



# Process

# Documentation

*Department:*

Customer Support

*Last Updated:*

9/30/2025 10:55 AM

**NAME OF PROCESS**

# Generating the Customer Master File Listing Report

**Use Case / Objectives**

This process guides you through generating a report of customers with the status specified in the report parameters.

**Configuration, Training, and Reporting**

This document assumes you know how to perform basic Search functionality to find information in the system (i.e., F4 search). The steps for this are not included within this document.

**Field definitions for applicable tasks are available in the Reference Glossary. To view these definitions either click on the screen name in the task or scroll to the end of the documentation to view the Glossary.**

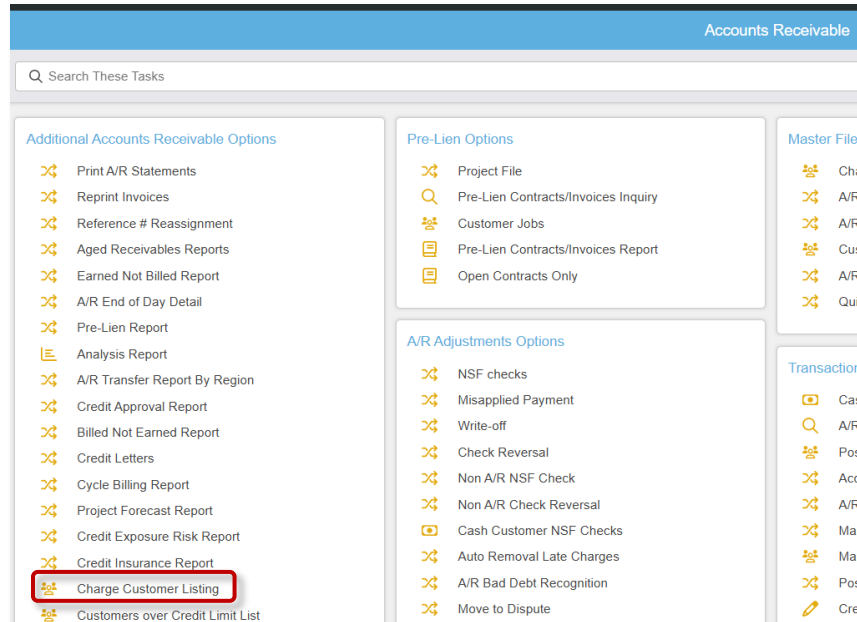
Menu options to access:

Accounts Receivable => Additional Accounts Receivable Options => Charge Customer Listing

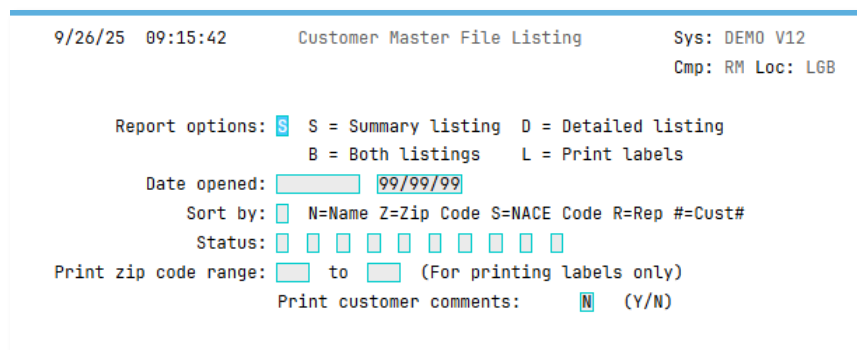
# Generating the Customer Master File Listing Report

## Process Steps

1. Log into the [Roleplay Environment](#) using your credentials.
2. Select the **Accounts Receivable** menu from the left toolbar.
3. In the **Additional Accounts Receivable Options** section, click on the **Charge Customer Listing**.



- a. The **Customer Master File Listing** screen opens.



4. On this screen you will enter the parameters for your report.
5. In the **Status** field, type in the customer's status you would like to display on your report. **NOTE:** Valid **Status** codes include: **A** - Active, **B** - Bad debt, **C** - Account closed by customer, **D** - Account deleted by company, **H** - Hold, **I** - Inactive, **S** - Suspended, and **F** - Credit denied.

6. In the example below, the report will display a listing of customers with a status of **HOLD**.

```

9/26/25 09:50:18      Customer Master File Listing      Sys: DEMO V12
                                      Cmp: RM Loc: LGB

Report options:  S = Summary listing  D = Detailed listing
                 B = Both listings    L = Print labels

Date opened: 

Sort by:  N=Name Z=Zip Code S=NACE Code R=Rep #=Cust#
 Status:        

Print zip code range:  to  (For printing labels only)
Print customer comments:  (Y/N)
    
```

