Client Manager – User Guide

Version 1.2 | Last update: 30 April 2015

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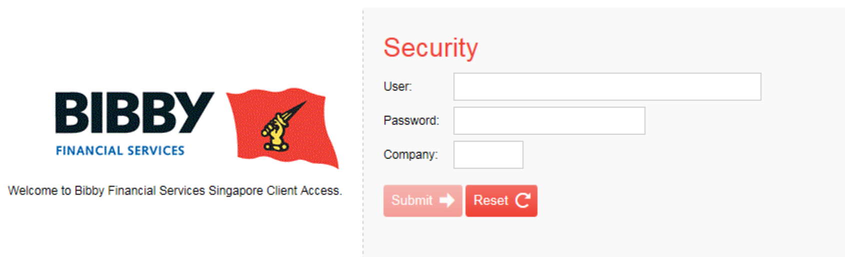
1. Connecting to Client Manager

1.1 Logging into the system

Access to the Client Manager homepage via https://bibbysingapore.hpdsc.com/main



You will be prompted to enter your username, password and company code supplied by BFS SG. The password is case sensitive so remember to type it in exactly as it is specified.

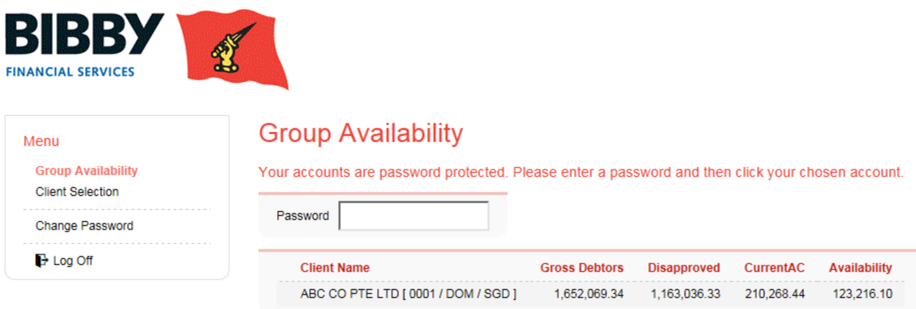
If an incorrect password or set of user credentials is supplied you will be notified with an error message screen.

Once the user credentials have been entered click submit to login.

2. Client Level Features

2.1 Group Availability

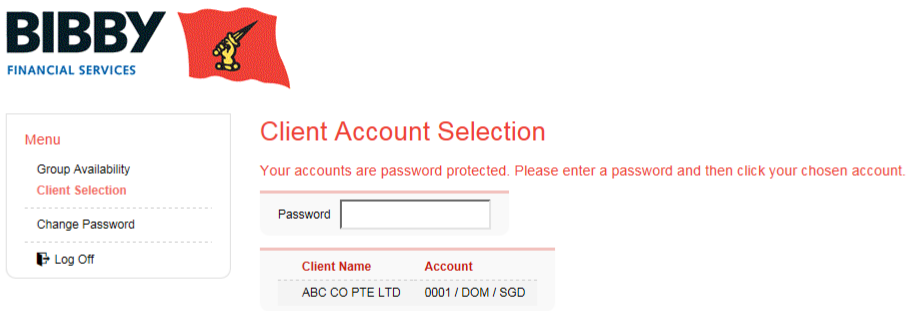
After selecting the ***Group Availability*** option, a list of client accounts is displayed with summary information showing gross debtor position, disapproved, current account and availability figures.



Select a client account by entering 1 as the Password and then clicking the row containing the client.

