

3.21: Statement Processing

Introduction

Route Manager includes a wide variety of statement options to suit your needs. This chapter will introduce you to the options available and guide you through processing a statement.

The document is separated into the following sections:

- ▶ Choosing a Statement Types
- ▶ Assigning Statements
- ▶ Processing Statements

Each section is covered in the order listed.

Choosing a Statement Type

Each account within the system will need to be assigned a *Statement Code*. Use the information covered in this section to determine the *Statement Type(s)* your company will utilize.

Navigate to *Lists > Customer Setup Codes > Statement Codes*. The *Layout* tab allows you to select the desired *Statement Type* on the screen, you can choose from the following options:

- ▶ **No Statement:** Select this option for customers that do not require a statement.
- ▶ **Standard Statement:** Select this option to use a standard printed 8 ½ x 11 statement format.
- ▶ **Bulk Statements:** Select this option to create a bulk file that will be sent to an external statement processing company (e.g., Matrix Imaging).
- ▶ **Handheld Statements:** Select this option to use a statement that will be printed from the handheld automatically during the last delivery of the month for each customer.
- ▶ **Fax:** Select this option to use process fax statements to your customers (requires additional setup).
- ▶ **E-mail:** Select this option to process statements via E-mail using Microsoft Outlook or SMTP service (requires additional setup).
- ▶ **Standard Postcard (Custom Only):** Select this option to process statements using postcard paper stock.
- ▶ **Self Mailer (Custom Only):** Select this option to process a 3-fold paper statement type.
- ▶ **Custom Statement:** Select this option to process a custom statement.

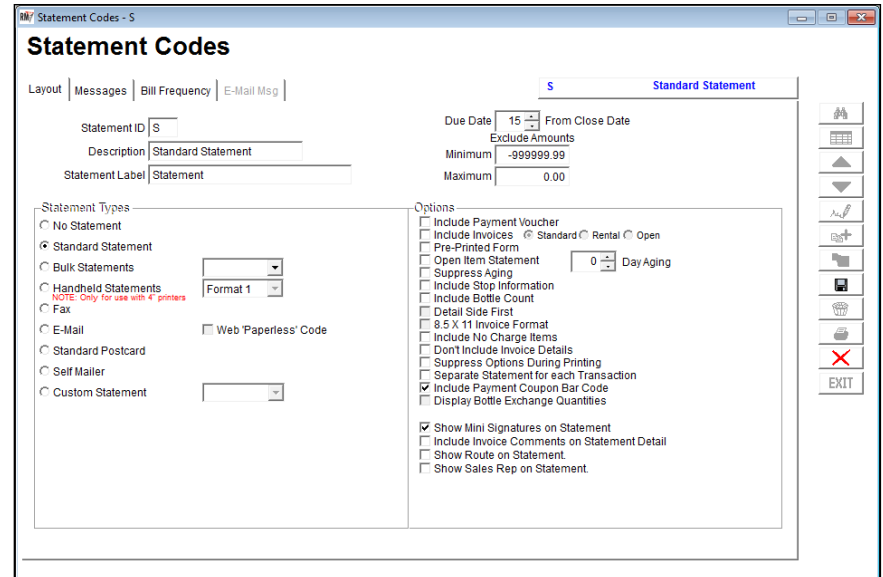
Common statement configurations and examples are included below to assist you with selecting a statement type.

Standard Statement

A *Standard Statement* is printed on an 8 ½ x 11 sheet of paper. Each statement includes all of the customer's invoices and payments for the current period and can include invoice copies if desired.

Layout Tab

The *Layout* tab below depicts the configuration of a common *Standard Statement* type.



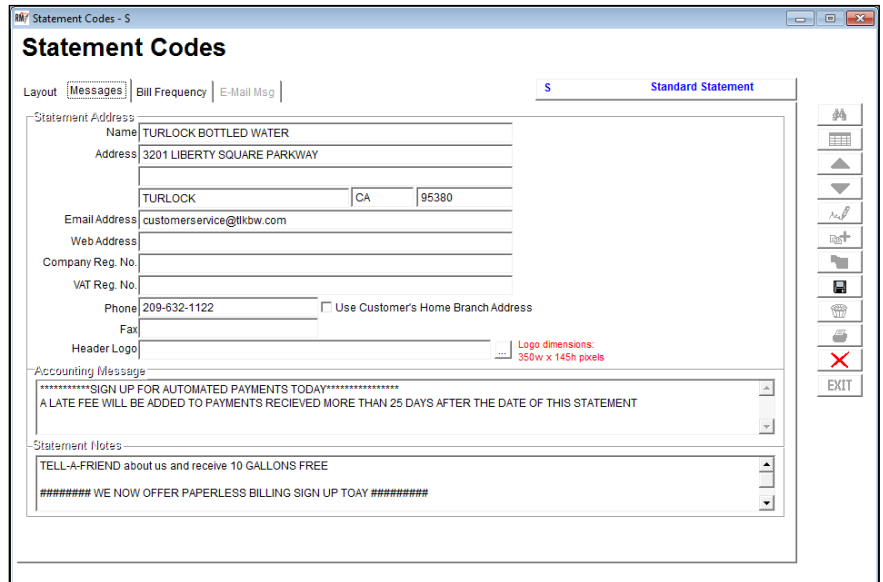
The fields configured in this example are defined below:

- ▶ **Statement ID:** A two digit code specific for each type of statement.
- ▶ **Description:** The description of this type of statement.
- ▶ **Statement Label:** This will print on the top of the statement (i.e., Statement or Monthly Statement).
- ▶ **Due Date:** The number of days entered here will determine the 'Due Date' printed on the statement (i.e., 15 or 30).
- ▶ **Exclude Amounts:** The minimum and maximum balance entered here will determine which customers will receive a statement; this information is based on the customer's total due (i.e., Min. -9999999.99 to Max 0.00 will exclude all negative and zero balance customers).

