

ES ACCOUNTING CUSTOMER MODULE GUIDE

Version 5.07

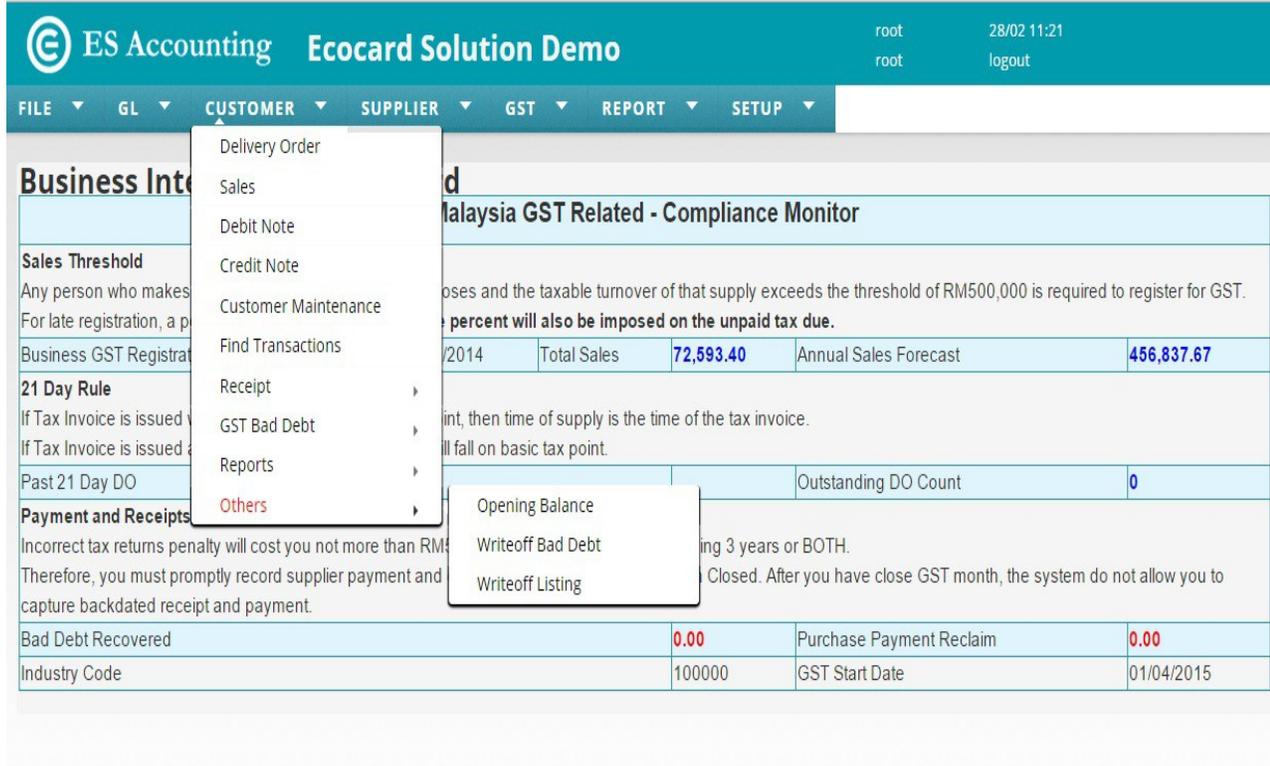
Malaysia GST Ready

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Chapter 1 Overview

1.1 Introduction

All the transaction related to customer have to be perform under the Customer Module.



- 1) Delivery Order : Issue Delivery Order.
- 2) Sales : Issue Tax Invoice.
- 3) Debit Note : Issue debit note to debtor (customer)
- 4) Credit Note : Issue credit note to debtor (customer).
- 5) Customer Maintenance : Create new customer or edit customer information.
- 6) Find Transaction : Find customer transaction.
- 7) Receipt : Receive payment from debtor (customer).
- 8) GST Bad Debt : GST Debt Management & GST Bad Debt Recover.
- 9) Report : View or print out Customer's Reports.
- 10) Others : Customer's opening balance, bad debt write off & bad debt listing.

