Global 3000
Service Pack Note

PDF Format Customer Statements

Author	DCP	
Project	ZD60_000151.doc	
Version	1.0	1 of 11

INTRODUCTION

This service pack provides the ability to produce customer statements in PDF format and deliver them via email.

The following should be noted:

- The emailing of statements is an automated process and forms part of the standard statement print run, i.e. the user is not be forced to run multiple statements to select those customers for which statements are to be printed and those for which they are to be emailed.

- The emailing of statements is a customer based setting.

- The statement is emailed as an attachment (in PDF format) rather than being built into the body text of the email itself.

- A standard backdrop (landscape format) for statements has been created and is available for download from http://www.global3000.co.uk/pub/global3000/6.0/dl_statement_backdrop.zip.

- It is possible to specify up to five other files to be added as attachments to each emailed statement. This allows marketing material or other documents (e.g. Terms and Conditions etc) to be sent with each emailed statement.

- If a statement is delivered via email it will not be physically printed. The ability to produce printed copies of emailed statements is provided in the form of an additional prompt in statement print available only when printing individual statements or when reprinting a statement run.

- Printing PDF format statements and the delivery of statements via email requires an up-to-date copy of either PDF In-The-Box or All In-The-Box to be present on each GX client used to perform the invoice/credit note generation.

Technical Note: The Extended PF facility is used to generate the PDF format statement. For full details of the Extended PF facility please refer to Technical Note IN343.

System Maintenance, DL, Statement Print Options – Email
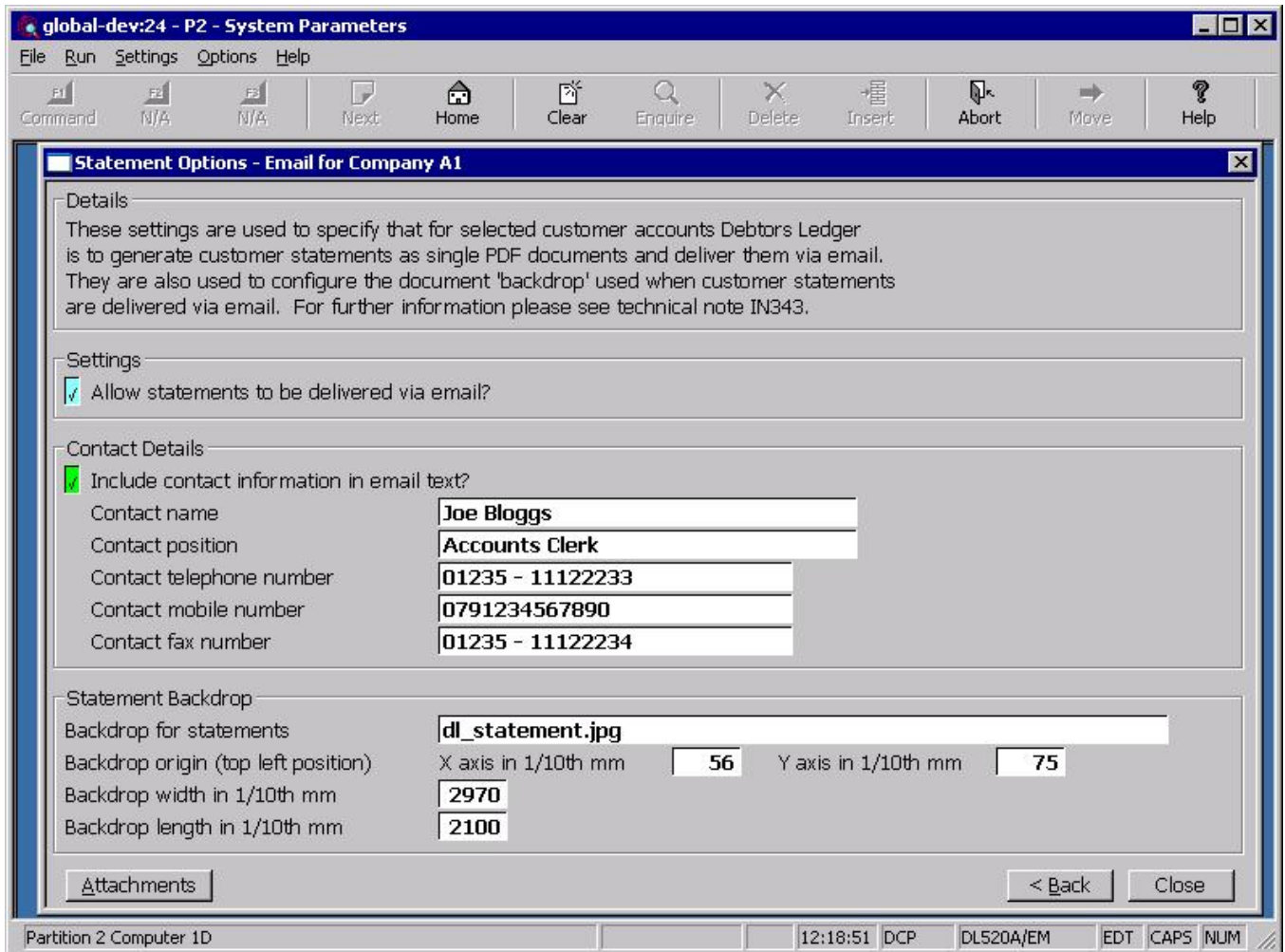
This window appears when you complete your responses in the Statement Print Options window.

