Add Debtor

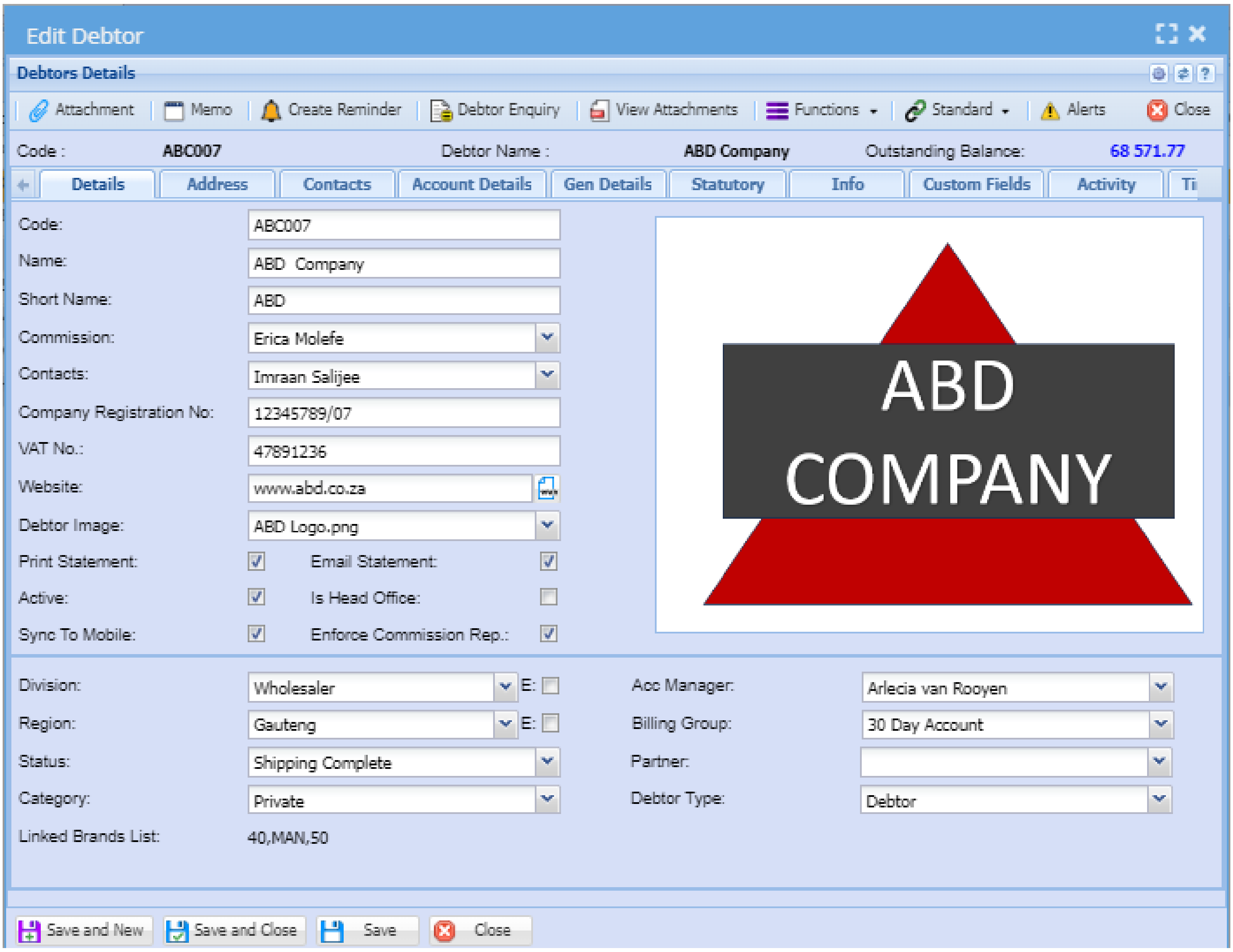
Adding in a new Debtor or customer, tabs below defined

Details Tab

Debtors/ Customer details contain information about the debtor.

The user has to enter all essential information of a debtor or customer on this tab

> After adding all information about a debtor or customer always remember to click save.



Debtors Code	This is a unique code that identifies the debtor This code needs to be filled in or the customers/ debtors information will give you an error when trying to save. The code is also used for exports.
Name	Enter a legal customer or debtor name that will appear on all documents.
Short Name	Short name that the company uses for a client
Commission	This is a drop down and only shows commission structures set up under System Configuration Module
Contacts	This is a drop-down and only shows contact names that have been entered from the contacts tab.
Company Registration No	This is the company registration number
VAT / GST No	This is the tax number for the customer if the company is VAT / GST vendor
Customs Client No (CCN)	The Import / Export code
Website	Enter the website of the company
Debtor Image	This is the image that has been added under the attachment e.g. company logo
Division	The down arrow allows a selection according to the division the debtor is categorized into
Status	Shows the debtor or customer status
Region	The drop-down menu facilitates the selection process based on the debtor's categorization within their respective region.
Category	This drop-down menu facilitates the selection process based on the debtor's or customer category based on the categories that that have been added to the drop down.
Acc Manager	The drop down shows a list of accounts managers and only the account manager for the customer or debtor needs to be selected.
Billing Group	The drop down shows the types of billing groups within the organization and only the right billing group should be selected for the debtor or customer. For example, billing groups can be categorized as monthly or annually

Partner	Select the business partner for the debtor or customer on the drop down.
Debtor type	The drop down shows different debtor types whether it is a debtor/ customer or a prospect. Select the correct debtor type on the drop down.

Details tab tick boxes explained

> Tick boxes are pretty simple to use. If the box is ticked this means yes and if a box is not ticked this means no.

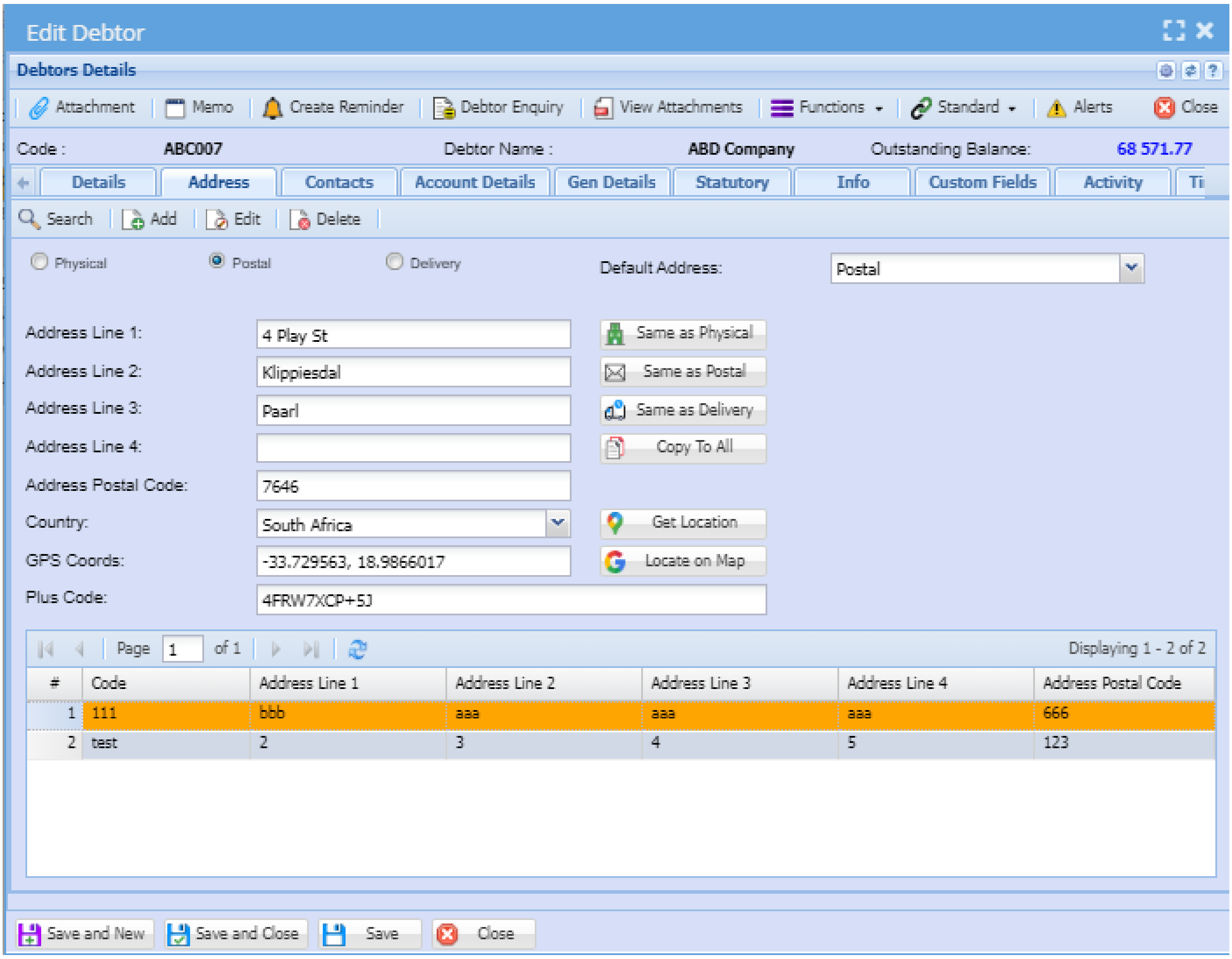
Print Statement	Put a tick if the statements will be printed
Active	Put a tick if a debtor is active
Sync to Mobile	Put a tick if you want the customer to be synced to your Webatar App (Mobile App)
Email Statement	Put a tick if the email Statement
Is Head Office	Put a tick if Consolidate Branch Statements at Head Office Level is required
Enforce Commission Rep	Put a tick if you want to enforce sales rep commission against a customer or debtor