Chapter 2 Customer Transaction

2.1 Customer Maintenance

After you click on the Customer Maintenance, then Click [Add Customer Form](#) , Add Customer Form will appear

| Add Customer Details | | Go To Find Customer Details | |
|--|--------------------------|---|----------------------|
| Customer Name | <input type="text"/> | Business Registration Number | <input type="text"/> |
| Trade Control Account | <input type="text"/> | | |
| GST Reference No | <input type="text"/> | Verified Date | <input type="text"/> |
| Billing Address Line 1 | <input type="text"/> | Line 2 | <input type="text"/> |
| Line 3 | <input type="text"/> | Line 4 | <input type="text"/> |
| Billing State | <input type="text"/> | Billing Post Code | <input type="text"/> |
| Billing Country | <input type="text"/> | | |
| Shipping Address Line 1 | <input type="text"/> | Line 2 | <input type="text"/> |
| Line 3 | <input type="text"/> | Line 4 | <input type="text"/> |
| Shipping State | <input type="text"/> | Shipping Post Code | <input type="text"/> |
| Shipping Country | <input type="text"/> | | |
| Open Item Flag | <input type="checkbox"/> | Email Address | <input type="text"/> |
| Web Site | <input type="text"/> | Contact Person | <input type="text"/> |
| Billing Phone Number | <input type="text"/> | Shipping Phone Number | <input type="text"/> |
| Fax Number | <input type="text"/> | Nature of Business | <input type="text"/> |
| Notes | <input type="text"/> | | |
| Trading in Currency (Leave blank for local/default currency) | <input type="text"/> | Statement Group | <input type="text"/> |
| Credit Limit | <input type="text"/> | Terms | <input type="text"/> |
| Customer Type | <input type="text"/> | Customer Group | <input type="text"/> |
| Credit Sales Account | <input type="text"/> | Sales Return Account | <input type="text"/> |
| Credit Approval Reference | <input type="text"/> | Credit Approval Date | <input type="text"/> |
| Terms In Month | <input type="text"/> | | |
| Provision Discount | <input type="text"/> | Invoice Discount | <input type="text"/> |
| <input type="button" value="Submit"/> | | | |

2.1.1 Create New Customer

To create new customer, fill up the customer's information such as name, address and etc...

You must select Trade Control Account from

| | |
|-----------------------|----------------------|
| Trade Control Account | <input type="text"/> |
|-----------------------|----------------------|

You can specify the statement group by select the group from the drop down list. The account statement can be print out in bulk base on the statement group.

After fill up the information, click to create the new customer.

You can click on the [Find Customer detail](#) to go to the Customer Listing Page, where you can view the list of customer created.

NOTE : You should fill up the Credit Sales Account, then our software will select this sales account automatically for you whenever you do any transaction involving these customer.

2.1.2 Edit Customer Information

After you click on the [Find Customer Form](#), the Customer Listing Page will appear like below.

| No | Balance | Customer Name | Contact Person | Contact No | Email Address | Control Account | |
|-----|------------------------------|----------------|----------------|------------|---------------|----------------------------------|------------------------|
| 158 | Edit Balance | customer A | | 123 123 | | 3000/000 Debtors Control Account | Delete |
| 159 | Edit Balance | customer B | | | | 3000/000 Debtors Control Account | Delete |
| 171 | Edit Balance | customer D | | | | 3000/000 Debtors Control Account | Delete |
| 170 | Edit Balance | forex customer | | | | 3000/000 Debtors Control Account | Delete |

Type the customer name inside the red rectangle, our software will list out that particular customer for you. If you type any character inside the red colour rectangle box, our software will list out all the customer contain those character.

Click on the [Edit Balance](#) to go to Customer Opening Balance Page to enter the opening balance.

You can delete the customer by clicking the [Delete](#) on the right hand side.

2.2 Enter Customer's Opening Balance

Customer Opening Balance Maintenance customer D 3

Customer Name: customer D
Customer No: 171

This form allows you to register the customer opening balances.

Credit Item

| | | | | |
|------------------|----------------------|-------------|----------------------|---|
| Transaction Date | <input type="text"/> | Bill Type | Return Cheque | |
| Amount Due | <input type="text"/> | Paid | <input type="text"/> | <input type="button" value="Add"/> |
| Bill No | <input type="text"/> | Description | <input type="text"/> | <input type="button" value="Clear Form"/> |

Total Debt Due (A) 0.00 Total Debt Paid (B) 0.00 Total Debt Balance (A-B) 0.00

| Transaction Date | Bill No | Description | Due | Paid | Bill Type |
|------------------|---------|-------------|-----|------|-----------|
|------------------|---------|-------------|-----|------|-----------|

- 1 Work Window
- 2 Display Window
- 3 Customer Selection List

Select the customer from Customer Selection List.

Enter all the information in Work Window and click button.

After successful adding, the transaction will display at Display Window.

The Display Window show a list of the outstanding bill which had been added.

2.3 Sales

After you click on the [Sales](#), the Sales Listing Page will appear.

