Debtors Setup Functions Explained

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

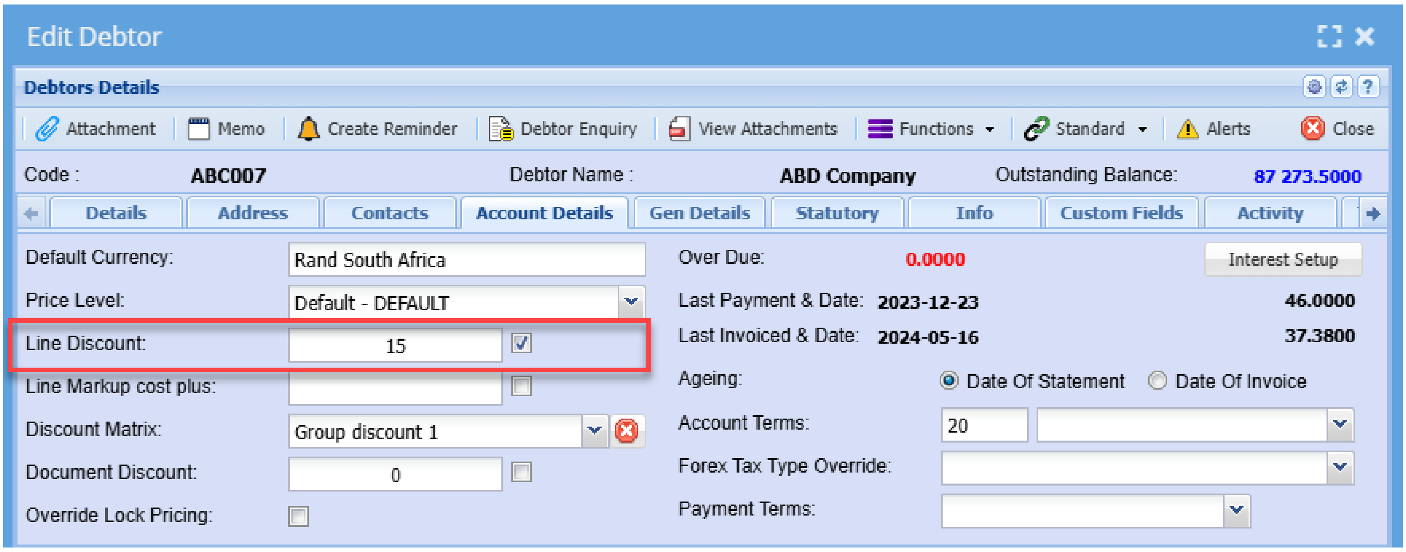
There are three types of Discounts namely:

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.

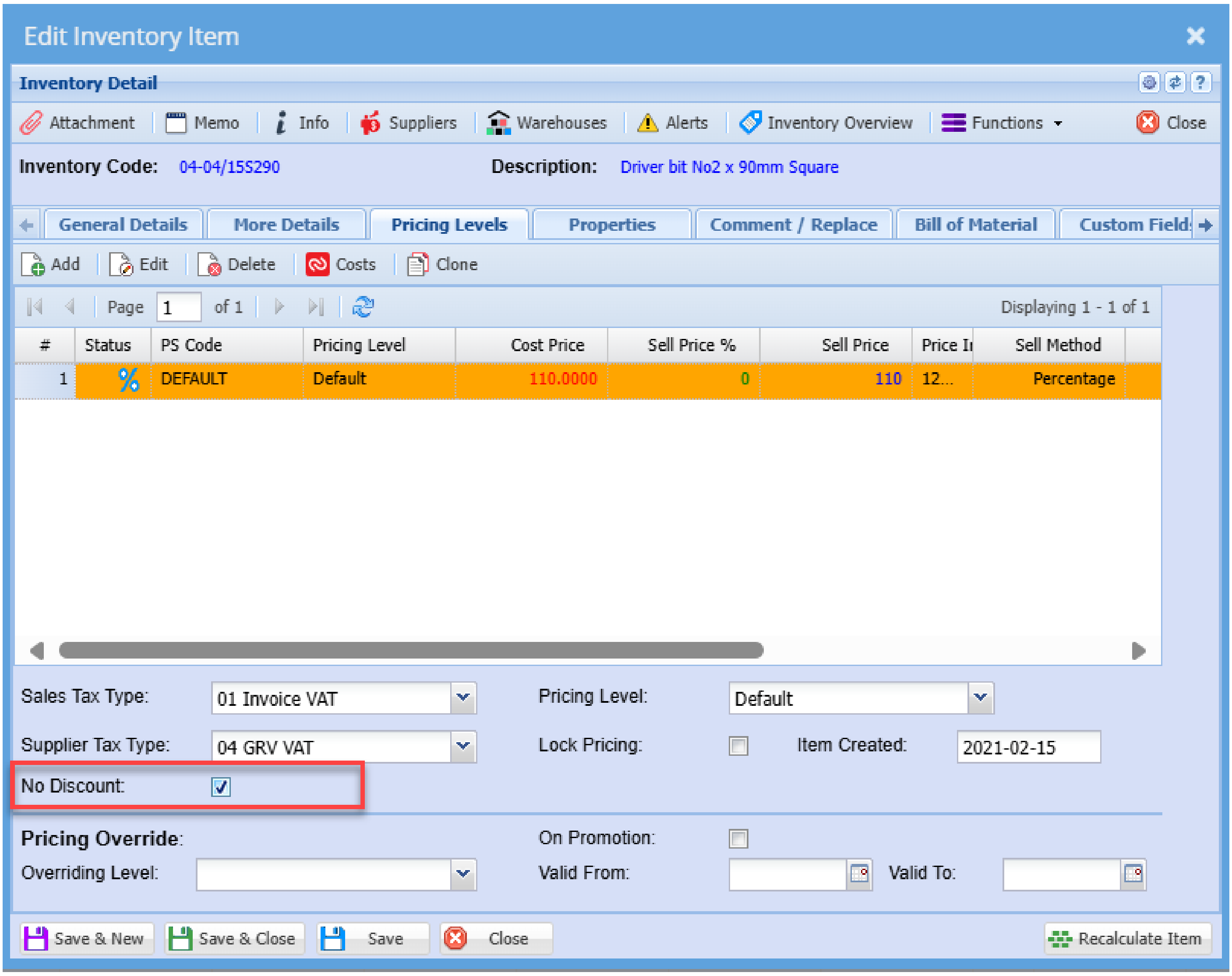
If an item is not marked to allow line discount it will not add the discount to the line.



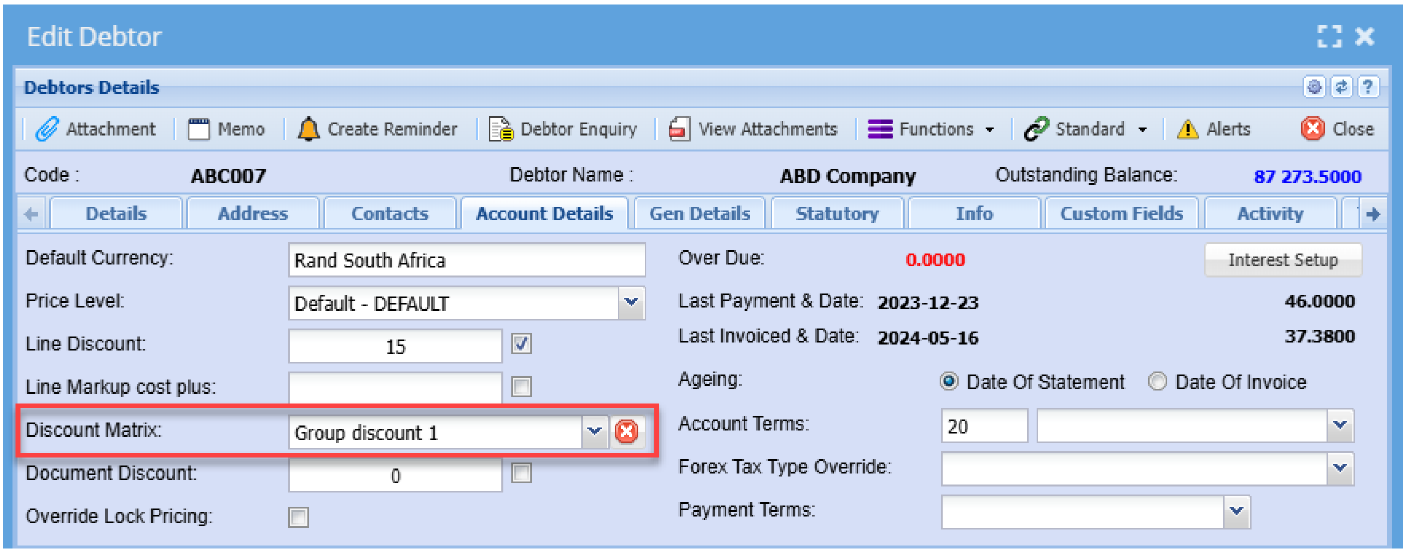
If you don't wish for a specific item to be included in the line discount you need to add a tick to No discount

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

Them put a tick on the No Discount Tickbox

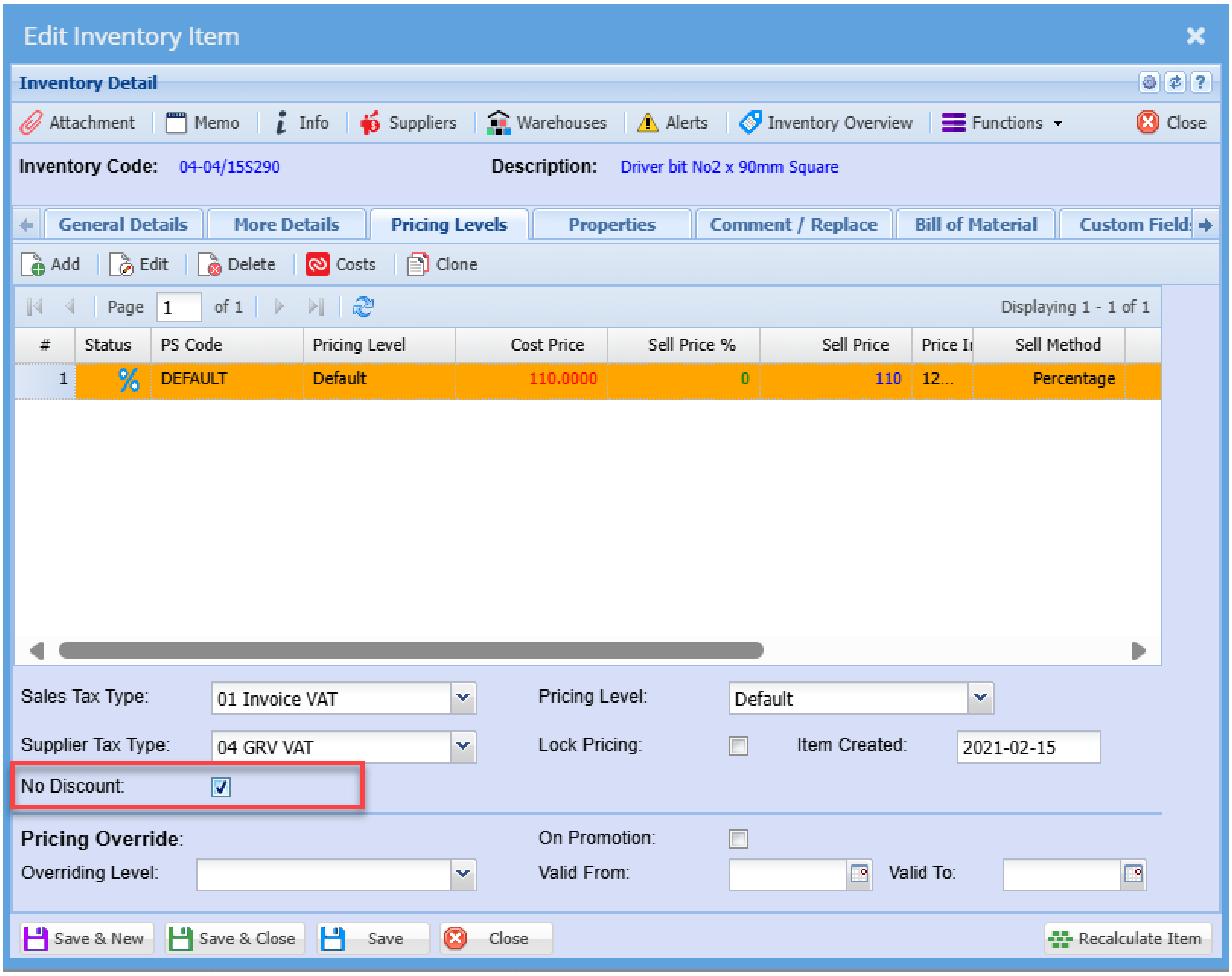


Discount Matrix



Document Discount

Document Discount will give a dis

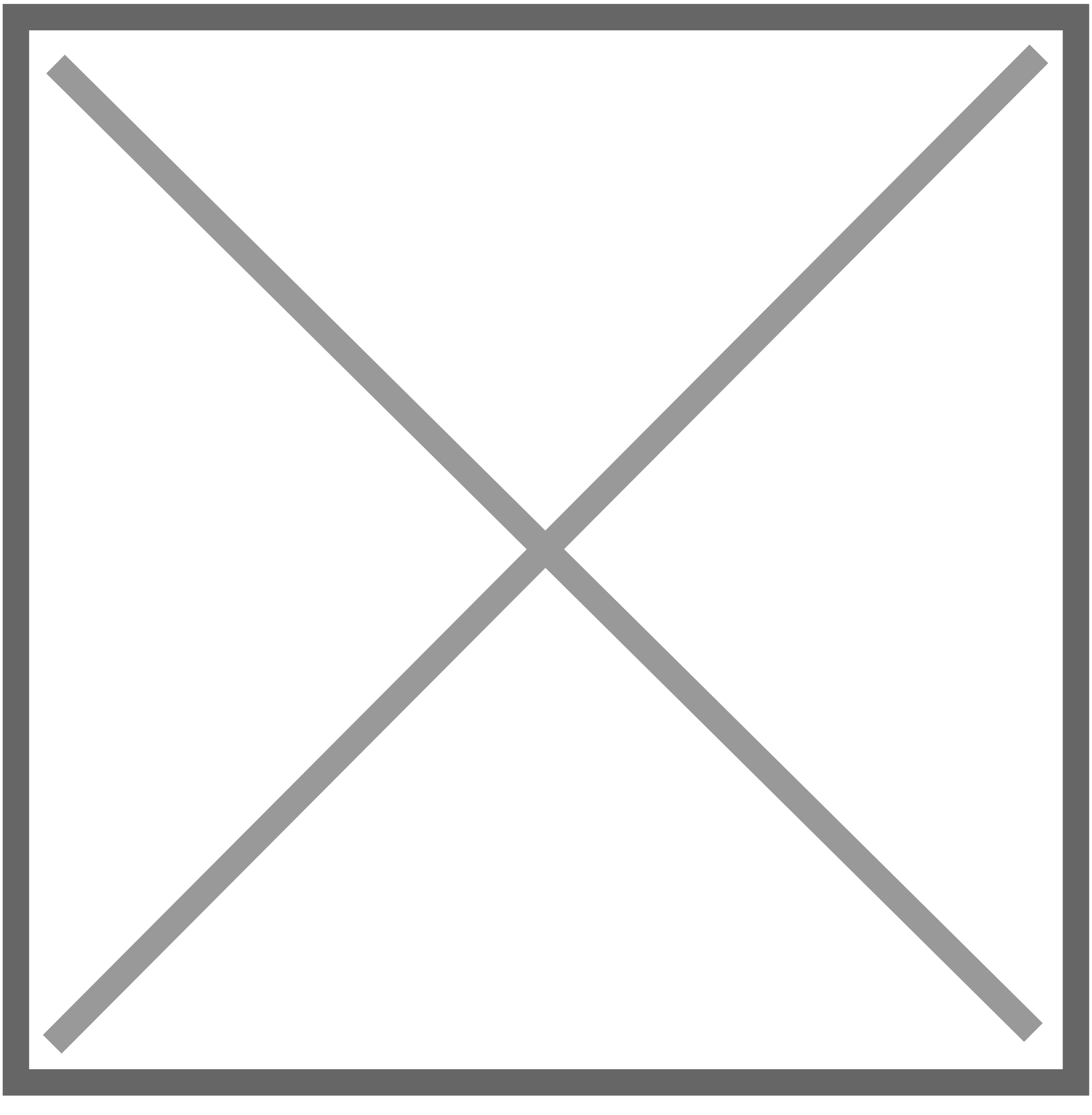


NOTE:

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.

