



## Client Manager – User Guide

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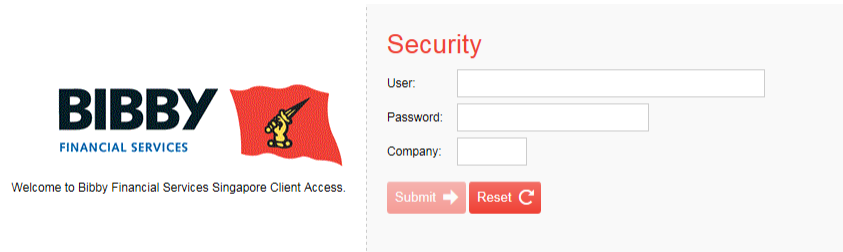
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## 1. Connecting to Client Manager

### 1.1 Logging into the system

Access to the Client Manager homepage via <https://bibbysingapore.hpdc.com/main>



The screenshot shows the login interface for Bibby Financial Services Singapore Client Access. On the left, there is the Bibby Financial Services logo and a red flag icon with a yellow figure. Below the logo is the text "Welcome to Bibby Financial Services Singapore Client Access." On the right, there is a "Security" login form with three input fields: "User:", "Password:", and "Company:". Below the input fields are two buttons: "Submit" with a right-pointing arrow and "Reset" with a circular refresh icon.

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.



Menu

- Group Availability
- Client Selection
- Change Password
- Log Off

### Group Availability

Your accounts are password protected. Please enter a password and then click your chosen account.

Password

Client Name	Gross Debtors	Disapproved	CurrentAC	Availability
ABC CO PTE LTD [ 0001 / DOM / SGD ]	1,652,069.34	1,163,036.33	210,268.44	123,216.10

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.

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**Client Account Selection**

Your accounts are password protected. Please enter a password and then click your chosen account.

Menu

- Group Availability
- Client Selection**
- Change Password
- Log Off

Password

Client Name	Account
ABC CO PTE LTD	0001 / DOM / SGD

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**:

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**Client**  
ABC CO PTE LTD  
0001 / DOM / SGD

**Availability**

Availability @ Wednesday, February 18, 2015 11:54:47 AM | Currency SGD

Menu

- Group Availability
- Client Selection
- Status and Ageing
- Availability**
- Top Ten Balances
- Analysis
- Cash Receipts
- Mini Client Statement
- Request Reports
- View Reports
- Acknowledgements
- Open Item Analysis
- Debtor Selection
- New Customer Details
- Submit Schedules
- Change Password
- Log Off

Availability		Client Unapproved Breakdown	
Sales Ledger	1,652,069.34	Contra	0.00
Funding Unapproved	1,163,036.33	Disputed	2,100.00
Funding Approved	489,033.01	Aged Disapproval	1,155,936.33
Gross Availability	342,323.11	Over Limit	0.00
Requested Today	0.00	Other	5,000.00
Maximum Available Fund	123,216.10	<b>Client Account Movements</b>	
		Total payments this month	10,000.00
		Last payment	10,000.00 01/01/15
		Last invoice	1,188,000.00 29/12/14
		Last cash receipt	7,100.00 01/05/13

Prepayments → Update ↻

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.

The screenshot displays the Bibby Financial Services Client Manager interface. At the top left is the Bibby logo and the text 'FINANCIAL SERVICES'. To the right is a red flag icon with a yellow key. Further right, a 'Client' box contains the text 'ABC CO PTE LTD' and '0001 / DOM / SGD'. Below the logo is a 'Menu' sidebar with the following items: Group Availability, Client Selection, Status and Ageing, Availability, Top Ten Balances, Analysis, Cash Receipts, Mini Client Statement, Request Reports (highlighted in red), View Reports, Acknowledgements, Open Item Analysis, Debtor Selection, New Customer Details, Submit Schedules, Change Password, and Log Off. The main content area is titled 'Request Reports' and contains a prompt: 'Please select a report and click the request button'. Below this prompt are four checkboxes: Debtor Index, Age Analysis (with a 'Summary' dropdown), Statement, Advance Notice of Disapprovals, and Unapproved Items. At the bottom of this section are two buttons: 'Request Reports' with a right-pointing arrow and 'Reset' with a circular refresh icon.

