Local Accounts

MANUAL

INHOUDSOPGAVE

1. INTRODUCTION

This functionality is only available if this module has been purchased.

The entire software concerns the management of local accounts invoices and consists of 2 parts:

- A part allowing the station manager to manage his local accounts.
- A part allowing the cashiers to process a payment done by a local account.

This chapter explains how the station manager has to proceed.
The POS Manual for Operators explains how the operator has to process payments with a local card.
This application allows the use of cards with (CCV Local Account cards) and without pin codes.
A card with pin code can be used on the Micrelec OPT (Outdoor Payment Terminal) and even inside on the POS provided that it is equipped with a PTI (Payment Terminal Indoor). If the customer uses a card with pin code, it is a credit customer.

Persons or companies that have accounts at a service station are called Local Accounts for this station.
There are 2 types of local accounts: on the one hand there are customers who are offered credit, on the other hand there are customers who will pay immediately and who want to receive an invoice at the end of the month. (This parameter has to be configured by a technician when the system is being installed.)

- A credit customer will not immediately pay for the goods (usually fuel), but he will only confirm the goods and the amount of the purchase with a signature.
  Once in a certain period (e.g. once per month), an invoice is made for this customer and it has to be paid at that moment. Moreover, it is also possible for a credit customer to pay advanced money at the beginning of a certain period.
- Other customers will immediately pay for their purchases, but all sales data will be registered so that an invoice can be made at the end of the month.
- A local account is identified with a card(number) belonging to his account. Each account has at least 1 card(number), as it is not possible to make a purchase without the existence of a card.

To prove that the customer really is a local account, the station is to give a card or a number to his local accounts:

- Magnetic cards. In this case, the purchase is completed by swiping the magnetic card through a card reader.
- Random and privately owned, non-magnetic cards. In this case, the purchase is completed by introducing the card number into the cash register.
- Numbers replacing cards, in which case the cards do not physically exist. Here, the purchase will be completed by introducing this number into the cash register.

Each card number can only be used once. Example: if the card with number 1 already exists, it is not possible to re-use card number 1 for another account (=local account).
If the local account is a person, there will probably only be one card for this account.
If the local account is a company and thus if the company owns more than one car, then several cards will be assigned to this one account (one for each car). The invoice for this company will include the sales details per car.

A set of magnetic cards can be ordered directly at Micrelec. These can also be created by other companies. All necessary information for the creation of these cards will be provided by Micrelec.
Each magnetic card has a **Primary Account Number** (PAN). A part of this PAN is among others a
4-digit number that is assigned to each service station so that this card can only be used at that specific station. Micrelec will also communicate this number.

If there are no physical cards, and if only numbers are used, it can be practical to use a composition of 1) the account number to which the card belongs and 2) a serial number.

A service station can have a maximum of 9.999 accounts and a maximum of 99.999 cards (card numbers) that can be assigned.
All transactions per local account at the station are totalised per shift or period/day under the MOP (Method of Payment) 90- LOCAL ACCOUNTS.
The technician can set a time limit during which all local account transactions are saved in the system database. The default setting is 2 months.
After this set time limit, all older information will be automatically erased. Therefore, it is important for the manager to print all necessary reports in time.

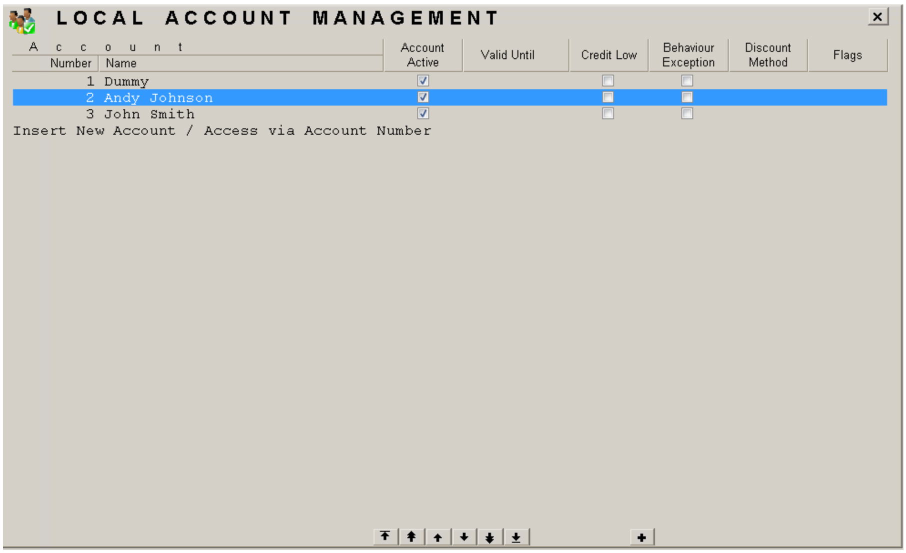
REMARK:
If, for a certain station, CCV local account cards (with pin code) are used, these can be used on a Micrelec OPT. These can also be used inside on the POS provided that it is equipped with a PTI. The cards are read on the POS card reader. CCV Local Account cards, however, cannot be used in combination with cards issued by MICRELEC.

