

Debtors Setup

Functions Explained

- [Automatic Discount](#)
- [Ageing Periods](#)
- [On Hold](#)
- [Legal Handover](#)
- [Direct Debit](#)
- [BankIt Bank Feed](#)
- [Sales Margin warning](#)
- [Overdue account onhold](#)
- [Sales Rep Group Link](#)

Automatic Discount

Automatic Discount works differently in Webatar than in the main system.

Setup automatic discount on customer setup

Debtors Module> Configuration> Debtor Setup> Account Details Tab

The tick indicates that this discount needs to be applied. If a tick is off, a discount is not applied to documents or line items

There are three types of Discounts namely:

1. Line Discount
2. Discount Matrix
3. Document Discount

Line Discount

Line discount allows a user to put a discount on all items that have been marked to allow line discount.

If an item is not marked to allow line discount it will not add the discount to the line.

The screenshot shows the 'Edit Debtor' window with the 'Account Details' tab selected. The 'Line Discount' field is highlighted with a red box, indicating it is the focus of the setup. The field shows a value of 15 and a checked checkbox. Other fields include 'Default Currency' (Rand South Africa), 'Price Level' (Default - DEFAULT), 'Over Due' (0.0000), 'Last Payment & Date' (2023-12-23), 'Last Invoiced & Date' (2024-05-16), 'Line Markup cost plus' (empty), 'Discount Matrix' (Group discount 1), 'Document Discount' (0), 'Override Lock Pricing' (unchecked), 'Ageing' (Date Of Statement selected), 'Account Terms' (20), 'Forex Tax Type Override' (empty), and 'Payment Terms' (empty).

If you don't wish for a specific item to be included in the line discount you need to add a tick to No discount

Go to **Inventory module> Configuration> Inventory Setup> Pricing levels**

Them put a tick on the No Discount Tickbox

Edit Inventory Item

Inventory Detail

AttachmentMemoInfoSuppliersWarehousesAlertsInventory OverviewFunctionsClose

Inventory Code: 04-04/15S290Description: Driver bit No2 x 90mm Square

General DetailsMore DetailsPricing LevelsPropertiesComment / ReplaceBill of MaterialCustom Field

AddEditDeleteCostsClone

Page 1 of 1Displaying 1 - 1 of 1

#	Status	PS Code	Pricing Level	Cost Price	Sell Price %	Sell Price	Price I	Sell Method
1		DEFAULT	Default	110.0000	0	110	12...	Percentage

Sales Tax Type: 01 Invoice VATPricing Level: Default

Supplier Tax Type: 04 GRV VATLock Pricing: Item Created: 2021-02-15

No Discount:

Pricing Override:Overriding Level:On Promotion:Valid From:Valid To:

Save & NewSave & CloseSaveCloseRecalculate Item

Discount Matrix

Edit Debtor

Debtors Details

AttachmentMemoCreate ReminderDebtor EnquiryView AttachmentsFunctionsStandardAlertsClose

Code : ABC007Debtor Name : ABD CompanyOutstanding Balance: 87 273.5000

DetailsAddressContactsAccount DetailsGen DetailsStatutoryInfoCustom FieldsActivity

Default Currency: Rand South AfricaOver Due: 0.0000Interest Setup

Price Level: Default - DEFAULTLast Payment & Date: 2023-12-2346.0000

Line Discount: 15Last Invoiced & Date: 2024-05-1637.3800

Line Markup cost plus:Ageing: Date Of StatementDate Of Invoice

Discount Matrix: Group discount 1Account Terms: 20Forex Tax Type Override:Payment Terms:

Document Discount: 0Override Lock Pricing:

Document Discount

Document Discount will give a dis

Edit Inventory Item

Inventory Detail

AttachmentMemoInfoSuppliersWarehousesAlertsInventory OverviewFunctionsClose

Inventory Code: 04-04/15S290Description: Driver bit No2 x 90mm Square

General DetailsMore DetailsPricing LevelsPropertiesComment / ReplaceBill of MaterialCustom Field

AddEditDeleteCostsClone

Page 1 of 1Displaying 1 - 1 of 1

#	Status	PS Code	Pricing Level	Cost Price	Sell Price %	Sell Price	Price I	Sell Method
1	%	DEFAULT	Default	110.0000	0	110	12...	Percentage

Sales Tax Type: 01 Invoice VATPricing Level: Default

Supplier Tax Type: 04 GRV VATLock Pricing: Item Created: 2021-02-15

No Discount: ☒

Pricing Override:On Promotion: Valid From: Valid To:

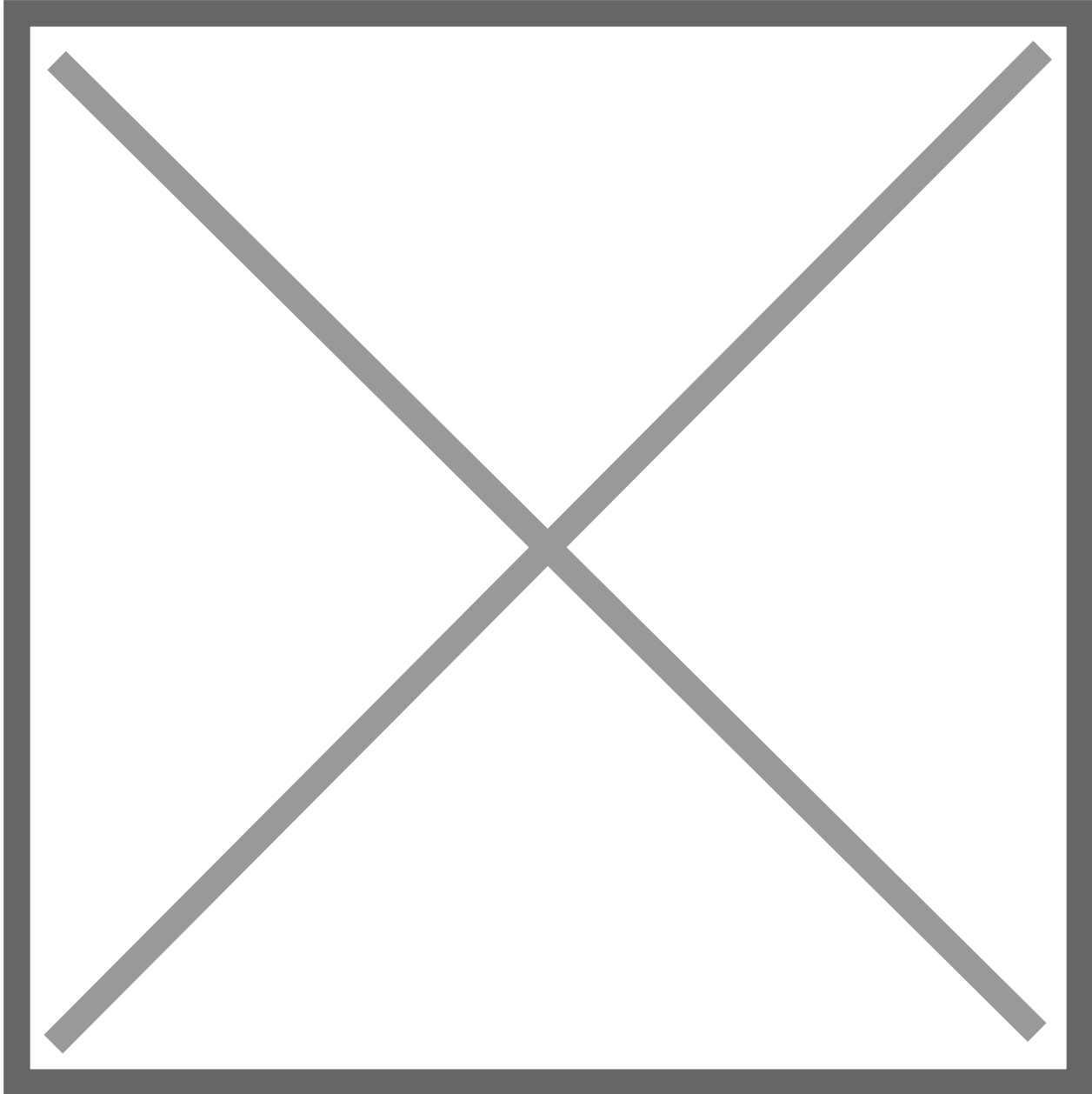
Overriding Level: Save & NewSave & CloseSaveCloseRecalculate Item

