Customers: Using CounterPoint
Printing Statements

Overview
Customer statements are generally printed at the end of each billing cycle (e.g., at the end of each month).
CounterPoint provides three pre-defined statement forms that can be used as-is or modified to suit your needs. (See Forms for more information.)
This document explains how to print customer statements.

Printing customer statements
Select Customers / Month-end / Statements.

If you have previously saved parameters for statement printing, these parameters display automatically.

Press:
F1 To clear the default screen to enter new statement printing parameters
F2 To change the aging periods (See the Changing the aging periods section on page 6 for more information.)

NOTE: Before statements are printed, the customer accounts included in this statement printing session are aged. Both sets of aged balances are updated in the appropriate customer records by statement printing.
1. **Statement period**
Enter the beginning and ending dates of the statement period.

Press:

F1 To use the last period for which finance charges were calculated
F2 To use the last period for which statements were printed

Open items dated within this period will appear on statements.

**Statement disc date**
Enter the date to use as the discount date on statements.

If a customer has open items with valid discounts that haven’t expired as of the date entered here, the total of these discounts can be printed on the statement. Valid discounts do not affect the statement balance.

**NOTE:** Discount information prints only if defined on the statement form.

**Statement due date**
Enter the due date to print on the statements.

2. **In order by**
Choose to print the statements in order by:

Customer number,
Customer name,
Sales rep,
Zip code, or
Parent customer

7. **Open item options**
This field is actually a pop-up window that contains several statement printing options. The Open item options window appears automatically when you access this field. (Not applicable) displays and the Open item options window is not accessible if you specified a single revolving charge finance charge code in field 6.

*** Multiple *** displays next to this field when the fields in the pop-up window have been defined.
Print documents before statement period?
This field applies to both open item and balance forward customers.

Specify whether to print open items that are dated prior to this statement period by selecting Yes or No.

If you answer Yes, open items dated prior to the statement period will print on statements.

If you answer No, the balances for all of a customer’s open items that are dated prior to the current statement period will be included in a single Balance brought forward line on the statement.

NOTE: If you answer No, and you answer Yes to Print payment detail?, statements will print all individual open items (regardless of date) that are in an apply-to group that has activity within the current statement period (e.g., a payment applied).

Include fully paid documents?
This field appears only if you answer Yes to Print documents before statement period?. It applies only to open item customers.

Specify whether to print open items that are dated prior to this statement period and that have a zero balance by selecting Yes or No.

This question allows you to exclude open items that were fully paid prior to the current statement period. Open items that have activity (e.g., a payment applied) during this statement period will be included regardless of your answer here.

Print payment detail?
This field applies only to open item customers.

Specify whether to print payment detail on statements by selecting Yes or No.

NOTE: This question determines how document balances print on statements for open items customers. Payments made during the current statement period will print regardless of your answer here.

If you answer Yes, each apply-to group that contains activity in the current statement period includes a final Document balance line that shows the remaining balance for the apply-to group. For example, if you answer Yes to Print documents before statement period? and Yes to Print payment detail?, a statement might look like this:

<table>
<thead>
<tr>
<th>Date</th>
<th>Typ</th>
<th>Doc number</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/01/97</td>
<td>I</td>
<td>001-000175</td>
<td></td>
<td>100.00</td>
</tr>
<tr>
<td>03/03/97</td>
<td>P</td>
<td>CASH</td>
<td></td>
<td>25.00</td>
</tr>
<tr>
<td>03/04/97</td>
<td>P</td>
<td>CASH</td>
<td></td>
<td>30.00</td>
</tr>
<tr>
<td>06/05/97</td>
<td>P</td>
<td>CASH</td>
<td></td>
<td>20.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>001-000175</td>
<td>Invoice balance:</td>
<td>25.00</td>
</tr>
<tr>
<td>06/12/97</td>
<td>I</td>
<td>001-000253</td>
<td></td>
<td>28.75</td>
</tr>
</tbody>
</table>
If you answer **No** to **Print documents before statement period?** and **Yes** to **print payment detail?**, all open items within the apply-to group that are dated prior to the statement period and that are not self-applied are combined into a single **Prior pmts** line. For example:

<table>
<thead>
<tr>
<th>Date</th>
<th>Typ Doc number</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/01/97</td>
<td>I 001-000175</td>
<td></td>
<td>100.00</td>
</tr>
<tr>
<td>06/01/97</td>
<td>P PRIOR Pmts</td>
<td>Prior payments</td>
<td>55.00</td>
</tr>
<tr>
<td>06/05/97</td>
<td>P CASH</td>
<td></td>
<td>20.00</td>
</tr>
<tr>
<td></td>
<td>001-000175</td>
<td>Invoice balance:</td>
<td>25.00</td>
</tr>
<tr>
<td>06/12/97</td>
<td>I 001-000253</td>
<td></td>
<td>28.75</td>
</tr>
</tbody>
</table>

If you answer **No** to **print payment detail?**, payments made within the current statement period still print on statements, but document balances do not reflect the application of these payments. For example, if you answer **No** to **Print documents before statement period?** and **No** to **print payment detail?**, a statement might look like this:

<table>
<thead>
<tr>
<th>Date</th>
<th>Typ Doc number</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/09/97</td>
<td>B Balance</td>
<td>brought forward</td>
<td>100.00</td>
</tr>
<tr>
<td>06/12/97</td>
<td>I 001-000253</td>
<td></td>
<td>28.75</td>
</tr>
<tr>
<td>06/20/97</td>
<td>P CASH</td>
<td></td>
<td>25.00</td>
</tr>
</tbody>
</table>

**Group applied payments?**

This question appears if you answer **No** to **print payment detail?** and applies only to open item customers.

