Chapter 2.09 – Prepay Products

What is Pre Pay?

The *Prepay Products* feature allows customers to prepay for items prior to receiving deliveries. Each customer will be able to purchase product 'credits' in the system and redeem them during future deliveries. Offering this option to your customers will allow you to complete a sale while delaying the delivery of items.

How do I set up Prepay?

Setting up *Prepay Products* is a simple process that involves two steps:

1. Create a new *Prepay Credit Code*.
2. Associate the *Prepay Credit Code* with a corresponding *Product Charge Code*.

The following section will guide you through this process.

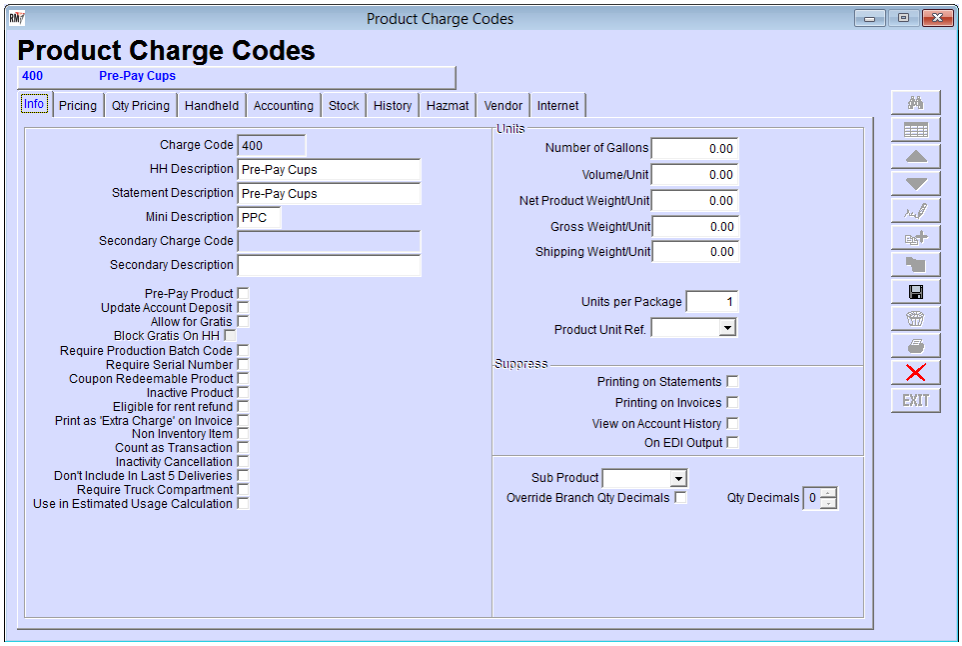
Prepay Credit Charge Codes

You must create a *Prepay Credit Code* for each item that you are allowing your customers to prepay for in RMA.

