

CAPITAL V8

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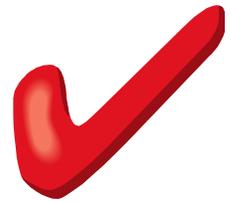
Capital Business Software Tutorial Series

Customer Accounts  
Using Capital Business  
Manager V8 1.1

CAPITAL OFFICE BUSINESS SOFTWARE

# Capital Business Software Tutorial Series

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## Basic Navigation

### *Various Techniques You Can Use To Navigate Through Customer Accounts*

**T**o save time in the future, print a copy of this document. Click **Print** on the **File** menu. With the printed document in hand, position yourself in front of the software and work through the following exercises.

**Begin by launching the software** and then return to this tutorial.

### The Explorer Bar

Use the Explorer Bar to open new areas of the software. Such as the customer area, stock area, cash manager, and the various transactions found in the system. The Explorer Bar is found on the left of the application's main work area. To open a new area click on the applicable icon.

The Explorer Bar is divided into a series of bands. The standard band titles include:

**Manager**  
**Transactions**  
**Products**  
**Reports**  
**Service**  
**Maintenance**

To view the grouping of functions associated with each band, click on the band name with your mouse.

## NAVIGATION BASICS



The customer area is found on the **Manager** band which is open when the software first starts.

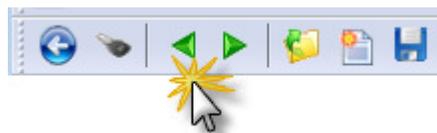
To move to the customer area click on the **Customers** icon.

(If this icon is not visible, click on the word **Manager** first.)



The Explorer Bar remains to the left of the application even when the customer area opens. You can open other areas of the software at once by clicking again on the Explorer Bar. For example, click on the **Suppliers** icon to open the supplier area as well.

You now have two different areas of the software open at the same time. To return to the customer area press the **green** go back button on the tool bar above the customer list.



Continue to press the go back and go forward area buttons to toggle through all open areas in the software. You can also view the list of all open areas by selecting WINDOW from

## NAVIGATION BASICS

the menu at the top of the application.

To open the same area more than once hold down the SHIFT key and click on the area with your mouse. For example, to open the customer list twice, click on the **Customers** icon while holding down the SHIFT key. (If you don't hold down the SHIFT key, clicking on the icon will just return you to whatever area is already open that is represented by that icon.)



To close an area, locate the **blue** arrow close button in the top left hand corner of the application and click on it. To close all open areas select Close All from the WINDOW menu at the top right of the application. To then close the application locate the **blue** arrow close button in the top left hand corner of the application and click on it.

Using the keyboard you can also press ALT+F4 to close the application.

