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15. Introduction – Core Banking & Eligibility

Core Banking & Eligibility tracks the purchase and return of cores by customer through Point of Sale. This prevents any possibility of a customer returning more cores than originally purchased.

Core purchases and returns by customer are tracked by product line and broken up into *core eligibility* and *core banking*.

Core eligibility refers to the units and dollars of cores a customer is eligible to return. Each time a customer purchases an item with a core value, the customer increases his eligibility. Each time a customer returns a core, he decreases his eligibility.

If a customer attempts to return more cores than he has *eligible*, point of sale will *bank* the core returns and withhold credit from being issued. *Core banking* refers to units and dollars of excessive core returns accepted but with no credit issued because of insufficient core unit and/or dollar eligibility.

This chapter of the user's manual will aid and instruct in the correct method of creating customer core banking files and explain the interaction of point of sale with the customer's core file. In addition, core banking customer and product line limitations will be reviewed.

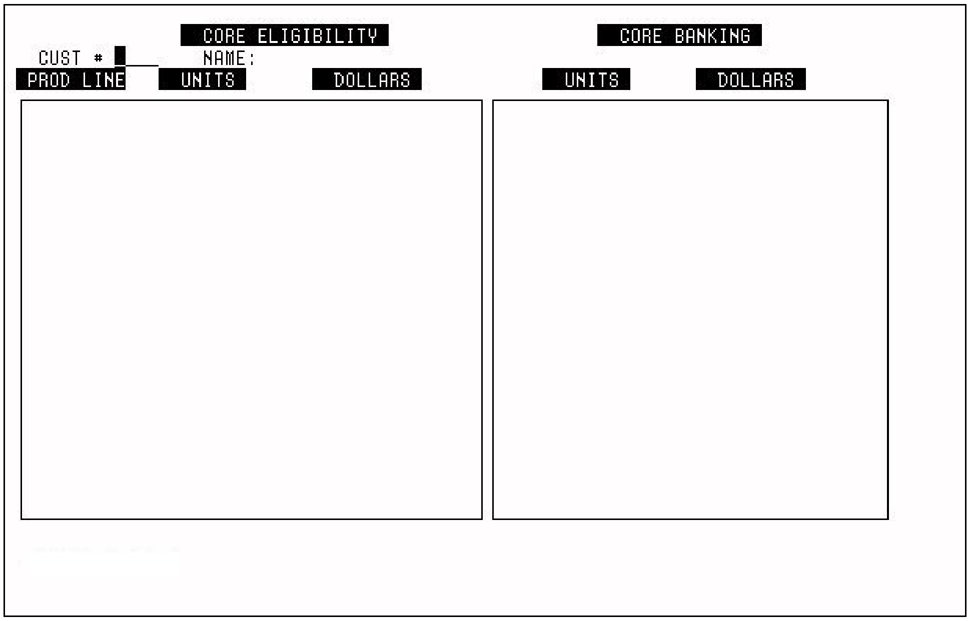
15.1 Core Banking & Eligibility

The Core Banking & Eligibility program provides the functions for maintaining the customer core file. For each core customer created, core purchases and returns will be tracked for those product lines entered. Different customers can track core activity on different product lines.

15.1.1 Displaying A Customer's Core File

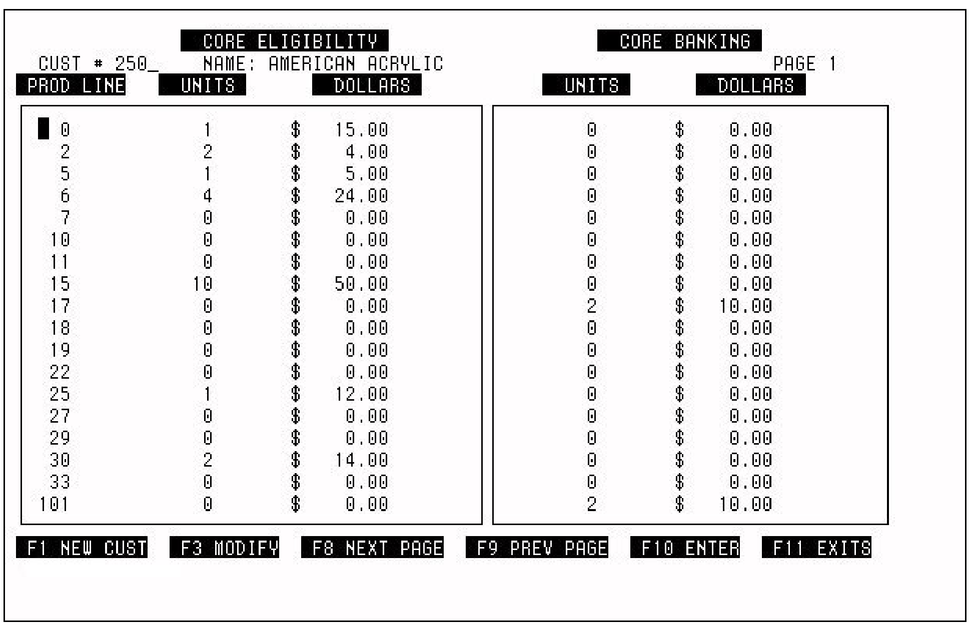
- Enter **`14`** (*Miscellaneous Functions*) from the *Autologue Main Menu* and press **`<Return>`**.
- Enter **`3`** (*Core Banking & Eligibility*) from the *Miscellaneous Functions Menu* and press **`<Return>`**.

