

Sage Business Cloud Accounting: Creating New Customers and Vendors







Creating New Customers/Vendors

Learning Objectives

After completing this module you should be able to:

- Add new customers
- Add new vendors
- Understand account details
- Identify when a particular area is affected by a **Settings** feature
- Override default settings at the customer level
- Create custom credit limits and due dates for invoices
- Create custom messages that override the default message
- Create Price Defaults
- Enable Foreign Currency

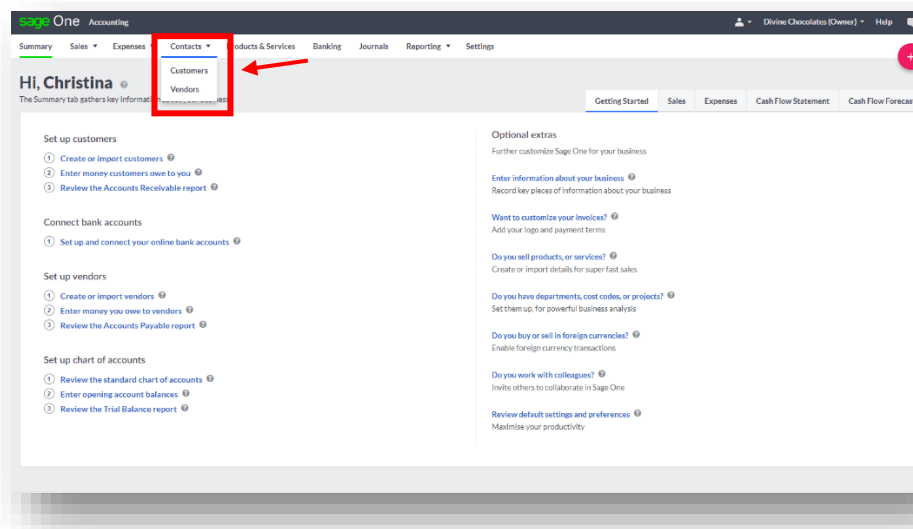
NOTE Throughout the duration of the course, you will encounter important icons and visual conventions as part of your learning experience to guide learners through the chapters. Some of the cues are indicated here.

	Important Information / Important Note / Additional Information	Item where caution and attention is required or additional insight and information is provided.
	Exercise	Your opportunity to practice a concept.
	End of Exercise	Indicates the end of an exercise.
	Check Your Knowledge	Review questions at the end of a lesson to check your understanding and ability to implement concepts.
	Summary	Overview of the most important items covered in a section or lesson.
	End of Lesson	The end of the lesson.

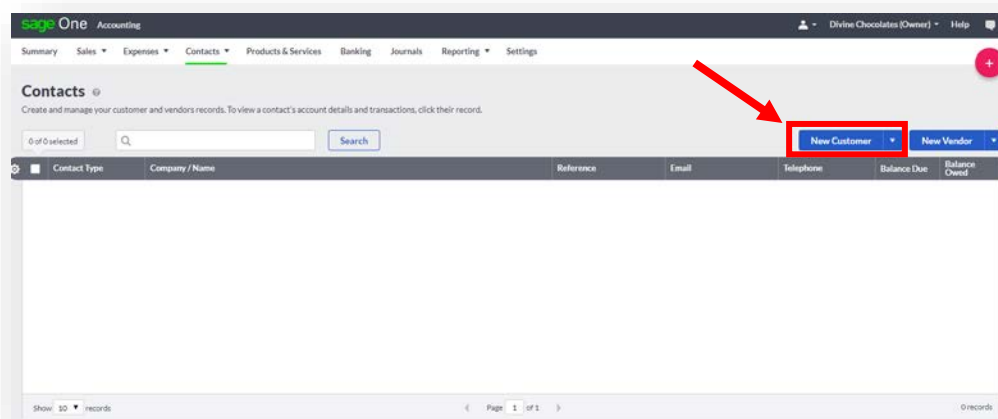
Adding New Customers

It's the day of the Grand Opening for Divine Chocolates. There was a great turn out for the celebration. Customers were offered free chocolate samples upon arrival and all new customers received 10% off their first order. Christina received several orders and now needs to begin adding her new customers into **Accounting**. She'll also need to create invoices for those orders. Her first customer, Lisa Smith ordered 100 solid chocolate bells as wedding favors for her guests for her upcoming wedding in August. She'd like them in white boxes and delivered the day of her event.

Let's begin by adding her first customer, Lisa Smith. From the home screen click **Contacts**.



Accounting displays the dashboard with a list of all customers and vendors. To add a new customer, navigate to, and select the blue **New Customer** icon.



Account Details

In the **Create A New Customer** entry box, enter Lisa's customer information in the appropriate fields including **First Name**, **Last Name** and other important contact information including phone, email, etc. The **Business Name** field will be the name that appears in the customer list on the **Contacts** dashboard.

Account Default

The **Account Default** is the default sales ledger account Divine Chocolates will post to each time an invoice, credit note, quick entry or sales quote will post to for this particular customer. When running reports or doing further sales analysis, Divine Chocolates will have insight into the specific sales, credits, etc. for this customer based on the sales **Account Default** selection chosen here and will override the default sales ledger account within **Record and Transaction Settings**.