Creating a Prepay Credit

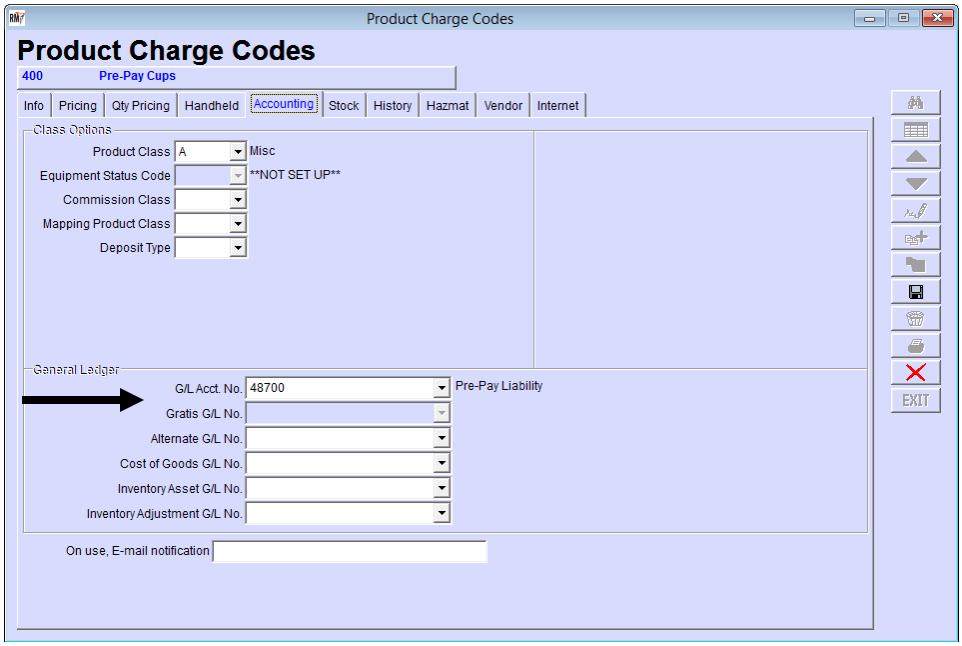
Add each credit code to the system within *Lists > Product Codes > Product Charge Codes*. In the following example, product code '400' has been created for 'Pre-Pay Cups.'

> **NOTE:** Do **not** establish any prices for this item, or enable the *Handheld Product* option on the *Handheld* tab.



On the *Accounting* tab, the prepay credit code must be assigned to a *Liability* account in the 'G/L Account number' field.

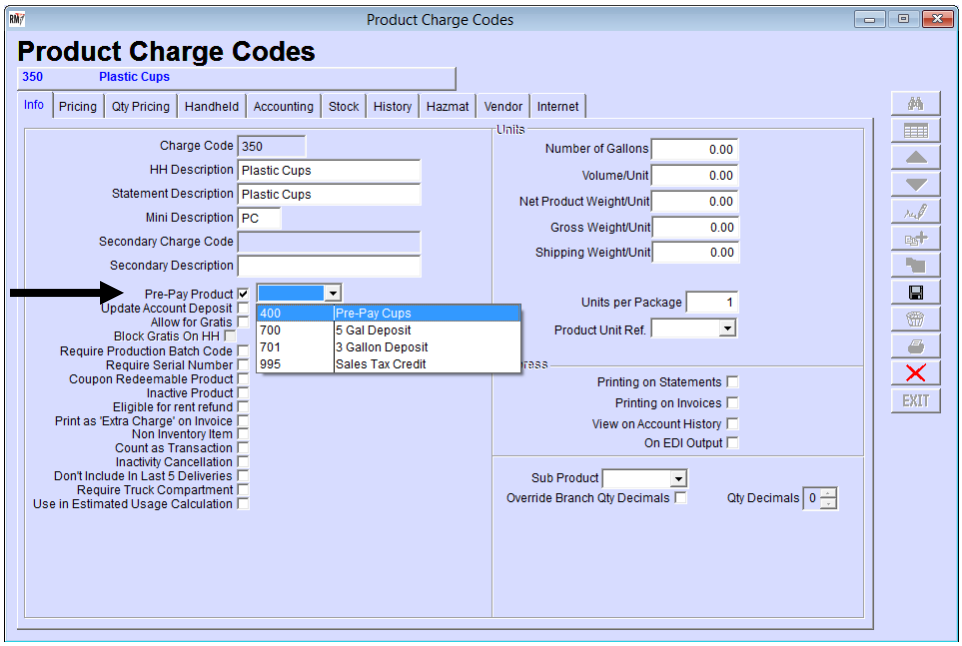
NOTE: If you do not have an available *Liability* account, you must exit this screen and create one under Lists > *Account Setup* > *General Ledger Setup* prior to continuing.



Repeat these steps for each prepay credit code required.

