

# **NETWORK BUSINESS SYSTEMS**

## **SOFTWARE SYSTEM DOCUMENTATION**

### **CUSTOMER ACCOUNT MODULE**

#### **FEATURES**

- User-defined 10-digit unique customer number with Global change capability
- Extended address capability
- Country
- Primary and Secondary contacts allowed
- Time Zone
- Fax Number
- Two phone numbers allowed
- Sales representative code with Global Change Function
- Discounts allowed by customer, by part, by customer by part, over all order, or by customer sales accrual per order
- Customer discount used in Point of Sale and Distribution
- Business license control if needed
- Business resellers tax number with expiration date
- Excise Tax number with expiration date
- Drivers license
- Customer Credit balance on line, real time
- User defined payment terms and finance rate
- User defined customer grouping with global changing function
- Customer notes used in Point of Sale and Distribution orders with Global notes changing function
- Year-to-date totals with on-line user defined historical comparative data
- Mailing List integration with demographic study on line
- Can create Customer from Mailing List System
- Media Code Control field for mailing list material control
- "F7" Options Menu allows all related work from customer file
- Extended demographic information (days open, store size, annual sales, # sales personnel, # employed, # of locations, stocking flag, computer used, Co-op advertising used, VCR used, products sold codes)
- User Defined product codes
- Will not delete customers with accounting activity analysis
- View-only program that does not allow editing
- Archiving function for purging of old data

#### **REPORTS**

- Listing of customers parameter driven Customers with extended information
- Refer to the Sales Analysis section for all other reports

#### **INTEGRATED WITH:**

- Distribution, Point of Sale, Telemarketing Sales systems
- Job cost system
- Internal and External mailing list system
- Refund processing
- Value Added Tax system
- Return Merchandise Authorization (RMA) system
- Co-op advertising system
- Accounts receivable system

## **SYSTEM OVERVIEW**

IBS's Customer account system has been designed to handle information that is important to true marketing/sales functions, whether retailing, wholesaling, manufacturing, or any combination of the three. The extensive data on line provides full support of all sales functions, accounting management, and marketing analysis. The Customer account module is a primary part of the center of virtually all IBS software systems. Further, the optional IBS Telemarketing System has been designed to support a true high volume telemarketing system with full integration into the entire business information network. This powerful combination is the basis for rapid and efficient full customer support.

## **MULTI-COMPANY DATA**

There is only one customer database in the system, (and all supportive databases) supporting however many companies you need to set up. This means that all companies have access to all the same customers.

## **CREATING CUSTOMER**

Creating customers is quick and easy, with integration into the sales systems controlled by the parameters you will set up. Those parameters are discussed in the program document "CMMMAINT.PD" in great detail.

You can speed up the set up time by utilizing the pre-defined parameters loaded into the system setup file for your common customer profile. Those pre-defined parameters are: "REP CODE"..the sales representative code for sales tracking by rep code; "CUSTOMER TYPE"..whether wholesale, dealer, or retail; "ACCTYPE"..the type of payment terms your customer has such as C.O.D. Cash only or NET 30; "GROUP CODE"..for a user-defined group of similar customers; "MAILING LABELS"..should this customer get a mailing label or not; and "DELETE B/O"..should this customer allow deleting of backorders on a global basis.

There is a program called "Change Customer Info Global:CMASSTFLG" that allows you to change all parameters discussed above for a select group of customers. This could be used to set a certain group of customers to prevent mailing when utilizing the IBS mailing system.

## **CUSTOMER ID...THE PRIMARY UNIQUE IDENTIFIER**

The IBS customer system will not allow a duplicate customer ID. This is because there must be one unique identifier in each customer that is a totally unique way to identify between customers...when other customer data may be identical. Identical data could be almost all other data such as the state, city, zip code, or year to date data. The ID should represent some type of information that will generally never need to be changed. This unique customer ID number is utilized as a reference to the full customer data throughout all related databases in the IBS Sales system. For example, when you process an order for a customer, the order only stores the

customer ID number, not the entire customer data. This way you are only storing the customer data once in the system and only the ID in every sales order. This is the same for the items ordered on a sales order. Only the part number is stored, not the entire part master file information.