Section  
**2**

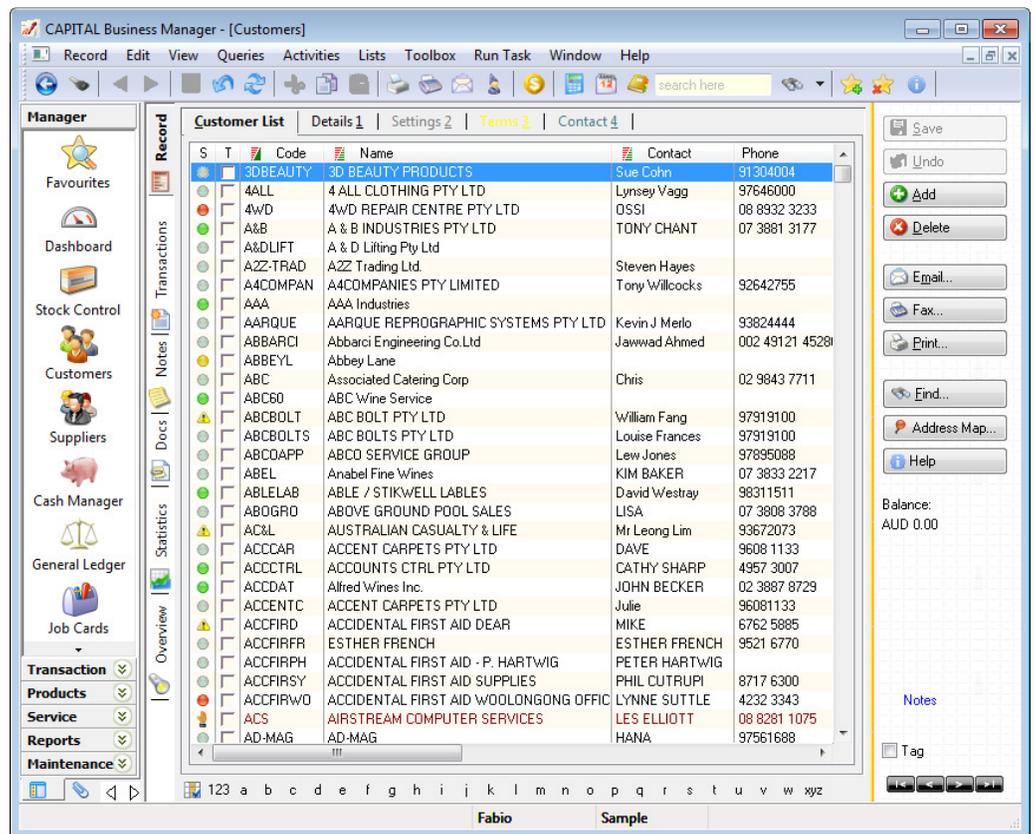
**Customer Lists**

**How To View, Search, Navigate And Alter Your Customer List**

The customers area allows you to view your customer records: such as their contact and address information. Other information is also found here such as:

- Credit limits, trading terms, discounts and pricing arrangements, etc.
- Any notes or comments associated with each customer.
- Linked documents such as scanned credit applications, etc.
- Transaction activity and history.
- Account status information such as balances owing.

When you first open the customer’s area the customer list is displayed:

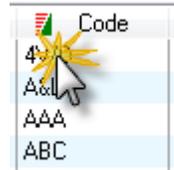


*Finding Customers*

To navigate through the list use the up and down arrow keys or the PGUP and PGDN keys to move pages at a time. You can also press the HOME key to move to the top of the list and the END key to move to the bottom.

At times it may be difficult to find the customer you want if the customer list (also referred to as the “record list”) is not sorted in the way you need it to be.

**Ways To Sort A Record List** Fortunately, the sorting of the record list can be changed by clicking on the column heading of the column you wish to sort the list by. The column heading must have a red/green block next to the column heading name for it to be sortable.



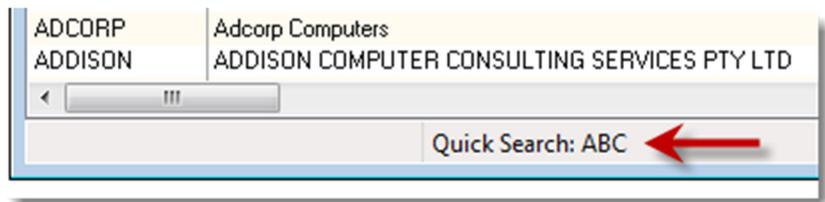
When the bottom block turns a solid green the list is sorted by that column in ascending sequence. Click on the column heading again to reverse the sorting. The top block will turn a solid red and the record list will be sorted in descending sequence.

You can also change the sorting of the record list by using the keyboard. Press SHIFT+F10 and then select the applicable “Sort by” method from the pop-up menu.

**Quick Search**

Rather than use the arrow and PGUP and PGDN keys to scroll through the record list, there is a faster way to find what you are looking for: Just begin to type. The information that most closely matches what you have typed will come into view. But it’s important to remember that information is searched for based on the currently sorted column. If your column is sorted by customer name, then as you type, the software will try to find the customer by searching for a match under the customer name column.

For example, if you typed ‘ABC’ using your keyboard the Quick Search feature would display these characters below the record list.



To erase what you have typed and re-start the Quick Search, hold down the CTRL key and press BACKSPACE. Then restart your search by typing again.

**Global Text Search**

If the information you are looking for cannot be found in a specific column on the record list, you can press the **Find** button on the right side of the list. The **Find** button

can be used to match *any* information within the record itself, such as a phone number, contact name, email address and so on. This is referred to as a ‘Global Text Search’.



A Global Text Search can be slow if your record list is large. It may also produce too many matches to search through if the information you are looking for is not very specific. This is usually not a problem for a customer list, but some businesses do have a very large number of customers!

Nonetheless, it is a good method to use when you are searching for a specific and relatively unique set of letters or numbers. (Such as a phone number or person’s full name.)