If you recall, in module two, I mentioned pointing out when an area we were working in was affected by a particular **Setting**. This is one of those areas. The default ledger **Account Default** shown here within the customer contact screen is being pulled from **SETTINGS > INVOICE & BUSINESS PREFERENCES > RECORD AND TRANSACTIONS SETTINGS**:

Record and Transactions Settings

Choose the preferences and defaults to use when creating records and transactions.

CUSTOMERS

Set defaults for your sales to customers.
You can override these for individual sales later if you like.

Days before invoices overdue**

Ageing (for reporting)

From

To Older

Sales Ledger Account**



NOTE: When creating products and services (inventory) and adding them to an invoice, we can override *BOTH* the default **Sales Ledger Account** from the default settings AND the customer sales **Account Default**. In this scenario, the *default product or service ledger account is used instead* of the default **Sales Ledger Account** OR the customer sales ledger **Account Default**. We'll explore this in further detail when setting up inventory in a future module. For visual purposes, the inventory **Sales Account** is pulled from: PRODUCTS AND SERVICES>NEW ITEM>SELL THIS ITEM:

Create an Item

Create any items that your business buys or sells.

Item Information

Select a Type*

Stock Quantities in and out are tracked	Non-stock Quantities are not tracked	Service Services you buy and sell
---------------------------------------------------	------------------------------------------------	---------------------------------------------

Item Code* e.g. Short name or code

Item Description*

Category No categories found ⓘ

I Sell This Item

Sales Prices	Price Name	Price (\$)
	Sales Price	<input type="text" value="0.00"/>
	Trade	<input type="text" value="0.00"/>
	Wholesale	<input type="text" value="0.00"/>
	Retail	<input type="text" value="0.00"/>
	Discounted Rate	<input type="text" value="0.00"/>

Sales Account*

Alright, now that we know the ledger account can be pulled from two different places, (default settings or when setting up products and services within inventory), let's look at how we can **override** the default **Sales Ledger Account** at the customer level every time a particular customer makes a sale with Divine Chocolates. This will easily allow Divine Chocolates to better analyze customer sales when running reports. Let's return to the customer contact screen to finish creating Lisa Smith's contact record.

All sales/services associated with Lisa's account will default to *GL Account Default 4000 – Sales - Products* but can be changed by selecting a new one from the **Chart Of Accounts** in the drop-down box. For now, let's leave it set to the default. **Accounting** comes with a standard **Chart Of Accounts**, so there is no need for students to spend valuable class time having to set up a chart. **Accounting** has already done it for you! But many more can be added which we will explore later in this lesson.

Business Number

When adding a business customer, be sure to add the EIN or Employee Identification Number in the **Business Number** field. This is generated by the proper Canada tax revenue agency when registering your business for the first time and used to identify businesses whether they are sole proprietorships, corporations, partnerships, or other non-personal entities. It will be required to setup a bank account and to report all tax remittances. Lisa Smith is an individual customer, so we'll leave that field blank for now.

Delivery Address

If you recall, Lisa wanted her wedding favors delivered to the onsite location where her reception is taking place. **Accounting** allows a separate delivery address to be added. The **Delivery Address** field is also used for business deliveries of inventory or products to a separate address.



Click on the **Delivery Address** tab, uncheck the **Same as Invoice Address** and input the address for the wedding venue: *100 Queen Street, Toronto, ON M5A 1S7*

Create a new customer

Business Name* Lisa Smith Email lsmith@aol.com

Contact Name Lisa Smith Mobile 3938404902

Reference Wedding Telephone

Account Details **Delivery Address** Payment Details Defaults Notes

Same as Invoice address

Canada ▾

Address 1 100 Queen Street

Address 2

City Toronto

Province* Ontario (ON) ▾

Postal Code M5A 1S7

Save

To add a delivery address outside Canada, select Europe, UK, Ireland, US or Other. That makes doing business globally for Christina easier.

Account Details **Delivery Address** Payment Details Defaults Notes

Same as Invoice address

Canada ▾

- Canada
- Europe
- UK & Ireland
- US
- Other

Address 1 100 Queen Street

Address 2

City Toronto

Province* Ontario (ON) ▾

Postal Code M5A 1S7

Payment Details – Credit Limit/Credit Terms

Lisa Smith is a new customer of Divine Chocolates. As the business owner, if Christina would like to extend credit or prevent Ms. Smith from exceeding the limit offered by Divine Chocolates, Christina can add that here:

The screenshot shows a 'Create a new customer' form with the following fields and sections:

- Business Name***: Lisa Smith
- Contact Name**: (empty)
- Reference**: e.g. Account Number
- Email**: (empty)
- Mobile**: (empty)
- Telephone**: (empty)

The form has several tabs: Account Details, Delivery Address, **Payment Details** (selected), Defaults, Notes, and Analysis.

The **PAYMENT TERMS** section is highlighted with a red box and contains:

- Set Credit Limit (\$) 0.00
- Set Credit Terms 30 days

The **BANK DETAILS** section contains:

- Account Name: (empty)
- ABA/Routing Number: (empty)
- Account Number: (empty)

At the bottom of the form, there is a note: "Payments due within 14 days of receipt. You can also pay via credit card with Sage Payment solutions. Thank you!"

