

1. How much does the client owe us?

1.1. Age Analysis: All customers

To find your age analysis for all your customers, you can go to "**Billing**" and then click on the "Age Analysis" option.



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Age Analysis	



Customer Age Analysis screen with all customer's age analysis:



5 × record	is per page					Search		Searc	h Copy Columns Clipboard	Export Columns C BV		Show / His Column
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1.1.1. Viewing customers on the age analysis.

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Showing 1 to 15 of 4,337 entries

 Previous
 1
 2
 3
 4
 5
 ...
 290
 Next

Purple: Here you can change how many customers you want to see on each page.

Green: If you only want to view customers that are in certain groups, click on the drop-down menu and choose the group you want to view.



- **Blue:** If you are looking for a specific client, look for the search function. There you can type in the details of the customer you are looking for.
- **Red:** Generally you would want to exclude statements with negative balances, exclude statements with zero balances and exclude cancelled customers when sending statements.

When clicking on the "Send Statements" button, statements will only be sent to customers that you filtered on. If no filters selected, statements will be sent to all customers.

1.1.2. Reading and exporting the age analysis.

	mer Age Analysis	Select one or more Categories	Incl Negative Balances	Incl Zero Balance	ces * Incl C	ancelled The Incl Prepa	id 🔻 All Sus	spension Notes Search	All Custome	er Groups Search	Copy Columns Clipboard	C Send Statem	Export Columns 1	Refresh Show/Hide Columns
Account Code 1	Customer		11	Contact Name	Mobile No 11	Email 1	Statement Date	120 Days+ 11	90 Days 💵	60 Days ⊥†	30 Days ⊥†	Current 1	Total ↓	7 II
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10.5001	33.04			they fill tacks	ingroups a	entroppendet over	2018-03-16 12:07:20	R 97,988 98	H 8.258.08	9 28,328.00			H 104,559,00	

Pink: If you need to export the data on the screen, you can choose to either export it to a CSV. format or a normal excel sheet.

These are the headings for the customer details. The headings are as follows:

Account code, customer, contact name, number, email and the total amounts outstanding for each period. Each one of these headings has the ability to work as a filter. Example: If you want to see the customers with 120+ days outstanding balances, click on the "120 days+" heading. Clicking once means all those names will be at the bottom / last page. Clicking twice means all those names will be at the top / on the first page.

Orange: This is the actual customer details that fall under the headings, each customer with his or her unique amounts.

1.1.3. Syncing the age analysis.

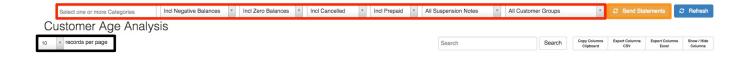
In the green square, you will find two buttons: If you click on the **black** button, the customer's profile will open in a new tab. By clicking on the **orange** button, you will update that specific customer's age analysis.





1.1.4. Sending bulk statements

You will be able to define who you want to send your statements to by making use of the different **filter functions** at the top. Please remember to change the **records to page** section as if you don't, the system will only send statements to those customers listed on the screen.



To do a bulk statement run, you can click on the "**Send Statements**" button. On the pop-up screen, click on the "**Send**" button to continue sending statements to your customers.





10 customer statements will be sent.

Cancel

Send Now

1.2. Age Analysis: Customer specific

When you are busy with a specific customer, you can also view a smaller version of the age analysis on the customer's profile. This age analysis will specifically be for the current customer that you are working on. To get to this age analysis you need to go to the "customer edit" screen. If you are unsure how to get to this screen please see the manual



for List of Customers.

Once you are on the profile, you can find the customer's age analysis along with the payment receipts (payments made by customers) underneath the recurring billing section. Here you can see invoices, credit notes and adjustments made on the customer's profile. It also shows you when last the age analysis was updated as well as the invoice status: paid, partially paid or overdue.

								C
nv No		Inv Date		Amount	Paid			^
NV0072		2018-08-22	R	10,350.00	Unpaid	2	e C x	
NV0072		2018-08-22	R	E1,419.20	Unpaid	2	2 X	
NV0072		2018-08-22	R	235,980.00	Unpaid	2	S ×	
NV0070		2018-08-21		R 1,725.00	Unpaid		e e x	
NV0069		2018-08-01	R	63,338.95	Overdue	2	S ×	
₩V0069		2018-07-31	R	242,880.00	Partial	2	2 ×	
120	Days+	90 Days	60 Days		30 Days		Curr	en
	1-0.06	8 9.95	R 5,175.00		R-81.813.55		R 372,842	.71
Email Statemen	t Viev	v Statement 🛛			Tota	al Due: I	R 316.374	2

1.2.1. Age Analysis:



Before you work according to what the age analysis says, remember to click on the "**Update**" button. Even if the date says that the **statement was last updated** 08:00 that morning, it might be that the banking in Sage One has now been updated and the customer's latest payment is now allocated to the profile. If this is the case, the "**Total Due:**" amount will change, if no customer transactions have taken place, the "**Total Due:**" amount will obviously stay the same.