A Global Text Search will compile a list of all the records that match your criteria. Enter what you are looking for under **Text To Find** and then press **Find** again. (It is also possible to expand your search by ticking other areas to look into, under the **Include** heading.)



Don’t use the Global Text Search function to locate a transaction number, such as an invoice number. Besides being slow, it will also probably match information you are not looking for or not find the transaction number anyway. Always use Quick Search to search for a transaction number.

## *Customer Columns*

### **Status**

The customer list presents columns of information that can be moved or rearranged in various ways. The first column starts with the letter **S** and this is the “status” column. A symbol, typically a “traffic light” will appear under this column next to each account.



To find out what a symbol means, click on it using your mouse. Some of the more common colour meanings are:

- **Green** – The account’s status is normal.
- **Grey** – There have been no sale related activity for over a year.
- **Yellow** – The account is moderately overdue in their payments due.
- **Red** - The account is significantly overdue in their payment to you.

## Tag

Next to the **S** column is found the **T** column. If a customer is “tagged” then a tick will appear under this column next to the customer’s record. You can “tag” or tick a customer by clicking on the square using your mouse.

Tagging is useful for when you wish to select one or more customers for some specific purpose. For example, if you needed to send a particular email to a small set of customers, you could tag the customers and then use the *Send Document Wizard* to email everybody you had just tagged.



If you need to send emails or statements or process larger groups of customers in other ways, then tagging is not necessarily very efficient. In these cases it is usually better to use a tool called *Query Builder* to create a filtered list of customers matching the criteria you specify. Query Builder is not discussed in this tutorial.

## Code

While you can always search by customer name, another method of searching that can be efficient is to locate an account by using the customer’s account code.

An ‘account code’ is a short unique reference to a customer’s account record. It can be up to 8 characters long. Account codes are handy because you can type them in quickly if you happen to know what the customer’s account code is.

## Name

This is the customer’s name (of course).

## Contact

This is the customer’s primary contact name.

You can set-up as many contacts associated with a customer account as you wish, however this column contains the name of your *key* contact.

## Other Columns

The other columns on the column list should be relatively self-explanatory. Use the right arrow key or scroll bars to navigate further along the list to see other columns of information such as email address, phone number, and so on.

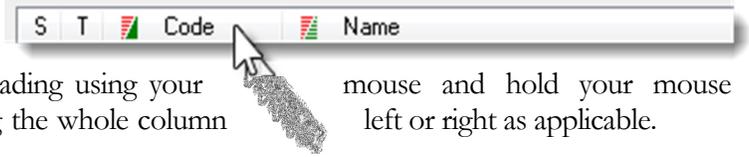
## *Column Properties Manager*

The columns of your customer list need not be static. You can re-arrange the columns, add more that you may need or remove those that you don’t, or change any of their widths.

## NAVIGATION & LISTS

To change the width of a column move your mouse *between* any two column headings until the mouse pointer changes into a “double arrow” symbol. Hold down your left mouse button and then drag the mouse left or right to resize the column.

To move a column into a new position, click on the column heading using your mouse and hold your mouse button down. Next drag the whole column left or right as applicable.

