

# Debtor Management

Version: v.6.1.0



# **COMMERCIAL STATEMENT**

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# INTRODUCTION

These training notes are designed with the intention of providing background information and useful hands on experience of using the Debtor Manger functions in *TemplaCMS*.

They are designed to complement the training and assist you at a later stage when away from the training environment.

# **DEBTOR MANAGER**

The Debtor Manager process provided in TemplaCMS allows for streamlined management of outstanding debts.

Access to the *Debtor Manager* is controlled by a number of functions which are assigned to a function group called *Debtor Manager Functions*. It is an administrator's responsibility to assign this group, or individual functions, to relevant users as required.

The Debtor Manager process is only currently usable if Access Dimensions is being utilised, due to TemplaCMS requiring to know if an invoice has been paid. Where TemplaCMS invoicing distribution method is being used, it will also allow users to Distribute the invoices from the Debtor Manager.

# SETUP

## **System Control**

The *Debtor Manager colours* tab which is available on the System Control > Accounts settings (from the System Admin menu) allows the definition of colour coding to be used within the Debtor Manager:

<b>*</b>	Systen	n Control - Accounts	— 🗆	×
Genera				
Close Save				
Navigate				
Accounts Purc	hase invoice matching	Default analysis for prospects	Debtor Manager colours	
Elapsed days	Colour			
0	0, 128, 0			
5	255, 165, 0			
10	255, 0, 0			
Add	Remove Details	:		
SystemControl_Acc	ounts	© 202	0 Templa Computer System	ns Ltd

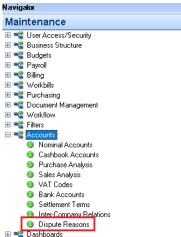
The application of this is described later.

## **Note Classifications**

Debtor Manager action and communication are automatically used within the Debtor Manager process, as such when a user is manually adding notes these classifications are not available for selection.

## **Dispute Reasons**

Dispute reasons for use in the *Debtor Manager* can be added from the *Dispute Reasons* option available on the *Maintenance* > *Accounts* menu:



Any number of dispute reasons can be defined, where each is associated with either Sales or Purchases:

	🛃 🚽 DisputeReasons - Missing purchase order — 🛛 🗙
General	
Close Previous N	ext Save
Navigate	Save
General Dates	
Code	2
Description	Missing purchase order number
Ledger	Sales
DisputeReasonDetail	© 2020 Templa Computer Systems Ltd

The use of dispute reasons is described later.

### **Document Templates**

Document templates (used for Document mail merges) allow for client documents to be identified for *debt chasing* by ticking the '*Use for debt chase*?' box:

General	🛛 🚽 🚽 Document Template - Debt chase 🛛 🗕 🗙
Close Previous Navigate General Dates	Next     Save     Create     Store     Edit     Refresh       Save     Jocument     document     document     document     fields
Code Description	CD Debt chase
Subject Attachment type	Debt chase Customer Review.
Document	\\TEMPLA-SQL1\TQMDEV\Templa-CMS\Documents\_Templates\CD.docx          \Print       @ Email       \Both
Comments	

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The use of this is described later.

Please see our Document Management manual for more information on the standard document mail merge functionality available in TemplaCMS.

# **DEBTOR MANAGER**

The *Debtor Manager* can be accessed from the *Reports > Contacts & Sites > Finance* menu, this option is also available from the Client and Site Reports drop down.



When launched this will show the main *Debtor Manager* window:

General								Del	btor Mana	ger									- 0	×
2	ts Sites Transaction	ns Promises Include	Broken promises	On stop	View Any	Send Put on letter stop	Statement A	2 Attachments	Send letter	Statement Site	<b>P</b> Attachments	Send Ch letter pro	ange Dispute mise Transaction	Distribute	Refres	Print	ixcel ixpand Collapse	Change Select filter filter	<ul> <li>➡ Filter selected</li> <li>➡ Un-filter select</li> <li>➡ Publish format</li> <li>Filter</li> </ul>	ted
									10									I.		
	er here to group by the					( )			e . 1		or	~ ~ ~			~ ~			h	1	
Record type	St Datasource	Client code	/ Client name	Site co	3e	/ Site name	Ba	ance	Future	Up to 30 Days	31 - 60 Days	61 - 90 D	ays 91 - 120 C	ays Over12	20 Days	Unallocated cr	Un stop /	Last communication	Last action	Regio
🚨 Client	Accounts	AMH001	Aerials Ltd				£23,88			£0.00	£0.00	E0.			879.97	£9,990.00				
Ga Site	Accounts	AMH001	Aerials Ltd	"unkn		"unknown	-£7,59			20.00	20.00	20.			400.00	-£9,990.00				
1.5		AMH001	Aerials Ltd					0.00		20.00	£0.00	20.			100.00	£3,330.00 £10.00				
Transaction	Accounts Accounts	AMH001 AMH001	Aerials Ltd	"unkn		"unknown	£1 £2,40			20.00	20.00	20. 20.			400.00	210.00				
Transaction	Accounts	AMH001	Aerials Ltd	unkn "unkn		unknown *unknown	-£10,00			20.00	20.00	£0. £0.			400.00 £0.00	-£10,000.00				
Site	Accounts	AMH001	Aerials Ltd	AMHO		Aerials Ltd	£10,00			20.00	20.00	£0. £0.			392.08	20.000				Nort
Transaction	Accounts	AMH001 AMH001	Aerials Ltd	AMHO		Aerials Ltd	£27,33 £13,69			20.00	20.00	£0. £0.			696.04	20.00				Nort
Transaction	Accounts	AMH001	Aerials Ltd	AMHO		Aerials Ltd	£13,63 £13,69			20.00	20.00	£0. £0.			696.04	20.00				Nort
Site	Accounts	AMH001	Aerials Ltd	AMHO		Aerials Ltd	£1.59			20.00	20.00	£0. £0.			595.12	20.00				Nor
Transaction	Accounts	AMH001	Aerials Ltd	AMHO		Aerials Ltd	£1,55			20.00	20.00	£0. £0.			595.12	20.00				Nor
Site		AMH001	Aerials Ltd	AMHO		Aerials Ltd	£1,55 £2,48			20.00	20.00	£0. £0.			481.77	20.00				Nort
Transaction	Accounts	AMH001	Aerials Ltd	AMHO		Aerials Ltd	£2,46 £56			20.00	£0.00 £0.00	£0. £0.			562.87	20.00				Nort
	Accounts	AMH001	Aerials Ltd	AMHO				9.45		£0.00 £0.00	£0.00 £0.00	£0. £0.			959.45	20.00				Nort
Transaction	Accounts	AMH001		AMHO		Aerials Ltd		9.45		20.00	£0.00 £0.00	£0. £0.			959.45					
Transaction	Accounts	AMH001	Aerials Ltd Aerials Ltd	AMHU		Aerials Ltd		3.45 1.00		20.00	20.00	£0. £0.			959.45 £11.00	£0.00 £0.00				Nor
😭 Site	Accounts	AMH001		AMHU						20.00										
Transaction	Accounts		Aerials Ltd	AMHU	UN 72	Aerials Ltd		1.00			20.00	£0.			£11.00	80.00				Nor
Client	Accounts	ASD1201	asd123					5.00		20.00	00.03	£0.			125.00	80.00				
Ga Site	Accounts	ASD1201	asd123	"unkn		"unknown		5.00		20.00	80.00	£0.			125.00	80.00				
Transaction	Accounts	ASD1201	asd123	"unkn	nwo	"unknown		5.00		20.00	0.03	£0.			125.00	00.03				
Client	Accounts	BAN001	B & H Mould & To				858			20.00	00.03	£0.			580.31	00.03				
🟠 Site	Accounts	BAN001	B & H Mould & To			"unknown		4.40		20.00	20.00	٤0.			E24.40	80.00				
Transaction	Accounts	BAN001	B & H Mould & To			"unknown		2.20		20.00	£0.00	٤0.			٤2.20	٤0.00				
Transaction	Accounts	BAN001	B & H Mould & To	"unkn	own	"unknown	٤	8.80		٤0.00	£0.00	٤0.	00 20	.00	8.80	٤0.00				
۲ ۲																				>
mmunication notes	sh 🛸 Print 👈 Ex	cal							<u> </u> X	Action notes	🔪 View 🛷 R	afrach 🙈	Drint 🦚 Evcal							9
- new IC Neite	on 🐲 ennt 🕲 tx	CCI	Client: AMH001 - A	verials Ltd						評 By	On	At	enne 🧶 Exce							
By	On At														_		_			_

The *Debtor Manager* window comprises a comprehensive toolbar at the top, the debt details in the middle, and context sensitive notes at the bottom.

## **Toolbar – Include and Filter sections**

Whilst the *Debtor Manager* conforms to the standard filtering processes used elsewhere in *TemplaCMS* (via the *Filter* section on the toolbar), the *Include* section provides immediate access to the most common filtering requirements.

