



Lynx Counter Transactions

Revision 2.1

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1 Overview

The Lynx Retail Counter Transactions guide will help you get to grips with the parts of the Lynx system dedicated to over-the-counter supply only transactions, typically at a trade counter. You should ideally be familiar with the 'Getting started with Lynx' guide before reading this one.

The Lynx Counter system includes facilities to raise immediate invoices and credits, and to create forward orders which are to be despatched at a later date. You can also create Counter Quotes which can subsequently be turned into orders with a minimum of fuss.

Customer payments and refunds are managed by the Lynx counter system, along with the general management of customer accounts. This aspect of the system is also important for retailers (see the Lynx Retail Project Management guide).

The rest of this guide talks you through the individual programs. Note that if you are using the Lynx Stock module that you will also need to be up to speed with the stock management functions. These are covered in the '**Lynx Stock System**' guide.


2 Counter Transactions

2.1 Counter Sale

The **Counter** -> **Counter Sale** program is the main tool for managing the sale of items which are held in stock, and where you supply the customer (perhaps literally) 'over the counter'. It is a straightforward program which should enable you to generate an invoice in a couple of minutes.

Transaction Header Information

First, you need to select the **Customer Account** from the drop-down list. Customers are listed in alphabetical order according to the contents of the 'Alpha Key' field.

Alternatively, you can start the Counter Sale from the 'Quick Menu' on the right hand side of the Customer Enquiry program by clicking the  button. This will preselect the customer when the Counter Sale program starts, and is often an easier way to work as you can use the lookup facilities on the Customer Enquiry to speed up location of the customer's account.

Next, enter the **Customer Reference** for the transaction (such as their order or job number). This field can be left blank unless the customer's account has been flagged to require input of customer reference information. This facility is useful where customers require an order number or similar to enable them to pay invoices.

The **Payment Method** field is then selected from the drop-down. It will be pre-filled with the customer's default method of payment, but you can override this. 'Account' payment means that the customer will not pay for their goods at the time of the transaction, but rather at a later date. You can only select 'Account' as the payment method if the Customer's account record allows it – this requires that the 'Payment Terms' field is not set to 'Prepaid'.

Important note: If you select any method of payment other than 'Account', Lynx will assume that payment will be taken at the time the transaction is completed, and create a payment record ('Cash Receipt'), and the invoice will be fully matched against this payment. This will leave the invoice balance as zero.

The program will warn you if the customer's account has been flagged as suspended, or if the 'Finance Status' is other than normal.

Transaction Line Entry

Each product line of the Counter Sale is then entered. You can enter this information 'freehand', typing each field as you go, or by using the Part Codes grid to speed up data entry.

Code: You can either enter the part code by hand or, if you have a bar code scanner, scan the code on the product (See 'Bar Coding' later in this guide). If the code does not match the Part Table, you will not see an error message, but rather the rest of the line will not be filled in, and you will have to enter the information by hand, or correct the code entered.

If the code is a match to the Part Table, the description, unit and price information will be filled in for you. You can still overwrite this information, but generally it will only make sense to do so if you are using a part code that is a 'generic' code rather than one that applies to a specific part – for example: you may have set up a code 'PVCWIN' for the supply of PVC windows, which will be priced on an order-by order basis rather than from a price table.

If the code matches the Part table, you can place the mouse over it for more information. This will display the unamended Part description, the Product Group and the current free stock (if you are using the Lynx Stock module). Items that do not match the Part Table will show 'NON STOCK'.

Qty: Enter the supply quantity. This can include decimals if, for example, you supply items by length and can cut to a fraction of a metre.

Per: This is the unit description (for example 'EACH' for items sold individually).



If this field is filled in, Lynx will assume that the quantity is to be multiplied by the price to give an extended price for the line.


If, however, you leave the field blank, the price entered will be assumed to be the extended price. This is useful if you want to record the quantity of items sold, but where each has a different unit price, and is used typically for bespoke products.

Price: Either the unit price OR the line price, as described above.