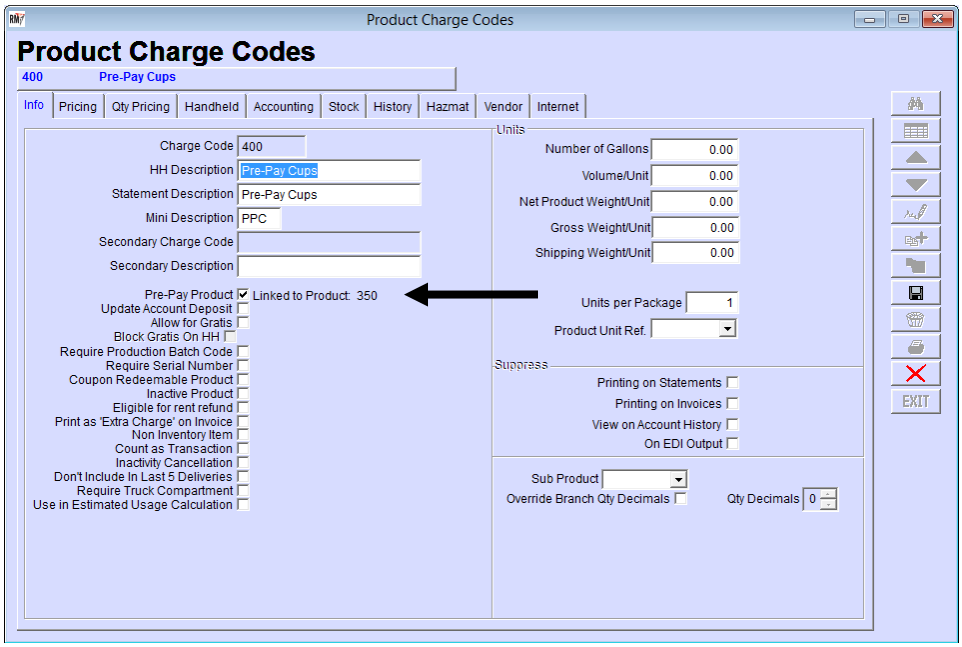
Assigning a Pre-Pay Credit

Navigate to an item that you will be offering for prepay, and select the **Modify** key. Select the 'Pre-Pay Product' box on the *Info* tab, and choose the corresponding *Prepay Credit Code* from the dropdown list.



Save your changes and repeat this step for each prepay item.

When a credit code is properly linked to a prepay item, information similar to the following will be displayed on the *Info* tab:



Prepay Customer Setup and Usage

Setting up and processing the *Prepay* feature for your customers can be accomplished in five easy steps:

1. Establish Default Products
2. Create prepay invoices
3. Post transactions
4. View prepay detail
5. Redeem prepay items

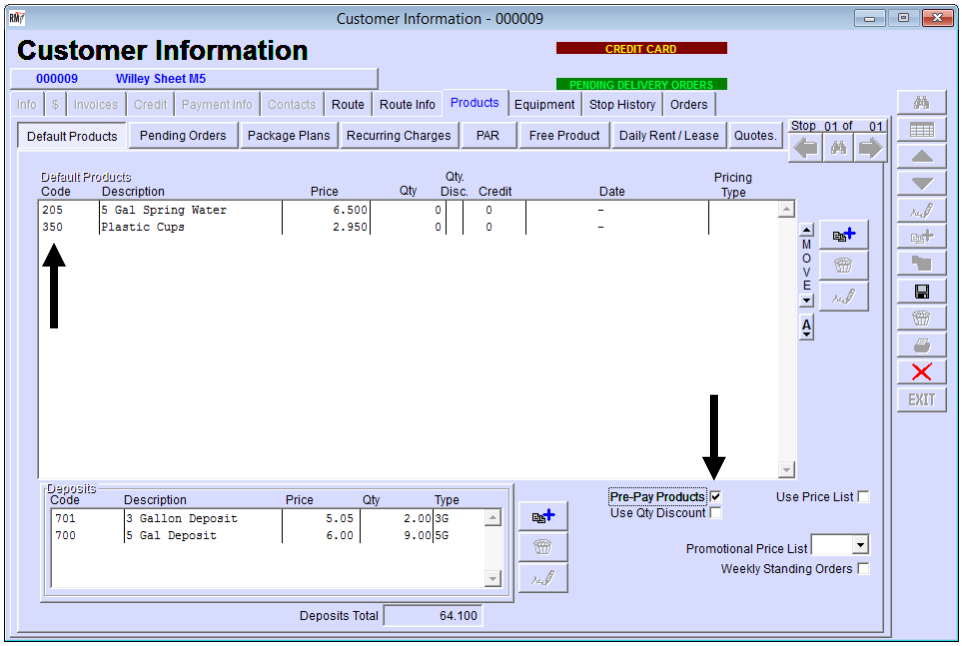
Each item is covered in the order listed.

