Enter/Edit Customers

PROGRAM NAME: CMMAINT
MENU OPTION TITLE: Enter/Edit Customers
MAIN MODULE: CUSTOMER ACCOUNT FUNC. MENU #1
HELP KEY ACTIVE: YES

PROGRAM OVERVIEW

The <CMMAINT> program is used to create a new customer information record and edit a previously entered customer record. The program integrates with the order processing system, shipping system, job cost system, internal and external mailing list systems, refund processing system, value added tax system, return merchandise authorization (RMA) system, telemarketing system and the Co-op advertising system.

You can use all <IFF> functions in this program, in various areas of the program. F1 will display help and a list of the functions available. You can use the up and down arrow keys to change from the first screen to the second screen. The F7 key provides a pop- up options menu to run other programs related to customer creation or modification.

For quick and controlled setup, NBS has provided standard customer configuration data on page 3 in the program <SYSGUT>. These are labeled **CUSTOMER MAINTENANCE DEFAULT SETUPS**. The fields supported are:

GROUP CODE :
REP. CODE : (W,D,R)
CUST TYPE :
ACCTYPE :
MAIL LABELS: (Y/N)
DELETE B/O?: (Y/N)

These fields value, if created, are preloaded into the same fields in this program when you are creating a new customer. This makes for a quicker, more controlled creation of customers.

PROGRAM OPERATION

CUSTOMER ID: This field is a totally unique identifier for each customer that can be either letters or numbers. For a new customer you will need to enter a unique CUSTOMER ID. To look up a previously entered customer you can type in their CUSTOMER ID directly or use <IFF>. All customer activities tie in to the customer ID.

When you enter in on this field, the program first checks to see if the customer ID exists in the main customer database. If it does not find a match, then the program checks to see if the customer ID exists in the mailing list datafile. If it does, you are (Where is the Rest)?

NAME: Type the complete name of the business or private customer or use <IFF> to search for a previously entered one.

STREET: There are two fields for entering the customers address. Use the first field for post box information for mailing address information. Use the second field for actual street address information for shipping address information.

CITY: Enter the customer's city portion of their address.

STATE : Enter the two letter postal abbreviation of the state portion of their address. You can search for customers by state using <IFF>.

ZIP: This field can accommodate up to a 10 digit zip code. You can use <IFF> in this field to look up customers by their zip code.

COUNTRY : Enter the correct country.

TIME ZONE : This represents what zone the customer is in. You can only use numbers in this field. Common practices for this field are to start either the Greenwich or the International date lines and number the {TIME ZONES} sequentially or, use the number 1 to represent EASTERN time, 2 to represent CENTRAL and so on. You can use this field to represent time zones to suit your business needs.

FAX #: Use the {FAX #} field to enter the customers fax machine number.

CONTACT 1: This field is designed to enter the name of the person that you normally contact at this business.

PHONE: Enter the primary phone number of CONTACT 1 in this field.

CONTACT 2: This field is used to enter the name of an alternate contact at this business.

PHONE: Enter an alternate phone number here.

REP. CODE: This field is used to identify the sales representative in charge of this account. (This field is preloaded from a field in <SYSGUT>.) It is used in the telemarketing module to assign calls to telemarketers and also to calculate commissions to sales representatives. You can also use a generic code if you do not assign certain people to certain customers. This entry must be a valid code as set up in the yard code database and is a required field.

If you change an existing customers rep code, then when you get to the bottom of the second screen you will be prompted:

CHANGE CUSTOMER NOTES TO REFLECT NEW REP CODE (Y/N)? The program will load "Y" and will automatically change any telemarketing notes from the previous rep to the new rep!

CUST TYPE: (W,D,R) This field is pre loaded from a field in <SYSGUT>, and it can be changed as needed. This field determines what pricing this customer will receive. NBS software supports three types of customers: Wholesale, Dealer and Retail. Enter a W in this field for a Wholesale customer. Enter a D in this field for a Dealer and a R for a Retail customer.

E-MAIL: Enter customer's e-mail address here.

ACCTYPE: This field is used to determine what type of accounting terms this customer has. (This field is preloaded from a value stored in <SYSGUT>.) You can only enter valid account terms which have been defined in the Accounts Receivable section of the software.

NOTE: Type "1" and "2" must be C.O.D. cash and C.O.D. check ok respectively. There are several reports that key on this setup. If you set up any open terms, then the credit limit field will determine how much the customer can have on open balance. Also, the field "OVER CREDIT LIMIT GRACE" in the system setup file "SYSGUT" will control how much over the limit the sales system will allow. This limit can be over ridden with a password also set up in the system setup file.

If you change an existing customers terms, then at the end of the second screen you will be prompted:

CHANGE UNSHIPPED ORDERS TO REFLECT NEW ACCOUNT TYPE (Y/N)? The program will load "Y" and will then change the terms of all unshipped orders automatically!

