Statements

User Manual

Edition 1.2, last updated July 2008.

This manual was written for Ultracs 3.

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Accessing the Programs in this Manual

There are a number of ways to access the programs described in this manual.

People and Relationships

When accessing the program through People and Relationships, use one of these options:

'I want to…' menu

The 'I want to…' menu is displayed in the left-hand column of the screen. It contains a list of programs that you most commonly use, and will differ depending on your individual settings. To access a program from the menu, simply click on the name of the program. The program will open in the main working area of the screen.

Shortcut Access box

The Shortcut Access box is located in the bottom left-hand corner of the screen. To access a program, enter the program number and either press <**ENTER**> or click on the icon.

Not all operators will have this box displayed.

Functions Menu

The Functions menu is access by clicking on the icon at the bottom of the screen. The menus displayed are dependent on your individual settings.

To access a program, click on the program name.

Quick Launch Favourites

Your Quick Launch Favourites are accessed by clicking on the icon at the bottom of the screen. You are able to add any programs that you commonly use and would like quick access to this list. To select a program, click on the program name.

Ultracs

When accessing the program through Ultracs, use either of these methods.

X<Program Number>

Enter <**X**> followed by the program number at any menu page, e.g. <**P76**>.

Menus

Access the appropriate menu, and select the program name from the list.

If your organisation uses a non-standard menu system the programs can be incorporated into your existing menu structure. Contact your System Administrator if you require a non-standard menu to be created.

Introduction to the Statements User Manual

This section covers…

- Who is this document for?

- What is a Statement?

- How is this Manual Arranged?

- Related Documentation

Who is this document for?

This manual has been designed for staff involved in the setting up and production of statements. This manual's primary purpose is to provide detailed information on the Client Statements and Account Statements.

What is a Statement?

A statement is a record of transactions and shows their effect on account balances over a specified period of time. It will list the credits and debits that took place over the relevant time period and show any interest added to or charged, as well as the fees that have been applied.

The Ultracs statement processing functionality allows for statements to be created on either a client basis (i.e. where accounts for the client are grouped together to create a single statement), or on an account basis (i.e. where an individual statement is produced for each account. These statementing systems are respectively known as:

- **Client Statements**, and

- **Account Statements**.

Your financial institution may use only one of these methods, or both statementing methods.

Client Statements may be produced as a 'flat file' for delivery to, and formatting by a mailing house. Flat file statements also provide the opportunity to include detailed fee disclosure information and allow for the automatic grouping of client statements with associated material, e.g. brochures, disclosure statements, etc. by use of the OMR Hopper module.

How is this Manual Arranged?

This manual is split into 3 sections:

- **Client Statements**

- **Account Statements**, and

- **Statements - Additional Information**.

The **Statements - Additional Information** section provides information on shared programs (i.e. those used by both Client Statements and Account Statements) as well as information on related statementing processes. This includes information on the following:

- o Charge Card Statements

- o Continuing Credit Statements

- o Loan Statements

- o On-Line Archiving System - Statement Archiving

- o OMR Hoppers

- o Fee Disclosure on Statements

Where appropriate, you may be directed to other manuals that provide additional detailed information on some of these processes.

This manual does not cover detailed information that is specific to other systems. For example, it does not cover the process of requesting a statement from My Viewpoint nor does it cover Billing Cycles and how interest is charged and posted for Charge Cards etc. For information of this nature, refer to the appropriate product manual. Refer to **Related Documentation** for list of manuals that may be helpful.

Related Documentation

This document cross-references the following manuals, which you may need to refer to for additional information:

- Charge Cards User Manual

- Continuing Credit User Manual

- DPID User Manual

- General Purpose Fees User Manual

- Interactive Voice Response (IVR) Incorporating Bill Payment Module Training Manual

- IVR Training Manual

- Loan Processing User Manual

- My Viewpoint Product Overview User Manual

- On-line Archiving System Training Manual

- Retrieve Training Manual

- System Administration Training Manual

- Ultracs and CorvisFCS Flat File Format for both 'Standard' and 'Credit Card' Statements

> The **Ultracs and CorvisFCS Flat File Format for both 'Standard' and 'Credit Card' Statements** is a technical document and is available in PDF format. If you received this manual on a CD, it should be located with the other PDF files and will be named **Flat File Format.pdf**.
>
> Contact Ultradata Support if you do not have this file.
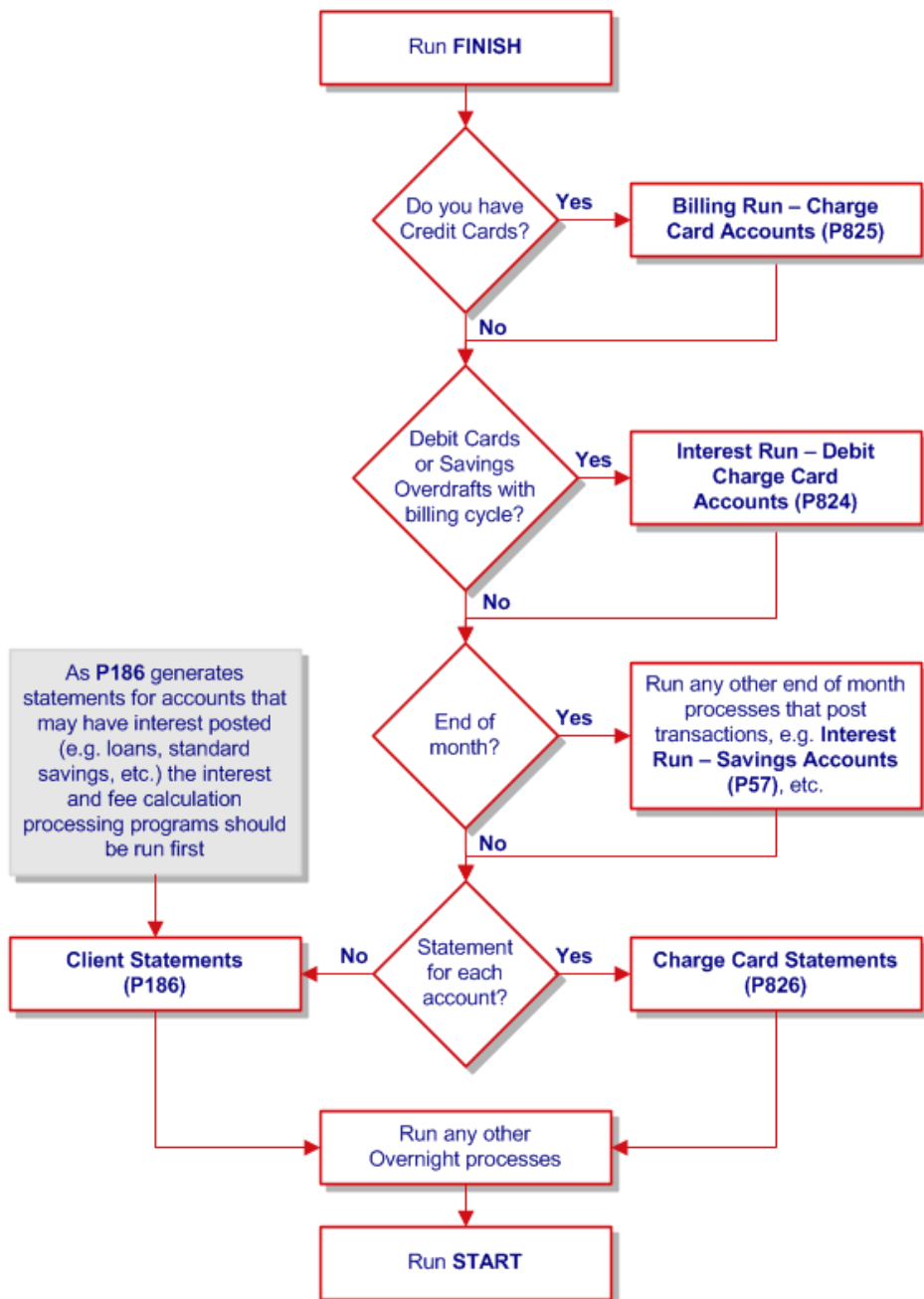
1. Client Statements

Client Statements Overview

This section covers…

- The Billing Cycle / Statement Process

- Printing Statements without Operator Intervention

- Client Statements (P186) Process Overview

- Statement Selection Process

- Statement Examples

The Billing Cycle / Statement Process

Client Statements are generated as part of a process that may also include interest calculations and possibly account statement generation as part of a billing and statementing process.

The following diagram shows how the **Client Statements (P186)** client statementing program is used in this process and how it relates to other programs, for example **Charge Card Statements (P826)**, which is used to generate Account based statements for charge cards.

You will need to go through the process twice if you have both client statements and individual account based statements.