😭 🔎 🛃	]) <b>∓</b> [	ebtor N	/lanager	Filter Det	tail - defau	t filter fo	r Support Temp	ola-CMS		×
Gener	al									
Close		<b>a</b> fault riteria	Select filter	Publish	Select format					
Navigate	Save		Fil	lter						
Filtering criteria	Analysis filt	ering crit	teria							
Include clie	nts?	Includ	e sites?		🗹 Include	transacti	ions?			
					🗌 Just pr	omised?	🗌 Ju	st broken promise	s?	
Accounts system	m								Ø,	
Client									Ś	
Site									Ś	
Date ranges							Include clients	with debt		
Transaction		(not se	et)	~ (n	ot set)	~	Aged over	0	days	
Due		(not se	et)	~ (n	ot set)	~	Value over	£0.00		
Promised		(not se	et)	~ (n	ot set)	~				
Last action		(not se	et)	~ (n	ot set)	~				
Last commu	nication	(not se	et)	~ (n	ot set)	$\sim$				
All dates	are relative?									
Client order ref										
On stop?		○No (	⊖Yes (	Ignore						
In dispute?		○ No (	⊖Yes (	Ignore						
Dispute reason									Ø,	

The first three buttons (clients, sites and transactions) allow the user to define the level(s) of information they wish to see in the *Debtor Manager* – with each level being denoted with an icon and colour within the debt details grid.

Note that where a single level of data is included, the grid will show totals (and sub-totals if grouped), whereas these will be hidden for multi-level display, as this would cause double or triple counting.

The *Promises* and *Broken promises* buttons are mutually exclusive, and allow the user to focus on clients that have made or broken promises to pay (see later).

Finally, the user may focus on purely *disputed transactions* and *clients on-stop*.

Regardless of the includes and filters used, any client or site level row will show the full debt position of the client or site. For example, a client may have 10 outstanding invoices, one of which is in dispute. If the user chooses to see client and transaction details, but also clicks *Disputed* then they will see the single disputed transaction, but the total debt will still be displayed for the client.

Any change to the filter or includes will cause a full rebuild and re-age of the debt data directly from Dimensions. Where transactions are sourced from *TemplaCMS* (i.e. invoices) these can be linked to their appropriate sites. Where transactions have been entered directly in Dimensions, they will show under a pseudo site of **'\*unknown'** for the relevant client.

#### **TOOLBAR – ANY**

The *Any* section is enabled when the user highlights any row in the debt details grid, and contains just a single *View* tool to allow the selected rows to be viewed.

Ge	<b>→</b> eneral									Debtor N	/lana	iger						
Close Navigate	Clients	Sit	es Transactions	Promises	Broke		On stop	View	Se	Put on stop Statement dter 2 Attachmen Client		Send le Statem Attachr	ent	Send letter	<ul> <li>Change pro</li> <li>Dispute</li> <li>Distribute</li> <li>Transaction</li> </ul>	omise	Refresh	Print
	mn heade	er he	re to group by tha				Viev	Any		Client		Site			Transaction			List
P Record typ	pe	St	Datasource	Client code	/	Client name	Site	e code	1	Site name		Balance		Future	June		May	,
Clier	nt		Accounts	TEST1		Test Client						£1,800.00		£0.00	£0.00	4	£1,800.00	£0
🚮 Site			Accounts	TEST1		Test Client	Te	st1		Garden Centre		£1,800.00		£0.00	£0.00	ł	£1,800.00	£
Trans	saction		Accounts	TEST1		Test Client	Te	st1		Garden Centre		£1,200.00		£0.00	£0.00	1	£1,200.00	£

This allows access to the *client*, *site* or *TemplaCMS invoice*. For transactions on a **'\*unknown' site**, no view access is available.

Access to view can also be gained by double click or right click on appropriate rows.

#### **TOOLBAR – CLIENT**

The Client section is enabled when the user highlights one or more 'client' rows in the debt details grid, and contains the following tools:

	)•									Debtor N	lanag	jer				
Ge	neral															
				$\checkmark$	*			Q	-	Put on stop		📑 Send le		-	Change pro	omise
Close	Clients	Sites	Transactions	Promises	Broken	Disputed	On	View	Send letter	Statement		Statem Attachr		Send letter	<ul> <li>Dispute</li> <li>Distribute</li> </ul>	
Navigate				Include	promises		stop	Any	letter	Client		Site	nents	letter	Transaction	
Drag a colu	mn heade	r here t	o group by that	tcolumn												
I Record typ			asource	Client code	/ Cli	ent name	Site	code	/ Site	e name		Balance		Future	June	
2 🗉																
Clien	ıt	Ac	counts	TEST1	Te	est Client						£1,800.00		£0.00	£0.00	£

Send letter - for the selected clients, this starts the debt chasing process (see later).

