

1. Managing Credit limits in Sympac

- Customer codes (8 & 10) are used to manage account credit limits and payment terms (30-45 days) to minimise the risk of bad debts and trade credit insurance claims.

There are 2 types of internal customer codes used prior to a sales transaction occurring at the Point of Sale (POS) or prior to an order.

1. Code 8 - when the customer has gone over their allocated credit limit

Stop Supply – refer to Admin for potential release of goods

- No Admin staff should provide a customer code 8 without consulting Accounts Receivable or Commercial Manager / Finance Manager.

2. Code 10 - when the customer has gone outside their trading terms (days)

Stop Supply – refer to Admin

Contact Points for Codes :

CODEs	Approval required by	Contact Details
CODE 8 gone over their allocated credit limit	1. AR (Geelong) - Siobhan McKenzie 2. AR (Ballarat) - Karen Ringin 3. CFO – Jason Thiele	1. 03 5273 1113 2. 03 5334 2700 3. 0417 994 583
CODE 10 gone outside their trading terms (days)	1. AR(Geelong) - Siobhan McKenzie 2. AR (Ballarat) Karen Ringin 3. CFO – Jason Thiele	1. 03 5273 1113 2. 03 5334 2700 3. 0417 994 583

Note: once an account goes over the credit limit or trades outside their trading terms, Fagg's has no debtors insurance for that customer.

2. Customer Account Code Process (Admin)

Below outlines the step-by-step process for a customer account code

- When a customer code is required, admin staff need to ask the staff member doing the transaction for the dollar amount of the transaction before providing a code.
- The staff member needs to scan all the goods prior to inserting the customer account number. This will then give them the full value of the sale. (Start tax invoice / customer order as a cash sale prior to changing account code to give us the max value of the invoice / order.)
- If providing a code for a customer order, please put in the notes that the code is for a **customer order only** and value.

Below is what shows up in POS - will either state code 8 or code 10.

Debtor/Customer File Maintenance

Customer Alter Customer Code: 0031483

Name & Address Details

Name: ILINC PTY LTD
 Street: 327 SHANNON AVENUE
 Street 2:
 Town: Newtown
 Post Code: 3220
 State: VIC
 Contact: ANDREW HOLDING
 Title: DAVID STANFORD
 Initials:
 First Name:
 Surname:
 User Key: INSTANT PROPERTY

Main Accounts Details

Alpha Sort: ILINC Valdn No: RALPH
 Group: REB Rebate Customers
 Agent: 106 Malachy Woods
 Price Category: 1 Retail Run No:
 Branch: 0
 Segment: SB Builders - Small - Build/Renovate - < 5 projects
 Alt Grp2:
 Job No:
Phone Numbers
 Phone No: 0412441155A Fax No: Jacobmainco
 Home Phone: 0411306523D Mobile No: 0412743664J
 Comments: TCR APPROVED \$150k 07.07.2021

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Debt \$ Stmt Disc \$ Setmnt Disc Tkn \$

Current	5,866.88	0.00	0.00
30 Days	58,920.59	0.00	0.00
60 Days	-57.91	0.00	0.00
90 Days	1,739.35	0.00	0.32
120 Days +	0.00	0.00	0.53
Owing	66,468.91	0.00	0.85
Frwd Credit	0.00		
Balance	66,468.91		
Unallocated	-548.51		

Last 18 Mths Calculate Payment History Credit Limit: 140000.00

Sales History

Period	Sales \$	Cost \$	GP \$	GP%
MTD This Yr	3,621.15	2,650.74	970.41	26.8
YTD This Yr	310,149.12	238,322.37	1,826.75	23.2
MTD Last Yr	21,741.90	16,985.97	4,755.93	21.9
YTD Last Yr	114,833.22	87,962.70	5,870.52	23.4
TOT Last Yr	197,409.80	151,743.34	5,666.46	23.1

Sales by Month

Period	Sales \$	Cost \$	GP \$	GP%
Dec21	3,621.15	2,650.74	970.41	26.8
Nov21	67,885.11	51,929.91	15,955.20	23.5
Oct21	37,949.29	27,000.33	10,948.96	28.9
Sep21	48,683.96	37,298.55	11,385.41	23.4
Aug21	31,310.59	22,807.07	8,503.52	27.2
Jul21	49,518.58	40,511.29	9,007.29	18.2
Jun21	33,067.36	25,634.34	7,433.02	22.5
May21	38,113.08	30,490.14	7,622.94	20.0
Apr21	21,450.57	16,688.54	4,762.03	22.2
Mar21	38,213.68	29,018.62	9,195.06	24.1
Feb21	19,167.98	15,077.02	4,090.96	21.3
Jan21	3,744.35	2,996.46	747.89	20.0
Dec20	21,741.90	16,985.97	4,755.93	21.9

Recent Sales Sales Calls Debtor Trans Contacts Contract Prices
 Letter Details Invoice Details Disc.History Print Statemnt
 Cust. Products Attachments Documents Sales Graph Queue Label
 Emails Globals Save Cancel Close

Financials Delivery & Mailing Flags History Mktng Loyalty Email Addresses Notes Cards Access Document Printing

Bill To Account: 0031483 ILINC PTY LTD
☐ Pricing based on CHILD account : 0031483

Account Type: Debtor Account ☐ Internal Expense Account

Pricing Type: Nett on Invoice Lines Only GLN No.:

Net Disc %: 0.00

Settlement Terms: 0 Days

Tax Type: R=Retail

ABN/Tax No: 18089748214

Sometimes the note can be down the list as more codes where done.

