

Sage 50 Accounts

**Credit control –
Statements, letters
and communications.**

Jacqui Wilson

Sage







Housekeeping

Sage 50 Accounts Budgets

Jacqui Wilson

Sage





Questions

← Automatically Muted

← Submit your questions

← Download Handouts

Want answers?

Ask the staff a question

Exit

Send

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Chase Debt view



Chase Debt view.

New/edit	Activity	Batch invoice	Batch credit	Customer receipt	Request card payment	Settlements	Direct Debit Manager	Aged debt	Credit charges	Refund	Delete	Print list	Send to Excel	Labels	Letters	Statements	Reports	Show me
								Disputes	Contra entries	Write offs	Swap							
								Price lists	Debt analysis	Comms.	Clear							

Filter	All	due in	0	day(s)	All records (57)	Include inactive	<input checked="" type="checkbox"/>	<input type="radio"/> Standard	<input checked="" type="radio"/> Chase debt
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A/C.	Name	Inactive	Contact Name	Telephone	Overdue	Balance	Dispute	Payment Methc	Promise	Follow up	Aged Current	Aged 14 Days	Aged 30 Days	Aged 90 Days
A1C001	A1 Catering		Jim Thomas	01742 876 234	2268.82	2268.82					0.00	0.00	0.00	0.00
ABS001	ABS Wine Sup...		Mike Hall	0191 254 5909	3062.56	3062.56					0.00	0.00	0.00	0.00
ARCON	Arcon Wine M...		Tina Woodall	0181 357 9898	925.78	925.78 d					0.00	0.00	0.00	0.00
BBS001	Bob & Stephen...		Susan Livings...	01983 567 123	1894.80	1894.80					0.00	0.00	0.00	0.00
BLARNY	The Blarny Wi...		Mick Evans	0151 765 5475	4858.85	4858.85					0.00	0.00	0.00	0.00
BRI001	Briant Bottle B...		Fred Briant	01908 78787878	1050.03	1050.03					0.00	0.00	0.00	0.00
BRO001	Bronson Ltd		Paul Guy	001 214 248 8...	7747.15	7747.15					0.00	0.00	0.00	0.00
BUS001	Business Exhib...		Stephen Kizow	017684 30707	1482.63	1482.63					0.00	0.00	0.00	0.00
CANNO01	The Cannon Inn		Mick	0191 2541877	0.00	0.00					0.00	0.00	0.00	0.00
CASH	Cashsales				0.00	0.00					0.00	0.00	0.00	0.00
CGS001	County Golf S...		Jeff Walker	0191 385 6432	637.36	637.36					0.00	0.00	0.00	0.00
COM001	Compton Pack...			0191 121 9876	1148.26	1148.26					0.00	0.00	0.00	0.00
CONTRA	Contra customer				120.00	120.00					0.00	0.00	0.00	0.00
DISOUNT	discount custo...				0.00	0.00					0.00	0.00	0.00	0.00
DST001	Johnson Desig...		Peter Quigley	0191 234 567	884.78	884.78					0.00	0.00	0.00	0.00
EXETER	Exeter Studen...		Stuart Evans	0375 364565	719.30	719.30					0.00	0.00	0.00	0.00
EYEMOR	The Eyemore			40895 56545	0.00	0.00					0.00	0.00	0.00	0.00
FABRO	Fabro Fabricat...		Vijay Shah	0121 564 2323	3880.77	3880.77					0.00	0.00	0.00	0.00
FGL001	F G Events Ma...		David Bradford	01603 354564	1005.75	1005.75					0.00	0.00	0.00	0.00
GORDON	Gordon Banks ...		Stan	0121 704 5656	1494.70	1494.70				24/11/2020	0.00	0.00	0.00	0.00
GRA001	Graham Becke...		Clint Peddie	0141 373 2828	1427.89	1427.89					0.00	0.00	0.00	0.00
GRAND	The Grand Hotel		Louise	0121 897 9645	1356.96	1356.96					0.00	0.00	0.00	0.00
GRAPE01	Grape Expecta...		Fred	0191 3864859	0.00	0.00					0.00	0.00	0.00	0.00
GREYHO	The Greyhound		David	0191 897 3695	11.15	11.15					0.00	0.00	0.00	0.00

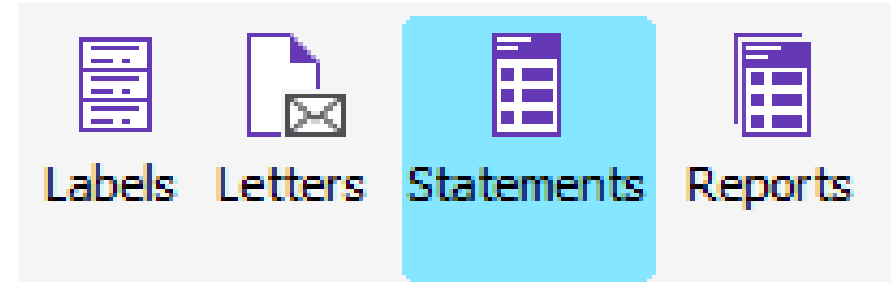
0 of 57 customers selected, total balance 0.00

Customer Statements



Customer Statements.

