HansaWorld Enterprise

Integrated Accounting, CRM and ERP System for Macintosh, Windows, Linux, PocketPC 2003 and AIX

Customers, Suppliers and Contact Persons

Program version: 5.1 2006-06-13

Preface

The HansaWorld Enterprise range of products contains a number of powerful accounting, CRM and ERP systems for the Windows, Macintosh, Linux, PocketPC 2003 and AIX environments.

The programs are designed to make administration and accounting as easy and fast as possible. They are similar in operation regardless of platform. In the specific areas where there are significant differences, these are described and illustrated in full. In all other cases illustrations are taken from the Windows XP version.

This manual covers using Customers, Suppliers and Contact Persons in HansaWorld Enterprise. Prior to reading it, you should already be familiar with the Work Area in HansaWorld Enterprise (its modules, registers, windows, menus and buttons, covered in the 'Introduction to HansaWorld Enterprise' manual).

Text in square brackets - [Save], [Cancel] - refers to buttons on screen.

Information in this document is subject to change without notice and does not represent a commitment on the part of HansaWorld. The Software described in this document is a sophisticated information management system. Features are liable to alteration without notice. This documentation is not intended as a *de facto* representation of the system, but as an overview of its facilities. It cannot be exhaustive in all respects. Whilst effort is made to ensure the accuracy of the information published concerning the features and use of HansaWorld software, it is still possible that certain functions mentioned may not be fully implemented, may not be available under certain circumstances, or may possibly relate to a future release of the software. Errors and omissions excepted. HansaWorld accepts no contingent liabilities. All HansaWorld software related transactions are subject to HansaWorld's Conditions of Sale and Software Licence Agreement.

How these manuals are organised

Introduction to HansaWorld Enterprise

Introduction	Installing HansaWorld Enterprise, the basic ideas
Work Area	Basic elements of HansaWorld Enterprise: modules, registers, windows, menus, functions, buttons
Accounting Principles	About the place of HansaWorld Enterprise in your business, integration between ledgers, objects
Starting Work	Entering opening balances

Manuals for each Module

Assets	Asset accounting, calculation of depreciation using user-definable depreciation models, revaluation
Cash Book	Inward and outward cash transactions, receipts and payments
Consolidation	Multi-company reporting, subsidiaries and daughter companies
Contracts	Periodic invoicing and repeat billing, contract renewals, contract quotations, contracts from invoices
CRM	Time management using daily or monthly calendar formats. Contact and customer history. Customer letters and mailshots. Target time. Employee time statistics
Currency	Multi-currency in all modules
Customers, Suppliers and Contact Persons	Customers and suppliers, customer categories and reports
Expenses	Payments to and from employees
Items and Pricing	Products and services, pricing
Job Costing	Project management. Recording time, expenses and purchases. Instalments. Pricing by consultant, project, task and time of day. Budgets and quotations
Mail	Internal mail, external mail (email), conferences, off-line local mail, chat
Nominal Ledger	Transactions, simulations, budgets and revised budgets. Error correction. Account reconciliation. Transaction templates. Flexible management and financial reports with multi-dimensional analysis and drill-down to transaction level
Production	Multi-level assemblies from components
Purchase Ledger	Purchase invoices, payments and payment suggestions, creditor reports, prepayments, accruals, acceptance
Purchase Orders	Purchase orders, goods receipts and purchase pricing
Quotations	Sending quotations, call backs, pipeline management, opportunity forecasting, and conversion ratio reports
Report Generator	User-definable reports
Sales Ledger	Invoices, receipts, debtor reports and documents, deposits and prepayments, accruals
Sales Orders	Orders and deliveries. Invoices from orders
Service Orders	Management of service stock, invoicing of repairs, warranties
Stock	Deliveries, goods receipts and stock movements, batch and serial number tracking, multi-location stock management
System Module	Settings and parameters. System-wide usage

Contents

HansaWorld Enterprise

Customers, Suppliers and Contact Persons

Customers, Suppliers and Contact Persons

Information about your Customers, Suppliers, Contact Persons and all other companies and individuals with whom you have some contact is stored in the Contact register. This register is available in many modules including Sales and Purchase Orders, the Sales and Purchase Ledgers, and Contracts, Quotations, CRM and Service Orders if installed. Storing Customers, Suppliers, Contact Persons and other companies and individuals together in one register means that you can make full use of the Calendar, Task Manager, Mails and Letters with companies and individuals of all kinds. It also means that you will only have to maintain a single record for a company who is both a Customer and a Supplier.

Throughout these manuals (including in the index), the terms “Customer” and “Supplier” are used to refer to records in the Contact register. Those records do not necessarily represent firms that have purchased goods or services from your business, or sold goods or services to you, and in fact can represent any company that is a potential customer or supplier.

The term “Customer” is usually used when describing the use of a record in the Contact register in a sales context, while “Supplier” is used in a purchase context. “Supplier” implies that the Supplier box in the header of the Contact record has been checked.

As soon as contact is established between your business and a potential client or supplier, you should record their details in the Contact register. You should register their relationship with you (e.g. “Prospect” or “Lead”) using the Contact Classification field on the ‘Contact’ card of the Contact record. Mark the record as a Customer or a Supplier or both using the check boxes in the header, depending on their potential or actual relationship to your company. These check boxes will allow you to use the record in sales or purchase transactions as appropriate.

The term “Contact Person” is used in these manuals when referring to an individual person: this may be a private individual or someone who works for a Customer or Supplier. In the latter case, you will have separate records in the Contact register for the Customer or Supplier and for the individual Contact Person. The Contact Person and Customer or Supplier will be linked using the Customer Relations register (described below on page 75).

On the sales side, you can group Customers of a similar type together using Customer Categories. Every Customer belonging to a Category will be given the same default Price List, Discount Matrix and Debtor Account, saving you the work of having to specify these in the Contact records for the individual

Customers. Defining and assigning Customer Categories also makes modification easier: if you need to change the Discount Matrix, for example, you only need to make one change (to the Customer Category), rather than many (to each of the Customer records). If you specify information both for a Customer Category and in the Customer record of an individual company belonging to that Category, the information in the Customer record will take precedence. For example, if you specify a Price List in a Customer Category and in a Customer belonging to that Category, the one in the Customer will be used.

Similarly, on the purchase side you can group Suppliers of a similar type together using Supplier Categories. Every Supplier belonging to the same Category will be given the same default On Account and Creditor Accounts, saving you the work of having to specify this for each one individually. A company that is both a Customer and Supplier can belong both to a Customer Category and to a Supplier Category.

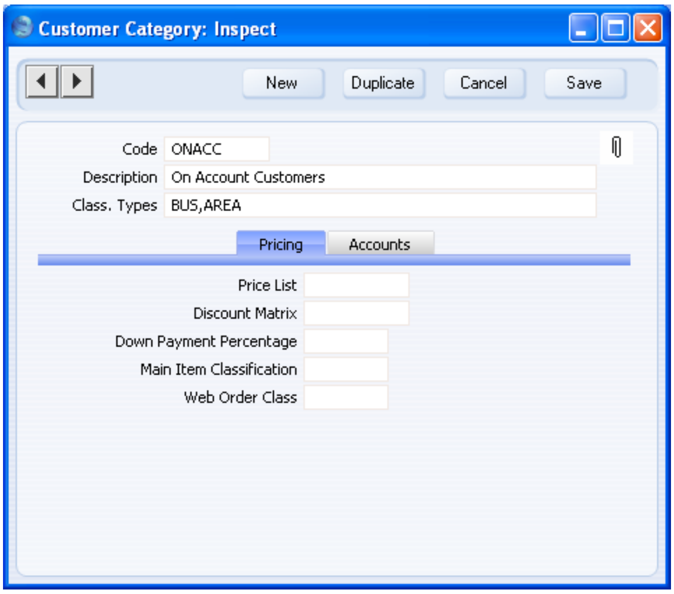
Prior to HansaWorld Enterprise version 4.1, Customers and Suppliers were stored in separate registers. In this version, the two registers were made into one. When you update to this or a later version, you can use the 'Convert Suppliers to Customers' Maintenance function in the System module to bring the information in the two registers together. This is described in the section entitled 'Combining Customers and Suppliers' below on page 98. In 5.0, the Maintenance function was renamed 'Convert Suppliers to Contacts', and in 5.1 it was moved to the Technics module.

In HansaWorld Enterprise version 5.0, the previously separate Contact Person register was incorporated into the combined Customer/Supplier register, which was re-named the Contact register. When you update to this or a later version, you can use the 'Convert Contact Persons to Contacts' Maintenance function in the Technics module to bring the information in the two registers together. This is described in the section entitled 'Combining Customers and Contact Persons' below on page 111.

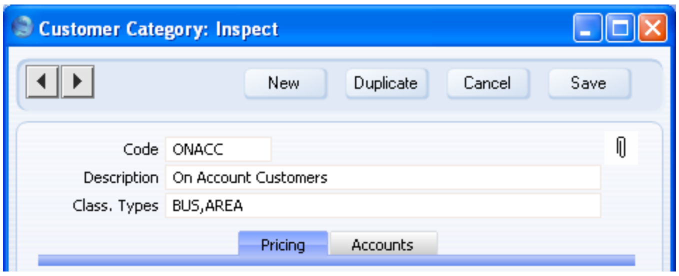
Settings

Customer Categories

Customer Categories are defined using the setting in the Sales Ledger. Use the [Select Module] button in the Master Control panel to enter the Sales Ledger and then select 'Settings' from the File menu or click the [Settings] button, also in the Master Control panel. Double-click 'Customer Categories' in the resulting list. Then click [New] to open a new record, or double-click an existing record to modify it.



Header



Code Specify a unique code, by which the Customer Category can be identified from the Contact screen and elsewhere in HansaWorld Enterprise.

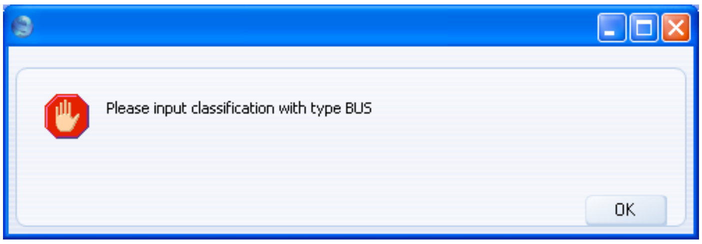
Description Enter text describing the Customer Category here.

Class. Types

Paste Special Classification Types setting, CRM module

If you enter a Classification Type (or several Classification Types separated by commas) here and then assign a Contact record to this Category, you will then have to specify a Classification belonging to that Type or Types in that Contact record before you can save it.

If you forget to enter a Classification belonging to a required Classification Type, the following alert will be shown when you try to save the Contact record—

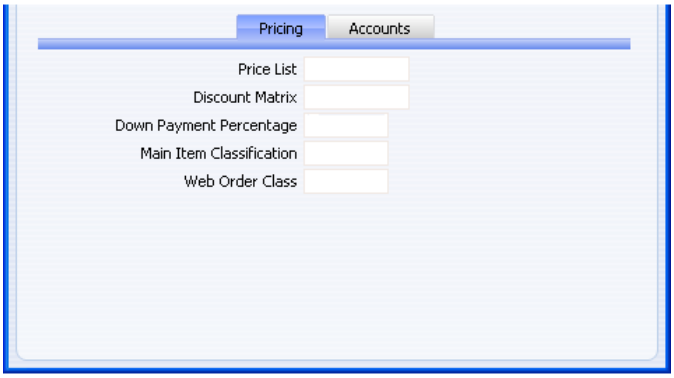


If you have already assigned a Contact record to the Category before you enter a Classification Type in this field, you will be asked to enter an appropriate Classification the next time you open the Contact record.

Classification Types and Classifications are described below on pages 20 and 21 respectively.

This field also controls the Assisted Classification Entry feature, described below on page 16.

Pricing Card



Price List	**Paste Special**	Price List register, Pricing module
	Used as default in	Customers, Quotations, Orders, Invoices

The Price List entered here determines the prices used in Orders and Invoices for all Customers belonging to this Category. Price Lists are described in the 'Items and Pricing' manual.

Discount Matrix	**Paste Special**	Discount Matrix register, Pricing module
	Used as default in	Customers, Quotations, Orders, Invoices

A Discount Matrix code entered here determines the discount structure for all Customers in this Category. Discount Matrices are described in the 'Items and Pricing' manual.

Down Payment Percentage

When creating Down Payment Invoices from Sales Orders for Customers belonging to this Category, enter here the percentage of the Order total that is to be the value of the Down Payment Invoice. This value will be rounded up or down to the nearest whole number.

If this field is blank or the Customer does not belong to a Category, the percentage will be taken from the Down Payments setting in the Sales Orders module.

Wherever the percentage is taken from, it can be applied to the Order total including or excluding VAT. This is set in the Down Payments setting.

Main Item Classification

Paste Special	Item Classifications setting, Stock module

If you are using the HansaWorld Enterprise Web Shop, you may wish to offer different Items to different Customers. You can do this by dividing the Items into sets known as "Classifications" and then specifying a Classification for each Customer or Customer Category. Customers will see only those Items in the relevant Classification when they log on to your Web Shop site.

Classifications are defined using a setting in the Stock module, described in the 'Items and Pricing' manual. Items can belong to more than one Classification.

If you have specified a Classification at the individual Customer level, it will override one that you have specified at the Category level.

If you have not specified a Classification for a Customer or Customer Category, the Classification with the Code "MAIN" will be used. If there is no "MAIN" Display Group, or if you specified a non-existent Classification for the Customer or Category, no Items will be listed when the Customer logs on.

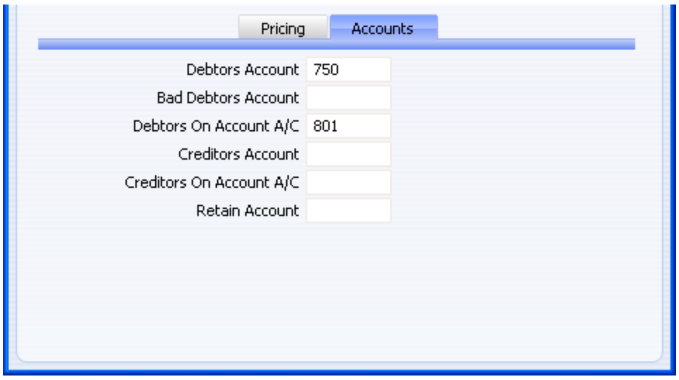
Web Order Class	**Paste Special**	Order Classes setting, Sales Orders module

Specify here the Order Class that you wish to be used in all Orders placed over the web (i.e. using the HansaWorld Enterprise Web Shop) by Customers of this Category. All such Orders will be given this Class automatically.

You can only specify a Web Order Class at the Customer Category level, not at an individual Customer level. It is therefore recommended that you place all Web Shop Customers in a Customer Category if you want to distinguish and analyse their Orders using the Order Class field.

Conventional Orders (i.e. those entered directly to the Sales Order register and those created from Quotations) will not use this Order Class.

Accounts Card



Debtors Account **Paste Special** Account register, Nominal Ledger/System module

Specify here the Debtor Account that you wish to be debited by the Nominal Ledger Transactions created when Invoices are raised for Customers that belong to this Category.

You can only specify a Debtor Account at the Customer Category level, not at the individual Customer level. If you do not specify a Debtor Account in a Category, the Debtor Account specified in the Account Usage S/L setting in the Sales Ledger will be used.

If you cannot save the Customer Category, it may be because you are using Sub-ledger Checking in the Sales Ledger and you have not defined the Account entered here as a Debtor Control Account. Switch on Sub-ledger Checking using the check box in the Account Usage S/L setting, and define Control Accounts using the Sub-ledger Control Accounts setting in the System module.

Bad Debtors Account

Paste Special Account register, Nominal Ledger/System module

The 'Transfer to Bad Debtors' Maintenance allows you to transfer the outstanding balances of overdue Invoices from the Debtor Account specified above to a Bad Debtor Account. Specify here the Account that you wish to be used as the Bad Debtor Account for Invoices made out to Customers belonging to this Category.

As with the Debtor Account above, you can only specify a Bad Debtor Account at the Customer Category level, not at the individual Customer level. If you do not specify a Bad Debtor Account in a Category, the Bad Debtor Account specified in the Account Usage S/L setting in the Sales Ledger will be used.

Debtors On Account A/C

Paste Special Account register, Nominal Ledger/System module

This Account is used when you allow Customers to buy from you on account (i.e. you allow them to pay before you have invoiced them). To allow this, you must check the On Account check box for each individual Customer affected (on the 'Terms' card of the Contact screen). When you receive a Prepayment or On Account Receipt from a Customer belonging to this Category, it will be credited to this Account. Subsequently, when you issue an Invoice and allocate it to that Receipt, the same Account will be debited in place of the default Debtor Account. Please refer to the 'On Account Receipts and Prepayments' section in the 'Sales Ledger' manual for full details of this process.

You can only specify an On Account A/C at the Customer Category level, not at the individual Customer level. If you do not specify an On Account A/C in a Category, the On Account A/C specified on the 'Debtors' card of the Account Usage S/L setting in the Sales Ledger will be used.

Creditors Account **Paste Special** Account register, Nominal Ledger/System module

Specify here the Creditor Account that you wish to be credited by the Nominal Ledger Transactions created when you receive Purchase Invoices from Suppliers that belong to this Category.

This Account will only be used if you assign this Customer Category to a Supplier and do not also assign a Supplier Category to that Supplier. If you specify a Creditor Account both in a Customer Category and in a Supplier that belongs to that Category, the Account entered for the Supplier will take precedence. If you do not specify a Creditor Account in a Category or a Supplier, the Creditor Account specified in the Account Usage P/L setting will be used.

If you cannot save the Customer Category, it may be because you are using Sub-ledger Checking in the Purchase Ledger and you have not defined the Account entered here as a Creditor Control Account. Switch on Sub-ledger Checking using the check box in the Account Usage P/L setting, and define Control Accounts using the Sub-ledger Control Accounts setting in the System module.

Creditors On Account A/C

Paste Special	Account register, Nominal Ledger/System module

This Account is used when you can buy on account from a Supplier (i.e. when they allow you to pay before they have issued you with a Purchase Invoice). To allow this, you must check the On Account check box in the Contact record for each individual Supplier affected (on the ‘Terms’ card). When you issue a Prepayment or On Account Payment to a Supplier belonging to this Category, it will be debited to this Account. Subsequently, when you receive the Purchase Invoice and allocate it to that Payment, the same Account will be credited in place of the default Creditor Account. Please refer to the ‘On Account Payments and Prepayments’ section in the ‘Purchase Ledger’ manual for full details.

This Account will only be used if you assign this Customer Category to a Supplier and do not also assign a Supplier Category to that Supplier. If you specify a Creditor On Account A/C for an individual Supplier, it will be used in place of the one entered here. If you do not specify an On Account A/C for a Supplier or for the Category to which it belongs, the On Account A/C specified in the Account Usage P/L setting (‘Creditors’ card) will be used.

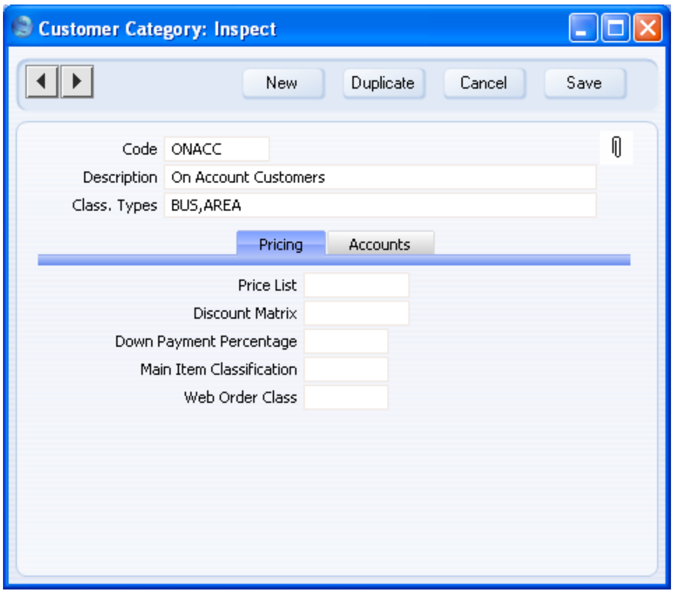
Assisted Classification Entry

HansaWorld Enterprise contains two methods of organising records in the Contact register: Customer Categories and Contact Classifications. Each Contact can only belong to a single Category, but can be given more than one

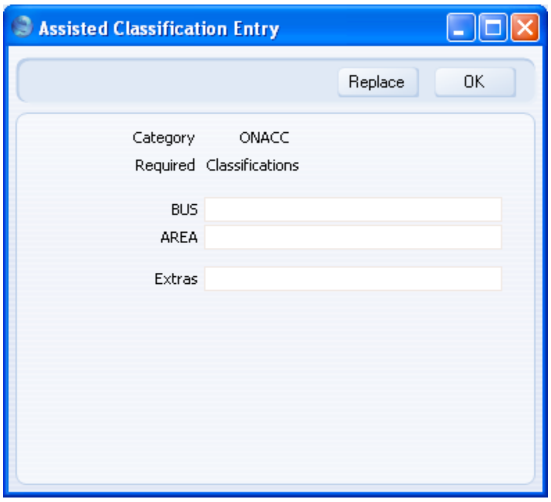
Classification. Classifications are therefore more versatile, allowing you to categorise your Contacts in several different ways. For example, you can use Classifications to record that a particular Contact is both a lead and has a credit rating of 3.

If you are using both Categories and Classifications, the Assisted Classification Entry feature will help you choose the correct Classifications when entering Contact records, as follows—

1. The header of the Customer Category record has a Class. Types field. If you enter a Classification Type (or several Classification Types separated by commas) in that field and then assign a Contact record to the Category, you will then have to specify a Classification belonging to that Type or Types in that Contact record before you can save it. For example, all Contacts belonging to the Category illustrated below must have Classifications belonging to the BUS and AREA Classification Types—

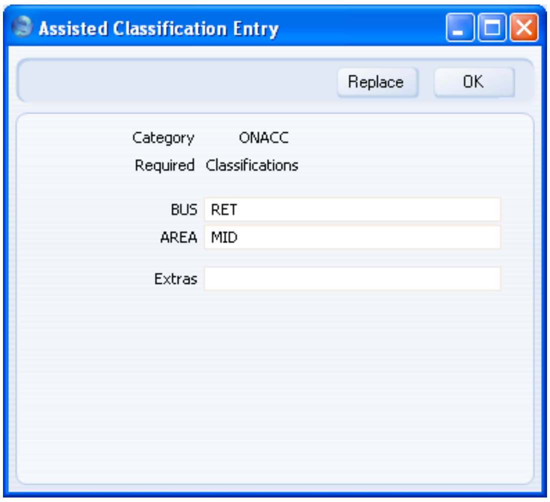


2. When you enter a Contact record belonging to this Category, activate the 'Paste Special' feature using Ctrl-Enter or ⌘-Enter from the Classification field as usual. Because you have used a Category containing some compulsory Classification Types, the 'Assisted Classification Entry' window opens instead of the usual 'Paste Special' list—

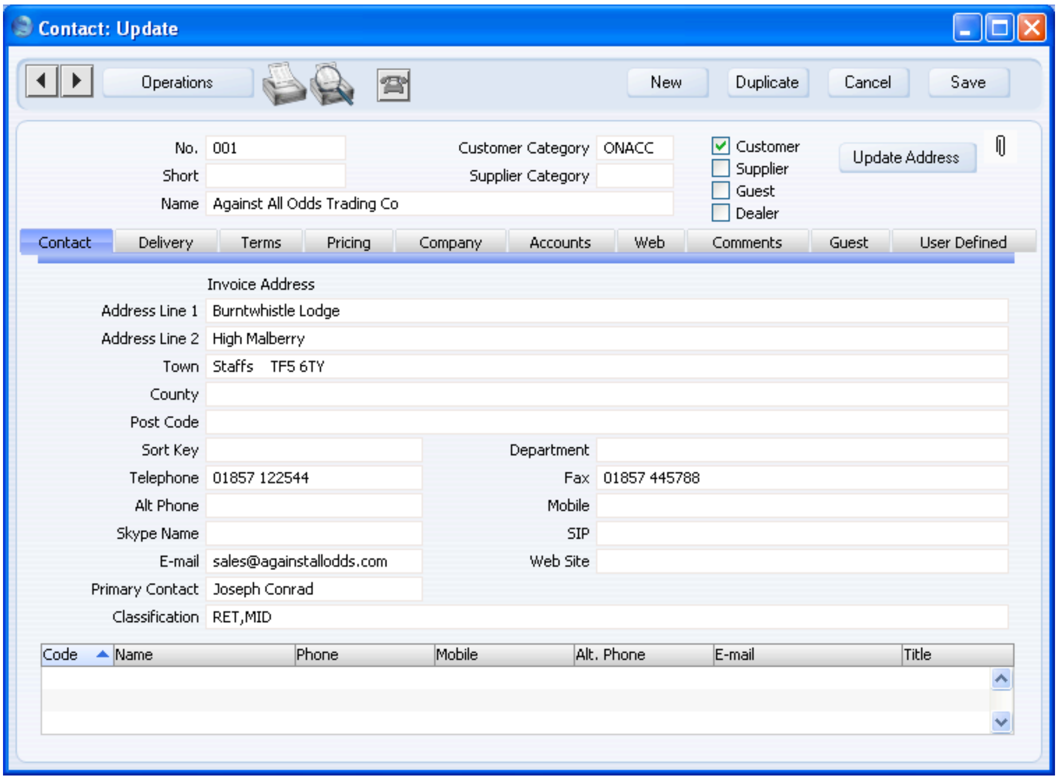


The illustration of the Customer Category earlier in this section shows that it requires Classifications belonging to two different Classification Types. As a result, the 'Assisted Classification Entry' window has two fields, one for each required Classification Type. (The maximum number of Classification Types that can be required by a particular Category is seven.)

3. Using 'Paste Special' in the usual way, enter a Classification belonging to each Type in the appropriate field. 'Paste Special' here will only list the Classifications belonging to the Type in question. Use the Extras field if you want to add another Classification belonging to a third Type.



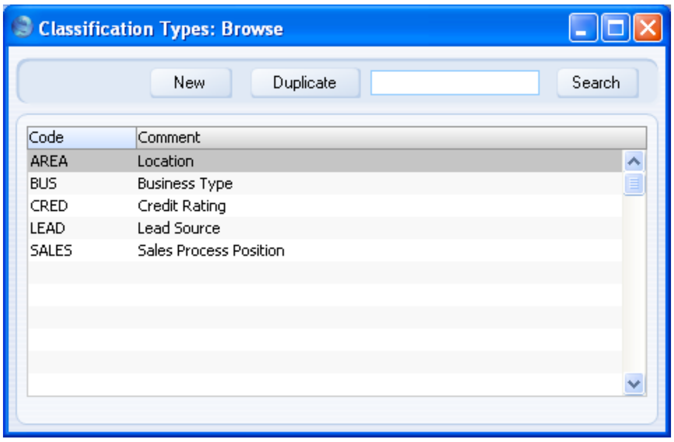
4. If you close the 'Assisted Classification Entry' window by clicking the [OK] button, the Classifications will be added to anything previously in the Classification field in the Contact record. If you click the [Replace] button, the Classifications will replace anything that was previously in the Classification field.



Classification Types

Classification Types are used to divide the Contact Classifications (described below on page 21) into groups.

You can define Classification Types using a setting in the CRM module. Use the [Select Module] button in the Master Control panel to enter the CRM module and then select 'Settings' from the File menu or click the [Settings] button, also in the Master Control panel. Double-click 'Classification Types' in the resulting list.



The ‘Classification Types: Browse’ window opens, listing the available Classification Types: to enter a new item, click the [New] button in the Button Bar. The ‘Classification Type: New’ window appears: enter the details as appropriate and click [Save] to save the new record.

You can make sure that all Contacts are given a Classification belonging to a particular Classification Type. For details, please refer to the description of the header of the Customer Category above on page 10.

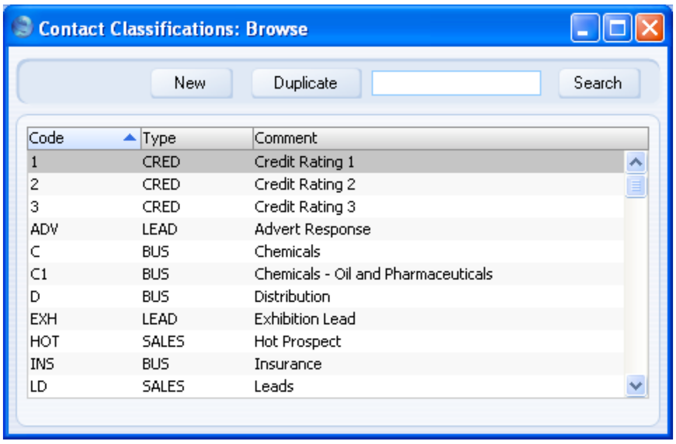
Contact Classifications

This setting in the CRM module allows you to define any number of Classifications, which you can then use to categorise your Contacts, perhaps recording their relationship to you (e.g. lead, service customer or retail customer). You can do this using the Classification field on the ‘Contact’ card of the Contact record. This field can contain one or more Classification Codes, separated by commas. So, for example, a particular Contact can be both a lead and have a credit rating of 3.

The Contact Classification provides a different means of classifying Contacts compared with the Customer Categories setting in the Sales Ledger (described above on page 9). You will usually use the Category to record the types of business in which your Contacts are engaged. You can allocate more than one Contact Classification to each Contact, but only one Category.

You can use the Contact Classification as a search criterion in many reports in the CRM module (and the EU VAT Sales report in the Sales Ledger), and you can also use it as a means of targeting mailshots using the Customer Letter register in the CRM module.

You can divide Contact Classifications into Classification Types, allowing great flexibility. Classification Types are defined using another setting in the CRM module (described above on page 20).



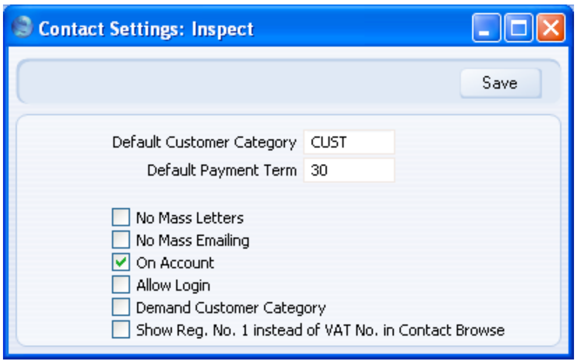
The 'Contact Classifications: Browse' window lists the available Contact Classifications: to enter a new item, click the [New] button in the Button Bar. The 'Contact Classification: New' window appears: enter the details as appropriate and click [Save] to save the new record. You can use the 'Paste Special' function from the Classification Type field to bring up a selection list.

Once you have saved a new record for the first time, you cannot change its Code simply by typing into the field. If you need to change a Code, use the Conversions - Master and Conversions - Contact Classifications settings in the System module. These settings will change the Code both here and in all other registers where the Classification has been used.

Contact Settings

This setting, available in the Sales Ledger, allows you to set various defaults to be used when you create new records in the Contact register.

Use the [Select Module] button in the Master Control panel to ensure you are in the Sales Ledger and then select 'Settings' from the File menu or click the [Settings] button, also in the Master Control panel. Double-click 'Customer Settings' in the resulting list. The 'Customer Settings: Inspect' window shown overleaf opens.



Default Customer Category

Paste Special Customer Categories setting, Sales Ledger

If you enter a Customer Category here, it will be brought in as a default to new Contacts created by entering them directly to the Contact register. It will not be used when you create new Contacts using the 'Create Contact' Operations menu function (i.e. when you add Contact Persons to a Customer or Supplier).

Default Payment Term

Paste Special Payment Terms setting, Sales Ledger

If you enter a Payment Term here, it will be brought in as a default Sales Pay. Term when you create new Contacts.

No Mass Letters, No Mass Emailing, On Account, Allow Login

The options you choose here will be selected by default when you create new Contacts.

Demand Customer Category

Use this option if you want every Contact that is a Customer to be assigned to a Customer Category.

Show Reg. No. 1 instead of VAT No. in Contact Browse

Use this option if you would like the Reg No. 1 to be shown in the 'Contacts: Browse', 'Paste Customers' and 'Paste Suppliers' windows instead of the VAT

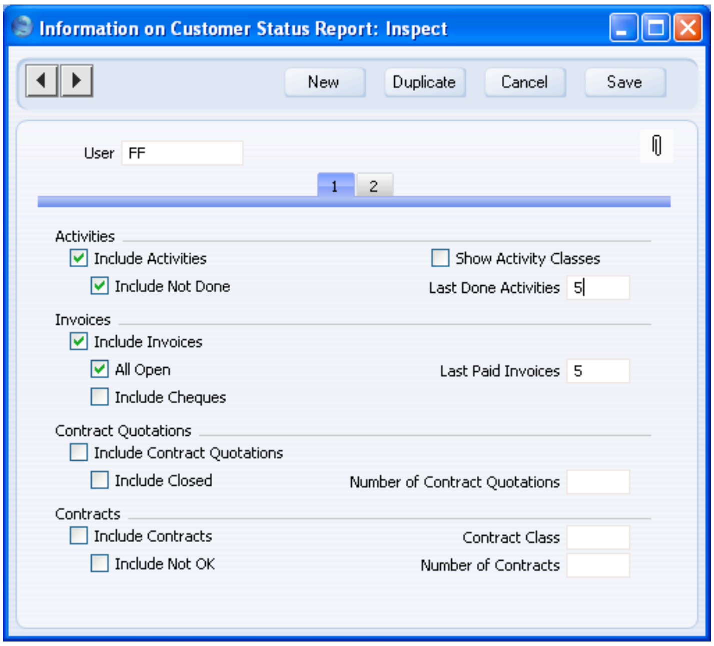
Registration Number. You will need to quit HansaWorld Enterprise and restart for this change to take effect.

