



Title of document	How to create statements and statement runs for single and multiple sales accounts
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Purpose

This procedure explains how to generate a statement for both individual sales accounts or produce a statement run for all debtors. SQLWorks makes it possible to create statements for multiple customers in one hit rather than having to make individually, making the whole process quicker and more efficient.

As well as being able to produce multiple statements at the same time, SQLWorks allows for multiple methods of sending/printing these statements which can be tailored to each customer. Setting the default print method on a sales account informs the decision of how the statement will be sent, and when multiple accounts are selected, SQLWorks intuitively works through each account producing the report in the required format for each customer.

The system also keeps a record of the statement email/document sent for future reference and can be reprinted if necessary.

Scope

This procedure applies to all Lineal Software Solutions staff, as well as any prospective customers or clients who intend to utilise SQLWorks within their business environment.

The procedure is aimed at the end user, who will be operating the SQLWorks client.

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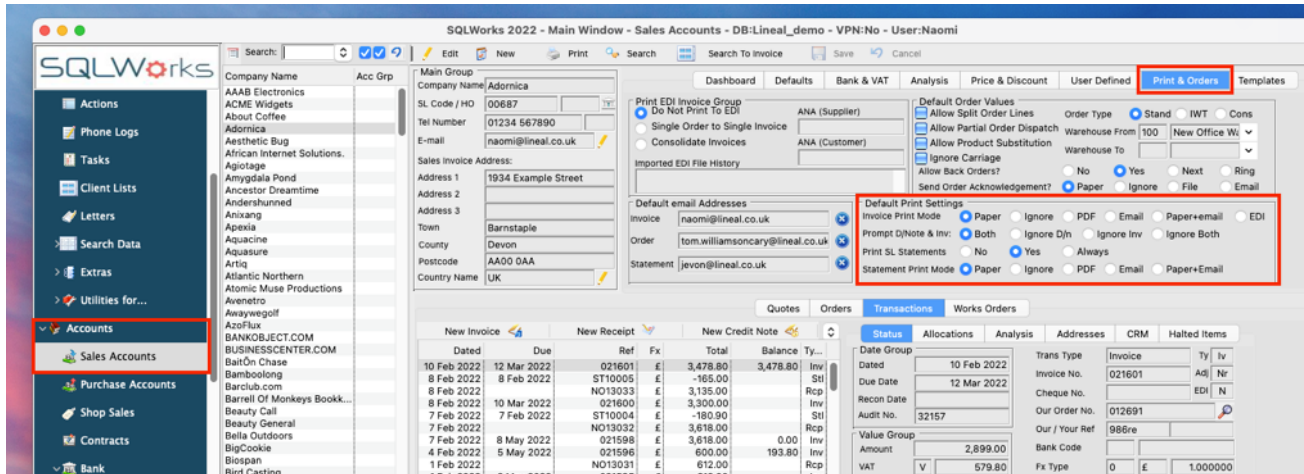
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Change History:

Date	Version	Created by	Description of change	Approved by
21.07.22	1	Naomi Joachim		WA
25.07.22	1.1	Will Adkin	Review and sign off	WA