Purpose   This window is used to specify that for selected customer accounts Debtors Ledger is to generate statements as single PDF format documents to be delivered via email. It is also used to configure a document 'backdrop' to be used when statements are delivered via email. It should be noted that great care must be taken when completing the settings in this window. For further information please see Technical Note IN343.

Note   Delivery of statements via email requires an up-to-date copy of PDF In-The-Box or All In-The-Box to be present on each GX client used to perform the statement generation.

Author	DCP	
Project	ZD60_000151.doc	
Version	1.0	3 of 11

The prompts are:

Allow statements to be delivered via email?	Set this if Debtors Ledger is to generate statements as individual PDF format documents and deliver them via email for selected customer accounts. The customer account options used to control statement delivery via email are found in Customer Maintenance/Companies Details). If this option is not set, the remaining prompts in this window are skipped and the 'Attachments' button (see below for details) is disabled.
	When the email is created the subject is automatically set to "Statement – dd/mm/ccyy from cccccccccccccccccccccccccccccc" where 'dd/mm/ccyy' is the statement date and 'cccccccccccccccccccccccccccccc' is the company name. The text of the email is set to "Please find attached your statement dated dd/mm/ccyy" where 'dd/mm/ccyy' is the statement date.
	To allow emailed statements to be physically printed an option is provided within statement print. The option is only available when reprinting the previous dairy statement run or when printing an individual customers statement, when set all statements selected for reprinting are physically printed regardless of the customers account configuration.
Include contact information in email text?	Set this to include the text 'Regards' followed by the contact details specified below.
Example	Regards
	Mr Joe Bloggs
	Accounts Clerk
	Tel: (01234) 123412
	Mobile: 07712345678
	Fax : (01234) 123413
Contact name	*(Only if including contact information in the email text).* Enter the contact name to be included in the email text.
Contact position	*(Only if including contact information in the email text).* Enter the contact's position to be included in the email text. This can be left blank if the contact's position is not required within the email text.
Contact telephone number	*(Only if including contact information in the email text).* Enter the contact telephone number to be included in the email text. This can be left blank if the contact's telephone number is not required within the email text.
Contact mobile number	*(Only if including contact information in the email text).* Enter the contact mobile telephone number to be included in the email text. This can be left blank if the contact's mobile number is not required within the email text.
Contact fax number	*(Only if including contact information in the email text).* Enter the contact fax number to be included in the email text. This can be left blank if the contact's fax number is not required within the email text.
Backdrop for statements	The backdrop to be used when statements are emailed. This should be set to the filename of the backdrop image excluding its "Image folder".

Note for system administrators	The backdrop image file must be copied to a fixed sub-folder (named "global3000") within the server image folder. The server image folder is a sub-folder within the current Global folder and by default is named "PFPrintImages".

