts value (credits) is less than the total outstanding invoices value (debits), the system fully allocates all of the receipt values and then allocate the invoice entries using the default allocation values, until the debit value to allocate matches the credit value to allocate. Any values remaining are part allocated.

If the total receipts value (credits) is greater than the total outstanding invoices value (debits), the system allocates credit entries until the credit value to allocate is equal to the total outstanding invoice value. All outstanding invoices are then fully allocated.

> **Note:** If you attempt to save the allocation entry without the difference value at zero a warning is displayed.

Manual Allocation

● If you want to allocate the transactions yourself, select the required entries (which are not under query) from the list of credits and debits and confirm the amount to allocate.

You can choose to override the default value and enter in a lesser amount in the 'Allocate' column; then the transactions become part paid.

> **Note:** If you are only allocating one credit item (receipt) the reference of that item is recorded as the second reference of the debit item (invoice) if the second reference of the invoice is blank.

- If you are allocating several entries, and the difference value is zero, accept the allocation.

    Note: If you attempt to save the allocation entry without the difference value at zero a warning is displayed.

- If the difference value is not zero you can:

    - Allocate more items.

    - Amend existing items.

    - Write off the amount as discount. This results in a posting to the discount nominal account and bank nominal account as well as updating the allocation entry.

Set a query

- Select the transaction under query.

- Click in the 'Query' column.

- Enter a valid query flag. Do not use 'W' which the system uses for bad debt write off, 'F' which is used for finance charges or 'U' for unauthorised.

Remove a query

- Select the transaction under query.

- Click in the 'Query' column.

- Clear the query flag from the check box displayed.

    Note: You cannot remove an unauthorised ('U'), write off ('W') or finance charge ('F') flag from a transaction.

Raise a sales receipt

You can record a sales receipt using the 'Allocation' routine provided the entry you choose is not marked as queried; this does not include those marked 'F' (finance charge invoice). Also the customer and bank account you choose to record the receipt must operate in the same currency.

- To raise a sales receipt, select the invoice entry and click 'Receipt'. The receipt transaction entry window appears.

> **Note:** You can only enter a receipt for one invoice at a time.

● Select the 'Bank account' to be used; this must operate in the same currency as the customer account record.

● Enter the 'Cheque value'.

● Click 'Save' to return to the 'Allocations' window.

Reverse allocations

● To reverse allocations during the current activity, click 'Reverse'.

The system asks you if you want to reverse both debit (invoices) and credit (receipts) items. Replying 'Debit Only' means that all receipt (credit) entries made, remain with their allocation status, and only the invoice allocation values are reset. Replying 'Debit and Credit' resets both invoice (debit) and receipt (credit) values.

> **Note:** Transactions allocated in a previous allocation activity cannot be reversed once saved. If you need to change previous allocations, use the 'Amend Allocations' routine.

Outcomes

The balance of an account or the Nominal Ledger is not affected by any accounting done when allocating existing transactions. An existing transaction is one where the receipt has already been posted to the customer account but has not been allocated. This of course is provided no extra receipts have been made or small amounts have been written off as discount.

When allocating transactions for foreign currency accounts when you have foreign account revaluation switched on, the system compares the exchange rates entered on the transactions allocated together. If there is a difference, the exchange gain or loss is calculated and posted to currency adjustments and debtors control accounts in the Nominal Ledger.

However, matched transactions are removed by the period end routine (provided they are older than the number you set in 'Keep transactions for' box during the Sales Ledger setup process). For more information see *Keep transactions for on page 18*. This frees disk space and tidies up the customer account records, ready for new transactions.

If you are posting a new receipt to the Sales Ledger, then:

- The customer's account balance is updated (decreased) by the value of the receipt or receipts posted (including discount if appropriate).

- The bank account (for the balance sheet) within the Nominal Ledger and within the Cash Book, if used, is debited with the value of the receipt.

- The discount allowed account (for the profit and loss) within the Nominal Ledger is debited with the value of the settlement discount, if included.

- The sales control account (for the balance sheet) within the Nominal Ledger is credited with the value of the receipt plus any discount.

Use Free Text Invoice

For more information see *Record free text invoices on page 82*.

Record credit notes

Credit notes are entered onto the Sales Ledger in the same way as invoices, but using a different window.

By entering a credit note onto the ledger you reduce the turnover for the relevant customer's account. You can also reduce the customer's turnover by using the reverse posting facility. For more information see *Reverse Transactions on page 107*.

Access the window

Choose Enter Transactions > Credit Note.

Enter the details

● Enter the credit note details.The information is the same as when you enter an invoice. For more information, see *Record invoices on page 79*.

Outcomes

● The customer's account balance is reduced by the gross value (including VAT if appropriate) of the credit note.

● The account's turnover for this period (or for the next if a future period's date is entered) is decreased by the net amount (goods value) of the credit note.

● The sales account(s) (profit and loss) within the Nominal Ledger are debited with the goods value according to the analysis.

- The tax output account(s) (for the balance sheet) within the Nominal Ledger is debited with the value of the VAT if included.

- The debtors control nominal account (for the balance sheet) within the Nominal Ledger is credited with the gross value of the credit note.

- The VAT file is updated with the goods and VAT value for each VAT rate used. The entry is made for the current ledger period unless the posting is for a future period when the appropriate month is used. This ensures that transactions entered late after the month has been closed are included in the next VAT Return.

Record multiple items (batch processing)

> **Note:** See your system administrator for more details regarding your batch processing privileges.

Batch processing is ideal when you need to process many transactions at the same time. It means you can enter several similar transactions together in a list and then post them to the ledger simultaneously, instead of posting individual transactions to the ledgers one at a time.

You can use batches to enter invoices, credit notes, receipts and opening balances, although a batch can only contain one type of transaction at any one time. It is also possible to enter a mix of foreign currency transactions to the batch.

To perform batch processing you will first need to create a batch then enter the details for each transaction to the batch. Before the batch is finally committed to the ledger you can print the details of transactions held in the batch, amend the transactions held in the batch, or even delete transactions from the batch.

Batch processing also provides you with an extra level of validation when entering transactions. This is achieved by specifying the expected number of transactions and their total value when you create the batch. When you are ready to commit the batch to the ledger it checks the expected values against the actual values entered. If discrepancies are found the ledger does not commit the batch until they are resolved.

> **Note:** See your system administrator for more details regarding your batch processing privileges.

There are two levels of access associated with batch processing.

● Manager access mode (provides you with access to all batches regardless of who has created them).

● User access mode (provides you with access to those batches created under your own user name).

Depending on your user log on name, you may have manager access or not.

Note: See your system administrator for more details regarding your batch processing privileges.

Before you begin ...

You must have:

✔ Activated the batch processing setting for the Sales Ledger. For more information see *Chapter 2, Set Up the Sales Ledger*.

Access the window

Choose Enter Transactions > Batched Transactions.

Add batch

● Create a batch by clicking the 'New' button in the Batch Headers area of the window.

● Assign a 'Batch Title'.

● Specify 'Batch type' ('Receipt', 'Invoice', 'Credit Note', 'Invoice Opening Balance', 'Credit Note Opening Balance').

- Enter the expected 'Number of entries' and their combined total value in 'Batch total'.

- Click 'OK'. You are returned to the 'Batch Transactions' window. The details that you have entered can be seen in the top half of the 'Batch Transactions' window.

- In the 'Batch transactions for ...' area of the window, click 'Add'.

  Depending on the transaction type you have elected to enter, the routine displays the relevant window for you to enter individual transactions. Use the displayed window to add each transaction to the batch list, following the rules used to enter the transaction type you are dealing with. There is a limit of 20 nominal analysis lines that can be applied to an invoice or credit note transaction when using batch processing.

  > **Note:** You are not able to allocate receipt or payment transactions using the 'Batched Transactions' entry routine.

- Click 'Close' once you have finished entering transactions. The transaction details are added to the bottom half of the window.

- If you are satisfied that the batch is complete, record the details to the ledger to complete the process by clicking 'Commit'.

  The ledger checks the expected transaction numbers and their combined values against those within the list. If the values do not match, the routine stops. To resolve this you can either amend the transactions in the batch list on an individual basis or amend the total values you specified for the batch, using the 'Edit' button.

Amend a batch

Provided the batch has not been committed to the Sales Ledger you can access the batch and amend it. When you amend a batch you must ensure the expected number of transactions and their total value for the batch matches the values for all transactions within the list. You can also amend the batch title.

- Amend a batch by selecting the batch that you want to amend from the 'Batch Transactions' window, and clicking the 'Edit' button in the 'Batch headers' area of the window.

● Amend the transaction details.

Delete a batch

● Delete a batch by clicking the 'Delete' button in the 'Batch headers' area of the window.

Deal with returns

You can reverse a receipt which has been returned as void by the bank, or issue a refund to the customer who has overpaid.

Access the window

Choose Enter Transactions > Payment.

Enter the details

● Select the 'Bank account' or 'Nominal account' you want to use.

> **Note:** If the cheque currency is different from the bank currency you also need to enter 'Exchange details' and 'Bank charges' for the payment. Bank charge details are in the same currency as the bank account.

● Click 'Clear'.

● Select the customer from 'A/C ref'.

● Enter the 'Transaction details'.

- Enter the 'Payment details'.

  - Enter the 'Cheque value'.

  - If 'Settlement discount' was recorded on the original receipt, and you are processing this transaction because a payment has been returned as void by the bank, enter the amount of settlement discount. This is necessary to ensure that the transaction matches the original receipt.

- Click 'Save' to save the payment without allocating.

- Click 'Save and Allocate' to save the payment and allocate to the outstanding transactions.

  - Enter the allocation details, if appropriate. See *Use Allocation on page 87*.

Outcomes

- The customer's account balance is updated (increased) by the value of the payment or payments posted (including discount if appropriate).

- The bank account (for the balance sheet) within the Nominal Ledger and within the Cash Book, if used, is credited with the value of the payment.

- The discount given account (for the profit and loss) within the Nominal Ledger is credited with the value of the settlement discount, if included.

- The sales control account (for the balance sheet) within the Nominal Ledger is debited with the value of the payment plus any discount.

Amend Transactions (non-accounting details only)

While a transaction has not been allocated on a customer's account, you can amend the reference, second reference and due date of the transaction.

Access the window

Choose Adjust Transactions > Amend Details.

Enter the details

● Display the customer account that you want to amend from the 'A/C ref' drop-down list.

   Note: If all transactions on an account are allocated, no transactions are shown.

● Specify the 'Transaction type' and the 'Date from' and 'to'. The 'Transaction type' may be: 'All', 'Receipt', 'Payment', 'Invoice', 'Credit Note', 'Opening Balance Invoice' or 'Opening Balance Credit'.

● To amend a transaction, click on the transaction that you want to edit, and then amend the 'Reference', 'Second Ref.' and 'Due Date' as required.

● Click 'Save'.

Amend Allocations

When a transaction has been allocated on a customer's account you can use the 'Amend Allocations' routine to revise the allocation details, provided the customer account is an open item account and the allocation is not linked to an entry marked queried (however this does not include those marked 'F', finance charge invoice).

You can even use the routine if the supplier account is on hold. Although it displays a warning, you can still continue to amend the allocation.

Access the window

Choose Adjust Transactions > Amend Allocations.

Enter the details

● Select the customer 'A/C ref' you want to amend allocations for.

● Select the allocation details you want to amend.

● Click 'Edit'. The Customer Allocations window appears.

● Amend the displayed allocation details.

● Click 'Save'.

Outcomes

● The original allocations are removed from the ledger.

● The associated entries are updated.

● Any revised allocations are saved retaining the date applied to the original allocation.

Offset Sales Debt

If you are dealing with a customer who is also your supplier you can offset your sales invoices against your purchase invoices, provided both accounts operate in the same currency, so that the purchase invoice effectively becomes a payment. This is commonly referred to as a 'Contra Entry'.

The routine displays qualifying entries on both the customer account and supplier account. Selecting entries to offset against each other can be done individually or you can select several by specifying a date range. When the entries are selected the routine calculates and displays the total amount as a positive or negative value.

Once you commit the contra entry to the ledger, the balances on trader accounts in Sales and Purchase Ledgers are affected and the appropriate nominal accounts within the Nominal Ledger are updated. Payment and receipt transactions are generated and allocated to the invoices.

Note: This routine does not apply cost centre breakdown.

Access the window

Choose Enter Transactions > Contra Entry.

Enter the details

- Accept the displayed 'Nominal ledger bank account' to be used for the adjustment or select the relevant account from the drop-down list.

- Enter the 'Transaction date to use'.

- Select the customer 'Acc no'.

- Select the supplier 'Acc no'.

- Select individual entries by clicking in the check box to the left of the 'Type' column, or enter a date to 'Automatically select transactions up to this date'.

Outcomes

- Sales, Purchase and Nominal Ledgers are updated to represent the debt reduction for both the customer and supplier accounts.

- Sales Ledger balances and the customer total balance are adjusted.

- Purchase Ledger balances and the supplier total balance are adjusted.

- Payment and receipt transactions are generated and allocated to the invoices.

Reverse Transactions

Use the 'Reverse Transaction' routine to reverse invoice, credit note, receipt and payment transactions.

You can only reverse a transaction provided:

● It is not an opening balance type transaction.

● It has not been allocated.

● It does not have a query flag set against it.

● If it is a bank transaction, it has not been reconciled to your bank statement, and the bank account is in the same currency as your base currency.

> **Note:** You cannot reverse a foreign currency transaction.

The routine reverses the transaction entry on the customer account as well as the original entries made to the VAT file and Nominal Ledger. It does this by invoking the opposite routine used to enter the original transaction. For example, the ledger invokes the 'Credit Note' entry routine to reverse an invoice. By doing so it displays the postings it will make to reverse the transaction.

Reverse postings are transactions in their own right and are stored in the customer's account using the same date and references used in the original transaction. The VAT and nominal analysis values are also derived from the original transaction and you cannot change these values during the reverse activity. However, you can amend the narrative to indicate the transaction is reversed.

If the original transaction is no longer stored on the account, for example the transaction has been purged from the ledger and therefore the original entry is not obtainable, then the routine retrieves the 'Default tax code' and 'Default nominal code' from the customer's account, which you can amend if required.

If you are using balance forward accounting you will not be able to reverse transactions if they have been brought forward as an opening balance on the customer's account.

Before you begin ...

You must have:

✔ Ensured that the transaction for a bank entry, such as a receipt or payment, is not reconciled, and the bank account must be in the same currency as your base currency.

✔ Ensured the transaction is not marked with a query flag.

Access the window

Choose Adjust Transactions > Reverse Transaction.

Enter the details

● Select the customer 'A/C ref' you want to apply a reverse transaction to.

● Select the transaction in the list of 'Reversible transactions' and click 'Reverse'.

The appropriate transaction routine is invoked and the entry screen appears.

● Amend the 'Narrative' for the original transaction, if required.

● If the system is unable to locate the original nominal and tax postings, refine the account 'Tax analysis' and 'Nominal analysis', if required.

> **Note:** If the transaction is a 'Receipt' or 'Payment' and the system cannot find the bank entry for the transaction then you will not be able to reverse the transaction.

Reverse Charge VAT

From the 1st June 2007, the HMRC have introduced new rules to combat the abuse of VAT regulations known as 'carousel fraud' or 'missing trader intra community' (MTIC) fraud.

The new rules cover any business selling or buying specified ranges of electronic devices such as mobile telephones and computer chips when an invoice for a UK VAT registered customer exceeds £5000.

In the past a credit note is created for the return of the goods on the same value as the invoice. This amount is paid even if the credit note is less than £5000.

Under the new rules, the seller does not charge the buyer any VAT. However the invoice must clearly show the items that attract the reverse charge and the amount applicable. The HMRC have indicated that the wording should follow certain styles. The reports and invoices in Sage 200 follow these guidelines.

The buyer must record items where reverse charges have been applied searately from items here normal VAT has been applied. This allows you to identify these reverse charges when you run your VAT Return.

As part of this legislation, the seller is required to submit a 'reverse charge return' (RCSL) form in CSV format. This new report can be printed from the Sales Ledger module.
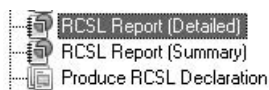
In order to use the VAT Return rules you must set up Sage 200 to be able to use Reverse Charge VAT. To do this you must:

● set up a Product Group for all goods that use the reverse charge VAT rules in teh Stock module.

● ensure that the relevant stock items have the correct settings selected.

● allow reverse charge VAT rules when printing invoices in the settings in the Sales Order Processing module.

For more information, please refer to your *Stock Control* and *Sales Order Processing* user guides.

5

Manage Customer Debt

Some settings and reports specifically help you control your customer debt.

The payment terms and ageing periods you set on the customer account record help you analyse your customer debt. The Aged Debtors and Due Date reports provide a view of the trends in your customer payments and pinpoint those customers that you need to target further in order to collect your money.

Statements and letters are your main method of contacting your customers for payment of outstanding invoices, but you can add messages of increasing severity to the statements and you can choose to place a finance charge on your customers so that the amount owed increases as they do not pay.

Finally, you can stop the customer account altogether and write off any bad debts.

Before you begin ...

You must have:

✔ Entered customer transactions. For more information see *Record Customer Transactions on page 77*.

> **Note:** You must have suitable security privileges to perform these activities. See your system administrator for more information.

Remember ...

For more information on using the help system, see the *Sage 200 Operations* documentation.

Identify Outstanding Debt

Identifying outstanding debt on your customer accounts is done in two stages. The first stage is to set credit controls that allow you to produce reports on the customer's outstanding debts; the second is to produce the reports that show the outstanding debts once you have begun operating your accounts and entering transactions against the customers. For more information see *Chapter 4, Manage Transactions*.

Set credit controls

You specify settings within the Sales Ledger setup and within the customer account before you produce the reports that show your customer's outstanding debts.

Sales Ledger Setup

'Ageing periods' and 'Ageing for reports (days)' are settings within Sales Ledger setup.

