Sending Customer Statements

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> This guide explains how to send customer statements through various methods. It is intended for general users.

Sending customer statements is easy and flexible. Navigate from Main Menu > Accts Receivable > Invoices, then use the Quick Search (https://aace6.knowledgeowl.com/help/using-the-quick-search-bar) bar to locate the records you want to work with.

Note: Customer statements are built using open invoices; if a customer has no balance / no open invoices, then a statement will *not* be sent to that customer.

After you have a list of customers who need statements, there are several options for sending them out. Some of the following features use email functionality, which requires that your system administrator enable and configure integration with Mailgun (https://aace6.knowledgeowl.com/help/setting-up-mailgun).

Invoice Detail View Options

Print > Email Customer Statement

Generates a PDF that lists all the current customer's invoices that are in Open status, then opens your mail client, creating a new email with the following information:

- **To**: Populated with the first available data, as follows:
    1. A/P Contact email address — from the Bill To company record, Customer Details tab, Billing Setup section
    2. Invoice Contact email address — from the Bill To section's contact record
    3. If both these fields are blank, then you must manually enter an address.
- **CC**: If the A/P Contact email was used for the To: field, then the Invoice Contact email address (if available) is populated here; otherwise, the field is left blank.
- **BCC**: Your aACE system email address (if available). This ensures a copy of this initial message is stored in aACE. If your system is *not* configured with integrated email, the field is left blank.
- **Subject**: Statement
- **Body**:

    Dear [A/P Contact name or Invoice Contact name],

Statement is attached.

Sincerely, [Your name]

Tags corresponding to the referenced Invoice Record IDs (e.g. "[INV12345]"). When you have an email showing a final resolution to the matter, you can forward it to your aACE system email address and this tag will identify which record to attach the email to.

- **Attachment**: A PDF of the statement

Print > Print Customer Statement

Generates a printout listing *all* the current customer's invoices that are in Open status (*not* including adjustments). The Aging table on the printout is calculated by days past due.
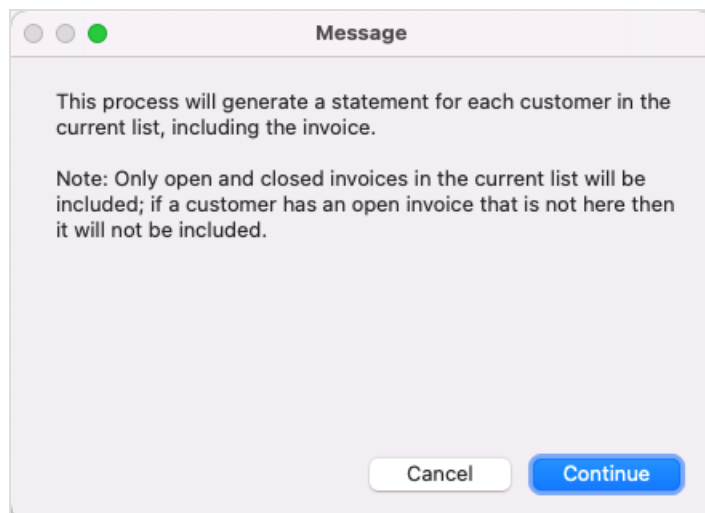
You can print the statement or save it to PDF.

Invoice List View Options

From the list view, aACE only addresses records *currently displayed* in the list. It does not generate statements including *all* of a customer's open invoices. These options allow you to select and exclude invoices, organizing the printout as needed. Use the Quick Search (https://aace6.knowledgeowl.com/help/using-the-quick-search-bar) bar to organize a list of customers who need to receive a copy of their statement.

Print > Print Customer Statements in List

Generates a batch printout of customer statements. When the process is triggered, aACE displays a dialog explaining the filtering process:

After generating the printouts, you can use the Print screen navigation to review each invoice page, print the statements, or save them to PDF.

Print > Send Customer Statements in List

Prepares a batch of statements for both email and regular mail delivery.