Specify whether to group applied payments by selecting **Yes** or **No**.

If you answer **Yes**, payments that have the same document number and date are combined into a single line on statements for open item customers.

For example, payments might print like this if you answer **No** to **Group applied payments?**:

<table>
<thead>
<tr>
<th>Date</th>
<th>Typ Doc number</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/10/97</td>
<td>P CASH</td>
<td></td>
<td>50.00</td>
</tr>
<tr>
<td>06/10/97</td>
<td>P CASH</td>
<td></td>
<td>65.00</td>
</tr>
<tr>
<td>06/10/97</td>
<td>P CASH</td>
<td></td>
<td>30.00</td>
</tr>
</tbody>
</table>

The same three payments would print like this if you answer **Yes** to **Group applied payments?**:

<table>
<thead>
<tr>
<th>Date</th>
<th>Typ Doc number</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/10/97</td>
<td>P CASH</td>
<td></td>
<td>145.00</td>
</tr>
</tbody>
</table>

Credit memos and debit memos are grouped in the same way as payments.
Print documents in order by
This field applies only to open item customers.
Choose to print open items in order by Date or Apply-to #.

Calculate average days to pay?
(N/A) displays if you specified None for # of months to include in avg days to pay in Setup / Customers / Control. This field applies only to open item customers.
Specify whether to calculate the average days to pay for open item customers included in this statement printing session by selecting Yes or No.
The average number of days to pay can be optionally printed on statement forms. The pre-defined forms provided with CounterPoint don’t print this information.

8. Print custs with bals
GT cutoff To print statements only for customers whose account balance is greater than a specific cutoff amount that you define
GT zero For customers whose current account balance is greater than zero
LT zero For customers whose current account balance is less than zero
NE zero For customers whose current account balance is not equal to zero
Press F1 for All, to print statements regardless of account balance.
If you press F1 for All, statements print for zero-balance customers only if open items dated in the current statement period exist for the customer.

Amount
This field appears only if you answer GT cutoff in the preceding field.
Enter the minimum account balance of customers to include.
Statements print only for customers whose current account balance is greater than or equal to this amount.

Period
This field appears only if you answer GT cutoff for Print custs with bals.
Enter the number corresponding to the aging period to use in determining which customers to include.
Customers with a positive amount due in this aging period, or any earlier period, are included.
The aging periods defined in Setup / Customers / Control appear at the bottom of the screen with prompts that tell you which number to enter for each aging period.

9. Statement comments
Enter up to two lines of comment text to print on the statements.
NOTE: In the pre-defined forms supplied with CounterPoint, if a dunning message exists in Setup / Customers / Control for the oldest aging period that contains a balance due from a particular customer, then this customer’s statement will show the dunning message instead of the comments entered here.
If you want to print these statement comments for customers who are current on their accounts, don’t enter a dunning message for the current period in Setup / Customers / Control.

10. Form ID
The statement form ID specified in Setup / Customers / Control displays as the default.

Enter the form ID to use when printing these statements.

Save as/Replace default statement parameters?
This question appears if you changed the existing statement parameters or entered new parameters.

Specify whether to save these statement parameters as the default parameters to use the next time you print statements.

NOTE: Only fields 2-9 are saved when default statement parameters are saved.

Changing the aging periods

Press F2 at Field number to change ?, to change the aging periods.

The default aging periods are those specified in Setup / Customers / Control.

Enter the new aging information just as you would if you were changing the information in Setup / Customers / Control. (See "Defining Receivables control information" in Customers Control for more information.)

WARNING: Regardless of the changes you make here, the customer record still displays the aging periods as defined in Setup / Customers / Control. These are the “standard” aging periods. If you print statement with non-standard aging periods, the resulting aged balances may not match these standard aging periods. An asterisk displays next to the last aging date if the last aging for this customer was performed with non-standard aging periods. When you see this asterisk, you may want to re-age the customer account on-the-fly (by pressing F7) in order to view correct standard aged balances.
Additional statement printing notes

In CounterPoint, certain information prints on statements only if specified in the statement form definition.

Settings for the pre-defined forms provided with CounterPoint are shown in the table below. Remember, you can change these settings as required to suit your needs.

<table>
<thead>
<tr>
<th>Information printed according to statement form</th>
<th>Pre-defined forms supplied with CounterPoint</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company name</td>
<td>Not printed</td>
</tr>
<tr>
<td>Revolving charge information</td>
<td>Printed</td>
</tr>
<tr>
<td>Prompt payment discount messages</td>
<td>Printed</td>
</tr>
<tr>
<td>Merchandise detail</td>
<td>Not printed</td>
</tr>
</tbody>
</table>

Forms setup:
See [Forms](#) for more information.