

Credit Management

We have introduced a few recent changes to assist with customer credit and I will discuss them and techniques for managing customer credit in this article.

Billing Review

The Noviship system records transactions for each billable event. Transactions are automatically created when these events occur:

- Shipments are submitted to carriers
- Shipments are (re-)assigned to customers
- Corrections are Approved
- Pending Shipments are Approved
- Billable Pickups are Booked

There are also **Manual Transactions** that are entered by administrators directly into a customer account.

Transactions accumulate on customer accounts but only qualify for billing when they are **reconciled**. Shipment transactions are considered **reconciled** when the shipment is marked reconciled and is not in a **pending** state. This happens automatically during EDI reconciliation. Non-Shipment transactions are always considered reconciled.

When an invoice is posted for a customer, reconciled un-posted transactions are posted to the invoice. This leads to a number of **balances** that we record :-

- The **Transactional Balance** is the sum of all transactions on an account. This is a good indicator of activity but not credit in itself because some of those transactions will never be reconciled. For example, if a customer submits a shipment to a carrier but it is never picked up it will never appear on a carrier bill.
- The **Unreconciled Balance** is the sum of all unreconciled transactions within the last 30 days. We presume that if a carrier hasn't billed a shipment in 30 days that it probably won't be billed. Therefore this is a useful way to monitor what we expect to bill the customer in the near future. It is also the best way to control short-term credit.

- The **Invoice Balance** is the sum of all posted, unpaid invoices. This is a good measure of the effective credit for a customer because it takes into account pre-payment and post-payment methods.
- The **Posting Balance** (displayed as the **Invoice** column in the customer list) shows what will appear on the invoice if it is immediately posted.
- We have introduced a new balance called **Estimated Debt** which is the sum of the **Unreconciled Balance**, **Invoice Balance** and **Posting Balance**. This represents what we believe the customer owes at any instance.

Setting Limits

In the customer properties page you can an **Unreconciled Shipment Credit Limit** and a general **Credit Limit**. The **Unreconciled Shipment Credit Limit** puts a cap on the **Unreconciled Balance** while the general **Credit Limit** puts a cap on the **Estimated Debt**. Setting these to zero implies that there is no limit. Setting them to “1” is approximate to having a zero limit.

Unreconciled Shipment Credit Limit

Shipping will be disabled if the total of unreconciled shipment charges for the previous 30 days exceeds this amount. Set to 0 to use the group setting.

Credit Limit

Shipping will be disabled if the combined unreconciled shipment balance, invoice balance and next invoice exceed this amount. Set to 0 to disable or 1 for effectively no credit allowance.

Credit Fields on the Customer Account

If a customer attempts to submit a shipment which would bring either of these balances over the given limits, the shipment will be refused indicating they would exceed their credit limits.

You can set either or both of these but they server slightly different purposes.

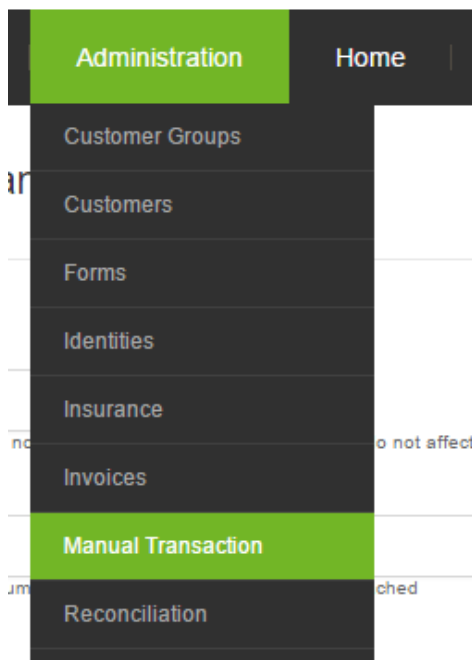
Capping the **Unreconciled Balance** can prevent customers from shipping high numbers or values of shipments quickly without any checks while still granting them a much higher long-term credit through the general **Credit limit**.

