Sterling Factors
Internet Access
Instructions.

A userID provided is for an Administrator. It should only be used for maintenance (admin instructions are in a separate document).It is recommended that additional user IDs be created by the Administrator for employees within Client company.

Application link is: https://sterling.factoringsystem.com/
This link will take you to a screen titled:

Sterling Factors	Client Inquiry System

Click on the menu option: Sign On/Sign Off.
Sign in using your userID and password. Strike an enter key.

Application menu.

1- **Admin Functions** -
Use this option to add new user profile or to make changes to existing user profiles. Instructions for this option are sent to your Administrator.

2 - **Reports** -
Use this option to generate on-demand reports.

3 - **Home**:
Click to return to the Main menu.

4 - **Sign On/Sign Off**:
Use to sign on or to sign off from an application

5 - **Invoice Locator**.
Enter an invoice number of an open invoice. Click on Locate button. The application will search for matches by open-invoice number. The result will be displayed in a table format.

6 - **Client Aging Summary**.
(Please Note: At the time of this writing to print Summary Aging report, use Reports menu option, and then select Summary Aging option.)

This option will display a Summary Due Date Aging By Client. When selected, this option will display A/R balances by account number. Balances are broken down by categories as follows: Total, Current, Past due 1-30, Over 30, Over 60, Over 90, Dispute Amount. Users can drill-down to an individual account by clicking on the account number field. This will access a screen titled: Customer Ageing. This is a customer aging summary screen. For detail, click on a customer code of interest. This will drill down to a screen titled: Customer Ledgers. Customer Ageing detail report is available in PDF format. To generate a report, click the PDF Report button at the customer ledger screen.

7 - **Customer Detail Aging**:

This will access a screen titled: Customer Ageing. From the Customer Ageing screen, clicking on a customer code of interest will drill down to a screen titled: Customer Ledgers. Customer Ageing detail report is available in PDF format. To generate a report, click the PDF Report button at the customer ledger screen.

8 - **Customer Ledgers**

Select Client, and click the Select button. Select Customer and click the Select button. The customer outstanding receivables detail ledger information will display. Customer Ageing detail report is available in PDF format. To generate a report, click the PDF Report button at the customer ledger screen.

9 - **Request Customer Credit Approval**.

First select your account number. Next, lookup the customer by entering a customer name in the customer name lookup. Click on the submit button. It is sufficient to enter only a portion of the name. The closest matching entries will display on the screen. Scroll up or down to find the exact match. If you leave the select customer blank and click on the submit button, then a complete customer list will show. Browse the list. Maximize the window by clicking the maximize control in the top-right corner of the window frame. This will make sure that the paging buttons: Next and Previous are always in the view. Use these buttons to scroll the customer list page by page.

If no customer match is found, then point to a click here link at the screen footer to submit a new customer. This will take you to a screen titled: New Customer Order Entry. Fill in the customer information followed by application for credit approval. Click the Submit button when ready.

If you have been able to find the exact customer match, click the Select button to the left of the matching customer. This will take you to a screen titled: Request a Customer Credit Approval. Fill in the information and click the Submit button.

10 - **Recent Credit Decisions**

This option will take you to a screen titled: Disposition Review.

First select Client and click the Select button. This inquiry offers to look up activity by one of the following options: Customer, Entry Date, Your ref#, Last 3 business days. Select one and click the Submit button. The output will display in table format.

11 - **Sales Analysis**
This inquiry will display sales totals by customer broken down by YTD and MTD sales for this year and for last year.

12 - **MTD Client Summary**
This inquiry will output current summary totals of A/R activity.
Select Client. Click the Select client button to display the results.

13 - **Check Search**.
Use this inquiry to look-up cash application detail. First select client number and click the Select client button. Next select the lookup option: Customer Id, Check No, or Check Amt. Click the Submit button to submit your inquiry.

14 - **Chargebacks**.
This option will display a screent titled Chargeback Report. First select client number and click theSelect client button. Next select the report dates and click the Select date button. The returned information will display in tablular format below.

Troubleshooting.

UserIDs as well as passwords are case sensitive.

The application maintains a counter of failed sign-on attempts. When it reaches the limit, the application locks the userID. An administrator is able to unlock the account via an administrative menu option: Update Client Operator.

The failed sign-on attempt occurs when: password is entered incorrectly, or when someone is trying to sign-on into a userID which did not Sign Off normally.

UserID given to an Administrator should be used only for administrative functions. That is: for creating new userIDs, for clearing locked userIDs, and for other userID maintenance.

If and when Administrator's userID itself is locked or needs to be edited, we should be asked via e-mail for assistance.

Each userID must be assigned to only one person. Your Administrator can create additional userIDs as needed.

When exiting an application always exit via a Sign Off button.

It is recommended that an Internet Explorer browsing option be set to “check for new version of stored pages every time you visit the page”. (Tools/Internet Options/Browsing History Settings.)

In order to be able view the downloaded PDF reports, a “Pop-up Blocker” needs to be disabled in your Internet Explorer as follows: In the Internet Explorer click on: Tools/Pop-up Blocker/Turn off Pop-up Blocker.

If you would like to change your password, then please click on menu option “Password”. You will be prompted to enter old password, the new password, and to retype the new password. The program will check the new password for the required complexity before accepting it. Follow the prompts. Click the Update Password button when ready.