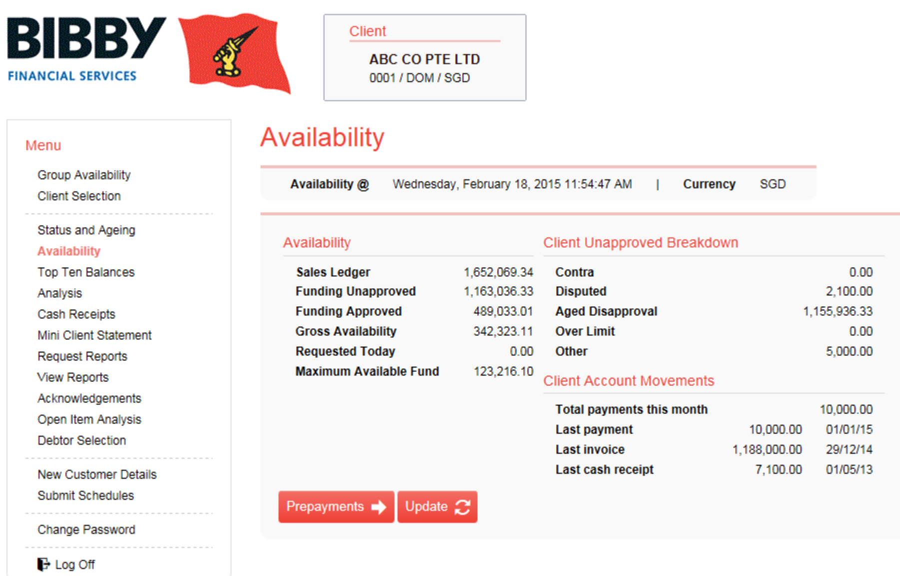
2.2 Client Selection

After selecting the ***Client Selection*** option, you are prompted to select which client account you wish to access.



When selecting a client account you must supply a valid Client Account password in order to gain access to that account supplied by the Factor. Enter the password and click the row that contains the client account to select.

If all is correct you will see the default Client screen – ***Availability***:



The current client details are specified at the top of the screen. The information displayed is the client name, number, business type, and currency code.

Since we have a client loaded, you will get more menu options appearing down the left hand of the browser window:

Group Availability – Shows availability for all available client accounts.

Client Selection – Allows you to select another client account.

Status and Ageing – Funding status & sales ledger ageing details on this account.

Availability – Current available funds (Request, refresh and view availability, payments and movements on the account).

Top Ten Balances – Top Ten Debtor balances for the Account; Funding Unapproved; Disputed; Days Overdue.

Analysis – A breakdown of figures over a period of the last twelve months.

Cash Receipts – All available cash receipts from last end of day.

Mini Client Statement – A breakdown of the transactions that have occurred for the Client Account, Sales Ledger, Current Account covering the last 2 months.

Request Reports – A list of ad hoc reports that can be requested.

View Reports – View the on-line reports.

Acknowledgements – Verify what requests have or have not been sent.

Open Item Analysis –Overall view of open items, with the ability to search for invoices past due date, unapproved for funding / credit insurance and disputed items.

Debtor Selection – Select, search and view further stats on a debtor.

New Customer Details – Allows a CSV file containing new debtors to be uploaded and processed automatically by the system.

Submit Schedules – Allows a CSV file containing invoice details to be uploaded and processed automatically by the system.

