Chapter 3
Customers

Customer Transactions

- In Chapter 3, you learn about Bellwether Garden Supply's customers. In this chapter, you learn how Peachtree handles accounts receivable transactions with customers.

Software Objectives, p. 91

- Restore data from Exercise 2-2. This backup was made on pp. 88-89.)
- Go to the Customers & Sales page to enter quotes and sales orders.
- Enter customer terms in the Maintain menu.
- Record a sales invoice on the Sales/Invoicing window.
- Print a sales invoice.
- Analyze receipts and customer credit memos.
- Post a receipt for the previously invoiced amounts.
- Make two backups: back up Chapter 3 data; and back up Exercise 3-2.

Web Objectives, p. 91

- Use your Internet browser to go to the book's website at www.mhhe.com/yacht2008.
- Complete the Internet activity for the American Accounting Association.
- Use a word processing program to write a summary about the websites(s) that you visited.

Peachtree Tips

- All work in Chapters 1 and 2, including the end-of-chapter exercises, must be completed before starting Chapter 3.
- If the Sales/Invoicing window or Receipts window does *not* show the G/L account column, see textbook page 57, step 1, for setting global options.
- You need to record (enter the sale to a customer), post, then print Invoice No. 101 (pages 102-114) before entering Receipts. (Text pages 114-117)

Peachtree Tips

- If the GL Account column is not displayed on the Quotes, Receipts, or Sales/Invoicing windows you need to check your global settings. Refer to the steps on page 57 to make sure that the boxes in the Hide General Ledger Accounts section are unchecked (see Options; Global).

Backing Up Chapter 3

Make two backups: back up Chapter 3 data on pages 121-122; and back up Exercise 3-2 on page 127.

Backup Name	KB	Page Nos.
Chapter 3.ptb	3,345 KB	121-122
Exercise 3-2.ptb	3,363 KB	127

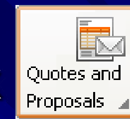
Chapter 3 Topics

1. Software & Web Objectives, p. 91
2. Getting Started, pp. 92
3. Accounts receivable tasks, p. 93-94
   a. Entering a quote, pp. 94-96
   b. Converting a quote to a sales order, p. 96-97
   c. Sales orders, pp. 97-98
   d. Printing (or displaying) a sales order, pp. 98-99
4. The maintain customers/prospects window, pp. 99-101
   a. Entering a discount for a customer, pp. 101-102
   b. Entering a sale to a customer, pp. 102-107
   c. Distributing against a specific account, pp. 107-109
   d. Discount information, p. 109-110

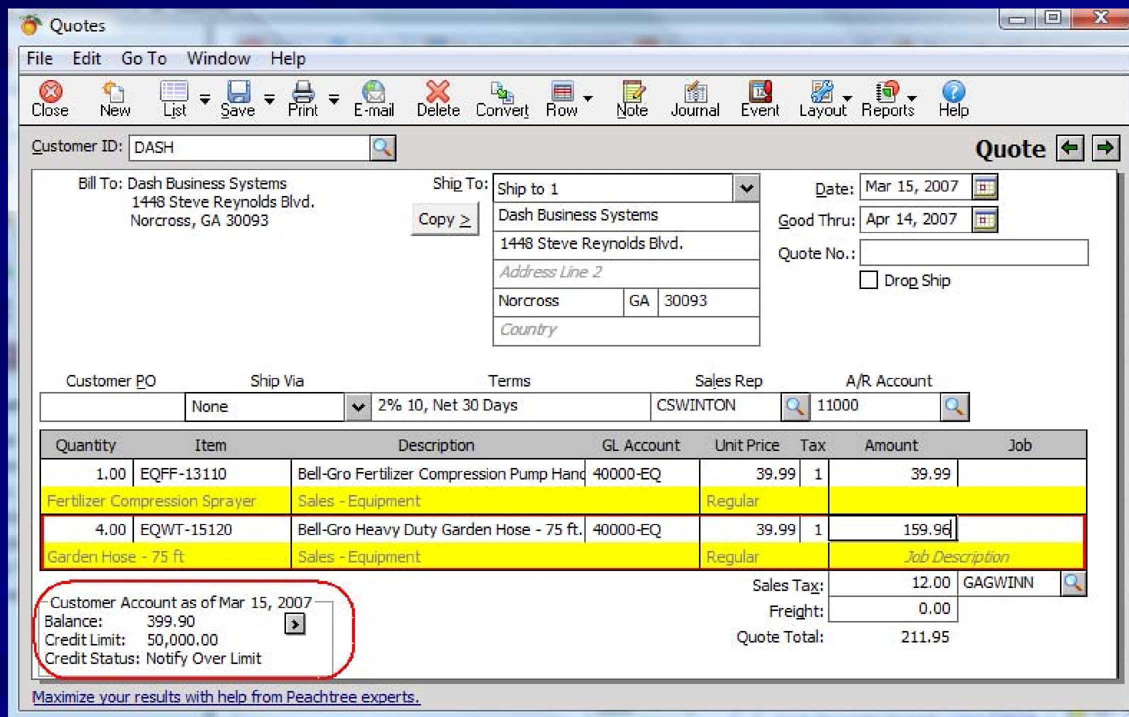
Chapter 3 Topics continued

5. Posting the invoice, p. 110
6. Printing (or displaying) invoices, pp. 111-114
7. Entering receipts, pp. 114-117
8. Analyzing customer payments, pp. 117-119
9. Displaying the customer ledgers, pp. 118-120
10. Credit memos, pp. 120-121
11. Backing up Chapter 3 data, p. 121-122
12. Internet activity, p. 122
13. Summary and review, p. 122
    a. Going to the net, p. 123
    b. Short-answer questions, pp. 124-126
    c. Exercise 3-1, pp. 126-127
    d. Exercise 3-2, p. 127
    e. Chapter 3 index, p. 128

