

Understanding Customer Statements

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Sage



Agenda

- **Statement Types**
- **Layout Structures**
- **Common amendments**
- **Further support**

Statement Types



Statement Types

Two different categories of statement: -

Individual – shows detailed line items

Stationery & Computer Mart UK
Sage House
Benton Park Road
Newcastle Upon Tyne
NE7 7 LZ

Tel : 0191 955 3000
Email : newbusinessadvice@sage.com

Fred Briant
4 Oakfield Drive
Melkton Park
Milton Keynes
Bucks
MK4 3TG

STATEMENT	
Date	15/12/2022
Account Ref	BRI001

All values are shown in Pound Sterling

Date	Ref	Details	Debit	Credit	Balance
01/10/2022		Brought Forward:			
01/12/2022	79	Apples	60.00		60.00
01/12/2022	79	Oranges	36.00		96.00
01/12/2022	79	Pears	66.00		162.00
01/12/2022	79	Grapes	30.00		192.00
15/11/2022	78	Apples	98.00		290.00
15/11/2022	78	Pears	72.00		312.00
20/10/2022	80	Pears	60.00		372.00
15/11/2022	22	Pears		72.00	300.00
31/10/2022	BACS	Sales Receipt		57.00	243.00
31/10/2022	BACS	Sales Discount		3.00	240.00

Grouped – shows summarised line items

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STATEMENT	
Date	15/12/2022
Account Ref	BRI001

All values are shown in Pound Sterling

Date	Ref	Details	Debit	Credit	Balance
01/10/2022		Brought Forward:			
01/12/2022	79	Goods/Services	192.00		192.00
15/11/2022	78	Goods/Services	126.00		312.00
20/10/2022	80	Goods/Services	60.00		372.00
15/11/2022	22	Credit Note		72.00	300.00
31/10/2022	BACS	Payment received with thanks		57.00	243.00
31/10/2022	BACS	Discount Allowed		3.00	240.00

Statement Types

Within each category you can either show: -

All Items

Stationery & Computer Mart UK
Sage House
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Tel : 0191 955 3000
Email : newbusinessadvice@sage.com

Every transaction within date range

STATEMENT

Date	15/12/2022
Account Ref	BRI001

Fred Briant
4 Oakfield Drive
Melkton Park
Milton Keynes
Bucks
MK4 3TG

All values are shown in Pound Sterling

Date	Ref	Details	Debit	Credit	Balance
01/10/2022		Brought Forward:			
01/12/2022	79	Goods/Services	192.00		192.00
15/11/2022	78	Goods/Services	120.00		312.00
20/10/2022	80	Goods/Services	60.00		372.00
15/11/2022	22	Credit Note		72.00	300.00
31/10/2022	BACS	Payment received with thanks		57.00	243.00
31/10/2022	BACS	Discount Allowed		3.00	240.00

Outstanding Items

Ref	Exchange Rate	Details	Amount £	O/S £
79	1.000000	Apples, Oranges, P...	192.00	192.00 *
78	1.000000	Apples, Pears	120.00	120.00 *
80	1.000000	Pears	60.00	
22	1.000000	Pears	72.00	72.00 *
BACS	1.000000	Sales Receipt	57.00	
BACS	1.000000	Sales Discount	3.00	

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Only transactions still unpaid in activity

STATEMENT

Date	15/12/2022
Account Ref	BRI001

Fred Briant
4 Oakfield Drive
Melkton Park
Milton Keynes
Bucks
MK4 3TG

All values are shown in Pound Sterling

Date	Ref	Details	Debit	Credit	Balance
01/12/2022	79	Goods/Services	192.00		192.00
15/11/2022	78	Goods/Services	120.00		312.00
15/11/2022	22	Credit Note		72.00	240.00

Layout Sections



Individual Statements

1. ACCOUNT_REF Header

L_NAME

L_ADDRESS_1

L_ADDRESS_2

L_ADDRESS_3

L_ADDRESS_4

L_ADDRESS_5

Telephone

Email

STATEMENT

Date	TRAN_DATE_BFCF
Account Ref	ACCOUNT_REF

NAME

ADDRESS_1

ADDRESS_2

ADDRESS_3

ADDRESS_4

ADDRESS_5

All values are shown in NAME

Date	Ref	Details	Debit	Credit	Balance
2. Details					
DATE	INV_REF	DETAILS	FOREIGN_GROS	FOREIGN_GRO	FOREIGN_GROS
3. DATE_FLAG Footer					
TRAN_DATE	Brought Forward:		FOREIGN_GROS	FOREIGN_GRO	FOREIGN_GROS
4. ACCOUNT_REF Footer					
Current	Period 1	Period 2	Period 3	Older	Amount Due
CURFOREIGN_AG	CURFOREIGN_AG	CURFOREIGN_AG	CURFOREIGN_AG	CURFOREIGN_AG	CURFOREIGN_AG