The starting point to start using the Local Accounts module is the menu ‘Account specific operations’.
To access this menu, proceed as explained below:

- Starting from the LMS BOS main screen, choose ‘Local Accounts’.
  On the screen, you will see an overview of the available options:

2. ACCOUNT SPECIFIC OPERATIONS

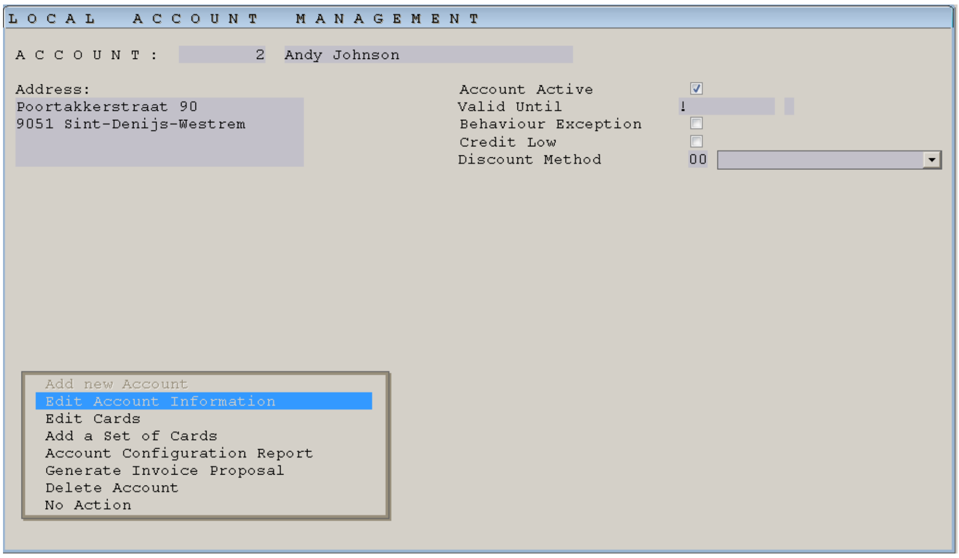
Starting from the ‘Local Accounts’ menu, go to ‘Account Specific Operations’.
On the screen, you will see a list of all existing accounts of local customers:



REMARK:
If the customer ‘Dummy’ appears in this list, this customer contains all possible card numbers that have been loaded onto your system.

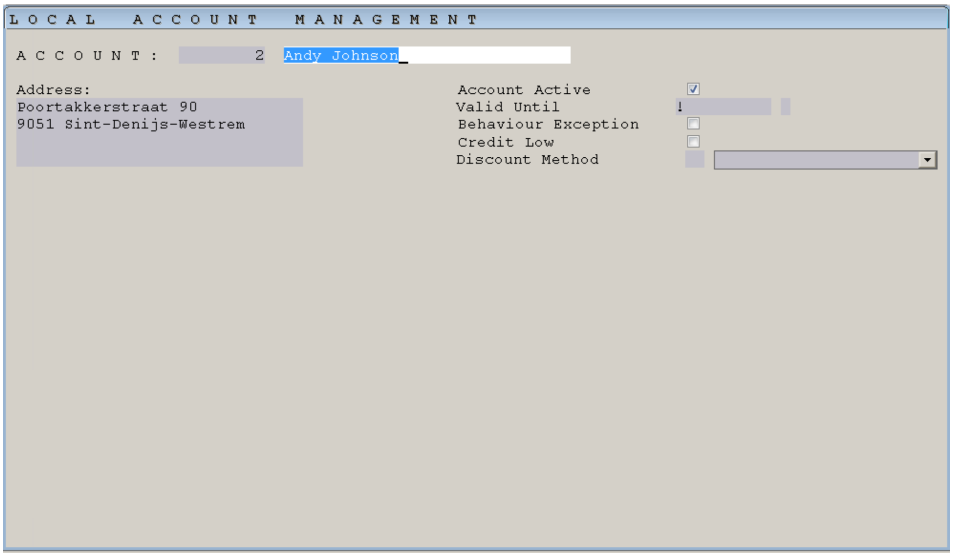
On this screen, you have 2 options:

- Select the line for the account you want to edit.
- Select the last line ‘Insert New Account / Access via Account Number’.
  Enter the desired customer number.
  If the customer number already exists, the completed customer file that matches the number you have entered will appear on screen, along with the menu to edit this account:



2. 1. Edit account information

On the screen, you will see a window with the configuration of the selected customer, along with the menu to edit this.
Among the options below, you can choose the function ‘Edit Account Information’. You will now be able to edit the customer file:



PARAMETER DEFINITION:

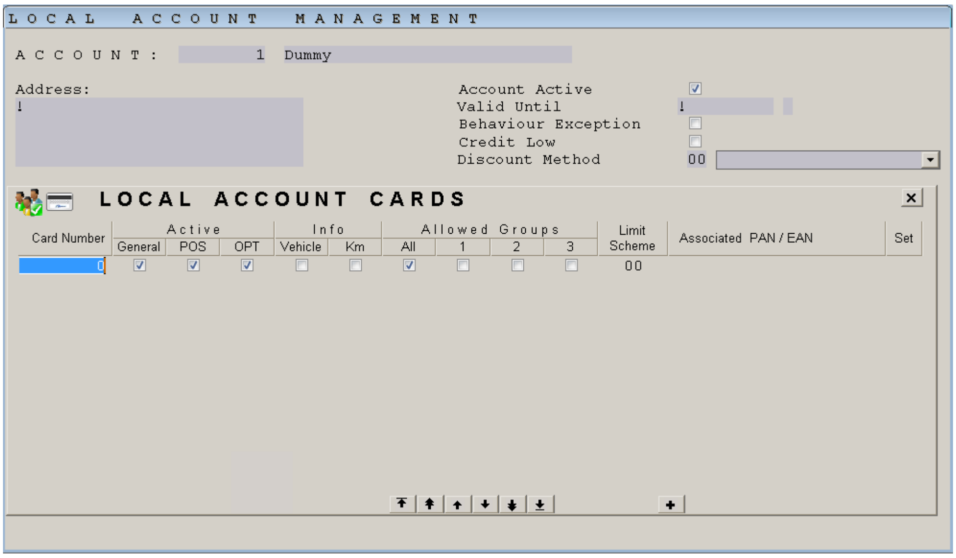
Account	Clearly specifies the account. The account number cannot be changed. This is also the part where the account name appears.
Address	Here, you can complete the account’s information.
Account Active	To be able to use an account, it has to be active. This means that this parameter has to be checked. If the configuration states that the customer is not active (this parameter has not been checked), this means that this account has been blocked. So, it is impossible to carry through a sale with any card belonging to this account.
Valid Until	Here, you can specify validity period for this account.
Behaviour Exception	If you allow credit and debit customers, and if this has been configured correctly by the technician during the installation, you have to check this parameter in case of a credit customer. Otherwise, leave this checkbox unchecked.
Credit Low	In case of debit customers, this function can be used to indicate that this card can only be used once. In case of credit customers, this function can be used to enter a limit or maximum amount. After each transaction, this amount will be deducted from this limit. Moreover, this limit does not have a validity period.

Discount Method If the discount module has been purchased, you can assign an existing discount method to a customer using this function.

REMARK:
CCV Local Account cards are always credit cards.

2. 2. Edit cards

On the screen, you will see a window with the configuration of the selected customer, along with the menu to edit this.
Among the options below, choose the function ‘Edit cards’. A window where you can edit the cards will appear:



PARAMETER DEFINITION:

Card Number This number specifies the card that has been assigned. On the same site, each card number can only be used once.
If there are no physical cards, the card number can be chosen at random (maximum 5 digits).

Active Here, you can indicate where the card will be active: inside and outside, only inside or only outside.

