

# Managing Customer accounts

## Introduction

This Quick guide will show you how to manage your customer accounts for mapping data between BMS customers and ERP customers.

## Quick guide concept

Through a number of easy steps you learn how to use the software.

Each step is numbered and defines a phase. Each phase contains a short description and an illustration to show how to navigate or operate in the software.

On the last page it is described how to set up the Security and/or System options to activate, view and edit the described feature.



The guide *may* contain important general notices. These will be marked with an exclamation icon.



Tips and tricks are marked with an Info-icon.



Questions & Answers note relevant to the topic at hand.

In BMS you can manage the customer account links between BMS and your ERP system. In this way you can be sure that all the actual sales are linked to the correct customer in BMS and increase the accuracy of the actual sales data allocation.

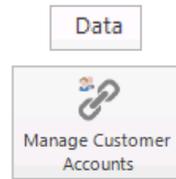
This module is helping the user to manually maintain the mapping of the accounts in case there are no interfaces doing it automatically. But also to support the interface in case of changes in the customer accounts.

## Customer accounts module

In this tab the user can monitor all the customer accounts loaded from the ERP system or from a file import with actual sales and maintain the linked customer in BMS.

### 1 Open Manage Customer Accounts

Click on the "Data" tab on the top left to see the corresponding navigation ribbon options and then click on the icon of "Manage Customer Accounts".



### 2 Customer accounts list

In the window, first, the list with all the "Un-linked" customer accounts opens. From the column layout the user can identify the "Account number" and the corresponding "Description" with customer name.

Account number	Description	Linked to customer	Ignore
Search...			
1002-525	Lidl Direct	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1035-842	Lidl Delivery	<input type="checkbox"/>	<input type="checkbox"/>
1850-225	Lidl Chain	<input type="checkbox"/>	<input type="checkbox"/>
2365-690	Carrefour Delivery	<input type="checkbox"/>	<input type="checkbox"/>
5258-992	Carrefour Express Chain	<input type="checkbox"/>	<input type="checkbox"/>
4785-451	Carrefour Market Delivery	<input type="checkbox"/>	<input type="checkbox"/>
7480-000	Tesco Chain	<input type="checkbox"/>	<input type="checkbox"/>
9009-909	Tesco Delivery	<input type="checkbox"/>	<input type="checkbox"/>
6066-666	Carrefour Market Chain	<input type="checkbox"/>	<input type="checkbox"/>

### 3 Filter views

In the window the user can filter the list in three views, the "Un-linked" which shows all the unlinked account numbers, the "Linked" which shows all the linked account numbers and the "All" which shows both linked and unlinked account number lines.



### 4 Un-linked account numbers view

In this view the user can see all the unlinked account numbers. By selecting lines user can link the accounts with customers in BMS. An option to mark as "Ignore" is available if the user wants the system to ignore this account.

Account number	Description	Linked to customer	Ignore
Search...			
1002-525	Lidl Direct	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1035-842	Lidl Delivery	<input type="checkbox"/>	<input type="checkbox"/>
1850-225	Lidl Chain	<input type="checkbox"/>	<input type="checkbox"/>
2365-690	Carrefour Delivery	<input type="checkbox"/>	<input type="checkbox"/>
5258-992	Carrefour Express Chain	<input type="checkbox"/>	<input type="checkbox"/>
4785-451	Carrefour Market Delivery	<input type="checkbox"/>	<input type="checkbox"/>
7480-000	Tesco Chain	<input type="checkbox"/>	<input type="checkbox"/>
9009-909	Tesco Delivery	<input type="checkbox"/>	<input type="checkbox"/>
6066-666	Carrefour Market Chain	<input type="checkbox"/>	<input type="checkbox"/>

### 5 Linked account numbers view

In this view the user can see all the account numbers linked to respective customers. Here the user can also select to un-link accounts from customers or/and mark as "Ignore".

Account number	Description	Linked to customer	Ignore
Search...			
2365-690	Carrefour Delivery	Carrefour	<input checked="" type="checkbox"/>
5258-992	Carrefour Express Chain	Carrefour Express	<input type="checkbox"/>
4785-451	Carrefour Market Delivery	Carrefour Market	<input type="checkbox"/>
6066-666	Carrefour Market Chain	Carrefour Market	<input type="checkbox"/>

### 6 All account numbers view

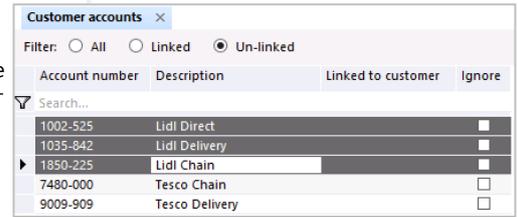
In this view the user can see all the account numbers existing in the system. Here the user can select to link and unlink accounts or/and mark as "Ignore".