When you trigger this process, aACE filters your current found set to Open and Closed invoices and displays a dialog explaining the delivery process:
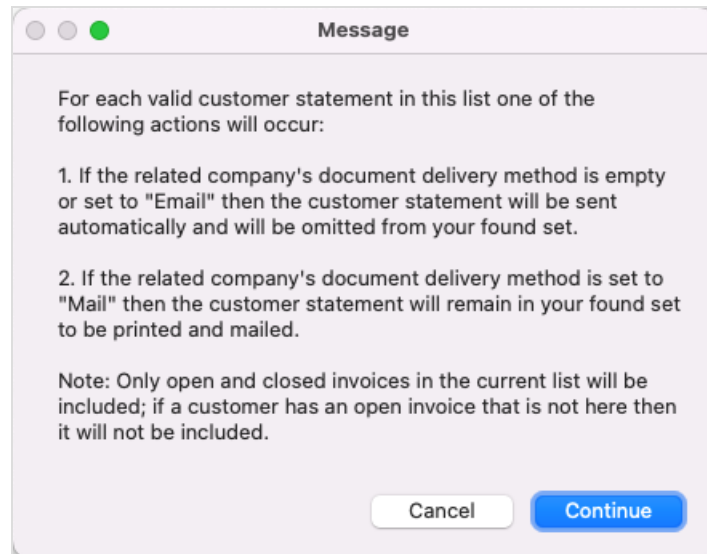
Each statement for a customer configured to Email delivery is emailed, using the following content from the related email template:

- **To**: Populated with the first available data, as follows:
    1. A/P Contact email address — from the Bill To company record, Customer Details tab, Billing Setup section
    2. Invoice Contact email address — from the Bill To section's contact record
    3. If both these fields are blank, then the invoice is left in To Be Sent status for you to update or send manually.
- **From**: Populated with the email address you assign. This address may be a general account (e.g. "ar@yourdomain.com"), so anybody in the A/R department can send statements and view any replies.
- **BCC**: Populated with your email address from your Team Member record, if you have marked the BCC self flag next to Auto-Email Invoices and Client Statements From.
- **Subject**: "Statement"
- **Body**:

   Dear [A/P Contact name or Invoice Contact name],

Statement is attached.

Sincerely, [Your name]

- **Attachment**: A PDF of the customer statement and each invoice referenced in the statement. (Note: This is the only process for customer statements that automatically includes an invoice; all others only include the statement.)

Afterwards, those records are omitted from your found set. aACE then prompts you about any records that had errors and could not be sent. Statements for customers that are configured to Mail delivery (if any) are left remaining, and printouts are provided of the Open and Closed invoices. After generating the printouts, you can use the Print screen navigation to review each invoice page, print the statements, or save them to PDF.