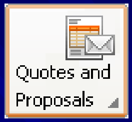
Quotes window, pp. 94-96

- From the Customers & Sales page, click 

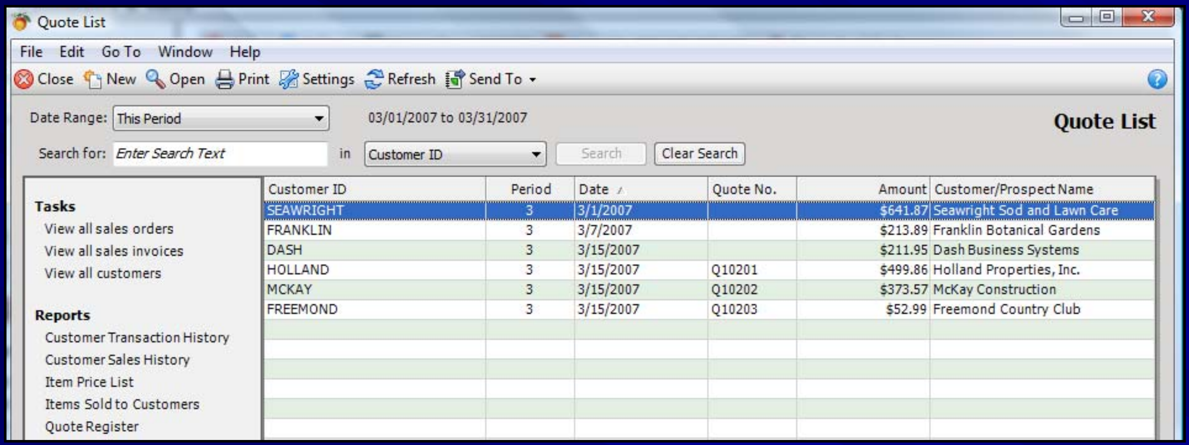
then select New Quote.
- Complete the steps on pages 94-96. The Quotes window is shown on p. 95.

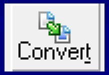


Converting a Quote to a Sales Order, pp. 96-97

- From the Customers & Sales page, click 

then select View and Edit Quotes. The Quote List window appears.

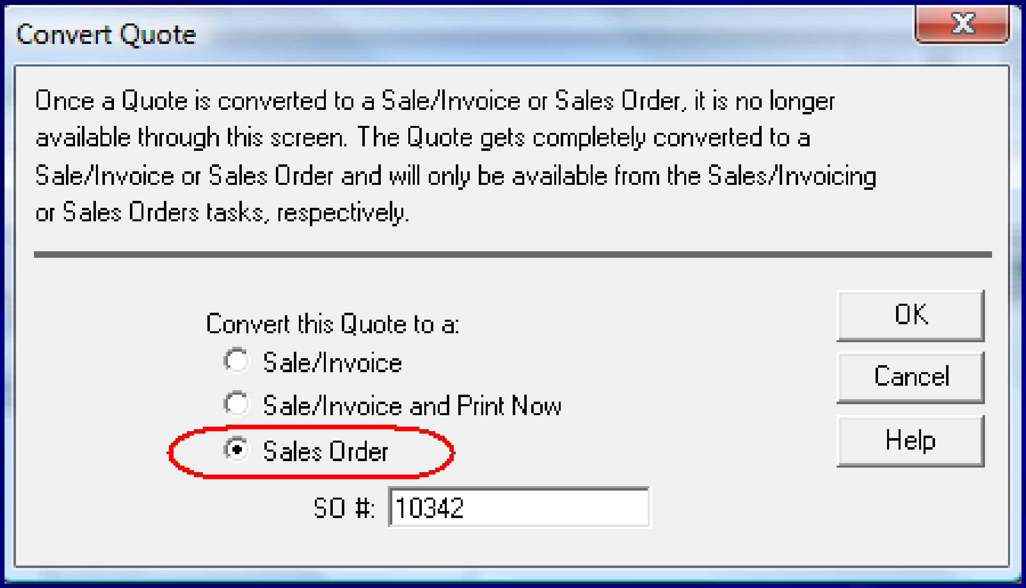


- Doub.\le-click DASH. The Quotes window displays. Click 

. Read step 3 on p. 97.

Convert Quote, p. 97

- Click on the radio button next to Sales Order.

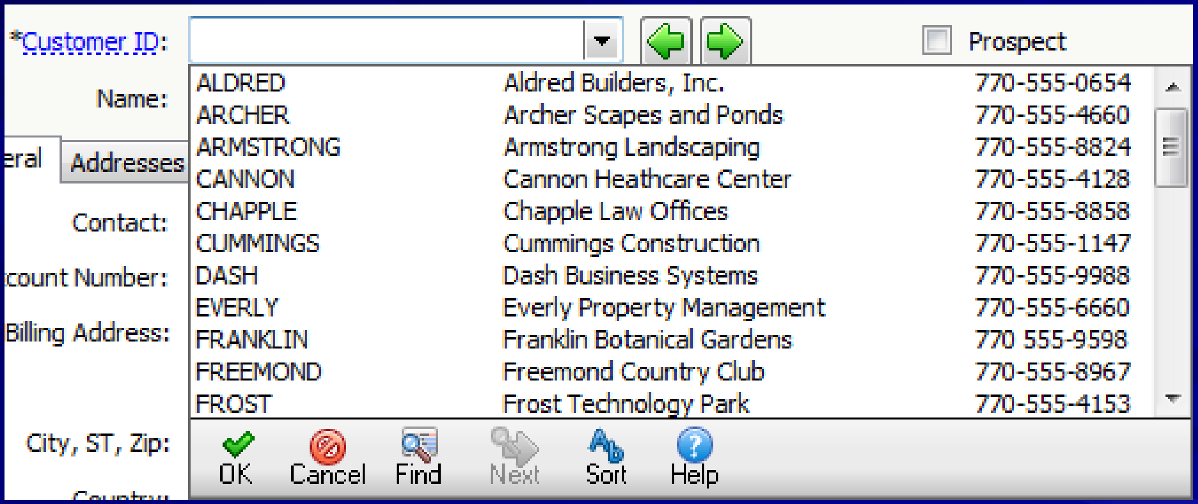


- Click on <OK>; then Close.
- Complete the steps on pages 98-99.