Post-Payment

Generally you will be invoicing your customer and receiving payment at a later date. When you receive a payment you should use the **Pay Invoice** button on the Invoicing page. See [Invoice Payments](#) for more information. If you do not

indicate that the payment has been received then the system will not be able to properly measure credit. In a Post-Payment model your invoices will generally be greater than a zero amount.

Pre-Payment



Manual Transaction Menu

In cases where you do not wish to extend credit to a customer you can use a pre-payment model. You exercise this by setting the general **Credit Limit** to “1” or some small number. Do not use zero as this indicates that the credit system is not being used. Do not set the unreconciled limit to “1” as this will effectively disable all shipping.

When you receive a pre-payment from a customer you will need to enter this as a **Manual Transaction**. You should use the **Adjustment** category (not Bill Payment) and the amount should be negative and tax-free. Because the transaction is an **Adjustment** it does not need to be reconciled. This means it contributes to the Posting Balance.

Transaction Type

Adjustment ▼

Use Adjustment

Note: Bill Payments do not appear on Invoices and Credit Notes do not affect the customer Balance. If you wish to credit a customer account use a negative Adjustment.

Customer

220080795 ▼

Select the Customer Number to which this transaction is to be attached

Creditor

Partner (me) ▼

Amount

Transaction Amount

-250

Negative Amount

Net ▼

No Tax

Tax #1

None ▼

Tax #2

None ▼

Calculate Taxes

Description *

Pre-Payment

This information will appear on customer invoices and statements

Notes

Received cheque #3325 from customer

A brief description that will appear on the invoice. For corrections this should include an explanation (including the correction)

Submit

Pre-Payment Manual Transaction

Front Page Analysis on Invoice

Automatic Selection

This selection determines which analysis box (if any) appears on the front page of the invoice

Analysis Pages on Invoice

- Reference Breakdown
Courier Service Breakdown
User and Usergroup Breakdown
Customer Breakdown for Resellers

Select which analysis pages appear at the end of the customer invoice

- Enable Credit Notes
This option allows negative invoices to be posted in the form of credit notes. Otherwise credits are carried forward to the next invoice.

Invoice Alignment

Leave Unchecked

None

Limit shipments on invoices to a given period

Disable Credit Notes

Ensure that Enable Credit Notes is un-checked. Credit Notes are a means to issue negative invoices but that does not work with the pre-payment model.

When Credit Notes are disabled if you post a negative invoice (which would usually be the case) a Credit-Carry Forward transaction is created to raise the invoice amount to zero and a reverse is created on posting for the next invoice. The customer's pre-payment is therefore reduced with each invoice.

Summary

Table with 2 columns: Description and Amount. Rows include Total Net Shipments (82.37), Other Charges (-100.00), Sub-Total (-17.63), HST @ 13% (10.72), TOTAL (-6.91), Credit carried forward (6.91), and DUE NOW (0.00).

Courier Service Usage

Table with 4 columns: Purolator, Num, Net, Gross. Rows include Express Pack (4, 72.94, 82.43) and Express Envelope (1, 9.43, 10.66). Total row shows 5, 82.37, 93.09.

Red arrow pointing to the credit carried forward amount with text: Credit to appear on next invoice