NOTE:

That when adding new items to the document in Webaccounting after a sync from Webatar.

There will be no discount applied to the new lines added.

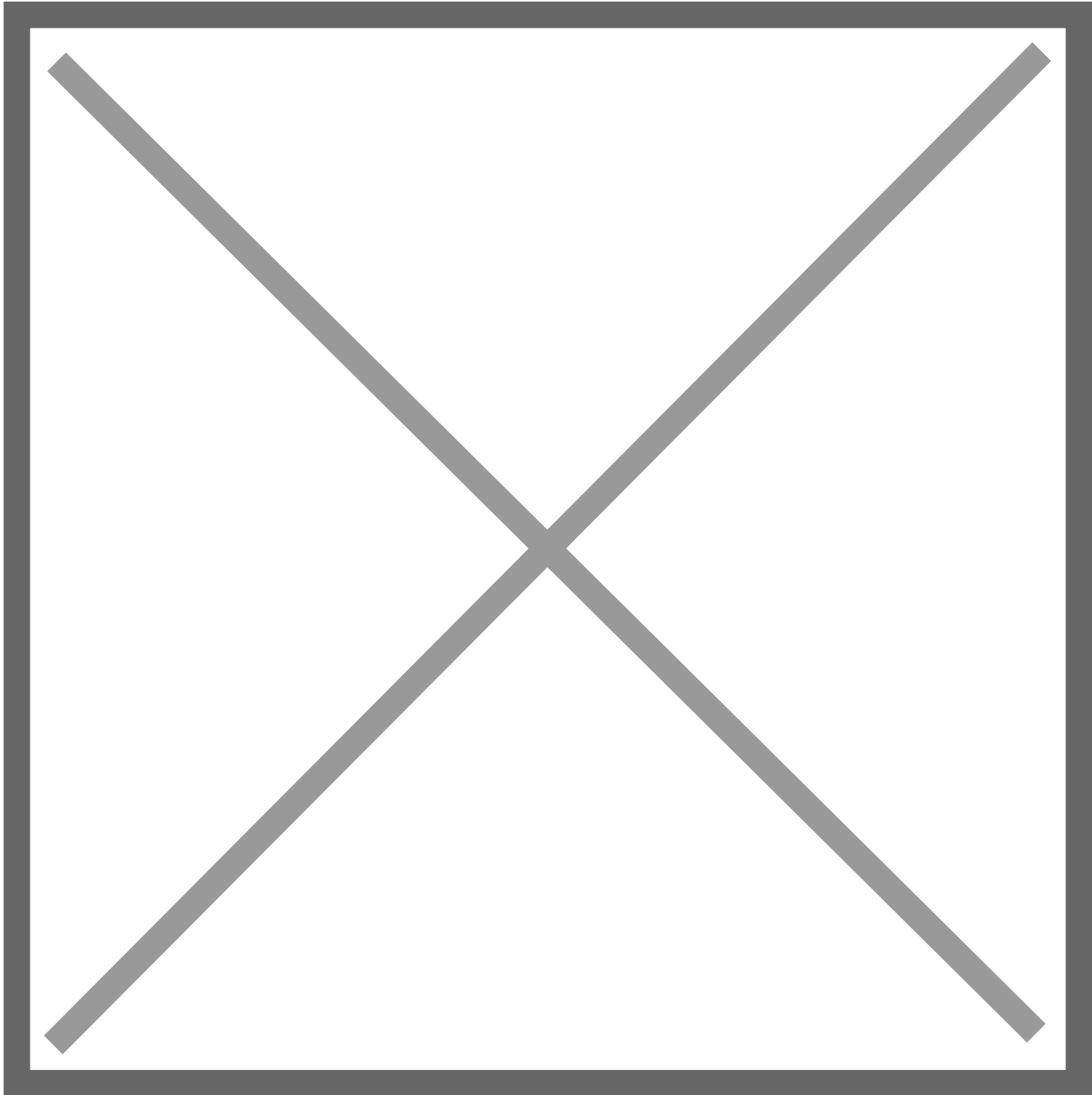
This is because when you first open up the document in Webaccounting, discount is applied to the whole document.



Ageing Periods

Video training manual 2019 - [Click Here](#)

Debtor / Customer Setup > Configuration > Setup



On Hold

On hold refers to the status of a debtor or customer account.

