

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.

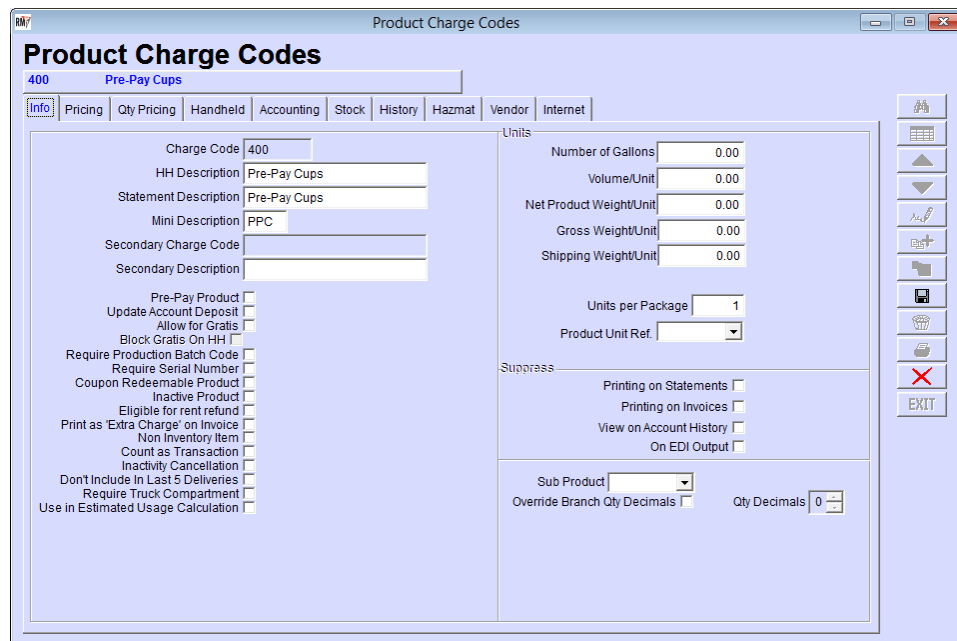
Prepay Credit Charge Codes

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.



The screenshot shows the 'Product Charge Codes' window for charge code 400, 'Pre-Pay Cups'. The window has several tabs: Info, Pricing, Qty Pricing, Handheld, Accounting, Stock, History, Hazmat, Vendor, and Internet. The 'Info' tab is active, showing the following fields and options:

- Charge Code: 400
- HH Description: Pre-Pay Cups
- Statement Description: Pre-Pay Cups
- Mini Description: PPC
- Secondary Charge Code: (empty)
- Secondary Description: (empty)
- Pre-Pay Product:
- Update Account Deposit:
- Allow for Gratis:
- Block Gratis On HH:
- Require Production Batch Code:
- Require Serial Number:
- Coupon Redeemable Product:
- Inactive Product:
- Eligible for rent refund:
- Print as 'Extra Charge' on Invoice:
- Non Inventory Item:
- Count as Transaction:
- Inactivity Cancellation:
- Don't Include in Last 5 Deliveries:
- Require Truck Compartment:
- Use in Estimated Usage Calculation:

Units section:

- Number of Gallons: 0.00
- Volume/Unit: 0.00
- Net Product Weight/Unit: 0.00
- Gross Weight/Unit: 0.00
- Shipping Weight/Unit: 0.00
- Units per Package: 1
- Product Unit Ref: (dropdown)

Suppress section:

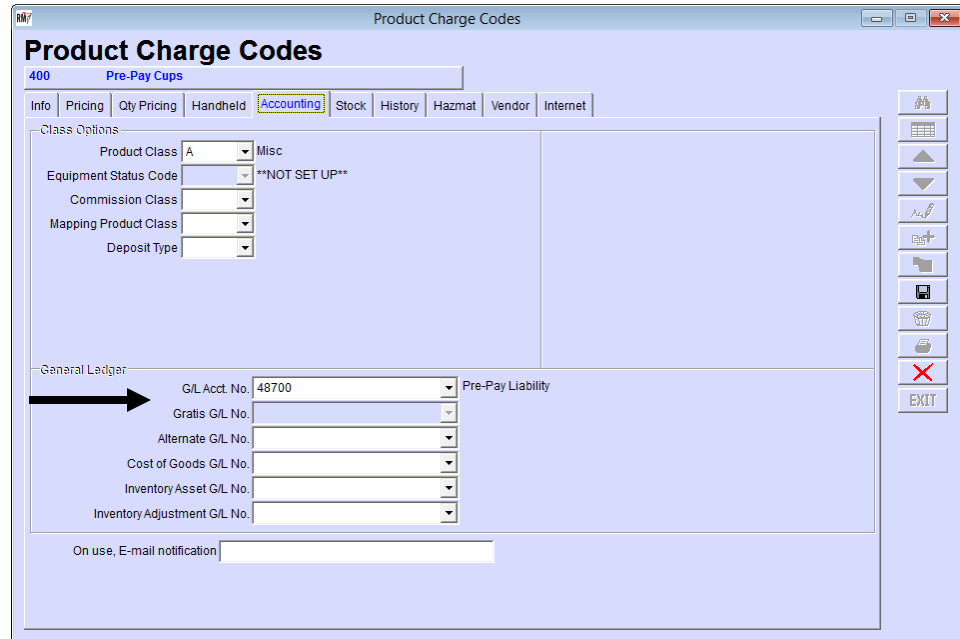
- Printing on Statements:
- Printing on Invoices:
- View on Account History:
- On EDI Output:

Sub Product: (dropdown)

Override Branch Qty Decimals: Qty Decimals: 0

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.

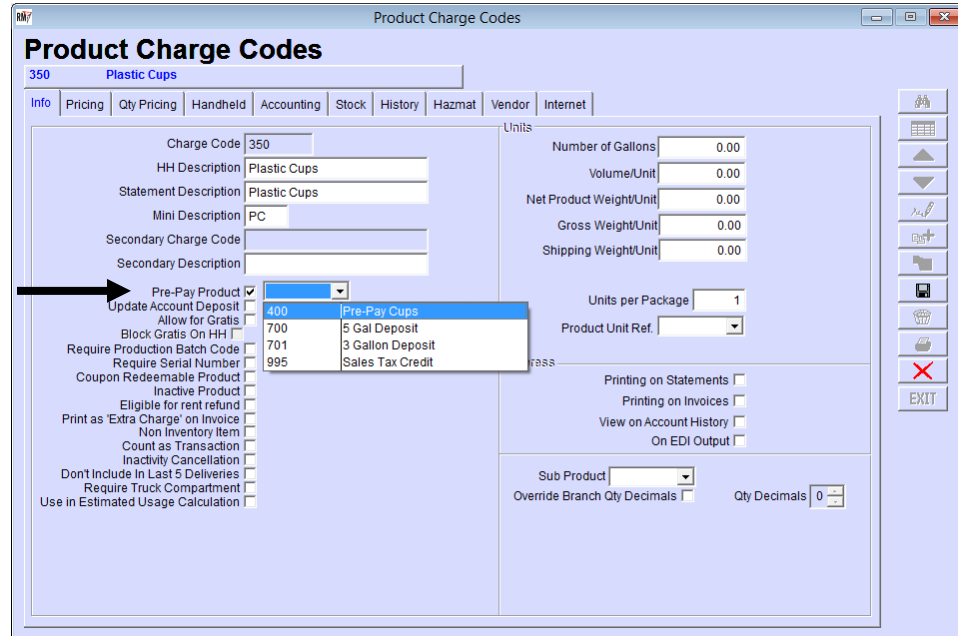


The screenshot shows the 'Product Charge Codes' window for '400 Pre-Pay Cups'. The 'Accounting' tab is selected. Under 'Class Options', 'Product Class' is 'A Misc' and 'Equipment Status Code' is '**NOT SET UP**'. Under 'General Ledger', 'G/L Acct No.' is '48700' (Pre-Pay Liability), 'Gratis G/L No.' is empty, 'Alternate G/L No.' is empty, 'Cost of Goods G/L No.' is empty, 'Inventory Asset G/L No.' is empty, and 'Inventory Adjustment G/L No.' is empty. An arrow points to the 'G/L Acct No.' field. An 'EXIT' button is visible on the right side.

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.