Maintain Customers/Prospects window, pp. 99-100

- From the Customers & Sales page, click 

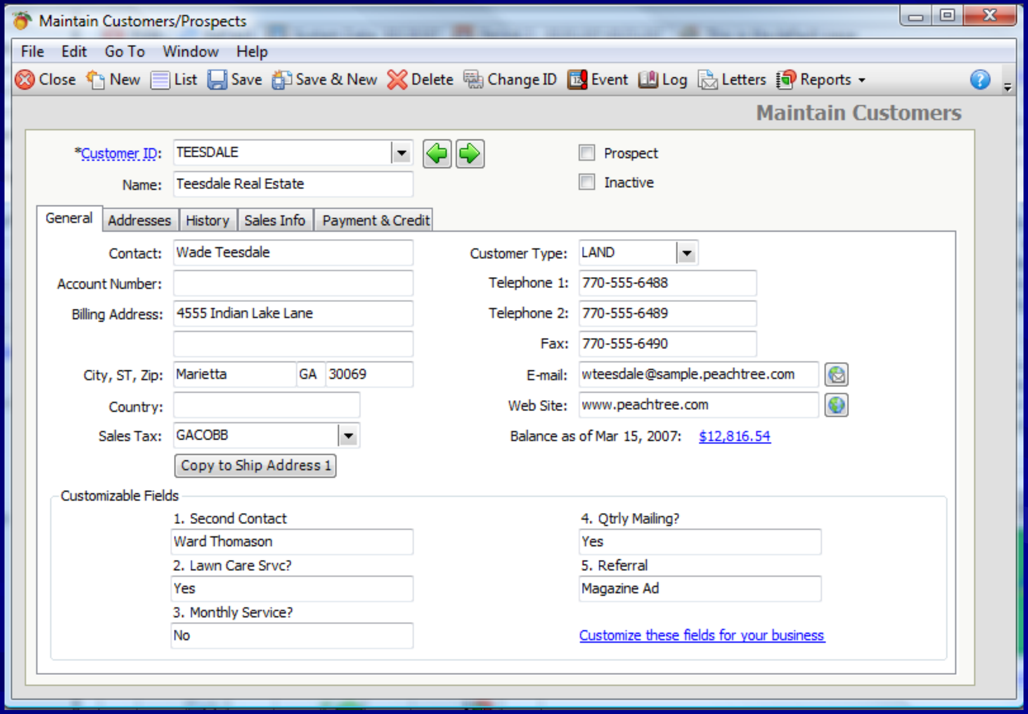
; New Customers. Click on the down-arrow in the Customer ID field. The customer list appears



- Complete step 3, p. 100.

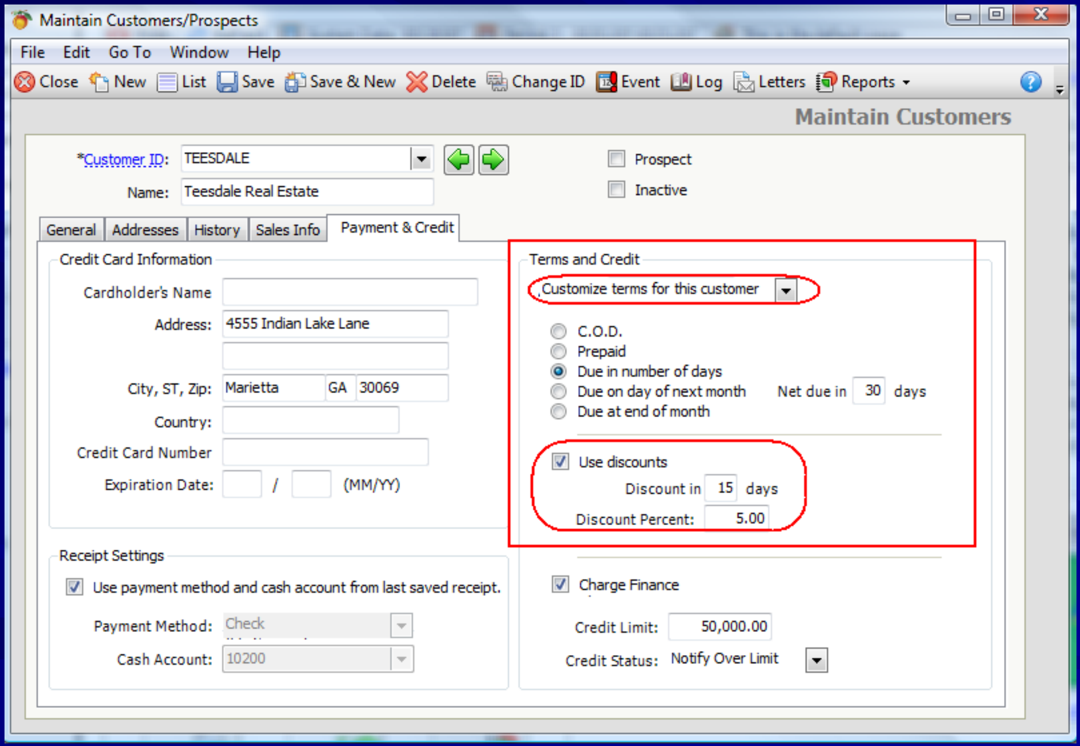
Customer file displayed, p. 101

- From the customer list, select TEESDALE, Teesdale Real Estate.