● 'Ageing periods' lets you specify how many periods you want to look at when you analyse your customer credit and payment patterns. Generally, ageing of debt is analysed across three periods. Three is the minimum. The maximum is eight periods.

● 'Ageing for reports (days)' lets you specify the periods over which you want to look at your customer payments, and the number of days you want to look at within the aged debtors and due date reports.

For more information see *Ageing on page 19*.

Customer Account

'Default payment terms' are set within Sales Ledger setup but you may change these within the customer account. The customer 'Credit limit' is set within the customer account.

● Payment terms are payment controls that identify the optimum date that your customer should make their payment to you. You can set 'Default payment terms' for all new customer accounts when you set up your Sales Ledger, but you may want to amend the defaults at the customer level. For more information see *Create a Customer Account Record on page 37*.

● 'Credit limit' is an agreed ceiling on the credit a customer is allowed. The ledger warns you when the customer exceeds this limit but will not prevent you processing transactions which means the customer exceeds the agreed credit limit.

Produce credit control reports

Access the window

Choose Reports > Credit Control; then select the report that you want to produce and follow the on-line instructions.

Ageing reports

Once you have begun entering transactions and working with your customer accounts you can use the 'Aged Debtors' reports to analyse the trends in your customer payments and identify which customers are overdue on payment. You can easily identify which customers have not been paying you during the agreed payment terms and therefore which customers you need to target to reclaim outstanding monies. This report shows you all the outstanding balances on each account, aged using the transaction date, the due date or the accounting period.

You can also produce a report retrospectively if you want to monitor trends over a period of time in the past. The retrospective report allows you to produce your 'Aged Debtors' report based on the position of the trader's account transactions for a specific ageing date. Invoices paid after the specific ageing date are shown as not paid. Receipts allocated after the specific ageing date are shown within the report as if they have not been allocated.

> **Note:** Before preparing your 'Aged Debtors' report you must run the 'Foreign Account Revaluation' routine if you are working with foreign currency customers. For more information see *Manage Exchange Rate Changes on page 143*.

Due Date report

Use the 'Due Date' report to review outstanding balances on each account, aged using the 'Due date' held for each transaction.

Handle Debt

Statements and letters are your main method of contacting your customers for payment of outstanding invoices, but you can add messages of increasing severity to the statements and you can choose to place a finance charge on your customers so that the amount owed increases as they do not pay.

Set controls for handling debt

You specify settings within the Sales Ledger setup and within the customer account before you produce the reports. The settings enable you to levy charges on payments due and show these on the reports and printed statements that will be sent to your customers.

Sales Ledger Setup

You activate finance charge settings by specifying whether you want to 'Charge compound interest on finance charges' within Sales Ledger setup.

● Finance charges can be levied on customers who do not pay on time. You can define up to 20 'Charge Index' rates to calculate and levy interest charges on overdue payments. Each customer references 'Finance charges' within the customer account.

● 'Charge compound interest on finance charges', if selected, ensures that interest is calculated and charged on interest already calculated but remaining unpaid.

For more information see *Finance charges on page 23* and *Charge compound interest on finance charges on page 24*.

Customer Account

You assign 'Finance charges' to a customer account within the customer account. For more information *Create a Customer Account Record on page 37*.

Maintain customer messages

You can create messages to print on statements or letters, or both types of document. Each message can contain four lines of text, and you can create up to 99 messages. Once you have created your messages you can search for messages containing specific text.

Access the window

Choose Utilities > Ledger Set Up > Document Messages.

Enter the details

● Click 'Add' if you want to create a new message (you can create up to 99 messages), or select an existing message from the 'Maintain Document Messages' window and click 'Edit' if you want to amend a message.

You can also specify criteria using the 'Display messages that contain' box if you want to find messages that contain specific text.

- Enter or amend the message text.

- You can specify criteria if you want to determine when the message is not used: either when the 'Account balance is less than' a particular amount you specify, or when the account 'Credit limit is greater than' a particular amount you specify.

- Specify the type of document the message is to 'Use for': 'Letters', 'Statements' or 'Statements and letters'.

Produce debt reclamation reports

Statements

You can produce statements to send to customers as part of your company's credit control procedures.

Statements are issued regularly in the normal process of reclaiming debt. This may be monthly for the customer but this will not necessarily tie in with your period end routine. You are likely to generate statements daily or weekly to issue to customers. A typical statement will look something like the following.

Statement

HEADER

Your Company Name

Customer Name, Address, Account Number,
Ageing Date (by period, transaction or due date)
Currency Description

Page No

Summary of Information

Invoice Number
Amount

DETAIL

Entry Date, Entry Type, Reference, Payment
Status Indicator, Outstanding Value

FOOTER

Ageing Summary
Terms of Business (30 days)
Any Message Text Selected

Account
Balance

Balances are split out to show total, and minimum payment due, depending on terms and customer credit limit

Customer tears off the summary and sends it with payment.

You may need to produce mailing labels to use when you issue statements and letters to your customers and you may want to include simple messages in your statements, such as "Autumn Sale commences October 5th" or "Shop early for Christmas".

Depending on the terms and the customer credit limit, there is a minimum payment due within a time period. If the customer pays the minimum payment due within the time period specified no further action is required to reclaim outstanding debt.

However, there will be customers who do not pay within the time period specified or who do not pay the minimum payment required. Some customers may forget to pay on occasion, while others will consistently pay late or not at all. Customers who consistently pay late or not at all are likely to have compound interest charges, to receive statements with message text such as 'Final Reminder' and to receive letters of increasing severity demanding payment.

To prepare statements, choose Reports > Credit Control; then select the statement that you want to produce and follow the on-line instructions.

Letters

To produce the debt chasing letters that will be sent to customers with outstanding debts, you need to create the letter text to associate with the letter that you want to produce. Sage 200 comes with sample debtors letters. If you want to prepare more sample letters then you need to do this using Sage Report Designer. For more information see the *Sage Report Designer* documentation.

To select the appropriate letter text for the ageing period, choose File > Choose Layouts and then select the appropriate debtors letter text (1 to 8) for the ageing period. Then choose Reports > Credit Control > Debt Letters, and follow the on-line instructions.

Mailing Labels

You can produce mailing labels to use when you issue statements and letters to your customers.

To prepare labels, choose Reports > Account Analysis > Mailing Labels, and follow the on-line instructions.

Generate finance charges

You can calculate and report on charges incurred by your company on overdue invoices. You can do this with or without posting the charges to the accounts involved and you can also reverse charges generated and posted earlier, if required.

> **Note:** You can run the calculation of interest at any point during the month, but only one interest calculation can be made per account per month.

Before you begin ...

You must have:

✔ Ensured that finance charges have been set during Sales Ledger setup. For more information see *Chapter 2, Set Up the Sales Ledger*.

✔ Ensured that finance charges have been set up on the customer account. For more information see *Chapter 3, Establish and Maintain Customer Records*.

✔ Ensured the necessary nominal codes for finance charges exist in the Nominal Ledger. For more information see the *Sage 200 Nominal Ledger User Guide.*

Access the window

Choose Period End Routines > Finance Charges.

Apply finance charges

● Select the option to 'Apply Finance Charges'.

- Specify the 'Charge date to appear on invoice'. This is the date to be used for finance charge entries. The date entered should not be later than the current period end date.

- Enter the date up to which invoices may be selected ('Include invoices up to'), which should not be later than the period end.

- Filter the list of entries displayed using the 'Selection criteria' to show 'All Transactions', or transactions 'By date range', 'By customer range', or 'By finance charge rate'.

  A list of entries potentially requiring finance charge entries is displayed showing the customer 'A/C Ref', 'Trans. Date', 'Trans. Type', 'Reference', 'Outstanding' value, 'Tax' code and 'Qry' (query flag). You can choose to print this list if required, without adjusting the records. If no transactions are found the message, 'No items to display' is displayed.

- Select the entries for which you want to generate or post finance charges. You can either click 'Select all' at the foot of the window to select all transactions, or select the check box on the left hand side of the window alongside individual transactions.

- Click 'Clear all' to remove transactions from the filter.

- To print a list of finance charges, without adjusting your records, click 'Print'.

- To generate and post finance charges to the appropriate customer, click 'Generate'. This will also print a list of all transactions included in this generation of finance charges.

Reverse finance charges

You can reverse finance charge postings made as a result of the finance charge calculation. The reversal can be carried out with the same filter conditions, for date, customer or finance charge rate or for all transactions.

- Select the option to 'Reverse Finance Charges'.

- Specify the 'Charge date to appear on invoice'.

- Filter the list of entries displayed using the 'Selection criteria' to show 'All Transactions', or transactions 'By date range', 'By customer range', or 'By finance charge rate'.

  A list of entries potentially requiring revision is displayed showing the customer 'A/C Ref', 'Trans. Date', 'Trans. Type', 'Reference', 'Outstanding', 'Tax' code and 'Qry' (query flag). You can choose to print this list if required, without adjusting the records. If no transactions are found the message, 'No items to display' is displayed.

- To print a list of finance charges to be reversed, without adjusting your records, click 'Print'.

- To print a list of finance charges and adjust your records, click 'Save'.

- Click 'Clear all' to remove transactions from the filter.

Outcomes

The associated report shows the company name, report date, time, page number, the date up to which invoices or reversals have been selected. In customer account order the customer account reference, name, finance charge band, percentage, entry reference, date, due date, days overdue, outstanding value and finance charge value are shown. For each customer the total finance charge value is shown.

> **Note:** Finance charges which have been reversed will no longer have the 'F' in the query column. A new transaction for the reversal will have 'FIN CH REV' in the reference column.

Stop Account

You can suspend a customer account until payment is received. The routine will stop transactions on a customer account until further notice. To remove the account stop it is simply a case of reversing the activity. For more information see *Manage Account Status on page 72*.

Write Off Debt

If your customers fail to pay you, you need to decide how long you will wait before you write off what they owe you. In some cases you know they will never pay you, if they have ceased trading, for example. Once you have reached or exceeded the bad debt waiting period specified by current legislation then you can write off the debt.

Once you recognise that the value of the debt is lost and the VAT can be reclaimed you must write off the loss as a bad debt (deducted from the profits). You can make provision for the bad debt, to prepare to deduct the value of the debt from the debtors control (current assets).

You can write off or provide for bad debts relating to individual transactions or to an entire account.

Set controls for bad debt recovery

Two default nominal account codes need to be set up using the Nominal Ledger > Utilities Ledger Set Up > Default Nominal Accounts option to receive postings relating to provisions for bad debt and bad debt write off. For more information see the *Sage 200 Nominal Ledger User Guide.*

You need to consider the current legislation that determines the statutory waiting period before you can claim VAT relief in respect of bad debts. By setting the bad debt recovery period option within the Sales Ledger setup process you can determine how many months you want to store sales transactions before you process them as bad debts. For more information see *Waiting period for recovery of VAT on bad debts on page 18*.

Make provision for correction of bad customer debt

Use this routine to provide for bad debt or to correct a provision previously made. The profit and loss account is adjusted to make provision for the bad debt until such time as the bad debt is old enough to reclaim VAT and write it off properly. Should you need to make a correction, the profit and loss account is adjusted accordingly.

Access the window

Choose Adjust Transactions > Provisions for Bad Debt.

Providing for and correcting provision for bad debt are done using the same window and very simply by selecting qualifying transactions and then saving the provision for bad debt to the Nominal codes.

Mark a transaction for provision

● Select the customer 'A/C ref'.

The customer details are displayed. For each qualifying transaction that is unpaid, the 'Trans Type', 'Trans Date', 'Reference', '2nd Ref.', 'Outstanding', 'Value', 'Tax' value (in customer's base currency) and 'Qry' (query flag) are displayed.

● Filter transactions by entering a 'Select transactions with values up to' value, if required.

● Select the transaction required and click 'Make Provision' to open a window, displaying the nominal analysis for the transaction.

● Check that the 'Nominal code' and 'Narrative' are correct, and click 'OK'.

Correct a provision

● Select the customer account.

● Filter transactions by entering a value, if required.

● Select the transaction required (one marked with a query flag of 'W') and click 'Correct Provision' to open a window, displaying the nominal analysis for the transaction.

● Check that the 'Nominal code' and 'Narrative' are correct, and click 'OK'.

> **Note:** You can only correct a provision posting using this routine, not an actual bad debt posting.

Outcomes for provisions

● All transactions for which provisions have been made have a query flag of 'W' set.

● The total of the transactions (including VAT) are credited to the provisions for bad debts account (balance sheet) and a corresponding entry made in the bad debts account (profit and loss).

Outcomes for corrections

● All transactions for which provisions have been removed have the query flag of 'W' removed.

● The total of the transactions to be reversed (including VAT) are debited to the provisions for bad debts account (balance sheet) and a corresponding credit entry made in the bad debts account (profit and loss).

Write off customer bad debt

Use this routine to post actual write offs, either for transactions that have been provided for or for any other outstanding transactions that have reached or exceeded the bad debt waiting period you specified in the Sales Ledger parameters. You can also use this routine without having previously provided for your bad debts. You may want to do this if a customer has ceased trading with debts more than the current waiting period for bad debts, or your accountant may prefer to account for the debts in this way.

Before you begin ...

You must have:

✔ Ensured the bad debt write off account is a posting type and exists in the Nominal Ledger.

Access the window

Choose Adjust Transactions > Write Off Bad Debt.

Enter the details

● Specify if you want to display a 'Single customer' or 'Multiple customers' accounts. If you specify 'Multiple customers', you can select the range of accounts you want by 'A/C ref from' and A/C ref to'. If you specify a 'Single customer', you need to select the customer 'A/C ref' you want to write off.

● Select the 'Display provisions only' check box if you want to display provisions only.

- Use the 'Selection criteria' to specify whether you want to write off 'All transactions' or selected transactions 'By date range'. If by date, select the 'Date from' (start date) and 'to' (end date) of the date range.

- Select the entries that you want to write off by selecting the check boxes at the left hand side of the window.

  If an entry was previously marked for provision (query flag 'W') then the entry is marked for write off from the provisions account. If the entry has been part paid then you must enter the amount of tax included in the write off.

Outcomes

> **Note:** Foreign currency implications on write offs are covered in a later chapter. For more information see *Chapter 6, Manage Foreign Currency Transactions*.

- If VAT is not to be reclaimed:

  - The sales account balance is updated with a credit that has the reference 'WRITE OFF', with the goods amount set to the gross amount (goods plus VAT) and the VAT box set to zero.

  - If items were provided for before write off then the total value is debited to the provision for bad debts account (balance sheet) and a corresponding double-entry made by crediting the sales control account (balance sheet).

  - If items were not provided for before write off then the total of the transactions (including VAT) is debited to the bad debts account (profit and loss) and a corresponding double-entry made by crediting the sales control account (balance sheet).

  - The VAT table is unaffected.

- If VAT is to be reclaimed ...

... and provision was made for the items	... and provision was not made for the items
● A credit note is added to the sales account for the total goods and VAT.	● A credit note is added to the sales account for outstanding goods and VAT.

  (If an item is part paid you will have specified the amount of VAT to be reclaimed.)

- The total transactions (including VAT) are debited to the provisions for bad debts account (balance sheet).

- The total goods value (including VAT) are debited to the bad debts account (profit and loss).

- A corresponding credit entry is made in the debtors control account (balance sheet).

- The VAT account (balance sheet) is debited with the value of the VAT.

- A corresponding credit is posted to the bad debts (profit and loss) account.

- The VAT table is updated with the goods and VAT amounts from the credit note. The VAT rate used is the one stored with the Sales Ledger account.

6

Manage Foreign Currency Transactions

This chapter builds on the section, *Manage Transactions on page 75*, which describes the management of transactions in your base currency. The aim of this chapter is to explain the additional considerations and routines required when dealing with foreign currency transactions.

This chapter does not cover EC implications or triangulation. For more information see the *Sage 200 Accounting System Manager* documentation.

> **Note:** Examples within this chapter refer to the 'Aged Debtors' report and are not retrospective.

Before you begin ...

You must have:

- ✔ Set the currency descriptions and exchange rates for foreign currency accounts. For more information see your *Sage 200 Accounting System Manager* documentation.

- ✔ Created customer account records for customers who operate in foreign currency. For more information see *Create a Customer Account Record on page 37*.

> **Note:** You must have suitable security privileges to perform these activities. See your system administrator for more information.

Remember ...

For more information on using the help system, see the *Sage 200 Operations* documentation.

Overview

The Sales Ledger operates in both base and foreign currencies. Sage 200 can hold up to 100 currencies. One currency is your base currency and the remaining 99 can be used for the foreign currencies in which your customers and suppliers operate.

Foreign currency transactions are handled in much the same way as you would handle your base currency transactions. There are two main differences.

● The ledger uses the transaction exchange rate to calculate the value of your foreign currency transaction in your base currency. This exchange rate is taken from the exchange rate table (located in the Settings > Currency and Exchange Rates within the Accounting System Manager module). For more information regarding the exchange rate table see the *Sage 200 Accounting System Manager* documentation.

● The transactions are subject to constant exchange rate fluctuations which affect the transaction value stored on the ledger.

Postings which result from foreign customer transactions are made to the Nominal Ledger in your base currency.

To manage the effect exchange rate changes have on these transactions the ledger applies additional processing to them. This additional processing is handled by the 'Foreign Account Revaluation' option. This tidies up the loss or gains that result as exchange rates fluctuate between the time of entering the goods value onto the ledger and the time your customer comes to pay you.

The revalued base currency figures are used in preparing various reports in your Sales Ledger, including your 'Aged Debtors' and 'Due Date' reports. For more information see *Chapter 5, Manage Customer Debt*.

The ledger performs the revaluation routine in accordance with your settings in the 'Foreign Account Revaluation' option. For more information see *Chapter 2, Set Up the Sales Ledger*. The routine that deals with the revaluation of foreign accounts is described in this chapter.

As with your base currency transactions, you have the same flexibility to process foreign currency transactions either as single items or with several other items in a batch.

Note: You cannot use the 'Reverse Transaction' routine when dealing with foreign currency transactions. If an error has been made, post an opposite entry. For example, a credit note reverses an invoice. However, you must take into consideration the exchange rate and any revaluation performed on the original transaction.