Product Charge Codes
350 Plastic Cups

Charge Code: 350
HH Description: Plastic Cups
Statement Description: Plastic Cups
Mini Description: PC
Secondary Charge Code:
Secondary Description:

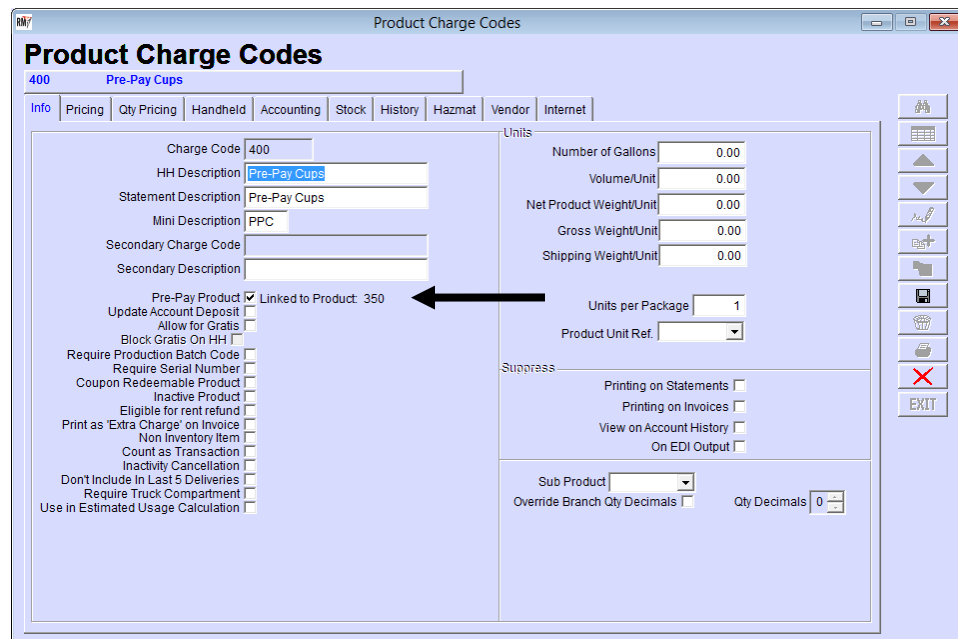
Pre-Pay Product **400 Pre-Pay Cups**
Update Account Deposit
Allow for Gratis
Block Gratis On HH
Require Production Batch Code
Require Serial Number
Coupon Redeemable Product
Inactive Product
Eligible for rent refund
Print as 'Extra Charge' on Invoice
Non Inventory Item
Count as Transaction
Inactivity Cancellation
Don't Include in Last 5 Deliveries
Require Truck Compartment
Use in Estimated Usage Calculation

Units: Number of Gallons: 0.00
Volume/Unit: 0.00
Net Product Weight/Unit: 0.00
Gross Weight/Unit: 0.00
Shipping Weight/Unit: 0.00
Units per Package: 1
Product Unit Ref:

Printing on Statements
Printing on Invoices
View on Account History
On EDI Output
Sub Product:
Override Branch Qty Decimals Qty Decimals: 0

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:



Product Charge Codes
400 Pre-Pay Cups

Charge Code: 400
HH Description: Pre-Pay Cups
Statement Description: Pre-Pay Cups
Mini Description: PPC
Secondary Charge Code:
Secondary Description:

Pre-Pay Product **Linked to Product: 350**
Update Account Deposit
Allow for Gratis
Block Gratis On HH
Require Production Batch Code
Require Serial Number
Coupon Redeemable Product
Inactive Product
Eligible for rent refund
Print as 'Extra Charge' on Invoice
Non Inventory Item
Count as Transaction
Inactivity Cancellation
Don't Include in Last 5 Deliveries
Require Truck Compartment
Use in Estimated Usage Calculation

Units: Number of Gallons: 0.00
Volume/Unit: 0.00
Net Product Weight/Unit: 0.00
Gross Weight/Unit: 0.00
Shipping Weight/Unit: 0.00
Units per Package: 1
Product Unit Ref:

Suppress: Printing on Statements
Printing on Invoices
View on Account History
On EDI Output
Sub Product:
Override Branch Qty Decimals Qty Decimals: 0