2.3 Request Reports

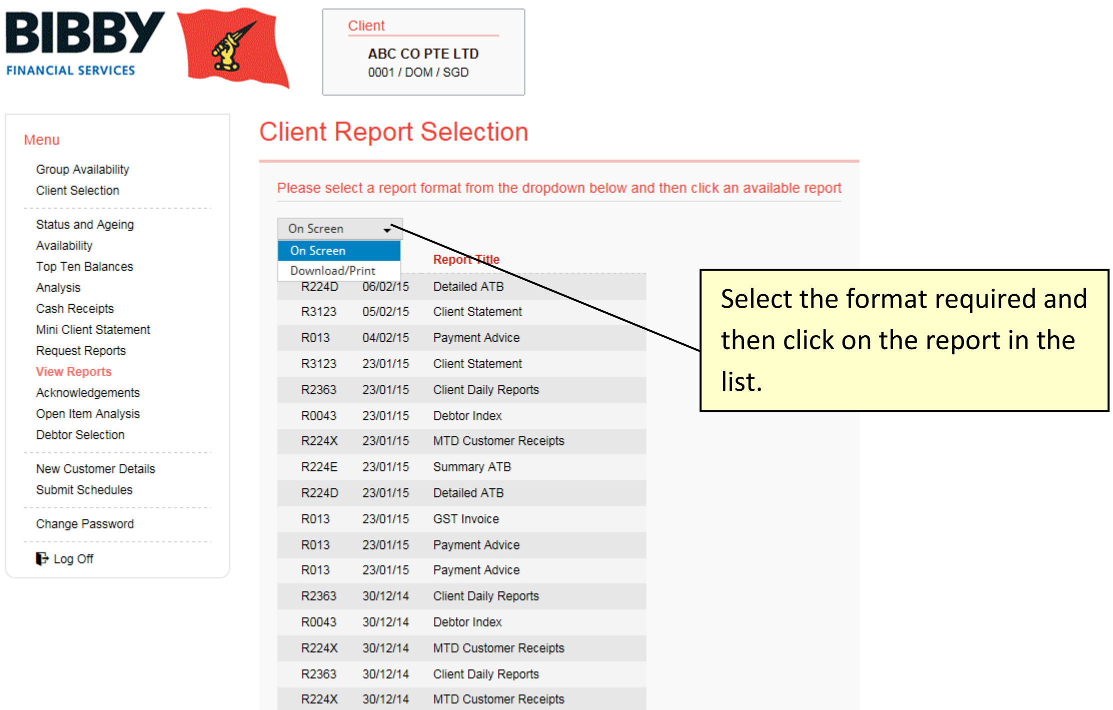
Different reports are available on this screen.

A request for a report can be processed in two ways. Either it can be printed at the system and mailed to you, or it can be created electronically and viewed using your browser.

See the following option, ***View Reports***.

