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Deleting Masterfile Records

Guide for Supervisors

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About this guide

Properly set up and maintained masterfiles are the key to an efficient and effective accounting system. Each time you process a transaction or reprint a document your system references information from the relevant customer, supplier, general ledger or product masterfile to store with the transaction or display on the screen or document. The result is that information from a single masterfile record can be referenced and stored in many transactions and documents stored in your system.

As part of general maintenance, there may be occasions when you wish to delete inactive or obsolete masterfile records. To assist with this process, the software will automatically delete some masterfile information stored in related files — for example, customer delivery addresses and employee linked information.

This document outlines the tasks to carry out in the event that you need to delete records from the key masterfiles.

Deleting customer masterfiles

To delete a customer masterfile and all related records, carry out the following tasks.

For each customer that you want to delete:

- Pay outstanding balances.

- Post general ledger transactions:

    - Choose **Transactions** | **General Ledger** | **Other Modules** | **Post from Other Modules** and post customer transactions.

- If Sales Analysis is applied (in Customer Invoicing Options):

    - in Transactions, update the Sales Analysis report and delete the transaction file:

        o Choose **Transactions** | **Customers** | **Sales Analysis** | **Update Reports** and run the update. When asked if you want to delete the transaction file, choose **Yes**.

    - in Period End, update the Sales Analysis report:

        o Choose **Period End** | **Customers** | **End of Period** | **Sales Analysis**, select *End of Year Update* and run the update.

- Run BAS Update:

    - Choose **Period End** | **Customers** | **Customer BAS** | **BAS Update** and select the period to update.

- Run Customers End of Period:

    - Choose **Period End** | **Customers** | **End of Period** | **Customers** and run End of Period rollover.

- Delete transactions for the customer:

    - Choose **Transactions** | **Customers** | **Customers** | **Delete Transactions** and enter the customer and the transaction date ranges to delete fully paid updated transactions.

- Delete all outstanding orders, standing orders, preferred products and proformas for the customer:

    Orders

    - Choose **Transactions** | **Customers** | **Orders** | **Create or Modify** and delete orders not processed or partially completed for the customer.

Standing orders

- Choose **Transactions** | **Customers** | **Recurring Transactions** | **Standing Order Create** and delete all standing orders for the customer.

Preferred products

- Choose **Transactions** | **Customers** | **Templates** | **Preferred Products – Create** and delete all preferred product list entries for the customer.

Pro formas

- Choose **Transactions** | **Customers** | **Templates** | **Pro Forma – Create or Modify** and delete all pro forma product list entries for the customer.

- Delete all completed quotations, orders, invoices and credit adjustment notes for the customer:

Quotations

- Choose **Transactions** | **Customers** | **Quotations** | **Delete** and delete all quotations for the customer.

Orders

- Choose **Transactions** | **Customers** | **Orders** | **Delete Completed Orders** and delete all completed orders for the customer.

Invoices

- Choose **Transactions** | **Customers** | **Invoices** | **Delete Document Details** and delete all completed invoices, both printed and not yet printed.

Credit adjustment notes

- Choose **Transactions** | **Customers** | **Credit Adjustment Notes** | **Delete Document Details** and delete all completed credit adjustment notes, both printed and not yet printed.

- Delete the customer:

  - Choose **Masterfiles** | **Customers** | **Customers** | **Delete** and delete the customer.

  or

  Delete a range of customers:

  - Choose **Masterfiles** | **Customers** | **Customers** | **Bulk Delete**, select *Delete Customers* and enter the required ranges. Note that all transactions for all customers in the range must first be deleted (as described above).

Deleting supplier masterfiles

To delete a supplier masterfile and all related records, carry out the following tasks.