Payment Terms

Credit limit: Credit limits can be set at the customer level in the **Set Credit Limit** box. Divine Chocolates would like to extend credit to Lisa Smith in the amount of \$1500. *Enter a credit limit of \$1500.* Should Ms. Smith exceed this limit, her financials will be highlighted in **red** within the **Accounts Receivable A/R Aging Report**. Once a customer reaches 80% of their credit limit, their financials will be highlighted in **orange**.

Accounts Receivable A/R Aging Report

This report shows all outstanding or unallocated customer transactions, broken down by the aging periods specified in Record and Transactions Settings.

Search: [] To** 04/30/2018 Sort by Name [] More [] Calculate [] Detailed [] Export []

Customer	Credit limit	O/S Amt	< 30 days	< 60 days	< 90 days	< 120 days	Older
Bob Turner ()		\$4,147.01	\$0.00	\$0.00	\$765.00	\$0.00	\$3,382.01
Discount Test ()		\$244.78	\$0.00	\$0.00	\$0.00	\$0.00	\$244.78
ERA Accounting ()		\$1,316.52	\$81.00	\$0.00	\$0.00	\$0.00	\$1,235.52
General Electric ()		\$2,152.89	\$199.80	\$0.00	\$0.00	\$270.00	\$1,683.09
George's Book Store (Acct. 4949)	\$4.57	\$-37.51	\$0.00	\$0.00	\$0.00	\$0.00	\$-37.51
Hagenes LLC (Cust-03)	\$345.00	\$6.80	\$0.00	\$0.00	\$0.00	\$0.00	\$6.80
Jacks Pet Shop ()	\$500.00	\$1,165.61	\$0.00	\$0.00	\$0.00	\$0.00	\$1,165.61
Jake's Plumbing ()		\$2,003.31	\$0.00	\$0.00	\$0.00	\$0.00	\$2,003.31

Credit Terms: 30 days is the default number of days allotted to determine when a customer invoice is due.



The default credit terms setting is pulled from **SETTINGS > INVOICE & BUSINESS PREFERENCES > RECORD AND TRANSACTIONS SETTINGS**:

Record and Transactions Settings

Choose the preferences and defaults to use when creating records and transactions.

CUSTOMERS

Set defaults for your sales to customers. You can override these for individual sales later if you like.

Days before invoices overdue** [30]

Aging (for reporting)

From: [30] [60] [90] [120]

To: [59] [89] [119] Older

You can *override* the default and either increase or decrease a customer's credit terms at the customer level within the payment details tab when setting up the customer contact record. Since Lisa Smith is a new customer, and we're not yet familiar with her payment history, Christina's decided to leave her terms set to the default of 30 days.

Invoice Message Customization

Messages printed on customer invoices, credit notes, quotes, estimates, statements and remittance advice can be customized specifically for a customer. In doing so, they will override the default message that appear for all customers within the **Settings**.



The default email message setting is pulled from SETTINGS > EMAIL MESSAGES > EMAIL DEFAULTS

English (Canadian) French (Canadian)

Default Email Message

Thank you for your business - we're pleased to attach your invoice in PDF. Full details, including payment terms, are included. If you have any questions, please don't hesitate to contact us.

Kind regards,
Air Canada
1-888-247-2262

Let's customize a message for Lisa Smith's invoices to one more specific to her occasion. Type:

"Lisa, thank you for your business! We look forward to creating delicious wedding favors for your wedding day! Final changes to custom orders must be made 7 days in advance. 50% deposit required. Remaining balance due upon pickup."

Create a new customer

Business Name* Lisa Smith Email lsmith@aol.com

Contact Name Lisa Smith Mobile 3938404902

Reference Wedding Telephone

Account Details Delivery Address Payment Details Defaults Notes

PAYMENT TERMS BANK DETAILS

Set Credit Limit (\$) 1500.00

Set Credit Terms 30 days

Lisa, thank you for your business! We look forward to creating delicious wedding favors for your wedding day!

Final changes to custom orders must be made 7 days in advance. 50% deposit required. Remaining balance due upon pickup.

Account Name

Bank Transit Number

Institution Number

Account Number

BIC/SWIFT

Save

Bank Details

Should a customer want their banking information on file, it can be added here. It is for informational purposes only. We will explore banking further in another lesson.


Defaults

Price Default

If you recall in the beginning, we discussed that by customizing **Settings** within **Accounting** enables greater flexibility in how Divine Chocolates business is run. The **Defaults** shown here are a good example. You can set up multiple prices (up to ten) for each product and service being sold. Once those prices are set up, they can be pulled to customize individual customer pricing within the customer contact record, saving time when creating invoices.

The screenshot shows a 'Create a new customer' form with the following fields and tabs:

- Business Name***: Lisa Smith
- Contact Name**: (empty)
- Reference**: e.g. Account Number
- Email**: (empty)
- Mobile**: (empty)
- Telephone**: (empty)
- Tabs**: Account Details, Delivery Address, Payment Details, **Defaults** (selected), Notes, Analysis
- Price Default**: Sales Price (highlighted with a red box)
- Language**: French (Canadian)
- Currency**: Canadian Dollar (CAD)

 The default pricing that appears from the drop-down menu within a customer record are pulled from **SETTINGS > RECORD AND TRANSACTION SETTINGS > PRODUCTS AND SERVICES**

PRODUCTS & SERVICES
Set the prices or rates you'd like to use when you sell products or services to customers.

