



StarPM: Credit Control

User Guide

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Copyright

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Introduction

StarPM: Credit Control provides all of the information required for Credit Control in a single tabbed display.

Features include:

- A Client List on the home page, displaying the details of all Clients with AR pending collection.
- Flexible filtering, allowing credit controllers to keep particular sets of records in focus, to highlight key factors such as Clients with Days to Pay at the top of the list, or simply to limit the number of records displayed.
- User-definable colour coding to visually highlight any Clients exceeding their Credit Limit or with imminent Days to Pay.
- Customisable categorisation of Clients according to customisable Credit Statuses (e.g. under query; in litigation), and of individual transactions according to Transaction Statuses.
- Customisable date-related Action Types, to flag events such as last actions and Client follow-ups.
- Customisable Credit Control Ticklers, to automate the notification of specified Staff of actions due.
- Client-level Transactional Notes.
- One-click email for selected Clients.
- The ability to Escalate transactions to other Staff.

Replace Terms

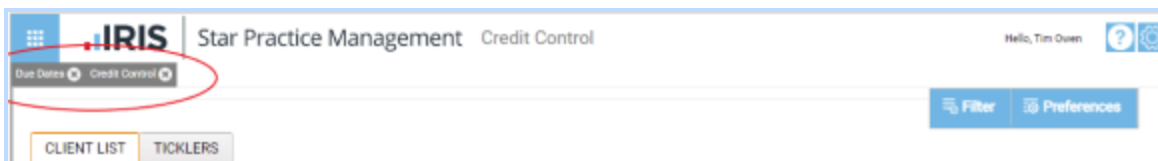
Many of the standard terms used throughout any 'vanilla' installation of StarPM can be replaced by synonyms. This is useful, for instance, when Star terminology does not reflect the standard lexicon of your organisation. Star refers to such synonyms as Replace Terms.

Replace Terms are defined in Star Practice Data Manager, in Firm Details.

This manual uses standard terms throughout.

Application Tabs

In StarPM, each open module is represented by a tab in a tab row beneath the HTML Title header.

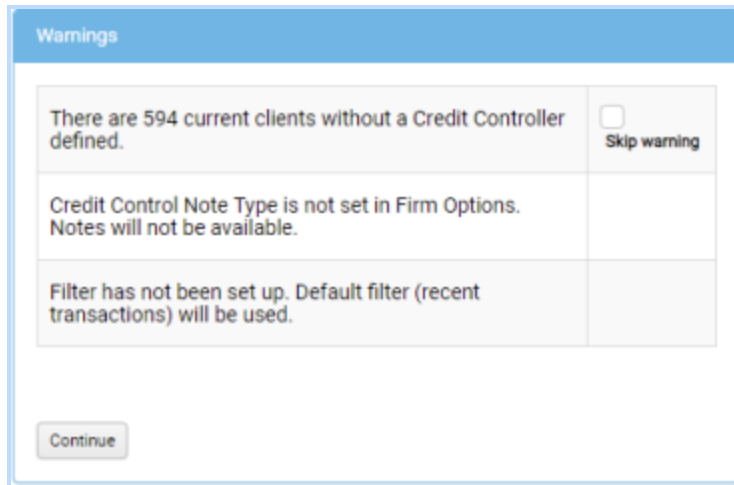


Application tabs are usually configured to display only when a cursor moves over the header area. They can, however, be configured to display permanently, in order to stop the interface shifting up and down each time the tab display is toggled on/off.

Application tab behaviour is governed by a setting in the Star database.

Login Warnings

When logging in to StarPM: Credit Control for the first time, a **Warnings** dialog is displayed to flag any usability issues that have been identified in the current configuration of Credit Control data.



These Warnings will continue to be displayed on each subsequent login until either the issues they identify have been resolved, or—where the option is available—you select the **Skip Warning** checkbox.

Most issues can be resolved by completing or amending the Setup of Module Name (variable) in Star PDM.

For the warning **Filter has not been set up. Default filter (recent transactions) will be used**, see [Default Filter](#) below.

For the warning **There are n current Clients without a Credit Controller defined**, see the **Client List** topic [Assigning a Credit Controller](#).

Having taken note of any issues you need to resolve after login, click **Continue** to access the module.

Module Toolbar

The module toolbar, at top right, gives direct access to Filter settings and user Preferences.

- **Filter** - Displays the [Credit Control Advanced Filter](#).
- **Preferences** - Displays the [Preferences](#) window.



Preferences

StarPM: Credit Control allows you to configure data display settings according to your own preferences:

To access the **Preferences** window:

- Click the [module toolbar](#) **Preferences** button.

The screenshot shows the 'Preferences' dialog box with the following sections:

- Ageing Columns:** A table with columns 'DAYS FROM', 'DAYS TO', and 'CAPTION'. It contains five rows of ageing ranges. Each row has a delete button (X) and a refresh button (circular arrow).

DAYS FROM	DAYS TO	CAPTION
0	30	<=30
31	60	31 - 60
61	90	61 - 90
91	120	91 - 120
121	0	>=121
- Days to Pay:** A table with columns 'DAYS FROM', 'DAYS TO', and 'COLOR'. It contains two rows of days to pay ranges with corresponding color highlights. Each row has a delete button (X) and a refresh button (circular arrow).

DAYS FROM	DAYS TO	COLOR
60	90	Orange
91		Red
- Preferred Address:** A group box containing three radio buttons: 'Client Address' (selected), 'Default Contact', and 'Statement Contact'.
- Exceeds Credit Limit Colour:** A group box containing a color selection dropdown menu currently set to orange.




At the bottom right of the dialog are 'OK' and 'Cancel' buttons.

Ageing and Days to Pay

In the **Ageing Columns** region, each grid row configures an **AGEING** column in the [Client List](#). Here, you can specify the age ranges for a maximum of seven **Ageing** columns, and enter a meaningful **Caption** (column header) for each.

In the **Days to Pay** region, each grid row configures a colour highlight to be applied to matching values in the **Client List's Days to Pay** column.

In each of these regions:

- Click  to add a new row to the Preferences grid.
- Click  to reset the Preferences in this region to their default settings.
- Click  to remove a row from the Preferences grid.

Preferred Address

The Preference selected in the **Preferred Address** region determines which address is displayed on the main screen, either **Client address**, **Default Contact** or **Statement Contact**.

If either a Default Contact or Statement Contact has been set up, StarPM: Credit Control Mail Merge can apply the Salutation, Friendly Salutation etc. for the appropriate Contact.

- Select the radio button matching your preferred Client address format: **Client Address**, **Default Contact**, or **Statement Contact**.

Exceeds Credit Limit Colour

In the **Exceeds Credit Limit Colour** region, you can select an appropriate colour in which to flag credit values that exceed an effective credit limit:

1. Click the drop-down control to invoke a colour palette.
2. Select a colour to highlight values that exceed the credit limit.

Save

To save your changes and apply your Preferences:

- Click **OK**.
The Preferences window is closed, and the **Client List** is updated and reloaded.

Client List

The StarPM: Credit Control home page is the **Client List** tab, which displays an expandable filtered grid view of every Client with an outstanding AR balance.