---

Address Tab

The designated area for debtor address information facilitates the input of data and provides the user with convenient options to replicate the address, including the use of buttons labeled "Same as Physical," "Same as Postal," and "Same as Delivery."

A user can add multiple addresses on the debtor's or customer grid if they have multiple locations.



Add	Used to add a new address on the grid if a customer/ debtor has multiple customers.
Edit	Used to edit customer address on the grid debtor/ customer has multiple addresses
Delete	Used to delete addresses on the grid if a debtor or customer has multiple addresses

Physical	Enter the physical address or legal entity address for a debtor/ customer
Postal	Enter the postal address for a debtor/customer
Delivery	Enter the delivery address for the debtor/ customer
Default Address	This is the address that will populate on all debtor/customer documents
Address Line 1	This can be a street name or the name of the business park
Address Line 2	Suburb or street if line 1 consists of a business park name or estate

Address Line 3	Enter the city name for a debtor/customer
Address Line 4	Enter the province name for a debtor/ customer
Address Postal Code	Enter the postal code for a debtor/customer
Country	Select the country that the debtor or customer is in
GPS Coords	Enter the GPS coordinates for the debtor/customer One can use the button for locate on map, however this needs to be set up first
Plus Code	Enter the plus code for the debtor/ customer which can be found on Google map search
User defined Address grid	This is where you will a list of addresses if a debtor/customer has multiple addresses

Buttons to define the address

Same as Physical Address	When in an address section, use this button to copy the physical address
Same as Postal	When in an address section, use this button to copy the postal address
Same as Delivery	When in an address section, use this button to copy the delivery address
Copy to All	This button is used to copy addresses to be the same as all three addresses (Postal, physical and delivery addresses)
Get Location	Use this button to get your GPS location and plus code This needs to be set up first
Locate on Map	Click on this button to open up Google Maps to view the location of the company