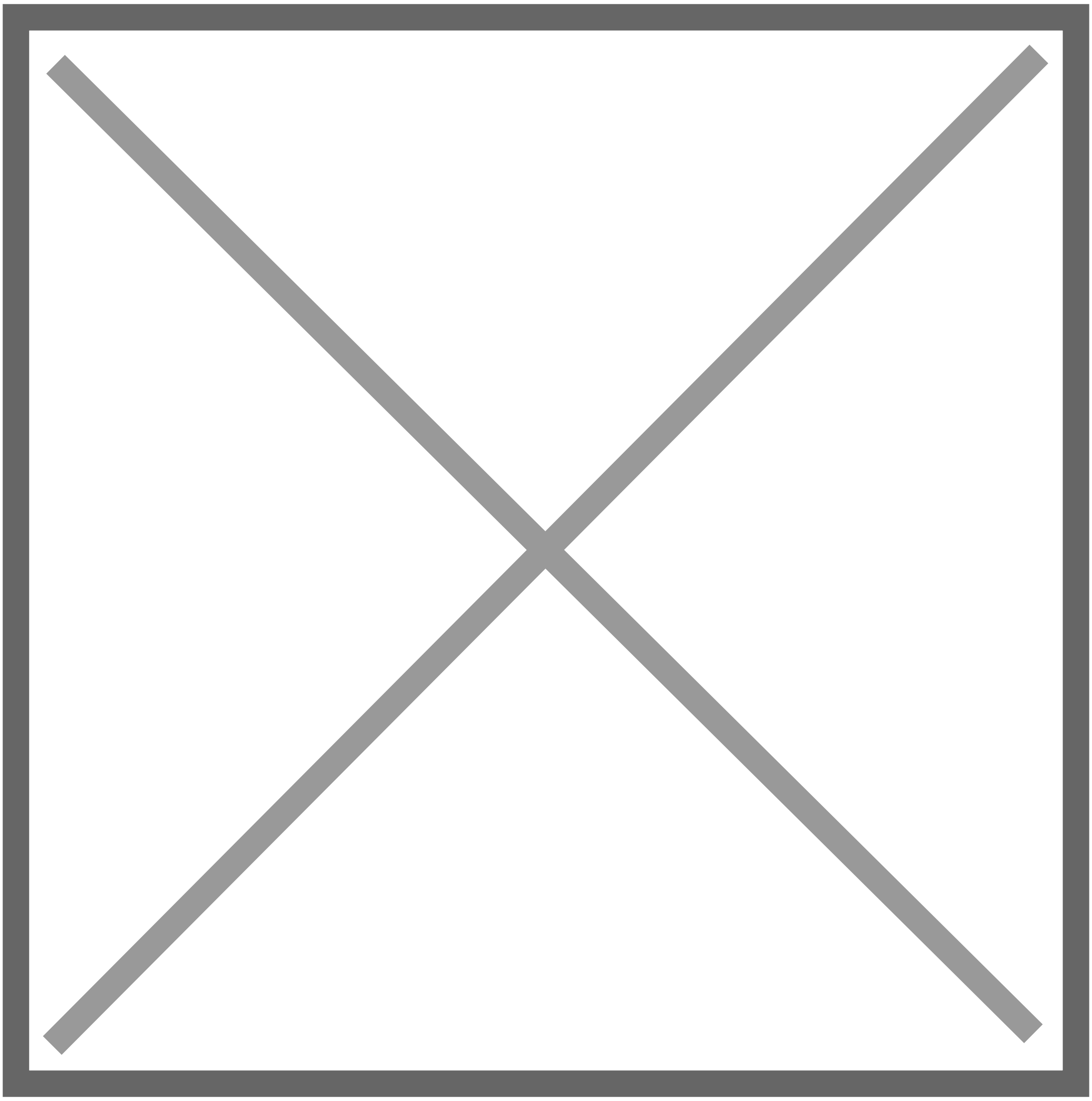
This is because when you first open up the document in Webaccounting, discount is applied to the whole document.



Ageing Periods

Video training manual 2019 - [Click Here]

Debtor / Customer Setup > Configuration > Setup



On Hold

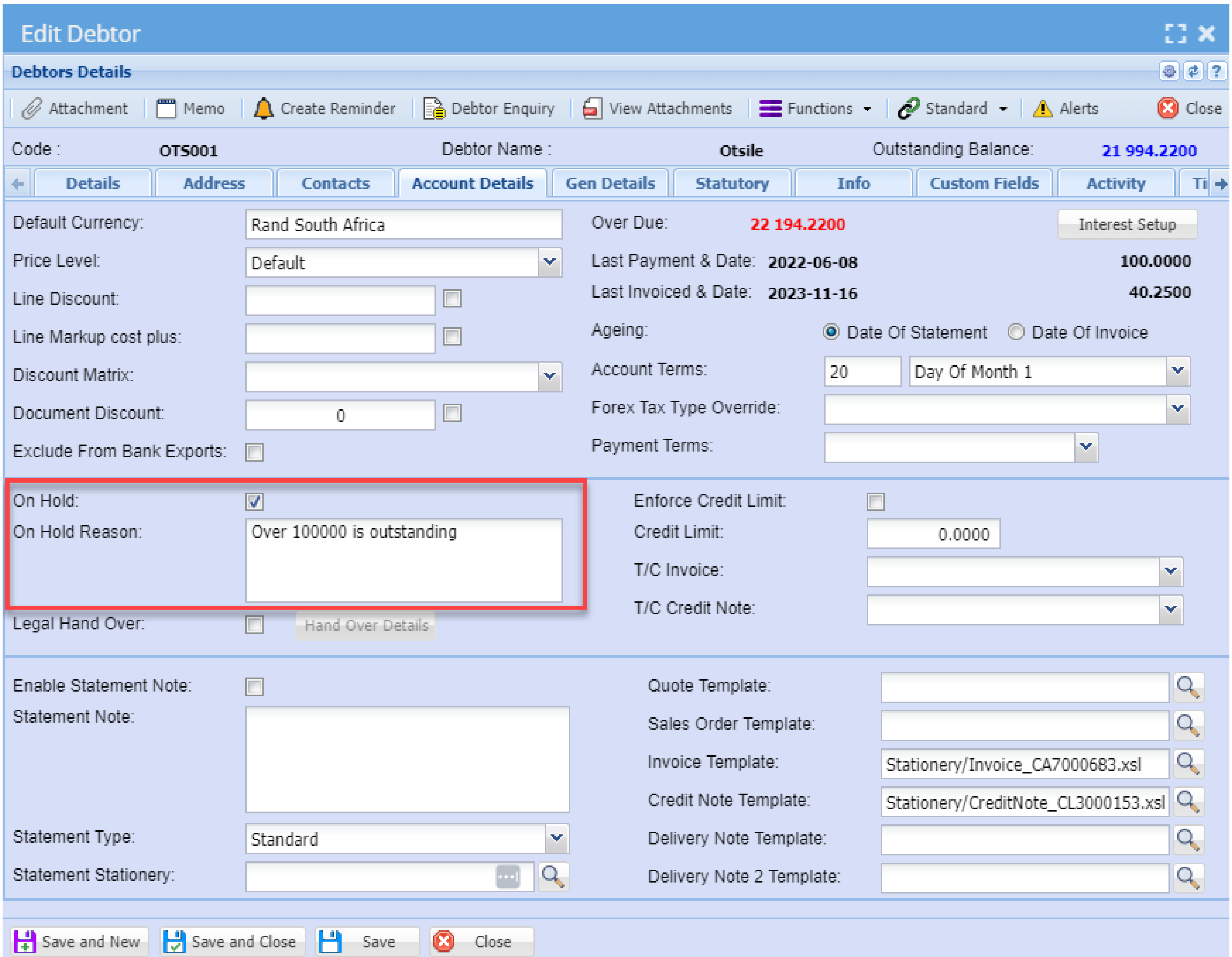
On hold refers to the status of a debtor or customer account.

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

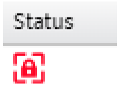
- Credit limit exceeded
- Payment issues
- Document requirements and other reasons related to internal policies

How to put a customer on hold:

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



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

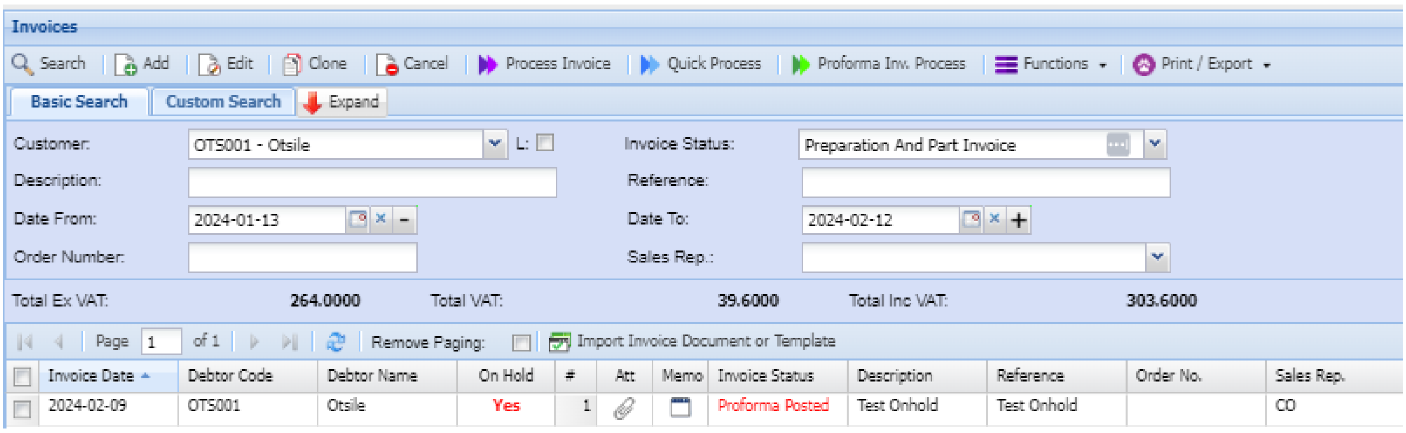
Documents On hold

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.

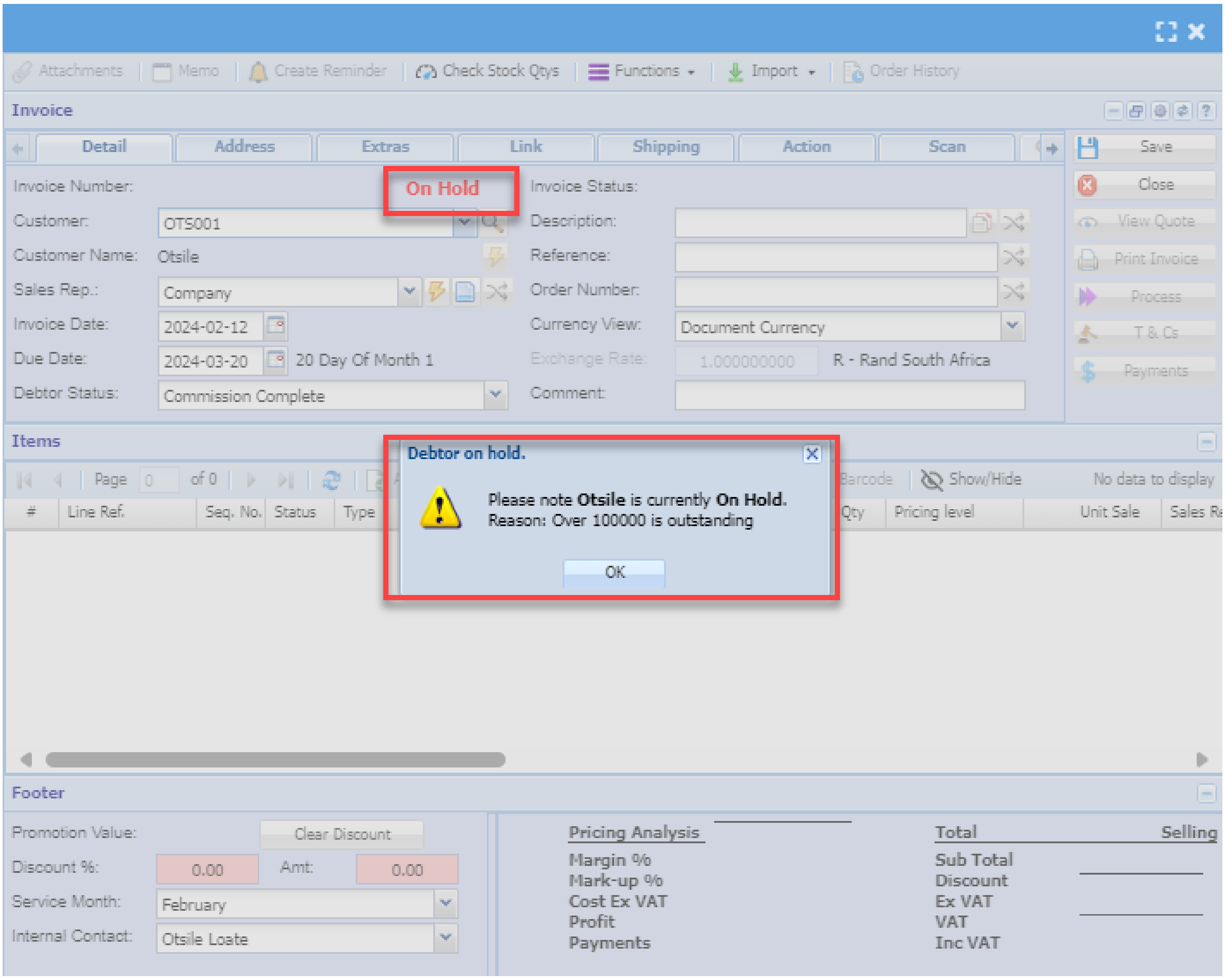
> You can promote a quotation to invoice or sales order but will not be able to process it.

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

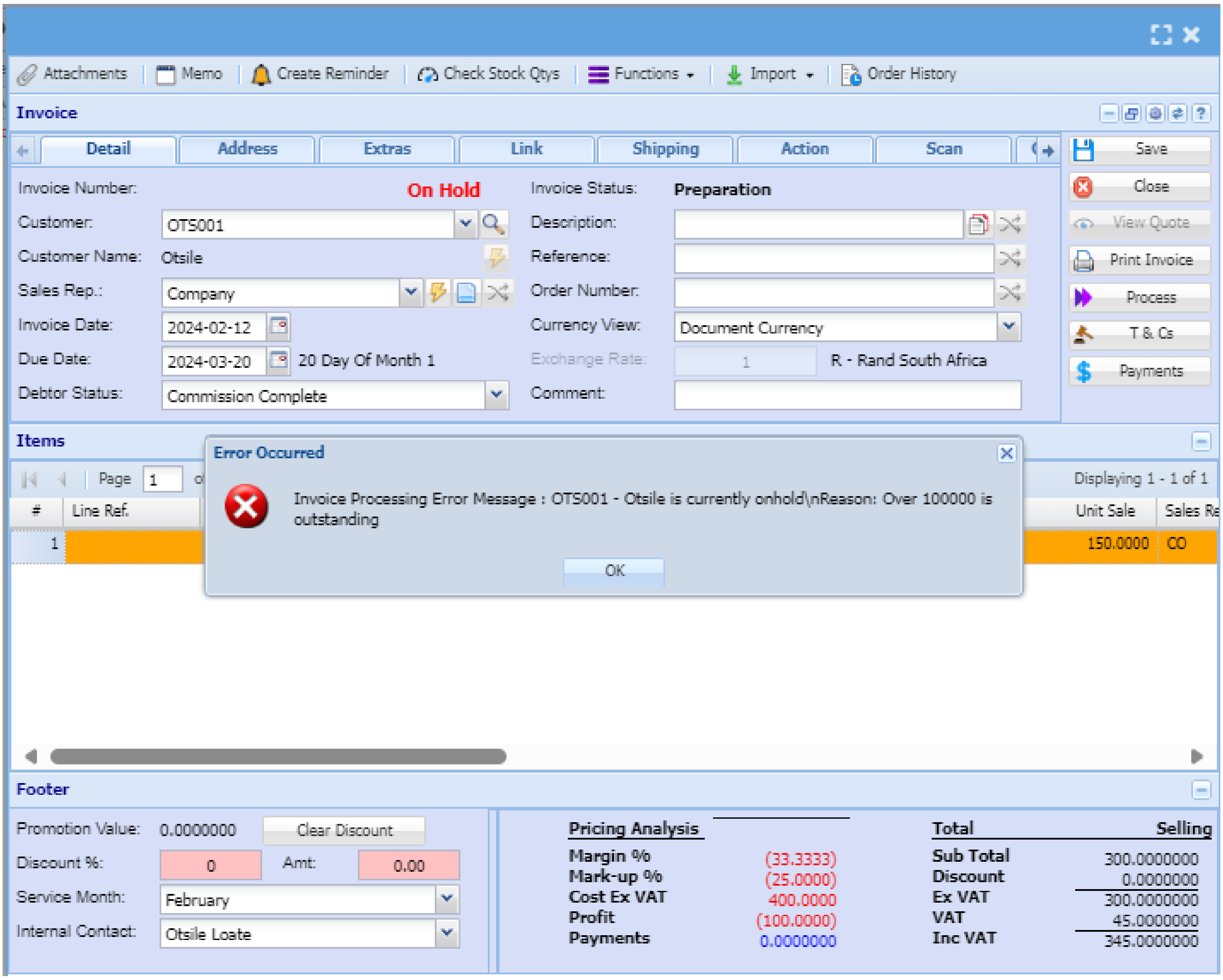
See examples below:



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



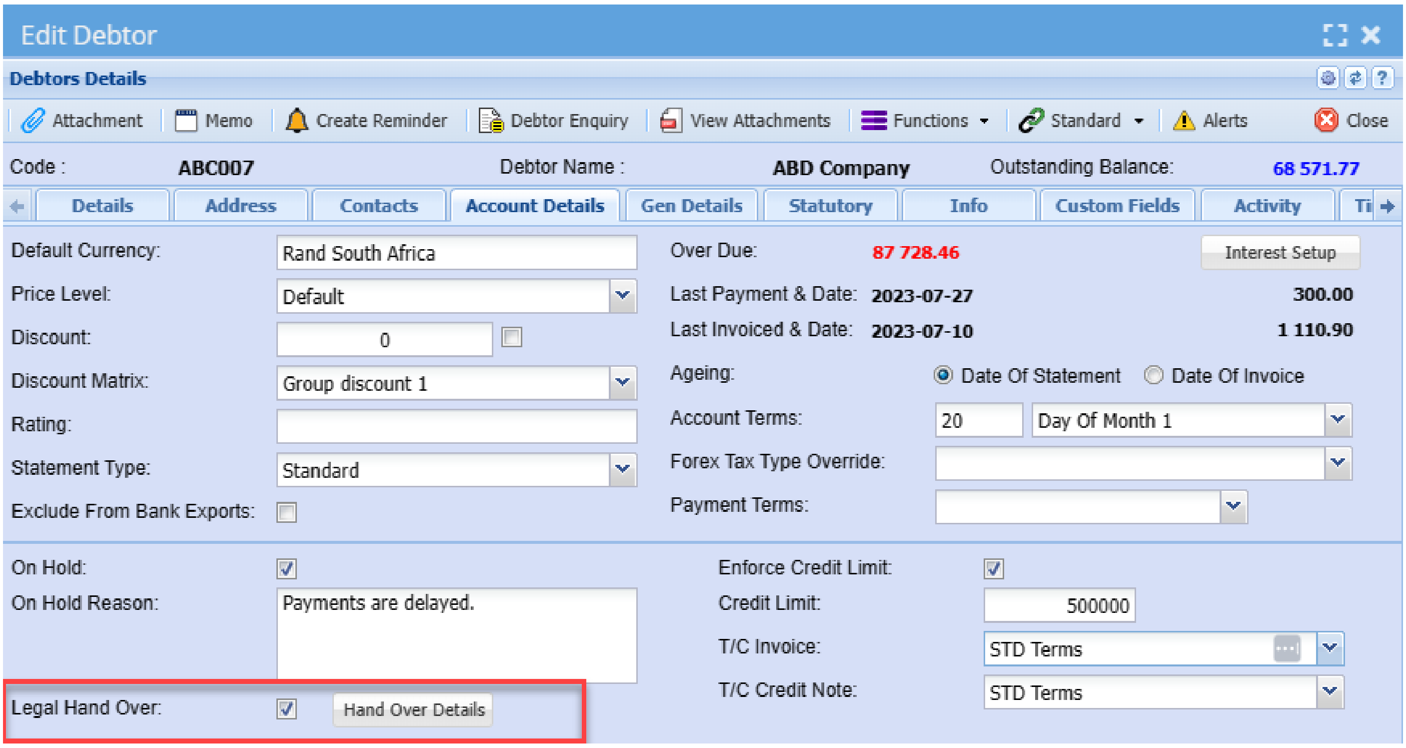
When you have finished capturing a document and click "Process," a prompt message will appear.


Attachments
Memo
Create Reminder
Check Stock Qtys
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:
Preparation
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
R - Rand South Africa
Debtor Status:
Commission Complete
Comment:
Items
Page
1
Displaying 1 - 1 of 1
#
Line Ref.
Unit Sale
150.0000
CO
Error Occurred
Invoice Processing Error Message : OTS001 - Otsile is currently onhold\nReason: Over 100000 is outstanding
OK
Footer
Promotion Value:
0.0000000
Clear Discount
Discount %:
0
Amt:
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
Total
Selling
Sub Total
300.0000000
Discount
0.0000000
Ex VAT
300.0000000
VAT
45.0000000
Inc VAT
345.0000000

Legal Handover

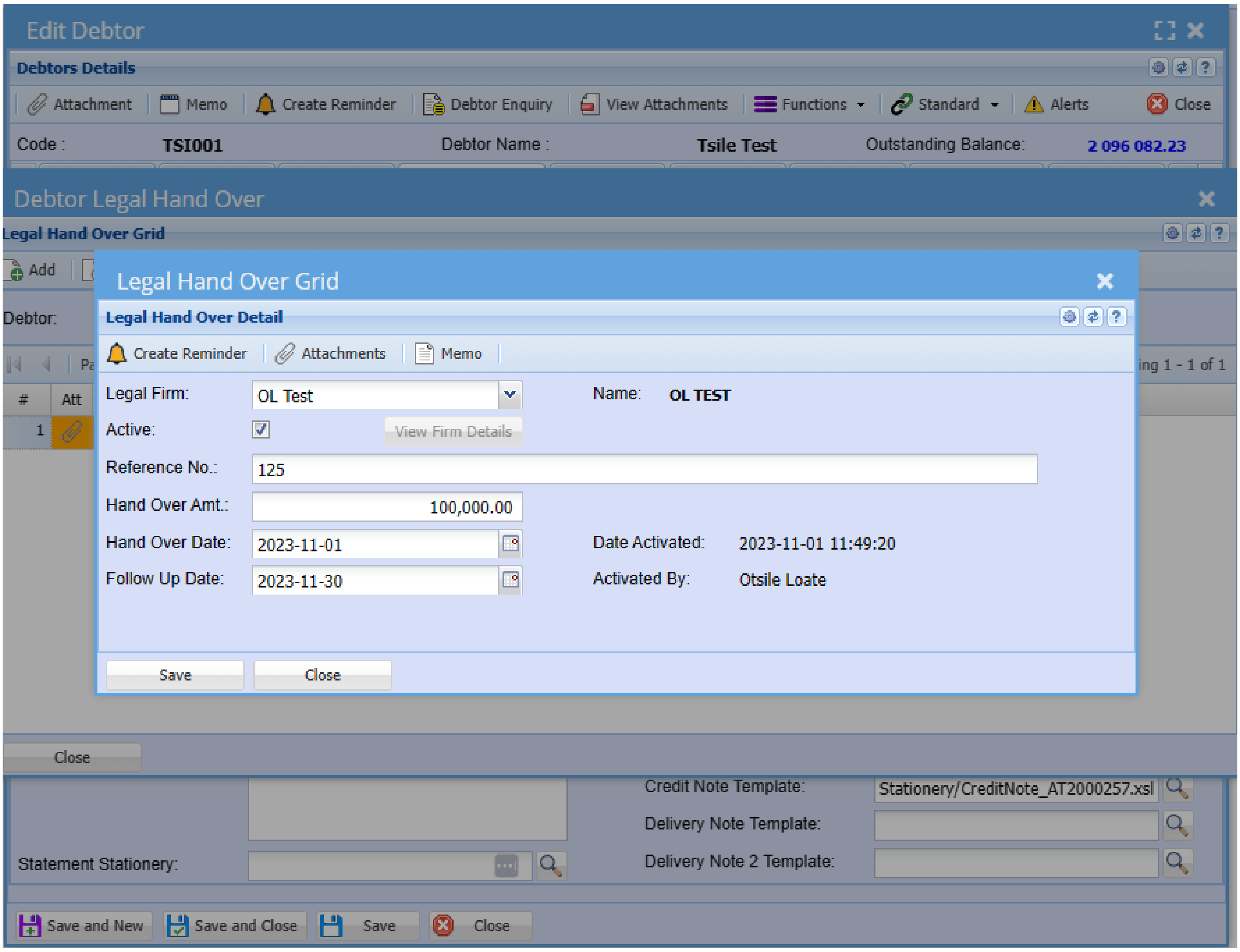
Legal handover is when you have started legal process of a customer for non-payment.

Tick the box for legal handover.



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



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

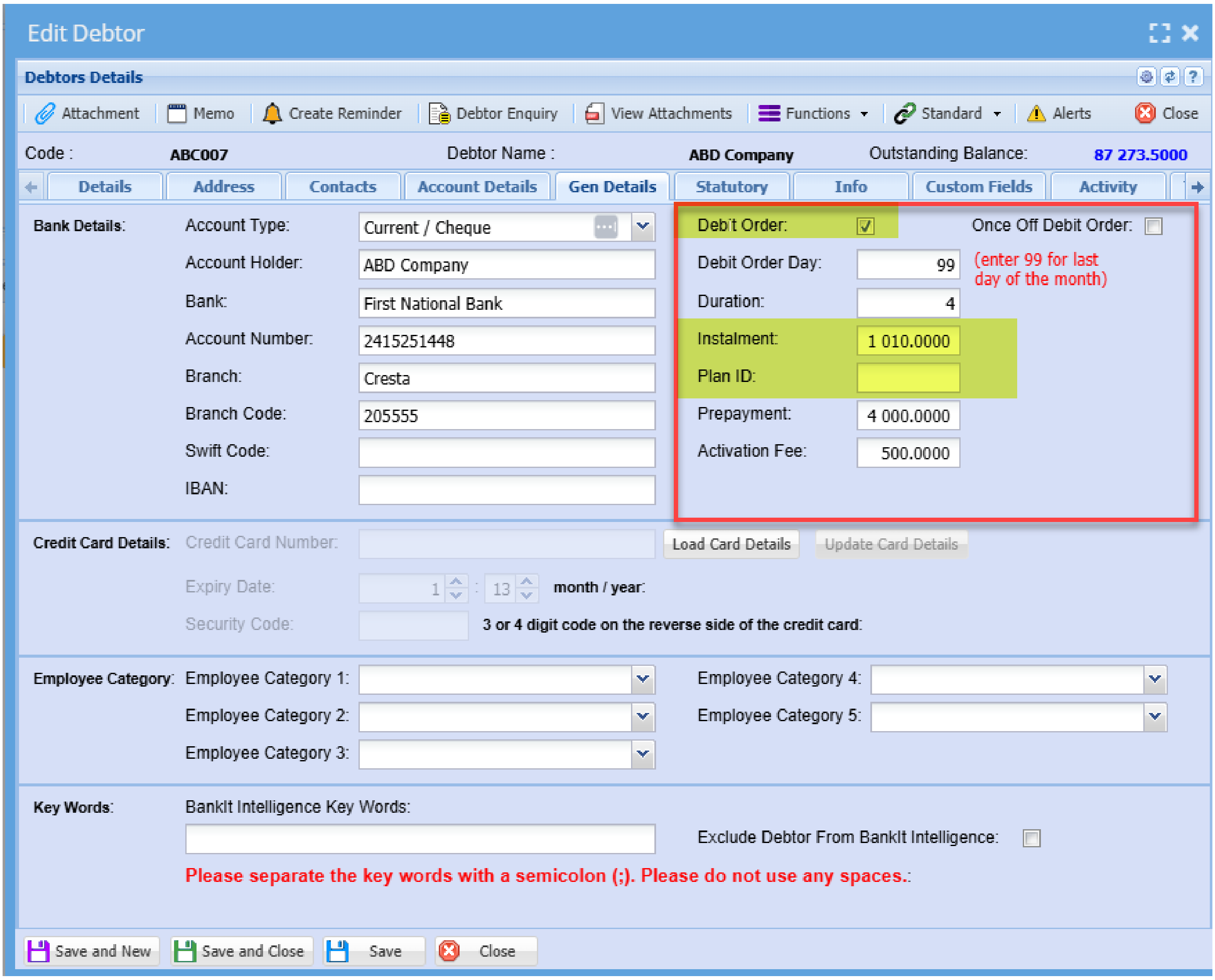
Activated By	The name of the person who activated the handover

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

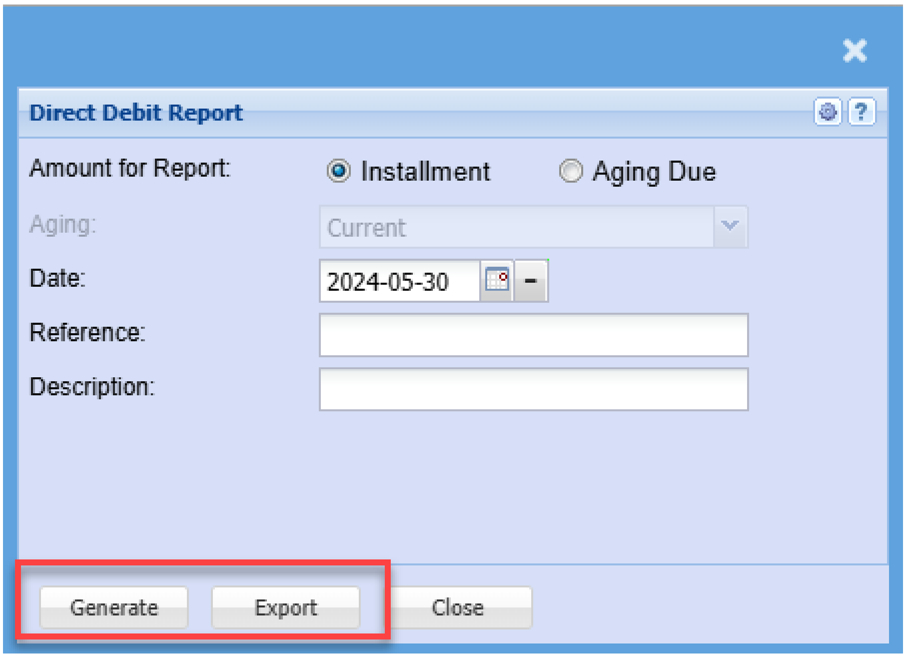
Debtors/ Customer Module> Configuration> Debtor/ Customer Setup> Gen Details Tab

