



Process

Documentation

Department:

Customer Support

Last Updated:

11/4/2025 8:58 AM

NAME OF PROCESS

Printing and emailing A/R Statements

Use Case / Objectives

In order for AR Statements to print or email, there are a few locations where settings must be entered specifically to allow for this. This article walks through those steps needed to print and/or email A/R Statements.

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.

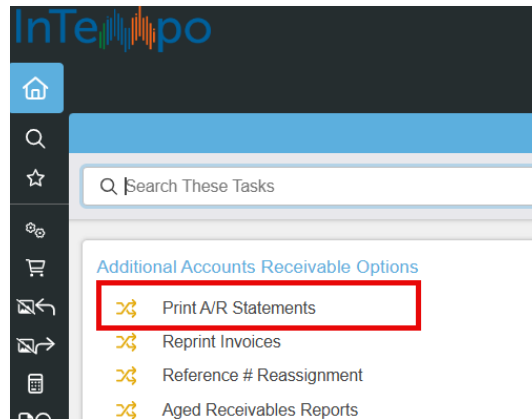
Menu options to access:

Accounts Receivable → Additional Accounts Receivable Options → Print A/R Statements

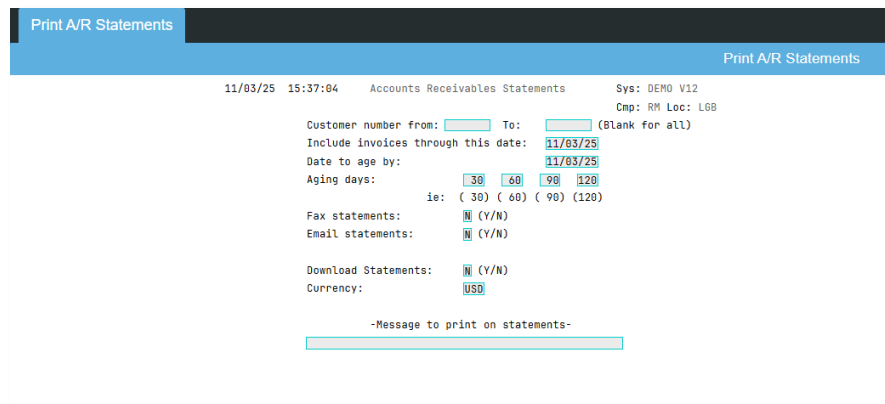
Printing/emailing AR Statements

Process Steps

1. Log into the [Roleplay Environment](#) using your credentials.
2. Select the **Accounts Receivable** menu from the left side toolbar
3. In the **Additional Accounts Receivable Options** section, click on the **Print A/R Statements** option.



4. The **Account Receivable Statements** launch screen comes up.

A screenshot of the 'Print A/R Statements' launch screen. The page title is 'Print A/R Statements'. The header shows the date and time '11/03/25 15:37:04' and the system version 'Sys: DEMO V12'. Below the header, there are several input fields and options: 'Customer number from: [] To: [] (Blank for all)', 'Include invoices through this date: 11/03/25', 'Date to age by: 11/03/25', 'Aging days: [30] [60] [90] [120]', 'Fax statements: [N] (Y/N)', 'Email statements: [N] (Y/N)', 'Download Statements: [N] (Y/N)', and 'Currency: USD'. At the bottom, there is a text box labeled '-Message to print on statements-'.

5. Type in the required parameters and press enter.
 - a. You can put in a *customer number* range or leave them blank for all customers.
 - b. You can put in a *through date* if you would like or leave it to default to the system date.
 - c. The *date to age by* determines the aging buckets each invoice will fall into. It will default to the system date.
 - d. The *aging days* are typically 30 for any invoice 30 days or less, 60 for invoices 31 - 60 days, 90 for invoices 61 - 90 days, 120 for invoices 91 - 120 days (or older).
 - e. *Fax statements* - this can be set to Y if you want to fax statements and have a fax phone number set up for the customer.

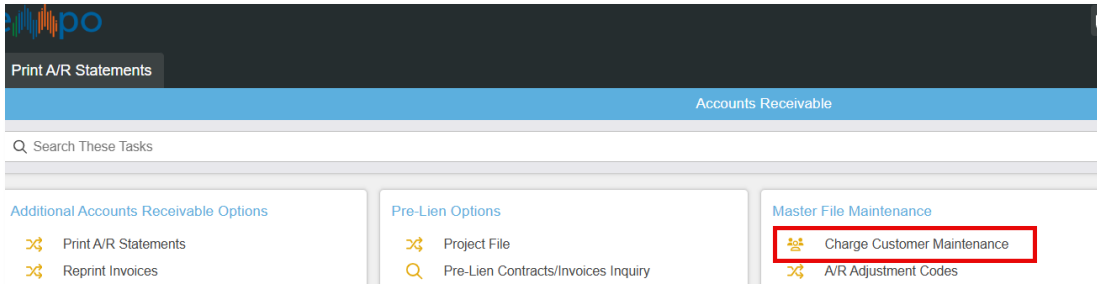
- f. *Email statements* - this should be set to Y if you want to email statements and have an email address set up for the customer.
- g. *Download Statements* - you need to have special access set up to all the use of this option
- h. *Currency* - this is the currency code tied to the invoices you want to pull into the statements. If you use multiple currency codes you would need to run the A/R statements for each currency code.
- i. *Message to print on statements* - you can type in a brief message here that will show on the statements when they are printed/emailed.