NOTE: A definition of each option on the *Layout* tab can be found in the *Statement Code Definitions* section at the end of this document.

Messages Tab

The *Messages* tab includes company address information and custom messages.



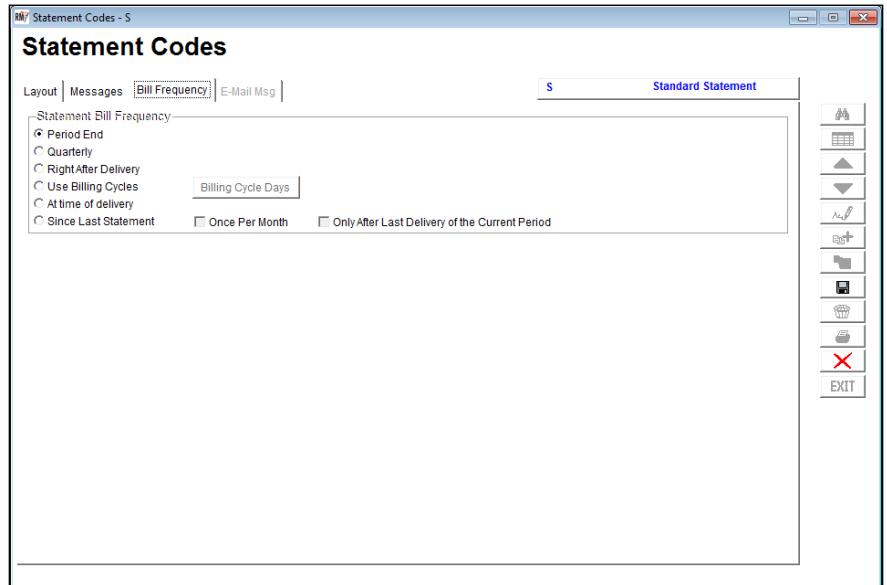
The fields configured in this example are defined below:

- ▶ **Statement Address:** The company information entered here will be included on the top of each statement.
- ▶ **Accounting Message:** Messages entered here can be used for relaying account related information to your customers.
- ▶ **Statement Notes:** Messages entered here can be used for promotional messages or general information that you would like relayed to your customers.

NOTE: A definition of each option on the *Messages* tab can be found in the *Statement Code Definitions* section at the end of this document.

Bill Frequency Tab

The *Bill Frequency* tab is set to 'Period End,' as most companies process statements at the end of each month.



The screenshot shows a software window titled "Statement Codes - S". The main heading is "Statement Codes". Below the heading, there are tabs: "Layout", "Messages", "Bill Frequency" (which is active), and "E-Mail Msg". To the right of the tabs, there is a dropdown menu showing "S" and a button labeled "Standard Statement". The main area of the window is titled "Statement Bill Frequency" and contains the following options:

- Period End
- Quarterly
- Right After Delivery
- Use Billing Cycles
- At time of delivery
- Since Last Statement

There is a "Billing Cycle Days" input field next to the "Use Billing Cycles" option. Below the radio buttons, there are two checkboxes: Once Per Month and Only After Last Delivery of the Current Period. On the right side of the window, there is a vertical toolbar with various icons, including a grid, a list, a search, a print, and an "EXIT" button at the bottom.

NOTE: A definition of each option on the *Bill Frequency* tab can be found in the *Statement Code Definitions* section at the end of this document.

Standard Statement Example

Here is an example of the *Standard Statement* with the options selected above:

Advantage Water Deliveries
147 S. Broadway Ave.
Turlock CA 95380
209-632-1122
Support@AdvantageRS.com

If paying by cc or card, please complete this section

<input type="checkbox"/> VISA	CARD NUMBER	AMOUNT
<input type="checkbox"/> M/C	SIGNATURE	EXP. DATE
CARDHOLDER NAME (Please Print)		
ACCT. NO.	CUSTOMER NAME	
STATEMENT DATE	DATE DATE	PAY THRU AMOUNT
10/31/2009	11/15/2009	137.99

MAKE CHECKS PAYABLE TO: Advantage Water Deliveries

Robert Jordan
1100 Sylvan Avenue
MODESTO CA 95350

Advantage Water Deliveries
147 S. Broadway Ave.
Turlock CA 95380

PREVIEW

STATEMENT

DATE	INVOICE	DESCRIPTION	CHARGE	PAYMENT	BALANCE
Balance Forward					121.87
P.O. No. 12345448778					
Stop 1 Robert Jordan 2100 STANDIFORD AVE					
10/19/2009	030381	5 Gallon Spring P.O. No. 12345448778	Qty 4 @ 5.75 (Tx)	23.00	144.87
10/19/2009	030381	5 Gallon Spring P.O. No. 12345448778	Qty 1 @ 0.00	0.00	144.87
10/19/2009	030381	Tax		3.45	148.32
10/19/2009	030382	5 Gallon Spring P.O. No. 12345448778	Qty 5 @ 5.75 (Tx)	28.75	177.07
10/19/2009	030382	Tax		4.31	181.38
10/19/2009	030383	5 Gallon Spring P.O. No. 12345448778	Qty 1 @ 5.75 (Tx)	5.75	187.13
10/19/2009	030383	Tax		0.86	187.99
10/23/2009		Cash Payment	Thank You!	-50.00	137.99
Stop Subtotal			16.12	Invoice Total	66.12
			PREV. BALANCE	CHARGES \$)	PAYMENTS \$
				66.12	-50.00
					137.99

Thank you for being our customer!
Beat the heat this month: Purchase 3 bottles of refreshing spring water, receive 1 free.