**NOTE:** There is a support program that allows you to change the customer ID number of a customer throughout the entire IBS system, if necessary.

Finding a customer is easy with the powerful indexing, eliminating the need to have printouts around to support data processing. Within the main customer creation or viewing programs, you can utilize the {IFF} functions to find customers by ID, NAME, STATE, ZIP CODE, REP CODE, and YTD SHIPPED.

### **CUSTOMER TERMS**

Sales processing whether retail point of sale or distribution, transfers the accounts receivable terms of the customer to the individual orders as they are processed. This happens in order to support any subsequent releases from that order at the original customer terms. If you change the terms in the customer file, you will be prompted to change the terms for all **UNSHIPPED ORDERS** for that customer.

### **CUSTOMER CREDIT INFORMATION**

All year to date totals (abbreviated YTD) and the customer balance are maintained accurately as transactions occur that affect them, such as sales and payments and cancellations. This data can also be recalculated.

The program "Recalc Customer Balance:ARCURBAL" calculated the customer balance. Every time you leave the customer maintenance program you will be prompted to recalculate the customer balance. This is a failsafe way to guarantee it is correct.

The program "Recalc/Store Cust YTD Totals:ARCLCYTD" allows you to recalculate and store the YTD Bill and YTD Ship totals. In the case of the year to date totals, you can actually recalculate for any defined time period and actually store the new data in the customer master file. In other words, you could recalculate last year's totals or two years ago annual totals or last January's totals. You are controlled only to the extent that you have sales history in the data files to support the time frame you define. One of the primary reasons that you would do this is to generate historical sales analysis comparisons. When you are done with your analysis, you can recalculate the YTD totals to the current operating period. **NOTE:** You may want to let everyone know you are doing this so confusion is not created during the process.

The program "Recalc/Compare YTD Bill/Ship:ARCLCPER" that allows you to recalculate for a previous time frame and not store, so it would only be for on line studies for a particular customer, maybe when he calls up and wants to know his business volume.

### **MEDIA CODE**

This is a four-digit code that you can define and later globally change, that is used to indicate the type of printed materials a particular customer is getting. You may vary certain price data and product information to certain customers. This code exists in both full customers and mailing list customers and is transferred from each file to other as a part of the process.

### **CUSTOMER 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.

## **CASH CUSTOMERS FOR RETAIL SALES**

Maybe you do not want to have to enter in a valid customer for each retail cash sale. You can do this by creating a cash customer with generic information to be used for this purpose. You may want to create one with a "STATE TAX" exemption number and one without. You should enter in the valid state to set up the proper tax rate charge for the taxable cash customer.

## **MAILING LIST INTEGRATION**

When you first create a new customer, after the system attempts to find the customer ID in the customer master file and does not, there is a programmed intelligence that checks to see if the customer ID you are typing in exists in the mailing list system. If it does in fact, then you will not be allowed to create the customer in the customer master file. You will need to go to the IBS mailing system and use the program "Mailer Customer File Maint/MASTGUT" to transfer the mailing list entry to the customer master file. This creates a direct tie in between the customer master file and the mailing list file...with the same ID.

## **DELETING/ARCHIVING CUSTOMERS**

Deleting customers is not allowed if open data exists. Your customer could still owe you money, or could still have items on back order, or simply could have done business with you in the past. IBS software does not allow you to remove a customer that has done business with you because this would destroy all historical reference of past sales per customer. You can however, archive a customer that has all business concluded. This means the customer has no outstanding invoices or advanced deposits, or unshipped orders. The archiving program checks these conditions prior to completing the process.

## **TAXING**

Taxing of sales to customers is based on whether the customer has a {STATE TAX #} or not. If the customer does not have a sales tax number, then order processing and retail point of sale will want to charge tax based on the tax rate of the state entered in the customer master file. As a further note, there is a flag that must be separately set in the "System Setup File" for both the order processing and the retail point of sale systems. These flags turn on or off the entire tax calculating function in each sales system.