7. Update any other fields and press Enter twice.
  - a. The **Print Job** screen opens.

```

7/20/23 09:34:47      CUSTOMER MASTER FILE LISTING      SYS. DEMO V12

By Loc/District/Region:  (L/D/R)  Omit/Include:  (O=Omit, I=Include)
Locations
LGB               
              
              
              

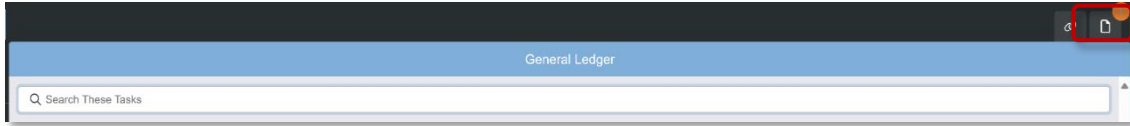
Printer/Outq: RM0001DA  Copies:   Hold:  Save: 

Submit job. . . : N

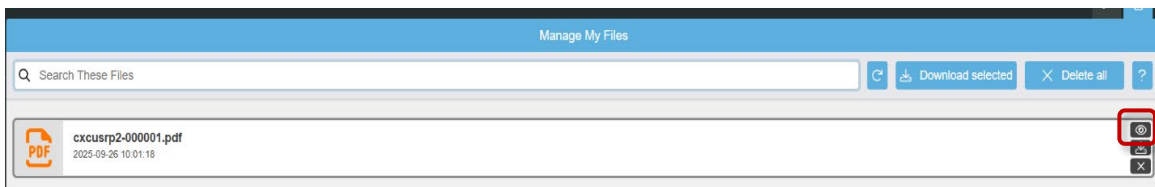
Enter information and press Enter to continue.
    
```

8. On this screen, you can choose to run the report by Location (L), District (D), or Region (R), whether to Include (I) or Omit (O) the locations noted and enter locations. **NOTE:** *Location* refers to the location the customer was created, not the location where the invoices were billed.

9. Update the details as desired and press Enter to run the report.
  - a. The **Submit Job** screen closes, and the **Account Receivable** menu screen displays. **NOTE:** The report is complete when the orange indicator displays by the **Manage My Files** icon.



10. Click the **Manage My Files** icon.
  - a. The **Manage My Files** screen opens displaying your files.



11. Click the **Open** icon or double click on the desired file.
12. The **Customer Master File Listing Report** opens showing all customers with a **Status** of **Hold** for the **Location(s)** selected.

```

9/26/25 10:11:19 AM
System: DEMO V12
Pgm Id: CXCUSR
Include locations DMO
Status Included: H

```

Rep#	Cust#	ST	Name	Address	City	St	Zip code	Phone
700	24	H	ROCK BREAKERS CONST CO	SAME	HUNTINGTON BEACH	CA	92648	714-555-1212
	35	H	ACE HARDWARE	MAIN ST	LONG BEACH	CA	93653	
2237	535	H	JONES CONSTRUCTION	1815 N GETTY DR	VISALIA	CA	93277	310-225-2226
2237	640	H	DOW CHEMICAL COMPANY	2745 FREEPORT BLVD	FREEPORT	TX	77531	555-111-2222 0007
	651	H	KAJ CONSTRUCTION	111 MAIN ST	IRVINE	CA	92612	
99	699	H	ACME RENTALS	123 MAIN ST	VALRICO	FL	33596	813-376-9925
	733		SmartEquip Inc Norwalk	20 GLOVER AVENUE	NORWALK	CT	06850	
2237	798	H	Turnkey Test Customer1	321 E MAIN ST	GREENWOOD	IN	46142	555-854-1212
2237	2238	H	CITY OF RALEIGH	434 FAYETTEVILLE STREET	RALEIGH	NC	27601	919-807-5575
2240	7777	H	HUUSMAN CONTRACTORS	2603 MACARTHUR BLVD	IRVINE	CA	92612	949-224-6300
	62000	H	APPLIED DRILLING TECHNOLOGY	ATTN: ACCOUNTS PAYABLE	HOUSTON	TX	77000	318-775-7312 A5B7
	4564355		SmartEquip Inc Norwalk	20 GLOVER AVENUE	NORWALK	CT	06850	

```

Total number of active customers: 0
Total number suspended customers: 0
Total number on hold customers: 10
Total number deleted customers: 0
Total number inactive customers: 0
Total number COD customers: 0
Total number bad debt customers: 0
Total number credit denied cust: 0
Total number of customers: 10

```

\*\* END OF REPORT \*\*

## Reference Glossary

### Field Definitions for Tasks

#### Customer Master File Listing

- **Report Options** - Enter the format to run the report.
  - S - Summary Listing
  - D - Detail Listing
  - B - Both Listings
  - L - Print Labels
- **Date opened** - Specify a date range to filter customer records by creation date.
- **Sort by** - Enter a value to determine how the report output is sorted.
  - N - Name
  - Z - Zip Code
  - S - NACE Code
  - R - Sales Representative
  - # - Customer Number
- **Status** - Displays the current status of the customer. Valid status codes include:
  - A - Active
  - B - Bad debt
  - C - Account closed by customer
  - D - Account deleted by company
  - H - Hold
  - I - Inactive
  - S - Suspended
  - F - Credit denied
- **Print zip code range** - Enter a range of customer zip codes to include. **NOTE:** This is for print labels only.
- **Print customer comments** - Enter whether to include (Y) or omit (N) any customer comments on the report.