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

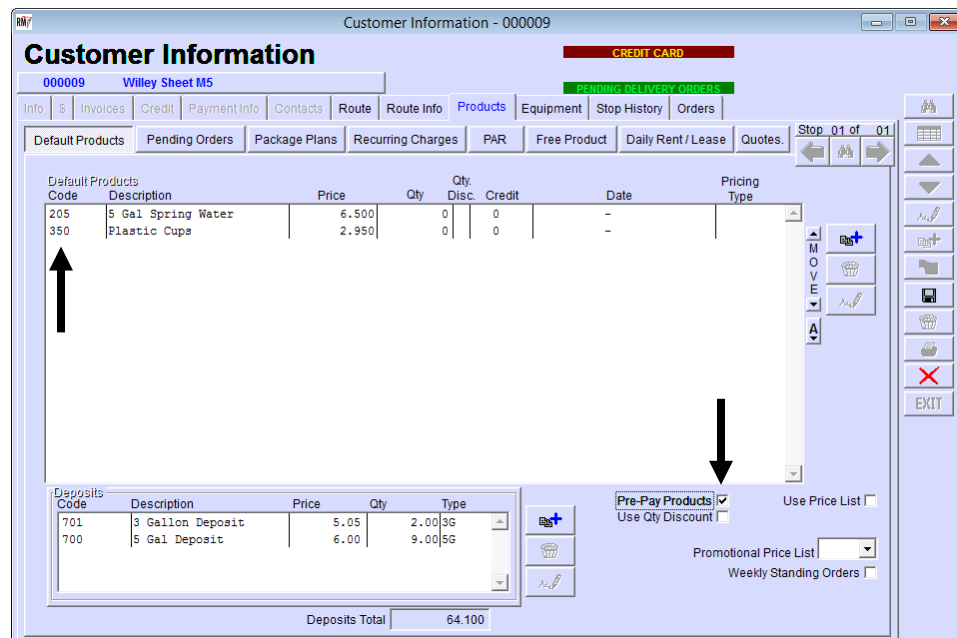
Each item is covered in the order listed.

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*.



Customer Information - 000009

Customer Information CREDIT CARD

000009 Willey Sheet M5 PENDING DELIVERY ORDERS

Info | Invoices | Credit | Payment Info | Contacts | Route | Route Info | **Products** | Equipment | Stop History | Orders

Default Products | Pending Orders | Package Plans | Recurring Charges | PAR | Free Product | Daily Rent / Lease | Quotes. Stop 01 of 01

Default Products Code	Description	Price	Qty	Qty Disc	Credit	Date	Pricing Type
205	5 Gal Spring Water	6.500	0	0	0	-	
350	Plastic Cups	2.950	0	0	0	-	

Deposits Code	Description	Price	Qty	Type
701	3 Gallon Deposit	5.05	2.00	3G
700	5 Gal Deposit	6.00	9.00	5G

Deposits Total 64.100

Pre-Pay Products Use Price List

Use Qty Discount

Promotional Price List

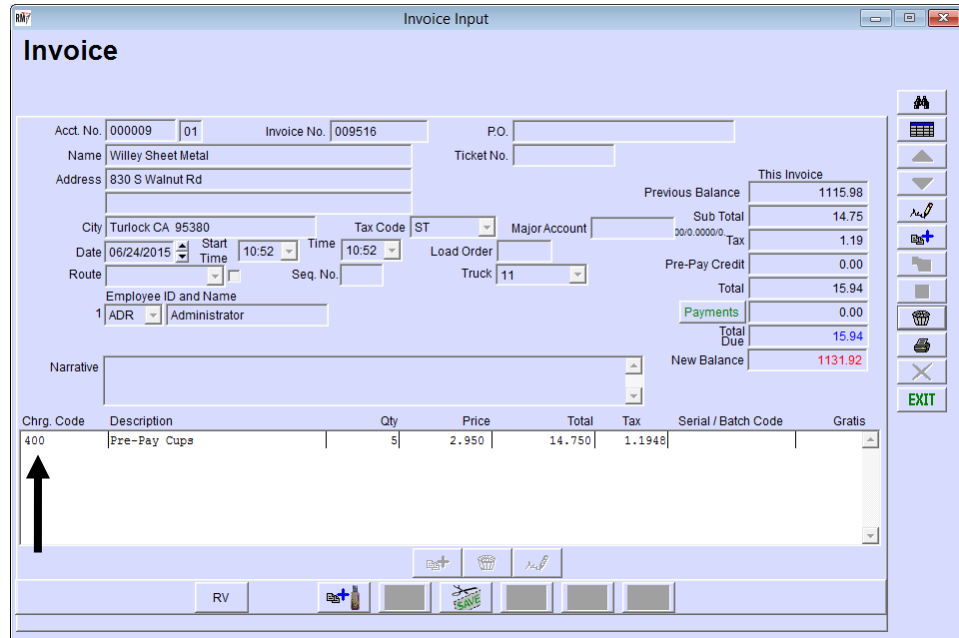
Weekly Standing Orders

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.