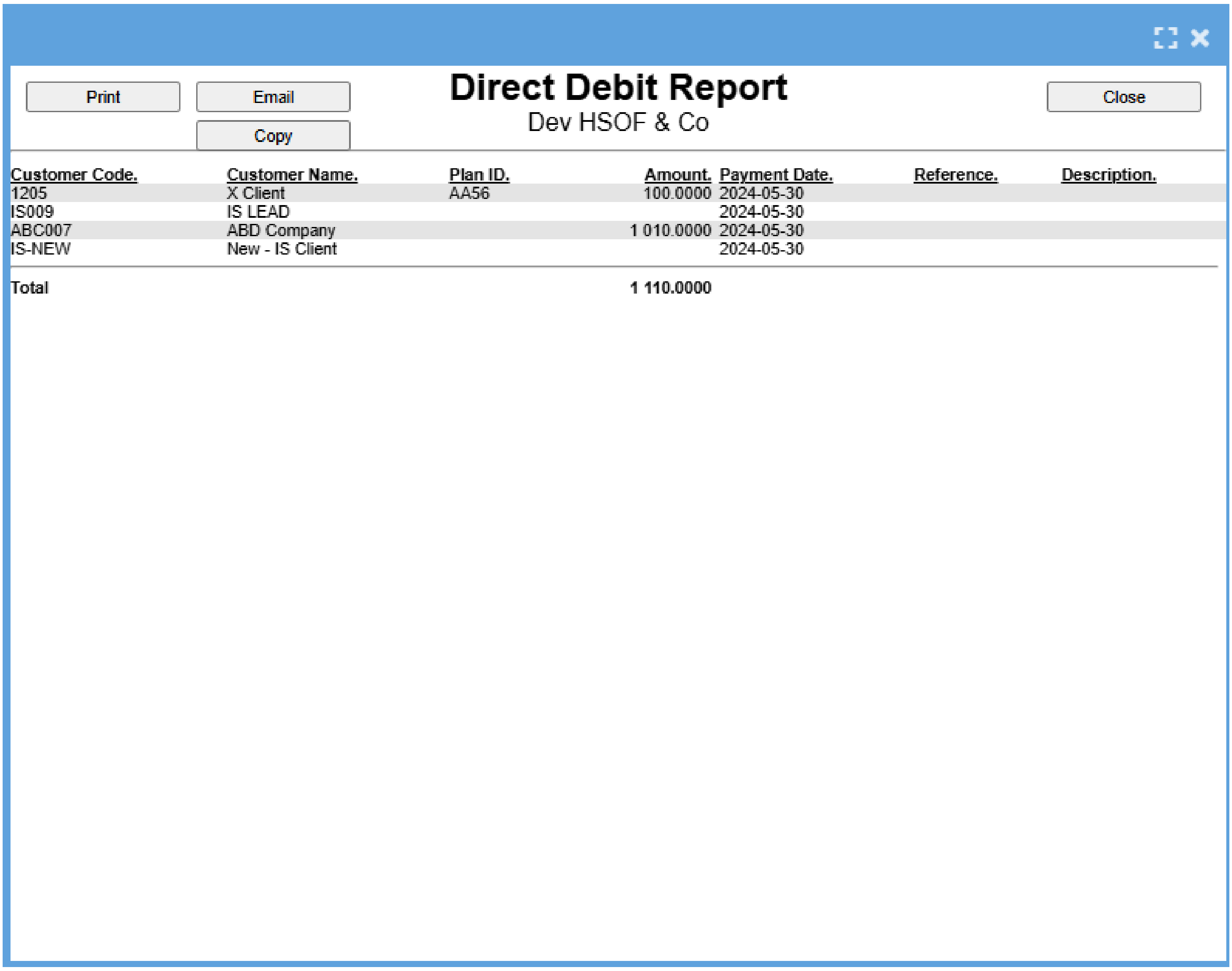


Print or export a report on Direct Debit

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

Go to Debtors Module> Reports > Direct Debit Report





Direct Debit Report

Dev HSOF & Co

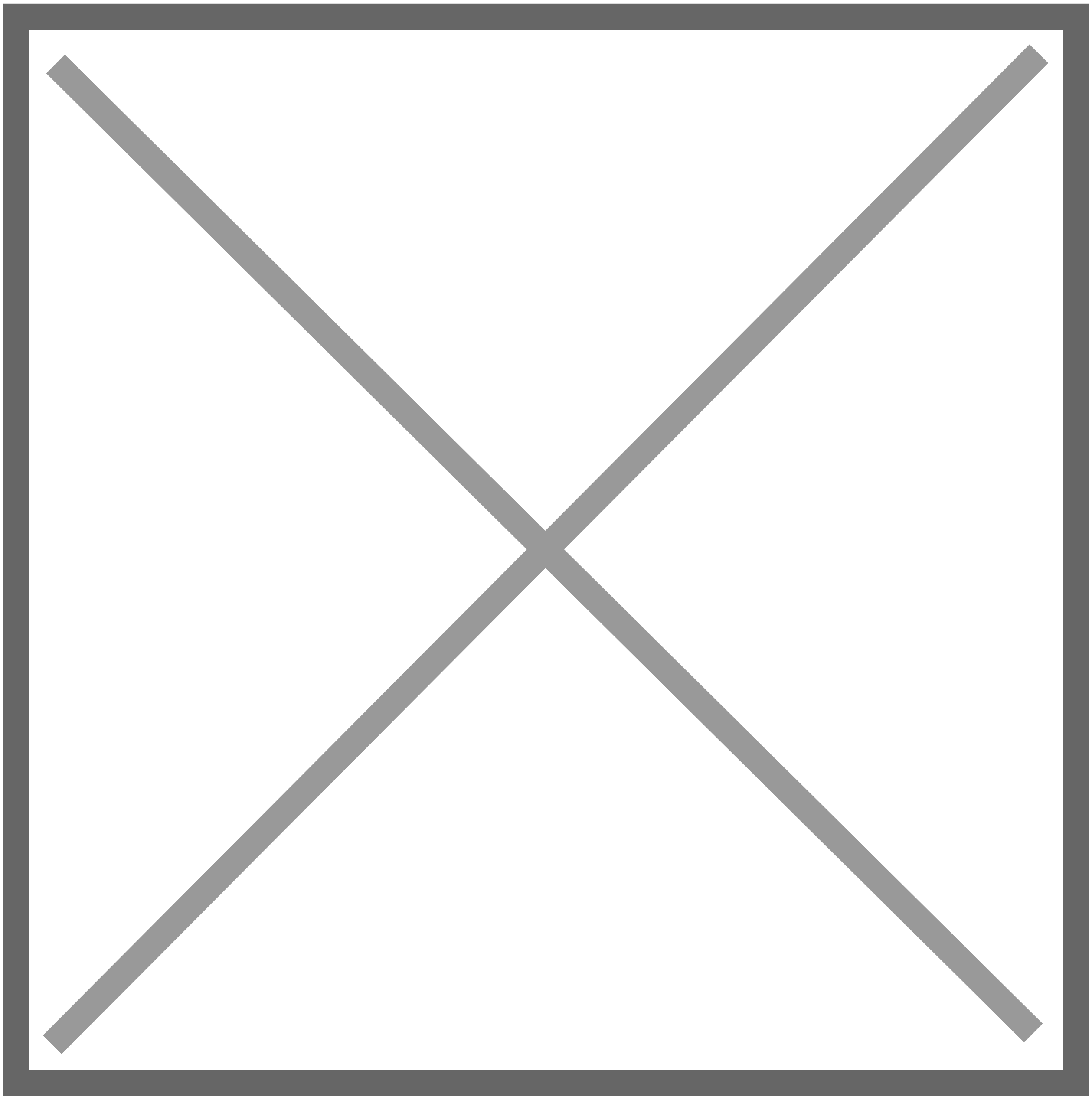
Customer Code.	Customer Name.	Plan ID.	Amount.	Payment Date.	Reference.	Description.
1205	X Client	AA56	100.0000	2024-05-30		
IS009	IS LEAD			2024-05-30		
ABC007	ABD Company		1 010.0000	2024-05-30		
IS-NEW	New - IS Client			2024-05-30		
Total			**1 110.0000**			

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



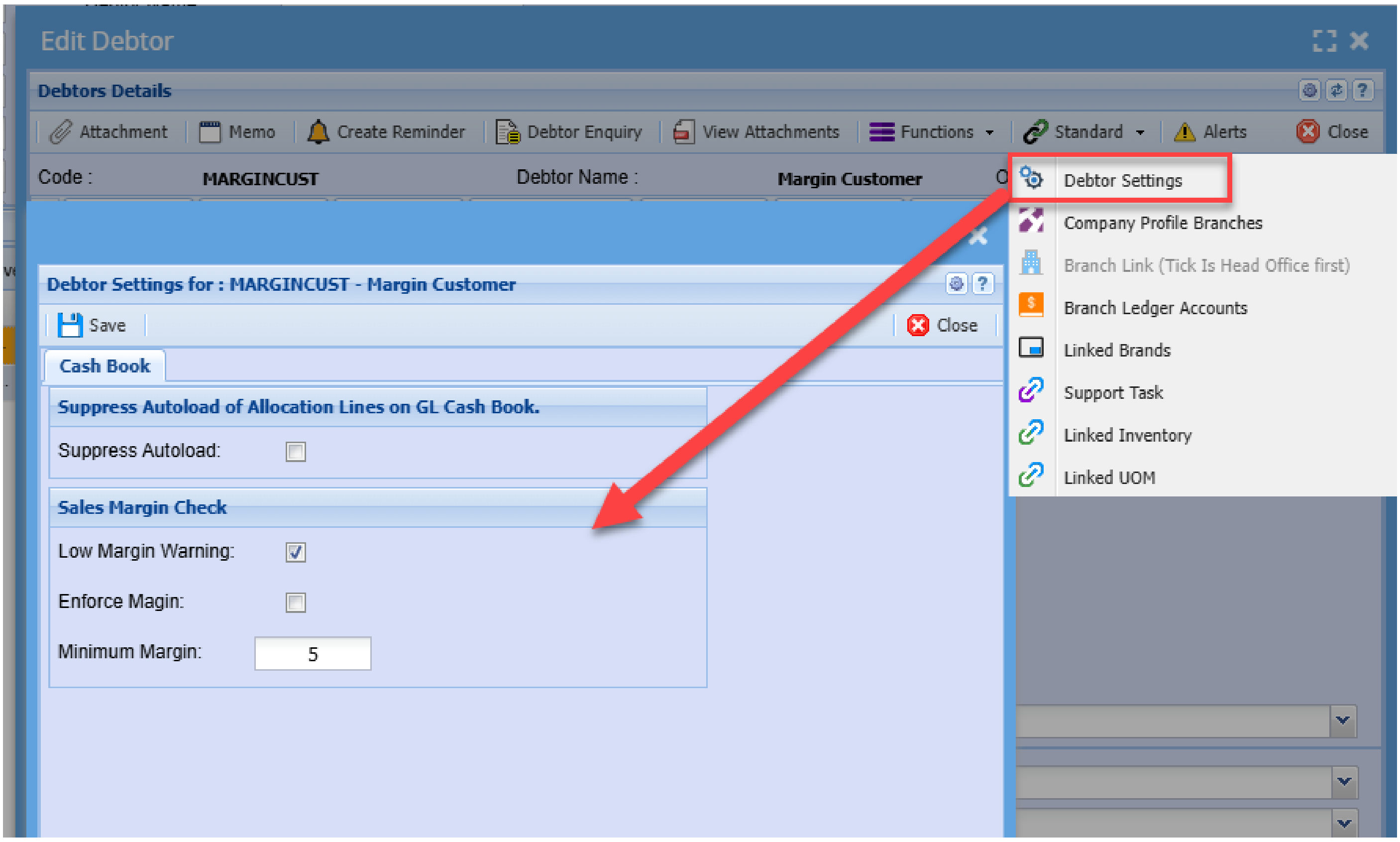
Sales Margin warning

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]



Low Margin Warning

Low margin warning works on the following documents:

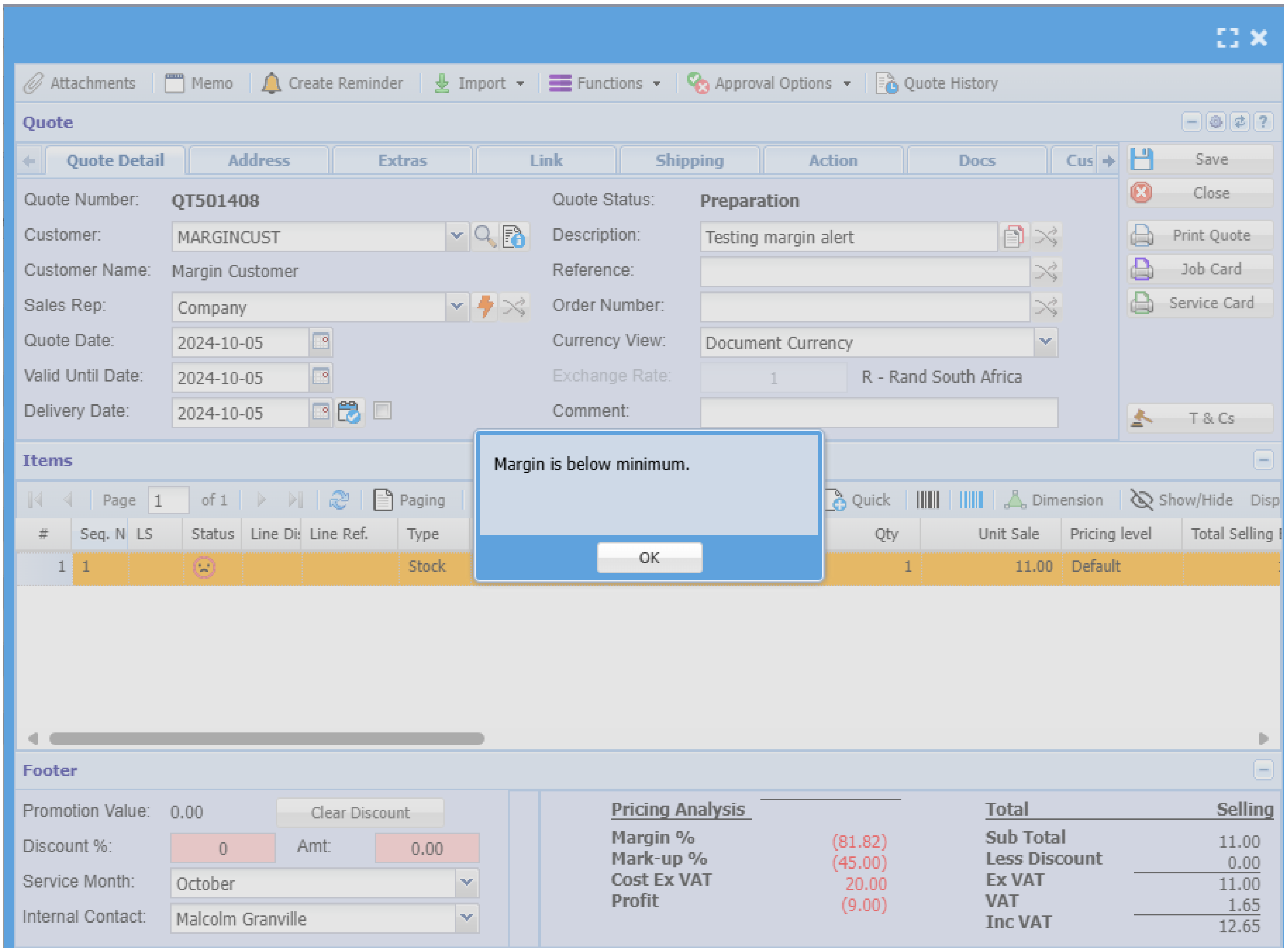
1. Quotation
2. Sales Order
3. Invoice

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

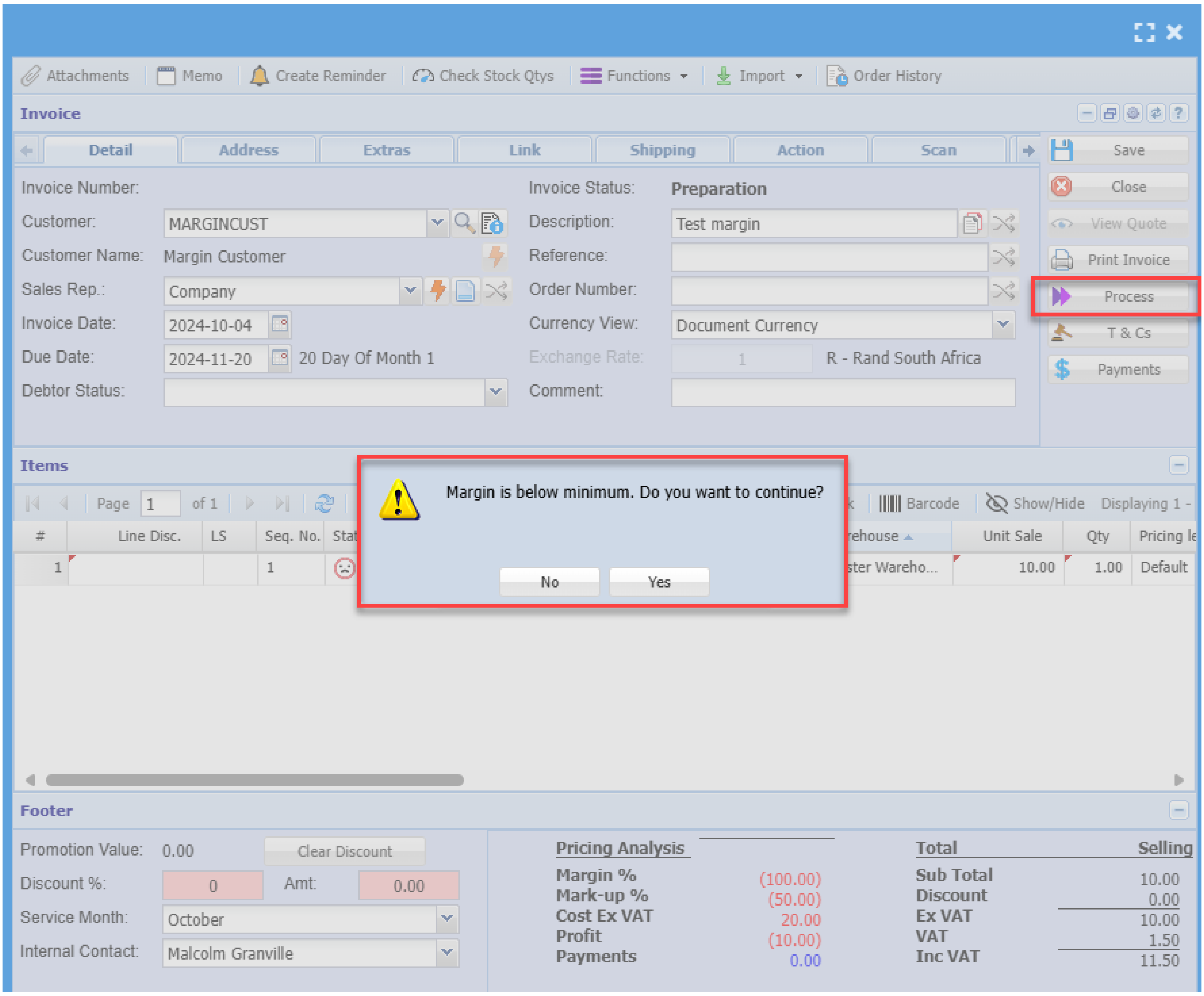
The margin warning also comes up when you are about to process the document, and it is below margin.