1. Establish Default Products

Assign each prepay product (not the *Credit Code*) to the customers that qualify within the *Products* tab of the *Customer Information* screen. The example account below has been assigned the 'Plastic Cups' prepay item created earlier in this document.

Additionally, select the 'Pre-Pay Products' box to the right of the *Default Products* area to enable the prepay option on their account.

> **NOTE:** Prepay credits can only be sold to a customer if the prepay item is assigned to their account as a *Default Product*.

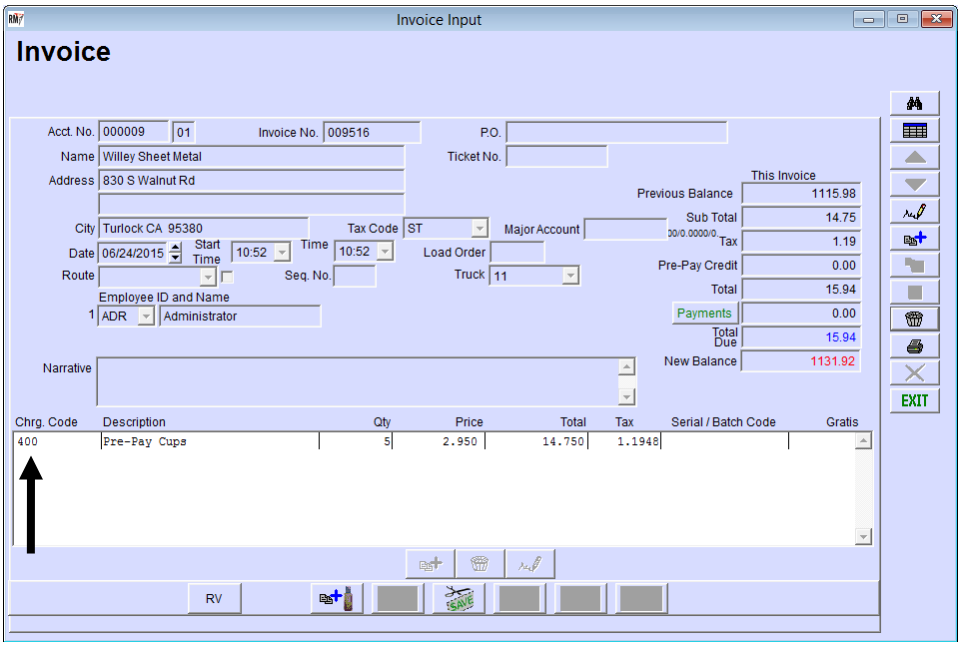


Repeat this step for each prepay item desired, and click **Save**.

2. Create Pre-Pay Invoices

When a customer would like to purchase prepay credits, an invoice must be created within the *Invoices and Adjustments* screen on the desktop.

Add the desired prepay credit code to the invoice, and enter the number of credits being purchased in the *Qty* field.



NOTE: When the prepay credit code is added to the invoice, the system will automatically use the price of the associated product code.