On hold allows you to temporarily restrict certain actions against a debtor or customer, such as processing debtor or customer documents due to the following reasons

- Credit limit exceeded
- Payment issues
- Document requirements and other reasons related to internal policies

How to put a customer on hold:

Debtors/ Customer Module> Configuration> Debtor/Customer setup> Account Details Tab

Edit Debtor

Debtors Details

Attachment Memo Create Reminder Debtor Enquiry View Attachments Functions Standard Alerts Close

Code : **OTS001** Debtor Name : **Otsile** Outstanding Balance: **21 994.2200**

Details Address Contacts **Account Details** Gen Details Statutory Info Custom Fields Activity Ti

Default Currency: Rand South Africa Over Due: **22 194.2200** Interest Setup

Price Level: Default Last Payment & Date: **2022-06-08** **100.0000**

Line Discount: Last Invoiced & Date: **2023-11-16** **40.2500**

Line Markup cost plus: Ageing: ☒ Date Of Statement ☐ Date Of Invoice

Discount Matrix: Account Terms: 20 Day Of Month 1

Document Discount: 0 Forex Tax Type Override:

Exclude From Bank Exports: ☐ Payment Terms:

On Hold: ☒ **On Hold Reason:** Over 100000 is outstanding

Enforce Credit Limit: ☐ Credit Limit: 0.0000

T/C Invoice: T/C Credit Note:

Legal Hand Over: ☐ Hand Over Details

Enable Statement Note: ☐ Statement Note:

Statement Type: Standard

Statement Stationery: Quote Template: Sales Order Template: Invoice Template: Stationery/Invoice_CA7000683.xml Credit Note Template: Stationery/CreditNote_CL3000153.xml Delivery Note Template: Delivery Note 2 Template:

Save and New Save and Close Save Close

Once done with putting a debtor or customer on hold then click save and close and you will see the icon below on debtor or customer status, the icon means that the customer is on hold



The documents that are affected by Onhold are:

- Quotations
- Sales Order
- Sales Order Confirm
- Invoices
- Credit Notes
- Stock Dispatch

Documents On hold

When a debtor or customer is on hold you can still create all transaction documents, affected by on hold but you will not be able to process them.

You can promote a quotation to invoice or sales order but will not be able to process it.

If a debtor or customer is on hold it will show on the grid and when you are creating any transaction document

See examples below:

Invoices

Search

Add

Edit

Clone

Cancel

Process Invoice

Quick Process

Proforma Inv. Process

Functions

Print / Export

Basic Search

Custom Search

Expand

Customer:OTS001 - Otsile

L:

Invoice Status:Preparation And Part Invoice

Description:

Reference:

Date From:2024-01-13

Date To:2024-02-12

Order Number:

Sales Rep.:

Total Ex VAT:264.0000

Total VAT:39.6000

Total Inc VAT:303.6000

Page 1 of 1

Remove Paging:

Import Invoice Document or Template

Invoice Date	Debtor Code	Debtor Name	On Hold	#	Att	Memo	Invoice Status	Description	Reference	Order No.	Sales Rep.
2024-02-09	OTS001	Otsile	Yes	1			Proforma Posted	Test Onhold	Test Onhold		CO

When creating a new invoice or any document for a debtor or customer you will see the prompt below:

Attachments Memo Create Reminder Check Stock Qty's Functions Import Order History

Invoice

Detail Address Extras Link Shipping Action Scan Save Close View Quote Print Invoice Process T & Cs Payments

Invoice Number: **On Hold** Invoice Status:

Customer: OTS001 Description:

Customer Name: Otsile Reference:

Sales Rep.: Company Order Number:

Invoice Date: 2024-02-12 Currency View: Document Currency

Due Date: 2024-03-20 20 Day Of Month 1 Exchange Rate: 1.000000000 R - Rand South Africa

Debtor Status: Commission Complete Comment:

Items

Debtor on hold. Please note Otsile is currently On Hold. Reason: Over 100000 is outstanding

Page 0 of 0

#	Line Ref.	Seq. No.	Status	Type	Qty	Pricing level	Unit Sale	Sales R
No data to display								

Footer

Promotion Value: Clear Discount

Discount %: 0.00 Amt: 0.00

Service Month: February

Internal Contact: Otsile Loate

Pricing Analysis	Total	Selling
Margin %	Sub Total	
Mark-up %	Discount	
Cost Ex VAT	Ex VAT	
Profit	VAT	
Payments	Inc VAT	

When you have finished capturing a document and click "Process," a prompt message will appear.

AttachmentsMemoCreate ReminderCheck Stock QtyFunctionsImportOrder History

Invoice

DetailAddressExtrasLinkShippingActionScan

Invoice Number:On HoldInvoice Status:Preparation

Customer:OTS001Description:

Customer Name:OtsileReference:

Sales Rep.:CompanyOrder Number:

Invoice Date:2024-02-12Currency View:Document Currency

Due Date:2024-03-2020 Day Of Month 1Exchange Rate:1R - Rand South Africa

Debtor Status:Commission CompleteComment:

SaveCloseView QuotePrint InvoiceProcessT & CsPayments

Items

Page 1 of 1

#	Line Ref.	Unit Sale	Sales Re
1		150.0000	CO

Displaying 1 - 1 of 1

Error Occurred

Invoice Processing Error Message : OTS001 - Otsile is currently onhold\nReason: Over 100000 is outstanding

OK

Promotion Value:0.0000000Clear Discount

Discount %:0Amt:0.00

Service Month:February

Internal Contact:Otsile Loate

Pricing Analysis

Margin %	(33.3333)
Mark-up %	(25.0000)
Cost Ex VAT	400.0000
Profit	(100.0000)
Payments	0.0000000

TotalSelling

Sub Total	300.0000000
Discount	0.0000000
Ex VAT	300.0000000
VAT	45.0000000
Inc VAT	345.0000000

Legal Handover

Legal handover is when you have started legal process of a customer for non-payment.

Tick the box for legal handover.

Edit Debtor

Debtors Details

AttachmentMemoCreate ReminderDebtor EnquiryView AttachmentsFunctionsStandardAlertsClose

Code :ABC007Debtor Name :ABD CompanyOutstanding Balance:68 571.77

DetailsAddressContactsAccount DetailsGen DetailsStatutoryInfoCustom FieldsActivityTi

Default Currency:Rand South AfricaOver Due:87 728.46Interest Setup

Price Level:DefaultLast Payment & Date:2023-07-27300.00

Discount:0Last Invoiced & Date:2023-07-101 110.90

Discount Matrix:Group discount 1Ageing:Date Of StatementDate Of Invoice

Rating:Account Terms:20Day Of Month 1

Statement Type:StandardForex Tax Type Override:

Exclude From Bank Exports:Payment Terms:

On Hold:On Hold Reason:Payments are delayed.Enforce Credit Limit:Credit Limit:500000T/C Invoice:STD TermsT/C Credit Note:STD Terms

Legal Hand Over:Hand Over Details

Legal Hand Over Detail

This is where you complete the legal law firm details and file number for a debtor/ customer you want to handover

Edit Debtor

Debtors Details
Attachment
Memo
Create Reminder
Debtor Enquiry
View Attachments
Functions
Standard
Alerts
Close