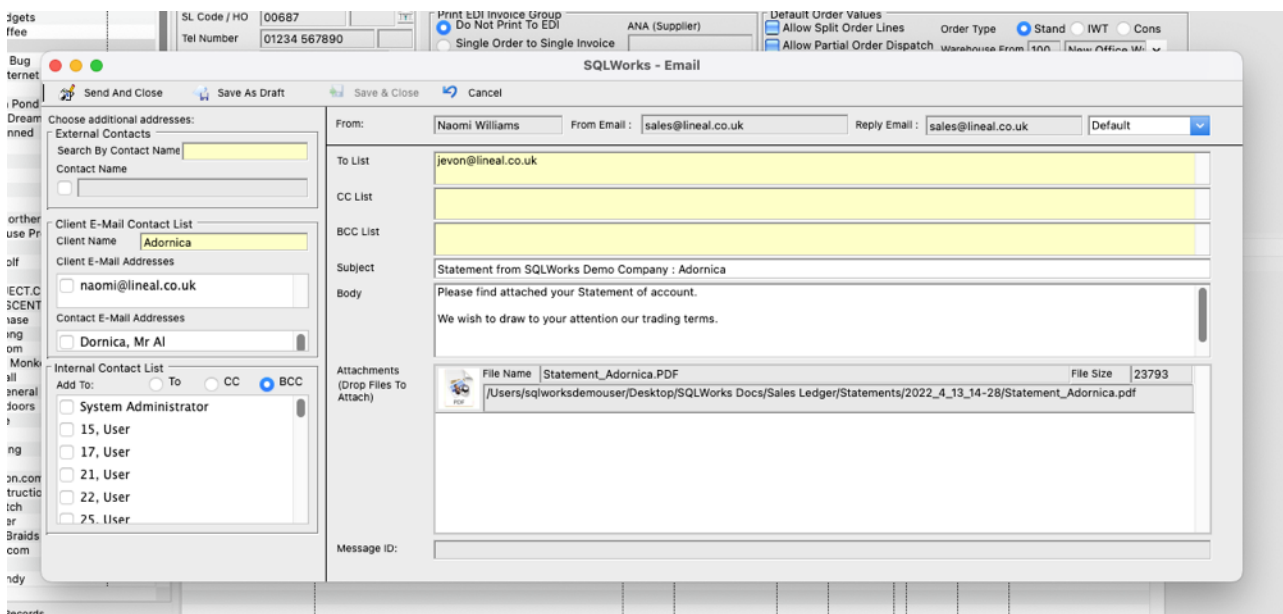
Statements – Print settings

Statements are a history of all transactions on a sales account. With SQLWorks it is possible to print/email individual statements and statement runs for all/select customers.



To set how each customer receives statements, select the relevant customer from the customer list in the Sales Ledger and go to the Print & Orders tab. Set the outcome method in the default print settings for statements, also orders and invoices.

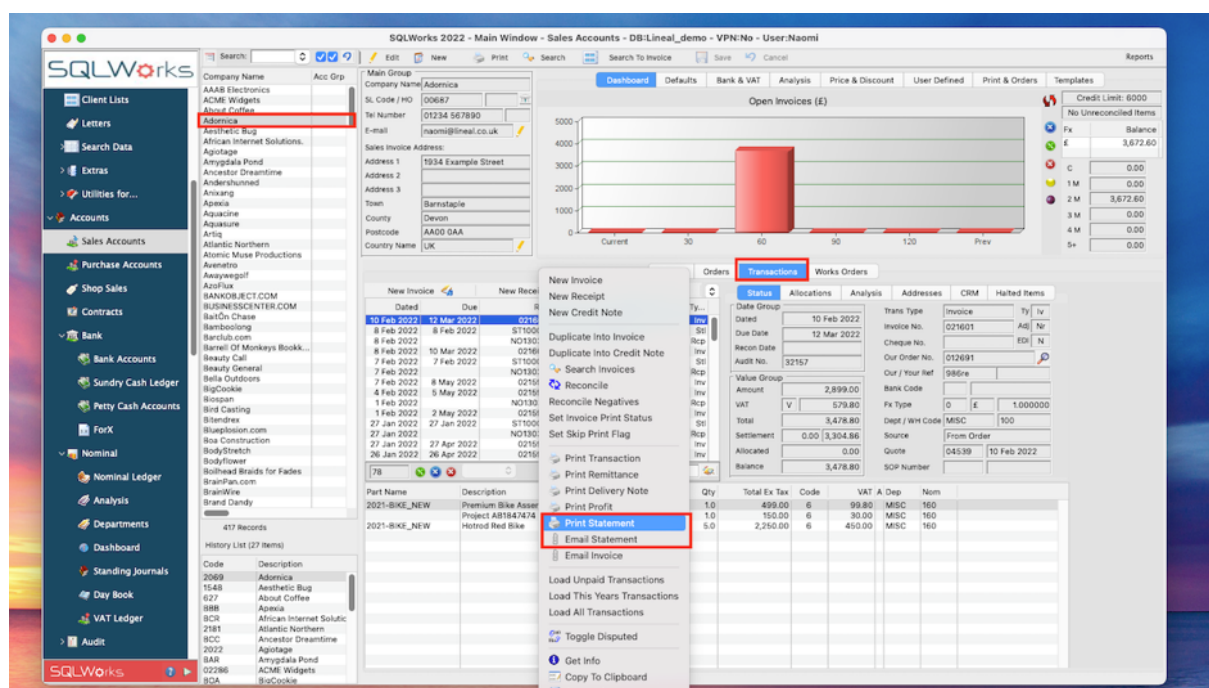
- Paper will automatically send to a linked printer.
- PDF will save to the document as a pdf which can be saved to a chosen folder or attached to an email outside of the system.
- Email will automatically save a pdf copy to an email within the system ready to email directly to the email address saved in the default statement email address box to the left. If email is selected, this field must have an address - more than one email can be saved and other email addresses can be added at point of sending.



