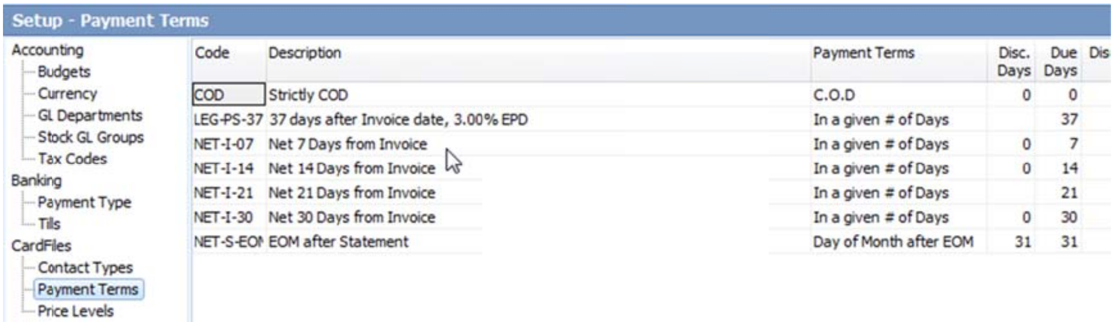
Debtor Management using Jim2

Payment Terms – For effective debtor management you should ensure that your payment terms are setup correctly in your Jim2 database, and that the customers have the correct payment terms selected on their cardfiles.

Go to Tools>Setups>Cardfiles>Payment terms to check what has been setup. Add new terms if necessary (press F1 for online help).



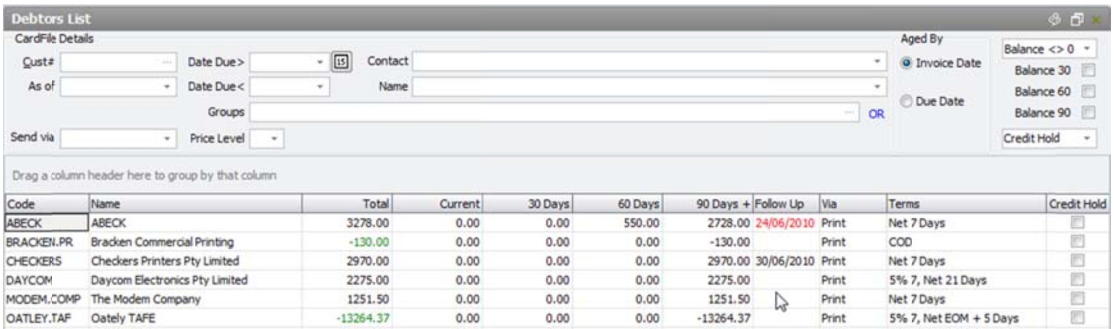
Code	Description	Payment Terms	Disc. Days	Due Days	Dis
COD	Strictly COD	C.O.D	0	0	
LEG-PS-37	37 days after Invoice date, 3.00% EPD	In a given # of Days		37	
NET-I-07	Net 7 Days from Invoice	In a given # of Days	0	7	
NET-I-14	Net 14 Days from Invoice	In a given # of Days	0	14	
NET-I-21	Net 21 Days from Invoice	In a given # of Days		21	
NET-I-30	Net 30 Days from Invoice	In a given # of Days	0	30	
NET-S-EOI	EOM after Statement	Day of Month after EOM	31	31	