Printing Statements without Operator Intervention

The following diagram shows the billing / statement process if you use the option to produce statements without operator intervention.
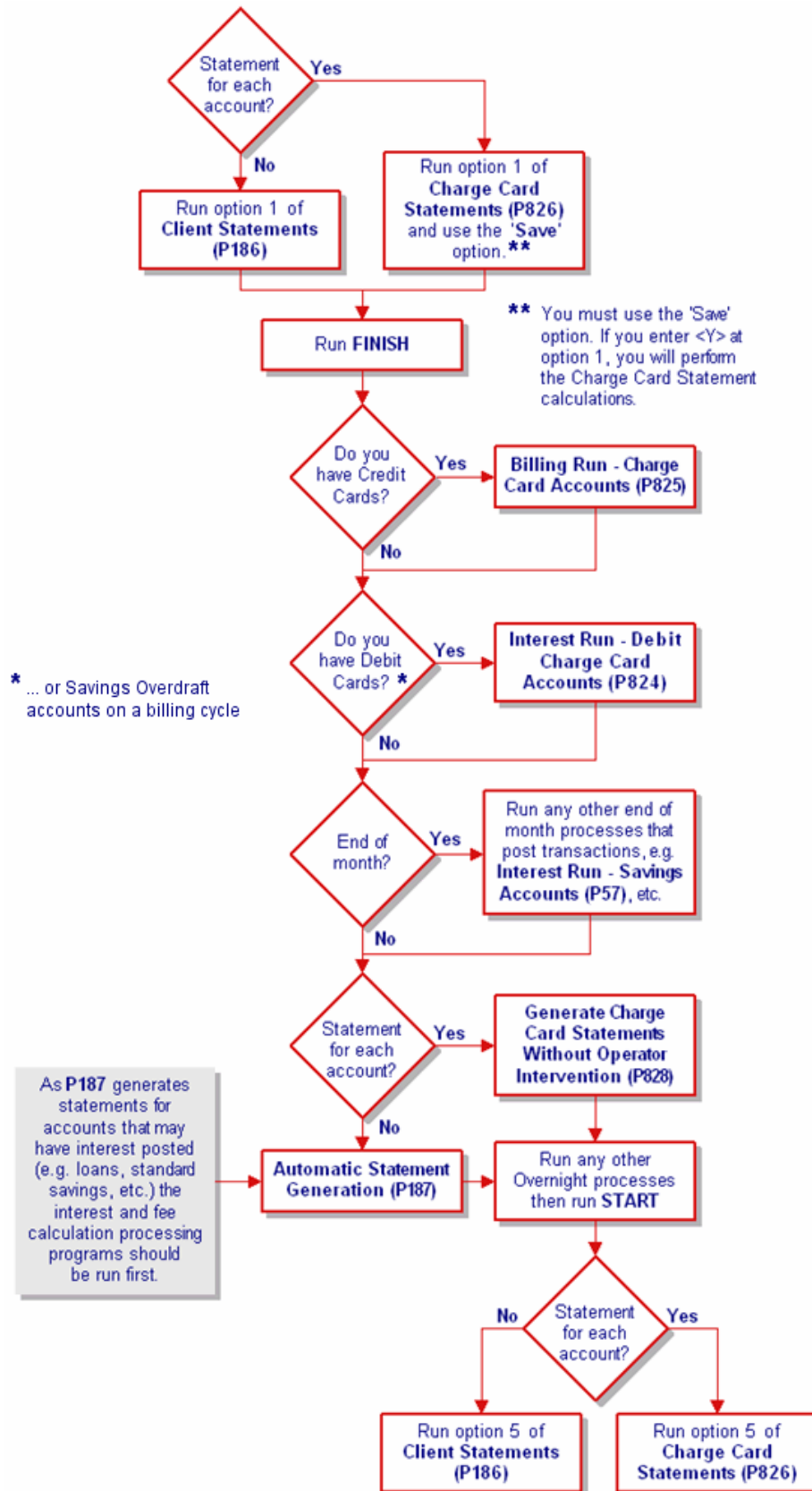
Client Statements (P186) Process Overview

You may generate client statements using the **Client Statements (P186)** program. These statements may include the transaction details of the accounts owned by the client as well as those that are related to the client e.g. Joint Accounts where the client is not the primary account owner, and where the client has an authority to operate another client's account.

Inclusion of account / transaction details on a client statement is based on the statementing flags set against the account for each client related to the account. For example, in case of a 'Joint Account', the client statement generated for a joint owner may include the account/transaction details only if the particular client is marked to receive the statement for that account.

The **Client Statements (P186)** program allows you to define various parameters to determine the type of statement run (e.g. 'Diary run' for only the clients who have diary statement due'), which clients are to receive their statements for that run, and the information that would be included. For example you may choose to include or exclude an Interest Summary on the statements.

> Note that the Interest Summary information is often provided on statements at the end of the tax year (e.g. end of June statements) in order to provide information to customers to use for their tax returns.

Use the **Maintain Client Diary Statements (P75C)** program to diarise the clients who would prefer to have their statements at a specific interval, e.g. a particular day on each month (provided statements are run on a daily basis) and for the clients who own 'Non-Billing' Overdraft accounts.

Print Ready and Flat File Formats

You may either print the statements directly to a printer, or produce as 'flat file' to be sent to your printing house for the production of statements.

Print Ready Statements

The formatting of the statements that are directly printed from **Client Statements (P186)** is pre-determined. There is a limited ability to determine what information is included on statements and the presentation format, other than to include or exclude content such as an interest summary on the statement, etc. This functionality is controlled by the Statement Parameter Definition options of **P186.**

Flat File Statements

Flat files include a large amount of data; the information to be included on the statement, the format and the level of details to be included are entirely within the control of your Financial Institution and the printing/mailing house.

> You control the layout of the statements in conjunction with your printing house. It is your financial institution's responsibility to determine the output format of disclosure information produced on the statements.

Refer to **Ultracs and CorvisFCS Flat File Format for both 'Standard' and 'Credit Card' Statements** for details of the file structure and statement data provided in the statement available in the flat file.

> **Ultracs and CorvisFCS Flat File Format for both 'Standard' and 'Credit Card' Statements** is a technical document and is available in PDF format. If you received this manual on a CD, it should be located with the other PDF files and will be named **Flat File Format.pdf**.
>
> Contact Ultradata Support if you do not have this file.

The flat file option will output a data flat file into a UNIX directory set up on installation or upgrade of your system.

Flat File Statements and Fee Disclosure

The flat file option is also required along with the **New Fee Option** (General Purpose Fees), if fee disclosure on statements is required.

Flat File Statements and OMR Hopper

The **OMR (Optical Mark Recognition) Hopper** module is used with the statements flat file option to allow your mailing house to include brochures and other material with the client statements.

The OMR Hopper programs enable you to maintain OMR Hopper Bins (storage bin connected to Mailing House mailing machine for brochures) and enter predefined lists of clients against each Hopper Bin therefore controlling which clients receive which publications. The OMR Hopper program can be accessed from the OMR Hopper Menu (**M_OMR.HOPPER**).

Interest Summary on Client Statements

Owned and Non-Owned Accounts

If the interest summary is included on statements it will always include all accounts 'Owned' by a client and MAY also include the interest earned on 'Non-Owned' accounts i.e. accounts the client has a signatory relationship to. You may choose to include this information by answering **Y** (yes) to "**Include interest earned on NON-OWNED Accounts**" question in the **Client Statements (P186)** program.

Example:

A sample client (named "A Client", being client number 1234 in the example below) is a signatory to account 4444S1 in the name of A B C Business.

If "**Include interest earned on NON-OWNED Accounts**" parameter is set to **Yes**, the interest summary section of the client's statement would include account 4444S1 and would look similar to the one shown below.

Interest summary for 2006/2007 year		
Account	Name	Interest earned
1234S1	A Client	$10.00
9876S2	A & B Client	$20.00
4444S1	A B C Business	$30.00

If "**Include interest earned on NON-OWNED Accounts**" parameter is set to **NO**, the interest summary section of Black's client statement would look similar to the one shown below.

Interest summary for 2006/2007 year		
Account	Name	Interest earned
1234S1	A Client	$10.00
9876S2	A & B Client	$20.00

Additional Information on Interest on Statements

Interest details included on the client's statements (either on print ready or flat file format) contains details for all accounts related to the client, and not just specifically accounts that may have transactional information included on this statement. For example, the client may have an account which they elect not to include on their statement, such as a joint account. The interest details of that account will still be included. Interest on closed accounts that earned interest within the interest reporting year will also be included, even though that account will no longer be included on the statement. Note that the full amount of interest for joint accounts will be included in the statements for all joint account holders who receive a statement.

Another example is where clients have term deposits and are not receiving statements for those accounts. Interest from those accounts will also be included.

It is also extremely important that statements produced by printing houses from the flat file data format include a full breakdown of the interest details in a similar format as used in the **Statement Examples**.

While the flat file data includes a "total interest" figure for the client, this simply represents a total of the itemised interest details and will not provide sufficient information for tax purposes when they may also need to include interest and withholding tax details on tax returns and does not allocate that interest to each account owner. For example, a client who has both an individual and joint account (Refer to Example 4 of the Statement Examples) may need to identify the appropriate portion of the total interest to include on their tax returns.

Other Sources for Interest Information

The interest information is also available to clients through other channels like:

- **IVR / Phone banking** – which provides a total interest figure for accounts owned by the client, and may therefore not be sufficient to provide a breakdown by account for the customer to use on their tax return.

- **My Viewpoint** – which provides the ability for the client to see interest and withholding tax details for their accounts.

- **Interest Advices** – which can be produced using **INTEREST ADVICE NOTICES (P700)** program.

- **0$7 enquiry** – which provides an enquiry facility for interest earned and charged on client accounts.

Statement Selection Process

This section is provided for your reference and describes the processes performed on the background to select the clients and the accounts related to the clients that are to be statemented.

