Utilizing Customer List Menu To Monitoring Customer Data On Web Based Accounting Online System 2.0

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Abstract

In a customer company is one component in advancing the company. Serving and protecting customers is something every company should do. Customer is a king who can change the situation on the company. But the customer must also be monitored so as not to be arbitrary to the company. Company monitoring must be done by a company for the convenience of the company. Customers who violate the rules and can not comply with the conditions set by the company may harm the company in the future. In order for the company to lose nothing it will have to do things like create new customers, add customer lists, change and delete customer lists, customer memo credits and record the balance of customer receivables is a company's monitoring activities to its customers. The use of WBAOS 2.0 (Web Based Accounting Online System) can facilitate the company in performing customer monitoring as well, in addition to accounting activities. By using the system the company can monitor customers anytime and anywhere with the internet connected. So that monitoring can run more effectively and more efficiently.

Keywords*: WBAOS, Customers, and Monitoring*

1. Introduction

A company can not advance and expand without a customer's role in it. Therefore the customer is one important component that is vital to a company for a system that increasingly sophisticated. Informas system with support and serving and nurturing is a corporate task to its customers that must be done [1-2]. Because customers can also leave the company or do not want to use the services of the company if the service is disappointing. Therefore the maximum service to customers service is an important thing done by the company to its customers [3].
In addition to providing optimal service to customers not to go, monitoring as well as reminders to customers should also be done by the company [4]. It is based on the customer can be as good as he wants, then the company must do monitoring in is crucial order to avoid unwanted things [5]. A rogue customer allows breaking rules that have been set by the company and causing the company's loss.

The customer monitoring process can use the WBAOS 2.0 (Web Based Accounting Online System) system is accessible any time and Chart the course.In addition to use as an online accounting system is the system is also used to monitor the behavior of Customers acting as good as they want [6-7]. The display of the monitoring is done on the customer list menu in which there are several features such as creating new customers, adding customer lists, changing and deleting subscriber lists, Credit memo subscribers and recording the beginning balance of customer receivables [8-10]. So the use of WBAOS 2.0 system (Web Based Accounting Online System) function facilitate the company to monitor their customers [11].

In this Customer menu you can view the menu and features, add, delete, or modify your customer data, making it easier for you to manage the customer information you own [12].

The Customer List menu displays detailed customer information such as nicknames, addresses, emails, NPWP, phone and balance, and total sales transactions such as:

- **Sales must be paid: show the total of all unpaid sales by your customers;**
- **Sales due: show the total amount of sales to be paid by your customers because it has entered the payment due date;**
- **Payments received last 30 days: displays customer data that has already paid you within the last 30 days.**

To sign in, click Customer on the vertical menu on the left. You will see the following page.