*Put on stop/Remove stop* – this context sensitive button allows a client to be toggled on/off stop. Any change to the on-stop status is immediately reflected in *Dimensions*, and a user/timestamped note added to the client notes in *TemplaCMS*.

*Statement* – this provides access to the pre-existing *Client Statements Report* in *TemplaCMS*, filtered to the selected client, from where an Excel of the outstanding debt could be emailed.

Attachments - this provides access to the attachments (including debt chase letters) for the client.

Note: whilst Send letter can be used on multiple clients at once, the other options in this section are for one client at a time.

#### TOOLBAR – SITE

The *Site* section is enabled when the user highlights one or more 'site' rows in the debt details grid, and contains the following tools:

G C	〕 <del>↓</del> ieneral									Debtor M	Mana	ger					
Close	Clients	Sit	es Transactions	<b>P</b> romises	Broke promis		On stop	View	Ser	ter 📍 Attachmen		Send le Statem	ient ments	Send letter	<ul> <li>Change pro</li> <li>Dispute</li> <li>Distribute</li> </ul>	omise	Refresh
Navigate				Include				Any		Client		Site			Transaction		
			re to group by that	column.													
The second in the																	
P Record ty	ype	St	Datasource	Client code	/	Client name	Sit	e code	1	Site name		Balance		Future	June		May
Z E		St		Client code	1	Client name	Sit			Site name		Balance			June		May
					/							Balance £1,800.00					
2	ent				1											E.	
Clier	ent		Accounts	TEST1	1	Test Client	Te					£1,800.00		£0.00	£0.00	E	1,800.00
Clier	ent e		Accounts Accounts	TEST1 TEST1	/	Test Client Test Client	Te Te	est1		Garden Centre		£1,800.00 £1,800.00		£0.00 £0.00	£0.00	E E	1,800.00 1,800.00
Clier	ent ensaction nsaction		Accounts Accounts Accounts	TEST1 TEST1 TEST1 TEST1	1	Test Client Test Client Test Client	Te Te	est1 est1		Garden Centre Garden Centre		£1,800.00 £1,800.00 £1,200.00		£0.00 £0.00 £0.00	E0.00 £0.00 £0.00	E.	1,800.00 1,200.00

Document Ref: TEAM TemplaCMS - Debtor Management.docx Version: © Copyright 2021 TEAM Software by WorkWave Send letter - for the selected sites, this starts the debt chasing process (see later)

*Statement* – this provides access to the pre-existing *Client Statements Report* in *TemplaCMS*, filtered to the selected site, from where an Excel of the outstanding debt could be emailed.

Attachments – this provides access to the attachments for the site.

Note that whilst the Send letter can be used on multiple sites at once, the other options in this section are for one site at a time.

#### TOOLBAR – TRANSACTION

The *Transaction* section is enabled when the user highlights one or more '*transaction*' rows in the debt details grid, and contains the following tools:

Ge	<del>−</del> eneral									Debtor I	Mana	iger				
Close Navigate	Clients	Sites	Transactions	Promises	Broken promise	Disputed	On stop	View Any	Ser			Send lett	nt Sen	d 🍪 Dispute		Refree
Drag a colu	ımn heade	er here	to group by that	t column.												
E Record ty	pe	St Da	tasource	Client code	/ 0	lient name	Site	code	7	Site name		Balance	Futu	re Jur	e	Ma
2					Ū	0						[				
R Clier	nt	A	ccounts	TEST1		Test Client						£1,800.00	£0.0	0 £0.0	) 4	E1,800.00
🚮 Site		A	ccounts	TEST1		Test Client	Te	st1		Garden Centre		£1,800.00	£0.0	0 £0.0	) i	E1,800.00
Tran	saction	A	ccounts	TEST1		Test Client	Te	st1		Garden Centre		£1,200.00	£0.0	0 £0.0	) 4	E1,200.00
Tran	saction	A	ccounts	TEST1		Test Client	Te	st1		Garden Centre		£600.00	£0.0	0 £0.0	)	£600.00
🔒 Clier	nt	A	ccounts	XYZ987	:	XYZ Ltd						£34,328.16	£0.0	0 £0.0	) 4	E4,208.16
Site		A	ccounts	XYZ987	:	XYZ Ltd	XY	Z987/01		Shop 1		£25,328.16	£0.0	0 £0.0	) 4	E1,808.16
Tran	saction	A	ccounts	XYZ987		XYZ Ltd	XY	Z987/01		Shop 1	1	£1,800.00	£0.0	0 £0.0	0	£0.00

Send letter - for the selected transactions, this starts the debt chasing process (see later)

Change promise - for the selected transactions, this accesses the Promise to pay process (see later).