Discount %: If any discount is applicable for this customer for a product with a code on the Part Table, the discount rate will be shown. This uses a combination of the Customer's Discount Band code and the Product Group code from the Parts Table to match against the Discount Rates table. Alternatively, you can enter a discount rate to be applied to the line, or leave it blank.

VAT Code: This field must match a code in the VAT codes table, and is used to establish the VAT rate applicable to the transaction. Generally, this will be 'S' for standard rate, or 'X' if the customer is VAT exempt.

As each line is entered, the goods and VAT totals will be calculated and shown on-screen. Once entered, you can simply overwrite the information for a line to change it, or click the  delete button at the right of each line to remove the line completely. Use the  button to add more lines to the transaction.

Once all lines have been entered, you can click on the  button to commit the Counter Sale. This will do several things:

- i) An order record will be created with the details entered
- ii) Each line of the order will be marked as 'despatched', and a corresponding invoice raised
- iii) If the payment method selected is not 'Account', a payment record will be created and matched to the invoice
- iv) An invoice document will be sent to your default report printer. Usually, this will mean a PDF document will be displayed on-screen, unless you are working on a local server using the Lynx E-Print facility.
- v) If the customer has an Email address on file, and confirmation emails have not been blocked, a copy of the invoice document will be sent to them by Email.

You will also see a link on-screen to the newly created Invoice transaction. You can click on this to go to the Sales Transaction enquiry.

2.2 Counter Credit

The Lynx Counter Credit program operates almost identically to the Counter Sale, except that all operations are reversed. This means that:

- i) A credit will be generated on the customer's account, reducing their balance,
- ii) The credit quantity for part codes that correspond to stocked items will be returned to stock (if you are using the Lynx Stock module)
- iii) If the payment method of 'Account' is not selected, Lynx will assume that the customer has been refunded by whatever method of payment is indicated. **NOTE:** In the Counter Credit program, you can select Account payment even if the customer terms are 'Prepaid'.

In the transaction header, the Counter Credit program allows you to enter an original invoice number. If this is entered, the number will be checked to ensure that it is a valid invoice with an outstanding balance. The Counter Credit raised will then be automatically allocated against the invoice, provided the total value does not exceed the invoice balance outstanding. If you do not enter the original invoice number, the credit will be left outstanding on the customer's account, with a negative balance, and should be allocated later.

2.3 Using a 'Cash Sales' Account

If you deal with 'one off' customers who are not expected to make future purchases, it makes sense to create an anonymous 'Cash Sales' account. This is a customer account like any other, except that it is not associated with a particular company or individual. It is treated by Lynx just as if it were a normal account, so you should be careful not to raise forward orders against it unless you have a reliable method of tracking which order belongs to which 'real' customer.


For convenience, it is a good idea to set the sort code of the Cash Sales account to a special character such as asterisk (*) so that the account appears at the top of the drop-down list of customers.

The account should be set up with 'Prepaid' account terms.

3. Payments, Refunds and Account Management

3.1 Cash Receipts

The cash receipts program allows you to record Customer payments of all types – Cash, Cards, Cheque and so on. It also allows you to allocate payments against invoices, so that you can keep track of which items on a Customer's account are paid, and which are not. The allocation can be done at a later stage, so you do not have to work out what is being paid at the same time as recording the payment.

The Cash Receipts program can be started either from the menu (**Counter -> Cash Receipts**), and then selecting the customer from the drop-down list, or from the 'Quick Menu' on the Customer Enquiry program by clicking the  button.

When the program starts, it will show you a list of all invoices, credits, cash and refund items which have an outstanding balance.


First, select the **Payment Method from the drop down**. This will be one of the types of payment set up in the System Config screen, or else 'Account'. Note that the use of the 'Account' payment method means that you are intending just to allocate existing cash or credits, and you must enter a payment amount of zero.

Next enter the amount you have been paid in the **Payment Amount** box.

If you wish to allocate the payment (or previous credits and payments), select the lines from the displayed list by clicking the check-box beside the appropriate item. You can enter a partial allocation by checking the box in the **Select** column and entering an amount to allocate in the **Amount** column that is less than the balance outstanding. **NOTE:** that the amount to allocate against an invoice or refund should be entered as a negative number, and against a credit or cash receipt as a positive number.