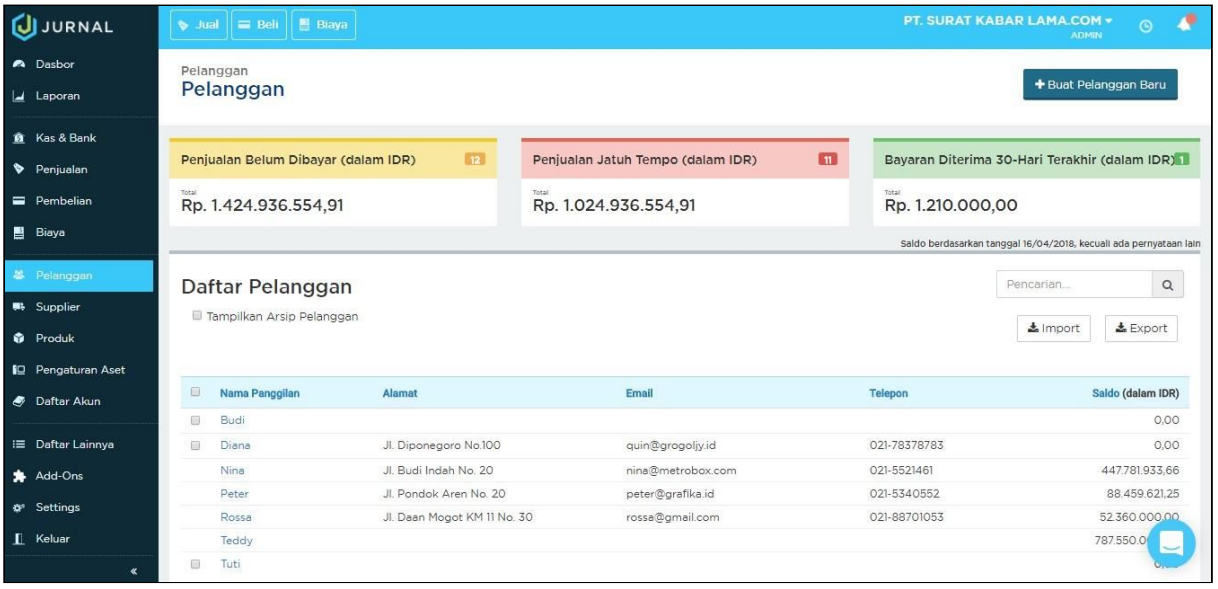

Figure 1. Display Customer Menu

The picture above is a customer menu display that can be used to monitor customers such as:

1. Adding customer data;
2. Changing customer data;
3. Delete customer data;
4. View customer details;
5. Creating a memo credit.
6. Importing customer data.

2. Results and Discussion

Customer monitoring conducted by the company is useful for the company to prevent the occurrence of undesirable things that can harm the company [13]. To further facilitate corporate monitoring using WBAOS 2.0, do the following:

1. Create Customer List

To create or add a new customer:

a. Click the Customer menu.
b. Then click the "Create New Customer" button. Then will appear the following picture:

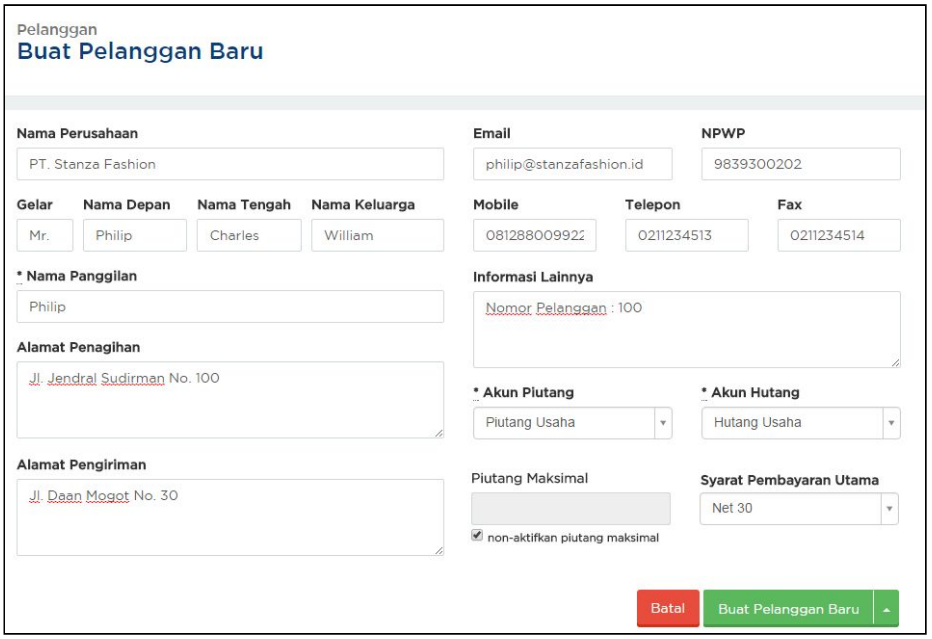

Figure 2. Display Menu Creating New Customers

c. Fill in * Nickname and other information if required.
d. If you have finished filling the fields above according to your needs, you will see 2 function buttons below the form. Click "Cancel" to cancel adding new subscribers. To save new customer data, click "Create Customer"; This button has 2 different options if you click the up arrow next to this button.

Figure 3. Display Options On New Customer Menu

e. If you choose "Create New Customer", after new customer is added, you will be directed to Customer's main page. If you choose "Create & New", you'll be redirected to the new customer's added page after you've saved the new customer data.

2. Change Customer List

To change existing customer data:

a. Click the Customer menu,
b. Then click Client Name,
c. Click "Change Customer". Then it will appear as the following picture.