Invoice Input

Invoice

Acct. No. 000009 01 Invoice No. 009516 P.O. _____ Ticket No. _____

Name Willey Sheet Metal

Address 830 S Walnut Rd

City Turlock CA 95380 Tax Code ST Major Account _____

Date 06/24/2015 Start Time 10:52 Time 10:52 Load Order _____

Route _____ Seq. No. _____ Truck 11

Employee ID and Name
1 ADR Administrator

Narrative _____

Previous Balance		This Invoice	
Sub Total	1115.98	Sub Total	14.75
Tax	1.19	Tax	1.19
Pre-Pay Credit	0.00	Pre-Pay Credit	0.00
Total	15.94	Total	15.94
Payments	0.00	Payments	0.00
Total Due	15.94	Total Due	15.94
New Balance	1131.92	New Balance	1131.92

Chrg. Code	Description	Qty	Price	Total	Tax	Serial / Batch Code	Gratis
400	Pre-Pay Cups	5	2.950	14.750	1.1948		

RV [Icons] [SAVE] [Icons]

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

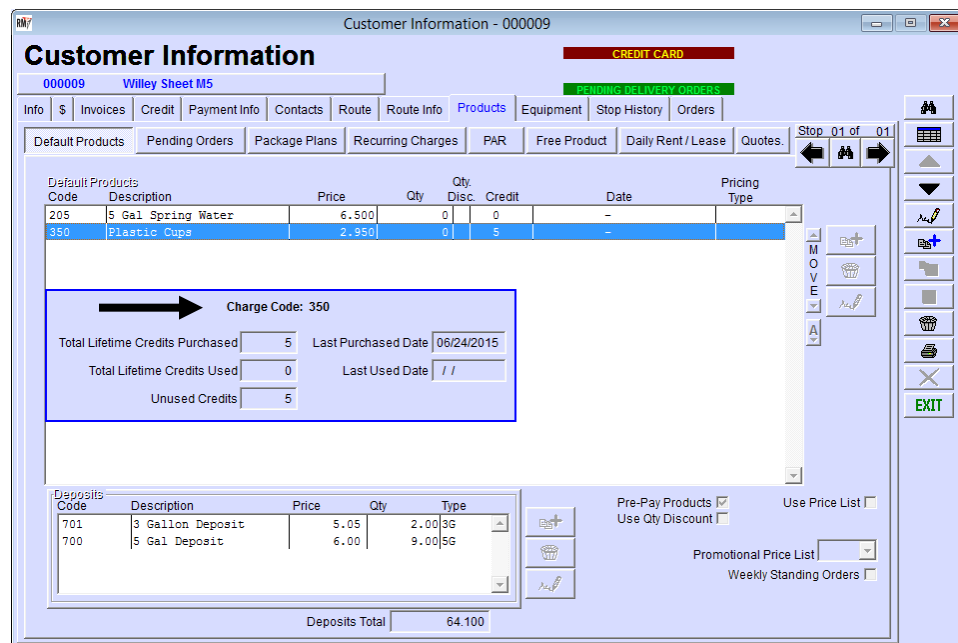
3. Post Transactions

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).