Record Foreign Currency Transactions

Invoices and credit notes

Recording a foreign currency invoice or credit note on the Sales Ledger is straightforward. It is the same as for base currency with the additional element of applying an appropriate exchange rate value to the transaction.

You always enter the goods value in the customer's currency and accept or change the default exchange rate the routine offers you. The routine uses the exchange rate to calculate the value of the goods in your base rate currency. The ledger stores the value of the transaction in the customer's currency. This is visible in screen enquiries. The ledger also stores the current revalued base currency equivalent, known as the control value; although this is not visible on screen in the Sales Ledger, it is used on reports, for example, the 'Aged Debtors' report and the 'Foreign Account Revaluation' report.

This activity covers both invoice and credit notes issued to your customers although the example shown is for an invoice.

Access the window

Choose Enter Transactions > Invoice.

Enter the details

● Select the customer account you want to add an invoice to.

● Accept or amend the 'Exchange rate' value.

When you select the 'Exchange Rate' button to amend the exchange rate value, the ledger displays the following window.

> **Note:** If you do not amend the exchange rate then the displayed exchange rate is used for the transaction.

- Enter the invoice details and amend default values as required.

- Enter the 'Transaction details', 'Goods value' in account currency and 'Discount days', 'Discount percent' and 'Discount value'.

- If you are using the Project Accounting module and the invoice is being raised for a specific project on your system, enter the project details on the Project Analysis tab.

- Accept or amend the 'Tax analysis' (VAT analysis) for each item, if required.

- Accept or amend the 'Nominal analysis' requirements for each item on the sales invoice. Both positive and negative values can be entered in the goods value for nominal analysis.

  Change the 'Narrative' description within the nominal analysis to make the transaction more meaningful within future reports.

  When you record an invoice the ledger is set to post the goods value to one nominal account. The default nominal account assigned to the customer account is displayed when invoices are entered. You can override the default nominal account as you record the invoice. You can also post invoice items to several nominal accounts if required.

> **Note:** You can also record a free text invoice for a foreign customer and you must ensure that you enter the correct exchange rate details.

Outcomes

The activity produces the following outcomes for both invoice and credit note entry.

Invoice	Credit Note
● The customer's account balance is increased by the gross value of the invoice (including VAT if appropriate).	● The customer's account balance is reduced by the gross value (including VAT if appropriate) of the credit note.
● The account's turnover for this period (or for the next if a future period's date is entered) is increased by the net amount (goods value) of the invoice.	● The account's turnover for this period (or for the next if a future period's date is entered) is decreased by the net amount (goods value) of the credit note.
● The sales account(s) (profit and loss) within the Nominal Ledger are credited with the goods value according to the analysis.	● The sales account(s) (profit and loss) within the Nominal Ledger are debited with the goods value according to the analysis.
● The tax output account(s) (for the balance sheet) within the Nominal Ledger is credited with the value of the tax (VAT) if included.	● The tax output account(s) (for the balance sheet) within the Nominal Ledger is debited with the value of the VAT if included.
● The debtors control account (for the balance sheet) within the Nominal Ledger is debited with the gross value of the invoice.	● The debtors control nominal account (for the balance sheet) within the Nominal Ledger is credited with the gross value of the credit note.
● The VAT file is updated with the goods and VAT value for each VAT rate used. The entry is made for the current period unless the posting is for a future period when the appropriate month is used. This ensures that the transactions entered late after the period has been closed are included in the next 'VAT Return'.	● The VAT file is updated with the goods and VAT value for each VAT rate used. The entry is made for the current period unless the posting is for a future period when the appropriate month is used. This ensures that transactions entered late after the period has been closed are included in the next 'VAT Return'.

Customer receipts and payments

The same receipt and payment routines used to record base currency cash transactions associated with your customers are used to record those for foreign currency. The differences when dealing with a foreign currency transaction are:

● Applying an exchange rate.

● Entering bank charges, if applicable. (Bank charges are in the same currency as the bank account.)

You can access both the customer receipt and payment routine in the Cash Book as well as the Sales Ledger.

By using the integrated Cash Book bank accounts to record bank transactions you have greater flexibility when recording foreign currency transactions. You can have any mix of currencies when recording the transaction, if it is required; this means the currencies specified for the transaction, customer account and bank account can all differ. If you are using a nominal bank account to record your bank transactions then you can only record transactions in the currency set on the customer's account.

If you are using the Cash Book module and operate a bank account in the same currency as the money received, for example, trading with a customer in the USA and you also have a US Dollar bank account, you can automatically allocate the receipts. For more information see *Automatic Allocation on page 89*.

This activity covers both receipts issued to your customers and any payments made, although the example shown is for a receipt.

Access the window

Choose Enter Transactions > Receipt.

Note: The following information will describe the activity to record your receipt onto the Sales Ledger. The displayed window is an example of one used to record a receipt. The details displayed on the window that you use, depends on the type of receipt you are creating. For more information see *Chapter 4, Manage Transactions*.

Enter the details

- Specify the Cash Book 'Bank account' or the Nominal Ledger 'Bank account' to post the receipt to (this depends on which module you are using to control your bank payments).

- Select the customer account that you want to apply a receipt to.

- Enter the 'Transaction details'.

● Enter 'Receipt details' in the customer's currency ('Cheque currency', 'Cheque value' and 'Settlement discount'), but this can be overridden.

● Enter the 'Exchange details'.

    ● Accept or amend the 'Exchange rate' change value.

    When you select the 'Exchange Rate' button to amend the exchange rate value, the ledger displays the following window.

> **Note:** If you do not amend the exchange rate then the displayed exchange rate is used for the transaction.

● Accept or amend 'Bank charges', adding any other charges, if applicable. (Bank charges are in the same currency as the bank account.) You also need to accept or amend the nominal analysis code displayed and apply a 'Narrative' if required.

● Click 'Save' to save the receipt without allocating.

● Click 'Save and Allocate' to save and allocate the receipt.

    ● Enter the allocation details if appropriate. See *Use Allocation on page 87*.

    When the 'Receipt' is allocated to an 'Invoice' and you have 'Foreign Account Revaluation' switched on, the system compares the 'Exchange rate' entered on the 'Invoice' with that entered on the 'Receipt'. If there is a difference then the exchange gain

or loss is calculated and posted to currency adjustments and debtors control accounts in the Nominal Ledger.

Note: Depending on the method you choose to enter receipts, you may or may not need to allocate the receipt to the invoice. See *Chapter 4, Manage Transactions*.

Outcomes

The activity produces the following outcomes for both receipt and payment entry.

Receipt	Payment
● The customer's account balance is updated (decreased) by the value of the receipt or receipts posted (including discount if appropriate).	● The customer's account balance is updated (increased) by the value of the payment or payments posted (including discount if appropriate).
● The bank account (for the balance sheet) within the Nominal Ledger and within the Cash Book, if used, is debited with the value of the receipt.	● The bank account (for the balance sheet) within the Nominal Ledger and within the Cash Book, if used, is credited with the value of the payment.
● The bank account (for profit and loss) is updated with the value of any charges, if applicable.	● The bank account (for profit and loss) is updated with the value of any charges, if applicable.
● The settlement discount allowed account (for the profit and loss) within the Nominal Ledger is debited with the value of the settlement discount, if included.	● The settlement discount allowed account (for the profit and loss) within the Nominal Ledger is credited with the value of the settlement discount, if included.
● The debtors control account (for the balance sheet) within the Nominal Ledger is credited with the value of the receipt plus any discount.	● The debtors control account (for the balance sheet) within the Nominal Ledger is debited with the value of the payment plus any discount.
● Any currency adjustments are posted, if applicable.	● Any currency adjustments are posted, if applicable.

Manage Exchange Rate Changes

From the time you enter an invoice onto the Sales Ledger to the time you receive payment to settle the debt, fluctuations in the exchange rate are likely to have occurred. This section will explain the effect exchange rate changes have on your transactions and then how the ledger deals with the variations for you.

The effect of exchange rate changes when allocating transactions

Take the following simple example.

Simple Example

● Your customer operates in dollars, your base currency is sterling, and you have set the ledger to revalue all foreign currency transactions.

**Step 1** First you enter an invoice of $1000 and an exchange rate of $1.5.

The invoice control value is £667 (which is the base currency value) and postings to sales account and debtors account are both £667 (remember the control value is not visible on screen in Sales Ledger, only on reports).

Step 2 When you come to enter the payment of $1000 there has been an exchange rate change to $1.6.

Postings to the debtors control and bank accounts are both £625.

Step 3 The transactions are allocated and the 'Foreign Account Revaluation' routine is run.
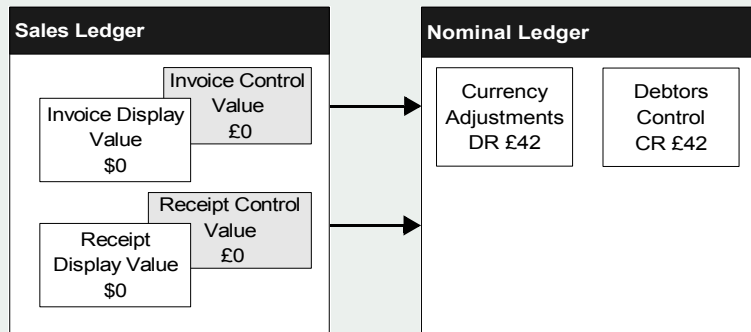
Your customer has paid the amount owing on the invoice but in real terms the payment value is less than the value recorded for the invoice. If you have switched on foreign revaluation then the profit or loss on exchange is posted to the currency adjustments account within the Nominal Ledger.

Revaluing Outstanding Transactions

To make sure that the value of outstanding transactions on your foreign currency customer accounts reflects the latest exchange rate for the currency you can use the option Period End Routines > Foreign Account Revaluation. This will revalue the outstanding amount using the exchange rate as set up in the Accounting System Manager.

Each currency can be set to use one of the following.

● A single exchange rate.

The 'Foreign Account Revaluation' routine will use this single exchange rate to revalue the transactions.

● Period exchange rates.

The 'Foreign Account Revaluation' routine will compare the date entered to the end dates for the period exchange rates set up, and use the relevant rate to revalue the transactions.

● Both single and period exchange rates.

Each customer that uses this currency will be set to use either the single rate or the period rates. As the 'Foreign Account Revaluation' process comes to revalue the transactions for each customer it will use either the single or the period exchange rates (as described above) depending on the customer setting.

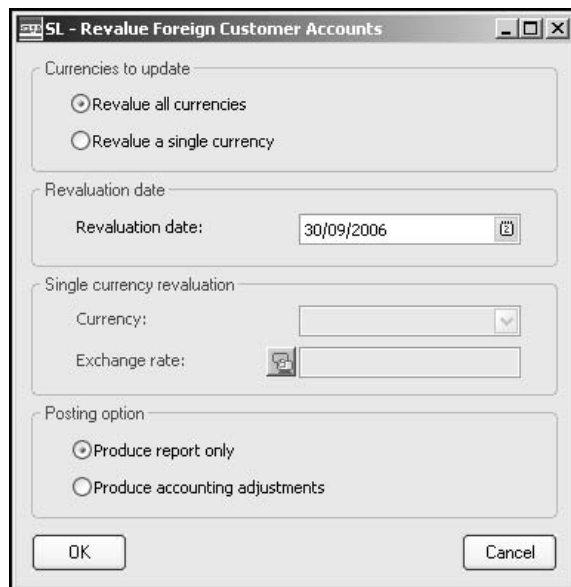During the revaluation, the system uses the following details held on each transaction.

● Original exchange rate on the transaction.

● Current outstanding value of the transaction.

Revaluation is carried out for an individual transaction if:

● The transaction is dated on or before the date entered when the routine is invoked.

● The transaction is not queried.

Access the window

Choose Period End Routines > Foreign Account Revaluation.

Enter the details

- Specify whether you want to 'Revalue all currencies' or 'Revalue a single currency'.

  The information that can be edited from the 'Revalue Foreign Customer Accounts' window depends on the 'Currencies to update' option that is selected in that window, and the way that the currency has been set up in your Accounting System Manager module:

  - If you select 'Revalue a single currency' and the 'Currency' has a 'Rate Type' of 'Single' set in the Accounting System Manager, you can edit the 'Exchange rate' here, if necessary.

  - If the 'Currency' you select has a 'Rate Type' of 'Period' in the Accounting System Manager, the 'Exchange rate' box shows the period exchange rate that has been set for the date selected in the 'Revaluation Date' box. You cannot change the 'Exchange rate'.

  - If the 'Currency' you select has been set as both a 'Single & Period' currency within Accounting System Manager, the 'Exchange rate' box shows a single exchange rate as well as the period exchange rate for the selected 'Revaluation Date'. You can change the 'Exchange rate' information if necessary.

- Select a 'Revaluation date'. This is the date, previous to and including when the revaluation is to take place.

- Specify your 'Posting option'. You can 'Produce report only' or 'Produce accounting adjustments' to the Nominal Ledger.

- Click 'OK' to begin the revaluation process.

Outcomes

● Revaluation reports are produced.

● If the option to 'Produce accounting adjustments' is selected, entries to the currency adjustments and debtors control accounts are posted in the Nominal Ledger.

Note: If there have been no exchange rate changes then there are no postings made to the Nominal Ledger as a result of currency adjustments.

Provide for Bad Debt on Foreign Currency Transactions

When provision is made for a bad debt on a foreign currency account, each transaction involved is revalued using the original exchange rate. Any difference arising between the result of the revaluation and the base currency value of the transaction, is posted to the currency adjustments account with a corresponding double-entry in the debtors control account.

The value of the debt converted to base currency at the original exchange rate is used as the figure for posting to the bad debts provision accounts in the Nominal Ledger, and will be the amount by which the turnover is reduced in the base currency.

The above action is also taken where a bad debt is processed without a provision having been made.

For more information see *Make provision for correction of bad customer debt on page 124.*

7

Manage Customer Accounts

This chapter deals with the customer account as a whole, covering both the account record and its associated transactions.

It covers the activities you need to perform to keep your customer account balances up to date, thereby providing you with accurate and complete sales records.

These activities include applying pending transactions, querying accounts as well as placing individual accounts under query.

This chapter also explains the various reports used to manage your customer accounts.

Before you begin ...

You must have:

✔ Applied transactions to your customer accounts. For more information see *Chapter 4, Manage Transactions*.

Note: You must have suitable security privileges to perform these activities. See your system administrator for more information.

Remember ...

For more information on using the help system, see the *Sage 200 Operations* documentation.

Manage Pending Transactions

There are two methods you can use to apply transactions to your customer accounts.

● Apply postings from integrated Sage 200 modules.

● Import and apply transactions from an external data source.

Normally you will apply pending transactions generated from other Sage 200 modules. These transactions are stored in a postings file until you decide to run the 'Update' routine to apply the transactions to the appropriate accounts. On the other hand, you may need to apply transactions to your customer accounts, that have been generated from an external data source, and these transactions require additional processing.

Apply postings from integrated Sage 200 modules

Use this facility to add transactions to the Sales Ledger that have been created using another Sage 200 module such as Sales Order Processing or the Cash Book.

The routine validates the transactions in the posting file before committing them to the right customer accounts. If it identifies transactions for a customer account which the ledger does not recognise, it removes the transaction from the activity and continues processing the remaining transactions.

If you have set the Sales Ledger to update the Nominal Ledger on-line then this activity also invokes the Nominal Ledger account update for valid accounts. Invalid nominal entries are posted to the suspense account.

You will need to perform this routine regularly to ensure your customer records are up to date.

Before you begin ...

✔ Check to see if you have any transactions waiting to be processed to the Sales Ledger. Choose Period End Routines > Report Pending Transactions.

Access the window

Choose Period End Routines > Update Pending Transactions.

Enter the details

- Select the entry order update.

- Select the date up to which you want to update the customer transactions.

- Click 'OK'.

Outcomes

- Customer account history is updated.

- Customer account balance and turnover values are adjusted.

- The value held for the total outstanding entries in the Sales Ledger is adjusted.

- Nominal Ledger is updated in accordance with the Sales Ledger setup.

- The records held for the tax (VAT) codes used on the customer entries are updated and new tax (VAT) entries created.

Import and apply transactions from an external source

Use the Sales Ledger 'Import Transactions' routine to bring customer transactions generated from another software package into Sage 200 or from one Sage 200 data set to another into your system. However you cannot use the 'Import Transactions' routine to:

● Add information to an existing transaction.

  You cannot add a transaction date to an existing transaction, for example. The 'Import Transactions' routine only writes new records for Sage 200.

● Import a foreign currency receipt or payment.

To use the routine you need to prepare an import file using a suitable ASCII format. The correct data format is CSV or XML. For more information see *Appendix A, CSV and XML Import*.

The 'Import Transactions' routine has two options; you can choose:

● 'Validate records only', to check the import file.

  This option only checks the import file is correctly prepared. It checks the database identifiers are specified correctly and the data is compatible with existing data in your system's database, for example valid cost centres and departments.

● 'Validate and import records', to both check the import file and apply valid data to the sales accounts.

  This option checks the import file is correctly prepared as described above and then creates the new transaction from valid data. The routine removes invalid records from the validation process.

The routine automatically applies a posting date of zero (0) to each transaction as they are posted to the Sales Ledger. It also allocates a URN to any transaction if it finds the UNIQUE-REFERENCE-NO identifier for that transaction is blank.

> **Note:** The routine does not check if transactions already exist in the Sales Ledger.

The routine automatically generates a report which details failed and successful records. Use this report to identify problems.

Successful transactions are immediately applied to the Sales Ledger if you have selected the option validate and import records.

Before you begin ...

You must have:

✔ Prepared the data in the correct format and saved it on your system. For more information see *Appendix A, CSV and XML Import*.

Access the window

Choose Utilities > Import > Import Transactions.

Enter the details

● Confirm intent to create new records or validate only by selecting the appropriate import option.

● Click 'OK', and specify the path of the file that contains the transaction entries.

Outcomes

● The data is imported into your account data.