For example, if the backdrop image file above is named 'DL_statement.jpg' and GSM is installed in folder C:\GSM, the backdrop image file must be copied to

C:\GSM\PFPrintImages\global3000\DL_statement.jpg

It should be noted that the server image folder name can be overridden by the following registry setting:

HKEY_LOCAL_MACHINE\Software\Global\Client\Customisations\PFPrintImagesFolder |
Backdrop origin (top left position) – X axis (vertical) in 1/10th mm	This provides the X axis (vertical) position of the backdrop origin (i.e. top left-hand pixel position at which the image is to be printed). The origin allows the backdrop to be positioned at a specific location on the page, which can be critical for form-print applications, and is useful to centre small images like watermarks. This should be entered in 1/10th mm (i.e. multiply the position in mm by a scaling factor of 10).
Backdrop origin (top left position) – Y axis (horizontal) in 1/10th mm	This provides the Y axis (horizontal) position of the backdrop origin (i.e. top left-hand pixel position at which the image is to be printed). The origin allows the backdrop to be positioned at a specific location on the page, which can be critical for form-print applications, and is useful to centre small images like watermarks. This should be entered in 1/10th mm (i.e. multiply the position in mm by a scaling factor of 10).
Backdrop width in 1/10th mm	The width of the backdrop in 1/10th mm (i.e. multiply the width in mm by a scaling factor of 10).
Backdrop depth in 1/10th mm	The depth of the backdrop in 1/10th mm (i.e. multiply the depth in mm by a scaling factor of 10).

Buttons:

|	
Attachments	This enables attachment files (for example sales literature, terms and conditions etc) to be specified. The attachment files are attached to every statement delivered via email.
<Back	This returns to the System Maintenance/DL Parameters/Statement Print Options window without saving the settings.
Close	This saves the settings and returns to the System Maintenance/DL Parameters menu.

System Maintenance, DL, Statement Print Options - Email Attachments
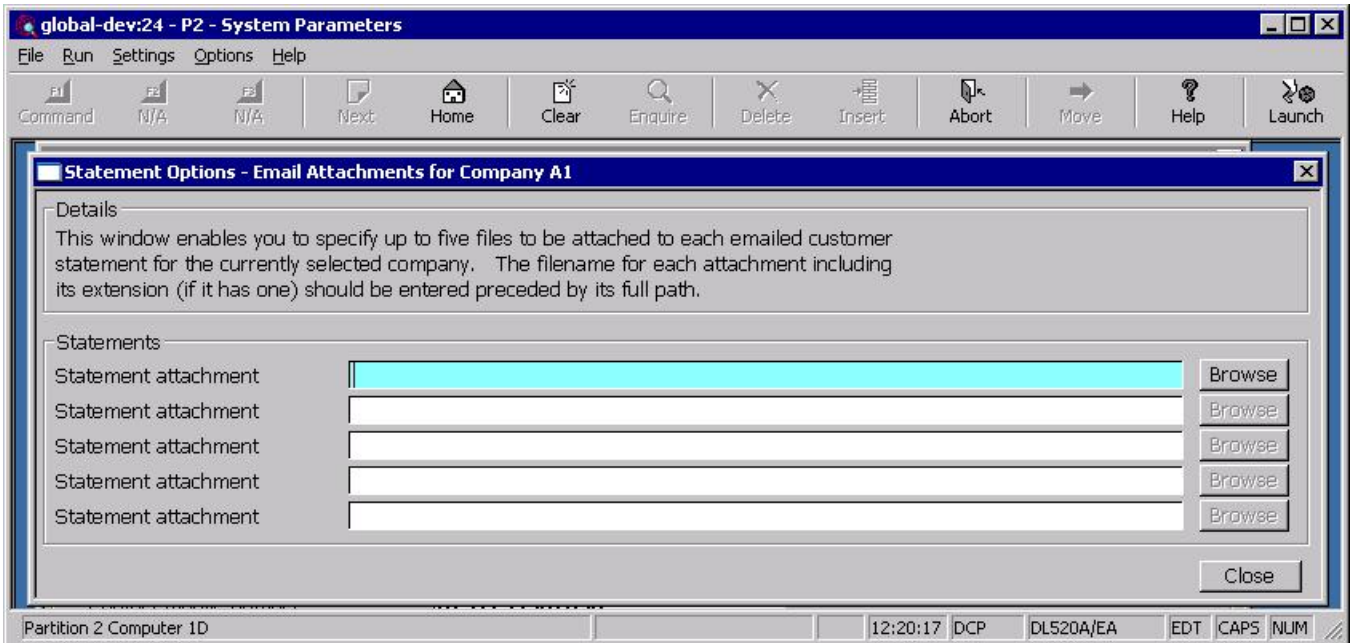
Purpose	This window enables you to specify up to five files to be attached to each emailed statement for the currently selected company.