Customer CardFiles – Go to CardFiles>Create CardFile List for your customers,

CardCode	Name	Contact	Address	Suburb	State	Postcode	Country	Cust Terms
ABECK	ABECK	Peter Bracken	72 Bonds Road	Mortdale	NSW	2223	Australia	Net 7 Days
ADV.KNOW	Advance Knowledge	Pixie Strawberry	Suite 1/11, Hattie Avenue	Panorama	SA	5041	Australia	COD
BRACKEN.PR	Bracken Commercial Printing	Adrian West	64 Bunbury Road	Perth	WA	6000	Australia	COD
CHECKERS	Checkers Printers Pty Limited	Barry Allen	Suite 24, 16 Barry Avenue	Mortdale	NSW	2223	Australia	Net 7 Days
COMP.WHOLE	Computer Wholesalers	Richard Hutchinson	Unit 541-550 Liverpool Road	Ashfield	NSW	2131	Australia	COD
DAYCOM	Daycom Electronics Pty Limited	Anthony Veramis	Unit 54, 224 Perth Street	Brisbane	QLD	4000	Australia	5% 7, Net 21 Days

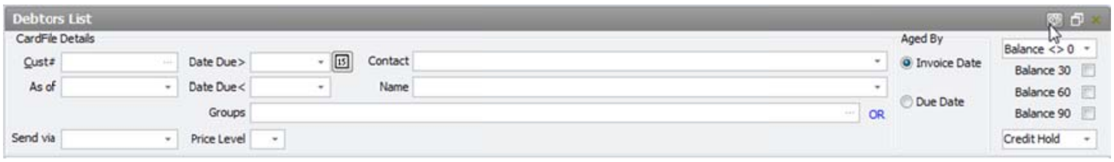
Check the Cust Terms on the list to ensure they are set correctly. They can be amended via the Customer Tab on the CardFile. Check the Contacts Tab to ensure that a contact phone number is entered (against the primary contact if there is more than one contact) so that it prints on the Aged Receivables Reports. You may want to save time and money by emailing invoices and statements, so you should add an Email Accounts contact type and email address for the accounts contact person.

Debtors Notes – Use debtor notes to add comments and set follow up dates for debt collection. The follow up dates show in the Debtors list, and turn red when the date is reached to remind you that you should follow up now.

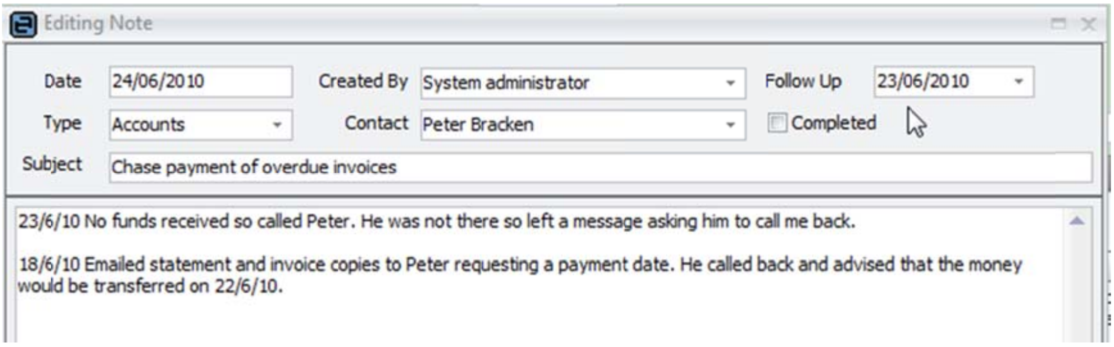


Code	Name	Total	Current	30 Days	60 Days	90 Days +	Follow Up	Via	Terms	Credit Hold
ABECK	ABECK	3278.00	0.00	0.00	550.00	2728.00	24/06/2010	Print	Net 7 Days	
BRACKEN.PR	Bracken Commercial Printing	-130.00	0.00	0.00	0.00	-130.00		Print	COD	
CHECKERS	Checkers Printers Pty Limited	2970.00	0.00	0.00	0.00	2970.00	30/06/2010	Print	Net 7 Days	
DAYCOM	Daycom Electronics Pty Limited	2275.00	0.00	0.00	0.00	2275.00		Print	5% 7, Net 21 Days	
MODEM.COMP	The Modem Company	1251.50	0.00	0.00	0.00	1251.50		Print	Net 7 Days	
OATLEY.TAF	Oately TAFE	-13264.37	0.00	0.00	0.00	-13264.37		Print	5% 7, Net EOM + 5 Days	