CLIENT NAME	CLIENT REF	DMC	CREDIT CON.	ESCAL.	FOLLOW	AGING				BALANCE	
						DAYS	>=121	UNAL.	FINANCE	CREDIT	BALANCE
Star Client 102	102	No	Owen, Tim			102	7,473.61	0.00	0.00	0.00	7,473.61
Star Client 106 Ltd	106	No	Owen, Tim			106	2,000.00	0.00	0.00	0.00	2,000.00
Star Client 110	110	No	Owen, Tim			110	4,040.60	0.00	0.00	0.00	4,040.60
Star Client 12	12	No	Owen, Tim			12	12,309.29	0.00	0.00	0.00	12,309.29
Star Client 120	120	No	Owen, Tim			120	1,660.31	0.00	0.00	0.00	1,660.31
Star Client 130	130	No	Owen, Tim			130	93,938.74	0.00	0.00	0.00	93,938.74
Star Client 131	131	No	Hartery, John			131	23,182.97	0.00	0.00	0.00	23,182.97
Star Client 140	140	No	Owen, Tim			140	13,889.00	0.00	0.00	0.00	13,889.00
Star Client 153	153	No	Hartery, John			150	15,464.07	0.00	0.00	0.00	15,464.07
						2,013.69	-24,948.00	20.01			1,988,743.62

Filtering is applied automatically on login. You can adjust filter settings using the [Credit Control Advanced Filter](#).

When a Credit Controller is selected in the **Credit Control Advanced Filter**, the home page **Client List** displays any records that match the specified filter criteria *plus* any Client records in which no Credit Controller has been specified. Only those records in which a different Credit Controller is specified are excluded.

This is intended functionality, so that records in which Client details have been incompletely or incorrectly set up are not overlooked when filters are applied.

When first displayed the grid is collapsed, with only the upper-level **Clients with Outstanding Fees** details on view (see below).

To expand an individual Client row:

- Click the ► expand button in the first column.

This reveals sub-grids for **Client Notes** and Client-specific **Outstanding fees** (see [Client Notes](#) and [Outstanding Fees](#)).

Each grid in the **Client List** extends to the right of the visible display. To view the columns on the right:

- Use the horizontal scroll-bar.
- Reduce the width of the grid by de-selecting any columns that you do not need to view. For details, see [Column Sorting and Filtering](#).

Clients with Outstanding Fees

Each row of the **Clients with Outstanding Fees** grid displays a single Client's details, including their name and reference, contact details, credit status, credit limit, ageing data (Days to Pay, unallocated cash, finance charges) and current balance.

On initial viewing, the first grid row—the uppermost Client—is selected by default.

PARENT REF	PARENT NAME	CLIENT GROUP	CLIENT NAME	CLIENT REF	ADDRESS	CITY	STATE
			Kajal G	141			
			Lokesh	204	7 Road Create...	Wembling	
4005	Andrews Restaurant ...		Mahban G	435			
			Mark P	507			
			Quenton	382			

Details of any Client Transactional Notes and a Client's outstanding fees (Invoices, Receipts, Finance Charges, etc.) are displayed only when a row representing a Client is expanded.

To expand an individual Client row:

- Click the ► expand button in the first column.
This reveals the [Client Notes](#) and [Outstanding Fees](#) sub-grids.

Colour Coding

Red highlight on a row indicates that no Credit Controller has been associated with the Client. This highlighting is applied by default, and the associated colour cannot be changed.

Any other colour highlight on a row indicates the imminence of a due payment, relating to Days to Pay categories defined in your module [Preferences](#), **Days to Pay** settings.

Assigning a Credit Controller




If no Credit Controller is assigned to a Client, then the row representing that Client in the **Clients with Outstanding Fees** grid is highlighted in red-orange, and the **Credit Controller** field on that row displays **MISSING**.

The [Login Warnings](#) dialog will have flagged the number of current Clients without a Credit Controller when you logged in to the module.

To assign a Credit Controller to an individual Client:

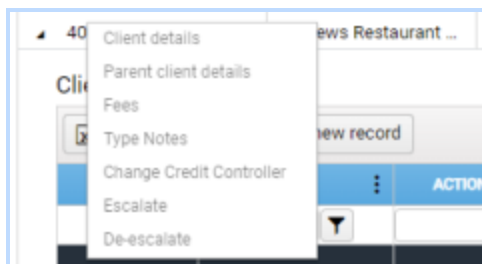
- Right-click the Client row, and select **Change Credit Controller**.
This displays the [Staff Selector](#).

Toolbar

-  **Export to Excel** - Exports the contents of the grid, including the column header row, to a new Excel worksheet. For details, see [Export to Excel](#).
-  **Client Search** - Displays the [Client Selector](#), in which you can locate and select a specific Client to add to the **Client List**.
-  **Invoice Search** - Displays an [Invoice Search](#) dialog.

Right-click Context Menu

First select, and then right-click any Client row in the **Clients with Outstanding Fees** grid to access the following context-specific menu of options.



- **Client Details** - Displays the Client's details, as configured in StarPM: Client UDF,* with the **Address** tab in focus.
- **Parent Client Details** - Active only if there is a Parent Client associated with the Client. Displays the Parent Client details, as configured in StarPM: Client UDF.*
- **Fees** - Displays the Client's details, as configured in StarPM: Client UDF,* with the **Fees** tab in focus.
- **Type Notes** - Displays the Client's details, as configured in StarPM: Client UDF,* with the **Transactional Notes** tab in focus.
- **Change Credit Controller** - Displays the [Staff Selector](#), in which you can select the Credit Controller to be assigned to the currently selected Client.
- **Escalate** - Displays the [Staff Selector](#) window, in which you can select the member of Staff to whom to escalate the currently selected Client transaction.
- **De-escalate** - Reverses an Escalation, cancelling the assignment of a Client or transaction to a nominated Staff member, and clearing the **Escalated To** value from the selected Client or transaction row.

*Client details, as configured in StarPM: Client UDF, are beyond the scope of this document.

Client Notes

The **Client Notes** grid displays any Credit Control Notes recorded against a given Client or transaction, with the most recent uppermost.

The screenshot shows the 'Client Notes' section of the software interface. It includes a table with the following columns: ACTION, DATE, ACTION TYPE, CREATED BY, PAYMENT PROMISED, COMMENTS, FOLLOWUP DA., and COMPLE. The table contains two rows of data:

ACTION	DATE	ACTION TYPE	CREATED BY	PAYMENT PROMISED	COMMENTS	FOLLOWUP DA.	COMPLE
	11/29/2021 4:16:2...	1st Letter	Tim Owen	0.00	Comments for first letter to LB.	12/9/2021	No
	11/29/2021 12:18:...	2nd Letter	Tim Owen	0.00	Comments for the second letter to LB.	12/30/2021	No

The visibility of Client Notes is dependent on a Firm-level switch setting maintained by your system administrator.

The **Action Type** indicates the type of Note, for example, a Note regarding a phone call or a letter. These Types are pre-configured.

To add an attachment to a Note:

- Click the Upload button in the **Add** column.
A standard file explorer window is displayed for you to select the attachment.

To view a Note attachment:

- Click the View Attachment button in the **View** column.

To delete a Note attachment:

- Click the Delete Attachment button in the **Delete** column.

To create a Tickler for a Note:

- Click the Add Tickler button in the **Tickler** column.
A [New Tickler](#) window is displayed.

To use an existing note as a template for a new Note:

- Right-click the existing Note row and select **Copy Note** from the context menu.
A copy of the original note is then inserted, open for editing, at the top of the **Client Notes** grid.

For further guidance on working with Notes, see [Note Tasks](#).

Toolbar

- **Export to Excel** - Exports the contents of the grid, including the column header row, to a new Excel worksheet. For details, see [Export to Excel](#).
- **Add New Record** - Inserts a new line for a new Note, open for editing, at the top of the **Client Notes** grid.

Right-click Context Menu

Right-click any row in the **Client Notes** grid to access a context-specific menu, offering a single option.

- **Copy Note** - Inserts a copy of the currently selected Note row, open for editing, at the top of the **Client Notes** grid.

Outstanding Fees

The **Outstanding Fees** grid displays Clients' outstanding fees—invoices, receipts, finance charges, etc.—in detail, in addition to details of any transactions that have been either flagged with a Transaction Status of 'Under Query' or Escalated to another Credit Controller.

The Outstanding Fees grid can be expanded to display invoice notes, an allocation history, and a breakdown of the split of the invoice between Jobs (Job Analysis).