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.



Client  
ABC CO PTE LTD  
0001 / DOM / SGD

- Menu
- Group Availability
- Client Selection
- Status and Ageing
- Availability
- Top Ten Balances
- Analysis
- Cash Receipts
- Mini Client Statement
- Request Reports
- View Reports**
- Acknowledgements
- Open Item Analysis
- Debtor Selection
- New Customer Details
- Submit Schedules
- Change Password
- Log Off

### Client Report Selection

Please select a report format from the dropdown below and then click an available report

On Screen	Report Title
On Screen	
Download/Print	
R224D 06/02/15	Detailed ATB
R3123 05/02/15	Client Statement
R013 04/02/15	Payment Advice
R3123 23/01/15	Client Statement
R2363 23/01/15	Client Daily Reports
R0043 23/01/15	Debtor Index
R224X 23/01/15	MTD Customer Receipts
R224E 23/01/15	Summary ATB
R224D 23/01/15	Detailed ATB
R013 23/01/15	GST Invoice
R013 23/01/15	Payment Advice
R013 23/01/15	Payment Advice
R2363 30/12/14	Client Daily Reports
R0043 30/12/14	Debtor Index
R224X 30/12/14	MTD Customer Receipts
R2363 30/12/14	Client Daily Reports
R224X 30/12/14	MTD Customer Receipts

Select the format required and then click on the report in the list.



## 2.5 New Customer Details

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



Client	Debtor
ABC CO PTE LTD 0001 / DOM / SGD	Fatty Weng Pte Ltd M12003 / SGD

**Menu**

- Group Availability
- Client Selection
- Status and Ageing
- Availability
- Top Ten Balances
- Analysis
- Cash Receipts
- Mini Client Statement
- Request Reports
- View Reports
- Acknowledgements
- Open Item Analysis
- Debtor Selection
- New Customer Details**
- Submit Schedules
- Status
- Turnover
- Ageing
- Open Items
- Change Password
- Log Off

### New Customer Details

#### File Format

CSV file only and in the format shown below. Headings must NOT be included.

Debtor Name	Address Line 1	Address Line 2	Address Line 3	Address Line 4	Phone	Clients Debtor Number	Debtor Currency
X(30)	X(30)	X(30)	X(30)	X(30)	X(20)	XXXXXXXXXX	99

Legend: X - Any alphanumeric character | 9 - Numeric characters only | Y - Any character including /- etc

#### File Rules

- Debtor Name is mandatory
- At least one address line be filled and each is 30 characters or less
- Phone is 20 characters or less
- Clients Debtor Number is mandatory and in the following format: XXXXXXXXXXXX
- Debtor Currency is optional. Must be numeric. Max 2 digits. Defaults to the client's currency if not provided.
- The upload file must contain a fixed set of 8 CSV values for each record.
- All values must be specified including optional values.**

If any of these conditions are not met the file will be rejected.