Info on Customer Status Report

You can use this setting to specify what will be shown in the Customer Status report when it is produced by different users from the Operations menu of the 'Contacts: Browse' and 'Contact: Inspect' windows. The setting has no effect on Customer Status reports produced using the 'Reports' function in the Sales Ledger.

You can save a separate record in this setting for each Person, so each user can customise the report to their particular requirements. These records are listed when you double-click 'Info on Customer Status Report' in the 'Settings' list in the CRM module. To create a new record, click the [New] button in the Button Bar, or highlight a record in the list that is similar to the one that you are about to create and click [Duplicate].

The following window opens—



Header

User **Paste Special** Person register, System module

Enter the user's initials in the User field, using 'Paste Special' if necessary. You will not be able to enter more than one record for a particular Person.

Card 1

Include Activities Check this box if Done Activities are to be included in Customer Status reports produced by the user entered to the field in the header. If you want to exclude Activities with particular Activity Types from the report, use the Exclude Activity Types field on card 2.

Include Not Done If Activities that are not Done are to be included as well, check this box. This means Activities of all kinds will be listed. This box has no effect if the Include Activities box is not checked. The Exclude Activity Types field on card 2 also applies to Activities that are not Done.

Show Activity Classes

If you are using the Include Activities option described above, individual Activities will be listed in the Customer Status report when it is produced by the user specified in the field in the header. If you check this box, individual Activities will not be listed but instead there will be a list of Activity Classes. Click on an Activity Class in the report to produce a separate report listing the Activities belonging to that Class. This is a useful option in cases where the number of Activities would otherwise make the Customer Status report very long. If you use this option, the Include Not Done option is treated as being off, and the Last Done Activities field is treated as being blank.

Last Done Activities

Specify here the maximum number of Done Activities that will be shown in the report when produced by the Person in question. The most recent Done Activities will be shown. If you are also using the Include Not Done option, all such Activities that are later than the earliest Done Activity will also be shown. Leave the field blank or zero to list all Activities.

Include Invoices Check this box if Invoices are to be listed in Customer Status reports produced by the Person entered in the User field in the header. You should also specify which Invoices are to be included by checking the All Open box and/or entering a number in the Last Paid Invoices field.

All Open Check this box if open (unpaid) Invoices are to be listed.

Last Paid Invoices

If you want paid Invoices to be shown in the report, specify here how many are to be included.

Include Cheques Check this box if you would like cheques received from each Customer to be shown in the report. The Include Invoices and All Open boxes must also be checked, and the Cheques module should be present.

Include Contract Quotations

Check this box if Contract Quotations are to be included whenever the user entered to the field in the header produces a Customer Status report.

Include Closed Check this box if you want expired Contract Quotations to be included in the listing.

Number of Contract Quotations

Specify here the maximum number of Contract Quotations that will be shown in the report.

Include Contracts Check this box if Contracts are to be included whenever the user entered to the field in the header produces a Customer Status report.

Contract Class **Paste Special** Contract Classes setting, Contracts module

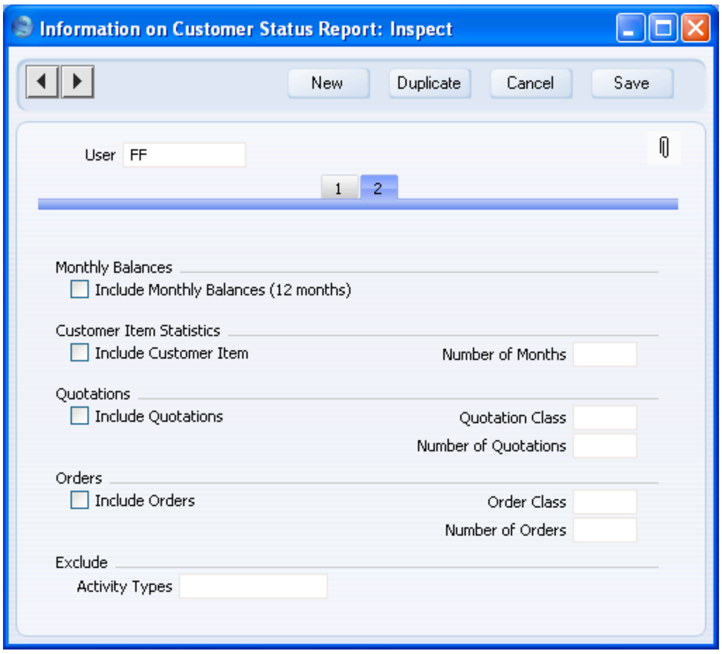
Enter a Contract Class here to restrict the listing to Contracts belonging to that Class.

Include Not OK Check this box if you want Contracts that have not been approved to be included in the listing.

Number of Contracts

Specify here the maximum number of Contracts that will be shown in the report.

Card 2



Include Monthly Balances (12 months)

Check this box if you want monthly sales totals for the past year to be shown in the report. This information is taken from approved Invoices.

Include Customer Item, No. of months

If you want to list the Items purchased by each Customer over a particular period, check the Include Customer Item box and enter the period in the No. of Months field. The check box will have no effect if the No. of Months field is blank. This information is taken from approved Invoices.

Include Quotations

Check this box if Quotations are to be included whenever the user entered to the field in the header produces a Customer Status report. The check box will have no effect if the Number of Quotations field is blank.

Quotation Class	**Paste Special**	Quotation Classes setting, Quotations module

Enter a Quotation Class here to restrict the listing to Quotations belonging to that Class.

Number of Quotations

Specify here the maximum number of Quotations that will be shown in the report, starting with the most recent. No Quotations will be shown if you do not enter a number.

Include Orders Check this box if Orders are to be included whenever the user entered to the field in the header produces a Customer Status report. The check box will have no effect if the Number of Orders field is blank.

Order Class	**Paste Special**	Order Classes setting, Sales Orders module

Enter an Order Class here to restrict the listing to Orders belonging to that Class.

Number of Orders

Specify here the maximum number of Orders that will be shown in the report, starting with the most recent. No Orders will be shown if you do not enter a number.

Exclude Activity Types

Paste Special	Activity Types setting, CRM module

If you are using the Include Activities and Include Not Done options on card 1, you can choose to remove Activities with particular Activity Types from the report. Enter the Activity Types that you want excluded here, separated by commas.

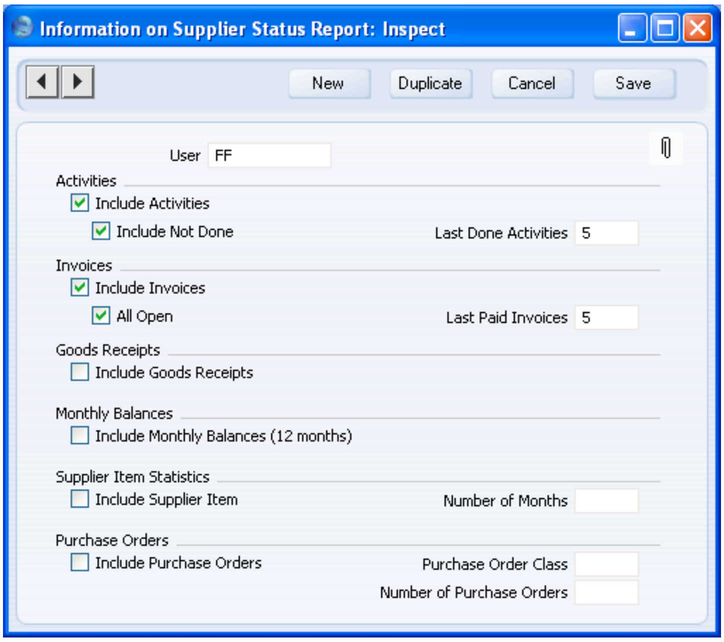
To save a user's Info on Customer Status Report setting, click the close box and elect to save changes.

Info on Supplier Status Report

You can use this setting to specify what will be shown in the Supplier Status report when it is produced by different users from the Operations menu function of the 'Contacts: Browse' and 'Contact: Inspect' windows.

You can save a separate record in this setting for each Person, so each user can customise the report to their particular requirements. These records are listed when you double-click 'Info on Supplier Status Report' in the 'Settings' list in the CRM module. To create a new record, click the [New] button in the Button Bar, or highlight a record in the list that is similar to the one that you are about to create and click [Duplicate].

The following window opens—



User **Paste Special** Person register, System module

Enter the user's initials in the User field, using 'Paste Special' if necessary. You will not be able to enter more than one record for a particular Person.

Include Activities Check this box if Done Activities are to be included whenever the user entered to the field above produces a Supplier Status report.

Include Not Done If Activities that are not Done are to be included as well, check this box. This means Activities of all kinds will be listed. This box has no effect if the Include Activities box is not checked.

Last Done Activities

Specify here the maximum number of Done Activities that will be shown in the report when produced by the Person in question. The most recent Done Activities will be shown. If you are also using the Include Not Done option, all such Activities that are later than the earliest Done Activity will also be shown. Leave the field blank to list all Activities.

Include Invoices Check this box if Purchase Invoices are to be listed in Supplier Status reports produced by the Person entered in the User field above. You should also specify which Invoices are to be included by checking the All Open box and/or entering a number in the Last Paid Invoices field.

All Open Check this box if open (unpaid) Invoices are to be listed.

Last Paid Invoices

If you want paid Invoices to be shown in the report, specify here how many are to be included.

Include Goods Receipts

Check this box if Goods Receipts are to be included whenever the user entered to the field above produces a Supplier Status report.

Include Monthly Balances (12 months)

Check this box if you want monthly purchase totals for the past year to be shown in the report. This information is taken from approved Purchase Invoices.

Include Supplier Item, No. of Months

If you want to list the Items purchased from each Supplier over a particular period, together with quantities and totals, check the Include Supplier Item box and enter the period in the No. of Months field. The check box will have no effect if the No. of Months field is blank. This information is taken from approved Goods Receipts.

Include Orders Check this box if Purchase Orders are to be included whenever the user entered to the field above produces a Supplier Status report. The check box will have no effect if the Number of Orders field is blank.

Order Class **Paste Special** Purchase Order Classes setting, Purchase Orders module

Enter a Purchase Order Class here to restrict the listing to Purchase Orders belonging to that Class.

Number of Orders

Specify here the maximum number of Orders that will be shown in the report, starting with the most recent. No Orders will be shown if you do not enter a number.

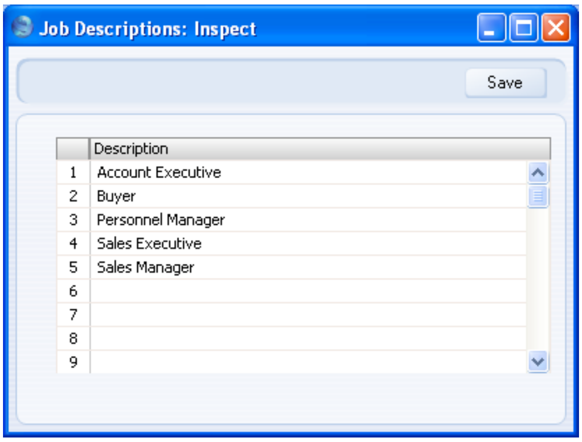
To save a user's Info on Supplier Status Report setting, click the close box and elect to save changes.

Job Descriptions

This setting is a look-up table used by the Contact and Customer Letter registers.

You can report on and mail Contact Persons based on their Job Description. It is therefore recommended that you use this setting not to record actual job titles (which vary from company to company) but generic job descriptions. This would enable you to report on or mail Contact Persons with similar roles but varying job titles.

On double-clicking 'Job Descriptions' in the 'Settings' list in the CRM module, the following window appears—



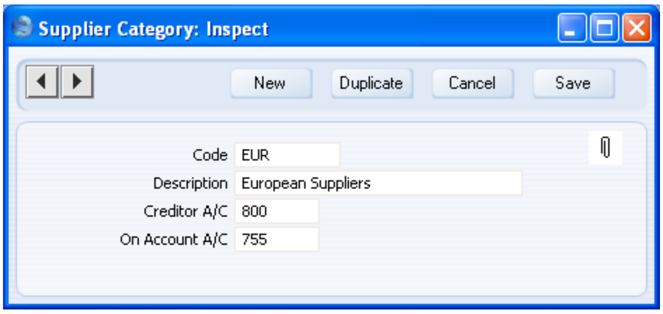
Enter each new Job Description on the first blank line and, when finished, click the [Save] button in the Button Bar to save the changes. To close the window without saving changes, click the close box.

It is recommended that you enter Job Descriptions in alphabetical order, as shown in the illustration. You can insert a new Job Description in the correct place in the list by clicking on a row number and pressing the Return key. When you enter a new Contact and use 'Paste Special' to choose a Job Description, they will be listed in the same order as they are listed in this setting. If they are in alphabetical order, you will be able to find the correct one quickly and easily by typing the first letter of the one that you want.

Supplier Categories

You can group Suppliers of a similar type together using Supplier Categories. All Suppliers of the same Category can be given the same default Creditor Account, saving you the work of having to specify this for all Suppliers individually.

Supplier Categories are defined using the setting in the Purchase Ledger. Use the [Select Module] button in the Master Control panel to enter the Purchase Ledger and then select 'Settings' from the File menu or click the [Settings] button, also in the Master Control panel. Double-click 'Supplier Categories' in the resulting list. The 'Supplier Categories: Browse' window is displayed, showing all Categories previously entered. Click [New] to enter a new record, and [Save] to save it.



Code Specify a unique code, by which the Supplier Category can be identified from the Contact screen and elsewhere in HansaWorld Enterprise.

Description Enter text describing the Supplier Category here.

Creditor A/C **Paste Special** Account register, Nominal Ledger/System module

Specify here the Creditor Account that you wish to be credited by the Nominal Ledger Transactions created when you receive Purchase Invoices from Suppliers that belong to this Category.

If you specify a Creditor Account both in a Supplier Category and in a Supplier that belongs to that Category, the Account entered in the Supplier will take precedence. If you do not specify a Creditor Account in a Category or a Supplier, the Creditor Account specified in the Account Usage P/L setting will be used.

If you cannot save the Customer Category, it may be because you are using Sub-ledger Checking in the Purchase Ledger and you have not defined the Account entered here as a Creditor Control Account. Switch on Sub-ledger Checking using the check box in the Account Usage P/L setting, and define Control Accounts using the Sub-ledger Control Accounts setting in the System module.

On Account A/C **Paste Special** Account register, Nominal Ledger/System module

This Account is used when you can buy on account from a Supplier (i.e. when they allow you to pay before they have issued you with a Purchase Invoice). To allow this, you must check the On Account check box in the Contact record for each individual Supplier affected (on the ‘Terms’ card). When you issue a Prepayment or On Account Payment to a Supplier belonging to this Category, it will be debited to this Account. Subsequently, when you receive the Purchase Invoice and allocate it to that Payment, the same Account will be credited in place of the default Creditor Account. Please refer to the ‘On Account Payments and Prepayments’ section in the Purchase Ledger manual for full details of this process.

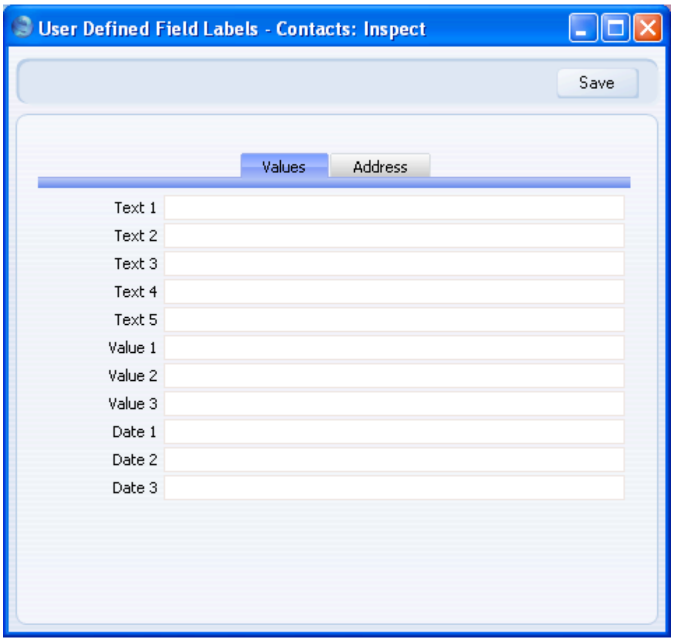
If you specify a Creditor On Account A/C for an individual Supplier, it will be used in place of the one entered here. If you do not specify an On Account A/C for a Supplier or for the Category to which it belongs, the On Account A/C specified in the Account Usage P/L setting ('Creditors' card) will be used.

User Defined Fields - Contacts

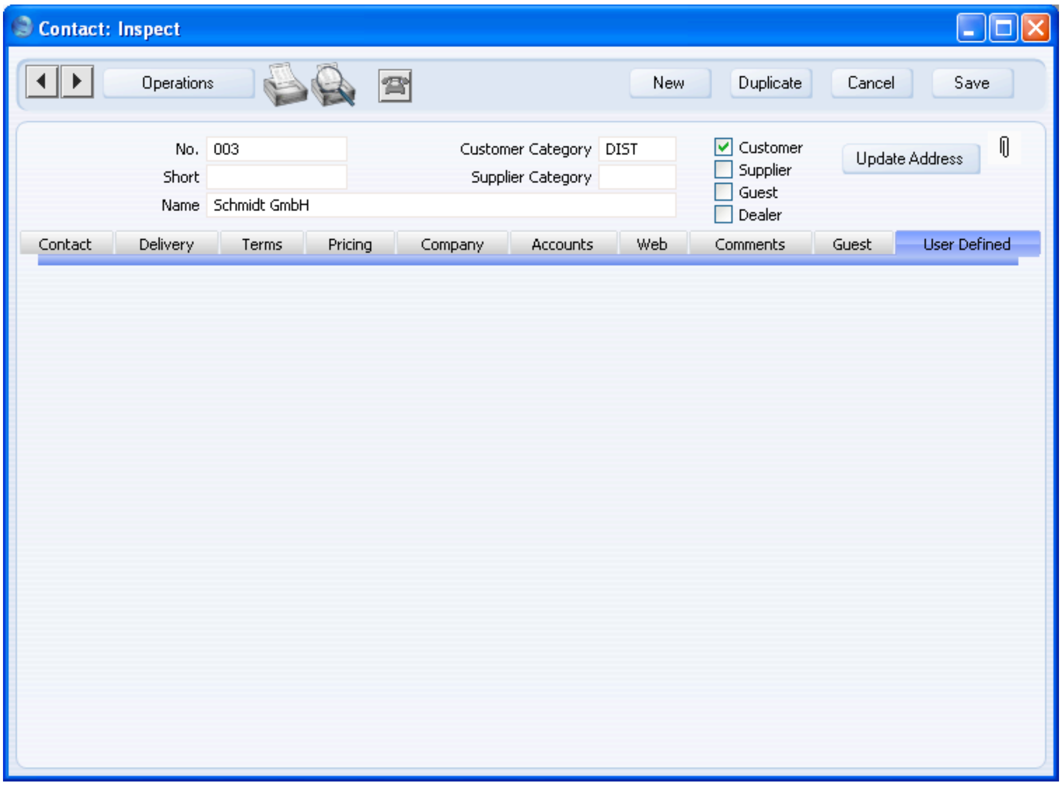
The Contact record is capable of storing a sufficient quantity of information to cater for most requirements. However, in some circumstances, it might be necessary to store additional information for which no fields have been provided. The User Defined Fields - Contacts setting in the CRM module allows you to add your own fields to each Contact record for this purpose. The new fields will be visible on the 'User Defined' card of each Contact record.

Use the [Select Module] button in the Master Control panel to enter the CRM module and then select 'Settings' from the File menu or click the [Settings] button, also in the Master Control panel. Double-click 'User Defined Fields - Contacts' in the resulting list. The 'User Defined Field Labels - Contacts: Inspect' window opens. Make changes as required and then click the [Save] button in the Button Bar to save changes and close the window. Click the close box if you do not want to save changes.

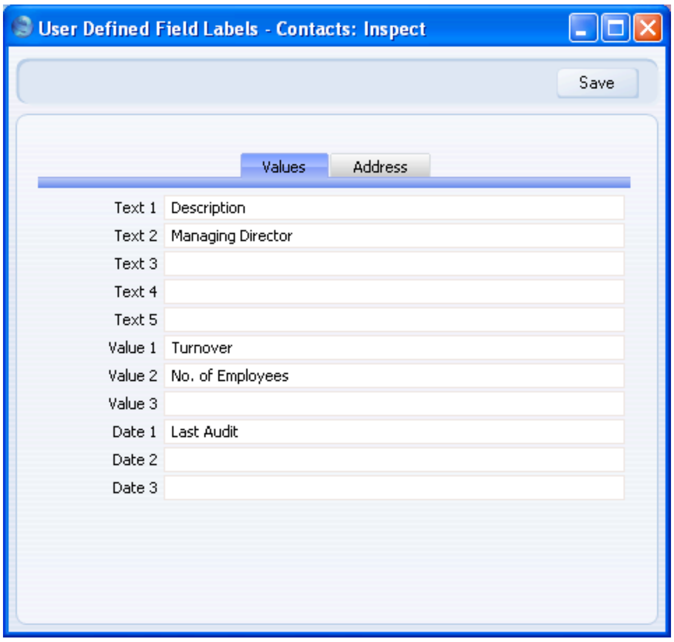
Values Card



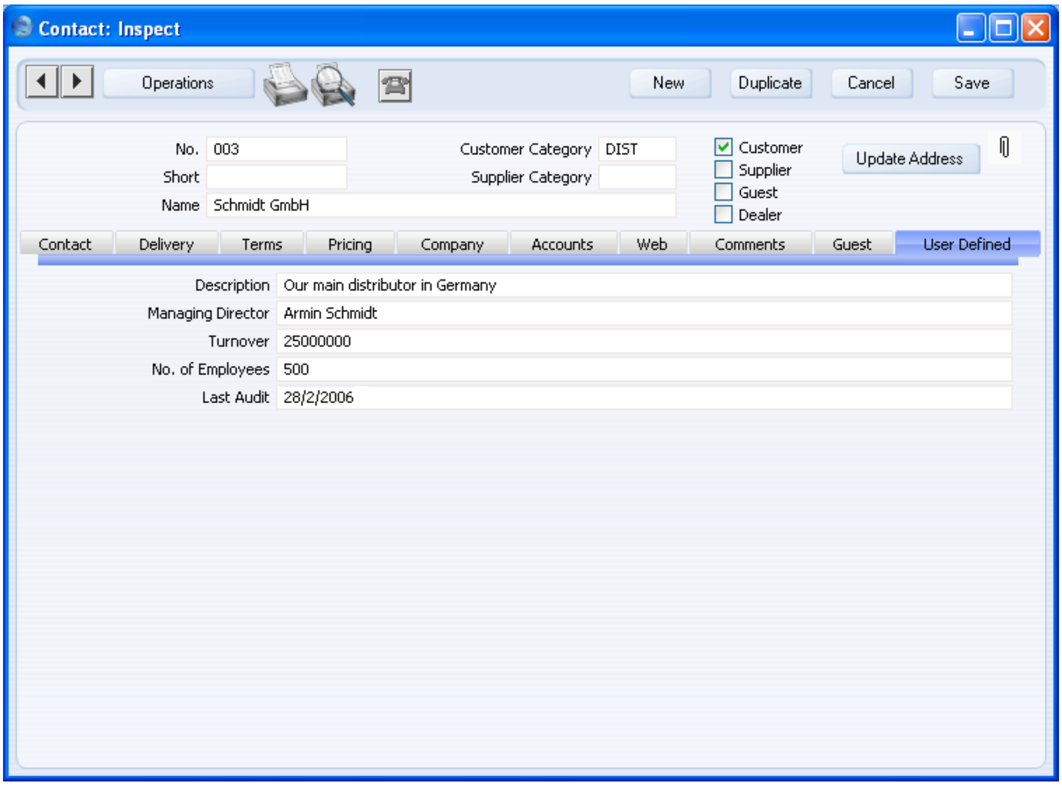
When the 'User Defined Field Labels - Contacts: Inspect' window is empty as shown in the illustration above, the 'User Defined' card of each Contact record will be empty as well—



Use the 'Values' card of the 'User Defined Field Labels - Contacts: Inspect' window to give names to the new fields that you want to be shown on the 'User Defined' card of each Contact record. You can add up to five text fields (fields that can contain letters and numbers), three value fields (fields that can hold numbers only) and three date fields. In this example, we have added two text fields, two value fields and one date field—

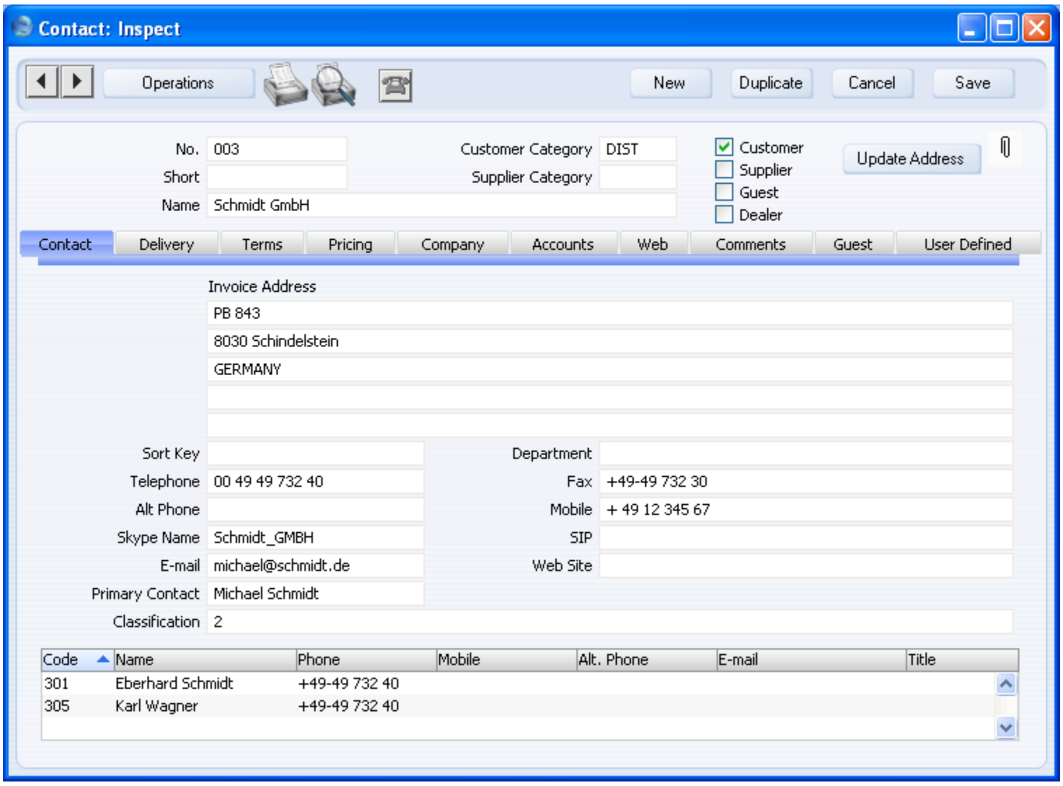


This is how they appear in the Contact record—

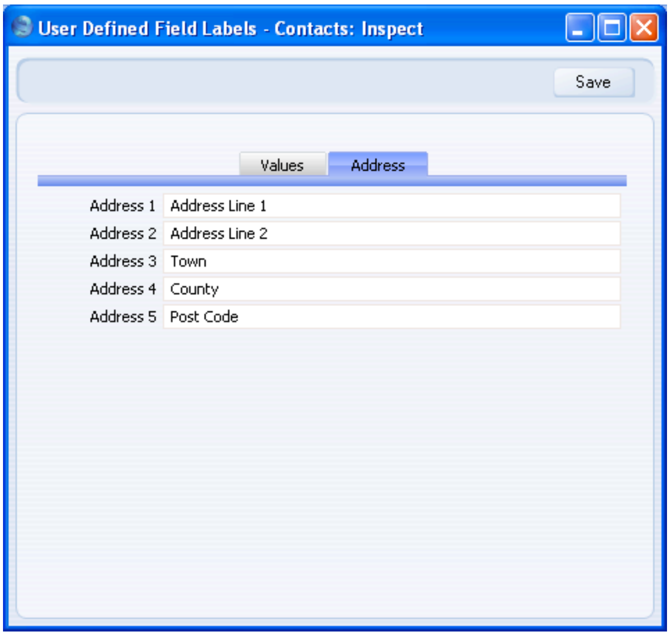


Address Card

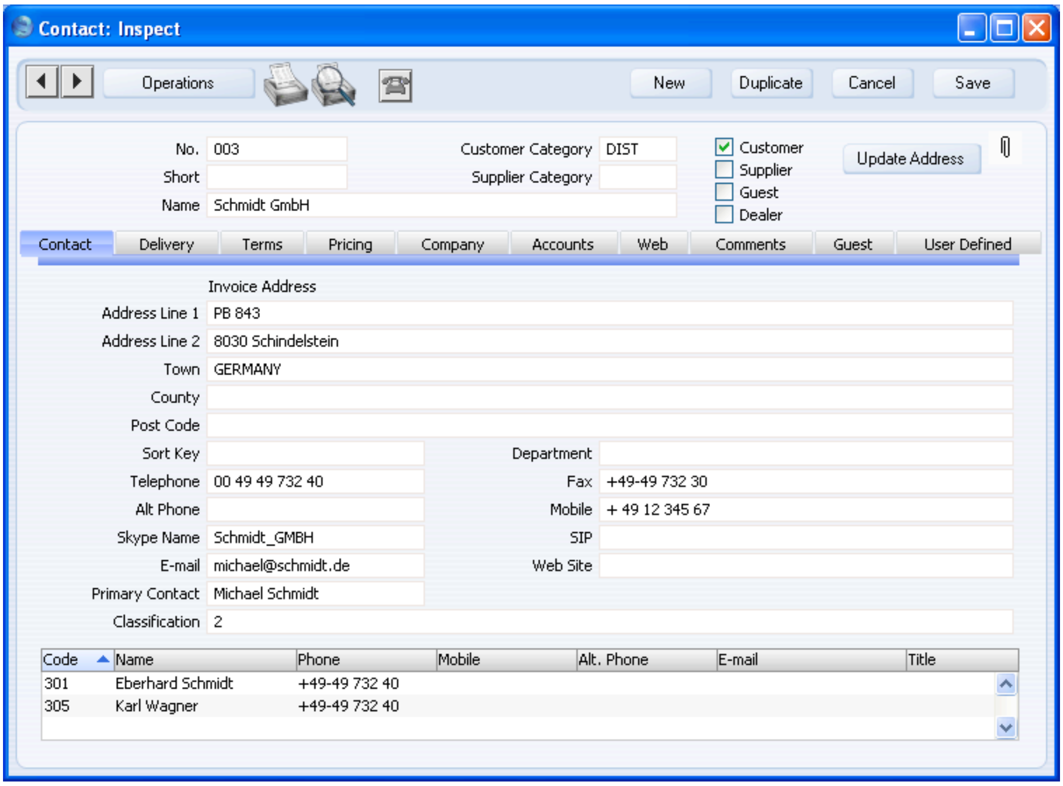
Use the 'Address' card of the 'User Defined Field Labels - Contacts: Inspect' window to name the address fields in each Contact record and on the 'Inv. Address' card of each Invoice record. When the 'Address' card of the 'User Defined Field Labels - Contacts: Inspect' window is empty, the address fields on the 'Contact' and 'Delivery' cards of each Contact record (and on the 'Inv. Address' card of each Invoice record) are unnamed—



Use the ‘Address’ card of the ‘User Defined Field Labels - Contacts: Inspect’ window to name these address fields so that all users know what to type into each one. Here is an example, reflecting the usual address format used in the UK—



The ‘Contact’ card of each Contact record will now look like this—



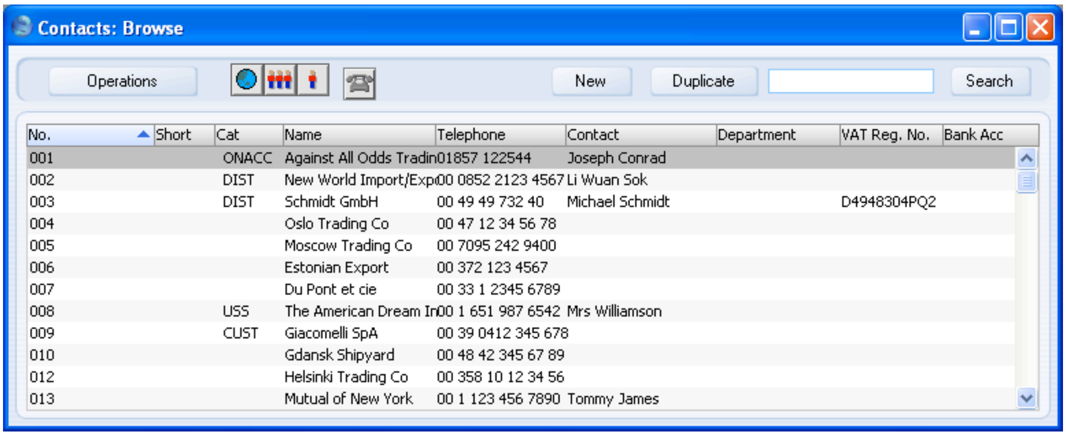
The names of the address fields will also appear on the ‘Inv. Address’ card of each Invoice record, but you may need to restart HansaWorld Enterprise to see any changes.