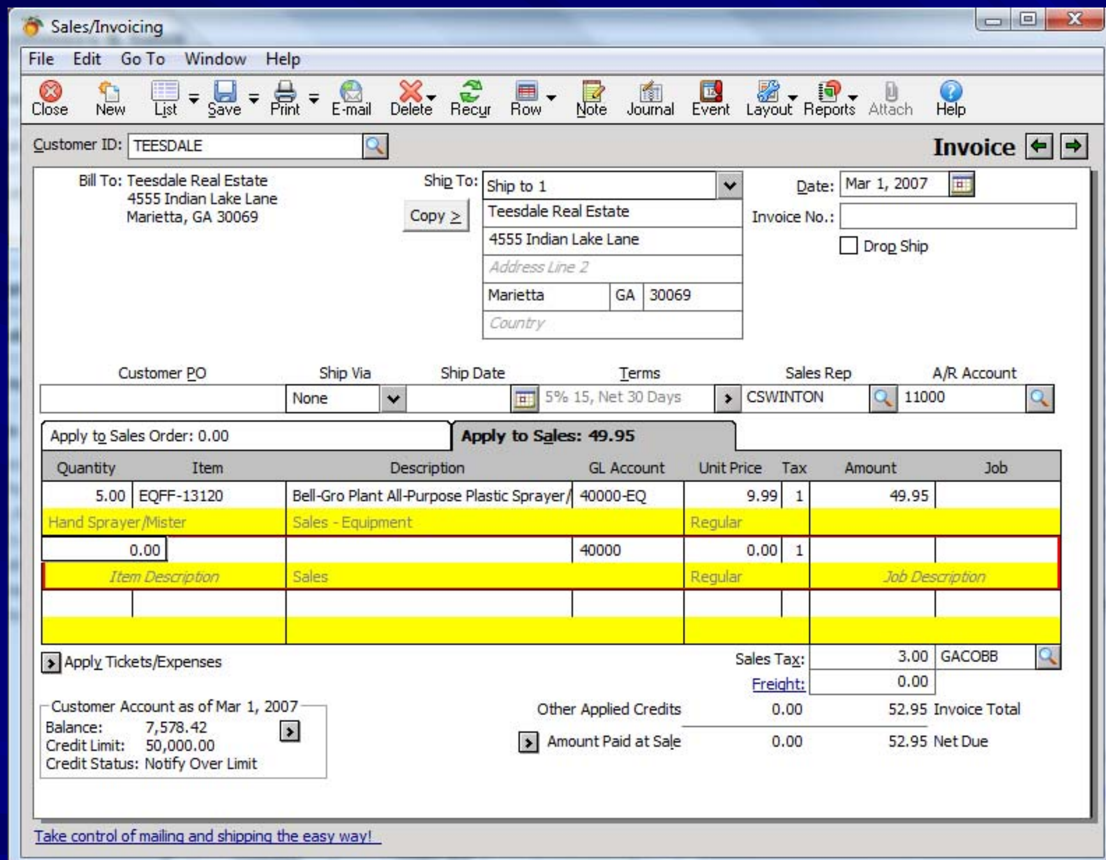
Customer Terms completed, pp. 101-102

- From the Teesdale Real Estate Maintain Customers/Prospects window, click on the Payment & Credit tab. Complete steps 1-4 on pp. 101-102. Check this information the save.



Completed Sales/Invoicing window, p. 107

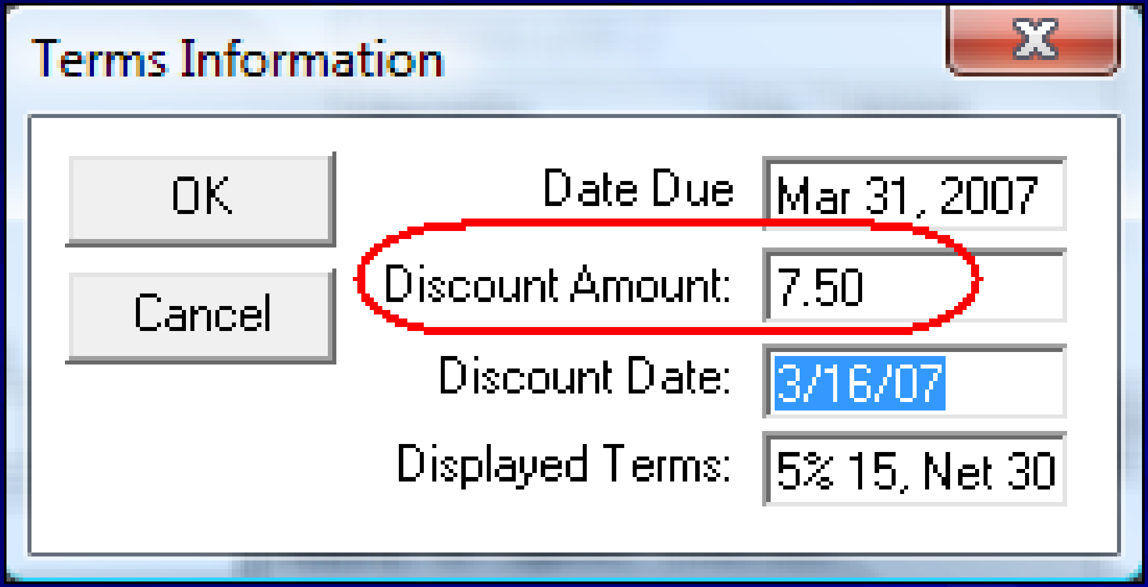
- After completing the steps on pp. 102-106, the Sales/Invoicing window is shown on p. 107.