Code : TSI001 Debtor Name : Tsile Test Outstanding Balance: 2 096 082.23

Debtor Legal Hand Over
Legal Hand Over Grid
Add
Debtor:
Att
1
Legal Hand Over Detail
Create Reminder
Attachments
Memo
Legal Firm: OL Test Name: OL TEST
Active: ☒ View Firm Details
Reference No.: 125
Hand Over Amt.: 100,000.00
Hand Over Date: 2023-11-01 Date Activated: 2023-11-01 11:49:20
Follow Up Date: 2023-11-30 Activated By: Otsile Loate
Save Close
Close
Statement Stationery: Credit Note Template: Stationery/CreditNote_AT2000257.xsl
Delivery Note Template:
Delivery Note 2 Template:
Save and New Save and Close Save Close

Legal Firm	Select the legal firm from drop down
Active	Put a tick on if active and to deactivate you need to put the tick off
View Firm Details	Click view details to see all details of the firm
Reference Number	Enter reference number
Hand Over Amount	Enter the amount that should be collected by the handover firm
Hand Over Date	Enter handover date
Follow-up Date	Enter handover follow-up date
Name	The name of the firm will populate after you click save
Activated Date	The date the legal handovers were activated

Activated By	The name of the person who activated the handover
--------------	---

Direct Debit

To setup customers with direct debit or direct order flag follow these two steps:

1. Mark Debtor/ Customer as debit order by adding a tick to the tick box
2. Input information all the necessary information required

Debtors/ Customer Module> Configuration> Debtor/ Customer Setup> Gen Details Tab

Edit Debtor

Debtors Details

AttachmentMemoCreate ReminderDebtor EnquiryView AttachmentsFunctionsStandardAlertsClose

Code :ABC007Debtor Name :ABD CompanyOutstanding Balance:87 273.5000

DetailsAddressContactsAccount DetailsGen DetailsStatutoryInfoCustom FieldsActivity

Bank Details:

Account Type:Current / Cheque

Account Holder:ABD Company

Bank:First National Bank

Account Number:2415251448

Branch:Cresta

Branch Code:205555

Swift Code:

IBAN:

Debit Order:☒

Debit Order Day:99

Duration:4

Instalment:1 010.0000

Plan ID:

Prepayment:4 000.0000

Activation Fee:500.0000

Once Off Debit Order:☐

(enter 99 for last day of the month)

Credit Card Details:

Credit Card Number:

Load Card DetailsUpdate Card Details

Expiry Date:113month / year:

Security Code:

3 or 4 digit code on the reverse side of the credit card:

Employee Category:

Employee Category 1:

Employee Category 2:

Employee Category 3:

Employee Category 4:

Employee Category 5:

Key Words:

BankIt Intelligence Key Words:

Exclude Debtor From BankIt Intelligence:

Please separate the key words with a semicolon (;). Please do not use any spaces.:

Save and NewSave and CloseSaveClose

Print or export a report on Direct Debit

The export button creates a CSV file to upload to the bank

Go to Debtors Module> Reports > Direct Debit Report

✕

Direct Debit Report

⚙️ ?

Amount for Report: ☒ Installment ☐ Aging Due

Aging:

Current

Date: 2024-05-30

📅 -

Reference:

Description:

Generate

Export

Close

⏏ ✕

Print

Email

Copy

Direct Debit Report

Dev HSOF & Co

Close

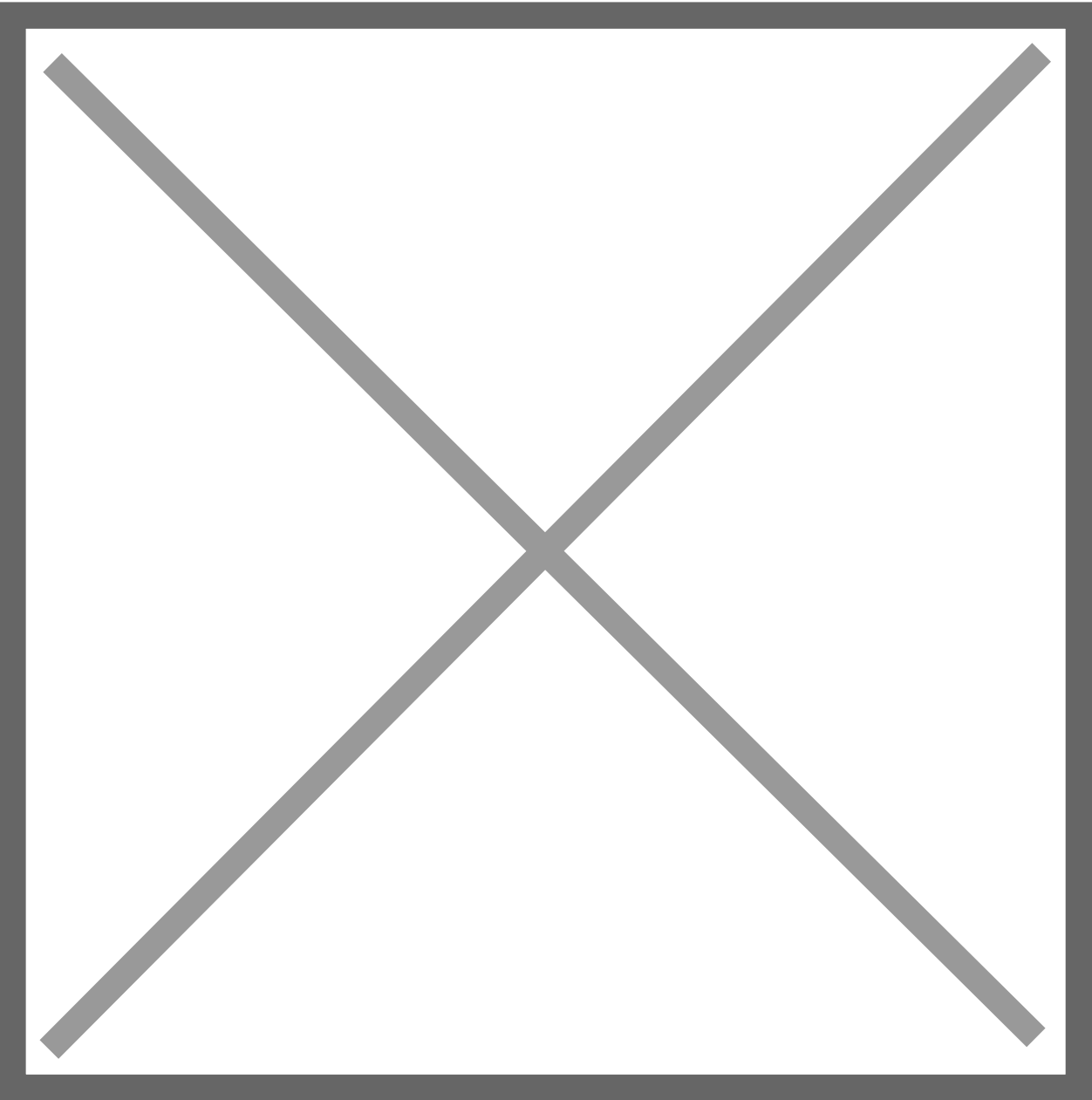
Customer Code.	Customer Name.	Plan ID.	Amount.	Payment Date.	Reference.	Description.
1205	X Client	AA56	100.0000	2024-05-30		
IS009	IS LEAD			2024-05-30		
ABC007	ABD Company		1 010.0000	2024-05-30		
IS-NEW	New - IS Client			2024-05-30		
Total			1 110.0000			