The Contact Register

The Contact register is where you store information about every company and private individual with whom you have contact, be they Customers, Suppliers, shipping companies, factoring or leasing companies, sales leads or individuals who work for those companies. Contact records do not necessarily represent firms that have purchased goods or services from your business, or sold goods or services to you, and in fact can represent any company that is a potential customer or supplier. You should also store information about individual persons in the Contact register: these can be private individuals or people who work for Customers or Suppliers. In the latter case, you will have separate records in the Contact register for the Customer or Supplier and for the individual Contact Person. The Contact Person and the Customer or Supplier will be linked using the Customer Relations register (described below on page 75).

The Contact register is accessible from the Sales and Purchase Orders modules, from the Sales and Purchase Ledgers, and from the Contract, Quotations, CRM and Service Orders modules if installed. To open the register, use the [Select Module] button in the Master Control panel to enter one of these modules and click the [Contacts] button, also in the Master Control panel.

The ‘Contacts: Browse’ window is opened, showing all Contacts already entered.



Use the Show Reg. No. 1 instead of VAT No. in Contact Browse option in the Contact Settings setting in the Sales Ledger if you would like the Reg.

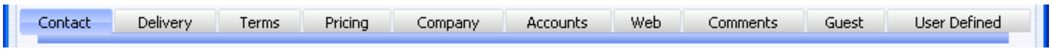
No. 1 to be shown in the 'Contacts: Browse' window instead of the VAT Registration Number.

Entering a Contact

To enter a new record in the Contact register, click [New] in the Button Bar or use the Ctrl-N (Windows and Linux) or ⌘-N (Macintosh) keyboard shortcut. Alternatively, highlight a record similar to the one you want to enter and click [Duplicate] on the Button Bar.

The 'Contact: New' window is shown, empty if you clicked [New] or containing a duplicate of the highlighted record.

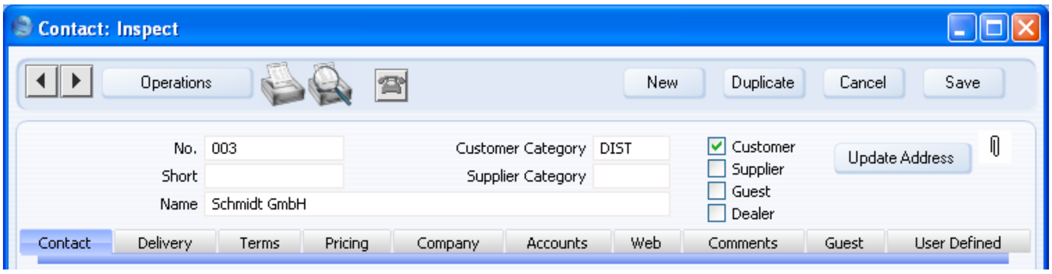
Since the amount of information stored about each Contact will not fit in a single window, the Contact screen has been divided into ten cards. At the top of each is the header. This contains the Contact Number, Short Code, Customer and Supplier Categories, Name and the Customer, Supplier, Guest and Dealer check boxes. There are ten named buttons ('tabs') in the header.



By clicking the tabs you can navigate between cards. The header is always visible, as a reminder of the Contact you are working with.

Below, the Contact screen is described field by field. Entering company information in the Contact register often requires you to refer to settings entered in the Sales Ledger or other modules using the 'Paste Special' feature. Where use of 'Paste Special' is appropriate, this is indicated in the text together with the module in which the setting is to be found. Apart from Customer and Supplier Categories, Contact Classifications and Job Descriptions (described above on pages 9, 32, 21 and 31 respectively), please refer to the manual describing the appropriate module for full details of a particular setting.

Header



No. Enter the unique code you are assigning to this Contact: this is the means by which this Contact will be identified elsewhere in HansaWorld Enterprise. The field holds up to 20 letters and/or numbers. A default will be offered, based on the Contact Number of the previous record entered.

Once you have saved the record, you cannot change the Contact Number simply by typing into the field. If you need to change a Contact Number, use the Conversions - Master and Conversions - Contacts settings in the System module. These settings will change the Contact Number both here and in all other registers where the Contact has been used.

Short Use this field if you need an alternative means of identifying the Contact - information entered here appears in the Short column in the 'Contacts: Browse' window. You can give the same Short Code to Contacts of a similar nature so that they will be grouped together in the 'Contacts: Browse' window when you sort it by the Short column. The field holds up to ten letters and/or numbers.

Customer Category

Paste Special Customer Categories setting, Sales Ledger

Supplier Category **Paste Special** Supplier Categories setting, Purchase Ledger

If the Contact is a Customer, you can assign it to a Customer Category. If it is a Supplier, you can assign it to a Supplier Category.

Customer Categories enable you to classify similar Customers together. Every Customer belonging to the same Category can use the same default Price List, Discount Matrix and Debtor Account, saving you the work of having to specify these for each Customer individually. If you have entered a Default Customer Category in the Contact Settings setting, it will be entered here automatically. If the Contact is a Customer, you must enter a Customer Category if you are using the Demand Customer Category option in the same setting.

Supplier Categories enable you to classify similar Suppliers together. Every Supplier belonging to the same Category can use the same default Creditor and On Account Accounts, saving you the work of having to specify these for each Supplier individually.

Name

Enter the Name of the Contact.

If you want the Contact Name to be printed as part of the address in all documents, use the Organisation Name option in the Form Settings setting in the System module.

Customer, Supplier

Check one or both of these boxes to indicate whether the Contact you are entering is a potential or actual Customer or Supplier (or both). If the Contact is a Contact Person who works for a Customer or Supplier company, do not check either of these boxes unless the Contact Person is also a Customer or Supplier in a private capacity.

If you originally opened the Contact register in a sales-orientated module (e.g. Sales Ledger or Sales Orders module), the new record will be marked as a Customer automatically. If you originally opened the Contact register in a purchase-orientated module (e.g. Purchase Ledger or Purchase Orders module), the new record will be marked as a Supplier automatically. Similarly, if you created the new record by clicking the [New] button in the 'Paste Special' window listing Contacts, these check boxes will be set automatically depending on the context. For example, if you entered a Sales Order, activated 'Paste Special' from the Customer field and clicked [New], the new record will be marked as a Customer.

If you have marked a Contact as a Customer only, you will be able to use it in all sales registers (e.g. Quotations, Sales Orders, Sales Invoices, Deliveries), but not in any purchase registers. Similarly, if you have marked it as a Supplier only, you will be able to use it in all purchase registers (e.g. Purchase Orders, Purchase Invoices, Goods Receipts), but not in any sales registers. You can use both Customers and Suppliers in Activities (i.e. in the Calendar and Task Manager), Customer Letters and Mails.

Once you have marked a Contact as a Customer and you have issued at least one Sales Order or Invoice to that Contact, you will not be able to remove the check from the Customer box. Similarly, if you have marked a Contact as a Supplier and you have received at least one Purchase Order or Invoice from that Contact, you will not be able to remove the check from the Supplier box.

Throughout these manuals (including in the index), the term "Customer" has been used when referring to Contacts marked as Customers, and the term "Supplier" refers to Contacts marked as Suppliers.

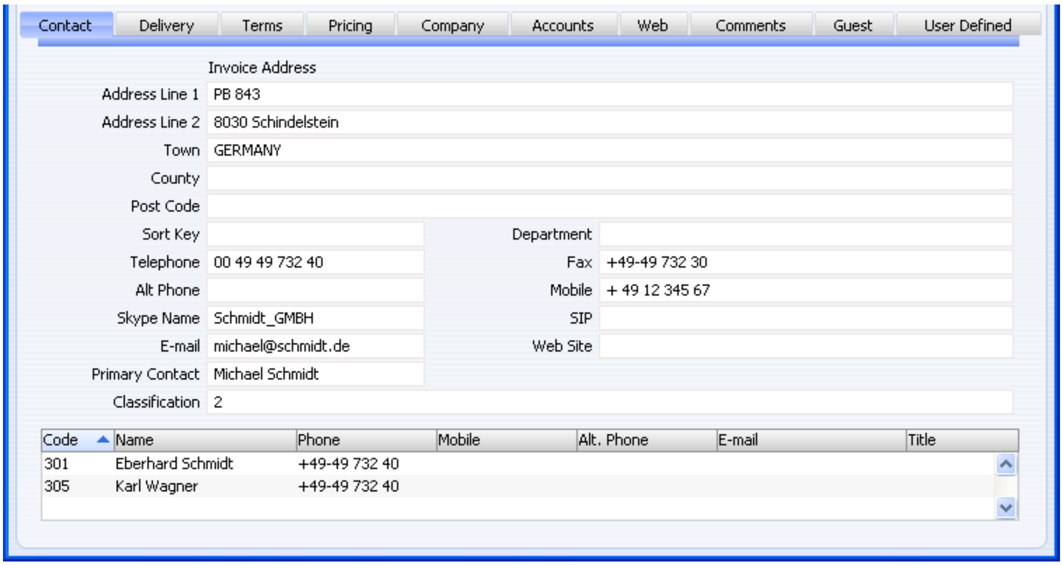
Guest If you are using the Hotel module and the Contact is a hotel guest, check this box. If you originally opened the Contact register from the Hotel module), the new record will be marked both as a Customer and a Guest automatically.

Update Address In the UK, you can use this button to obtain the Contact's address from a central post code database. Enter the Contact's post code on the fifth line of the Invoice Address and then press this button. The street name will be placed in the first line of the address and other address details will be brought in as appropriate. A list of premises will also be opened, where you can select the correct house number, house name or company name. The company name will be copied to the Name field above if this is empty, and the house number (if any) will be incorporated into the first line of the address.

Similarly, in Latvia you can obtain the Contact's address from a central VAT Registration Number database. Enter the Contact's VAT Number on the 'Company' card and then press this button.

To use this chargeable internet service, you must have registered your database in the UK or Latvia using the Automatic Internet Enabler method, as described in the 'Enabler Key' section in the first chapter of the 'Introduction to HansaWorld Enterprise' manual.

Contact Card



Inv. Address **Used as default in** Sales and Purchase Orders, Sales Invoices

Enter here the address to which Sales Invoices, statements, Purchase Orders and Payments are to be sent.

If you want to give a name to each of the individual address lines, use the ‘Address’ card of the User Defined Fields - Contacts setting in the CRM module (described above on page 38). This can be useful if, for example, you want to indicate that the town is always to be typed into the third line of the address. This has been done in the illustration above.

Sort Key This field can be used in countries where a post code, zip code or other area code appears on a separate line in an address. If you want this information to be printed on your Picking Lists and Delivery Notes, include the “Sorting” field in your Form design.

You can also use this field to organise your Customers into zones to provide a guide for delivery drivers. The Sort Key is copied to the Sorting field of the Sales Order record. The Sorted Order List report in the Sales Orders module is a list in Sort Key order of Sales Orders with a particular Planned Delivery Date.

Department You can record the name of a Department here. This might be necessary if you are dealing with several Departments in the same company.

Alternatively, if your company has several departments, you can specify the one responsible for relations with this company here.

You can sort the Customer List report by Department.

Telephone, Fax, Mobile, E-mail, Skype Name, SIP

Enter the Contact's main telephone, mobile and fax numbers, email and SIP addresses and Skype name here.

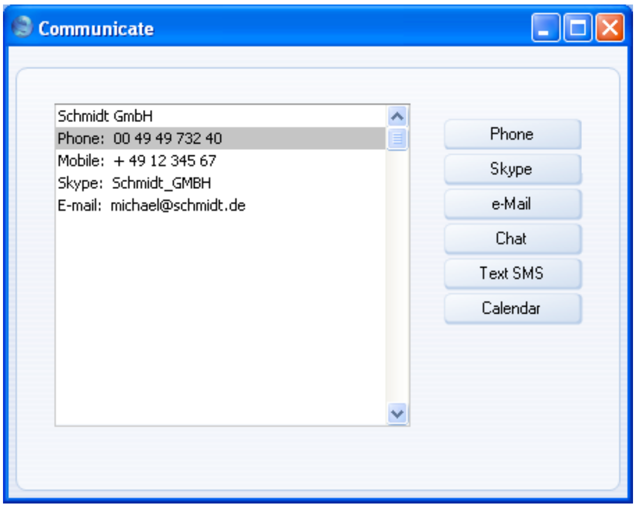
If you are using the HansaWorld Enterprise Fax Server, the fax number will be used when faxing documents to this Contact.

You can use the 'Update Fax Numbers' Maintenance function in the System module to remove spaces and dashes from all Contacts' Fax Numbers. This will be necessary if you will be sending faxes through the fax server, in which case fax numbers should not contain non-numeric characters.

The email address will be used when you need to send Mails to the company, and when you need to send Customer Letters by email. Mails are described in the 'Mail' manual, while Customer Letters and the CRM module are described in the 'CRM' manual. If you do not want email addresses to be printed in the Birthday List and Customer List reports or exported by the Contact List, Contact List to Palm3 and Customer List export functions, check the Exclude All Contact E-mails from Reports option in the Mail and Conference Settings setting in the E-mail and Conferences module.

If you need to call the Contact, click the [Communicate] button in the Button Bar—

The following window opens, containing the Contact's contact details—



Subject to your computer or network having the suitable connection software and hardware, click on a contact method in the list on the left, and then click the appropriate button on the right.

[Skype] If you click this button and the Skype application is running, the Contact will be called using Skype or SkypeOut (if you clicked on a telephone number as the contact method). If the call is answered, a new Activity window will be opened, allowing you to record the details of the conversation immediately. When the call ends, click the [End Activity] button in the Activity: this will bring an End Time and Cost (Time) in to the Activity and will also save the Activity. If you prefer to chat using Skype instead of initiating a voice call, click the Skype Name in the left-hand list and then click the [Chat] button.

[e-Mail] Click this button to open a new Mail record containing the Contact's email address, allowing you to send an email to the Contact. If you are using Windows and have checked the Use External Mail Software box in the Mail and Conference Settings setting in the E-mail and Conferences module, the new Mail will not be opened in HansaWorld Enterprise but instead in your default mail application.

[Text SMS] Click this button to open a new Text SMS record containing the Contact's mobile number, allowing you to send a text message to the Contact. To use this chargeable internet service, you must have registered your database using the Automatic Internet Enabler method, as described in the 'Enabler Key' section in the first chapter of the 'Introduction to HansaWorld Enterprise' manual. The Contact's mobile number must be an international number including country code, with + not 00 as the prefix, as shown in the illustration.

Web Site If the Contact has a website, enter its address (URL) here.

Primary Contact

Paste Special	Contact Persons in Contact register
Used as default in	Quotations, Sales Orders, Sales Invoices

You can enter the name of your main contact person here: it will be transferred as a default entry whenever you use this Contact record in a transaction. If you need to add more contact names, use the 'Create Contact' function on the Operations menu. The 'Paste Special' list will only contain Contact Persons that work for the Customer or Supplier. Please refer to the 'Linking Contact Persons and Companies' section below on page 75 for more details.

Classification

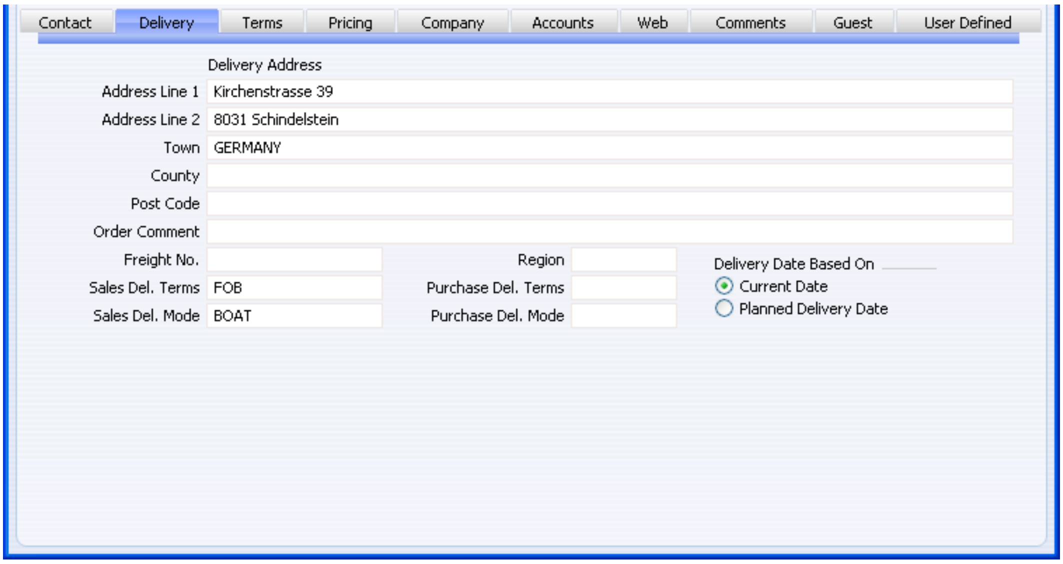
Paste Special	Contact Classifications setting, CRM module

This field provides a further means of grouping Contacts of a similar type together. You can use it as a reporting and mailing criterion in the CRM module and in the Sales Ledger. You can assign several Classifications to each Contact record, separated by commas.

The 'Add Class to Customers' Maintenance function in the CRM module allows you to assign Classifications to Customers based on the Items they have bought or not bought.

At the bottom of the 'Contact' card, there is a grid. If the Contact is a Customer or Supplier, this grid will list the Contact Persons working for them. Please refer to the 'Linking Contact Persons and Companies - the Customer Relations Register' section below on page 75 for full details.

Delivery Card



Del. Address | **Used as a default in** | Deliveries and Returned Goods to Supplier records

Specify the Contact's usual delivery address here.

If the Contact has several Delivery Addresses, record them in the Delivery Addresses setting in the Sales Orders module. You will then be able to select the appropriate one in Quotations, Sales Orders, Sales Invoices, Deliveries and Returned Goods to Supplier records as necessary.

If you want to give a name to each of the individual address lines, use the 'Address' card of the User Defined Fields - Contacts setting in the CRM module (described above on page 38). This can be useful if, for example, you want to indicate that the town is always to be typed into the third line of the address. This has been done in the illustration above.

Order Comment If the Contact is a Customer, text entered here will be copied to the Comment fields of all their Quotations ('Del' card), Sales Orders ('Del. Terms' card), Contracts ('Del. Terms' card), Service Orders ('Comment' card) and Sales Invoices ('Delivery' card).

Freight No If the Contact is a Customer, in some countries you can allocate them a specific Freight Number, to be quoted in every Delivery. If you want Freight Numbers to be printed on delivery documents, include the "Customer Freight Number" field in your Form design.

Region **Paste Special** Regions setting, Sales Ledger

The Region (e.g. the state, province or county) where the Contact is located. If the Contact is a Customer, this will be copied to the Region field in all Quotations, Orders, Invoices and Deliveries. This will be useful if you are situated in a country where sales taxes vary depending on where Customers are located.

Sales Del. Terms **Paste Special** Delivery Terms setting, Sales Orders module

Used as default in Sales Orders

Purch. Del. Terms **Paste Special** Delivery Terms setting, Sales Orders module

Used as default in Purchase Orders

Use these two fields to specify the Delivery Terms that you will use when shipping goods to this Contact and that they will use when shipping goods to you. You will tend to use these fields for international companies: examples might be Cost, Insurance, Freight or Free On Board.

You can specify translations in different Languages for each Delivery Term name: the Language in the Contact record (specified on the 'Company' card below) will determine which translation will be printed on Delivery Notes and Purchase Orders.

Sales Del. Mode	**Paste Special**	Delivery Modes setting, Sales Orders module
	Used as default in	Sales Orders, Deliveries
Purch. Del. Mode	**Paste Special**	Delivery Modes setting, Sales Orders module
	Used as default in	Purchase Orders

Enter the mode of shipping (i.e. shipping method) that you will tend to use when shipping goods to this Contact and that they will use when shipping goods to you. Examples might be Post or Courier, or might specify the name of the courier that is most frequently used.

You can specify translations in different Languages of each Delivery Mode name: the Language in the Contact record (specified on the 'Company' card below) will determine which translation will be printed on Delivery Notes and Purchase Orders.

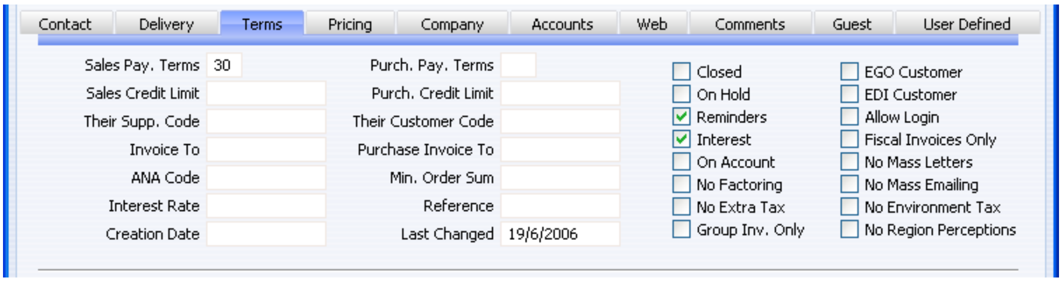
You can also design different versions of documents such as Invoices, Delivery Notes and Purchase Orders for each Delivery Mode, perhaps incorporating appropriate payment instructions. To do this, enter the Delivery Mode in the Language field when defining documents. Document definition is described in the 'Work Area' chapter in the 'Introduction to HansaWorld Enterprise' manual.

Delivery Date Based On

If the Contact is a Customer and you issue a Delivery to them from a Sales Order, the Delivery Date can default to the current date or to the Planned Delivery Date entered in the Order. Specify here which option is to be used for this Contact.

If you choose the Planned Delivery Date option, the current date will be used if the Planned Delivery Date in the Order is blank. The Planned Delivery Date field must use the Date format, set in the Planned Delivery setting in the Sales Orders module.

Terms Card



Sales Pay. Terms	**Paste Special**	Payment Terms setting, Sales/Purchase Ledger
	Used as default in	Quotations, Sales Orders, Sales Invoices
Purch. Pay. Terms	**Paste Special**	Payment Terms setting, Sales/Purchase Ledger
	Used as default in	Purchase Orders, Purchase Invoices

Specify here the Payment Terms to be used with the Contact. These Terms will be copied to Sales and Purchase Invoices, where they will ensure that the Due Dates are calculated correctly. Payment Terms also allow you to configure a system of early settlement discounts.

Specifying Sales or Purchase Payment Terms in each Invoice provides the basis for the debt chasing and credit management reports provided in HansaWorld Enterprise.

In the Baltic States, there are circumstances where Purchase Invoices should follow the same number sequence as that used by Payments and Cash Out records. For this to happen, define the number sequences using the right-hand From and To fields on flip C of the Payment Modes setting. Then check the Common Number Series box in the Cash Book Settings setting in the Cash Book module. Finally, enter Payment Modes to the Purch. Pay. Terms field for cash Suppliers. When you enter such a Supplier in a Purchase Invoice, the Invoice Number will change to one in the correct sequence. When you approve the Invoice, it will be treated as paid and no posting to a Creditor Account will be made. Instead, a credit posting will be made to the Account of the Payment Mode (i.e. a bank or cash Account).

If you have entered a Default Payment Term in the Contact Settings setting, it will be entered to the Sales Pay. Terms field automatically.

Sales Credit Limit

Specify here the Credit Limit that you have granted to this company. This figure should be in your home Currency. You can use the Credit Limit setting in the Sales Ledger to warn against or prevent the entering of Orders or Invoices for Customers who have exceeded their Credit Limit.

If you want to allow a company no credit at all, set their Sales Credit Limit to 0.01.

Purch. Credit Limit

Specify the Credit Limit extended to your firm by this company here. This is for information only.

Their Supp. Code If the Contact is a Customer, enter the Supplier Number that they are using for your firm in their database.

Their Cust. No. If the Contact is a Supplier, enter the Customer Number that they are using for your firm in their database. If you want this to be printed on Purchase Orders, Purchase Order Contracts, Purchase Order Quotations and Supplier Invoices, include the "Own Customer Number" field in your Form designs. If you want it to be printed in Payment Forms, include the "Our Customer Number" field in your Form design.

Invoice To **Paste Special** Customers and Suppliers in Contact register

If the Contact is a Customer who will not be paying your Invoices themselves but may, for example, be purchasing through a leasing company, enter the Contact Number of that company here (that company must also be a Customer or a Supplier in the Contact register).

When Sales Invoices for this Customer are created from Sales Orders, they will be made out to the company specified here.

Purch. Invoice To	**Paste Special** Suppliers in Contact register If the Contact is a Supplier that uses a factoring company (to which Payments are to be sent), enter the Contact Number of that company here (that company must also be a Supplier in the Contact register).
ANA Code	Record the unique number assigned by the Article Numbering Association to this Contact here. This will most usually be necessary if the Contact is an EDI (Electronic Data Interchange) Customer (set using the check box described below on page 56) or is a Supplier to whom you will issue EDI Purchase Orders. In the UK, companies with an ANA Code can create their own bar codes.
Min. Order Sum	If the Contact is a Supplier, record here the minimum order value they will accept. This is for information purposes only, although it can be shown in the Purchase Order Stock report.
Interest Rate	If the Contact is a Customer to whom you may be issuing Interest Invoices, enter here the annual rate of interest to be used in calculating interest charges. If you leave this field blank, the percentage will be taken from the Interest setting in the Sales Ledger. Wherever the percentage is taken from, the Sales Account and VAT Code are specified using the Interest setting: you should also use that setting to specify any fee to be levied for the raising of Interest Invoices. Interest Invoices are raised using the 'Create Interest Invoices' Maintenance function in the Sales Ledger, and will only be raised for Customers whose Interest box has been checked ('Terms' card).
Reference	If the Contact is a Supplier, the Reference entered here will be copied to the Reference field on the 'Terms' card of any Purchase Invoices entered in the Supplier's name.
Creation Date	This field automatically records when this Contact record was added to your HansaWorld Enterprise database and cannot be changed. You can use the Customer List report (described below on page 128) to list Customers that were added or changed after a certain date.

Last Changed This field is updated automatically whenever you make a modification to the Contact record on screen.

Closed Check this box if the Contact is no longer to be used (if the Contact is a Customer or Supplier, you cannot delete it altogether if Sales Orders or Sales or Purchase Invoices have been raised in their name). Closed Contacts will appear in the ‘Contacts: Browse’ window but not in the Contacts ‘Paste Special’ list. You will not be able to enter Sales Orders or Sales or Purchase Invoices for closed Customers or Suppliers. You can re-open a closed Contact at any time.

If the Closed Contact is a Contact Person working for a Customer or Supplier company, they will still appear in the list of people working for that company at the bottom of the ‘Contact’ card, but a red line will be drawn through their name and details. They will not appear in the ‘Paste Special’ list of Contact Persons obtained from the Primary Contact and Attn. fields in various registers.

EGO Customer This check box is designed for use in Denmark, where Invoices issued to some Customers are not printed out but are sent electronically to a third party such as the Post Office for processing. Check this box for all such Customers. Please refer to your local HansaWorld representative for full details.

On Hold If the Contact is a Customer that you have put on hold, check this box. You can raise Sales Invoices for Customers that are on hold, but you will not be able to approve them (commit them to the Sales and Nominal Ledgers). You will be able to enter Orders for such Customers, but you won't be able to create Deliveries (ship any goods to them).

Some Maintenance functions (e.g. ‘Create Contract Invoices’ in the Contracts module and ‘Create Deliveries from Orders’) will not create new records for Customers that are on hold.

EDI Customer The EDI (Electronic Data Interchange) module allows you to receive Sales Orders and issue Invoices electronically in particular formats. If you have this module and this Contact is a Customer that uses this system, check this box. You can only raise EDI Invoices for Customers with this box checked. Please refer to your local representative for full details.

Reminders

Check this box if the Contact is a Customer that you want to receive Open Invoice Customer Statements and reminders for late payment. Please refer to the description of the Reminder document in the 'Documents' section of the 'Sales Ledger' manual for full details of this feature.

If this box is on for a Customer, you can ensure reminders are not sent for particular Invoices by checking the No Reminder box on the 'Delivery' card of the Invoice screen.

Allow Login

If you are using the HansaWorld Enterprise Web Shop facility and wish to allow this Contact to place Orders over the web, check this box. They can use their Contact Number or email address as Login IDs, and you can allocate them a password using the 'Change Password' function on the Operations menu of the 'Contacts: Browse' window.

If you would like this check box to be on by default in new Contact records, use the Allow Login option in the Contact Settings setting.

Interest

Check this box if the Contact is a Customer that is to be sent interest Invoices for late payments. Please refer to the 'Maintenance' section of the 'Sales Ledger' manual for full details of this feature.

If this box is on for a Customer, you can ensure interest is not charged on particular Invoices by checking the No Interest box on the 'Delivery' card of the Invoice screen.

Fiscal Invoices Only

If the Contact is a Customer, check this box if their Invoices are to be classified as Fiscal Invoices. Fiscal Invoices should be printed on fiscal printers in some countries.

On Account

Check this box if the Contact is a Customer from whom you want to be able to receive Prepayments and On Account Receipts (i.e. you want to allow them to pay before you have invoiced them) and/or the Contact is a Supplier to whom you want to be able to issue

Prepayments and On Account Payments (i.e. to be able to pay them before you receive Invoices). Full details can be found in the 'Receipts' section of the 'Sales Ledger' manual and in the 'Payments' section of the "Purchase Ledger' manual.

On the sales side, before you can enter Prepayments and On Account Receipts, you must specify an On Account A/C on the 'Debtors' card of the Account Usage S/L setting. Alternatively, you can specify such an Account in the Debtors On Account A/C field in the Customer Category. This Account will be credited with the value of these Receipts.

On the purchase side, before you can enter Prepayments and On Account Payments, you must specify an On Account A/C on the 'Creditors' card of the Account Usage P/L setting. Alternatively, you can specify such an Account in the Supplier Category or in the individual Contact record (on the 'Accounts' card). This Account will be debited with the value of these Payments.

If you would like this check box to be on by default in new Contact records, use the On Account option in the Contact Settings setting.

No Mass Letters Check this box if you want printed letters to be sent to the Contact when specifically addressed to them, but you do not want the Contact to be included in mass mailing campaigns. A mass mailing campaign is one generated from a Customer Letter whose Customer field is empty.

You can switch this option on or off for several Contacts at once using the 'Mass Mailing' Maintenance function in the CRM module. Please refer to the 'CRM' manual for full details of printing Customer Letters and of the 'Mass Mailing' Maintenance function. If you would like this check box to be on by default in new Contact records, use the No Mass Letters option in the Contact Settings setting.

No Mass Emailing Check this box if you want single emails to be sent to the Contact when specifically addressed to them, but you do not want the Contact to be included in mass emailing campaigns. A mass emailing campaign is one generated from a Customer Letter whose Customer field is empty.

You can switch this option on or off for several Contacts at once using the 'Mass Mailing' Maintenance function in the CRM module. Please refer to the 'CRM' manual for full details of sending Customer Letters by email and of the 'Mass Mailing' Maintenance function. If you would like this check box to be on by default in new Contact records, use the No Mass Emailing option in the Contact Settings setting.

No Factoring If you use a factoring company to pay your Sales Invoices, you will regularly use the 'Invoices for Factoring' Export function in the Sales Ledger to send details of your Invoices to the factoring company. If you want to receive payment from a particular Customer yourself and do not want details of that Customer's Invoices to be sent to the factoring company, check this box.

No Environment Tax

If the Contact is a Customer, check this box if you do not want environment tax to be charged on their Invoices. Please refer to the description of the Environment Tax setting in the 'Sales Ledger' manual for full details of this feature.

No Extra Tax If the Contact is a Customer, check this box if you do not want Extra Tax to be charged on their Invoices. Please refer to the description of flip B of the VAT Codes setting in the 'Nominal Ledger' manual for full details of this feature. If you want to charge Extra Tax to a Customer but at a discounted rate, use the Extra Tax Customer Discounts setting in the Sales Ledger.

If the Contact is a Supplier, this check box will not apply. Extra Tax will always be calculated in Purchase Invoices at the full rate if the VAT Code has a Tax %.

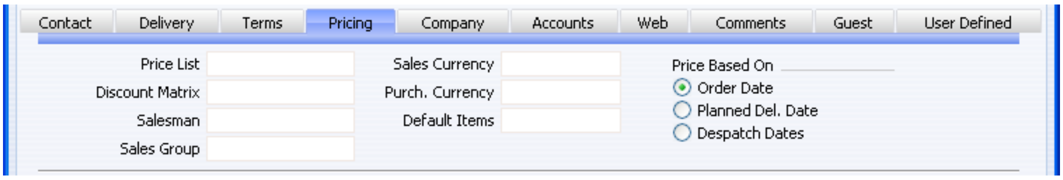
No Region Perceptions

If the Contact is a Customer, check this box if you do not want Regional Perception Tax to be charged on their Invoices. Please refer to the description of the Regional Perception Taxes setting in the 'Sales Ledger' manual for full details of this feature. If you want to charge Regional Perception Tax to a Customer but at a discounted rate, use the Regional Perception Customer Discounts setting in the Sales Ledger.

Group Invoicing Only

Check this box if the Contact is a Customer to whom Invoices can only be issued from Sales Orders using the 'Group Invoicing' Maintenance function. You will not be able to issue Invoices using the 'Invoice Delivered Orders' Maintenance function or the 'Create Invoice' function on the Operations menu of the Sales Order window. You will still be able to enter Invoices directly to the Invoice register.

Pricing Card



Price List	**Paste Special**	Price List register, Pricing module
	Used as default in	Quotations, Sales Orders, Sales Invoices

If the Contact is a Customer and you wish to assign a particular Price List to them, you can do so here. It will determine the prices used in all sales transactions for this Customer.

Note that you can also allocate Price Lists to Customer Categories. This makes it easy to allocate or change the Price List of a group of Customers in a single step. Any Price List specified here will override that of the Customer Category (if any) to which the Customer belongs.

Please refer to the 'Price List' section in the 'Items and Pricing' manual for full details of how to use Price Lists. If you need to use dated Price Lists, please refer also to the section below on page 63 describing the Price Based On options.