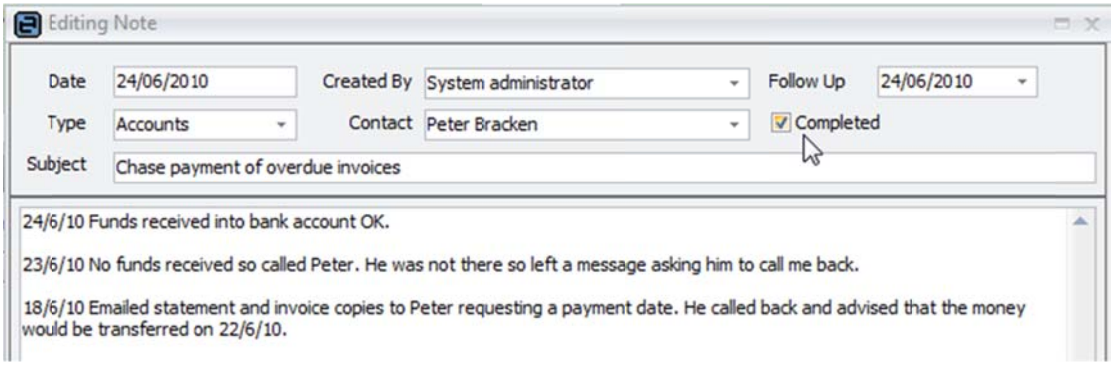
NOTE: It is useful to pin your debtors list, so you only have to run it each time you log into Jim2 – click on the Pin icon at the top right of the list. Press your enter key to refresh the list.



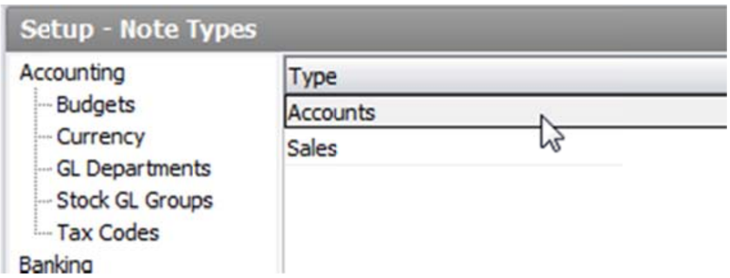
To add a Debtors Note, edit the debtor record, click on the Notes tab at the bottom and click Add. Select a note type, and a contact person (they have to be setup on the contacts tab of the cardfile), add a subject, enter the information into the body of the note and set a follow up date.



You can keep a record of all conversations and correspondence relating to a specific debt collection issue within one note by selecting the note and editing, so you have the entire history in one note. You can change the Follow Up date as required until the issue is resolved. You should then mark the note as Completed.

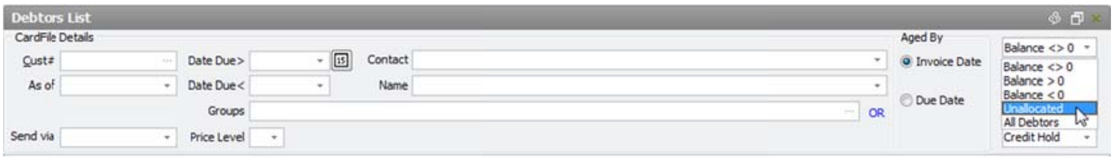


You may need to set up your note types first – go to Tools>Setups>Other>Notes>Add eg Accounts, and save.