Account number	Description	Linked to customer	Ignore
Search...			
1002-525	Lidl Direct	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1035-842	Lidl Delivery	<input type="checkbox"/>	<input type="checkbox"/>
1850-225	Lidl Chain	<input type="checkbox"/>	<input type="checkbox"/>
2365-690	Carrefour Delivery	Carrefour	<input type="checkbox"/>
5258-992	Carrefour Express Chain	Carrefour Express	<input type="checkbox"/>
4785-451	Carrefour Market Delivery	Carrefour Market	<input type="checkbox"/>
7480-000	Tesco Chain	<input type="checkbox"/>	<input type="checkbox"/>
9009-909	Tesco Delivery	<input type="checkbox"/>	<input type="checkbox"/>
6066-666	Carrefour Market Chain	Carrefour Market	<input type="checkbox"/>

**Link Account numbers to Customers**

**1 Select Account number(s)**

In the **“Un-link”, “Linked”** or **“All”** view, click to select the account number(s) you want to link to a specific BMS customer.



**2 Select a Customer to link**

From the **“Link to customer:”** list, click to select the customer in BMS which you want to link the selected account number(s) to.



**3 Link the account number(s)**

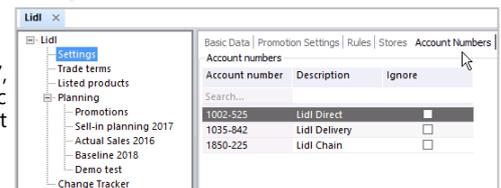
In order to link the account number(s) click on the link icon on the top right corner of the tab. The account number will be automatically linked based on the defined set up.



Go to **“Linked”** view if you want to validate that the account number(s) have been linked to the BMS customer.

**4 Customer module account number(s)**

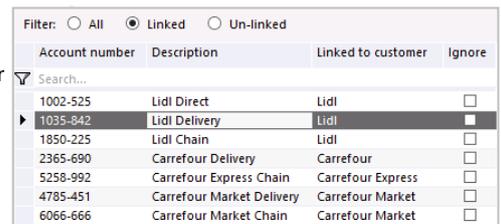
Open a customer and go to **“Settings” -> “Account Numbers”**. Here user can see all linked account numbers to the specific customer and edit the text in the **“Description”**, as well as right click and add an account number.



**Un-link Account numbers from Customers**

**1 Select Account number(s)**

In the **“Linked”** or **“All”** view, click to select the account number(s) you want to un-link from the customer(s) in BMS.



**2 Un-link the account number(s)**

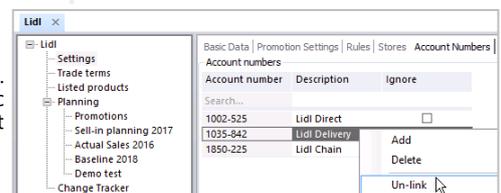
In order to unlink the account number(s) click on the un-link icon on the top right corner of the tab. The account number will be automatically unlinked from the customer(s).



Go to **“Un-linked”** view if you want to validate that the account number(s) have been unlinked.

**3 Customer module account number(s)**

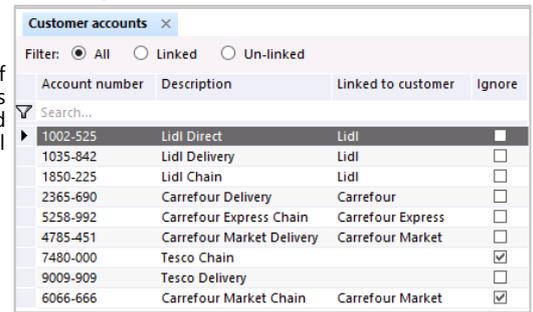
Open a customer and go to **“Settings” -> “Account Numbers”**. Here user can see all the linked account numbers to the specific customer and edit the text in the **“Description”**, as well as right click and unlink or **“Ignore”** an account number.



Maintenance of Customer Account numbers

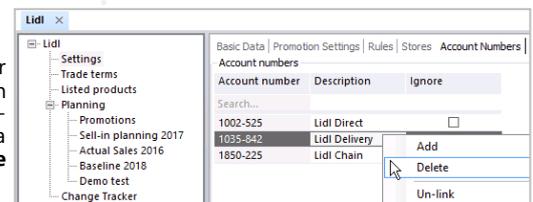
**i Ignore**

When an account number is marked as ignored, regardless if it is linked or not, the system will not allocate the actual sales data to any customer in BMS. All this data will be summarized in an empty line and will be presented in reports as a total but not allocated to any customer.



**i Delete account number**

An account number can be deleted only from a customer module in "Settings" and in "Account Numbers" tab. When the user selects to delete an account number, he/she confirms that it will be deleted in general from the system. As a result, this account number will not be found in the "Manage Customer Accounts" module.



The best suggested option is to unlink the account, or, mark it as ignored.

Security - User Roles

In order for user to view and edit "Manage Customer Accounts" module, access should to be granted from Security settings by a super-user/admin.

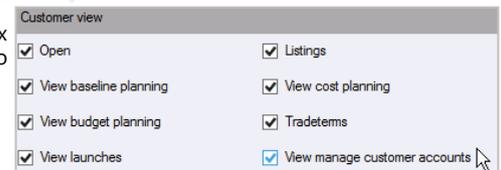
**i Security**

From "File" select "Security" and the window with all the users in the system and the roles assigned to each one will open. Select a role to open the corresponding settings.



**i Allow View Manage Customer Accounts**

Under the section of "Customer view" mark the check-box "View manage customer accounts" to allow to this user-role to see "Manage Customer Account" module.



**i Allow Edit Manage Customer Accounts**

Under the section of "Customer edit" mark the check-box "Edit customer" to allow to this user-role to edit "Manage Customer Account" module.