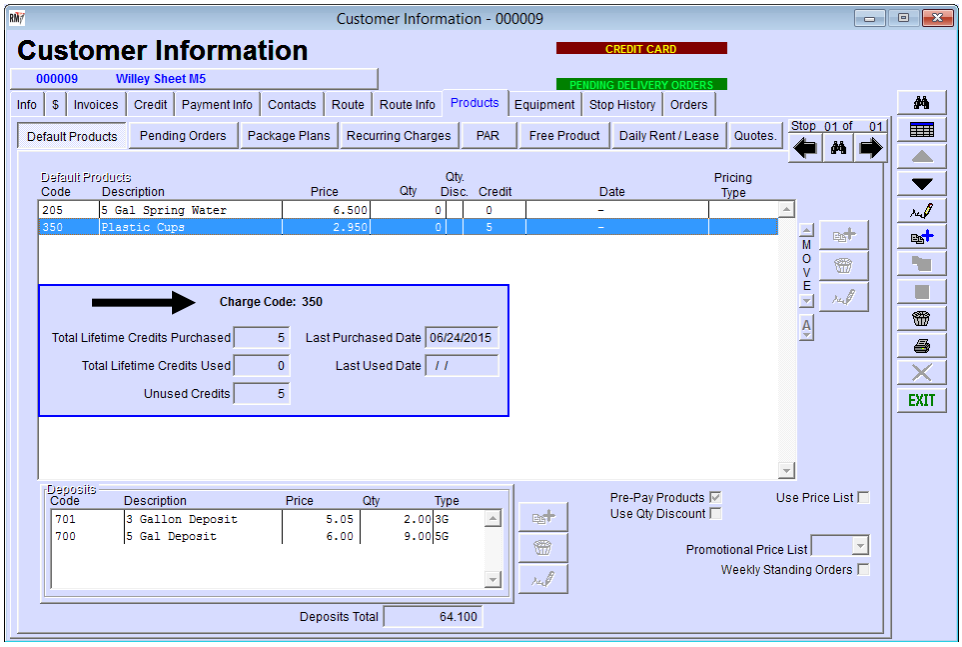
3. Post Transactions

In order for the prepay purchase to be reflected on the customer's account, the invoice will need to be posted.

Navigate to *Transactions > Post Transactions* to post the prepay credit invoice.

4. View Prepay Detail

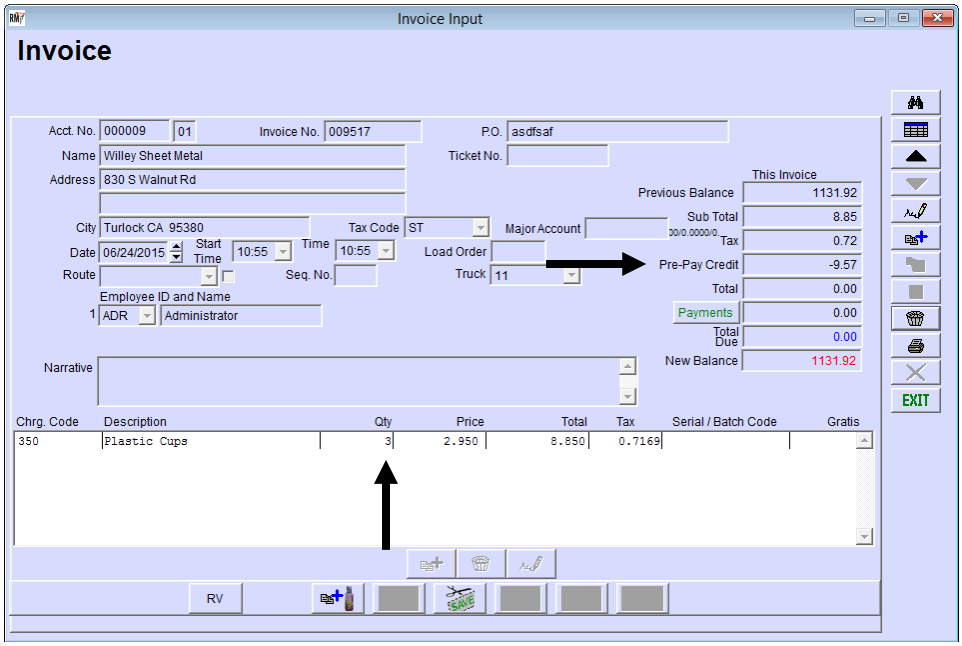
To view prepay credit detail on each customer's account, navigate to *Lists > Customer Information*, and select the *Products* tab. *Right-click* on any of the prepay items assigned to the account to view the detail screen (example below).