## **F7 POP-UP OPTIONS MENU**

It is important to discuss the availability of the F7 pop-up options menu in the program "Enter/Edit Customers/CMMAINT" because of the powerful capabilities provided. You may want to consider performing all functions from within the customer screen so that you are working from a common platform within your sales and customer service department. This way all information available for that customer is at your fingertips. NOTE: This may be disabled in some cases.

## **BASIC SYSTEM OPERATIONAL FLOW**

1. **Customer File Maintenance/CMMAINT....**Enter new customers or update any information on existing customers on file as needed. You may not want to use this for catalog or information inquiries, as you will be required to fill in a fair amount of detailed data.
2. **Recalc/Store Cust YTD Totals/ARCLCYTD....**This program recalculates the year-to-date totals per each customer. This should be ran once every month or prior to any dedicated analysis effort requiring guaranteed accurate data.
3. **Zero Customer YTD Totals)/ARZEROCM....**This program clears the file. You should run this program at year-end, after you have printed all year-end customers reports.
4. **Customer Printout Defined/CUSTALL....**Print this out as needed. This is a report of the information contained in the customer master file and can be defined by the user.
5. **Enter/Edit Sales Rep Codes/TSALMENU....**This program allows you to set up the sales representative codes that will be referred to in the customer master file.
6. **View/Edit Customer Groups/CMASGRP....**This program sets up user-defined groups of customers that will be referred to in the customer master file.
7. **Recalc Customer Balance/ARCURBAL....**This program recalculates the customer balance, which what they owe you or what you owe them.

## SYSTEM SETUP REQUIREMENTS

The following programs will need to be operated and setup in order to be able to enter customers into the customer master file:

- Enter/Edit Sales Rep Codes: TSALMENU (required)
- View/Edit Customer Groups: CMASGRP (optional)
- Product Code Maint.: TMCODGUT (optional)
- View/Edit State Tax Codes: STATETAX (required)
- Advertising Yard Code Maint.: YARDCODE (required)
- Customer Account Terms: CMACCTYP (required)
- Customer/Parts Discounts:INCUSREF (not required)
- Create/Edit Media Codes:INPRTGRP (not required)

## MENU STRUCTURE/PROGRAM DOCUMENTS

- |  |         |
|--|---------|
| 2. SALES/CUSTOMER MGMT                       | MENU #1 |
| 6. CUSTOMER ACCOUNT FUNC.                    | MENU #1 |
| 1. Enter/Edit Customers: CMMMAINT            |         |
| 2. Customer Account Viewing Only: CMAINT     |         |
| 3. Delete Inactive Customers: CUSTDEL        |         |
| 4. View/Edit Customer Groups: CMASGRP        |         |
| 5. Global Customer Group Change: CMCHGGRP    |         |
| 8. CUSTOMER ACCOUNT FUNC.                    | MENU #2 |
| 1. Create Customer/Parts Discounts: INCUSREF |         |
| 2. Recalc/Store Cust YTD Totals: ARCLCYTD    |         |
| 3. Zero Customer YTD Totals (YE): ARZEROCM   |         |
| 4. Recalc/Compare YTD Bill/Ship: ARCLCPER    |         |

5. Recalc Customer Balance: ARCURBAL
  6. Customer Gut Program: CUSTGUT
  7. Archive Customers: YEMRGCST
  8. Change Customer Info Global:CMASTFLG
  9. Create/Edit Product Codes:TMCODGUT
9. CUSTOMER ACCOUNT FUNCTIONS
1. Create/Edit Media Codes:INPRTGRP
  2. Global Media Code Change:CMCHGMED
  3. Global Order Notes Change:CMCHGNOT
  4. Change Customer ID in System:ARCHGID
  5. Customer Printout Defined: CUSTALL
  6. Customers with Profile Info: TMFILDIN
  7. Enter/Edit Sales Rep Codes:TSALMENU
  8. Change Rep Code to Rep Code:REPCHG
  9. Change Rep Code by State,Zip:CUSREP

MENU #3