

Internal Accounting

Customer Ledger

Creating new account customers

Whenever you are creating a new customer, you should always search first to prevent any duplicate customers being created.

- Navigate to Customer > Enquiry
 - Enter 'Company' name and 'Post Code'
 - Click Search
 - If no customer matches click 'New'
- Fill in the customers contact details.
 - If you have post code lookup you can enter the customer's postcode and click '!' this will then populate the address if the postcode is recognised.
 - Click 'Extra >'
- On the in-house tab change Category (if you set up a separate price for Trade customers – speak to support if this is needed)
 - Click on Account Tab
 - Untick 'Cash Customer'
 - Tick Credit Limit and set a limit (£)
 - If you wish to automatically email invoices to this customer tick 'Email Automatically' and enter email address into this section. (Suggest to only do this for invoices not orders)
 - Enter Discount % (if needed)
 - Enter VAT / Company Reg (if needed)
 - Pick a Payment Term from dropdown menu – You can set more terms up in Administration > Payment Terms.
 - Tick Use Ex VAT Invoices

- Click Save

Checking a customer ledger

First start by searching for the customer account.

- Navigate to Customer > Enquiry
 - Enter 'Company' name and 'Post Code'
 - Click Search

With the customer Highlighted Click on 'Ledger...'; this will then bring up the customer's account.

Current Balance and Outstanding Invoices and Credits

By default, the Ledger window will show all outstanding Invoices, Credits and payments that have not been fully allocated. The controls across the top of the window allow you to see just the entries that need to be actioned or view a full history of the account.

Show all: Shows all transactions not just since the account was last cleared.

Show since last cleared: Just shows the account changes since the balance was last cleared.

Show Fully Allocated Entries: shows all the entries, even if they are fully allocated.

Show Not Fully Allocated Entries: shows all the entries which are not yet marked as paid/credits/payments that haven't been allocated yet.

The table underneath shows the account entries based on the filters applied.

Current balance: Shows the overall account balance.

No Credit Limit: Will show a summary of the customers credit limit, if one was set.

Date: Shows the date of the transaction.

Description: Shows a summary of the transaction.

Credit: Shows the amount credited to the account for each entry.

Debit: Shows the amount debited for each entry.

Unallocated: Shows the amount still needing to be allocated for each entry:

- o **Debits show the amount still need to be paid off for the entry.**
- o **Credits show the amount still needed to be allocated to a debit to pay them off.**

Balance: Shows the running balance on the account after each entry.

Opening balances and clearing bad debit – 'Correction...'

IMPORTANT: Only use this part of the guide for adding opening balances to accounts and wiping off bad debit. DO NOT USE CORRECTION for any other reason.

Open the customers, Ledger.

Click on 'Correction...' on the Right-hand side.

Opening balance

Select Salesperson

Select Date of Opening Balance (Usually Go Live Date)

Enter the Amount: **Negative for Debit/ Positive for Credit**

Enter Reason as OPENING BALANCE

Click 'Confirm'

Bad Debit

Select Salesperson

Select Date

The amount will default to clear the balance on the account. You can amend the amount if needed: **Positive for Credit**

Select the Reason as 'bad debt write off'

Click 'Confirm'.

Invoicing Account Customers

At point of sale the balance on the customers retail order will be left unpaid. Once the items have been marked as delivered/collected the sale will then be ready to invoice. When the sale gets invoiced, the balance will be transferred to the customers ledger.

There are several ways in which the sale can be invoiced off:

NCompass can be configured to automatically invoice and email the sales once the sale is fully delivered/collected. **(Recommended)**

- o Split ordering can be turned on to automatically part invoice sales when some items are delivered but not all.

Batch invoice all sales marked as 'ready of invoicing'.

Manually invoicing each sale.

Automatically invoicing (recommended)

If you wish for sales to automatically invoice off when the delivery is complete, or the customer collects the item then please let Calculus know and we can get this set up for you.

Batch invoicing all sales marked as 'ready for invoicing'

If using this process, we recommend that it is done as part of your end of day tasks.

Navigate to Sales > Show orders ready for invoicing following delivery

This screen by default just shows you all sales that are ready for invoicing due to the delivery or customer collection being completed. No need to change any of the filters, click on the sale you wish to invoice off and click 'Display Sale'.