STATEMENT DATE	ACCT. NO.	CUSTOMER NAME
10/31/2009	100000	Robert Jordan

Advantage Water Deliveries
147 S. Broadway Ave.
Turlock CA 95380
209-632-1122
Support@AdvantageRS.com

Please direct all accounting inquiries to: 209-632-1122

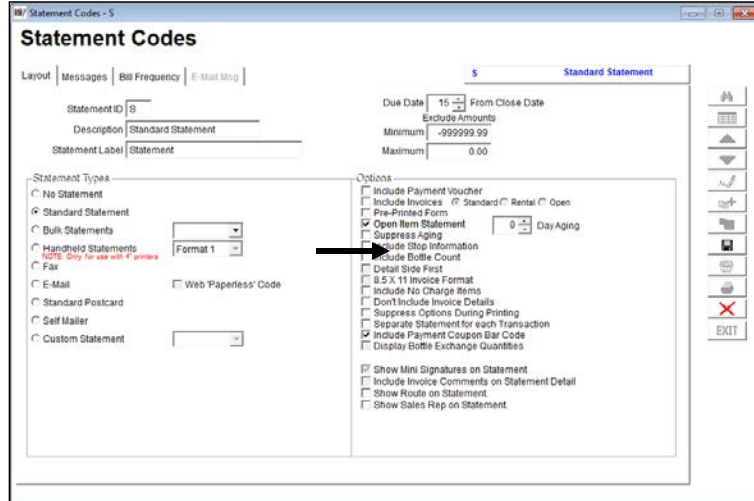
If you choose to include invoices with your statement, invoice copies similar to the following will be included with each statement:

<p style="font-size: 8px; text-align: center;">Advantage Water Company 140 East Main Turlock, CA 95380 1-888-890-9999</p> <p>Invoice # 030381</p> <p>Mon Oct 19, 2009, 09:37 Driver ADMINISTRATOR Rte-Day Sold To: #100000</p> <p>Robert Jordan 2100 STANDIFORD AVE MODESTO CA 95350 0 P.O. No. 12345448778</p>	<p style="font-size: 8px; text-align: center;">Advantage Water Company 140 East Main Turlock, CA 95380 1-888-890-9999</p> <p>Invoice # 030382</p> <p>Mon Oct 19, 2009, 10:20 Driver ADMINISTRATOR Rte-Day Sold To: #100000</p> <p>Robert Jordan 2100 STANDIFORD AVE MODESTO CA 95350 0 P.O. No. 12345448778</p>
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Item	Qty	Price	Amount	Item	Qty	Price	Amount
5 Gallon Spring	1 @	0.00 =		[FREE] 5 Gallon Spring	5 @	5.75 =	28.75
5 Gallon Spring	4 @	5.75 =	23.00	Subtotal Sales			28.75
Subtotal Sales			23.00				4.31
				3.45 Pallet Type 1			
Pallet Type 1				Sold 5 Ret 5 Met0			
Sold 5 Ret 5 Met0				INVOICE TOTAL			33.06
INVOICE TOTAL			26.45				Thank You!

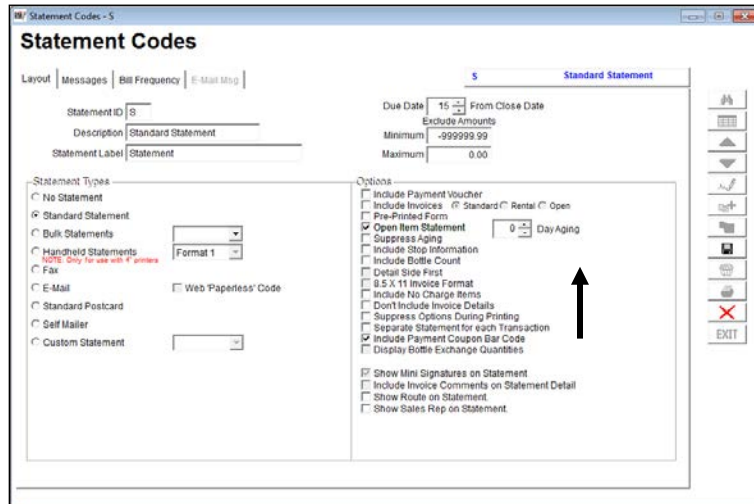
Open Item Statement (Optional)

If you would only like to include invoices that have not been paid on the statement, select the 'Open Item Statement' option:



The screenshot shows the 'Statement Codes' window with the 'Options' section expanded. The 'Open Item Statement' checkbox is checked, and the 'Day Aging' field is set to 0. A black arrow points to the 'Open Item Statement' checkbox.

Additionally, you can specify the number of 'aging' days to include on the statement (leave at 0 to include all invoices):



The screenshot shows the 'Statement Codes' window with the 'Options' section expanded. The 'Day Aging' field is set to 0. A black arrow points to the 'Day Aging' field.

Here is an example of an *Open Item Statement*:

<p>Advantage Water Deliveries 147 S. Broadway Ave. Turlock CA 95380 209-632-1122 Support@AdvantageRS.com</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2" style="text-align: center;"><small>Payment by credit card please complete this section</small></td> </tr> <tr> <td><input type="checkbox"/> VISA <input type="checkbox"/> M/C</td> <td>CARD NUMBER</td> </tr> <tr> <td><input type="checkbox"/> DISCOVER <input type="checkbox"/> AMEX</td> <td>SIGNATURE</td> </tr> <tr> <td>CARDHOLDER NAME (Please Print)</td> <td>EXP. DATE</td> </tr> <tr> <td>ACCT. NO.</td> <td>CUSTOMER NAME</td> </tr> <tr> <td>10000</td> <td>Robert Jordan</td> </tr> <tr> <td>STATEMENT DATE</td> <td>DUPLICATE</td> </tr> <tr> <td>10/23/2009</td> <td>11/07/2009</td> </tr> <tr> <td colspan="2">PAY THIS AMOUNT</td> </tr> <tr> <td colspan="2" style="text-align: right;">137.99</td> </tr> <tr> <td colspan="2">MAKE CHECKS PAYABLE TO: Advantage Water Deliveries</td> </tr> <tr> <td colspan="2" style="text-align: right;">AMOUNT DUE \$</td> </tr> </table>	<small>Payment by credit card please complete this section</small>		<input type="checkbox"/> VISA <input type="checkbox"/> M/C	CARD NUMBER	<input type="checkbox"/> DISCOVER <input type="checkbox"/> AMEX	SIGNATURE	CARDHOLDER NAME (Please Print)	EXP. DATE	ACCT. NO.	CUSTOMER NAME	10000	Robert Jordan	STATEMENT DATE	DUPLICATE	10/23/2009	11/07/2009	PAY THIS AMOUNT		137.99		MAKE CHECKS PAYABLE TO: Advantage Water Deliveries		AMOUNT DUE \$	
<small>Payment by credit card please complete this section</small>																									
<input type="checkbox"/> VISA <input type="checkbox"/> M/C	CARD NUMBER																								
<input type="checkbox"/> DISCOVER <input type="checkbox"/> AMEX	SIGNATURE																								
CARDHOLDER NAME (Please Print)	EXP. DATE																								
ACCT. NO.	CUSTOMER NAME																								
10000	Robert Jordan																								
STATEMENT DATE	DUPLICATE																								
10/23/2009	11/07/2009																								
PAY THIS AMOUNT																									
137.99																									
MAKE CHECKS PAYABLE TO: Advantage Water Deliveries																									
AMOUNT DUE \$																									
<p>Robert Jordan 1100 Sylvan Avenue MODESTO CA 95350</p>	<p>Advantage Water Deliveries 147 S. Broadway Ave. Turlock CA 95380 209-632-1122 Support@AdvantageRS.com</p>																								

Please Return This Portion With Payment

STATEMENT

DATE	INVOICE		INVOICE AMT	PAYMENTS	UNP. AID	BALANCE	
Stop# 1	Robert Jordan	2100 STANDIFORD AVE					
08/30/2009	030213	Invoice Total	58.06	42.12	15.94	15.94	
08/27/2009	030222	Invoice Total	33.98	0.00	33.98	49.92	
09/01/2009	030227	Invoice Total	50.00	0.00	50.00	99.92	
09/28/2009	030365	Invoice Total	27.50	0.00	27.50	127.42	
10/19/2009	030381	Invoice Total	26.45	15.88	10.57	137.99	
				PAYMENTS @	AMOUNT DUE		
				58.00	137.99		

Thank you for being our customer!
Beat the heat this month: Purchase 3 bottles of refreshing spring water, receive 1 free.

STATEMENT DATE	ACCT. NO.	CUSTOMER NAME
10/23/2009	100000	Robert Jordan

Please direct all account inquiries to: 209-632-1122

Advantage Water Deliveries
 147 S. Broadway Ave.
 Turlock CA 95380


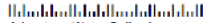
NOTE: Detailed invoice activity is suppressed on *Open Item Statements*.

Bulk Statement

A *Bulk Statement* is used to transmit statements to a third party via the web for processing. This type of statement requires additional configuration and fees; contact Advantage Route Systems for further information.

Bulk Statement Example

Here is an example of a statement transmitted and configured by third party company Matrix Imaging:

Advantage Water Deliveries 147 S. Roadway Ave. Turlock CA 95380 209-832-1122 Support@AdvantageRS.com FORWARDING SERVICE REQUESTED		MONTHLY INVOICE/STATEMENT If paying by Credit Card, please complete this section <input type="checkbox"/> VISA <input type="checkbox"/> MC <input type="checkbox"/> DISC <input type="checkbox"/> AMEX CARD NUMBER: _____ EXPIR. DATE: _____ SIGNATURE: _____ CARDHOLDER NAME (Please Print): _____ <input type="checkbox"/> EVERY MONTH <input type="checkbox"/> THIS STATEMENT ONLY					
		CUSTOMER NUMBER: 003179 CUSTOMER NAME: BELL SOUTH-MASTER ACCT	STATEMENT DATE: 06/30/2005 DUE DATE: 07/15/2005 PAY AMOUNT: \$651.26				
		MAKE CHECKS PAYABLE TO: _____ AMOUNT ENCLOSED: \$ _____					
 David Brent 1150 Sylvan Ave. Modesto CA 95350		 Advantage Water Deliveries 147 S. Broadway Ave. Turlock CA 95380					
DETACH AND RETURN COUPON WITH PAYMENT TO ENSURE PROPER CREDIT							
DATE	INVOICE NO.	DESCRIPTION	QTY/UNIT \$	TAX	INV. TOTAL	PAYMENT	BALANCE
PREVIOUS BALANCE							597.00
Stop# 1 BELL SOUTH-LENDIR 1047 HARPER AVE							
06/13/2005	427555	5 GAL WATER	5 @ 5.25				613.26
06/13/2005	427555	BOTTLE DEPOSITS	-5 @ 6.00				593.26
06/13/2005	427555	BOTTLE DEPOSITS	5 @ 6.00				613.26
06/13/2005	427555	A/R ADJUSTMENTS	-1 @ 0.01				613.24
06/13/2005	427555	Tax		0.53			613.77
06/13/2005	427555	Invoice Total			26.77		613.77
Stop# 1 BELL SOUTH-NEWTON UPSTAIRS 304 NORTH ASHE AVE RM #220							
06/07/2005	427036	5 GAL WATER	2 @ 5.25				624.27
06/07/2005	427036	BOTTLE DEPOSITS	2 @ 6.00				626.27
06/07/2005	427036	BOTTLE DEPOSITS	-2 @ 6.00				624.27
06/07/2005	427036	Tax		0.21			624.48
06/07/2005	427036	Invoice Total			10.71		624.48
Stop# 1 BELL SOUTH-LENDIR 510 NUNAY CIRCLE							
06/13/2005	427568	5 GAL WATER	2 @ 5.25				634.98
06/13/2005	427568	BOTTLE DEPOSITS	2 @ 6.00				646.98
06/13/2005	427568	BOTTLE DEPOSITS	-2 @ 6.00				634.98
06/13/2005	427568	Tax		0.21			635.19
06/13/2005	427568	Invoice Total			10.71		635.19
Stop# 1 BELL SOUTH-LENDIR CONSTRUCTION 510 NUNAY CIRCLE							
06/13/2005	427569	5 GAL WATER	3 @ 5.25				650.94
06/13/2005	427569	BOTTLE DEPOSITS	3 @ 6.00				668.94
06/13/2005	427569	BOTTLE DEPOSITS	-3 @ 6.00				650.94
06/13/2005	427569	Tax		0.32			651.26
06/13/2005	427569	Invoice Total			16.07		651.26
Your acct is seriously PAST DUE-payment in full is required!							
CURRENT	PAST DUE ACCOUNTS			PREV. BAL.	CHARGES(+)	PAYMENTS(-)	AMOUNT DUE
161.53	31 - 60	61 - 90	OVER 90	597.00	64.26	0.00	\$651.26
	166.90	140.11	182.72				
Your future route data							
		STATEMENT DATE	CUSTOMER NUMBER	CUSTOMER NAME			
		06/30/2005	003179	BELL SOUTH-MASTER ACCT			