Base selection

The following steps are performed to filter and select a base set of clients before checking each individual client for statementing.

1. All the clients are selected (or)

2. If a selection process that may consist of a list of client numbers or a list of account keys is provided then that process is used to filter the clients for subsequent processing. This is only available if it is a 'Normal Statement' run.

Check the Clients to be Statemented

The following steps are performed to identify the clients to be statemented:

3. If the account key has been supplied then the Client Number is selected.

4. Bypass this Client if there are no accounts to statement.

5. If the run is a purely 'Billing Statement' run, all clients that do not have a billing account are omitted.

6. If the run is purely a 'Normal Statement' run:

- All clients who do have billing accounts are omitted.

- All clients who satisfy the following conditions are omitted:

    o Are outside of the Client Number range, if this is set.

    o Are outside of the postcode range, if this is set.

    o Are outside of the department range, if this is set.

    o Either have a class or do not have a class, dependant on the settings.

    o Either have or do not have a product type, dependant on the settings.

    o Either have or do not have a 'mail code', dependant on the settings.

Check each account for selected clients

The following steps are performed to identify the accounts of the clients selected from previous steps that are to be statemented:

7.   Each account attached to this client are selected and checked for the following:

- The account is omitted if it is a billing account, and if the cycle date is not the same day as the statement date.

- The account is omitted if it is for a "Credit Card".

- The account is omitted if it is flagged as 'Do Not Statement'.

- If the Client is not on a 'Diary' statement, then this account is omitted if it has been statemented less than this day last month. Note that the last day of the previous month will mean the last day of this month, to cope with February etc.

- If the 'exclude' flag is set, bypass the account if it has a zero balance and no transactions.

- Bypass this account if the account has already been statemented by this client.

- If the passbook accounts are not statemented bypass this account if it is a passbook account.

Statement Examples

The following are the sample client statements with varying account structures demonstrating statements, which may be produced for customers with accounts of varying ownership structures. Note that, these are only sample statements for demonstration purpose; the formatting and structure of your statements might be different from those shown below.

The name and address (normally shown at the top of the statement) is the name of the client receiving the statement and their correspondence address. The name and address information is picked up when the statement is printed (e.g. during Step 4 of **Client Statements (P186)** program, and not when the statement data is generated in Step 2. Refer to **Creating Client Statements with P186** for additional information.

Example 1 - Individual Client – Individual Accounts

Mr J Smithers (client no. 8765) has 2 accounts (S1 and S2) in his own name. The interest for both accounts is shown on the statement.

Mr J Smithers
1919 Malvern Road
EAST MALVERN VIC 3145

Statement for Client 8765

Account 8765S1 in the name of J Smithers

Date	Description	Debit	Credit	Balance
1/3/07	Account opening balance			$500.00
1/3/07	Deposit		$100.00	$600.00
2/3/07	ATM Withdrawal	$200.00		$400.00
31/3/07	Closing account balance			$400.00

Account 8765S2 in the name of J Smithers

Date	Description	Debit	Credit	Balance
1/3/07	Account opening balance			$500.00
1/3/07	Deposit		$100.00	$600.00
2/3/07	ATM Withdrawal	$200.00		$400.00
31/3/07	Closing account balance			$400.00

Interest summary for 2006/2007 year

Account Number	Name of Account	Interest Earned	Withholding Tax Deducted
8765S1	J Smithers	$100.00	$0.00
8765S2	J Smithers	$100.00	$0.00

Example 2 - Individual Client – Joint Account only

Mr B Jones (client no. 4567) has an S1 account held in joint names. Mr Jones is the Primary Joint account holder. The interest shown on the statement is the total amount of interest for the joint account.

Mr B Jones
1919 Malvern Road
EAST MALVERN VIC 3145

Statement for Client 4567

Account 4567S1 in the name of B & C Jones

Date	Description	Debit	Credit	Balance
1/3/07	Account opening balance			$500.00
1/3/07	Deposit		$100.00	$600.00
2/3/07	ATM Withdrawal	$200.00		$400.00
31/3/07	Closing account balance			$400.00

Interest summary for 2006/2007 year

Account Number	Name of Account	Interest Earned	Withholding Tax Deducted
4567S1	B & C Jones	$100.00	$0.00

Example 3 - Individual Client – Joint Account only

Mrs C Jones (client no. 4568) has a single S1 joint account. Mrs Jones is the Secondary Joint account holder 2. The Primary Joint holder is B Jones (client no. 4567). The interest shown on the statement is the total amount of interest for the joint account.

Mrs C Jones
1919 Malvern Road
EAST MALVERN VIC 3145

Statement for Client 4568

Account 4567S1 in the name of B & C Jones

Date	Description	Debit	Credit	Balance
1/3/07	Account opening balance			$500.00
1/3/07	Deposit		$100.00	$600.00
2/3/07	ATM Withdrawal	$200.00		$400.00
31/3/07	Closing account balance			$400.00

Interest summary for 2006/2007 year

Account Number	Name of Account	Interest Earned	Withholding Tax Deducted
4567S1	B & C Jones	$100.00	$0.00

Example 4 - Individual Client – Individual & Joint Account

Mr A Smith (client no. 1234) has an S1 account in his own name. Mr Smith is also the Secondary Joint account holder on an S2 account with B Smith (client no. 9876).

The interest shown on the statement includes all of the interest for the individual and joint accounts.

Mr A Smith
1919 Malvern Road
EAST MALVERN VIC 3145

Statement for Client 1234

Account 1234S1 in the name of A Smith

Date	Description	Debit	Credit	Balance
1/3/07	Account opening balance			$500.00
1/3/07	Deposit		$100.00	$600.00
2/3/07	ATM Withdrawal	$200.00		$400.00
31/3/07	Closing account balance			$400.00

Account 9876S2 in the name of B & A Smith

Date	Description	Debit	Credit	Balance
1/3/07	Account opening balance			$500.00
1/3/07	Deposit		$100.00	$600.00
2/3/07	ATM Withdrawal	$200.00		$400.00
31/3/07	Closing account balance			$400.00

Interest summary for 2006/2007 year

Account Number	Name of Account	Interest Earned	Withholding Tax Deducted
1234S1	A Smith	$100.00	$0.00
9876S2	B & A Smith	$100.00	$0.00

Example 5 - Individual Client – 2 x Joint Accounts & Individual

Mrs B Smith (client no. 9876) has the following accounts:

- An S1 account in her own name

- Mrs Smith is the Primary Joint account holder on an S2 account with A Smith (client no. 1234) who is the Secondary Joint Account holder

- Mrs Smith is the Secondary Joint account holder on an S3 account with C Brown (client no. 4545) who is the Primary Joint account holder.

The interest shown on the statement includes all of the interest for the individual and joint accounts.

Mrs B Smith
1919 Malvern Road
EAST MALVERN VIC 3145

Statement for Client 9876

Account 9876S1 in the name of B Smith

Date	Description	Debit	Credit	Balance
1/3/07	Account opening balance			$500.00
1/3/07	Deposit		$100.00	$600.00
2/3/07	ATM Withdrawal	$200.00		$400.00
31/3/07	Closing account balance			$400.00

Account 9876S2 in the name of B & A Smith

Date	Description	Debit	Credit	Balance
1/3/07	Account opening balance			$500.00
1/3/07	Deposit		$100.00	$600.00
2/3/07	ATM Withdrawal	$200.00		$400.00
31/3/07	Closing account balance			$400.00

Account 4545S3 in the name of C Brown & B Smith

Date	Description	Debit	Credit	Balance
1/3/07	Account opening balance			$500.00
1/3/07	Deposit		$100.00	$600.00
2/3/07	ATM Withdrawal	$200.00		$400.00
31/3/07	Closing account balance			$400.00

Interest summary for 2006/2007 year

Account Number	Name of Account	Interest Earned	Withholding Tax Deducted
9876S1	B Smith	$100.00	$0.00
9876S2	B & A Smith	$100.00	$0.00
4545S3	A Person & B Smith	$100.00	$0.00

Example 6 - Individual Client – Joint Account & Signatory on a Business Account

Mr A Black (client no. 7645) is the Primary Joint account holder of an S1 with E Black.

Mr Black is also the signatory an S3 business account for A B C Business (client no. 9898).

The interest shown on the statement includes both Mr Black's account and the business account for which he is a signatory.

Mr A Black
1919 Malvern Road
EAST MALVERN VIC 3145

Statement for Client 7645

Account 7645S1 in the name of A & E Black

Date	Description	Debit	Credit	Balance
1/3/07	Account opening balance			$500.00
1/3/07	Deposit		$100.00	$600.00
2/3/07	ATM Withdrawal	$200.00		$400.00
31/3/07	Closing account balance			$400.00

Account 9898S3 in the name of A B C Business

Date	Description	Debit	Credit	Balance
1/3/07	Account opening balance			$500.00
1/3/07	Deposit		$100.00	$600.00
2/3/07	ATM Withdrawal	$200.00		$400.00
31/3/07	Closing account balance			$400.00

Interest summary for 2006/2007 year

Account Number	Name of Account	Interest Earned	Withholding Tax Deducted
7645S1	A & E Black	$100.00	$0.00
9898S3	A B C Business	$100.00	$0.00

Example 7 - Individual Client – 2 x Joint Accounts & Individual & another account which is only included on the interest details (as is now closed)

Mrs B Grey (client no. 5555) has the following accounts:

- An S1 account in her own name

- An S2 account in which Mrs Grey is the Primary Joint account holder with A Grey

- An S4 account in which Mrs Grey is the Secondary Joint account holder with C Gold (Client no. 666) who is the Primary Joint account holder.