5. Redeeming Pre-Pay Items

In order for a customer to redeem prepay credits, simply add the prepay item they wish to purchase to the invoice (handheld or desktop).

In the example below, the customer is redeeming three 'Plastic Cups.' Notice as you enter products, the Pre-Pay Credit field on the right hand side also populates with the amount of the pre-paid items available.



The customer's posted invoice will reflect any prepay activity:

adv water ice
3201 Liberty Square Parkway
Turlock CA 95380
www.AdvantageIce.com
Phone 209-632 -1122

Invoice # 009517
Wed, Jun 24 2015, 10:55am
Driver: Administrator
Rte-Day-Stop: --

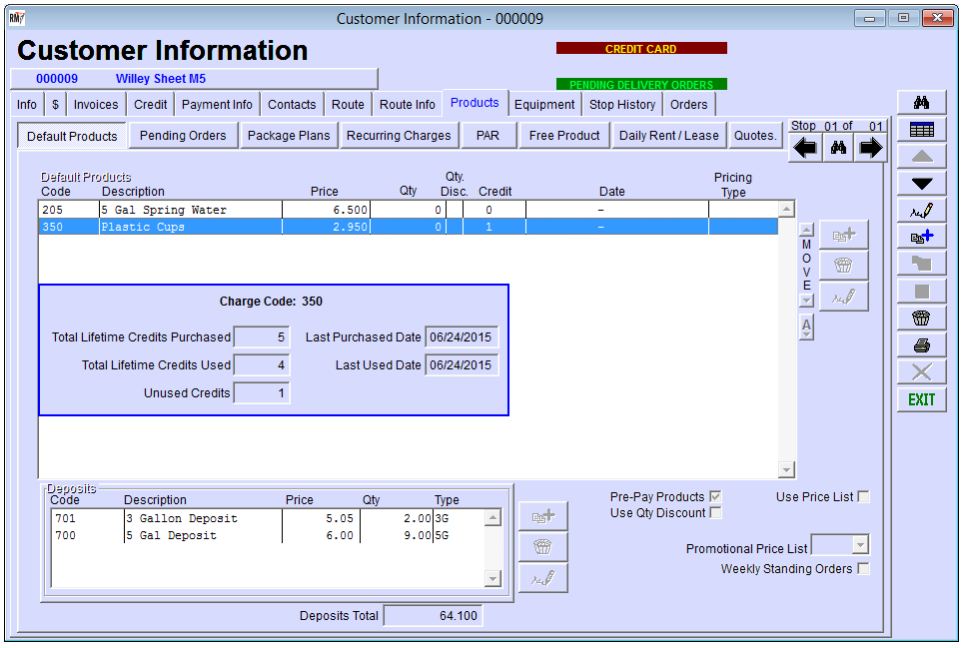
Account # 000009
Willey Sheet Metal
830 S Walnut Rd
Turlock CA 95380

PO Number: asdfsaf

Item		Qty	Price	Amount
Plastic Cups	[Tx]	4 @	2.950	11.80
Pre-Pay Cups	[Tx]	-4 @	2.950	-11.80
Remaining Credit: 1				
Subtotal				0.00
Sales Tax				0.00
INVOICE TOTAL				**0.00**

NOTE: On an *Invoice Reprint,* the *Previous/Remaining Credits* displayed will reflect the information at the time the delivery was made, not the current count.

