

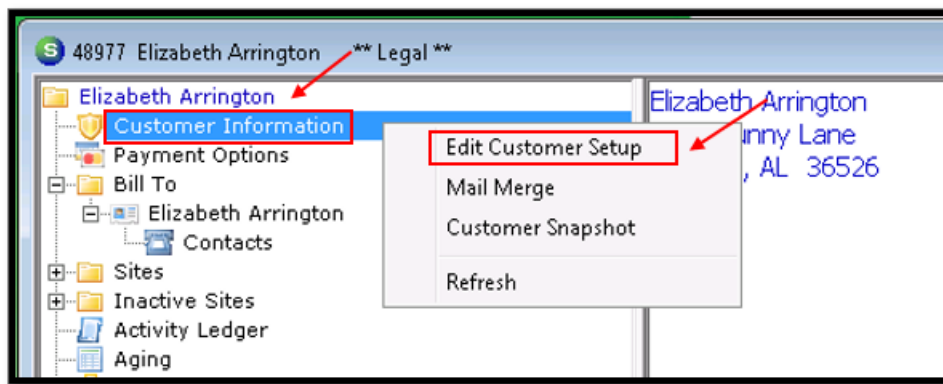
Customer Not Receiving Statements in SedonaOffice

05/31/2024 8:32 am EDT

There is a “Print Statement” checkbox located under Customer Information that controls whether or not a customer will be able to receive statements.

Customer Information

On the Customer Account, right-click on Customer Information.
Select “Edit Customer Setup”.



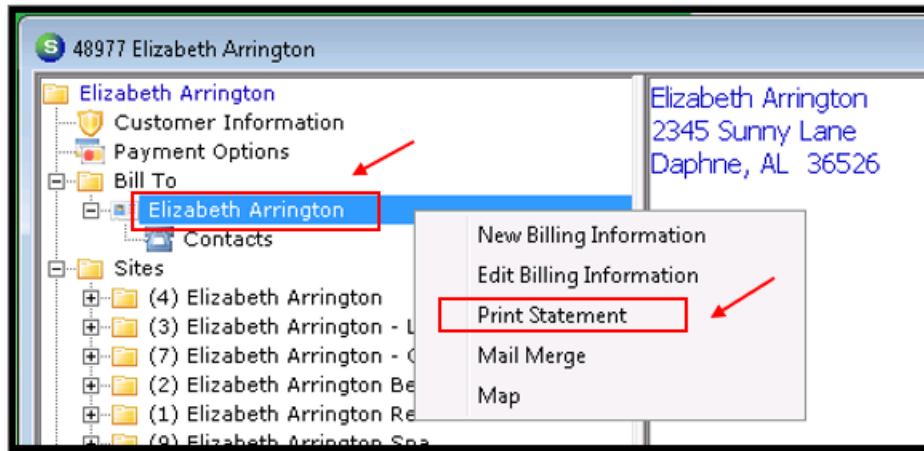
At the bottom of the screen, there is a “Print Statements” option.

The screenshot shows the 'Customer Setup 48977' window. At the top, the customer name is 'Elizabeth Arrington' with address '2345 Sunny Lane, Daphne, AL 36526'. The 'Setup Information' tab is active, showing fields for Customer Status (AR), Customer Type (Residential), and Terms (Due On Receipt). The 'Invoice Printing' section contains several checkboxes: 'Print Statements' (unchecked and highlighted with a red box and arrow), 'Print Site Info on Invoices' (checked), 'Separate Cycle Invoice for Each Site' (unchecked), and 'Charge Late Fees' (checked). Other fields include 'Master Acct', 'Registration Code' (F86D6D), and 'Expires On'.

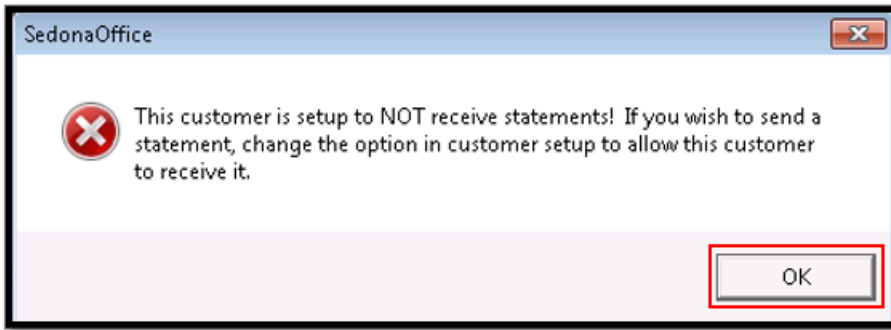
If this box is “unchecked”, this customer will not be able to receive statements either by manually creating a statement under the Customer Account or through the Statement Process under the Accounts Receivable Module.

Manual Statement

Right-click on the Name under Bill To.
Select “Print Statement”.



A window will pop up letting you know that this customer is not set up to receive statements. Select OK.



If the customer should be receiving statements, select the checkbox next to "Print Statements" and Save.