Product Prices

Price Name* (last entry cannot be deleted/inactive)	In Use
Sales Price	<input checked="" type="checkbox"/>
Trade	<input checked="" type="checkbox"/>
Wholesale	<input checked="" type="checkbox"/>
Retail	<input checked="" type="checkbox"/>
Discounted Rate	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>

Default Non-stock Ledger Accounts

Sales Account** 4000 - Sales

Expense Account** 3000 - Cost of Goods Sold

Default Stock Ledger Accounts

Expense Account** 1200 - Inventory

Weight Settings

Default Unit of Measure Metric Imperial (UK) Imperial (US)

Default Measurement Kilogram (kg)

Service Rates

Rate Name (last entry cannot be deleted/inactive)	In Use
Rate 1	<input checked="" type="checkbox"/>
Rate 2	<input checked="" type="checkbox"/>
Rate 3	<input checked="" type="checkbox"/>
Hourly Rate	<input checked="" type="checkbox"/>
Yearly Rate	<input checked="" type="checkbox"/>
Quarterly Rate	<input checked="" type="checkbox"/>
Weekly Rate	<input checked="" type="checkbox"/>
Daily Rate	<input checked="" type="checkbox"/>

Sales Price, Trade and **Wholesale** are standard price defaults contained within the dropdown menu but many more can be added. By adding a specific rate for a particular customer, eliminates the administrative task of changing rates for specific customers when creating invoices, etc. For example, you can offer special rates for:

- Military personnel
- Schools
- Senior Citizens
- AAA members
- Mr. Jones



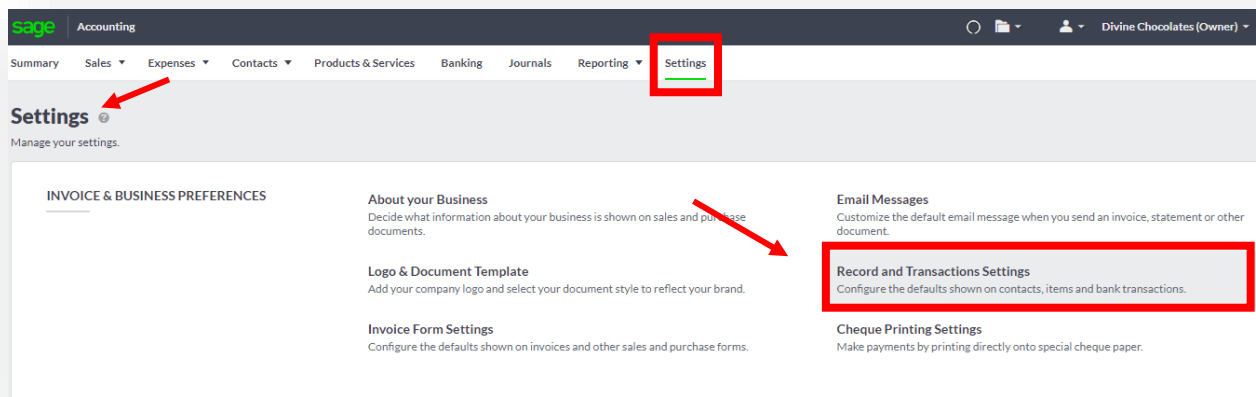
NOTE: It's important to note, if your price default isn't set up within **Settings** first, it will **not** appear as a selection within the drop-down menu when creating a new contact.



NOTE: It's also important to note, **actual pricing** is determined when products and services are created or when creating an invoice, but **not** here. We are only creating the naming convention for the product/service price names, here.

Product Prices

To add new price defaults for products, navigate to **Settings** and select **Record and Transaction Settings**.



Simply enter a price name and check the box for it to be available for use throughout **Accounting**. Divine Chocolates is going to offer all first-time customers promotional pricing.

Type: New Customer Promo in first available line item. Be sure to leave the '**In Use**' box checked so the price default is available when Divine Chocolates is creating invoices, etc.

Christina will also offer all military personnel 10% all orders. Therefore, we'll need to create a special rate. Navigate to the next available line item. *Type: Military*. Click **Save**.

PRODUCTS & SERVICES

Set the prices or rates you'd like to use when you sell products or services to customers.

Product Prices

Price Name* (last entry cannot be deleted/inactive)	In Use
Sales Price	<input checked="" type="checkbox"/>
Trade	<input checked="" type="checkbox"/>
Wholesale	<input checked="" type="checkbox"/>
Retail	<input checked="" type="checkbox"/>
Discounted Rate	<input checked="" type="checkbox"/>
New Customer Promo	<input checked="" type="checkbox"/>
Military	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>

Service Rate

Divine Chocolates will be offering wedding catering as a service billed in one-hour increments. Therefore, we'll need to add a service rate of **'Hourly'** to the rate list. Be sure to leave the **'In Use'** box checked so the price default is available when Divine Chocolates is creating invoices, etc.

Type: *Hourly*. Click **Save**.