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 Post Code: 3220
 State: VIC
 Contact: ANDREW HOLDING
 Title: DAVID STANFORD
 Initials:
 First Name:
 Surname:
 User Key: INSTANT PROPERTY

Main Accounts Details

Alpha Sort: ILINC Valdn No: RALPH
 Group: REB Rebate Customers
 Agent: 106 Malachy Woods
 Price Category: 1 Retail Run No:
 Branch: 0
 Segment: SB Builders - Small - Build/Renovate - < 5 projects
 Alt Grp2:
 Job No:
 Phone Numbers
 Phone No: 0412441155A Fax No: Jacobmainco

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☐ Debtor Notes ☒ Account Notes ☐ POS Notes ☐ Sales Calls ☐ Account Audit

06/12/2021 at 11:07am SysRef:0031483 A20211206110737790
 Reminder: 06/12/2021
 Staff: 153 SIOBHAN M
 paid a customer order which was released to invoice in November.
 02/12/2021 at 10:32am SysRef:0031483 A20211202103252800
 Reminder: 02/12/2021
 Staff: 522 LYN J
 Code approved Rachael has the payment
 South
 02/12/2021 at 10:27am SysRef:0031483 A20211202102700598
 Reminder: 02/12/2021
 Staff: 881 CHRISTINE W
 Code 10, Matt Belmont, Approved
 02/12/2021 at 08:26am SysRef:0031483 A20211202082619885
 Reminder: 02/12/2021
 Staff: 629 JAYNE M
 Code 10, Perry @ Wallington, approved
 CODE APPROVED FOR BELMONT
 02/12/2021 at 07:58am SysRef:0031483 A20211202075824673
 Reminder: 02/12/2021
 Staff: 629 JAYNE M
 Code 10, Scott @ Belmont, read notes that a payment of \$52K, approved
 01/12/2021 at 04:16pm SysRef:0031483 A20211201161613007
 Reminder: 01/12/2021
 Staff: 522 LYN J
 Code approved Belmont
 01/12/2021 at 08:44am SysRef:0031483 A20211201084425418
 Reminder: 01/12/2021
 Staff: 288 ANGELO J
 Code Approved Belmont
 01/12/2021 at 08:40am SysRef:0031483 A20211201084053249
 Reminder: 01/12/2021
 Staff: 672 RACHAEL H
 MEGAN CALLED TO SAY SHE HAS JUST TRANSFERRED \$52,000.00
 01/12/2021 at 07:21am SysRef:0031483 A20211201072124926

To do the password / code – under the **Financials** tab, **Multi Store Credit Details Alteration**. This can only be accessed when in Customer Alter file and not Customer Enquire File.

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☐ Pricing based on CHILD account : 0031483

Account Type: Debtor Account ☐ Internal Expense Account

Pricing Type: Nett on Invoice Lines Only GLN No.:
 Net Disc %: 0.00
 Settlement Terms: 0 Days ABN/Tax No: 18089748214
 Tax Type: R=Retail

Credit Details

Credit Limit: 140000.00 Stop Credit: ☐
☐ Terms from Invoice (not enforced)
☒ Terms from Statement 60 Days

Interest/Account Fees

☐ Interest To Be Calculated
 Mthly Acc Fee: 0.00
 Minimum Sales: 0

Debtor Letters

Debtors Trading Terms Alter

Customer Details		Current		Balance	
ILINC PTY LTD 327 SHANNON AVENUE Newtown VIC 3220			\$5,866.88		\$66,468.91
		30 Days	\$58,920.59	Frwd Credit	\$0.00
		60 Days	-\$57.91	Unallocated	-\$548.51
		90 Days	\$1,739.35		
		120 Days +	\$0.00		
Home	0411306523D	Mobile	0412743664J	Owing	\$66,468.91
Business	0412441155A	Fax	Jacobmainco		

Credit Details		Once off Password	
Staff No (entering)	153 SIOBHAN M	Staff No (Requesting)	492 PETER N
Credit Limit	140000.00		E38786T
Stop Credit	☐		
☐ Terms from Invoice (not enforced)			
☒ Terms from Statement 60 Days			

☒ Update

Staff types the password / code **E38786T** which will allow them to continue with the sale.

Point of Sale

Tax Invoice		Total	
Staff	492 PETER N	\$ 0.00	
Salesperson	492 : Peter N	Ex GST	0.00
Customer	0031483	GST	0.00
Order No		Stock	Details
Date Req	06/12/2021	Cust Details	BillTo
Comments		Loyalty	
Debtor Account		Inv #	0
Name and Address		Date	06/12/2021
ILINC PTY LTD 327 SHANNON AVENUE Newtown VIC 3220			
Computer Code			

Delivery Instructions	
User Password	
Password Required	
Enter Password	

☒ OK	Exit (ESC)