

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.

How much does the client owe us?

Billing ▾ Reports ▾ Tools ▾

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 - Credit Card Batches
- Commission
- Invoices
- Credit Notes
- Adjustments
- Write Offs
- All Documents
- Accounts Workflow
- Age Analysis

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

Customer Age Analysis

Select one or more Categories: Incl Negative Balances Incl Zero Balances Incl Cancelled Incl Prepaid All Suspension Notes All Customer Groups Send Statements Refresh

15 records per page

Search Search Copy Columns Clipboard Export Columns CSV Export Columns Excel Show/Hide Columns

Account Code	Customer	Contact Name	Mobile No	Email	Statement Date	120 Days	90 Days	60 Days	30 Days	Current	Total
000000	Good Run Holdings	John Smith	0123456789	john.smith@goodrun.co.uk	2018-08-28 10:59:38					R -2,707.00	R -2,707.00
000000	Good Run Holdings	John Smith	0123456789	john.smith@goodrun.co.uk	2018-08-28 10:11:17					R -2,707.00	R -2,707.00
000000	Good Run Holdings	John Smith	0123456789	john.smith@goodrun.co.uk	2018-08-27 21:55:12		R -2,707.00			R -2,707.00	R -2,707.00
000000	Good Run Holdings	John Smith	0123456789	john.smith@goodrun.co.uk	2018-08-27 21:54:58					R -2,707.00	R -2,707.00
000000	Good Run Holdings	John Smith	0123456789	john.smith@goodrun.co.uk	2018-08-27 21:54:44					R -2,707.00	R -2,707.00
000000	Good Run Holdings	John Smith	0123456789	john.smith@goodrun.co.uk	2018-08-27 21:54:29					R -2,707.00	R -2,707.00
000000	Good Run Holdings	John Smith	0123456789	john.smith@goodrun.co.uk	2018-08-27 21:53:42					R -2,707.00	R -2,707.00
000000	Good Run Holdings	John Smith	0123456789	john.smith@goodrun.co.uk	2018-08-27 21:53:26					R -2,707.00	R -2,707.00
000000	Good Run Holdings	John Smith	0123456789	john.smith@goodrun.co.uk	2018-08-27 21:53:11					R -2,707.00	R -2,707.00
000000	Good Run Holdings	John Smith	0123456789	john.smith@goodrun.co.uk	2018-08-27 21:52:57					R -2,707.00	R -2,707.00
000000	Good Run Holdings	John Smith	0123456789	john.smith@goodrun.co.uk	2018-08-27 21:52:42					R -2,707.00	R -2,707.00
000000	Good Run Holdings	John Smith	0123456789	john.smith@goodrun.co.uk	2018-08-27 21:52:28					R -2,707.00	R -2,707.00
000000	Good Run Holdings	John Smith	0123456789	john.smith@goodrun.co.uk	2018-08-27 21:52:13					R -2,707.00	R -2,707.00
000000	Good Run Holdings	John Smith	0123456789	john.smith@goodrun.co.uk	2018-08-27 21:51:57					R -2,707.00	R -2,707.00
000000	Good Run Holdings	John Smith	0123456789	john.smith@goodrun.co.uk	2018-08-27 21:51:46					R -2,707.00	R -2,707.00
On screen Total:						R 0.00	R -2,707.00	R -2,707.00	R -2,707.00	R -2,707.00	R -2,707.00

Showing 1 to 15 of 4,337 entries

Previous 1 2 3 4 5 ... 290 Next

1.1.1. Viewing customers on the age analysis.

Customer Age Analysis

Select one or more Categories: Incl Negative Balances Incl Zero Balances Incl Cancelled Incl Prepaid All Suspension Notes All Customer Groups Send Statements Refresh

15 records per page

Search Search Copy Columns Clipboard Export Columns CSV Export Columns Excel Show/Hide Columns

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000000	Good Run Holdings	John Smith	0123456789	john.smith@goodrun.co.uk	2018-08-27 21:54:29					R -2,707.00	R -2,707.00
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000000	Good Run Holdings	John Smith	0123456789	john.smith@goodrun.co.uk	2018-08-27 21:53:26					R -2,707.00	R -2,707.00
000000	Good Run Holdings	John Smith	0123456789	john.smith@goodrun.co.uk	2018-08-27 21:53:11					R -2,707.00	R -2,707.00
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000000	Good Run Holdings	John Smith	0123456789	john.smith@goodrun.co.uk	2018-08-27 21:51:46					R -2,707.00	R -2,707.00
On screen Total:						R 0.00	R -2,707.00	R -2,707.00	R -2,707.00	R -2,707.00	R -2,707.00

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.