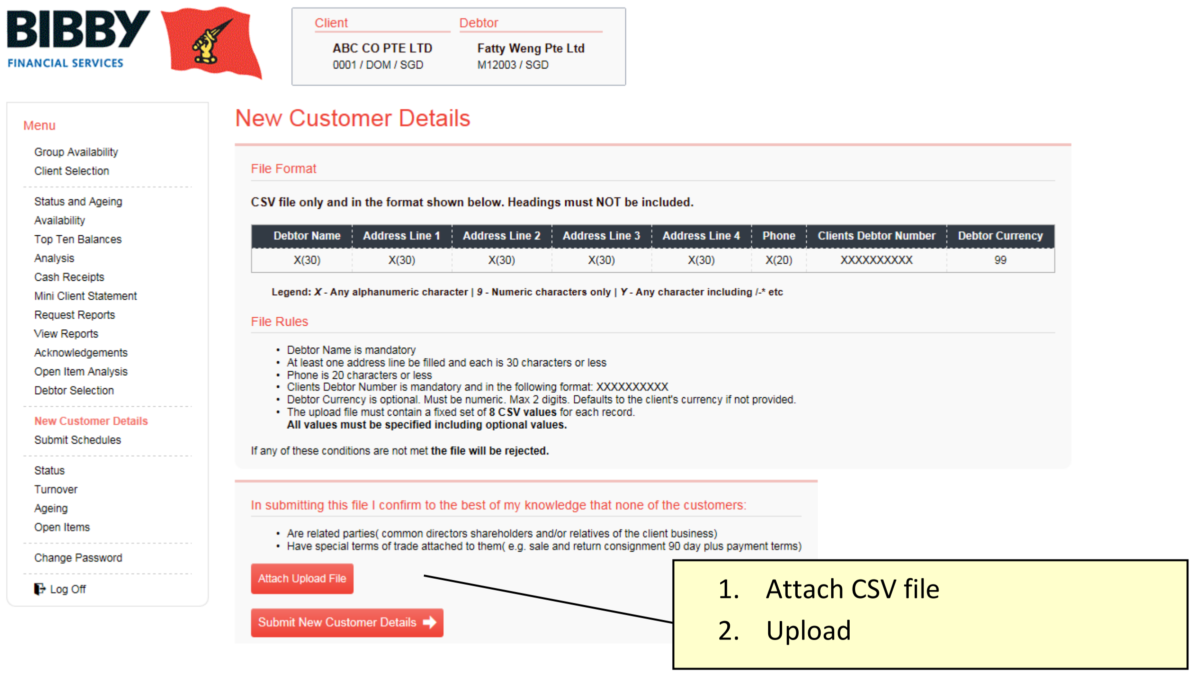
2.4 View Reports

After requesting a report you can view the actual report created. A list of available reports is displayed allowing you to select one. The selected report can then be displayed in the browser or downloaded as a PDF document.

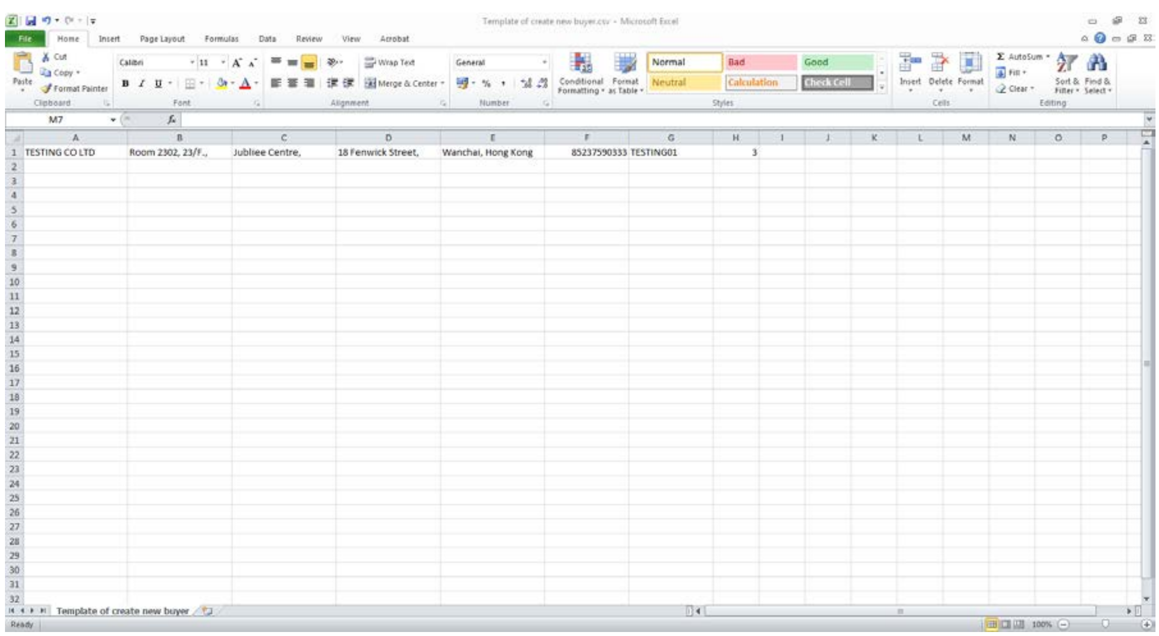


2.5 New Customer Details

You can set-up new debtor account by uploading a CSV file to the system.

