Overview Page - SKY Customer

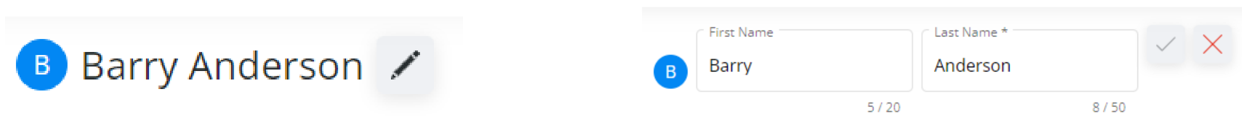
Last Modified on 07/10/2025 11:22 am CDT

Overview

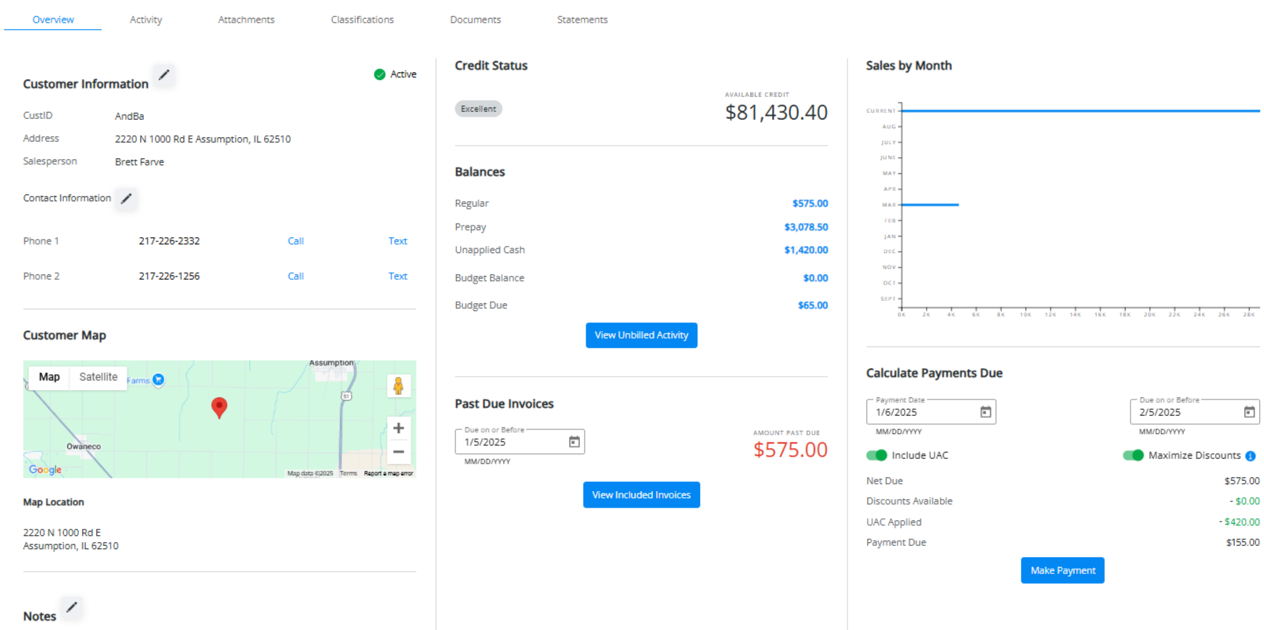
See **SKY Customer Overview** for information on searching for Customers upon first opening SKY Customer.

Those with the *Edit Customer Information* permission enabled in **SKY Admin** have the ability to edit some Customer information. Areas that can be edited are indicated with a **Pencil** icon.

Select the **Pencil** icon to make changes, then choose the **Checkmark** to confirm the edits or the **X** to discard.



The primary pane on the *Overview* page displays a quick view of a variety of account information.