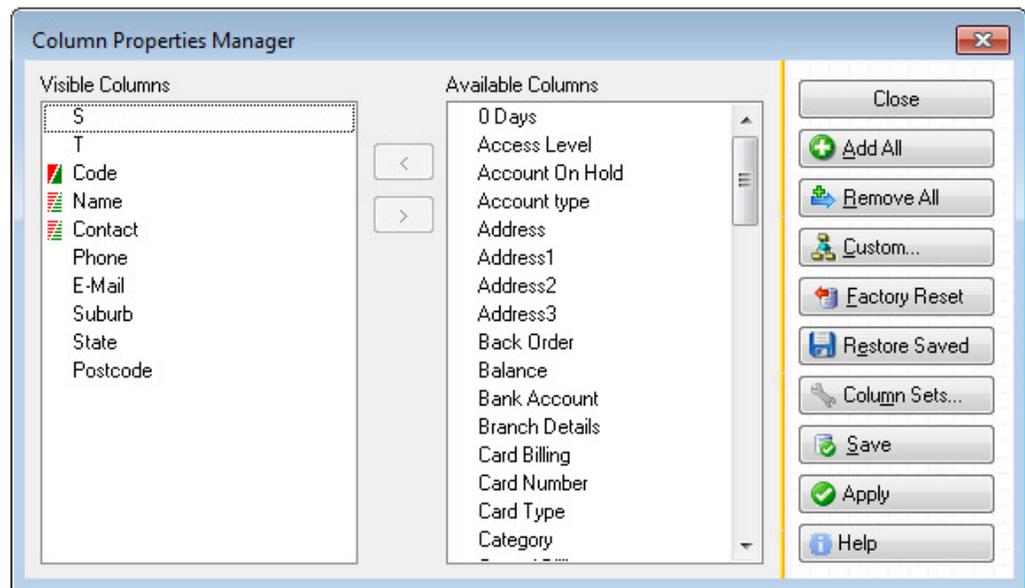


 You cannot move the **S** and **T** columns. These will always appear on the left side of your customer list.

Adding and removing columns involves a few additional steps:

1. Begin by clicking on the grid using your right mouse button.
2. A pop-up menu will appear. Click on **Column Properties**

The following window will open:



This window presents all the columns currently visible in the left panel and all the columns available to you (the “column library”) in the right panel.

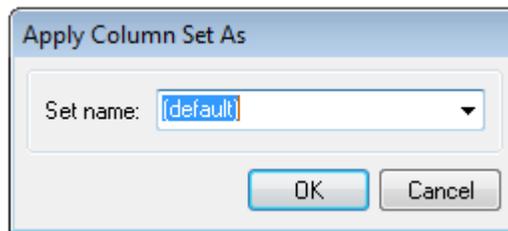
To add a column to the customer list, click on a column that appears in the right panel, and then press the **<** button to move it into the left panel.

In a like manner, use the same technique to remove a column from the customer list. Click on a column in the left panel and then press the **>** button to move it into the right panel.

If you are satisfied with the changes you have made, you can press the **Apply** button to temporarily update your customer list or press the **Save** button to “permanently” update your customer list.

The main difference between **Apply** and **Save** is that if you press **Apply**, the changes you have made will be forgotten the next time you close and restart the software. If you press **Save**, your changes will be remembered until such time as you decide to change your column arrangements again.

When you go to either apply or save your changes the software will prompt you with an additional question:



When this window appears, simply press **OK** to save your column arrangements.



*What is a Column Set?* Column sets are useful when you wish to create multiple *sets* of lists and quickly toggle between them. For example, you might create one list of columns holding your customer contact details and another list containing information to help you with credit management. Since this feature is more advanced, it will not be discussed further here. However, you can find out more by reading the Reference Guide.

### Fixing Mistakes



If you want to go back to the way the software’s column arrangements were originally set, then a simple way to do this is to press the **Factory Reset** button. This is also an easy way to recover if you have made mistakes and want to restore things back to the way they were originally. But don’t forget to press **Save** afterwards.

When you add and remove columns, the columns may not always appear automatically in the positions you want them in. To move columns to the positions you desire while still inside the *Column Properties Manager*, click on the column you wish to move (be sure you are clicking in the left panel) and while still holding the mouse down, “drag” the column to its new position.

Keep repeating this process until the columns have the ordering you want, before pressing **Apply** or **Save**.



Remember that if you rearrange your customer list, those changes will be forgotten the next time you restart the software or log back in using your password, unless you save them first.

## NAVIGATION & LISTS

To save your column arrangements:

1. Click on the grid using your right mouse button.
2. From the pop-up menu select **Column Properties**
3. Press **Save** and then **OK**
4. Press **Close** to close the *Column Properties Manager*.

Column arrangements are linked to your password. So even if you work from a different computer, your preferred column arrangements will still appear after you log in.

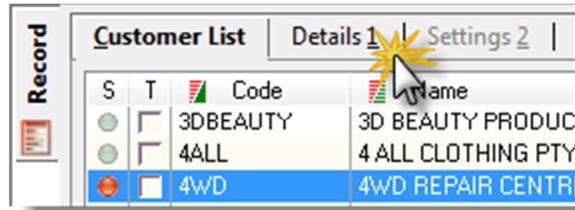
**Section**  
**3**

**Editing Customer Records**

*How To Change Customer Account Details*

Once you've located the customer account you are after, you can also edit its record details. To do this is very easy. Either:

- Double-click on the selected record to view its details
- Click on the **Details 1** tab button.



This will present the customer's record in more detail. Change the information you wish to alter, be sure to press the TAB key to move off any field you have changed, and then press **Save** to record the changes you have made.