The screenshot shows the 'Outstanding Fees' grid with the following data:

DATE	INVOICE NO.	TRANSACTION TYPE	BILLING PARTNER	CREDIT CONTROLLER	TOTAL	TOTAL	ALLO.	BALA.	VAT	C.	CURR.	CURR.
12/31/2008	INV00579	Invoice		Owen, Tim	15,153.69	15,123.29	0.00	15,123.29	1,972.60		0.00	0.00
1/20/2009	INV00914	Invoice		Owen, Tim	18,000.00	20,700.00	0.00	20,700.00	2,700.00		0.00	0.00
9/12/2017	INV00028	Invoice	J Taylor	Owen, Tim	34,759.60	41,711.52	0.00	41,711.52	6,951.62		0.00	0.00

To view details of invoices to which a receipt has been allocated, click ► to the left of the receipt row to expand it, displaying the following sub-grids:

- **Invoice Notes** - Any Transactional Notes recorded against the receipt.
If there are no such notes, the grid is not displayed.
Invoice Notes can be edited in-line. For details, see [Note Tasks](#).
- **Allocated Items** - An allocation history of the receipt, i.e. details of any invoices to which the receipt has been allocated.
- **Job Analysis** - The split of the invoice between Jobs.
A right-click context menu in the Job Analysis grid presents the following options:
 - **Job Details** - Displays the Job record derived from the StarPM: Job UDF in a separate window, with the **Information** tab in focus.
 - **AR** - Displays the Job record derived from the StarPM: Job UDF in a separate window, with the **AR** tab in focus.

Right-click Context Menu

First select, and then right-click any Client row in the **Outstanding Fees** grid to access the following context-specific menu of options.

This context menu gives access to aspects of StarPM: Accounts Receivable and StarPM: Billing functionality. Refer to the User Guide for the relevant module for further details or context.

- **View Bill** - Displays the Bill PDF in a new browser tab.

The **View Bill** option is available only if a file with a filename matching the Invoice Number exists in the location configured for StarPM: Billing PDFs.

- **Reverse Bill** - Displays a [Reverse Bill](#) dialog.
- **Reinstate Bill** - Displays a [Reinstate Bill](#) dialog.
- **Edit Invoice Address** - Displays the [Edit Address Details](#) window.
- **Set Bill for Printing** - Sets the status of the Bill to Ready for Print, and displays a confirmation dialog.
- **Undo Allocations** - Displays an [Undo Allocations](#) window, in which you can undo any Profit and Loss allocations.
- **View WIP Relieved** - Displays a **WIP Relieved** window, presenting a read-only summary of WIP relieved for the selected transaction.
- **Transfer Unallocated Cash** - Displays the **Job Selector**, in which you can select a Job to which to transfer unallocated cash. For details, see [Transfer Unallocated Cash](#).
- **Reverse Receipt** - Reversing undoes all of the Items in a Batch simultaneously, automatically creating contra records in order to write out the balance.
- **Allocate Other** - Displays the [Other Allocations](#) window.
- **Change Credit Controller** - Displays the [Staff Selector](#), in which you can select the Credit Controller for the transaction.
- **Change Billing Partner** - Displays the [Staff Selector](#), in which you can select the Billing Partner for the transaction.
- **Escalate** - Displays the [Staff Selector](#) window, in which you can select the member of Staff to whom to escalate the transaction.
- **De-escalate** - Reverses an Escalation, cancelling the assignment of a transaction to a nominated Staff member, and clearing the **Escalated To** value from the transaction row.

Ticklers

Ticklers can be used to remind selected Staff of Credit Control actions due.

The **Ticklers** tab displays a list of all of the Ticklers that have been created for use in Credit Control.

Ticklers are optional in StarPM: Credit Control, and may not be in use in your organisation's implementation. When in use, a dedicated Tickler Type for Credit Control is recommended, but not mandatory.

Ticklers can be created only within the **Client List**, [Client Notes](#) grid. They are then listed in the **Ticklers** tab, in which they can be reviewed and opened for editing (see below).

ACTION	PRIORITY	DUE DATE	TITLE	DETAIL	CLIENT NAME	STAFF NAME	COMPLETE	DURATION	E.T.C.
	Normal	1/18/2022	Test	Test Tickle	ABC-D'oneill	Tim Owen	No <input type="radio"/> Yes <input type="radio"/>	0	0
	High	1/24/2022	Payment Due	Payment due on the 24th.	ABC-D'oneill	Tim Owen	No <input type="radio"/> Yes <input type="radio"/>	0	0
	Low	1/31/2022	Reminder!	This is your reminder.	ABC-D'oneill	Tim Owen	No <input type="radio"/> Yes <input type="radio"/>	1	0


The Ticklers grid can be ordered according to the values in any column. For details, see [Column Sorting and Filtering](#).

Edit a Tickler

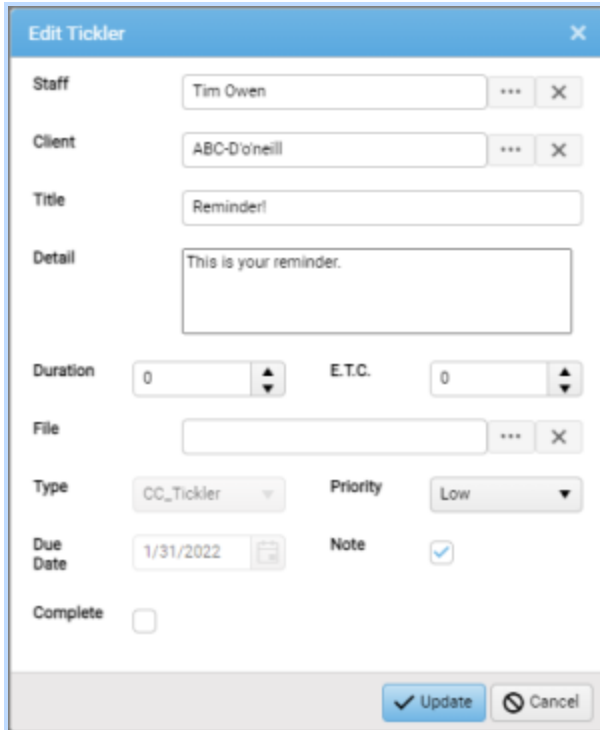
Ticklers can be configured such that specified Staff receive reminders of Credit Control actions due.

For Tickler creation, see Note Tasks: [Add a Tickler \(Reminder\) to a Note](#).

To edit a Tickler:

1. In the Client Note row, click  **Edit**.


An **Edit Tickler** window is displayed.



The screenshot shows the 'Edit Tickler' dialog box with the following details:

- Staff:** Tim Owen
- Client:** ABC-D'oneill
- Title:** Reminder!
- Detail:** This is your reminder.
- Duration:** 0
- E.T.C.:** 0
- File:** (empty)
- Type:** CC_Tickler
- Priority:** Low
- Due Date:** 1/31/2022
- Note:**
- Complete:**

Buttons at the bottom:

2. Edit the Tickler's details as required.
3. To save your changes, click  **Update**.

The Tickler's details are saved, and the display of its details the [Ticklers](#) tab is updated.

Transaction Tasks

This topic describes how to work with Client- or Transaction-level records in the [Client List](#).

For Notes, see [Note Tasks](#).

Set a Transaction's Status

A fundamental part of Credit Control is the need to flag certain transactions as being, for example, 'Under Query' or 'In litigation'.

In StarPM: Credit Control, Clients can be categorised by Credit Status, and individual transactions sub-categorised according to a Credit Control 'Transaction Status'.

To set a transaction Status:

1. Expand the relevant transaction row in the **Client List**, [Clients with Outstanding Fees](#) grid.
2. In the [Outstanding Fees](#) sub-grid, on the appropriate row, left-click within the **Trans. Status** (Transaction Status) column to activate a drop-down list control.
3. Select the appropriate Credit Control Status from the drop-down list.