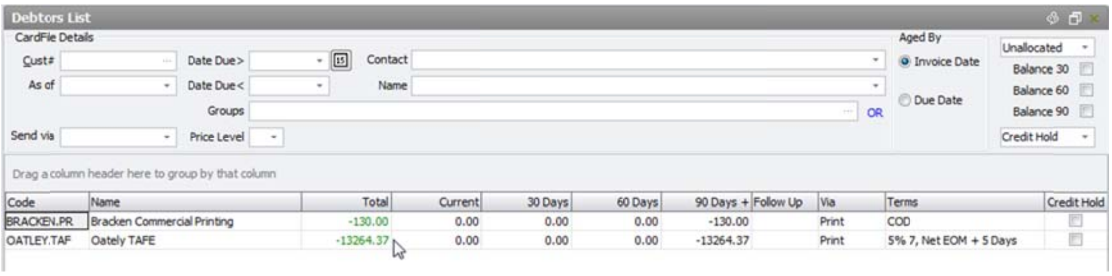


Managing your Debtors – It is important to keep your debtor records up to date so the information within them is accurate, before you start chasing people for payment. All payments received should be entered promptly and credits applied to invoices when applicable.

You can filter your debtors list to identify accounts with unallocated credits, so they can be verified and applied to invoices. From the selection at the top right of the Debtors List select Unallocated and run.



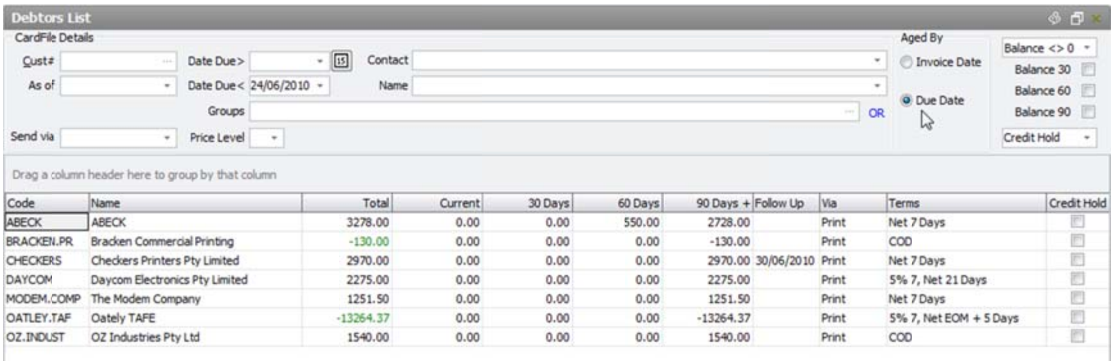
The resulting list will only contain debtor records with unapplied credits on the account.



Code	Name	Total	Current	30 Days	60 Days	90 Days +	Follow Up	Via	Terms	Credit Hold
BRACKEN.PR	Bracken Commercial Printing	-130.00	0.00	0.00	0.00	-130.00		Print	COD	
OATLEY.TAF	Oately TAFE	-13264.37	0.00	0.00	0.00	-13264.37		Print	5% 7, Net EOM + 5 Days	

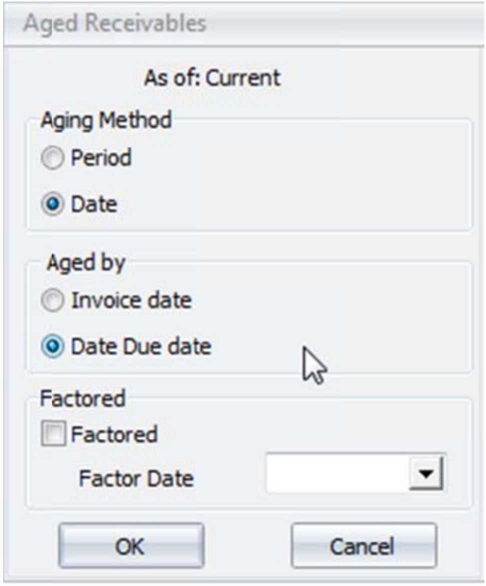
Any green text in the Total column indicates that there are unapplied credits on the account. If there is a credit balance then you cannot apply the credits until there are invoices to apply to.