Sales Currency	**Paste Special**	Currency register, System module
	Used as default in	Quotations, Sales Orders, Sales Invoices
Purch. Currency	**Paste Special**	Currency register, System module
	Used as default in	Purchase Orders, Purchase Invoices, Goods Receipts

Use these two fields to specify the Currencies to be used when selling to and buying from this Contact.

When you enter a sales transaction, all prices of Items will be converted from the home Currency to the Sales Currency specified here using the latest Exchange Rate.

When you enter Purchase Orders manually, all prices of Items will be converted from the home Currency to the Purch. Currency specified here using the agreed Exchange Rate. When you create Purchase Orders using the automated 'Create Purchase Orders' function, the Purch. Currency specified here and the latest Exchange Rate will be used.

You will not be able to use any Currency in sales or purchase transactions in the name of this Contact other than those specified here. If you need to be able to use more than one Currency with a particular Contact, leave these fields blank.

Once you have specified a Sales Currency and have used the Contact in a sales transaction of any kind, you should not change the Sales Currency. Similarly, you should not change the Purch. Currency once you have used the Contact in a purchasing transaction.

Discount Matrix	**Paste Special**	Discount Matrix register, Pricing module
	Used as default in	Quotations, Sales Orders, Sales Invoices

If the Contact is a Customer and you wish to assign a particular Discount Matrix to them, you can do so here. Discount Matrices allow you to set up a quantity discount structure and are fully described in the 'Items and Pricing' manual. When you enter a sales transaction for this Customer, the Discount Matrix entered here will determine the default percentage discount for each Item, depending on the quantity ordered.

You can also allocate Discount Matrices to Customer Categories. This makes it easy to allocate or change the Discount Matrix of a group of Customers in a single step. Any Discount Matrix specified here will override that of the Customer Category (if any) to which the Customer belongs.

Salesman

Paste Special Person register, System module

Used as default in Quotations, Sales Orders, Sales Invoices, Purchase Invoices

Enter the initials of the salesman responsible for this Contact's account. By default, Sales Orders and Sales and Purchase Invoices for this company will be attributed to the salesman entered here.

This field is also used by the Limited Access module: please refer to the description of the Sales Group field (below) for details.

Default Items

Paste Special Default Items setting, Sales Ledger

The Default Items setting allows you to define sets of Items that are always to appear on Sales Invoices for certain Customers. If this Contact is a Customer, specify here a particular Default Item record (i.e. a particular set of Items) for them. When you enter an Invoice, the default Items will be added when you enter the Customer Number. They will also be added to Invoices created from Sales Orders (although they will not appear in the Orders themselves or in Deliveries) and to those created in batches using the 'Group Invoicing' Maintenance function in the Sales Orders module. They will not appear in Interest Invoices.

Sales Group

Paste Special Sales Groups setting, System module

Default taken from Salesman

The Sales Group is brought in from the Person record after you have entered a Salesman. If you have the

Limited Access module, you can use this field to prevent a user from seeing all Contacts in the 'Contacts: Browse' and Contact 'Paste Special' windows by restricting their view to their own Contacts or to those of their Sales Group.

Please refer to the section describing the Person register in the 'System Module' manual for full details of the Limited Access module.

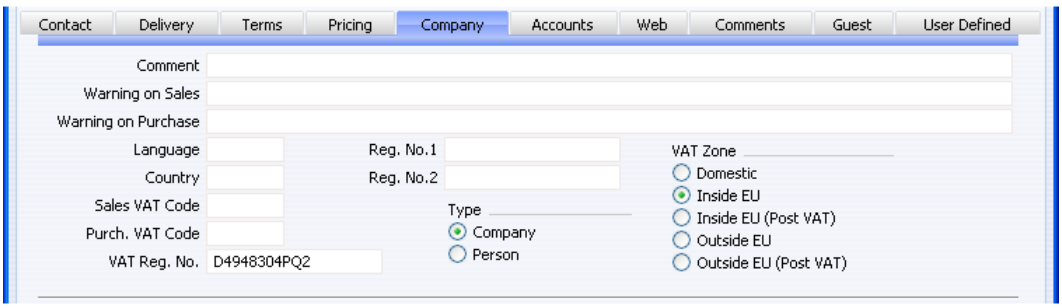
Price Based On When you enter Sales Orders, if you are using dated Price Lists the choice of Price List can depend on the Order Date, the Planned Delivery Date or the Despatch Date. If the Contact is a Customer, specify here which option is to be used.

If you choose the Planned Delivery Date option, the standard Price List will be used if the Planned Delivery Date in the Sales Order is blank or in the wrong format. The Planned Delivery Date field must use the Date format, set in the Planned Delivery setting in the Sales Orders module. If you choose the Despatch Date option, the standard Price List will be used if the Despatch Date in the Sales Order is blank. The standard Price List is the one specified for the Customer in the field above, or the one in the Customer Category.

When you enter Sales Invoices directly to the Invoice register, Price List selection will always depend on the Invoice Date. Similarly, when you enter Quotations, Price List selection will always depend on the Quotation Date.

Dated Price Lists are described in the 'Items and Pricing' manual.

Company Card



Comment If the Contact is a Supplier, text entered here will be copied to the Comment field of all their Purchase Invoices ('Other' card).

Warning on Sales

If the Contact is a Customer, text entered here will appear as a warning whenever you enter a Sales Order or Sales Invoice in their name.

Warning on Purchase

If the Contact is a Supplier, text entered here will appear as a warning whenever you enter a Purchase Order or Purchase Invoice in their name.

Language **Paste Special** Languages setting, System module

You can design different versions of documents such as Sales Invoices, Purchase Orders and Delivery Notes, containing text in various Languages. The appropriate version of each document will be printed for each Contact, depending on the Language specified here. You can override this Language in individual Orders, Invoices, etc. In addition, some of the information shown on screen and in printed documents, such as Item Names, Payment Terms and Delivery Modes, will be in the appropriate translation.

Reg. No. 1 If the Contact is a limited company, enter their Company Registration Number here.

The Customer Status report contains a [Credit History] text button that will open a separate report showing the Customer's credit history. This is a chargeable internet service: to use it you must have entered a Reg No 1 in this field for the Customer whose credit history you are interested in, and you must have registered your database in Estonia using the Automatic Internet Enabler method, as described in the 'Enabler Key' section in the first chapter of the 'Introduction to HansaWorld Enterprise' manual.

Country **Paste Special** Countries setting, System module

Enter the Country in which the Contact is located. If you then enter a VAT Number below, HansaWorld

Enterprise will check it is in the correct format for the Country, assuming you have defined VAT Number formats for each Country in the VAT Number Masks setting in the System module.

Reg. No. 2	**Paste Special**	Registration Defaults setting, Sales Ledger

This field is used in Finland, where companies have two registration numbers.

Elsewhere, you can use the 'Paste Special' link to the Registration Defaults setting to bring in default Sales and Purchase VAT Codes and Language.

Sales VAT Code	**Paste Special**	VAT Codes setting, Nominal Ledger
Purch. VAT Code	**Paste Special**	VAT Codes setting, Nominal Ledger

If the Contact is a Customer, the Sales VAT Code will determine the rate at which VAT will be charged in sales to this Contact and the Output VAT Account to be credited.

When you create Sales Orders or Sales Invoices for this Customer, this Sales VAT Code will take precedence over the VAT Codes specified in the Item and the Item Group and on the 'Sales' card of the Account Usage S/L setting in the Sales Ledger. Usually, you should only specify a Sales VAT Code here for an individual Customer if for some reason your usual VAT accounting method does not apply to them.

If the Contact is a Supplier, the Purch. VAT Code will determine the rate at which VAT will be charged to you by this Contact and the Input VAT Account to be debited.

When you enter Purchase Invoices for this Supplier directly to the Purchase Invoice register, this Purch. VAT Code will take precedence over the VAT Codes specified in the Account record and in the Account Usage P/L setting in the Purchase Ledger.

Similarly, when you create Purchase Invoices for this Supplier from Goods Receipts, this Purch. VAT Code will take precedence over the VAT Codes specified for the Item and the Item Group and in the Account Usage P/L setting in the Purchase Ledger.

VAT Reg No

It is important that you record the Contact's VAT Number here if they are in the "Within EU" Zone as this information is required for EU VAT reporting purposes.

When you save the record, there will be a check that the VAT Number has not been used in any other Contact record. If this check fails, you will be warned, but you will still be able to save the record. To find the other company, open the 'Contacts: Browse' window using the F3/⌘-Shft-F keyboard shortcut and sort the list by VAT Reg. No.

HansaWorld Enterprise can also check that the VAT Number entered here is in the correct format for the Country specified above. To use this feature, define the correct formats in the VAT Number Masks setting in the System module. If the Country above is blank, the check will be made using the Country from the Company Info setting (i.e. your own Country). If that is blank, no validation check will be made. Because of this feature, be sure to enter the Contact's Country above before their VAT Number.

Type

Use these options to specify whether the Contact is a company or an individual person. This will affect the check that the VAT Number is correct in Argentina and Paraguay.

VAT Zone

Used as default in Quotations, Sales and Purchase Orders, Sales and Purchase Invoices

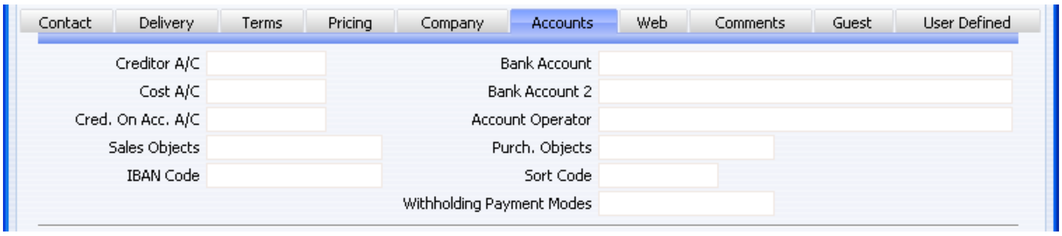
Select a Zone for this Contact. This will be used in Sales and Purchase Orders and in Sales and Purchase Invoices to control VAT calculation and accounting, and the choice of Sales Account. You can assign separate default sales VAT Codes and Sales Accounts to each Zone on the 'Sales' card of the Account Usage S/L setting in the Sales Ledger. You can assign separate default purchase VAT Codes to each Zone on the 'VAT' card of the Account Usage P/L setting in the Purchase Ledger.

On the sales side, it is important that you record the VAT Numbers (see above) of Customers in the "Within EU" Zone.

When you raise Sales Invoices for Customers in the "Within EU" and "Outside EU" Zones, VAT will not be charged, irrespective of the VAT Code used on the 'Sales' card of the Account Usage S/L setting. If you want VAT to be calculated and credited to the Output Account from the VAT Code in the normal way, place these Customers in the "Inside EU (Post VAT)" and "Outside EU (Post VAT)" Zones.

Similarly, on the Purchase Side, VAT will not be calculated on Purchase Invoices received from Suppliers in the "Outside EU" Zone. If the Supplier is in the "Inside EU" Zone, VAT from Purchase Invoices will be debited to the Input Account from the VAT Code and credited to the Output Account from the VAT Code. For this reason, it is recommended that you use dedicated VAT Code for VAT on EU Acquisitions, with Input and Output Accounts that are not used in any other VAT Code. The full Invoice amount will be debited to the Cost Account. If you want VAT to be calculated in the normal way, with no posting to the Output Account and with the total excluding VAT being debited to the Cost Account, place your Suppliers in the "Inside EU (Post VAT)" and "Outside EU (Post VAT)" Zones.

Accounts Card



Creditor A/C **Paste Special** Account register, Nominal Ledger/System module

If the Contact is a Supplier and you want to use a particular Creditor Account, enter its Account number here.

If you leave this field empty the Creditor Account will be taken from the Supplier Category (or the Customer Category if the Supplier Category field is empty) or from the Creditor Account on the ‘Creditors’ card of the Account Usage P/L setting.

Bank Account Enter the Contact’s main bank account number here. If the Contact is a Supplier, this bank account number will be transferred to any Purchase Invoices and Payments (flip H) entered in their name, facilitating payment by the transfer of funds between banks.

Cost A/C **Paste Special** Account register, Nominal Ledger/System module

If the company is a Supplier, you can determine that a particular Cost Account (i.e. Purchase Account) will be offered as a default in the first Purchase Invoice row when you enter a new Purchase Invoice. This can be useful in the cases of specialist Suppliers and of Suppliers of services such as electricity or telephone services, whose Purchase Invoices are usually debited to the same Account.

If you want to set a default Cost Account for this Supplier, enter its Account Number here.

Note that this field must contain a value if you intend to raise Purchase Invoices in this Supplier’s name remotely from the Purchase Order screen and you are using the Consolidate Items to Supplier Cost Account or Consolidate by Items and Project options in the Purchase Invoice Settings setting. In the case of the Consolidate Items to Supplier Cost Account option, this will be the Cost Account debited by those Purchase Invoices.

Bank Account 2 This field is used by the ‘Banking File’ Export function. Please refer to your local HansaWorld representative for details.

Cred. On Acc. A/C

Paste Special Account register, Nominal Ledger/System module

If the company is a Supplier and you need to be able to issue Prepayments or On Account Payments to them without reference to a specific Invoice, you may want to use a special Account for such Payments. Specify that Account here, and switch on the On Account check box on the 'Terms' card.

When you issue a Prepayment or On Account Payment, it will be debited to this Account. Subsequently, when you receive the Invoice and allocate it to that Payment, the same Account will be credited in place of the default Creditor Account. Please refer to the 'On Account Payments and Prepayments' section in the 'Purchase Ledger' manual for full details of this process.

The Account specified here will override any such Accounts specified for the Supplier Category of the Supplier or in the Account Usage P/L setting ('Creditors' card).

On the sales side, it is not possible to specify a Debtor On Account A/C at company level. This will always be taken from the Customer Category or from the Account Usage S/L setting.

Account Operator **Paste Special** Banks setting, Purchase Ledger

Enter the name of the Contact's bank or building society here. If the company is a Supplier, their bank information will be transferred to any Purchase Invoices ('Other' card) and Payments (flip H) entered in their name, facilitating payment by the transfer of funds between banks.

Sales Objects **Paste Special** Object register, Nominal Ledger/System module

Used as default in Quotations, Sales Orders, Sales Invoices

Purch. Objects **Paste Special** Object register, Nominal Ledger/System module

You can specify up to 20 Objects in each of these fields, separated by commas. You might define separate Objects to represent different departments, cost centres or product types. This provides a flexible method of analysis that can be used in Nominal Ledger reports.

The Sales Objects will be used as defaults in all Sales Orders, Sales Invoices and other sales transactions involving this company.

On the purchase side, when you enter a Purchase Invoice, the Purch. Objects entered here will be brought in to the Object field on the 'Terms' card of the Purchase Invoice screen if you are using the Objects on Creditor Account option in the Account Usage P/L setting. In any Nominal Ledger Transactions generated from the Invoice, these Objects will be assigned to the debit posting to the Purchase Account(s) and, if you are using the Objects on Creditor Account option, to the credit posting to the Creditor Account.

When a Nominal Ledger Transaction is generated from a Goods Receipt, the Purch. Objects will be assigned to the credit posting to the Purchase Accruals Account. If you are using the Supplier Object on Stock A/C option on the 'Creditors' card of the Account Usage P/L setting, they will be assigned to the debit posting to the Stock Account as well.

IBAN Code If the Contact has an IBAN (International Bank Account Number), enter it here. IBAN is a standard account number format, permitting cross border payments in Europe. This information will be used when necessary by HansaWorld Enterprise's electronic payment and payment export functions.

Sort Code Enter the Sort Code (branch number) of the company's bank here. If the company is a Supplier, their Sort Code will be transferred to any Purchase Invoices ('Identifiers' card) and Payments (flip H) entered in their name, facilitating payment by the transfer of funds between banks.

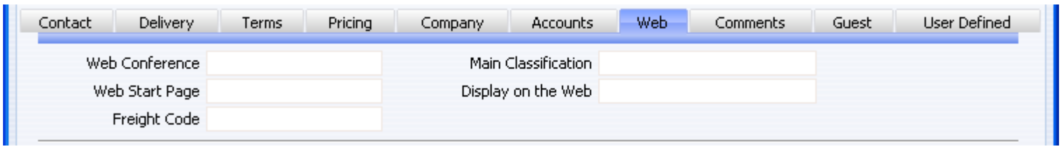
Withholding Payment Modes

Paste Special Payment Modes setting, Sales/Purchase Ledger

This field is intended for use in Argentina, where the responsibility for the collection of some of the input VAT lies with the recipient of Purchase Invoices. This is done by paying a percentage of the Invoice amount directly to the authorities. You can define separate Payment Modes with different percentages, and then, if the Contact is a Supplier, specify those that can be used with the Supplier using this field. This will ensure that the percentage calculation is always correct for this

Supplier. The Payment Mode must be of the Withholding Type. For full details of this feature, please refer to your local HansaWorld representative.

Web Card



Main Classification

Paste Special Item Classifications setting, Stock module

If you are using the HansaWorld Enterprise Web Shop, you may wish to offer different Items to different Customers. You can do this by dividing the Items into sets known as "Classifications" and then specifying a Classification for each Customer. Customers will see only those Items in the relevant Classification when they log on to your Web Shop site.

You should define Classifications using a setting in the Stock module, described in the 'Items and Pricing' manual. Items can belong to more than one Classification.

If you specify a Classification at the individual Customer level, it will override one that has been specified at the Customer Category level.

If you do not specify a Classification for a Customer or Customer Category, the Classification with the Code "MAIN" will be used. If there is no "MAIN" Classification, or if you have specified a non-existent Classification for the Customer, no Items will be listed when the Customer logs on.

Display on the Web

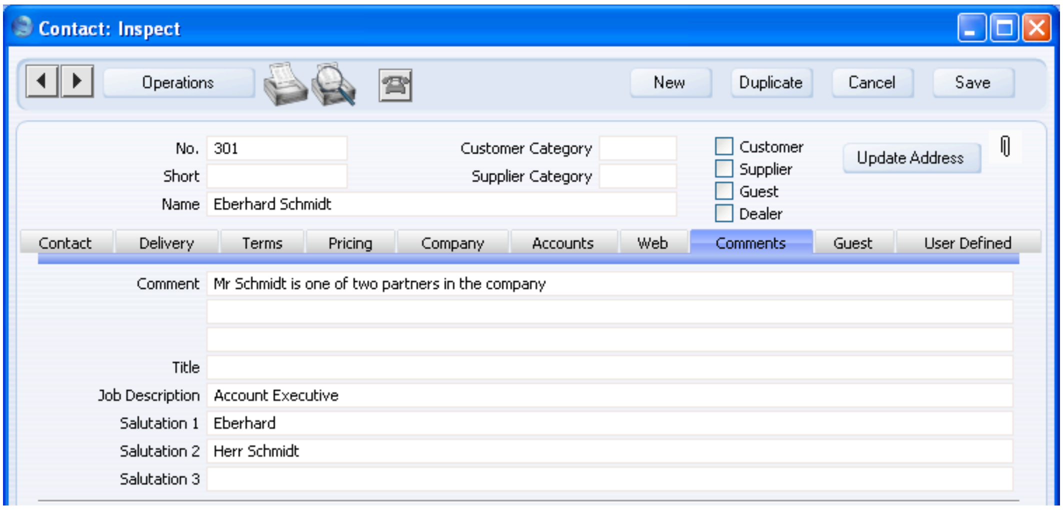
Paste Special Display on the Web setting, Web Shop module

Web Shop Customers are usually shown the prices of your Items, but not the current stock levels of those Items. If you want to change either or both of these defaults for a particular Customer, enter an appropriate record in the Display On The Web setting in the Web Shop module, and then enter the Code of that record in this field.

Freight Code — **Paste Special** — Web Freight setting, Web Shop module

If you are using the HansaWorld Enterprise Web Shop, you may wish to define various methods by which freight charges will be calculated on Orders placed over the web (e.g. for local, national and international delivery). These calculation methods are defined in the Web Freight setting in the Web Shop module: specify here which method is to be used for this Customer.

Comments Card



Comment — If the Contact is a Contact Person, any comment entered here will be printed in the Customer List report, if you print it using the Include All Contact Persons option.

Title — If the Contact is a Contact Person, enter their Job Title as it appears on their business card. If you want this information to be printed on your Customer Letters, include the “Contact Person Title” field in your Form design. The Title is also shown in the ‘Paste Special’ list, so it can be useful information if there are Contact

Persons with similar names working for a Customer or Supplier.

Job Description **Paste Special** Job Descriptions setting, CRM module

If the Contact is a Contact Person, use this field to describe the role of the person within their company. It allows you to side step any slight differences in Job Title terminology that may exist in different companies. For example, the generic role of Finance Director might have "Director (Finance)" as its Job Title in one company but "Director of Finance" in another. Enter the generic title ("Finance Director") in the Job Description field of such Contacts, to enable you to mail all Finance Directors together, irrespective of differences in inter-company terminology.

Salutation 1, 2 and 3

If the Contact is a Contact Person, use these fields to record greetings with various degrees of formality. It is recommended that you enter Salutations in all three fields, even if they are the same.

When you design the Forms that will be used to print Customer Letters, you can include the Salutation 1, 2 or 3 fields depending on the formality of the letter. You can also use these fields when designing Invoices.

Guest Card

This card allows you to record various pieces of personal information about the Contact, if the Contact is a Guest that you have entered using the Hotel module.

User Defined Card

Please refer to the description of the 'Values' card in the User Defined Fields - Contacts setting above on page 34 for details of this card.

Editing a Contact

The Contact register must be kept up to date, so it will need editing from time to time.

In the 'Contacts: Browse' window that appears when you open the Contact register, the Contacts are initially shown in Contact Number order. You can change the sort order by clicking on one of the headings. The underlined heading shows the current sort order.

To search for a specific Contact, enter the text to be found in the Search field in the top right-hand corner of the window and press Return. The text should be such that it would appear in the current sort column: to search by Contact Name, for example, sort by Contact Name before entering a Contact Name (or its initial letters) to the Search field.

To modify a Contact's record, double-click on the line in the browse window. That record will be opened in a window entitled 'Contact: Inspect'. The fields in this window are the same as those in the 'Contact: New' window: please refer to the previous section for a detailed description of each field.

Edit the fields as necessary. Move from field to field with the Return key, or with the arrow keys. Click [Save] when you have finished, to save changes.

Deleting a Contact

Select and open the Contact record in the same way as for editing. Select 'Delete' from the Record menu. The Contact is deleted. Note that once Sales or Purchase Orders or Invoices have been entered in a Contact's name, that Contact can no longer be deleted.

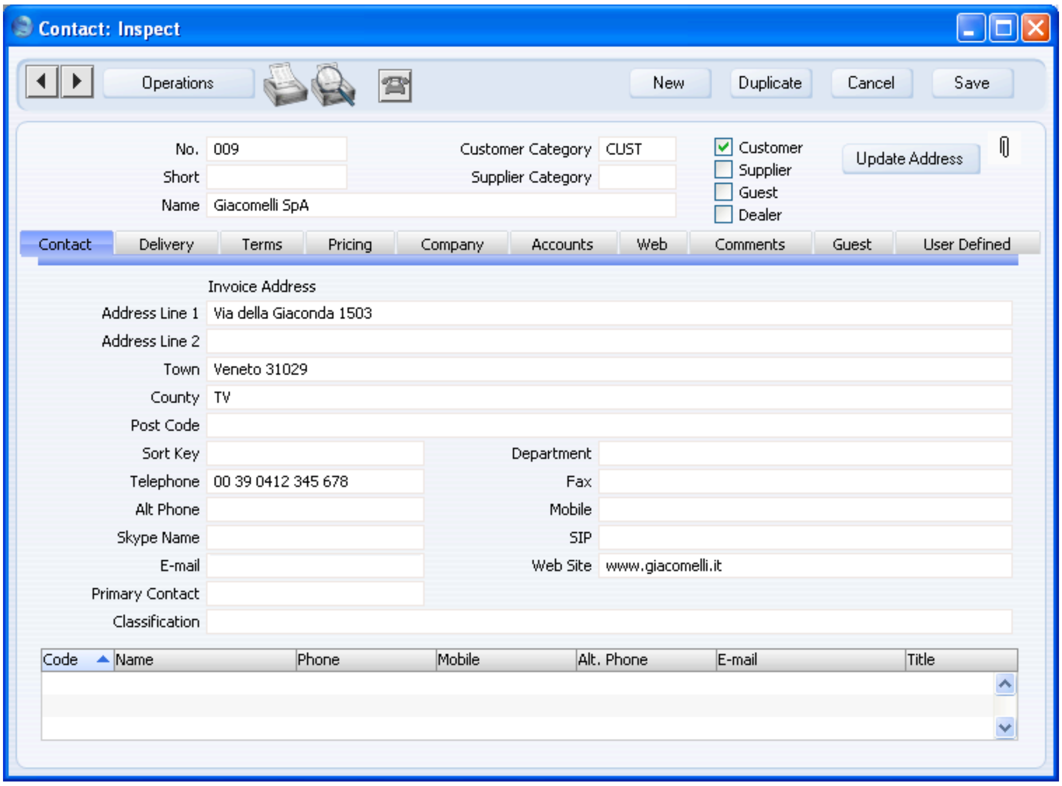
!

You cannot undo the deletion of a Contact record.

Linking Contact Persons and Companies - the Customer Relations Register

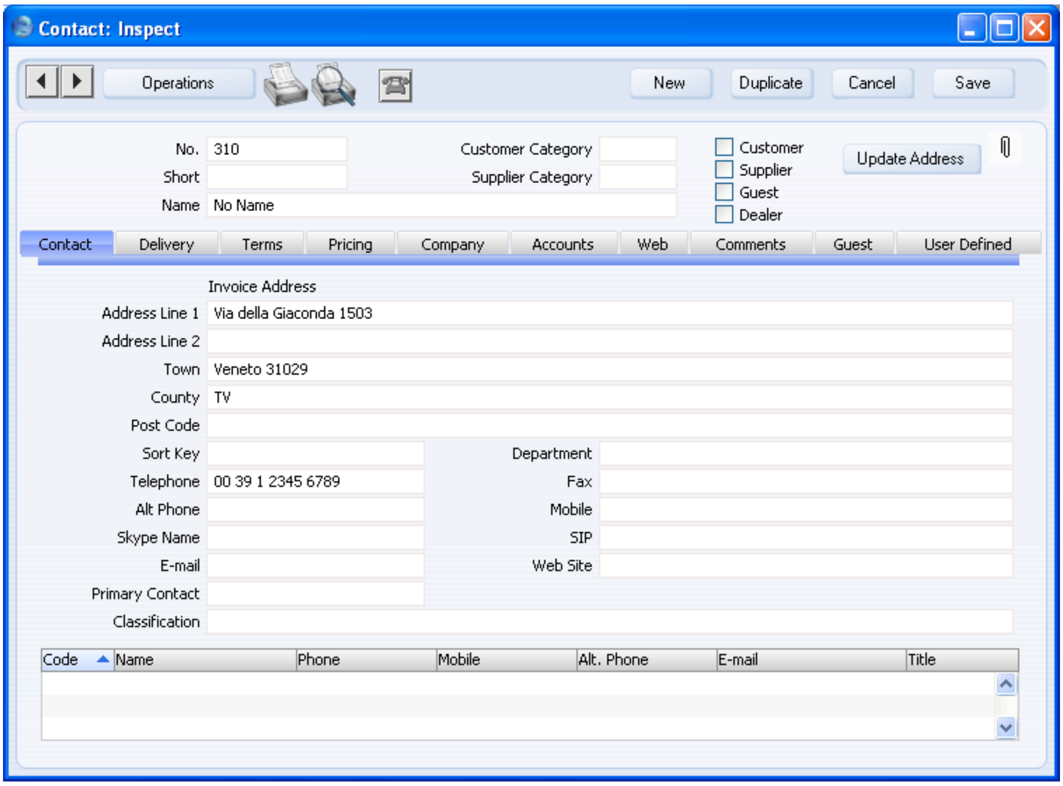
As described in the previous sections, Customers, Suppliers and Contact Persons are all stored in the Contact register. In this section, we describe linking Contact Persons to the company they work for.

1. The first step is to enter a Contact record representing the company. Mark the company as a Customer or Supplier or both, as appropriate. Remember that marking the company as a Customer or Supplier does not necessarily mean it has purchased goods or services from your business, or sold goods or services to you: the company can also be a potential customer or supplier. Marking the company as a Customer or Supplier makes it available to the various sales or purchase registers respectively. Ensure you save this record before moving to step 2.

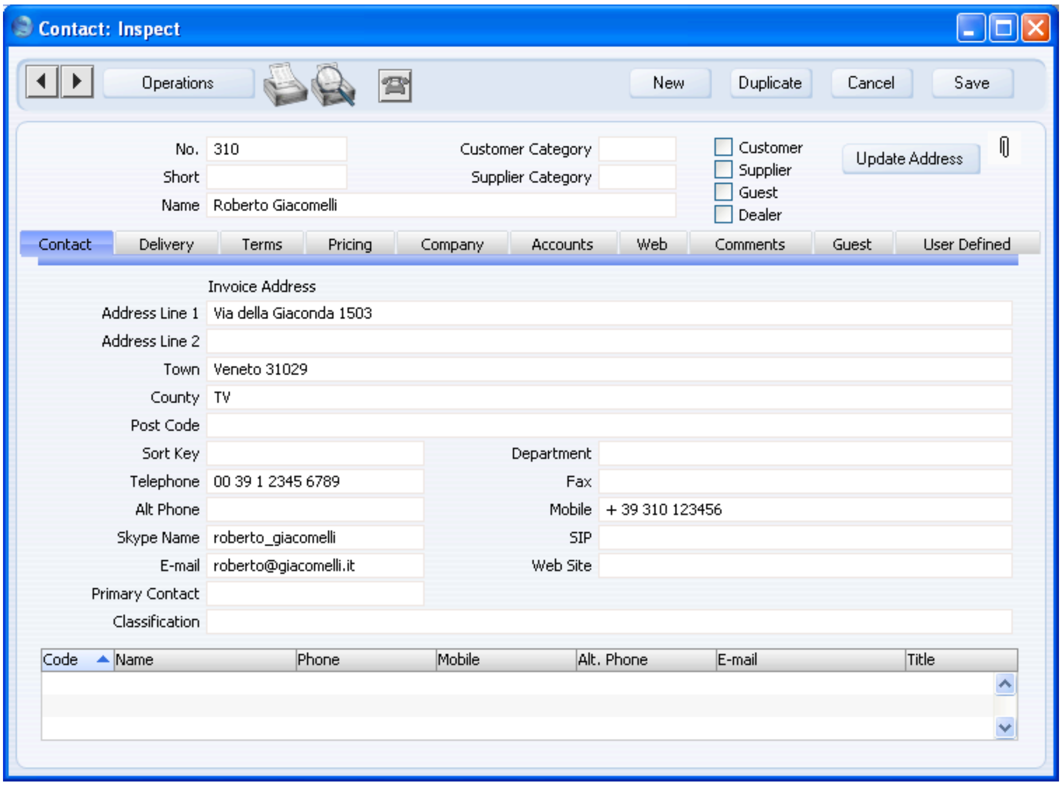


2. The next step is to enter a Contact record representing a person working for the company (i.e. a Contact Person). Choose ‘Create Contact’ from the Operations menu. A new record will be created in the Contact

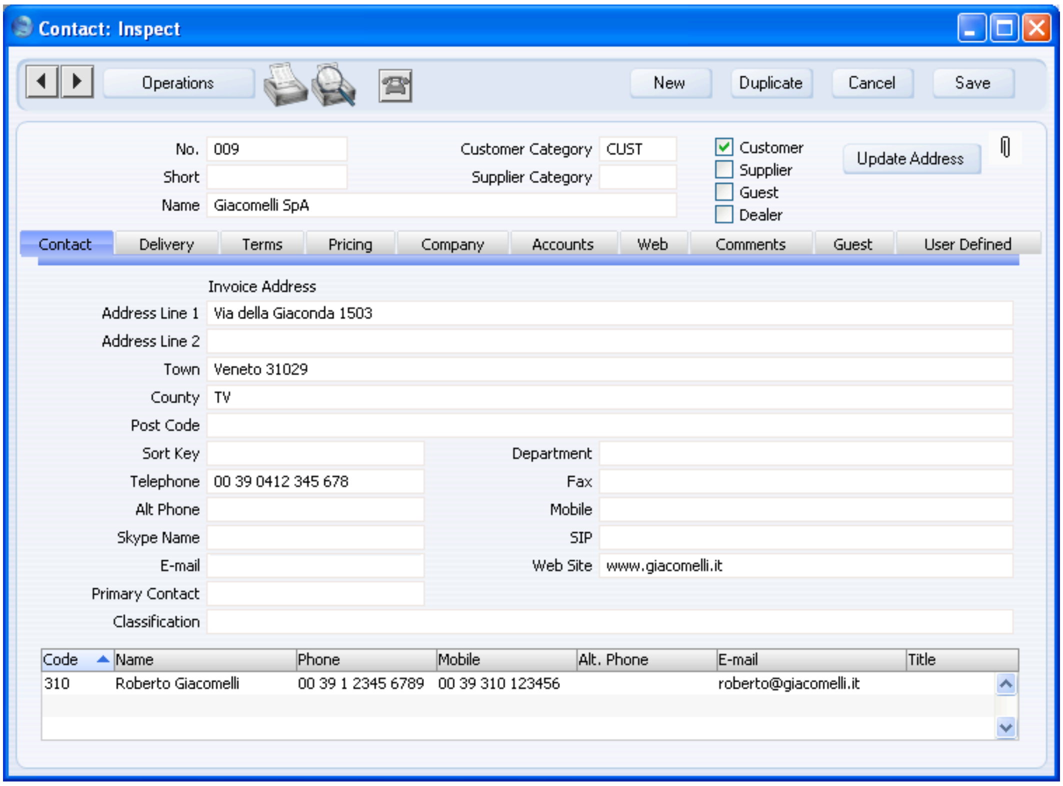
register and will be opened in a new window entitled 'Contact: Inspect'. This means the record has already been saved and is being opened to allow you to enter the Contact Person's name and contact details if these are different to those of the parent company—



The address details, telephone and fax will be copied from the parent company. Enter the Contact Person's name and appropriate contact information. As the Contact Person works for a company that has been marked as a Customer or a Supplier, you should not check these boxes in the Contact Person record (unless the Contact Person is also a Customer or Supplier in a private capacity).