- Paper+Email will do a combination of a printed hard copy and create an email with the attachment.
- Ignore may be selected if an account is to be excluded from automatically generated statement runs – if a manual statement for example is required this may be the best option.

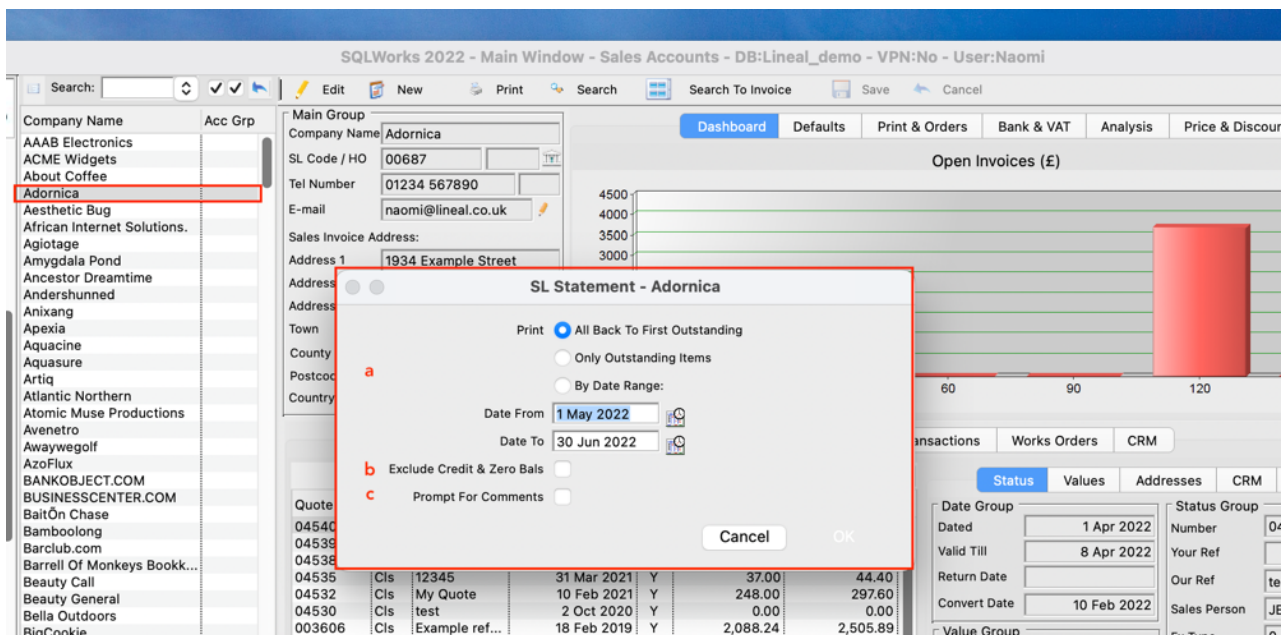
The statement layout can be specified by customer account, and set on the Templates tab. There can be different templates set per account, which could be simply from paper orientation (portrait / landscape) to completely unique customer specific layouts.

Single customer statement



To print/email a customer specific statement this can be done in 1 of 2 ways. From the Transactions tab on the customer account via a right click on the transactions window.

A pop-up box will appear giving you several options to choose from, to select the information to appear on the statement.



- a. **Print** - Which transactions to show on the statements, by default only outstanding items that have not been reconciled will appear, but all options are:

All back to First Outstanding – Shows all transactions, (including those that have been paid) to the oldest outstanding invoice.

Only outstanding items – This option is ticked by default and shows all transactions with an outstanding balance to be paid/reconciled.

