



Course Aim

The aim of the Accounts Receivable Maintenance course is to provide the attendee with the ability to create and amend customer accounts, create customer relationships and categorise accounts for reporting use.

Pre-requisites

The attendee should have attended the Desktop Navigation course and be aware of the Business Needs Analysis consultancy day.

Suggested Attendees

This course is intended for management responsible for the Sales Ledger as well as Sales Ledger Clerks responsible for customer file management.

Course Content

- **Introduction to Accounts Receivable**
A description of the basic concepts in the Accounts Receivable module and an insight to the parameters.
- **Contact Maintenance**
Setting up one or more contact name against a customer.
- **Report Templates**
Design of report templates based on customer criteria for reports such as Aged Debtors and Transaction Analysis.
- **Customer Maintenance**
Users will learn how to create new customers, appreciating the use of short name look-ups and the multiple addresses that can be stored. Customer payment terms, settlement and history periods will also be explained.
Contra Entries – How customer accounts are linked to corresponding supplier accounts.
Customer Relationships – Explanation of the three level customer hierarchy supported by Agresso QL including posting relationships between branch/head office.
Miscellaneous Customers – Explanation of the uses of miscellaneous customers and how to set these up.

Course Objectives

To enable the Sales Ledger staff correctly maintain their customer account information.

Methodology

The theoretical aspects of ACR module will be explained followed by "hands on" tasks provided by the Seminar Leader to reinforce the aspects of the course.

Duration

1 day
From 10.00 a.m. - 16.30 p.m.

Location

Agresso's Swansea Training
Centre or customer site

Cost

POA - dependant on location.