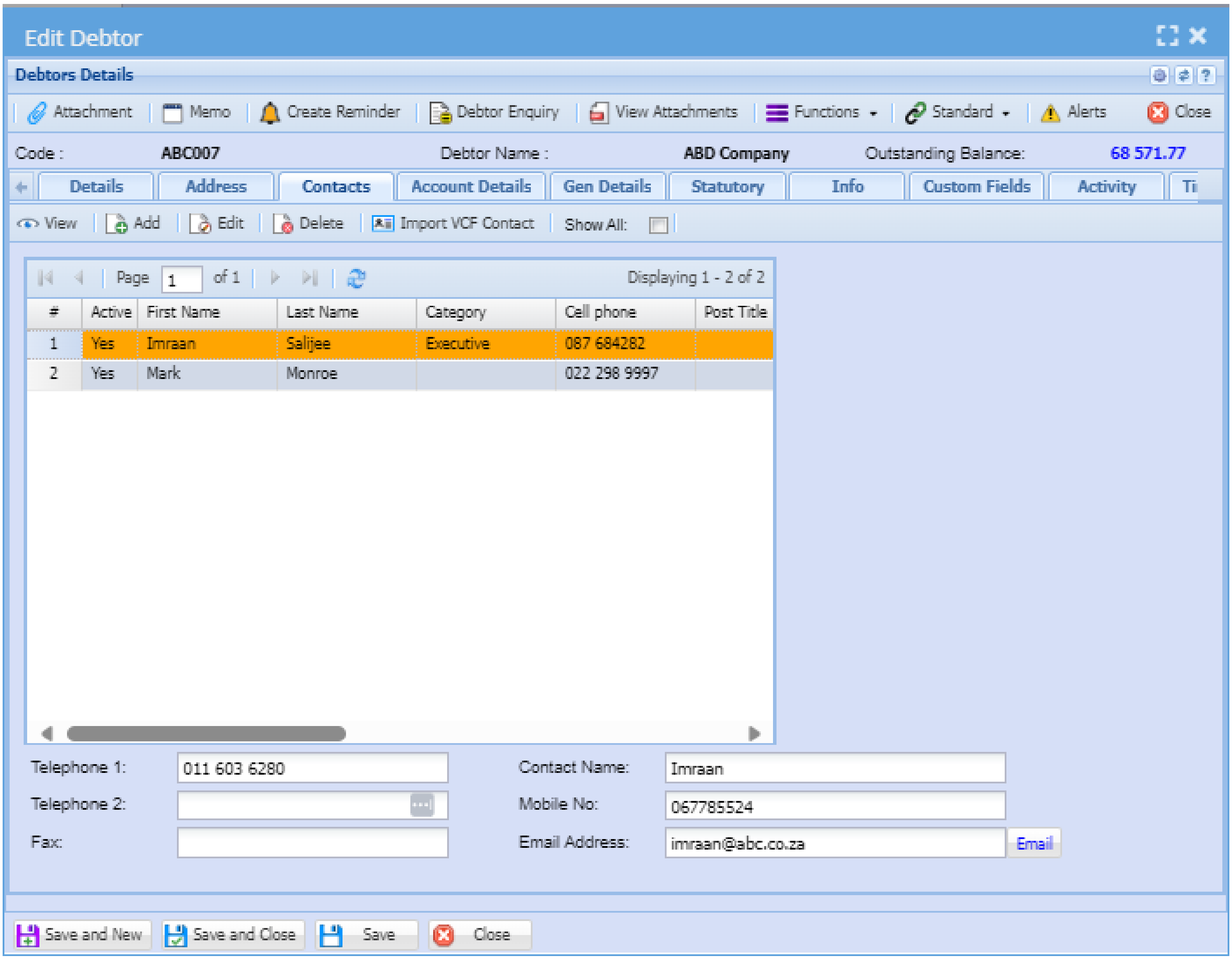
---

Contact Tab

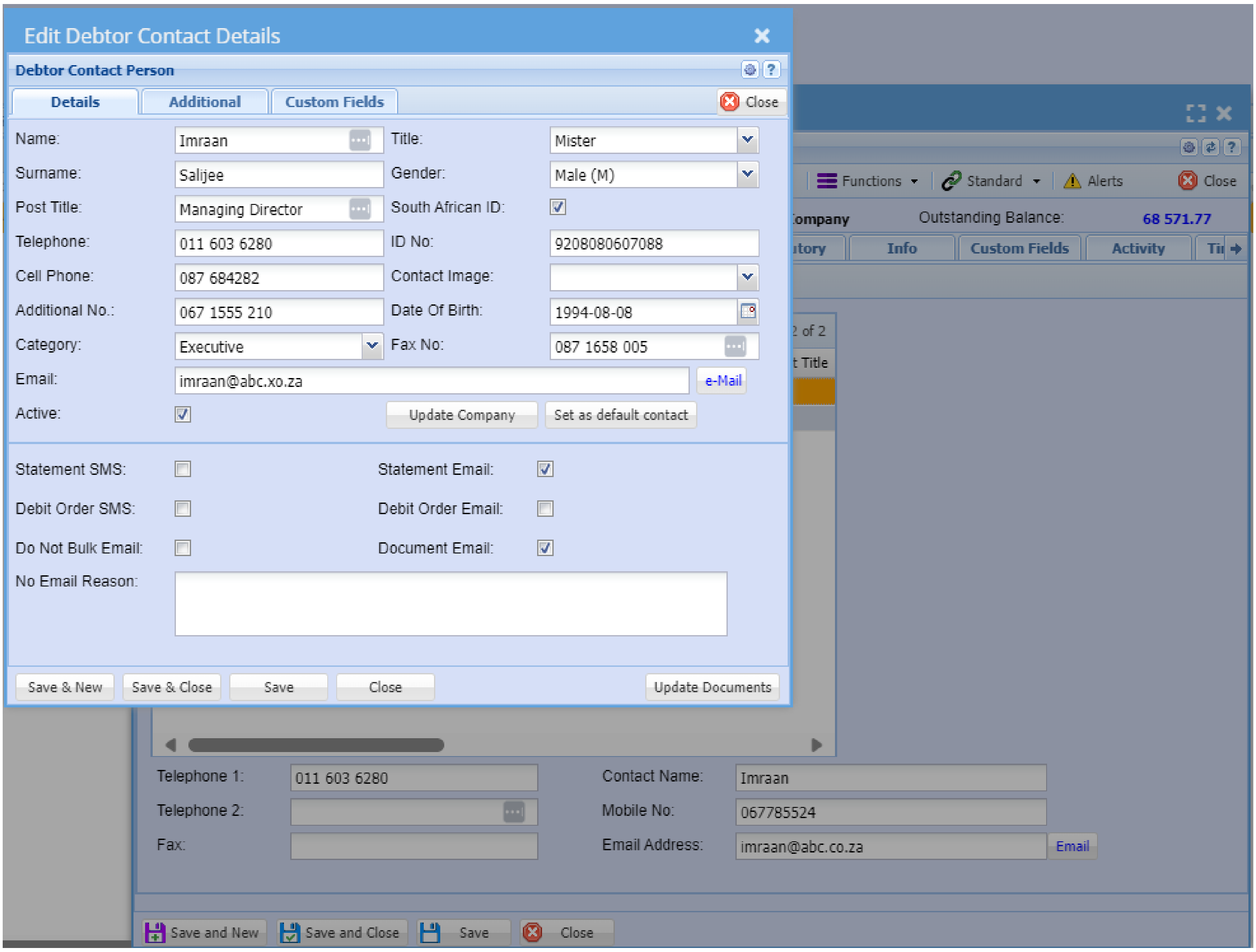
Contact details section is dedicated

In this Field you will insert the customers Contact details

these could be the generic company information.



Add or Edit Customer Contact Person Details



Debtor or Customer Fields

Name	Enter the contact person's first name
Surname	Enter the contact person's surname
Post Title	Enter the contact person's work title
Telephone	Enter the contact person's work telephone number
Cell Phone	Enter the contact person's work or personal cellphone number. This is optional
Additional Number	Enter the contact person's additional telephone number or cellphone number if applicable
Category	This drop-down menu facilitates the selection process based on the contact person's categories that have been added to the drop down.

Email Address	Enter the contact person's email address. The email address is compulsory to be able to send communication from the system
Title	Select the contact person's tile on the drop down
Gender	Select the contact person's gender on the drop-down menu
ID Number	Enter the contact person's identity document if applicable This is optional
Contact Image	Select the contact person's image if added to the list of attachments
Date of Birth	Enter the contact person's date of birth if applicable
Fax Number	Enter the contact person's fax number if applicable
No Email Reason	If a contact person has given a reason for not wanting to be included to the mailing list, write down the reason why before clicking on do not bulk email.

Contact Details Debtor or Customer Tick boxes

> Tick boxes are pretty simple to use. If the box is ticked this means yes and if a box is not ticked this means no.

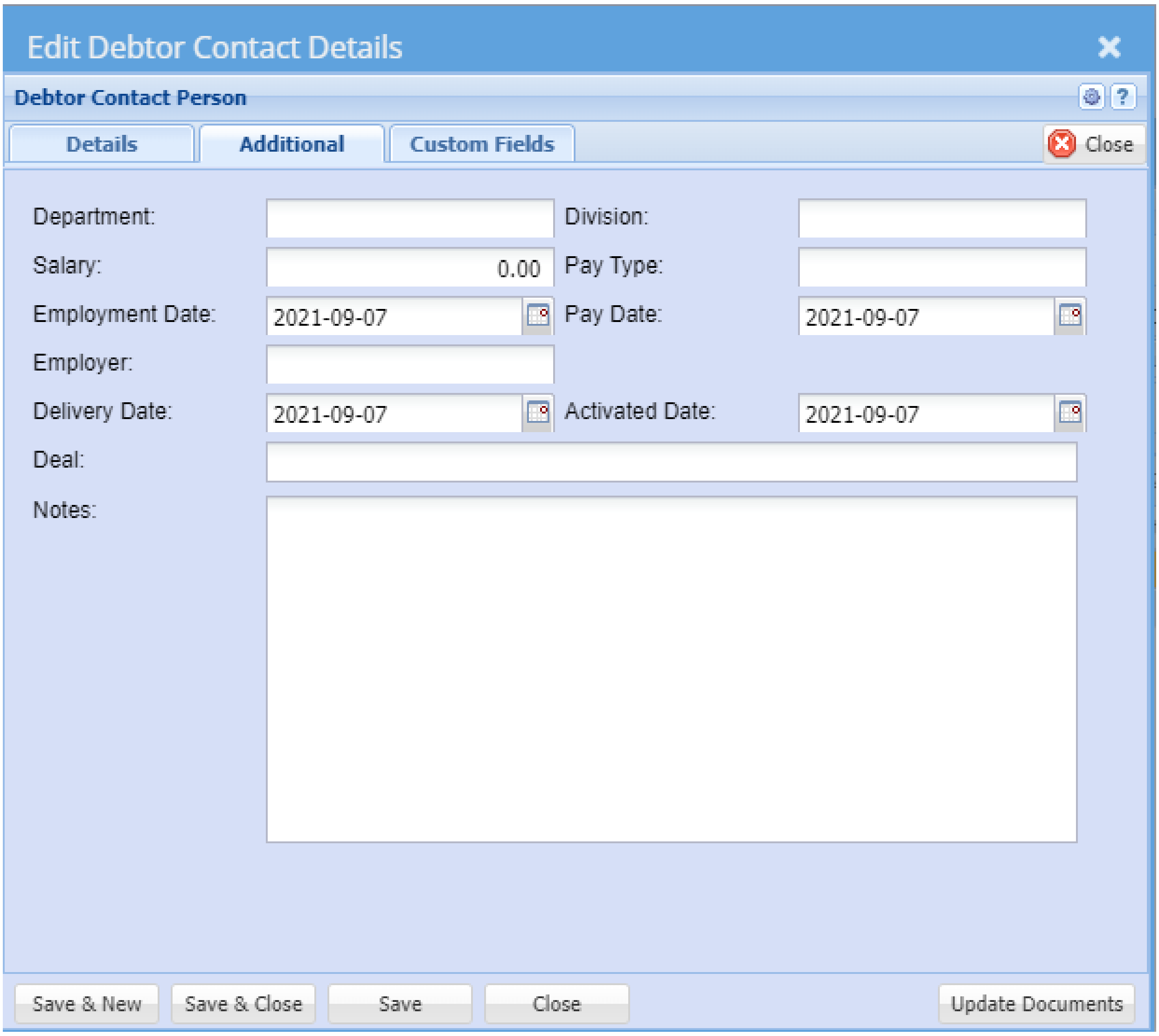
South African ID	Put a tick if the contact person has provided a South African Identity Number.
Active	Put a tick if the contact person is active
Statement SMS	Put a tick if a contact person should receive statements via SMS
Debit Order SMS	Put a tick if a contact person should receive debit order notifications via SMS
Do Not Bulk Email	Put a tick if the recipient does not want to receive bulk emails. Remember to put a note confirming why the recipient does not want to receive bulk emails. If you do not put a reason, then the system will ask for a password.
Statement Email	Put a tick on if you want the recipient to receive statements via Email
Debit Order Email	Put a tick if the recipient wants to receive debit order notifications via Email