The screenshot shows the 'Customer Information' window for customer '000009' (Wiley Sheet M5). The 'Products' tab is active, displaying a table of default products:

Code	Description	Price	Qty	Disc	Credit	Date	Pricing Type
205	5 Gal Spring Water	6.500	0	0		-	
350	Plastic Cups	2.950	0	5		-	

A blue box highlights the 'Charge Code: 350' section, which includes the following details:

- Total Lifetime Credits Purchased: 5
- Last Purchased Date: 06/24/2015
- Total Lifetime Credits Used: 0
- Last Used Date: / /
- Unused Credits: 5

At the bottom, a 'Deposits' table is visible:

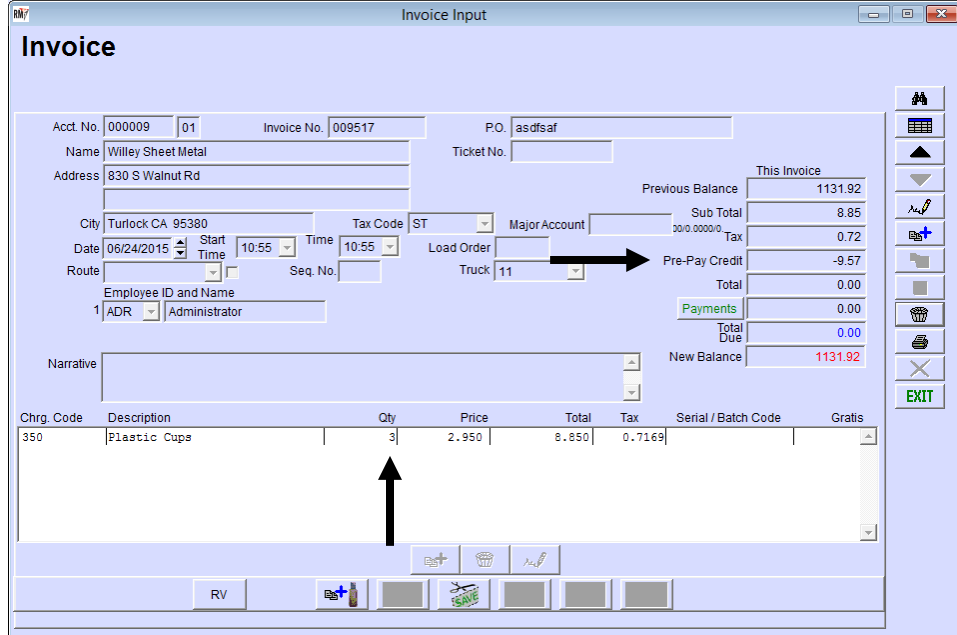
Code	Description	Price	Qty	Type
701	3 Gallon Deposit	5.05	2.00	3G
700	5 Gal Deposit	6.00	9.00	5G

The 'Deposits Total' is 64.100. Other interface elements include a 'CREDIT CARD' indicator, a 'PENDING DELIVERY ORDERS' indicator, and various navigation and utility buttons on the right side.

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.



Invoice

Acct. No. 000009 D1 Invoice No. 009517 P.O. asdfsaf
 Name Wiley Sheet Metal Ticket No.
 Address 830 S Walnut Rd
 City Turlock CA 95380 Tax Code ST Major Account Sub Total 1131.92
 Date 06/24/2015 Start Time 10:55 Time 10:55 Load Order Tax 0.72
 Route Seq. No. Truck 11 Pre-Pay Credit -9.57
 Employee ID and Name Total 0.00
 1 ADR Administrator Payments 0.00
 Narrative Total Due 0.00
 New Balance 1131.92

Chrg. Code	Description	Qty	Price	Total	Tax	Serial / Batch Code	Gratis
350	Plastic Cups	3	2.950	8.850	0.7169		