Service Rates

Rate Name (last entry cannot be deleted/inactive)	In Use
Hourly	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>

Language

To select which **Language** customer emails and invoices print in, English or French, select from the drop-down menu. Lisa Smith is an English-speaking customer so we'll leave the default to English.

Account Details | Delivery Address | Payment Details | **Defaults** | Notes

Price Default: Sales Price

Language: **English (Canadian)**


- English (Canadian)
- French (Canadian)

Changing to French will display the following:

Invoice

Numéro: SI-298	Livrer à
Émis: 14/05/2018	215 Ediston Avenue
Dû: 13/06/2018	Toronto ON M3N1H7

Lisa Smith (Main Contact)
215 Ediston Avenue
Toronto ON M3N1H7



Divine Chocolates
100 Chocolate Way
Toronto, ON, M9W1J9
Canada
1-888-247-2262
kim.steward@sage.com
TPS/TVH 879879797 RT 7987

Item	Coût	Discount	Taxe de vente	Montant
Milk Chocolate Wedding Bells	500,00	50,00 (10,00%)	TVH 13,00%	450,00
Sous-total				450,00
TVH 13,00%				58,50
Total facture				508,50
Total à payer				\$508,50

Commentaires
Open Monday - Friday 9-5

Modalités et conditions
"Lisa, thank you for your business! We look forward to creating delicious wedding favors for your wedding day! Final changes to custom orders must be made 7 days in advance. 50% deposit required. Remaining balance due upon pickup."

Currency

When Divine Chocolates business plan was created, they knew they wanted to offer their decadent sweets to chocolate lovers around the world. **Accounting** allows Christina to process foreign currency transactions and easily record invoices, credit notes, payments, and receipts in different currencies. Christina will need to set up this feature within the **Accounting** settings first.

Create a new customer

Business Name* Email

Contact Name Mobile

Reference Telephone

Account Details | Delivery Address | Payment Details | **Defaults** | Notes

Price Default

Language

Currency

- US Dollar (USD)
- Canadian Dollar (CAD)
- Mexican Nuevo Peso (MXN)

She can choose to use live exchange rates from the Federal Reserve System (FRS), which update daily, which gives Christina confidence she's always using the most up to date rate. Losses or gains can also be tracked as a result of changes in the rate



To enable the multi-currency feature, navigate to **SETTINGS > CURRENCIES > CURRENCY TRANSACTION**.

Settings Manage your settings.

INVOICE & BUSINESS PREFERENCES

About your Business
Decide what information about your business is shown on sales and purchase documents.

Logo & Document Template
Add your company logo and select your document style to reflect your brand.

Invoice Form Settings
Configure the defaults shown on invoices and other sales and purchase forms.

Email Messages
Customize the default email message when you send an invoice, statement or other document.

Record and Transactions Settings
Configure the defaults shown on contacts, items and bank transactions.

Cheque Printing Settings
Make payments by printing directly onto special cheque paper.

FINANCIAL SETTINGS

Chart of Accounts
Creates, view and manage your ledger accounts.

Financial Settings
Manage your financial start and year end date.

Sales Taxes
Edit your tax settings.

Analysis Types
Set up and oversee analysis types to manage your accounts in more detail.

Currencies
Handle foreign currency transactions and manage your exchange rates.



NOTE: This feature will not appear in the customer contact record if the feature isn't enabled within **Settings** first.

Check the box, **Enable Foreign Currency Transactions:**

Currency Settings
Get set up to handle foreign currency transactions and manage your exchange rates.

CURRENCY TRANSACTIONS
Enable foreign currency transactions, and choose whether you'd like to use our live exchange rates, or enter your own.

Enable Foreign Currency Transactions
 Use Live Exchange Rates

Live exchange rates enabled

Currency	Rate	Inverse
US Dollar (USD)	0.7771844036	1.2866999180
Canadian Dollar (CAD)	1.0000000000	1.0000000000
Mexican Nuevo Peso (MXN)	14.5397632222	0.0687769109
Please select	0.0000000000	0.0000000000

ACCOUNTING SETTINGS
Set how you'd like to handle bank charges and exchange rate gains or losses in your accounts.

Bank Charges Ledger Account** 6200 - Bank Fees and Interest

Exchange Rate Gains Ledger Account** 6900 - Exchange Rate Gain/(Loss)

Exchange Rate Losses Ledger Account** 6900 - Exchange Rate Gain/(Loss)

Use Live Exchange Rates - If Christina were coming from another Accounting system, and needed to create invoices with a foreign currency she could enable the Foreign Currency Transaction feature but not activate live exchange rates. Simply uncheck the box that says, '**Use Live Exchange Rates**'. In doing so she would have to manually enter the rates for the relevant currency at the time the invoice was created in the old system. This can also be done in the **Sales Invoice** menu when creating an invoice and entering/overriding the rate when posting individual transactions. Divine Chocolates does want to use live exchange rates so we'll leave that box checked.

Once **Live Exchange Rates** have been enabled, three currencies are automatically created and appear in the list below:

- US Dollar (USD)
- Canadian Dollar (CAD)
- Mexican Nuevo Peso (MXN)



NOTE: The base currency, Canadian Dollar in this case, can't be deleted. Nor can it be deleted if the currency has been used in a transaction.

