The iGo Figure Customer Account Feature

The Customer Account feature is a powerful — but sometimes misunderstood — feature in iGo Figure® Version 3. This guide explains precisely what a Customer Account is, how it works, and how it's used.

An Explanation of the Customer Account

The Customer Account is an overall indicator of whether a customer owes you money, whether you owe a customer money, or whether you are "even."

The Customer Account is *not* the same as Accounts on File, which refers to a customer's bank account and/or credit card information saved on file (in their member record).

How the Customer Account works

- If the Customer Account balance is negative, it means the customer owes you money, and iGo Figure requires a due date. When the due date passes, and the Customer Account balance is still negative, iGo Figure puts the customer into Collections status automatically.
- If the Customer Account balance is positive, it means *you* owe *them* money. A customer may collect on their positive account balance at any time, apply it toward a purchase, or simply leave it on file with you, for as long as they like.
- If the Customer Account balance is zero, it means the customer does not owe you any money, and you do not owe them any money.

Using the Customer Account to record a bad payment

1. From the Main Menu, click the "**Collections**" button.
2. Follow the on-screen, step-by-step instructions to record the bad payment.
3. iGo Figure will automatically subtract the amount of the bad payment, and any return fees, from the Customer Account – and if it becomes negative, a due date will be required.
4. If you enter a date prior to today's date, the member will immediately go into Collections status.

Making a Payment toward the Customer Account

1. From the Main Menu, click "**Payments & Product Sales**," and select the member from the list.
2. Click on the blue "**Customer Account**" button in "The Store" (at the left side of the screen). Note: The current Customer Account balance will be displayed next to the button, for your convenience.
3. A screen will open, asking how much you wish to deposit into the Customer Account. Enter the amount, and click "**OK**."
4. The Customer Account payment appears in the "Shopping Cart" at the right part of the screen.
5. Click "**Next**" and complete the Payments & Product Sales screens as you normally would, specifying how the payment was received.

Using the Customer Account to pay for a purchase, in full or in part

1. Process Payments & Product Sales as you normally would.
2. When you reach the "Checkout" screen, click the "Customer Account" at the left side of the screen. The Customer Account will appear as a payment method at the right side of the screen.
3. Enter the amount to be paid from the Customer Account. This can be all, or any portion, of the total purchase.
4. The amount you enter will be automatically subtracted from the Customer Account balance. (This may cause the Customer Account balance to become negative – or it may simply reduce the Customer Account balance back to zero.)
5. Remember that if the Customer Account balance becomes negative, you will be required to enter a due date.

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Viewing an individual customer's Account Balance

1. Go to the "**Accounts**" tab in the member's record.
2. Click on the "Customer Account" at the left side of the screen.
3. You will see complete Customer Account details, including:
   - A complete ledger showing every debit and credit to the Customer Account, along with the date, amount, and reason.
   - The overall Customer Account Balance.
   - The due date (if the account balance is negative).

Viewing all Negative Customer Account Balances

1. From the Main Menu, click "**Money Management**" and then click on "**Balances Due & Collections.**"
2. You will see a list of all negative Customer Account balances.

Some useful things you can do on the screen show above:

- Sort the list by date due (just click on the column heading). All those entries on today's date, or before, will be in Collections status. All those entries with a future date indicate the customer owes you money, but it is not yet due, and the customer is therefore not yet in Collections status.
- Sort the list by customer name (either first name or last name – again, just click on the column heading). You will be able to quickly and easily see which of your customers owe you money.
- Sort the list by the account balance, so you can see every debt owed to you, in order from smallest to largest (or the other way around).
- Pay (or Owner Comp) any Customer Account you wish – just click in the appropriate place in the last two columns, and then click the "**Next**" button at the lower-right part of the screen.

Viewing all non-zero Customer Account Balances

1. From the Reports menu, select "Management Reports" at the left, and "Customer Account Balances" at the right.
2. Select the date for which you wish to view the report, and click "**OK.**"
3. You will see a list of all non-zero Customer Account balances (positive and negative).

Closing out a Customer Account Balance

If a customer has a positive Customer Account balance and wishes to cash it out, follow these steps:

1. From the Main Menu, click on "**Payments & Product Sales**" and select the member from the list (by clicking on their name).
2. Click on "Miscellaneous Sale Item" (in "The Store" at the left side of the screen) and then click "**Next**" (leaving the price at $0.00).
3. Click "**Next**" again, which will bring you to the Checkout screen, and click the "**Customer Account**" button at the left side of the Checkout screen.
4. When the Customer Account payment method opens at the right side of the screen, enter the amount you wish to pay the customer (it could be all or just part of the balance they have in their Customer Account).
5. Click "**Next.**" You will be asked how you wish to handle the change. Make sure the "Give change in cash" option is checked, and click "**OK.**"

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