In the **Clients with Outstanding Fees** grid, the value in the **Under Query** column is updated automatically.

To see which Clients have the largest number of Under Query items, left-click the **Under Query** column header to sort the Client List according to those values.

Escalate a Client or Transaction

Client transactions can be escalated—to a Partner or Manager, for example—via the right-click context menu option in the **Client List**, [Clients with Outstanding Fees](#) grid. The same context menu offers the option to De-escalate, or reverse an escalation.

Similarly, individual transactions can be escalated (or De-escalated) via the right-click context menu option in the **Client List**, [Outstanding Fees](#) grid.

Escalation does not change the Credit Controller assigned to the Client. For help with this, see [Change Credit Controller](#).

Escalate

To escalate a Client:

- In the **Clients with Outstanding Fees** grid, right-click the relevant Client row, and select **Escalate** from the context menu.

The [Staff Selector](#) is displayed.

To escalate a Transaction:

- In the **Outstanding Fees** grid, right-click the relevant Transaction row, and select **Escalate** from the context menu.

The **Staff Selector** is displayed.

In each case, when a Staff member is selected, the Client or transaction is escalated to them, and the **Escalated** cell on the Client or Transaction row is updated to display the selected Staff's Surname and Forename.

Staff can see any transactions that are Escalated to them by setting the [Credit Control Advanced Filter](#) accordingly.

SQL/Email notifications might also be configured in your organisation's implementation of StarPM: Credit Control. Check with your system administrator.

De-escalate

To De-escalate a Client:

- In the **Clients with Outstanding Fees** grid, right-click the relevant Client row, and select **De-escalate** from the context menu.

To De-escalate a transaction:

- In the **Outstanding Fees** grid, right-click the relevant Transaction row, and select **De-escalate** from the context menu.

In either case, the previously selected Staff's Surname and Forename are cleared from the **Escalated** cell on the Client or Transaction row.

Change Credit Controller

All of a Client's transactions can be assigned to a new Credit Controller. Similarly, individual transactions can be assigned to a specific Change Controller.

If any transactions have been Escalated, those Escalation assignments are unaffected by any change of Credit Controller.

To change Credit Controller at Client level:

- In the **Client List**, [Clients with Outstanding Fees](#) grid, right-click the relevant Client row, and select **Change Credit Controller** from the context menu.

To change Credit Controller at Transaction level:

- In the **Client List**, [Outstanding Fees](#) grid, right-click the relevant transaction row, and select the **Change Credit Controller** from the context menu.

In each case, the [Staff Selector](#) is displayed. When a Staff member is selected, the **Credit Controller** cell on the relevant Client or Transaction row is updated to display the selected Staff's Surname and Forename.

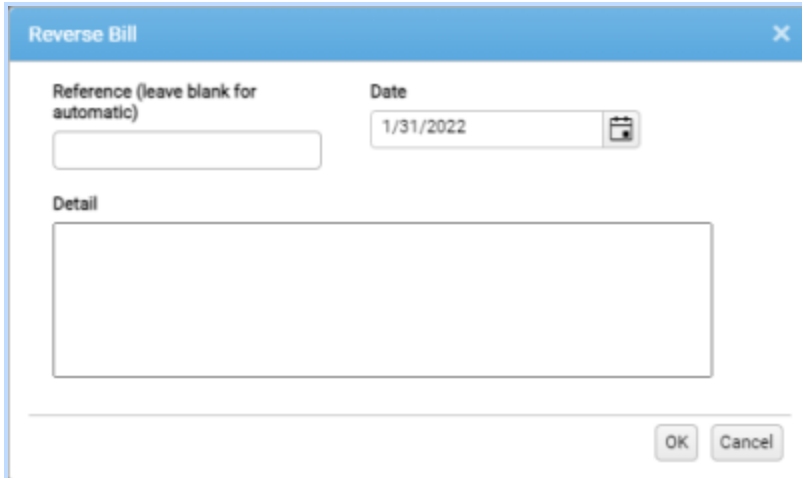
The new Credit Controller can see any transactions that are assigned to them by setting the [Credit Control Advanced Filter](#) accordingly.

SQL/Email notifications might also be configured in your organisation's implementation of StarPM: Credit Control. Check with your system administrator.

Reverse Bill

The **Reverse Bill** dialog allows you to reverse a selected transaction, creating a Reversed Bill in order to cancel the whole amount.

It is accessed via the context menu in the **Client List**, [Outstanding Fees](#) sub-grid.



The screenshot shows a dialog box titled "Reverse Bill". It has a blue header bar with a close button (X) on the right. The main area contains three input fields: "Reference (leave blank for automatic)" is a text box; "Date" is a text box containing "1/31/2022" with a calendar icon to its right; "Detail" is a large text area. At the bottom right, there are "OK" and "Cancel" buttons.

In this window:

- **Reference** - Either enter a reference, or leave this field blank for a reference to be generated automatically.
- **Date** - Defaults to the current date. To select an alternative date, click the calendar control to the right of the date field.
- **Detail** - Enter any supplemental notes; for instance, to describe the reason for the reversal.

To create the Reverse Bill:

1. Click **OK**.

A Success confirmation is displayed with the message "You have just created a reversed bill with the reference <Ref>".

2. Click **OK** to close the confirmation dialog.

Reinstate Bill

The **Reinstate Bill** window allows you to Reinstate the selected transaction as a Draft Bill.

It is accessed via the context menu in the **Client List**, [Outstanding Fees](#) sub-grid.

In this window:

- **Reinstated Bill Date** - Defaults to the current date. To select an alternative date, click the calendar control to the right of the date field.
- **Credit Note Date** - The date of the note is set automatically when the Credit Note is actioned.
- **Reference** - Enter a reference, or leave this field blank for a reference to be generated automatically. The default Reference is DRAFT.
- **Detail** - Enter any supplemental notes, e.g. to describe the reason for the reinstatement.

To reinstate the Bill:

1. Click **OK**.

A **Success** confirmation is displayed with the message "*You have just created a reinstated bill with the reference <Ref>*".

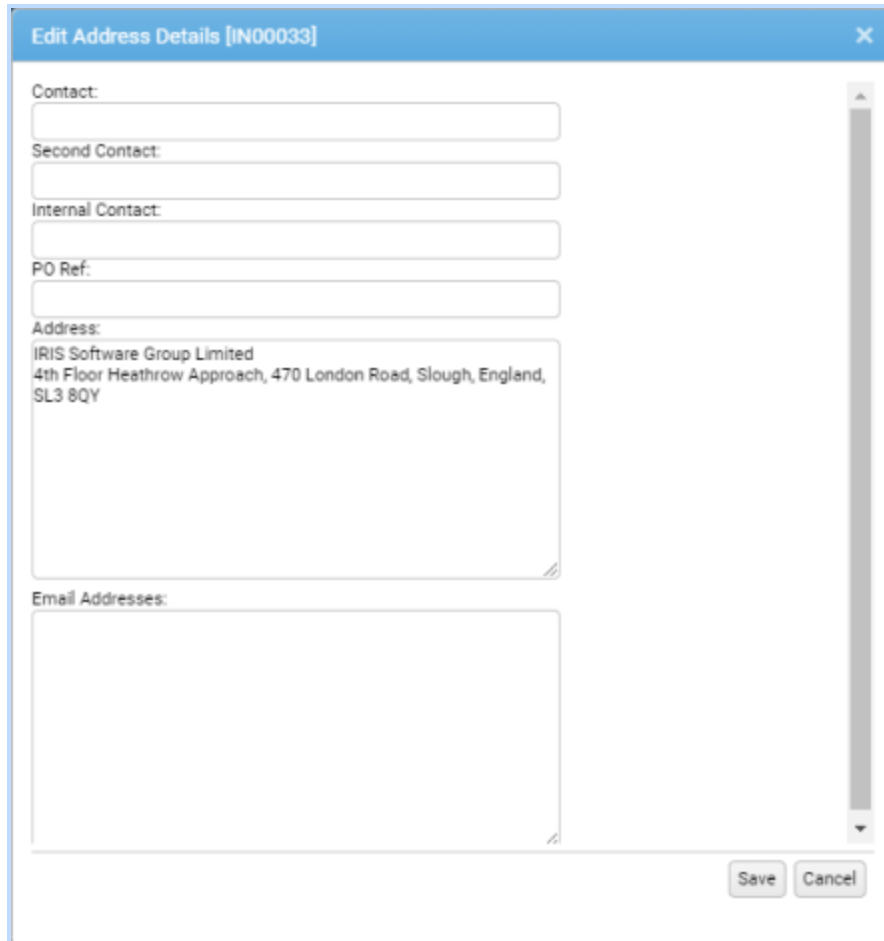
2. Click **OK** to close the confirmation dialog

