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Category	Technical
Course	BOS Config.
Version	1.0
Client	Generic
Software	2.14.100

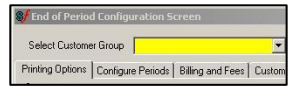
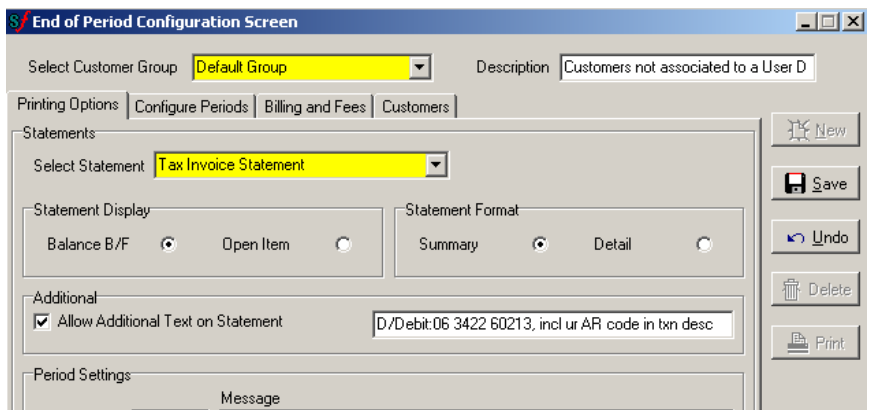
Hints and Tips

- ✓ Invoice statements are printed on a weekly or monthly basis depending on the option selected. They're mailed to account customers who have outstanding amounts due. They list all invoices and payments, and the total amount due for the accounting period printed.
 - There isn't an **email** option.
- ✓ **If your store has never used accounts in SUREfire**, first contact SUREfire Support to check that your system is configured for automatic end of period (EOP) processing (you don't need to manually mature the accounts each month).
- ✓ **Customer Groups** are used to control the statement rules for all the customers who belong to the group.
 - Refer to page 3 if you want to create a new group.
- ✓ **Statement Display** options:
 - **Balance B/F**: only displays outstanding invoices for the current period; any older invoices are summarised on the statement as a balance bought forward amount.
 - **Open Item**: displays all outstanding invoices since the account was created.
- ✓ **Statement Format** options:
 - **Summary**: only lists the total for each invoice & payment.
 - **Detail**: lists the items purchased in each invoice, and paid in each receipt.
- ✓ The **Period Settings** section isn't used in this version.

Configure AR Account Statements

To:	Refer to:
edit statement rules for an existing customer group	Procedure to Edit Statement Rules/Parameters on page 1.
create a new customer group	Procedure to Add a New Customer Group on page 3.
move accounts in a customer group	Procedure to Bulk Move Accounts to a Customer Group on page 5.
delete an existing customer group	Procedure to Delete a Customer Group on page 6.

Procedure to Edit Statement Rules/Parameters

1.	From the BOS Receivables menu, select End of Period , then Configuration . <i>* These settings are set on the BOS, even for Head-Office managed stores.*</i>							
2.	In the Select Customer Group field, select the applicable group to edit.							
3.	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">To:</td> <td style="width: 50%;">then:</td> </tr> <tr> <td>change the detail that prints on the statement (<i>balance B/F or open item, at itemised or summary level</i>)</td> <td>click the Printing Options tab. Select the applicable Statement Display option. Select the applicable Statement Format option. Click Save. <i>*See Hints and Tips.*</i></td> </tr> <tr> <td>add a generic message to print on statements <i>*E.g. your stores direct debit banking details.*</i> <i>*Maximum 50 characters.*</i></td> <td>click the Printing Options tab. Select the Allow Additional Text on Statement check box. In the adjacent field, type the message. Click Save.</td> </tr> </table>	To:	then:	change the detail that prints on the statement (<i>balance B/F or open item, at itemised or summary level</i>)	click the Printing Options tab. Select the applicable Statement Display option. Select the applicable Statement Format option. Click Save . <i>*See Hints and Tips.*</i>	add a generic message to print on statements <i>*E.g. your stores direct debit banking details.*</i> <i>*Maximum 50 characters.*</i>	click the Printing Options tab. Select the Allow Additional Text on Statement check box. In the adjacent field, type the message. Click Save .	
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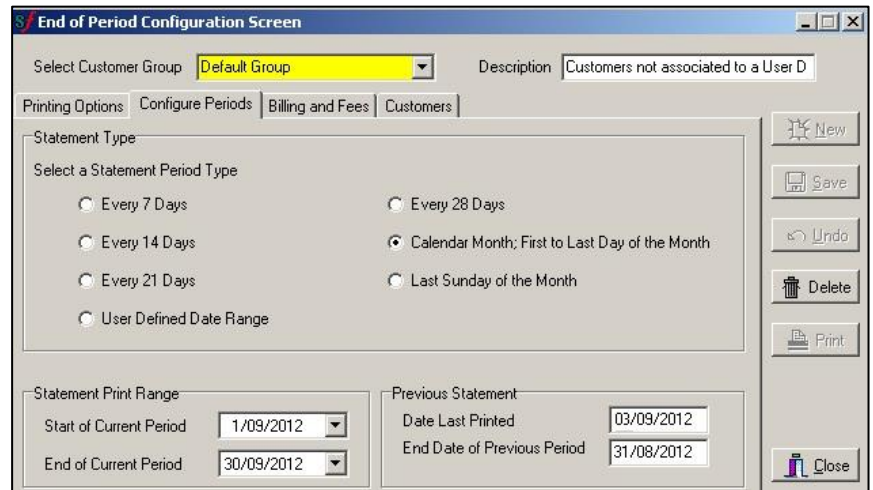
Hints and Tips