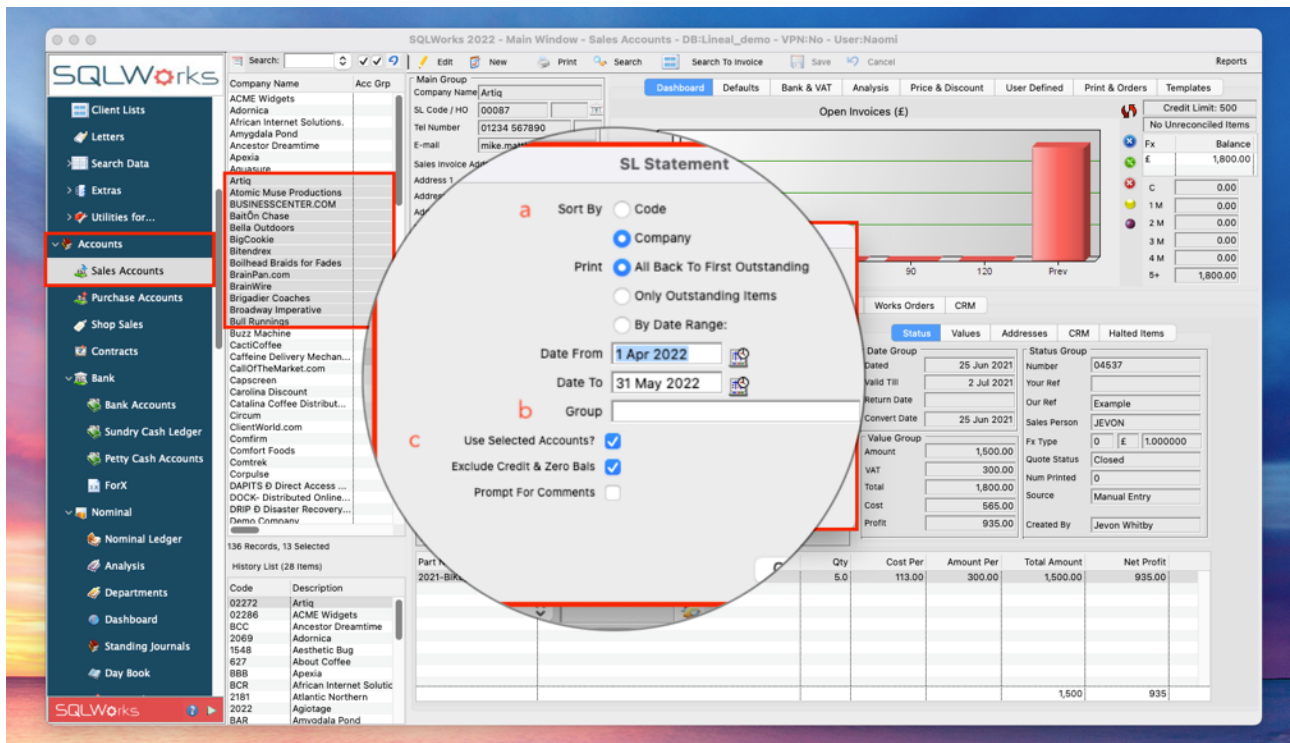
By Date Range – selected range from and to a specific date – this shows all transactions in this date period including those that have already been paid.

- b. Option to exclude credit and zero balances – useful if just showing invoices that have balances remaining to be paid
- c. There is also a prompt for comments tick box, that if ticked, allows the user creating each statement to add a comment onto each statement which will appear at the bottom of the customer's statement.

Alternatively, from the list of sales accounts on the left, if only one account is selected, via a right click is the 'Statement Run' option. Note this can also be used if multiple accounts are selected – but the options window looks slightly different - as shown below in the next section.

Multiple customer statements

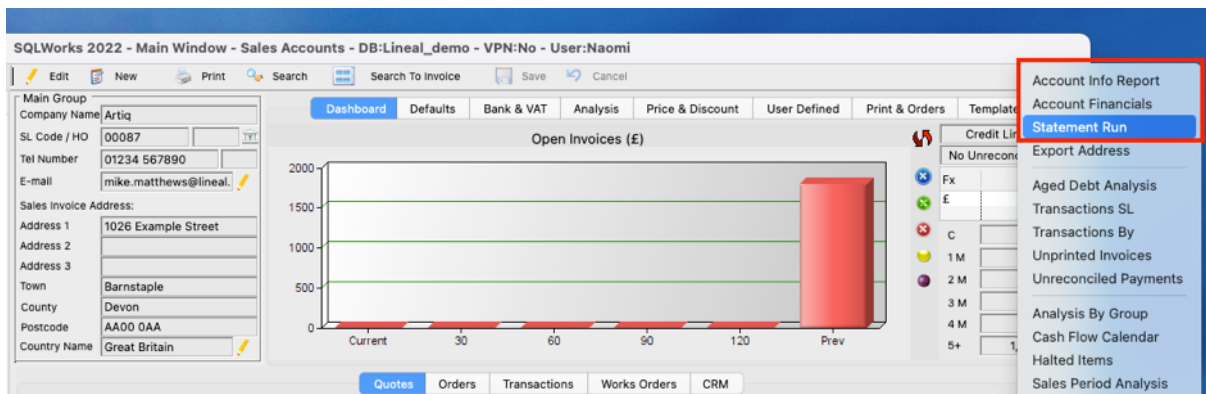
To do a statement run for multiple customers, again there are a couple of options. Multiple accounts could be selected from the list of sales accounts on the left, and via a right click the following pop-up box will appear – there will be a few more options to select from.