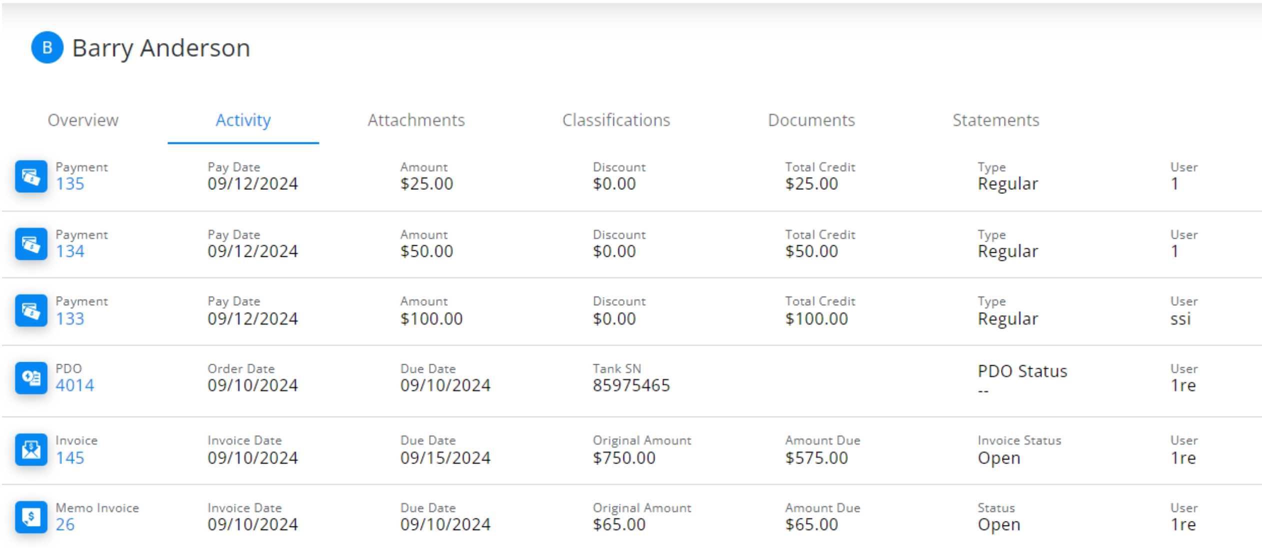
- **Customer Information –** View the *Customer Status, Customer ID, Address*, and *Salesperson*. Select the **Pencil** icon to make any necessary changes, then choose the **Checkmark** to confirm changes or the **X** to discard. **Note:** The status can only be changed in Windows.
- **Contact Information –** The phone number(s) for the customer display. If using a mobile device, tap **Call** or **Text** to contact the Customer. Select the **Pencil** icon to make any necessary changes, then choose the **Checkmark** to confirm changes or the **X** to discard.
- **Customer Map –** View the geocoded address for the customer. Google Maps functionality makes the map

interactive.

- **Notes** – Notes regarding the Customer are displayed. Select the **Pencil** icon to make any necessary changes, then choose the **Checkmark** to confirm changes or the **X** to discard.
- **Credit Status** – The *Credit Status* is established on the Customer *Profile* within Agvance.
- **Balances** – Total balance information is broken down by category:
  - **Regular** – This displays open Invoice totals. Selecting the amount opens the Invoices window.
  - **Prepay** – This displays open Booking totals. Selecting the amount will open the *Bookings* window.
  - **Unapplied Cash** – This displays total unapplied cash for the account. Selecting the amount expands the line item showing the *Beginning Balance*, *Current Month Activity*, and the *Current Balance*.
  - **Budget Balance** – This is the total Budget Balance for the account. Selecting the amount expands the line item showing the *Beginning Balance*, *Plus Monthly Budget Payments*, *Less Invoices for Delivery*, and the *Current Balance*.
  - **Budget Due** – This shows total open Memo Invoices. Selecting the amount opens the *Memo Invoice* window.
  - **Unbilled Activity** – This is the total dollars for Delivery or Blend Tickets not yet invoiced. Selecting the amount opens the *Activity* tab displaying any tickets that have not yet been invoiced.
- **Past Due Invoices** – Select a *Due on or Before* date to display past due Invoices. Choosing **View Invoices** opens a window listing the Invoices included in the selected criteria. Select the *Due on or Before* date option to filter the *Amt Past Due* information or to filter the Invoices listed when selecting **View Invoices.**
  - The *Selection* option on the *Search invoices* search bar is defaulted to *ON*. Invoices matching criteria from the *Past Due Invoices* card are selected but can be deselected by removing the checkmark per line item. Select the **Ellipsis** to *Select All* or *Deselect All*. Choosing **Pay Invoices** navigates to the *Add Payment* screen.
- **Sales by Month** – This displays overall sales by month for the past 12 months. Hover over the bar graph to see the total dollar amount of sales for that month.
- **Calculate Payments Due** – Quickly determine a payment due for the account by setting date parameters and toggling options. The *Payment Date* will filter payments due by the selected date. *Due on or Before* dates filter by the selected date. Optionally toggle the *Include UAC* and *Maximize Discount* options on or off. The *Net Due*, *Disc Available*, *UAC Applied*, and *Payment Due* information displays based on selected criteria.
  - Select **Make Payment** to navigate to the *Add Payment* screen. Invoices making up the *Net Due* amount on the card are automatically selected but can be changed.