Unless Windows Billing has been totally disabled, Reinstated Bills are reinstated into their originating Billing application, either StarPM (Web) Billing or Star (Windows) Billing. Where Windows Billing has been totally disabled, all Bills—including any Bills generated in Windows billing—are reinstated into StarPM: Billing.

Edit Address Details

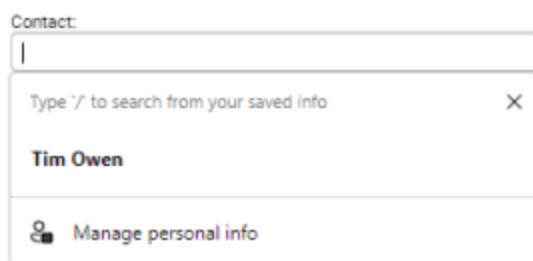
The **Edit Address Details** dialog allows you to make any necessary changes to the current Client address or Contacts.

It is accessed via the context menu in the **Client List**, [Outstanding Fees](#) sub-grid.



To select a different Contact:

1. Click the relevant **Contact** field to activate a selector.



2. Either select a Contact from the list in the drop-down, or enter the name you are searching for into the **Contact** text field.

The field is filtered automatically as you type.

Transfer Unallocated Cash

If there is any unallocated cash remaining in an approved Batch, or an approved Allocation is undone and its balance restored, you can transfer the unallocated cash to another Job, which can be any Job in any Entity, for any Client.

This functionality is available (active) only for a Receipt, Bad Debt, or Adjustment with a remaining balance in an approved Batch. It is not available for Invoices, Credit Notes or Finance Charges.

To transfer unallocated cash, from the **Client List**, [Outstanding Fees](#) sub-grid:

1. Select a Batch Item with a balance.
2. Right-click the Item row and select **Transfer Unallocated Cash** from the context menu.
The **Job Selector** is displayed.
3. In the **Job Selector**, search for and select the target Job to which to transfer unallocated cash.
This can be any Job, in any Entity.
4. Click **Select**.

The Job Selector is closed, and the application displays a prompt for confirmation:

"Are you sure you want to transfer unallocated cash to the selected Job?"

5. Click **OK** to confirm the transfer and close the dialog.

If the target Job is in the same Entity and for the same Client as the source Job, a new Batch Item is created for the transferral with the Unallocated Cash Job selected automatically.

If Cross Entity functionality is active in your organisation's implementation, a contra is created to write out the balance on the Receipt and a new unapproved Batch is created for the transferral.

Other Allocations


The **Other Allocations** window enables you to select and allocate against individual Batch Items, such as a partially allocated Invoice from a previously processed Batch, or a Batch Item imported from Star PDM.

It is accessed via the context menu in the **Client List**, [Outstanding Fees](#) sub-grid.




The upper, **Other Item** grid displays the details of a single Other Item.

To select the Other Item, click the **Search** button within this grid to display the **Items Selector**, in which you can select first a Client, and then the Batch Item to allocate against.

Any errors in this grid are indicated by a warning icon  in the first column. Rest your cursor over the warning icon for an explanatory tooltip.

A right-click context menu in the **Other Item** grid presents the options [Undo Allocations](#), [Transfer Unallocated Cash](#), and [Reverse Allocations](#).

Once the **Other Item** has been selected, the lower **Allocations** frame is populated, and you can proceed to make allocations against the selected Item.

1. Select an **Allocation Item** row.
2. Allocate the receipt by any of the following methods:
 - To allocate by value, enter the **Amount** to allocate.
 - To partially allocate a Receipt, enter an **Amount** less than the Other Item **Amount**.
 - To allocate automatically, click the **Auto-Allocate** button  in the **Amount** cell.
 - To allocate proportionately, on a pro rata basis, click the **Pro Rata** button.
 - To allocate on a First In, First Out basis, click the **FIFO** button.

Discount Splits functionality (allocations at Item-, Job- or Split-level), can be accessed by clicking the **Discount Splits** button. For details, refer to the User Guide for StarPM: Accounts Receivable.

3. Click **Approve**.

Undo Allocations

You can undo allocations, even after they have been approved, provided the Job is neither Closed nor Suspended.

Subject to User Privilege.

To undo allocations:

1. In the **Client List**, [Outstanding Fees](#) sub-grid, right-click and select **Undo Allocations**.

This displays the **Undo Allocations** window.

2. In the **Undo Allocations** window, select a Receipt to de-allocate.

Multiple selection is not supported in this grid.

3. Click **Undo**.

If there is no Job linked to an allocated Cash Receipt to be de-allocated, the application displays a list of Jobs that belong to the Client being posted to and the Ledger the Batch is for: Select the Job to which to post the remaining balance on the Receipt.

If there is no Partner linked to an Item to be de-allocated, the application displays a list of Partners: Select the Partner to which to link to the de-allocated Item.

The application reverses the allocation, resets the **Amount**, closes the **Undo Allocations** window, and displays a confirmation dialog.

4. Click **OK** to close the dialog.

Reverse Allocations

You have the option to reverse Allocations after both they and the Batch have been approved.

This functionality is available (active) only for a Receipt, Bad Debt, or Adjustment with a remaining balance in an approved Batch. It is not available for Invoices, Credit Notes or Finance Charges.

Reverse is similar to [Undo Allocations](#), except that where an Undo is applied to an individual Batch Item, Reversing undoes all of the Items in a Batch simultaneously, automatically creating contra records in order to write out the balance. For a Reverse to succeed, any unposted Allocations in the Batch must be either cancelled, or posted and approved.

Refer to the User Guide for the StarPM: Accounts Receivable module for further details or context.

To Reverse allocations, within either the **Client List**, [Outstanding Fees](#) grid or the [Other Allocations](#), **Other Item** grid:

1. Select the Batch Item with a balance.
2. Right-click the Item row and select **Reverse** from the context menu.

If there are any unposted Allocations in the Batch, a message dialog is displayed to that effect. Before you can continue, these Allocations must be either cancelled, or posted and approved.

If no unposted Allocations are found in the Batch, the application displays a prompt for confirmation:

"Are you sure you want to reverse the Selected item?"

3. Click **OK** to confirm the reverse and close the dialog.

The application reverses the allocations.

Note Tasks

This topic describes how to work with Notes for Clients with outstanding fees.

See also, [Maintaining Notes in the Client Record](#).

Add a Transactional Note

The following assumes that a Transactional Note Type has been created for use in Credit Control.

To add a Client Note:

1. In the **Client List**, [Clients with Outstanding Fees](#) grid, expand the relevant Client row to display the [Client Notes](#) grid.

For Invoice Notes, first expand the relevant Client row, then expand the relevant transaction row in the [Outstanding Fees](#) grid to view the **Invoice Notes** sub-grid.