Handheld Statements

A *Handheld Statement* can be configured to automatically print from the handheld during the last delivery of the month for each customer.

Handheld Statement Example

Here is an example of a handheld statement that includes all of the customer's invoice and payment activity for the month:

Payment Due: Upon Receipt		
	Prior Month Balance	0.00

10/12/10	INVOICE NO.: 355558	
5GAL WATER	2	10.90
5GAL DEPOSIT BUS	2	0.00
	INVOICE TOTAL:	10.90
10/12/10	INVOICE NO.: 355559	
Already Svc Off-	1	0.00
	INVOICE TOTAL:	0.00
10/12/10	CASH	-11.00
	Today's Invoice:	27.25
=====		
	Total Due on Acct:	27.25

Fax Statements

A *Fax Statement* can be transmitted to customers if you have available Customer Message Centre (CMC) points available; contact Advantage Route Systems for further information on the Customer Message Centre.

E-Mail Statement

Convenient *E-Mail Statements* can be sent in multiple formats to your customers. Each statement includes all of the customer's invoice and payment activity for the current period, and can include invoice copies if desired.

NOTE: Additional configuration steps are required for this type of statement. Refer to *Chapter 2.12* of the *Supplemental Guide* for further information.

E-Mail Statement Example

Here is an example of a .PDF attached E-mail Statement:

Advantage Water Deliveries
147 S. Broadway Ave.
Turlock CA 95380
209-632-1122
Support@AdvantageRS.com

David Brent
1150 Sylvan Ave.
Modesto CA 95350

If paying by credit card, please complete this section

<input type="checkbox"/> VISA	<input type="checkbox"/> M/C	<input type="checkbox"/> DISC	CARD NUMBER	AMOUNT
<input type="checkbox"/> MC	<input type="checkbox"/> AMEX	<input type="checkbox"/> DISC	SIGNATURE	EXP. DATE
CARDHOLDER NAME (Please Print)			<input type="checkbox"/> EVERY MONTH <input type="checkbox"/> THIS STMT ONLY	
ACCT. NO.	CUSTOMER NAME			
020127	David Brent			
STATEMENT DATE	DUPLICATE	PAY THIS AMOUNT		
03/31/2011	Upon Receipt	169.32		

MAKE CHECKS PAYABLE TO: Advantage Water Deliveries

Please Return This Portion With Payment

STATEMENT

DATE	INVOICE	DESCRIPTION	CHARGE	PAYMENT	BALANCE					
Balance Forward					13.57					
03/09/2011	108168	5 Gallon Spring	City 1@5.00 [Tx]	5.00	18.57					
03/09/2011	108168	Tax		0.75	19.32					
03/21/2011	108179	10 lb Dry Ice	City 5@10.00 [Tx]	50.00	69.32					
03/21/2011	108179	Tax		25.00	94.32					
03/21/2011	108181	10 lb Dry Ice	City 5@10.00 [Tx]	50.00	144.32					
03/21/2011	108181	Tax		25.00	169.32					
PAST DUE AMOUNTS										
Current		31 Days	61 Days	91 Days	121 Days	Over 180 Days	PREV. BALANCE	CHARGES (+)	PAYMENTS (-)	AMOUNT DUE
155.75		0.00	0.00	13.57	0.00	0.00	13.57	155.75	0.00	169.32

YOUR ACCOUNT NEEDS ATTENTION.
 Please make your payment by 03/31/2011
 Thank you for being our customer!
 Beat the heat this month! Purchase 3 bottles of refreshing spring water and receive 1 free.

STATEMENT DATE	ACCT. NO.	CUSTOMER NAME
03/31/2011	000127	David Brent

Please direct all accounting related questions to: 209-632-1122

Advantage Water Deliveries
 147 S. Broadway Ave.
 Turlock CA 95380
 209-632-1122
 Support@AdvantageRS.com

Standard Postcard Statement

A *Postcard Statement* can be configured in Route Manager but will require custom programming; contact Advantage Route Systems for further information.

Self Mailer Statement

A *Self Mailer Statement* can be configured in Route Manager but will require custom programming; contact Advantage Route Systems for further information.

