Category	BOS General
Course	AR
Version	1.1
Client	Generic
Software	2.18.5

Maintain a Customer Account

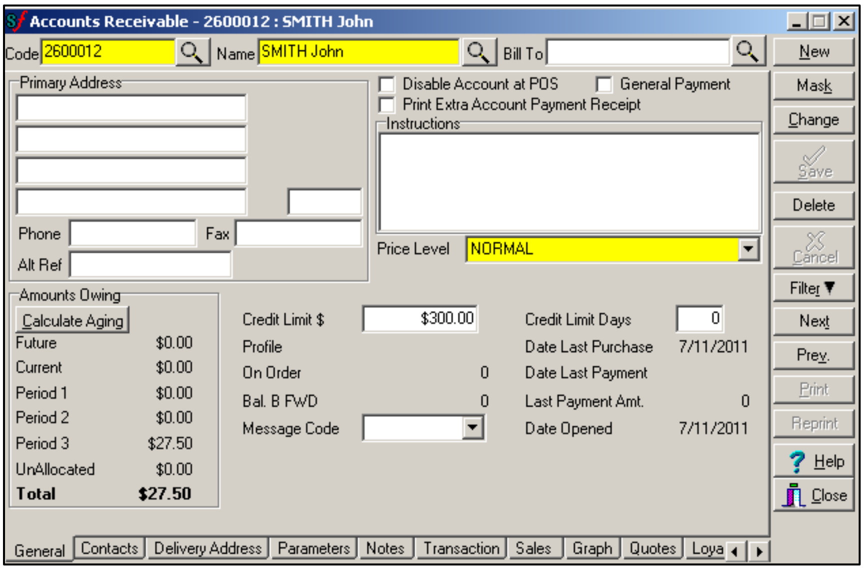
You can maintain all the parameters in a customer account. If your store is Head Office managed, check your business's policy on making changes at store level.

Procedure to Maintain a Customer Account

1. From the HOS/BOS **Receivables** menu, select **Accounts**.
*Or click the **Accounts Receivable** icon.*

2.

To:	then:
retrieve a specific account	in the **Code** field, type, or click the search icon, to search for the account number. *The account details are displayed.*
retrieve only accounts linked to a specific account (Bill To Account	In the **Code** field, click the search icon. In the **Name** field, type the account code of the Bill to Account (the parent). Click **Contains**. *The matching child account/s is displayed.* Click the account and click **Select** (or double-click the account) to view the details.



Hints and Tips

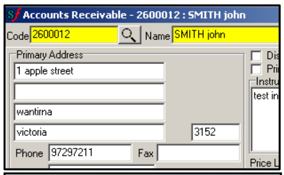
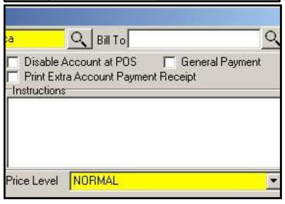
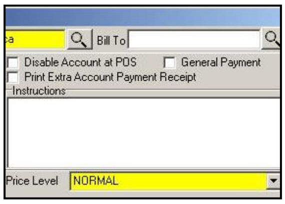
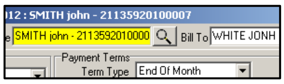
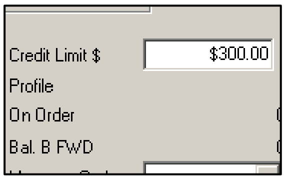
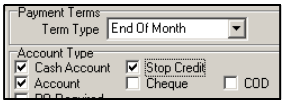
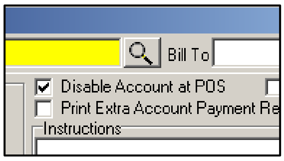
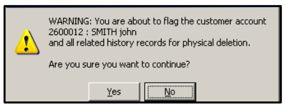
- To edit **loyalty points** and **vouchers**, refer to the BGEN-2e Maintain Loyalty Account Activity Fact Sheet.
- If you search for an account, select **Contains** if you perform a multiple word search; it will return all customers who contain all the words anywhere in the selected field.
- **Profile** on the **General** tab is a system-generated sequence that's updated once the account is matured. Each code represents a transaction and the period incurred; **F**uture, **C**urrent, **3**0 (period 1), **6**0 (period 2), and/or **9**0 (period 3).
- Use the **Contacts** tab to record:
  - additional phone contacts
  - the customer's birthday
  - the secondary accounts linked to this account.

  Comments don't display in SURE*fire*.
- Use the **Notes** tab to record comments about the account; these don't display in SUREfire.

