Portal Prodigy™

Statements Features in Detail

Chapter Excerpt from Software User & Administration Guide
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www.portalprodigy.com

1.1 Introduction

The Statements Feature provides a universal method for creating and printing customer statements, displaying account activity for the various transactions supported by PORTALPRODIGY. The Statement feature includes financial activities for all feature components including Events, Exchanges, Membership, Press Releases, and Products. Statements include beginning balance, charges, payments and ending balance for the specified statement period. They also include an accounting of past due payments. Amounts due are broken down by aging period including Current Due, 1 to 30 Days Past Due, 31 to 60 Days Past Due, 61 to 90 Days Past Due, and 90+ Days Past Due.

Statements feature benefits include:

- Improve collection on past due accounts.
- Ability to create electronic statements and email them directly to customers.
- Prints remittance.
- Prints aging of amounts due.
- User definable statement period.
- User definable criteria for selecting customers to print statements for.
- Ability to print for credit balance only, for balance due only, for both credit and balance due excluding zero balance due accounts and for all.
- Ability to reprint statements for prior periods.

Some of the components, fields and settings of the Statements feature, discussed in detail in this chapter, are:

Search for Orders/Invoices:

Order # Range

Order Type

- Order
- Return
- Credit Memo

Order Status

- All Orders
- Shopping Cart
- Submitted
- Pending
- Partially Fulfilled
- Fulfilled
- Completed
- On Hold
- Canceled

Financial Status

- All
- Approved
- Declined
- Pending
- Not Completed

Invoice Batch #

Invoice Date

Contact ID

Last, First Name

Company ID

Company Name

Include Previously Printed Invoice?

Invoice By:

- All
- Email Only
- Postal Mail Only

Include Previously Posted Invoices

Include Unfulfilled Orders

Search Options:

- Search
- Clear
- Print
- Main Menu

Found Orders/Invoices:

- Select
- Order #
- Order Date
- Order Status
- Company Name
- Invoice #

Invoice Options:

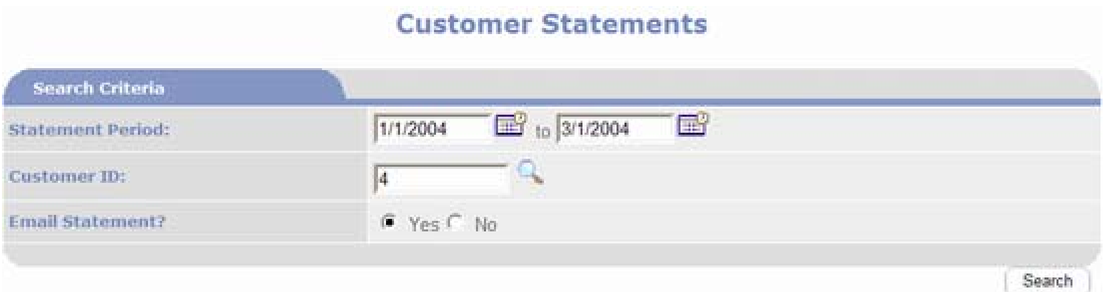
- Select All
- Unselect All
- Assign to Batch
- Print Invoices
- Cancel Main Menu

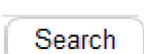
This chapter describes how to invoice and post orders

1.2 The Visitor Experience

Customers can receive statements of their financial activity either in printed or email form.

1.3 Components



- **Statement Period:** the date range of activity to include on statements.
- **Include Customers with:** check all that apply.
  - **No Balance –** check to include customers that have a zero balance due on the last day of the Statement Period.
  - **Balance Due** - check to include customers that have a balance due (owed to the organization) on the last day of the Statement Period.
  - **Credit Balance** - check to include customers that have a negative balance due (the organization owes them money) on the last day of the Statement Period. E.g. customers can have a credit balance because of returned items.
- **Contact ID:** used to print a statement for a specific customer.
- **Company ID:** used to print a statement for a specific customer.
- **Email Statement?** Set to *Yes* to create and email statement to customers.
- 

 - click search to create statements for all customers that match your search criteria.

1.4 Feature Administration

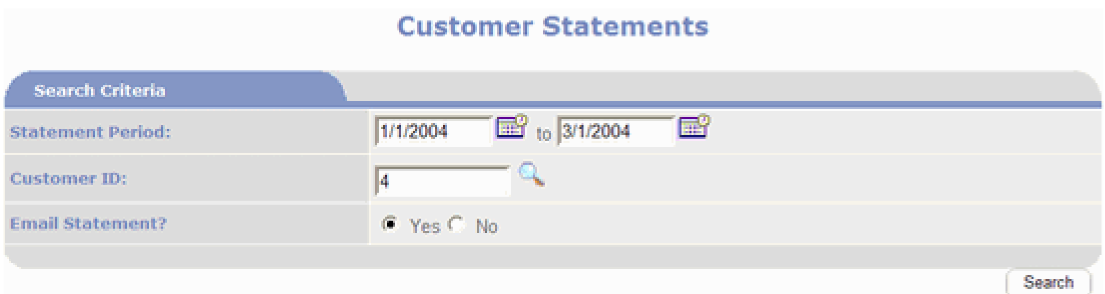
The Customer Statements feature component allows permitted users to create statements and print or email to customers.