Dispute – for the selected transactions, this accesses a new Dispute process (see later).

*Distribute* – for the selected transactions, this access the pre-existing invoice distribution process from where a copy of the invoice can be printed. Note that this functionality is only applicable when using *TemplaCMS* for invoice distribution, rather than *Dimensions*.

## **Debt chasing**

As above, selecting to send a letter accesses the '*Debt chasing letters*' process. This is a similar process to the existing '*document mailing batch*' (see Document Management manual for further details) but targeted specifically for debt chase.

The first tab presents the user with a drop down of document templates identified for 'debt chasing' (see above):

General     General     See Costacts     Maring int      Document     Costacts     Maring int      Costacts     Maring int      Costacts     Costacts     Maring int      Costacts     Costacts	Image: Sve Delete       Notes       Preview Edit Refresh document contents         Document       Sve Delete       Other         Brand Select contacts       Maing lat         Document templete       Delt chase         Overdue invoice date       Image: State Select S		÷		Debt chasing letters - Debt chase mailing		—	
Clore Sve Delete Preview Edit Refresh document document contents Document in Document Document emplate Dedic chase Overdae invoire date	Cloze Sve Delste Development document contents Document contents Document contents Document envelopment envelopmen	General						
Bave         Other         Document           Save         Other         Document           Save         Other         Document	Barry State     Save     Other     Document       Document     Ballot State     Image: State Contacts     Maing lat       Document template     Debt chase     Image: State Contact State       Overdue invace date     Image: State Contact State     Image: State Contact State	-			~80 2 -7			
iereral Select.covtacts Maling list Document template Debt.chase V Overdue invoice date 1000000000000000000000000000000000000	enral Select contacts Maling ist Document template Debt chase Vordue invace date				document contents			
Document template Debt chase 🛛	Document template Debt chase	Navigate	Save	Other	Document			
Dverdue invoice date	Dverdue invalor date	General Select of	ontacts Mailing	g list				
		Document template	Debt chase			~		
Previous Next Frinkh and process	Previous Ned Finish and proc	Overdue invoice da	ate 22/05/2020	~				
Previous Next Frish and process	Previous Ned Finish and proc							
Previous Next Frish and process	Previous Ned Finish and proc							
Previous Next Frish and process	Previous Ned Finish and proc							
Previous Next Frish and process	Previous Next Finish and proc							
Previous Next Frish and process	Previous Ned Finish and proc							
Previous Next Frish and process	Previous Next Finish and proc							
Previous Next Finish and process	Previous Ned Finish and pro-							
Previous Next Frish and process	Previous Ned Finish and pro-							
Previous Next Frish and process	Previous New Finish and pro-							
Previous Next Frish and process	Previous Ned Finish and proc							
Previous Next Frish and process	Previous New Finish and pro-							
Previous Next Frish and process	Previous Next Finish and pro-							
Previous Next Frish and process	Previous Ned Finish and pro-							
Previous Next Frish and process	Previous New Finish and pro-							
Previous Next Frish and process	Previous Ned Finish and pro-							
Previous Next Frish and process	Previous Ned Finish and pro-							
Previous Next Frish and process	Previous Next Finish and pro-							
Previous Next Finish and process	Previous Ned Finish and pro-							
Previous Next Frish and process	Previous New Finish and pro-							
Previous Next Frish and process	Previous Next Finish and pro-							
Previous Next Finish and process	Previous New Finish and pro-							
Previous Next Frish and process	Previous Next Finish and pro-							
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Previous Next Frish and process	Previous Next Finish and pro-							
Previous Next Finish and process	Previous Next Finish and proc							
Previous Next Finish and process	Previous Ned Finish and pro-							
Previous Next Finish and process	Previous Next Finish and proc							
Previous Next Finish and process	Previous Next Finish and proc							
Previous Next Finish and process	Previous Next Finish and proc							
Previous Next Finish and process	Previous Next Finish and proc					D 1	PT 1.1	
						Previous Next	Finish	and process

When accessed for a *client* or *site* (as above), the user must nominate an *Overdue invoice date* in order to determine which transactions will populate the 'client\_overdue...' mail merge parameters on the document. When accessed for one or many transactions, however, the selected transactions will be used for this merge directly.