ACCOUNT_REF Header – *company/customer details/titles*

Details – *line-item data*

DATE_FLAG Footer – *brought forward balance*

ACCOUNT_REF Footer – *total amount due/ageing*

Adding Logo and Bank Details

1. ACCOUNT_REF Header

L_NAME
L_ADDRESS_1
L_ADDRESS_2
L_ADDRESS_3
L_ADDRESS_4
L_ADDRESS_5
Telephone
Email

Sage

STATEMENT

Date	TRAN_DATE_BFCF
Account Ref	ACCOUNT_REF

NAME
ADDRESS_1
ADDRESS_2
ADDRESS_3
ADDRESS_4
ADDRESS_5

All values are shown in NAME

Date	Ref	Details	Debit	Credit	Balance
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2. Details

DATE	INV_REF	DETAILS	FOREIGN_GROS	FOREIGN_GROS	FOREIGN_GROS
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3. DATE_FLAG Footer

TRAN_DATE	Brought	FOREIGN_GROS	FOREIGN_GROS	FOREIGN_GROS
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4. ACCOUNT_REF Footer

Current	Period 1	Period 2	Period 3	Older	Amount Due
CURFOREIGN_AG	CURFOREIGN_AG	CURFOREIGN_AG	CURFOREIGN_AG	CURFOREIGN_AG	CURFOREIGN_AG

Payment by BACS to: -
Sort Code - 209999 Account No. - 20987654

5. ACCOUNT_REF Footer

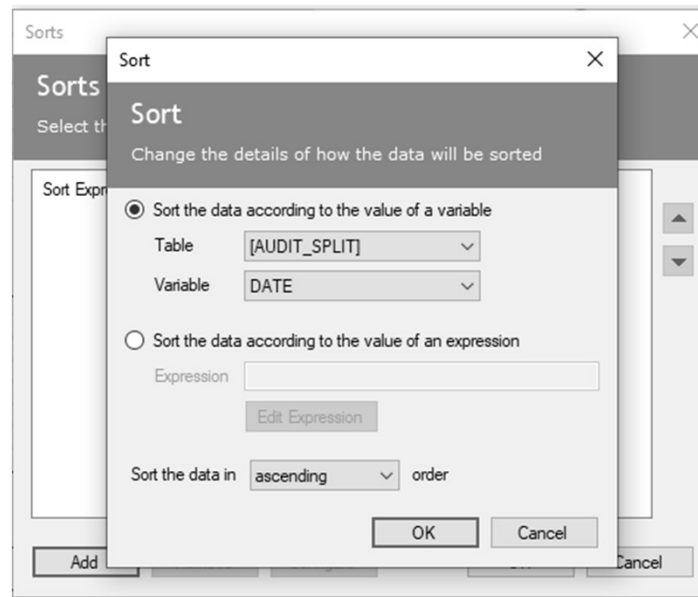
Add an image / logo

Add bank details text

Adding Sorts – Individual Statements

Add a Sort Help Centre article

Report > Sorts > Add > select table > select variable > set sort order (ascending/descending) > OK > OK



Grouped Statements

1. ACCOUNT_REF Header

L_NAME
L_ADDRESS_1
L_ADDRESS_2
L_ADDRESS_3
L_ADDRESS_4
L_ADDRESS_5
Telephone
Email

STATEMENT

Date	TRAN_DATE_BFCF
Account Ref	ACCOUNT_REF

NAME
ADDRESS_1
ADDRESS_2
ADDRESS_3
ADDRESS_4
ADDRESS_5

All values are shown in NAME

Date	Ref	Details	Debit	Credit	Balance
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2. HEADER_NUMBER Footer

DATE	INV_REF	STMT_TEXT	FOREIGN_GROS	FOREIGN_GRO\$	FOREIGN_GROS
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3. DATE_FLAG Footer

TRAN_DATE	Brought Forward:	FOREIGN_GROS	FOREIGN_GRO\$	FOREIGN_GROS
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4. ACCOUNT_REF Footer

Current	Period 1	Period 2	Period 3	Older	Amount Due
CURFOREIGN_AG	CURFOREIGN_AG	CURFOREIGN_AG	CURFOREIGN_AG	CURFOREIGN_AG	CUR.FOREIGN_AG

5. ACCOUNT_REF Footer

ACCOUNT_REF Header – *company/customer details/titles*

HEADER_NUMBER Footer – *line-item data*

DATE_FLAG Footer – *brought forward balance*

ACCOUNT_REF Footer – *total amount due/ageing*

Adding Sorts – Grouped Statements

To sort data on a grouped statement, new **groups** must be added rather than new sorts