Before starting to chase people for payment, you can filter your Debtors List by Due Date, nominate a due date and run.

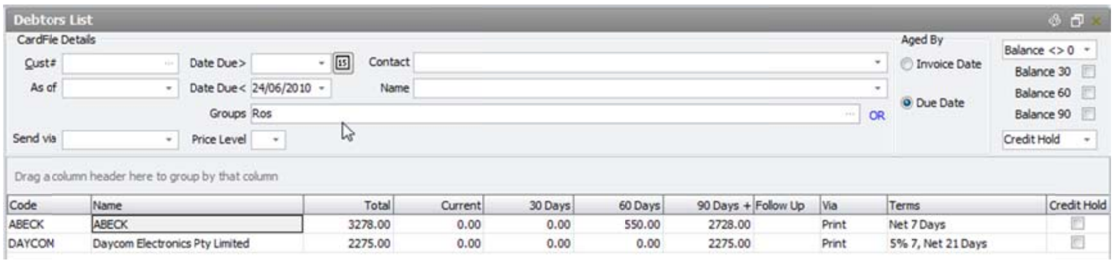


Code	Name	Total	Current	30 Days	60 Days	90 Days +	Follow Up	Via	Terms	Credit Hold
ABECK	ABECK	3278.00	0.00	0.00	550.00	2728.00		Print	Net 7 Days	
BRACKEN.PR	Bracken Commercial Printing	-130.00	0.00	0.00	0.00	-130.00		Print	COD	
CHECKERS	Checkers Printers Pty Limited	2970.00	0.00	0.00	0.00	2970.00	30/06/2010	Print	Net 7 Days	
DAYCOM	Daycom Electronics Pty Limited	2275.00	0.00	0.00	0.00	2275.00		Print	5% 7, Net 21 Days	
MODEM.COMP	The Modem Company	1251.50	0.00	0.00	0.00	1251.50		Print	Net 7 Days	
OATLEY.TAF	Oately TAFE	-13264.37	0.00	0.00	0.00	-13264.37		Print	5% 7, Net EOM + 5 Days	
OZ.INDUST	OZ Industries Pty Ltd	1540.00	0.00	0.00	0.00	1540.00		Print	COD	

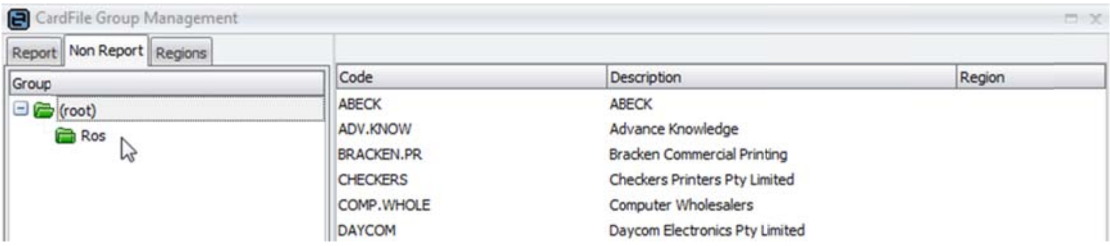
The resulting list will include only invoices that are due for payment up to the date you have set. You can print the Detailed Aged Receivables Report to reflect the information in the list for the debt collection person to work from.



Cardfile Groups – You may have more than one person responsible for debt collection, and each person may be responsible for a specific group of customers. You can use Cardfile Groups (Non Report Level) to assign the debtors to the person responsible for their account. Each person can then run their Debtors List and reports based on only the customers they are responsible for – the group Ros is selected in the example below.



To add Cardfile Groups go to Tools>Groups>Cardfile>Non Report Level right click on 'Root' and add Group.



With 'Root' selected you can see all customer records. You can left click on the relevant records to select them, and holding the left mouse button down you can drag them into the relevant group.

For further assistance or information please call Happen support on 02 9570 4696 or email support@happen.biz