Note: If failures have occurred, see the generated report and investigate further.

Query Your Customer Accounts

You can search your customer information daily to find the amounts your customers owe you and when your customers last made a payment to you. The Sales Ledger helps you get to this information so you can determine the status of individual accounts. The Sales Ledger displays customer information at account and transaction level.

To help you ensure your financial statements are correct, reconcile your open item accounts on a regular basis. You can use the Debtors Reconciliation Enquiry to help you do this. Before you can run this enquiry you must have selected the open item Debtors accounts for the enquiry within the Nominal Ledger. For more information, see your *Sage 200 Nominal Ledger* documentation.

To see the overall status of the Sales Ledger you need to use the 'Ledger Summaries' routine within the Accounting System Manager module. The routine displays the number of accounts stored on the Sales Ledger, the balance on the ledger and the current period you are working in. For more information see your *Sage 200 Accounting System Manager* documentation.

Account level

The account level provides overall status for the account and is viewed with the customer contact details and payment terms. It displays the account status in terms of account balance, aged debt of the balance, and trading figures in the form of a graph for the current month, current year and last year. When you view the account at this level you can invoke the customer's website or send an e-mail to your customer if the web and e-mail addresses are valid. You can also add, amend or delete files which are attached to the account, and view any text memos attached to the account.

Access the window

Choose Sales Enquiries > Account Enquiry.

Enter the details

● Select the account you want to query.

● Choose the window that you want to view: 'Company', Contacts', 'General', 'Stationery', 'Terms', 'Credit', 'Analysis Codes', 'Aged Balances', 'Turnover', 'Turnover by Year', 'Attachments', 'Memo' or 'Transaction e-mail'.

A graph is displayed in addition to the corresponding values if you select 'Aged Balances', 'Turnover' or 'Turnover by Year'.

Note: The 'Turnover' tab displays the Invoice, Credit Note, Receipts and Payment amounts for a given period.
The Invoice and Credit Note figures do not include the VAT amounts on the transactions. The figures displayed in the Receipts/Payments column do not include the discount amounts due on any associated transactions.

Transaction level

The transaction level information provides a detailed breakdown of each transaction held on the customer's account, for both current and archived transactions.

You can view the current status of a transaction, to establish whether it has been fully paid, part paid or remains outstanding, and also to see if it has a query flag against it. You can also view the URN (unique reference number) which can be used to trace the transaction to the Nominal Ledger. (For more information on the URN see the *Sage 200 Accounting System Manager* documentation.)

For more detailed information you can see 'Trans. detail', 'Nominal', 'Allocation Session', 'Allocation History', 'Tax', 'Bank' or 'Memo' breakdown on the transaction, and send specific details which you are interested in to the printer.

You can use the 'Find' button to search for a particular transaction by type, date, reference, value and allocation in terms of the amount allocated and its status.

Although you cannot change customer information through this routine, you can assign or remove a query flag on a transaction. Placing a query prevents further actions on a transaction until you remove the query. This is different from applying an 'On Hold' flag to the whole account. For more information see *Chapter 3, Establish and Maintain Customer Records*.

Note: Sage 200 automatically assigns the following query flags in the appropriate routines: 'W' for bad debt write off; 'F' for finance charges and 'U' for unauthorised (Purchase Ledger only). Other than these characters you can apply a character to the transaction that is meaningful to you.

Access the window

Choose Sales Enquiries > Transaction Enquiry.

Enter the details

● Select the account you want to query.

● Select a transaction to display its details. You can also view historical transactions on the customer's account.

● If you have a large number of transactions entered against the selected account, select the 'Show outstanding only' check box to display those transactions that are left outstanding.

● Select 'Trans. detail', 'Nominal', 'Allocation Session', 'Allocation History', 'Tax', 'Bank', 'Memo' from the drilldown to see a detailed breakdown.

    You can 'Add' or 'Delete' memo text, and 'Set As Inactive' within the memo drilldown.

If you are using the Project Accounting module, you can also selecting the 'Project Analysis' option from the 'Select drilldown' list. Selecting the 'Project Analysis' option updates the window to display the project transaction details.

You can print drilldown details for those displayed by clicking 'Print Drilldown'.

> **Note:** Drilldown details will only be available if the transactions exist and have not been purged from the relevant files. For more information see the *Sage 200 Operations* documentation.

● Click 'Reprint Invoice ...' to print a copy of the original invoice.

Viewing Orders

If you are using the Sales Order Processing module, you can view the orders associated with a customer transaction.

● Select the transaction.

● Click 'View Orders ...'.

The orders associated with that transaction are displayed.

Assigning a Query Flag

● Click in the 'Query' box on the transaction line.

● Enter the query flag.

This prevents further actions on the transaction until you remove the query. This is different from applying an on hold flag to the whole account. For more information see *Chapter 3, Establish and Maintain Customer Records*.

> **Note:** Sage 200 automatically assigns the following query flags in the appropriate routines. 'W' for bad debt write off; 'F' for finance charges and 'U' for unauthorised (Purchase Ledger only). Other than these characters you can apply a character to the transaction that is meaningful to you.

Removing a Query Flag

● Click in the 'Query' box on the transaction line.

● Delete the query flag.

You may now perform other actions on the transaction.

> **Note:** This is different from removing an 'On Hold' flag from the whole account. For more information see *Chapter 3, Establish and Maintain Customer Records*.

Debtors reconciliation enquiry

You must select the accounts you want to see in this enquiry within the Nominal Ledger. For more information, see your *Sage 200 Nominal Ledger* documentation.

Note: The enquiry works with open item sales ledger accounts.

Access the window

● Choose Sales Enquiries > Debtors Reconciliation Enquiry.

Enter the details

● Select an accounting period and click 'Display' to display the reconciliation information for the period.

Debtors Opening Balance   This shows the balance on the debtor's control nominal account at the start of the period.
Select this to show in the 'Drilldown Details' the value for each account nominated as a debtor's control account.

Transactions	Invoices, Credit Notes, Receipts and Payments show the total original base currency value of all transactions linked to the selected accounting period. Select the transaction type to show in the 'Drilldown Details' the value of each transaction.
Opening Balances	Opening balances do not update the Nominal Ledger and so do not carry an accounting period. However, the inappropriate use of opening balances can cause discrepancies, so this information is shown to assist you with this. The total net value of opening balances dated in the selected period is shown.
Currency Adjustments	Currency adjustment transactions that update the Nominal Ledger within the accounting period are shown. Select the line to show in the 'Drilldown Details' the value of each currency adjustment transaction.
Net Change	The value of net change for the accounting period is shown.
Debtors Closing Balance	This shows the balance on the debtor's control nominal account at the end of the period. Select this to show in the 'Drilldown Details' the value for each account nominated as a debtor's control account.
Discrepancy	Any discrepancy between the debtor's control nominal account opening balance (plus net change for the period) and the closing balance is shown here.

● When you have finished viewing the details, click 'Close'.

Prepare Customer Account Reports

This section describes the reports you will use to keep track of your customer accounts and their associated transactions. There are other mechanisms you can use for tracking sales as described earlier in this chapter. See *Query Your Customer Accounts on page 155*.

The reports described in this section are the 'Day Book' Report, 'List of Accounts', 'Account Details', 'Transaction Listing', 'Vatable Transactions' and 'Trading Report'.

Access the window

To prepare the report, choose Reports > Account Analysis, then select the report that you want to produce and follow the on-line instructions.

Day Book Report

Use the 'Day Book' report to provide details of transactions posted to the Sales Ledger, for either a single posting date or a range of dates. The posting date is the physical posting date of the transaction; the system date on which the transaction was entered, not the date entered for the transaction itself. Therefore you can report on all entries that were made on a particular day.

If you enter transactions using other modules and they are held in the posting file for update to the ledger, the posting date is the date they were entered into the posting file and not the date they were updated to the Sales Ledger.

You can use this report to identify a group of transactions entered by a particular user.

List of Accounts

This report lists all or a selection of your customer accounts stored on your Sales Ledger, depending on the criteria you select when preparing the report. Use this report to identify all your customers currently stored on the Sales Ledger.

Account Details

You can produce the report in either a summarised version or a full detailed report. The summarised version lists the main account details which cover the customer name, address and contact numbers. The detailed report provides additional information covering the payment terms, turnover and balance, payment terms and account type. Use the 'Account Details' report to provide full details of your customer records.

Transaction Listing

This report lists current transactions on the ledger within the range you specify for the report. Transactions are grouped with the relevant customer and displayed in the order in which they were added to the ledger. The report also provides totals showing values for each goods, VAT, discount, allocated and outstanding amounts.

Use this report to view customer transactions within a date range.

Provided you have set the ledger to use the archive history file, it is also possible to prepare this report using historical transactions.

Vatable Transactions

This report details a list of transactions added to the ledger during the current period that involve VAT.

Specify the number of VAT months over which transactions are to be included. As a result of this only transactions up to 300 days old calculated from the current system date will be included. Use the information in the printed report to reconcile with your 'VAT Return' transactions for the same VAT period. For more information on reconciling the 'VAT Return', see your *Sage 200 Nominal Ledger User Guide.*

Trading Report

Use the 'Trading Report' to determine the level of trading activity between you and your customers. From this report you can identify the customers who spend most money. By comparing this report to the 'List of Accounts' report you can identify those customers who have not traded with you for some time.

The 'Trading Report' can be prepared in a detailed or a summarised format. The detailed report displays the turnover for the current year and last year for each customer on the ledger. It also details the turnover figures for the current month and the last six months of trading for each customer. Details of future transactions which may have been posted for a customer are also included.

The summarised report displays the turnover for the current year for each customer together with the customer's account balance and the date the last transaction was applied to the account.

Redress an Account Balance

Sometimes things do not go to plan and you need a way to rectify anomalies. The following section describes the routines you can use, but be careful which you choose as each works differently and should only be used in the right circumstance.

You can also use the reverse posting facility to adjust an account balance in the right circumstance. For more information see *Reverse Transactions on page 107*.

Write off small sales values

You can write off sales values on a customer account even if the associated transaction is part allocated. The default transaction value to write off is 200 (base currency), however this amount can be altered (increased or decreased) to the desired amount. The routine automatically generates the appropriate debit or credit note for each write off. It then posts the transactions to the customer account and the Nominal Ledger accounts to update the balances.

When writing off values on a foreign currency customer account the activity uses the exchange rate applied to the original transaction to convert the value to base currency.

When the activity is complete the ledger prints a detailed report for you to check.

Before you begin ...

You must have:

✔ Calculated the VAT element you can now claim, if you are dealing with a transaction that is part paid.

Access the window

Choose Adjust Transactions > Write Off Small Amounts.

Enter the details

● Choose to 'Write off transactions from a single account' or to 'Write off transactions from all accounts'.

● If you want to 'Write off transactions from a single account', select the customer account that you want in 'Customer details'.

● Accept the default 'Nominal account for tax write offs' or select the relevant nominal account from the drop-down list.

  If the system is set up to use cost centre breakdown, only the nominal account reference number needs to be specified. The necessary cost centre and department codes are attached automatically from the account header record.

  If the system is not set up to use cost centre breakdown for balance sheet postings, the full nominal account, including cost centre and department codes must be specified. For more

information see the *Example for cost centre breakdown using write off small amounts on page 168*.

Cost centre breakdown is activated in the Accounting System Manager > System Settings ('Split postings between cost centres for balance sheet accounts'). For more information see your *Sage 200 Accounting System Manager* documentation.

● Enter the 'Transaction Analysis' code if needed.

> **Note:** This must have been enabled in Accounting System Manager and in Sales Ledger settings. For more information see your *Sage 200 Accounting System Manager* documentation and *Allow additional transactional analysis on page 16*.

● Accept or amend the 'Maximum value' of the entry to write off.

The routine displays the qualifying 'Transactions' for you to select. If the routine finds the number of these is too large to be processed efficiently a message appears and you are prompted to reduce the maximum value to write off.

● From the generated list, select those 'Transactions' that you want to write off, using the check box at the left hand side of each transaction.

● If the entry is part paid and includes VAT, enter the tax value to be written off in the 'Tax' column.

● Click 'Write Off' to confirm selection of write offs.

Outcomes

... if the write off is an invoice	... if the write off is a credit note
● A credit note is posted to reverse the invoice to be written off using the original document date as the transaction date and the original invoice reference. The value is allocated in full to the invoice.	● An invoice is posted to reverse the credit note to be written off using the original credit note date as the transaction date and the original credit note reference. The value is allocated in full to the credit note.
● The customer balance is reduced by the gross value (plus VAT if appropriate) of the reversing credit note.	● The customer balance is increased by the gross value (plus VAT if appropriate) of the reversing invoice.

- Account turnover for this period (or next if a future period date is entered) is decreased by the net amount (goods value) of the reversing credit note.

- Account turnover for this period (or next if a future period date is entered) is increased by the net amount (goods value) of the reversing invoice.

- Bad debt nominal account is debited with the total net value of the write off.

- Bad debt nominal account is credited with the total net value of the write off.

- Output tax account (for the balance sheet) within Nominal Ledger is debited with VAT value on original invoice, except for part allocated transactions, where you amended the VAT amount involved.

- Output VAT account (for the balance sheet) within Nominal Ledger is credited with VAT value on original invoice, except for part allocated transactions, where you amended the VAT amount involved.

- Debtors control (for the balance sheet) within the Nominal Ledger is credited with the gross value of the reversing credit note.

- Debtors control (for the balance sheet) within the Nominal Ledger is debited with the gross value of the reversing credit note.

Note: This routine does not update the central VAT file.

Example for cost centre breakdown using write off small amounts

If your nominal accounts are set up as follows (the first three accounts listed below are set up in default nominal accounts, and the fourth is set up on the customer account record):

Bad debt write off	68100			(profit and loss)
Default tax output	26100	ADM	ADM	(balance sheet)
Debtors control	14100	ADM	ADM	(balance sheet)
Default nominal account	31100	SAL	ADM	

and you carry out a write off small value transaction for the following values:

Net	10.00
Tax	1.75
Gross	11.75

the nominal posting results will be:

Cost centre breakdown IS NOT selected

Bad debt write off	dr	10.00	68100	SAL	ADM
Default tax output	dr	1.75	26100	ADM	ADM
Debtors control	cr	11.75	14100	ADM	ADM

Cost centre breakdown IS selected

Bad debt write off	dr	10.00	68100	SAL	ADM
Default tax output	dr	1.75	26100	SAL	ADM
Debtors control	cr	11.75	14100	SAL	ADM

Note: The nominal accounts specified must exist in the Nominal Ledger to prevent postings to suspense.

Write off customer account

This routine clears all entries on a customer's account and resets the balance to zero whether the account is on hold or not. It posts the write off value to the customer and nominal accounts. On completion the ledger produces a report providing details of the activities performed. You can go on to delete the account record from the ledger if required.

When dealing with a foreign customer account the routine uses the current system exchange rate to convert the value to the base currency.

Before you begin ...

You must have:

✔ Ensured the bad debt write off account is a valid posting type nominal account.

Access the window

Choose Sales Accounts > Write Off Account.

Enter the details

● Display the customer account you want to write off.

● Enter the 'Goods value' you want to write off. The ledger automatically calculates the 'Tax value' for you.

- Select the 'Nominal A/C' you want to use to write off the tax element of the balance.

  If the system is set up to use cost centre breakdown for balance sheet postings, only the account number reference needs to be specified for the tax write off account. The necessary cost centre and department codes are attached automatically from the account header record.

  If the system is not set up to use cost centre breakdown for balance sheet postings, the full nominal account for tax write offs, including cost centre and department codes must be specified. Cost centre breakdown is activated in the Accounting System Manager > System Settings ('Split postings between cost centres for balance sheet accounts'). For more information see your *Sage 200 Accounting System Manager* documentation.

- Enter the 'Transaction Analysis' code if needed.

  Note: This must have been enabled in Accounting System Manager and in Sales Ledger settings. For more information see your *Sage 200 Accounting System Manager* documentation and *Allow additional transactional analysis on page 16*.

- Click 'Write Off'.

Outcomes

- The balance on the customer's account is set to zero.

- The bad debt write off account is updated in the Nominal Ledger with the value written off.

- The tax account is updated in the Nominal Ledger.

- The debtors control account is updated in the Nominal Ledger.

  Note: This routine does not update the central VAT account.

Example for cost centre breakdown for write off customer account

If your nominal accounts are set up as follows (the first three accounts listed below are set up in default nominal accounts, and the fourth is set up on the customer account record):

Bad debt write off	68100			(profit and loss)
Default tax output	26100	ADM	ADM	(balance sheet)
Debtors control	14100	ADM	ADM	(balance sheet)
Default nominal account	31100	SAL	ADM	

and you carry out a write off customer account transaction for the following value:

Net	10000.00
Tax	1750.00
Gross	11750.00

the nominal posting results will be as follows:

Cost centre breakdown IS NOT selected

Bad debt write off	dr	10000.00	68100	SAL	ADM
Default tax output	dr	1750.00	26100	ADM	ADM
Debtors control	cr	11750.00	14100	ADM	ADM

Cost centre breakdown IS selected

Bad debt write off	dr	10000.00	68100	SAL	ADM
Default tax output	dr	1750.00	26100	SAL	ADM
Debtors control	cr	11750.00	14100	SAL	ADM

Note: The nominal account codes specified must exist in the Nominal Ledger.

Verify account balance

For more information refer to *Verify ledger on page 175*. To access the routine use the Accounting System Manager. For more information see your *Sage 200 Accounting System Manager* documentation.

Maintain the Sales Ledger

This chapter covers the regular housekeeping routines, including the period end, needed to maintain the efficiency and effectiveness of your Sales Ledger.

It identifies the routines you can use to view the status of the Sales Ledger as a whole and covers the mechanisms employed to maintain the integrity of the data stored on the ledger.

Before you begin ...

You must have:

✔ Applied transactions to your customer accounts. For more information see *Chapter 4, Manage Transactions*.

Note: You must have suitable security privileges to perform these activities. See your system administrator for more information.

Remember ...