For each supplier that you want to delete:

- Complete outstanding goods received and goods returned notes for the supplier:

    Goods received notes

    i   To see a list of outstanding goods received notes for the supplier, choose **Transactions** | **Suppliers** | **Goods Received** | **Look Up** and then use **Find (F2)** in the *Goods Received No* field to look up the goods received notes.

    ii Any outstanding goods received notes need to be read into a supplier invoice: choose **Transactions** | **Suppliers** | **Invoices** | **Create** and select the supplier code and enter an invoice number. Choose **Yes** when asked if you want to read in goods received notes and then select the GR numbers.

    Note: A supplier credit adjustment note or supplier payment may need to be processed to clear this balance.

    Goods returned notes

    i   To see a list of outstanding goods returned for the supplier, choose **Transactions** | **Suppliers** | **Goods Returned** | **Look Up** and then use **Find (F2)** in the *Goods Returned No* field to look up the goods returned notes.

    ii Any outstanding goods returned notes need to be read into a supplier credit adjustment notes, choose **Transactions** | **Suppliers** | **Credit Adjustment Notes** | **Create** and select the supplier code and enter a credit adjustment note number. Choose **Yes** when asked if you want to read in goods returned notes and then select the GR numbers.

    Note: A supplier invoice may need to be processed to clear this balance.

- Pay outstanding balances.

- Post general ledger transactions:

    -   Choose **Transactions** | **General Ledger** | **Other Modules** | **Post from Other Modules** and post supplier and purchasing transactions.

Note

If you have never posted purchases to the general ledger you should delete the postings.

To delete the purchasing general ledger postings:
Choose **Reports** | **General Ledger** | **Transactions** | **Delete Other Modules Posting** and select Purchasing, then choose **Accept (F9)**.

- Run BAS Update:
    - Choose **Period End** | **Suppliers** | **Supplier BAS** | **BAS Update** and select the period to update.

- Run Suppliers End of Period:
    - Choose **Period End** | **Suppliers** | **End of Period** | **Suppliers** and run End of Period rollover.

- Delete transactions for the supplier:
    - Choose **Transactions** | **Suppliers** | **Suppliers** | **Delete Transactions**. Enter the supplier, the transaction date range and select *Delete printed Remittance Advices* to delete transactions for the supplier.

- Delete all outstanding purchase orders and standing orders for the supplier:

    Purchase orders
    - Choose **Transactions** | **Suppliers** | **Purchase Orders** | **Create or Modify** and delete active or partially completed purchase orders that contain the product.

    Standing orders
    - Choose **Transactions** | **Suppliers** | **Standing Orders** | **Delete Standing Order** and delete all standing orders for the supplier.

- Delete all printed cheques:
    - Choose **Reports** | **Suppliers** | **Payments** | **Cheques Printed Report** and run the report. Choose **Yes** to *Okay to delete Printed Cheque Files?*

- Delete all completed purchase orders, goods received notes, invoices, goods returned notes and credit adjustment notes for the supplier:

Purchase orders

- Choose **Transactions** | **Suppliers** | **Purchase Orders** | **Delete Completed** and delete completed purchase orders for the supplier.

Goods received notes

- Choose **Transactions** | **Suppliers** | **Goods Received** | **Delete Completed** and delete completed goods received notes for the supplier.

Invoices

- Choose **Transactions** | **Suppliers** | **Invoices** | **Delete Completed** and delete completed invoices for the supplier.

Goods returned notes

- Choose **Transactions** | **Suppliers** | **Goods Returned** | **Delete Completed** and delete completed goods returned notes for the supplier.

Credit adjustment notes

- Choose **Transactions** | **Suppliers** | **Credit Adjustment Notes** | **Delete Completed** and delete completed credit adjustment notes for the supplier.

- Delete the supplier:

  - Choose **Masterfiles** | **Suppliers** | **Suppliers** | **Delete** and delete the supplier.

  or

- Delete a range of suppliers:

  - Choose **Masterfiles** | **Suppliers** | **Suppliers** | **Bulk Delete**, select *Delete Suppliers* and enter the required ranges. Note that all transactions for all suppliers in the range must first be deleted (as described above).

Deleting product masterfiles

To delete a product masterfile and all related records, carry out the following tasks.