- Complete pp. 107-109.

Discount Information, p. 110

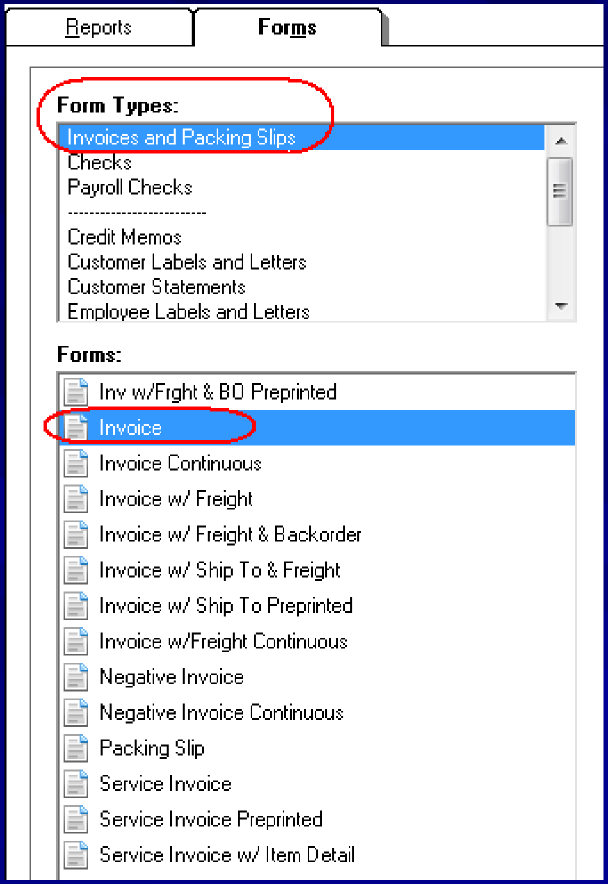
- After completing steps 1 and 2 on pages 109-110, the Terms Information window appears.



- Complete steps 1 and 2, Posting the Invoice, p. 110.

Printing Invoices, p. 111

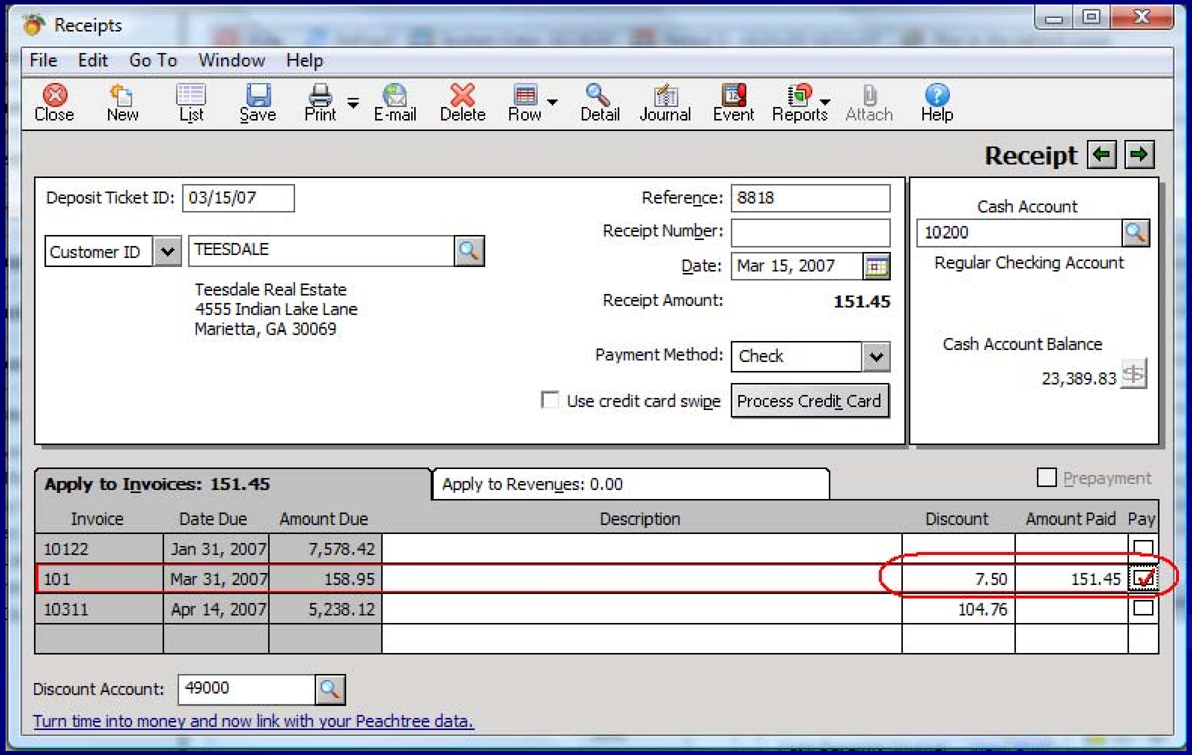
- Complete steps 1 and 2 on p. 111.



- Complete the steps 3-6 on pp. 111-112 to print Invoice Number 101.