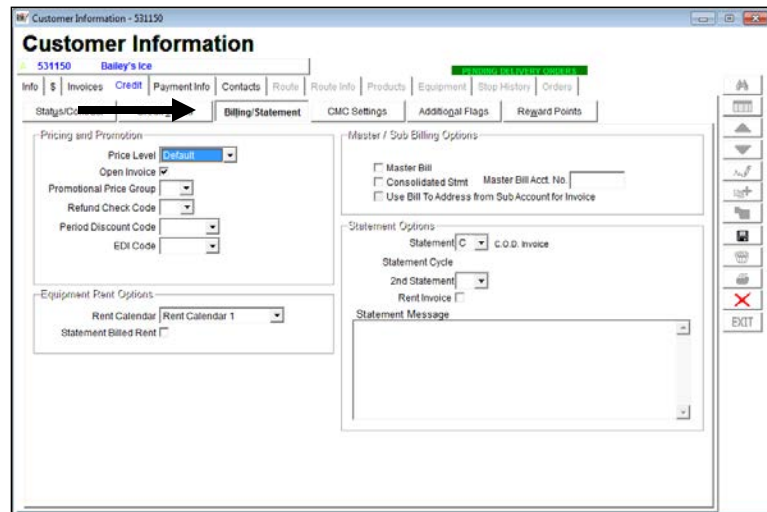
Custom Statement

Advantage Route Systems offers you the ability to process custom statements created just for your company; contact Advantage Route Systems for further information on customizing your own statement.

Assigning Statements

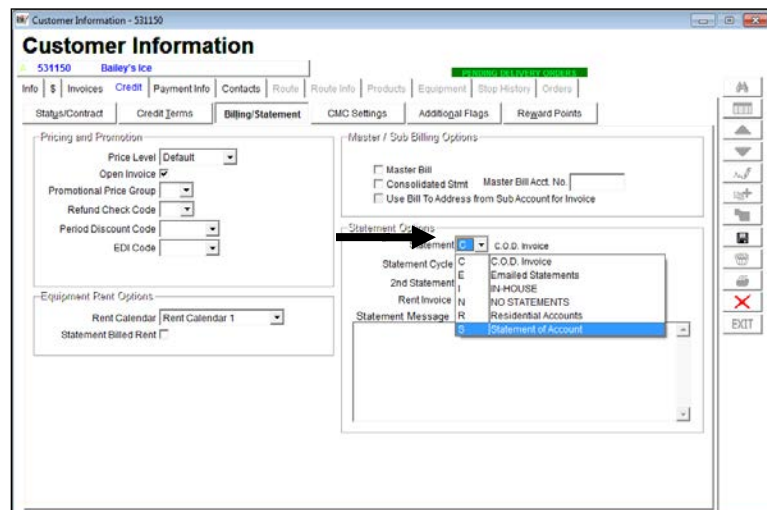
Once you have created the *Statement Code(s)* that your company will use, you will need to assign a code to each customer's account by following the steps below:

1. Navigate to a customer's account by selecting the *Customer Fast Find* option or browsing to *Lists > Customer Information*.
2. Select the *Credit* tab from within the *Customer Information*.
3. Choose the *Billing/Statement* option on the *Credit* tab.



The screenshot shows the 'Customer Information' window for account 531150, 'Bailey's Ice'. The 'Credit' tab is active, and the 'Billing/Statement' sub-tab is selected. The 'Statement Code' dropdown menu is set to 'C'. Other options include 'Statement Cycle', '2nd Statement', 'Rent Invoice', and 'Statement Message'. The 'Master / Sub Billing Options' section includes checkboxes for 'Master Bill', 'Consolidated Stmt', and 'Use Bill To Address from Sub Account for Invoice'.

4. Click *Modify* and assign the desired *Statement Code* to the customer's account.



This screenshot shows the same 'Customer Information' window, but with the 'Statement Code' dropdown menu open. The menu lists several options: 'C' (C.O.D. Invoice), 'E' (Emailed Statements), 'I' (IN-HOUSE), 'N' (NO STATEMENTS), 'R' (Residential Accounts), and 'S' (Statement of Account). The 'S' option is currently selected and highlighted in blue.

5. Save your changes and repeat this step on each customer's account.

NOTE: The 2nd *Statement* field available on the *Credit* tab allows you to assign two *Statement Codes* to each account; for example, this can be used if you would like to send a paper statement to a customer as well as an E-mail statement — do not populate the 2nd *Statement* field if you will not follow this procedure.

Generating Statements

Once you have created and assigned a *Statement Code* to each account, you can process statements for your customers. This can be done at any time throughout the month, but is most widely used at the end of each month.

Follow the steps below to generate statements.

1. Navigate to *Reports > Statements > Standard Statements*.
2. Select the desired *Sort Option* that you would like to use when processing statements.



Standard Statements

Sort Option 1
by ZIP Code

ZIP Code
From 000002 To -00015

Major Acct.
From To ARS

Statement Type
ID Description
C C.O.D. Invoice

3. Enter the *Account Number*, *ZIP Code*, and *Major Account Code* range that you would like to include in this batch of statements.



Standard Statements

Sort Option 1
by ZIP Code

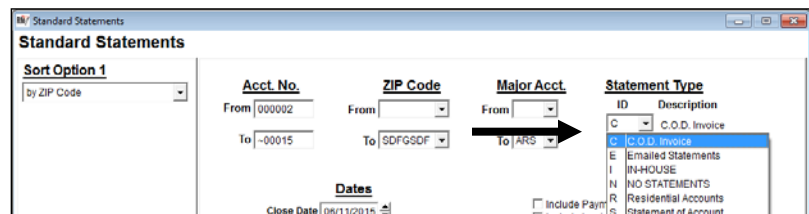
Acct. No.
From 000002 To -00015

ZIP Code
From To SDFGSDF

Major Acct.
From To ARS

Statement Type
ID Description
C C.O.D. Invoice

4. Select the *Statement Type* you would like to process.



Standard Statements

Sort Option 1
by ZIP Code

Acct. No.
From 000002 To -00015

ZIP Code
From To SDFGSDF

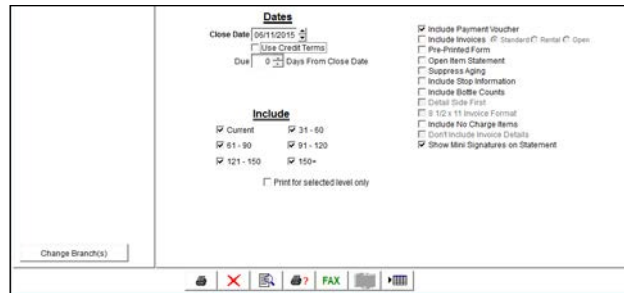
Major Acct.
From To ARS




Statement Type
ID Description
C C.O.D. Invoice
E Emailed Statements
I IN-HOUSE
N NO STATEMENTS
R Residential Accounts
S Statement of Account


Dates
Close Date 06/11/2015

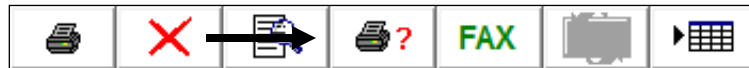
Include Paym
Include Invoic

- All of the settings configured for the Statement Type selected will be configured automatically. Adjust any of the settings manually if needed.