It is recommended that you next select the credits and cash to allocate, followed by the invoices to allocate against as this will prevent you seeing the on-screen error alert which happens when the amount of credit to allocate drops below zero.

Remember that Refunds are essentially 'negative cash'. You allocate a Refund against a credit item to indicate that the customer has had their money back in the same way that you allocate cash against an invoice to indicate payment. People sometimes find this concept confusing, and it is worth taking some time to ensure that you fully appreciate how this works. Remember that Lynx will create and match a refund automatically when you raise a Counter Credit unless you enter 'Account' as the payment method. If you don't refund your customer at the same time as a credit is raised, this is what you should do. You can then either allocate the outstanding credit balance against a future invoice OR create a Refund and match this against the Counter Credit (or indeed a combination of the two).

To commit the cash posting and allocation, click the  button. This will create a new sales ledger transaction and show you an on-screen link to the Sales Transaction enquiry. If any allocations have taken place, an allocation record will also be created.

Every allocated sales ledger transaction will have one or more allocation records associated with it. You can enquire into these at any time to understand exactly 'what paid what' using the Sales Transaction enquiry program.

3.2 Cash Refund

The Cash Refund program operates in exactly the same way as the Cash Receipts program, except that the customer's balance will increase.

The facility to allocate without creating a refund transaction is also included, and operates in the same way as Cash Posting by selecting 'Account' as a payment method and entering a zero amount.

3.3 Sales Transaction Enquiry

You can review transactions on a customer's account at any time on one of two ways:

- i) The 'Accounts' tab on the Customer Account enquiry will show you a list of all transactions for the customer in reverse-date order. This can be filtered by date range. The transaction number shown on screen is a link to the Sales Transaction enquiry for the Invoice/Credit/Cash/Refund transaction in question.
- ii) From the Sales Transaction enquiry (**Counter ->Show Sales Txn**), which lets you see the detail of a single transaction.

The Sales Transaction enquiry has some 'standard' features, such as the ability to attach items. In the case of invoices and credits, the PDF Invoice/Credit document will be automatically attached as the item is created.

The main tab shows you the transaction details as entered, or as created when an order is despatched, and links back to the associated Customer and Sales Order (which can be equivalent to the Project) number.

The due date for payment is displayed, and will be shown in red if the item is overdue.

Action Bar functions

In addition to the standard functions for attachments, notes, to do, customer letters and SMS, there are some additional Action Bar functions:



Lets you regenerate the invoice or credit document PDF. In general you should only need to do this if your company details have changed. Alternatively, you can open the PDF on the 'Attachments' tab.



Lets you print an un-priced delivery note for invoices / credits with the same details as the invoice or credit. The delivery note includes a signature block, so you can obtain a signature as proof of delivery or collection.



Allows you to print a receipt document for cash received or refunded.

4. Orders and Quotes

4.1 Create Sales Order

The Lynx Sales Order process is essentially a two-step operation, comprising the creation of a Sales Order and subsequent Order Despatch. Orders can be created from Counter Quotes, so unless you have a firm order, it is better to create a Counter Quote until you finally receive the go-ahead from your customer (see Create Counter Quote below).

The process of order creation is very similar to the Counter Sale program, but there are some important differences, particularly if you are using the Stock Lynx module.

Sales Order Header

In addition to the fields in common with the Counter Sale, the following are present in the Sales Order header:

The optional **Deposit Amount** field allows you simply to record the receipt from the customer of a deposit taken at the time of order. Entering an amount in this field will cause a Receipt record to be created automatically, and the deposit amount to be shown on the Order Confirmation document. Note that as no invoice is created at this stage that this receipt will be unallocated, and must be matched at a later stage to the relevant invoice(s).

The required **Despatch On** date is the date at on which the goods are due either to be delivered or collected by the customer. This date is used to show the order as due for despatch on the Despatch Calendar, and in reporting.