Info Does the customer have to enter the car number and/or mileage (km) for each transaction with this card?
If so, check the correct checkbox. This information will also be printed onto the invoice proposal that will be generated later on.

Allowed Groups It is possible to check or uncheck these 4 parameters.
These allow you to specify which types of goods can be purchased with this card.

- If for this parameter ‘All’ has been checked, all fuels and items can be purchased with this card. How the other parameters have been configured, is of no importance.

- If for this parameter ‘All’ has not been checked, you can choose which types of goods can be purchased with this card by configuring the other 3 parameters. Which goods are allowed according to these 3 parameters, depends on the configuration of the parameter ‘first EFT restriction code’ of (sub)departments or items.
  In most cases, the first EFT restriction code has been configured as follows:
    - 1: Goods with first EFT restriction code being 1…11, 13, 14 (all fuels).
    - 2: Goods with first EFT restriction code being 3,9,10,11 (Diesel, Adblue)
    - 3: Goods with first EFT restriction code being 12, 60 (motor oils)

Limit scheme Here, you can assign an existing limit scheme to this card.
This limit is valid per 24 hours.

Associated PAN/EAN Here, you will see the PAN/EAN code that corresponds to the chosen card number.

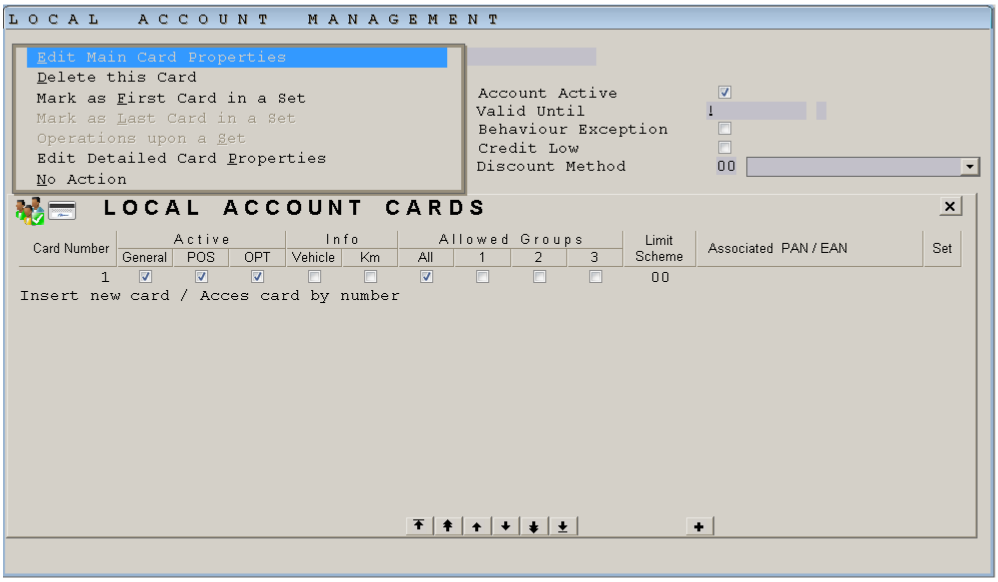
REMARK:

- If all fuels can be purchased with a certain card, the parameter for group 1 has to be checked, and that for group 2 has to be unchecked.
- If CCV Local Account cards (with pin code) are being used, the parameters for licence plate, mileage and allowed groups cannot be configured. However, the card can be disabled.
  For these cards, the system will always ask whether it concerns a replacement car or not. If not, the mileage is asked.

2. 2. 1. Edit card properties

You can add now add a new card or select a card that was already assigned. When you select a card that was already assigned, a list of available options appears:

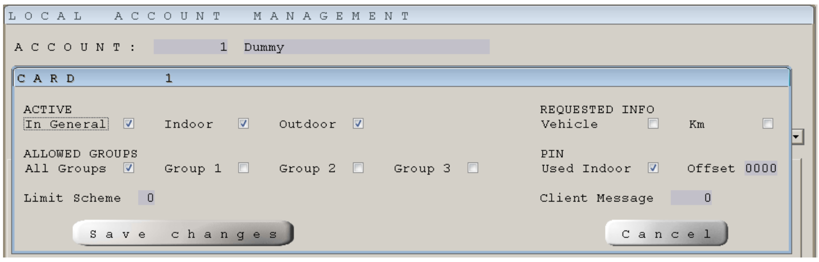
Je kan nu een nieuwe kaart toevoegen of een toegewezen kaart selecteren. Wanneer je een toegewezen kaart selecteert, verschijnt een lijst met mogelijke opties:



These are the available options:

- ‘Edit main card properties’: this option allows you to edit the parameters as described in **2.2 Edit cards**.