You can also reverse any changes you have made by pressing the **Undo** button. However, you must press this button *before* you press **Save**. Once your changes have been made, you cannot then undo what you have entered without retyping the correct information and pressing **Save** again.

Also experiment by pressing any additional tab buttons found at the top of the customer record to the right of **Details 1**. These areas hold additional information relating to your customer.

**Multiple Addresses & Contacts**

Although this will vary from system to system, as your system administrator may have altered the standard arrangement of your customer record screens to better suite your business, by default there is typically only provision for a single mailing address, delivery address, contact name, phone number, email address, and so on, on each customer record.

You can, however, add additional addresses and business contacts under the customer's record, by accessing the *Contacts & Addresses* List.

## EDITING CUSTOMER RECORDS

To do this click on the “notebook” icon found on the toolbar above the customer’s record.



This will open the list of associated contact records for this customer. Press the **Add** button to add further contacts. Associated contacts might include additional delivery addresses, other staff belonging to your customer, and so on.

## Notes & Document Links

### *More Ways To Manage Your Customer Records*

This section of the tutorial explains how to add and manage notes, the different types of notes found in the system, and attaching files such as documents and images to your customer records.

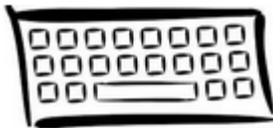
#### Account Notes

Assuming you already have a customer account selected in front of you, press the **Notes** vertical tab button to view the notes history area for that customer.

The account notes area that opens is useful for tracking general note information for your customer that is intended for internal consumption.

For example, if your customer has special requirements (or challenges when dealing with them!) these may be recorded here. You can create as many notes as you wish, and each note may have a subject heading. When the note is entered, the system records the date and time it was created and who created it.

These types of notes also allow you to use different fonts and colours and have integrated spell checking similar to what you find in word processing programs. You can also print them or copy and paste these notes into other areas of the software or other software packages if you wish.



You can also open and view account notes by press CTRL+N (hold down the CTRL key and then press N). And if Account Notes (or any type of note) is found under a customer's account, a green tick will appear on the right side of the account's record.  Notes

#### System Notes

The second type of note associated with a customer account is called a *System Note*.

System Notes are found on the customer menu. Select them from the VIEW menu found at the top of the customer record. These types of notes do not support fonts or colours. There are three main types:

##### General Notes

General notes are standard blocks of text that may (optionally) appear on documents such as invoices and sales orders. Whether they appear on these documents or not is a matter decided by your system administrator. But if you do display standard - but

## NOTES & DOCUMENT LINKS

account specific – messages on such documents, the text for those messages appear in this area.

To enter or edit such text, select from the customer menu View|General Notes.

### Reminders & Alerts

Reminder and alert notes are typically “pop-up” messages that appear when documents such as invoices or sales orders are created for your customers. Such messages are normally used to remind you of such matters as payment terms, special delivery instructions and so forth.

To enter or edit such text, select from the customer area’s menu View|Reminders & Alerts.

### Debt Collection Notes

These notes are specifically related to payment and trading term related matters. These notes are also accessible when entering payment information and when printing certain types of reports, such as those relating to outstanding debts.

To enter or edit such text, select from the customer menu View|Debt Collection Notes

## Document Links

It also possible to associate or attach files to particular customer accounts. This is done by pressing the **Docs** vertical tab button. And then by pressing **Add**.

Only documents specific to your customer will be displayed here. Your document may be a physical file found on your network, or a link to a web page found on the internet or on your internal intranet.

When linking a document you will be prompted to provide the following information:

### Document

This is a title for the document you wish to attach. This may vary from the name of the actual file.

### File

This is the file name of the file you wish to attach. You can press the button next to this input field in order to search for the document.



It is important to only attach documents that are accessible from all areas of your network. If you attach a file that is only found on your local “C drive” then other users will not be able to open the document. Therefore, for shared documents, be sure to move them to a centrally accessible location first.

If you wish to link to a file or web page or other document found on the internet be sure to specify the full internet address, such as:

## NOTES & DOCUMENT LINKS

<http://www.capitaloffice.com.au/downloads/brochure.pdf>

### **Application**

If Windows does not automatically understand how to open the document you have just attached, or for special reasons you wish to override which program Windows prefers to use, then you can enter the path and name of the program to use. In almost every case you should leave this input blank. Windows should understand how to open common files such as spreadsheets, “PDF’s”, Word Documents, graphic files and web pages, automatically.