#### In submitting this file I confirm to the best of my knowledge that none of the customers:

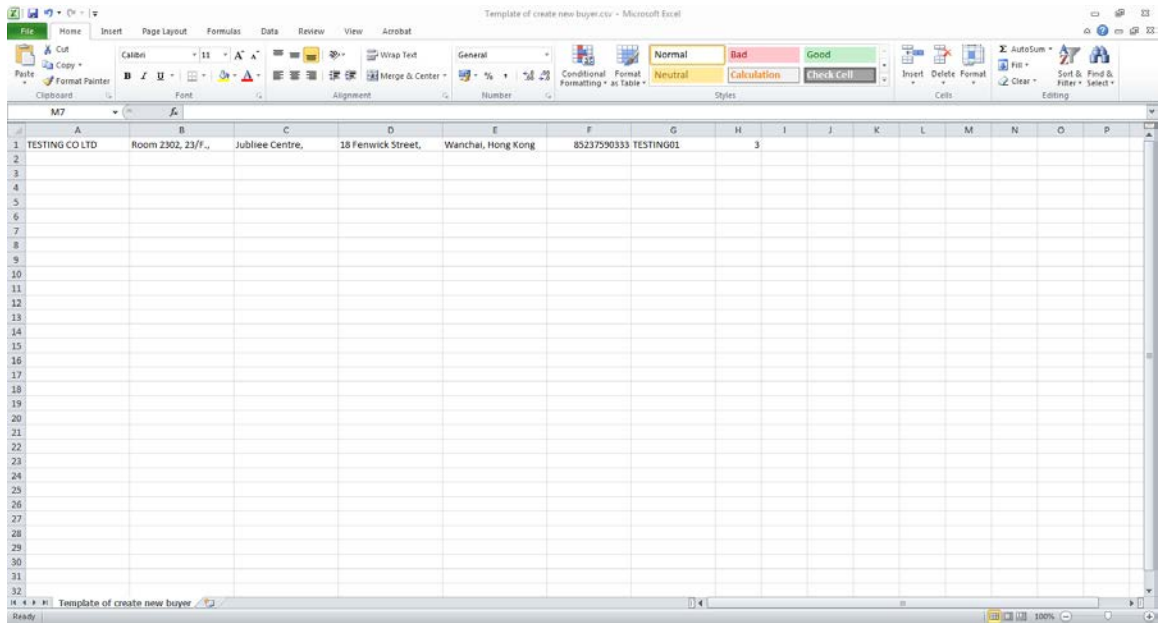
- Are related parties/ common directors shareholders and/or relatives of the client business)
- Have special terms of trade attached to them( e.g. sale and return consignment 90 day plus payment terms)

Attach Upload File

Submit New Customer Details →

1. Attach CSV file
2. Upload

Sample format of CSV file:



## 2.6 Submit Schedules

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

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Client: ABC CO PTE LTD  
0001 / DOM / SGD

Debtor: CNY Pte Ltd  
CNY / SGD

### Submit Schedules

**File Format**

CSV file only and in the format shown below. Headings must NOT be included.

Client's Debtor No	Invoice/Credit Note No	Date	Amount
XXXXXXXXXX	X(15)	ddmm/yyyy	+/-99999999.99

Legend: X - Any alphanumeric character | 9 - Numeric characters only | Y - Any character including / etc

**File Rules**

- Client's Debtor Number is mandatory and in the following format: XXXXXXXXXXXX
- Invoice/Credit Note Number is mandatory and 15 characters or less
- Date must be in the format ddmm/yyyy
- Amount is mandatory and must be numeric
- The upload file must contain a fixed set of 4 CSV values for each record. All values must be specified.

If any of these conditions are not met the file will be rejected.  
Invoices and Credit Notes will be distinguished by the sign used on the amount. A positive(+) value will indicate an Invoice and a negative(-) value a Credit Note.

**Agreement**

In submitting this file, we confirm that the invoices/credit notes in this file are assigned to Bibby Financial Services (Singapore) Pte Ltd (BFSS) pursuant to the factoring agreement entered with BFSS.

**After the submission:**

- Print out a copy of the invoice/credit note from the excel file
- Print and sign the Debt Schedule
- Send the Debt Schedule, copies of invoices/credit notes and supporting documents to BFSS at 6 Shenton Way, OUE Downtown 2, #18-08A Singapore 068809
- Invoices will be processed only upon receipt of the above documents by us

**Upload Schedule File**

Batch Currency: SGD

Schedule Balance:

Attach Upload File

Upload Schedule Batch

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


Sample format of CSV file:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	23	ABC12345	20/3/2014	10000																
2	23	ABC12346	21/3/2014	20000																
3	23	ABC12347	22/3/2014	150000																
4	23	ABC12348	23/3/2014	160000																
5	23	ABC12349	26/3/2014	200000																
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### 3. Debtor Level Features

#### 3.1 Debtor Selection

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



Client

**ABC CO PTE LTD**  
0001 / DOM / SGD

Menu

- Group Availability
- Client Selection

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- Status and Ageing Availability
- Top Ten Balances
- Analysis
- Cash Receipts
- Mini Client Statement
- Request Reports
- View Reports
- Acknowledgements
- Open Item Analysis
- Debtor Selection

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- New Customer Details
- Submit Schedules

---

- Change Password

---

- Log Off

#### Debtor Account Selection

Debtor Name

Debtor No

Government No

Search

Select any heading to sort the results

Found 16 Items

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.