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: --

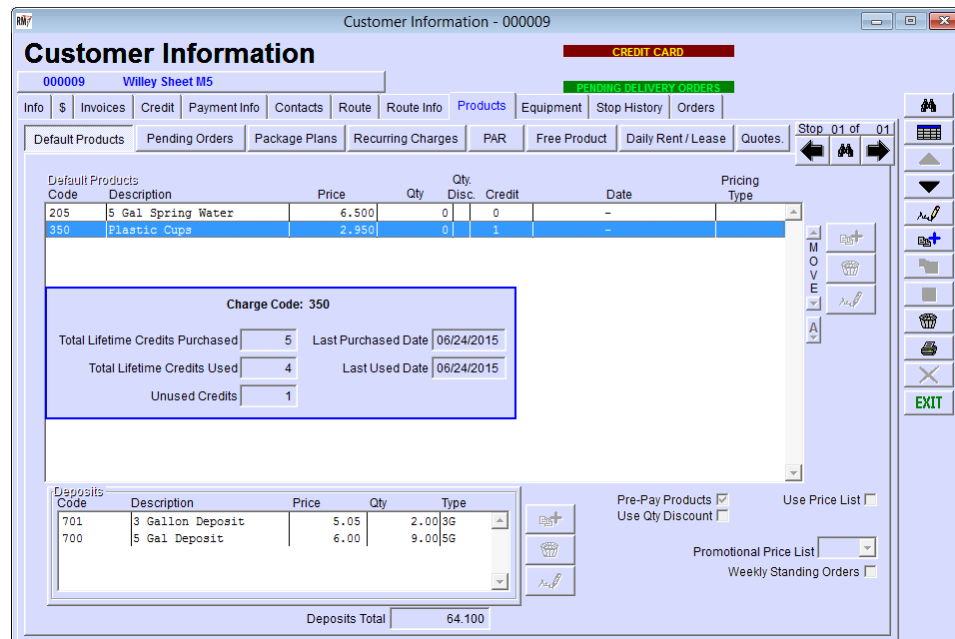
Account # 000009
Willey Sheet Metal
830 S Walnut Rd
Turlock CA 95380

PO Number: asdfesaf

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:



Customer Information - 000009

Customer Information

000009 Willey Sheet M5

Info | \$ | Invoices | Credit | Payment Info | Contacts | Route | Route Info | **Products** | Equipment | Stop History | Orders

Default Products | Pending Orders | Package Plans | Recurring Charges | PAR | Free Product | Daily Rent / Lease | Quotes | Stop 01 of 01

Code	Description	Price	Qty	Qty Disc	Credit	Date	Pricing Type
205	5 Gal Spring Water	6.500	0	0	-		
350	Plastic Cups	2.950	0	1	-		

Charge Code: 350

Total Lifetime Credits Purchased: 5 Last Purchased Date: 06/24/2015
 Total Lifetime Credits Used: 4 Last Used Date: 06/24/2015
 Unused Credits: 1

Code	Description	Price	Qty	Type
701	3 Gallon Deposit	5.05	2.00	SG
700	5 Gal Deposit	6.00	9.00	SG

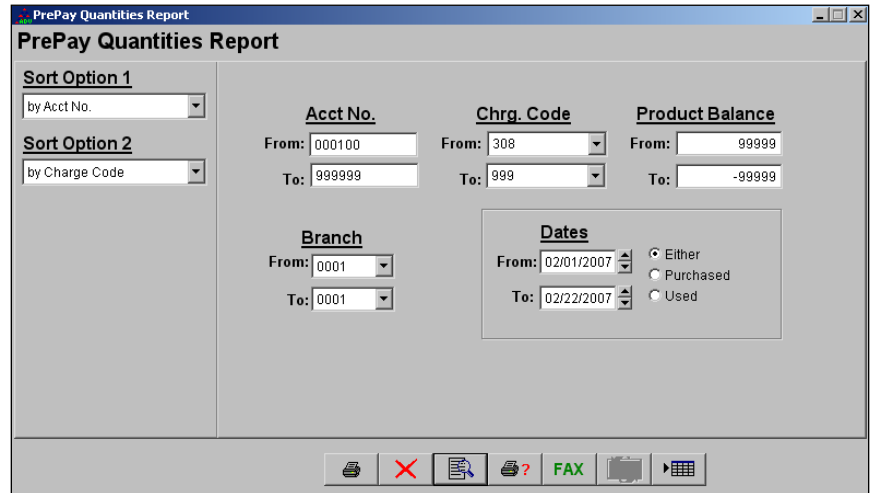
Deposits Total: 64.100

Pre-Pay Products Use Price List
 Use Qty Discount Promotional Price List:
 Weekly Standing Orders

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.