CURRENT BALANCE: The customer balance field in the customer master file represents an on line total of what the customer owes you and what you owe the customer. A positive balance would show you the customer owes you money. A negative balance shows that you owe the customer money because of prepaid orders unshipped or overpayments on shipped orders. Remember, this field is a total of both so you may need to look at the actual shipped and due orders and any unshipped orders to see what the breakdown is. You can recalculate the customer balance at any time and will be prompted to do so each time you leave the program.

CREDIT LIMIT: If the customer is an open account type customer, you will be allowed to enter in the customers maximum dollars available for credit purchases.

YTDSHIP: This field contains the total price of all goods shipped to this customer from the start of the fiscal year. It can be recalculated for any time frame you choose, which can be invaluable for sales and demographic studies.

YTDBILL: This field refers to the total dollars charged to this customer. It can be recalculated for any time frame you choose, which can be invaluable for sales and demographic studies.

YTDPAY: This figure represents total dollars paid in through accounts receivable and trade-ins. It can be recalculated for any time frame you choose, which can be invaluable for sales and demographic studies.

CREDIT DATE: Use this field to record the last time a credit check was performed. This is not an active field in the system as of yet.

DISCOUNT %: This field allows you to create an additional discount for this customer on all line items. As you process an order, a price window will appear for each item with this discount showing if it is active in this field. Enter an amount that represents a percentage of the total purchase that this customer will get discounted automatically. Example: 12.00 = 12.00% discount.

ACCRUAL DISC%: This field is for an overall discount on top of any item pricing, after the unit price of an item is confirmed. For instance, maybe you have a customer that has prepaid terms. You may want to allow an additional discount on the entire order on all items for those type of terms. Again, this discount applies after the line item pricing has been confirmed.

INTEREST RATE: Enter the annual interest rate that this customer will be charged if an invoice ages past terms set up in the customers {ACCTYPE}.

LAST OPN PYMNT: If the customer is an open account term customer this field will contain the last date a payment was made on this account.

LAST COD PYMNT: If the customer is a C.O.D. term customer this field will contain the last date a payment was received from United Parcel Service.

TAX ID: Enter the customers tax code in this field. This code must be valid in the state tax database.

GROUP CODE: The group code is used to logically group particular types of customers. You must enter a valid group as set up in the group code database and is not a required field. You can use the (IFF) functions on this field. Many reports and sales functions utilize this field to separate customers. You can globally change a group code.

MAILING CODE: This field is used to enter in a media code to help segregate this customer for a specific type of mailing media. This must be a valid code as set up in the mailing code database and is not a required field. When running the mail system program CMASTFLG to create labels for specific customers, using a media code will print labels for those customers only. This code will print on each label also. You can globally change the media code.

DRIVER LIC#: This field is designed to keep on file the drivers license number of the customer you are creating for certain types of sales that require this information.

LIC STATE: This field is pre-loaded with state entered in the customer's state field above.

BUSINESS LICENSE #: Use this field to enter any type of license your company might require this customer to have in order to sell goods to this business, (such as resale license, or federal firearms license). If a customer purchases an item that requires a certain type of license to be on file with you the software will check this field to verify that this customer has a valid license on file. This also works in conjunction with the {EXPIRATION DATE} field below to verify that the license is still current. Some types of licenses allow a grace period. In the <SYSTEM SETUP FILE> enter the number of days of grace you want to allow in the {EXPRD LCNSE GRACE DAYS} field.

LICENSE TYPE: Enter the type of license entered in the license # field. This is a one character user-defined field.

EXPIRATION DATE: Enter the expiration date of the license in the license # field. You must enter month, day, and year.

STATE TAX #: Use this field to store the customers sales tax exemption number if necessary. The IBS sales systems check to see if this number exists for tax calculations. Please read the sales system manual for a detailed explanation of the IBS taxing system.

STATE TAX DATE: This is the expiration date of the customers sales exemption permit. At this time this is not an active field in the sales system but can be used to check on expired certificates.

EXCISE FLAG: Some products you sell may require you to charge the customer an excise or value added tax. If the customer is exempt from the excise tax, (for example an international customer), enter an {N} in this field otherwise enter a <Y>. If the flag is set to (Y), then both retail point of sale and distribution order processing will not prompt the user to charge excise tax or not and will do so automatically if an item has been processed on the order that has been set up for excise tax. If the flag is set to either (N) or blank, then both retail point of sale and distribution order processing will still prompt the user if excise should be charged, if the order has been processed with an item that is set up to charge excise or value added tax. Please refer to the VALUE ADDED TAX manual for detailed explanation of the value added tax system.

EXCISE DATE: This is the expiration date of the customers excise or value added exemption permit. At this time this is not an active field in the sales system but can be used to check on expired certificates.

EXCISE #: This is the actual excise or value added exemption permit number.