A *Core Banking & Eligibility* screen will now be displayed as shown:



- With the cursor positioned at the **`CUST #`** prompt, enter in the customer's number and press **`<Return>`**.

  The first screen of the customer's core file will be displayed and the cursor will be positioned under the **`PROD LINE`** prompt as shown:


CORE ELIGIBILITY　　CORE BANKING

CUST # 250　NAME: AMERICAN ACRYLIC　PAGE 1

PROD LINE	UNITS	DOLLARS	UNITS	DOLLARS
0	1	$ 15.00	0	$ 0.00
2	2	$ 4.00	0	$ 0.00
5	1	$ 5.00	0	$ 0.00
6	4	$ 24.00	0	$ 0.00
7	0	$ 0.00	0	$ 0.00
10	0	$ 0.00	0	$ 0.00
11	0	$ 0.00	0	$ 0.00
15	10	$ 50.00	0	$ 0.00
17	0	$ 0.00	2	$ 10.00
18	0	$ 0.00	0	$ 0.00
19	0	$ 0.00	0	$ 0.00
22	0	$ 0.00	0	$ 0.00
25	1	$ 12.00	0	$ 0.00
27	0	$ 0.00	0	$ 0.00
29	0	$ 0.00	0	$ 0.00
30	2	$ 14.00	0	$ 0.00
33	0	$ 0.00	0	$ 0.00
101	0	$ 0.00	2	$ 10.00

F1 NEW CUST　F3 MODIFY　F8 NEXT PAGE　F9 PREV PAGE　F10 ENTER　F11 EXITS

Each *Core Banking & Eligibility* screen will display information 18 different product lines. If a customer is tracking 36 product lines, the information will be contained in two screens.

If the customer number entered is out of the core customer range, the message *** INVALID CORE CUSTOMER *** will be displayed in the lower right hand corner.

The customer number entered is the same number used though out the system to identify a particular account. This number is used in Customer Update, Point of Sale, etc,.

- The **<F8>** (*Next Page*) and **<F9>** (*Prev Page*) keys can be used to display additional screens of core banking & eligibility information for this customer.
- Press the **<F1>** (*New Cust*) key to display another customer's core file or **<F11>** (*Exit*) to exit this program and return to the *Miscellaneous Functions Menu*.

15.1.2 Assigning Product Lines By Customer

The first step in tracking the purchase and return of cores by customer is to assign product lines for each customer. Usually all customers are assigned the same product lines, but the flexibility is there to allow different customers to have different product lines tracked.

- Display the customer's core file as previously described.
- With the cursor positioned under the **PROD LINE** column heading, press the ↑ and ↓ arrow keys to move the cursor up or down 1 line at a time and position the cursor on the line to assign a product line number.

  Use the **<F8>** (*Next Page*) and **<F9>** (*Prev Page*) keys to display additional screens of this customer's core file.
- Enter the product line for this line (0 - 255), press **<Return>** and then the **<F10>** (*Enter*) key to write the changes to the customer's core file.

  Continue entering product line assignments as described. It is recommended that product line assignments be entered in numeric order!
- Press the **<F1>** (*New Cust*) key to display another customer's core file or **<F11>** (*Exit*) to exit this program and return to the *Miscellaneous Functions Menu*.