The prompts are:

Statement attachment	Enter details of the files to be attached to the each statement delivered via email. The file name for the attachment including its extension (if it has one) should be entered preceded by its full path.
Note	Care must be taken when setting up attachment details especially regarding the path. In cases where the attachment files are not stored on the operators desktop PC the full network path must be used.
Example	\\server_name\documents\sales\leaflet001.pdf
Note	The <Browse> buttons can be used to locate and specify attachment files.

Customer Maintenance – Customer/Company Details

Statements   Select one of the following options.

- Printed. Select this if statements are to be printed for this customer.

- Emailed. *(Only if email delivery of statements is allowed)*. Select this if statements are to be delivered via email (rather than printed) for this customer.

- Not required. Select this if statements are not required for this customer.

Note   Statements are not printed for branch customers (type 'B') since they do not have transaction activity.

Note   Statements are not emailed if the option to export statements is selected within statement print.

Email address for statements   *(Only if emailing statements)*. Enter the email address to which statements are to be sent. A look-up of existing contact records (containing an email address) for the customer's statement address is available.

Statement Print

Introduction

This program can print customer statements using standard format statement stationery which includes a tear-off portion for the customer to return as a remittance advice; it can produce individual statements in PDF format and for selected customers can deliver PDF format statements via email. Alternatively the program can export the details to a word processing package for merging into a standard form.

Two types of statement can be produced:

- **Diary statements,** which are normally produced during the end of period procedure and can be produced either for the entire ledger or for a selected range of accounts. Diary statements can be produced during a period, but transactions for balance forward accounts are consolidated when the period is closed, so statements for these customers should be produced before the period is closed.

- **Requested statements**, which can be produced at any time for individually selected accounts.

Note

You can also print, email or export requested statements for individual customers via the Statement option of the Enquiry Options Menu in Customer Enquiries.

Impact of currency

On multi-currency statements, the transactions are grouped by their entry currency and the total amount owed in each currency is shown.

There is an option to show each currency on a separate page with the currency totals shown in the statement total boxes.

A further option enables the total amount due to be shown in account currency on the last page of the statement. Debtors Ledger calculates this amount from the totals in each entry currency using the house exchange rates in force on the statement date. This is produced for information only and is clearly stated to be subject to fluctuations in exchange rate values.

Definition

The term '**multi-currency statement**' is used to mean a statement which either contains transactions in more than one currency, or which contains transactions in one currency but that currency is not the customer's account currency.

Note

When the customer's account currency is a sub-currency, transactions entered in its master currency appear on the statement in account currency. Similarly, when the customer's account currency is a master currency, transactions entered in its sub-currencies appear on the statement in account currency.

Special stationery

The standard Global 3000 format statement stationery can be obtained from your dealer. If you require a customised layout, contact your supplier who can tailor the statement program.

Global 3000 Review

This program can invoke the Global 3000 Review function which extends the selection criteria and enables you to save the current selection for future use and to re-use saved selections.

Data export

This program can also export the details for use in other applications such as spreadsheets and word processing packages.

Note

Statements are not delivered via email when the option to export statements is selected.