Activity

A summary of the last 10 most recent activities displays on the *Activity* tab in Customer. Different information is available depending on the transaction type. Select the transaction number to navigate to where that specific transaction resides in Customer.

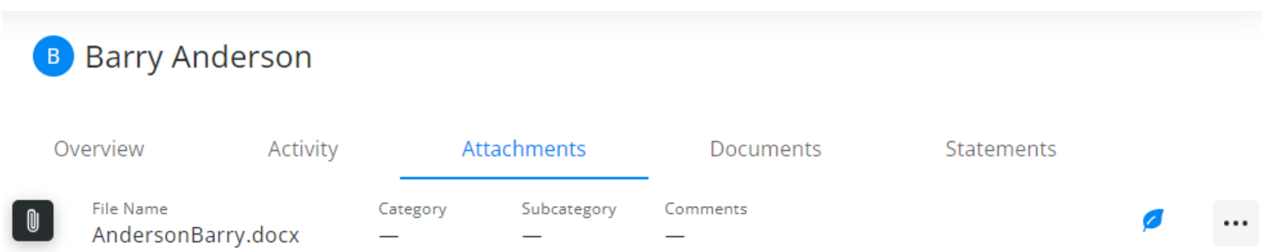


From there, more information can be viewed by selecting the **Expand** button or additional options are available from the **Ellipsis** such as **View** or **Download PDF**.

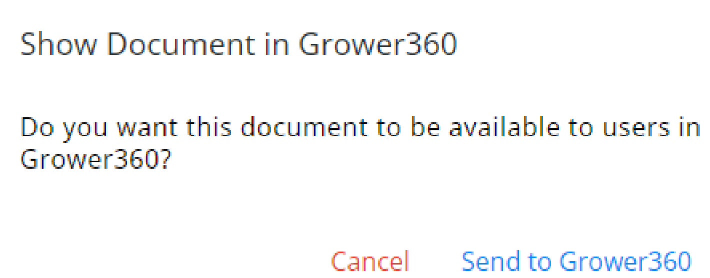
Attachments

Any documents that have been attached to the Customer *Profile* in Agvance display. Choose the **Ellipsis** icon to **View Attachment** or **Delete Attachment**.

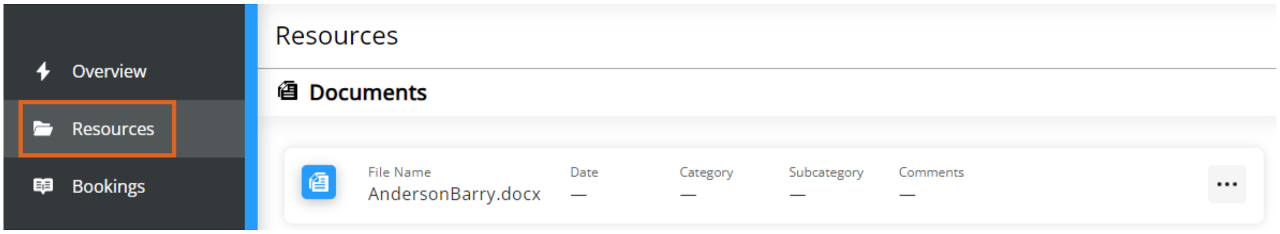
View Attachments must be turned on in SKY Admin per user for this tab to be visible.



