Understanding the Customer Sales Report

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When reviewing the Customer Sales Report it is important to remember that although this report can be used as a management tool, it is not a balancing document. This means it cannot be used to balance to your Monthly Billed Orders Report or your sales and cost of sales general ledger accounts.

Information for this report comes from the customer master. In order to use the report as an effective management tool, it is important to understand how the report, or rather the customer master is updated.

The *Sales amt* , *Cost amt* , *GP amt,* and *GP %* fields are all updated at the time invoices are printed. They are updating according to the figures found in the price and the cost fields for all line items on the order, including inventory and drop ship items, G/L line items, SH line items, and NOPRINT line items. It does not include freight found on the **Ship Info** tab.These fields can also be modified at will, by editing the customer master.

The *Last ord date* is updated according to the last order in the system. The *A/R balance* reflects the total balance of all customer open invoices currently on the account. The *Open order balance* field reflects the value of all open orders that exist on the customer account. *Avg pay age YTD* and *LYR* are calculated according to date invoices are paid in customer history.

When printing the report sorted by salesperson, the report is based on the salesperson found on the customer master, not on the salesperson found on the order.