Option 1

Install additional statement layouts and use one of these layouts

**Additional
Layouts Pack**

Option 2

Manually add groups to own layout in Report Designer

Name	Description	Last Run	Filename
★ 11* 2 Part Group Date/Inv Ref - All Items	11* 2 Part Group Date/Inv Ref - All Items		S112GAN
★ 11* 2 Part Group Date/Inv Ref - All Items - O/S Bfwd	11* 2 Part Group Date/Inv Ref - All Items - O/S Bfwd		S112GAON
★ 11* 2 Part Group Date/Inv Ref & O/S Items Only	11* 2 Part Group Date/Inv Ref & O/S Items Only		S112GSN
★ 11* 2 Part Group Tran Hdr - All Items - O/S B/Fwd	11* 2 Part Group Tran Hdr - All Items - O/S B/Fwd		S112GAO
★ 11* 2 Part Individual - All Items - O/S BFwd	11* 2 Part Individual - All Items - O/S BFwd		S112IAO
★ 11* Stat with Tear Off Group Date/Inv Ref - All Items	11* Stat with Tear Off Group Date/Inv Ref - All Items		S11TGAN
★ 11* Stat with Tear Off Group Date/Inv Ref - All Items - O/S BFwd	11* Stat with Tear Off Group Date/Inv Ref - All Items - O/S BFwd		S11TGAON
★ 11* Stat with Tear Off Group Date/Inv Ref - O/S Items Only	11* Stat with Tear Off Group Date/Inv Ref - O/S Items Only		S11TGSN
★ 11* Stat with Tear Off Group Tran Hdr - All Items - O/S BFwd	11* Stat with Tear Off Group Tran Hdr - All Items - O/S BFwd		S11TGAO
★ 11* Stat with Tear Off Individual - All Items - O/S BFwd	11* Stat with Tear Off Individual - All Items - O/S BFwd		S11TIAO
★ A4 Stat Group Date/Inv Ref - All Items	A4 Stat Group Date/Inv Ref - All Items		SA4GAN
★ A4 Stat Group Date/Inv Ref - All Items - O/S BFwd	A4 Stat Group Date/Inv Ref - All Items - O/S BFwd		SA4GAON
★ A4 Stat Group Date/Inv Ref - O/S Items Only	A4 Stat Group Date/Inv Ref - O/S Items Only		SA4GSN
★ A4 Stat Group Tran Hdr - All Items - O/S BFwd	A4 Stat Group Tran Hdr - All Items - O/S BFwd		SA4GAO
★ A4 Stat Individual - All Items - O/S BFwd	A4 Stat Individual - All Items - O/S BFwd		SA4IAO

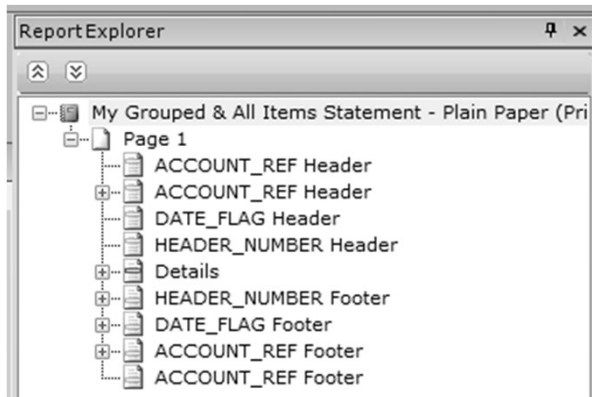
Adding Sorts – Grouped Statements

Step 1 – Add new group(s)