The setting that controls the delivery method for a given statement is found on the Bill To company record. On the Customer Details tab, the Billing Setup section includes the Send Docs Via field, where you can specify either "Email" or "Mail". Note: This setting also applies to both invoices and orders.
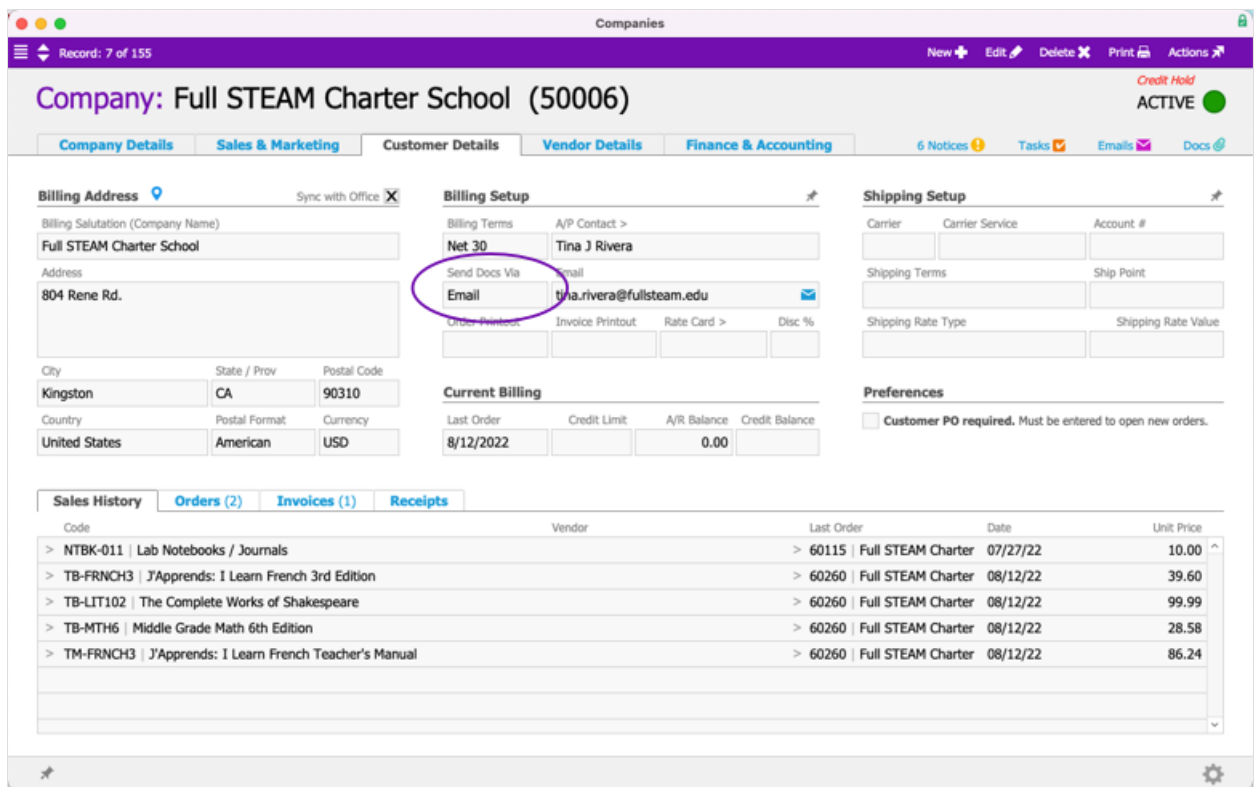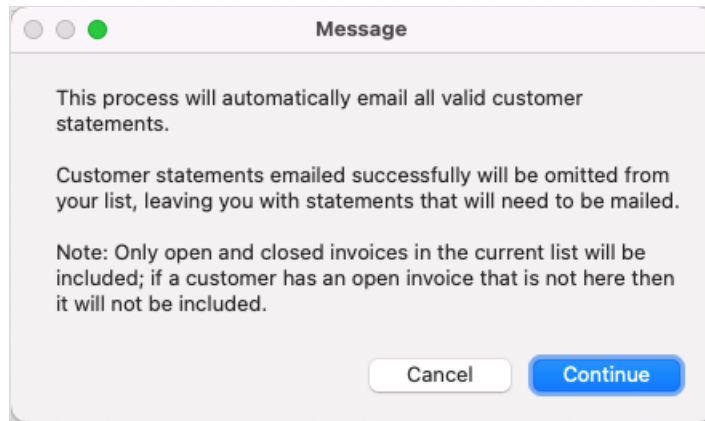

Print > Auto-Email Customer Statements in List

Emails a batch of customer statements.

When you trigger this process, aACE first filters your current found set to only include

invoices that are in Open status and displays a dialog explaining the emailing process:

Then, each customer statement is emailed with the content explained in "Send Customer Statements in List" above. If the record could not be sent, aACE displays a dialog detailing the errors. aACE will *not* provide printouts of the Open and Closed invoices.

The resulting found set will show any invoices that are open, but do not have an email address specified. Statements for these records must either be sent separately via regular mail or else the invoices must be corrected for inclusion in another batch. "Correcting" the invoices means adding an A/P Contact email address. (Note: This is because open invoices *cannot* be edited to add a Contact email.)