TIP: The first time you open this window resize the fields in the table so you can see all the fields displayed in the screenshot above. Right Click anywhere on the table headers and click 'Save grid layout on close'. The next time you open the window the fields will open already formatted to the correct size.

You have two options when batch invoicing:

Select the sales you wish to invoice off from this window by highlighting them (click on each one whilst holding 'Ctrl' on your keyboard).

Invoice them all off.

Click 'Batch Process >'

- o Choose either 'All Sales Listed' or 'Selected sales only' (Highlighted ones).

Click 'Invoice Orders...'

The following message will then display.

Choose the option you wish:

YES, will automatically print/email the invoicing as normal.

NO, will invoice the sales but not print/email them.

CANCEL, will cancel the process completely.

TIP: If there are only certain customers you want to print/email then do 2 batches of invoicing, highlight the customers you wish to email the invoices and do those in one go. You can sort the sales by any one of the columns (i.e., sort by balance to show the sales which will have moneys transferred to the ledger).

Manually invoicing each sale

We would suggest Navigating to Sales > Show orders ready for invoicing following delivery, although you can just open any sales order to invoice it off.

This screen by default just shows you all sales that are ready for invoicing due to the delivery or customer collection being completed. No need to change any of the filters, click on the sale you wish to invoice off and click 'Display Sale'.

TIP: The first time you open this window resize the fields in the table so you can see all the fields displayed in the screenshot above. Right Click anywhere on the table headers and click 'Save grid layout on close'. The next time you open the window the fields will open already formatted to the correct size.

Double click on a sale to view it

Click on 'Invoice' at the bottom right.

Click 'Yes'

If there is an outstanding balance to be posted to the customer's account, click ledger.

By default, this window will display the customers terms and payment date due, you should not need to amend anything on this screen.

Click 'Confirm'

The Payment box will show the amount that will be posted to the customers ledger.

Click 'Confirm'

Click 'None - this will be arranged later'

Click 'Complete Sale'

NOTE: NCompass will invoice the sale off and Email/Print the sale as per your systems/customers configuration.

Tracking aged debtors

Navigate to Reports > Financial > Customer Ledger Summary

This window will display all customers with a non-zero ledger balances by default.

You can filter the results by:

Branch

Cash/Account Customer

Customer Category

In Credit/In Debit

Each customer's account will display:

The overall account balance

Customers/Company name and address

Email to send invoices/statements to

Customers Notes

How much is outstanding from this month, last month, 2 months, 3 or more months.

At the bottom left of the screen you will see an overall balance for all customers accounts which is also split by Debits and Credits if needed.

To get more detail on a customer-by-customer basis double click on one of the customers in the table to bring up their detailed ledger.

Sending customer statements

Navigate to Reports > Financial > Customer Ledger Summary

Highlight the customer you wish to send a statement to, if you want to send them to all customers then skip this step.

Click 'Print/Email Statement Run...'

Click 'All Customers Listed' or 'Selected Customers Only', depending on if you only want to send the statement to the highlighted customers.

If you want to email the customers then make sure 'Email' is selected instead of print, if you do not wish to print the ones without email addresses you can change this to 'Don't Output'.

Tick to toggle on/off the Remittance Copy.

Click Confirm.

Adding Payments to customers ledger

Open the customer's ledger; either by navigating through the Customer Ledger Summary or searching the customer using the Customer Enquiry.

Click 'Payment...'

Enter the Date of the payment

Enter Salesperson

Enter the Amount the customer paid

Select the Payment Method

Add any notes needed (such as transaction numbers etc)

Click Confirm

If you would like to allocate the payment against invoices on the customer account, click 'Yes'.

Across the top of this window, it will display the 'Amount' paid and the 'Amount left to allocate'.

Each Debit on the customers account will display in the 'Outstanding debits' table.

Click 'Allocate' on the debit(s) that the customer is paying off if the full payment was made to clear that debit.

If the customer has only part paid an invoice, then click into the 'Allocate' field on the table that displays '£0.00' by default. Enter the amount allocated to this invoice manually.

Once you have allocated the payment select 'Salesperson' and click 'Confirm', if any amount is left unallocated this will sit on the customers ledger as 'Not Fully Allocated'.