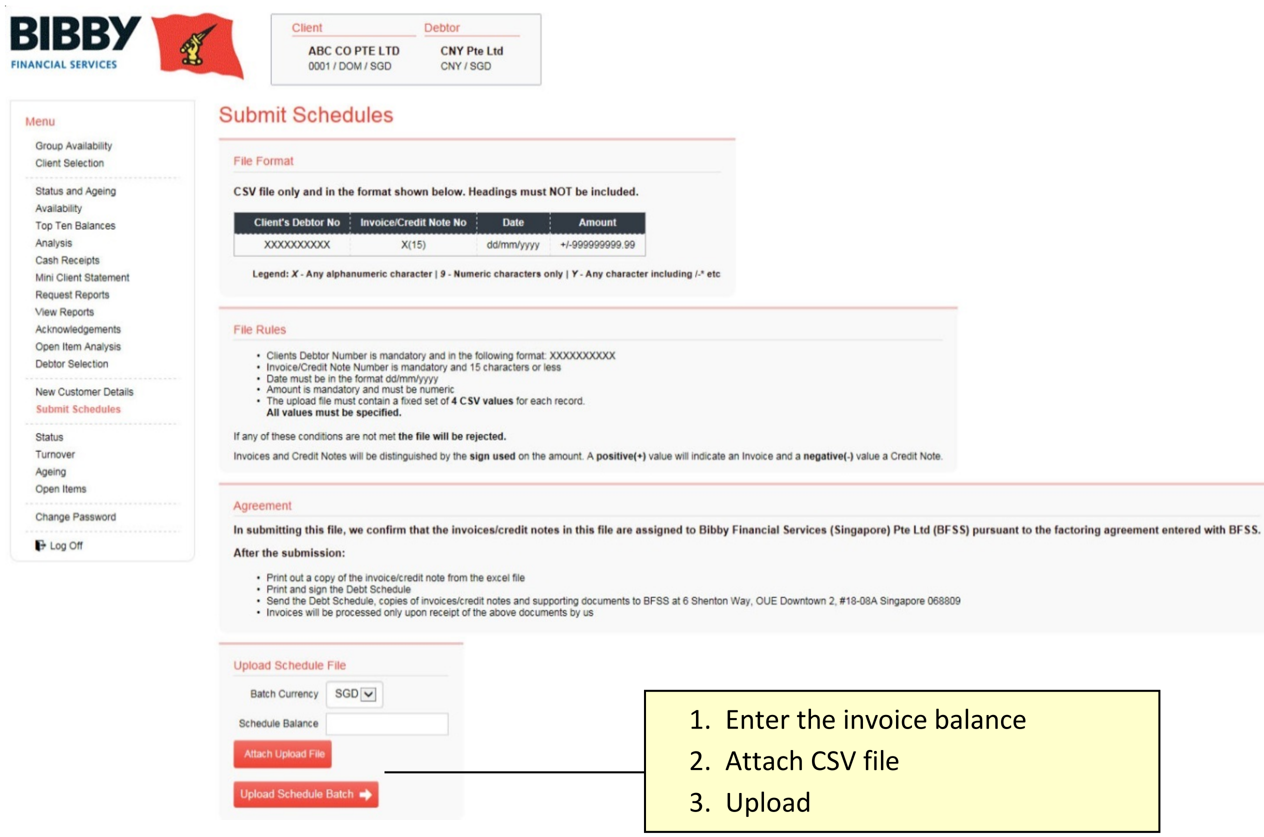


Sample format of CSV file:



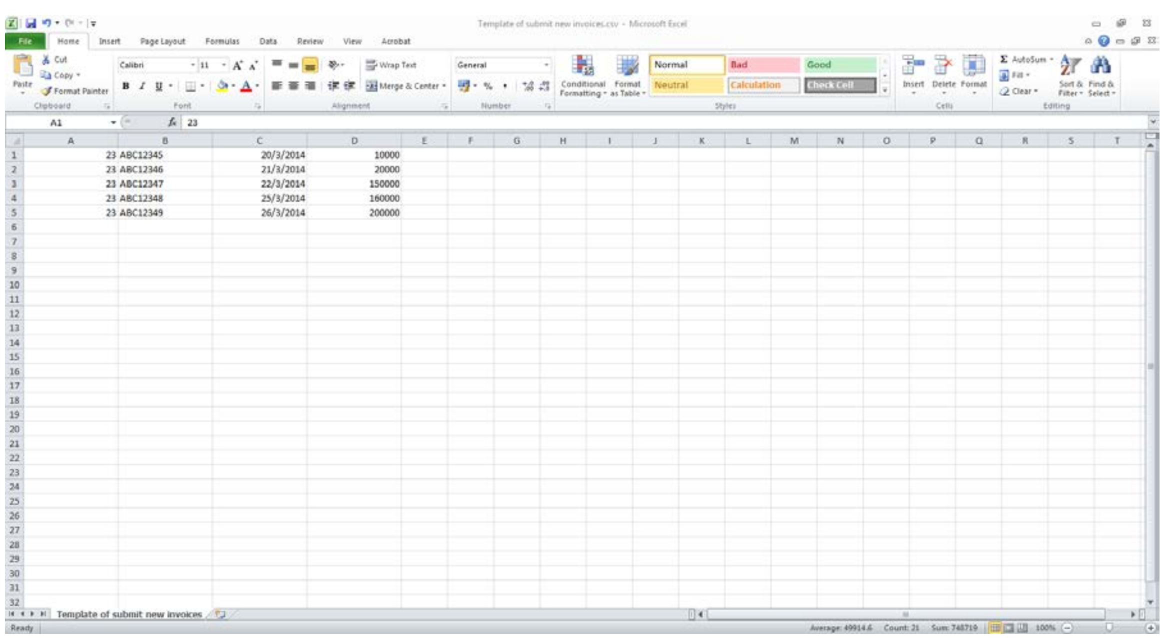
2.6 Submit Schedules

You can submit invoice details by uploading a CSV file to the system.



1. Enter the invoice balance
2. Attach CSV file
3. Upload

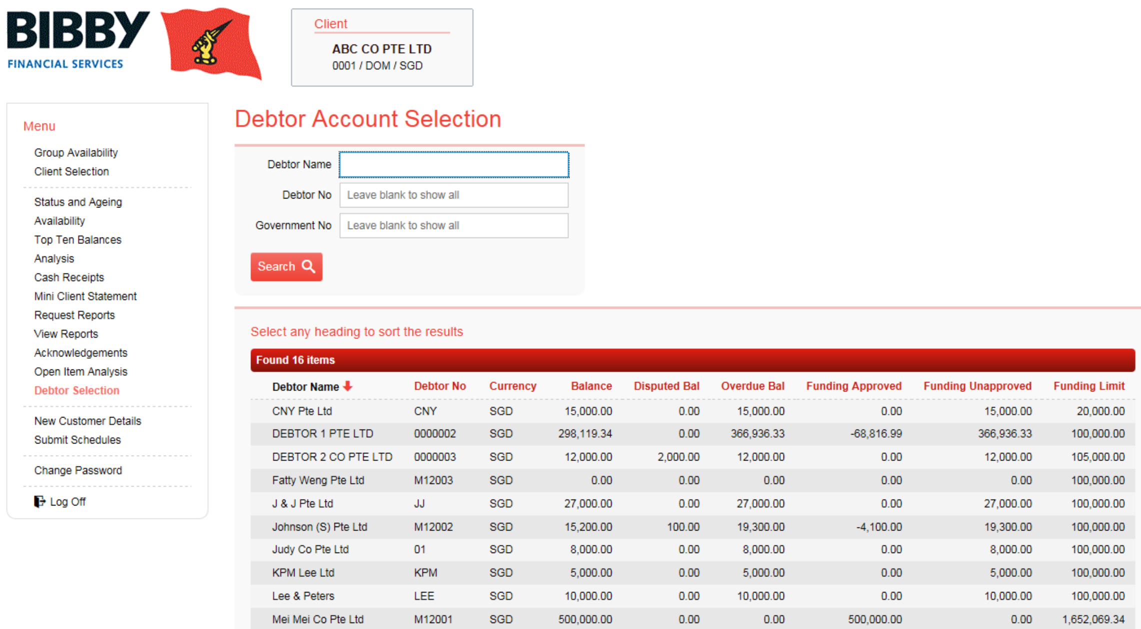
Sample format of CSV file:



3. Debtor Level Features

3.1 Debtor Selection

A debtor account must be opened before it can be selected.