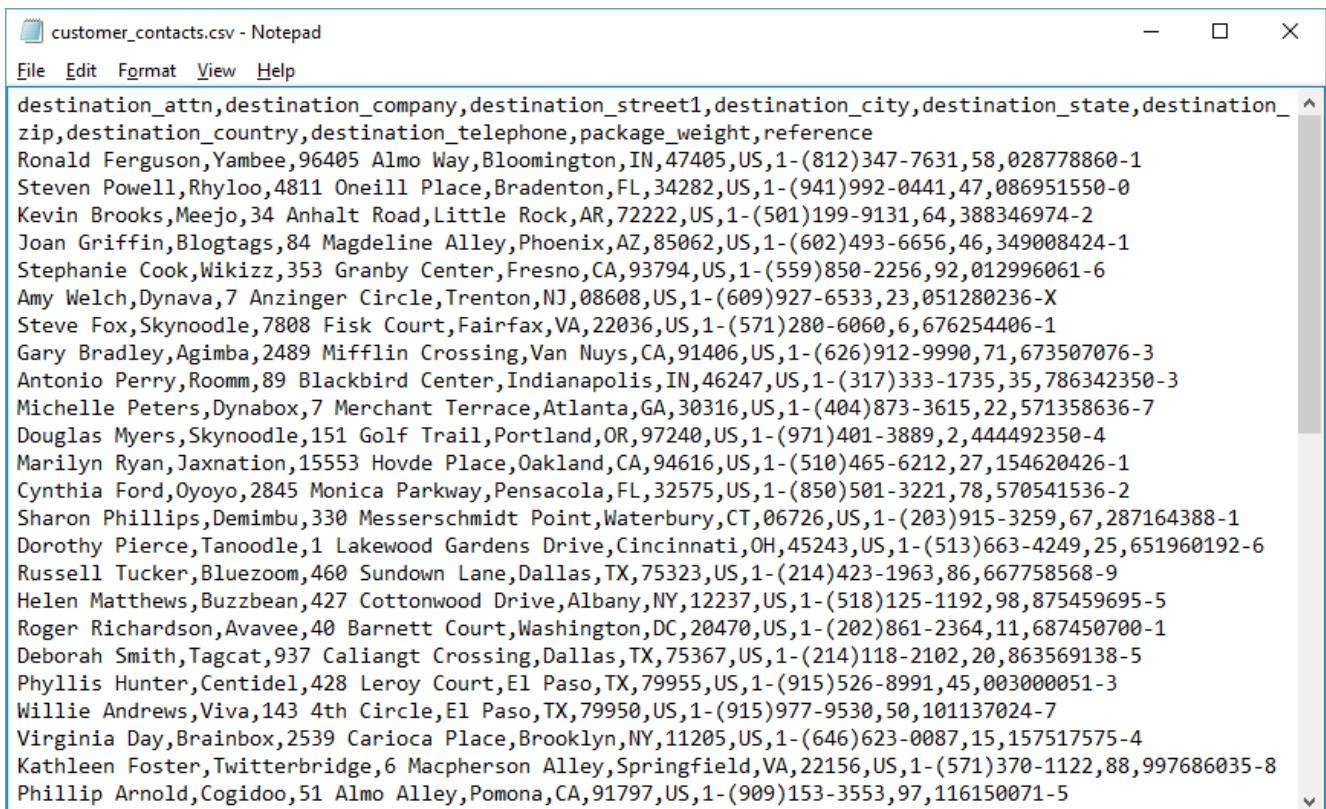
Credit Carry Forward on an Invoice

Basic Contact Importing

The system is able to import contacts into customer address books from a variety of formats. This tutorial will take you through the process of importing a basic CSV file containing contacts which applies to most cases.