Tracking Unallocated ledger credits

You can track unallocated ledger credits by navigating to Customers > Unallocated Ledger Credits...

This window will display all the outstanding ledger credits per customer (No Of Entries/Total still to allocate). You can click into the customers Ledger by highlighting the customer and clicking 'Ledger...'

Allocating a Ledger Credit

Open the Customers Ledger.

Highlight the credit you wish to allocate.

Click 'Allocate...'

Allocate the credit against the debits it is paying off in the normal way.

Viewing Credit and Debit Allocation Details

If you highlight an entry on the customer's ledger and click 'Details...' the following window will display.

This shows the payment in more detail along with any 'Associated Entries'. These entries are what this payment has been allocated to. You have the option to print a receipt or 'De-allocate' the payment if you made a mistake.

Purchase Invoicing and Supplier Ledger

Checking a Supplier Ledger

Navigate to Products > Invoicing > Supplier Ledger

Pick a Supplier from the drop-down box at the top of the screen

Click Search

The Supplier Ledger will then show.

Current Balance and Outstanding Invoices and Credits

By default, the Ledger window will show all outstanding Invoices, Credits and payments that have not been fully allocated. The controls across the top of the window allow you to see just the entries that need to be actioned or view a full history of the account.

Show all: Shows all transactions not just since the account was last cleared.

Show since last cleared: Just shows the account changes since the balance was last cleared.

Show Fully Allocated Entries: shows all the entries, even if they are fully allocated.

Show Not Fully Allocated Entries: shows all the entries which are not yet marked as paid/credits/payments that haven't been allocated yet.

The table underneath shows the account entries based on the filters applied.

Current balance: Shows the overall account balance.

Date: Shows the date of the transaction.

Description: Shows a summary of the transaction.

Credit: Shows the amount credited to the account for each entry.

Debit: Shows the amount debited for each entry.

Unallocated: Shows the amount still needing to be allocated for each entry:

- o **Debits show the amount still need to be paid off for the entry.**
- o **Credits show the amount still needed to be allocated to a debit to pay them off.**

Balance: Shows the running balance on the account after each entry

Opening balances - 'Correction...'

IMPORTANT: Only use this part of the guide for adding opening balances to accounts. DO NOT USE CORRECTION for any other reason.

Open the suppliers, Ledger.

Click on 'Correction...' on the Right-hand side.

Select Salesperson

Select Date of Opening Balance (Usually Go Live Date)

Enter the Amount: **Negative for Debit/ Positive for Credit**

Enter Reason as OPENING BALANCE

Click 'Confirm'

Raising Purchase Invoices and Credit Notes

When you have received an invoice or credit note from a supplier navigate to Products > Invoicing > New Purchase Invoice.

- Select the Branch the goods were received at or returned from
- Select Salespersons
- Select the Supplier Name
- Select the Invoice/Credit Note Date
- Enter the Invoice/Credit Note Number
- Enter any other reference number(s) required
- Select the Invoice Due Date
- If there is any settlement discount enter in a % for this

NOTE: See Settlement Discount section of this guide on advice on how it works.

- Tick 'Check Totals' and enter the total value of the invoice/ credit note

NOTE: Positive value for invoice, Negative value for a credit.

Scan Location allows you to attach a digital copy of the supplier invoice.

- Select 'Create'

Entering a Purchase Invoice

In the next screen you have an 'Add from Delivery' tab with toggle options to match an invoice to a delivery reference or purchase order reference.

- Select from the list the correct delivery note number or purchase order number that relates to the invoice you are entering

This will then show all the products that have arrived on that delivery note. Any discrepancies on the Supplier Invoice will become visible at this point.

- Click on the first product you wish to invoice, and then select 'Add'

The next box shows the cost prices for the product, enter the quantity for how many you are invoicing, for instance you have received 5 but the invoice is only for 3 then change the default quantity to 3.

Enter the total cost Ex Vat for the products you are invoicing, the system will automatically work out the Vat Total and Total Inc Vat although you can override the Vat amount if it doesn't correspond to what the supplier is charging you.