- ‘Delete this card’: this option allows you to delete a card from your system.
  Warning: we advise against doing this. Deleting a card means that Micrelec will have to reload this card onto your system.
- ‘Mark as First card in a set’: when you have to select several cards at once, this function allows you to select the first card.
- ‘Mark as Last card in a set’: when you have to select several cards at once, this function allows you to select the last card.
- ‘Operations upon a set’: when you have selected several cards, this function allows you to perform certain actions for this set of cards.
- ‘Edit detailed card properties’: this option allows you to edit the same parameters as described in **2.2 Wijzigen kaarten**. Moreover, you can determine whether the pin code is obligatory when used inside, and you can even change the existing pin code using an offset.
  Procedure: per individual digit, add up to the corresponding new digit of the new code and ignore everything above 10.



2. 2. 2. Add a new card

In the list of cards that have been assigned to that specific customer, click ‘Insert new card / Access card by number’. The cursor will appear in an empty line. Enter the number and parameters for the new card.

If you have entered a card number that already belongs to another account, the system will warn you that this card number has already been assigned. You can still transfer that card from one customer to another.

2. 3. Account configuration report

When you have opened an account file, you will see the option ‘Account Configuration Report’ below. This option allows you to retrieve a report containing the configuration for that account.
This report contains information on the parameters for this account and the cards belonging to it.
Like with each report created by the system, you can choose how the report is to be processed and in which format you which to see it.

2. 4. Generate Invoice Proposal

This function allows you get an overview of the transactions done with the cards of a certain customer. This reports includes:

- a detailed overview for each transaction for this account – separately for each card.
- a detailed overview of the purchased fuels for this account – separately for each card, and totalised for the entire account.
- if the credit customer, and owner of this account, has paid an advance or had settled a previous invoice at the POS, the report will also contain this information.

The report created on LMS is an invoice proposal and can be used as an attachment to the actual invoice that is made with the station’s accounting or invoicing software.

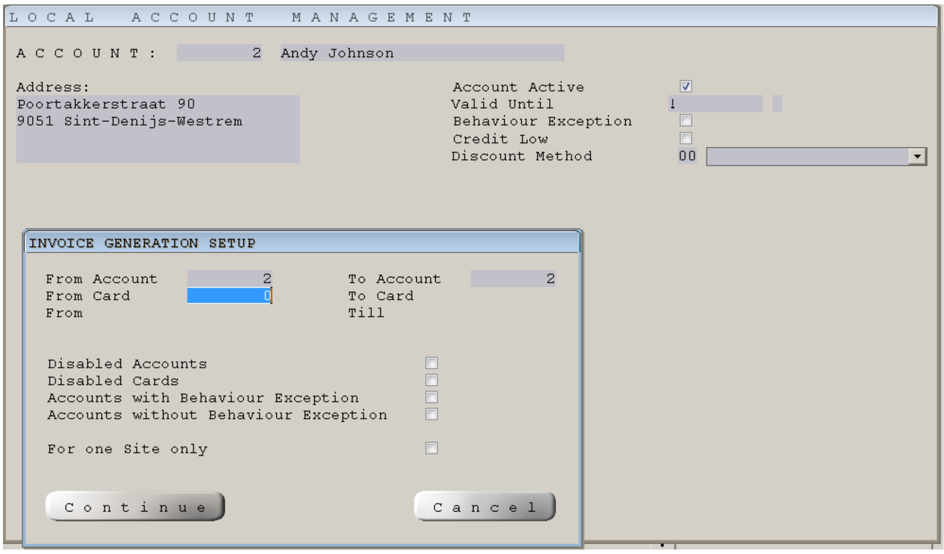
In LMS, the full identity of the local account is unknown, which is why it is not possible to create an entire invoice via LMS. Moreover, this programme is not able to do a follow-up of the unpaid invoices.

A detailed overview of the fuels is often used to grant additional discounts.
This means that the station or company uses the information about the fuel products or volumes that were purchased (combined or separately for each car) to grant a certain discount percentage to a local account.

LMS does not allow defining discounts.
Like with each report created by the system, you can determine how the report should be processed and in which format you would like to get it.