Examine your File

Open the file you have in Notepad or a text editor to check that it looks similar to the illustration. A **CSV** file is a “Comma Separated Value” file where each line contains one contact and each field is separated by a comma and always in the same order. Often there is a header line at the start. This is the type of file that can be easily exported from Excel. Sometimes you will see quotes around each value and that is fine too.



```
customer_contacts.csv - Notepad
File Edit Format View Help
destination_attn,destination_company,destination_street1,destination_city,destination_state,destination_
zip,destination_country,destination_telephone,package_weight,reference
Ronald Ferguson,Yambee,96405 Almo Way,Bloomington,IN,47405,US,1-(812)347-7631,58,028778860-1
Steven Powell,Rhyloo,4811 Oneill Place,Bradenton,FL,34282,US,1-(941)992-0441,47,086951550-0
Kevin Brooks,Meejo,34 Anhalt Road,Little Rock,AR,72222,US,1-(501)199-9131,64,388346974-2
Joan Griffin,Blogtags,84 Magdeline Alley,Phoenix,AZ,85062,US,1-(602)493-6656,46,349008424-1
Stephanie Cook,Wikizz,353 Granby Center,Fresno,CA,93794,US,1-(559)850-2256,92,012996061-6
Amy Welch,Dynava,7 Anzinger Circle,Trenton,NJ,08608,US,1-(609)927-6533,23,051280236-X
Steve Fox,Skynoodle,7808 Fisk Court,Fairfax,VA,22036,US,1-(571)280-6060,6,676254406-1
Gary Bradley,Agimba,2489 Mifflin Crossing,Van Nuys,CA,91406,US,1-(626)912-9990,71,673507076-3
Antonio Perry,Roomm,89 Blackbird Center,Indianapolis,IN,46247,US,1-(317)333-1735,35,786342350-3
Michelle Peters,Dynabox,7 Merchant Terrace,Atlanta,GA,30316,US,1-(404)873-3615,22,571358636-7
Douglas Myers,Skynoodle,151 Golf Trail,Portland,OR,97240,US,1-(971)401-3889,2,444492350-4
Marilyn Ryan,Jaxnation,15553 Hovde Place,Oakland,CA,94616,US,1-(510)465-6212,27,154620426-1
Cynthia Ford,Oyoyo,2845 Monica Parkway,Pensacola,FL,32575,US,1-(850)501-3221,78,570541536-2
Sharon Phillips,Demimbu,330 Messerschmidt Point,Waterbury,CT,06726,US,1-(203)915-3259,67,287164388-1
Dorothy Pierce,Tanoodle,1 Lakewood Gardens Drive,Cincinnati,OH,45243,US,1-(513)663-4249,25,651960192-8
Russell Tucker,Bluezoom,460 Sundown Lane,Dallas,TX,75323,US,1-(214)423-1963,86,667758568-9
Helen Matthews,Buzzbean,427 Cottonwood Drive,Albany,NY,12237,US,1-(518)125-1192,98,875459695-5
Roger Richardson,Avavee,40 Barnett Court,Washington,DC,20470,US,1-(202)861-2364,11,687450700-1
Deborah Smith,Tagcat,937 Caliangt Crossing,Dallas,TX,75367,US,1-(214)118-2102,20,863569138-5
Phyllis Hunter,Centidel,428 Leroy Court,El Paso,TX,79955,US,1-(915)526-8991,45,003000051-3
Willie Andrews,Viva,143 4th Circle,El Paso,TX,79950,US,1-(915)977-9530,50,101137024-7
Virginia Day,Brainbox,2539 Carioca Place,Brooklyn,NY,11205,US,1-(646)623-0087,15,157517575-4
Kathleen Foster,Twitterbridge,6 Macpherson Alley,Springfield,VA,22156,US,1-(571)370-1122,88,997686035-8
Phillip Arnold,Cogidoo,51 Almo Alley,Pomona,CA,91797,US,1-(909)153-3553,97,116150071-5
```

Typical CSV format text

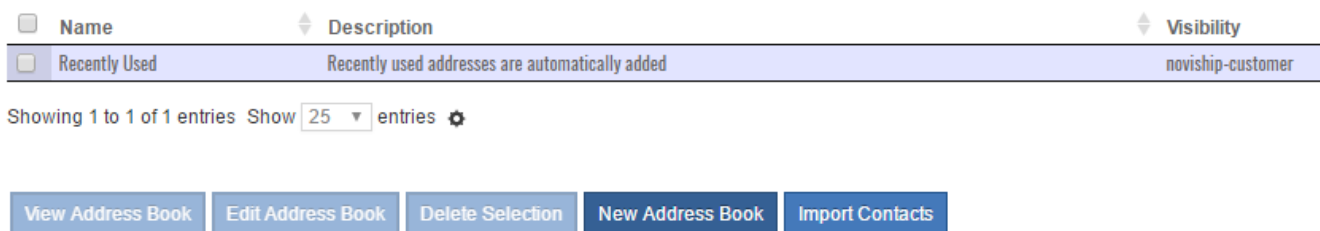
You will need the following columns in the file for basic importing:

- A column for the country code. This is the [ISO-3166](#) code for each country (“CA” for Canada, “US” for the United States, “GB” for the United Kingdom, etc).
- A column for the province or state code (at least for Canadian and American addresses). For example, “QC” for Quebec, “NY” for New York, etc.
- A column for the city
- A column for the Postal Code or ZIP code (for countries where this is used)
- A single column for the contact name. If you have separate columns for First and Last names that’s OK as long as they are in that order. You can use Excel to reverse them if necessary.
- A single column for the company name.
- A single column for each line of the street address.

If your file contains more than **500 contacts**, you should use Excel to split the file into parts so that each file contains fewer. The number of contacts you can import at once is determined by your browser and computer specifications so you can experiment.

Create an Address Book

You will need to be impersonating your customer so that when you click on **Home | Address Books** you see their address books and not your own. (Otherwise you’ll import the contacts into your own account.)



Click New Address Book to create the new book for imports

You should create a new address book for the import in case you need to repeat the process. This way you can delete the entire address book in one step.

In **Home | Address Books** click **New Address Book** and label it appropriately.

Addressbook Name

Contacts

A short name to identify this Address Book

Description

Imported

A description of this address book for administrative purposes

Allow Ship-From
Users who do not have permission to edit the shipping address will only be able to :

Access Control

Select who can access this address book

Visible to Everybody

Submit

Select a suitable name and description

Importing the Contacts

Then in **Home | Address Books** click **Import Contacts** to begin.

Successfully applied the submitted data x

Search:

<input type="checkbox"/>	Name	Description	Visibility
<input type="checkbox"/>	Recently Used	Recently used addresses are automatically added	noviship-customer
<input type="checkbox"/>	Contacts	Imported	noviship-customer

Showing 1 to 2 of 2 entries Show entries Export

[View Address Book](#)
[Edit Address Book](#)
[Delete Selection](#)
[New Address Book](#)
[Import Contacts](#)

Click Import Contacts to begin

The next page will ask you to select the target address book and select the format. In this tutorial we will be using the "Customer CSV" format which will suit most cases. Only use one of the other formats if you know your file is in exactly that format.

Address Book

Contacts

The contacts you import will be added to this address book

File Formats

Custom CSV

Import File

No file chosen

Choose your target address book and select Custom CSV

Upload the file and click **Submit** to proceed.

You will now see a table containing all the entries in this file. If the file is large, this may take some time. Remember to split large files into 500 to 1000 contacts at a time.

Search:

<input checked="" type="checkbox"/>	destination_attn	destination_company	destination_street1	destination_city	destination_state	destination_zip	destination_country	d
<input checked="" type="checkbox"/>	Ronald Ferguson	Yambee	96405 Almo Way	Bloomington	IN	47405	US	1
<input checked="" type="checkbox"/>	Steven Powell	Rhyloo	4811 Oneill Place	Bradenton	FL	34282	US	1
<input checked="" type="checkbox"/>	Kevin Brooks	Meejo	34 Anhalt Road	Little Rock	AR	72222	US	1
<input checked="" type="checkbox"/>	Joan Griffin	Blogtags	84 Magdeline Alley	Phoenix	AZ	85062	US	1
<input checked="" type="checkbox"/>	Stephanie Cook	Wikizz	353 Granby Center	Fresno	CA	93794	US	1
<input checked="" type="checkbox"/>	Amy Welch	Dynava	7 Anzinger Circle	Trenton	NJ	08608	US	1
<input checked="" type="checkbox"/>	Steve Fox	Skynoodle	7808 Fisk Court	Fairfax	VA	22036	US	1
<input checked="" type="checkbox"/>	Gary Bradley	Agimba	2489 Mifflin Crossing	Van Nuys	CA	91406	US	1
<input checked="" type="checkbox"/>	Antonio Perry	Roomm	89 Blackbird Center	Indianapolis	IN	46247	US	1
<input checked="" type="checkbox"/>	Michelle Peters	Dynabox	7 Merchant Terrace	Atlanta	GA	30316	US	1
<input checked="" type="checkbox"/>	Douglas Myers	Skynoodle	151 Golf Trail	Portland	OR	97240	US	1
<input checked="" type="checkbox"/>	Marilyn Ryan	Jaxnation	15553 Howde Place	Oakland	CA	94616	US	1
<input checked="" type="checkbox"/>	Cynthia Ford	Oyoyo	2845 Monica Parkway	Pensacola	FL	32575	US	1
<input checked="" type="checkbox"/>	Sharon Phillips	Demimbu	330 Messerschmidt Point	Waterbury	CT	06726	US	1
<input checked="" type="checkbox"/>	Dorothy Pierce	Tanoodle	1 Lakewood Gardens Drive	Cincinnati	OH	45243	US	1
<input checked="" type="checkbox"/>	Russell Tucker	Bluezoom	460 Sundown Lane	Dallas	TX	75323	US	1

The initial screen showing the contact import data

In this page you will need to assign a label to each column of data you wish to

import. You do this by scrolling to the column and clicking the drop-down at the top then selecting the appropriate field.

Province Code ▼	Postal Code ▼	Country Code ▼	Tele
DE	19725		1 ▲
WV	26505	Name (Attention)	1
MO	64114	Company Name	1
PA	15255	Country	1
FL	33448	Country Code	1
MA	01605	Province Code	1
OH	43610	Province	1
MA	02104	Email	1
SC	29610	Extension	1
CA	94126	Telephone	1
NJ	08650	Postal Code	1
CO	80915	City	1
MN	55811	Residential Flag	1
		Street 1	1
		Street 2	1
		Street 3	1
		Tax ID	1
		Reference	1
		Address	1

Make sure you use Country Code and Province Code

*Important Columns: Always select **Country Code** for the two character country code column. You don't need to use the "Country" column. Always select **Province Code** for the two character province or state column. You don't need to use the "Province" column.*

Un-check any lines you don't want to import such as the header.

Search:

<input type="checkbox"/>	Name (Attention) ▾	Company Name ▾	Street 1 ▾	City ▾	Province Code ▾	Postal Code ▾	Country Code ▾	Tele
<input type="checkbox"/>	destination_attn	destination_company	destination_street1	destination_city	destination_state	destination_zip	destination_country	d
<input checked="" type="checkbox"/>	Ronald Ferguson	Yambee	96405 Almo Way	Bloomington	IN	47405	US	1
<input checked="" type="checkbox"/>	Steven Powell	Rhyloo	4811 Oneill Place	Bradenton	FL	34282	US	1
<input checked="" type="checkbox"/>	Kevin Brooks	Meejo	34 Anhalt Road	Little Rock	AR	72222	US	1
<input checked="" type="checkbox"/>	Joan Griffin	Blogtags	84 Magdeline Alley	Phoenix	AZ	85062	US	1
<input checked="" type="checkbox"/>	Stephanie Cook	Wikizz	353 Granby Center	Fresno	CA	93794	US	1
<input checked="" type="checkbox"/>	Amy Welch	Dynava	7 Anzinger Circle	Trenton	NJ	08608	US	1
<input checked="" type="checkbox"/>	Steve Fox	Skynoodle	7808 Fisk Court	Fairfax	VA	22036	US	1
<input checked="" type="checkbox"/>	Gary Bradley	Agimba	2489 Mifflin Crossing	Van Nuys	CA	91406	US	1
<input checked="" type="checkbox"/>	Antonio Perry	Roomm	89 Blackbird Center	Indianapolis	IN	46247	US	1
<input checked="" type="checkbox"/>	Michelle Peters	Dynabox	7 Merchant Terrace	Atlanta	GA	30316	US	1
<input checked="" type="checkbox"/>	Douglas Myers	Skynoodle	151 Golf Trail	Portland	OR	97240	US	1
<input checked="" type="checkbox"/>	Marilyn Ryan	Jaxnation	15553 Hovde Place	Oakland	CA	94616	US	1
<input checked="" type="checkbox"/>	Cynthia Ford	Oyoyo	2845 Monica Parkway	Pensacola	FL	32575	US	1
<input checked="" type="checkbox"/>	Sharon Phillips	Demimbu	330 Messerschmidt Point	Waterbury	CT	06726	US	1
<input checked="" type="checkbox"/>	Dorothy Pierce	Tanoodle	1 Lakewood Gardens Drive	Cincinnati	OH	45243	US	1
<input checked="" type="checkbox"/>	Russell Tucker	Bluezoom	460 Sundown Lane	Dallas	TX	75323	US	1