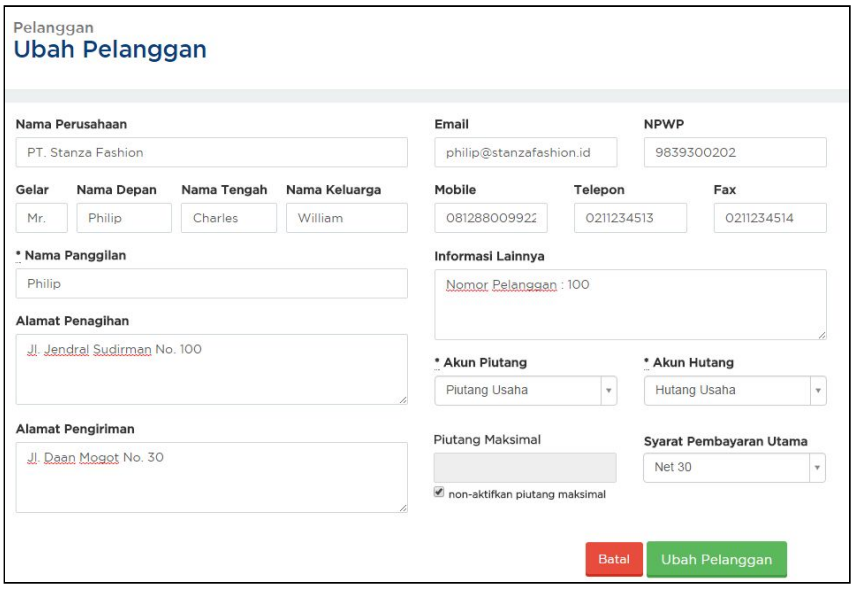

Figure 4. Display Menu Changing Customer List

d. Change the required information and click "Change Customers" to save your changes. To cancel a change of customer data, click "Cancel".

3. Archive & Delete Customer List

a. Archiving Customer List

To archive your subscriber list, you can:

- Click the Customer menu;
- Click the customer's name;
- Click "Action" on the top right and select Customer Archive;
- Click "Ok";

Figure 5. Display Archive Customer Options

- To restore, select On;
- As such, the customer has been archived and does not appear on the customer's menu page unless you check "Show Customer Archives"

Figure 6. Display Displays Customer Archives

- To restore your archived customer data, you can:
- Click the customer's name.
- Select Active Actions "Actions".

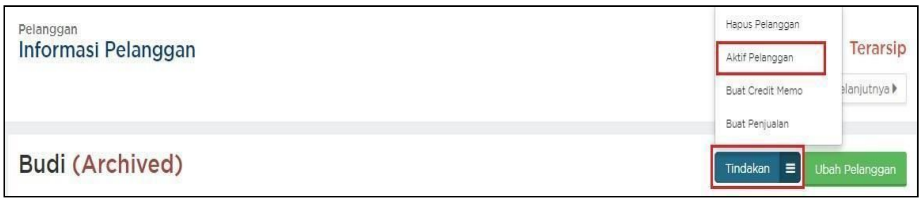

Figure 7. Customer's Active View Option

b. Delete a Customer List

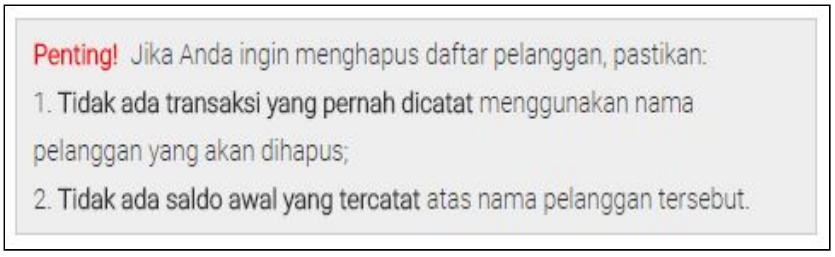

Figure 8. Display Warning

To delete a customer list, follow these steps:

- Click the Customer menu in the vertical menu on the left;
- Click the customer's name on the Customer's index page;
- Click on "Action" at the top right and select Delete Customer;

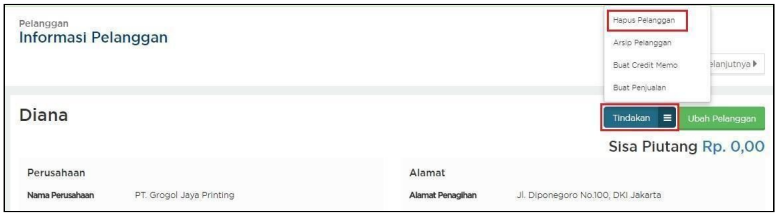

Figure 9. Deleted Account Action View

- You can also expedite the customer removal process by directly checking the customer's name on the Customer menu
- Click the "Delete" button in the top left, then click "Yes".