Document Email	Put a tick if the recipient would like to receive documents from the system such as invoices and quotes via Email

Contact Details Debtor or Customer Buttons

e-Mail	Allows user to send email directly from the system The email address opens up on a user's mailbox without having to leave the system
Update Company	The update company button allows user to update the company details
Set as the default contact	Make a contact person a primary contact This is the contact person that will appear on the documents and the details tab screen
Update Documents	Allows contact person to be updated on all open invoices

Edit or Add Contact Details Additional Tab

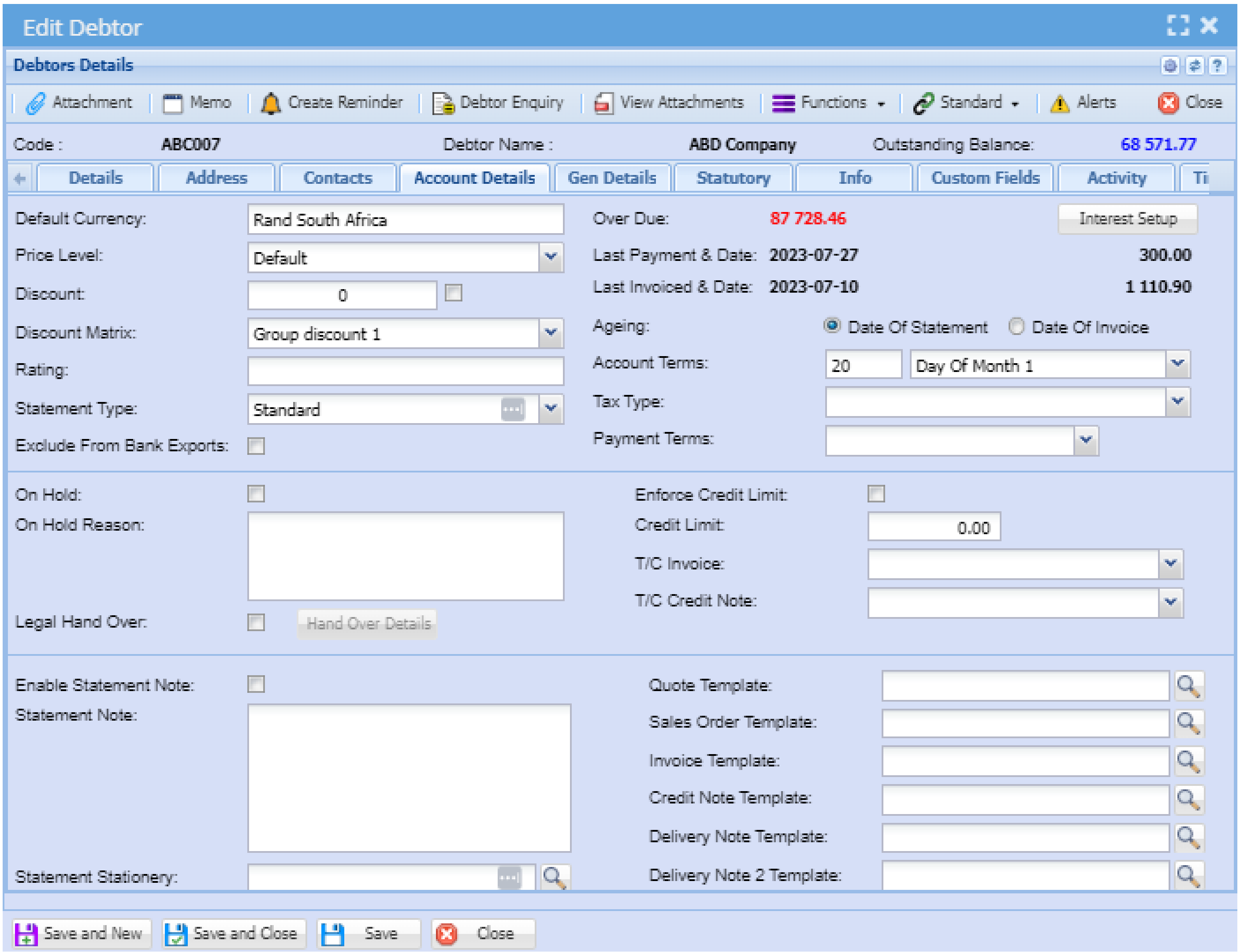


Department	Enter the contact person's department
Salary	Enter the contact person's salary
Employment Date	Enter the contact person's salary date
Employer	Enter the name of the employer
Delivery Date	Enter delivery date if applicable
Deal	
Note	Add any notes related to the contact person
Division	Add the division that the contact person belongs to
Pay Type	Add the contact person's pay type
Pay Date	Enter the contact person's pay date
Activated Date	confirm the activated date for a contact person

---

Account Details Tab

This is the account details information of the Debtor Because of our security you may want to lock down this tab to users if they do not have security access to the debtor.



Default Currency	If you are working with multi-currency customers, this allows you to select the default currency to work with on that customer. Note: Once the first transaction has been posted against the currency you cannot change the currency
Pricing Level	The dropdown only shows pricing structures setup under System Configuration Module
Discount	This field is only used as an information indicator of what discount rate you would discount the customer for
Discount Matrix	Select the correct type of discount for a customer or debtor on the drop down
Rating	Open text box to comment on the customer example Excellent Rating, Good rating
Statement type	Select the correct statement type on the drop down

Exclude from Bank Exports	Put a tick on if a user should be excluded from bank exports By default this check box is unchecked. When exporting Debtor Details, Transaction Details or Debtor Age Analysis to text files via the Bank File Export facility found under Debtor Report List. This check box will either include or exclude the debtor into the exported data.
On Hold Tick	Put a tick on to put the customer on hold
On Hold Reason	Add a reason why the customer is put on hold
Legal Handover	This is when you give the account to lawyers due to the account not being paid.
Enable Statement Note	This will allow a user to put a note by putting a tick in a box
Statement Note	This is a note that a user can add to the debtor's statement
Statement Stationery	This is usually a copy of a statement customized for a debtor or customer based on their needs. It usually has minor changes to the original copy used across the system.
Overdue	The amount that is in arrears
Last Payment & Date	Shows, when last the account, was settled
Last Invoice & Date	Shows when last the customer was invoiced
Ageing	This is selecting on date of the statement or date of the invoice
Account terms	Select the terms of your customer in the drop-down
Tax Type	Select the correct tax type on the drop down
Payment Terms	Select the correct payment term on the drop down
Enforce Credit Limit	Putting a tick in, will be enforcing a credit limit or it could be just an indicator
Credit Limit	This is a field to enter the credit limit of a customer. This field is only used as an information indicator of what interest rate you would charge the customer for overdue accounts
T/C Invoice	Select the right terms and conditions that should reflect on the customer or debtor's invoice