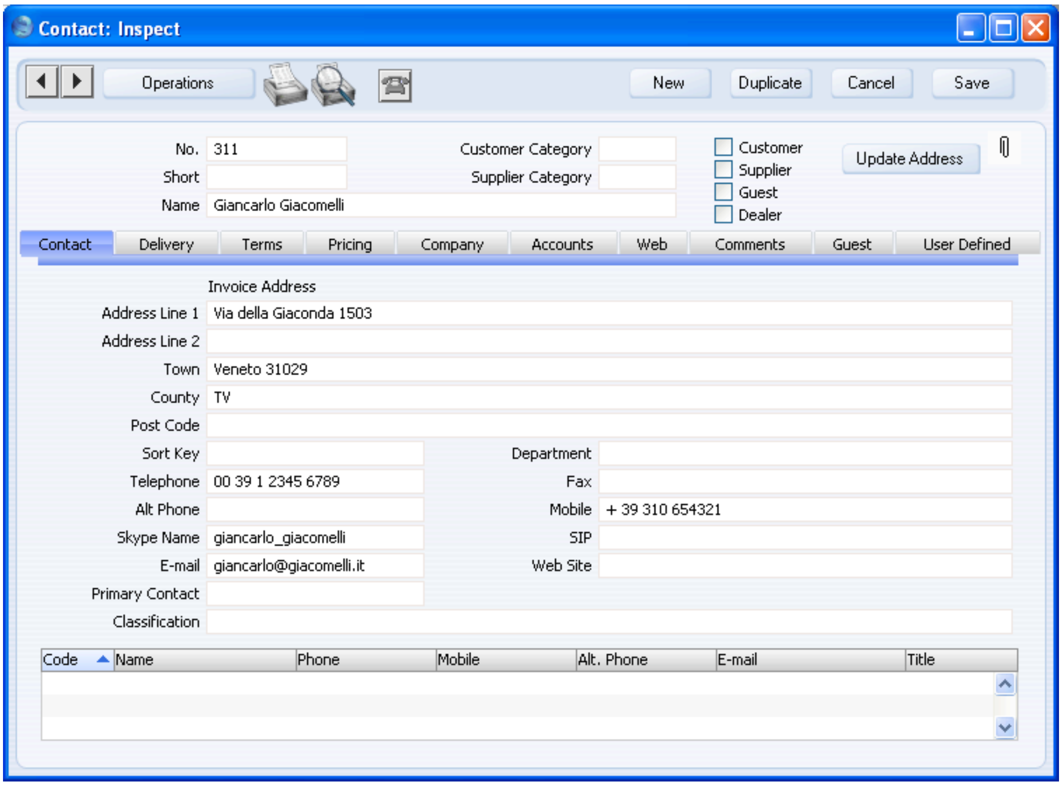


3. Save the Contact Person and close the record by clicking the close box. The Contact Person is now included in the list at the bottom of the 'Contact' card of the parent company's Contact record—

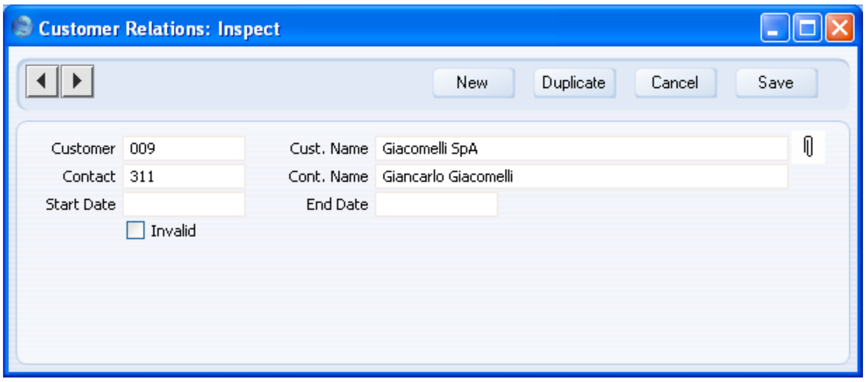


This list will contain all the Contact Persons working for the Customer or Supplier. As with all lists in HansaWorld Enterprise, you can sort this one by clicking on a column heading. If you need to open the Contact record of a Contact Person, double-click a line in this list.

4. The ‘Create Contact’ Operations menu function is the easiest way to add a Contact Person to a Customer or Supplier, but you can also use a more manual method. First, enter a new record to the Contact register for the Contact Person. No address, telephone or mobile information will be offered, so you will need to enter this information yourself (unless you duplicate an existing Contact Person)—



Now, you need to connect the Contact Person to the Customer or Supplier. The Customer Relations register in the CRM module provides this connection. If you create a Contact Person using the ‘Create Contact’ Operations menu function as described in step 3, a record will be created in the Customer Relations register automatically, connecting the Contact Person to the Customer or Supplier. In this case, as you created the Contact Person manually, you also need to create the connecting Customer Relations record yourself. To do this, ensure you are in the CRM module, open the Customer Relations register and create a new record—



Customer **Paste Special** Customers, Suppliers and Contact Persons in Contact register

Specify the Customer or Supplier for whom the Contact Person works.

Contact **Paste Special** Contact Persons in Contact register

Specify the Contact Person.

Start Date **Paste Special** Choose date

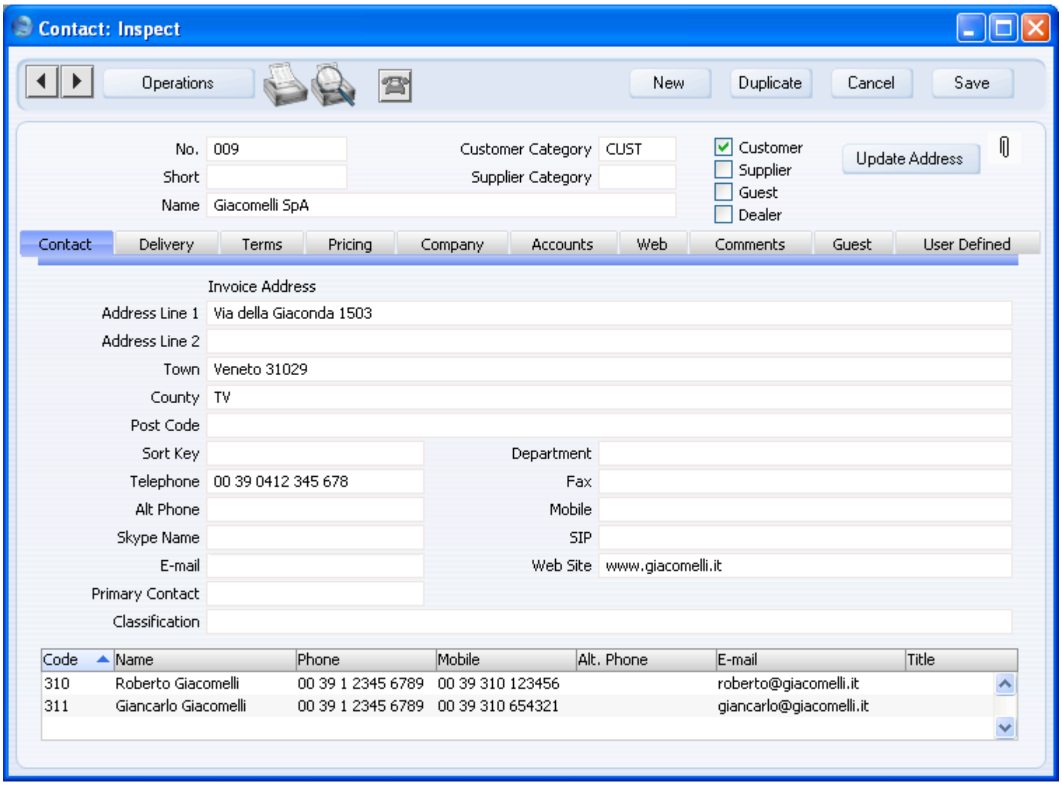
Enter the date when the Contact Person started working for the Customer or Supplier. This is for information only.

End Date **Paste Special** Choose date

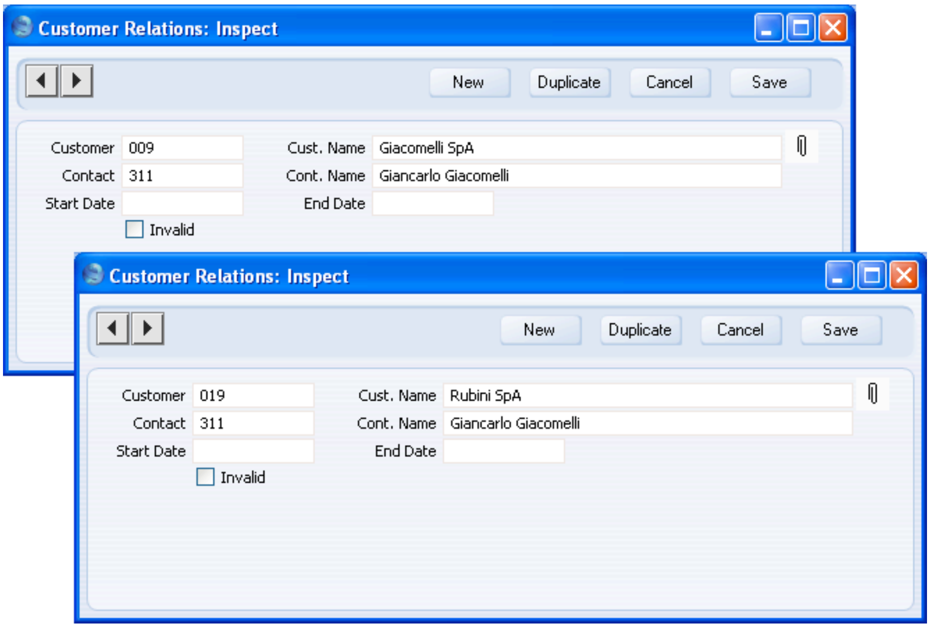
If appropriate, enter the date when the Contact Person stopped working for the Customer or Supplier. This is for information only.

Invalid If the Contact Person stops working for the Customer or Supplier, you can mark the Customer Relations record as Invalid. This is described in step 6 below.

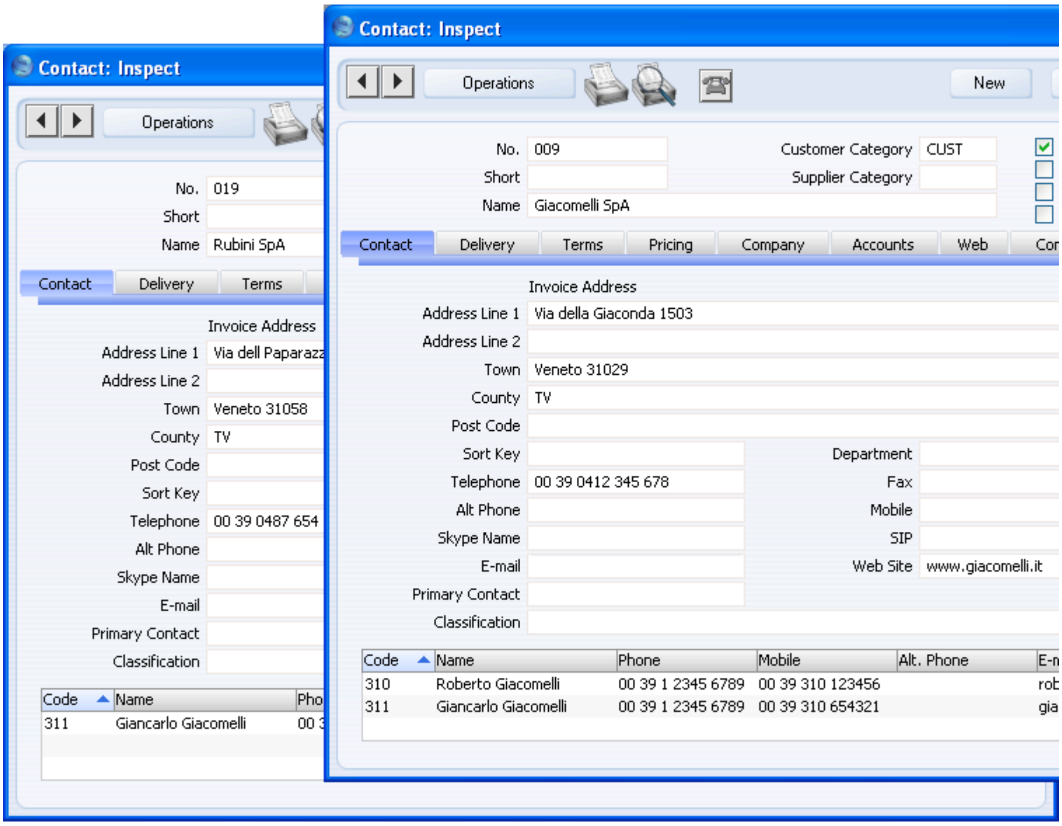
When you save the Customer Relations record, the Contact Person will be added to the list at the bottom of the 'Contact' card of the Customer or Supplier—



5. The Customer Relations register allows a Contact Person to work for more than one company. Simply enter as many records to the Customer Relations register as necessary, linking the Contact Person to the companies they work for—



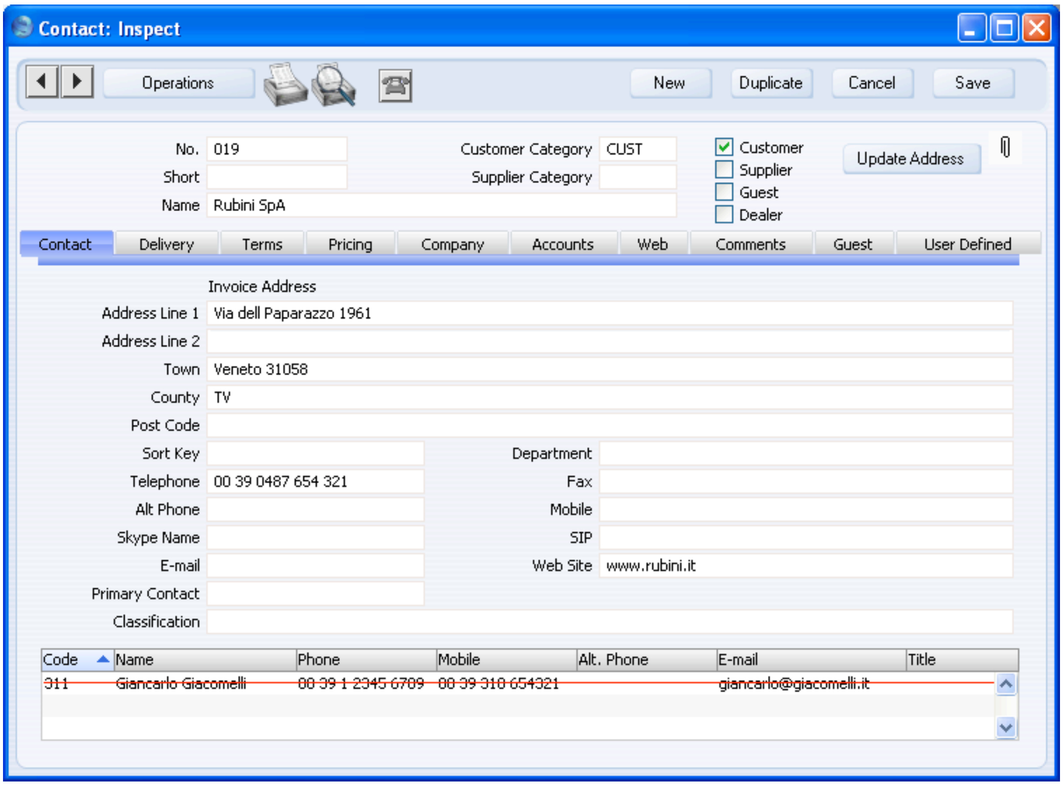
The Contact Person is listed in both Contact records for the companies—



6. If a Contact Person stops working for a Customer or Supplier, you can do one of three things—

    i. You can delete the relevant Customer Relations record. This will break the link between the Contact Person and the Customer or Supplier. Alternatively, if the Contact Person moves to another Customer or Supplier, you can enter the new Customer or Supplier in the Customer Relations record.

ii. You can mark the relevant Customer Relations record as invalid. The link between the Contact Person and the Customer or Supplier will remain, but the Contact Person will no longer appear in 'Paste Special' lists and will be marked with a red line in the Customer or Supplier record—

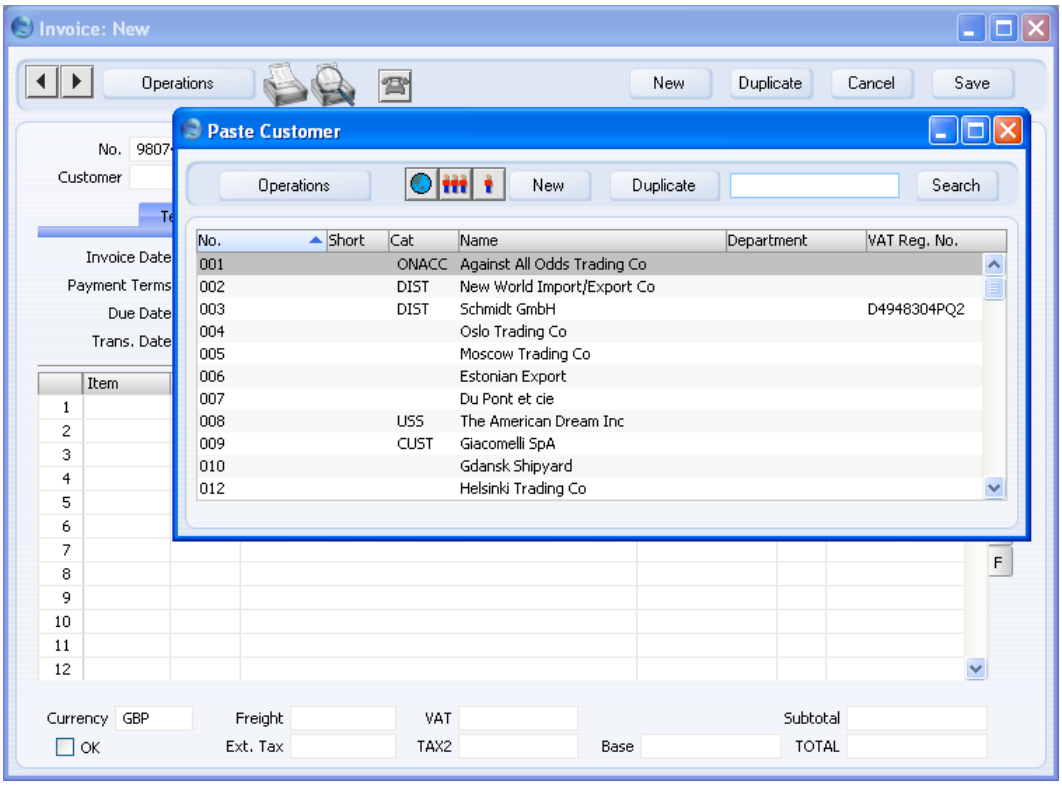


You can use this method if you want to remember that the Contact Person once worked for the Customer or Supplier, between the dates recorded in the Customer Relations record. If the Contact Person moves to another Customer or Supplier, you can create a new Customer Relations record.

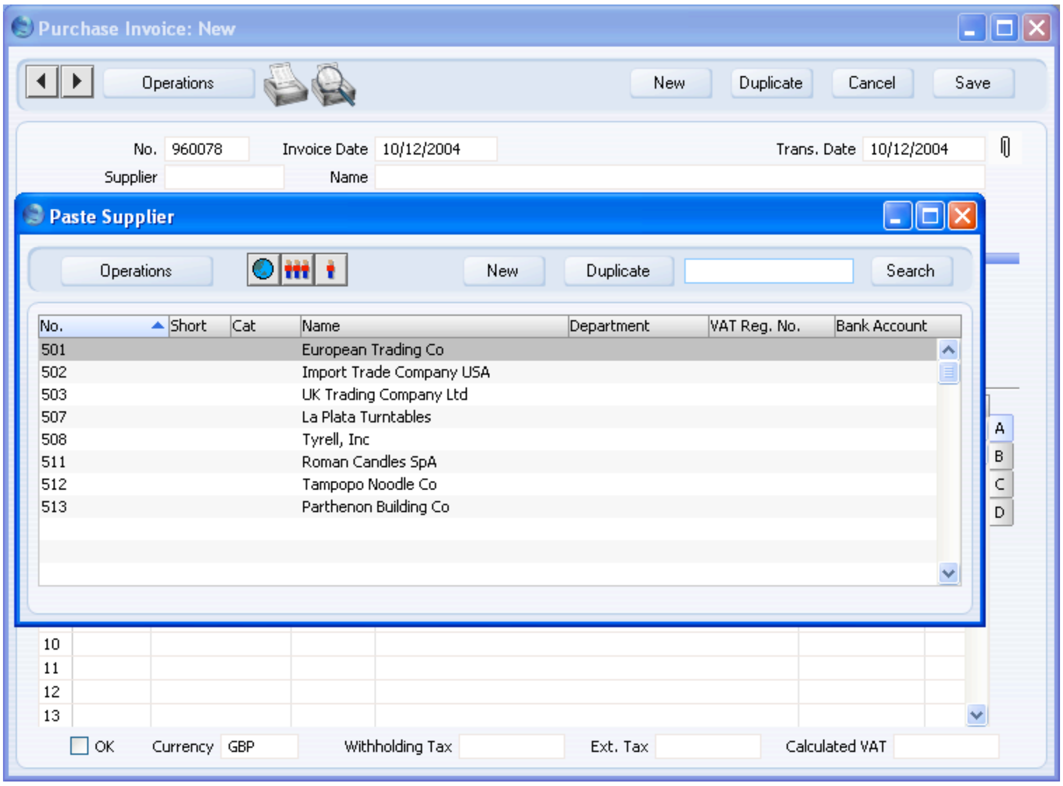
iii. You can mark the Contact Person as Closed (on the 'Terms' card of their Contact record). All Customer Relations records for the Contact Person will be marked as Invalid automatically. The link between the Contact Person and the Customer or Supplier will remain, but the Contact Person will be marked with a red line, as illustrated in point ii above. The Contact Person will no longer appear in 'Paste Special' lists. This method will not be suitable if the

Contact Person moves to another Customer or Supplier, or works for more than one at the same time. It closes the Contact Person as a whole, so they will not appear in 'Paste Special' lists for the new or second companies.

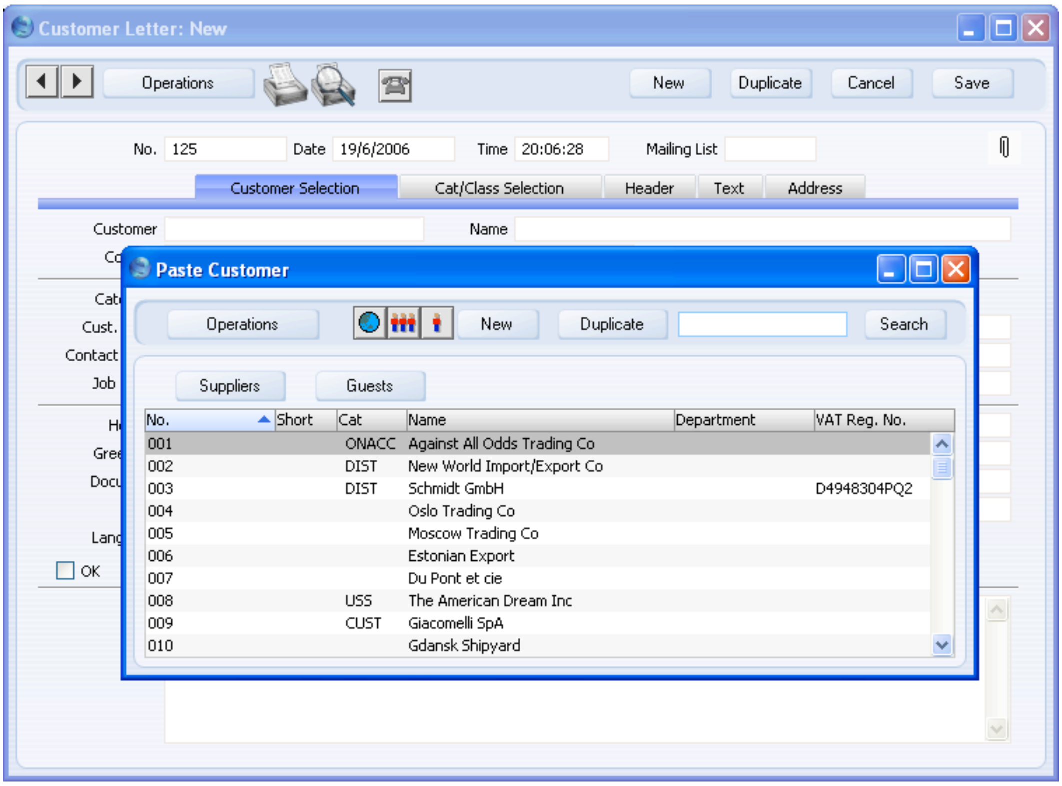
7. Once you have entered a Customer or Supplier and all its Contact Persons, you can work with them quickly and easily. For example, when you enter a Sales Invoice, only Customers will be shown in the 'Paste Special' list from the Customer field—



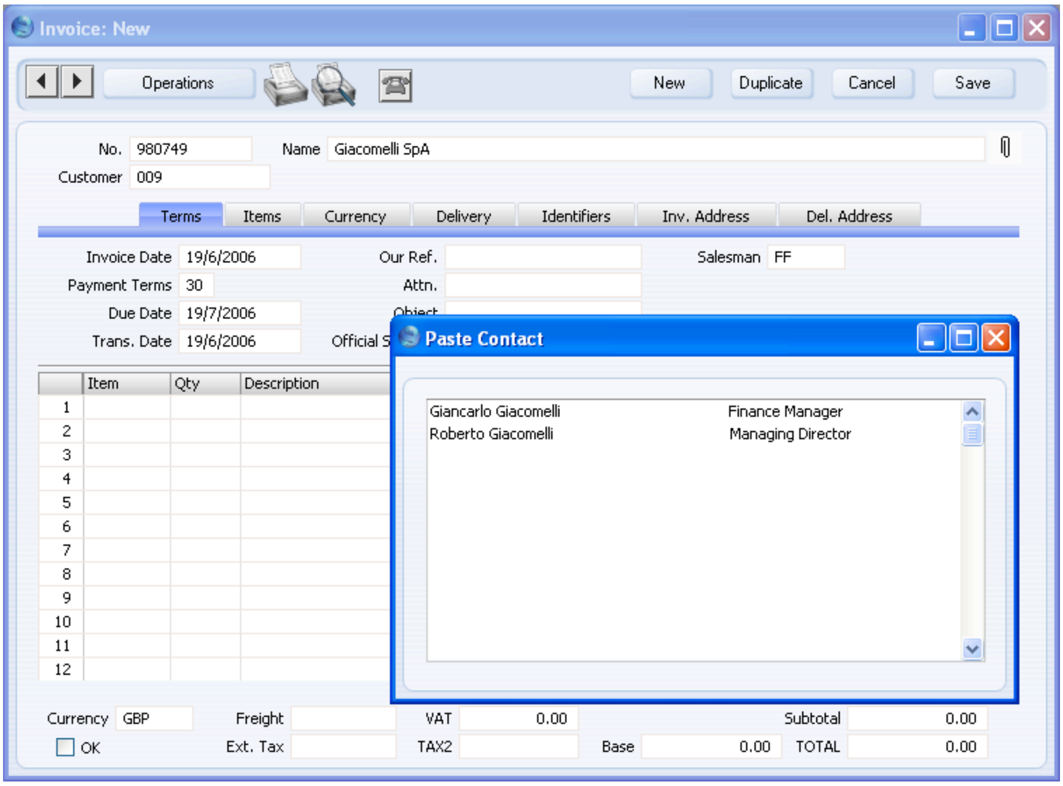
When you enter a Purchase Invoice, only Suppliers will be shown in the 'Paste Special' list from the Supplier field—



In some cases (e.g. Activities, Customer Letters), you can specify Customers and Suppliers. When you open the 'Paste Special' list from the Customer field, it will list Customers, but there will be a [Suppliers] button at the top of the list, allowing you to choose a Supplier if necessary—

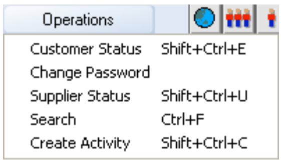


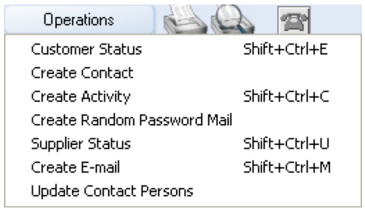
In most records, you can choose a Contact Person as well as a Customer or Supplier. The Primary Contact from the 'Contact' card of the Customer or Supplier will be brought in as a default. To choose a different Contact Person, activate 'Paste Special' from the Contact or Attn. field (the name of this field varies depending on the register)—



This list will only contain Contact Persons that work for the Customer or Supplier. Closed Contact Persons will not be included in the list. The Primary Contact from the 'Contact' card of the Customer or Supplier will be included in the list, but will not be listed twice if you have a separate Contact record for that Person. Note that the Title of each Contact Person is shown in the list, so you should record this information if you have it (on the 'Comments' card of the Contact record), to make selection of the correct Contact Person easier.

Operations Menu





The Operations menus for Contacts are shown above. On the left is that for the 'Contacts: Browse' window: highlight a Contact in the list before selecting the function. You can also apply the function to a group of Contacts: highlight the first Contact in the group and then click on the last while holding down the Shift key. Then select the function. On the right is that for the 'Contact: New' and 'Contact: Inspect' windows.

Customer Status

You can use the 'Customer Status' function with Contacts that are Customers. It provides a short cut to the Customer Status report, otherwise only available in a less detailed form in the Sales Ledger.

In its basic form, this report shows the Customer Number, Name and telephone number, Contact Classifications, Credit Limit and turnover for the year to date for the Customer currently on screen or for those Customers highlighted in the browse window, together with a list of all open Invoices and the last five paid Invoices. However, if required, more information can be shown in the report, such as lists of recent Activities, Contract Quotations, Contracts, Quotations and Orders, and monthly sales figures for the past year. Use the Info on Customer Status Report setting in the CRM module (described above on page 24) to control how much of this additional information will be shown to different users, each of whom can be given a different report definition. Much of this additional information will not be shown if the report is produced from the 'Reports' function in the Sales Ledger. If the appearance of the report when it is produced using this function is not as expected (it only lists Invoices), the probable cause is that there is no record in the Info on Customer Status Report setting for the user producing the report.

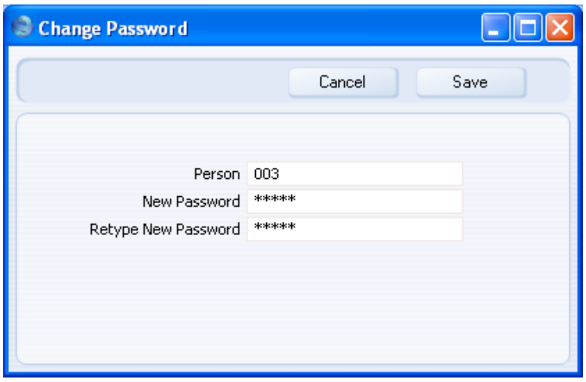
The Customer Status report has the HansaWorld Enterprise Drill-down feature. You can open many records such as Contact Persons, Activities, Quotations and Invoices from the report by clicking in the appropriate places (i.e. on Contact Person names, on Activity Dates and on Quotation and Invoice Numbers). You can also click on a Person's initials to open an Activities, Persons report for that Person. Text with the drill-down feature is shown underlined in the report. The report also contains a [New Activity] text button that you can click to create an empty new Activity. Finally, the [Credit History] text button will open a separate report showing the Customer's credit history. This is a chargeable internet service: to use it you must have registered your database in Estonia using the Automatic Internet Enabler method, as described in the 'Enabler Key' section in the first chapter of the 'Introduction to HansaWorld Enterprise' manual. You must also have entered a Reg No 1 on the 'Company' card of the Contact record for the Customer whose credit history you are interested in.

The function will have no effect if you try to use it with a Contact that is not marked as a Customer.

Change Password

If you are using the HansaWorld Enterprise Web Shop facility and a Contact is a Customer who will be placing Orders over the web, you should use this function to give them a password. You should also check the Allow Login box on the 'Terms' card of the Customer's Contact record. The Contact will be able to use their Contact Number or email address as Login IDs.

To set a password for a Customer, highlight their name in the 'Contacts: Browse' window and select 'Change Password' from the Operations menu. The following window is opened—



Enter the old password if there is one and then type in the new one twice to ensure that it is correct. Press the Shift-Enter key combination to close the window and save: use the close box if you do not want to save changes. The password is case-sensitive.

If you want create a random password and send it to the Customer in a Mail, open the Contact record and select 'Create Random Password Mail' from the Operations menu. This function is described below on page 95.

If you want to set rules for passwords (e.g. to impose a minimum number of characters, or to require at least one alpha or numeric character), use the Password Security setting in the System module.