- Preview
- Print
- Save to file
- Microsoft Excel
- Email through Webmail or Outlook.



Depending on your screen size, you may have to click on the Documents and reports drop down and then click statements.

Customer Statements.

- **Tear off remittance** – Include part which can be torn off by the customer and returned to you.#
- **Individual** – Show itemised entries
- **All items** – Show all entries for the date range including payments.
- **O/S** – Show only items which are currently outstanding on the customer's account.
- **Grouped** – Show items with the same date and reference grouped together as one entry.

Letters



Letters

- Itemised Chase letters
 - Reminder
 - Warning
 - Legal
- Payment reminders
- Gift aid Declaration
- Address change

				Stationery & Computer Mart UK Sage House Benton Park Road Newcastle Upon Tyne NE7 7 LZ	
Mike Hall ABS Garages Ltd Unit 34 Holystone Ind Estate Hebburn Tyne & Wear NE31 1VB					
21 June 2022					
Dear Sir / Madam,					
Your account with us is overdue, details as noted below. Please can we have your full payment by return post.					
NOTE: All values are shown in Pound Sterling					
<u>Inv Ref</u>	<u>Date</u>	<u>Due On</u>	<u>Details</u>		<u>Value</u>
58	24/04/2021	24/05/2022	Goods/Services	£	2533.31
Total Amount Overdue :				£	2533.31
Yours faithfully					
for					
Stationery & Computer Mart UK					