15.1.3 Modifying A Customer's Core Eligibility & Banking

- Display the customer's core file as previously described.
- With the cursor positioned under the **PROD LINE** column heading, press the ↑ and ↓ arrow keys to move the cursor up or down 1 line at a time and position the cursor on the line to be modified.

  Use the **<F8>** (*Next Page*) and **<F9>** (*Prev Page*) keys to display additional screens of this customer's core file.
- Modify the eligibility and banking values for this product line by pressing the **<F3>** (*Modify*) key.
- With the cursor positioned under the **UNITS** column in the *Core Eligibility* screen section, enter the value desired and press **<Return>**.

- With the cursor positioned under the **DOLLARS** column, enter the desired value and press **<Return>**.
- With the cursor positioned under the **UNITS** column in the *Core Banking* screen section, enter the value desired and press **<Return>**.
- With the cursor positioned under the **DOLLARS** column, enter the desired value and press **<Return>**.

  The cursor will return to the next line and be positioned under the **PROD LINE** column.
- Press the **<F10>** (*Enter*) key to write the values entered to the core file.

  A value must be entered for each column when modifying a product line. Pressing **<Return>**, without entering a value, will display the message ** *INVALID KEYIN* **. The maximum number of *units* that can be entered is 9,999. The maximum *dollars* value that can be entered is 99,999.99.
- Press the **<F1>** (*New Cust*) key to display another customer's core file or **<F11>** (*Exit*) to exit this program and return to the *Miscellaneous Functions Menu*.

15.1.4 Core Customer & Product Line Limits

The number of customers and product lines available to be tracked is determined during the creation of the core banking file. The standard numbers of customers is 100 and product lines are 36.

The standard range of core customers begins at # 250 and continues to # 349. If the numbers of core customers is greater than 100, the range would continue until the correct number of customers are included. Example: The core customer range for 400 core customers would begin at # 250 and end at # 649. (The core customer range ***always*** starts at # 250!)

Product lines have no range. A core customer can track the specified number of product lines from 0 - 255. Product Lines to be tracked are entered for each customer and allows different lines to be tracked for different customers. (The number of product lines the Core File can track is set when the file is first created.)

Depending upon the hard disk capacity and available free space, the Core File can be expanded up to 9,500 customers and 252 product lines.

15.1.5 Additional Notes On Core Banking

Before going live on Core Banking & Eligibility, a method of collecting existing customer core eligibility must be developed.

Without core eligibility being established for each customer by product line, all returns made with core values will be banked.

15.1.6 Function Keys

F1	Call up new customer
F3	Modify core eligibility and banking values
F8	Display next page/screen of customer's core file
F9	Display previous page/screen of customer's core file
F10	Record information/enter changes
F11	Exit program to *Miscellaneous Functions Menu*
↑ (up arrow)	Moves cursor up one line (during *F3 - MODIFY*, moves the cursor to the previous column.)
↓ (down arrow)	Moves cursor down one line (during *F3 - MODIFY*, moves the cursor to the next column.)