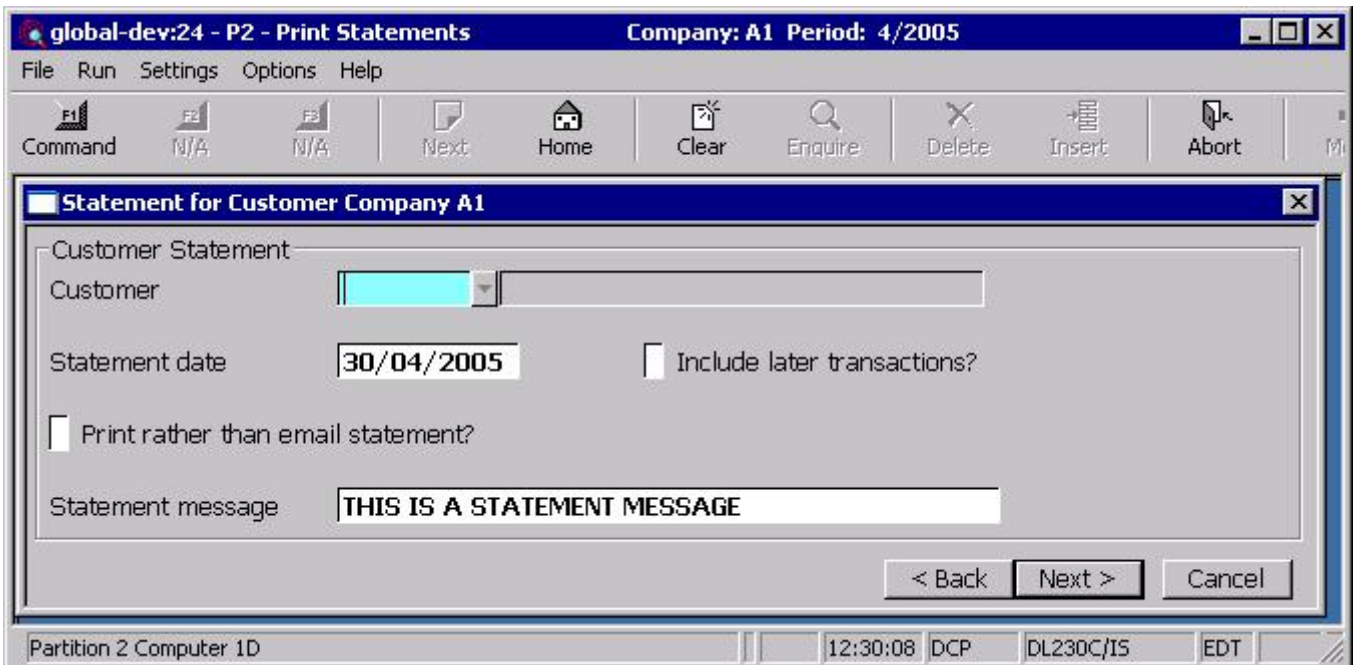| Author	DCP	
Project	ZD60_000151.doc	
Version	1.0	8 of 11

System parameters   'Statement print options' in Debtors Ledger system parameters determine:

- The print unit.
- Whether your company address is printed.
- Whether zero balances are printed.
- The zero balance tolerance.
- Whether zero transactions are printed.
- Whether the aged balances are printed.
- Whether consolidated buying group statements are printed.
- Whether different currencies are printed on separate pages.
- Whether the total amount due is shown in account currency on multi-currency statements.
- The default statement message.
- Whether statements can be delivered via email.