MAIL LABELS (Y/N): You can use this field to select whether this customer will be ignored on any mailings, using the user-defined mailing list program. This field is preloaded from the same field in <SYSGUT>. The flag can be overridden in the user-defined mailing list.

MAILING DATE: This field stores the last date of a mailer to this customer. It is automatically updated from the IBS mailing system.

DELETE B/O?: If you have backorders that you do not want to track, we offer this utility to be able to delete backorders for a specific customer. If you answer "Y" to this field, then when you run the delete backorders program, any backorders for the customers flagged as "Y", will have all their backorders deleted and assigned goods reduced by the same quantity. This field is preloaded from the same field in <SYSGUT> and is a required entry.

CUST PROFILE: (S=EXTENDED INFORMATION) This field is used to flag the extended information screen and also to flag the telemarketing software to ask the telemarketers to enter a recall date after note entry for this customer. Enter an "S" in this field to enter extended information or to create the ability to enter in a recall date for this customer.

ENTER CUSTOMER NOTES: Enter in up to five lines of notes for this customer. After entering the last line press <ENTER> continue. Be careful what you type for notes because they automatically insert into an order. The notes can be globally updated for standard messages. You can also choose not to allow the notes to stay in the order, while in order processing.

Press RETURN to continue If you answered "S" to the extended information, then at this point you will go directly to the third customer screen.

If you entered in a "N" to the extended information, then you will be prompted:

ADD THIS CUSTOMER TO THE MAILING LIST?: Enter <Y> in this field if you want this customer added to the "first time" mailing list, otherwise enter <N>.

PLEASE ENTER YOUR VALID YARD CODE: enter any valid yard code previously set up. The program will load <Y> if this is the initial entry of a new customer and <N> if you are editing an existing customer. You can use the <F3> key to view valid yard codes. When you return past the yard code, the program will transfer data to the mailing list database for mailing purposes. Please read the mailing list manual for detailed information.

RECALCULATE CUSTOMER'S CURRENT BALANCE (Y/N)? The program will want to automatically recalculate the customers balance if you return past the second page. A "N" will be loaded automatically.

DO YOU WANT TO ENTER STOREFRONT PROFILE INFORMATION: <N> entered in this field will finish entering in this customers information. <Y> in this field will chain you into the <TMPROGUT> program which will bring up the {PROFILE FILE MAINTENANCE} screen.

RECALL DATE: By entering a date in this field, you begin the process of prioritizing this customer for a recall date. If you enter a date here you must also enter the <RECALL TIME> and a <Y> in the <PRIORITY> field. This will only activate a priority call during the original entry of the customer.

RECALL TIME: You only need to enter a time in this field if you entered a recall date. Type <A> for AM or a <P> for PM.

PRIORITY: In order for the telemarketing rep to view a "new account" the first time a <Y> must be typed into this field. If the recall date and recall time have data entered into them, the date that was entered in will bring that new account up in the scheduled calls that day.

CREDIT APPROVAL : Enter the date that this customer was approved for open account terms in this field.

CO-OP FLAG: This field is used by the <CO-OP ADVERTISING SYSTEMS> software to accrue co-op advertising dollars to this customer co-op account. Enter a <Y> in this field if this customer is approved for co-op advertising otherwise enter a <N> in this field.

NASGD FLAG :
COMPUTER:
AND VCR: These are flags that can be redefined to your business needs.

DAYS OPEN: This field and the next seven fields are designed to allow you to do market research of your present customers based on the demographics of these fields. This field is used in the telemarketing software to determine when a recall date can be scheduled. Any day turned off can not be scheduled by the representative for a call. Turned off means blanking out any day on which you cannot call this customer. All seven days of the week are automatically loaded when you create a new customer.

STORE SIZE: If the customer is a retail storefront, enter in the size of the store in square footage.

ANNUAL SALES: Enter the total dollar amount of sales of the customer.

SALES PERSONNEL: Enter the number of sales personnel employed by this customer.

NUM EMPLOYED: The total number of employees in this business.

 # OF LOCATIONS: If this customer has more that one business location for this business, enter in the total number of locations in this field.

STOCK OUR PRODUCT? Enter <Y> if this customer currently stocks the product you produce or sell, otherwise enter <N>.

PROD. CODE: This area is used to categorize the type of products this customer stocks. Product codes are defined in the {TMCODGUT} program which is in the {SALES/CUSTOMER MENU#2> / <PRODUCT CODE MAINT.} software. Only a valid product code can be entered. Use <IFF> to search for valid codes. Before you have entered any product codes all you can do is either <A>dd a product code or <Q>uit. After you have entered in a product code you can: <A>dd another one, <D>elete one, hit <S> to <S>eemore that you have already entered which will scroll this section down so you can see what you have entered, or <Q>uit.

After you have <Q>uit press return to continue you can then either <ESC> back to the menu or continue adding more customers.