If you are using the Lynx Stock module, the **Allocate Stock** field will be shown. If this box is ticked, any lines on the order that match a Part Table record with a stock type of 'S' (stocked) can be optionally 'earmarked' against the order.

This will have the effect of reducing free stock, i.e. stock that is free to be sold. It is a useful feature where you want to be sure that you will not be faced with an out of stock situation as you come to despatch the order at a later date. The physical stock quantity will remain unchanged. **Note** that if the Allocate Stock box is checked, there must be sufficient stock of each part to satisfy the order in full.

Line Entry and Completion

Line entry is exactly the same as for the Counter Sale program. When the order is submitted, however, no despatch will take place and no invoice will be produced. Instead, an Order Confirmation document is generated showing the order details. The Order Confirmation will show the amount of any deposit taken.

Note that VAT is not included in the calculated total order value as the rate of VAT could change between the time of order and time of despatch. The current rate of VAT will be applied as despatch invoices are created.

An on-screen link will show you the new, unique order number and clicking on this will take you to the Sales Order enquiry for the order you have just created. Sales Orders can be edited at any time up to the point of despatch using the  button on the Action Bar in the Sales Order enquiry.

Document Attachments

The Lynx Sales Order, Despatch and Counter Quote programs allow you to attach PDF documents at the time of entry. These can either be documents from your Quotation Library, or else (at time of Despatch) documents which have been attached to the order record.

Automated Text


Standard document texts can be included in Invoices, Order confirmations, Counter Quotes and Statements. This is useful for creating promotional messages, reminding customers of holiday dates and so-on.

To create an automated text block, set up the required text / html as a new HTML template with a type of 'Document' (using the **Admin->Mailmerge->Create HTML Template** program).

Next, use the **Admin-Tables->Document Template Matrix** program to link the template to either Customers or Leads and select the linked Document Type (Invoice, Sales Order, Quotation or Statement).

When a PDF is next generated using the selected Document Type, the text in the template will be inserted into the generated PDF.

4.2 Order Despatch

Orders are despatched from the Sales Order enquiry using the  button on the Action Bar.

You will be asked to select a **Despatch Method** from the drop-down list. The list of despatch methods is maintainable in the **Admin->System Config** screen.

The program will list all the items on the order that remain to be despatched. If any of these is a stock item, and you have the Lynx Stock module active, you will see a warning message if there is insufficient stock to despatch any line, and the despatch quantity field will be highlighted in pink. Where this is the case, the maximum available quantity to despatch will be shown.

The despatch quantity shown by default on each line will be the difference between the order quantity and the quantity despatched to date. You can leave these quantities unamended, or enter lower values in the case of partial despatch.

When you have completed this step you can submit the Despatch. This will generate an invoice for the items despatched (which may be less than the complete order) and show you the resulting invoice number, which is a link to the Sales Transaction enquiry. The Invoice itself will be sent to your default report printer or downloaded to your browser.

4.3 Create Counter Quote

A Counter Quote is a simple way to record quotes without creating an order. Quote entry is much like the Counter Sale and Sales Order programs, but can be done for Leads as well as customers. This latter fact avoids the need to create a customer record before a quote can be issued. If the Counter Quote does not proceed to a sale, the quote can be deleted along with the lead record without the list of customers becoming cluttered.

When a Counter Quote results in an order, there is a simple conversion process. This will additionally allow you to create a Customer record from the Lead without the need to re-key information, as part of the same process.

Counter Quote entry is identical to the creation of a Sales Order except that there is an additional **Valid Until** field on the header. This allows you to indicate the time for which the Counter Quote is valid, and defaults to one month.

Allocation of stock is permitted in the Counter Quote program to allow you to reserve items where you are reasonably confident of winning the business, and want to be sure you have stock to fulfil the resulting order.

On submission, the Counter Quote number is shown, and links to the Sales Order enquiry. A PDF quotation document is also created and sent to your printer / screen. From here, further processing can be carried out, including converting to an order and quote cancellation.

4.4 Counter Quote Conversion

To convert a Counter Quote to an order, select the  button on the action bar of the Sales Order enquiry program.