ES Accounting Ecocard Solution Demo root 28/02 11:21
root logout

FILE GL CUSTOMER SUPPLIER GST REPORT SETUP

Sales Tax Invoice Transactions
Create New Sales Tax Invoice

Navigation: |< < 1 2 > >| Sort By Bill Number Descending Page Size 20

| Tx Date | Invoice No | Description | Account | Debit | Credit | Project | Tax Code |
|------------|------------|------------------------|------------------------------------|-----------|-----------|---------|----------|
| 27/02/2015 | DSL101 | Sales - customer A | X/158 customer A | 1,061.06 | | | |
| 27/02/2015 | DSL101 | Sales - customer A | 5000/000 New Car Sales | | 1,001.00 | | |
| 27/02/2015 | DSL101 | Sales - customer A | 4400/000 GST OUTPUT TAX | | 60.06 | | SR |
| 27/02/2015 | A001 | Sales - customer A | X/158 customer A | 1.00 | | | |
| 27/02/2015 | A001 | Sales - customer A | 5000/000 New Car Sales | | 1.00 | | |
| 27/02/2015 | ada | Sales - customer A | X/158 customer A | 12,796.32 | | | |
| 27/02/2015 | ada | Sales - customer A | 5030/000 Used Car Sales | | 12,072.00 | | |
| 27/02/2015 | ada | Sales - customer A | 4400/000 GST OUTPUT TAX | | 724.32 | | SR |
| 27/02/2015 | eee | Sales - customer A | X/158 customer A | 28,000.00 | | | |
| 27/02/2015 | eee | Sales - customer A | 3003/000 Deposit And Prepayments | 23,584.91 | | | |
| 27/02/2015 | eee | Sales - customer A | 5000/000 New Car Sales | | 50,000.00 | | |
| 27/02/2015 | eee | Sales - customer A | 4400/000 GST OUTPUT TAX | | 1,584.91 | | SR |
| 28/02/2015 | DSL102 | Sales - customer A | X/158 customer A | 6,360.00 | | | |
| 28/02/2015 | DSL102 | Sales - customer A | 3010/000 Credit Card Sales Debtors | | 6,000.00 | | |
| 28/02/2015 | DSL102 | Sales - customer A | 4400/000 GST OUTPUT TAX | | 360.00 | | SR |
| 01/02/2015 | DSL103 | Sales - forex customer | X/170 forex customer | 3,710.00 | | | |

Click [Create New Sales Tax Invoice](#) to enter the Tax Invoice Transaction Page.

1 Display Window : Display transaction which had been created earlier.

Sales Invoice Transaction Page

Sales Invoice Form Save (F8) Preview Print 7 Tax Invoice (WTS3) New Form (Esc)

Invoice No:
 Customer A/C: customer A (X/158) Tax Inclusive Delivery Order:
 Currency: Industry No: 100000 Date: 28/02/2015 Project:
 Rate: 1.0000

Add Item (F2) 500 List Template Add Template

| Reference | Description | Qty | Unit Price | Disc. Rate | Disc. Amt | Tax | Sub-Total | OET | Credit A/C | |
|-----------|-------------|-----|------------|------------|-----------|-----|-----------|--------------------------|------------------------|--------|
| | item A | 1 | 2000 | 0.0 | 0.0 | SR | 2120.00 | <input type="checkbox"/> | 5000/000 New Car Sales | Delete |
| | item B | 2 | 3000 | 0.0 | 0.0 | ES | 6000.00 | <input type="checkbox"/> | 5000/000 New Car Sales | Delete |

Reasons: Sales - customer A Customer PO No:
 Advance Payment Amount: 0 Advance Payment Account: Advance Payment Interest (%): 6.0
 Gross Amount: 8000.00 Discount Amount: 0.00 Total Amount Payable Excluding Tax: 8000.00
 Total Tax Amount: 120.00 Print Log Use Simplified Tax Form Total Amount Payable Inclusive of Tax: 8120.00

- Type any character in Customer A/C box and our software will list out customer whose name contain those character, and you can select from there.
- Enter the transaction date by select the date from the pop up calendar.
- If these transaction is for a particular department/project, then select the department/project from the drop down list.
- OET : Other Excluded Transaction. User need to analyze their transaction in ES, SR, DS & OS to determine whether they fall into OET or not.

Click the **Add Item (F2)** button, new row will be added.

Enter the item in the new row.

- If you have not define the Credit Sales Account in the Customer Maintenance for this customer then you must select a Sales Account for Credit A/C.

After you enter all the information required, you can click **Save** to save this transaction.