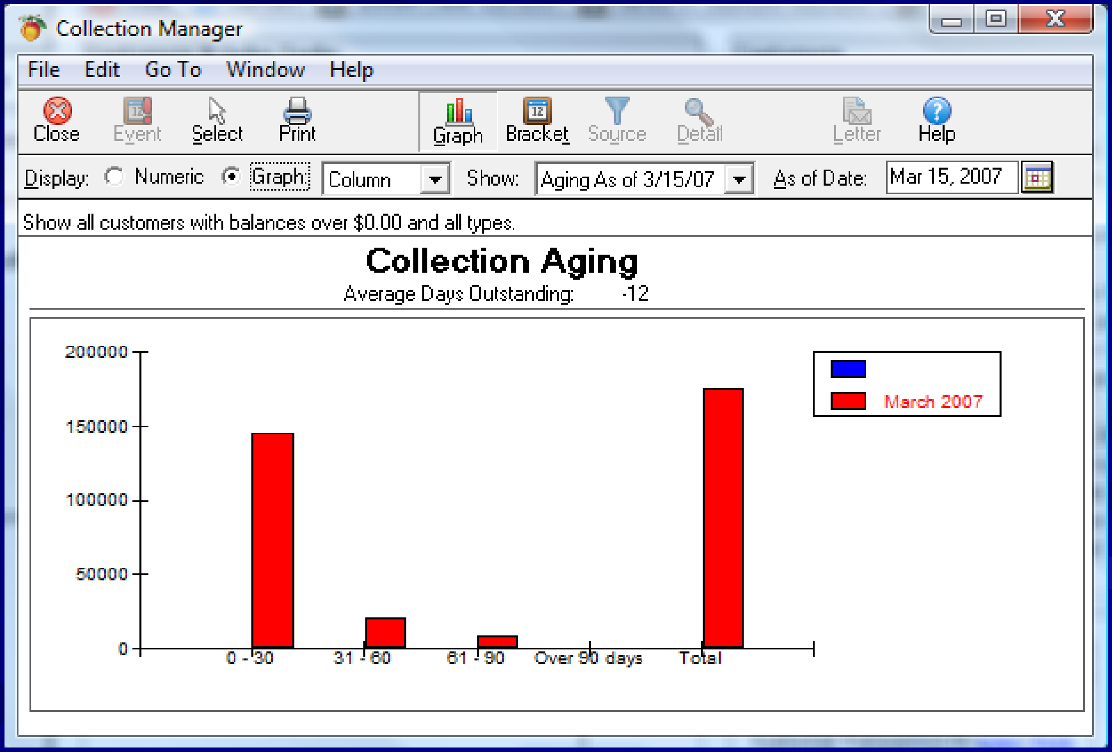
Completed Receipts window, p. 116

- Complete steps 1-9, pp. 114-116. The completed Receipts window is shown on page 116.



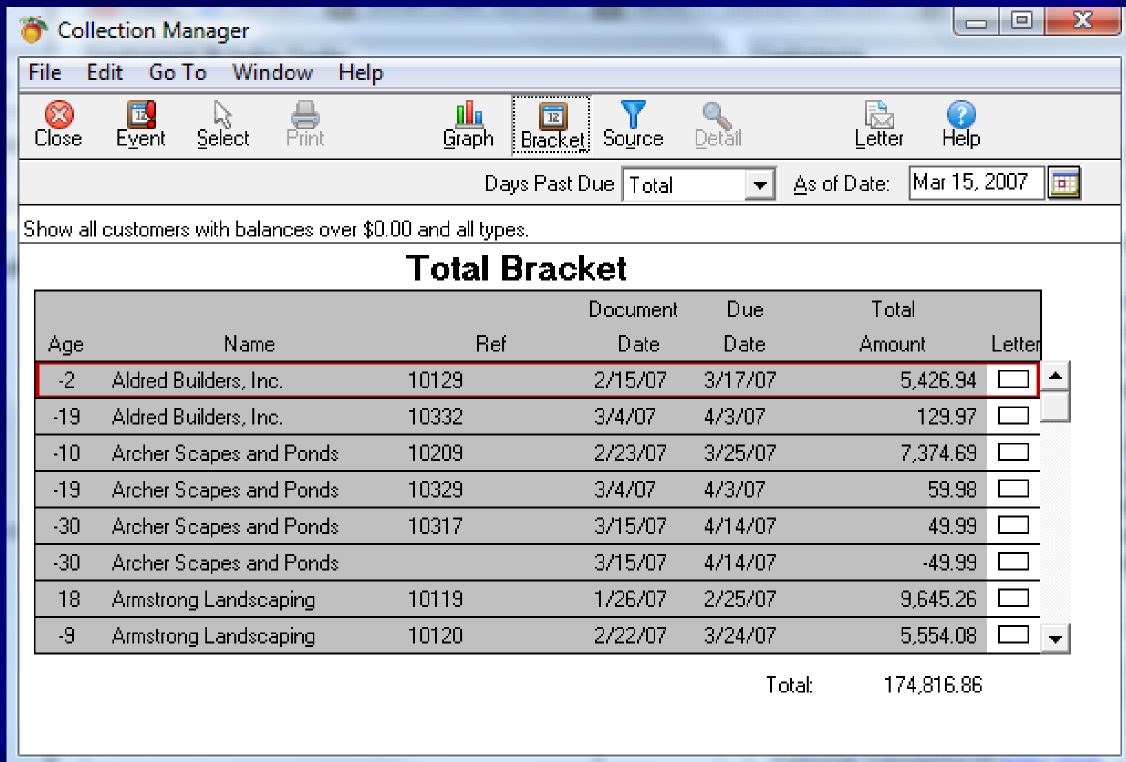
Collection Manager window, p. 117

- From the menu bar, click Analysis; Collection Manager. The Collection Aging bar graph appears.