- a. Sort by – for organising how to view the multiple statements
- b. Additional option for Print – if sales accounts are organised by Groups
- c. Tick box to use selected accounts – Note if unticked all sales accounts will appear on the statement run

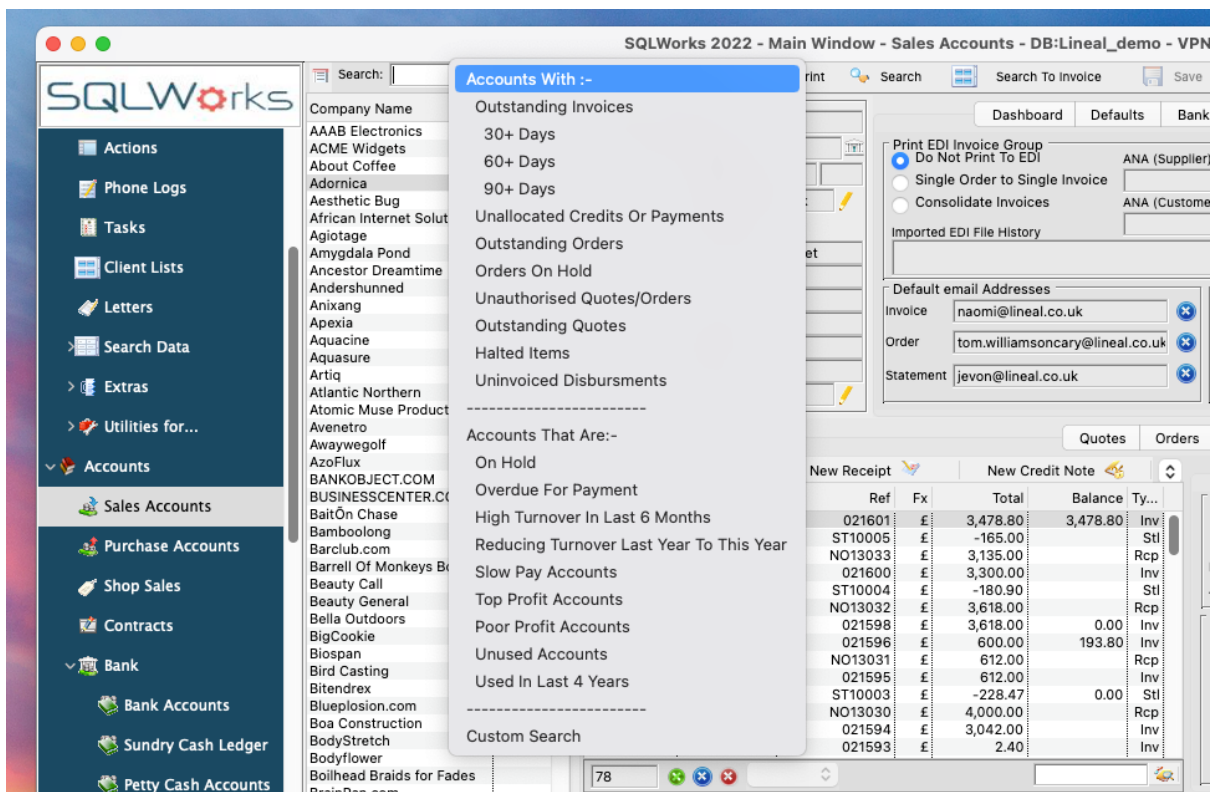
When producing the individual statements for each customer, the system will go through all accounts and send out the statements according to whichever method has been selected. If any accounts are set to 'ignore' they would be omitted from the automatically created statement run. A prompt box will pop-up asking to confirm the number of statements to be created.