Hints and Tips

- ✓ POS must be configured to display **Instructions**.
  - This is set in the POS Config **System** menu -> **Location Setup** -> Configure -> **Account** tab -> **Account** tab -> **Display Instructions** check box.
- ✓ Use the **Bill To** field to link several members of the same family or organisation to one (primary) account that accrues all loyalty and sales history.
  - The total points and spend for the secondary account is maintained for reference.
- ✓ The **Print Extra Account Payment Receipt** check box is only used if your POS isn't configured to automatically print a duplicate customer receipt for every account when they make a payment.
- ✓ Once a customer spends up to their **credit limit**, a message displays at POS when they next try to purchase on account. Supervisor approval is required to purchase on account.
  - The **Credit Days** field isn't used; the payment terms are set on the **Parameters** tab.
- ✓ A **disabled account** can't be added to any transaction at POS (an error displays); this also prevents earning loyalty points with cash/eftpos sales, redeeming issued loyalty vouchers and paying off the account.
  - The error message at POS is set in **System** -> **Location setup** -> **POS config** -> **Messages** tab (blocked customer message).
- ✓ A **Deleted account** won't be recognised in SURE*fire* once the physical deletion utility runs and the update has applied at POS.
  - You can't **delete an account** if it has outstanding **laybys**.

3. Complete the required steps to manage the account parameters:

To:	then:	
edit the customers contact details	click the **General** tab. Change the applicable details. Click **Save**. ***Email** is on **Parameters** tab.**	
add instructions that display on the POS operator screen	click the **General** tab. In the **Instructions** box, type the comments. Click **Save**. **See Hints and Tips.**	
make this a secondary account linked a primary account	click the **General** tab. In the **Bill To** field, select the primary account. Click **Save**. **The primary account is updated with any current points from the 2nd account.** **The secondary account has the primary account code at the end of its **Name**.**	 
set a credit limit against the account **See Hints and Tips.**	click the **General** tab. In the **Credit Limit $** field, type the upper amount that can be purchased on account. Click **Save**.	
freeze the line of credit for an 'Account' type customer ** they just can't buy on account**	click the **Parameter** tab. Select the **Stop Credit** check box. Click **Save**. ***POS Config**-> **Messages** -> **Use Stock Credit Messages** check box must be selected.**	
temporarily stop an account from being used at POS **See Hints and Tips.**	click the **General** tab. Select the **Disable Account at POS** check box. Click **Save**. ***POS Config**-> **Messages** -> **Blocked Customer Message** must be populated.**	
delete the account	click the **Parameter** tab. Click **Delete**. Click **Yes**.	
Block an unknown card (configured as a prefixed card)	Contact Surefire Support. A Host import process can be customised to block specified card numbers (if you have a record of them)	

Hints and Tips

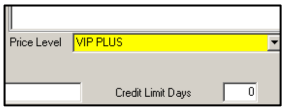
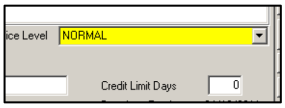
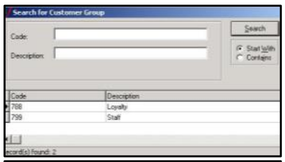
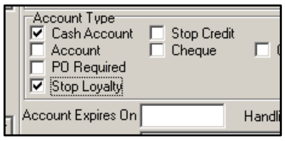
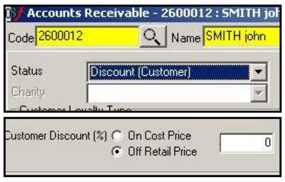
- ✓ **SURE*fire* loyalty/rewards** can include the following features:
  - **Price level promotions** created in the Stock record, which are only available to customers who either present a specific type of card, or have an AR account linked to the price level *(refer to the [TECH-4d Configure Special Customer Pricing Fact Sheet.](#))*
  - **Customer Groups** who receive special **discounts** when they present a specific type of card, or have an AR account linked to the group *(refer to the [TECH-4c Configure Customer Groups Fact Sheet.](#))*
  - A **points rewards** scheme that are either redeemed for store vouchers, or donated to a selected charity *(refer to the [TECH-2l Configure a Loyalty Points Program Fact Sheet.](#))*
  - A **percentage-off discount** on every sale. Your business may have configured certain departments to be excluded from receiving a discount.
    - **Off Cost** is a percentage added to the cost price.
    - **Off retail** is a percentage taken off the retail price.

  Discount Wizard function has a **Staff discount** offer that you may prefer to use, as it provides more options.