Pressing Next the user can then select which contacts should be targeted:

🚺 📁 🛃 🕫			D	ebt chasing letters - Debt ch	ase mailing					×
General										
	8	😕 Notes	8	~~ m	->					
Close Save	Delete		Pr		h document ontents					
Navigate	Save	Other		Document						
eneral Select cont	acts Mailing	g list								
7										
Use default mailing		🗌 Us	e de	fault client email address?						
Contact selection crite	ria									
Address						1				
Postcode				1						
				]						
Job title					1					
Contact type					8	>				
Properties										
	Match type			Value	Value to					^
Don't sent a card	All		$\sim$							
Birthday	All		$\sim$							
Send x-mas card	All		$\sim$							
Em1	All		$\sim$							
em2	All		$\sim$							
em3	All		$\sim$							¥
						Previous	Next	i mata	h and proc	
										CESS

Pressing *Next* again will combine the list of clients (derived from the sites or transactions as relevant) with the appropriate contacts in order to produce the mailing list.

	<b>.</b>	[	ebt chasin)	g letters - Del	ot chase mailing					×
Gen	eral									
		👶 Notes	~??	mm	->					
Close	Save Delete		Preview	Edit document	Refresh docume contents	ent				
Navigate	Save	Other		Docur	ment					
General Sel	lect contacts Mai	ling list								
Item	Job title	Contact								
▶ BAN001 - E	B & H   FD - Fina	Bob - Bob Sm	iley							
Remove	Remove items v	vithout contacts	:		Pr	evious	Next	Finis	h and proc	ess
DebtorManagerL	letter						© 2020 Ter	npla Compi	uter Systei	ns Lid

From here the user can preview, edit, and process the mail merge just as they would within a standard document mailing batch.

Processing will generate and print or email the documents, store them in the client's attachments list, and update the client level *Communication notes* (see later).

## **Promise to pay**

When accessed for a single transaction (or for multiple with the same current promise date) the *Promise to pay* window will allow you to add or amend the promise date (if one has been entered it will show the current entered date):

	<b>)</b> =	Promise to pay	_	×
	General			
Close 0	Confirm			
Navi	gate			
Promise D	etails			
New promit	se date	20/05/2020		

On confirming a change to the promise, each transaction will update the promise date, and an *Action note* will be written to the transaction level notes (see later). By recording an *action note*, the 'last action date' for the transaction, site and client will all be updated to reflect this.

## Dispute

When accessed for a single transaction (or for multiple with the same current dispute reason) the *Dispute* window will allow you to add or amend the dispute reason (if one has been entered it will show the current entered reasons):

	≠ Dispute		×
Gene	al		
Close Confi	m		
Navigate			
Dispute Details			
Reason	Disputed?) Missing purchase order number	<b>B</b>	)

As can be seen, a disputed transaction must nominate a pre-defined *dispute reason*.

On confirming, each transaction will update the dispute details, and the *'in dispute'* flag of the associated transaction in *Dimensions* will also be set. As with a 'promise', a change to the dispute will add an *action note* to the transaction level notes, thus updating the 'last action date' for the transactions, sites and clients.

## **Debt details**

The *debt details grid* shows the level of data included by the user, with each transaction aged based on the criteria defined in *Dimensions*.

-	<b>)</b> =					Debtor N	lanager						- 0	×
Close		Sites Transactions	Promises Bro pror Include	ken Disputed	On View	Send letter Client	Statement	Send letter	<ul> <li>Change promise</li> <li>Dispute</li> <li>Distribute</li> <li>Transaction</li> </ul>	Refresh	Print Collag List	Chang	e Select filter • Publis Filter	ter selected
Drag a	column head	er here to group by that	column.											
Z Reco	ord type	St Datasource	Client code	/ Client name	Site code	/ Site name	Balance	Future	June	May	April	March	February and before	Unalloca ,
										[		6		
2	Client	Accounts	TEST1	Test Client			£1.800.00	£0.00	£0.00	£1,800.00	£0.00	£0.00	£0.00	
6	Site	Accounts	TEST1	Test Client	Test1	Garden Centre	£1,800.00	£0.00	£0.00	£1,800.00	£0.00	£0.00	£0.00	
	Transaction	Accounts	TEST1	Test Client	Test1	Garden Centre	£1,200.00	£0.00	£0.00	£1,200.00	£0.00	£0.00	£0.00	
	Transaction	Accounts	TEST1	Test Client	Test1	Garden Centre	£600.00	£0.00	£0.00	£600.00	£0.00	£0.00	£0.00	
2	Client	Accounts	XYZ987	XYZ LH			£34,328.16	£0.00	£0.00	£4,208.16	£0.00	£0.00	£30,120.00	
	Site	Accounts	XYZ987	XYZ Ltd	XYZ987/01	Shop 1	£25,328.16	£0.00	£0.00	£1,808.16	£0.00	£0.00	£23,520.00	
	Transaction	Accounts	XYZ987	XYZ Ltd	XYZ987/01	Shop 1	£1,800.00	£0.00	£0.00	£0.00	£0.00	£0.00	£1,800.00	
1	Transaction	Accounts	XYZ987	XYZ Ltd	XY2987/01	Shop 1	£1,800.00	£0.00	£0.00	£0.00	£0.00	£0.00	£1,800.00	>
	ication notes					,g	Action notes							92
🔍 Vi	iew  Refre	sh 🍃 Print 🔹 Exc					🕘 New 🤇	View 🕄	? Refresh 🍃 Print	-				
	-		Client: XYZ	987 - XYZ Ltd			1 11-			- XYZ Ltd S	ite: XYZ987/01 - Sh	op 1 Invoice:1		
	By	On 7 At					35 By	On	7 4 7					
	Support Temp CMS		-	-printed from debtor m	anager		Support Te CMS			omise change	ed from none to 28%	5/2020		
	Support Temp CMS	a- 02/06/2020 12:00	50 Invoice 18 re-	exported from debtor	manager									
	Support Temp CMS	a- 29/05/2020 18:01	37 Test printed	ł										