Mrs Grey closed an S3 account held in her own name. This account earned interest during the year but before the start of the statementing period being reported. The S3 account does not show in the Account section as there were not transactions within the statementing period; however the account is listed in the Interest Summary. The interest is therefore the total of all accounts, individual, joint and closed.

Mrs B Grey
1919 Malvern Road
EAST MALVERN VIC 3145

Statement for Client5555

Account 5555S1 in the name of B Grey

Date	Description	Debit	Credit	Balance
1/3/07	Account opening balance			$500.00
1/3/07	Deposit		$100.00	$600.00
2/3/07	ATM Withdrawal	$200.00		$400.00
31/3/07	Closing account balance			$400.00

Account 5555S2 in the name of B & A Grey

Date	Description	Debit	Credit	Balance
1/3/07	Account opening balance			$500.00
1/3/07	Deposit		$100.00	$600.00
2/3/07	ATM Withdrawal	$200.00		$400.00
31/3/07	Closing account balance			$400.00

Account 6666S4 in the name of A Gold & B Grey

Date	Description	Debit	Credit	Balance
1/3/07	Account opening balance			$500.00
1/3/07	Deposit		$100.00	$600.00
2/3/07	ATM Withdrawal	$200.00		$400.00
31/3/07	Closing account balance			$400.00

Interest summary for 2006/2007 year

Account Number	Name of Account	Interest Earned	Withholding Tax Deducted
5555S1	B Grey	$100.00	$0.00
5555S2	B & A Grey	$100.00	$0.00
5555S3	B Smith	$100.00	$0.00
6666S4	A Gold & B Grey	$100.00	$0.00

Creating Client Statements with P186

This section covers…

- Clients Statements (P186)

    o Accessing the Client Statements (P186) Program

    o Statement Parameter Definition

    o Client Statement Generation

    o Print the Statement Parameters and Controls Report

    o Printing/Spooling (or re-printing etc) Client Statements

    o Flag Statement run as COMPLETED (all successfully printed)

- Additional Information on P186

Clients Statements (P186)

The **Clients Statements (P186)** program allows you to generate and print statements for clients. A client statement may include details of more than 1 account and may also include both accounts owned by the client and optionally include "non-owned" accounts, e.g. accounts for which the client is a signatory.

While **P186** is the main program used to generate client statements, the process involves a number of other programs. The following diagram shows the stages in running **P186** and how the process relates to other programs:

Client Statement Process Flow
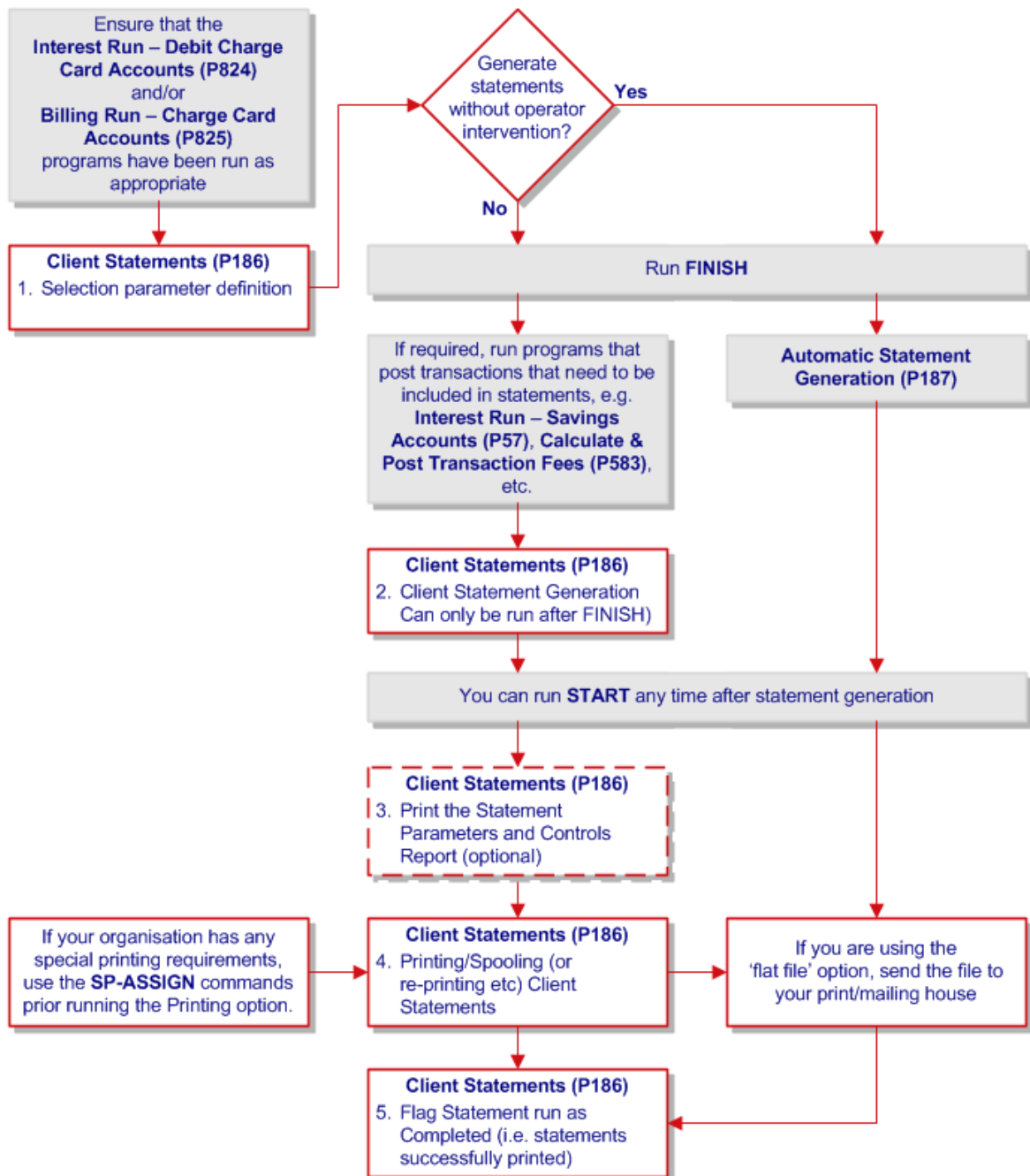
Accessing the Client Statements (P186) Program

The following steps show you how to access the **Client Statements (P186)** program. Each stage within the client statementing process will be examined individually and generally must be run in the sequence displayed in the initial screen. Refer to the **Client Statement Process Flow** diagram for additional information.

Step 1	Access the **Clients Statements (P186)** program. Refer to **Accessing the Programs in this Manual** for information on the ways to access this program. This will display the Client Statementing menu options.

Client Statementing Menu
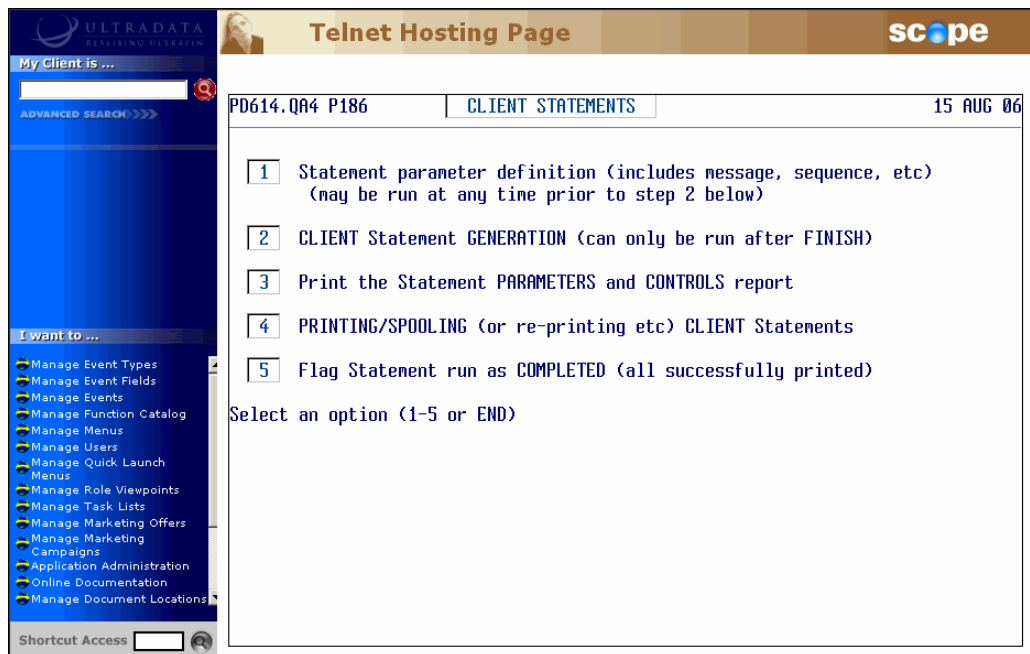
Step 2	Enter one of the following at the **Select an option (1-5 or END)** prompt: • **<1>** **Statement parameter definition (includes message, sequence, etc)** This option allows you to tailor client statements to your financial institution's requirements. This option determines which clients and accounts are to be included in the statement run. You must ensure the previous statement run has been 'Finalised' before you can change these parameters. You can run this option at any time prior to Client Statement Generation.