Note: Your username needs to be in the "SageOne Sync User Exemption" list for you to be able to see the "Update" button on a Customer's Age Analysis block.

Age Ana	alysis	5				2 U	odate 🛛 😂
Inv No	Inv D	ate	An	nount	Paid	ł	^
INV0000169	2016-	06-26	06-26 R 300		Overdue	e 🕜 🛓	. C ×
INV0000179	2016-	-06-25 R 30		300.00	Overdue	• 🖉 🛓 🕴	- C ×
INV0000156	2016-	-05-25 R 30		300.00	Overdue	• 🕜 🛓 👔	. C ×
INV0000049	2016-	6-03-28 R		99.00	Overdue	• 🕜 🛓 ן	. C ×
INV0000001	2016-	03-23	R 7	750.00	Overdue	• 🕜 🛓 👔	. C ×
INV000056	2016-	03-28	R 3,6	640.00	Overdue	• 🕜 🛃 🖡	- C × -
120 D	ays+	90	Days		60 Days	30 Days	Current
R 5,88	9.00	R 0.00		R 0.00		R 0.00	R 0.00
Email Statement View State				ent	× [Total Due:	R 5,889.00
Statement up	to date	e as at 2	Vie	ew Txn Report			



*Please note that your manager first has to release the credit notes, adjustments and writeoffs before it will reflect on the **customer's** profile.

1.2.2. Payment Receipts:

Underneath the Age Analysis block on the customer profile, you will find the payment receipts block. Here you are able to view all the payments that have been successfully allocated to the customer's profile. Please note that if the customer used special references like "installation fee", or "domain" and did not send the proof of payment, the chances are that the payment has not been allocated to the customer's profile. If you do not see the receipt the customer is talking about in this block, ask the customer for the proof of payment and forward the proof of payment to the person who does the banking allocations.



Age Anal	ysis				C Update
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Statement up to	date as at 2018-0	9-04 10:43	:59		View Txn Report
Payment	Receipts				C Re-Sync
Rcpt Date	Bank Account	Bank	Ref		Amount
2018-09-03	Sage Pay		(PTY) LTD	R 2,300.00 ×
2018-08-01	Sage Pay		(PTY) LTD	R 2,300.00 🗙
2018-07-10	Sage Pay		(PTY) LTD	R 2,875.00 ×

1.2.3. Invoice status:

Before you send invoices and statements to customers, first determine the correct amount due and which invoices are still outstanding. The **invoice status** can be seen in the red section, below. This will show you if the invoice is unpaid, partially paid, paid or overdue. In cases where the total due amount is R0,00 but the invoices show partially paid, unpaid or overdue, please log into sage one and match the customer's payment to the correlating invoice. See Sage One manual or short summary below.



Age Analysis	;		C Update					
INV0000	2018-08-26	R 2,587.50	Partial	Ø	1 🛪 😋 🛪 ^			
INV0000	2018-08-26	R 2,875.00	Unpaid	Ø	1 🗐 🔁 🗶			
INV0000	2018-07-26	R 2,587.50	Paid	Ø	1 🛪 😋 🛪			
INV0000	2018-07-26	R 2,875.00	Paid	Ø	1 🛛 🗶			
INV0000	2018-06-26	R 5,750.00	Paid	Ø	1 🛛 🗶			
CRN000	2018-06-26	R 5,263.15		Ø	± 😋 🗙			
				-				
120 Days+	90 Days	60 Days	30	Days	Current			
R 0.00	R 0.00	R 0.00	R 5,4	62.50	R -2,875.00			
Email Statement	View Statement		Tot	al Due: R 2,587.50				
Statement up to date	as at 2018-09-03	18:02:00			View Txn Report			

1.2.3.1. Sage One Allocations (matching):

Once you have logged into Sage One, go to Customer – Transactions – Allocate Receipts. Choose the customer you want to work on, click the refresh button and wait for the screen to finish loading. Drag the payments over to the correlating invoices and then click save. When you are done with this, click the update button on the age analysis and the invoice status will change to paid or partially paid.

1.2.4. Sending Statements: From the customer profile

When sending individual customers a statement, it is advised to use the "Send Statement"



function on the age analysis found on the customer's profile (see below).

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INV0000179	2016	-06-25 R 30		300.00	Overdue	2	; 😂 🗙	
INV0000156	2016	-05-25 R 30		300.00	Overdue	2	; 😂 🗙	
INV0000049	2016	5-03-28 R		99.00	Overdue	2	; 😂 🗙	
INV0000001	2016	-03-23	R 7	750.00	Overdue	2	; 😂 🗙	
INV0000056	2016	-03-28	R 3,6	640.00	Overdue	2	; 😂 🗙 ,	/
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R 5,88	9.00	R 0.00			R 0.00	R 0.00	R 0.00)
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