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



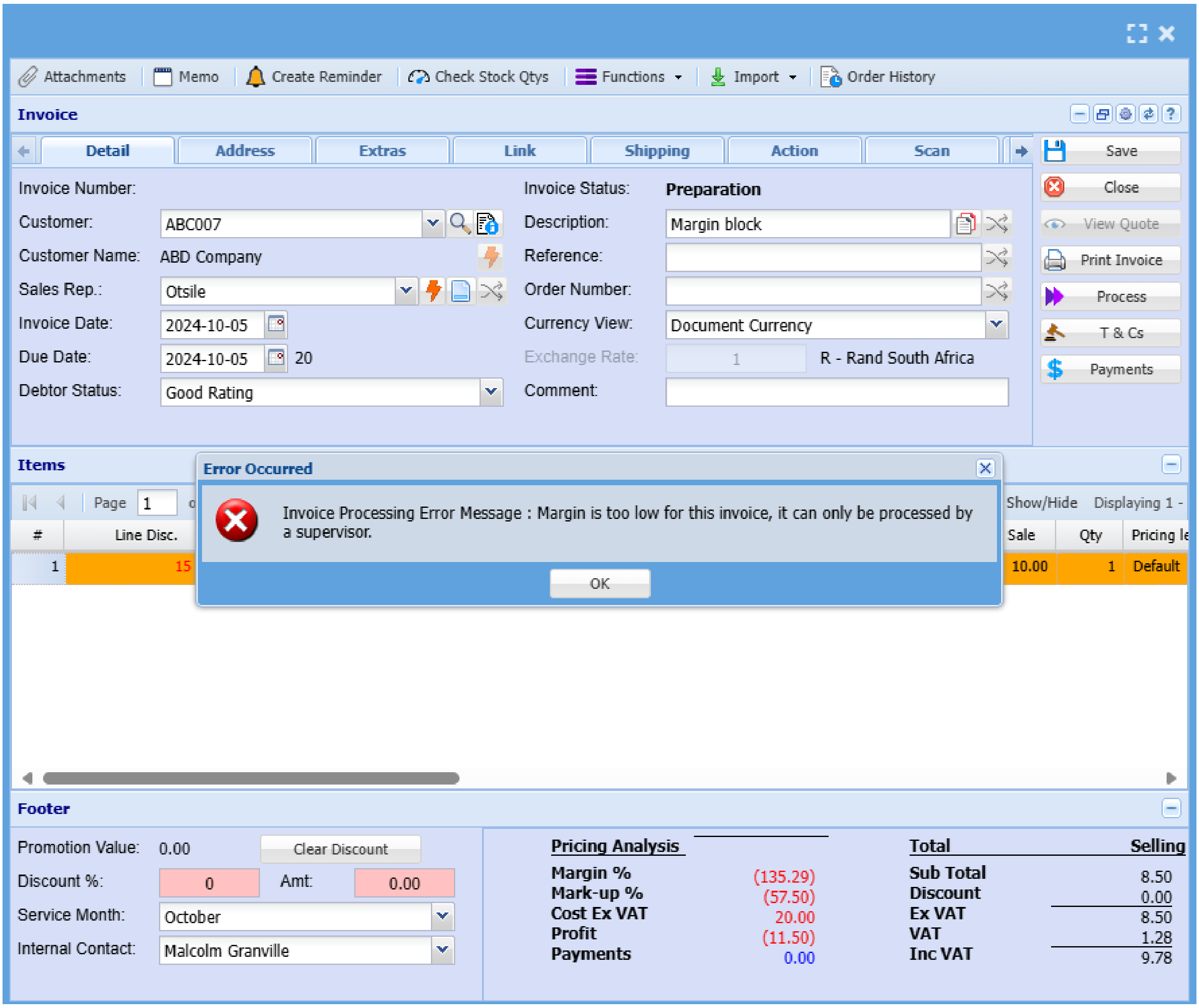
Example of a low margin warning when processing a document



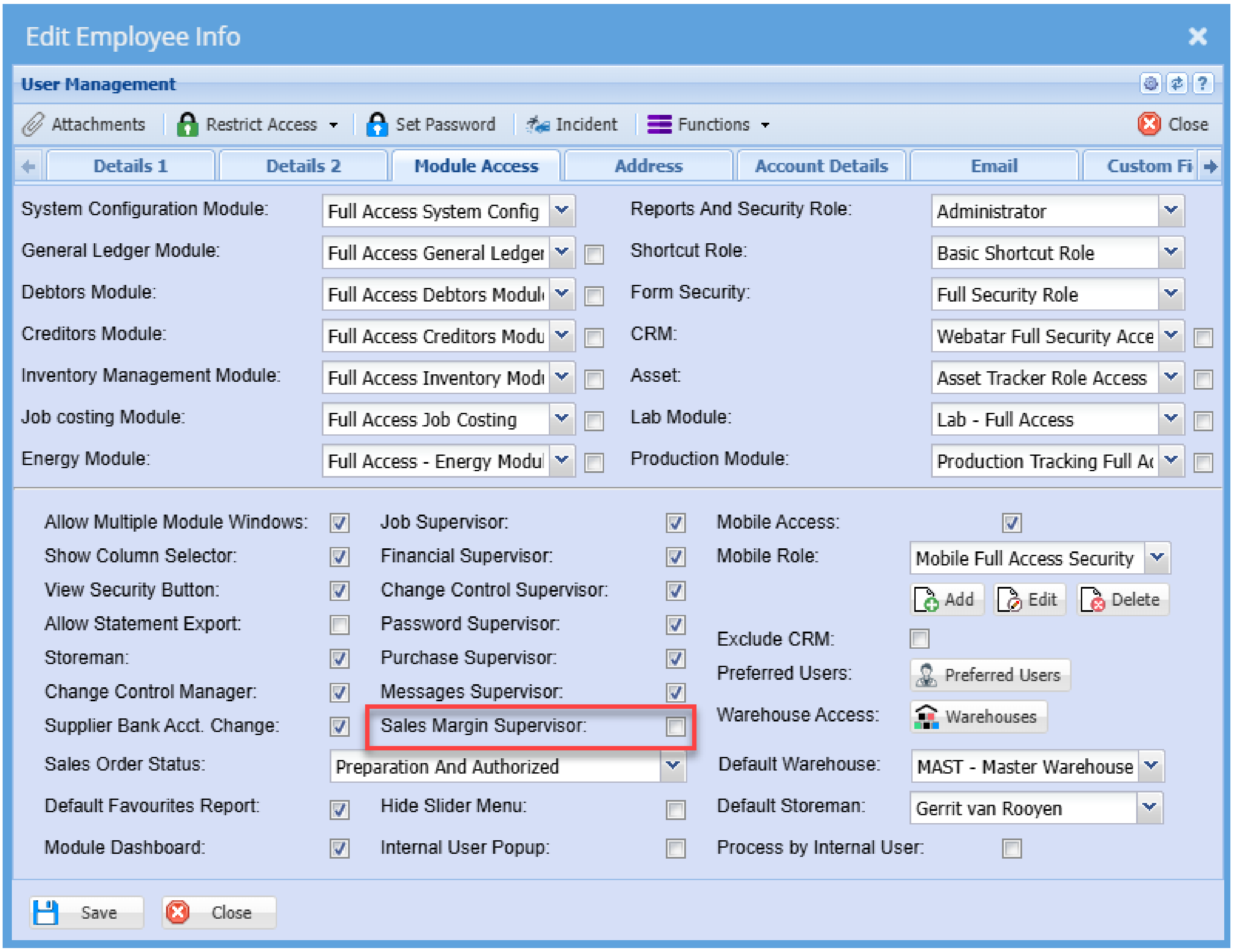
Enforce Margin

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.

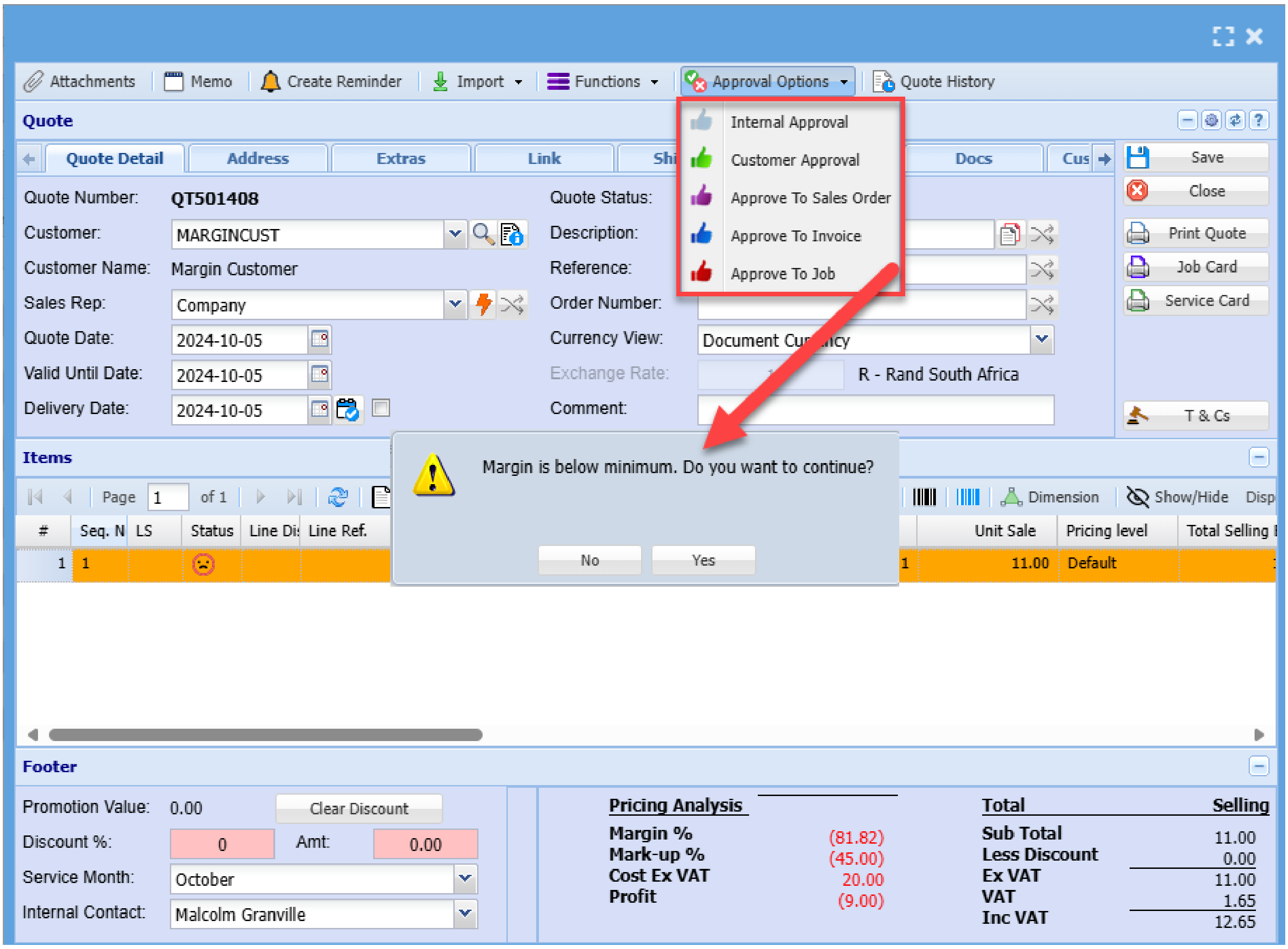


To setup a Sales Margin supervisor, go to the User setup

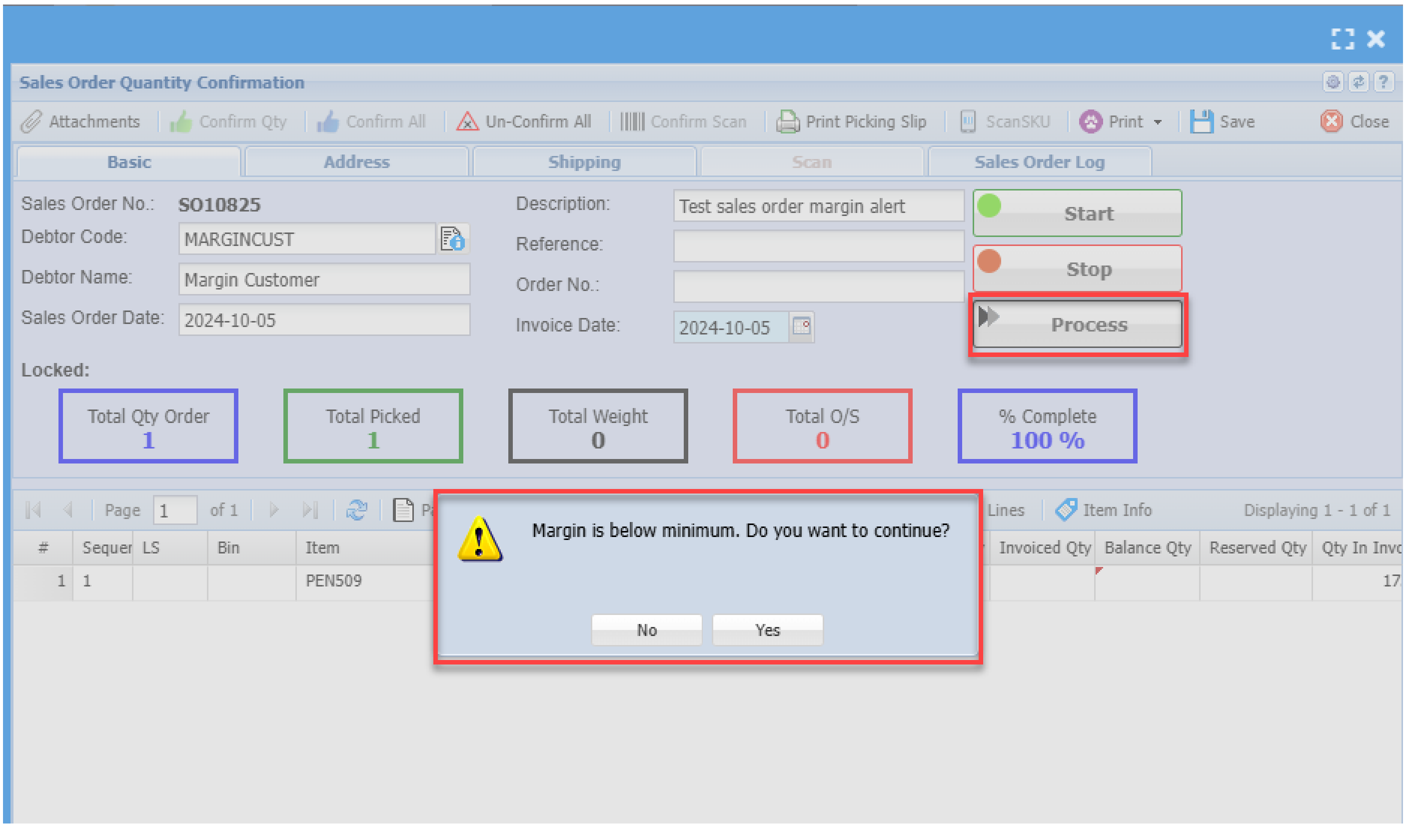


Document margin warnings

Quote warning will show when promoting quote.