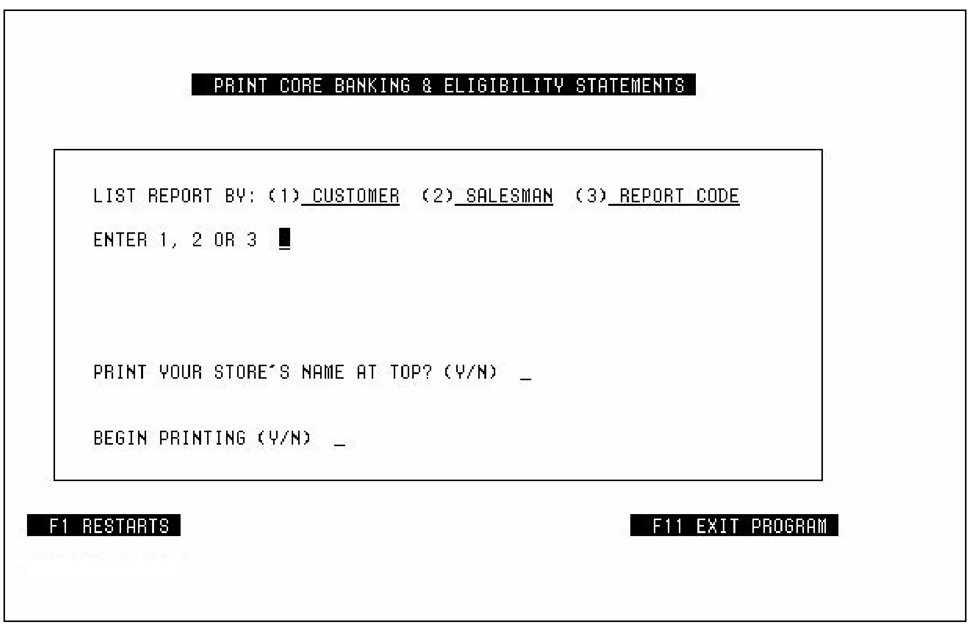
15.2 Core Banking Statements

Core Banking Statements produces a hard copy of a customer's core banking & eligibility information as displayed in the Core Banking & Eligibility program. Core banking statements can be printed by beginning and ending customer numbers, salesman codes or report codes.

15.2.1 Printing Core Banking Statements

- Enter **`14`** (*Miscellaneous Functions*) from the *Autologue Main Menu* and press **`<Return>`**.
- Enter **`5`** (*Print Core Banking Statements*) from the *Miscellaneous Functions Menu* and press **`<Return>`**.

The *Print Core Banking & Eligibility Statements* screen will now be displayed as shown:



15.2.1.1 Printing Statements For A Range Of Customers

- With the cursor positioned at the **ENTER 1, 2, OR 3** prompt, enter the option desired (1-3) and press **<Return>**.

  Option #1 prints core statements by beginning and ending customer numbers. Selecting #1 will display the prompts **BEGINNING CUSTOMER** and **ENDING CUSTOMER**. Respond to each prompt and press **<Return>**.

  Option #2 prints core statements by beginning and ending salesman code. Selecting # 2 will display the prompts **BEGINNING SALESMAN** and **ENDING SALESMAN**. Respond to each prompt and press **<Return>**.

  Option #3 prints core statements by report code. Selecting #3 will display the prompt **REPORT CODE**. Respond to the prompt and press **<Return>**.

  Entering an incorrect response will display an error message in the lower right hand corner of the screen.

- With the cursor positioned at the **PRINT YOUR STORE'S NAME AT TOP? (Y/N)** prompt, enter **Y** or **N** and press **<Return>**.

  Entering **Y** will print the name and address information of customer #0 on the top of each core statement page.

  Entering **N** will omit the name and address of customer #0 from printing at the top of each customer's core statement.

- With the cursor positioned at the **BEGIN PRINTING (Y/N)** prompt, enter **Y** and press **<Return>** to begin printing core statements.

- The screen will display the customer number being reviewed in the right hand corner. When the statements are finished printing, the program will return to the *Miscellaneous Functions Menu*.

15.2.2 Sample Statement

```
                    TRITON AUTO PARTS INC
                    HIGHWAY 33 WEST
                    FREEHOLD, NJ     00772-8123


  C O R E   B A N K I N G   A N D   E L I G I B I L I T Y   S T A T E M E N T S


                                                            PAGE: 1

    FREEHOLD EXXON                                          ACCOUNT: 250
    ROUTE 9 SOUTH
    FREEHOLD, NJ     00772-8123                             DATE:MM/DD/YY


PRODUCT LINE       ELIGIBLE QTY  ELIGIBLE AMT    BANK QTY     BANK AMT

  0 SPEC ORD             1         15.00         0             0.00
  2 ABC REBUILDS         2          6.00         0             0.00
  5 BCD REBUILDS         1          5.00         0             0.00
  7 CDE REBUILDS         1         15.00         0             0.00
 10 DEF REBUILDS         0          0.00         1             2.50
 11 123 REBUILDS         0          0.00         2             5.00
 15 234 REBUILDS         2         15.00         0             0.00
 22 345 REBUILDS         5         15.00         0             0.00
 24 456 REBUILDS         1          8.00         0             0.00
 30 567 REBUILDS         0          0.00         2            10.00
 32 XYZ REBUILDS        16         64.00         0             0.00

    TOTALS              29        143.00         5            17.50
```

15.3 Core Credit Report

The Core Credit Report prints out a listing of those customers eligible for credit based upon previous core banked units and dollars and existing core eligibility units and dollars in the same product line.

Such a condition occurs when a customer receives banked credit during the return of merchandise and later purchases merchandise, with a core value, in the same product line. Now the customer has both core banked and eligibility values for the same product line.

