Using e-Statements

e-Statements are sent to customers as an HTML attachment or embedded in an email. Many retailers take advantage of this feature and transmit multiple statements run during the month to increase cash flow.

Objectives

- Email Formats
- A/R Statement Report

Email Formats

Type *OPT* in the *Launch Bar* and choose *Enter*. Select *ID.* Enter *3542* and choose *Ok.*

Select the value field in the *Current Value* column. Use the *drop-down menu* to choose the default email format.

You can embed the A/R statement in the email or attach the HTML file with a message included. Choose *Ok.* Select *Change* to save the changes.

You can also specify the email format for customers in the *Customer Maintenance* window. Select the customer, and choose *MISC.*

Select the email format for the customer from the drop-down menu. Select *Change* to save the changes.

A/R Statement Report

From the Home Center, select *Reports.* Select *Accounts Receivable Reports* and then choose *A/R Statements Report. Or* type *RSM* in the *Launch Bar* and select Enter**.**

On the *Options* tab, enter the date range in the *Start Date* and *Close Date* fields.

Enter a message *in the Stmt Message* field. It could be the *statement summary, due date notification, or other information.* For example, type Please pay outstanding amount on or before May 31. Enable the checkboxes for the information you want to include. Note that Option E includes the line-item description and not the pricing.

Enter the dollar amount in the *Discount Cutoff* field to prevent accounts with balances below the specified value from receiving a terms discount. For example, if the value entered is 15, customers with a current balance less than $15 do not receive the terms discount.

Enter the discount date range in the *Disc Date From and To fields*

Descriptions for each option display in the drop-down lists. Choose *Y* in the *Email Statements* drop-down list. This option enables the flagged customers to receive statements through email. If you want to archive the statement, set *Archive Statements* to *Y.*

The Customer Sort Name, Customer Number, Job Number, and Zip Code fields help filter the customers who get the statement. Leave the fields blank to print statements for all customers.

Select *Run* to generate the statements.

The system creates a compressed file and puts it in the File Transfer Manager directory.

The File Manager checks this directory every 15 seconds for new files to send.

The *from email address,* configured in the *Options* window*,* receives a summary email after emailing the statements to the customers.

Eagle maintains image copies of the statements in Customer Maintenance.

You can retrieve the report copy from the Spooler at any time.

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