Select the **Leaf** icon to **Send to Grower 360** or **Remove from Grower 360**. A blue leaf indicates the document is currently visible in Grower360.

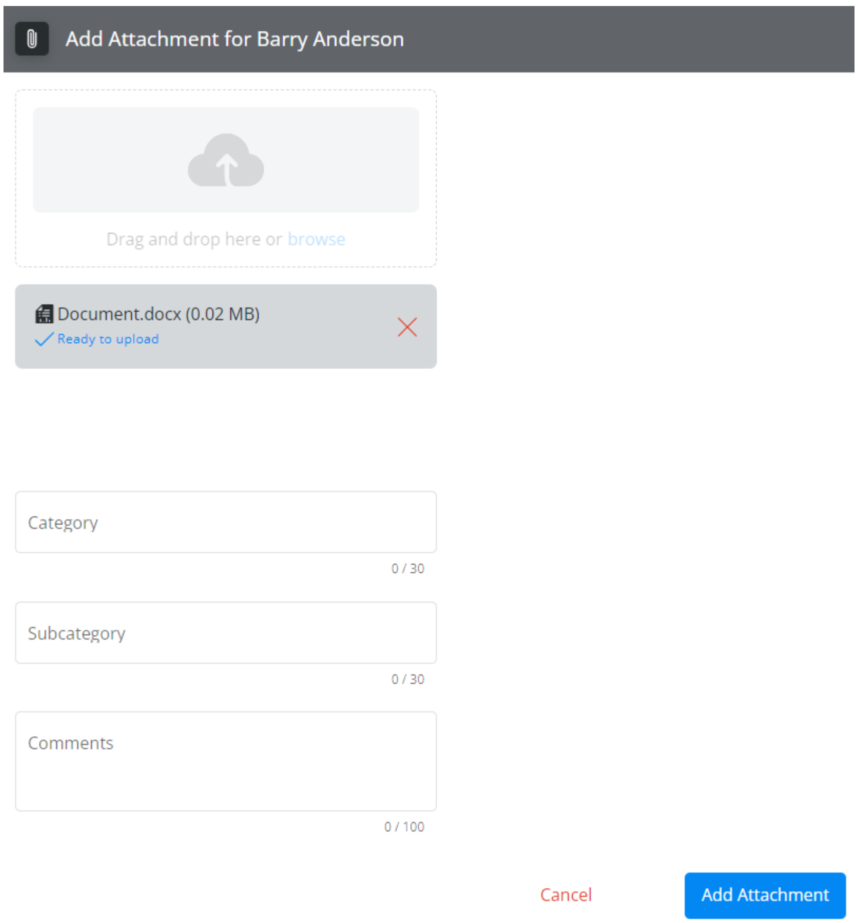


The file will display in Grower360 in the *Resources* area.



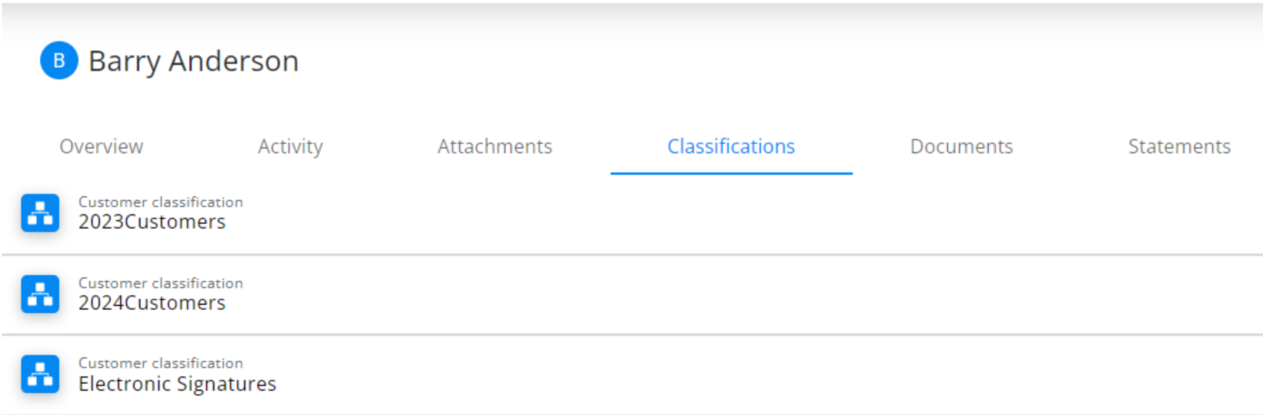
Attachments can be uploaded by selecting the **+ Add Attachment** button in the lower right. Drag and drop a file to the upload area or select **browse** to find the appropriate file. The *Category*, *Subcategory*, and *Comments* fields are all optional. Once the file is uploaded and any additional information is added, choose **Add Attachment**.