Supplier Status

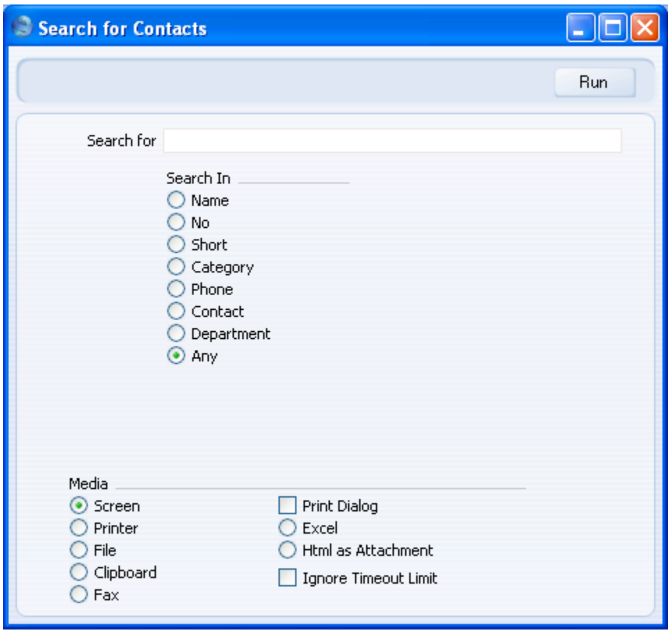
You can use the ‘Supplier Status’ function with Contacts that are Suppliers. It provides an immediate report listing previous Purchase Invoices and Payments for the Supplier currently on screen or for those highlighted in the browse window. It also shows total amount due figures. The function will have no effect if you try to use it with a company that is not marked as a Supplier.

Depending on the availability of the CRM module, additional information can also be shown in the report, such as lists of recent Activities, Goods Receipts and Purchase Orders and monthly purchasing figures for the past year. Use the Info on Supplier Status Report setting in the CRM module (described above on page 29) to control how much of this additional information will be shown to different users, each of whom can be given a different report definition. If the appearance of the report is not as expected (it only lists Purchase Invoices and Contact Persons), the probable cause is that there is no record in the Info on Supplier Status Report setting for the user producing the report.

The Supplier Status report has the HansaWorld Enterprise Drill-down feature. You can open many records such as Contact Persons, Activities, Goods Receipts and Purchase Invoices from the report by clicking in the appropriate places (i.e. on Contact Person names, on Activity Dates and on Goods Receipt and Purchase Invoice Numbers). You can also click on a Person’s initials to open an Activities, Persons report for that Person. Text with the drill-down feature is shown underlined in the report.

Search

You can search for Contacts containing a certain word or phrase. To do this, open the 'Contacts: Browse' window and select 'Search' from the Operations menu. The following window opens—



Search for Enter here the word or phrase that you are looking for.

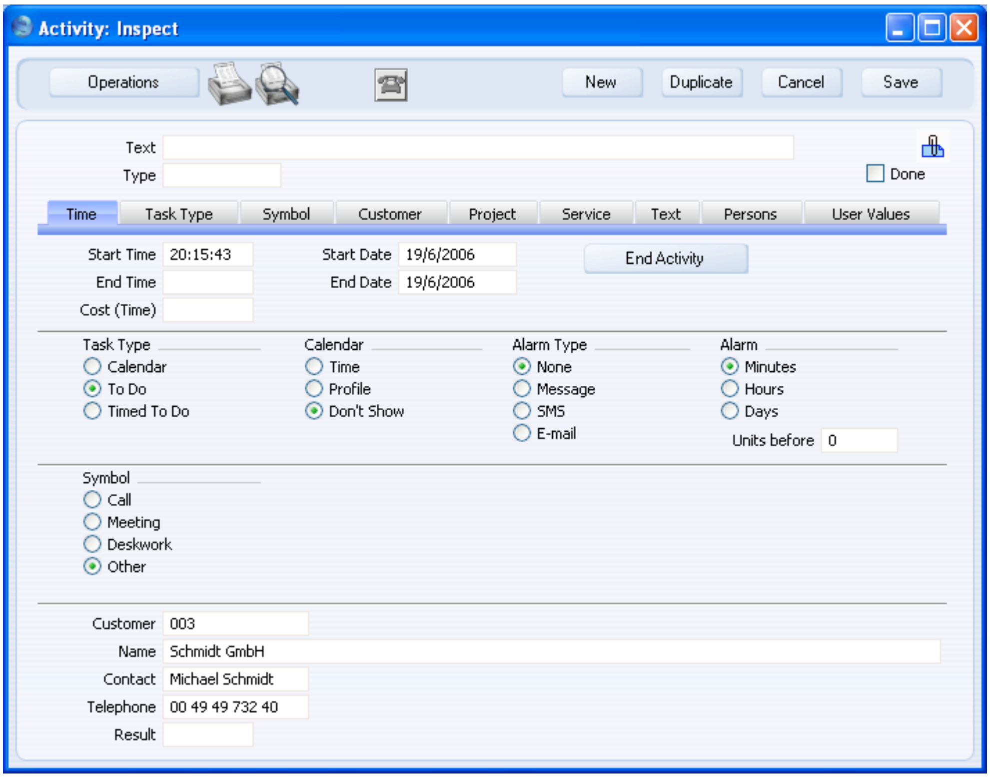
Search in Choose the field where you want to search for the word or phrase.

Press [Run] to activate the search. A report will be printed to screen, listing the Contacts found. In the report, click on the Name of a Contact to open the record.

Create Activity

Use this function to create records in the Activity register in the System module. This can be useful if, for example, you need to schedule a call to a new Contact.

When you select the function, the following screen appears, where you can create a new Activity—



The new record is opened in a window entitled ‘Activity: Inspect’. This means that it has already been saved and is being opened for checking. If you created the Activity from a Customer or Supplier, the Customer or Supplier Number and Name, Primary Contact and Phone Number will be brought in automatically to the fields on the ‘Customer’ card. If you created the Activity from a Contact Person, their Name and Phone Number and the Number and Name of the Customer or Supplier they work for will be brought in to the ‘Customer’ card. If the Contact Person works for more than one Customer or Supplier, the one with the lowest Number will be used. No default Activity Type will be offered, while the Task Type will be To Do, and the Symbol will be Other. The Start Date of the Activity will be the current date, and the Person will be the current user.

After amendment if necessary, save the record in the Activity register by clicking the [Save] button in the Button Bar and close it using the close box. Alternatively, if you no longer require the Activity, remove it using the 'Delete' function on the Record menu. In either case, you will be returned to the Contact window.

The Contact and the Activity will be connected to each other through the Attachments facility. This allows you to open the Contact quickly and easily when reviewing the Activity, or to open the Activity from the Contact. When viewing the Activity or Contact, click the button with the paper clip image to open a list of attachments. Then double-click an item in this list to open it.

The Contact does not have to be saved before you create an Activity.

Please refer to the 'CRM' manual for full details of the 'Activity: Inspect' window.

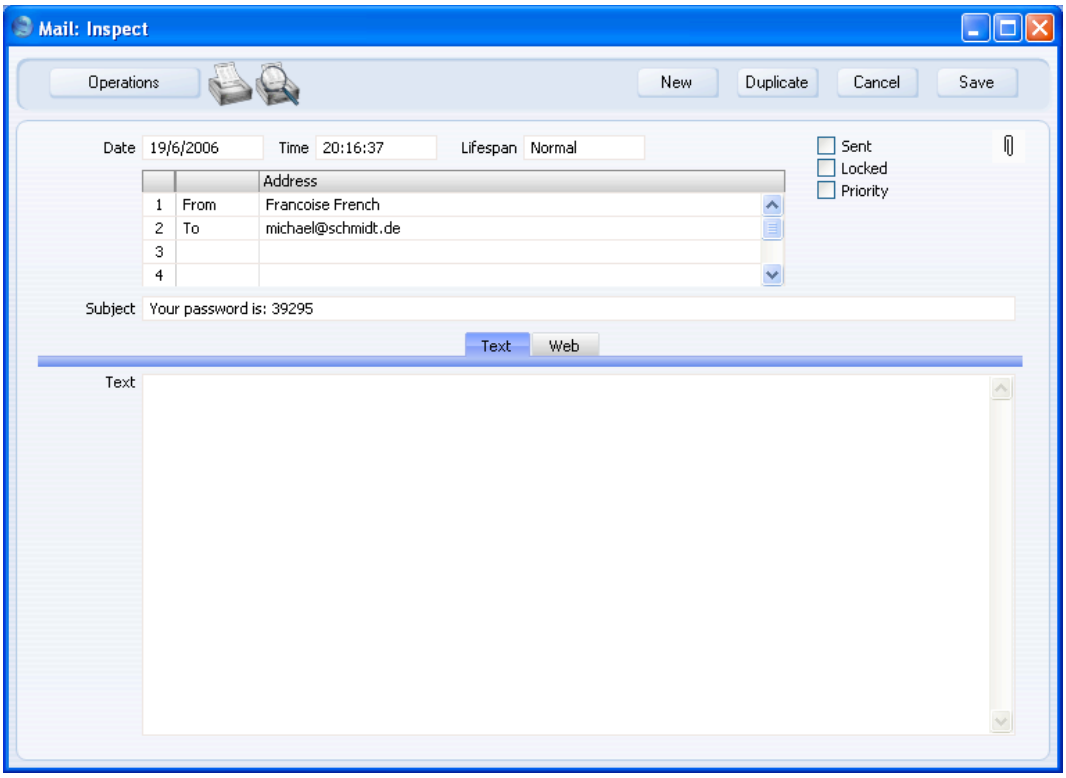
Create Contact

Please refer to the 'Linking Contact Persons and Companies - the Customer Relations Register' section above on page 75 for details of this function.

Create Random Password Mail

If you are using the HansaWorld Enterprise Web Shop facility and a Contact is a Customer who will be placing Orders over the web, you can use this function to generate a password for them. You should also check the Allow Login box on the 'Terms' card of the Customer's Contact record. The Contact will be able to use their Contact Number or email address as Login IDs.

To set a password for a Contact, double-click their name in the 'Contacts: Browse' window and, when the 'Contact: Inspect' window opens, select 'Create Random Password Mail' from the Operations menu. The following window appears, where you can create a new Mail—



The new record is opened in a window entitled 'Mail: Inspect'. This means that it has already been saved and is being opened for checking. The current user will be the default sender of the Mail. The To field will contain the email address of the Contact. The Subject field will contain the random password. After you have written a message and when you are then ready to send the Mail, check the Sent box. Finally, save the Mail by clicking the [Save] button in the Button Bar. If you are using the Lock and Send E-Mails Automatically option in the Mail and Conference Settings setting in the E-mail and Conferences module and the Mail contains an external email address (i.e. one with the @ sign), it will now be sent automatically. If you are not using this option, select 'Send E-mail' from the Operations menu after the Mail has been saved. Finally, close the Mail using the close box. You will be returned to the Contact window.

If the function does not create a Mail, the probable causes are—

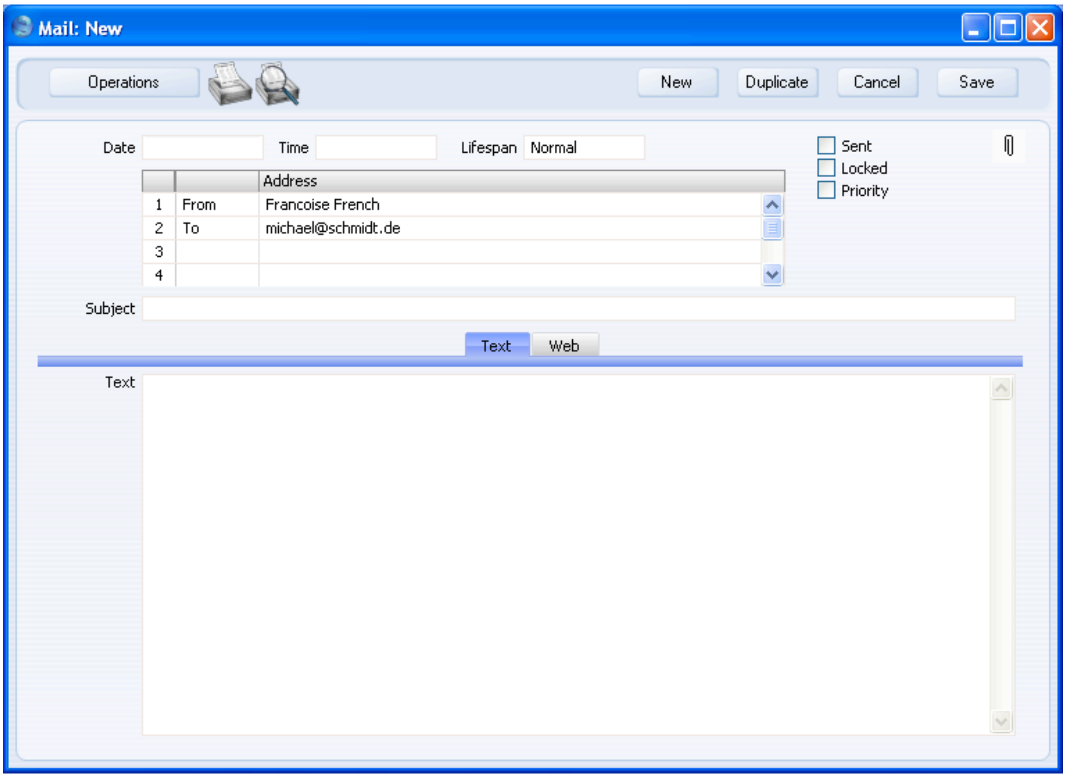
1. The current user does not have a Mailbox.

2. The Contact does not have an email address.

3. The Contact has not been saved.

Create E-mail

Use this function if you need to send an email to the Contact. When you select the function, the following window appears, where you can create a new Mail—



The new record is opened in a window entitled 'Mail: New'. This means that it has not yet been saved. The current user will be the default sender of the Mail, and the To field will contain the email address of the Contact. After you have written a message and when you are then ready to send the Mail, check the Sent box. Finally, save the Mail by clicking the [Save] button in the Button Bar. If you are using the Lock and Send E-Mails Automatically option in the Mail and Conference Settings setting in the E-mail and Conferences module and the Mail contains an external email address (i.e. one with the @ sign), it will now be sent automatically. If you are not using this option, select 'Send E-mail' from the Operations menu after the Mail has been saved. Finally, close the Mail using the close box. You will be returned to the Contact window.

If the function does not create a Mail, the probable causes are—

1. The current user does not have a Mailbox.

2. The Contact does not have an email address.

3. The Contact has not been saved.

Update Address

If the Contact is a Customer or Supplier, use this function to update all their Contact Persons with the latest Invoice Address details. Change the Invoice Address as appropriate, save the Contact record and then select this function from the Operations menu. The new Invoice Address will be copied to all Contact Persons. Other contact details (e.g. telephone number, mobile, Delivery Address etc) will not be copied as Contact Person records are likely to contain personal numbers (e.g. extension numbers).

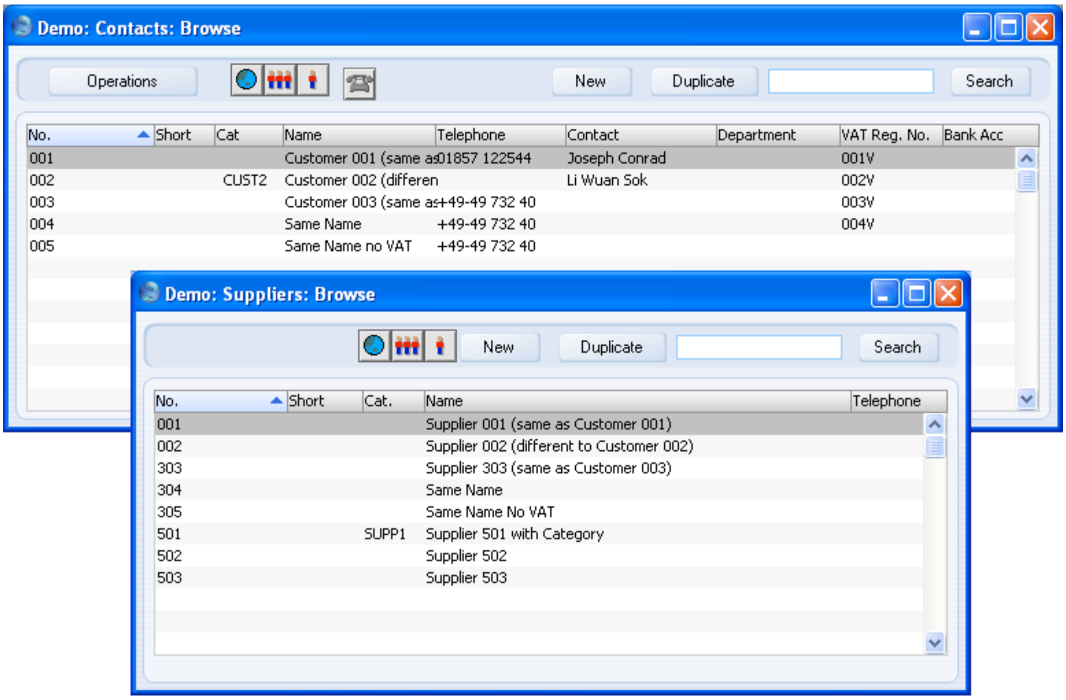
Combining Customers and Suppliers

Prior to HansaWorld Enterprise version 4.1, Customers and Suppliers were stored in separate registers. In this version, the two registers were made into one. When you update from 4.0 or earlier to 4.1 or later, you will need to copy your Supplier information out of the old Supplier register into the Customer register. You must do this before you can use your Supplier information anywhere in the system (e.g. before you can create Purchase Orders or Purchase Invoices). In version 5.0, the Customer register was re-named the Contact register. We have used the term “Customer” in this section when referring to records that existed prior to version 4.1, but if you are using version 5.0 or later, note that these Customer records will be found in the Contact register.

In 4.1 and later, you can find the old Supplier register in the Technics module, where it is a setting. You can edit the Suppliers that are already there (e.g. change their VAT Numbers as described below), but you cannot add new Suppliers. You can only add new Suppliers to the new unified Customer/Contact register.

To convert Suppliers to Contacts, you will need to work in the Technics module. If you are working in a multi-user system and ‘Technics’ is not available when you click the [Select Module] button in the Master Control panel, the probable reason is that you have logged on as a Person that does not have access privileges for this module. If you are the system administrator, it is recommended that your Person record should belong to an Access Group that Starts from Full Access and that explicitly grants full access to the Technics module. Access Groups are fully described in the ‘System Module’ manual. In a single-user system, the probable reason is that the Server option is not checked in the Configuration setting in the System module.

We will illustrate the procedure for copying Suppliers to the Customer/Contact register using a database containing the following Customers (Contacts) and Suppliers—



Follow these steps—

1. Before updating to the new version, print the significant Purchase Ledger reports such as the Purchase Ledger itself, the Open Invoice Supplier Statement and the Periodic Supplier Statement. Similarly, in the Purchase Orders module, print reports such as the Purchase Order Stock report and the Purchase Order Journal.

2. Referring to the section entitled ‘Updating from Previous Versions of HansaWorld Enterprise’ in the first chapter of the ‘Introduction to HansaWorld Enterprise’ manual, update your database to the new version of the program.

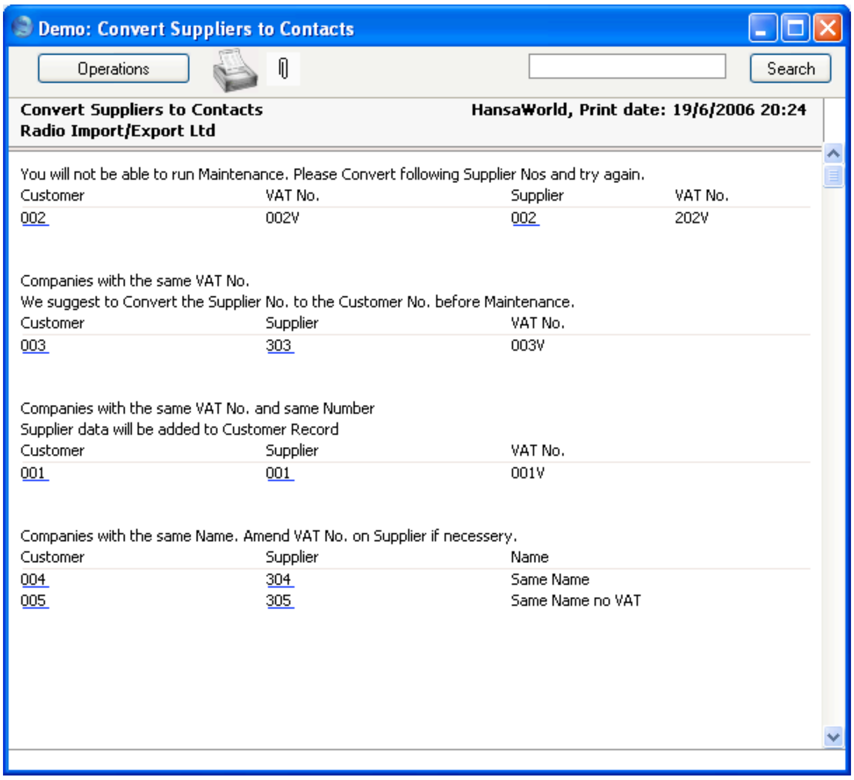
3. Back up your database in the usual fashion.

4. Before you can copy your Suppliers into the Customer/Contact register, you should edit your Supplier register with these goals in mind—

   i If a company is both a Customer and a Supplier, its Customer Number and its Supplier Number should be the same, and the VAT Registration Numbers should be the same in both registers. The conversion process will copy the information about this company in the Supplier register to the corresponding existing record in the Customer/Contact register.

   ii If a company is a Supplier only, its Supplier Number should be a number that is not used as a Customer Number in the Customer/Contact register. When the conversion process copies this company into the Customer/Contact register, it will be as a new record, with a Customer Number that is the same as its Supplier Number. That Customer Number cannot therefore already be in use.

   Start this process by running the Convert Suppliers To Customers report in the System module (do not use the Compare With Conversion - Supplier Settings option). Note: in version 5.0, this report was re-named Convert Suppliers To Contacts, and in 5.1 it was moved to the Technics module.



The first line of this report will state whether you can copy your Supplier information into the Customer/Contact register immediately. If so (and if the remainder of the report is empty), proceed to step 6.

The remainder of the report will contain up to four sections listing changes that you should make in the Supplier register before the conversion process can copy the information into the Customer/Contact register.

The four sections are—

a. Lists the cases where the Supplier Number is the same as the Customer Number, but the companies appear to be different (they have different VAT Registration Numbers, or one or both companies do not have VAT Numbers). In this case you must change the Supplier Number, as described in step 5 below (or if they are in fact the same company you should make sure they have the same VAT Numbers by clicking on the Customer or Supplier Number in the report).

In the example, Customer 002 and Supplier 002 are different companies. We will therefore give Supplier 002 a different Supplier Number (one that is not used as a Customer Number).

b. Lists the cases where the Supplier Number is not the same as the Customer Number, but the Companies appear to be the same (they have the same VAT Registration Number). If the companies are different, you should change the VAT Number in one or both companies by clicking on the Customer or Supplier Number in the report. If in fact the companies are the same, you must change the Supplier Number to be the same as the Customer Number, as described in step 5 below.

   In the example, Customer 003 and Supplier 303 are the same company. We will renumber Supplier 303 to be Supplier 003, so that the conversion process can then copy its Supplier information to Customer 003.

c. Lists the cases where the Supplier Number is the same as the Customer Number and the companies appear to be the same (they have the same VAT Registration Number). If the companies are in fact the same, you need take no action. If they are different, you must change the Supplier Number as described in step 5 below, and you should also change the VAT Number in one or both companies by clicking on the Customer or Supplier Number in the report.

   In the example, Customer 001 and Supplier 001 are the same company. We will allow the conversion process to copy Supplier information from Supplier 001 and to attach it to Customer 001.

d. Lists the cases where the Supplier Number is not the same as the Customer Number and the Companies have different VAT Registration Numbers, but they have the same name. If the companies are different, you need take no action. If they are the same, you must change the Supplier Number to be the same as the Customer Number as described in step 5 below, and you should change its VAT Number to be the same as the Customer's.

   In the example, Customer 004 and Supplier 304 fall into this category. In fact, they are the same company so we will make their VAT Numbers agree. Then we will renumber Supplier 304 to be Supplier 004, so that the conversion process can attach its Supplier information to Customer 004. Customer 005 and Supplier 305 are also in this category, but they are different companies. In their case, the conversion process can copy Supplier information in to the Customer/Contact register with no intervention.

Customers and Suppliers that do not fall into any of the four categories described above (i.e. they are clearly separate companies, with no shared Customer/Supplier Numbers or VAT Numbers) will not be shown in the report. The conversion process can copy Supplier information in to the Customer/Contact register with no intervention. In the example, a new Customer record, Customer 503, will be created, to receive information copied from Supplier 503.

As the basis of comparison is the VAT Registration Number, it is recommended that you enter VAT Numbers for as many Suppliers and Customers as possible before producing the report, or from the report by drilling down. Recalculate the report when you've entered as many VAT Numbers as possible. When the VAT Number information is as complete as possible, proceed to step 5.

5. If the report showed that you need to change some Supplier Numbers, do this now.

   In the example, we need to change three Supplier Numbers—

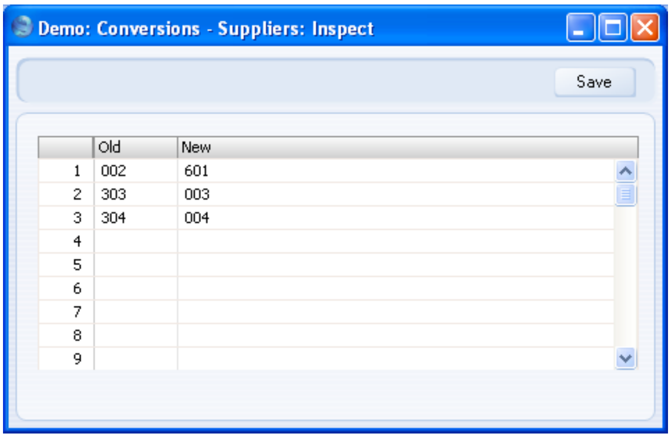
   - Supplier 002 should be given a new number that is not in use as a Customer Number. It does not matter what this number is.

   - Supplier 303 should be given number 003 to be the same as Customer 003, and Supplier 304 should be given number 004.

   In brief, this is done by listing the old and new Supplier Numbers in the Conversions - Suppliers setting. You can do this yourself, or you can have the ‘Prepare Conversion Suppliers Settings’ Maintenance function do it for you. Then, export the database to a back-up file, create a new database, switch on the correct import option in the Conversions - Master setting and import the back-up file.

For more detail, follow these steps—

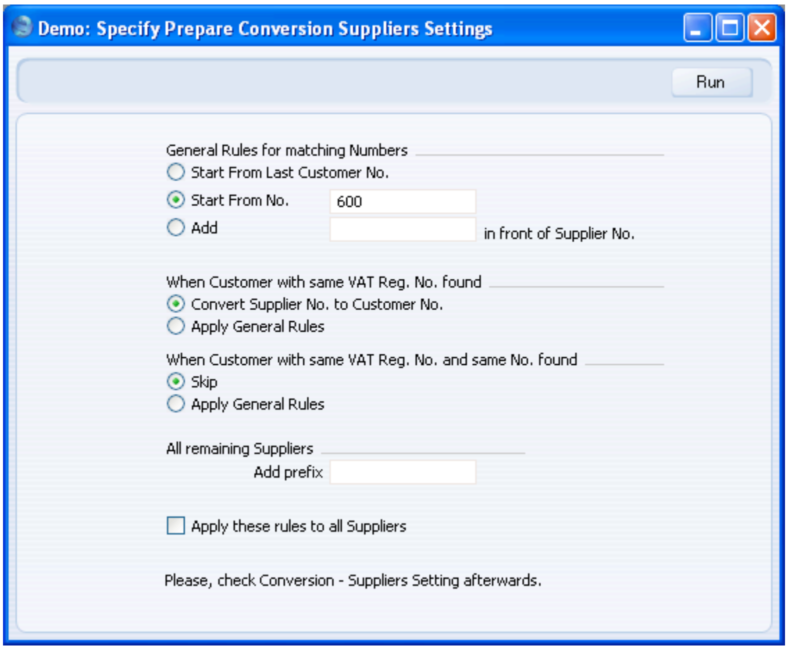
i. Open the Conversions - Suppliers setting in the System module and fill in the conversion table with Suppliers' old Numbers in the left-hand column and the new Numbers that they are to be given on the right—



ii. If you have many Supplier Numbers to change, you can use the 'Prepare Conversion Suppliers Settings' Maintenance function in the System module (in the Technics module from version 5.1 onwards) to fill the setting for you.

In essence, this function will assume that a Customer and a Supplier with the same VAT Number are in fact the same company. It will then try to ensure that such a company will end up with matching Customer and Supplier Numbers. Therefore, before using this function, you should ensure that your Customer and Supplier records have as many VAT Numbers as possible, as described in step 4 above.

When you open the ‘Prepare Conversion Suppliers Settings’ Maintenance function, the following dialogue box appears—



General Rules for matching Numbers

These options control how a new Supplier Number will be assigned to a Supplier falling into category 4a as described above (Supplier Number is the same as a Customer Number, but companies are different).

Start from last Customer No.

Creates a new Supplier Number by finding the last Customer Number and adding 1.

Start from No. Starts a new number sequence starting by adding 1 to the number specified in the field to the right.

Take great care if you use this option. You should choose a number sequence that is currently not used in the Customer/Contact register or in the old Supplier register.

Add Retains the old Supplier Number but adds as a prefix the character(s) you specify in the field to the right.

When Customer with same VAT No. found

These options control how a new Supplier Number will be assigned to a Supplier falling into category 4b as described above (VAT Number is shared with a Customer but Supplier and Customer Numbers are different).

Convert Supplier No. to Customer No.

The Supplier will be given the Customer Number of the Customer with the shared VAT Number.

Apply General Rules

The Supplier will be given a new Supplier Number, created using the option chosen in the General Rules For Matching Numbers section above.

When Customer with same VAT No. and same No. found

These options control how a new Supplier Number will be assigned to a Supplier falling into category 4c as described above (VAT Number is shared with a Customer, and Supplier and Customer Numbers are the same).

Skip No action will be taken for these Suppliers.

Apply General Rules

The Supplier will be given a new Supplier Number, created using the option chosen in the General Rules For Matching Numbers section above.

Apply these rules to all Suppliers

Check this box if the option chosen in the General Rules For Matching Numbers section above is to be applied to all other Suppliers (i.e. if all Suppliers with no possible match in the Customer/Contact register are to be renumbered or given a prefix as described above).

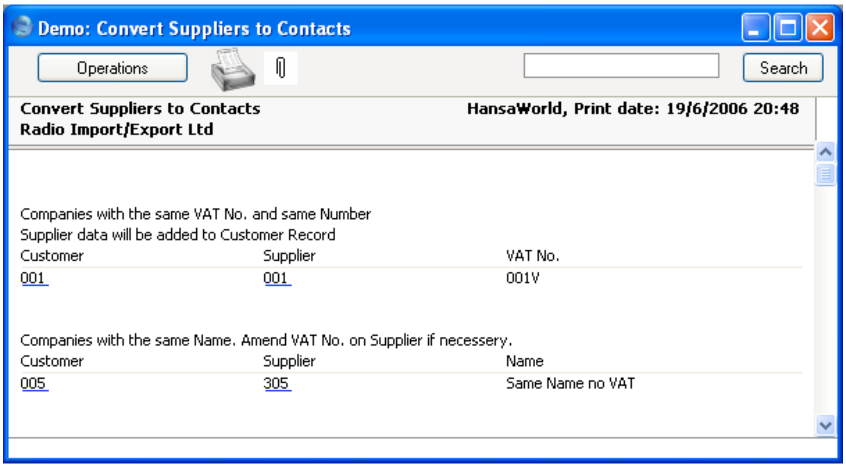
Click the [Run] button to operate the function. When it has finished, check the Conversion - Suppliers setting to see that it has been filled correctly and make any adjustments necessary.

In the example illustrated above, the top section, General Rules For Matching Numbers, will apply to Supplier 002. We have chosen a number sequence beginning at 600, a sequence that is not currently used in either the Customer or the Supplier registers. The second section, When Customer With Same VAT No. Found, will apply to Suppliers 303 and 304. We have specified that these are to become Suppliers 003 and 004 respectively. Note that this rule will apply to all Suppliers that share a VAT Number with a Customer. If there are some Suppliers for whom this was not applicable, we would have to move them out of this group by changing their VAT Numbers before running the Maintenance function.

iii. Produce the Convert Suppliers To Customers report again (Convert Suppliers To Contacts report from version 5.0 onwards), this time using the Compare With Conversion - Supplier Setting option. This option means that the report will check that your Suppliers can be copied into the Customer/Contact register, taking the information in the Conversions - Suppliers setting into account (i.e. the report will assume the Suppliers have been renumbered as stated in the Conversions - Suppliers setting).

If the report suggests further changes, carry them out as already described.