For more information on using the help system, see the *Sage 200 Operations* documentation.

Perform Housekeeping Activities

To ensure your records are up to date and to optimise the processing speed on the ledger, you need to perform regular housekeeping activities. These include the 'Period End' routine and if you have chosen to use an archive history file, you need to maintain that too.

Verify ledger

The 'Balance Ledgers' routine is a preventative measure to identify actual problems on the ledger. You can use it to check all account balances on the ledger or just check a single account.

The routine checks several account elements such as postings and account balances to ensure they are valid. The routine produces a report summarising the findings, which you can use to identify discrepancies. You can also run the routine to adjust imbalances and reset the account balance as part of the process.

It is good practise to run this routine on a regular basis to detect any problems. If problems are left undetected your backups and daily processing will be affected.

You can only run this routine in single user mode; there must be no other users on the system.

> **Note:** If you have set the ledger to 'Use foreign currency revaluation' (see *Foreign account revaluation on page 22*) then this routine invokes the 'Foreign Account Revaluation' routine and may result in postings to the currency adjustments account in the Nominal Ledger.

You can access the 'Balance Ledgers' routines through the Accounting System Manager. For more information see the *Sage 200 Accounting System Manager* documentation.

Reconcile to the Nominal Ledger

To check that your account entries on the Sales Ledger agree with the entries on the Nominal Ledger, you need to perform certain tasks in both modules. These tasks revolve around updating postings and preparing reports to enable you to crosscheck the entries.

Before you begin ...

You must have:

✔ Run the 'Balance Ledgers' routine. For more information see the *Sage 200 Accounting System Manager* documentation.

✔ Prepared your 'Aged Debtors' report.

✔ Confirmed the 'Balance Ledgers' report and the 'Aged Debtors' report agree.

✔ Checked to see if there are any current postings in the deferred file, selecting the deferred option in the 'View Waiting Postings Report' in the Nominal Ledger. If you find current postings in the deferred file, move them to the current file using 'Move Deferred Postings' (within File Maintenance) in the Nominal Ledger.

✔ Run 'Update Pending Transactions' to update pending postings to the Nominal Ledger. To view these postings before performing an update use 'View Waiting Postings Report' in the Nominal Ledger.

> **Note:** If you are using foreign account revaluation, you should also run the 'Foreign Currency Revaluation' routine and choose to 'Produce accounting adjustments' as one of the steps to take prior to reconciling and running your 'Aged Debtors' report. For more information see *Manage Exchange Rate Changes on page 143*.

How to reconcile

● You need to produce reports as follows:

   ● Accounting System Manager: 'Balance Ledgers'.

   ● Sales Ledger: 'Aged Debtors', 'Transaction Listing' report for all accounts.

   > **Note:** Sales Ledger accounts with type balance forward, do not have transactions after a period closure.

   ● Nominal Ledger for debtors control accounts: 'Account Analysis', 'View Waiting Postings Report (Deferred)', 'Transaction Listing' report.

   ● Nominal Ledger for suspense account: 'Transaction Listing' report, 'View Waiting Postings Report (Deferred)'.

   ● Nominal Ledger: 'View Waiting Postings Report'.

● Use this formula together with the reports you have produced to reconcile the Sales Ledger aged debtors entries with the Nominal Ledger debtors control entries:

Total for Debtors	+ *Deferred Posting for Debtors*	= *Total on Sales Ledger Aged Debtors Report*
(Use the Nominal Ledger 'Account Analysis' report.)	(Use the Nominal Ledger and choose Period End Routines > View Waiting Postings and select 'Deferred' 'Posting Type'.	

Points to note if a difference occurs

● Check in Nominal Ledger > View Waiting Postings > 'Current' 'Posting type' for any current postings for debtors to the Nominal Ledger suspense account.

● Check in Nominal Ledger > 'View Waiting Postings' > 'Deferred' 'Posting type' for any deferred postings for debtors to the Nominal Ledger suspense account.

● Check if there are any transactions on the debtors control account which have not been posted from the Sales Ledger, for example, Nominal Ledger journals.

● Check the total value posted to the Nominal Ledger for Nominal accounts set to 'Use batch postings', using the report generated on completing the 'Update Waiting Postings' routine in the Nominal Ledger.

● Reconcile the Nominal Ledger debtors control account transactions against individual transactions on the Sales Ledger 'Aged Debtors' or 'Transaction Listing' report, to match transactions.

Perform Period End Routines

The routines in this folder within Sage 200 are vital to maintaining your Sales Ledger and as the title suggests is performed on a period basis in conjunction with the accounting periods defined in the Accounting System Manager. For more information see the *Sage 200 Accounting System Manager* documentation.

Preparatory Tasks for Sales Ledger Period End Routines

Before you close the sales ledger period in the Accounting System Manager, you must have:

✔ Run the 'Update Pending Transactions' routine on the Sales Ledger. For more information see *Manage Pending Transactions on page 151*.

✔ Allocated as much cash as possible on all open item accounts. For more information see *Record Customer Transactions on page 77*.

✔ Run the 'Finance Charges' routine to calculate interest on overdue accounts, if appropriate. For more information see *Generate finance charges on page 119*.

✔ Printed 'Statements' to show individual transaction details of paid and allocated items during the month. For reference purposes only. For more information see *Statements on page 118*.

✔ Printed your detailed 'VAT Transactions' and 'VAT Return' reports, if required. For more information see the *Sage 200 Nominal Ledger User Guide.*

✔ Printed all reports you require for the Period End routines, including the 'Transaction Listing' report, the 'Aged Debtors' report and the 'Vatable Transactions' report, and retain these for reconciliation and auditing purposes.

The 'Transaction Listing' report is a straightforward list of transactions for the month's trading. For more information see *Transaction Listing on page 164*.

The 'Aged Debtors' report determines all outstanding balances on each customer account and the age of each debt relative to the ageing periods you specified during the ledger setup process. For more information see *Identify Outstanding Debt on page 113*.

The 'Vatable Transactions' report lists all customer tax (VAT) entries within a given period. Use this report as part of your reconciliation procedure to analyse sales tax (VAT) amounts. You need to specify the tax periods the report is to cover by entering the start and end VAT months in the 'Analysis Period' box.

✔ Printed a 'List of Accounts' report and the 'Trading Report' to decide which accounts are to be deleted if any.

The 'List of Accounts' is a straightforward list of your customer accounts. For more information see *List of Accounts on page 163*.

The 'Trading Report' illustrates the trading activity of your customers. It summarises for each customer the turnover figure for the current and previous year, and also details the turnover figures for the current and last six months. The values in the report are exclusive of VAT and displayed in your base currency. If you are working with foreign currency customers then the ledger converts the values to your base currency using the rates specified in your exchange rate table. For more information see *Trading Report on page 164*.

✔ If you have not already done so, used the Accounting System Manager > System Utilities > Maintain Transaction Audit File option to print or store your transaction audit trail for the month.

✔ Taken a backup of your Sales Ledger data files.

Access the window

Choose Period End Routines > Account Maintenance.

The first time this option is run, there will be no details displayed in this window. Once an option has been run, the date that the option was run will be displayed.

● Select the 'Archive transactions for Open Item/Auto Allocation accounts' option to archive those transactions marked as 'allocated'. Once selected, enter the date in the date box.

● Select the 'Run period maintenance for Brought Forward accounts' option to archive any brought forward accounts in your Sales Ledger. Once selected, enter the date in the date box.

- Select the 'Run period maintenance for automatic allocation accounts' option to archive any outstanding transactions, that do not have a query entered against the account. Once selected, enter the date in the date box.

- Click OK.

Outcomes

- Allocated transactions (that are not being queried) on open item accounts are removed.

- All balance forward transactions older than the current period are removed and a brought forward balance is calculated.

- All individual balance forward transactions posted with a date later than the current month are carried over.

- For automatic allocation accounts, all credits are allocated to debits as far as possible. Remaining debits or credits not allocated are carried over into the new period, leaving partly allocated transactions where values do not match.

After running the routine in Accounting System Manager > Accounting Periods > Maintain Accounting Periods, the Nominal Ledger will no longer accept transactions for the closed period from the Sales Ledger. They will go into the next open period.

Delete archived transactions

This routine is only applicable if you have set the ledger to keep historical transactions. If this is the case the ledger stores historical customer transactions in a separate archive file once they have exceeded their history length on the customer's account. For more information see *Chapter 2, Set Up the Sales Ledger*. From time to time you need to delete transactions from the archive file to improve the processing speed on the ledger. Depending on your file space you may need to perform this activity annually, quarterly or even on a monthly basis.

There are a number of options available with this routine. You can choose to:

- Remove historical transactions for all customer accounts.

- Remove historical transactions for a single customer account.

- Remove historical transactions within a given date range.

Before you begin ...

You must have:

✔ Ensured that there are no other users on the system.

Choose Utilities > File Maintenance > Purge Transactions.

Enter the details

● Select whether you want to delete entries on a single account or all accounts on the ledger.

● If you have selected deletion for a single account, display the customer account you want to delete.

● Specify whether you want to remove historical transactions within a given date range. To delete all the transactions for a customer, leave the date range boxes blank.

● Click 'Delete'.

Produce EC Sales List

The 'EC Sales List' needs to be submitted to your local authority regularly (at publication, HM Revenue and Customs for the UK and Irish Revenue Commissions for Ireland). The 'EC Sales List' applies where customer accounts have been created for businesses within the European Union and have had entries posted.

You need to include information such as: the country of the consignees, the consignees' VAT registration numbers, the total value of goods supplied to each consignee in the quarter. You also have to specify the number of VAT periods to analyse and can override any defaults.

From June 2006, all UK submissions for EC Sales must be made via the electronic submissions upload link provided on the HM Revenue and Customs website. For more information, please see http://www.hmrc.gov.uk/. Information on the EC Sales submission at the time of publishing, could be found by selecting the Online services menu option.

Information for the report is compiled from the country codes associated with the customer records and the VAT registration numbers stored on the relevant account records. The values are converted to base currency. For more information about EC VAT implications see the *Sage 200 Accounting System Manager* documentation.

Submission of the 'EC Sales List' is not required on strict calendar quarters so may not correspond to your VAT accounting periods.

> **Note:** You must produce your 'EC Sales List' report before you produce your final 'VAT Return', as producing a 'VAT Return' will clear out the figures the 'EC Sales List' requires.

There are three options provided for preparing the 'EC Sales List' report: report, template and XML.

- 'EC Sales List' (Report) prints onto plain paper and includes titles and column headings.

- 'EC Sales List' (Template) prints onto the VAT forms provided by your local authority.

- 'EC Sales List' (XML) enables you to generate an .XML file to submit to the Revenue and Customs office by uploading the XML data file.

To prepare the 'EC Sales List' report and template

● Choose Reports > Account Analysis > EC Sales List (Report) or EC Sales List (Template). The selection of either of these options will prompt you to enter further criteria for the report on an EC Sales List window.

To prepare the 'EC Sales List' XML data file

● Choose Reports > Account Analysis > EC Sales List (XML). The 'Electronic Submissions' window appears.

● Enter the criteria for the report. Use the 'File Name' finder button to browse to the location where you want to save the XML file and enter a name for the file.

● Click 'Generate'. The file is generated and saved to the location you specified. The link to the file appears in the 'Generated File' box. You can now load up the HM Revenue and Customs XML upload page and follow their online instructions to upload your XML file.

> **Note:** Any postings made to tax (VAT) codes for non-related services are not included in the 'EC Sales List'.

Preview or print the VAT Return

For more information see the *Sage 200 Nominal Ledger User Guide.*

Perform the year end routine

The year end is controlled from within Sage 200 Nominal Ledger. For more information see the *Sage 200 Nominal Ledger User Guide.*

Before you can run the year end you must have run the final period end for your financial year in the Sales Ledger.

Maintain Ledger Integrity

The following routines are mainly used to resolve data corruption on the Sales Ledger, which can occur if the ledger is locked following power or hardware failures.

Delete account transactions

This routine should be used as a last resort to solve balance problems on a customer account, if there is no backup available. Also, if you have been using test data on the ledger and need to clear the test data before applying live data you can use this routine. However, you should be aware that this routine does not delete the corresponding transactions in the Nominal Ledger. To overcome this problem post opposite entries in the source module, for example a credit note to reverse an invoice. This posts opposite entries to the Nominal Ledger.

The routine deletes all transactions from an individual account or for all accounts on the Sales Ledger. It sets the account balance and turnover figures to zero and any transactions are removed from the account. If you are using the archived history file, specified during the Sales Ledger setup process, the entries are removed from the current transaction file on the customer account and added to the historical file. For more information *Archive transactions after this period on page 18*. If you have decided not to use the archived history file, then the transactions are deleted from the ledger permanently.

Once you have deleted the required transactions, check the ledger does balance by running the 'Balance Ledgers' routine.

Deleting account transactions does not affect the balances on the nominal accounts. See *Verify ledger on page 175*.

Access the window

Choose Adjust Transactions > Delete Transactions.

Enter the details

● Choose to delete entries on a single account or all accounts on the ledger.

● If you have selected deletion for a single account, display the customer account you want to delete.

   Note: If you select the wrong account, simply reselect the account you need.

● Click 'Delete'.

● Confirm that you want to delete the account when prompted.

Outcomes

The account balance, turnover and base turnover on the selected customer accounts are zero.

Clear sales order processing totals

If you use Sales Order Processing module you can set to zero the balance of all orders and invoices raised in Sales Order Processing not yet posted to customer accounts in the Sales Ledger.

You are not likely to need to use this facility very often. It will be most useful to you if you have just installed your Sage 200 modules and have been entering test data in Sales Order Processing. You will want to clear this before you begin to work with live data. For more information on setting up a test company to enter test data see the *Sage 200 Accounting System Manager* documentation.

Access the window

Choose Utilities > File Maintenance > Clear SOP Totals.
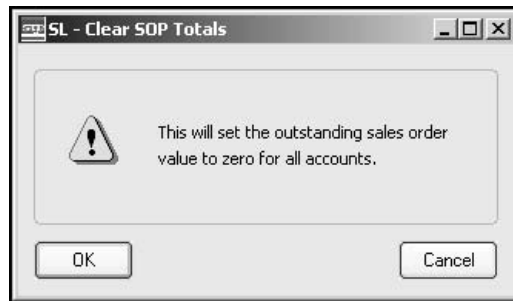
Enter the details

● Click 'OK' to clear the totals.

Glossary of Accounting Terms

Defines frequently used accounting terms and terms found in Sage 200.

Remember ...

... the Sage 200 help system also contains glossaries.

A

Account
The generic term for a set of information relating to a supplier, customer, bank or nominal account record.

Account Balance
The total value of money outstanding on an account at any one time.

Account Code
The account code is made from three parts: the account number, the Cost Centre (CC), and the Department (Dep).

Account Name
The account name associated with a nominal account code, as set up when you enter a new account. This will be displayed on certain windows by the system when you select a nominal account.

Account Number
The unique identifier that relates to a specific account. This can constitute numerical or alphabetic characters or a combination.

Account Type
There are three types of account: automatic allocation, balance forward and open item. Selecting an account type determines how the transactions on the account are processed and stored.

Accounting Equation

The equation at the heart of double entry book-keeping, which states that the liabilities of a business subtracted from its assets equals its capital. It is the reason a Balance Sheet exists.

Accounting Period Status

The accounting periods set up within the Accounting System Manager can have a 'Closed', 'Open' or 'Future' status. This accounting period status determines whether the Nominal Ledger can receive postings into the period.

Accounting Periods

The divisions of the financial year, usually 12 or 13. The periods of time used by the business to process accounting entries when producing certain reports, such as the Profit and Loss and the Balance Sheet. See Open Accounting Periods.

Accounting System Manager

The Sage 200 Accounting System Manager module allows you to set up common controls for applications across modules.

Accounts Payable

See Purchase Ledger.

Accounts Receivable

See Sales Ledger.

Accruals

The process of matching expenditure or income to the accounting period in which it was incurred rather than paid; for instance, a rent cheque or utility charges.

Accumulated Profit Account

This nominal account is where the Year End process puts the sum of the Debit-YTD and Credit-YTD figures from the Profit and Loss accounts before setting them to zero. On the 'Year End' report, the Account/CC/DP and Name is shown and the final debit or credit amount calculated by the process.

Actual Cost

The price paid for an individual item as it is invoiced in Purchase Order Processing and used to calculate the cost of stock. Only applicable for batch/serial numbered items.

Additional Charges

Extra charges placed on an order, such as carriage and insurance.

Adjustment Period

A period opened after the Nominal Ledger year end has been run, to enter transactions to adjust the previous year's figures. When the adjustment period is closed, the transactions in this period are included in the opening balance for the current year.

Aged Creditors

Aged Creditors are creditors to whom the business has owed money for a defined period of time.

Aged Debtors

Aged Debtors are debtors who have owed money to the business for a defined period of time.

Aged Creditors Report

The Aged Creditors report analyses amounts owed to suppliers according to the length of time those amounts have remained unpaid.

Aged Debtors Report

The Aged Debtors report analyses amounts owed by customers according to the length of time those amounts have remained unpaid.

Ageing Date

This is the date applied within the ageing reports. These reports provide details on the trader's account transactions for a specific ageing date.

Allocation

The process by which payments are matched against purchase invoices and receipts against sales invoices raised.

Allocation Date

This is the date a transaction is allocated. You enter the allocation date when you enter the transaction.

Allocation Status

See Transaction Status.

Analysis Codes

Analysis codes are used to indicate common sales or purchase accounts. Assigning an analysis code to a sales or purchase account allows you to group transactions for payment or for reporting purposes.

Appropriation Accounts

These show how net profit is distributed between partners in a partnership or between share holders and reserve funds in a company.

Assets	The resources of a business; items it owns and uses, or amounts owed to it. Examples of assets are property, stock, cash and money held in the bank.
Attachments	Any type of file (graphic, text, spreadsheet) associated with an account.
Auditor	A person qualified to inspect, correct and verify business accounts.
Authorised Share Capital	The total value of shares that the company could issue, as distinct from the called up and paid up share capital.
Automatic Allocation	Automatic allocation is a type of accounting that combines the features of open item accounting with an automated allocation routine, which is activated at period end. During the period end process, any payments are allocated to invoices on the basis of the oldest outstanding invoices being allocated first. If an invoice is in query, then it is ignored.