- To process the statements with the current criteria entered, select the  *Print*,  *Fax*, or  *Email* button on the bottom of the screen.

Alternatively, you can preview certain *Statement Types* prior to processing when the  *Preview* button is available:



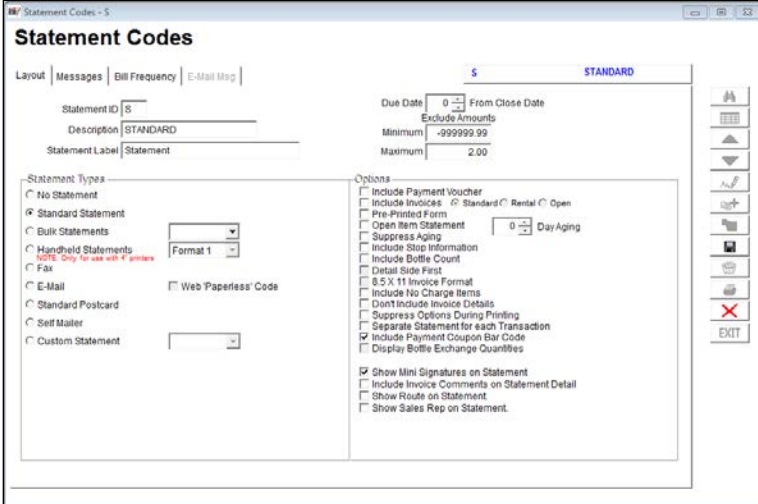
- Repeat this step for each *Statement Code* that you would like to process. Additionally, a summary page will be included with each batch of statements processed that includes the total number of statements and totals processed.

Statement Code Definitions

A complete listing of *Statement Code* field definitions is included in this section for your reference.

Layout Tab

The *Layout* tab controls the type of statement that will be used and a majority of the configuration options available.



Fields:

Statement ID: Enter up to two characters that will represent the *Statement Code*.

Description: Enter the description of the *Statement Code*.

Statement Label: Enter a title that will appear on the statement (e.g., Statement, Monthly Statement, Account Status).

Due Date... From Close Date: Enter a value that will be used to calculate the due date printed on each statement (i.e., if '15' is entered and the statement is printed on 12/31, the due date used will be 1/15).

Exclude Amounts:

Minimum and Maximum: Enter a range of customer balances for which you would like to exclude statements from printing (i.e., in the example screen above, a statement will not be printed for any customer with a balance less than 1.00).

Statement Types:

No Statement: Select this option for customers that do not require a statement.

Standard Statement: Select this option to use a standard printed 8 ½ x 11 statement format.

Bulk Statements: Select this option to create a bulk file that will be sent to an external statement processing company (e.g., Matrix Imaging).

Handheld Statements: Select this option to use a statement that will be printed from the handheld automatically during the last delivery of the month for each customer.

Fax: Select this option to use process fax statements to your customers (requires additional setup).

E-mail: Select this option to process statements via E-mail using Microsoft Outlook or SMTP service (requires additional setup).

Standard Postcard (Custom Only): Select this option to process statements using postcard paper stock.

Self Mailer (Custom Only): Select this option to process a 3-fold paper statement type.

Custom Statement: Select this option to process a custom statement.

Options:

The items listed below are available based on the *Statement Type* selected.

Include Payment Voucher: Select this option to include a payment voucher on *Standard Statement* types.

Include Invoices: Select this option to include separate invoice copies with each statement.

Rental Invoices Only: Check this box to only print *Rental Invoices* with each statement.

NOTE: This option only applies to customers with the 'Rent Invoice' option selected in *Customer Information > Credit > Billing/Statement*. Additionally, in order for the invoice to be processed with the statement, the 'Rent Invoice' option will need to be selected prior to generating the customer's rental.

Pre-Printed Form: Select this option to suppress information on the top left portion of the statement to allow room for pre-printed information.

Open Item Statement: Select this option to replace all of the monthly transactions with only the items that remain open on the account.

Day Aging: Enter a value here that will be used to separate each transaction into one of five aging levels

(i.e., if 30 is entered, 5 aging buckets separated by 30 days each will be used).

Suppress Aging: Select this option to suppress all aging details from each statement.

Include Stop Information: Select this option to include detailed stop information on each statement (helpful with multi-stop accounts).

Include Bottle Count: Select this option to include a summary of the total number of bottles (containers) exchanged for the current period on the statement. This option also includes an 'On-Hand' total per container type.

Exclude Postal Bar Code: Select this option to will suppress the USPS bar code from the statement.

Detail Side First (Custom Only): Select this option to print detailed line items on *Postcard Statements* first.

8 ½ X 11 Invoice Format: Select this option to convert all invoices to the 8 ½ X 11 invoice format (when selecting *Include Invoices*).

Include No Charge Items: Select this option to include items on the statement that were sold to the customer at 0.00 price.

Don't Include Invoice Details: Select this option to suppress individual invoice details from each statement (will include invoice number and total only).

Suppress Options During Printing: Select this option to force the items selected here to be used within the *Statements* screen (disables on-the-fly changes from being made).

Separate Statement for each Transaction: Select this option to generate a separate statement for each transaction on each customer's account.