- **<2>** **CLIENT Statement GENERATION (can only be run after FINISH)**

  This option generates the statements using the parameters set in Option 1. This program clears previous statement data and creates a new statement file. Statements are sorted into the correct sequence and the accounts that have been statemented are updated.

- **<3>** **Print the Statement PARAMETERS and CONTROLS report**

  This option produces a report of all the parameters loaded in Option 1 Statement Parameter Definition.

- **<4>** **PRINTING/SPOOLING (or re-printing etc) CLIENT Statements**

  This option allows you to print statements or produce a flat file for forwarding to a mailing house. After the initial printing, you can reprint the statements provided the statement run has not been finalised.

- **<5>** **Flag Statement run as COMPLETED (all successfully printed)**

  This completes the process and allows you to do another statement run. You should not use this option if you have not printed the statements or produced a flat file using Option 4.

- **<ESC>** To leave the program.
  or END

Statement Parameter Definition

This option allows you to tailor client statements to your financial institution's requirements for statements. This option determines which clients and which accounts will be selected for statementing in Option 2 as well as the sort sequence and provides the opportunity to add a message to all statements.

Before running this option, the previous statement run must be 'Finalised'. You can run this option at any time prior to Client Statement Generation. The Statement Parameter Definition settings have 5 options.

Step 3	After selecting the **Statement Parameter Definition** option, your screen will look similar to the following:
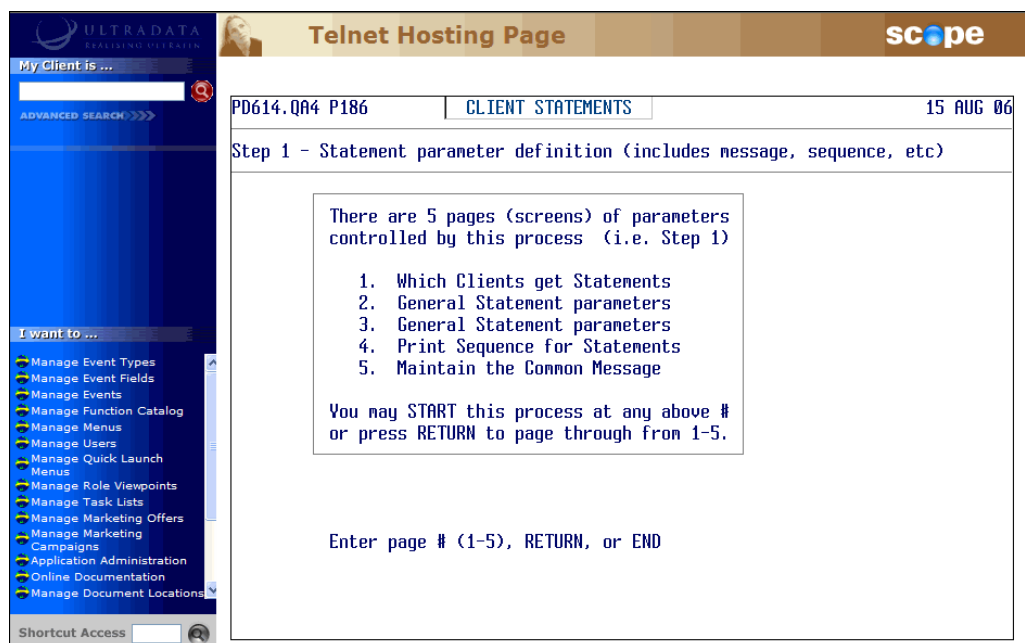
From the **Enter page # (1-5), RETURN, or END** prompt, select one of the following:

- **<1>** **Which Clients get Statements**

  You can also access this option by pressing <**ENTER**>.

  This option selects the clients who would get the statements. You must ensure the previous statement run has been 'Finalised' before you can select another list of clients. Go to **Which Clients get Statements** for the next Step.

- **<2>** **General Statement parameters**

  Use this option to define the parameters that would govern the statement generation. This option will take **Page 2 of 5**.

- **<3>**   **General Statement parameters**

  Use this option to define the parameters that would govern the statement generation. This option will take **Page 3 of 5**.

- **<4>**   **Print Sequence for Statements**

  Use this option to set or modify the sort order for statements. This option will take **Page 4 of 5**.

- **<5>**   **Maintain Common Message**

  Use this option to add a message to all statements. This option will take **Page 5 of 5**.

- **<ESC>** or **END**   Press <**ESC**> or enter **END** to return to the **Client Statementing Menu** at Step 2.

Which Clients get Statements

Step 4	After selecting this option, your screen will look similar to the following:

Select one of the following options at the **IDENTIFY this Statement run (B,C,D,N)** prompt:

- **<B>** To include statements for all clients who have billing accounts plus any clients on a Diary who have passed their 'Diary' due date.

- **<C>** To include statements for all clients.

- **<D>** To include statements only for clients on a Diary who have passed their 'Diary' due date.

- **<N>** To include statements for clients who do not have billing accounts plus any clients on a Diary who have passed their 'Diary' due date.

     Note there are additional selection criteria with this option.

Clients may be allocated to a Diary Statement date using the **Maintain Client Diary Statements (P75C)** program.

Step 5	If you changed the Statement Run option in the previous Step the **VERIFY ! OK to UPDATE changes as above ? (Y/N)** prompt is displayed.

- Enter **<Y>** to continue, or go to the next Step if you do not see this prompt.

Step 6	At the **Press RETURN to continue (or END)** prompt:
	
	• Press <**ENTER**> to continue to either:
	
	    • **Page 1 of 5** (Step 7) if you selected the <N>ormal option at Step 4.
	
	    • For all other options, go to **Page 2 of 5** (Step 10).
	
	• Press <**ESC**> or enter **END** to return to the **Client Statementing Menu** at Step 2.

Page 1 of 5

Step 7	This page is only displayed if you selected <N>ormal statements at Step 4. This page allows you to select parameters that control which clients will be included based on the following: • Client number range • Postcode range • Department range • Classification codes • Product types, e.g. S1, S2 etc.

- Statement Mail codes.

Do one of the following at each setting:

- Enter **ALL** to include everyone within that range.

- Enter a range, e.g. 1-2500, or
  one or more separated by a space, e.g. 2000 3000.

- Press <**ENTER**> to leave the current setting.

- Use a **SELECT** file, **QSELECT** file item or **GET-LIST** to select only those included in that list. Refer to the **Retrieve Training Manual** for additional information.

> If you enter a one or more **Product Type** codes, clients with billing accounts will be automatically excluded.
>
> If you use a **SELECT** file, **QSELECT** file item or **GET-LIST**, 'Diary' statements will be disabled.

Step 8   If you change any options in the previous Step you will be asked to verify the change at the **VERIFY !   OK to UPDATE changes as above ? (Y/N)** prompt.

- Enter <**Y**> to continue, or go to the next Step if you do not see this prompt.

Step 9   At the **Press RETURN to continue (or END)** prompt:

- Press <**ENTER**> to continue and then go to **Page 2 of 5** (Step 10), or

- Enter **END** to return to the **Client Statementing Menu** at Step 2.

Step 10 This is the first page unless you selected <N>ormal statements at Step 4.
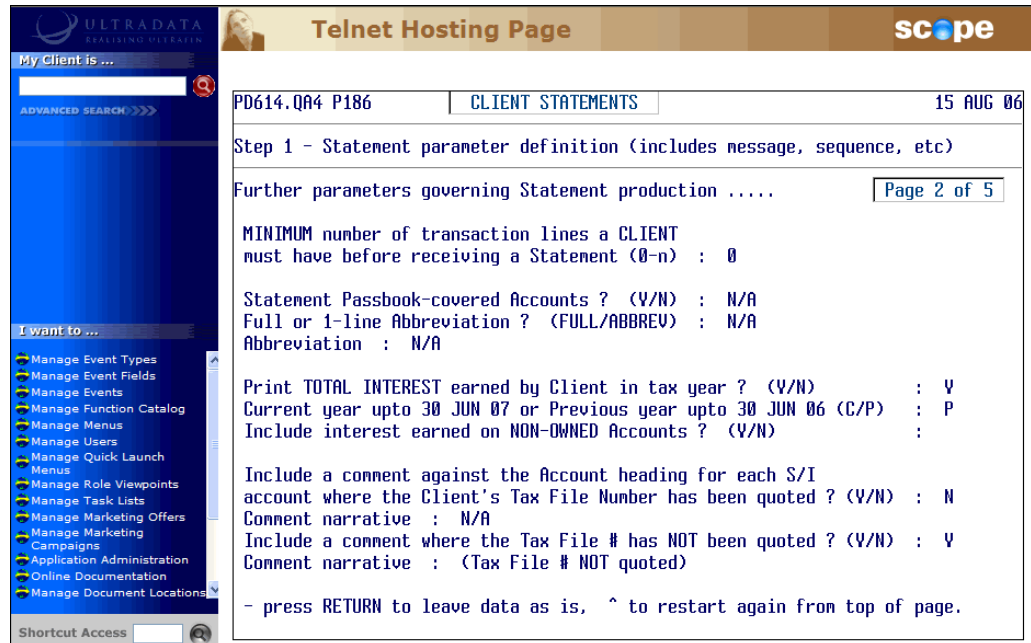
Use the following table to complete the details on this page:

MINIMUM number of transaction lines a CLIENT must have before receiving a Statement (0-n)	This option is not currently used.
Statement Passbook-covered Accounts ? (Y/N)	Enter <**Y**> to include passbook accounts or <**N**> to exclude passbook accounts. If you enter <**Y**>es, you need to complete the '**Full or 1-line Abbreviation**' field.
Full or 1-line Abbreviation ? (FULL/ABBREV)	This field is only used if you entered <**Y**>es in the '**Statement Passbook-covered Accounts**' field. Enter **FULL** to show the details in the statement in full, or **ABBREV** to use the notation entered in the 'Abbreviation' field.
Abbreviation	This field is only completed if you entered **ABBREV** in '**Full or 1-line Abbreviation**' field. It is the message that is printed on the statement to indicate additional detail is recorded in the client's passbook, e.g. "Your transactions for this account are recorded in your passbook".