T/C Credit Note	Select the right terms and conditions that should reflect on the customer or debtor's Credit note
Quote Template	It's a copy of a completed quote This is usually a copy of a quote customized for a debtor or customer based on their needs. It usually has minor changes to the original copy used across the system.
Sales Order Template	This is usually a copy of a sales order customized for a debtor or customer based on their needs. It usually has minor changes to the original copy used across the system.
Invoice Template	This is usually a copy of an invoice customized for a debtor or customer based on their needs. It usually has minor changes to the original copy used across the system.
Credit Note Template	This is usually a copy of a credit note customized for a debtor or customer based on their needs. It usually has minor changes to the original copy used across the system.
Delivery Note Template	This is usually a copy of a delivery note customized for a debtor or customer based on their needs. It usually has minor changes to the original copy used across the system.
Delivery Note 2 Template	This is usually a copy of a delivery note 2 customized for a debtor or customer based on their needs. It usually has minor changes to the original copy used across the system.

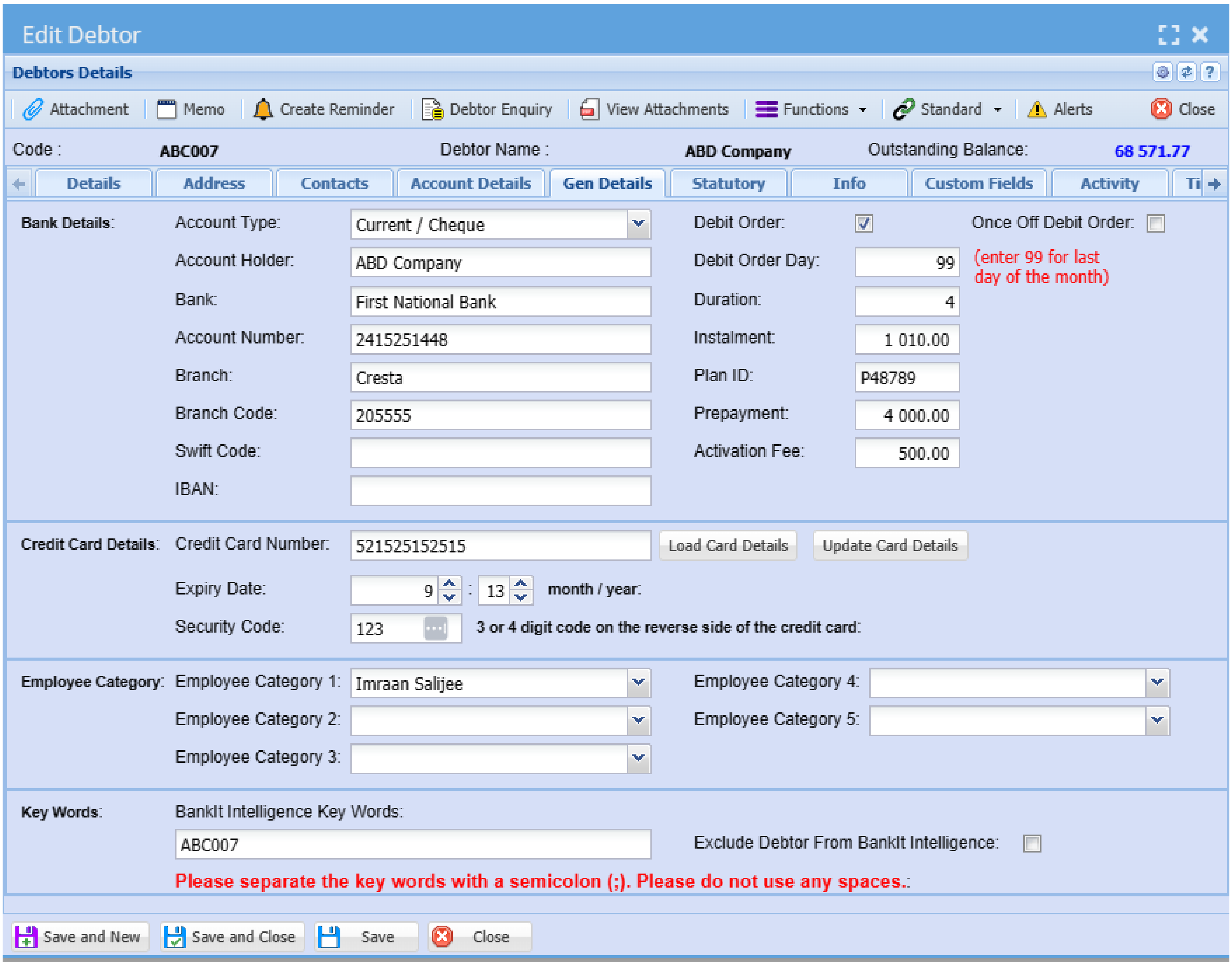
Buttons

Hand Over Details	This is where a user puts the details of why they are handing over a debtor or customer
Interest Setup	Where the interest against the customer or debtor is setup

---

General Details Tab

This is a designated area for debtor or customer banking details.



Account Type	Select the kind of account on the drop down
Account Holder	Name the account holder in most cases if it is a company account, the account holder is usually the name of the company
Bank	Add bank name of a debtor or customer
Account Number	Debtors account number Account Type of account that the debtor holds i.e. Current account
Branch	Branch code of the particular bank that the debtor or customer uses
Branch Code	Add Branch code
Swift Code	Add swift code - this is a unique code for every bank
IBAN	Add the debtor or customer's international bank account number

Debit Order	When putting a tick in the box, allows a debit order
Debit order Day	The day the money will be debited from a customer's account Once Off Debit Order the debit order can be done once or by putting the tick in the box or continuously without a tick
Duration	The period that debit order should be deducted for. This is usually in months
Instalment	The amount to be deducted from the bank every month
Plan ID	Add plan ID
Repayment	Add how much needs to be paid
Activation Fee	Add the amount to activate the debit order
Credit Card Number	Add the debtor's or customer's credit card number
Expiry Date	Add credit card's expiry date
Security Code	Add a card verification value (CVV) is a 3 or 4 security code usually found at the back of a credit card
Employee Category	Select the employee category on the drop down
BankIT Intelligence Keywords	Add keywords for a statement to remember the debtor or customer
Exclude from BankIT	Add a tick if the debtor or customer should be excluded from BankIT