Proceed as described below:

- Choose the correct customer. On the screen, you will see a window with the configuration for this customer along with the menu to edit this customer.
- Choose 'Generate Invoice Proposal'. On the screen, you will see a window with parameters for the generation of an invoice proposal.



Complete the parameters.
The report is generated and shown the way you have last configured it (example on screen or on the printer).

REMARK:

- You can also access this function via the main menu 'Local Accounts' and, then, choose the option 'Generate Invoice Proposal', see also chapter **4.1 Generate Invoice Proposal**.
- When generating an invoice proposal, the system will ask if this also applies to non-active customers and cards.
  If there are customers and cards that are non-active at the moment, but that still have transactions that need to be invoiced, you can check this parameter (or parameters).
- You can find an example of an 'invoice proposal' on the next page.

2. 5. Delete an account

Proceed as described below:

- Starting from the main menu, choose 'Local Accounts', then choose 'Account Specific Operations'.
  On the screen, you will see a list of all existing local accounts.
- Choose the customer you with to delete.
- Choose the option 'Delete account'.

- Choose ‘Erase Account and its Cards’. The customer and all belonging cards will be erased.
  See also REMARK.
  If you do not wish to delete an account, choose ‘Do not delete this Account’.

REMARK:

- Make sure you do not delete cards. If you need to delete an account, you can assign the cards belonging to this account to the Dummy account or another existing account.
- Make sure that you have retrieved all ‘invoice proposals’ for this account before you delete it.

MICRELEC N.V.

Printed on 2/05/2003 at 16:00:02

SALES SUMMARY FOR CUSTOMER NR. 1

From period: 01/04/03-00:00 to: 30/04/03-23:59 and cards: 0-99999

SALES CARD 101

Pump	Description	Quantity	Amount	VAT	Date-Time	POS	Transaction Nr.	Vehicle	Km
3	SUPER+	26,20	25,88	#6 4,49	03/04/03-15:54	1	64		
	OLIE	1,00	12,65	#6 2,20	03/04/03-15:54	1	64		
	MARLBORO	1,00	3,70	#6 0,00	03/04/03-15:54	1	64		
3	SUPER+	36,55	36,11	#3 6,27	24/04/03-12:07	1	138		

	%	VAT	EXCLUSIVE	INCLUSIVE
#1	0,00	0,00	3,70	3,70
#3	21,00	2,20	10,45	12,65
#6	21,00	10,76	51,23	61,99

FI	VOLUME	AMOUNT
SUPER+	62,75	61,99
TOTAL FUEL	62,75 l	61,99 EUR
TOTAL CARD 101:		78,34 EUR

PROCESSED TRANSACTIONS: 2

SALES CARD 102

Pump	Description	Quantity	Amount	VAT	Date-Time	POS	Transaction Nr.	Vehicle	Km
2	DIESEL	23,70	17,56	#6 3,05	18/04/03-10:47	1	89	HTG920	5624
2	DIESEL	28,55	21,15	#6 3,67	22/04/03-08:34	1	121	HTG920	5695

	%	VAT	EXCLUSIVE	INCLUSIVE
#6	21,00	6,72	31,99	38,71

FUEL TYPE	VOLUME	AMOUNT
DIESEL	52,25	38,71
TOTAL FUEL	52,25 l	38,71 EUR
TOTAL CARD 102:		38,71 EUR

PROCESSED TRANSACTIONS: 1

GLOBAL TOTAL CREDIT CUSTOMER 1

	%	VAT	EXCLUSIVE	INCLUSIVE
#1	0,00	0,00	3,70	3,70
#3	21,00	2,20	10,45	12,65
#6	21,00	17,48	83,22	100,70

FUEL TYPE	VOLUME	AMOUNT
DIESEL	52,25	38,71
SUPER+	62,75	61,99

TOTAL FUEL: 115,00 l for 100,70 EUR
TOTAL : 5 TRANSACTIONS 117,05 EUR

3. ADD NEW LOCAL ACCOUNTS

Starting from the main menu, choose ‘Local Accounts’, then choose ‘Account Specific Operations’. On your screen, you will see the list of all existing local accounts.

Press <**INSERT**> or choose ‘Insert New Account / Access via Account Number’.
Enter a number. On the screen, you will see a new window where you can configure the new account.