Note: The only supported files to share with a Grower that will open on the native app are PDF, DOC, XLS, TXT, and CSV. Other formats will display on the desktop in addition to these listed.



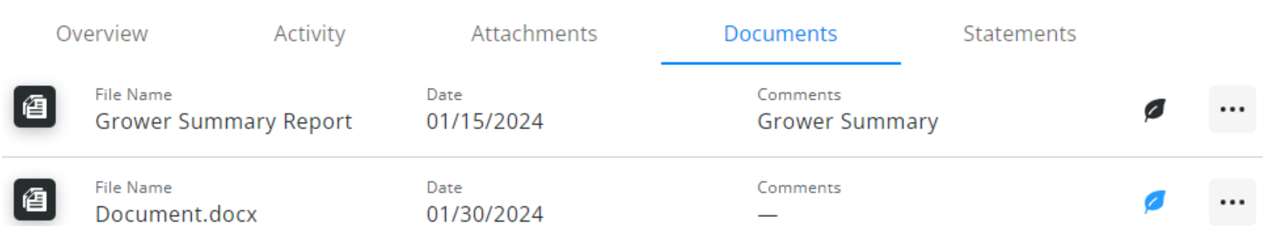
Classifications

On the *Classifications* tab in SKY Customer, see the Classifications to which the Customer belongs.



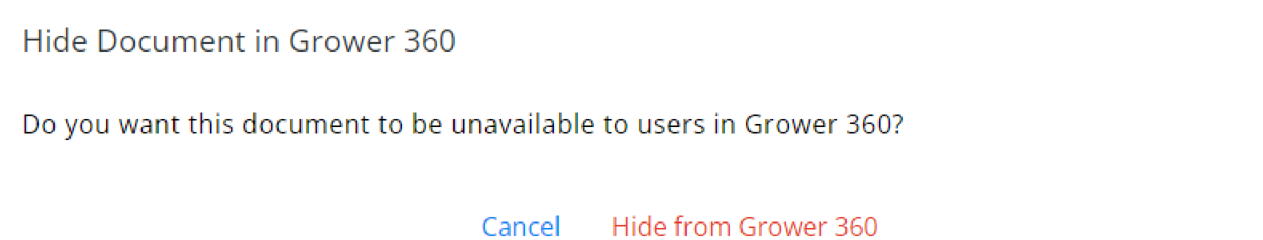
Documents

The *Documents* tab in Customer provides the Grower Summary Report after it has been run in Agvance and sent to the Grower to assist Growers with any questions. Additional documents can also be added and optionally shown in Grower360.

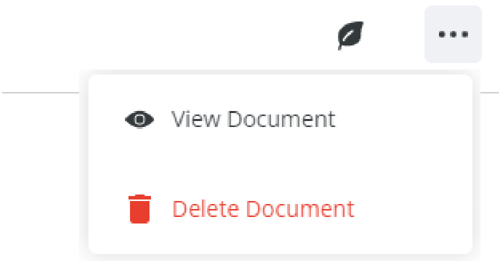


The Leaf icon, when filled in, indicates the the document is visible to Growers.

Note: When the Leaf icon is filled in with **black**, this means the document is ALWAYS visible to the Grower. The only way to keep the Grower from seeing this document is to delete the file. If filled in with **blue**, the document can optionally be shared with the Grower. Selecting the icon gives the option to show/hide the document in Grower360. Once hidden, the icon will be an outline rather than filled in to indicate it is no longer being displayed in Grower360.

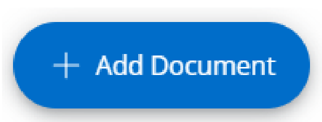


Selecting the **Ellipsis** gives the options to view the document in a separate tab or to remove the document from this area.