Sales order warning will show up when you Process to invoice



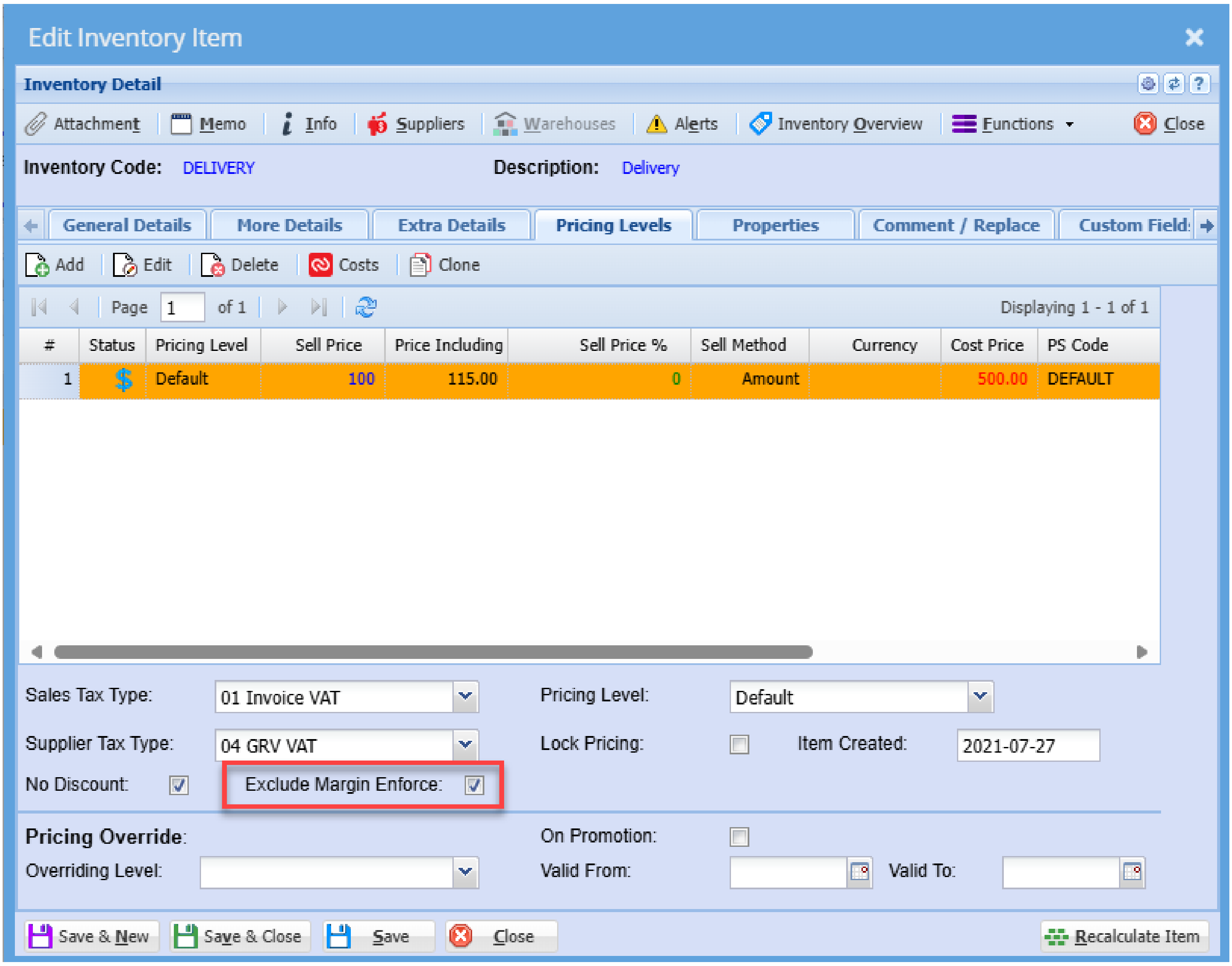
Exclude Margin enforce on inventory items

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



Overdue account onhold

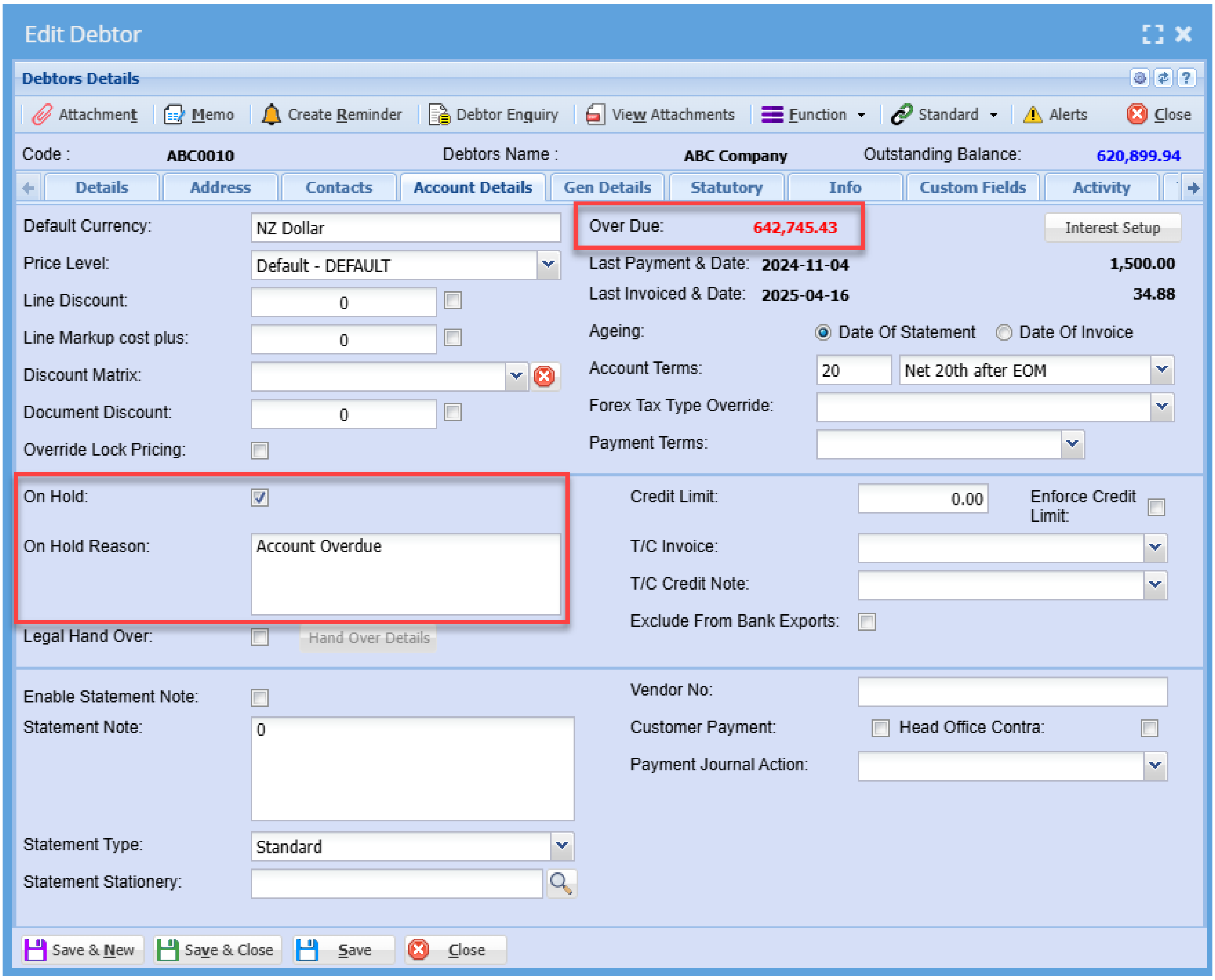
Setup the system to automatically put a customer account on hold.

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".

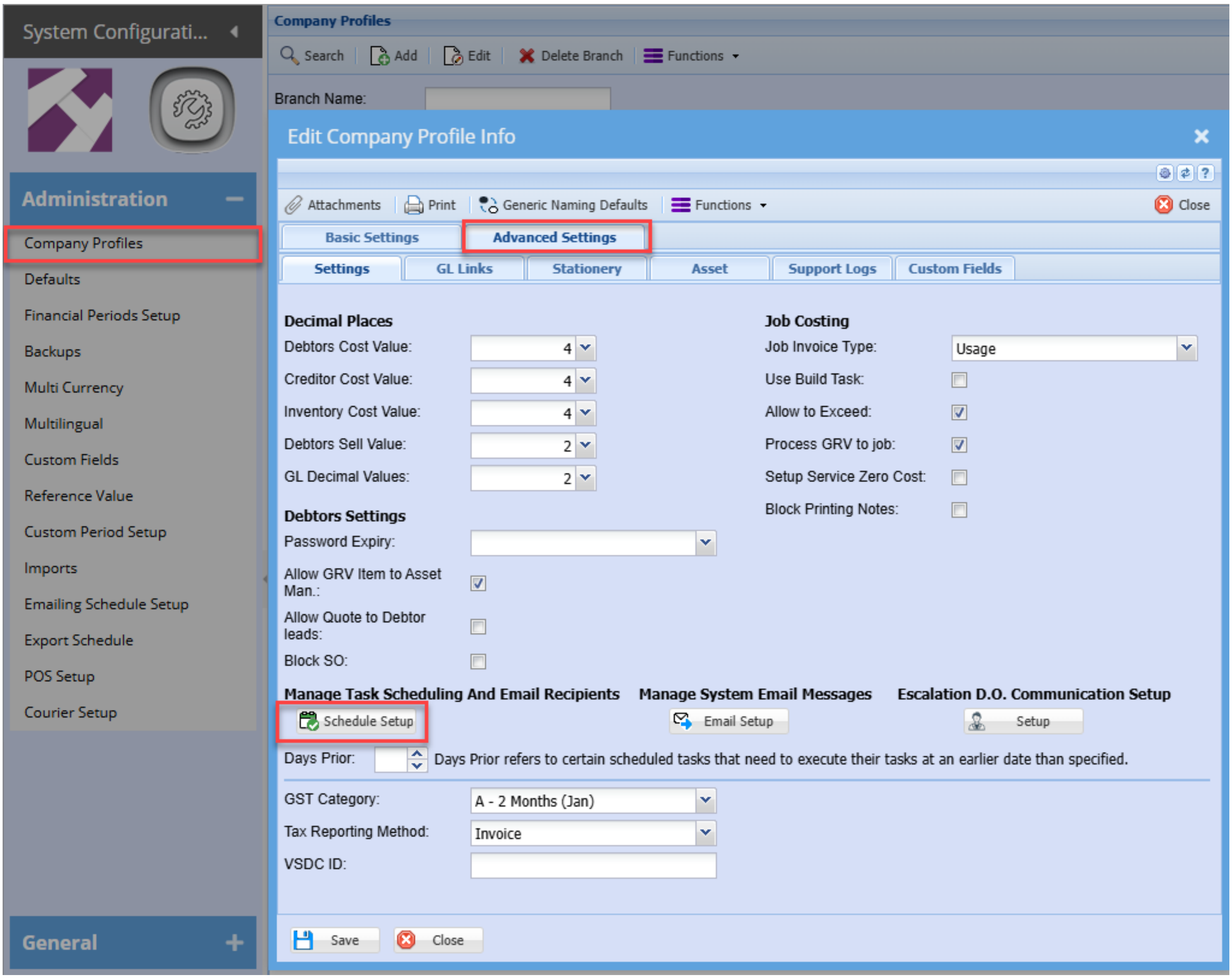
When the criteria is met and there is no overdue amount, the account will be deselected with On hold and the On Hold Reason cleared.



Activate Schedule

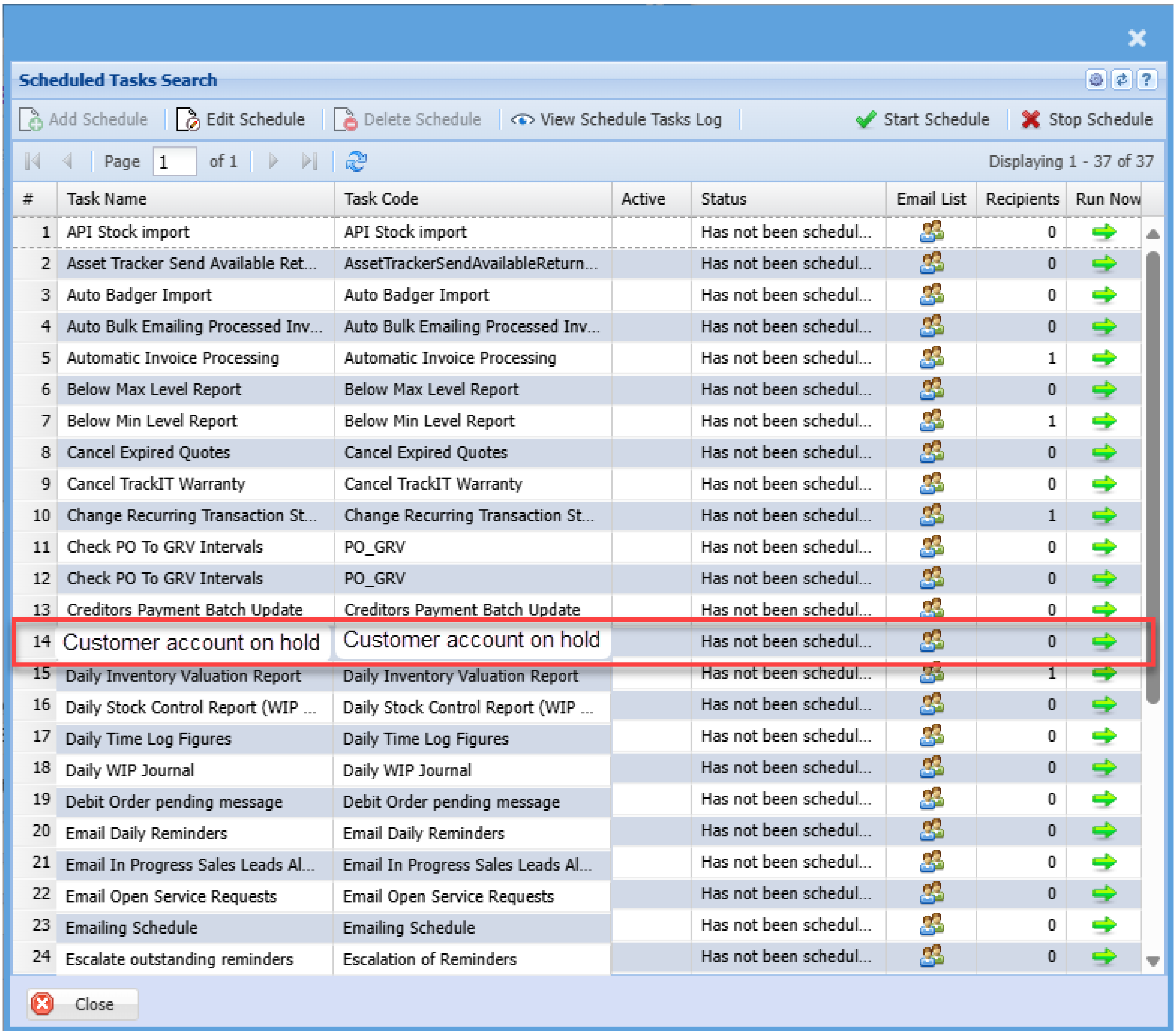
Activate the Customer account on hold with overdue amount.

Go to System Configuration, Company Profiles, schedule setup



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.



#	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	

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

Acc No	Customer Name	On hold
ABC001	ABC company	Yes
DEF001	DEF Company	Yes

On hold removed

Acc No	Customer Name	Activated
GHI001	GHI company	Yes
JKL001	JKL Company	Yes

Sales Rep Group Link

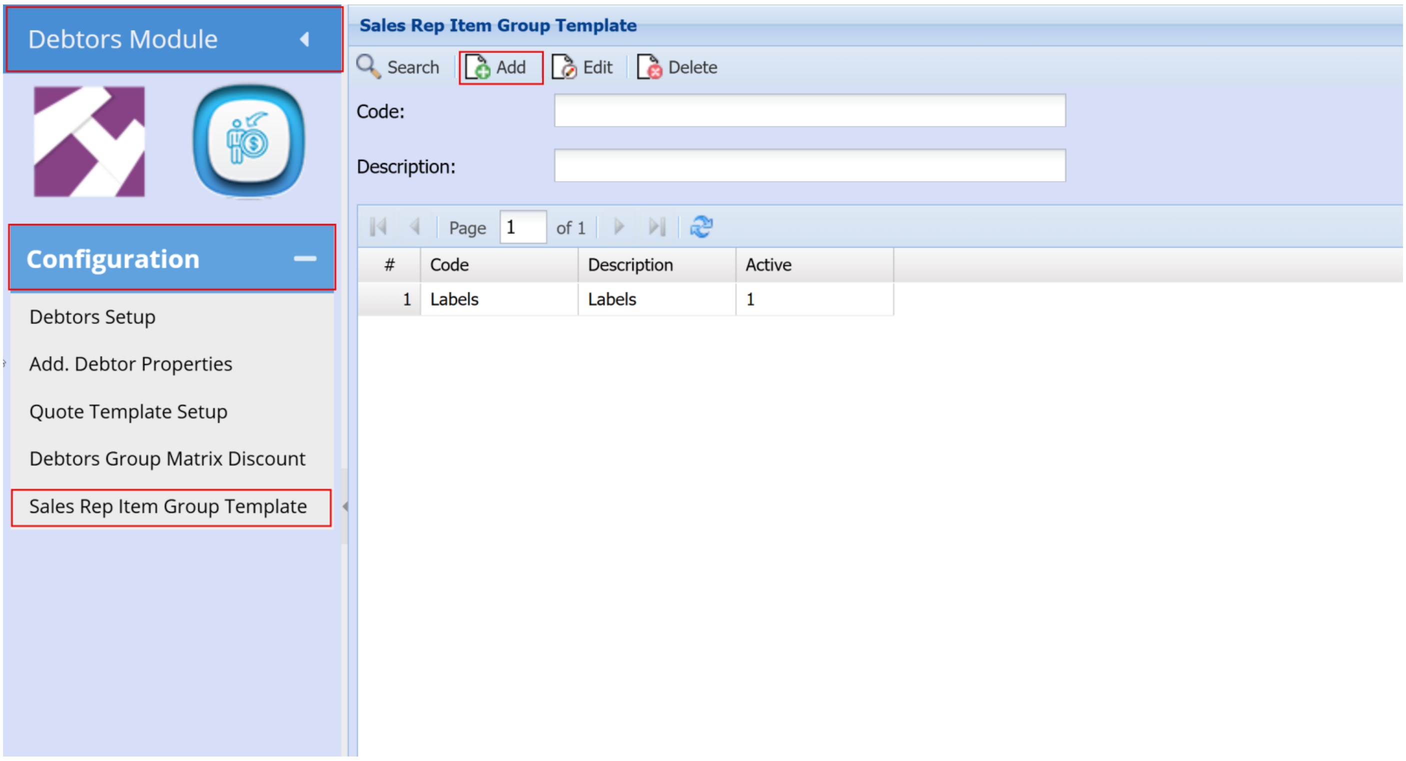
This option allows you to link a sales representative to a specific item group when creating a sales document.