Make sure you have assigned all the useful columns

If you need to adjust specific data you can click on the cell to edit it.

Company Name ▾	Street 1 ▾	City ▾	Province Code ▾	Postal Code ▾
Gabtune	6 Manitowish Crossing	Newark	DE	19725
Janyx	26 Raven Park	Morgantown	WV	26505
Avamba	933 Hooker Plaza	<input type="text" value="Kansas City"/>	MO	64114
Gabcube	63999 Redwing Court	Pittsburgh	PA	15255

Click a cell to start editing it

When you are happy with the data, click **Import Selection** to begin. As each contact is imported the checkbox will be removed.

Search:

<input type="checkbox"/>	Name (Attention) ▾	Company Name ▾	Street 1 ▾	City ▾	Province Code ▾	Postal Code ▾	Country Code ▾	Tele
<input type="checkbox"/>	destination_attn	destination_company	destination_street1	destination_city	destination_state	destination_zip	destination_country	d
<input type="checkbox"/>	Ronald Ferguson	Yambee	96405 Almo Way	Bloomington	IN	47405	US	1
<input type="checkbox"/>	Steven Powell	Rhyloo	4811 Oneill Place	Bradenton	FL	34282	US	1
<input type="checkbox"/>	Kevin Brooks	Meejo	34 Anhalt Road	Little Rock	AR	72222	US	1
<input type="checkbox"/>	Joan Griffin	Blogtags	84 Magdeline Alley	Phoenix	AZ	85062	US	1
<input type="checkbox"/>	Stephanie Cook	Wikizz	353 Gr...	Essex	MA	93794	US	1
<input type="checkbox"/>	Amy Welch	Dynava	7 Anzin			08608	US	1
<input type="checkbox"/>	Steve Fox	Skynoodle	7808 F			22036	US	1
<input type="checkbox"/>	Gary Bradley	Agimba	2489 M			91406	US	1
<input type="checkbox"/>	Antonio Perry	Roomm	89 Bla			46247	US	1
<input checked="" type="checkbox"/>	Michelle Peters	Dynabox	7 Merc			30316	US	1
<input checked="" type="checkbox"/>	Douglas Myers	Skynoodle	151 Ge			97240	US	1
<input checked="" type="checkbox"/>	Marilyn Ryan	Jaxnation	15553 Howde Place	Oakland	CA	94616	US	1
<input checked="" type="checkbox"/>	Cynthia Ford	Oyoyo	2845 Monica Parkway	Pensacola	FL	32575	US	1
<input checked="" type="checkbox"/>	Sharon Phillips	Demimbu	330 Messerschmidt Point	Waterbury	CT	06726	US	1
<input checked="" type="checkbox"/>	Dorothy Pierce	Tanoodle	1 Lakewood Gardens Drive	Cincinnati	OH	45243	US	1
<input checked="" type="checkbox"/>	Russell Tucker	Bluezoom	460 Sundown Lane	Dallas	TX	75323	US	1
<input checked="" type="checkbox"/>	Helen Matthews	Buzzbean	427 Cottonwood Drive	Albany	NY	12237	US	1
<input checked="" type="checkbox"/>	Roger Richardson	Avavee	40 Barnett Court	Washington	DC	20470	US	1