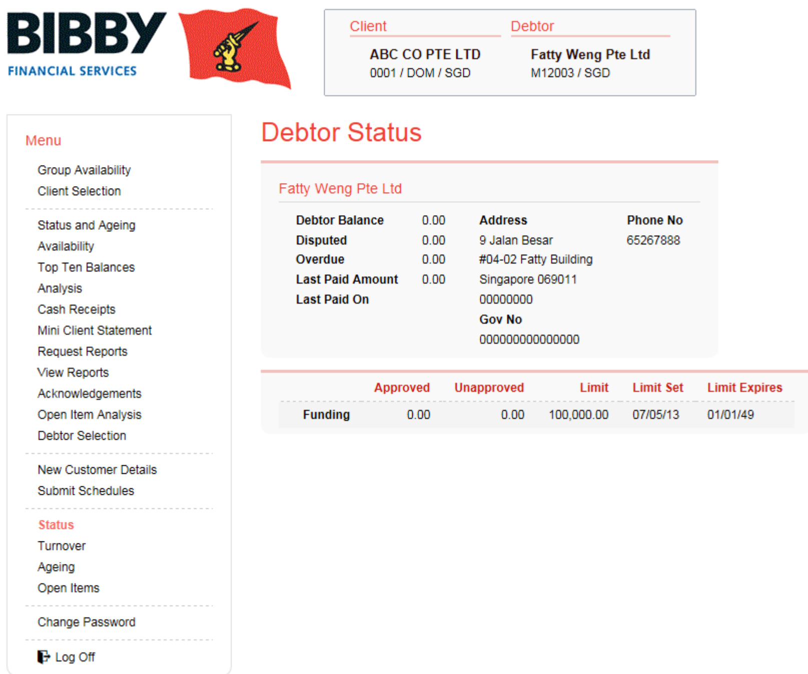


Debtor Name	Debtor No	Currency	Balance	Disputed Bal	Overdue Bal	Funding Approved	Funding Unapproved	Funding Limit
CNY Pte Ltd	CNY	SGD	15,000.00	0.00	15,000.00	0.00	15,000.00	20,000.00
DEBTOR 1 PTE LTD	0000002	SGD	298,119.34	0.00	366,936.33	-68,816.99	366,936.33	100,000.00
DEBTOR 2 CO PTE LTD	0000003	SGD	12,000.00	2,000.00	12,000.00	0.00	12,000.00	105,000.00
Fatty Weng Pte Ltd	M12003	SGD	0.00	0.00	0.00	0.00	0.00	100,000.00
J & J Pte Ltd	JJ	SGD	27,000.00	0.00	27,000.00	0.00	27,000.00	100,000.00
Johnson (S) Pte Ltd	M12002	SGD	15,200.00	100.00	19,300.00	-4,100.00	19,300.00	100,000.00
Judy Co Pte Ltd	01	SGD	8,000.00	0.00	8,000.00	0.00	8,000.00	100,000.00
KPM Lee Ltd	KPM	SGD	5,000.00	0.00	5,000.00	0.00	5,000.00	100,000.00
Lee & Peters	LEE	SGD	10,000.00	0.00	10,000.00	0.00	10,000.00	100,000.00
Mei Mei Co Pte Ltd	M12001	SGD	500,000.00	0.00	0.00	500,000.00	0.00	1,652,069.34

The debtor selection screen allows you to enter search criteria for specific debtors. The selection parameters make use of the wild card symbol % (or *). If no search criteria are entered then all debtors will be returned.

To select a debtor click on the row containing the debtor.

The debtor details are now displayed in the top frame and the debtor menus are added.



Debtor Status – Shows the general information about the debtor.