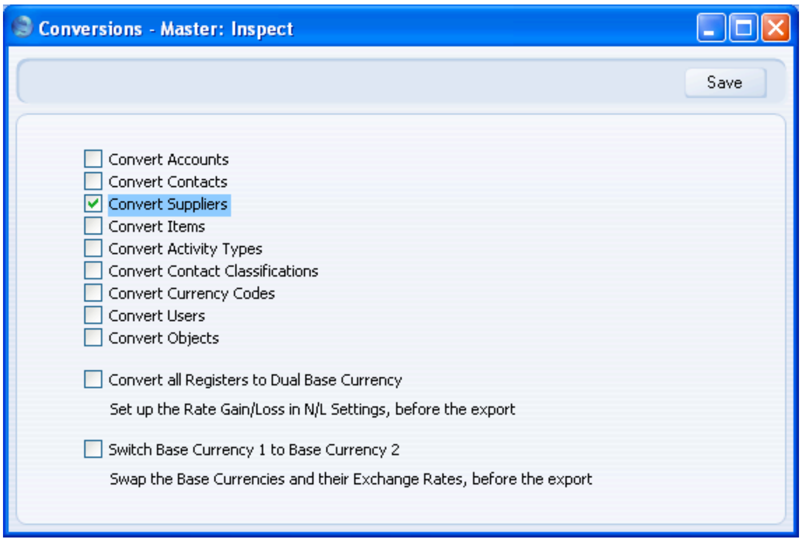
This is the result in the example database—



The report only contains two sections. The first is a reminder that information from Supplier 001 will be copied to Customer 001. As we know, they are in fact the same company, so we are happy for this to happen. The second is a reminder that Supplier 305 and Customer 005 have the same name and could therefore be the same company. At the moment, a new Customer 305 will be created, so they will be treated as being different companies. As we know, they are in fact different companies, so again we are happy for this to happen. So, in the example no further changes to the Customer/Contact or Supplier registers are necessary and we can proceed to the next step. Otherwise, the report will provide a reminder that further changes are needed.

iv. Make a back-up of your entire database in the usual way and quit HansaWorld Enterprise.

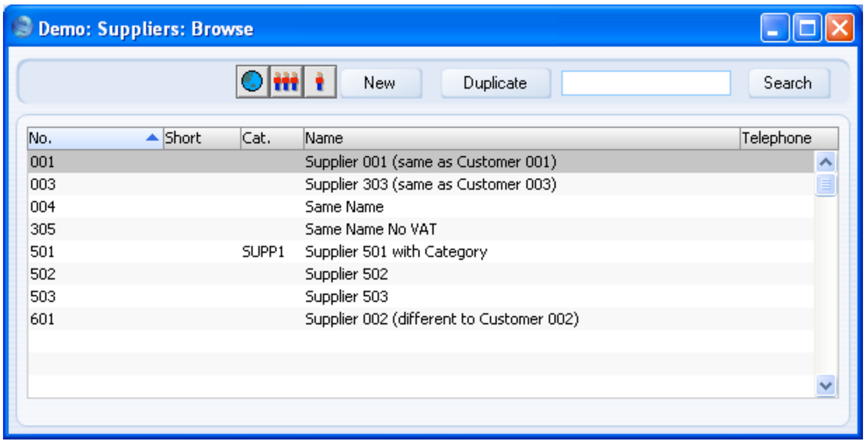
v. Create a new database. Open the Conversions - Master setting (System module) and check the Convert Suppliers box.



vi. Import the database text backup. When it has finished, turn off the option to Convert Suppliers in the Conversions - Master setting, and empty the Conversions - Suppliers setting.

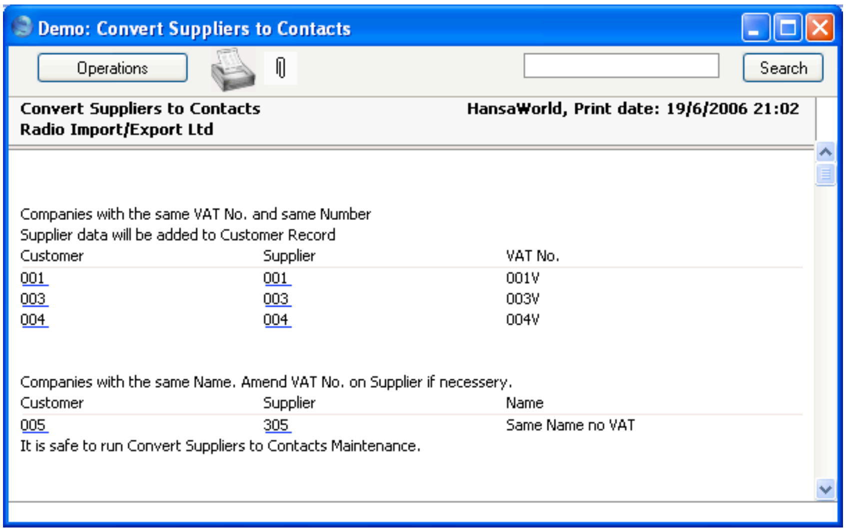
For more details of steps iv-vi, please refer to the description of the Conversions - Master setting in the 'System Module' manual.

vii. Open the Suppliers setting in the Technics module to check the Supplier Numbers have been updated as expected.

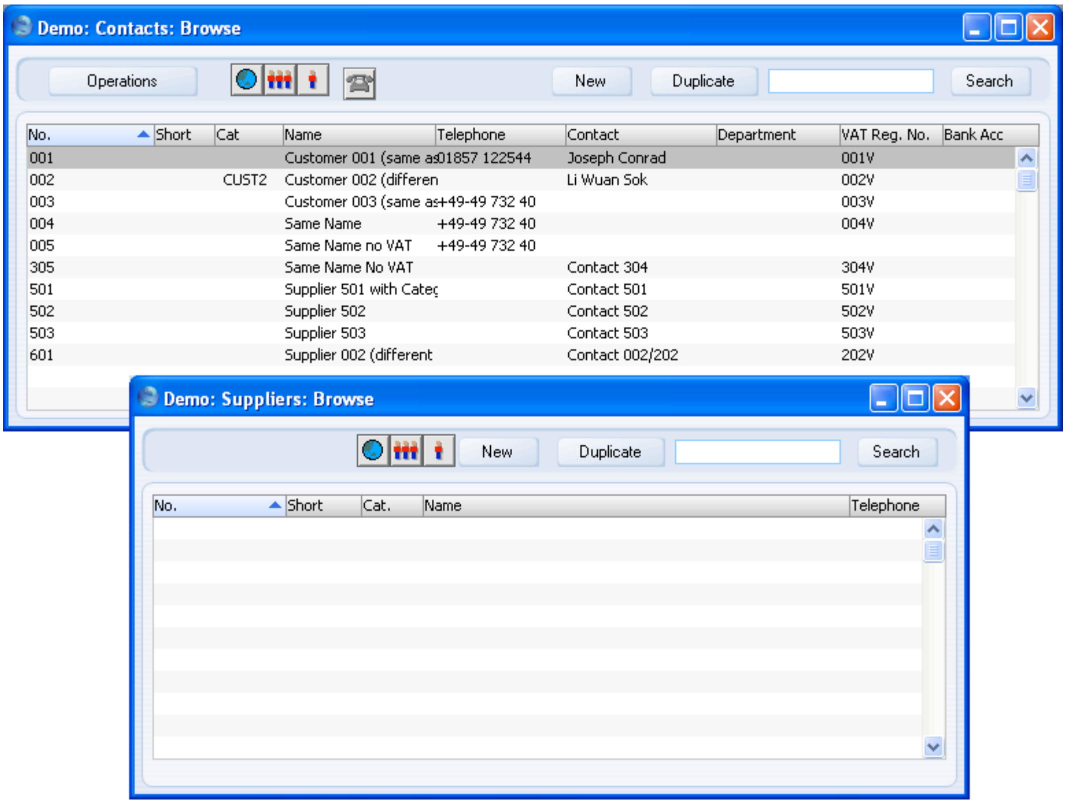


All related transactions (e.g. Purchase Invoices, Purchase Orders and Goods Receipts) will have been given the new Supplier Numbers as well.

viii. Run the Convert Suppliers to Customers report in the System module again (Convert Suppliers to Contacts report in the Technics module from version 5.1 onwards). The report should now state that it is safe to run the ‘Convert Suppliers to Customers’ Maintenance function. Note: in version 5.0, this function was re-named 'Convert Suppliers To Contacts', and in 5.1 it was moved to the Technics module.



6. Run the 'Convert Suppliers to Customers' Maintenance function in the System module. This will copy all Supplier information into the Customer/Contact register, and empty the Supplier register.



7. Check that the Customer/Contact register now includes Suppliers and that all the fields contain the correct information.

8. Produce the same reports as in step 1 above and check that they match.

If you have several Companies in your database, you should carry out steps 1, 3, 4 and 5i-iii separately in each Company. Make sure that the Conversions - Suppliers setting is complete in each Company before carrying out steps 5iv-vi, since ideally you only want to do these once for the whole database.

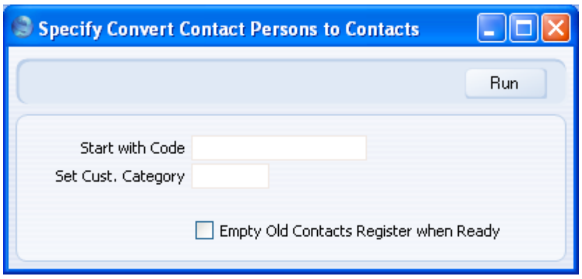
Combining Customers and Contact Persons

In HansaWorld Enterprise version 5.0, the previously separate Contact Person register was incorporated into the combined Customer/Supplier register, which was re-named the Contact register. When you update from 4.3 or earlier to 5.0 or later, you will need to copy your Contact Person information out of the old Contact Person register into the Contact register. You must do this before you can use your Contact Person information anywhere in the system (e.g. before you can create Customer Letters or quote Contact Person information in Quotations, Orders or Invoices).

In 5.0 and later, the old Contact Person register can be found in the Technics module, where it is a setting. You can add new Contact Persons to this register, but you will not be able to use them in other registers. To be able to do this, you should only add new Contact Persons to the new unified Contact register.

To convert Contact Persons to Contacts, you will need to work in the Technics module. If you are working in a multi-user system and ‘Technics’ is not available when you click the [Select Module] button in the Master Control panel, the probable reason is that you have logged on as a Person that does not have access privileges for this module. If you are the system administrator, it is recommended that your Person record should belong to an Access Group that Starts from Full Access and explicitly grants full access to the Technics module. Access Groups are fully described in the ‘System Module’ manual. In a single-user system, the probable reason is that the Server option is not checked in the Configuration setting in the System module.

To copy Contact Persons to the Contact register, change to the Technics module and run the ‘Convert Contact Persons to Contacts’ Maintenance function. If you have more than one Company, you will need to run the function separately in each Company.



Start with Code	**Paste Special**	Customers and Suppliers in Contact register

Specify here the Contact Number that is to be given to the first new Contact record.

If you specify a Contact Number that has already been used, the function will not copy any Contact Persons into the Contact register.

Take care to specify a Contact Number that is followed by a sequence of free numbers that is large enough for all your Contact Persons. If this is not the case, the available sequence will be filled and subsequent Contact Persons will not be imported. For example, you have 100 Contact Persons. You enter Contact Number 500 in this field, but you already have a Contact Number 550. Contact records will be created with Contact Numbers 500-549 for the first 50 Contact Persons, and the remaining Contact Persons will not be imported. If you activate the 'Paste Special' function from this field, click the [All Contacts] button and reverse the sort in the No. column, you will see the highest Contact Number that has already been used. If you need to find out how many Contact Persons you have, to see if a sequence of free numbers is large enough, print a Record Count report from the Technics module, specifying "ContactVc" as the Register.

If you do not specify a Contact Number in this field, the function will find the last Contact record that you entered and continue the numbering sequence from there.

Set Cust. Category	**Paste Special**	Customer Categories setting, Sales Ledger

Each record in the old Contact Person register will be copied to a new record in the new Contact register. If you would like these new Contact records to be given a particular Customer Category, specify that Category here. This may help you distinguish Contact Persons from the Customers and Suppliers that are also in the Contact register.

Empty Old Contacts Register when Ready

Check this box if you want the function to delete the records in the old Contact Person register after copying them to the new Contact register. If you do not use this option, the records in the old Contact Person register will be marked as Closed.

The function will first copy every Contact Person record into the Contact register, and then delete the old records. If the function fails because of a duplicate Contact Number as described in for the Start With Code field above, the Contact Persons that have been copied will not be deleted.

If you do not use this option, you will be able to run the 'Convert Contact Persons to Contacts' Maintenance function again, resulting in duplicate Contact Person records in your Contact register.

Documents

Introduction

You can print Contact documents from the Sales Ledger and the CRM module. Use the [Select Module] button in the Master Control panel to ensure you are in either of these modules and then select ‘Documents’ from the File menu or click the [Documents] button, also in the Master Control panel. Then, double-click the appropriate item in the list. A specification window will then appear, where you can decide the Contacts for which documents are to be printed. Click [Run] to print the documents.

Where specified below, it is often possible to report on a selection range, such as a range of Customers. To do this, enter the lowest and highest values of the range, separated by a colon. For example, to report on Customers 001 to 010, enter “001:010” in the Customer field. Depending on the field, the sort used might be alpha or numeric. In the case of an alpha sort, a range of 1:2 would also include 100, 10109, etc.

To determine the Form that will be used when you print a document, follow this procedure (when HansaWorld Enterprise is supplied, a sample Form will be printed)—

1. Design a Form (or change the sample Form supplied to reflect your own requirements) using the Form register in the System module. This process is fully described in the ‘System Module’ manual.

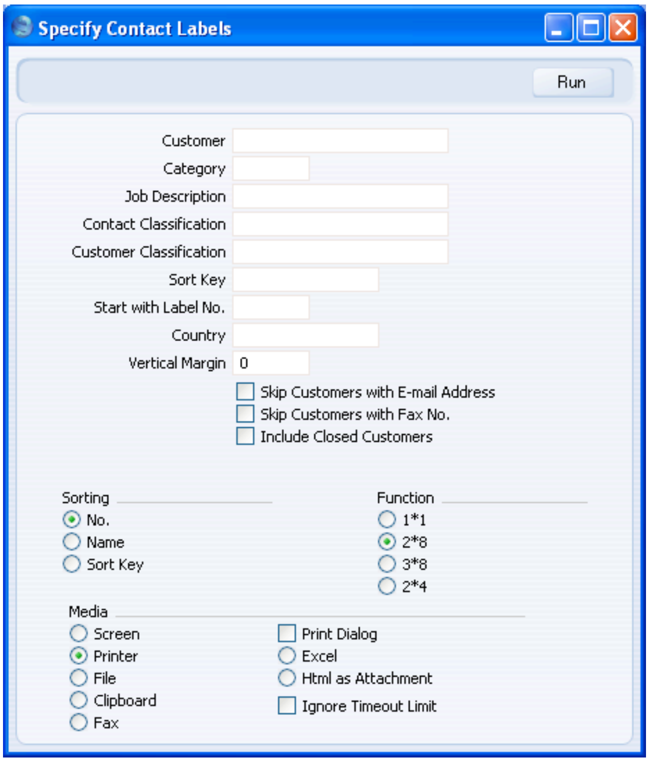
2. Change to the CRM or Sales Ledger module and open the ‘Documents’ window using the ‘Documents’ item on the File menu or by clicking the [Documents] button in the Master Control panel.

3. Highlight the appropriate item in the list and select ‘Define Document’ from the Operations menu. In the subsequent window, assign a Form (or more than one Form) to the document: this window is fully described in the ‘Documents’ section of the ‘Work Area’ chapter in the ‘Introduction to HansaWorld Enterprise’ manual.

4. You only need use the ‘Define Document’ function once. Afterwards, Form selection will be automatic.

Contact Labels

This document in the CRM module prints name and address labels to Contact Persons (Contact records not marked as Customers or Suppliers). It can print the Invoice Address from the 'Contact' card of the Contact record or the Delivery Address from the 'Delivery' card, depending on which fields you have included in your Form design. The address will be taken from the individual Contact Person record or, if that is blank, from the parent Customer or Supplier record. To print labels for Customers and Suppliers, use the Customer/Supplier Labels document described below on page 120.



Customer	**Paste Special**	Customers, Suppliers and Contact Persons in Contact register
	Range Reporting	Alpha

Enter a Customer, Supplier or Contact Person Number or range of Numbers. Labels will be printed for each Contact Person in the range, and for each Contact Person working for Customers and Suppliers in the range. A label will not be printed for a Customer or Supplier that does not have any Contact Persons. Labels will not be printed for Closed Contact Persons, or for Contact Persons whose Customer Relations records have been marked as Invalid.

By default, the 'Paste Special' list shows Customers. Click the [Suppliers] button if you need to see Suppliers, and the [All Contacts] button if you need to see Customers, Suppliers and Contact Persons.

Category **Paste Special** Customer Categories setting, Sales Ledger

Select a Customer Category. Labels will be printed for all Contact Persons belonging to Customers in that Category.

Job Description **Paste Special** Job Descriptions setting, CRM module

If you wish to print labels for Contact Persons with a particular Job Description, enter that Job Description here.

Contact Classification

Paste Special Contact Classifications setting, CRM module

Select a Contact Classification. Labels will be printed for all Contact Persons with that Classification.

Customer Classification

Paste Special Contact Classifications setting, CRM module

Select a Contact Classification. Labels will be printed for all Contact Persons belonging to Customers and Suppliers with that Classification. If you enter a number of Classifications separated by commas, labels will only be printed for Contact Persons belonging to those Customers and Suppliers featuring all the Classifications listed.

Sort Key **Range Reporting** Alpha

Enter a Sort Key. Labels will be printed for all Contact Persons belonging to Customers and Suppliers with that Sort Key.

Start with Label No.

If you will be printing to a sheet of labels, some of which have already been used, specify here where on the sheet you wish to begin printing.

Country **Paste Special** Countries setting, System module

To print labels for Contact Persons belonging to Customers and Suppliers in a particular Country, enter that Country here.

Vertical Margin If you want the labels to be printed with a non-standard vertical margin (vertical spacing between the labels), specify the margin that you want to be used here. The standard margins that will be used if you leave this field empty are—

Label Format	Vertical Margin
2 x 8	103
3 x 8	103
1 x 1	1
2 x 4	206

Note: entering a vertical margin that is significantly different to standard may result in the printing of fewer labels than expected.

Skip Customers with E-Mail Address

Check this box if you do not want to print labels for Contact Persons belonging to Customers and Suppliers that have email addresses.

Skip Customers with Fax No.

Check this box if you do not want to print labels for Contact Persons belonging to Customers and Suppliers that have fax numbers.

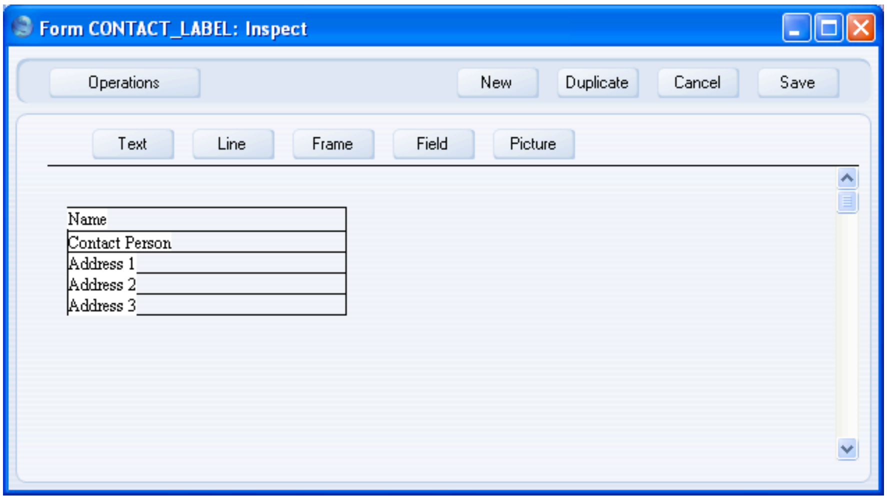
Include Closed Customers

Usually, labels will not be printed for Contact Persons belonging to Closed Customers and Suppliers (those whose Closed box on the 'Terms' card is checked). If you want to include Contact Persons belonging to Closed Customers and Suppliers in your label-printing run, check this box. Labels will never be printed for Closed Contact Persons.

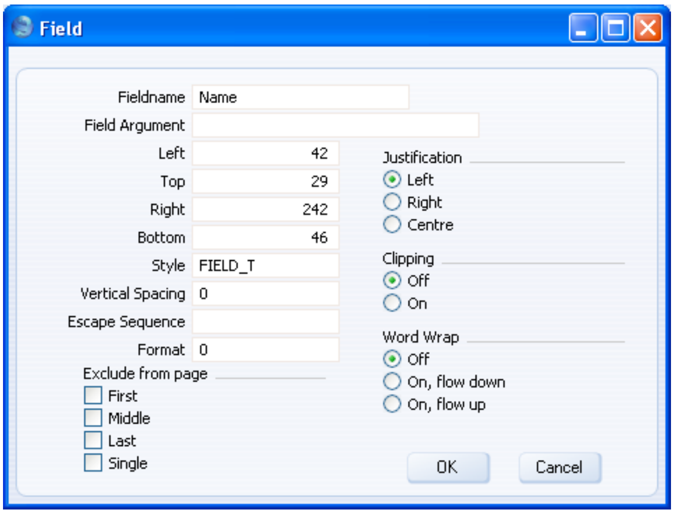
Sorting The labels can be sorted by Customer/Supplier Number, Customer/Supplier Name or Sort Key. If there are several Contact Persons belonging to a Customer or Supplier, they will always be sorted by Contact Person Name.

Function Choose which of the four standard label formats you would like to use.

Illustrated below is a sample CONTACT_LABEL record from the Form register in the System module. Note that you should only draw each field once: the label printing function will print the fields the appropriate number of times on each page.



Add fields to the Form design in the usual way (click the [Field] button and draw a rectangle where you want the field to appear). When the Field dialogue box opens, specify the Fieldname—

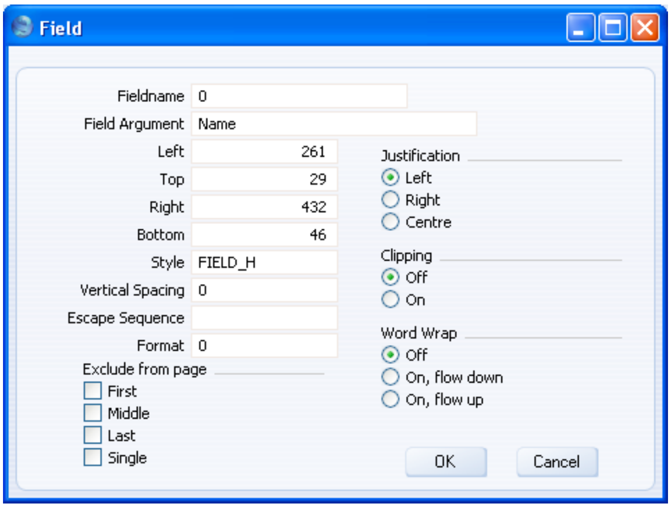


If you find the labels are not aligned properly, set the Format to 1.

If you want static text to be printed on your labels (i.e. text that identifies the information on the labels, such as “Contact Name”), follow these steps—

1. Click the [Field] button and draw a rectangle where you want the static text to appear. The Field dialogue box opens.

2. Leave the Fieldname blank and enter the static text in the Field Argument field.

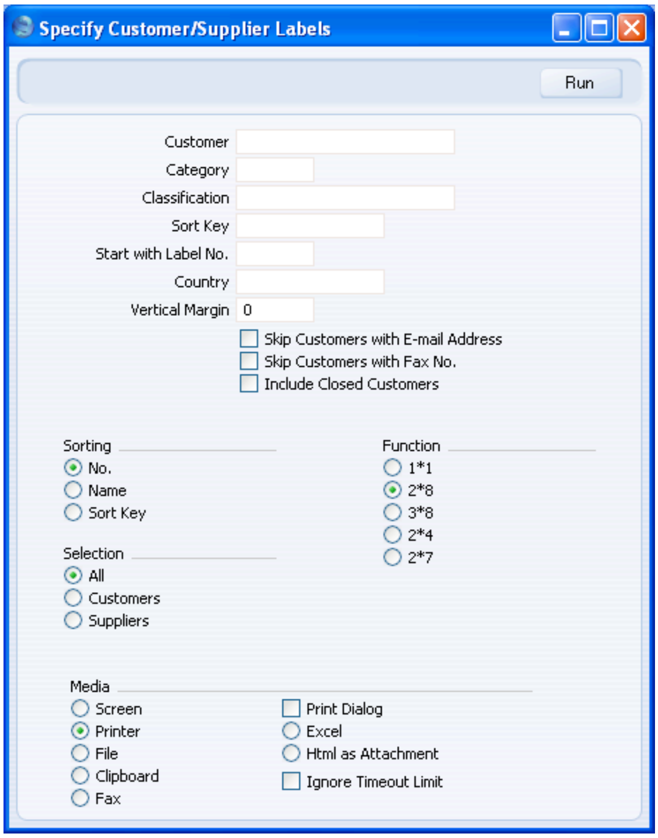


3. Click [OK] to save.

4. Do not use the [Text] button for this purpose: any text entered this way will be printed for the first label only.

Customer/Supplier Labels

This document, which can be found in the Sales Ledger and in the Sales Orders, Contracts and CRM modules, prints name and address labels to Contacts that have been marked as Customers and/or Suppliers. It can print labels for individual Contact Persons as well. It can print the Invoice Address from the 'Contact' card of the Contact record or the Delivery Address from the 'Delivery' card, depending on which fields you have included in your Form design. If you want to print labels to individual Contact Persons, use the Contact Labels document in the CRM module, described above on page 115.



Customer	**Paste Special**	Customers, Suppliers and Contact Persons in Contact register
	Range Reporting	Alpha

Enter the Customer, Supplier or Contact Person Number or range of Numbers for which you want the labels printed.

By default, the ‘Paste Special’ list shows Customers. Click the [Suppliers] button if you need to see Suppliers, and the [All Contacts] button if you need to see Customers, Suppliers and Contact Persons.

Category	**Paste Special**	Customer Categories setting, Sales Ledger

Select a Customer Category. Labels will be printed for all Contacts in that Category.

Classification	**Paste Special**	Contact Classifications setting, CRM module

Select a Contact Classification. Labels will be printed for all Contacts in that Classification. If you enter a number of Classifications separated by commas, labels will only be printed for those Contacts featuring all the Classifications listed.

Sort Key	**Range Reporting**	Alpha

Enter a Sort Key. Labels will be printed for all Contacts with that Sort Key.

Start with Label No.

If you will be printing to a sheet of labels, some of which have already been used, specify here where on the sheet you wish to begin printing.

Country	**Paste Special**	Countries setting, System module

To print labels for Contacts in a particular Country, enter that Country here.

Vertical Margin If you want the labels to be printed with a non-standard vertical margin (vertical spacing between the labels), specify the margin that you want to be used here. The standard margins that will be used if you leave this field empty are—

Label Format	Vertical Margin
2 x 8	103
3 x 8	103
1 x 1	1
2 x 4	206

Note: entering a vertical margin that is significantly different to standard may result in the printing of fewer labels than expected.

Skip Customers with E-Mail Address

Check this box if you do not want to print labels for Contacts that have email addresses.

Skip Customers with Fax No.

Check this box if you do not want to print labels for Contacts that have fax numbers.

Include Closed Customers

Usually, labels will not be printed for Closed Contacts (Contacts whose Closed box on the 'Terms' card is checked). If you want to include such Contacts in your label printing run, check this box.

Sorting The labels can be sorted by Contact Number, Contact Name or Sort Key.

Function Choose which of the five standard label formats you would like to use.

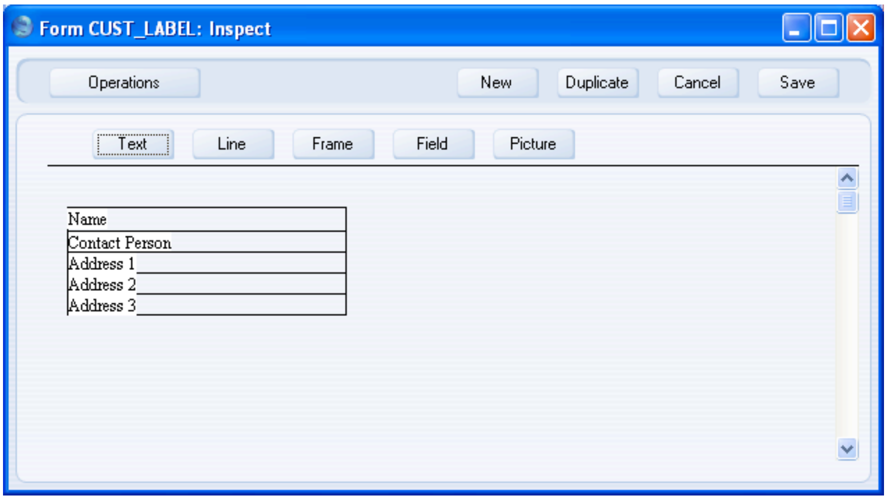
Selection Specify the Contacts for whom you want to print Labels, as follows—

All One label will be printed for each record in the Contact register that matches the criteria specified above. In the case of Customers and Suppliers, the label will be addressed to the Primary Contact from the 'Contact' card. In the case of Contact Persons, no Company Name will be printed. Use the Contact Labels document described above on page 115 if you want to print Contact Persons with Company Names.

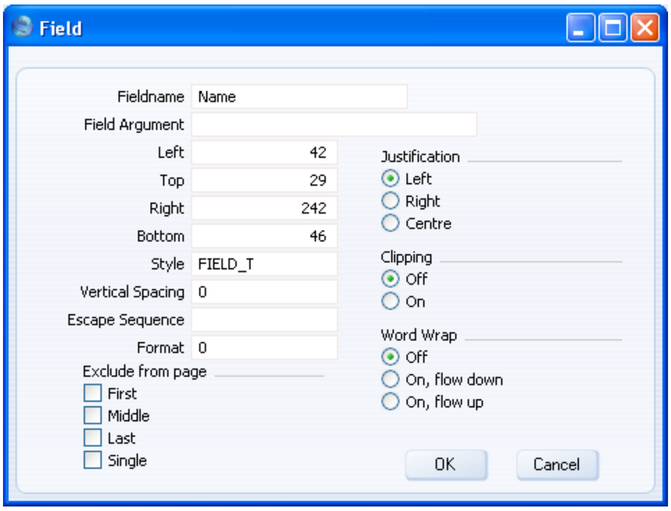
Customers One label will be printed for each Customer in the Contact register that matches the criteria specified above. The label will be addressed to the Primary Contact from the 'Contact' card.

Suppliers One label will be printed for each Supplier in the Contact register that matches the criteria specified above. The label will be addressed to the Primary Contact from the 'Contact' card.

Illustrated below is a sample CUST_LABEL record from the Form register in the System module. Note that you should only draw each field once: the label printing function will print the fields the appropriate number of times on each page.



Add Fields to the Form design in the usual way (click the [Field] button and draw a rectangle where you want the field to appear). When the Field dialogue box opens, specify the Fieldname—

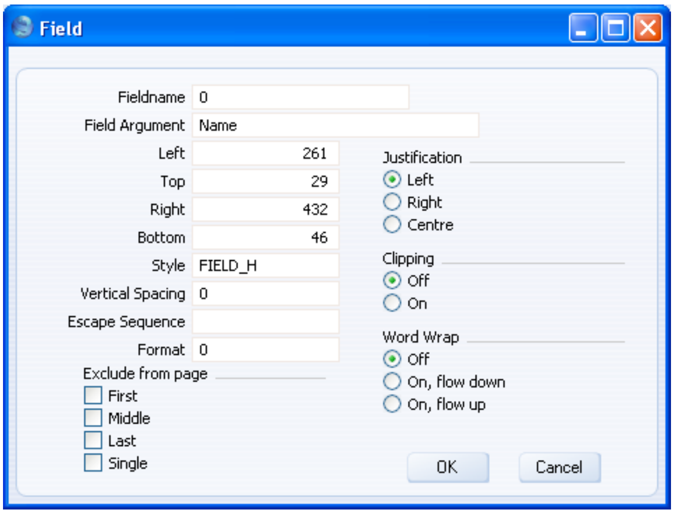


If you find the labels are not aligned properly, set the Format to 1.

If you want static text to be printed on your labels (i.e. text that identifies the information on the labels, such as "Customer Name"), follow these steps—

1. Click the [Field] button and draw a rectangle where you want the static text to appear. The Field dialogue box opens.

2. Leave the Fieldname blank and enter the static text in the Field Argument field.



3. Click [OK] to save.

4. Do not use the [Text] button for this purpose: any text entered this way will be printed for the first label only.

Reports

Introduction

Customer reports are located in the CRM module and in the Sales Ledger, while Supplier reports are in the Purchase Ledger. To produce a report, use the [Select Module] button in the Master Control panel to ensure you are in the correct module and then select ‘Reports’ from the File menu or click [Reports] in the Master Control panel. Then, double-click the appropriate item in the list. A specification window will then appear, where you can decide what is to be included in the report. Leave all the fields in this window blank if the report is to cover all the Customers or all the Suppliers in the database. If you need to restrict the coverage of the report, use the fields as described individually for each report.

Where specified below, it is often possible to report on a selection range, such as a range of Customers, or a range of Items. To do this, enter the lowest and highest values of the range, separated by a colon. For example, to report on Customers 001 to 010, enter “001:010” in the Customer field. Depending on the field, the sort used might be alpha or numeric. In the case of an alpha sort, a range of 1:2 would also include 100, 10109, etc.

Use the Media options at the bottom of the specification window to determine the print destination of the report. The default is to print to screen. You can initially print to screen and subsequently send the report to a printer by clicking the Printer icon at the top of the report window.

Once you have entered the reporting criteria and have chosen a print destination, click [Run].