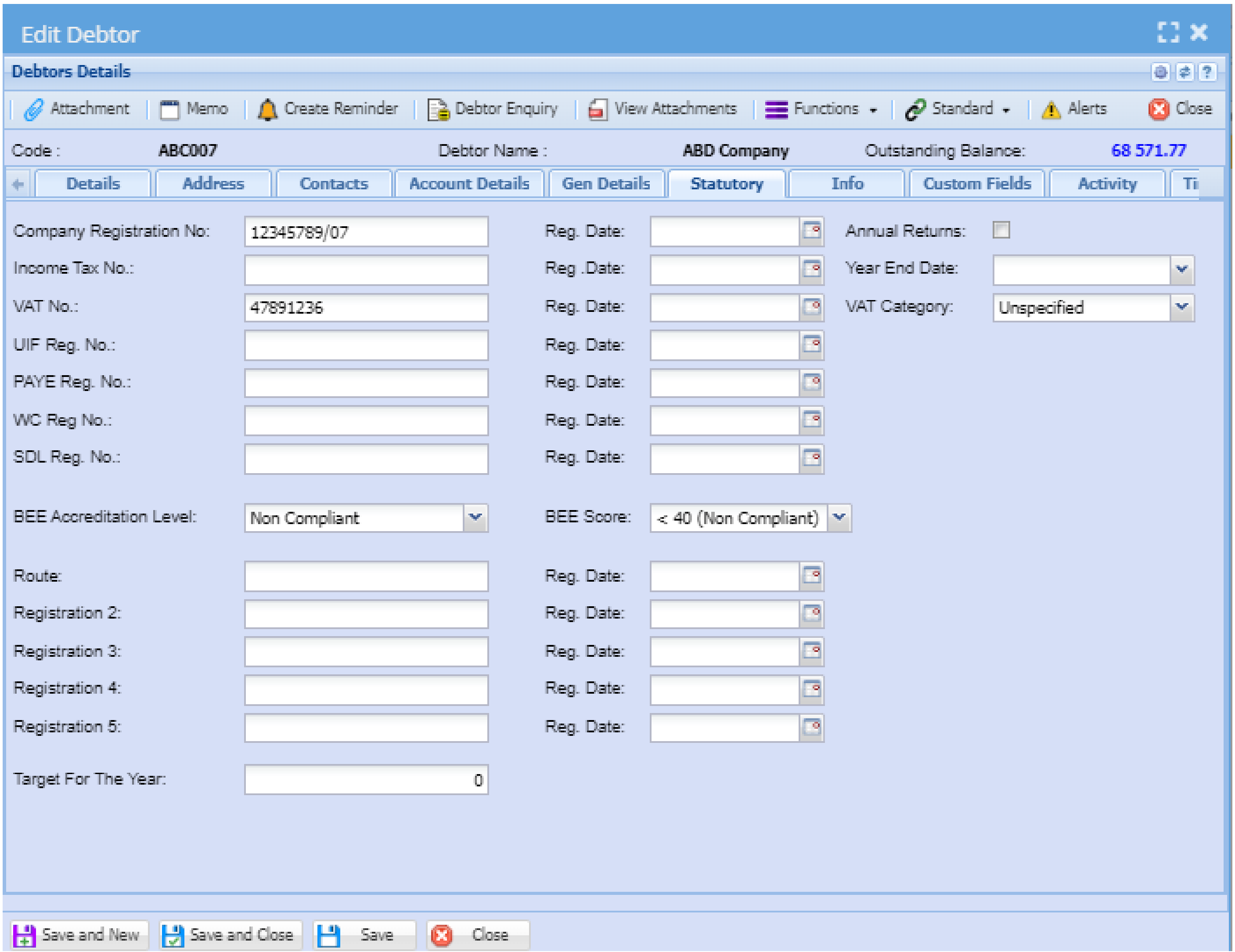
Buttons

Load Card Details	Click on Load Card details to add credit card details
Update Card Details	Click update Card details after adding credit card details.

Statutory Tab

The fields on the statutory tab can be altered to fit the organisation's needs.

These requirements may vary depending on your jurisdiction and the nature of your business.

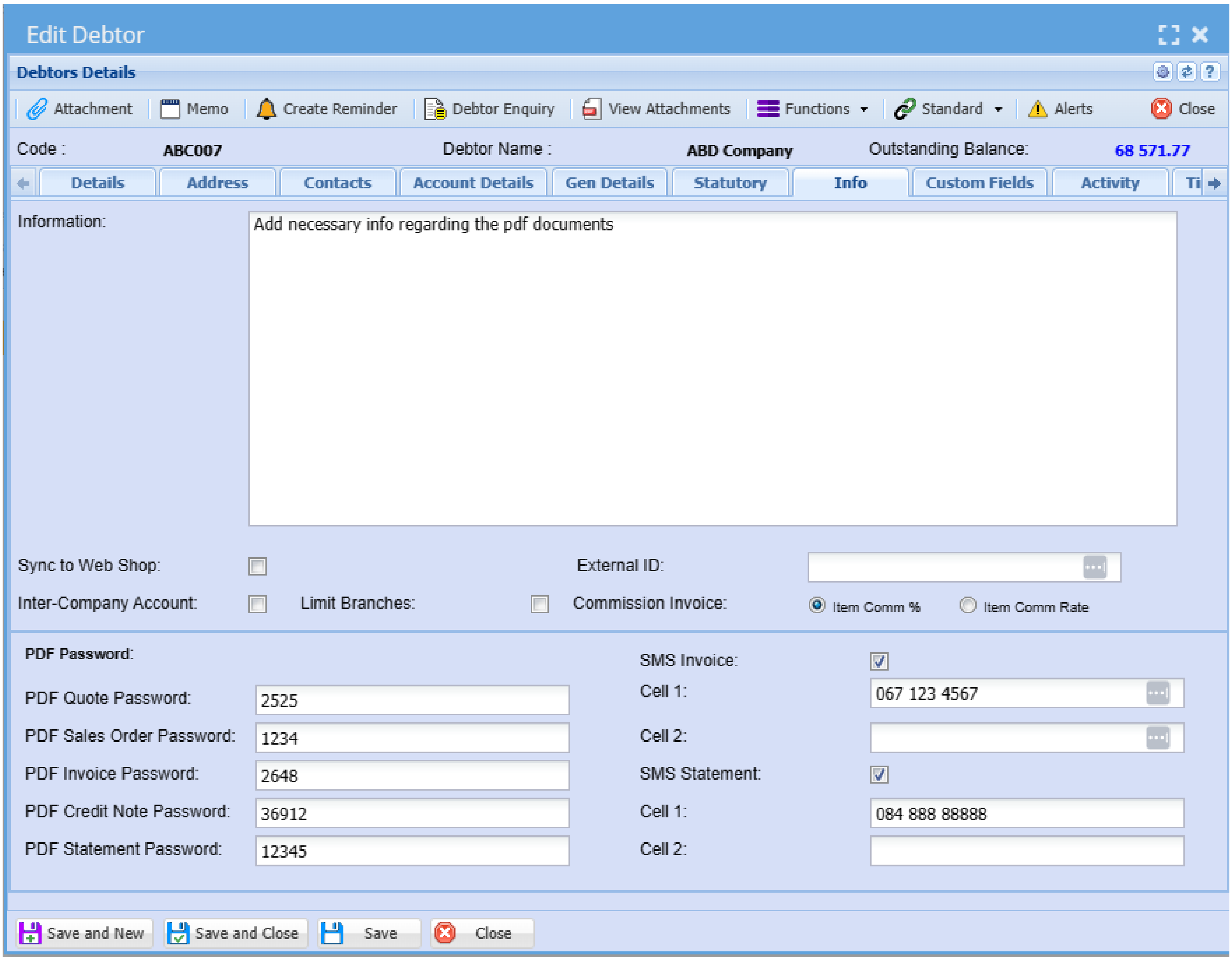


Company Reg Number	Add debtor or customer company registration number
Income Tax Number	Add debtor or customers' Income tax
VAT Number	Add the customer or debtor VAT/GST number
UIF Registration Number	Add debtor or customer UIF Registration Number
PAYE Registration Number	Add debtor's or customer's pay as you earn number
WC Registration Number	Add the debtor or customer's work compensation number
SDL Registration Number	Add debtor's or customer's skills development levy number
BEE Accreditation Level	Select the debtor's or customer's BEE accreditation level on the drop down
Route	

Other Registrations	If a company has multiple company numbers they can be added on the registrations fields
Target for the Year	The targetted amount for the financial year-end
Registration Date	Add registration data
BEE Score	Select the correct BEE score on the drop down
Annual Returns	Add actual SARS returns
Year End Date	Select financial year-end date on the drop down
VAT Category	Select the correct VAT/GST number on the drop down

Info Tab

Info Tab is mainly used for document passwords.