Click **New Form** to create a new transaction.

You can see the newly added transaction in Tax Invoice Transaction's display window.

- Default : Unit Price enter is Tax Exclusive and Sub-Total is included GST tax amount.
- For Tax Inclusive : If you check the Tax Inclusive Box, the unit price enter is inclusive of Tax and the Sub-Total also inclusive of Tax.

- Add Template** : A saved transaction can be added as a template.
- List Template** : List out the saved template, then modify it and save it as a new transaction.

2.4 Debit Note

Issue Debit Note to customer. Process similar to SALES.
 The Original Invoice No and Reasons fields are compulsory, you must fill up these fields.

2.5 Credit Note

Issue Credit Note to Customer, Process similar to SALES.
 The Original Invoice No and Reasons fields are compulsory, you must fill up these fields.

2.6 Receipt

Click Receipt when you receive money or cheque from customer, and the Receipts Page will appear.

Customer Receipts

| Account Name | Balance | |
|--|-----------|---------------|
| 3110/000 Bank Fixed Deposit Account | 25,000.00 | Enter Receipt |
| 3203/000 CIMB Bank Current account | 4,000.00 | Enter Receipt |
| 3202/000 Hong Leong Bank Current Account | 1,000.00 | Enter Receipt |
| 3201/000 Public Bank Current Account | 0.00 | Enter Receipt |
| 3200/000 MayBank Current Account | 0.00 | Enter Receipt |

Sort By: Transaction Date Descending Page Size: 20

Transaction Listing

| Account | Type | Transaction Date | Reference No | Description | Cheque No | Debit | Credit | Tax Code |
|---------|------|------------------|--------------|-------------|-----------|-------|--------|----------|
|---------|------|------------------|--------------|-------------|-----------|-------|--------|----------|

Select the bank account where you want to deposit the money.
 (by clicking the [Enter Transaction](#))

The Customer Receipt Page will appear.

Customer Receipts Page

Customer Receipt

| | | | | | |
|---|--|---------------|--|----------------|--------------|
| Customer Name * | customer A | Bank | 3202/000 Hong Leong Bank Current Account | | |
| Customer Tax Code | | Bank Tax Code | | | |
| Transaction Date * | | Amount * | | | |
| | Trading Currency | Exchange Rate | Local Currency Amount | | |
| Bill No | | Cheque No | | | |
| Description | | Received For | | | |
| Received From | customer A | Project | | | |
| <input checked="" type="checkbox"/> Generate Official Receipt | <input type="checkbox"/> Advance Payment | Job Code | | | |
| <input type="checkbox"/> Other Excluded Transactions | | | Clear (ESC) | List Template | Add Template |
| | | | | Submit Receipt | |

Balance To Offset: This customer is an open item customer Refresh

Outstanding Bills

| Offset | Amount | Transaction Date | Bill No | Description | Ref | Due | Paid | Balance |
|--------------------------|--------|------------------|---------|--------------------|-----|-----------|-----------|-----------|
| <input type="checkbox"/> | | 27/02/2015 | ada | Sales - customer A | | 12,796.32 | 0.00 | 12,796.32 |
| <input type="checkbox"/> | | 27/02/2015 | A001 | Sales - customer A | | 1.00 | 0.00 | 1.00 |
| <input type="checkbox"/> | | 27/02/2015 | DSL101 | Sales - customer A | | 1,061.06 | 0.00 | 1,061.06 |
| <input type="checkbox"/> | | 27/02/2015 | eee | Sales - customer A | | 53,000.00 | 25,000.00 | 28,000.00 |
| <input type="checkbox"/> | | 28/02/2015 | DSL102 | Sales - customer A | | 6,360.00 | 0.00 | 6,360.00 |

1 Work Window

2 Display Window

Select the Customer from the Customer Name drop down list, the customer's outstanding bill will appear in the Display Window.

If you had chosen the Auto Generation Number for Customer Receipt (In the System Setup), the Software will generate the Bill No for you. If not, you will need to enter the Bill No (Receipt No.).

Fill up all the information in the Working Window.

Click the box for the outstanding payment you want to knock off in the Display Window. You must fill up the amount before you do these, Otherwise the software will warn that you Do not have sufficient fund.

Click the Submit Receipt button.

If transaction is successful, a pop up screen will display a successful message, otherwise an error message will display.

2.7 Receipt Listing

Receipt Listing Page

Receipt Listing
Select customer that you want to see the receipts made by debtors. To narrow down the Find, key in the bill number.