- ✓ The **Statement Print Range** will automatically move each time the statement is run.
- ✓ Complete the following steps if statements for an earlier period (i.e. Feb) were incorrect due to a data error (or if you change the **Statement Print Range** to the past):
 - If an error from several periods ago is corrected, generate the statements for each period up to the current period, so that opening balances roll over correctly.
 - Support doesn't need to delete incorrect statements.
- 1. Set the **Current Period Print Range** to the period before the one that has been fixed/ to reprint, to get correct opening balances i.e. Jan. to ultimately reprint Feb.
- 2. Manually run EOP (from the **Receivables** menu -> **End of Period**); the statement print range will then update to the next period (i.e.Feb.).
- 3. Manually run EOP again (i.e. for Feb). The statement print range will update again (i.e. to the current period, March).
 - Go to **Receivables** -> **EOP** -> **Library Statements** for 'customer group' to print the statements. If **Print** is disabled, edit the **Save Statement** to a unique name (as the period already exists in Library Statements).

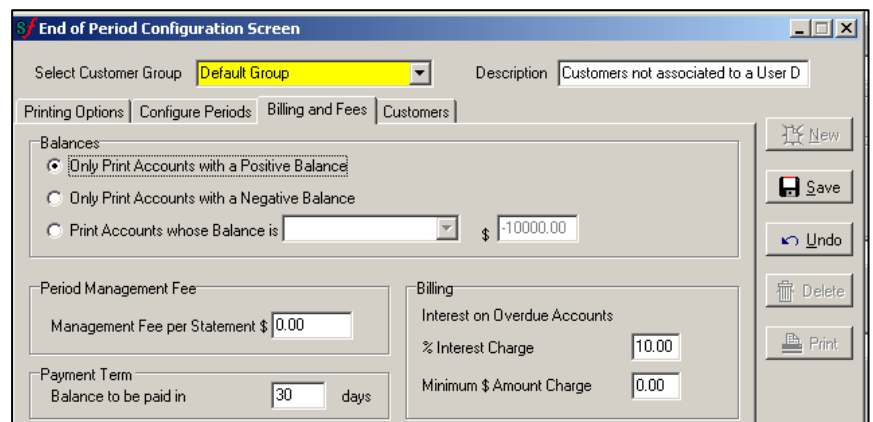
Billing and Fees Tab

- ✓ You usually want to print accounts with a **positive balance**; accounts with a zero or overpaid balance won't print. Alternatively, you can only print accounts that have a **negative balance** (overpaid), or that are **within a specified value**.
- ✓ **Period Management Fee** isn't used in this version.
- ✓ The **Payment Term** doesn't print anywhere on the customers statement.

4. **To:** change how often statements are produced
Change it on the first day of the next period, to avoid any gap in the account period.
- then:**
- a. Click the **Configure Periods** tab.
 - b. Select the length of the **Statement Period** used by your business.
 - c. Under **Statement Print Range**, select the **Start of Current Period** date.
 - d. Click **Save**.
- *See Hints and Tips.**



5. **To:** limit what statements print based on their balance
A negative balance means the account has been overpaid.
- then:** Click the **Billing and Fees** tab. Under **Balances**, select the applicable option.
See Hints and Tips. Click **Save**.
- nominate an interest charge for overdue accounts
- then:** Click the **Billing and Fees** tab. Under **Billing**, in the **% Interest Charge** field type a percentage amount. You can also add a **Minimum \$ Amount Charge** that's applied instead, if the % interest amount will be less than this.



Procedure to Add a New Customer Group

Hints and Tips

- ✓ You have to allocate every credit customer to a **customer group**.
 - SUREfire includes a **Default** customer group. You can create your own groups, which can be based on any criteria. For example, you may create separate groups for certain customers (such as 'poor credit', or 'store accounts – no statement').
 - When you print the statements, you select which group you want to print; so if you don't want to mail out statements for a certain group (e.g. store accounts), simply don't select to print that group.
- ✓ To set up a new customer group, you need to configure:
 - a. **Printing Options** tab: what detail prints on the statement
 - b. **Configure Periods** tab: how often statements are generated for this group.
 - c. **Billing and Fees** tab: billing rules and interest fees.
- ✓ **Statement** templates are configured by the SUREfire Retail Support Team. For example, your business may want a different template for period and weekly statements.