For each product that you want to delete:

1 Pay outstanding balances for customers of the product.

2 If Sales Analysis is applied (in Customer Invoicing Options):
   - in Transactions, update the Sales Analysis report and delete the transaction file:
     o Choose **Transactions** | **Customers** | **Sales Analysis** | **Update Reports** and run the update. When asked if you want to delete the transaction file, choose **Yes**.

   - in Period End, update the Sales Analysis report:
     o Choose in **Period End** | **Customers** | **End of Period** | **Sales Analysis**, select the *End of Year Update* checkbox and run the update.

3 Run BAS Update:
   - Choose **Period End** | **Customers** | **Customer BAS** | **BAS Update** and select the period to update.

4 Delete outstanding transactions in Orders, Standing Orders, Preferred Products, Pro Formas and Kits. While carrying out each step (i) below, write down the transaction numbers. You will need these for step (ii).

   Orders
   i   To see a list of orders that contain the product, choose **Transactions** | **Customers** | **Orders** | **Look Up** and then use **Find (F2)** in the *Order Number* field to look up the product code.
   ii Choose **Transactions** | **Customers** | **Orders** | **Create or Modify** and delete the lines (or entire transactions) of active orders that contain the product.

   Standing orders
   i   To see a list of standing orders that contain the product, choose **Transactions** | **Customers** | **Recurring Transactions** | **Standing Order Lookup** and then use **Find (F2)** in the *Standing Order Number* field to look up the product code.
   ii Choose **Transactions** | **Customers** | **Recurring Transactions** | **Standing Order Create** and delete the lines (or entire transactions) of active standing orders that contain the product.

Preferred products

    i   To see a list of preferred products lists that contain the product, choose **Transactions** | **Customers** | **Templates** | **Preferred Products – Lookup** and then use **Find (F2)** in the *List Number* field to look up the product code.

   ii   Choose **Transactions** | **Customers** | **Templates** | **Preferred Products – Create** and delete the lines (or entire transactions) of preferred product list entries that contain the product.

Pro forma

    i   To see a list of pro forma orders that contain the product, choose **Transactions** | **Customers** | **Templates** | **Pro Forma – Lookup** and then use **Find (F2)** in the *Pro Forma Number* field to look up the product code.

   ii   Choose **Transactions** | **Customers** | **Templates** | **Pro Forma – Create or Modify** and delete the lines (or entire transactions) of pro forma product lists that contain the product.

Kits

    i   To see a list of kits that contain the product, choose **Transactions** | **Customers** | **Templates** | **Kits – Lookup** and then use **Find (F2)** in the *Number* field to look up the product code.

   ii   Choose **Transactions** | **Customers** | **Templates** | **Kits – Create or Modify** and delete the lines (or entire transactions) of kits that contain the product.

5   Delete all completed quotations and orders that contain the product. While carrying out this step, write down the transaction numbers. While carrying out each step (i) below, write down the transaction numbers. You will need these for step (ii).

Quotations

    i   To see a list of quotations that contain the product, choose **Transactions** | **Customers** | **Quotations** | **Lookup** and then use **Find (F2)** in the *Quotation Number* field to look up the product code.

   ii   Choose **Transactions** | **Customers** | **Quotations** | **Delete** and delete completed quotations that contain the product.

Orders

    i   To see a list of orders that contain the product, choose **Transactions** | **Customers** | **Orders** | **Look Up** and then use **Find (F2)** in the *Order Number* field and look up the product code.

    ii   Choose **Transactions | Customers | Orders | Delete Completed Orders** and delete completed orders that contains the product.

6   Post general ledger transactions for Customers.
- Choose **Transactions | General Ledger | Other Modules | Post from Other Modules** and post customers transactions.

7   Run Customer End of Period.
- Choose **Period End | Customers | End of Period | Customers** and run End of Period rollover.

8   Delete transactions for customers who have purchased the product:
- Choose **Transactions | Customers | Customers | Delete Transactions** and enter the customer and the transaction date ranges and delete transactions for the customer.