Figure 10. Display Account Delete Confirmation

- The difference between Archive and Delete is explained as follows:
- Customer records can still be performed even if there are transactions and initial balances on customers who want to be archived, while the delete process can only be done if there are no

transactions or initial balances on customers who want to be deleted.
- Archived customers can be re-enabled because the archive process only hides the data, while the delete process will eliminate the customer's data so it can not be displayed again.

4. Customer Details

Customer Details You can view details of a particular customer's data by clicking on the customer's name. Then, you will see there are 4 parts of customer details:
- Selected Customer Information,
- Mapping Selected Custom Accounts,
- Payment Details Regarding Selected Customers, and
- History of Selected Customer Transactions.
- Example of a Customer Account Statement

a. Selected Customer Information

In the customer information section, you will see information about the customer in the form of remaining balance, company name, contacts, email, mobile, NPWP, billing address, shipping address, phone, fax and other customer information like the picture below.

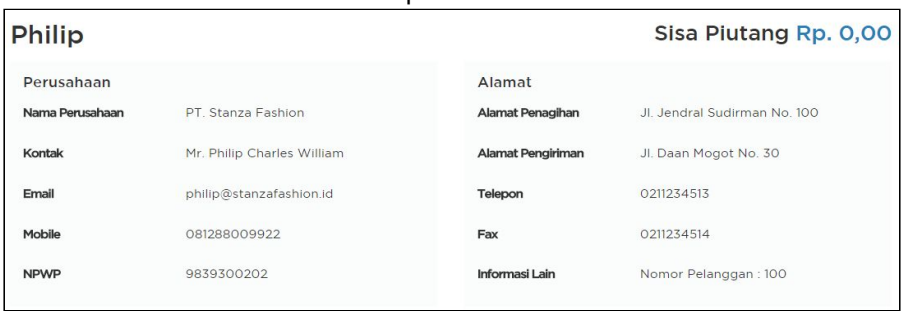

Figure 11. Display of Customer Information

b. Mapping Selected Custom Accounts

In this section, you can see more details to the details of the accounts receivable accounts list and the list of accounts payable recorded for the selected customer [14-15]. If your accounts receivable or accounts payable are not what you want, you can change that account through the customer change page.

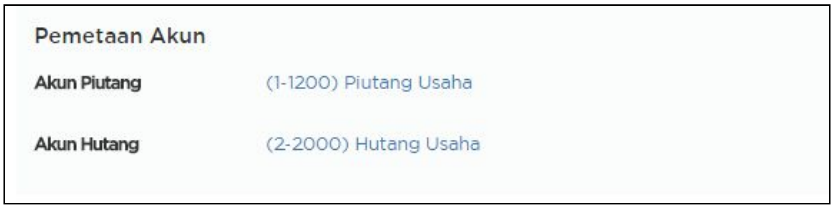

Figure 12. Account Mapping View

c. Payment Details About Selected Customers

In this section, you'll see a summary of sales payments that include details of unpaid sales, sales due, payments received last 30 days and total scrap credit like the image below.

Figure 13. Display of Customer Payment Details

The image shows that customer A:

- Having remaining receivables amounting to Rp 1,000,000 from invoices (invoices) already recorded in the Journal. Total unpaid sales is the total of unpaid invoices whether and not already due;
- Has total receivables already past due date of Rp 500,000;
- Already made a payment of $ 92,050,000 in the last 30 days;
- Have a total credit memo on your business of Rp 100,000. A memo credit box will appear if there are returns, overpayments or more. If there is an over payment, the feature needs to be activated by request to our support team.

You can click each box to get transaction details from the payment summary.

d. History of Customer Transactions

In this section, you can take direct action by selecting from the Action column. If your transaction type is:

- Credit Memo: Can Use Credit Memo or Restore Credit Memo;
- Invoices: can send payments, view and email invoices, sales returns, and use scrap credit (if any);
- Booking: can make invoices, see and order email, and add deposit (deposit);
- Offer: can make invoices, make reservations, view and email offers.