The alternative way of printing/emailing a statement run is using the statement run report, which can be found from the reports menu in the top right of the screen.



This will provide the same options window to choose the print options etc. which can be for all/selected accounts.

To filter sales accounts for the statement run, use the filter arrows at the top of the list next to the Search box - This is useful for filtering accounts with long term debt for example that require chasing.

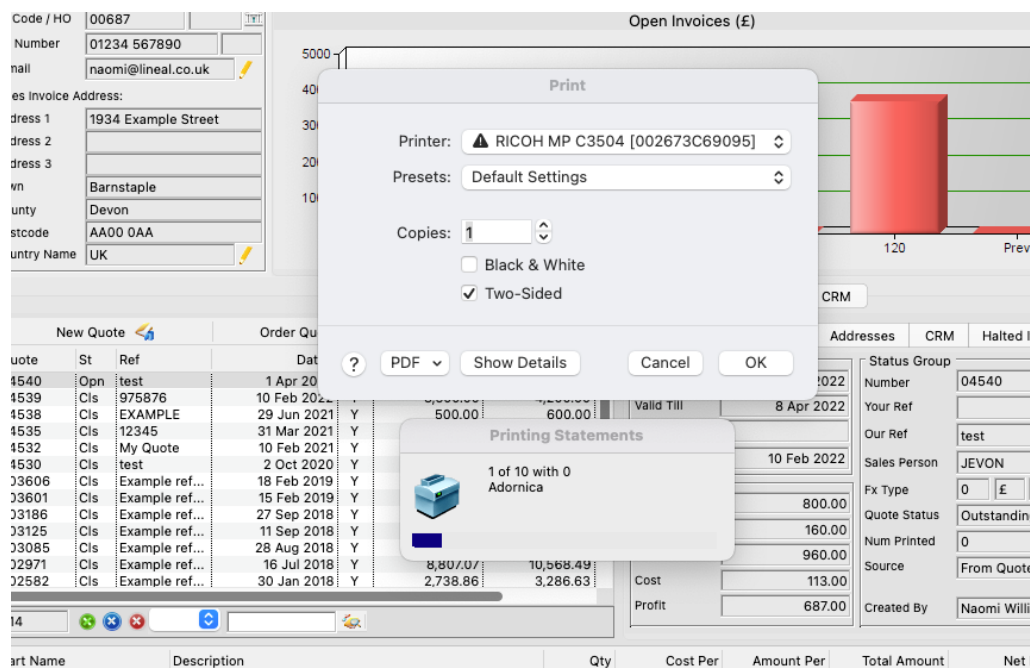


It is possible to have different statement layouts for chasing overdue invoices. This is optional and can be account specific. A confirmation pop up will inform the user how many statements have been created.

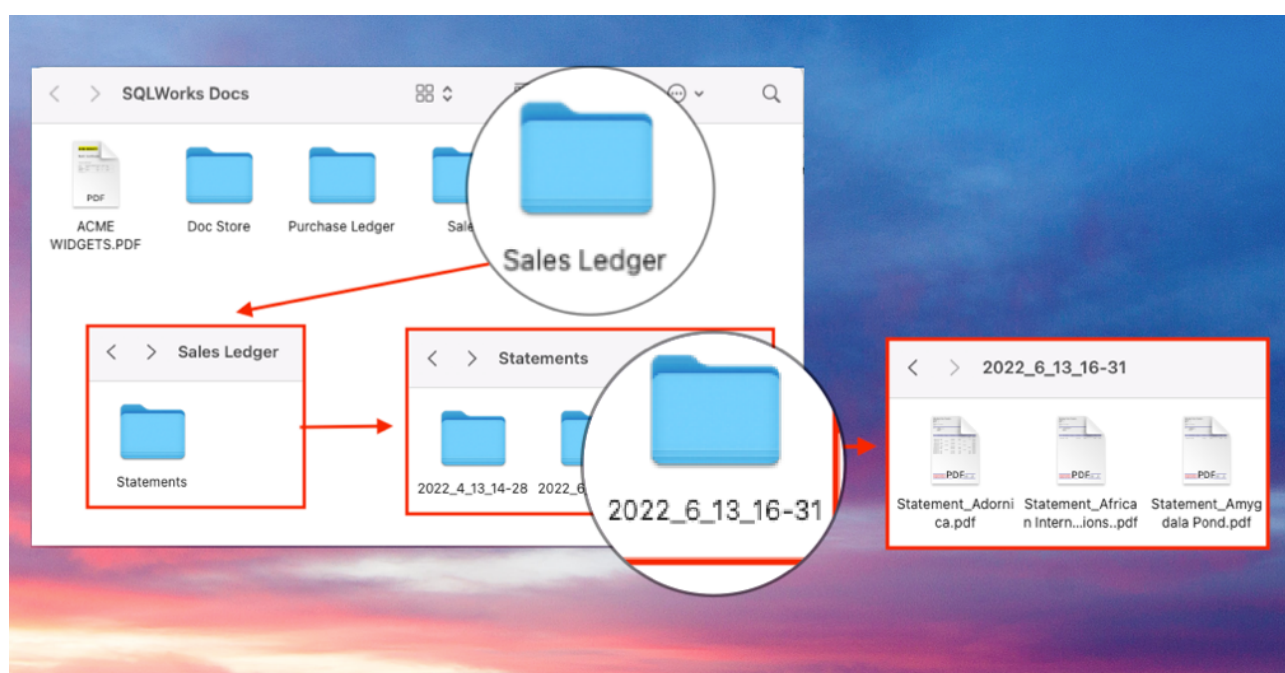
Where do I find my printed/mailed statements?