If the Counter Quote is for a Lead, you will be asked to enter additional information about the customer, including payment terms and any discount group that may apply to future transactions. Once this step is complete, or if the Counter Quote is for an existing Customer, the Counter Quote will be converted to a Sales Order. The newly created order will have the same order reference number, and all details will be carried across. You can now despatch it in the normal way.

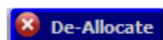
4.5 Sales Order Enquiry

The Sales Order Enquiry program allows you to see all the details pertaining to an order. You can run the program directly from the menu (**Counter -> Show Sales Order**) or link to it from, for example, the **Orders** tab in the Customer enquiry.

The **General** tab in the enquiry shows you the main order details and the order line breakdown. In addition to the 'standard' buttons for attaching documents and so-on, you will find the following functions. The functions available will depend on the state of the order – for example an order can only be released if it is already held:



Allows you to despatch the order (See above)



Removes any stock allocations made against the order



Enables order deletion. Orders can only be deleted up to the point of despatch. Order deletion cannot be undone. Any allocated stock is deallocated when the order is deleted.



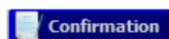
A held order is blocked from being despatched. This is a useful function if you want to prevent an order being sent out while payment is pending, or where there is a query.



Releases a previously held order



Allows you to edit the order details. This is only available up to the point at which an order is despatched, after which it cannot be edited.



Prints a new order confirmation document

In addition to the standard **Attachment**, **Notes** and **To-Do** tabs, there are information tabs for **Accounts** (which show you all the sales transactions associated with the order) and **Actual Costs** which shows you the make-up of purchase invoices and other costs allocated to the order. See '**Job Costing**' below.

5. Bar Coding

To speed up counter operations, the Lynx Counter Sale and Counter Credit programs will accept bar-code input. This section of the guide explains how Lynx bar-coding facilities work.

Input of bar-codes into Lynx requires a bar-code scanner that can emulate keyboard input. This then sends the bar code to Lynx just as if you had typed it by hand. To work best, bar codes sent to Lynx should have an asterisk on the front of the code. This signals that the value entered in the Part Code field is a barcode, which Lynx will then attempt to match on the barcode column of the part table.

Any format of printed bar code is acceptable, provided you are able to print it on to a label, and your scanner is able to read it. Lynx provides three bar code printing programs to help you – these generate Code128 bar codes, which are a good standard that allows you to mix alpha and numeric characters in the code.

If you use the Lynx programs to print bar codes, you are not limited to any numbering scheme,

5.1 Print Barcode Labels

This program allows you to print individual labels for a single bar code and is designed to work with a dedicated label printer. You can select the Part to print barcodes for, then the label quantity. Output is sent to the configured Barcode Printer.

5.2 Print Avery J8654 Barcode Labels

This program lets you print quantities of a given label on Avery J8654 label stock. It is useful where you have a lot of products to label and/or no dedicated label printer. This relatively small format of label is suitable for most items. You will need to obtain either original Avery label stock for this, or a generic equivalent.

Simply select the part for which you wish to produce labels and the number of pages required. Lynx will send the output to your Report Printer.

5.3 Product Barcode Sheets

If you do not want to bar code each individual item, you can still take advantage of the Lynx barcode recognition capabilities by printing a set of barcode for all bar-coded products on your Parts Table.

This program sorts the parts by product group, and creates a PDF document organized by product group, carrying a bar code and part description for each bar-coded item. This is then sent to your default Report Printer. You can then keep one or more copies of the document to hand on your trade counter (or indeed laminate the pages) and scan the sheet rather than a bar code attached to the item. This can save time looking up part codes, and means that you don't have to pre-label the items in your shelf stock,

6. Job Costing


The Lynx system allows you to record actual costs (from either supplier invoices or by re-allocation of administrative and other costs) against your orders. This is done in batches, which is by far the easiest way to work when you have a big pile of invoices.

To use Lynx job costing for invoices, it is recommended that you group the paper invoices into a batch, then check each of them to ensure the order (job/project) number is present. If not, you can look it up and write it on the invoice before you start posting the batch. Experience suggests this is a much speedier way of working than stopping each time you hit a document without an order number.