Debtor Turnover – Shows the debtor turnover for the last twelve months

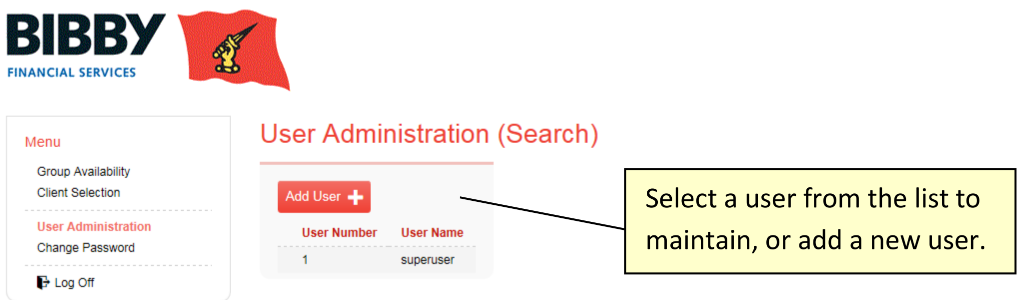
Debtor Ageing – Displays the Debtor Ageing figures.

Debtor Open Items – Shows item allocation, due dates, funding, insurance and credit disapproval code descriptions and finally highlighted disputed items.

4. User Administration

4.1 User Maintenance

The first screen will show a list of existing users on the system, and also a button for adding a new user. To maintain an existing user, click on the row that contains the user to maintain and the screen will change to the maintenance screen.



There are several options available to the administrator when maintaining a user:

Disable / Enable – In order to enable or disable a user, use this button. Only the user status (enabled / disabled) will be changed, no other fields will be amended even if changes were made.

Delete – This button can be used to delete a user from the system completely.

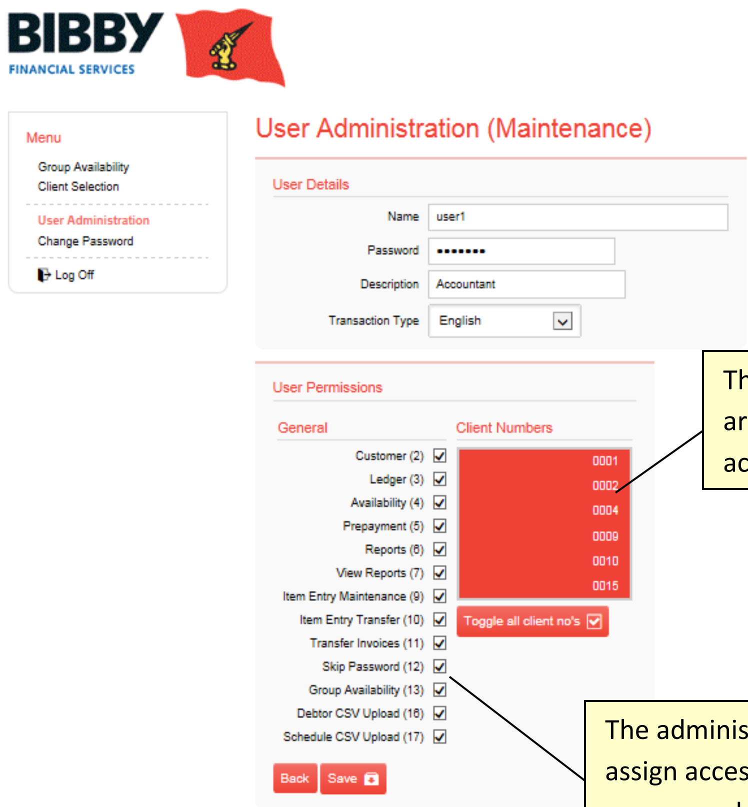
Save – Will submit any changes that have been made and commit them to the database (unless errors occur).

When adding a user, the only button available is:

Save – Will submit the details for the new user and commit them to the database (unless errors occur).

Note: If the administrator is maintaining their own record, the Disable and Delete buttons will not appear. This will ensure that there is always an administrative user able to maintain the system.

The highlighted client numbers are the ones that you wish the user to have access to. To include another client number, highlight by clicking on it. To remove a client number, clicking it again will toggle the highlight.



The highlighted client numbers are those that the user will have access to.

The administrator can only assign access rights that their company already has access to.