The *promise*, *last action* and *last communication* dates shown within the debt details grid will all be *colour coded* based on the elapsed days criteria defined on *System Control*.

Selecting a single row from the grid will refresh the context sensitive *communication* and *action notes* shown at the bottom of the *Debtor Manager* window:

Transaction	Accounts	BAN001	B & H Mould & To	BAN001/1	B & H Mould & To	£241.90		20.00	80.0	0.03	0.03	£241.90	80.00			22/05/2020	Soc
Transaction	Accounts	BAN001	B & H Mould & To	BAN001/1	B & H Mould & To	861.11		80.00	80.0	0.03 (	00.03 C	861.11	80.00			22/05/2020	Soi
😭 Site	Accounts	BAN001	B & H Mould & To	BCC01/1	LB School	£11.00		£0.00	£0.0	) EO.O	00.03 C	£11.00	£0.00		22/05/2020	22/05/2020	Sou
Transaction	Accounts	BAN001	B & H Mould & To	BCC01/1	LB School	£2.20		20.03	£0.0	E0.0	00.03	£2.20	£0.00			22/05/2020	Sot
Transaction	Accounts	BAN001	B & H Mould & To	BCC01/1	LB School	88.80		٤0.00	٤0.0	D.03 (	0.03	8.80	£0.00				Sol
Client	Accounts	BEA002	Small Wonder Co			£4,907.03		20.00	£0.0	D E0.0	00.03 C	£4,907.03	£0.00				
😭 Site	Accounts	BEA002	Small Wonder Co	*unknown	*unknown	£4,907.03		20.03	£0.0	) EO.O	00.03 C	£4,907.03	£0.00				
Transaction	Accounts	BEA002	Small Wonder Co	*unknown	*unknown	£83.17		£0.00	£0.0	D E0.0	00.03	£83.17	£0.00				
Transaction	Accounts	BEA002	Small Wonder Co	"unknown	"unknown	£83.17		80.00	80.0	0.03	00.03	883.17	£0.00				
Transaction	Accounts	BEA002	Small Wonder Co	*unknown	*unknown	£83.17		£0.00	£0.0	) EO.O	0.03 C	883.17	£0.00				
Communication notes						_	<i>(</i> <b>) ()</b>	Action notes									-
	iresh 🍰 Print 🐋 I	Event					) <b>9</b> 🗠		A View 37	Refresh 🛸 P	int 🐟 Evcal						22
			BAN001 - B & H Moule	1& Tool Company								w. Site: RAN001/1	- B & H Mould & I	fool Compa	ny PLUSSOMEVERYL	Invoice:54	
判 By	On At							)郡 By	On	At		,					
Justin Horsl	all 22/05/2020 16	04:36 Debt chase	printed Bob Smiley)					Justin Ho Turner	rsfall 22/0	/2020 15:46:49	In dispute : Missi	ng purchase order r	number				
								Justin Ho Turner			Dispute removed						
								Justin Ho Turner	rsfall 22/0	/2020 15:53:46	Promise changed	from none to 27/05	1/2020				
DebloitManager 221															@ 2020	Templa Computer S	lustam

As can be seen from the screenshot, the *communication notes* relate to the *client*, whilst the *action notes* to the *transaction*. Thus, if a site or client level row is selected, no 'action notes' would be shown.