B

Back to Back Order	The generation of purchase orders to satisfy sales orders when using the 'From supplier via stock fulfilment method'.
Bad Debt	A debtor who is not expected to discharge his debt. Bad debts must be written off and hence reduce profit.
Balance	The total amount of money outstanding on an account at any one time.
Balance Forward Accounting	Balance forward accounting is a type of accounting where all transaction details remain on the ledger in full until the Period End routine is run. During the period end procedure, all transactions (except those 'in query' which are dealt with separately) are cleared from the file and only a brought forward balance is displayed for the new period. Each period's total creditors balance is carried forward as a single balance figure. The number of balances carried forward depends upon the number of months aged debts you specify for the Purchase Ledger.

When transactions, such as receipts, are posted for a previous month's transaction, they are allocated by period number, so that the appropriate balance is reduced at the period end. The advantage of this type of accounting is its economical use of disk space, which if short on your computer, may influence your choice of accounting method. Balance forward accounting cannot be used for foreign currency accounts.

Balance Ledgers
A routine that ensures all data stored for a Sage 200 module is intact and has not become corrupted in any way.

Balance Sheet
A report that details the various assets and liabilities of a business at a point in time, usually the end of an accounting period. A Balance Sheet must always balance; debits must always equal the credits.

Bank Account Type
Bank accounts may be deposit or current. Deposit accounts are for holding monies longer term, when transactions are not made as regularly as they are for current accounts. Standing orders and direct debits cannot be set up on deposit accounts.

Bank Charges
Bank charges can be incurred for many reasons. For example, if trading in foreign currency, you may incur charges as a result of the conversion to the bank account's currency. You may enter these in the Sales/ Purchase Ledger and Cash Book transaction entry routines. These charges are then posted to a bank charges account (profit and loss) within the Nominal Ledger.

Bank Payment
A transaction posted that reflects the payment for goods or services.

Bank Receipt
A transaction posted that reflects the receipt of money for goods or services.

Base Currency
The currency normally used by the Sage 200 user's company to carry out business transactions.

Base Unit
Used to determine the ratios that are applied to calculate the quantitative relationships between an item's units of measure.

Batch Numbered Item   A standard stock item assigned batch numbers, enabling a group of stock items to be traced from purchase through to sales.

Batch Processing   A method of accumulating and processing transactions together in a batch.

Bill of Materials (BOM)   A stock assembly and process costing system, which provides facilities to specify the structure of finished items in terms of sub-assemblies and components.

Bin   Secondary location point where a stock item is stored. The bin is the default secondary location provided with Sage 200 when using multiple locations.

BOM   See Bill of Materials.

Budget   An estimate of expected income or expenditure for expected activities over a specified period of time.

Buying Price Unit   The measure in which a purchased item is priced.

Buying Unit   The measure an item is bought in, such as metre, litre, case.

C

Call   When shares are issued only part of their cost is usually paid at the time of application and allotment. A call is a demand by the company for part or all of the outstanding sums to be paid.

Called Up Share Capital   The face value of shares for which payment has been called, although not necessarily made.

Capital   Amounts owed by a business to its owners, being the amounts injected in cash by the owners, together with any movement in the value of the business not made up by further cash injections or withdrawals.

Capital Employed   Capital generally defined as the money invested in the business. Shareholder's capital employed refers to share capital and reserves only, whereas total capital employed includes long term loans.

Capital Expenditure	Money spent on the acquisition of an asset, such as premises, motor vehicles, plant or machinery that are used within the business over a period of years.
Capital Gain	Profit made on selling an asset for more than its original purchase price.
Capital Gains Tax	Tax paid on the capital gain (profit) made on selling an asset for more than its original purchase price.
Capitalisation	The accounting process by which expenditures of the business relating to more than one accounting period are created as assets, so that they can be released to the Profit and Loss report in instalments over the accounting periods to which they relate.
Cash Book	A book used to record details of cash moving in and out of the bank accounts.

The Cash Book module lets you post cash transactions to nominal bank accounts and appropriate revenue and expense accounts. |
Cash Flow	A measure of the liquidity of a business that concentrates on cash in and out rather than accounting profits and losses. Profitable businesses can fail if customers pay more slowly than the business pays its suppliers, and so cash flow, as well as profitability, should always be measured.
Cash Flow Forecast	A forecast of the liquidity or cash in and out of a business.
Cash Payment	A transaction posted that reflects the payment for goods or a service where there has either been no invoice (for example, buying petrol for a car where the money is handed over immediately the goods have been received), or the invoice is paid as soon as it is received thereby removing the need to post an invoice through the ledger. Instead of the money being paid directly out of the bank, the money is paid out of either the petty cash account or till account.

Cash Receipt

A transaction posted that reflects the receipt of money for goods or a service where there has been no invoice (for example, selling goods over the counter, the money is handed over immediately the goods have been received) or the invoice is paid when it is received thereby removing the need to post it through the ledger. Instead of the money being paid directly into the bank, the money is paid into either the petty cash or into the till account.

Chart of Accounts

A list of all the categories a business uses to analyse income, expenditure, assets, liabilities and capital, together with the way such categories are assigned to the Balance Sheet or Profit and Loss financial statements.

Closed Accounting Period

The 'Closed' status means that the Nominal Ledger is not able to receive transactions from specific source modules for the accounting period that has been closed.

Closing Balance

The balance of an account at the end, or close, of an accounting period.

Commercials Modules

Commercials modules within Sage 200 comprise the Stock Control and Sales and Purchase Order Processing modules.

Contra Entry

An adjustment made to balance transactions in one ledger with another. For example, outstanding purchase ledger transactions may be balanced against outstanding sales ledger transactions where you sell to and buy from the same company.

For example, you have sold goods to XYZ of the value of £200. You have bought goods from XYZ to the value of £100. Overall they owe you £100 (i.e. what they owe you less what you owe them). A contra entry matches up the £100 you owe them against £100 they owe you.

Control Accounts

Accounts to which single balances analysed elsewhere in the accounting system are posted. Often the balances are posted from other ledgers. For example, the debtors control account records the amount of sales recorded in Sage 200. It is reduced by receipts from customers as they are posted into the system.

Consolidation

The process of combining the Nominal Ledger information for a set of different companies, where one is the main company and the other(s) subsidiaries.

Cost Analysis

A review and evaluation of costs.

Cost Centre (CC)

A segment of an organisation for which costs are required to be collected and formally reported on separately; for example, a company division such as sales or production.

Cost of Sales

The direct costs incurred as a result of making sales. For a retail company, this may mean the cost of purchasing goods, net of carriage and purchasing discounts, less the movement in the value of the stock. For a manufacturing company, it may mean the cost of producing the goods sold.

Cost Plus

A job charged as the value of materials and labour uplifted by a percentage.

Cost Variance

The difference between the actual cost paid for an item and the declared standard cost specified on the stock item.

Country Codes

EC countries each have a specific code to identify accounts that belong to that country. These have implications for VAT processing. The VAT implications of trading in EC countries are described in the *Sage 200 Accounting System Manager* documentation.

Credit

(1.) One side of the double entry process, representing negative figures on the Balance Sheet (reductions in assets; increases in liabilities and capital), and income on the Profit and Loss financial statements.

(2.) Assumed money a customer may use to purchase goods from you. This is normally dependent on their history with you. Limits are usually set and credit can be withdrawn at any time if the customer fails to pay or goes beyond the agreed credit limit.

Credit Control

The process of monitoring and reporting on accounts where money is owed to the business.

Credit Limit

The amount an account is allowed to owe at any one time.

Creditors   Third parties to whom money is owed by the business.

Criteria   Allow you to narrow down the amount of data displayed on an Sage 200 report. When you request a report within Sage 200 you will often be presented with the 'Criteria' window if it is relevant to the report. You can accept the default criteria, which will usually select all possible records, or you can select the output for the report by entering selections. The criteria offered will depend on each report.

CSV   Comma Separated Value file format. Sage 200 can import and export data in the CSV file format.

Currency Adjustments   A gain or loss which emerges as a result of the difference in exchange rates between the time an invoice was issued on foreign currency accounts and payment was made.

Current Account Balance   The total value of money outstanding on an account at that time.

Current Asset   An asset which can be easily realised. It can also be termed a liquid asset; for example, money in the bank or in petty cash, debtors or stock.

Current Liability   A current liability is a debt owed by the company; for example, creditors, accruals or an overdraft that will be cleared in the short term.

Current Postings   These are postings that are waiting in the Nominal Ledger current postings file, ready to be updated to the accounts in the 'Update Waiting Postings' routine. These postings have a transaction date earlier than the current Nominal Ledger period end date.

Current Transactions   These are the transactions that have not yet been removed from the account by closing the period. The length of time these remain on the account depends on the setting 'Keep Transactions For' in the module 'Ledger Settings'.

**Customer and Supplier
Analysis Codes**   Codes used to group transactions on sales and purchase accounts according to a defined common attribute which can subsequently be used as report selection criteria.

D

Data File	Synonymous with company in Sage 200. A Sage 200 data file is a Sage 200 company.
Day Book	A book that lists all the transactions in the order that they arise. There is a day book for different types of transactions, for example, a sales day book and a purchase day book.
Debit	One side of the double entry process, representing positive figures on the Balance Sheet (increases in assets; reductions in liabilities and capital), and expenditure on the Profit and Loss financial statement.
Debtors	Third parties from whom money is owed to the business.
Debtors Control	This is the balance sheet account to which postings are made when transactions are added to the Sales Ledger. For example, when you post an invoice, the total value of the invoices is debited to the debtors control account, while the sales analysis account is credited with the net goods value and the VAT output account is credited with the VAT amount.
Default Values	Settings that are used for all accounts unless specifically overridden at account level.
Deferred Postings	Postings whose transaction date is after the current Nominal Ledger period end date. These are stored in the deferred postings file and will not be updated into the ledger during the 'Update Waiting Postings' routines, as current postings are. Closing the period moves postings from the deferred file to the current one when their transaction date becomes earlier than the new period end date.
Delivery Note	Sent to the customer with goods to show what should be on the order. The recipient will normally sign to prove the order has been fulfilled. The document is retained in case of any future dispute.
Department (DP)	A subdivision of a cost centre where costs are required to be collected and reported on separately; for example, a sales area or a manufacturing depot.

Direct Debit	A recurring bank transaction. The first and last payment amounts may differ from the regular payment. They may be subject to VAT and the frequency of payment may be weekly, monthly, quarterly or some other specified period. As with standing orders, the necessary payment or receipt transactions are automatically posted using either a daily or monthly routine.
Direct Delivery	The ability to deliver goods directly to the customer based on the sales orders they raised, or deliver to a customer, supplier or other location not related to an initial sales order.
Direct Expenses	Those expenses that are incurred in the actual manufacture and sale of the product or the sale and provision of the service (the expenses incurred by the business actually trading).
	For example, the wages of machine operators, the power to run the machines, the wages and commission of sales staff, the cost of advertising and any sales promotions.
Discount	A reduction in price allowed to a customer for loyalty, early payment or bulk buying.
Dispute Codes	Codes used to mark purchase invoices as disputed.
Distributable Profits	In company accounts these are the sums that are available for dividends to shareholders. While based on the net profit, they may be increased by undistributed profits from the previous year or reduced by the need to retain some for the reserves.
Dividend	The amount paid out per share. Usually described as a percentage of the face value (the original price) of one share. So a 10% dividend on a £1.00 share would be 10p.
Double Entry	A system of book-keeping in which every transaction of a business is entered as a debit in one account and as a credit in another. As every transaction must have an equal or zero effect on both sides of the accounting equation, every positive amount entered (debit) must be mirrored by a negative amount or amounts (credit).

Drawings

Cash or goods taken from the business for the owners personal use. Drawings only apply to sole traders and partnerships. Drawings do not count as an expense in the Profit and Loss financial statement and must be included in the 'financed by' section of the Balance Sheet.

Due Date

The date by which an invoice should be paid. This is used for the Aged Creditors or Aged Debtors reports.

E

EC Country

A country that is in the EC trading area, identified by its country code. These countries are required to follow specific trading procedures. The VAT implications of trading in EC countries are described in the *Sage 200 Accounting System Manager* documentation.

Equity

The money invested in a business to get it started, together with any subsequent cash investments net of withdrawals (the interest of ordinary shareholders in a company).

Euro Currency in Transition

This is a currency which has joined the euro but is in a period of transition. During a transitional period both the euro and the country's currency may be used to trade simultaneously.

Exchange Differences

When trading in foreign currencies, changes in exchange rates may affect the profit and loss on a transaction. These exchange differences are posted to the Nominal Ledger 'Exchange Differences' account.

Exchange Rate

The calculation a bank will use to convert the price of one currency into another currency. Whilst some exchange rates are fixed by agreement, most change daily.

Expenses

Expenses are those items that the company buys which do not go to actually create that company's product or service. For example, stationery, petrol, promotional goods.

F

Factor House
A third party company that collects a supplier's debts on their behalf.

Factored Pricing
Allows one stock line to be bought, sold and held in stock varying units.

For example, aluminium wire could be bought in 2000m lengths, sold in lengths of 100m, 200 m and 300 m but may be held in stock in 1000 m coils. Factored pricing allows you to convert the buying and selling prices from one unit to another, where required.

FIFO
FIFO, or First In First Out, is an assumption that enables the cost of stock to be calculated. When sales are made the items sold are assumed to be the earliest purchased, so the cost of items in stock always reflect the most recent purchases.

Finance Charges
Charges applied to customers who fail to pay within the time agreed. The charges may escalate depending on the length of time bills are unpaid.

Financials Modules
Financials modules within Sage 200 comprise Sales, Purchase and Nominal Ledgers and the Cash Book.

Fixed Assets
Assets which the business intends to retain for the coming year rather than convert into cash. Typical fixed assets include property, office equipment and motor vehicles.

Fixed Price
The cost of the job is decided up front and is not based on what it has actually cost to complete the job.

Foreign Currency
Any currency other than base currency, in which an account operates. Currency processing implications are described in the *Sage 200 Accounting System Manager* documentation.

Free of Charge Issue
Issuing stock to customers where no charge is made for the goods.

Free Stock
The amount of unallocated stock available at a given place, where place can be a location, warehouse or warehouses.

Free Text Item

Items that have not been defined in the Stock or Sales Order Processing module, and which may have lengthy descriptive text to be included in a quotation, pro forma invoice or order.

Full Order Entry

Orders for account customers in Sage 200 Sales Order Processing system. Goods ordered in this way are despatched from the warehouse with a despatch note, and an invoice for payment is generated separately. Such orders may be subject to discount. Some payments may be received and entered at the same time as the order.

Future Accounting Period

Periods marked with a 'Future' status cannot receive any postings. Any transactions posted onto the Nominal Ledger with a date in the future are deferred until the period is opened.

G

General Ledger

See Nominal Ledger.

Goods Received Number (GRN)

The Goods Received Number, also known as GRN, is assigned to a record when goods or services are confirmed as received. It is also applied to a record when goods are returned to a supplier during the Confirmed Goods Returned activity.

Goodwill

An intangible asset of a business reflecting its commercial reputation and customer connections.

Group Accounts

These are used to group Nominal Ledger accounts for reporting purposes only.

Gross

The amount before any deductions are made.

Gross Margin

A measure of the profitability of a business by which the gross profit is divided by the sales. It is usually expressed as a percentage.

Gross Profit

The difference between total revenue from sales and the total cost of purchases or materials, with an adjustment for stock.

H

Held Journal Entry

Journal entries that have not yet been completed are called held. They are stored in a special file until such time as they are completed, when the postings within each journal entry will be moved either to the current or deferred postings files depending on their posting date. Entries may be held for several reasons; for example, the entered postings do not balance and further investigation is required, or authorisation is required from another user.

Historical transactions

These are transactions that have been transferred to the historical transactions file which is controlled by settings within each module.

Honorarium

A voluntary fee paid for a service that is usually free.

I

Intangible Assets

Assets, especially fixed assets, can be considered as tangible and intangible; tangible assets are physical entities, whereas intangible assets are conceptual. Intangible assets include copyrights, patents, goodwill. They are saleable but do not contain any intrinsic productive value.

Internal Issue

Issuing stock items requested by an internal department.

Intrastat

Supplementary Statistical Declarations (SSD), are necessary for VAT registered businesses with a value of despatches of goods to other EC countries or of arrivals of goods from other countries exceeding a threshold.

Inventory Management

The process of managing your stock control.

Invoicing

The process of billing for payment.

J

Job Costing

A cost accounting system, which allocates costs to specific jobs.

Journal

A record that holds one or more transactions for posting. Synonymous with batch in batch processing.

Journal Entries	Double entry transactions that can only be entered directly in the Nominal Ledger module. These can be corrections to postings from the other ledgers or additional transactions that do not relate to the other ledgers.

L

Landed Costs	The costs incurred in shipping and handling products can be calculated separately from the product costs and logged to a separate Nominal Ledger account. If you choose to do this in Sage 200 you can maintain and track your shipping, handling and any importation costs independently.
Ledger Date	This dictates the end of the current period being processed.
Ledgers	The principal book in which the transactions of a business are recorded. The details of customers and their transactions are recorded in the Sales Ledger; purchasers and their transactions are recorded in the Purchase Ledger. All ledgers are amalgamated in the Nominal Ledger by the posting of balances from the individual ledgers. The Nominal Ledger also receives postings from the Cash Book and directly from journal entries for all other accounting transactions.
Liabilities	Amounts owed by a business to third parties including suppliers, banks, tax authorities and employees.
Liquid Asset	See Current Asset.

M

Margin	The purchase and sale of a goods item may be shown as Cost Price + Profit = Selling Price. The profit when expressed as a fraction or percentage of the selling price is known as the margin.
Mark-up	The purchase and sale of a goods item may be shown as Cost Price+Profit=Selling Price. The percentage added to the cost price to provide a profit is known as the mark-up.
Memo	Free format text entered against a specific account.