In addition, if your system is configured to prevent the allocation of next period transactions, customer statements exclude next period transactions, and the customer's balance is shown on the statement as at the end of the current period.
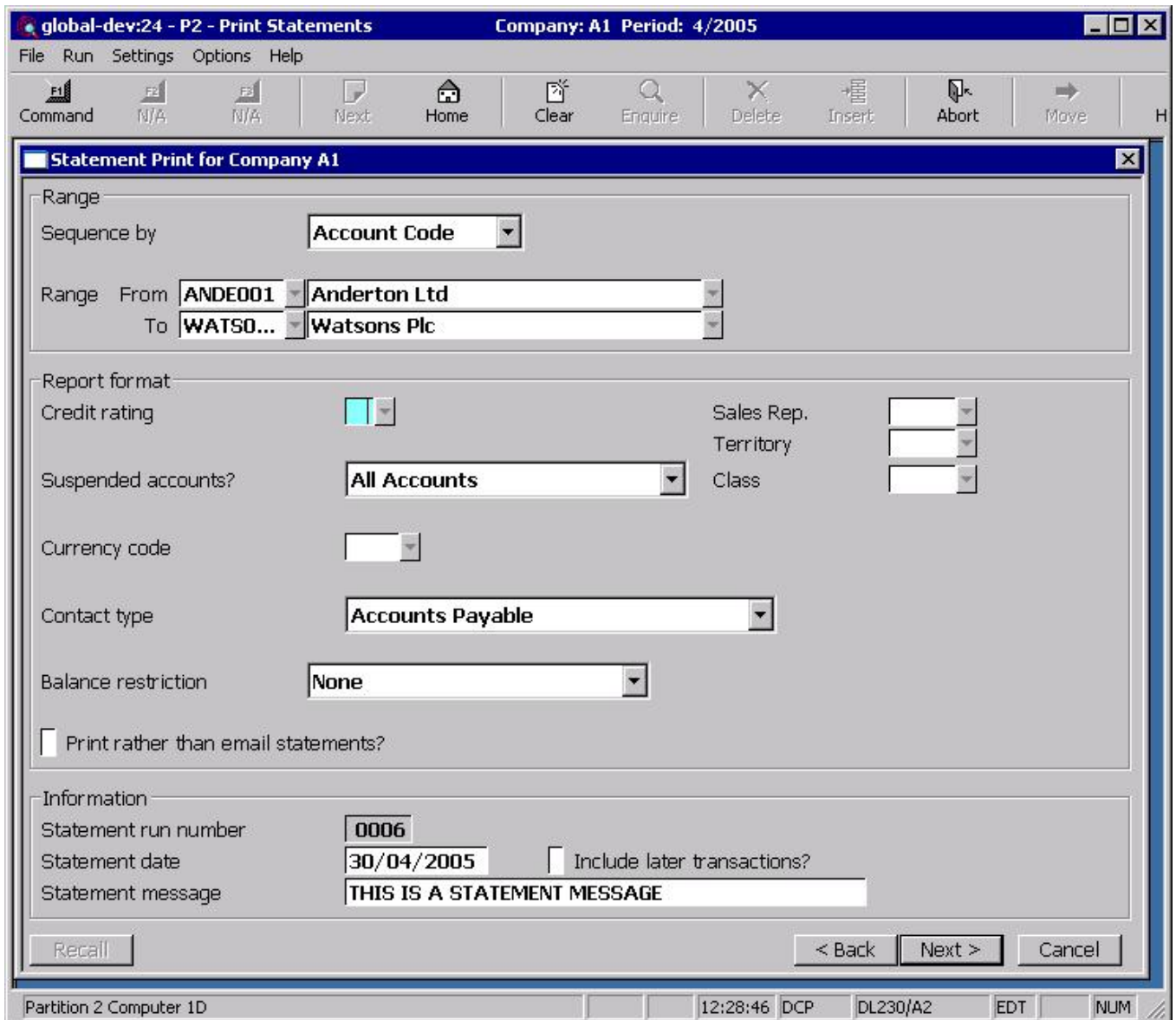
Printed example   For a printed example of a statement printed on standard Global 3000 format stationery, and a statement produced in Microsoft Word from exported details, see the Sample Reports Section.

Print rather than email statement   *(Only if the customer is configured to receive statements via email)* Set this to physically reprint the customer's statement regardless. If this is not set, the statement will be resent via email.

Print rather than email statements	*(Only when reprinting)* Set this to physically reprint all statements regardless of whether the customer is configured to receive them via email. If this is not set, statements will be resent via email for those customers configured to receive them via email.

Author	DCP	
Project	ZD60_000151.doc	
Version	1.0	10 of 11

Standard Backdrop

To use the standard backdrop the following settings must be made within System Maintenance, DL, Statement Print Options – Email. The backdrop can be downloaded from http://www.global3000.co.uk/pub/global3000/6.0/dl_statement_backdrop.zip

Backdrop for statements	dl_statement.jpg
Backdrop origin (top left position) – X axis (vertical) in 1/10th mm	56
Backdrop origin (top left position) – Y axis (horizontal) in 1/10th mm	75
Backdrop width in 1/10th mm	2970
Backdrop depth in 1/10th mm	2100