### **Argument**

This should always be left blank unless you have received special instructions from your System Administrator to put codes here.

### **Category**

You may file your attachment under various categories created by you or your System Administrator. Select the most appropriate category if applicable, before pressing **Save**.

## Summary Invoices

### *How To Enter A Summary Invoices And Other Types Of Transactions*

A summary invoice transaction is an entry that affects the balance of your customer's account in some way, but it does not contain any product item related details.

If you need to sell or credit stock, or create a document containing lots of specific detail (such as, perhaps, service work performed), then you should not create a summary transaction. Instead consult the tutorial: *Invoicing Using CAPITAL Business Manager V8* instead.

Why use summary transactions?

- They are quick to enter.
- They are ideal for entering opening balances on accounts.
- They are handy for applying basic adjustments to your account balance.



To enter a summary transaction begin by opening the customer's area and select the customer to whom you wish to assign the transaction.

Next press the **Transactions** vertical tab button, and then press the **Add** button found to the right side of the transaction list.

The Customer Transaction window will open.

First begin by verifying that the customer's **Account Code** is correct. If you are unsure, you can press F12 to verify that the correct account has been selected.

The other key pieces of data to enter are the date, a reference, and the amount. Each of these will be discussed in turn.

**The Transaction Date**

Move to the transaction date by pressing the TAB key. If you accidentally overstep, press SHIFT+TAB to move backwards or click on the **Date** using your mouse. Enter the date of your summary transaction here.



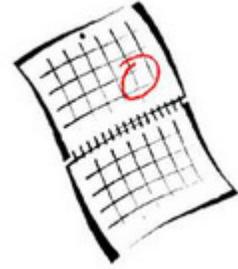
Since your software is rather strict about the way dates are entered into the system, it is worthwhile to spend a few minutes to point out some things about entering dates.

Firstly, you can clear a date and start over by pressing the DEL key. This will erase what you have typed so you can type a new date from scratch. To paste today's date back into a date field press F2.

When entering dates you must enter them in DD / MM / YY format if you are in the Australian region. For example, if you were entering the 2<sup>nd</sup> of March 2013, you would enter on your keyboard 2 followed by slash (/) followed by 3 followed by slash (/) followed by 13.

## ENTERING TRANSACTIONS

If you made a typing mistake press the up and down arrow keys to increment or decrement the number. For example, if you typed 12 instead of 13, press the up arrow key to increment the year by 1.



You can also use the left and right arrow keys to move between segments of the date. If the day is selected, pressing the right arrow key will move you to the month, and pressing right arrow again will move you to the year. Pressing left arrow will move you in the opposite direction.

When you are finished with the date, press the TAB key to complete the entry.

And of course, you can click on the calendar symbol next to the date to open the calendar. From the calendar you can click on the day you want or use the arrow keys to navigate around the calendar. Another quick way to open the calendar from within a date is to press F12.

### The Reference

The reference is typically your customer's order number, but if there is no order number this may be left blank or you may fill in something that might help you to identify the purpose of the transaction later on. Such as "Opening balance" if this transaction was put into the system in order to establish an opening balance for the account.



The **Reference** field is typically one of those columns that will appear on your customer's statement. So keep this in mind when entering information into this area.

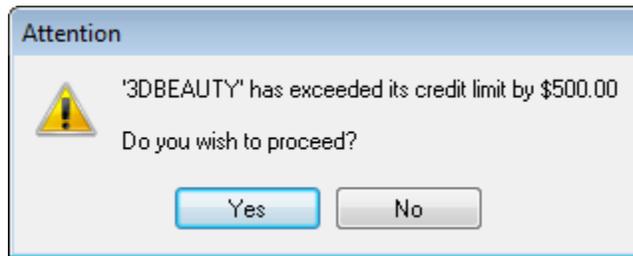
### The Amount

Enter the amount that will increase the balance of what you are owed. For example, if you entered "500" then the balance owed to you under this customer would increase by \$500. If you wanted to decrease the balance owed to you, you would enter the amount as a negative number, for example "-500".

### Saving The Transaction

Once you have completed entering your transaction save it by pressing **Next>** or **Finished**. If your customer's account has exceeded its credit limit you will be prompted to confirm your entry:

## ENTERING TRANSACTIONS



Press **Yes** to proceed and the transaction will be recorded against your customer's account.