Creating a Sales Rep Item Group Template

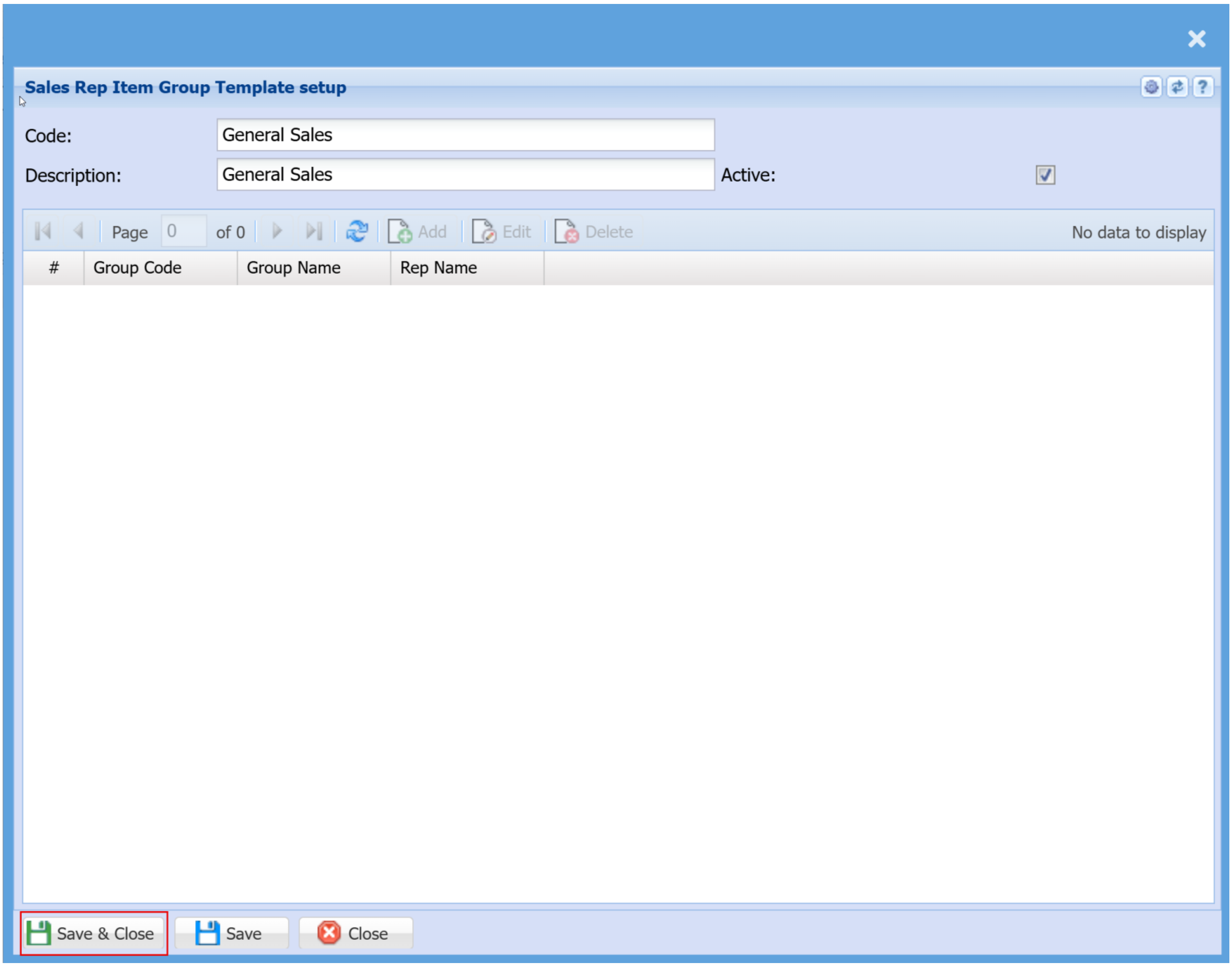
This allows one to setup a template for Item groups to Sales Rep, this template is used to populate against the customer

Debtors > Configuration > Sales Rep Item group Template

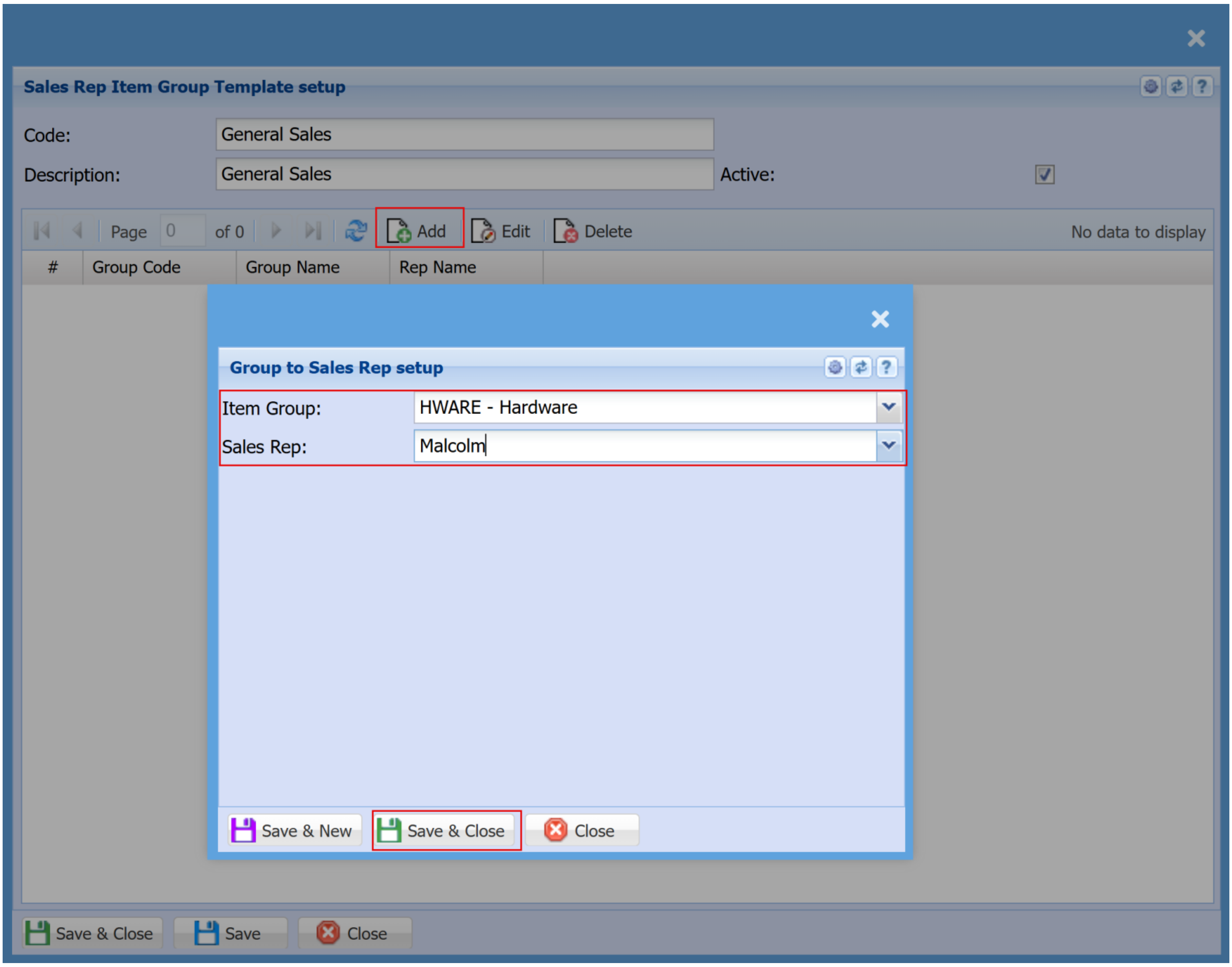
Click "**Add**"



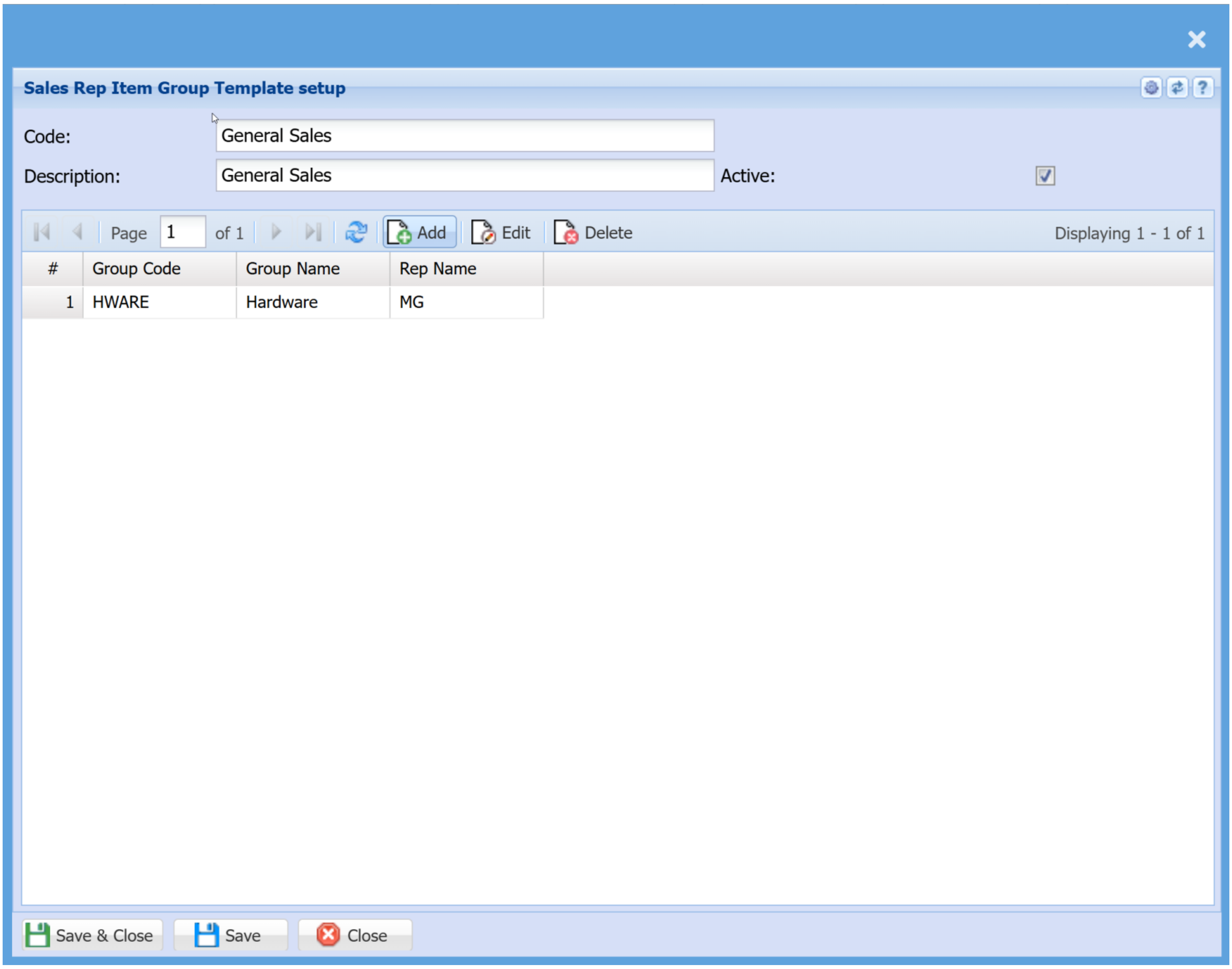
- Add "**Code**"
- Add "**Description**"
- Click "**Save**"



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



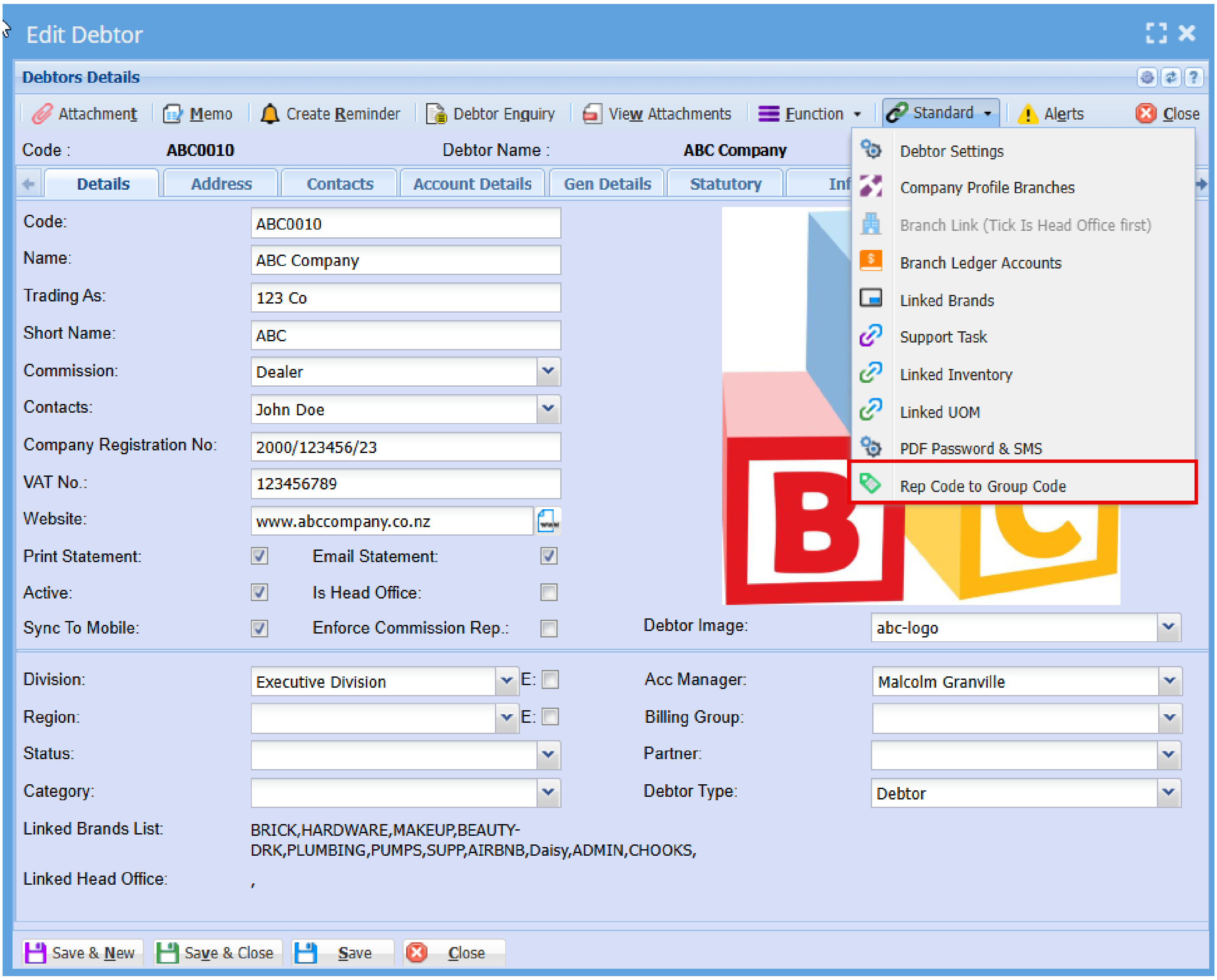
- Click "**Save & Close**" or "**Save & New**" to Save or add another Template



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**



Tick the "**Activate**" Box

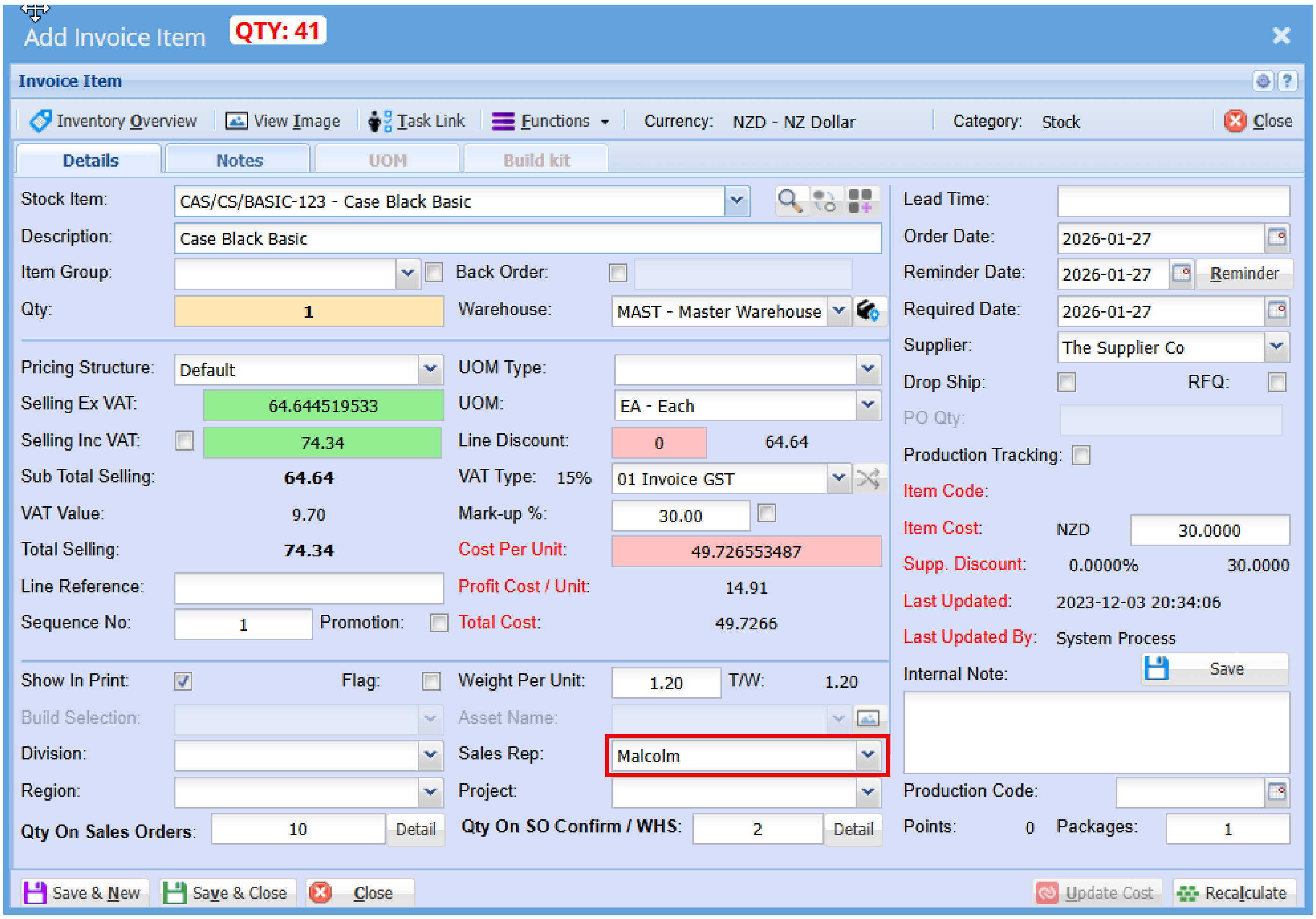
Click "**Add**"