Print TOTAL INTEREST earned by Client in tax year ? (Y/N)	Enter <**Y**> to include the total interest for the current or previous year. If you enter <**N**> the next 2 fields are bypassed. Take care with the choice made with this option at the end of the financial year. If the statements are produced on the night of the end of financial year (i.e. when Option 2 of **P186** is run), then enter <**Y**> for the current financial year. If statements are produced on the 1st of the month (i.e. the next working day), then enter <**N**> to use the previous financial year.
Current year upto 30 JUN yy or Previous year upto 30 JUN yy (C/P)	This field is only completed if you entered <**Y**>es in the '**Print TOTAL INTEREST…**' field. • Enter <**C**> for the current year, or • Enter <**P**> for the previous year.

Include interest earned on NON-OWNED Accounts ? (Y/N)	This field is only completed if you entered <**Y**>es in the '**Print TOTAL INTEREST…**' field. Enter one of the following:
	
	• Enter <**Y**> to include accounts that are not owned by the client, e.g. accounts for whom the client is a signatory.
	
	A confirmation message will be displayed:
	
	<pre>Interest on NON-OWNED accounts was EXCLUDED last time
	total interest earned by client was printed on statements.
	
	Are you sure you want to INCLUDE interest on NON-OWNED
	(ATO) accounts?</pre>
	Enter <**Y**> to continue or <**N**> if you want to revise your selection.
	
	⚠️ The first part of this message is displayed if non-owned accounts were previously excluded. This is the standard setting for most financial institutions.
	
	Including non-owned accounts will result in a total interest figure that may be higher than the amount to be included in a client's tax return. You should notify clients if you change this option.
	
	Or
	
	• Enter <**N**> to include only accounts belonging to the client. If you are upgrading

	from an earlier version of Ultracs, using the <N>o option will give similar results to earlier versions of the Client Statementing program.
	A confirmation message will be displayed:
	`Are you sure you want to EXCLUDE interest on NON-OWNED (ATO) accounts?`
	Enter <**Y**> to continue or <**N**> if you want to revise your selection.
	⚠ Excluding non-owned accounts is the standard setting for most financial institutions. If the last interest run included non-owned accounts, there will be an additional line indicating the change in status. If clients have been receiving statements with total interest including non-owned accounts, you should advise clients of the change otherwise some clients may deduct the value interest from of non-own accounts from the total figure when entering details into their tax returns.
Include a comment against the Account heading for each S/I account where the Client's Tax File Number has been quoted ? (Y/N)	Enter <**Y**> to include a comment against each S and I account if the client's Tax File Number has been quoted, or enter <**N**> if a comment is not required.
Comment narrative	The '**Comment narrative'** is only required if you entered <**Y**> in the previous field. Press <**ENTER**> to accept the default comment or enter a new comment.
Include a comment where the Tax File # has NOT been quoted ? (Y/N)	Enter <**Y**> to include a comment against each S and I account if the client's Tax File Number has not been quoted, or enter <**N**> if a comment is not required.
Comment narrative	The '**Comment narrative**' is only required if you entered <**Y**> in the previous field. Press <**ENTER**> to accept the default comment or enter a new comment.

Step 11	If you change any options in the previous Step you will be asked to verify the change at the **VERIFY ! OK to UPDATE changes as above ? (Y/N)** prompt. • Enter **<Y>** to continue, or go to the next Step if you do not see this prompt.
Step 12	At the **Press RETURN to continue (or END)** prompt: • Press **<ENTER>** to continue and then go to **Page 3 of 5** (Step 13), or • Press **<ESC>** or enter **END** to return to the **Client Statementing Menu** at Step 2.

Page 3 of 5

Step 13	

- The first 3 questions on this page ask if you want to exclude S, L and/or I Type accounts if the balance of the account is zero and there has been no transactions activity.

  Enter <**Y**>es to exclude the accounts or <**N**>o to include the accounts.

- The final question on this page asks if you want to include on the statement all Term Deposits (I Type accounts) regardless of whether there has been transaction activity or not.

  Enter <**Y**> to include all Term Deposits or <**N**>o to exclude term Deposits without transaction activity.
  The <Y> option will load a non-value transaction on the Term Deposit account to force the statementing of that account on the next run.

Step 14 If you change any options in the previous Step you will be asked to verify the change at the **VERIFY !   OK to UPDATE changes as above ? (Y/N)** prompt.

- Enter <**Y**> to continue, or go to the next Step if you do not see this prompt.

Step 15 At the **Press RETURN to continue (or END)** prompt:

- Press <**ENTER**> to continue and then go to **Page 4 of 5** (Step 16), or

- Press <**ESC**> or enter **END** to return to the **Client Statementing Menu** at Step 2.

Step 16	This page determines the sort sequence for statements.
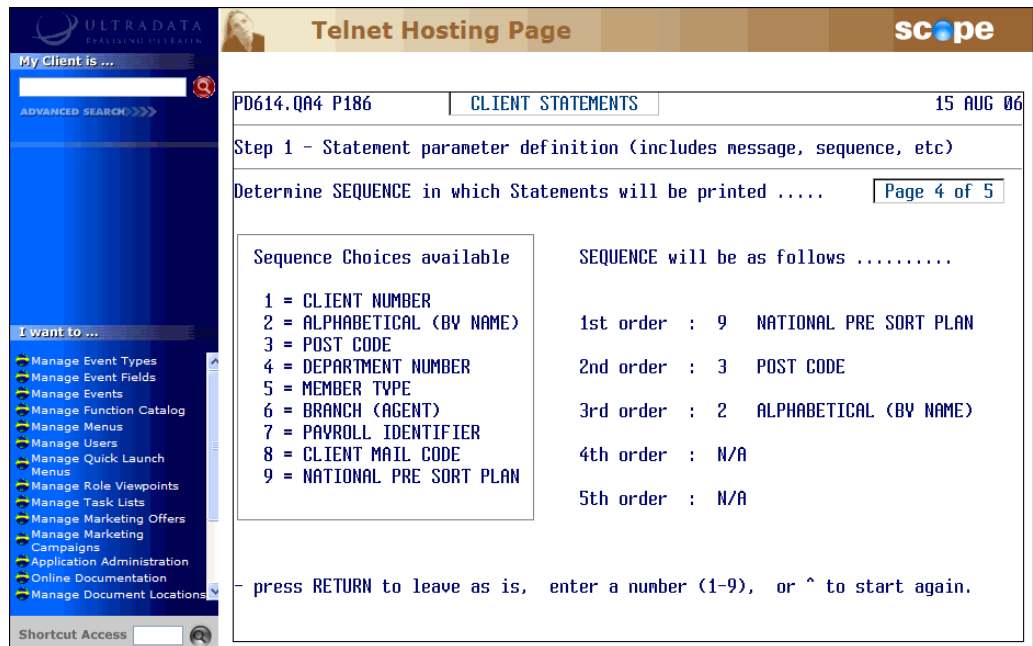
You can specify a sort sequence with up to 5 sort levels. There are 9 sequence options available. These are:

- Client Number

- Alphabetical (by name)

- Post Code

- Department Number

- Member Type

- Branch (Agent)

- Payroll Identifier

- Client Mail Code

- National Pre Sort Plan

If you use the Australia Post National Barcode Presort Plan (NBPP) service, choose National Pre Sort Plan as the first option.

If not using the National Barcode Presort Plan, there may still be discounts available for mail sorted into Post Code order.

Check with your mailing/print house to determine if there are any special requirements for statement sequencing.

Step 17   If you change any options in the previous Step you will be asked to verify the change at the **VERIFY !   OK to UPDATE changes as above ? (Y/N)** prompt.

- Enter **<Y>** to continue, or go to the next Step if you do not see this prompt.

Step 18   At the **Press RETURN to continue (or END)** prompt:

- Press **<ENTER>** to continue and then go to **Page 5 of 5** (Step 19), or

- Press **<ESC>** or enter **END** to return to the **Client Statementing Menu** at Step 2.

Page 5 of 5

Step 19   This page allows you to enter the details of a message to be added to all statements.

If there is an existing message, your screen will look similar to the following:

Enter one of the following:

- Enter <**L**> to load a new message and then go to Step 20.