Include Payment Coupon Bar Code: Select this option to include a barcode on each statement that will be used for scanning payments into RMA (requires additional hardware and configuration).

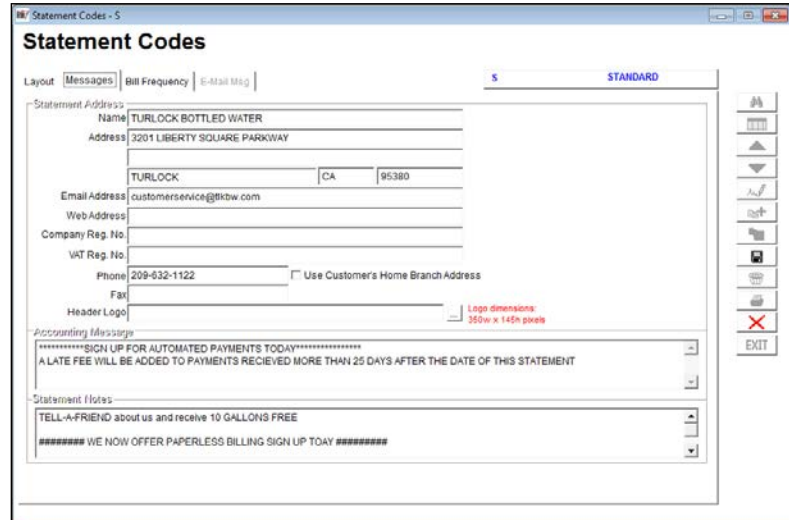
Display Bottle Exchange Quantities: Select this option to include bottle (container) movement per invoice on the statement.

Include Signatures on Statement Detail: Select this option to include signatures (when applicable) with each invoice listed on the statement screen.

NOTE: The option above may not work with certain statement types. Contact ARS for further information.

Messages Tab

The *Messages* tab contains company address details and special messages that can relay important information to each customer.



Statement Address:

Name: Enter your company name here.

Address: Enter the street address or P.O. number for your company here.

Email Address: Enter an Email address for your company here.

Web Address: Enter the company's web address.

Company Registration Number: Enter the company's registration number.

VAT Registration Number: Enter the company's VAT registration number.

Phone: Enter the company's business phone number.

Use Customer's Home Branch Address: Select this option to use the company's address information entered under *File > Branch Setup*.

Fax: Enter the company's fax number.

Header Logo: This option allows you to attach a custom logo to your statements.

NOTES: Refer to *Chapter 2.17* of the *Supplemental Guide* for further information on including a company logo on a statement.

Accounting Message:

The *Accounting Message* can be used for relaying account related information to your customers.

Statement Notes:

The *Statement Note* can be used for promotional messages or general information that you would like relayed to your customers.

Bill Frequency Tab

The *Bill Frequency* tab contains advanced billing options for generating statements.



Fields:

Period End: Select this option if this *Statement Code* will be billed at the end of each accounting period.

Quarterly: Select this option if this *Statement Code* will be billed at the end of each quarter.

Right After Delivery: Select this option if this *Statement Code* will be billed immediately following each delivery. All transactions that have not previously been sent on a statement will be billed when these statements are generated.

NOTE: *Statement Numbers* must be enabled to use this option. Additionally, you should not select 'Open Item Statements' for this type of statement.

Use Billing Cycles: Select this option to print statements based on a defined *Billing Cycle*.

Billing Cycle Days (Use Billing Cycles Must Be Selected): Select this option to establish your *Billing Cycles*.

At Time of Delivery: Select this option to print a statement during delivery (requires custom statement).

Since Last Statement: Choose this option to include activity on the account since the last statement was

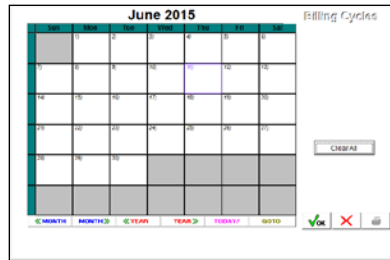
generated for the customer (This statement can only be printed once per period).

Once per Month: Check this option to ensure that only one statement is printed per month when using the *Since Last Statement* option.

Defining Billing Cycles:

By defining *Billing Cycles* on the calendar, you will be able to control which days of the month each customer is sent a statement. This is helpful for spreading out statement printing for the month.

1. Click on the day of the month you would like to establish a *Billing Cycle*.
2. Enter a single character identification code.
3. Repeat the steps above and create multiple *Billing Cycles*, if desired.

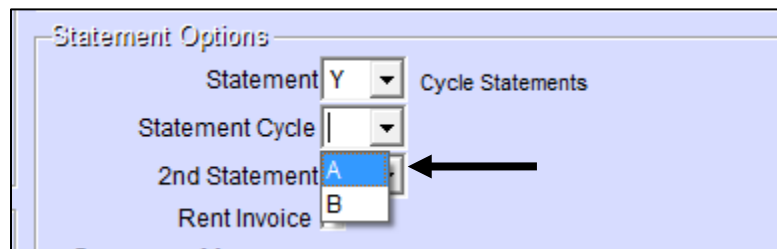


NOTE: *Billing Cycles* do not repeat automatically, you will need to define each month individually.

Assign a Billing Cycle:

After you have established the *Billing Cycle Calendar*, you must assign the new cycles to your customers.

1. Browse to a customer's account and select the *Credit* tab.
2. Select a *Statement Cycle* under the *Billing/Statement* menu.



NOTE: An account assigned to *Statement Cycle A* will be billed on the 15th of September, according to the calendar established earlier.

At Time of Delivery: Select this option to create a statement at the time of each delivery. Custom

programming will be required to implement this feature.

Summary

Route Manager includes flexible statement processing options that will exceed the needs of most delivery companies in several industries. If you find that the system lacks a particular option that your company requires, please contact Advantage Route Systems to discuss custom statement options.

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