Once you are happy with the cost for those items,

- Select 'Confirm'

NOTE: if you enter a value higher than what you expected to pay, NCompass will raise an automatic debit note to which can be sent to the supplier later

This is now building a copy of your Supplier Invoice in the bottom section of the screen. Repeat on all products that are listed on the invoice until you have an exact copy on the screen

If you have made a mistake, you can highlight the incorrect product and select 'Remove' this product will be moved back to the top list and you can therefore re-enter it with the correct details.

At the top of the screen the totals for the invoice are listed and are being built up as you go.

Add Sundry Items (VAT Correction/Delivery Charges etc...)

If you have a delivery charge or any miscellaneous items on the invoice, you can use the 'Add Sundry Item' tab to enter these. This is also used to amend any Vat corrections you need to do so the total at the bottom of the screen matches the total on the Supplier Invoice.

- Navigate to 'Add Sundry item'

- Enter the Description for the charge/correction
- Click Add

- Enter the cost as positive figure for a charge or negative for a credit.
- Click Confirm

TIP: To only affect the VAT part enter the figure into the 'VAT' text box.

Credit Notes - Supplier Returns

- Click 'Credits from Returns' tab

In the drop-down box, this will list all outstanding returns for that supplier

- Click the returns/uplift number you require

All items returned on the chosen returns number will be listed

- Highlight the first item you have received credit for, then
- Click 'Add'

You can change the 'Total Cost Ex' if you have received a different amount

Note - You need to enter the figures as a negative amount.

- Click 'Confirm' once you are happy the figure is correct

Repeat for all items listed that you have received a credit for until you have built a replica list of your supplier credit note

Once you are happy the totals agree at the top of your purchase invoice to your supplier credit note

- Click 'Confirm'

This will update the product details and mark the item(s) as credited in the Supplier Returns – Settlement section of NCompass.

Credit Notes – Claim Credits

The 'Claim Credits' tab will show all submitted claims, these could be for SOA's, Debit Note claims etc.

- Select the *Claim Credits* tab.

Here you can see our claims. They will only appear here if they have been marked as submitted.

Highlight the desired claims and press *Add*. This will allow you to change things such as the nominal account, VAT rate etc.

Press the *Confirm* button once done.

If you just wish to add the claim, without needing to change any of the settings, press the *Add Now* button.

Once added, the items go to the *Items on Invoice* window, and the invoice amount will also update.

Repeat for all items listed that you have received a credit for until you have built a replica list of your supplier credit note

Once you are happy the totals agree at the top of your purchase invoice to your supplier credit note

- Click 'Confirm'

Tracking Aged Creditors

Navigate to Reports > Financial > Supplier Ledger Summary

This window will display all suppliers with non-zero ledger balances by default.

You can filter the results by In Debit/In Credit using the tick boxes at the top right of the screen.

Each supplier account will display:

- The overall account balances

- Supplier Name

- Any supplier notes

- How much is outstanding from this month, last month, 2 months, 3 or more months.

At the bottom left of the screen you will see an overall balance for all supplier accounts which is also split by Debits and Credits if needed.

To get more detail on a supplier-by-supplier basis double click on one of the lines in the table to bring up the detailed ledger.

Paying Supplier Invoices

Open the Supplier Ledger.

Click 'Payment...' on the right-hand side.

Tick all the invoices you wish to pay, the 'Total to Pay' at the bottom left will track how much you need to pay.

Select Salesperson

Select Payment Method

Enter the date of the payment

Enter Pre-payment (if required)

Click Confirm

NCompass will then ask if you would like to print a remittance advice. You can either print this to PDF to email it out or print it to A4 if required.

Tracking Unallocated ledger Credits

You can track unallocated ledger credits by navigating to Products > Invoicing > Supplier with Unallocated Ledger Credits...

This window displays all supplier accounts which have credit notes that have not been allocated against any purchases.

Allocating a Ledger Credit

Open the Supplier's Ledger.

- Highlight the credit you wish to allocate.
- Click 'Allocate...'
- Allocate the credit against the debits it is paying off in the normal way.