- Enter <**A**> to alter the existing message and then go to Step 20.

- Enter <**D**> to delete the existing message and then enter <**Y**>es to confirm the deletion of the message.

- Press <**ENTER**> to continue and then go back to Step 2.

Step 20   Enter the message:

- You can enter up to 10 lines for your message.

- If required, press <**ENTER**> to go to the next line.

- If you have finished your message before Line 10, type **END** in a blank line to complete the message.

Step 21   After completing the message, enter <**Y**> at the **VERIFY !   OK to UPDATE changes as above ? (Y/N)** prompt.

Step 22   At the **Press RETURN to continue (or END)** prompt:
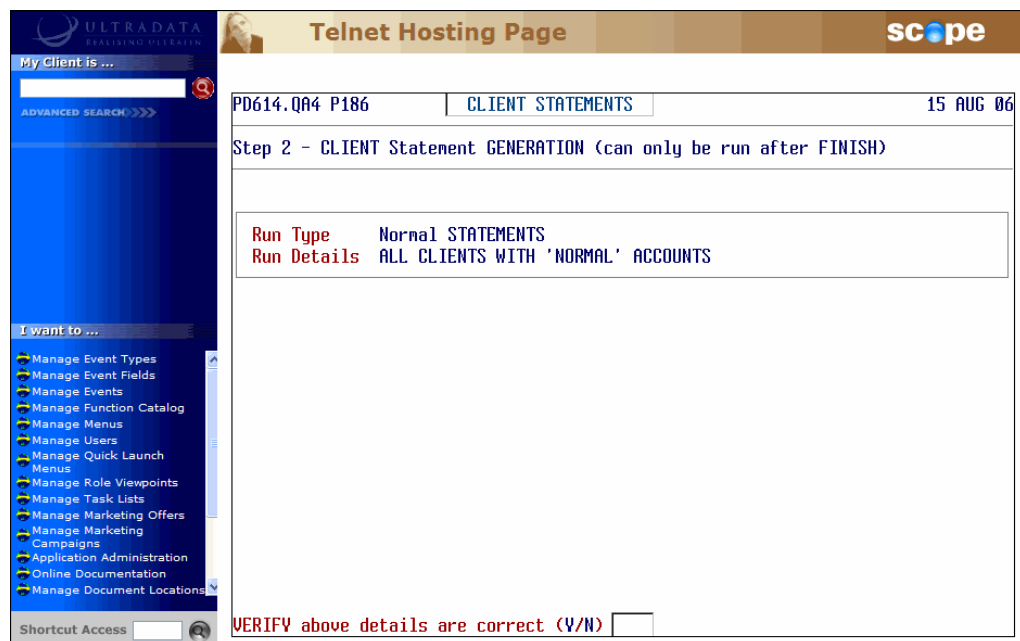
- Press <**ENTER**> or enter **END** to return to the **Client Statementing Menu** at Step 2.

Client Statement Generation

The Client Statement Generation process can only be run after **FINISH** and uses the parameters previously set in Option 1.

This process clears previous statement data and creates a new statement file. Statements are sorted into the correct sequence and the accounts that have been statemented are updated.
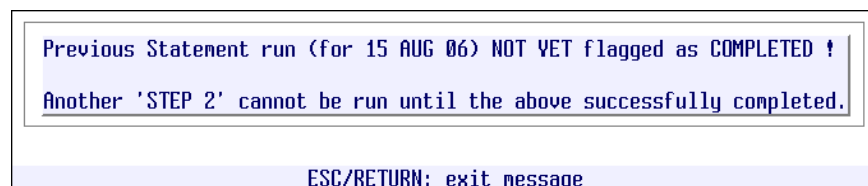
Step 3   After selecting the **Client Statement Generation** option, your screen will look similar to the following:

If the last statementing process was not finalised, a message similar to the following will be displayed:
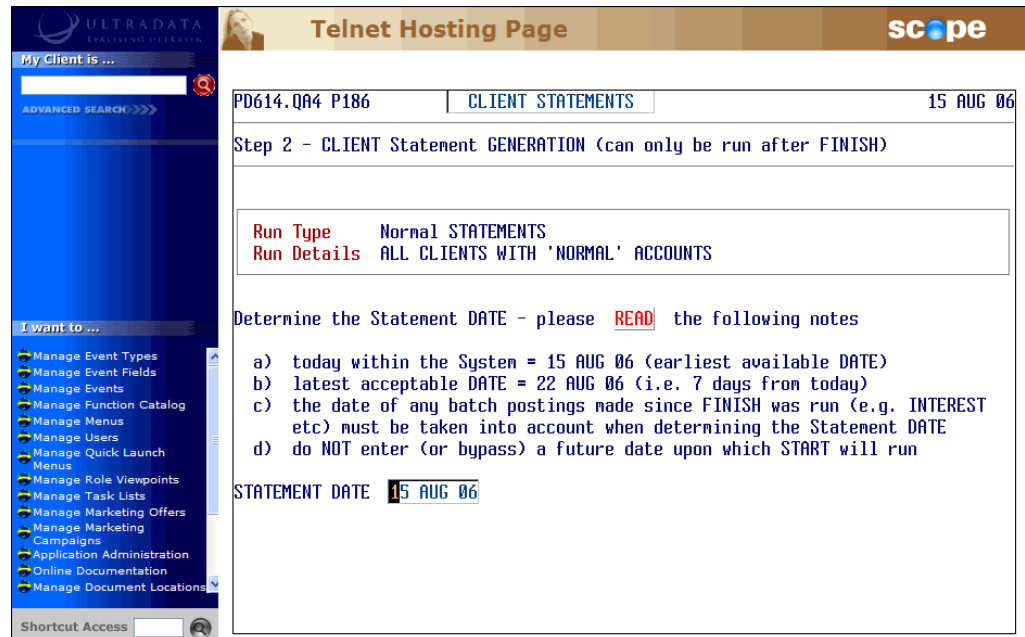
If you see this message, press <**ESC**> or <**ENTER**> and complete the last statementing process.

At the **VERIFY above details are correct (Y/N)** prompt, enter:

- **<Y>** to generate the statements, or

- **<N>** if the Run Type and Run Details are incorrect and then go back to the **Statement Parameter Definition** option to update the parameters.

Step 4   You are now given the option to change the Statement Date.

The screen will indicate the earliest and latest dates that you can use. The earliest available date will be the current system date.

At the **Statement Date** prompt:

- Press **<ENTER>** to accept the statement date shown on the screen, or

- Enter a later date. You can enter a date up to 7 days later than the current system date provided the days between are non-working days. The purpose of this option is to produce statements on non-working days.

 Do not enter a date on or after the next proposed **START** date.

Step 5 A confirmation message is displayed.

Enter <Y> at the **Response (Y/N)** prompt.

Step 6 Confirmation is now required before generating the statements.

Enter <Y> at the **Response (Y/N)** prompt.

The statement generation progress will be displayed on the screen:

Step 7   Your screen will look similar to the following when the statement generation process has completed:

Press <**ESC**> or <**ENTER**> to return to the **Client Statementing Menu** at Step 2.

Print the Statement Parameters and Controls Report

Use this option to print a report of all the statement parameters and other information. This step is optional and can be run at any time after the statement has been generated and before the statement run is finalised.

The report will show the following details:

- The parameters as set in Option 1.

- Statement Generation Statistics (time taken, number of clients processed, number of clients to get a statement, number of accounts statemented, page statistics, etc.)

- Account Controls (the number and totals of each Account Type statemented).

Step 3	After selecting the **Print the Statement PARAMETERS and CONTROLS Report** option, your screen will look similar to the following:

- Enter **<Y>** to print the report.

Step 4   After the report is printed, a message will be displayed on the screen:

```
PD614.QA4 P186          │ CLIENT STATEMENTS │                    15 AUG 06

Step 3 - Print the Statement PARAMETERS and CONTROLS report

STATEMENT DATE  =  │   15 AUG 06   │



Spooler Entry #2714




REPORT printed  (4 pages)     Press RETURN to continue
```

- Press <**ENTER**> to return to the **Client Statementing Menu** at Step 2.