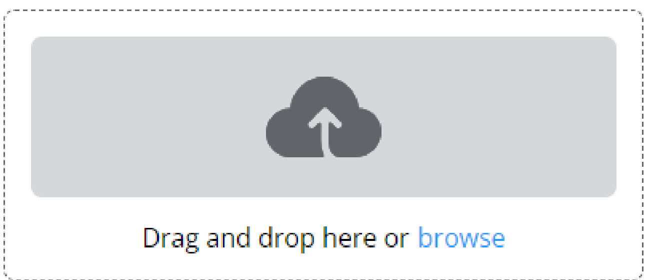


Adding Documents

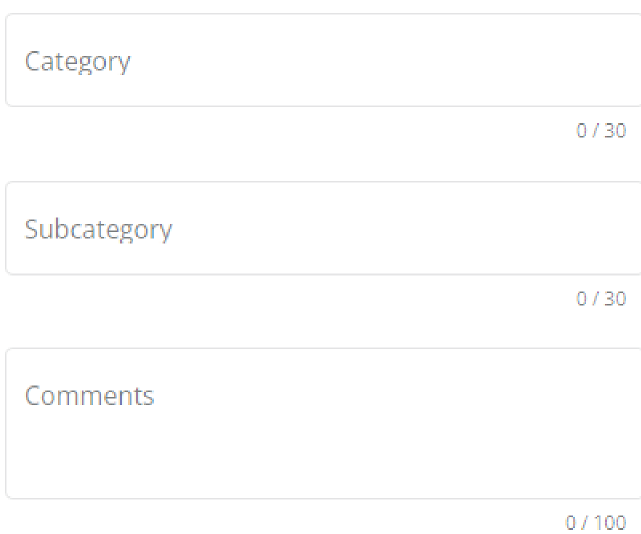
Documents can be added by selecting the **+** icon in the bottom right.



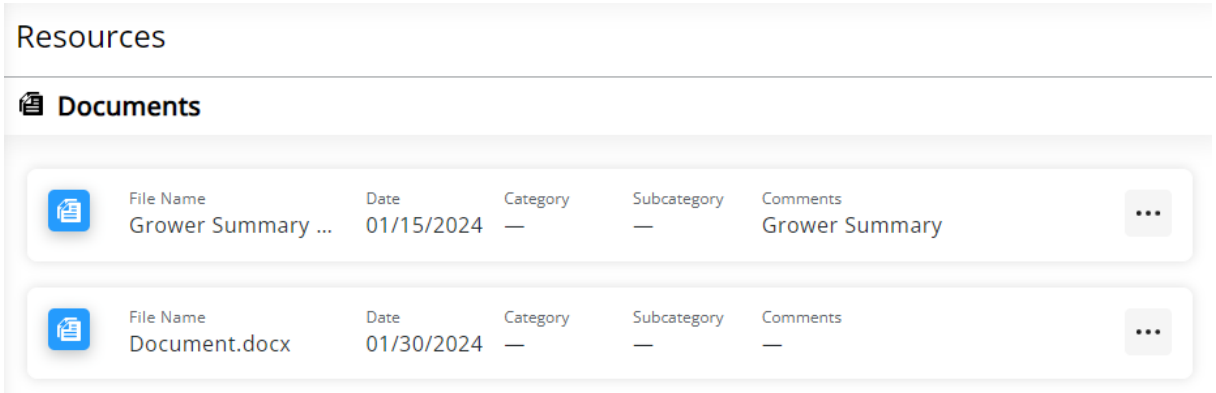
1. Drag and drop the document in the designated area or select **browse** to locate the appropriate document.



2. Optionally enter a *Category*, *Subcategory*, and any *Comments.*



3. Select **Add Document** to finish the process or **Cancel** to return to the *Documents* tab.
4. Upon adding and choosing to make the document visible, it will be available in Grower360.



Statements

Invoice and Budget Statements are available on the *Statements* tab. Selecting the **Download** icon gives the option to view or download the statement as a PDF. Additionally, if using the *Send statements to Grower* option on the Combo and Budget Billing Statements, those will display here as well.