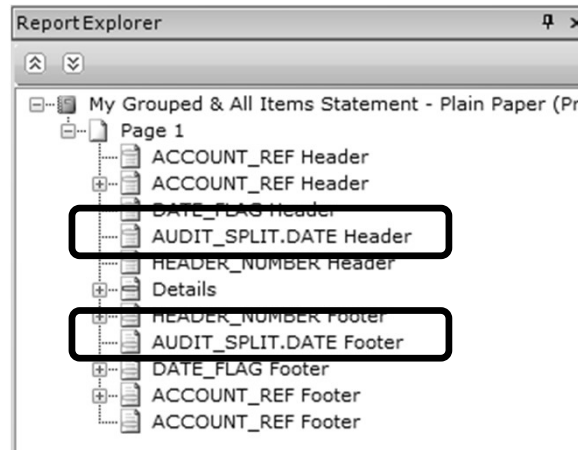
Step 2 – Move them

Step 3 – Hide unwanted sections

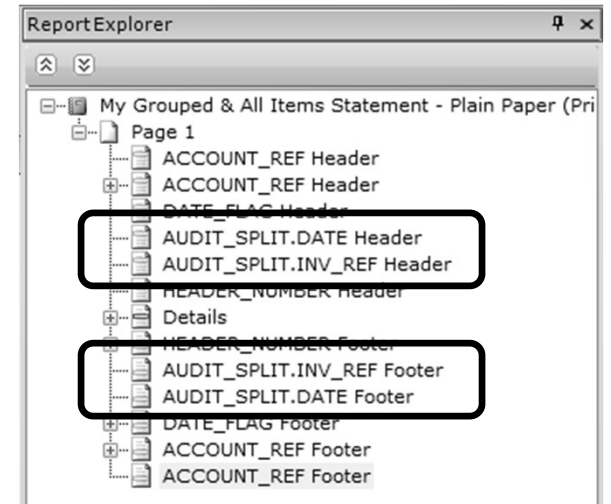
Original Groups



New Group for Date Order

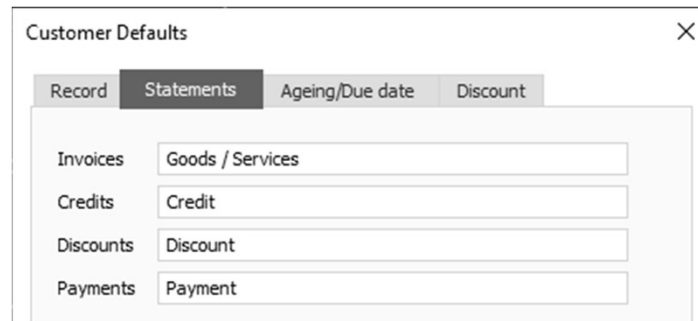
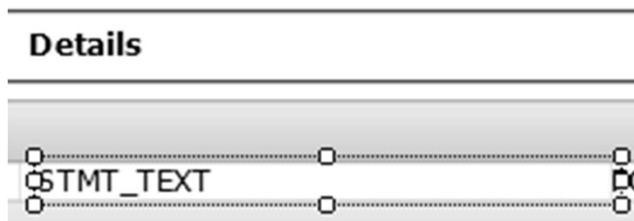


New Groups for Date Order and Inv Ref Order

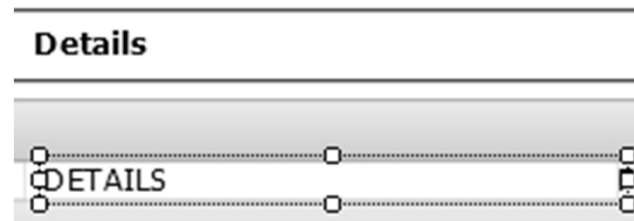


Amend Detail – Grouped Statements

AUDIT_SPLIT.STMT_TEXT - displays default text in **Settings > Customer Defaults > Statements**



AUDIT_HEADER.DETAILS – displays detail of first line-item of transaction in Customer Activity



No	Type	Date	Due On	Ref	Exchange Rate	Details	Amount £	O/S £	Debit £	Credit £
1238	SI	01/12/2022	31/12/2022	79	1.000000	Apples, Oranges, P...	192.00	192.00 *	192.00	
1242	SI	15/11/2022	15/12/2022	78	1.000000	Apples, Pears	120.00	120.00 *	120.00	
1244	SI	20/10/2022	19/11/2022	80	1.000000	Pears	60.00		60.00	
1245	SC	15/11/2022	15/11/2022	22	1.000000	Pears	72.00	72.00 *		72.00
1246	SR	31/10/2022		BACS	1.000000	Sales Receipt	57.00			57.00
1247	SD	31/10/2022		BACS	1.000000	Sales Discount	3.00			3.00

No	Type	Date	Ref	N/C	Dept	Ex Ref	Details	Project Ref	Tax	Amount £	Debit £	Credit £	Trans. Balance £	View
1238	SI	01/12/2022	79	4000	1		Apples	T1		60.00	60.00		60.00	
1239	SI	01/12/2022	79	4001	1		Oranges	T1		36.00	36.00		96.00	
1240	SI	01/12/2022	79	4002	1		Pears	T1		66.00	66.00		162.00	
1241	SI	01/12/2022	79	4003	1		Grapes	T1		30.00	30.00		192.00	

Summary

- Individual statements show *all line-items* per invoice
- Grouped statements show *single line-item* per invoice
- Grouped statement text can be amended in: - **Settings > Customer Defaults > Statements**
- Sort order on individual statements can be achieved by adding a **Sort** (Report > Sorts)
- Sort order on grouped statements can be achieved by adding a **Group** (Sections > Add Section > Group Header and Footer)
- Reposition group sections using arrows at right of each section bar, or **Sections > Move Section Up / Down**

Further Support

[Additional Layouts Pack](#)

[Reporting Support Hub](#)

[Tables and Variables](#)

[Sage Report Design Service](#)