Viewing Credit and Debit Allocation Details

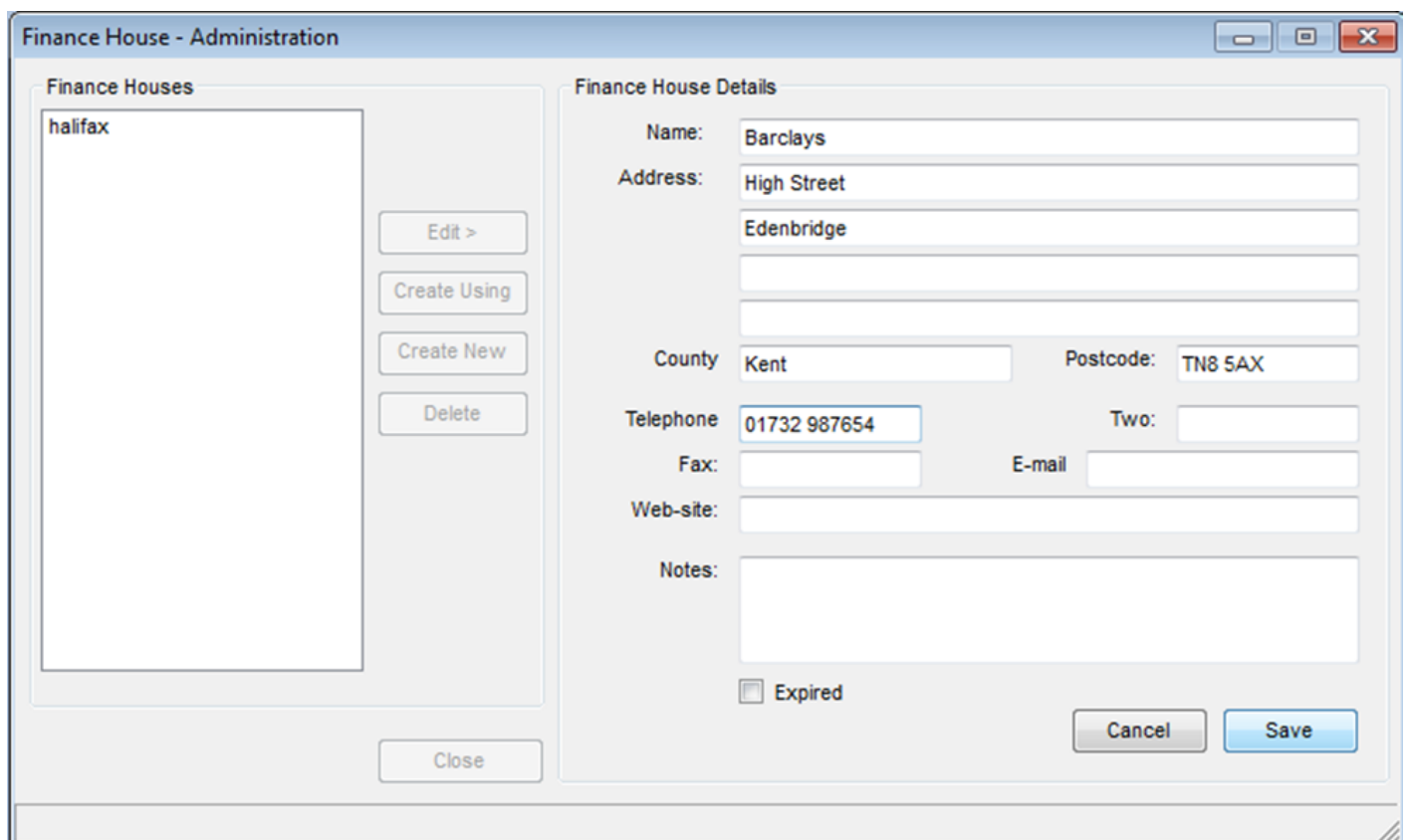
If you highlight an entry on the supplier's ledger and click 'Details...' the following window will display.

This shows the payment in more detail along with any 'Associated Entries'. These entries are what this payment has been allocated to. You have the option to print a receipt or 'De-allocate' the payment if you made a mistake.

Finance House

Setting up a new Finance House

Go to Administration > Finance House



The screenshot shows a software window titled "Finance House - Administration". It is divided into two main sections: "Finance Houses" on the left and "Finance House Details" on the right.

Finance Houses: A list box contains the entry "halifax". To the right of the list are four buttons: "Edit >", "Create Using", "Create New", and "Delete". A "Close" button is located at the bottom of this section.