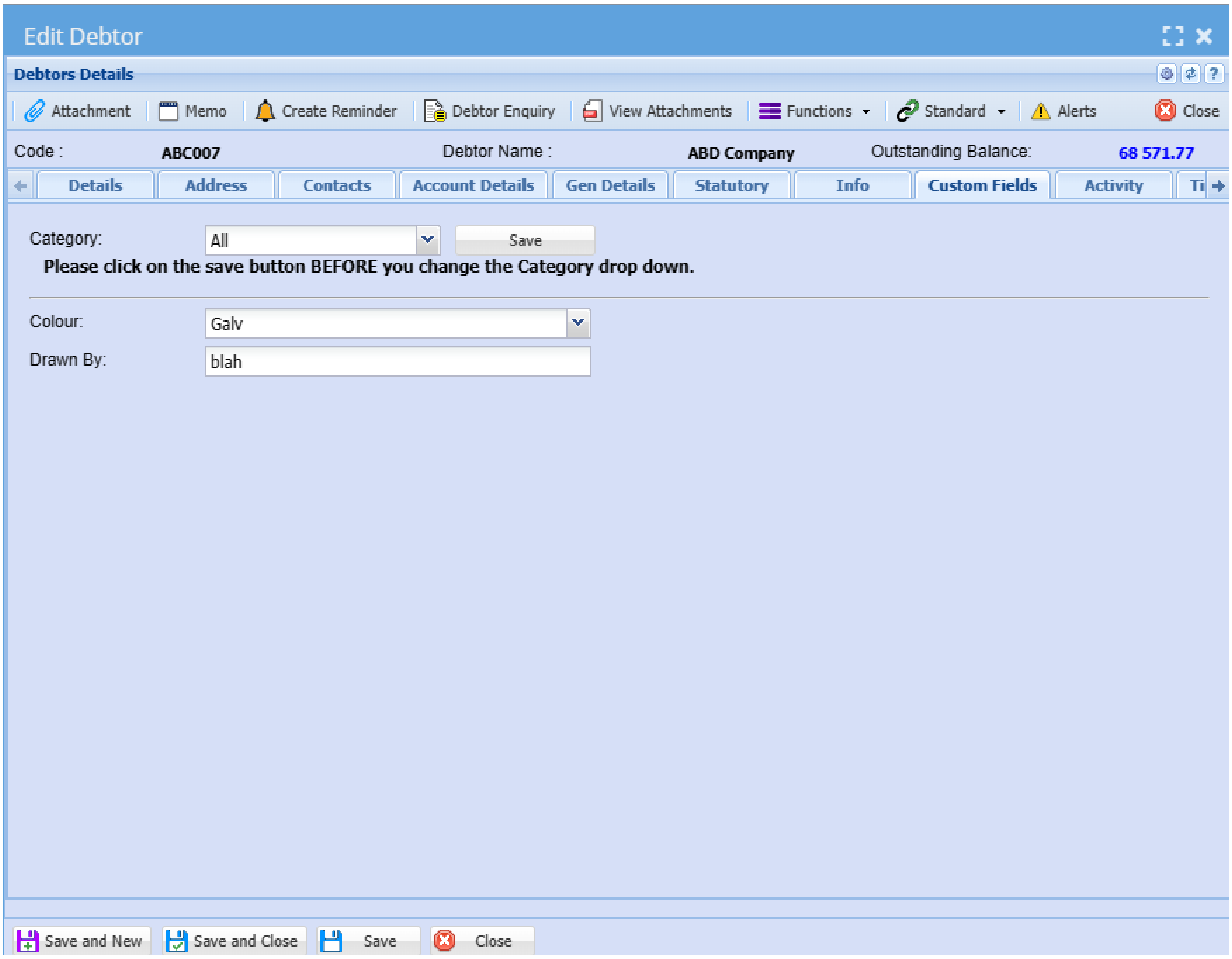


Information	Add any additional information regarding documents
Sync to Web Shop	Put a tick if details debtor's or customer information needs to sync to Web Shop
Inter-Company Account	Put a if a debtor or customer has an Inter-Company Account
Limit Branches	Put a tick to limit branches
External ID	Add debtor or customer ID if applicable
Commission Invoice	Choose the right commission for the invoice Choose between item commission percentage or Item commission rate.
PDF Quote Password	Add a PDF Quote password This password will be used by a debtor or customer to open a PDF Quotation document on their side
PDF Sales Order Password	Add a PDF Sales Order password This password will be used by a debtor or customer to open a PDF Sales order document on their side
PDF Invoice Password	Add a PDF Invoice password This password will be used by a debtor or customer to open a PDF Invoice document on their side
PDF Credit Note Password	Add a PDF Credit Note password This password will be used by a debtor or customer to open a PDF Credit Note document on their side
PDF Statement Password	Add a PDF Statement password This password will be used by a debtor or customer to open a PDF Statement document on their side
SMS Invoice	Put a tick on to SMS invoices
Cell 1	Put a primary cell number to SMS invoices
Cell 2	Put a secondary cell number to SMS Invoices
SMS statement	Put a tick to SMS statements to a customer or debtor
Cell 1	Put a primary cell number to SMS Statements

Cell 2	Put a secondary cell number to SMS Statements

Custom Fields Tab

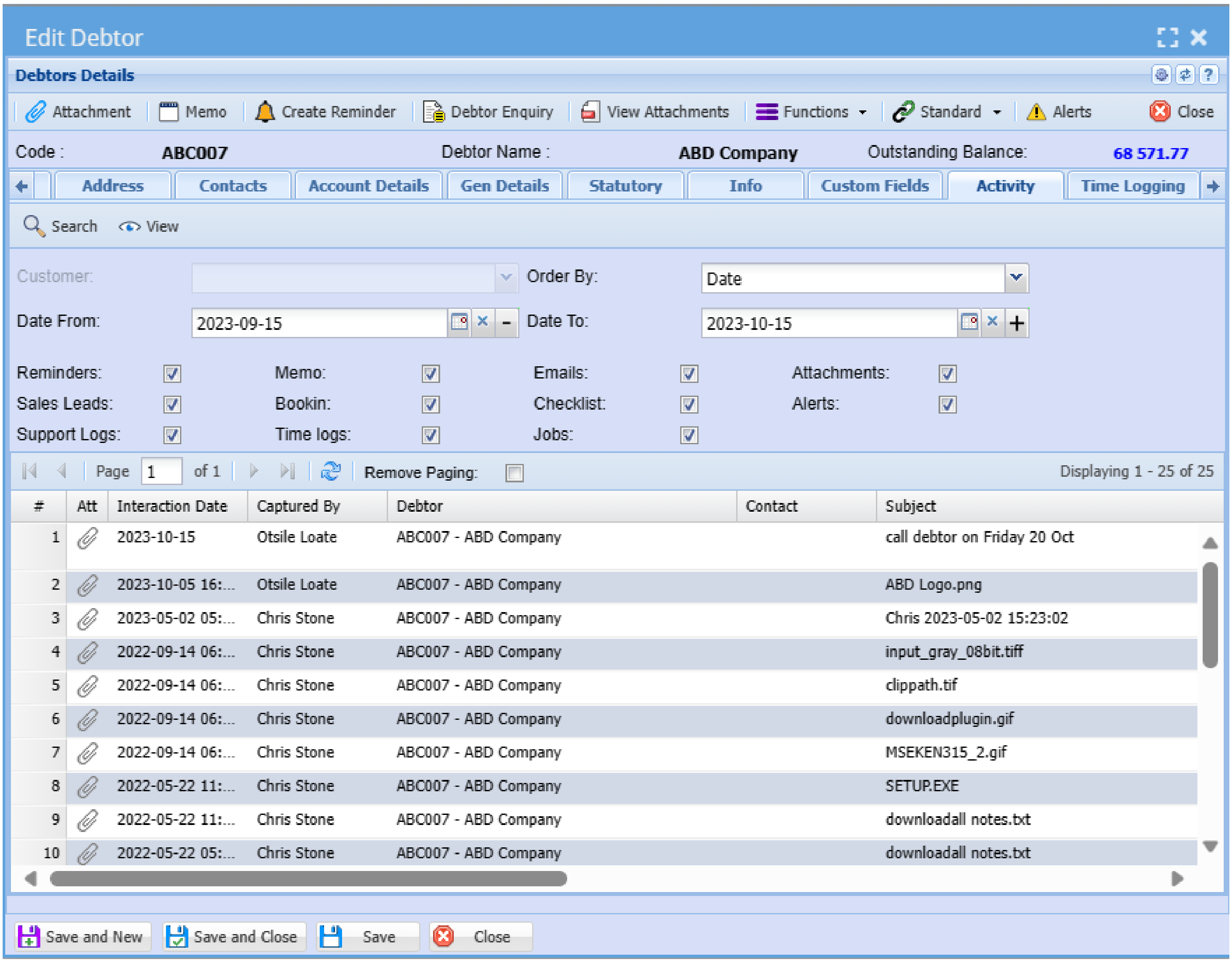
This tab is a versatile and fully customizable feature within the debtor or customer setup. It is designed to empower businesses with the flexibility to tailor their debtor or customer setup according to their unique needs. This tab offers a dynamic interface that allows users to configure and display debtor data, metrics, and insights in a way that best serves the debtor or customer's needs.