In this section, you can see details of customer transactions that display all transactions related to the selected customer. You can also view the Customer Account Statement by clicking the View Customer Account Report link.

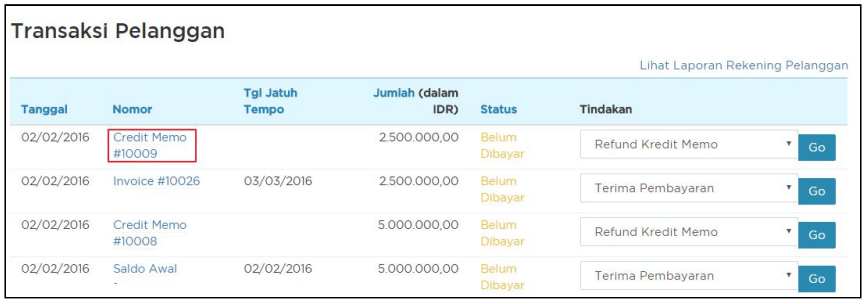

Figure 14. Customer Transaction View

To view transaction details, you can click the transaction number. Then, the image will appear as below.

When you have entered the customer transaction details page you selected, you can do some things like the following:

- To view the index page of the customer you selected, click the customer's name;

- To view the account used in a transaction, click the account name under the Set To In column;
- To view the entry journal, click the link view the entry journal at the top right of this page;
- To delete the customer transaction you selected, click "Delete";
- To change the customer transaction you selected, click "Change";
- To return to the previous page, click "Back";
- To print this page, click "Print";
- Every customer transaction details page has different actions. The available actions are:
  (1) Receive payment
  (2) Invoice Email
  (3) View Street Mail
  (4) Sales Returns
  (5) Use Credit Memo
  (6) Login Cash Preview
  (7) Preview Dot Matrix
  (8) Create Billing
  (9) Make a Reservation
  (10) Booking Email
  (11) Use / Refund Credit Memo

e. Example of a Customer Account Statement

On the customer details page, you can also view the customer account statement by clicking the Customer Account Statement link. Then you will see an example like the following.

LAPORAN REKENING PELANGGAN

PT. BORU BORU
Jl. Indah Gg. Bahagia No. 1
Telepon : 0219999999
Fax : 0219999990
Email : novina.fransisca@jurnal.id
Website : www.boruboru.com

Aliando
Jl. Sejahtera Gg. Makmur No.500
Email : aliando@gmail.com

Periode	01/01/2017 - 31/01/2017
Balance Forward	100.074,07
Jumlah Periode ini	0,00 +
Total Saldo	100.074,07
Total Kredit	0,00 -
Total Saldo Sekarang	100.074,07

Tanggal Transaksi	Tipe Transaksi	Tanggal Jatuh Tempo	Jumlah	Saldo
	Balance Forward			Rp. 0,00
			Total Saldo	Rp. 0,00
USD				
	Balance Forward			(US)$ 7,41
			Total Saldo	(US)$ 7,41
			(US)$ 7,41 x 13510.0* =	Rp. 100.074,07
			Grand Total Saldo	Rp. 100.074,07

Sekarang	1-30 Hari	31-60 Hari	61-90 Hari	>90 Hari
0,00	0,00	100.074,07	0,00	0,00

Detail Pembayaran
Nama Bank : Bank ABC
Cabang Bank : Nusantara
Nama Akun : PT. BORU BORU
Nomor Akun : 7980685940

Informasi Lainnya
NPWP :

Unit konversi yang digunakan 31/01/2017
1 USD = 13510.0 IDR rate by: Pajak

Figure 15. Display of Customer Account Statement

3. Conclusion

From the discussion that has been the author described above it can be concluded the use of WBAOS 2.0 is very useful in the company. Not only to conduct accounting activities but also to monitor customers. With the monitoring of Real Time customers that can be accessed anytime and anywhere by companies with internet connection, can minimize or prevent the occurrence of undesirable things later. Customers can not vary to companies because their financial activities have been monitored by the company and also does not cause harm to both parties both the company and the customer. With this company can provide maximum service to each customer.

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