AccountMate
SOFTWARE THAT FITS

Article # 1086

Technical Note: Understanding the Customer Statement

Difficulty Level: Beginner Level AccountMate User

Version(s) Affected: AccountMate 12 for SQL and Express
AccountMate 11 for SQL and Express
AccountMate 10 for SQL, Express, and LAN
AccountMate 9 for SQL, Express, and LAN
AccountMate 8 for LAN

Module(s) Affected: AR

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DESCRIPTION

The Customer Statement report details transactions that were generated from sales agreements between a customer and the company (i.e. sales, returns, payments & finance charges)**.** Typically, these statements are periodically sent to customers to monitor the accuracy of recorded transactions and to encourage prompt payment.

This Technical Note discusses the relevance of certain fields and options in the **Customer Maintenance** and **Print Customer Statement** functions that affect Customer Statements. It also addresses the correlation of some Accounts Receivable reports with the Customer Statement and presents the source of significant Customer Statement data.

SOLUTION

To properly understand the **Print Customer Statement** function, it is necessary to know the purpose of the following fields and options that affect Customer Statements:

Function	Fields or Options	Use
AR Module Setup > General (2) Tab > Default for New Customer - Statement area	Print Balance Forward	Default setting when creating new customer records; this configures AccountMate to show on the statement the total amount of all sales invoices outstanding at the beginning of the statement period. The Statement will show the total amount as “Balance Forwarded.”
	Print Open Item	Default setting when creating new customer records; this configures AccountMate to show on the statement each sales invoice outstanding at the beginning of the statement period.

Function	Fields or Options	Use
AR Module Setup > Printing Tab > Customer Statement area	Pre-Printed Form	To allow printing of customer statements on pre-printed forms
	Print Company Logo	To include the company logo when printing the statements
	Print Company Name and Address	To include the company name and address when printing the statements
	Double-space Line Items	To insert two (2) spaces between line items when printing the statements
Customer Maintenance – Settings Tab	Print Statement	To allow printing or previewing of customer statements using the Print Customer Statement function.
	Print Open Item	To show on the statement each sales invoice outstanding at the beginning of the statement period.
	Print Balance Forward	To show on the statement the total amount of all sales invoices outstanding at the beginning of the statement period. This total amount is shown as "Balance Forwarded" in the statement.
Print Customer Statement	Individual Customer #	To generate a statement for a specific individual customer.
	Customer #	To generate statements for multiple customers, click the **List box** button and choose any of these options: • **All** - if you want to print statements for all customers. • **Range** - if you want to generate statements for a range of customers. • **List** – if you want to generate statements for select customers.
	Outstanding Balance (***Note:*** *This checkbox label is Outstanding Customer Balances in AccountMate for LAN versions.)*	To provide a statement for all customers whose outstanding balances fall within the specified balance range.
	Last Statement Date	To show detailed customer transactions (i.e. invoices, payments, and refunds) recorded AFTER the specified date. Customer transactions posted BEFORE the specified date will be totaled shown as "Balance Forwarded."

	Statement Cut-Off Date	To show detailed customer transactions (i.e. invoices, payments, and refunds) recorded THROUGH the specified date.
	Excl History Cash Rcpts before *(Exclude History Cash Receipts Before)*	To show in the "**Payments**" section only those receipts that are recorded from the date specified in this field. AccountMate will not accept a date later than the **Last Statement Date**.
	Age on Invoice Due Date/Invoice Date	AccountMate's basis for aging outstanding invoices will depend upon the aging range values set up in the **AR Module Setup > Printing** tab **> Aging Range** area.
	Include Only Customers > x Days Past Due	To print Customer Statements only for those customers who have at least one invoice that remains unpaid for more than the specified number of days from either the invoice date or due date up to the statement cut-off date.
	Include Paid-In-Full Invoices	To include in the Statement the fully paid invoices recorded within the range specified between the last statement date and the cut-off date.
	Include Zero Balance Customers *(available in AccountMate for SQL/Express versions only)*	To print Customer Statements for customers with zero balances.
	Consolidate Statement *(available in AccountMate for SQL/Express versions only)*	Customer Statement will consolidate all subsidiary accounts with that of its parent regardless of whether the **Consolidate Statement** checkbox is marked in the customer record. Leaving the checkbox unmarked will include or exclude subsidiaries' information depending upon the Consolidate Statement setting in the parent's customer record.
	Each Subsidiary on New Page *(available in AccountMate for SQL/Express versions only)*	To print the subsidiary's Customer Statement on a new page when the subsidiary's account is consolidated with that of its parent. The Consolidate Statement feature is set up in the parents' customer record. If the parent company is set to Print Statement using the Balance Forward setting and the subsidiary company is set to use the Open Item setting, AccountMate will follow the parent company's setting.

Function	Fields or Options	Use
	Suppress Background Color (available in AccountMate for SQL/Express versions only)	By default, the report's background color will be printed. Mark this checkbox if you do not want to print the report's background color.

The following table shows the major Customer Statement sections, the details of each section, and the source tables from which AccountMate obtains the data when the Customer Statement is either printed or previewed:

Statement Section	Source Table	Details
Invoice Details	AR Invoice File [ARINVC(H)] & AR Applied Payment File [ARCAPP(H)]	• This section shows in detail the recorded invoice and sales returns within the last statement date and cut-off date. • Invoice details are obtained from the ARINVC(H) tables. The payments applied to invoices to calculate the invoice balance are obtained from the ARCAPP(H) tables. • Presentation of outstanding invoices created prior to the last statement date is shown depending upon the chosen option in the customer record > **Settings** tab > **Statement** area. • Purged invoices and sales returns included in the specified cut-off date are included in the "Balance Forwarded" amount.
Finance Charge	AR Finance Charge File [ARFCHG(H)]	• Finance charges calculated based on past due statement balance are shown in the **Finance Charge** column separately using "FCHG" invoice #. • Finance charges calculated based on past due invoice balance are shown as part of the past due invoice.
Payments	AR Payment File [ARCASH(H)]	• This section shows in detail the payments, discounts, adjustments, and write-offs recorded after the last statement date and on or before the cut-off date. • Applied payments from sales returns are not shown in this section.
Refunds	Refund File [ARRFND]	• This section shows in detail the refund information after the last statement date and on or before the cut-off date.

Statement Section	Source Table	Details
Open Credit	AR Payment File [ARCASH(H)] & AR Applied Payment File [ARCAPP(H)]	• This section shows the total open credit information as of the cut-off date. • Open credit is calculated as total cash payment less total applied payment.

The Customer Statement does not show the payments or open credits applied to each outstanding invoice. You need to use other Receivable reports including the **AR Status Report, Aging Report, Open Credit Report, Finance Charge Report, Refund Report** and **Print Prepaid Memo** to determine the payments application to each invoice. These reports will guide you in identifying any problems with the Accounts Receivable GL Account ID balances. Analyzing these reports allows you to recognize errors in the recorded customer transactions and directs your attention to possible payment problems with the customer accounts; therefore, sound internal control recommends periodic analysis of these reports.

Understanding the Customer Statement report and knowing what other Receivable reports to utilize enables you to properly analyze the outstanding invoices, payments, adjustments, and charges recorded for a customer transaction. Better knowledge of the Customer Statement report may assist you in identifying erroneous posting, if any, made to customer accounts.