**BIBBY**  
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**Client**  
ABC CO PTE LTD  
0001 / DOM / SGD

**Debtor**  
Fatty Weng Pte Ltd  
M12003 / SGD

**Menu**

- Group Availability
- Client Selection
- Status and Ageing
- Availability
- Top Ten Balances
- Analysis
- Cash Receipts
- Mini Client Statement
- Request Reports
- View Reports
- Acknowledgements
- Open Item Analysis
- Debtor Selection
- New Customer Details
- Submit Schedules
- Status**
- Turnover
- Ageing
- Open Items
- Change Password
- Log Off

**Debtor Status**

Fatty Weng Pte Ltd

Debtor Balance	0.00	Address	Phone No
Disputed	0.00	9 Jalan Besar	65267888
Overdue	0.00	#04-02 Fatty Building	
Last Paid Amount	0.00	Singapore 069011	
Last Paid On		00000000	
		Gov No	
		0000000000000000	

	Approved	Unapproved	Limit	Limit Set	Limit Expires
Funding	0.00	0.00	100,000.00	07/05/13	01/01/49

**Debtor Status** – Shows the general information about the debtor.

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

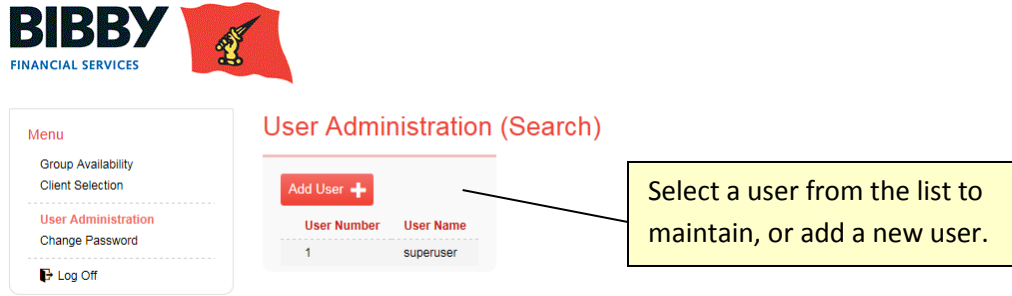
**Debtor Ageing** – Displays the Debtor Ageing figures.

**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.



- Menu
  - Group Availability
  - Client Selection
- User Administration
- Change Password
- Log Off

### User Administration (Maintenance)

**User Details**

Name: user1

Password: .....

Description: Accountant

Transaction Type: English

**User Permissions**

General	Client Numbers
Customer (2) <input checked="" type="checkbox"/>	0001
Ledger (3) <input checked="" type="checkbox"/>	0002
Availability (4) <input checked="" type="checkbox"/>	0004
Prepayment (5) <input checked="" type="checkbox"/>	0009
Reports (6) <input checked="" type="checkbox"/>	0010
View Reports (7) <input checked="" type="checkbox"/>	0015
Item Entry Maintenance (9) <input checked="" type="checkbox"/>	
Item Entry Transfer (10) <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Transfer Invoices (11) <input checked="" type="checkbox"/>	
Skip Password (12) <input checked="" type="checkbox"/>	
Group Availability (13) <input checked="" type="checkbox"/>	
Debtor CSV Upload (16) <input checked="" type="checkbox"/>	
Schedule CSV Upload (17) <input checked="" type="checkbox"/>	

Toggle all client no's

Back Save

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.