Memorandum Accounts

Whenever you are posting transactions to the Nominal Ledger using the journal entry facilities, the total of all postings in the batch needs to balance to ensure accurate double-entry bookkeeping. However, any value associated with a memorandum account does not affect either the debit or credit total of the journal. This enables you to analyse values in more than one way without affecting the balance of accounts or the ledger as a whole.

Module

A term which denotes features based in and around an area of accounting. For example, sales are described and contained within the Sage 200 Sales Ledger module.

Month End

A specific processing routine available for each Sage 200 Financials module. See Period End Routines.

Multiple Locations

Used when stock is stored in several different places; for example, warehouses and bins.

Multiple Units

Used when stock is bought, stored and sold in different measures; for example, cases and bottles.

N

Net

The amount that remains after all deductions have been made.

Net Book Value

The original value of the asset less any depreciation charged to date.

Net Profit

This is calculated as gross profit less expenses.

Net Realisable Value

The amount that would be received for the immediate sale of stock, after accounting for any costs associated directly with the sale.

Net Worth

The value of a business as represented by subtracting its liabilities from its assets.

Nominal Account

An account within the Nominal Ledger used to collect costs or revenue for inclusion on the Profit and Loss and/or Balance Sheet financial statements.

Nominal Ledger

This ledger is updated by most of the transactions posted in all ledgers. It is the core of the accounting process. The balances on all of the nominal accounts window the Trial Balance and therefore the Profit and Loss and the Balance Sheet financial statements.

Non-productive

The job is not invoiced to anyone. The cost is recorded for the company's own reference only.

Non-trading

This refers to nominal accounts and transactions that do not relate to the Sales or Purchase accounts.

Non Traceable Item

Any stock item not set to use batch/serial numbers and therefore cannot be traced from purchase through to sales.

O

On Hold Flag

An indicator that an account is in a query status for some reason. This prevents certain processing against this account until the flag is cleared.

Open Accounting Periods

Sage 200 now enables the system to have up to 20 accounting periods open at the same time. This status allows the Nominal Ledger to receive transactions from the source modules chosen. If more than one period is open at the same time, Sage 200 uses the date of the transaction to determine which open period will receive the posting.

Opening Balances

The balance of an account when it is initially opened, or the balance carried over from the previous accounting period (the closing balance).

Open Item Accounting

Open item accounting is probably one of the most widely used methods for computerised accounts. It enables all outstanding transactions to remain visible on the account record, until such time as they are allocated and removed when the period is removed. Transactions, such as invoices, paid when payments are posted to the ledger, can be specifically allocated to the individual transaction to which they relate.

Provided the whole outstanding transaction is allocated in this way, the Period End routine removes it, freeing disk

space for new transactions. The details of the transactions however, remain on file until period end. All outstanding amounts, whether they are part allocated payments, disputed transactions or unpaid or part-paid invoices, remain on the ledger from one period to another, showing full details, until such time as they are fully allocated, and have exceeded the time limit denoted in the ledger setting 'Keep transactions for'. For more information see your *Sage 200 Sales Ledger* and *Sage 200 Purchase Ledger* documentation.

Operating Currency

Although the Nominal ledger only operates in your base currency, the trading accounts and bank accounts can operate in other currencies, as long as these are set up in your currency table in the Accounting System Manager. The currency each account uses is called their operating currency.

Operating Profit

This is calculated from gross profit, less the expenses incurred in trade. It will be the same as the net profit unless the business has other income from investments or expenditure on loan interest. These items are not considered in calculating the operating profit.

Order Acknowledgement

Raised once an order has been received to confirm with the customer that you are able to fulfil the order. An order acknowledgement will show the items along with confirmation of prices.

Order Line

The requested goods or services in an order, covering standard items, free text items, additional charges and comments.

Order Processing

Activities based around administrating orders and seeing them through to shipment or production.

Overdraft

A bank facility that allows customers credit with the bank so that the customer can use money that they do not currently have available.

Overheads

Business expenses, such as rent, that are not attributable directly to any department or product and can therefore be assigned only arbitrarily.

Overtrading	Engaging in more activities than can be properly financed by the company. This can often lead to bankruptcy and liquidation.

P

Paid Up Share Capital	That share capital for which all payments have been called up and made.
Payment Method	Used to define the payment types and capture payment values made at the point of sale within Sales Order Processing.
Payment Terms	These are the number of days agreed with a customer or supplier before an invoice must be paid.
Pending Transactions	Transactions that have not yet been posted to the ledgers. If a transaction is on hold (has an on hold flag entered against it) it remains pending until it is released for payment. See Transaction Status.
Period	The accounting period associated with a transaction. This is usually a calendar month within a year.
Period End Routines	Specific processing routines required for each Sage 200 module, such as the Close Period routine.
Phantom Item	An item created from a bill of materials (BOM). They are finished items that you would not sell to your customers or keep in stock. They are typically used to segment large BOMs and to assist in planning how to build a finished item.
Picking List	A list that can be printed to support the sales order despatch process. The list details the stock items and where they are stored.
POP	See Purchase Order Processing.
Posting	The processing of an accounting transaction.

Posting Accounts

These are the only types of account to which a posting may be made which is reflected in the trial balance and other financial statements. This includes all the accounts of the profit and loss and balance sheet.

Posting Date

This is the date you post a transaction to the ledger or to the posting file. For example, if a transaction is posted to the waiting or pending posting file on one date and then updated to the ledger on another date, it is the first date which is classed as the posting date.

Generally this is the same as the allocation date but if you give transactions an allocation date that is different from the system or today's date (for example, allocate the transactions retrospectively or put an account on hold), the posting date is the system date when the transaction is physically posted and so will be later than the allocation date.

Prepayments

The process of deferring expenditure and income to the accounting period in which it is incurred. This usually involves setting up an asset on the Balance Sheet for bills paid in advance, and then releasing that asset by instalments to the accounting periods in which the service is actually provided.

Pre Receipt

Specific to batch/serial numbered items that are set to permit negative stock levels, allowing the item to be allocated when there is insufficient stock available. A pre receipt is, in effect, a shortfall for the item that is satisfied when more stock is recorded into Sage 200.

Price Band

A way of offering different sales prices on items to different groups of customers. You define the price bands and then specify which customers belong to each band.

Price Book

A Sage 200 module which allows extensive flexibility and control over prices and discounts.

Primary Location

Primary location point where a stock item is stored. The warehouse is the default primary location provided with Sage 200 when using multiple locations.

Product Group   A group of stock items of similar type and processing requirement.

Profit   The excess of revenues over outlays and expenses in a business.

Profit and Loss on Exchange   See Currency Adjustments.

Profit and Loss Financial Statement   A report that categorises the income and expenditure of a business over an accounting period. The profit (or loss) of a business is its income less its expenditure; profit is analysed, along with gross profit (sales less the cost of those sales) and net profit (all income less all expenditure, before and after tax has been deducted).

Pro Forma Invoice   A request for payment before a service has been carried out. Most commonly used for new customers or those who are potential bad debtors.

Provision for Bad Debt   An amount put by for those debts which may not be paid. It appears as an expense on the Profit and Loss financial statement and is deducted from the debtors control account.

Purchase Credit Notes   These are issued by suppliers in order to cancel purchase invoices either in full or in part. They are normally issued when goods or services are faulty or when the purchase invoice was incorrect.

Purchase Discounts   Purchase discounts may be given for a variety of reasons: buying in bulk, spending large amounts, being a preferred customer or settlement discount.

Purchase Invoices   These are issued by suppliers as a request for payment in respect of the supply of goods or services.

Purchase Ledger   The Purchase Ledger keeps track of all invoices, credit notes and discounts sent to you by suppliers. It can be quickly referred to if you want to find the current status of any of the supplier accounts. The total balance outstanding should equal the balance of the creditors control account in the Nominal Ledger.

Purchase Order Processing   The administrative functions based around processing purchase orders. Purchase orders are documents that state the quantity, description and price of goods and services ordered, agreed terms of payment, discounts, delivery and all other agreements pertinent to the purchase and its supply. The Sage 200 Purchase Order Processing module is where you can manage and track your purchase orders.

Purchase Payments   Payments made to suppliers in respect of invoices for the goods and/or services supplied.

Q

Quick Ratio   The liquid or quick ratio is current assets less stock to current liabilities.

Quotation   A statement of the current market price of a security or commodity.

R

Rapid Order Entry   A fast track method of order entry in Sage 200 Sales Order Processing system. Orders are quickly keyed into the system using default prices and discounts for the customer, which you can change if you have the appropriate user permissions to allow you to do this.

Ratio Analysis   Technique for analysis of the business by comparing selected figures from the accounts.

Reconciliation   The process of agreeing accounting entries from one source, with entries from another source. The most usual reconciliation is a bank reconciliation, which matches transactions posted against a bank account with the statement received from the bank.

Recurring Journals   Journals set up once in the Nominal Ledger, which run automatically each financial period thereafter, according to the financial period specifications which have been set for the journal.

Report Category
For final accounts production, this is used in conjunction with the category. A single character code determines whether the account is a profit and loss item (P) or a balance sheet item (B).

Reserves
Movements in the value of a business not made up directly from cash injections and withdrawals. Principally, they reflect the net profit or loss of a business, together with any unrealised changes in the value of its assets.

Retention
An amount of money retained by a customer for a specified period of time after a service has been provided, to ensure that if anything should subsequently go wrong then it will be rectified.

Retrospective Aged Creditors/ Debtors Reports
The Retrospective Aged Creditors and Debtors reports show outstanding balances on each account, aged over the periods specified, compared with a specific ageing date.

Returns
Goods returned to the business by a customer, or by the business to a supplier.

Revaluation
A calculation to find the current base currency value of a transaction carried out in a different currency. This calculation produces different results at different times because of fluctuating exchange rates.

Reverse Transaction
A method of removing a transaction to correct an error, for example.

S

Sale or Return
Goods supplied on the understanding that if not sold on (by the customer/retailer) they may be returned without charge. Such transactions are best not recorded in the accounts, until the actual sales figures are known.

Sales Credit Notes
These are issued to customers in order to cancel sales invoices either in full or in part. They are normally issued when goods or services are faulty or when the sales invoice was incorrect.

Sales Discounts

Sales discounts may be allowed for a variety of reasons; for example, buying in bulk, spending large amounts, being a preferred customer or settlement discount.

Sales Ledger

The Sales Ledger keeps track of all invoices, credit notes and discounts sent to customers and all receipts received from customers. It can be quickly referred to if you want to find the status of any of the customer accounts. The total balance outstanding should equal the balance of the debtors control account in the Nominal Ledger.

Sales Order Invoice

VAT invoice sent to the customer, usually after goods have been dispatched. It lists the items received, including quantity, prices and any discounts.

Sales Order Item

A simple type of stock item, created and maintained in the Sales Order Processing module. There is no concept of stock quantity or stock level control associated with these items, and it is not possible to allocate these items.

Sales Order Processing

The administrative functions based around processing sales orders. Sales orders are documents that state the quantity, description and price of goods and services ordered, agreed terms of payment, discounts, delivery and all other agreements pertinent to the sale and its supply.

The Sage 200 Sales Order Processing module is where you can manage and track your sales orders.

Sales Receipts

These are made when invoices are paid off by the recipient of the goods or services.

Secondary Location

Secondary location point where a stock item is stored. The bin is the default secondary location provided with Sage 200 when using multiple locations.

Serial Numbered Item

A standard stock item assigned serial numbers enabling single stock items to be traced from purchase through to sales.

Settings

Settings that control the way your Sage 200 modules operate.

Settlement
Concluding a sales or purchase contractual agreement by payment of debt outstanding.

Shortfall
An item's stock level that falls below zero. This can occur when the item permits negative stock levels, allowing the item to be deployed when there is insufficient stock available.

SOP
See Sales Order Processing.

Source Modules
The Sage 200 Sales Ledger, Purchase Ledger, Cash Book and Stock modules are all referred to as source modules because they are a source for the transactions accepted by the Nominal Ledger.

Standard Item
Stock, miscellaneous, or labour or service item, used to specify goods or services required on an order.

Standing Order
A recurring bank transaction in which a specified amount is paid from the bank account to an expense account for a definite number of periods. Standing orders may include VAT and may be processed on a daily or ad hoc basis.

Stock
The total goods or raw materials held by a business for the purpose of resale. Stock is valued in the balance sheet at the lower of cost or net realisable value.

The Sage 200 Stock Control module is where you record stock details and track stock levels.

Stock Unit
The unit of measure used to count the quantity of an item in stock.

Subcontractor
An individual who works on a job but is not employed directly by the company. There are two types of subcontractor: those who hold a certificate entitling them to handle their own income tax, and those who do not. Those with a certificate would not be set up on the company's payroll but would invoice the company direct and normally appear as a supplier in the Purchase Ledger. Those without a certificate would have their income tax deducted at source via the company's PAYE scheme. In both cases the cost of employing a subcontractor is charged directly to the job.

Supplementary Statistical Declarations   See Intrastat.

Surcharge   The opposite of discount, resulting in an increase in order value.

Suspense Account   The nominal account automatically updated when an invalid account is specified for a transaction. It is also used when you are unsure what to do with a value. The suspense account can be used as a holding account until you decide what to do with the value. The balance on the suspense account should ultimately be zero.

T

Tax   Tax, normally referred to as Value Added Tax in the UK or Irish VAT in the Republic of Ireland, may be applied to sales and purchase transactions in certain circumstances. These circumstances are described in the *Sage 200 Accounting System Manager* documentation.

Time and Materials   The cost of the job is the value of materials and labour attributed to the job.

Traceable Item   A batch/serial numbered item enabling stock items to be traced from purchase through to sales.

Trade Counter Entry   Simple order entry in Sage 200 Sales Order Processing system. This is associated with over the counter sales. The customer picks the goods, pays immediately and you then ship the product.

Trade-ins   An asset part-exchanged for another asset. This involves a sale and a purchase. The asset being sold has a net book value at the time of sale. If the selling price is more or less than this value, a profit or loss on sale is accounted for in the Profit and Loss financial statement.

The selling price of the asset being disposed of is offset against the asset being acquired, the difference being paid to the supplier of the new asset.

Trading Account	Compares sales, stock used, and direct expenses to find the profit or loss made by simply buying and selling.
Transaction	A record of an exchange between one party and another, normally between your company and another company, usually a customer or a supplier.
Transaction Analysis Codes	Codes used to group items for reporting analysis.
Transaction e-Mail	A mechanism for sending and receiving order documentation using e-mail to support the order process in Sales Order Processing and Purchase Order Processing.
Transaction Status	Refers to the status of the transaction. Can be one of the following:
	Blank - nothing is allocated.
	Part - some of the transaction amount has been posted to the ledger.
	Full - all of the transaction amount has been posted to the ledger.
Trial Balance	A list of all the nominal accounts at a given time, together with their net balances, shown as either a debit or a credit balance. The double entry book-keeping system, if completed correctly, requires that the total of all debits equals the total of all credits. The balances should always be equal.
Triangulation	If you are using a foreign bank account but the payment or receipt currency is different to both the bank currency and your base currency, triangulation has to take place via your base currency, to determine the exchange rate to be used for the transaction. The rate from each currency to the base currency is amalgamated to produce an overall conversion rate that is then used to convert the transaction amount.
	When a transaction involves a transitional euro currency (a currency that has agreed to move to the euro but has, for example, three years grace to phase out the country's own currency) then the conversion must always be via the euro.

The rate from each currency to the euro will be amalgamated to produce an overall conversion rate that is then used to convert the transaction amount.

Turnover	*(1.)* The total sales figures for a company for a set period. *(2.)* The rate at which stock is sold and replaced.

U

Unique Reference Number (URN)	The unique reference number assigned to a complete transaction to assist in tracing the progress of the transaction through Sage 200. This number is 12 digits long and comprises of: 3 digits for the user number, 2 digits for the source module in which the transaction was created, and a 7 digit sequential reference number.
Unit of Measure	The quantity in which a stock item is measured for purchase, sale or storage.
Unit Price	The price paid per unit of item purchased, or charged per unit of item sold.
Unpresented Cheques	Cheques paid out, which are passing through the bank clearing system, but have not yet been presented to the bank where the account is maintained.
Unquoted Investments	Investments not dealt in on a recognised stock exchange.

V

Valuation	Formal assessment of worth, for example, valuation of property.
VAT	Value Added Tax is applied to sales and purchase transactions in certain circumstances. These circumstances are described in the *Sage 200 Accounting System Manager* documentation.
VAT Invoice	An invoice issued by a supplier registered for VAT showing the supplier's VAT registration number, the date of issue and the tax point.

VAT Outputs and Inputs	The HM Revenue and Customs department requires all businesses registered for VAT to account to them for all amounts of VAT charged on invoices (outputs) net of amounts incurred on purchase invoices (inputs).
VAT Receipt	A receipt showing the amount of VAT as a separate item, together with the issuer's VAT registration number.
VAT Registration Number	All businesses registered for VAT are given a registration number. This number must be printed on all invoices.
VAT Return	The form on which input and output VAT is declared to HM Revenue and Customs or your local tax authority..
VAT Tax Point	The date on which VAT eligible sales are completed.

W

Waiting Postings	Transactions that have not yet been posted to the Nominal Ledger. These can be updated using the Nominal Ledger 'Update Waiting Postings' routine.
Warehouse	Primary location point where a stock item is stored. The warehouse is the default primary location provided with Sage 200 when using multiple locations.
Working Capital	The excess of current assets less current liabilities.
Write Off	*(1.)* To cancel a bad debt or obsolete asset from accounts. *(2.)* To consider a transaction as a loss or set off (a loss) against revenues. *(3.)* To depreciate an asset by periodic charges. *(4.)* To charge a specified amount against gross profits as depreciation of an asset.

X

XML	Extensible Markup Language file format. Sage 200 can import and export data in XML format.

Y

Yield	The annual income provided by an investment.