Importing Addresses
Please Wait...

Contacts are now being imported

You should now see the completed import list with ticks showing successful imports.

Search:

<input type="checkbox"/>	Name (Attention) ▾	Company Name ▾	Street 1 ▾	City ▾	Province Code ▾	Postal Code ▾	Country Code ▾	Tele
<input checked="" type="checkbox"/>	Gary Harris	Gabtune	6 Manitowish Crossing	Newark	DE	19725	US	1
<input checked="" type="checkbox"/>	Anthony Stewart	Janyx	26 Raven Park	Morgantown	WV	26505	US	1
<input checked="" type="checkbox"/>	Brandon James	Avamba	933 Hooker Plaza	Kansas City	MO	64114	US	1
<input checked="" type="checkbox"/>	Kathy Kennedy	Gabcube	63999 Redwing Court	Pittsburgh	PA	15255	US	1
<input checked="" type="checkbox"/>	Phyllis Stanley	Yamia	45909 Merrick Hill	Delray Beach	FL	33448	US	1
<input checked="" type="checkbox"/>	Victor Simpson	Demizz	383 Kings Junction	Worcester	MA	01605	US	1
<input checked="" type="checkbox"/>	Michael Campbell	Midel	252 Stephen Point	Toledo	OH	43610	US	1
<input checked="" type="checkbox"/>	Betty Cole	Realcube	76804 Hawk Plaza	Boston	MA	02104	US	1
<input checked="" type="checkbox"/>	Bruce Lawrence	Digitube	89478 Doe Crossing Crossing	Greenville	SC	29610	US	1
<input checked="" type="checkbox"/>	Evelyn Roberts	Oodoo	4875 Fair Oaks Circle	San Francisco	CA	94126	US	1
<input checked="" type="checkbox"/>	Fred Peters	Oyope	51713 Village Pass	Trenton	NJ	08650	US	1
<input checked="" type="checkbox"/>	Janice McDonald	Katz	19547 Oak Valley Junction	Colorado Springs	CO	80915	US	1
<input checked="" type="checkbox"/>	Alice Bowman	Oyoba	032 Sutherland Road	Duluth	MN	55811	US	1
<input checked="" type="checkbox"/>	Kevin Russell	Avavee	6552 Banding Alley	Brooklyn	NY	11220	US	1
<input checked="" type="checkbox"/>	Michael Armstrong	Aivee	59 Myrtle Pass	Saint Paul	MN	55115	US	1
<input checked="" type="checkbox"/>	Amy Martinez	Meedoo	17533 Raven Junction	Flint	MI	48550	US	1
<input checked="" type="checkbox"/>	Sara Evans	Vitz	3 Rutledge Drive	Hialeah	FL	33018	US	1
<input checked="" type="checkbox"/>	Linda Henry	Flashdog	0996 Fairfield Place	Riverside	CA	92513	US	1
<input checked="" type="checkbox"/>	Kathy Vasquez	Devshare	08809 Ilene Court	Kansas City	MO	64160	US	1
<input checked="" type="checkbox"/>	Kathy Wagner	Zoomzone	1 Pawling Terrace	New York City	NY	10150	US	1

Check that all the contacts you want were successfully imported by looking for the tick on the left

When the job is done you can click on another menu link to leave.