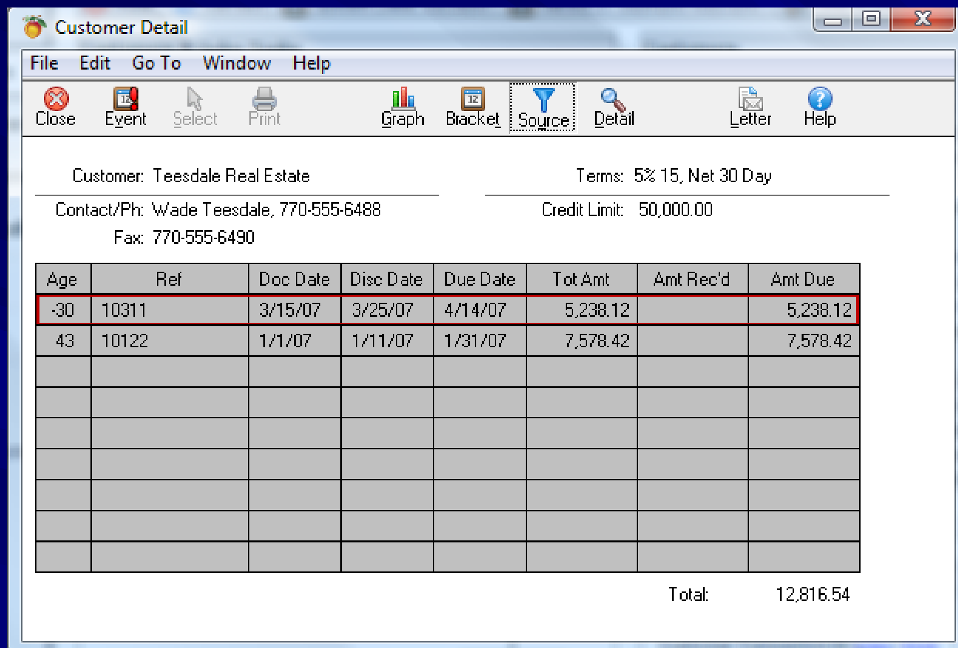
Total Bracket window, p. 118

- Select the Bracket icon.



Customer Detail window, p. 118

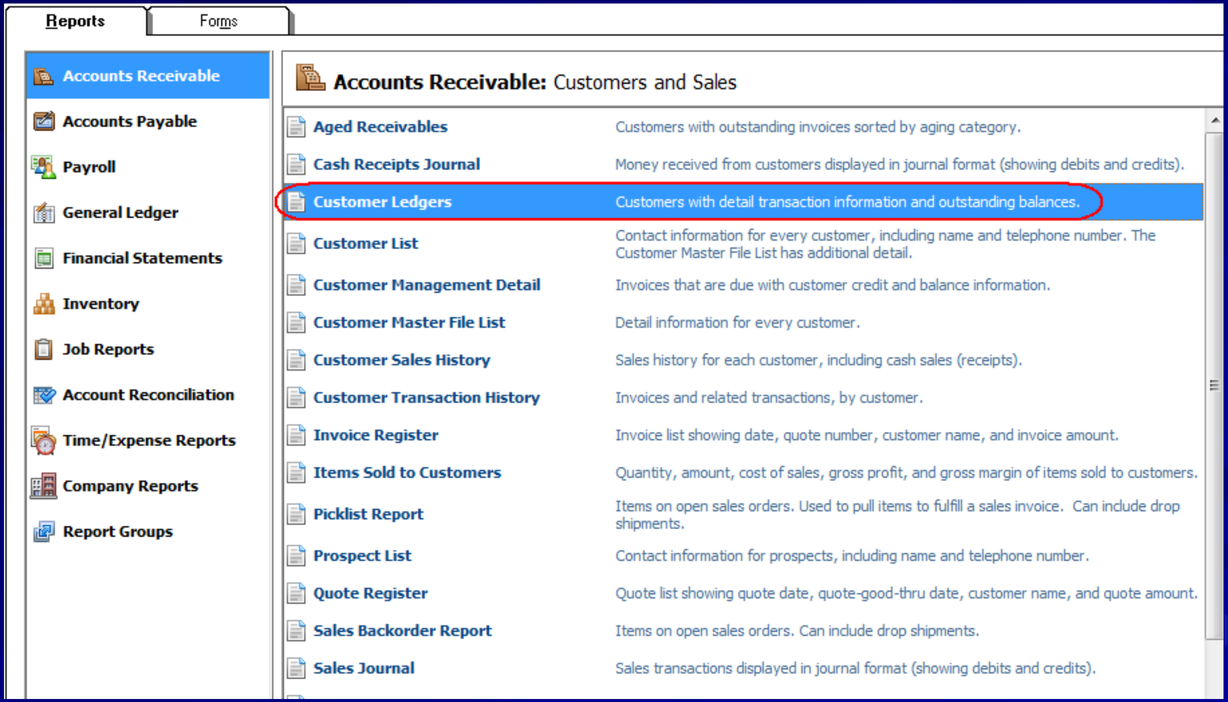
- Highlight Teesdale Real Estate. Select the Source icon. The Customer Detail window appears.



- Click on Close.

Displaying Customer Ledgers, p. 119

- From the Customers & Sales page, link to View All Customer & Sales Reports in the Recently Used Customer Reports area. Select Customer Ledgers.



- Click Display or Print.

Customer Ledgers, p. 120

- The customer ledger is shown on page 120.