- ✓ If you **Stop Loyalty**, POS will still issue any voucher/s that the customer had already earned before you set this status.

- ✓ **To block the use of prefixed cards that are unknown to the system,** contact Surefire Support. We can customise host import to auto-create AR accounts for identified card numbers, and set them to Stop Loyalty. The card prefix will also be updated to look at this flag, which blocks the card at POS. There's also an option in POS Config (in Account->Loyalty tab) to Hide Stop Loyalty customers from the Change Customer POS search.

4. Complete the required steps to manage the customers rewards:
Some reward options must be configured first; see Hints and Tips.

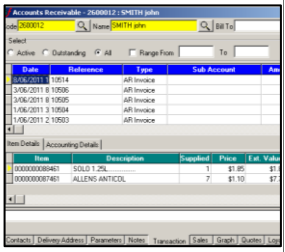
To:	then:	
add the customer to a promotional group	click the **General** tab. Select the **Price Level** the customer will belong to. Click Save.	
remove the customer from a promotional group	click the **General** tab. Select the **Price Level** option **Normal.** Click Save.	
add the customer to a customer group *(they can belong to multiple groups)*	click the **Loyalty** tab. Click **Add.** Click **Search** to list all groups that exist. Select the applicable group. Click **Select.** **The group is listed against the account.**	  
remove the customer from a customer group	click the **Loyalty** tab. Select the group to remove. Click **Remove.** Click **Yes** to confirm.	
stop the customer from earning loyalty points *(if offered by your business)*	click the **Parameters** tab. Click the **Stop Loyalty** check box. Click Save.	
give the customer a discount on every purchase *(usually not used if you use customer groups)*	Click the **Loyalty** tab. Select the **Status** option **Discount (Customer).** In the **Customer Discount** % field, select & type the discount amount. Click Save.	

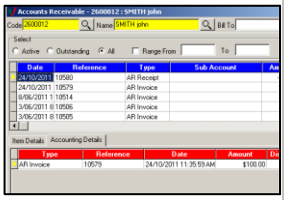
Hints and Tips

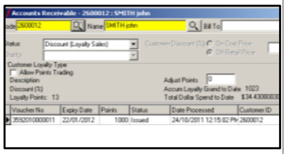
- ✓ To **Print** or **Reprint** transactions, the **Parameter** tab -> **Invoice Layout** field must be set to **AUDLayout**, and the **System Pararm** -> **Reprint POS Invoices** set to False.
- ✓ To report on **loyalty details** and **account purchase analysis**, refer to the BGEN-2e Maintain Loyalty Account Activity Fact Sheet .
- ✓ The **Outstanding Account Balances report** is useful to provide to your accountant when they request the total amount outstanding on accounts at the end of the financial year.
  - **Important**: you must run this the morning after your EOP runs (e.g. 01/07/2012); don't wait any longer, because if the customer makes a payment the report total will be minus this amount - even though payment came after the balance date of the 01/07/2012.
  - If you miss this window, the only other way to get this value is to retrieve the account statements for the June period (from the AR **Printing Wizard** -> **Library Statements**), and manually add up all the totals.

5. Complete the required steps to review account activity:

To:	then:
view purchase history	click the **Transaction** tab. Click a transaction in the top grid to display the item details below. Click Print to print the transaction grid, OR Reprint to print a single transaction.
view payment history for an 'Account' type account	click the **Transaction** tab. Click an **AR Receipt** in the top grid. **The detail is displayed on the **Accounting Details** tab.**
view loyalty points and voucher activity	click the **Loyalty** tab. **Refer to the BGEN-2e Maintain Loyalty Account Activity Fact Sheet to edit loyalty points or vouchers.**







6.

To report on:	then:
all credit & loyalty accounts	run the **Receivables** menu -> **Listing** report.
only credit accounts (code and name only)	run the **Receivables** menu -> **End of Period** -> **Configuration** -> **Customers** tab. Select the applicable **Customer Group**. Click **Print**.
accounts that have had stop credit applied	run **Receivables** menu -> **Trial Balance** report. Select **Stop Credit** option.
account purchases and payments between two dates by customers with 'account' type accounts	run the **Reports** menu -> **Accountability** -> **Account Details** report. **Set **ShowPaidInFull** to N to show every purchase.** **Set **ShowOnlyARTxns** to **N** to also see purchases and payments by other tender.**
account balances as at a selected date	run the **Reports** menu -> **Accountability** -> **Outstanding Account Balances** report. **See Hints and Tips.**

7.

To:	then:
edit another account	return to step 2
finish	click **Close**.

❑