To create a new currency, navigate to the next available line item and select it from the drop-down menu. The live exchange rate automatically appears from the Federal Reserve System. Otherwise, manually enter the exchange rate when not using live exchange rates.



Add: **Pound Sterling**. Click **Save**.

Currency Settings Get set up to handle foreign currency transactions and manage your exchange rates.

CURRENCY TRANSACTIONS
Enable foreign currency transactions, and choose whether you'd like to use our live exchange rates, or enter your own.

Enable Foreign Currency Transactions
 Use Live Exchange Rates

Live exchange rates enabled

Currency

- US Dollar (USD)
- Canadian Dollar (CAD)
- Mexican Nuevo Peso (MXN)

ACCOUNTING SETTINGS
Set how you'd like to handle bank charges and exchange rate gains or losses in your accounts.

Please select

- Please select
- Australian Dollar (AUD)
- Bulgarian Lev (BGN)
- Brazilian Real (BRL)
- Canadian Dollar (CAD)
- Swiss Franc (CHF)
- Yuan Renminbi (CNY)
- Czech Koruna (CZK)
- Danish Krone (DKK)
- Euro (EUR)
- Pound Sterling (GBP)
- Hong Kong Dollar (HKD)
- Croatian Kuna (HRK)
- Hungarian Forint (HUF)
- Indonesian Rupiah (IDR)
- Israeli New Shekel (ILS)
- Indian Rupee (INR)
- Japanese Yen (JPY)
- Korean Won (KRW)
- Mexican Nuevo Peso (MXN)

Currency	Rate	Inverse
US Dollar (USD)	0.7852865697	1.2734204790
Canadian Dollar (CAD)	1.0000000000	1.0000000000
Mexican Nuevo Peso (MXN)	15.1211423307	0.0661325698
Japanese Yen (JPY)	85.8327301441	0.0116505673
Pound Sterling (GBP)	0.5790616569	1.7269318180
Please select	0.0000000000	0.0000000000

Bank Charges Ledger Account

This GL account will track the cost of foreign transaction fees and bank charges Divine Chocolates incurs while transacting business in other countries.

Gains/Losses: Any losses or gains as a result of changes in the rate are tracked and posted against this GL account. If the exchange rate changes between the time an invoice is generated versus when a payment is made or credit

note/refund, the difference in the rate is posted to the **Exchange rate gain/(loss) account**.

ACCOUNTING SETTINGS		
Set how you'd like to handle bank charges and exchange rate gains or losses in your accounts.	Bank Charges Ledger Account**	6200 - Bank Fees and Interest
	Exchange Rate Gains Ledger Account**	6900 - Exchange Rate Gain/(Loss)
	Exchange Rate Losses Ledger Account**	6900 - Exchange Rate Gain/(Loss)

This amount appears as an overhead on the **Profit and Loss Report**:

Expenses		
Advertising Expense (6600)		995.00
Bad Debt Expense (6150)		-980.59
Bakery Salary (10005)		-85.50
Bank Fees and Interest (6700)		5,393.52
Copyright Services (7700)		-151.00
Exchange rate gain/(loss) (9011)		-1,273.33
Freight Expense (6900)		76.00
Gain/Loss - Sale of Assets Exp (7100)		24.06
General Expenses (7200)		19,206.00
Maintenance & Repairs Expense (6350)		101.00
Office Supplies Expense (6450)		435.29
Other Office Expense (6550)		225.70
Other Taxes Expense (6250)		-100.00
Purchase Disc-Expense Items (6900)		-2.00
Service Charge Expense (6850)		59.00
Telephone Expense (6500)		100.00
Travel and Entertainment (7350)		361.04
Uncategorized Expense (7250)		2,620.91
Wages Expense (6000)		474.21
	Total Expenses	\$27,677.29
	NET PROFIT / LOSS	\$111,121.38

Notes

The last section when creating a new customer, is **Notes**. This is an ideal location to enter any pertinent information as it relates to the customer. For example, if they are moving to a new location and when, gate access codes, order information, hours of operation etc. The notes are informational only and will not print on customer correspondence. Since we'll want to have key information about Lisa Smith's wedding, her order and event details in her file, we'll want to enter those details here. Once done, click **Save**.



Type: "Lisa Smith is new customer from our Grand Opening Event. She placed an order for 100 solid chocolate bells for her wedding on August 18, 2018. Wedding favors will be placed in white boxes. Order will be delivered to 100 Queen Street, Toronto, ON M5A 1S7 on August 17, 2018. She is the main POC for the event. Chocolate to be refrigerated immediately upon arrival"

Create a new customer ✕

Business Name* <input type="text" value="Lisa Smith"/>	Email <input type="text" value="lsmith@aol.com"/>
Contact Name <input type="text" value="Lisa Smith"/>	Mobile <input type="text" value="3938404902"/>
Reference <input type="text" value="Wedding"/>	Telephone <input type="text"/>

Account Details
Delivery Address
Payment Details
Defaults
Notes

Lisa Smith is new customer from our Grand Opening Event.

She placed an order for 100 solid chocolate bells for her wedding on August 18, 2018.

Wedding favors will be placed in white boxes.

Order will be delivered to 100 Queen Street, Toronto, ON M5A 1S7 on August 17, 2018.