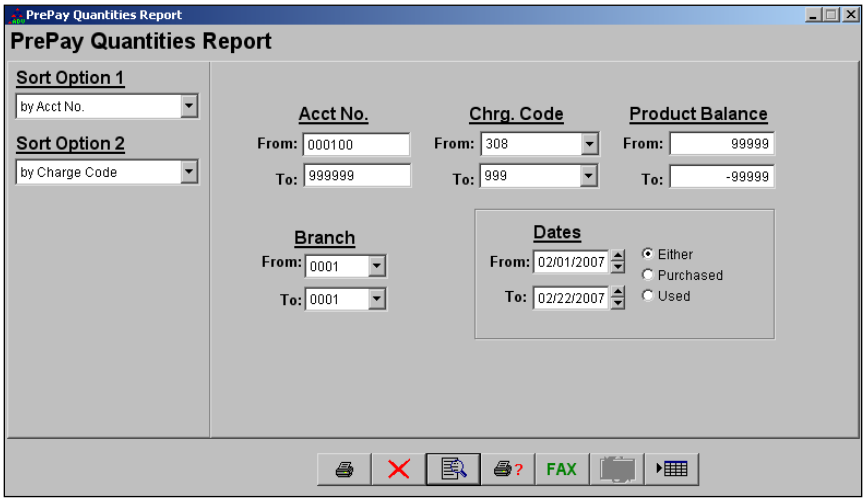
The customer's *Prepay Detail* screen is updated as each prepay transaction is posted:



Prepay Quantities Report

The *Prepay Quantities Report* allows you to view detailed purchased and redeemed prepay credit information per customer.

Navigate to *Reports > Accounting Reports > Sales > Prepay Quantities Report*.



Information that the report can provide:

- Remaining and redeemed credits.
- Liability per item.
- Customers who have gone over their prepaid quantities and owe the company.

NOTE: This issue can occur if the *Post Transactions* process is not completed daily.

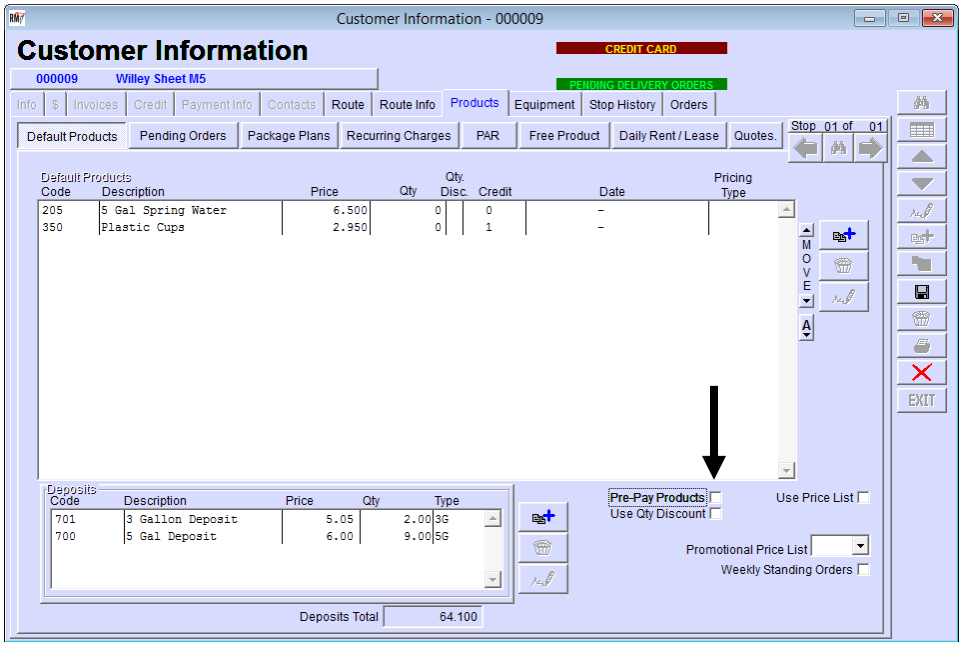
Refer to *User Guide B* for a definition of each option on the report screen.