This feature is always enabled and requires no prior setup to use.

1.5 Tutorials

1.5.1 How to Print Statements

From the Site Administration Menu click on the Statements browse icon to access the Customer Statements feature.



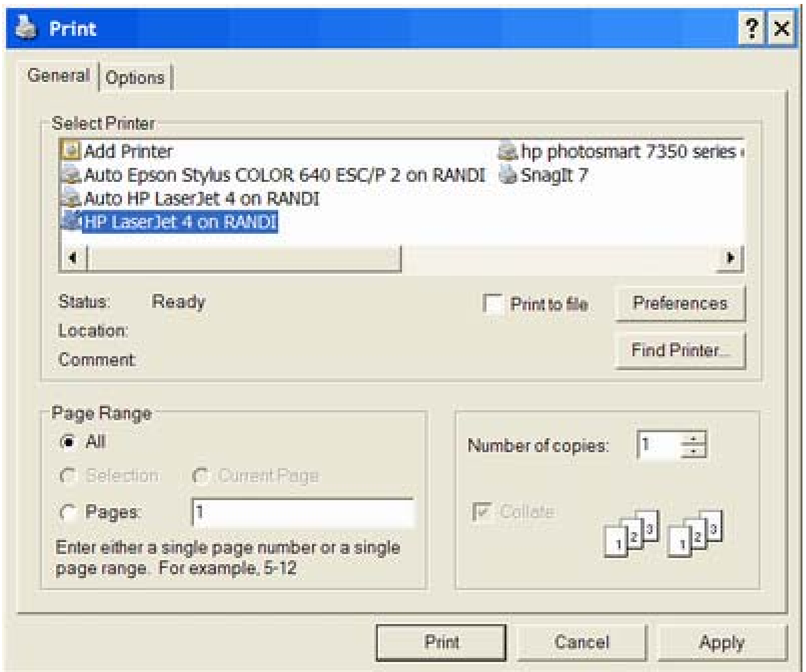
The first step is to enter the date range for the Statement Period. This is the period of activity the statements are to report on. E.g. if you print statements on a monthly basis, to print them for the month of January 2004 you would enter *1/1/2004* to *1/31/2004*. If you print statements on a quarterly basis, to print them for the first quarter of the 2004 year you would enter *1/1/2004* to *3/31/2004*.

The next step is to select the customers to receive statements. To print a statement for a single customer, enter either the customer's Contact ID or Company ID; otherwise check one or more of the Include Customers With criteria. E.g. to only print statements for customer's that have a balance that is due, check Balance Due and leave No Balance and Credit Balance unchecked.

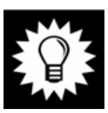
Set Email Statement to *No*.

Click Search .

PORTALPRODIGY creates statements matching the criteria and displays them in HTML format in a new browser window and activate the Windows Print dialog box.



In the Windows dialog box click on the Print button to confirm sending them to your default printer or you may select a different printer then click Print.



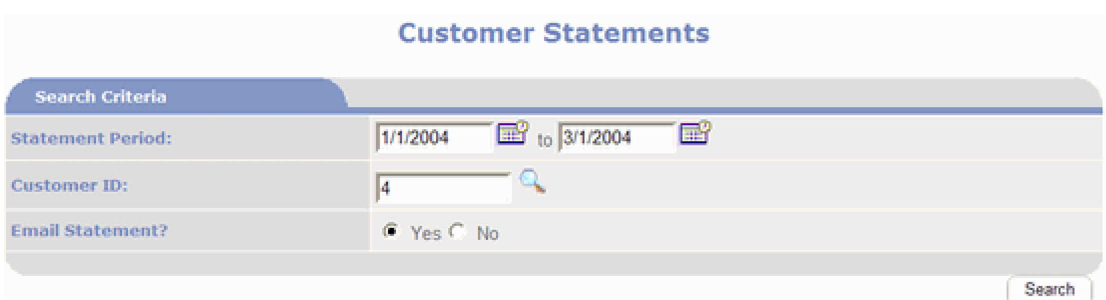
Tip: In Internet Explorer use Page Settings to turn off header and footers; set top and bottom margins to .75; and set left and right margins to .5.

1.5.2 How to Email Statements to Customers

This process is similar to printing statements.

From the Site Administration Menu click on the 

browse icon to access the Customer Statements feature.



The first step is to enter the date range for the Statement Period. This is the period of activity the statements are to report on. E.g. if you print statements on a monthly basis, to print them for the month of January 2004 you would enter *1/1/2004* to *1/31/2004*. If you print statements on a quarterly basis, to print them for the first quarter of the 2004 year you would enter *1/1/2004* to *3/31/2004*.

The next step is to select the customers to receive statements. To print a statement for a single customer, enter either the customer's Contact ID or Company ID; otherwise check one or more of the Include Customers With criteria. E.g. to only print statements for customer's that have a balance that is due, check Balance Due and leave No Balance and Credit Balance unchecked.

Set Email Statement to *Yes*.

Click Search .

The Statements are created in HTML format and automatically emailed to the customers. For each customer receiving a statement, PORTALPRODIGY updates the Date of Last Statement field in the customer's record.