Activity Tab

The activity tab helps a debtor or customer to view all activities against a debtor or customer.

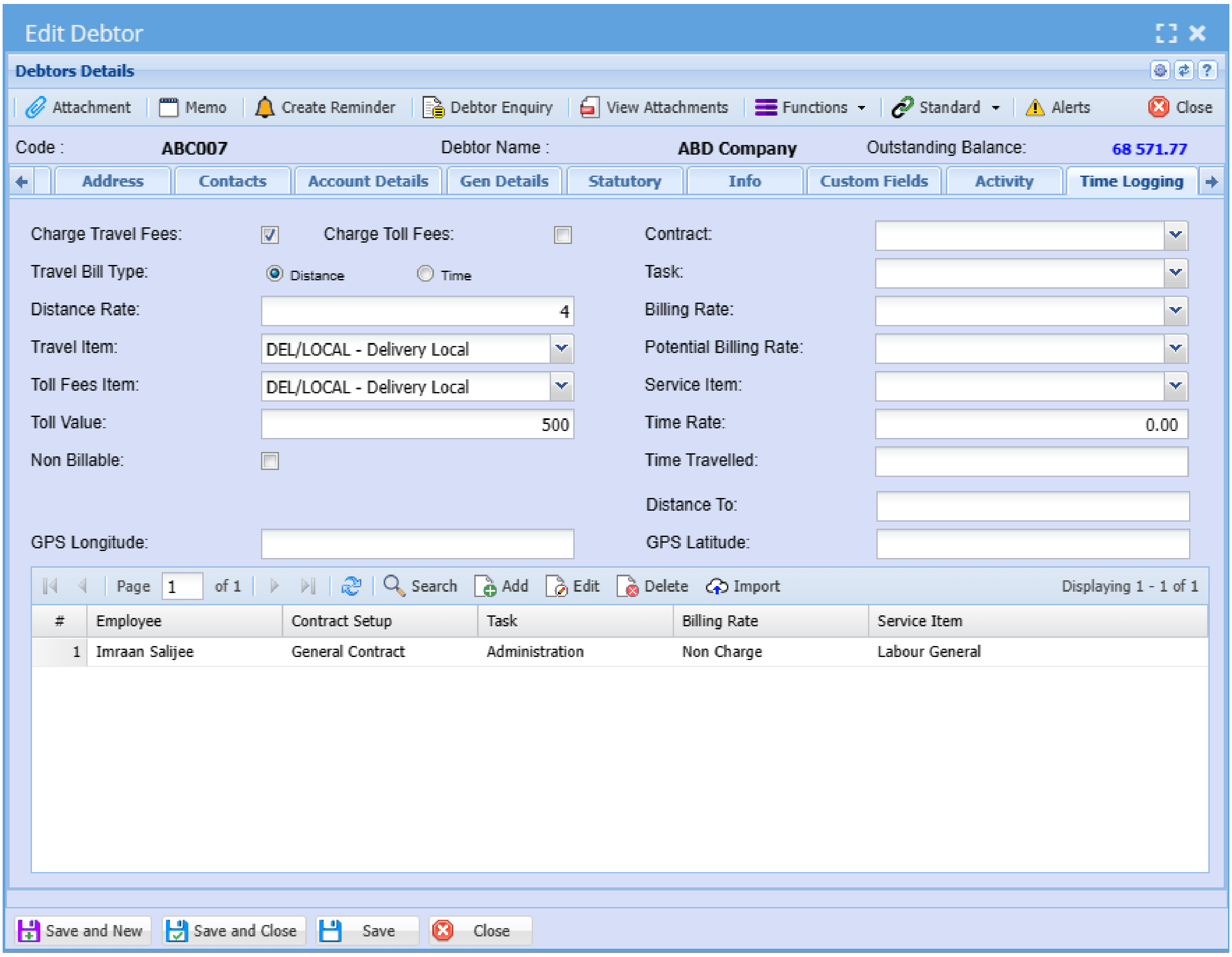
Put a tick on any activity that you want to show on the grid for example if you only want to view reminders and memos only put a tick on reminders and memos.



Order by	Select the order you want to view grid by
Date From	Select state date
Date To	Select to date

Time Logging Tab

Time logging Tab streamlines the management of time and travel dedicated to debtor or customer-related activities and projects.



Charge Travel Fees	Tick if Travel Fees are to be charged
Charge Toll Fees	Tick if Toll Fees are to be charged
Travel Bill Type	Select either Distance or Time Charged
Distance Rate	A distance value to be used in the calculations of a traveled billing value
Travel Item	Select the appropriate inventory item for travel
Toll Fees Item	Select the appropriate inventory item for toll fees
Toll Value	type the amount for tollgates
Non Billable	Put a tick if billable
GPS Longitude	Measures the distance going east or west

Contract	Select a contract for the debtor or customer
Task	Select the desired task
Billing Rate	Select the desired Billing Rate
Potential Billing Rate	Select the potential billing rate on the drop down
Service Item	Select the correct service item on the drop down
Time Rate	A time value to be used in the calculations of a time travelled billing value
Time Travelled	Time duration of the journey
Distance To	Enter the ending distance
GPS Latitude	Measures the distance going North or South
Grid	A list of Timelogs against a debtor or customer

Keyboard quick keys

Quick keys help access functions using the keyboard

Used with Alt + Letter

Attachmen**t**	Alt + t	Opens the Attchment window.
Memo	Alt + m	Opens the Memo window
Create **R**eminder	Alt + r	Creates a reminder for the Debtor
Debtor Enqu**i**ry	Alt + i	Opens the Debtor Enquiry window
Vie**w** Attachments	Alt + w	Opens a view window displaying a list of attachments, each attachment can be viewed individually
Functions	Alt + f	Focus on the button
Tab Detail	Alt + 1	Detail Tab
Tab Stepping	Alt + 2	Pressing Alt + 2 repeatedly will step through all the tabs e.g. Details, Address, Contact Person etc.

Revision #49
Created 19 July 2023 13:11:08 by Paige
Updated 17 December 2024 02:24:28 by Pamela