Understanding Customer Statements

Tina Stewart

Agenda

- **Statement Types**

- **Layout Structures**

- **Common amendments**

- **Further support**

Sage

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

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	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	48.00		240.00
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

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Account Ref	BRI001

Fred Briant
4 Oakfield Drive
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Bucks
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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

Statement Types

Within each category you can either show: -

All Items	**Outstanding Items**

__Every__ transaction within date range

Only transactions still __unpaid__ in activity

Layout Sections

Individual Statements

ACCOUNT_REF Header – *company / customer details / titles*

Details – *line-item data*

DATE_FLAG Footer – *brought forward balance*

ACCOUNT_REF Footer – *total amount due / ageing*
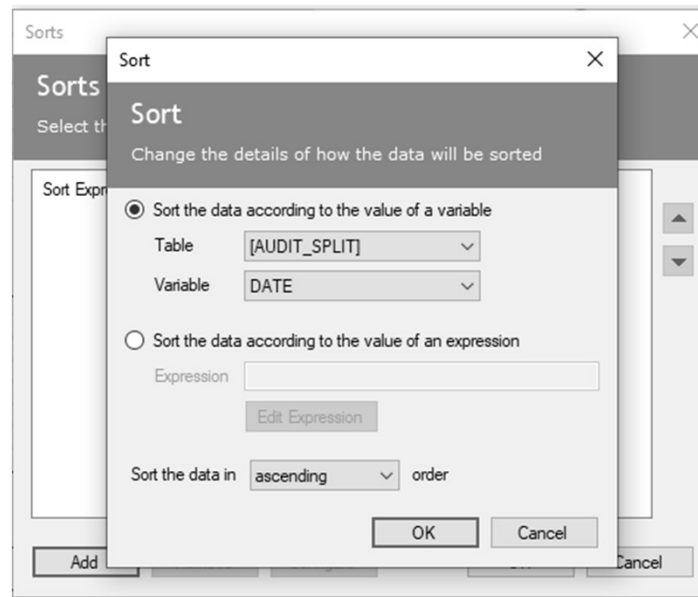
Adding Logo and Bank Details

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

Sage

Grouped Statements

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

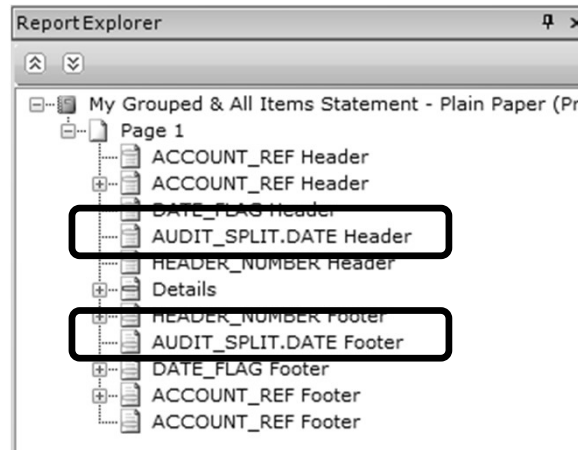# Adding Sorts – Grouped Statements

Step 1 – Add new group(s)

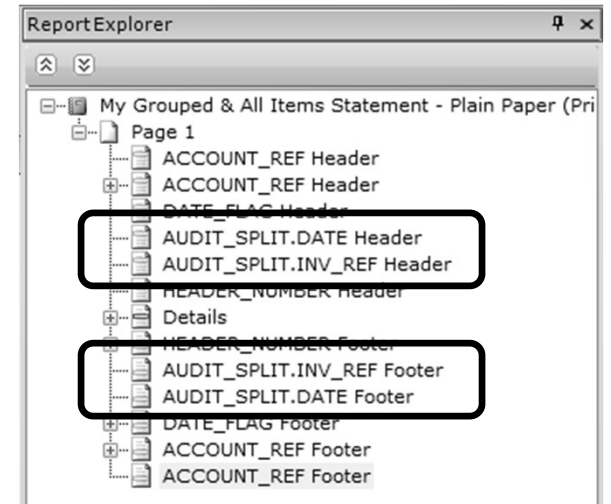**Step 2 –** Move them

Step 3 – Hide unwanted sections

Original Groups
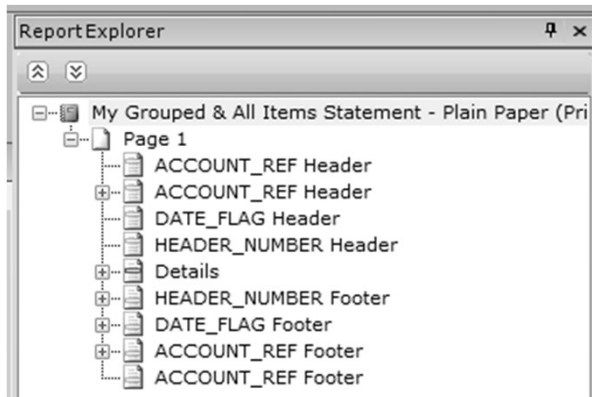
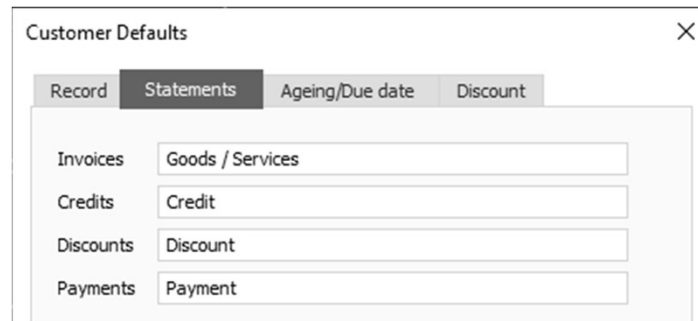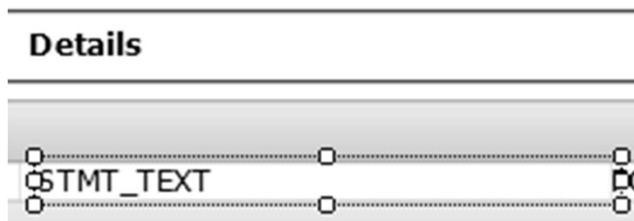**New Group for Date Order**

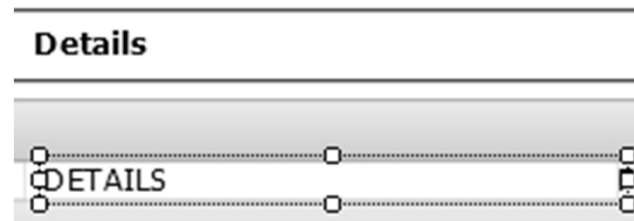**New Groups for Date Order** *and* **Inv Ref Order**

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

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

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Reporting Support Hub

Tables and Variables

Sage Report Design Service