Once batches are complete, you can 'lock' them, to prevent any further updates. Batch data can then be exported in a spreadsheet format, suitable for uploading into Sage or another accounting program.

Note that to make use of the export/upload, you will need to ensure that all your Supplier records in Lynx have the corresponding account number on for your accounts package, and have set up the Nominal Codes table and ideally the Default Nominal Code for each supplier.

6.1 Job Cost Entry

When you start the Job Cost Entry program (**Counter->Job Costs**), you will have a choice of either editing an existing (non-locked) batch, or creating a new one by clicking the  button.

If you enter an existing batch number, you will be presented with the batch data already entered. If you select a new batch, you will next be asked to select tie type of batch. This is either:

Supplier Invoices – where you have external costs where there is a true invoice or

Other Costs – Where you are allocating costs that are paid through your payroll or other administrative expenses accounts, where you are in effect reallocating these costs to a job.

You will then be presented with a grid-format, which can be filled in with the details of the invoices or costs. The cost reallocation entry requires only some of the fields below to be entered. The contents of the various grid columns is as follows. All fields must be entered:

Column	Entry
Supplier	Select the supplier by entering a partial name and selecting from the list displayed. The supplier list is maintained using the Create/Edit supplier programs on the Purchasing menu. The supplier on the second and subsequent lines of a batch will default to the supplier on the preceding line.
Invoice Number	The supplier's invoice number.
Invoice Date	The invoice date, in dd/mm/yyyy format.
P/O Number	Purchase order number from the Lynx system, without the prefix. Can be zero. If the order matches a Lynx purchase order associated with a sales order, the order number, goods and VAT amounts, supplier account and default nominal will be pre-filled.
Description	Description of the goods
Goods	Good amount. Must be non-zero.
VAT	VAT amount. Defaults to the current standard VAT rate and changes with the goods amount.

Order Number	Sales Order number (Project Number) from the Lynx system, without the prefix. This must match an order, or be zero / 'Internal'
Nominal Code	A valid Nominal Code from the table in Lynx. Uses the supplier default code, but can be amended.
Delete	Click on the red 'X' to delete the line

As lines are entered in the grid, the message 'Data Incomplete' is shown on the screen. As soon as all lines that have been started are completely filled in, and are valid, this message disappears. Updating the lines takes place as soon as a new value is keyed – you do not have to submit the grid form.

You can speed up entry by using the double quote (") key followed by 'TAB' to indicate that the field value should be 'ditto' the line above. This will copy the value from the preceding row.

The purpose of using zero or 'Internal' for the sales order number is to allow you to enter batches of supplier invoices which may not all be job costs – for example you may have showroom or 'hospital kit' items included among the invoice batch. Working in this way allows you to use the Lynx feeds to accounting systems to process all your supplier invoices in a consistent way, without the need to separate 'job' and 'internal' costs before data entry.




For 'Other' cost batches, only the Description, value and Order Number are required. A drop down is provided for the Description column, allowing selection from the descriptions of the list of Part records set up with a stock type other than 'S'. You can also free-type in this area to enter ad-hoc cost data.

Once a batch is complete, you can lock and export it. See 'Job Cost Batches' below.

6.2 Job Cost Batches

This program (**Counter->Job Cost Batches**) shows you a reverse-dated list of batches that have been entered into Lynx. It lists the number of lines entered in each batch, and indicates whether the data is valid and complete. The list can be filtered by date range.

Beside the batch details are some action buttons which let you edit, lock or export the batch data as described below:

	This is available for batches until they have been locked. The Edit button takes you to the Job Cost batch edit (grid) screen.
	The export function downloads an XLS (Excel) file containing the batch data in a format suitable for importing into your accounts package, such as Sage.
	To prevent batches being updated once they are complete, you can optionally lock them. Locking a batch will prevent further updates. The Job Cost Batches screen will display a padlock icon in the 'Locked' column for locked batches.

