Customer Maintenance

Details of Customers need to be set up before sales order processing and/or sales Invoice transactions are entered in Liberty Accounts.

There are facilities to define a bill-to address (to which the sales invoice is usually sent) for a customer and, if required, attach multiple ship-to addresses (where goods or services are delivered to). However if preferred a user can select a ship-to address to be shown on a sales invoice or credit note at the time it is created.

Setting up a new Customer

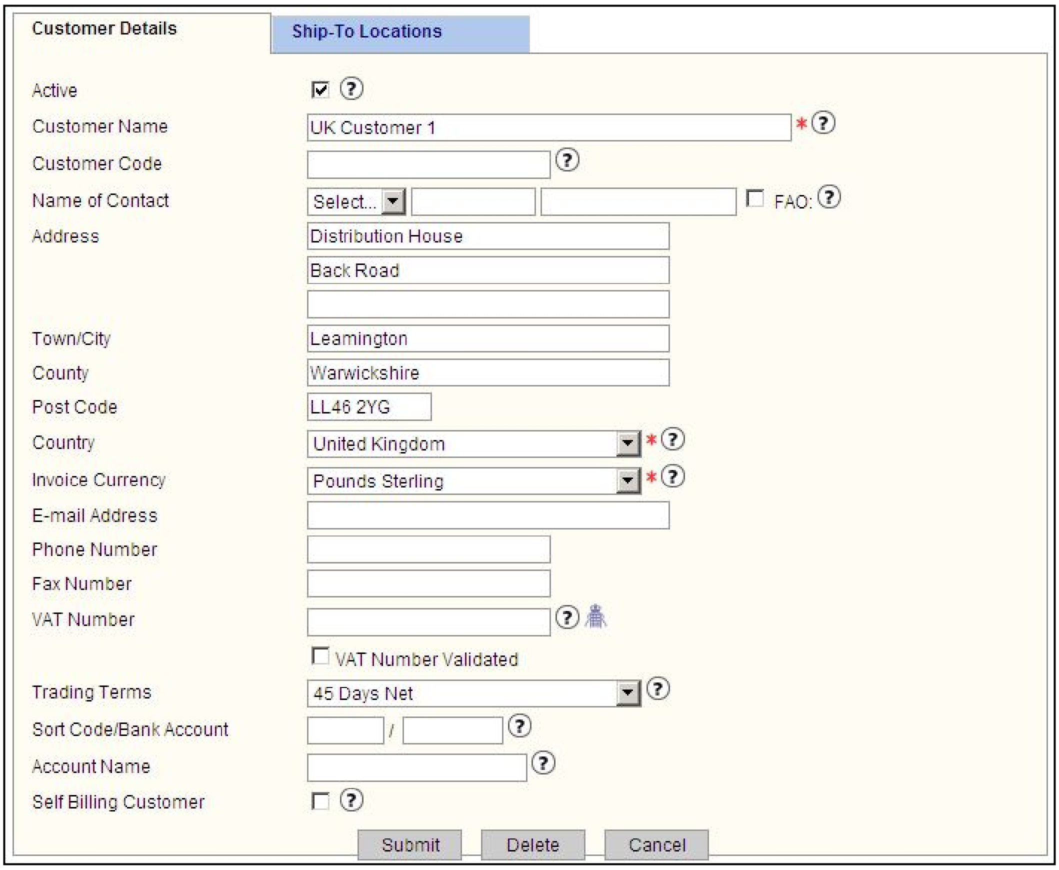
The First Tab is used to set up the Bill-to details

- Details of new Customers can be set up via two routes.

  LISTS → CUSTOMERS → ADD CUSTOMER

  ENTITY NAME → OPENING BALANCES → CUSTOMER → ADD NEW

- Enter details in the Customer Maintenance Screen.