BankIt Bank Feed

Debtors Module > Customer setup> Edit customer

1. Improved intelligence on the Customers and Suppliers	2. Time log to invoice
a. Additional key words on Customers and Suppliers	a. Skip summary screen
b. Exclude customers or suppliers from system intelligence	b. Process to invoice after completion of time logs
c. Customer invoice number search to allocate to customer.	c. Default set for drop down

Key Words and Exclude from Bankit Intelligence



Sales Margin warning

Setting up documents for Sales margin warning

Low Margin Warning	If this is enable it will check low margin on adding an item to a sales document. It will check when invoice is processed, giving a warning to proceed or not
Enforce Margin	Will not allow an invoice to process if the user is not a margin supervisor
Minimum Margin	Enter value for checking margin percentage

Margin check is on each customer

If you want any new customers to have a default setting, set this up in the system configuration module - [Sales Margin Setup](#)

The screenshot shows the 'Edit Debtor' window for 'MARGINCUST - Margin Customer'. The 'Debtor Settings' menu item is highlighted with a red box. A red arrow points to the 'Sales Margin Check' section, which contains the following settings:

- Suppress Autoload of Allocation Lines on GL Cash Book.**
- Suppress Autoload: ☐
- Sales Margin Check**
- Low Margin Warning: ☒
- Enforce Margin: ☐
- Minimum Margin:

Low Margin Warning

Low margin warning works on the following documents:

1. Quotation
2. Sales Order
3. Invoice

The warning comes up when you add stock item line that is below the margin set up at the customer.

The margin warning also comes up when you are about to process the document, and it is below margin.

The process warning will give you an option to either continue or to correct the margin on the document.

Example of a low margin warning on a stock item add

The screenshot shows a software interface for managing quotes. The 'Quote' window is open, displaying details for Quote Number QT501408, Customer MARGINCUST, and Quote Status Preparation. A warning dialog box is overlaid on the 'Items' section, stating 'Margin is below minimum.' with an 'OK' button. The 'Items' section shows a table with one item (Seq. N 1, LS 1, Status with a warning icon, Line Di, Line Ref., Type Stock, Qty 1, Unit Sale 11.00, Pricing level Default, Total Selling 11.00). The 'Footer' section displays a 'Pricing Analysis' table and a 'Total' table.

Pricing Analysis				Total	
Margin %	(81.82)	Sub Total	11.00		
Mark-up %	(45.00)	Less Discount	0.00		
Cost Ex VAT	20.00	Ex VAT	11.00		
Profit	(9.00)	VAT	1.65		
		Inc VAT	12.65		

Example of a low margin warning when processing a document

Attachments

Memo

Create Reminder

Check Stock Qty's

Functions

Import

Order History

Invoice

Detail

Address

Extras

Link

Shipping

Action

Scan

Save

Close

View Quote

Print Invoice

Process

T & Cs

Payments

Invoice Number:

Customer:

Customer Name:

Sales Rep.:

Invoice Date:

Due Date:

Debtor Status:

Invoice Status:

Description:

Reference:

Order Number:

Currency View:

Exchange Rate:

Comment:

Items

Page 1 of 1

#

Line Disc.

LS

Seq. No.

Stat

1

1

Barcode

Show/Hide

Displaying 1 -

Warehouse

Unit Sale

Qty

Pricing le

ster Wareho...

10.00

1.00

Default

Promotion Value:

Discount %:

Service Month:

Internal Contact:

Clear Discount

Amt:

October

Malcolm Granville

Pricing Analysis

Margin %

Mark-up %

Cost Ex VAT

Profit

Payments

(100.00)

(50.00)

20.00

(10.00)

0.00

Total

Selling

Sub Total

Discount

Ex VAT

VAT

Inc VAT

10.00

0.00

10.00

1.50

11.50

Enforce Margin

When a margin in force is activated on a customer, it means the user cannot process the invoice unless they correct the margin.

However, a margin supervisor can process a document all the way through even though the margin is below.

Attachments

Memo

Create Reminder

Check Stock Qty's

Functions

Import

Order History

Invoice

Detail

Address

Extras

Link

Shipping

Action

Scan

Save

Close

View Quote

Print Invoice

Process

T & Cs

Payments

Invoice Number:

Customer:

Customer Name:

Sales Rep.:

Invoice Date:

Due Date:

Debtor Status:

ABC007

ABD Company

Otsile

2024-10-05

2024-10-05 20

Good Rating

Invoice Status:

Description:

Reference:

Order Number:

Currency View:

Exchange Rate:

Comment:

Preparation

Margin block

Document Currency

1 R - Rand South Africa

Items

Page 1

#

Line

Disc.

1

15

×

Error Occurred

×

Invoice Processing Error Message : Margin is too low for this invoice, it can only be processed by a supervisor.

OK

Show/Hide

Displaying 1 -

Sale

Qty

Pricing le

10.00

1

Default

Footer

Promotion Value:

Discount %:

Service Month:

Internal Contact:

0.00

0

October

Malcolm Granville

Clear Discount

Amt:

0.00

Pricing Analysis

Margin %

Mark-up %

Cost Ex VAT

Profit

Payments

(135.29)

(57.50)

20.00

(11.50)

0.00

Total

Sub Total

Discount

Ex VAT

VAT

Inc VAT

8.50

0.00

8.50

1.28

9.78

To setup a Sales Margin supervisor, go to the User setup

Edit Employee Info

Attachments

Restrict Access

Set Password

Incident

Functions

Close

Details 1
Details 2
Module Access
Address
Account Details
Email
Custom Fi

System Configuration Module:
Full Access System Config

General Ledger Module:
Full Access General Ledger

Debtors Module:
Full Access Debtors Modul

Creditors Module:
Full Access Creditors Modu

Inventory Management Module:
Full Access Inventory Modi

Job costing Module:
Full Access Job Costing

Energy Module:
Full Access - Energy Modul

Reports And Security Role:
Administrator

Shortcut Role:
Basic Shortcut Role

Form Security:
Full Security Role

CRM:
Webatar Full Security Acce

Asset:
Asset Tracker Role Access

Lab Module:
Lab - Full Access

Production Module:
Production Tracking Full Ac

Allow Multiple Module Windows:
Show Column Selector:
View Security Button:
Allow Statement Export:
Storeman:
Change Control Manager:
Supplier Bank Acct. Change:
Sales Order Status:
Default Favourites Report:
Module Dashboard:

Job Supervisor:
Financial Supervisor:
Change Control Supervisor:
Password Supervisor:
Purchase Supervisor:
Messages Supervisor:
Sales Margin Supervisor:
Hide Slider Menu:
Internal User Popup:

Mobile Access:
Mobile Role:
Exclude CRM:
Preferred Users:
Warehouse Access:
Default Warehouse:
Default Storeman:
Process by Internal User:

Add
Edit
Delete

Preferred Users
Warehouses

MAST - Master Warehouse
Gerrit van Rooyen

Save
Close

Document margin warnings

Quote warning will show when promoting quote.

Quote

Quote Number: QT501408 Quote Status:

Customer: MARGINCUST Description:

Customer Name: Margin Customer Reference:

Sales Rep: Company Order Number:

Quote Date: 2024-10-05 Currency View: Document Currency

Valid Until Date: 2024-10-05 Exchange Rate: R - Rand South Africa

Delivery Date: 2024-10-05 Comment:

Items

#	Seq. N	LS	Status	Line Di	Line Ref.
1	1		⚠		

Margin is below minimum. Do you want to continue?

No Yes

Footer

Promotion Value: 0.00 Clear Discount

Discount %: 0 Amt: 0.00

Service Month: October

Internal Contact: Malcolm Granville

Pricing Analysis

		Total	Selling
Margin %	(81.82)	Sub Total	11.00
Mark-up %	(45.00)	Less Discount	0.00
Cost Ex VAT	20.00	Ex VAT	11.00
Profit	(9.00)	VAT	1.65
		Inc VAT	12.65

Sales order warning will show up when you Process to invoice

Sales Order Quantity Confirmation

Attachments Confirm Qty Confirm All Un-Confirm All Confirm Scan Print Picking Slip ScanSKU Print Save Close

Basic Address Shipping Scan Sales Order Log

Sales Order No.: S010825 Description: Test sales order margin alert

Debtor Code: MARGINCUST Reference:

Debtor Name: Margin Customer Order No.:

Sales Order Date: 2024-10-05 Invoice Date: 2024-10-05

Locked:

Total Qty Order 1 Total Picked 1 Total Weight 0 Total O/S 0 % Complete 100 %

Margin is below minimum. Do you want to continue?

No Yes

Lines Item Info Displaying 1 - 1 of 1

#	Sequer	LS	Bin	Item	Invoiced Qty	Balance Qty	Reserved Qty	Qty In Inv
1	1			PEN509				17

Exclude Margin enforce on inventory items

Exclude items so that one does not need to enter a password where enforce margin is on.

The system will bypass enforce password on items ticked to Exclude margin enforce.

The system will still warn of items below margin.

Good examples of this are Freight, shipping or labour

Edit Inventory Item

Inventory Detail

AttachmentMemoInfoSuppliersWarehousesAlertsInventory OverviewFunctionsClose

Inventory Code: DELIVERYDescription: Delivery

General DetailsMore DetailsExtra DetailsPricing LevelsPropertiesComment / ReplaceCustom Field

AddEditDeleteCostsClone

Page 1 of 1Displaying 1 - 1 of 1

#	Status	Pricing Level	Sell Price	Price Including	Sell Price %	Sell Method	Currency	Cost Price	PS Code
1	\$	Default	100	115.00	0	Amount		500.00	DEFAULT

Sales Tax Type:01 Invoice VATPricing Level:Default

Supplier Tax Type:04 GRV VATLock Pricing:☐Item Created:2021-07-27

No Discount:☒Exclude Margin Enforce:☒

Pricing Override:Overriding Level:On Promotion:☐Valid From:Valid To:

Save & NewSave & CloseSaveCloseRecalculate Item

Overdue account onhold

Setup the system to automatically put a customer account on hold.

Setup a schedule to check customer accounts to put any customer on hold that has any amount overdue.

The customer will be flagged on hold and a note put in as "Account Overdue".

If the account has been settled, the system will check if the account is On-hold with the Reason "Account Overdue".

When the criteria is met and there is no overdue amount, the account will be deselected with On hold and the On Hold Reason cleared.

Edit Debtor

Debtors Details

AttachmentMemoCreate ReminderDebtor EnquiryView AttachmentsFunctionStandardAlertsClose

Code :ABC0010Debtors Name :ABC CompanyOutstanding Balance:620,899.94

DetailsAddressContactsAccount DetailsGen DetailsStatutoryInfoCustom FieldsActivity

Default Currency:NZ Dollar

Price Level:Default - DEFAULT

Line Discount:0

Line Markup cost plus:0

Discount Matrix:

Document Discount:0

Override Lock Pricing:

On Hold:☒

On Hold Reason:Account Overdue

Legal Hand Over:☐

Enable Statement Note:☐

Statement Note:0

Statement Type:Standard

Statement Stationery:

Over Due:642,745.43

Last Payment & Date:2024-11-041,500.00

Last Invoiced & Date:2025-04-1634.88

Ageing:☒ Date Of Statement☐ Date Of Invoice

Account Terms:20Net 20th after EOM

Forex Tax Type Override:

Payment Terms:

Credit Limit:0.00Enforce Credit Limit:

T/C Invoice:

T/C Credit Note:

Exclude From Bank Exports:☐

Vendor No:

Customer Payment:☐ Head Office Contra:☐

Payment Journal Action:

Interest Setup

Hand Over Details

Save & NewSave & CloseSaveClose

Activate Schedule

Activate the Customer account on hold with overdue amount.

Go to System Configuration, Company Profiles, schedule setup

The screenshot shows the 'Edit Company Profile Info' window with the 'Advanced Settings' tab active. The 'Schedule Setup' button is highlighted with a red box. The window contains the following sections:

- Decimal Places:** Debtors Cost Value (4), Creditor Cost Value (4), Inventory Cost Value (4), Debtors Sell Value (2), GL Decimal Values (2).
- Job Costing:** Job Invoice Type (Usage), Use Build Task (checkbox), Allow to Exceed (checkbox), Process GRV to job (checkbox), Setup Service Zero Cost (checkbox), Block Printing Notes (checkbox).
- Debtors Settings:** Password Expiry (dropdown), Allow GRV Item to Asset Man. (checkbox), Allow Quote to Debtor leads (checkbox), Block SO (checkbox).
- Manage Task Scheduling And Email Recipients:** Schedule Setup (button).
- Manage System Email Messages:** Email Setup (button).
- Escalation D.O. Communication Setup:** Setup (button).
- Days Prior:** Days Prior refers to certain scheduled tasks that need to execute their tasks at an earlier date than specified.
- GST Category:** A - 2 Months (Jan).
- Tax Reporting Method:** Invoice.
- VSDC ID:** (empty field).