### **Credits**

If you happened to enter your summary transaction as a negative amount, you will be prompted to allocate the transaction. Credits, adjustments and payments typically need to be "allocated". The next section of this tutorial will explain what "allocating" involves in some depth. It also explains in more detail how to correctly enter a credit.

### **Viewing Transaction Lists**

In this section you clicked on the **Transactions** vertical tab button and this area presented to you a list of all transactions assigned to your selected customer. (That is to say, if any existed.)

You can also, however, view the list of all customer transactions. To do this click on the **Overview** vertical tab button.

If you need to find information by some criteria other than customer, such as by invoice number but you do not necessarily know the customer it is related to, or by date, then open the **Overview** area instead of the **Transaction** area. You can toggle between both areas as well, if you wish.

**Section**  
**6**

**Entering Payments**

*How To Enter Payments And Credits*

**W**hen you receive a payment from a customer it must be recorded against your customer's account. This is done in a similar way to entering a summary transaction, which was discussed in the previous section.

To enter a payment begin by opening the customer area and select the customer to whom you wish to assign the payment to. Next press the **Transactions** vertical tab button, and then press the **Payment** button found on the right side of the transaction list.



The Customer Transaction window will open.

**Customer Transaction** ✕

Transaction No:

Account Code:   Bill Local

Transaction Type: 6 - Payment

Date: 18/04/2012

Date Due: 25/04/2012

Reference:

Department:

Deposit In: CBA

From Bank:

Branch:

Drawer's Name: 3D BEAUTY PRODUCTS

Discount Taken:  % Number:

Exchange Rate:

Amount:

Dissection	
Cash:	0.00 <input type="button" value="1."/>
Cheque:	0.00 <input type="button" value="2."/>
Credit card:	0.00 <input type="button" value="3."/>
Mastercard:	0.00 <input type="button" value="4."/>
Direct deposit:	0.00 <input type="button" value="5."/>
Visa card:	0.00 <input type="button" value="6."/>
	0.00 <input type="button" value="7."/>
	0.00 <input type="button" value="8."/>
	0.00 <input type="button" value="9."/>
	0.00 <input type="button" value="0."/>
Sub-total:	0.00
Balance:	0.00

## PAYMENTS

First begin by verifying that the customer's **Account Code** is correct. If you are unsure, you can press F12 to verify that the correct account has been selected. Or click on the “binoculars” button next to the **Account Code**.

The other key pieces of data to enter are the date, a reference, where the amount has been deposited, the amount itself and the payment method. For example, cash, cheque, direct deposit, and so forth. Each of these will be discussed in turn.

### The Payment Date

Move to the payment's date by pressing the TAB key. If you accidentally overstep, press SHIFT+TAB to move backwards or click on the **Date** using your mouse. Enter the date you received the payment here.

### The Reference

The reference of your payment depends on the type of payment you have received. If you are entering a cheque, then the cheque number would be entered here. If you are entering a direct deposit, then the reference found on your banking software's entry would be entered here.

### Deposit In

Next move down to the **Deposit In** input and enter the code representing your bank account. If you're unsure what your bank account code is, press F12 to display a list of banks available to you.



At this point you may also enter other payment related information such as which bank the payment was issued from in **From Bank**, the bank's **Branch** and the **Drawer Name** if the payment is a cheque, but these entries are optional.

### The Amount

Enter the amount of the payment into the **Amount** field. Your software will automatically insert a “-” (negative sign) in front of the number for you. This is because a positive number always *increases* the balance of an account and a negative number always *decreases* the balance.



There are also times when you may need to issue a payment to a customer rather than receive a payment. This typically occurs when a customer has over paid an account and does not wish to leave the account in credit or you are issuing a refund for another reason. Only in a case such as this, would the payment be entered as a *positive* number.

### Dissection

The “dissection” refers to the method of payment and this will vary depending on what types of payment methods your business accepts. Payment methods are sometimes referred to as “tender types.”

## PAYMENTS

Typical payment methods might include cash, direct deposit into your bank account, cheques and various types of credit cards, such as Visa, Mastercard and American Express. Although this is not the limit of all possibilities! Your business might also accept promotional vouchers, have arrangements with barter trade groups and so on.

For most payments there is only one payment method involved, such as direct deposit. If that is the case, click on the numbered button next to the applicable tender type to copy the payment amount against the method of payment. These are numbered from 1-9 and zero.