Enter the information for the new account and the values for the other parameters. (Explanation on these parameters can be found in chapter **2.1. Edit account information**.)

After completing all parameters, choose ‘Edit cards’ in the menu in the left corner on the bottom of the screen. A window will appear where you can specify the card information.

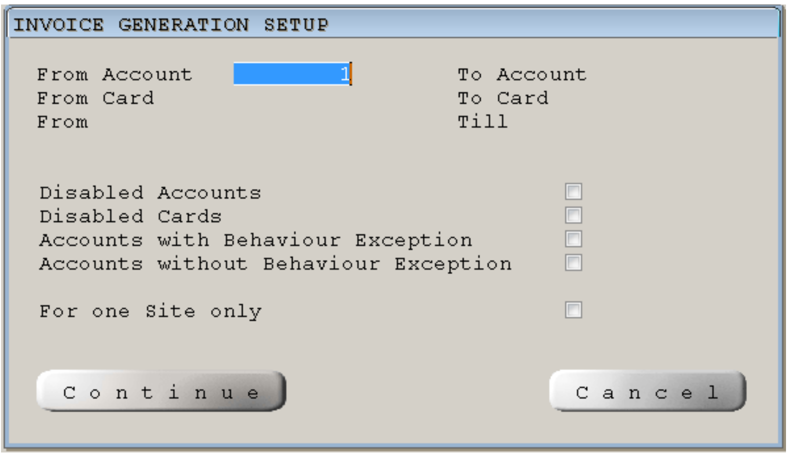
Enter the card number belonging to this account and complete the parameters.
The account number for this customer is a number between 1 and 9999.
If you do not assign a card to an account, there will be no sales for this customer.

4. OPERATIONS FOR ALL ACOUNTS

Instead of selecting one specific account, you can perform actions for all accounts at once.

4. 1. Generate Invoice Proposal

Starting from the main menu, choose ‘Local accounts’, then ‘Generate Invoice Proposal’.
On the screen, you will see a window containing parameters for the generation of an invoice proposal:



Complete the parameters.
The report is generated and shown the way you have last configured it (example on screen or on the printer).

REMARK:
When generating an invoice proposal, the system will ask if this also applies to non-active customers and cards. If there are customers and cards that are non-active at the moment, but that still have transactions that need to be invoiced, you can check this parameter (or parameters).

4. 2. Print reports: local account list, card list, configuration reports

On the main screen, choose ‘Local accounts’, then choose one of the following functionalities if the system has to create one of the following reports:

List of all local accounts
Choose ‘Account List Report / Export’ and complete the parameters.
This report contains a list of all (selected) accounts and their configuration. The report does not contain information on the cards.
The left part of an account’s configuration window is printed.
The list is sorted according to account numbers.

List of all cards
Choose 'Card List Report / Export' and complete the parameters.
This report contains of all (selected) cards, to which accounts these cards belong and the configuration of the card parameters. The report does not contain information on the account configuration.
The right part of the account's configuration window is printed.
The list is sorted by card numbers.

List of all local accounts and all cards
Choose 'Account Configuration Report / Export' and complete the parameters.
This report contains a list of all (selected) accounts, the parameters for these accounts and the corresponding cards.
The list is sorted by account numbers.

Example of a account configuration report:

MICRELEC N.V
____ Printed on 2/05/2003 at 14:26:53 _____
CREDIT CUSTOMER CONFIGURATION REPORT

CREDIT CUSTOMER INFORMATION				CARD INFORMATION								
Credit customer			Manager	Card		Cr.cust.	Info		Allowed groups			
Nr.	Active	Credit Low	assistance	Nr.	Active	Nr.	Vehicle	Km	All	1	2	3
1	J	N	N									
				101	J	1	N	N	J	J	J	J
				102	J	1	J	J	N	J	N	N
2	J	N	N									
				201	J	2	J	J	J	J	J	J
				202	J	2	J	J	N	N	J	N
				203	N	2	J	J	N	J	J	J
3	J	N	N									
				301	J	3	N	N	J	J	J	J
				302	J	3	N	N	N	J	N	N
				303	J	3	N	N	N	N	J	N

5. SEARCH CARDS

Starting from the main menu, choose ‘Local accounts’, you have 2 options to look up cards:

- By number (card number)
- By association (PAN/EAN code)

Enter the number or association in the last line ‘Direct access via card number/card association’. The system will highlight the correct card.