She is the main POC for the event. Chocolate to be refrigerated immediately upon arrival.

You have used 369 of 4,000 characters

Lisa Smith will now appear in the contact list with all customers within the dashboard. You've just added your first customer!

Sage One Accounting Divine Chocolates (Owner) Help

Summary Sales Expenses **Contacts** Products & Services Banking Journals Reporting Settings

Contacts

Create and manage your customer and vendors records. To view a contact's account details and transactions, click their record.

0 of 1 selected New Customer New Vendor

☐	Contact Type	Company / Name	Reference	Email	Telephone	Balance Due	Balance Owed
☐	Customer	Lisa Smith	Wedding	lsmith@aol.com		0.00	0.00

Show 10 records Page 1 of 1 1 record

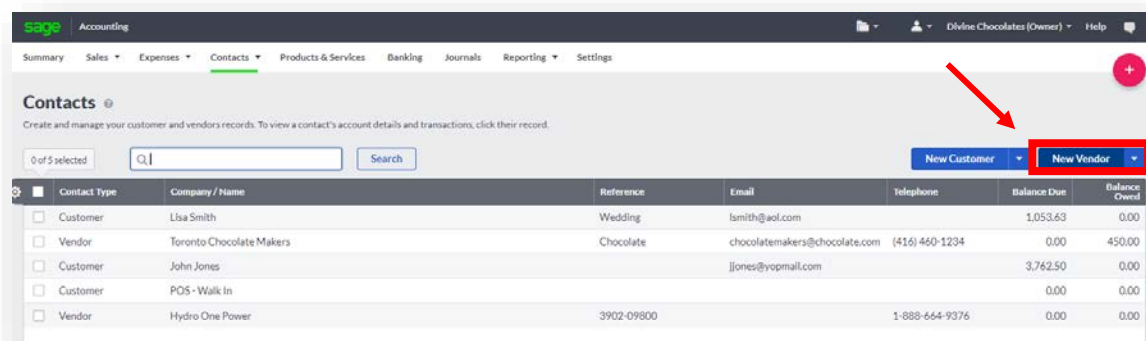
Creating Vendor Records

New Vendor

Accounting lets you manage expenses of all types including debit expenses, credit card expenses, entering and paying bills and more. Simple transaction entry is done easily and efficiently. Before entering expenses it's best to add your vendors first.

For the first few months, Divine Chocolates will use a vendor to prepare all products (inventory) to kick start sales and get business of the ground, until their kitchen equipment and materials arrive. Christina has selected *Toronto Chocolate Makers* to craft the wedding bells for Lisa Smith's upcoming wedding and fulfill initial orders. Therefore, Christina will need to create a new vendor record within **Accounting** to keep track of all expenses and purchases. We just added our first customer contact Lisa Smith, now let's add our vendor.

From the **Contacts** dashboard, navigate to **Contacts** and Select **New Vendor**:



Fill in all pertinent vendor info:

- Business Name:** *Toronto Chocolate Makers*
- Contact Name:** *Harry Lewis*
- Reference:** Assign an optional account number *98035*
- Email:** chocolatemakers@chocolate.com
- Telephone:** *(416) 460-1234*
- Address:** *900 Dupont St., Toronto, ON M6G 1Z4*

- g. Account Default:** Similar to the **Account Default** when creating a new customer, a default *purchase* ledger account is used when creating vendor bills, vendor credit notes, vendor quick entries. All expense and purchase transactions associated with Toronto Chocolate Makers will post to GL Account *5000 - Cost Of Goods Sold*.



NOTE: If using products and services, when adding these items to an invoice, the default **Product** or **Service Ledger Account** is used **instead of** the **Account Default** selected here.

- h.** As with a customer record, you can override the default ledger account and select a different **purchase** account from within the drop-down menu or create a new one within the **Chart of Accounts**.



To create a new ledger account, navigate to **SETTINGS > FINANCIAL SETTINGS > CHART OF ACCOUNTS**

The screenshot shows the Sage Accounting Settings page. The 'Settings' menu is selected, and the 'FINANCIAL SETTINGS' section is active. Within this section, the 'Chart of Accounts' option is highlighted with a red rectangular box. Other options visible include 'About your Business', 'Logo & Document Template', 'Invoice Form Settings', 'Email Messages', 'Record and Transactions Settings', 'Cheque Printing Settings', 'Analysis Types', 'Currencies', 'Financial Settings', and 'Sales Taxes'.

Click **New Ledger Account**:

The screenshot shows the Sage Accounting Chart of Accounts page. A table lists various ledger accounts with columns for 'Included in Chart', 'Account Number', 'Ledger Name', 'Category', 'Category Group', 'Visible?', and 'Display Name'. A red box highlights the 'New Ledger Account' button in the top right corner, with a red arrow pointing to it.