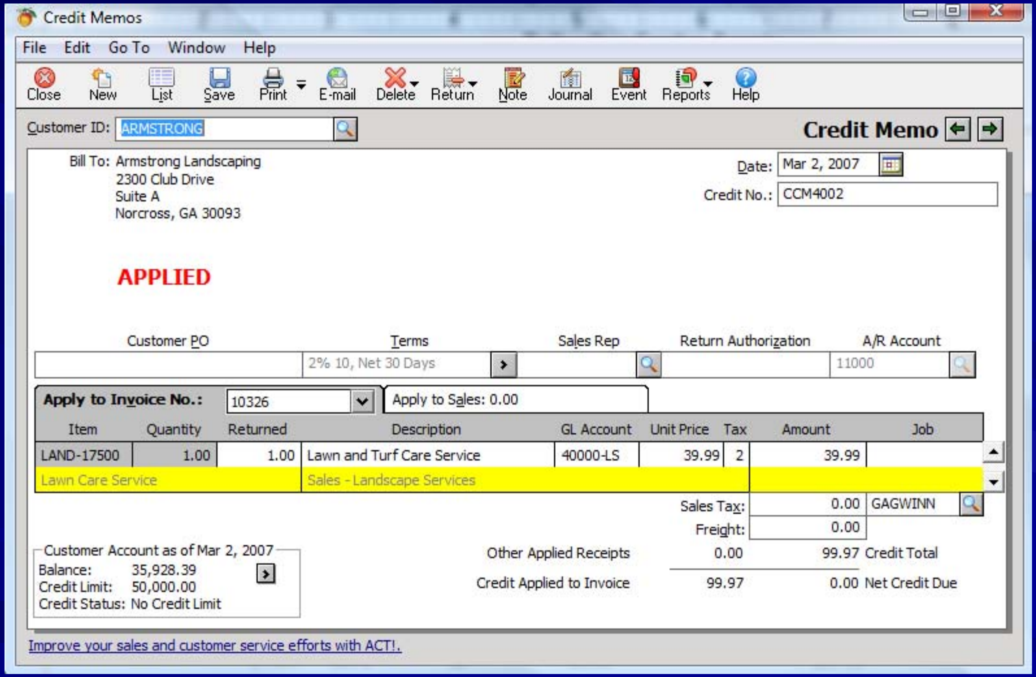
Bellwether Garden Supply
Customer Ledgers
For the Period From Mar 1, 2007 to Mar 31, 2007
Filter Criteria includes: Report order is by ID. Report is printed in Detail Format.

Customer ID Customer	Date	Trans No	Type	Debit Amt	Credit Amt	Balance
SNYDER	3/1/07	Balance Fwd				2,981.04
Snyder Securities	3/4/07	10334	SJ	59.98		3,041.02
	3/13/07	CC0006	CRJ	99.98	99.98	3,041.02
STEVENSON	3/8/07	10318	SJ	49.99		49.99
Stevenson Leasing, Inc.	3/12/07	10118	SJ	7,790.42		7,840.41
TACOMA	3/1/07	Balance Fwd				4,675.57
Tacoma Park Golf Cours	3/14/07	10322	SJ	49.99		4,725.56
	3/15/07	10327	SJ	1,049.01		5,774.57
TEESDALE	3/1/07	Balance Fwd				7,578.42
Teesdale Real Estate	3/1/07	101	SJ	158.95		7,737.37
	3/15/07	10311	SJ	5,238.12		12,975.49
	3/15/07	8818	CRJ	7.50	7.50	12,975.49
	3/15/07	8818	CRJ		158.95	12,816.54
THURMAN	3/1/07	Balance Fwd				3,610.39
Thurman Golf Course De	3/15/07	10343	SJ	9,998.00		13,608.39
TRENT		No Activity				0.00
Trent Bank and Trust						
WILLIAMS	3/3/07	4452	CRJ	220.31	220.31	0.00
Williams Industries	3/5/07	10312V	SJ		939.72	-939.72
	3/15/07	10312	SJ	939.72		0.00
Report Total				**90,818.51**	**80,942.32**	**174,816.86**

- Close the customer ledgers.

Credit Memos, pp. 120-121

- Read about credit memos on pp. 120-121. After completing steps 1 and 2 on pp. 120 and 121, the Credit Memos window appears.



Backing up Chapter 3 data, pp. 121-122

- Follow steps 1-6 on pages 121-122 to back up your data.
- The backup filename is **Chapter 3**.

Chapter 3
Glossary of Terms

Sales discount, p. 101

- A cash discount that is offered to customers for early payment of their sales invoices. For example, Bellwether Garden Supply offers Teesdale Real Estate a 5% discount for payments received within 15 days of the invoice date. In Peachtree, the discount period (number of days) and discount percentage can be changed.

Real-time posting, p. 110

- The sample company, Bellwether Garden Supply, uses real-time posting. When real-time posting is used, the transactions that you enter are posted as you save them. On the Tasks windows, click on the Save icon to post to the general ledger.

Batch posting, p. 110

- Journal entries are held in temporary storage on your disk and not made part of the permanent records of the company until you decide you are satisfied with them and select Post from the icon bar. After you post, the General Ledger and all other accounting reports are updated.

Chapter 3, Internet Activity, p. 122

1	Go to the book's website at www.mhhe.com/yacht2008.
2	Link to Student Edition.
3	In the Course-wide Content list, link to Internet Activities; then link to Part 1 Internet Activities for Chapter 1-8. Open or save. (In the Choose a Chapter field, if you select Chapter 3 observe that other chapter-specific links are available; for example, Multiple Choice Quiz, True or False, PowerPoint Presentations and Going to the Net Exercises.) Also observe that Course-wide Content includes a Glossary link.
5.	If necessary, scroll down to the AMERICAN ACCOUNTING ASSOCIATION – Chapter 3. Complete steps 1-3.
6.	Using a word processing program, write a summary about the site (s) you selected. Remember to include the website address(es) of each link. Your summaries should be no more than 75 words or less than 50 words.

Going to the Net, p. 123

- Access the Financial Accounting Standards Board website at http://raw.rutgers.edu. In the Quick links field, click on the down arrow. In the Accounting Organizations list, select Financial Acct .Standards Board (FASB). Link to Facts about FASB; select FASB Board Members.

1. How many board members serve on the Financial Accounting Standards Board? Do they serve part time or full time?
2. What are the qualifications for the board members?