The Core Credit Report determines the credit core based upon the core eligibility and banking values of each product line by customer. If the customer has both eligibility and banking values for the same product line the program will determine the amount of the credit based upon the eligibility available to cover the core bank. The credit issued will not exceed the core eligibility or banking units/dollars fields.

Eligibility Units – Banked Units = ***Credit Units***

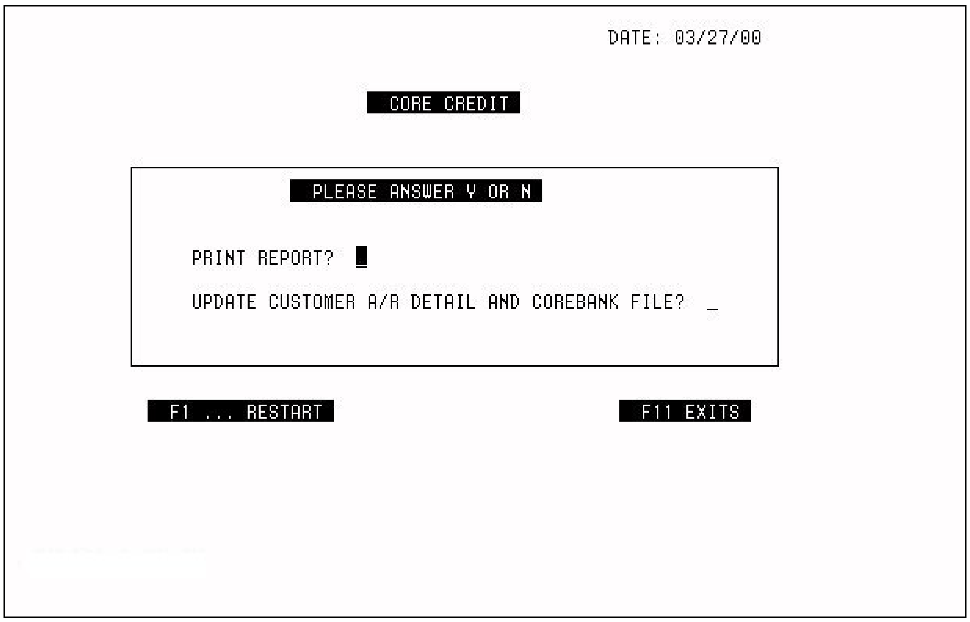
Eligibility Dollars – Banked Dollars = ***Credit Dollars***

In addition to printing a report, the Core Credit program can automatically update the customer's receivables and core file. Core credits are posted to the customer's current balance with a detail code of **`COR-CUR`** and will adjust the customer's core credit appropriately.

15.3.1 Printing the Core Credit Report

- Enter **14** (*Miscellaneous Functions*) from the *Autologue Main Menu* and press **<Return>**.
- Enter **4** (*Core Credit Report*) from the *Miscellaneous Functions Menu* and press **<Return>**.

  The *Core Credit* screen will now be displayed as shown:



- With the cursor positioned at the **PRINT REPORT?** prompt, enter **Y** and press **<Return>**.

  The report will begin printing. When completed the screen will return to the *Miscellaneous Functions Menu*.

15.3.2 Updating Customers Receivables & Core File

- Enter **14** (*Miscellaneous Functions*) from the *Autologue Main Menu* and press **<Return>**.
- Enter **4** (*Core Credit Report*) from the *Miscellaneous Functions Menu* and press **<Return>**.

  The *Core Credit* screen will be displayed.
- With the cursor positioned at the **PRINT REPORT?** prompt, enter **N** and press **<Return>**.
- With the cursor positioned at the **UPDATE CUSTOMERS A/R DETAIL AND COREBANK FILE?** prompt, enter **Y** and press **<Return>**.

  When completed, the screen will return to the *Miscellaneous Functions Menu*.

15.3.3 Sample Core Credit Report

```
                             CORE CREDIT

CORE CUSTOMER: 250                               DATE: MM/DD/YY
               FREEHOLD EXXON
               ROUTE 9 SOUTH
               FREEHOLD, N.J.   07728-1236

==============================================================

PRODUCT                         CREDIT    CREDIT
LINE                            UNITS     DOLLARS

 30  MTQ EXH SYSTM                 2        12.00
110  567 REBUILDS                  4        22.00


                    TOTALS:        6        34.00
```