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

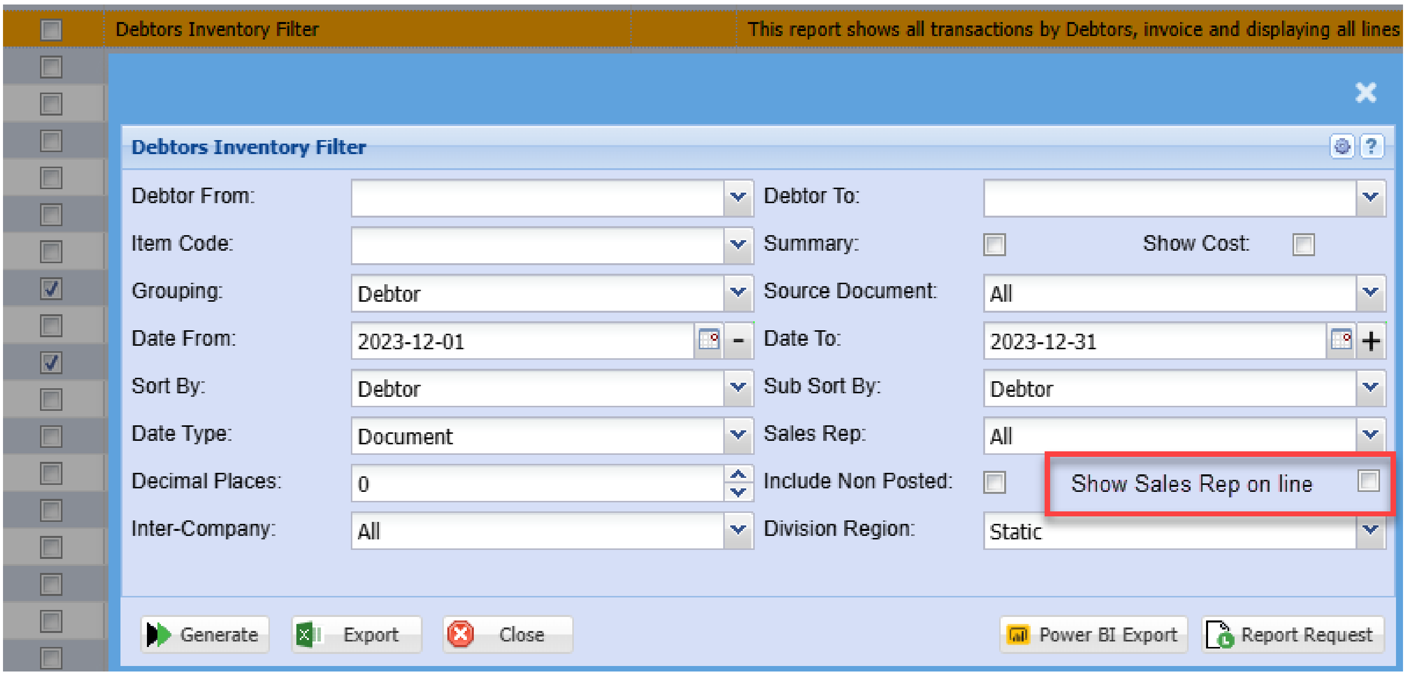
When enabled, the sales document will check the customer and the stock item’s group, then override the sales representative on the item line. This means each line item on the document can have a different rep code assigned.

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



Sales report updated to view sales rep by line or by document

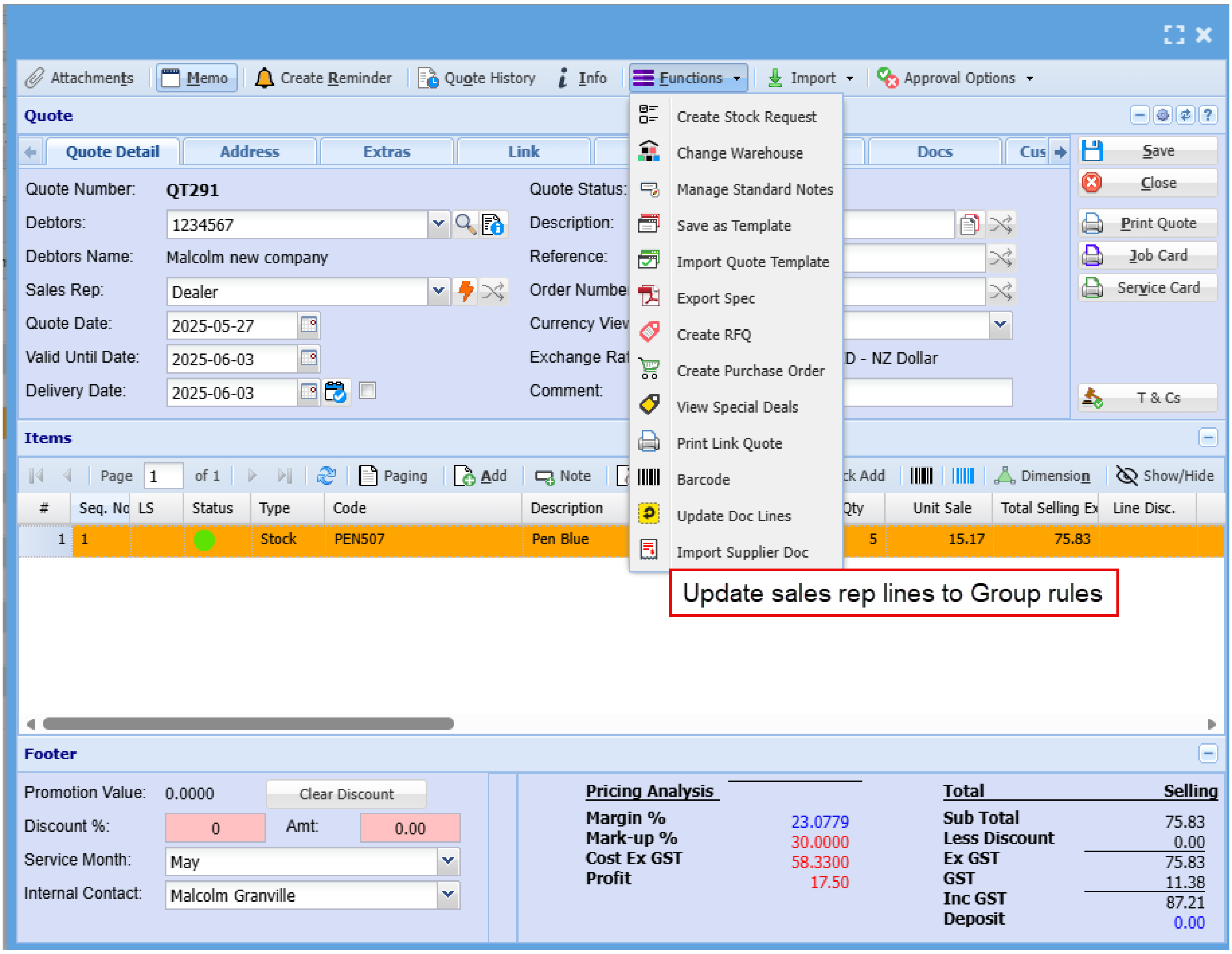


Function update

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

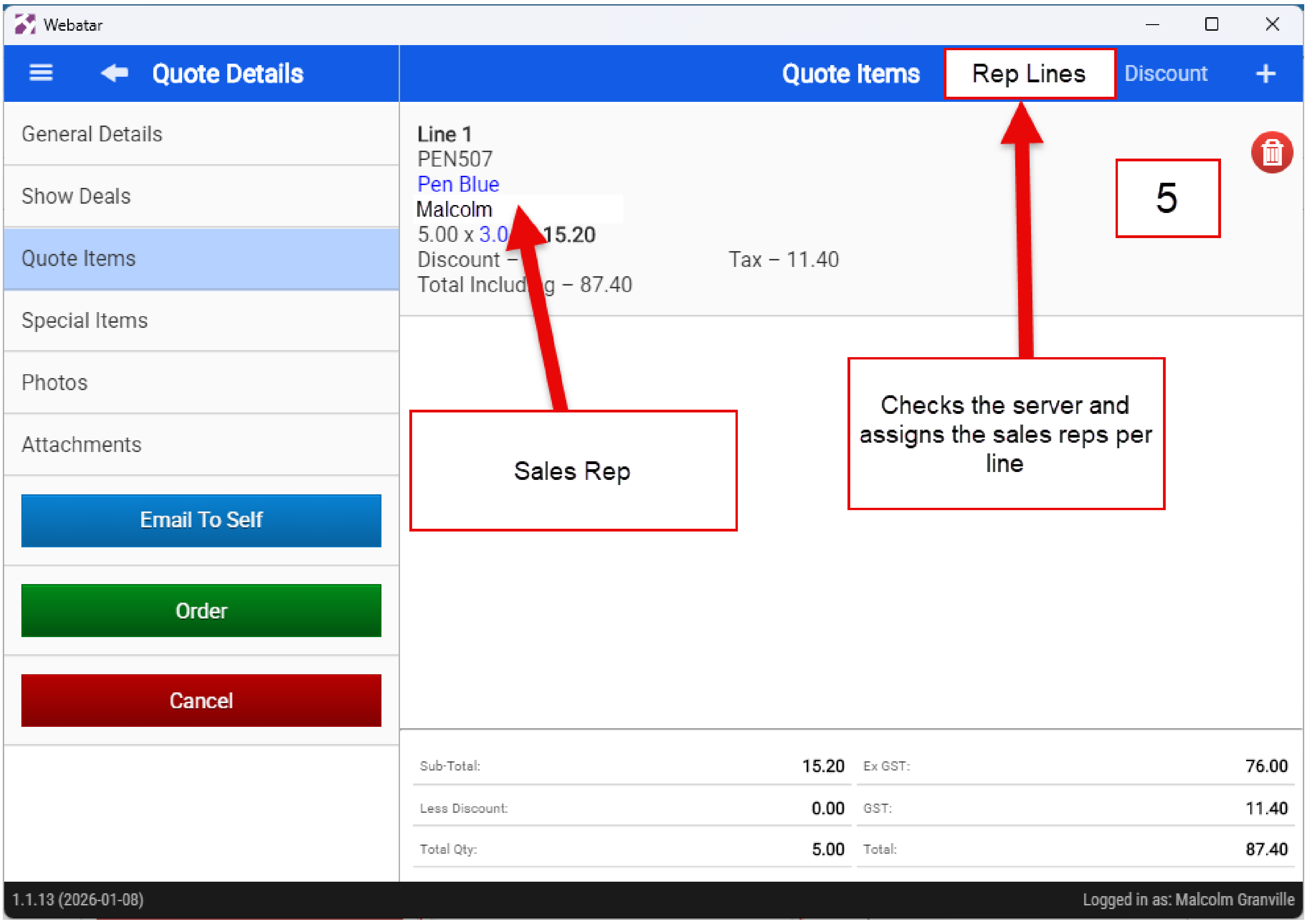
Documents to have this rule:

- Quote
- Sales Order
- Invoice
- Credit note



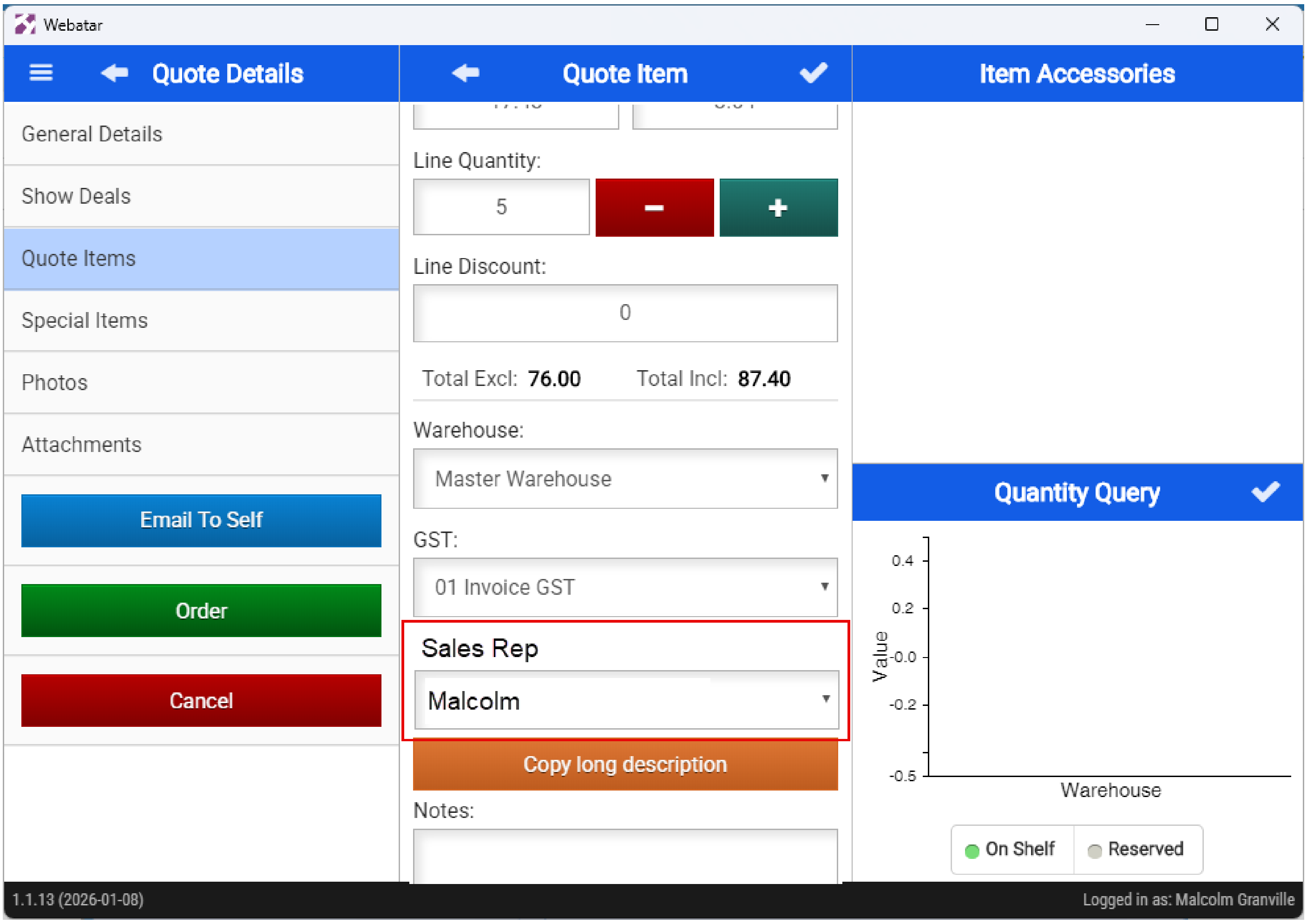
Webatar quote update sales reps per line

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



Sales rep per line

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


Webatar
Quote Details
Quote Item
Item Accessories
General Details
Show Deals
Quote Items
Special Items
Photos
Attachments
Email To Self
Order
Cancel
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:
Quantity Query
0.4
0.2
-0.0
-0.2
-0.5
Value
Warehouse
On Shelf
Reserved
1.1.13 (2026-01-08)
Logged in as: Malcolm Granville