## **Client and Site lists**

The lists for clients and sites provide an optional column (via the field chooser) for 'on-stop':

Clients	_	_
Drag a column header h	ere to group by tha	t column.
🛃 St On stop	Code /	Туре
	ABC1201	😑 Owned
🥶 Client on stop	ABP001	😑 Owned
	ABP003	😑 Owned
	ABP004	😑 Owned
	ABP005	😑 Owned
	ABP006	😑 Owned

## **Client details**

When viewing a client that is on-stop, this is clearly shown:

	ji 🔶 🛋		) =				Cli	ent Detail	- New I	Client Ltd	
	General										
Close	Previous Navigate	Next	Save Save	Notes Attack Proces			mail	Client sites		nary invoice e groups	Consolida invoice gr R
[									1.90		ĸ
Accounts	Propertie: : sustem		ntacts Cr	edit control	Invoice	e distribution	Inte	r-Company	billing	Dates	_
Code	.,	ABP				Owned			~	ON STO	2
Name		New	/ Client Ltd								
Address		Oce	an Gate								

## **Invoice and Invoice Line lists**

The lists for invoices and invoice lines have provide optional columns (via the field chooser) for on-stop, and dispute details:

Alerts Clients	Invoice Line List				
Invoice Line L	ist	_	_	_	_
Drag a column l	header here to group by th	at column.			
🛃 St Pa 🛛 Ze	Ze C D Invoice item no	In dispute?	Dispute reason	∇ On stop	Invoice
				× 🛛 🗉	
	31335	$\checkmark$	*2 - Missing purchase order number	🤓 Client on stop	BAN001 - B &
۵.	1				AMH001 - Aer

## **Invoice details**

When viewing an invoice, the client on-stop and invoice dispute details are clearly shown:

			Ir	voice Details - Invoice	for B & H N	Nould & Tool C	ompany da	ated 09/04/2013	1		- C	
Gen												
		Notes		🔿 💰	2	٢						
Close	Save	Process sheets	Pro- N formas	Aemos Change posted perio	Create d credit no		Amend address					
Navigate	Save	Other			Record							
		306 - ad-hoc invoicing for	Demo account		Туре	Invoice	Curtis F	Mould & Tool Co Road	mpany		ON S1	TOP
Batch Client		306 · ad-hoc invoicing for Mould & Tool Company	Demo account	ts dated 09/04/2013	Type Dated	Invoice 09/04/2013	B & H I Curtis F SS2 6	Road	mpany		ON S1	IOP
Site					Address to	Client					Dispute: I purchase orc	dissing ler numt
Invoicee conta	ct				Financial pd	2012 /	12 Interna	al inv Ref	28930 Ac	counts inv no	66	
Par	Dai Site		Text			Qty	Price	Net	VAT	Gross VAT code	Task type	Re
	BAN	1001/1 - B & H Mould &	TI 61240 text	1		1.00 85	5 55	255.55	£5.58	£61.13 1 · 1 (20%)	DOC - Daily	R

# **PURCHASE INVOICES IN DISPUTE**

## Background

As described above, the *Debtor Manager* allows for a number of Dispute *Reasons*. *TemplaCMS* supports the ability to mark a *purchase invoice* as *'In dispute'*, with this flag being passed to Dimensions on posting the *purchase invoice* and it also allows the reason to be specified.

## **Purchase Invoice Details**

When the Disputed? checkbox is ticked, the Reason selector becomes visible:

Genera									
Close	Save Save and new	<ul> <li>Notes</li> <li>Attachments</li> <li>Process sheets</li> </ul>	Memos						
Navigate	Save	Other	Record						
nvoice									
urchase Invoice	-								
Batch	(not batched)			Ø					
Log number	new	Туре	Invoice	$\sim$					
Supplier	Bush Boake Allen L	.td	90						
Supplier ref	123	]							
Tax point	01/05/2020 🗸	Terms Due da	te 01/05/	2020 🗸	Check totals	Net	VAT	Gross	
Description	Invoice				Invoice	£500.00	£100.00	£600.00	
Net total	3	500.00			Cumulative	200.00	£0.00	£000.00	
VAT total	£	100.00 🔽 Disputed	17		Variance	£500.00	£100.00	£600.00	
Gross total	£		Missing purchas	e order number			<i>∞</i> 🔒		
)rag a column	header here to gro	oup by that column.							
O Pe H	Quantity Ne	t unit cost Text			Net	VAT	Gross Source inter	company sales invoi	ice ite

The user may only select reasons defined for use on purchases, and selection of a reason is entirely optional.



TEAM Software develops market-leading solutions for companies with distributed workforces. TEAM has a focus on the cleaning and security industries helping the companies who serve these sectors manage and optimise their business; from front line service delivery to back office financial management. TEAM's technology is designed to help improve productivity, employee engagement and profitability, and at the same time help control cost, risk and compliance. For more information, visit teamsoftware.com.