Z

Zero Rated   Denoting goods on which the buyer pays no VAT (tax) although the seller can claim back any VAT (tax) paid.

Appendix: CSV and XML Import

This appendix builds on chapters *Chapter 3, Establish and Maintain Customer Records* and *Chapter 7, Manage Customer Accounts*.

It details the specific database identifiers required to import both account information (header) and transactions into the Sales Ledger, as well as the file formats compatible with the import process.

Important Note: You can find the most up-to-date information about all the import templates for Sage 200 in the *Import Template Information User Guide,* available on your programme CD in PDF format.

Import Sales Accounts

Use the Sales Ledger Import routine to create new sales accounts using another software package and bring that across into Sage 200 or from one Sage 200 company to another.

> **Note:** You cannot use the 'Import Accounts' routine to add information to an existing account. So, for example, you cannot add address lines to an existing account. The 'Import Accounts 'routine only writes new records for Sage 200.

To use the routine you need to:

● Prepare an import file.

● Run the 'Import Accounts' routine.

Prepare import file

You must prepare the import file in ASCII format. You can use:

● Comma Separated Value (CSV), using a text editor.

  If you use CSV format to import information, you must include a file header defining the fields (identifiers) you intend to import. Then each new record must start on a new line and each value must be separated from the next by a comma.

  You can use SalesAccounts.csv, which is the file template supplied with Sage 200 or build your own file using the identifiers defined below to prepare the import file.

● Extensible Markup Language (XML), using an XML editor.

  If you use XML format to import information, each value must be separated from the next using tags <field name> to define and start the identifier and </field> to define and close the identifier, with the import entry defined between. For example:

  <field name="AccountNumber"></field>.

Each record must be allocated its own line using <row> to start the record and </row> to close the record.

You can build your own file using the identifiers defined below to prepare the import file.

Note: You can amend the import layout using Sage Report Designer. For more information see the Sage Report Designer tool. You can also amend the layout using any text-based editor.

Run the import routine

When you invoke the 'Import Accounts' routine you have the option to specify certain defaults for sales accounts. They are:

● Nominal code

● Payment terms

● Account history length (keep transactions for)

● Country code

By leaving the relevant database identifiers blank in the import file, the routine automatically applies the specified defaults to the sales account for you.

The 'Import' routine has two options; you can choose:

● 'Validate records only', to check the import file, or

● 'Validate and import records', to both check the import file and apply valid data to the Sales Ledger.

During the validation process the routine checks the import file to make sure it is correctly prepared. It checks that the database identifiers are specified correctly and the data is compatible with existing data in your system's database, for example valid cost centres and departments.

The routine automatically prepares a report which lists all accounts in the import file indicating successful and failed accounts. Failed accounts are annotated with a reason for their failure in the report. Use the report to identify failures.

Successful accounts are immediately applied to the Sales Ledger if you have selected the option, 'Validate and import records'.

import file identifiers

Notes:

1. The AccountNumber identifier is compulsory.

2. The remaining identifiers can be included in the import file (one identifier to one column).

3. To import Head Office and Branch accounts in the same file, Head Office accounts must be defined before branch accounts.

Identifier	Format	Description and Comments	Required?
AccountNumber	Text 8 chars	Sales Ledger account number. Must not exist in Sage 200 already.	Compulsory
AccountName	Text 60 chars	Customer name.	Compulsory
ShortName	Text 8 chars	Short name for customer.	Optional
AccountBalance	Number 15.2	Customer account balance.	Optional
CreditLimit	Number 15.2	Customer credit limit.	Optional
CurrencyISOCode	Text 3.0 chars	Currency code. Must be valid.	Optional
SYSExchangeRateType	Number 2.0	Exchange rate type defined in Accounting System Manager. Valid values are: 0 - Single 1 - Period	Optional
CountryCode	Text 2 chars	Customer country code. Must already exist in Sage 200.	Compulsory
TaxRegistrationNumber	Text 13 chars	Customer tax registration number.	Optional
MonthsToKeep TransactionsFor	Number 2.0	Number of periods to keep customer transactions. Must not be greater than 36.	Optional

Identifier	Format	Description and Comments	Required?
DefaultOrderPriority	Text 1 char	Priority code for allocating stock to customer orders in SOP. Must be a character between A and Z.	Optional
FinanceCharge	Number 2.0	Customer finance charge code. This can be 0 - 20.	Optional
DefaultNominal AccountNumber	Text 8 chars	Default nominal code for nominal postings.	Optional
DefaultNominal CostCentre	Text 3 chars	Default cost centre for nominal postings.	Optional
DefaultNominal Department	Text 3 chars	Default department for nominal postings.	Optional
AccountType	Number 2.0	Indicates account type as follows: 0 - Balance forward 1 - Open item 2 - Automatic allocation.	Optional
EarlySettlement DiscountPercent	Number 5.20	Percentage default settlement discount. Must be between 0 and 100.	Optional
DaysEarlySettlement DiscountApplies	Number 2.0	Number of days for which discount is valid.	Optional
PaymentTermsInDays	Number 2.0	Number of days credit given. Must be between 0 and 255.	Optional
SYSPaymentTermsBasis	Number 2.0	Basis for ageing can be: 0 - Calendar monthly 1 - Start of month 2 - End of month 3 - Document date	Optional
UseConsolidatedBilling	Number 2.0	Indicates if you consolidate all SOP orders for the customer onto one invoice. 1 - Orders are to be consolidated. 0 - Orders are not consolidated.	Optional

Identifier	Format	Description and Comments	Required?
TradingTerms	Text 30 chars	A description of the trading terms.	Optional
CreditReference	Text 60 chars	Credit reference number obtained from credit bureau.	Optional
CreditBureau	Text 50 chars	The name of an existing credit bureau as defined in Accounting System Manager.	Optional
CreditPosition	Text 50 chars	The name of an existing credit position.	Optional
TermsAgreed	Number 2.0	Indicates if the customer has agreed the credit terms. 1 - Terms are agreed 0 - Terms are not agreed	Optional
AccountOpened	Text 8 chars	Date when account was opened.	Optional
LastCreditReview	Text 8chars	Date when a credit review was last completed for the account.	Optional
NextCreditReview	Text 8chars	Date when next credit review will take place for the account.	Optional
ApplicationDate	Text 8chars	Date credit reference application made.	Optional
DateReceived	Text 8 chars	Date credit reference application received.	Optional
InvoiceLineDiscount Percent	Number 5.20	Percentage discount for invoice line.	Optional
InvoiceDiscountPercent	Number 5.20	Percentage discount for invoice.	Optional
SendCopyStatement ToBranch	Number 2.0	Indicates if statements are to be produced for branch account in addition to head office account. Can be: 1 - Branch and Head Office. 0 - Head Office Only.	Optional

Identifier	Format	Description and Comments	Required?
AccountIsOnHold	Number 2.0	Indicates if the account is on hold. 1 - Account is on hold. 0 - Account is not on hold.	Optional
ValueOfCurrentOrdersIn SOP	Number 5.20	Value of current orders in SOP.	Optional
DateAccountDetails LastChanged	Text 8 chars	Date account details were last amended.	Optional
DateOfLastTransaction	Text 8 chars	Date of last transaction.	Optional
EuroAccountNumber CopiedFromTo	Text 8 chars	Account number of euro duplicate account. Must not exist in Sage 200 already.	Compulsory
DateEuroAccountCopied	Text 8 chars	Date euro duplicate account created.	Optional
UseTransactionEMail	Number 2.0	Indicates if transaction e-mail is in use. 1 - Transaction e-mail is in use. 0 - Transaction e-mail is not in use.	Optional
TransactionEMail	Text 200 chars	Transaction e-mail address.	Optional
ContactName	Text 60 chars	Customer contact name.	Optional
TelephoneNumber	Text 20 chars	Customer telephone number.	Optional
FaxNumber	Text 20 chars	Customer fax number	Optional
AddressLine1	Text 60 chars	Customer account address line 1.	Optional
AddressLine2	Text 60 chars	Customer account address line 2.	Optional
AddressLine3	Text 60 chars	Customer account address line 3.	Optional
AddressLine4	Text 60 chars	Customer account address line 4.	Opdional
PostCode	Text 10 chars	Customer post code.	Optional
DateFinanceChargeLast Run	Text 8 chars	Date finance charges were last run.	Optional

Identifier	Format	Description and Comments	Required?
AssociatedOfficeType	Number 2.0	Indicates if this is a head office account. Can be: 0 - Independent 1 - Branch 2 - Head Office 3 - Independent no Statement 4 - Head Office no Statement	Optional
AssociatedHeadOffice AccountNum	Text 8 chars	Indicates associated head office account to receive statements. Must already exist in Sage 200.	Optional
AnalysisName\1	Text 50 chars	Analysis code.	Optional
AnalysisValue\1	Text 20 chars	Analysis code name.	Optional
AnalysisName\2	Text 50 chars	Analysis code.	Optional
AnalysisValue\2	Text 20 chars	Analysis code name.	Optional

Note: You can have any number of AnalysisName/AnalysisValue pairs that you want. When you import your account file you can select the 'Ignore Invalid Analysis Code' box so you can import Analysis Name and Value pairs that do not already exist in Sage 200. For more information see *Create account records from imported data on page 63*.

Import Sales Transactions

Use the Sales Ledger 'Import Transactions' routine to bring customer transactions generated from another software package into Sage 200 or from one Sage 200 data set to another into your system. However you cannot use the 'Import Transactions' routine to:

● Add information to existing transactions.

 You cannot add transaction dates to an existing transaction, for example. The 'Import Transactions' routine only writes new records for Sage 200.

● Import a foreign currency receipt of payment.

To use the routine you need to:

● Prepare an import file.

● Run the 'Import Transactions' routine.

Prepare import file

You must prepare the import file in ASCII format. You can use:

● Comma Separated Value (CSV), using a text editor.

 If you use CSV format to import information, you must include a file header defining the fields (identifiers) you intend to import. Then each new record must start on a new line and each value must be separated from the next by a comma.

 You can use 'SalesTransactions.csv', which is the file template supplied with Sage 200 or build your own file using the identifiers defined below to prepare the import file.

● Extensible Markup Language (XML) using an XML editor.

 If you use XML format to import information, each value must be separated from the next using tags <field name> to define and start the identifier and </field> to define and close the identifier, with the import entry defined between. For example:

 <field name="AccountNumber"></field>.

 Each record must be allocated its own line using <row> to start the record and </row> to close the record.

You can build your own file using the identifiers defined below to prepare the import file.

Note: You can amend the import layout. For more information see the Sage Report Designer tool. You can also amend the layout using any text-based editor.

Run the import routine

Successful transactions are applied to customer accounts if you choose to validate and import records.

Transactions which result in nominal postings are added to the waiting postings file in the Nominal Ledger. They are subsequently applied to nominal accounts when you run the 'Update Waiting Postings' routine from the Nominal Ledger. Or if you are using 'Update Nominal Ledger on-line' (set in Accounting System Manager) within the Sales Ledger the generated postings are applied directly to the Nominal Ledger.

The routine automatically applies a posting date of zero (0) to each transaction as they are posted to the Sales Ledger. It also allocates a URN to any transaction if it finds the 'UniqueReferenceNumber' identifier for that transaction is blank.

Note: The nominal codes for the debtors control and the VAT control account do not need to be added to the import file as the system will automatically apply the nominal codes to the transactions for you.

The 'Import Transactions' routine has two options; you can choose:

● 'Validate records only', to check the import file, or

● 'Validate and import records', to both check the import file and apply valid data to the Sales Ledger.

During the validation process the routine checks the import file is correctly prepared. It checks the database identifiers are specified correctly and the data is compatible with existing data in your system's database, for example valid cost centres and departments.

Note: The routine does not check if transactions already exist in the Sales Ledger.

The routine automatically prepares a report which lists all transactions in the import file indicating successful and failed transactions. Failed transactions are annotated with a reason for their failure in the report. Use the report to identify failures.

Import file identifiers

Notes:

1. The AccountNumber, TransactionDate, SYSTraderTranType, DocumentToBaseCurrencyRate and DocumentToAccountCurrencyRate identifiers are compulsory for all types of transaction.

2. Tax - you can have an unlimited number of tax amounts. The first is compulsory. If tax is split over 2 tax codes, the first should have the information for one tax code and the second should have the information for the other tax code.

3. Nominal Analysis - you can have an unlimited number of account numbers per transaction for invoices and credit notes. The first is compulsory to ensure correct postings to the nominal ledger. The other is optional.

Note: The Tax and Nominal Analysis sections are not applicable if importing opening balances as this type of transaction does not affect the Nominal Ledger or VAT records.

Identifier	Format	Description and Comments	Required?
AccountNumber	Text 8 chars	Sales Ledger account number. Must be valid.	Compulsory
CBAccountNumber	Text 8 chars	Cash Book account number. Must be valid.	Optional
DaysDiscountValid	Number 2.0	Number of days settlement discount is valid for.	Optional
DiscountValue	Number 15.2	Amount of settlement discount on transaction.	Optional
DiscountPercentage	Number 5.20	Percentage discount.	Optional
DueDate	Text 8 chars	Transaction due date, for example, 24062006.If the due date is left blank, the system uses the date of the imported transaction and adds on the payment terms of the customer (for example 30 days) to this date.	Optional

Identifier	Format	Description and Comments	Required?
GoodsValueInAccount Currency	Number 15.2	The goods gross value in the account currency.	Compulsory
SalControlValueInBase Currency	Number 15.2	The goods gross value in the base currency.	Optional
DocumentToBase CurrencyRate	Number 15.4	Exchange rate for the transaction to the base currency.	Compulsory
DocumentToAccount CurrencyRate	Number 15.4	Exchange rate for the transaction to the account currency.	Compulsory
PostedDate	Text 8 chars	Transaction posted date.	Optional
QueryCode	Text 1 char	Indicates if transaction is under query or not. Can be: F - Finance Charges U - Unauthorised Transactions W - Write Offs Any other character - your own	Optional
TransactionReference	Text 20 chars	First reference number.	Optional
SecondReference	Text 20 chars	Second reference number.	Optional

Identifier	Format	Description and Comments	Required?
Source	Number 2.0	This indicates the module the transaction originated from. The code entered must be valid. The various modules are: 1 - Sales 2 - Purchase 3 - Nominal 4 - Payroll (n/a) 5 - Job Costing (n/a) 6 - Stock Control 7 - SOP 8 - POP 9 - Invoicing 10 - Cash Book 11 - BOM (n/a) 12 - Fixed Assets (n/a) 98 - Ledger tax 99 - Ledger unknown source	Optional

Note: You can use any value between 16 and 90 to indicate transactions originating from an external program other than Sage 200.

Identifier	Format	Description and Comments	Required?
SYSTraderTranType	Number 2.0	This indicates the transaction type. The code entered must be valid as follows: 1 - Sales receipt (SR) 2- Sales payment (SP) 4 - Sales invoice (SI) 5 - Sales credit (SC) 6 - Opening balance invoice 7 - Opening balance credit note	Compulsory
TransactionDate	Text 8 chars	Transaction date, for example, 24032006.	Compulsory
UniqueReference Number	Number 7.0	Unique reference number for the transaction.	Optional
UserNumber	Number 4.0	User number for transaction.	Optional

Identifier	Format	Description and Comments	Required?
TaxValue	Number 15.2	The tax value of the transaction.	Optional
SYSTraderGeneration ReasonType	Number 2.0	This indicates the reason why an invoice or credit note has been created so the period balances are updated correctly. The code entered must be a valid code: 0 - Unknown (standard transaction) 1 - Finance Charge Interest 2 - Bad Debt Processing	Optional
NominalAnalysis TransactionValue/1	Number 15.2	Amount to post to each Nominal code specified on the import routine.	Compulsory
NominalAnalysis NominalAccount Number/1	Text 8 Chars	Nominal account number to post transaction to.	Compulsory
NominalAnalysis NominalCostCentre/1	Text 3 chars	Nominal cost centre to post transaction to.	Compulsory
NominalAnalysis NominalDepartment/1	Text 3 chars	Nominal department to post transactions to.	Compulsory
NominalAnalysis NominalAnalysis Narrative/1	Text 60 chars	Analysis code name.	Compulsory
NominalAnalysis TransactionAnalysis Code/1	Text 20 chars	Analysis code.	Compulsory
NominalAnalysis TransactionValue/2	Number 15.2	Amount to post to each Nominal code specified on the 'Import' routine.	Optional
NominalAnalysis NominalAccount Number/2	Text 8 Chars	Nominal account number to post transaction to.	Optional
NominalAnalysis NominalCostCentre/2	Text 3 chars	Nominal cost centre to post transaction to.	Optional

Identifier	Format	Description and Comments	Required?
NominalAnalysis NominalDepartment/2	Text 3 chars	Nominal department to post transactions to.	Optional
NominalAnalysis NominalAnalysis Narrative/2	Text 60 chars	Analysis code name.	Optional
NominalAnalysis TransactionAnalysis Code/2	Text 20 chars	Analysis code.	Optional
TaxAnalysisTaxRate/1	Number 2.0	Tax Rate code.	Compulsory
TaxAnalysisGoodsValue BeforeDiscount/1	Number 15.2	Net goods amount that tax is calculated on before discount.	Compulsory
TaxAnalysisDiscount Value/1	Number 15.2	Discount amount.	Compulsory
TaxAnalysisDiscount Percentage/1	Number 5.20	Percentage discount.	Compulsory
TaxAnalysisTaxOn GoodsValue/1	Number 15.2	Tax value at this tax rate.	Compulsory
TaxAnalysisTaxRate/2	Number 2.0	Tax Rate code.	Optional
TaxAnalysisGoodsValue BeforeDiscount/2	Number 15.2	Net goods amount that tax is calculated on before discount.	Optional
TaxAnalysisDiscount Value/2	Number 15.2	Discount amount.	Optional
TaxAnalysisDiscount Percentage/2	Number 5.20	Percentage discount.	Optional
TaxAnalysisTaxOn GoodsValue/2	Number 15.2	Tax value at this tax rate.	Optional

Index

A

Q

R

X

Y