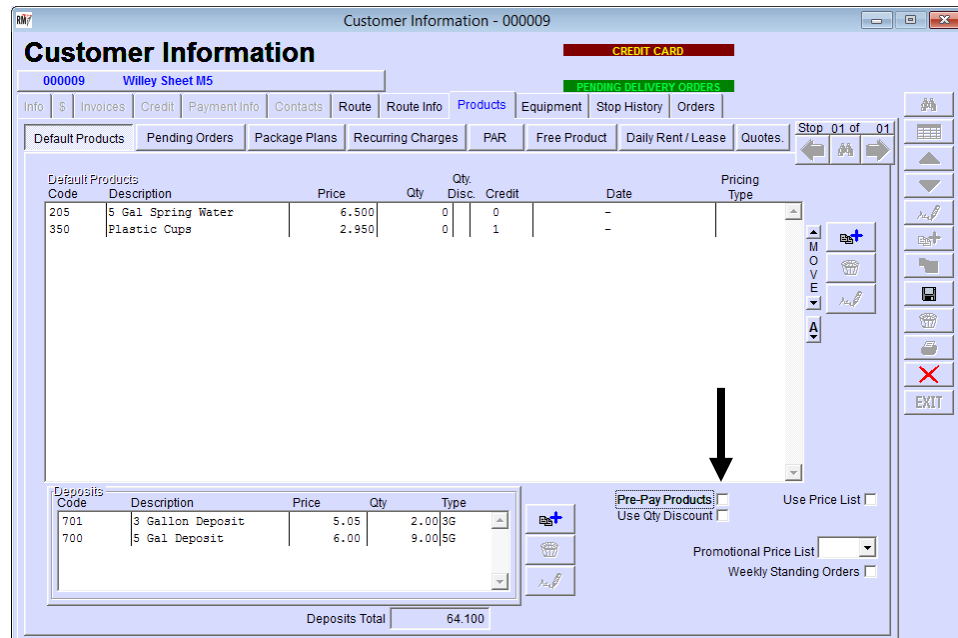
Refer to *User Guide B* for a definition of each option on the report screen.

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.



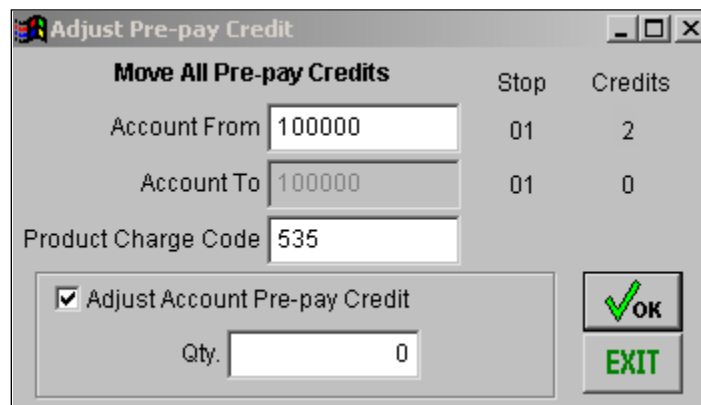
NOTE: Any previously purchased credits will remain on the account, and prepay will resume if the 'Pre-Pay Products' option is selected on the account again. Additionally, any *Default Products* with associated prepay credits cannot be removed until the credit total is reduced to '0.' Refer to the *Prepay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



Move All Pre-pay Credits			
Account From	Account To	Stop	Credits
100000	100000	01	2
		01	0

Product Charge Code: 535

Adjust Account Pre-pay Credit

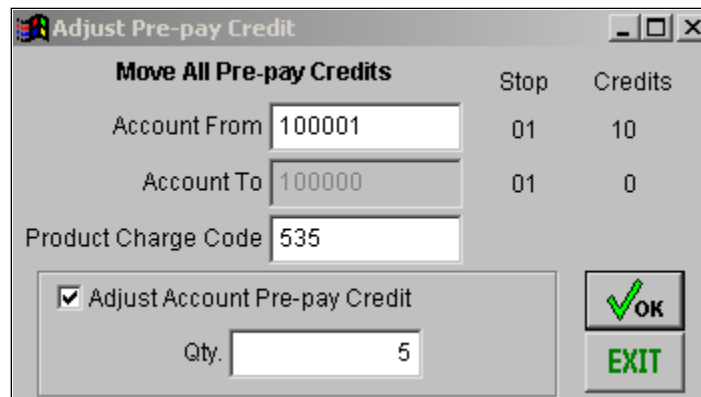
Qty. 0

OK EXIT

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.



Move All Pre-pay Credits			
Account From	Account To	Stop	Credits
100001	100000	01	10
		01	0

Product Charge Code: 535

Adjust Account Pre-pay Credit

Qty. 5

OK EXIT

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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