Daily Prepay Management

Managing your prepay accounts is a daily process. This section will guide you through the various adjustments that can be made throughout the system.

Removing Prepay from a Customer

To disable the prepay feature on a customer's account, you can simply uncheck the 'Pre-Pay Products' option within the *Products* tab.



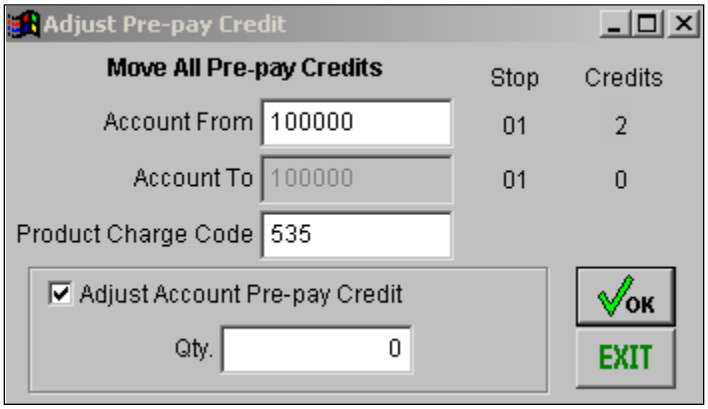
NOTE: Any previously purchased credits will remain on the account, and prepay will resume if the 'Pre-Pay Products' option is selected on the account again. Additionally, any *Default Products* with associated prepay credits cannot be removed until the credit total is reduced to '0.' Refer to the *Prepay Credit Adjustment* section below for information on making adjustments.

Prepay Credit Adjustment

This option allows you to make prepay credits adjustments on each account. Navigate to *Tools > Administration > Pre-Pay Adjustments*.

Single Account

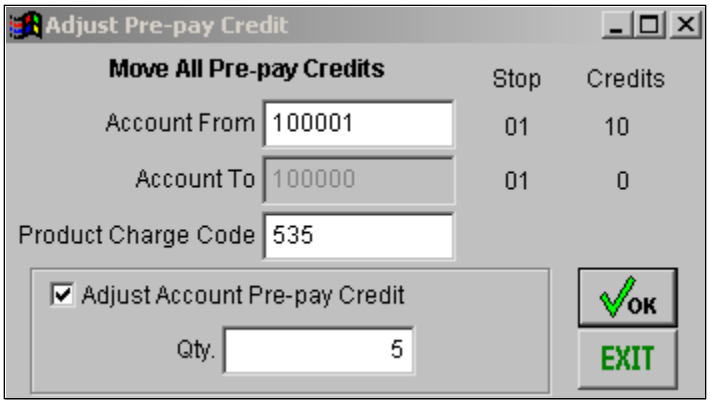
To make a manual adjustment to an account, or remove their credits entirely, enter the same account number in the *From/To* fields. Enter the prepay code that you will be adjusting on the account, and select the 'Adjust Account Pre-pay Credit' option. In the *Qty* field, enter the exact number of credits you would like to remain on the account (i.e., enter '0' to remove all credits).



Click **OK** to complete the process.

Account Transfer

To transfer credits from one account to another, enter the account numbers in the *From/To* fields, and enter the prepay code that you will be adjusting in the *Product Charge Code* field. Select the 'Adjust Account Pre-pay Credit' option, and enter the number of credits to transfer in the *Qty* field.



Click **OK** to complete the process.

Summary

The *Prepay Products* feature allows you to offer your customers a simple credit program that offers them convenience, and allows your company to receive an additional revenue stream without making deliveries. If you have any further questions regarding this feature, please contact Advantage Route Systems.

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Series 7: Version Date, June 16, 2015