Customer Age Analysis											
15 records per page		Select one or more Categories		Incl Negative Balances	Incl Zero Balances	Incl Cancelled	Incl Prepaid	All Suspension Notes	All Customer Groups	Send Statements	Refresh
										Copy Columns clipboard	Export Columns CSV
										Export Columns Excel	Show / Hide Columns
Account Code	Customer	Contact Name	Mobile No	Email	Statement Date	120 Days+	90 Days	60 Days	30 Days	Current	Total
123456	Hero Telecom (Pty) Ltd	Hero Telecom	081 123 4567	hero@herotel.co.za	2018-08-23 21:25:55	R -0.06	R 0.00	R 0.00	R 0.00	R 0.00	R 0.00
789012	ABC Firm	ABC Firm	081 987 6543	abc@abcfirm.co.za	2018-03-16 12:07:20	R 50,000.00	R 0,200.00	R 120,500.00			R 170,700.00

- 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:
- Red:** 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.

Total ↑↓	↑↓
R 31,281.11	 
R 5,889.00	 

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.

Select one or more Categories

Incl Negative Balances

Incl Zero Balances

Incl Cancelled

Incl Prepaid

All Suspension Notes

All Customer Groups

Send Statements

Refresh

Customer Age Analysis

10 records per page

Search

Search

Copy Columns
Clipboard

Export Columns
CSV

Export Columns
Excel

Show / Hide
Columns

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.

Send Statements ✕

Are you sure you want to send statements to all the selected 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.

Age Analysis				
Inv No	Inv Date	Amount	Paid	
INV0072003	2018-08-22	R 18,350.00	Unpaid	   
INV0072004	2018-08-22	R 61,419.20	Unpaid	   
INV0072005	2018-08-22	R 235,900.00	Unpaid	   
INV0070006	2018-08-21	R 1,725.00	Unpaid	   
INV0069737	2018-08-01	R 63,338.55	Overdue	   
INV0069738	2018-07-31	R 242,800.00	Partial	   
120 Days+	90 Days	60 Days	30 Days	Current
R -0.00	R 0.00	R 5,175.00	R -61,813.55	R 372,842.75
Email Statement View Statement 			Total Due: R 316,374.20	
Statement up to date as at 2018-08-23 21:25:55				View Txn Report

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 Analysis

Update

Inv No	Inv Date	Amount	Paid	
INV0000169	2016-06-26	R 300.00	Overdue	<div><div></div><div></div><div></div><div></div><div></div></div>
INV0000179	2016-06-25	R 300.00	Overdue	<div><div></div><div></div><div></div><div></div><div></div></div>
INV0000156	2016-05-25	R 300.00	Overdue	<div><div></div><div></div><div></div><div></div><div></div></div>
INV0000049	2016-03-28	R 99.00	Overdue	<div><div></div><div></div><div></div><div></div><div></div></div>
INV0000001	2016-03-23	R 750.00	Overdue	<div><div></div><div></div><div></div><div></div><div></div></div>
INV0000056	2016-03-28	R 3,640.00	Overdue	<div><div></div><div></div><div></div><div></div><div></div></div>
120 Days+	90 Days	60 Days	30 Days	Current
R 5,889.00	R 0.00	R 0.00	R 0.00	R 0.00

Email Statement

View Statement

Total Due: R 5,889.00

Statement up to date as at 2017-05-30 02:01:58

View Txn Report
















*Please note that your manager first has to release the credit notes, adjustments and write-offs 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 Analysis

Update




Inv No	Inv Date	Amount	Paid	
INV000090	2018-08-26	R 2,300.00	Paid	    
INV000084	2018-07-26	R 2,300.00	Paid	    
INV000079	2018-06-26	R 2,875.00	Paid	    
120 Days+	90 Days	60 Days	30 Days	Current
R 0.00	R 0.00	R 0.00	R 0.00	R 0.00

Email StatementView Statement

Total Due: R 0.00

Statement up to date as at 2018-09-04 10:43:59

View Txn Report































Payment Receipts				Re-Sync	
Rept 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

Update

INV0000	2018-08-26	R 2,587.50	Partial					
INV0000	2018-08-26	R 2,875.00	Unpaid					
INV0000	2018-07-26	R 2,587.50	Paid					
INV0000	2018-07-26	R 2,875.00	Paid					
INV0000	2018-06-26	R 5,750.00	Paid					
CRN0000	2018-06-26	R 5,263.15						

120 Days+	90 Days	60 Days	30 Days	Current
R 0.00	R 0.00	R 0.00	R 5,462.50	R -2,875.00

Email Statement

View Statement

Total 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).

Age Analysis

Update

Inv No	Inv Date	Amount	Paid					
INV0000169	2016-06-26	R 300.00	Overdue					
INV0000179	2016-06-25	R 300.00	Overdue					
INV0000156	2016-05-25	R 300.00	Overdue					
INV0000049	2016-03-28	R 99.00	Overdue					
INV0000001	2016-03-23	R 750.00	Overdue					
INV0000056	2016-03-28	R 3,640.00	Overdue					

120 Days+	90 Days	60 Days	30 Days	Current
R 5,889.00	R 0.00	R 0.00	R 0.00	R 0.00

Email Statement

View Statement

X

Total Due: R 5,889.00

Statement up to date as at 2017-05-30 02:01:58

View Txn Report