Configuration settings

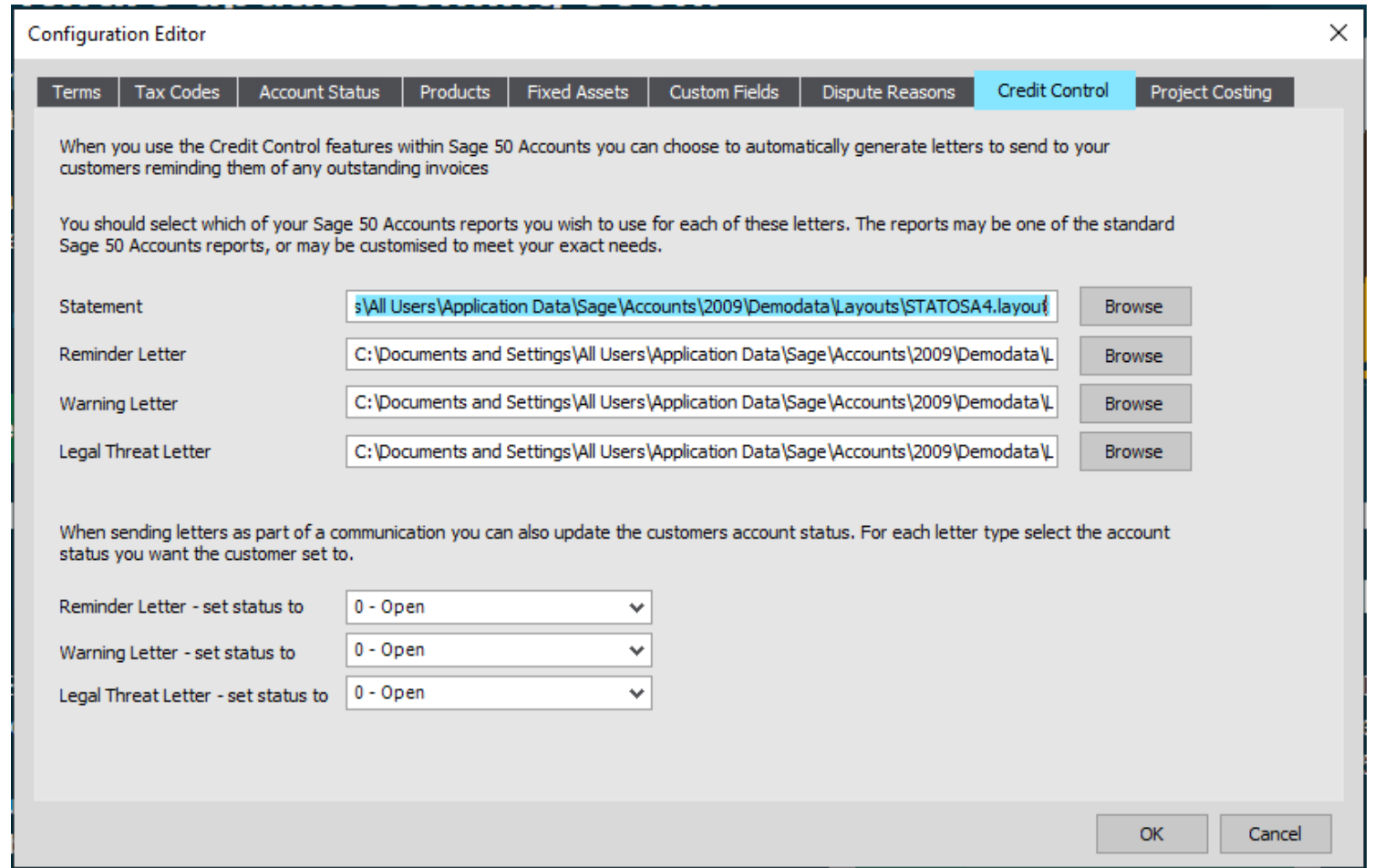


Configuration settings

Letters can be configured in
settings> configuration> Credit
control

Here the latter layouts you wish to
use can be selected for automatic
generation within the
communication window

You can also choose what status to
apply to an account when certain
letters are created



The screenshot shows the 'Configuration Editor' window with the 'Credit Control' tab selected. The window has a title bar with a close button (X) and a tab bar with the following tabs: Terms, Tax Codes, Account Status, Products, Fixed Assets, Custom Fields, Dispute Reasons, Credit Control (active), and Project Costing.

Below the tabs, there is a descriptive text: "When you use the Credit Control features within Sage 50 Accounts you can choose to automatically generate letters to send to your customers reminding them of any outstanding invoices".

Below this, another text: "You should select which of your Sage 50 Accounts reports you wish to use for each of these letters. The reports may be one of the standard Sage 50 Accounts reports, or may be customised to meet your exact needs."

The main configuration area contains four rows, each with a label, a text field, and a 'Browse' button:

- Statement: s:\All Users\Application Data\Sage\Accounts\2009\Demodata\Layouts\STATOSA4.layout
- Reminder Letter: C:\Documents and Settings\All Users\Application Data\Sage\Accounts\2009\Demodata\L
- Warning Letter: C:\Documents and Settings\All Users\Application Data\Sage\Accounts\2009\Demodata\L
- Legal Threat Letter: C:\Documents and Settings\All Users\Application Data\Sage\Accounts\2009\Demodata\L

Below this section, there is a text: "When sending letters as part of a communication you can also update the customers account status. For each letter type select the account status you want the customer set to."

The status configuration area contains three rows, each with a label and a dropdown menu:

- Reminder Letter - set status to: 0 - Open
- Warning Letter - set status to: 0 - Open
- Legal Threat Letter - set status to: 0 - Open

At the bottom right, there are 'OK' and 'Cancel' buttons.

Communication History



Communication History

Any communication with your customer/supplier can be recorded in their record.

From here you can also issue letters.

Invoices can also be created from this window for the time spent chasing debt.

This also helps you to view how often you have chased your customer.

Customer Communications History - TEST

Save and generate Invoice Request card payment Print View Online

Communication Details

Memo

Communication Details

☐ Telephone ☒ Letter/Fax/Email ☐ Meeting

Subject*

Balance

Date

Our Contact

Contact Type

Style

Contact Details

To/From

Telephone

Street1

Street2

Town

County

Post Code

Communication Result

Outcome

Promised Amount

Follow Up Time

New Account Status

Credit Position

Notes:

Save Close

Summary.

- Statements can be generated and sent to your customers as a reminder of any outstanding balances.
- It is possible to send these out via email.
- There are a range of layouts available to suit your requirements and can also be customized to add on company logos.
- Letters are also available to support with the task of chasing debt.
- All communications can be recorded | customer and supplier records to allow you to monitor communications.

Useful links

[Generate customer statements in Sage 50cloud Accounts](#)

[Customise your letter layouts](#)

[Customer and supplier communications](#)

[Can I create an invoice for a customer communication?](#)

Upcoming Webinars.

Upcoming

VAT Return

Projects - Part 2

Invoicing

Report Designer
Edit your invoice layout

Recurring items

Tips and Tricks in
Sage 50cloud Accounts

Key Topics

Report Design – Personalise your invoice part 2 **Wed 7 Dec 2pm**

This session explores how you can make amendments to the middle sections of your invoice layout depending on the type of invoice data you enter in the software..

Credit Control part 3 – Bad debt **Thu 8 Dec 11 am**

How to use your accounts software to reflect your payroll figures

Thank you!