2. Right-click the relevant Transaction row, and select **Type Notes** from the context menu .

A new row is inserted at the top of the grid, ready to be populated.

ACTION	DATE	ACTION TYPE	CREATED BY	PAYMENT PROMISED	COMMENTS	FOLLOW-UP DA...	COMPLETE
<input checked="" type="checkbox"/>			Tim Owen	0.00			Yes <input type="radio"/> No <input type="radio"/>
<input type="checkbox"/>	12/1/2021 11:31:4...	3rd Letter	Tim Owen	0.00	Third Letter to the Client		No

3. In the **Action Type** drop-down control, select the appropriate predefined Action Type for this Note.
4. Enter the text of your Note into the **Comments** field.

If you do not enter Comments, the application will display a tool-tip prompt for you to do so before you can Update to proceed.

The **Action Type** and **Comments** are the only values that are required to create a Note.

The **Date** will default to the current date when you click **Update**.

5. To save the Note, click **Update** in the **Action** column.

Alternatively, to discard the draft Note, click **Cancel**.

In the **Client Notes** grid, the Note row is locked, becoming read-only.


In the **Clients with Outstanding Fees** grid, on the Client row, the **Last Action** date is updated to the current date.

Edit a Transactional Note

The basic Note edit functions are available either in the **Action** column, the first column in both the **Client List**, [Client Notes](#) and [Outstanding Fees](#), **Invoice Notes** grids.

Transactional Notes can be deleted only in the Client UDF. See [Maintaining Notes in the Client Record](#).


To Edit an Existing Note:

- In the **Action** column, click  **Edit**.

The Note row is unlocked and can be edited.

The **Edit** button is replaced by  **Update** and  **Cancel** buttons.

To discard any unsaved edits on an active Note row:

- Click  **Cancel**.

To save any edits to an open Note row:

- Click  **Update**.

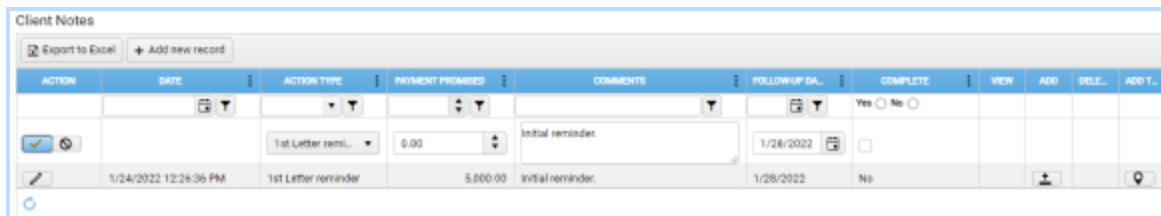
Copy a Transactional Note



To create a new Client Note or Invoice Note using an existing Note of the same type as a template:

- In the **Client List**, [Client Notes](#) grid, right-click the existing Note, and select **Copy Note** from the context menu.


A new Note line is inserted at the top of the grid.

The **Action Type**, **Comments** and **Follow-Up Date** are copied from the source Note, but can be edited. All other values are cleared, as are any links to attachments.



ACTION	DATE	ACTION TYPE	PAYMENT PROMISED	COMMENTS	FOLLOWUP DA.	COMPLETE	VIEW	ADD	DELE.	ADD T.
		1st Letter remind.	0.00	Initial reminder	1/26/2022	<input type="checkbox"/>				
	1/24/2022 12:26:36 PM	1st Letter reminder	5,000.00	Initial reminder	1/26/2022	No				

- To save the Note, click  **Update** in the **Action** column.


Alternatively, to discard the draft Note, click  **Cancel**.


Add a Tickler (Reminder) to a Note

Ticklers can be configured such that specified Staff receive reminders of Credit Control actions due.

Ticklers are optional in StarPM: Credit Control, and may not be in use in your organisation's implementation.

Optionally, before starting, copy the Note's **Comment** text, so that you can paste it into the Tickler's **Details**. This saves time and makes it easier to cross-check Notes and Ticklers.

1. In the **Client List**, [Client Notes](#) grid, on the Note row, click the  **Add Tickler** button.
A *New Tickler* window is displayed.





2. Enter the Tickler details., optionally pasting the copied Comment text into the **Detail** field.
3. Click **OK** to save the Tickler

The Tickler will now be listed for quick viewing in the [Ticklers tab](#).

Set a Follow-up Date

To set a date for a follow-up action:


In the **Client List**, [Client Notes](#) grid, on the appropriate Note row:

1. In the **Action** column, click  **Edit**.
2. Click the **Follow-up Date** calendar control.
Select a date from the control.
3. In the **Action** column, click  **Update**.



Note Attachments

Note attachment functions are available in a group of columns—**View, Add, Delete**—at the end of the **Client List, Client Notes** grid.

To add an attachment to a Note:

1. In the **Add** column, click  **Upload Attachment** to display a file browser.
2. Locate and select the file to be attached.

Once an attachment is selected and uploaded:

- The attachment is copied to your local attachments folder.
- A  **View Attachment** button is displayed in the **View** column.
- A  **Delete Attachment** button is displayed in the **Delete** column.

To check the filename of an uploaded attachment, rest your cursor over either button. The attachment filename is then displayed in a tooltip.

To view an attachment:

- Click  **View Attachment**.

The attachment is displayed, either in a new Web browser window, or in the default application associated with the file type in your local system settings.

To delete an attachment:

- Click  **Delete Attachment**.



The attachment is deleted from your local attachments folder.

If there are no other attachments for the Note, the **View** and **Delete** buttons are removed from their respective columns.

Completing a Note

In the **Client List, Client Notes** grid, the **Complete** column indicates whether or not each Note has been completed, **Yes** or **No**.

To mark a Note as Completed:

1. Click the **Edit** button  in the **Action** column.
The Note row is opened for editing.
2. Select the checkbox in the **Complete** column.
3. Click the **Update** button  in the **Action** column.

The value in the **Complete** column changes from **No** to **Yes**.

Maintaining Notes in the Client Record

The following assumes that a Transactional Note Type has been created for use in Credit Control.

Transactional Notes—including those of the type set up for use in Credit Control— can be created and maintained in Client User-defined Forms (Client UDF).

Transactional Notes of all types can be maintained (created, edited, exported to Excel, or deleted) in the Client UDF record.

To review the Client UDF record:

1. In the **Client List**, [Clients with Outstanding Fees](#) grid, right-click the relevant transaction row, and select **Type Notes** from the context menu.
2. The **Client** UDF is displayed in a new window, with the **Type Notes** tab in focus.

CREATED	CREATED BY	NOTE TYPE	APPLY DATE	FOLLOW-UP D.	PAYMENT PRO.	ACTION TYPE	Yes
6/16/2021	Tim Owen	CC_Notes_Type	6/16/2021		14.47	3rd Letter - legal	
6/8/2021	Tim Owen	CC_Notes_Type	4/1/2021	4/1/2021	0.00	Phone call	
3/25/2021	Tim Owen	CC_Notes_Type	4/1/2021	4/1/2021	11.55	Phone call	
3/24/2021	Tim Owen	CC_Notes_Type	3/31/2021	3/31/2021	123.45	Phone call	
3/17/2021	Tim Owen	CC_Notes_Type	3/31/2021	3/21/2021	1,703.01	Phone call	
1/3/2020	Tim Owen	CC_Notes_Type	1/7/2020	1/6/2020	103.03	2nd Letter pay-up	
1/3/2020	Tim Owen	CC_Notes_Type	1/6/2020	1/6/2020	101.01	1st Letter reminder	
12/13/2019	Tim Owen	show in billing	12/13/2019				
12/13/2019	Tim Owen	Phone call	12/13/2019				
12/3/2019	Tim Owen	Meeting	12/3/2019				

To add a Credit Control Note within the **Client** UDF, **Type Notes** tab:

1. In the **Type Notes** tab header, click **Add New**.

An **Add New Transactional Note** window is displayed.