The 'Save' and 'Close' buttons are at the bottom of the window.

Activate the schedule for Customer account on hold

When setting up email list, then the system will email those on the email list an email to inform which accounts have been put on hold or accounts that have be reactivated.

Scheduled Tasks Search

Add Schedule

Edit Schedule

Delete Schedule

View Schedule Tasks Log

Start Schedule

Stop Schedule

Page 1 of 1

Displaying 1 - 37 of 37

#	Task Name	Task Code	Active	Status	Email List	Recipients	Run Now
1	API Stock import	API Stock import		Has not been schedul...		0	
2	Asset Tracker Send Available Ret...	AssetTrackerSendAvailableReturn...		Has not been schedul...		0	
3	Auto Badger Import	Auto Badger Import		Has not been schedul...		0	
4	Auto Bulk Emailing Processed Inv...	Auto Bulk Emailing Processed Inv...		Has not been schedul...		0	
5	Automatic Invoice Processing	Automatic Invoice Processing		Has not been schedul...		1	
6	Below Max Level Report	Below Max Level Report		Has not been schedul...		0	
7	Below Min Level Report	Below Min Level Report		Has not been schedul...		1	
8	Cancel Expired Quotes	Cancel Expired Quotes		Has not been schedul...		0	
9	Cancel TrackIT Warranty	Cancel TrackIT Warranty		Has not been schedul...		0	
10	Change Recurring Transaction St...	Change Recurring Transaction St...		Has not been schedul...		1	
11	Check PO To GRV Intervals	PO_GRV		Has not been schedul...		0	
12	Check PO To GRV Intervals	PO_GRV		Has not been schedul...		0	
13	Creditors Payment Batch Update	Creditors Payment Batch Update		Has not been schedul...		0	
14	Customer account on hold	Customer account on hold		Has not been schedul...		0	
15	Daily Inventory Valuation Report	Daily Inventory Valuation Report		Has not been schedul...		1	
16	Daily Stock Control Report (WIP ...	Daily Stock Control Report (WIP ...		Has not been schedul...		0	
17	Daily Time Log Figures	Daily Time Log Figures		Has not been schedul...		0	
18	Daily WIP Journal	Daily WIP Journal		Has not been schedul...		0	
19	Debit Order pending message	Debit Order pending message		Has not been schedul...		0	
20	Email Daily Reminders	Email Daily Reminders		Has not been schedul...		0	
21	Email In Progress Sales Leads Al...	Email In Progress Sales Leads Al...		Has not been schedul...		0	
22	Email Open Service Requests	Email Open Service Requests		Has not been schedul...		0	
23	Emailing Schedule	Emailing Schedule		Has not been schedul...		0	
24	Escalate outstanding reminders	Escalation of Reminders		Has not been schedul...		0	

Close

Automatic email report

Email report sent to users setup in email will receive a report as below

Customer Accounts on hold system report

Customer Accounts with overdue amounts put on hold

Customers on hold - 2

<u>Acc No</u>	Customer Name	On hold
ABC001	ABC company	Yes
DEF001	DEF Company	Yes

On hold removed

<u>Acc No</u>	Customer Name	Activated
GHI001	GHI company	Yes
JKL001	JKL Company	Yes

Sales Rep Group Link

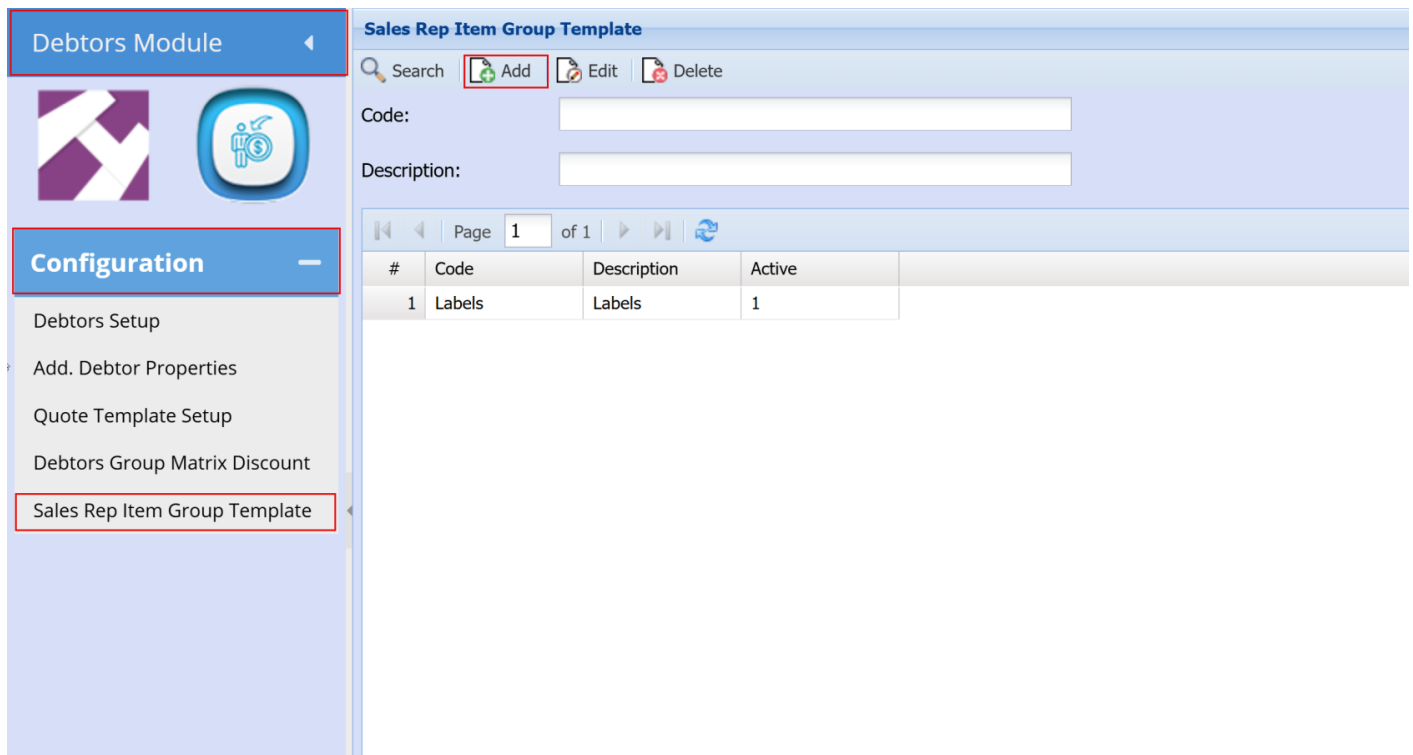
This option allows you to link a sales representative to a specific item group when creating a sales document.