6.3 Nominal Codes

There is a simple grid program which allows you to edit the list of Nominal Codes available for use in the Job Cost entry screen. Go to **Admin->Tables->Nominal codes** to update the list. Each entry in the table comprises a code and a description.

Each Supplier can have a default nominal code set up. Maintenance of Supplier records is covered in the 'Lynx Stock and Purchasing' guide.

7. Sales Ledger Functions

7.1 Statements

The Lynx Statements program allows you to generate Sales Ledger statements in bulk, typically to remind customers of what is due at the end of each month.

The statements program can be found on the **Reports->Finance menu**.

Select the working location for which you wish to generate statements, and you will next be presented with a series of parameter input fields and a list of selected customers. You can use these to filter the transactions to be shown, to roll up brought forward transactions into a consolidated figure, and to individually select which customers will receive a statement. Please see the program help for more information.

Statements can be printed for posting, or else sent out by Email.

7.2 Exporting Data

Lynx provides two methods for exporting Sales Ledger information to other programs. In general, it should not be necessary to do this as Lynx provides all the features you should need to manage your sales ledger, however some users prefer to use a traditional accounting package for this.

The **Export Customers / Export Sales Transactions** options on the Finance menu let you export simple Excel spreadsheet files containing customer account data and transactions for a given date range.

The **Quickbooks Export** option is a more sophisticated export of mixed customer and sales transaction data in Quickbooks data interchange (QIF) file format.

7.3 Credit Control

Credit given to Account customers can be limited in Lynx by a combination of credit policy fields, set up in the System Config, Customer Credit Limits and discretionary override limits for each user.

The policy fields are used as follows:-

System Config Column	Entry
CREDIT_ALLOW_OVERLIMIT_ORDER	Set this field to allow discretionary override of the Customer's credit limit when it comes to placing a new Sales Order. If this is set to N and the customer is over their limit, you will not be able to start a new Sales Order for them. If the field is set to Y, Orders will be permitted provided they have a total value that does not exceed the 'Credit Authorization Limit' for the User. Note that setting the field to Y and giving users a very high limit effectively means that Order Entry will never be stopped.
CREDIT_ALLOW_OVERLIMIT_DESPATCH	As per the above, but applied at the time of order despatch.
CREDIT_ALLOW_OVERDUE_ORDER	Allows or prevents Sales Orders being placed if the Customer account is overdue for payment (in other words payment is late, even though the total credit limit may not have been reached).
CREDIT_ALLOW_OVERDUE_DESPATCH	As above, but at Despatch time.

The default is for Lynx to allow over limit orders, and to give users a very high discretionary limit.

Note that you can use the 'Balance Comment' field (available when you edit customer record) to keep track of specific notes relating to progress on collecting a customer's account. This information is shown in the Customer Enquiry screen and also the Debtors Report. The last statement date is also shown.

7.4 Credit Note Authorization

Similarly, you can control the value of Credit Notes a user is able to authorize by setting a Credit Note policy in the system configuration and a discretionary override limit on a per-user basis.

System Config Column	Entry
CNOTE_ALLOW_OVERAUTH	Controls whether credit notes can be authorized which exceed a User's individual Credit Note limit. Y allows it, N prevents it.
CNOTE_OVERLIMIT	Enter a discretionary amount up to which Users may be permitted to authorize a credit note in excess of their individual 'Credit Note Limit'. This is best used as a 'Global Limit', with low-level users having a zero personal limit. Again, by allowing over-authorization and setting a high limit, the control can be effectively removed if you wish.

Credits which exceed a user's authority can still be raised, however they will not be able to be printed or sent out until a user with sufficient authority approves them.

This is done in the **Finance-> Credit Authorization** workflow program, which lists all unauthorized credits and simply allows a user with a sufficiently high Credit Note Limit to mark them as approved.

7.5 Editing Transactions

Users in the 'Finance' role have limited access to edit Sales Ledger transaction information once it has been created.

From the Sales Transaction Enquiry program, the 'Edit' button gives access to allow the Location and Payment Method for a transaction, allowing mistakes made in entering these fields to be corrected.