Customer: customer A Bill No: Find

| Transaction Date | Bill No | Description | Amount | Reverse | Delete | Get Receipt |
|------------------|---------|-------------|-----------|---------|--------|-------------|
| 27/02/2015 | DRC100 | | 25,000.00 | | | |

The receipt listing will list out the customer's payment.

Select the customer from the drop down list, and you will see the list of the payment made by that customer.

You can delete the payment transaction or reverse the payment.

Reverse payment mean reverse the knock off bill (where the knock off bill change back to outstanding bill)

The reverse amount will become advance payment which can be use to knock off other outstanding bill.

2.8 Receipt Reverse And Balance

Receipt Reverse & Balances Summary Report
 * This report provides a summary report on debtors advance payments, balances not completely knock off and receipts that are reversed out

| Customer Name | Balances/Reverse Receipt Count | Total Amount |
|---------------|--------------------------------|--------------|
| customer A | 1 | 25000.0 |

Receipt Reverse will list out all the reverse payment.

You can use these reverse payment to knock off the outstanding bill, to do that click on the customer name and the Balances & Reversed Receipt Form Page will appear.

Balances & Reversed Receipt Form
 Customer Name : customer A [Go To Balances & Reversed Receipt Summary](#)

| Ref Code | Narration | Amount | Submit |
|----------|-----------|---------|--------|
| DRC100 | | 25000.0 | |

Outstanding Amount

| Match Amount | Transaction Date | Code | Description | Due | Paid | Balance |
|--------------------------|------------------|--------|--------------------|----------|------|----------|
| <input type="checkbox"/> | 27/02/2015 | ada | Sales - customer A | 12796.32 | 0.0 | 12796.32 |
| <input type="checkbox"/> | 27/02/2015 | A001 | Sales - customer A | 1.0 | 0.0 | 1.0 |
| <input type="checkbox"/> | 27/02/2015 | DSL101 | Sales - customer A | 1061.06 | 0.0 | 1061.06 |
| <input type="checkbox"/> | 27/02/2015 | eee | Sales - customer A | 53000.0 | 0.0 | 53000.0 |
| <input type="checkbox"/> | 28/02/2015 | DSL102 | Sales - customer A | 6360.0 | 0.0 | 6360.0 |

1 Reverse Bill or Advance Payment Bill Window

2 Outstanding Bill Display Window

Select the reverse bill from 1

Select the Outstanding bill from 2

Click submit button to perform the transaction.

2.9 Debt Management

Customer Bad Debt Management

Customer Name * customer A Write Off Recover Debt

Debit Account Credit Account

Transaction Date Bill No

Description Recover Amount

Outstanding Bill

| | Transaction Date | Bill No | Description | Ref | Due | Paid | Balance |
|-----------------------|------------------|---------|--------------------|-----|-----------|------|-----------|
| <input type="radio"/> | 27/02/2015 | ada | Sales - customer A | | 12,796.32 | 0.00 | 12,796.32 |
| <input type="radio"/> | 27/02/2015 | A001 | Sales - customer A | | 1.00 | 0.00 | 1.00 |
| <input type="radio"/> | 27/02/2015 | DSL 101 | Sales - customer A | | 1,061.06 | 0.00 | 1,061.06 |
| <input type="radio"/> | 27/02/2015 | eee | Sales - customer A | | 53,000.00 | 0.00 | 53,000.00 |
| <input type="radio"/> | 28/02/2015 | DSL 102 | Sales - customer A | | 6,360.00 | 0.00 | 6,360.00 |

Fill up all the information in the Working Window

Select from on which Bill you want to write off or recover.

Click to save the transaction.

2.10 Debt Activity Listing

Listing of all the transaction which have been written off.

2.11 Find Customer's Transaction

Find Customer Transactions

| | | | | | |
|-------------|----------------------|-------------|----------------------|-------------------------------------|--------------------------|
| Bill Number | <input type="text"/> | From Amount | <input type="text"/> | To Amount | <input type="text"/> |
| From | <input type="text"/> | To | <input type="text"/> | Search Archive | <input type="checkbox"/> |
| Customer | <input type="text"/> | Description | <input type="text"/> | <input type="button" value="Find"/> | |

Navigation: |< < 1 1 > >| Sort By: Transaction Date Descending Page Size: 20

| Customer Name | Date | Bill Number | Description | Account | Amount | Link Number |
|---------------|------|-------------|-------------|---------|--------|-------------|
|---------------|------|-------------|-------------|---------|--------|-------------|

You can find customer's transaction record with anyone of these or combination of them :

- Customer Name
- Bill No.
- Transaction amount.
- date