Creating a Sales Rep Item Group Template

This allows one to setup a template for Item groups to Sales Rep, this template is used to populate against the customer

Debtors > Configuration > Sales Rep Item group Template

Click "**Add**"



Debtors Module

Configuration

- Debtors Setup
- Add. Debtor Properties
- Quote Template Setup
- Debtors Group Matrix Discount
- Sales Rep Item Group Template**

Sales Rep Item Group Template

Search Add Edit Delete

Code:

Description:

Page 1 of 1

#	Code	Description	Active
1	Labels	Labels	1

- Add "**Code**"
- Add "**Description**"
- Click "**Save**"

Sales Rep Item Group Template setup

Code:General Sales

Description:General Sales

Active:☒

Page 0 of 0

Add

Edit

Delete

No data to display

#	Group Code	Group Name	Rep Name
---	------------	------------	----------

Save & Close

Save

Close

- Click "**Add**"
- Select "**Group Code**"
- Select "**Sales Rep**"

Sales Rep Item Group Template setup

Code: General Sales

Description: General Sales Active: ☒

Page 0 of 0 Add Edit Delete No data to display

#	Group Code	Group Name	Rep Name
---	------------	------------	----------

Group to Sales Rep setup

Item Group: HWARE - Hardware

Sales Rep: Malcolm

Save & New Save & Close Close

Save & Close Save Close

- Click "**Save & Close**" or "**Save & New**" to Save or add another Template

Sales Rep Item Group Template setup

Code:General Sales

Description:General Sales

Active:☒

Page 1 of 1

AddEditDelete

Displaying 1 - 1 of 1

#	Group Code	Group Name	Rep Name
1	HWARE	Hardware	MG

Save & Close

Save

Close

Activate the link between the Sales Rep and Item group

Debtors > Configuration > Debtor Setup

- Search for and open your customer
- Double-click on the customer record
- Click the **Standard** dropdown (top right of the screen)
- Select **Rep Code to Group Code**

Edit Debtor

Debtors Details

Attachment Memo Create Reminder Debtor Enquiry View Attachments Function Standard Alerts Close

Code : **ABC0010** Debtor Name : **ABC Company**

Details Address Contacts Account Details Gen Details Statutory Info

Code: ABC0010

Name: ABC Company

Trading As: 123 Co

Short Name: ABC

Commission: Dealer

Contacts: John Doe

Company Registration No: 2000/123456/23

VAT No.: 123456789

Website: www.abccompany.co.nz

Print Statement: ☒ Email Statement: ☒

Active: ☒ Is Head Office: ☐

Sync To Mobile: ☒ Enforce Commission Rep.: ☐

Debtor Image: abc-logo

Division: Executive Division E: ☐ Acc Manager: Malcolm Granville

Region: E: ☐ Billing Group:

Status: Partner:

Category: Debtor Type: Debtor

Linked Brands List: BRICK,HARDWARE,MAKEUP,BEAUTY-DRK,PLUMBING,PUMPS,SUPP,AIRBNB,Daisy,ADMIN,CHOOKS,

Linked Head Office: ,

Save & New Save & Close Save Close

Debtor Settings
Company Profile Branches
Branch Link (Tick Is Head Office first)
Branch Ledger Accounts
Linked Brands
Support Task
Linked Inventory
Linked UOM
PDF Password & SMS
Rep Code to Group Code

Tick the "**Activate**" Box

Click "**Add**"

If this option is not active, the system will assign the default sales representative to the document.

When enabled, the sales document will check the customer and the stock item's group, then override the sales representative on the item line. This means each line item on the document can have a different rep code assigned.

Sales document will check customer, stock item on the group and then override the sales rep on the Item line

This means that per line item can have a different rep code

Function update

Function to update all document lines with sales reps based on group sales reps

Documents to have this rule:

- Quote
- Sales Order
- Invoice
- Credit note

AttachmentsMemoCreate ReminderQuote HistoryInfoFunctionsImportApproval Options

Quote

Quote DetailAddressExtrasLink

Quote Number: QT291

Debtors: 1234567

Debtors Name: Malcolm new company

Sales Rep: Dealer

Quote Date: 2025-05-27

Valid Until Date: 2025-06-03

Delivery Date: 2025-06-03

Quote Status:

Description:

Reference:

Order Number:

Currency View:

Exchange Rate:

Comment:

Items

Page 1 of 1

PagingAddNote

#	Seq. No	LS	Status	Type	Code	Description
1	1			Stock	PEN507	Pen Blue

Update sales rep lines to Group rules

DocsCus

SaveClose

Print QuoteJob CardService Card

T & Cs

Pricing Analysis

Margin %23.0779

Mark-up %30.0000

Cost Ex GST58.3300

Profit17.50

TotalSelling

Sub Total75.83

Less Discount0.00

Ex GST75.83

GST11.38

Inc GST87.21

Deposit0.00

Webatar quote update sales reps per line

Button added to update sales reps per line based on rules for customer for Item Group to Sales Rep

Webatar

☰

← Quote Details

Quote Items

Rep Lines

Discount

+

General Details

Show Deals

Quote Items

Special Items

Photos

Attachments

Email To Self

Order

Cancel

Line 1

PEN507

Pen Blue

Malcolm

5.00 x 3.00

15.20

Discount -

Total Including - 87.40

Tax - 11.40

5

Sales Rep

Checks the server and assigns the sales reps per line

Sub-Total:	15.20	Ex GST:	76.00
Less Discount:	0.00	GST:	11.40
Total Qty:	5.00	Total:	87.40

1.1.13 (2026-01-08)

Logged in as: Malcolm Granville

Sales rep per line

When the quote is created, the sales rep is taken from the general details default sales rep

Webatar

☰

Quote Details

General Details

Show Deals

Quote Items

Special Items

Photos

Attachments

Email To Self

Order

Cancel

Quote Item

Line Quantity:

5

-

+

Line Discount:

0

Total Excl: 76.00

Total Incl: 87.40

Warehouse:

Master Warehouse

GST:

01 Invoice GST

Sales Rep

Malcolm

Copy long description

Notes:

Item Accessories

Quantity Query

Value

0.4

0.2

-0.0

-0.2

-0.5

Warehouse

On Shelf

Reserved

1.1.13 (2026-01-08)

Logged in as: Malcolm Granville