2. In the **Note Type** drop-down control, select the Note Type used in your organization for Credit Control.
3. Enter the text of your Note into the **Note** field.

If you do not enter Note text, the application will display a tool-tip prompt for you to do so before you can Update to proceed.

The **Note** text and **Note Type** are the only mandatory values.


The **Apply Date** will default to the current date when you click **Update**.

You have the option to attach a supporting document by clicking **Choose File** to access a file browser.

4. When you have completed the Note details, click **Update**.

Alternatively, to discard the draft Note, click **Cancel**.

The **Add New Transactional Note** window is closed.

5. In the Client UDF, your new Note is inserted as the uppermost row in the **Type Notes** tab.
6. Click **Save & Close** to save the new Note and close the **Client** UDF window.
7. Back in the StarPM: Credit Control **Client List**, click the  **Refresh** icon at the foot of the **Client Notes** grid. Your new Note is inserted as the uppermost row in the grid.
8. Optionally, to select a suitable date for a follow-up action, click the **Follow-up Date** calendar control.

You can also set a reminder for the follow-up: See [Add a Tickler \(reminder\) to a Note](#), below.

Searching, Filtering and Selecting

This section describes the following aspects of search, selection and grid filtering functionality:

- Default Filtering
- [Credit Control Advanced Filter](#)
- [Column Sorting and Filtering](#)
- [Invoice Search](#)
- [The Client Selector](#)
- [The Staff Selector](#).

Default Filtering

When logging in to StarPM: Credit Control for the first time, a **Warnings** dialog is displayed to flag any usability issues that have been identified in the current configuration of Credit Control data (see [Login Warnings](#)).

One of these warnings is "*Filter has not been set up. Default filter (recent transactions) will be used*".

Since any database can be expected to hold a lot of data, rather than load all outstanding AR for all Clients, a default filter is applied so that only data for the past three months is displayed. For example, if you first access Credit Control on 26 June 2022, then the date range of the default filter will be From 26 March 2022.

Once the Default Filter has found all the outstanding AR for Clients within the last three months, that data is displayed in the Credit Control main screen.

The default filter can be overridden in the [Credit Control Advanced Filter](#), either by clearing the default **Date Range** value in the **Transactions** region so that no date range filtering is applied, or by specifying an alternative Date Range.

Credit Control Advanced Filter

The **Credit Control Advanced Filter** enables you to configure filtering of the home page [Client List](#), overriding the [default filtering](#).

Advanced filtering might be applied, for example, to keep a particular Partner's records in focus, or simply to limit the number of records displayed.

You can also use the Advanced Filter to return only those records assigned to a specific Partner, Manager, or Credit Controller, or escalated to specific Staff member.

The **Credit Control Advanced Filter** is accessed by clicking the **Filter** option in the [module toolbar](#).

The Advanced Filter form is divided into three sections:




- **Client Portfolio** (see [Credit Controller](#) below).
- **Job Portfolio.**
- **Transactions.**

In each section, in the **Responsible** area, select the Staff responsible in the relevant roles.

- **All** - Only records that match all of those Staff selected as **Responsible** will be returned.
- **Either** - Any records that match any of the Staff selected as **Responsible** will be returned.

In the other fields, select any additional Client, Job or Transaction criteria by which you want the Client List to be filtered.

The buttons on each control have the following functions:

-  **Edit** - Displays a **Multi Select** control (see below), within which any available, options of the appropriate type are presented for selection.
-  **Clear** - Clears the current selection.
-  **Operator** - Assigns yourself to the role (automatically enters the ID of the currently logged in user).

To save your Advanced Filter settings:

- Click **OK**.

The **Credit Control Advanced Filter** is closed.

The Advanced Filter settings are saved, and will be applied to the **Client List** on each subsequent login.


Credit Controller

When a Credit Controller is selected in the **Credit Control Advanced Filter**, the home page [Client List](#) displays any records that match the specified filter criteria *plus* any Client records in which no Credit Controller has been specified. Only those records in which a different Credit Controller is specified are excluded.

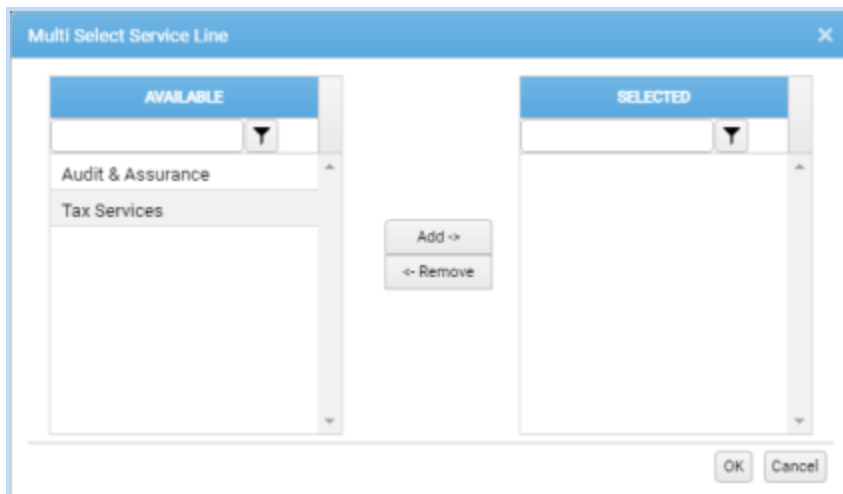
This is intended functionality, so that records in which Client details have been incompletely or incorrectly set up are not overlooked when filters are applied.

If no Credit Controller is assigned to a Client, then the row representing that Client in the **Client List** is highlighted in red-orange, and the **Credit Controller** field on that row displays **MISSING**.

Multi Select

A **Multi Select** window is accessed after clicking any of the  **Edit** buttons appended to fields in the [Credit Control Advanced Filter](#).

The full title of a **Multi Select** window—e.g. **Multi Select Service Line**—confirms the field from which it was invoked. Only data appropriate to that field's data type is offered for selection.



A list of available values appropriate to the filter criteria data type is listed in the **Available** column.

Multiple selection is not supported.

To add a value to the filter criteria:

- Select a value in the **Available** column

To filter the values listed in the **Available** column, type into the filter field a string matching any part or whole of a name or ID.


- Click **Add** to transfer the selected criteria to the **Selected** column.

To remove a value from the filter criteria:

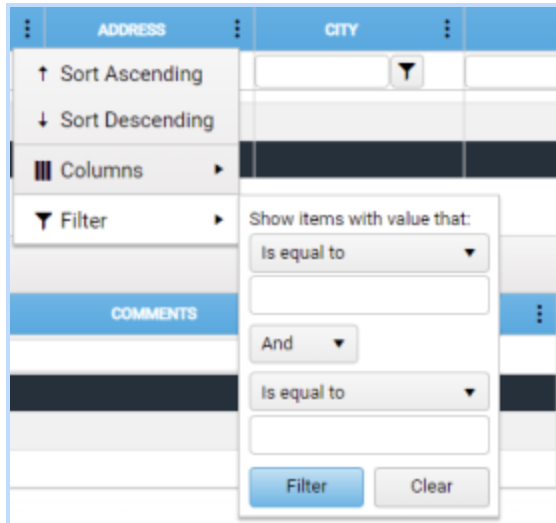
- Select a value in the **Selected** column.
- Click **Remove** to return the selected criteria to the **Available** column.

Once you have selected all of the options you want, click **OK**. The options listed in the **Selected** column are inserted into the relevant field in the [Advanced Filter](#).