Note that the payment method is displayed as a positive number, even though the payment amount is a negative number. This is because the payment method will *increase* the balance of whatever bank or cash book account it is deposited in.

(Banking and “cash books” are covered in more depth in a separate tutorial.)

### Handling Split Payments

In some cases it may be necessary to accept more than one payment method for a single payment. This might arise if your customer pays partly by cash and partly by credit card in a single transaction.

For example, if your customer pays you \$2000 and this is split into \$500 cash and \$1500 credit card, you would enter \$500 against **Cash** under **Dissection** and the remainder of the balance (\$1500) against the applicable credit card.

Once you have completed entering the main details of your payment, press the **Next>** button to allocate it.



## PAYMENTS

In most cases it should be sufficient to tick the transactions you wish to pay but if you wish to part allocate an invoice a specific amount, then it is always possible to enter that specific amount under the **Allocate** column against that transaction.

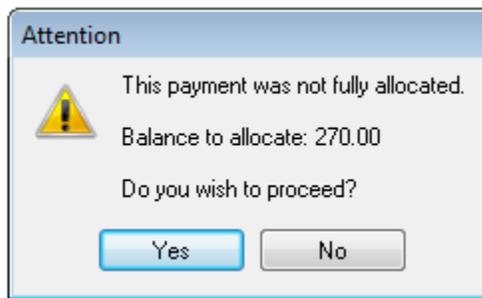
In the example below, \$230 has been entered against invoice 1207 which has a total outstanding balance of \$500.

S	Date	Tran No.	Reference	Balance	P	Allocate	Discount
●	01/02/13	1207		500.00	<input checked="" type="checkbox"/>	230.00	0.00

Note that the tick under the **P** column turns grey to indicate that the invoice has only been partly paid.

Once you are satisfied that your allocations are correct, press the **Finished** button to complete the entry of the payment.

If you have not fully allocated your payment you will receive the following confirmation prompt:



If you have made a mistake – your intention was to fully allocate your payment against outstanding invoices – press **No**. If this is what you intended, press **Yes**.

It's worth noting again that it's not always possible to fully allocate your payments right away. This may be because the invoice has not yet been entered, or you are receiving a pre-payment or deposit.

### Credit Notes

You can also use the above method to enter a credit note or adjustment note. Use this method if your credit is not related to the return of any product items, you do not need to extensively document the reason for the credit, and if there are no complicated tax implications related to the credit. (Such as when the credit is partly taxable and partly non-taxable.)



If your requirements are not very basic, then raise a credit or adjustment note using the Invoicing system instead. Consult the tutorial *Invoicing Using CAPITAL Business Manager V8* for information on how to create a detailed credit.

## PAYMENTS

If you meet all these criteria then the procedure for raising a quick credit is as follows:

1. Begin by opening the customer's area and select the customer to whom you wish to assign the transaction.
2. Next press the **Transactions** vertical tab button, and then press the **Add** button found on the right side of the transaction list.
3. The Customer Transaction window will open. Click on or TAB to **Transaction Type** and change the transaction type to "Adjustment Note" or "Credit Note" or whichever transaction description best describes the intention of your transaction.

The remaining steps are the same as those for entering a payment, except you need not enter any banking details, and you need not specify a payment method (dissection).



And remember, of course, that credits are entered as negative numbers. Unlike payments, the software will not insert a negative sign for you automatically. You must remember to enter a "-" (negative sign) in front of your number when you type it into the **Amount** field.

Be sure to review the steps discussed in the previous section on how to allocate your credit. The steps involved in allocating a credit are exactly the same as those involved in allocating a payment.

Section  
7

## Quick Review

### *Important Points To Remember*

- When clicking on the Explorer Bar hold down the SHIFT key to open the same area more than once.
- When using Quick Search, press CTRL+BACKSPACE to clear what you have typed and start the search over.
- Pressing F12 will open a look-up list or calendar when available.
- The HOME key moves you to the top of a list and the END key to the bottom.
- You can change the column arrangement of a list by clicking on it with the right mouse button and then selecting Column Properties.
- Each customer account has a primary contact (mail address, delivery address, contact name, phone number, etc.) but may have an unlimited number of secondary addresses or contacts.
- You can attach an unlimited number of notes and files to each of your customer accounts.
- Use the invoicing system when working with product codes or service codes. But you can use the summary transaction system for entering simple transactions, such as account adjustments or opening balances.
- The quickest way to close the whole application is to press ALT+F4



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