9   Delete all completed invoices and credit adjustment notes that contain the product. While carrying out each step (i) below, write down the transaction numbers. You will need these for step (ii).

Invoices
    i   To see a list of invoices that contain the product, choose **Transactions | Customers | Invoices | Look Up** and then use **Find (F2)** in the *Invoice No* field and look up the product code.
    ii   Choose **Transactions | Customers | Invoices | Delete Document Details** and delete the lines (or entire transactions) of completed invoices, both printed and not printed, that contain the product.

Credit adjustment notes
    i   To see a list of credit adjustment notes that contain the product, choose **Transactions | Customers | Credit Adjustment Notes | Look Up** and then use **Find (F2)** in the *Credit No* field to look up the product code.
    ii   Choose **Transactions | Customers | Credit Adjustment Notes | Delete Document Details** and delete completed credit adjustment notes, both printed and not printed, that contain the product.

10 Complete outstanding goods received and goods returned notes for the supplier. While carrying out each step (i) below, write down the transaction numbers. You will need these for step (ii).

Goods received notes

i To see a list of outstanding goods received notes for the supplier, choose **Transactions** | **Suppliers** | **Goods Received** | **Look Up** and then use **Find (F2)** in the *Goods received No* field to look up the goods received notes.

ii Any outstanding goods received notes need to be read into a supplier invoice: choose **Transactions** | **Suppliers** | **Invoices** | **Create** and select the supplier code and enter an invoice number. Choose **Yes** when asked if you want to read in goods received notes and the select the GR numbers.

Note: A Supplier credit adjustment note or supplier payment may need to be processed to clear this balance.

Goods returned notes

i To see a list of outstanding goods returned notes for the supplier, choose **Transactions** | **Suppliers** | **Goods Returned** | **Look Up** and then use **Find (F2)** in the *Goods Returned No* field to look up the goods returned.

ii Any outstanding goods returned notes need to be read into a supplier credit adjustment note: choose **Transactions** | **Suppliers** | **Credit Adjustment Notes** | **Create** and select the supplier code and enter a credit adjustment note number. Choose **Yes** when asked if you want to read in goods returned notes and then select the GR numbers.

Note: A Supplier invoice may need to be processed to clear this balance.

11 Pay outstanding balances for suppliers of this product.

12 Run BAS Update:

- Choose **Period End** | **Suppliers** | **Supplier BAS** | **BAS Update** and select the period to update.

13 Delete all outstanding requisitions, purchase orders and standing orders for suppliers of this product. While carrying out each step (i) below, write down the transaction numbers. You will need these for step (ii).

Requisitions

i To see a list of requisitions that contain the product, choose **Transactions** | **Suppliers** | **Requisitions** | **Look Up** and then use **Find (F2)** in the *Requisition Number* field to look up the product code.

ii Choose **Transactions** | **Suppliers** | **Requisitions** | **Create or Modify** and delete active or partially completed requisitions that contain the product.

Purchase orders

   i   To see a list of purchase orders that contain the product, choose **Transactions** | **Suppliers** | **Purchase Orders** | **Look Up** and then use **Find (F2)** in the *Purchase Order Number* field to look up the product code.

   ii   Choose **Transactions** | **Suppliers** | **Purchase Orders** | **Create or Modify** and delete active or partially completed purchase orders that contain the product.

Standing purchase orders

   i   To see a list of standing purchase orders that contain the product, choose **Transactions** | **Suppliers** | **Standing Orders** | **Look Up Standing Order** and then use **Find (F2)** in the *Purchase Order Number* field to look up the product code.

   ii   Choose **Transactions** | **Suppliers** | **Standing Orders** | **Create Standing Order** and delete standing purchase orders that contain the product.

14 Delete all printed cheques:

   -   Choose **Reports** | **Suppliers** | **Payments** | **Cheques Printed Report** and run the report. When closing the report, choose **Yes** to *Okay to delete Printed Cheque Files?*

15 Delete all completed purchase orders, goods received notes for suppliers of this product. While carrying out each step (i) below, write down the transaction numbers. You will need these for step (ii).