Column Sorting and Filtering

Click the context menu toggle  in any column header to access the following options for column sorting and filtering:

- **Sort Ascending** - Applies an ascending alphanumeric sort order to the column.
- **Sort Descending** - Applies a descending alphanumeric sort order to the column.
- **Columns** - Displays a list of all columns available for display. Select only those that you want to view.
- **Filter** - Displays a filter control, enabling you to filter the column to display only those search results that match one or two specified conditions:




To apply a column filter:

1. In the upper selection control, select the first condition (**Is equal to**, **Starts with**, **Contains**, etc.).
2. In the first field, enter the value for the first condition.
3. If you are specifying two conditions, in the second selection control, select the appropriate operator (**And**, **Or**).
4. In the third selection control, select the second condition.
5. In the second field, enter the value for the second condition.
6. Click **Filter**.

Sizing and Moving Columns

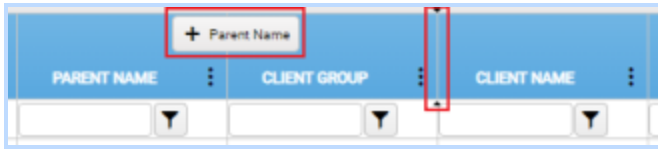
StarPM: Credit Control provides standard column sizing and moving features.

To adjust a column width, click and hold the edge of the column header so that the cursor toggles to  and drag in the required direction. The column width is expanded or decreased accordingly.

To move a column to the right or left, changing its position relative to the other columns, click and hold within the column header and drag sideways. The selected column header is temporarily represented by a floating tile




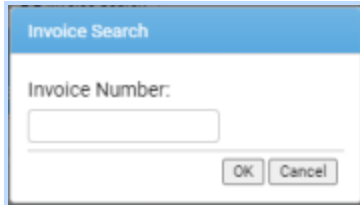
As the tile is dragged across the header row, the next potential insertion point is indicated by arrows , as in the following screenshot (note the icon in the tile also changes).



Release the tile when the desired insertion point is reached. The column is then relocated.

Invoice Search

The Invoice Search utility can be used to locate a specific invoice within the current [Client List](#). It is accessed by clicking the  **Invoice Search** button on the [Clients with Outstanding Fees](#) toolbar.



The screenshot shows a small dialog box titled "Invoice Search". It contains a label "Invoice Number:" followed by a text input field. Below the input field are two buttons: "OK" and "Cancel".

To search, simply enter the relevant **Invoice Number** and click **OK**.

The Invoice Search is applied only to the filtered subset of records currently populating the **Client List**, which may be only a subset of the records held in the Star database.

The Client Selector

The Client Selector enables you to select a Client to add to the home page [Client List](#).

The screenshot shows the 'Client Selector' window. It is divided into two main sections: 'Search Criteria' and 'Search Results'.

Search Criteria: This section contains several input fields and dropdown menus for filtering clients. The fields include: Client Ref, ClientID, Search Name, Firstname, Address Detail, City, County, Country, PostCode, Telephone, Email, Client Type (set to 'Individual'), Industry Type, Office, Partner, and Manager. There are 'Search' and 'Reset' buttons at the bottom right of this section.

Search Results: This section displays a table of search results. The table has four columns: CLIENTREF, SEARCHNAME, EMAIL, and CLIENTTYPE. The results are sorted by CLIENTREF in ascending order. The first row is highlighted in black.

CLIENTREF	SEARCHNAME	EMAIL	CLIENTTYPE
77	Client 77	client77@client.co.uk	Individual
169	Client 169	client169@client.co.uk	Individual
191	Client 191	client191@client.co.uk	Individual
192	Client 192	client192@client.co.uk	Individual
242	Client 242	client242@client.co.uk	Individual
252	Client 252	client252@client.co.uk	Individual
285	Client 285	client285@client.co.uk	Individual
289	Client 289	client289@client.co.uk	Individual
340	Client 340	client340@client.co.uk	Individual
406	Client 406	client406@client.co.uk	Individual
505	Client 505	client505@client.co.uk	Individual

At the bottom right of the table, it says '1 - 31 of 31 items'. There are 'Select' and 'Close' buttons at the bottom right of the window.

To enter a search:

1. Enter any appropriate **Search Criteria** that would help to narrow the search.
2. Click **Search**.

Any records that match the **Search Criteria** you entered are displayed in the **Search Results**.

If you need to narrow your search, enter additional Search Criteria and click **Search** again.

You can also clear individual Search Criteria, or click **Reset** to clear them all and begin again.

3. In the **Search Results**, apply any sort options or filters that will help to refine your selection. See below for details.
4. Select the Client from the **Search Results**.
5. Click **Select**.

A new row for the selected Client is added to the **Clients with Outstanding Fees** grid.

You can click **Close** at any time to close the Selector without making a selection.

The Staff Selector

The Staff Selector is used to select Staff when assigning a Credit Controller or escalating a Client transaction.

It is accessed via the right-click context menu in the **Client List**, [Clients with Outstanding Fees](#) grid.

S.	STAFF FORE.	M.	S.	STAFFTYPE	SERVICELINE	DEPT	WORKGROUP
t...	Tim		O.	Executive	Tax Services	Compliance	Audit
M...	Mark		W.	Manager 1			
t...	Toyin		E.	Manager 2		Support	
m...	Lukasz		B.	Director			Nicks Multi Workgroup
K...	kajal		s.	Manager 2		Audit	
T...	Thamali		M.	Senior Manager			Audit
T...	Tim		O.	Senior Manager			
K...	Ken		E.	Executive			
A...	Claire		A.	Executive	Tax Services	Audit	Nicks Multi Workgroup
N...	NONTSC		N.	Associate		Audit	Nicks Testino Group

In this simple selector, simply select the appropriate Staff member, applying [column filtering](#) as required.

With the Staff member selected, click **Select**. The Staff Selector is closed and you are returned to the **Client List**, the relevant field now populated with the selected Staff details.

In your organisation's implementation of StarPM: Credit Control, the Staff list in the Staff Selector might be customised for functions such as [Escalations](#).

The Other Allocation Items Selector

The **Other Allocation Items** Selector allows you to select first a Client, and then a Batch Item for [Other Allocations](#). It is access by clicking **Search** within thin the **Other allocations** window, **Other Item** grid.

Initially, only the upper **Clients** selector is displayed. The lower **Search Criteria** and **Search Results** frames are displayed only after a Client has been selected.

To select the Other Item that you want to allocate against, you must first select the relevant Client:

1. Start typing a Client name into the **Clients** field.
2. Any matching Clients are automatically listed in a drop-down, from which you can make a quick selection.
Alternatively, click ▼ at the end of the **Clients** field to display a full drop-down selection, or click the ellipsis (...) button to display the [Client Selector](#).

Once a Client is selected, the **Search Criteria** and **Search Results** frames are displayed, and you can proceed to select a Batch Item.

1. In the **Search Criteria** frame, selectively enter or select any Batch Item criteria that would help to narrow the search.
2. Click **Search**.
Any records that match the **Search Criteria** you entered are displayed in the **Search Results**.
If you need to narrow your search, enter additional Search Criteria and click **Search** again.
You can also clear individual Search Criteria, or click **Reset** to clear them all and begin again.
3. In the **Search Results**, apply any sort options or filters that will help to refine your selection. See below for details.
4. Select the Batch Item from the **Search Results**.
5. Click **Select**.

The **Other Item** grid in the **Other Allocations** window is updated with your selection.

You can click **Close** at any time to close the Selector without making a selection.

Export to Excel

You can export the contents of most Module Name (variable) grids, to a new Excel worksheet.

To export the contents of a grid, including the column header row:

- Click  **Export to Excel**.

The contents of the grid are saved as a new an Excel worksheet, with an indicative filename, in your local **Downloads** folder.

Export filenames begin with the module name, then a hyphen, followed by the name of the source grid, the date of the export (yyyymmdd), and the time of the export (hhmmss).