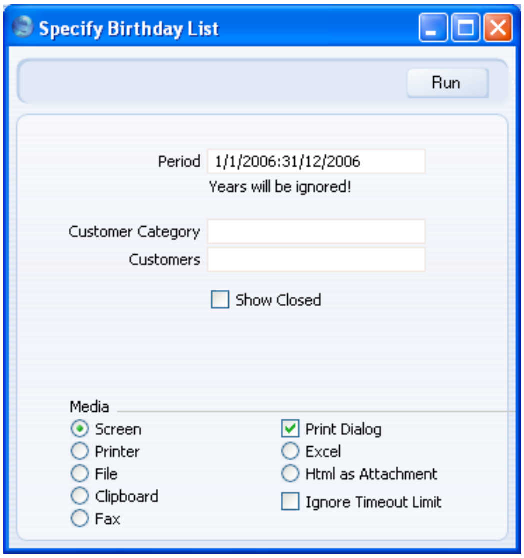
With a report in the active window, use the ‘Recalculate’ command on the Operations menu to update the report after making alterations to background data. The ‘Reopen Report Specification’ command on the same menu allows you to produce a new report using different reporting criteria.

Birthday List

You can use this report in the CRM module to list all Contact Persons sharing a birthday. The report is compiled from information in the Birthday field on the ‘Guest’ card of the Contact record for each Contact Person. As well as the birthday of each Contact Person, the report shows their Name, Title, Address, Telephone, Fax and Mobile Numbers, Email Address, Department and

Customer Number and Name. Email Addresses will not be printed if you are using the Exclude All Contact E-mails from Reports option in the Mail and Conference Settings setting in the E-mail and Conferences module.

When printed to screen, this report has the HansaWorld Enterprise Drill-down feature. Click on any Customer Number to open the Contact record for an individual Customer, and on a Contact Name to open the Contact record for a Contact Person. Each Contact Person in the report also has a [Create Reminder in Day Planner] text button. Click this text to create an Activity to remind you to call or mail the Contact Person on their birthday. The new Activity will be created but not opened. The Task Type of the new Activity will be Timed To Do, the Person will be the current user and the Activity Date will be the Contact Person's birthday. The Activity will appear in the right-hand panel of the current user's Day Planner on the appropriate day.



Period **Paste Special** Reporting Periods setting, System module

The report will list all Contact Persons whose birthday falls in the period specified here. For example, if the period is 1/6/2006:30/6/2006, the report will list all Contact Persons whose birthday is in June. The year is not used.

If you want to produce a report for a single day, simply enter the date once. HansaWorld Enterprise will then convert it to period format by inserting a colon and repeating the date.

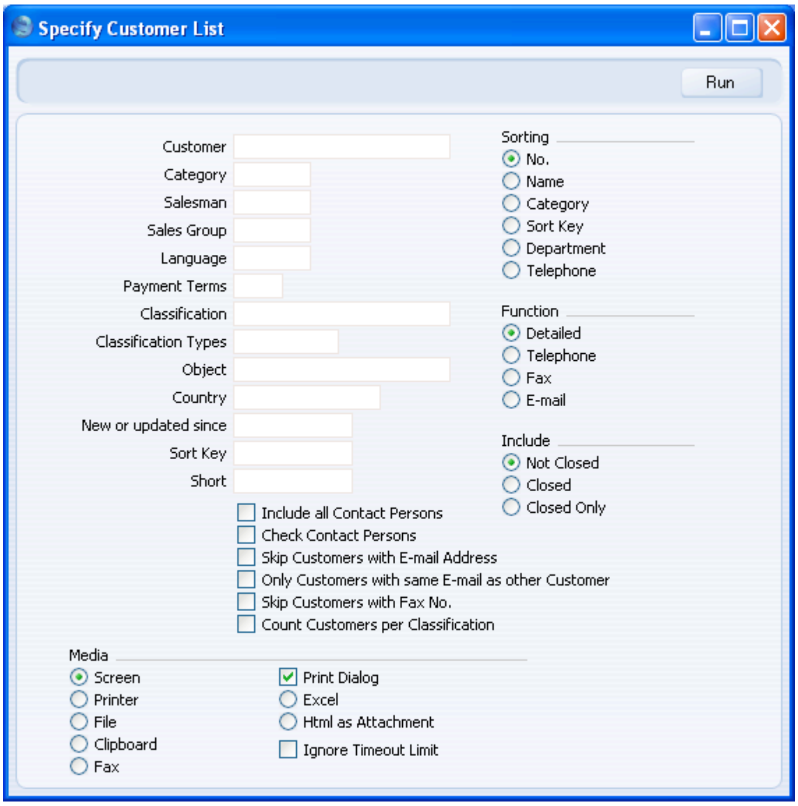
Customer Category		
	Paste Special	Customer Categories setting, Sales Ledger
	Enter a Customer Category to show Contact Persons belonging to Contacts with that Category.	
Customer	**Paste Special**	Customers in Contact register
	Range Reporting	Alpha
	Enter a Customer to list the Contact Persons that work for that Customer with birthdays in the specified period.	
Show Closed	Check this box if you would like Closed and Invalid Contact Persons to be included in the report. A Closed Contact Person is one that has been marked as Closed on the 'Terms' card. An Invalid Contact Person is one whose Customer Relations record has been marked as Invalid. A Closed Contact Person is usually Invalid as well.	

Customer List

This is a simple listing of all the Customers in the Contact register. You can produce this report from the 'Reports' list in the Sales Ledger or the CRM module. You can also produce it for an individual Customer by clicking the Printer icon when that Customer is open in a record window. In this case, it will be printed as if you are using the Include All Contact Persons option.

If you need to print a list of Suppliers in the Contact register, use the Supplier List report in the Purchase Ledger (described below on page 141).

The Customer List report has the HansaWorld Enterprise Drill-down feature. Click on any Customer Number in the report to open the Contact record for an individual Customer.



Leave all the fields blank if the report is to cover all the Customers in the Contact register. If you need to restrict the coverage of the report, use the fields as described below.

Customer	**Paste Special**	Customers in Contact register
	Range Reporting	Alpha

Use this field to limit the report to a single Customer, or range of Customers. If there are any Suppliers or Contact Persons in the range, these will not be printed in the report. If you want to list the Contact Persons belonging to each Customer, use the Include All Contact Persons option (below).

Category	**Paste Special**	Customer Categories setting, Sales Ledger

To restrict the report to Customers of a single Category, enter a Category Code here.

Salesman	**Paste Special**	Person register, System module

To restrict the report to Customers of a single Salesman, enter a Salesman's initials here.

Sales Group	**Paste Special**	Sales Groups setting, System module

To restrict the report to Customers with a particular Sales Group (shown on the 'Pricing' card of the Contact record), enter that Sales Group here.

Language	**Paste Special**	Languages setting, System module

To restrict the report to Customers with a particular Language, enter a Language Code here.

Payment Terms	**Paste Special**	Payment Terms setting, Sales/Purchase Ledger

Use this field to restrict the report to Customers with the same Payment Terms.

Classification	**Paste Special**	Contact Classifications setting, CRM module

Enter a Classification Code in this field if you want to list Customers with a certain Classification. If the field is empty, all Customers, with and without Classification, are included. If you enter a number of Classifications separated by commas, only those Customers featuring all the Classifications listed will be shown. If you enter a number of Classifications separated by plus signs (+), all Customers featuring at least one of the Classifications listed will be shown. If you enter a Classification preceded by an exclamation mark (!), all Customers featuring any Classification except the one listed will be shown.

For example—

1,2	Lists Customers with Classifications 1 and 2 (including Customers with Classifications 1, 2 and 3).
1+2	Lists Customers with Classifications 1 or 2.
!2	Lists all Customers except those with Classification 2.

1,!2	Lists Customers with Classification 1 but excludes those with Classification 2 (i.e. Customers with Classifications 1 and 2 are not shown). Note the comma before the exclamation mark in this example.
!1,!2	Lists all Customers except those with Classification 1 or 2 or both. Again, note the comma.
!(1,2)	Lists all Customers except those with Classifications 1 and 2 (Customers with Classifications 1, 2 and 3 will not be listed).
!1+2	Lists Customers without Classification 1 and those with Classification 2 (Customers with Classifications 1 and 2 will be listed).
(1,2)+(3,4)	Lists Customers with Classifications 1 and 2, and those with Classifications 3 and 4.

Classification Types

Paste Special Classification Types setting, CRM module

Enter a Classification Type in this field if you want to list Customers with a Classification belonging to that Type. If the field is empty, all Customers, with and without Classification, are included. If you enter a number of Classification Types separated by commas, Customers featuring a Classification belonging to any of those Types will be shown.

Object **Paste Special** Object register, System module

To restrict the report to Customers with a particular Object, enter the Object's Code here.

Country **Paste Special** Countries setting, System module

To restrict the report to Customers in a particular Country, enter the Country Code here.

New or updated since

Paste Special Choose date

This field refers to the Last Changed field on the 'Terms' card of the Contact record: you can use it to list recently entered or changed Customers.

Sort Key Enter a Sort Key. All Customers with that Sort Key will be listed in the report.

Short Enter a Short Code. All Customers with that Short Code will be listed in the report.

Include all Contact Persons

This option will list all Contact Persons for each Customer. If you print the report to screen, you will be able to open individual Contact Person records using the Drill-down feature.

Check Contact Persons

If you use this option, a Customer will be excluded from the report if its Primary Contact field is blank but it does have a separate connected Contact Person record. This option will have no effect if you print the Detailed version of the report.

Skip Customers with E-Mail Address

Check this box if you do not want Customers that have email addresses to be shown in the report.

Skip Customers with Fax No.

Check this box if you do not want Customers that have fax numbers to be shown in the report.

Count Customers per Classification

This option adds an extra section to the end of the report, listing Contact Classifications and showing how many of the Customers listed in the main body of the report belong to each one. Any Customers that do not belong to any Classifications are listed individually. You will be able to open these Customers using the Drill-down feature if you want to assign Classifications to them.

Sorting These radio buttons control the sort order of the report. The default is to print the report in Customer Number order, but you can also print in Name, Category, Sort Key, Department or Telephone Number order.

Function These radio buttons control the level of detail shown in the report.

Detailed This, the default option, prints a comprehensive report that includes virtually all the information stored in the Contact records for each Customer. Email Addresses will not be printed if you are using the Exclude All Contact E-mails from Reports option in the Mail and Conference Settings setting in the E-mail and Conferences module.

Phone This choice produces a simple list showing the Contact Number, Name and Telephone Number of each Customer.

Fax This option is the same as the previous one, with the exception that Fax Numbers are printed instead of Telephone Numbers.

E-Mail This is also the same as the Phone option, with the exception that Email Addresses are printed instead of Telephone Numbers. Email Addresses will not be printed if you are using the Exclude All Contact E-mails from Reports option in the Mail and Conference Settings setting in the E-mail and Conferences module.

Include Use these options to specify whether Closed Customers (Customers whose Closed box on the ‘Terms’ card is checked) are to be included in the report.

Not Closed Closed Customers are not listed in the report.

Closed Both open and Closed Customers are listed in the report.

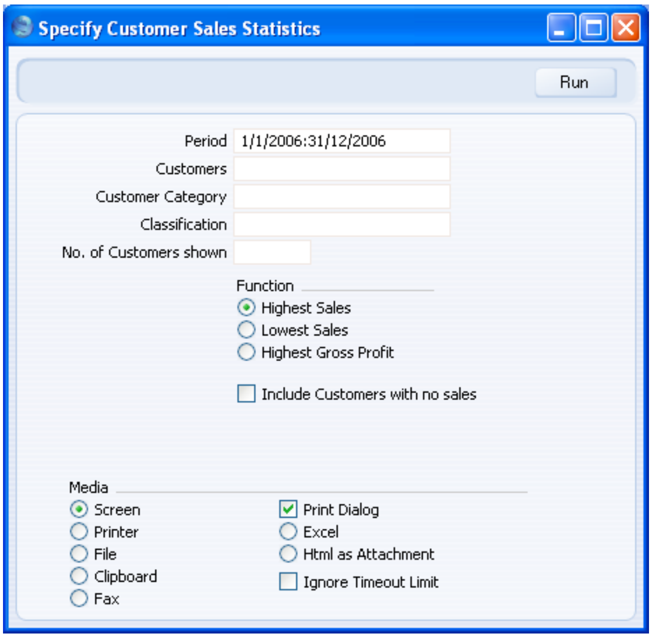
Closed Only Closed Customers only are listed in the report.

Customer List for all Companies

This report in the CRM module is similar to the Customer List described above on page 128, but lists Customers from all Companies in the database.

Customer Sales Statistics

This report in the Sales Ledger and the CRM module is a simple list of Customers, showing the turnover and gross profit for each one. Unlike the Customer Statistics report described below on page 136, however, it sorts the Customers by sales (turnover or gross profit), allowing you easily to ascertain the most or least successful. The statistics are compiled from approved Invoices only.



Period	**Paste Special**	Reporting Periods setting, System module
	Enter the start and end dates of the reporting period, separated by a colon. The period should consist of a number of whole months otherwise the report will not be produced.	
Customers	**Paste Special**	Customers in Contact register
	Range Reporting	Alpha
	Use this field to limit the report to a single Customer, or range of Customers.	

Customer Category

Paste Special Customer Categories setting, Sales Ledger

To restrict the report to Customers of a single Category, enter a Category Code here.

Classification **Paste Special** Contact Classifications setting, CRM module

Enter a Classification Code in this field if you want to list Customers with a certain Classification. If the field is empty, all Customers, with and without Classification, are included. If you enter a number of Classifications separated by commas, only those Customers featuring all the Classifications listed will be shown. If you enter a number of Classifications separated by plus signs (+), all Customers featuring at least one of the Classifications listed will be shown. If you enter a Classification preceded by an exclamation mark (!), all Customers featuring any Classification except the one listed will be shown.

For example—

1,2	Lists Customers with Classifications 1 and 2 (including Customers with Classifications 1, 2 and 3).
1+2	Lists Customers with Classifications 1 or 2.
!2	Lists all Customers except those with Classification 2.
1,!2	Lists Customers with Classification 1 but excludes those with Classification 2 (i.e. Customers with Classifications 1 and 2 are not shown). Note the comma before the exclamation mark in this example.
!1,!2	Lists all Customers except those with Classification 1 or 2 or both. Again, note the comma.
!(1,2)	Lists all Customers except those with Classifications 1 and 2 (Customers with Classifications 1, 2 and 3 will not be listed).

!1+2 — Lists Customers without Classification 1 and those with Classification 2 (Customers with Classifications 1 and 2 will be listed).

(1,2)+(3,4) — Lists Customers with Classifications 1 and 2, and those with Classifications 3 and 4.

No. of Customers shown

Enter here the number of Customers to be shown in the report. For example, to list the ten most or least successful Customers, enter "10" here.

Function These options control the sort order of the report.

Highest Sales Choose this option to sort the report so that the most successful Customers in terms of turnover are at the top.

Lowest Sales Choose this option to sort the report so that the least successful Customers in terms of turnover are at the top. This will not include Customers with no sales, unless you use the Include Customers with no sales option (below).

Highest Gross Profit

Choose this option to sort the report so that the most successful Customers in terms of gross profit are at the top.

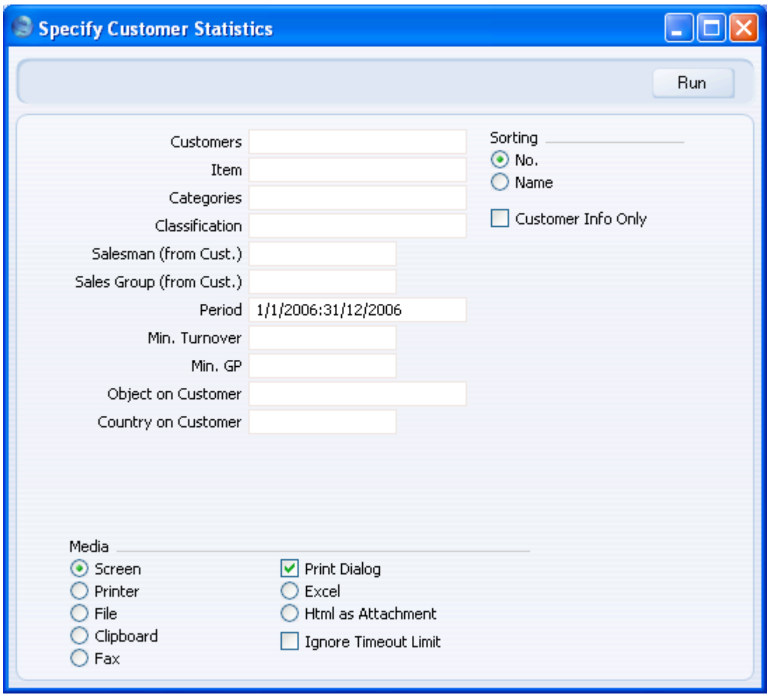
Include Customers with no sales

Check this box if you want to include in the report Customers that have not bought from you during the report period.

Customer Statistics

This report in the Sales Ledger and the CRM module displays trading statistics for each Customer in the Contact register, showing turnover, margin and gross profit in your home Currency for the report period.

The Customer Statistics report has the HansaWorld Enterprise Drill-down feature. Click on any Customer Number in the report to open the Contact record for an individual Customer.



Leave all the fields blank if the report is to cover all the Customers in the Contact register. If you need to restrict the coverage of the report, use the fields as described below.

Customer	**Paste Special**	Customers in Contact register
	Range Reporting	Alpha
	Use this field to limit the report to a single Customer, or range of Customers.	
Item	**Paste Special**	Item register
	To limit the report to a single Item, enter an Item Number here.	
Categories	**Paste Special**	Customer Categories setting, Sales Ledger
	Range Reporting	Alpha
	To restrict the report to Customers of a single Category, enter a Category Code here.	

Classification	**Paste Special**	Contact Classifications setting, CRM module

Enter a Classification Code in this field if you want to list Customers with a certain Classification. If the field is empty, all Customers, with and without Classification, are included. If you enter a number of Classifications separated by commas, only those Customers featuring all the Classifications listed will be shown. If you enter a number of Classifications separated by plus signs (+), all Customers featuring at least one of the Classifications listed will be shown. If you enter a Classification preceded by an exclamation mark (!), all Customers featuring any Classification except the one listed will be shown.

For example—

1,2	Lists Customers with Classifications 1 and 2 (including Customers with Classifications 1, 2 and 3).
1+2	Lists Customers with Classifications 1 or 2.
!2	Lists all Customers except those with Classification 2.
1,!2	Lists Customers with Classification 1 but excludes those with Classification 2 (i.e. Customers with Classifications 1 and 2 are not shown). Note the comma before the exclamation mark in this example.
!1,!2	Lists all Customers except those with Classification 1 or 2 or both. Again, note the comma.
!(1,2)	Lists all Customers except those with Classifications 1 and 2 (Customers with Classifications 1, 2 and 3 will not be listed).
!1+2	Lists Customers without Classification 1 and those with Classification 2 (Customers with Classifications 1 and 2 will be listed).
(1,2)+(3,4)	Lists Customers with Classifications 1 and 2, and those with Classifications 3 and 4.

Salesman (from Cust.)

Paste Special Person register, System module

To restrict the report to Customers of a single Salesman, enter a Salesman's initials here.

Sales Group (from Cust.)

Paste Special Sales Groups setting, System module

To restrict the report to Customers with a particular Sales Group (shown on the 'Pricing' card of the Contact record), enter that Sales Group here.

Period **Paste Special** Reporting Periods setting, System module

Enter the start and end dates of the reporting period, separated by a colon.

Min Turnover Enter a value to exclude Customers with a lower turnover during the period.

Min. GP Enter a value to exclude Customers with lower gross profit.

Object on Customer

Paste Special Object register, System module

To restrict the report to Customers with a particular Object, enter the Object's Code here.

Country on Customer

Paste Special Countries setting, System module

To restrict the report to Customers in a particular Country, enter the Country Code here.

Sorting The report can be sorted by Customer Number or Name.

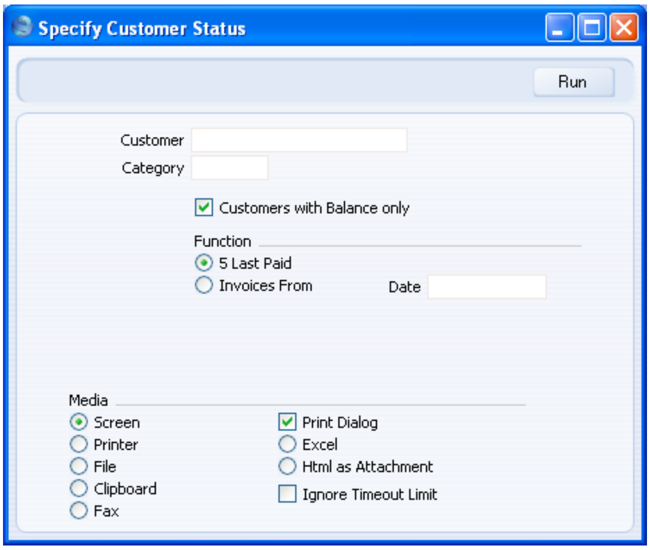
Customer Info Only

Usually, this report shows the turnover, margin and gross profit for each Customer in the list, with totals at the bottom. If you check this box, only the totals will be shown. In the body of the report, telephone and fax numbers will be shown in place of the individual Customer statistics.

Customer Status

This report in the Sales Ledger and the CRM module shows the paid and unpaid Invoices for each Customer in the selection. The age of due Invoices is shown together with their Reminder Levels as are Receipts and total turnover and amount due figures.

The Customer Status report has the HansaWorld Enterprise Drill-down feature. Click on the Invoice Number of any Invoice in the report to open that Invoice record, or on a Customer Number to open the Contact record for an individual Customer. The report also contains a [New Activity] text button that you can click to create an empty new Activity.



Leave all the fields blank if the report is to cover all the Customers in the Contact register. If you need to restrict the coverage of the report, use the fields as described below.

Customer — **Paste Special**: Customers in Contact register

Range Reporting: Alpha

Use this field to limit the report to a single Customer, or range of Customers.

Category — **Paste Special**: Customer Categories setting, Sales Ledger

To restrict the report to Customers of a single Category, enter a Category Code here.

Customers with Balance Only

Switch this option on to exclude Customers with no unpaid Invoices. Customers with unpaid Invoices that are not yet due for payment will not be excluded.

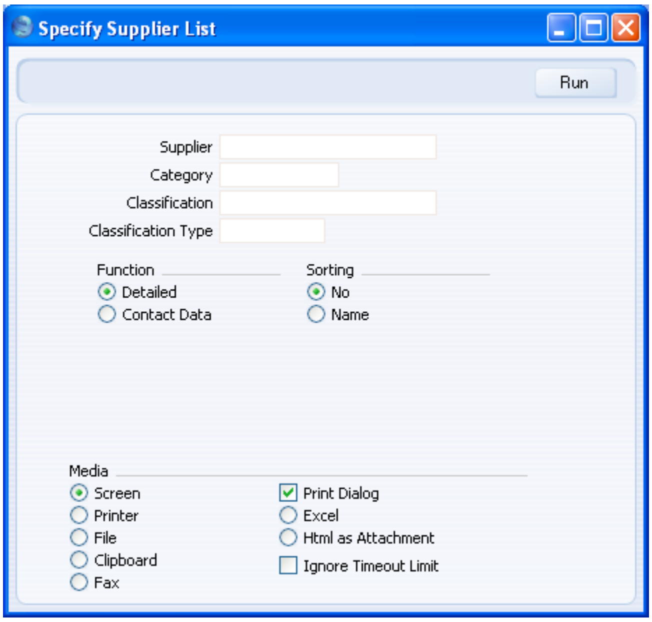
Function Use these options to limit the report to include only the last five paid Invoices (the default), or to start the report from a specific date.

Supplier List

The Supplier List in the Purchase Ledger is a simple listing of the Suppliers entered in the Contact register. You can also produce this report for an individual Supplier by clicking the Printer icon when that Supplier is open in a record window.

If you need to print a list of Customers in the Contact register, use the Customer List report in the Sales Ledger and CRM module (described above on page 128).

The Supplier List report has the HansaWorld Enterprise Drill-down feature. Click on any Supplier Number in the report to open the Contact record for an individual Supplier.



Supplier	**Paste Special**	Suppliers in Contact register
	Range Reporting	Alpha

Use this field to limit the report to a single Supplier, or range of Suppliers.

Category	**Paste Special**	Supplier Categories setting, Purchase Ledger

To restrict the report to Suppliers of a single Category, enter a Category Code here.

Classification	**Paste Special**	Contact Classifications setting, CRM module

Enter a Classification Code in this field if you want to list Suppliers with a certain Classification. If the field is empty, all Suppliers, with and without Classification, are included. If you enter a number of Classifications separated by commas, only those Suppliers featuring all the Classifications listed will be shown. If you enter a number of Classifications separated by plus signs (+), all Suppliers featuring at least one of the Classifications listed will be shown. If you enter a Classification preceded by an exclamation mark (!), all Suppliers featuring any Classification except the one listed will be shown.

For example—

1,2	Lists Suppliers with Classifications 1 and 2 (including Suppliers with Classifications 1, 2 and 3).
1+2	Lists Suppliers with Classifications 1 or 2.
!2	Lists all Suppliers except those with Classification 2.
1,!2	Lists Suppliers with Classification 1 but excludes those with Classification 2 (i.e. Suppliers with Classifications 1 and 2 are not shown). Note the comma before the exclamation mark in this example.
!1,!2	Lists all Suppliers except those with Classification 1 or 2 or both. Again, note the comma.

!(1,2)	Lists all Suppliers except those with Classifications 1 and 2 (Suppliers with Classifications 1, 2 and 3 will not be listed).
!1+2	Lists Suppliers without Classification 1 and those with Classification 2 (Suppliers with Classifications 1 and 2 will be listed).
(1,2)+(3,4)	Lists Suppliers with Classifications 1 and 2, and those with Classifications 3 and 4.

Classification Types

Paste Special Classification Types setting, CRM module

Enter a Classification Type in this field if you want to list Suppliers with a Classification belonging to that Type. If the field is empty, all Suppliers, with and without Classification, are included. If you enter a number of Classification Types separated by commas, Suppliers featuring a Classification belonging to any of those Types will be shown.

Function These options control the level of detail shown in the report.

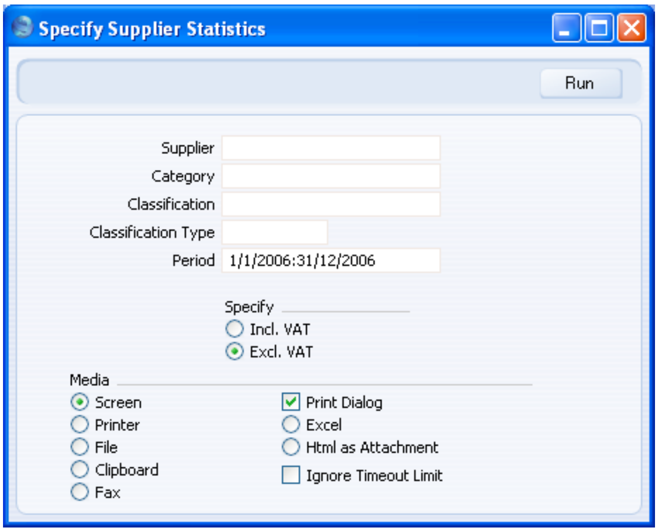
Detailed This gives a report showing all available information for each Supplier.

Contact Data This gives a report showing only contact data (Supplier Number and Name, Contact Person and Telephone Number), and is therefore a more compact listing.

Sorting The report can be sorted by Supplier Number or Name.

Supplier Statistics

The Supplier Statistics report in the Purchase Ledger shows the turnover of business conducted by your company with each Supplier in the specified period. The turnover figure with each Supplier is expressed in your home Currency, while total turnover figures in each Currency are provided at the end of the report.



Supplier — **Paste Special**: Suppliers in Customer register

Range Reporting: Alpha

Use this field to limit the report to a single Supplier, or range of Suppliers.

Category — **Paste Special**: Supplier Categories setting, Purchase Ledger

To restrict the report to Suppliers of a single Category, enter a Category Code here.

Classification — **Paste Special**: Contact Classifications setting, CRM module

Enter a Classification Code in this field if you want to list Suppliers with a certain Classification. If the field is empty, all Suppliers, with and without Classification, are included. If you enter a number of Classifications separated by commas, only those Suppliers featuring all the Classifications listed will be shown. If you enter a number of Classifications separated by plus signs (+), all Suppliers featuring at least one of the Classifications listed will be shown. If you enter a Classification preceded by an exclamation mark (!), all Suppliers featuring any Classification except the one listed will be shown.

For example—

1,2	Lists Suppliers with Classifications 1 and 2 (including Suppliers with Classifications 1, 2 and 3).
1+2	Lists Suppliers with Classifications 1 or 2.
!2	Lists all Suppliers except those with Classification 2.
1,!2	Lists Suppliers with Classification 1 but excludes those with Classification 2 (i.e. Suppliers with Classifications 1 and 2 are not shown). Note the comma before the exclamation mark in this example.
!1,!2	Lists all Suppliers except those with Classification 1 or 2 or both. Again, note the comma.
!(1,2)	Lists all Suppliers except those with Classifications 1 and 2 (Suppliers with Classifications 1, 2 and 3 will not be listed).
!1+2	Lists Suppliers without Classification 1 and those with Classification 2 (Suppliers with Classifications 1 and 2 will be listed).
(1,2)+(3,4)	Lists Suppliers with Classifications 1 and 2, and those with Classifications 3 and 4.

Classification Types

Paste Special Classification Types setting, CRM module

Enter a Classification Type in this field if you want to list Suppliers with a Classification belonging to that Type. If the field is empty, all Suppliers, with and without Classification, are included. If you enter a number of Classification Types separated by commas, Suppliers featuring a Classification belonging to any of those Types will be shown.

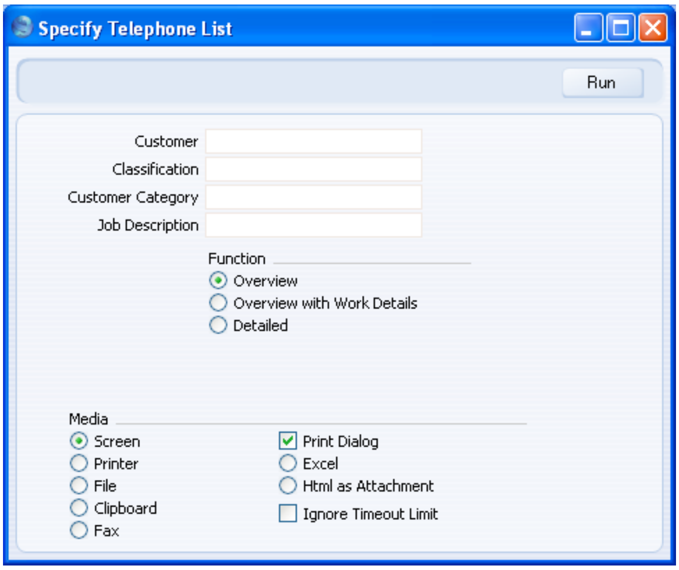
Period **Paste Special** Reporting Periods setting, System module

Enter the start and end dates of the reporting period, separated by a colon.

Specify You can choose whether the turnover figures are to include or exclude VAT.

Telephone List

This report in the CRM module is a list of Contact Persons in the Contact register, showing Telephone, Mobile and Alt. numbers.



Customer **Paste Special** Customers, Suppliers and Contact Persons in Contact register

Enter a Customer, Supplier or Contact Person Number. The report will show every Contact Person working for the specified Customer or Supplier, or the specific individual Contact Person. Closed Contact Persons and Contact Persons whose Customer Relations records have been marked as Invalid will not be shown.

By default, the ‘Paste Special’ list shows Customers. Click the [Suppliers] button if you need to see Suppliers, and the [All Contacts] button if you need to see Customers, Suppliers and Contact Persons.

Classification **Paste Special** Contact Classifications setting, CRM module

Enter a Contact Classification to show Contact Persons with that Classification. If you enter a number of Classifications separated by commas, only those Contact Persons featuring all the Classifications listed will be shown. If you enter a number of Classifications separated by plus signs (+), all Contact Persons featuring at least one of the Classifications listed will be shown. If you enter a Classification preceded by an exclamation mark (!), all Contact Persons featuring any Classification except the one listed will be shown.

For example—

1,2	Lists Contact Persons with Classifications 1 and 2 (including Contact Persons with Classifications 1, 2 and 3).
1+2	Lists Contact Persons with Classifications 1 or 2.
!2	Lists all Contact Persons except those with Classification 2.
1,!2	Lists Contact Persons with Classification 1 but excludes those with Classification 2 (i.e. Contact Persons with Classifications 1 and 2 are not shown). Note the comma before the exclamation mark in this example.
!1,!2	Lists all Contact Persons except those with Classification 1 or 2 or both. Again, note the comma.
!(1,2)	Lists all Contact Persons except those with Classifications 1 and 2 (Contact Persons with Classifications 1, 2 and 3 will not be listed).
!1+2	Lists Contact Persons without Classification 1 and those with Classification 2 (Contact Persons with Classifications 1 and 2 will be listed).

(1,2)+(3,4) Lists Contact Persons with Classifications 1 and 2, and those with Classifications 3 and 4.

Customer Category

Paste Special Customer Categories setting, Sales Ledger

Enter a Customer Category to show Contact Persons belonging to Customers with that Category.

Job Description **Paste Special** Job Descriptions setting, CRM module

Enter a Job Description to list Contact Persons with that Job Description.

Function These options control the amount of information shown in the report.

Overview This option shows the name of each Contact Person, together with contact details: telephone, mobile and alt (home telephone) numbers.

Overview with Work Details

In addition to the information shown in the Overview, this option prints the Job Description, Department and Classification of each Contact Person.

Detailed In addition to the information shown in the Overview with Work Details, this option also shows the full Invoice and Delivery addresses for each Contact together with Contact Number and fax number. At the end of the report, there is a list of Customers with no Contact Persons.

HansaWorld Enterprise

Customers, Suppliers and Contact Persons

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