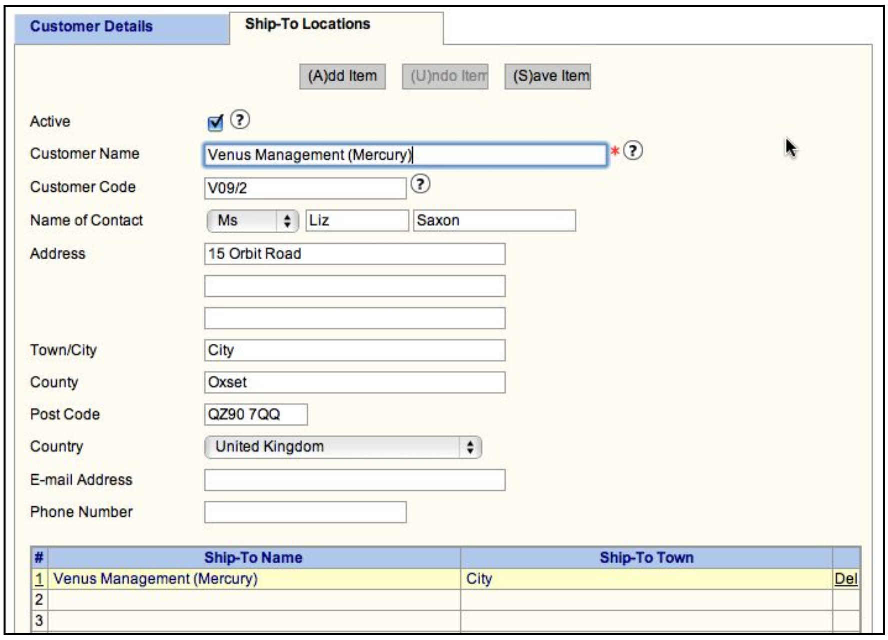


- The **customer code** field may be used to hold a user-defined alpha-numeric code for the customer. If you enter a '+' the system will automatically insert the system record id for the customer. This record id is guaranteed to be unique in the system - <u>but may not be a consecutive sequence</u>.
  This field is useful for entering codes that cross-reference codes in other systems and is required if the invoices upload process is used (See **Invoice upload** user guide for more information.)

- If the **FAO** box is ticked then the contact name will be shown on sales invoices addressed **For the Attention** of this person.
- Correct selection of the customers' **Country** ensures that any VAT implications are handled appropriately and where the entity country (In the trading address) and the customer country are the same then the country address line on sales invoices and credit notes is suppressed as unnecessary.
- If the Customer is to be invoiced in a currency other than sterling (GBP) then select the appropriate **Invoice Currency** from the dropdown list. Note that this currency will be used in the production of invoices, credit notes and statements, however an the time of production an exchange rate will be required to be entered as the accounts receivable accounting entry is in sterling (GBP).
- If the customer is from a country in the European Union, details of country and VAT number is required for some VAT reports. The two-character alphanumeric country code prefix (**GB** for the UK, **BE** for Belgium etc) is required to appear on sales invoices issued with zero rated supplies. To ensure this happens prefix the VAT number with the code. Note that the validity of a VAT number provided to you can be tested by following the link in the field help ?.
- If you are UK VAT registered trader that supplies goods, or a trader that supplies services that would accounted for by a registered trader in another EU member state using the reverse charge mechanism, then a quarterly EC sales list (VAT101) return is required by HMRC. The EC sales list created by the system will only include those invoices in which the supply of a sales item identified as a product or service has taken place to a customer for which the system holds a user validated VAT number. A user can indicate that they have validated an EU Trader VAT number by ticking the **VAT Number Validated** box. The system will record the date and the user name and display these on the screen when it is next accessed.
- Trading terms will be used for monitoring and reminding that payments from this customer are due.
- The **Sort Code** and **Bank Account** details, if entered, can form the basis of a general extract file that can be used for online banking or creating a BACS file.
- If this Customer is one with whom you have a self billing agreement (as per VAT Notice 700/62 Self Billing) then by clicking this button, Payment Application documents with no VAT information rather than VAT invoices are prepared at the Create Invoice process. See the **Self billing supplier** user guide for more information.

The second tab allows for entering multiple ship-to details.

- Click **Add Item** to start entering the details for the first ship-to address.
- Enter the information and click **Save Item**.
- Click **Add Item** again to enter a second and so on.
- When all the data has been entered click on **SUBMIT** store.



Editing Customer Information

Customer information can be amended at any time by selecting from the list of Customers and editing the one you wish to update.

LISTS → CUSTOMERS → LIST CUSTOMER → Edit relevant Customer

SUBMIT will update the information, **DELETE** will delete the supplier from the list (Only if there are no outstanding transactions) and **CANCEL** will return to the previous screen making no changes.