Purchase orders

   i   To see a list of purchase orders that contain the product, choose **Transactions** | **Suppliers** | **Purchase Orders** | **Look Up** and then use **Find (F2)** in the *Purchase Order Number* field to look up the product code.

   ii   Choose **Transactions** | **Suppliers** | **Purchase Orders** | **Delete Completed** and delete completed purchase orders that contain the product.

Goods received notes

   i   To see a list of goods received notes that contain the product, choose **Transactions** | **Suppliers** | **Goods Received** | **Look Up** and then use **Find (F2)** in the *Goods Received Number* field to look up the product code.

   ii   Choose **Transactions** | **Suppliers** | **Goods Received** | **Delete Completed** and delete completed goods received notes that contain the product.

16 Post general ledger transactions for Purchasing and Suppliers:
- Choose **Transactions** | **General Ledger** | **Other Modules** | **Post from Other Modules** and post purchasing and supplier transactions.

Note

If you have never posted purchasing transactions to the general ledger, you should delete the postings:

To delete the general ledger postings:
Choose **Reports** | **General Ledger** | **Transactions** | **Delete Other Modules Posting** and select Purchasing, then choose **Accept (F9)**.

17 Run Suppliers End of Period.
- Choose **Period End** | **Suppliers** | **End of Period** | **Suppliers** and run End of Period rollover.

18 Delete transactions for suppliers who have supplied the product.
- Choose **Transactions** | **Suppliers** | **Suppliers** | **Delete Transactions**. Enter the supplier, transaction date range and select the *Delete printed Remittance Advices* checkbox to delete transactions for the supplier.

19 Delete all completed invoices, goods returned notes and credit adjustment notes for suppliers of this product. While carrying out each step (i) below, write down the transaction numbers. You will need these for step (ii).

Invoices
i   To see a list of invoices that contain the product, choose **Transactions** | **Suppliers** | **Invoices** | **Look Up** and then use **Find (F2)** in the *Invoice Number* field to look up the product code.
ii Choose **Transactions** | **Suppliers** | **Invoices** | **Delete Completed** and delete completed invoices that contain the product.

Goods returned notes
i   To see a list of goods returned notes that contain the product, choose **Transactions** | **Suppliers** | **Goods Returned** | **Look Up** and then use **Find (F2)** in the *Goods Returned Number* field to look up the product code.
ii Choose **Transactions** | **Suppliers** | **Goods Returned** | **Delete Completed** and delete completed goods returned notes that contain the product.

Credit adjustment notes

    i   To see a list of credit adjustment notes that contain the product, choose **Transactions** | **Suppliers** | **Credit Adj. Note** | **Look Up** and then use **Find (F2)** in the *Credit Adj. Note Number* field to look up the product code.

    ii   Choose **Transactions** | **Suppliers** | **Credit Adj. Note** | **Delete Completed** and delete completed credit adjustment notes that contain the product.

20 Check that the *Quantity available on hand* for the product is zero. If not zero, process a stock adjustment:

- Choose **Masterfiles** | **Products** | **Products** (or **Services**) | **Enquire**.

21 Post general ledger transactions for Products.

- Choose **Transactions** | **General Ledger** | **Other Modules** | **Post from Other Modules** and post Products transactions.

22 Run Product End of Period.

- Choose **Period End** | **Products** | **End of Period** | **Products** and run End of Period rollover.

23 Delete transactions for the product:

- Choose **Transactions** | **Products** | **Products** | **Delete Transactions** and enter the product and the transaction date range and delete updated transactions.

24 Delete the product:

- Choose **Masterfiles** | **Products** | **Products** (or **Services**) | **Delete** and delete the product.

or

Delete a range of products:

- Choose **Masterfiles** | **Products** | **Products** (or **Services**) | **Bulk Delete,** select *Delete Products* and enter the required ranges. Note that all transactions for all products in the range must first be deleted (as described above).