Included in Chart	Account Number	Ledger Name	Category	Category Group	Visible?	Display Name
✓	1000	Cash on Hand	Bank	Asset	✓	Cash on Hand
✓	1050	Chequing	Bank	Asset	✓	Chequing
✓	1060	RBC (Royal Bank of Canada)	Bank	Asset	✓	RBC (Royal Bank of Canada)
✓	1070	Bank of Canada - Loan	Credit Card / Loan	Liability	✓	Bank of Canada - Loan
✓	1080	Student/Instructor Account - Chequing	Bank	Asset	✓	Student/Instructor Account - Chequing
✓	1090	Text Bank Rajew	Bank	Asset	✓	Text Bank Rajew
✓	1100	Accounts Receivable*	Assets	Asset	✓	Accounts Receivable
✓	1200	Inventory	Assets	Asset	✓	Inventory
✓	1500	Property and Equipment	Assets	Asset	✓	Property and Equipment
✓	1600	Allowance for Doubtful Debtors	Assets	Asset	✓	Allowance for Doubtful Debtors
✓	1700	Prepaid Expenses	Assets	Asset	✓	Prepaid Expenses
✓	1800	Accum. Amortization Property and Equipment	Assets	Asset	✓	Accum. Amortization Property and Equipment
✓	2000	Accounts Payable*	Liabilities	Liability	✓	Accounts Payable
✓	2100	Customer Deposits	Liabilities	Liability	✓	Customer Deposits
✓	2180	EI Payable	Liabilities	Liability	✓	EI Payable
✓	2185	CPP Payable	Liabilities	Liability	✓	CPP Payable
✓	2190	Federal Income Tax Payable*	Liabilities	Liability	✓	Federal Income Tax Payable
✓	2300	GST/HST Collected and Collectible*	Liabilities	Liability	✓	GST/HST Collected and Collectible
✓	2301	GST/HST Input Tax Credits*	Liabilities	Liability	✓	GST/HST Input Tax Credits
✓	2350	GST/HST Payable*	Liabilities	Liability	✓	GST/HST Payable

Fill in all pertinent Vendor info and click **Save**.

New Ledger Account [X]

Included in Chart

Ledger Name**

Display Name**

Account Number**

Category**

Category Group

Visibility

Bank

Sales - Invoice / Credit, Product / Services / Customer defaults

Expenses - Bill / Credit, Product / Vendor defaults

Other Payment

Other Receipt

Journals

Reports

Let's return to the vendor record to complete the setup of *Toronto Chocolate Makers*:

- i. **Business Number:** 15-character account number assigned to a business from the Canada Revenue Authority. *Enter 123456789012345*
- j. **Payment Details/Defaults/Notes:** Similar to creating a new customer, add any credit limits, terms, bank details, language preference and notes and click **Save**.

Once successfully added, our new vendor appears in the **Contacts** list within the dashboard:

Contacts ⓘ
Create and manage your customer and vendors records. To view a contact's account details and transactions, click their record.

0 of 2 selected

Contact Type	Company / Name	Reference	Email	Telephone	Balance Due	Balance Owed
<input type="checkbox"/> Customer	Lisa Smith	Wedding	lsmith@aol.com		0.00	0.00
<input type="checkbox"/> Vendor	Toronto Chocolate Makers	98035	chocolatemakers@chocolate.com	(416) 460-1234	0.00	0.00

Show 10 records Page 1 of 1 2 records



Check Your Knowledge

Answer the following questions about the material covered in this lesson.

Short Answer

1. There are 5 tabs contained within the customer contact record. What are 5 key settings that can be chosen at the customer level that will override the default settings contained within Record and Transaction Settings?

Multiple Choice

Mark the correct answer(s) to the question below.

2. Of the **Account Default** (in the customer contact record), the **Sales Account** (within Inventory), or the **Sales Ledger Account** (in Record and Transaction Settings)

which general ledger account code takes precedence for posting transactions to when Divine Chocolates is billing customers for chocolates?

- A. Account Default
 - B. Sales Account
 - C. Sales Ledger Account
 - D. None of the above
3. What is the default # of days an invoice is allotted before considered overdue?
- A. 45 days
 - B. 60 days
 - C. 120 days
 - D. 30 days
4. If a message isn't customized within the contact record for invoices at the customer level, where can you find the generic default message that appears on all customer statements, invoices, credit notes etc.?
- A. Settings > Customer Contact Record
 - B. Getting Started Dashboard
 - C. Settings > Email Messages
 - D. Settings > Record & Transaction Settings
5. Christina wants to send an invoice to a customer that purchased some chocolates in Tokyo. For some reason, the invoice she's creating only shows Canadian currency, and the live exchange rate isn't appearing. What did Christina forget to do?
- A. Call the customer
 - B. Enable Foreign Currency Transactions within **Currencies** in **Settings**
 - C. Add the currency Japanese Yen in **Currency Settings**
 - D. Select Japanese Yen as the **Currency** within the **Account Details** of the customers contact record

True or False

Enter 'T' for True or 'F' for False for each of the affirmations below.

- 6. Accounting allows up to 5 different prices for each product and service
- 7. If a price default doesn't appear as a selection within the drop-down menu it's because it hasn't been set up in the opening balances
- 8. Price Defaults are set up within the Record and Transaction settings but the actual pricing is determined when setting up products and services in inventory.



End of Lesson

Please note:

Every effort has been made to ensure that the information provided in this educational series is accurate, up-to-date, and complete, but no guarantee is made to that effect. URLs and additional resources 'Beyond the Classroom' are continuously changing. Because the software is customizable in a number of ways, the language used in this guide may be different from what you 'see' when you work with your company's data file(s).

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