Email Settings for Customers

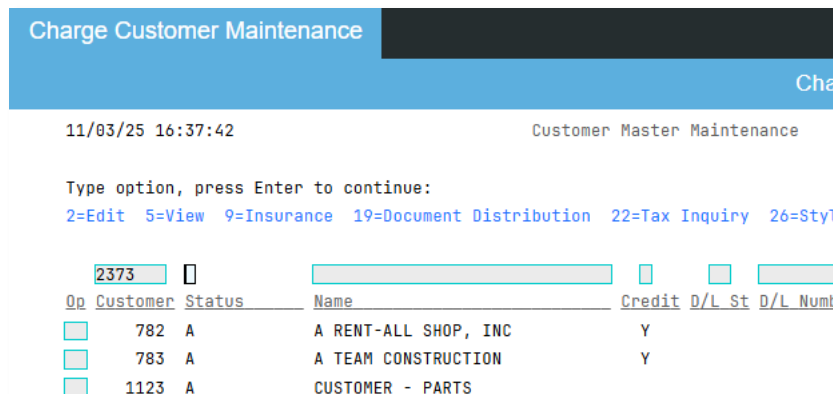
In order for an A/R Statement to print for a customer they need to be set in the customer master file.

Process Steps

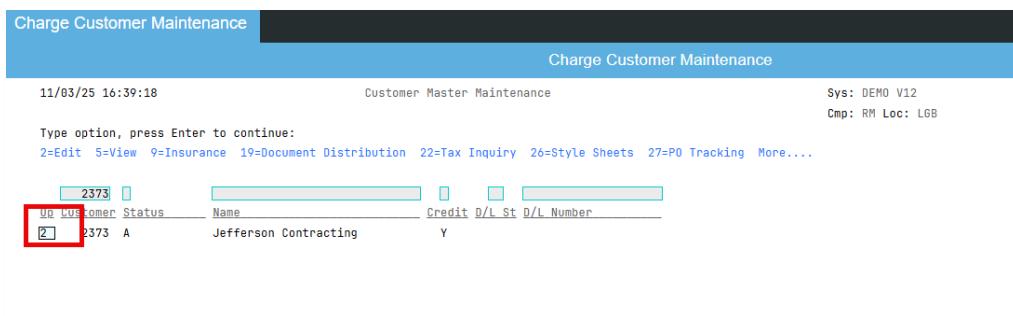
1. Click on the **Accounts Receivable** icon on the left hand side.
2. In the **Master File Maintenance** section, click on **Charge Customer Maintenance**.



3. On the **Customer Master Maintenance** screen, you can pull up the customer either using *Customer number* or *Name* in the filter fields or scroll until you locate the customer in the list.



4. Type 2 in the *Op* field next to the desired customer.



5. Press Enter to open the **Customer Master Maintenance - Information** screen.

Print A/R Statements Charge Customer Maintenance

Charge Customer Maintenance

11/03/25 16:40:46 Customer Master Maintenance Sys: DEMO V12
 Cmp: RM Loc: L68

Customer #: 2373 Date opened: 7/14/16 Sts: A Override Price List/Agreement Billing Flags: N Location: DMO
 Last maint: RM0801DA 9/25/25 7:49:55 Use LdDisc: Use Mode: CHANGE

Billing Information

Name: Jefferson Contracting Bus Entity: National cd: Credit: Y
 Addr 1: 8777 PURDUE RD. National exp date: D/L ST:
 Addr 2: SUITE 340 Insurance: Exp dt: D/L #:
 City/St/Zip: INDIANAPOLIS IN 46268 Tax Dist: 158978678 Country: US D.O.B.:
 Phone: 800 555-1212 Alt phone: Fax#: 800 555-1313 Customer Type:
 Search word: JEFFERSON CONTRACTIN Contact: User Auth Req: N
 Region: 100 Territory: Rep #: SIC code: Class:
 Credit Limit: 999999 Credit cd: Credit mgr: Agency Limit: Sync Limits: N
 PDF required: Pre-Lien: Job # req: Y Prt stat: Y EPA chg: S
 Taxes(/reason) Sales: Y Rentals: Y D/W Amt: Exp date: Resales: EXEMPT
 Damage waiver: N D/W %: D/W Amt: Exp date: Source Code:
 D/W Rate Rule: Track PDR: Y Env Fee Calc Rule:
 Free delivery: N Free pickup: N Cyc bill cd: A Corp Link:

Comments: Exo Date

Make changes and press Enter.

6. The *Prt stmt* field needs to set to Y.

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Name: Jefferson Contracting Bus Entity: National cd: Credit: Y
 Addr 1: 8777 PURDUE RD. National exp date: D/L ST:
 Addr 2: SUITE 340 Insurance: Exp dt: D/L #:
 City/St/Zip: INDIANAPOLIS IN 46268 Tax Dist: 158978678 Country: US D.O.B.:
 Phone: 800 555-1212 Alt phone: Fax#: 800 555-1313 Customer Type:
 Search word: JEFFERSON CONTRACTIN Contact: User Auth Req: N
 Region: 100 Territory: Rep #: SIC code: Class:
 Credit Limit: 999999 Credit cd: Credit mgr: Agency Limit: Sync Limits: N
 PDF required: Pre-Lien: Job # req: Y Prt stat: Y EPA chg: S
 Taxes(/reason) Sales: Y Rentals: Y D/W Amt: Exp date: Resales: EXEMPT
 Damage waiver: N D/W %: D/W Amt: Exp date: Source Code:
 D/W Rate Rule: Track PDR: Y Env Fee Calc Rule:
 Free delivery: N Free pickup: N Cyc bill cd: A Corp Link:

Comments: Exo Date

Make changes and press Enter.