Once the statement run is complete, a variety of options to print/send statements will be available depending on the method chosen for each customer.

If the paper option is chosen, the print pop up will appear and if already linked to a printer this will appear by default.



If the PDF option is chosen, statements will save automatically to a SQLWorks Docs folder on the desktop. All statements from each statement run are saved in Sales Ledger – Statements – dated folders in the format as seen in the image below (date in reverse i.e., 13th June 2022 is displayed as 2022_06_13 – time at the end).



If the email option is selected for customer accounts, the email function will open within SQLWorks and a pdf copy of the statement will be attached. If any default email addresses have been set on the Print & Orders tab these will be automatically entered into the 'To' field – other email addresses can be added. Note any saved internal contacts on the company account should be available to select from the left.

The screenshot shows the 'SQLWorks - Email' window. On the left, there are sections for 'Choose additional addresses' (External Contacts, Client E-Mail Contact List, Internal Contact List) and 'Add To:' (To, CC, BCC). The main area is for composing the email. The 'From' field is 'Naomi Williams' and 'From Email' is 'sales@lineal.co.uk'. The 'To' list contains 'jevon@lineal.co.uk'. The 'Subject' is 'Statement from SQLWorks Demo Company : Adornica'. The 'Body' contains the text: 'Please find attached your Statement of account. We wish to draw to your attention our trading terms.' An attachment 'Statement_Adornica.PDF' is listed with a file size of 23793.

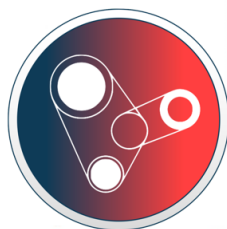
The 'Body' text of the email can be saved by default but is editable if necessary.

To set the default text please go to the SQLWorks Prefs – Email - Email settings tab – here you can enter a specific subject and/or body text used in the email, as well as being able to enter default text for all statements in general, you can specify different text for statements containing items over 30/60 or 60+ days overdue.

The screenshot shows the 'SQLWorks Prefs - Email' window. The 'Email' tab is selected. The 'Email Type' dropdown is set to 'Statement'. The 'Subject' field contains the text: 'Subject: xxxx will be replaced with the reference code e.g. Invoice: xxxx will return Invoice: 123456789'. The 'Body' field is empty. The 'From Name' field is empty. The 'From/Reply Email' field is empty. The 'Server' dropdown is set to 'Default'. There are also fields for 'Clear' and 'Server' for each email type.

[illegible]

Name	Ext	Project	Date	Size	Description
Sales_Statement PDF		Adornica	13 Apr 22 14:51 23.24 (kb)		Statement
bike-sketch2 .JPG		Adornica	10 Feb 22 16:30 408.32 (kb)		
Purchase Order 38466 PDF		Adornica	8 Feb 22 10:41 23.02 (kb)		
Purchase Order PDF		Adornica	7 Feb 22 11:20 23.02 (kb)		



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