Finance House Details: This section contains several input fields for the following information:

- Name: Barclays
- Address: High Street, Edenbridge
- County: Kent
- Postcode: TN8 5AX
- Telephone: 01732 987654
- Two: (empty field)
- Fax: (empty field)
- E-mail: (empty field)
- Web-site: (empty field)
- Notes: (empty text area)

At the bottom of the details section, there is a checkbox labeled "Expired" which is currently unchecked. To the right of this checkbox are "Cancel" and "Save" buttons.

Click 'Create New'

Enter the bank details

Click 'Save'

Finance House Payments

Go to Sales > Finance House Payments

- Select the finance house from the drop-down list
- All the outstanding invoices will be displayed, highlight the one you require
- Enter the amount the finance house has paid you for the invoice in the 'Amount Paid to Settle' box

The 'Finance Charge/Commission' box with change accordingly

- Enter the payment method from the drop-down box
- Enter the date settled if different from today's date
- Click 'Confirm Payment' once happy

- To show a list of all settled invoices, click 'Show Settled Payments'
- Repeat for any other payments received
- Click 'Close' when finished

Financial Reporting

Exporting to accounts package

We offer training sessions on how to set up and export data to certain Accounts Packages.

We have an API link (direct digital link) with:

- Sage business cloud accounting (**Except the Version called 'Sage One Start'**)
- Xero
- Exact Accounts

We also support csv exports to the following accounts packages:

Maker

Opera

Sage Accounts (50/200)

Xero

If you use different accounts packages, then we would recommend moving to Sage or Xero, if this is not an option, please contact your accounts package supplier and ask what options are available for importing data, check if there is an option to read the data in a Sage CSV format

Report Navigation

Most reports run from NCompass will open in an application called Crystal Reports.

The first page of all reports will display the filters/parameters applied and the data returned will start from the second page.

The top left corner of a report window will display the navigation.

Use the arrows to navigate the different pages of the report.

The Printer allows you to print the reports to A4 or PDF.

The Letter/Download icon allows you to download the file and save it to various formats such as CSV/Excel.

Sales VAT

Navigate to Report > Financial > Sales VAT

The Sales VAT report is used to display all invoices raised between 2 dates:

Select the Report Type as 'Invoices: VAT for invoices'

Report Filters: It can be run in a summary or detailed view.

NOTE: The detailed view will list each individual invoice raised whereas the summary view will just show totals.

Select the date Range

Click 'Preview' to open the report

Purchase VAT

Navigate to Report > Financial > Purchase VAT

The Purchase VAT report is used to display all invoices and credits raised between 2 dates:

Select the Report Type as 'Invoices: VAT for invoices'

Report Filters: It can be ordered by date or supplier account no.

Select the date Range

Click 'Preview' to open the report

NOTE: If you are using this report for reconciling figures exported to your accounts package you may wish to use the filters at the bottom right of this window to include Exported Records.

Items received not yet invoiced

Navigate to Reports > Stock > Uninvoiced items

This report will show all items booked into stock which have yet to have a Purchase Invoice raised against them in NCompass, this report should help you find any invoices that have been misplaced or not sent to you by the supplier.

Select the report style: Detailed by Branch, Supplier

Select a date range (if required)

Click 'Preview' to open the report

Uninvoiced Order Deposits

Navigate to Reports > Financial > Uninvoiced Order Deposits

This report will show you all monies taken on sales orders which have not been invoiced yet.

NOTE: Unlike the other reports this report takes a snapshot of the data at the date/time it was run so it is important that you run this report at close of business on the last day of the financial period, or before open business on the first day back after the end of a financial period.

Click 'Add New' – you can now view this data at any point in the future.

Highlight the Date/Time you want to view the detail for.

Choose the report style: (Detailed)

Click 'Preview' to open the report

Cash Received

Navigate to Reports > Financial > Cash Received

The Cash Received Report will display all payments received between two dates, it should be used instead of the Z/X reports to reconcile cash received.

Choose the report type: Cash Received

Choose one of the summary reports styles

Tick 'Ledger Payments (Received from Customers)'

Enter the Date ranges required.

Click 'Preview' to open the report

Created 2025-12-16 17:31:26 UTC by David Pinder

Updated 2025-12-16 17:35:14 UTC by David Pinder