1.	From the BOS Receivables menu, click End of Period , then Configuration .	
2.	Click the Printing Options tab.	
3.	Click	
4.	In the Select Customer Group field, type a name for this group. <i>*Maximum 15 characters.*</i>	
5.	In the Description field, type an optional description about the usage of this group.	
6.	Select the applicable Select Statement template.	
7.	Under Statement Display , select the applicable statement format. <i>*Defaults to Balance B/F.*</i>	
8.	Under Statement Format , select the level of information to be displayed. <i>*Defaults to Summary.*</i>	
9.	If required, add a generic message to every statement for this group: <ul style="list-style-type: none"> • Select the Allow Additional Text on Statement check box. • In the adjacent field, type the message. <i>*Maximum 50 characters.*</i> <i>*The Period Settings Messages isn't used.*</i> 	
10.	Click	

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Hints and Tips

Configure Periods Tab

- ✓ The **Statement Print Range** automatically moves each time the statement is run. You usually only have to set it when you create the group.

Billing and Fees Tab

- ✓ You usually want to print accounts with a positive balance. Alternatively, you can only print accounts that have a negative balance (overpaid), or that are within a specified value.
- ✓ The **Management Fee** and **Payment Term** sections aren't used in this version of SUREfire

11. Click the Configure Periods tab.	
12. Select the length of the Statement Period used by your business.	
13. In the Statement Print Range section, select the Start Date of the Current Period. <i>*The account will be matured and a statement generated on this schedule; the next statement dates are displayed at the bottom of the screen.*</i>	
14. Click	
15. Click the Billing and Fees tab.	
16. Under Balances , select what statements are to be printed based on their balance. <i>*A negative balance means the account has been overpaid.*</i>	
17. Under Billing , optionally select if interest will be charged on overdue accounts: <ul style="list-style-type: none"> • Type the percentage (of the balance) to charge as interest. • Type the minimum amount of interest that will always be charged. 	
18. Click	
19. Allocate accounts to the customer group. <i>*Refer to Procedure to Bulk Move Accounts to a Customer Group on page 5.*</i>	

Procedure to Bulk Move Accounts to a Customer Group

Hints and Tips

- ✓ You can select several accounts to move or remove in the same action.
- ✓ Use the **Move** function to allocate existing customer accounts to a newly created customer group; this is quicker than manually editing each account AR record.
- ✓ If you **move an account** to a different customer group, the account AR record is updated immediately.
- ✓ If you **remove an account** from a customer group, the account is automatically added to the **SUREfire default customer group**; this group holds all customer accounts not associated to a user defined group. The AR record is updated immediately.

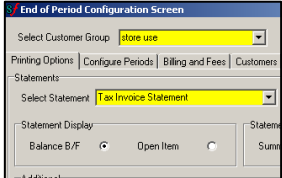

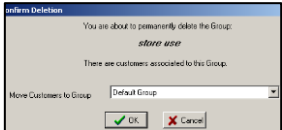
1.	From the BOS Receivables menu, click End of Period , then Configuration .							
2.	In the Select Customer Group field, select the applicable group.							
3.	Click the Customers tab.							
4.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">To:</td> <td style="width: 50%;">then:</td> </tr> <tr> <td>move an account to a different customer group</td> <td>go to step 5.</td> </tr> <tr> <td>remove an account from the customer group</td> <td>go to step 6.</td> </tr> </table>	To:	then:	move an account to a different customer group	go to step 5.	remove an account from the customer group	go to step 6.	
To:	then:							
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remove an account from the customer group	go to step 6.							
5.	<p>Complete the following steps to move an account:</p> <ol style="list-style-type: none"> a. Select the check box of the applicable account/s. b. Click Move c. Select the Group to move the customers to. d. Click Yes to continue (or Cancel to cancel). e. Click Yes to continue (or No to cancel). <p><i>*Accounts are listed alphabetically by Name.*</i></p> <p><i>*Once you've moved the account, the Customer Group field changes to the selected group and the moved account/s are displayed.*</i></p>							
6.	<p>Complete the following steps to remove an account:</p> <ol style="list-style-type: none"> a. Select the check box of the applicable account/s. b. Click Remove <p><i>*The account is automatically added to the Default Group.*</i></p>							

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Hints and Tips

✓ Don't worry if there are still accounts linked to the customer group. The system will prompt you to move them before it deletes the group.

Procedure to Delete a Customer Group

1.	From the BOS Receivables menu, click End of Period , then Configuration .	
2.	In the Select Customer Group field, select the applicable group.	
3.	Click  . <i>*If the system prompts that there are still accounts associated to the group, select the group to move them to and click OK.*</i>	
4.	Click Yes to continue, or No to cancel.	