Example of the Report produced by Option 3

Parameters

```
PD614.QA4186              STATEMENT  RUN  :  15 AUG 06    PARAMETERS  AND  CONTROLS        Printed  15 AUG 06        Page 1

                                        P A R A M E T E R S

WHICH CLIENTS WERE ELIGIBLE TO RECEIVE STATEMENTS                         SORTING SEQUENCE SPECIFIED
_____                         _____

 Those WITHIN  Client No. range (n-n) :  ALL                               by  NATIONAL PRE SORT PLAN
                                                                           by  POST CODE
 Those WITHIN  Post Code range  (n-n) :  ALL                               by  ALPHABETICAL (BY NAME)

 Those WITHIN  Department range (n-n) :  ALL

 Those WITH    Classification code(s) :  ALL
 Those WITHOUT Classification code(s) :  N/A

 Those WITH    Product (Acct) type(s) :  ALL
 Those WITHOUT Product (Acct) type(s) :  N/A

 Those WITH    Statement Mail code(s) :  ALL                              COMMON MESSAGE (FOR START OF EACH STATEMENT)
 Those WITHOUT Statement Mail code(s) :  N/A                              _____
 Client DIARY Statements Due are included
                                                                         NO MESSAGE LOADED.
GENERAL STATEMENT PARAMETERS AND NARRATIVES ETC.
_____

 MINIMUM number of transaction lines a CLIENT
 must have before receiving a Statement (0-n)  :  0

 Statement Passbook-covered Accounts ?  (Y/N)  :  Y
 Full or 1-line Abbreviation ?  (FULL/ABBREV)  :  ABBREV
 Abbreviation  :  Refer to your Passbook for Account details

 Print TOTAL INTEREST earned by Client?  (Y/N) : Y
 Current or Previous tax year ?           : PREVIOUS
 Include a comment against the Account heading for each S/I
 account where the Client's Tax File Number has been quoted ? (Y/N) : Y
 Comment narrative  :  (Tax File # quoted)

 Include a comment where the Tax File # has NOT been quoted ? (Y/N) : Y
 Comment narrative  :  (Tax File # NOT quoted)

 EXCLUDE from statements ZERO-balance 'S' accounts that have
 had NO transaction activity since they were last statemented ?  (Y/N)  :  Y

 EXCLUDE from statements ZERO-balance 'L' accounts that have
 had NO transaction activity since they were last statemented ?  (Y/N)  :  Y

 EXCLUDE from statements ZERO-balance 'I' accounts that have
 had NO transaction activity since they were last statemented ?  (Y/N)  :  Y

 Do you require the current conditions of ALL STATEMENTED Term
 Deposits to be RE-STATEMENTED in preparation for the next run ? (Y/N)  :  Y
```

Statement Generation Statistics

```
PD614.QA4186              STATEMENT  RUN  :  15 AUG 06      PARAMETERS  AND  CONTROLS              Printed  15 AUG 06          Page 2



                                               S T A T I S T I C S


STATEMENT  GENERATION  STATISTICS
_____


    Time taken for generation (HH:MM:SS)   :    00:04:44               --------------------------
                                                                       | Client # 190092        |
    Number of Clients processed (read)     :      55235                |                        |
                                                                       |                        |
    Number of Clients to get a Statement   :      19316                |        23955           |
                                                                       |        pages           |
    Total number of Statement pages        :      23955                |        will be         |
                                                                       |        printed         |
    Total number of Accounts statemented   :      32581                |        here            |
                                                                       |                        |
    Average number of pages per Statement  :     1.2402                |                        |
                                                                       | Client # 700121        |
    Average number accounts per Statement  :     1.6867                --------------------------

    Highest number pages for any Client    :         14

    Client number with the highest pages   :       2120

    Number Clients with  1-page statement  :      15837

    Number Clients with  2-page statement  :       2669

    Number Clients with  3-page statement  :        592

    Number Clients with  4-page statement  :        148

    Number Clients with  5-page statement  :         43

    Number Clients with  6-page statement  :         13

    Number Clients with  7-page statement  :          6

    Number Clients with  8-page statement  :          3

    Number Clients with  9-page statement  :          3

    Number Clients with 10 (or more) pages :          2
```

Account Controls (number of accounts statemented and total balance)

```
PD614.QA4186              STATEMENT  RUN  :  15 AUG 06     PARAMETERS  AND  CONTROLS        Printed  15 AUG 06        Page 3

                                            A C C O U N T      C O N T R O L S

        SAVINGS ACCOUNTS STATEMENTED ....     LOAN ACCOUNTS STATEMENTED .......     INVESTMENT ACCOUNTS STATEMENTED

        Type    Number    Total Balance       Type    Number    Total Balance       Type    Number    Total Balance

        S1      2,814     5,145,721.82         L3        40      2,138,879.58-        I5         1           0.00
        S2        429       723,413.31         L13        2        247,648.06-        I11        1      11,000.00

        S3        989       687,933.61         L14       62      4,107,836.34-        I12        1         152.70
        S4      3,292     1,974,704.70         L17      293     21,370,287.13-        I24       47      311,880.12
        S5        466     3,284,883.49         L20    1,006      7,371,570.06-        I30    3,012   69,825,469.15
        S6         13         7,903.67         L23       41      4,803,066.24-        I50        9    1,345,353.87
        S7        174       144,825.95         L25       32      1,899,247.35-
        S8     11,017    19,334,927.14         L26        7        452,170.81-
        S9      1,716     3,443,518.28         L27        4        208,490.03-
        S10       330     7,781,374.96         L28        2        116,856.12-
        S11        13       682,290.92         L40        4        431,215.54-
        S13         3         1,046.00         L41        4        852,952.14-
        S18       220        63,032.54         L48       20      2,369,056.92-
        S19         8        22,414.13         L60      322     37,921,279.56-
        S20     1,528       897,464.65         L61       51      5,858,513.49-
        S21       456     4,030,442.87         L62       51      5,188,681.41-
        S23        91     1,238,025.99         L63       11      1,361,831.78-
                                               L70        1        482,727.30-
                                               L71        1        182,185.99-
                                               L81    1,040     95,705,775.67-
                                               L82    1,728     18,496,091.03-
                                               L83       55      7,148,520.65-
```

```
PD614.QA4186              STATEMENT  RUN  :  15 AUG 06     PARAMETERS  AND  CONTROLS        Printed  15 AUG 06        Page 4

        SAVINGS ACCOUNTS STATEMENTED ....     LOAN ACCOUNTS STATEMENTED .......     INVESTMENT ACCOUNTS STATEMENTED

        Type    Number    Total Balance       Type    Number    Total Balance       Type    Number    Total Balance

                                               L84      845    116,157,180.37-
                                               L85       38      4,991,183.48-
                                               L88       16      1,516,486.70-
                                               L89      275     19,065,376.62-
GRAND TOTALS   23,559    49,463,924.03                5,951    360,445,110.37-                  3,071   71,493,855.84
```

Printing/Spooling (or re-printing etc) Client Statements

Use this option to control the statement printing/spooling process or to reprint statements provided the statement run has not been finalised. If you do not do your own printing, this option is also used to produce the flat file of the statement information for forwarding to an external mailing house.

> ⚠️ If you are printing your statements in-house and have any special printing set up requirements, you need to issue the appropriate **SP-ASSIGN** or **SETPTR** commands prior to running this option.

Step 3   After selecting the **PRINTING/SPOOLING (or re-printing etc) CLIENT Statements Report** option, your screen will look similar to the following:

Print/Spool Options menu


```
PD614.QA4 P186          CLIENT STATEMENTS                    15 AUG 06

Step 4 - PRINTING/SPOOLING (or re-printing etc) CLIENT Statements

STATEMENT DATE  =   | 15 AUG 06 |

                                              No. of Pages
OPTIONs available are ........                ------------

    1.  PRINT/SPOOL the COMPLETE Statement run          23955
    2.  PRINT/SPOOL the 1ST HALF of Statements          11978
    3.  PRINT/SPOOL the 2ND HALF of Statements          11977
    4.  Restart PRINT/SPOOL of COMPLETE Statement run
    5.  Restart PRINT/SPOOL of 1ST HALF of Statements
    6.  Restart PRINT/SPOOL of 2ND HALF of Statements
    7.  RE-PRINT Statements for specific Clients
    8.  Produce statements in Flat File Format

Select an OPTION (1-8) or END


NOTE:  Options 2/3 and 5/6 allow you to logically
       spread PRINTING over two (2) Line Printers
```

Enter one of the following at the **Select an OPTION (1-8) or END** prompt:

- **<1>**   To print or send to the spooler all statements in the run. Go to **Send to Print/Spool… (Options 1 to 3)** for the next Step.

- **<2>**   To print or send to the spooler the first half of the statements. This is always used with Option 3. Go to **Send to Print/Spool… (Options 1 to 3)** for the next Step.

- **<3>**   To print or send to the spooler the second half of the statements. This is always used with Option 2. Go to **Send to Print/Spool… (Options 1 to 3)** for the next Step.

- **<4>**   To restart the printing or spooling of the statement run from a specified client number to the end of the run. This option would be used if you previously printed using Option 1 but need to reprint, e.g. due to a large number of damaged statements.

  Go to **Restart Print/Spool… (Options 4 to 6)** for the next Step.

- **<5>**   To restart the printing or spooling of the first half of the statements from a specified client number. This option would be used if you previously printed using Option 2 but need to reprint, e.g. due to a large number of damaged statements.

  Go to **Restart Print/Spool… (Options 4 to 6)** for the next Step.

- **<6>**   To restart the printing or spooling of the second half of the statements from a specified client number. This option would be used if you previously printed using Option 3 but need to reprint, e.g. due to a large number of damaged statements.

  Go to **Restart Print/Spool… (Options 4 to 6)** for the next Step.

- **<7>**   To reprint a statements for specific clients. This option would be used if you have a small number of damaged statements that require reprinting. You may enter several client numbers or a single range of client numbers.

  Go to **Re-Print Statements for Specific Clients (Option 7)** for the next Step.

- **<8>**   To produce a flat file of the statement data for sending to a mailing house.

  Go to **Produce Statements in Flat File Format (Option 8)** for the next Step.

- **END**   Enter **END** to leave this option and return to the **Client Statementing menu** at Step 2.

Restart Print/Spool… (Options 4 to 6)

Step 4	

This example shows the screen after selecting Option 5. The process for Options 4 to 6 is the same.

- Enter the client number from which printing will resume.

  The program will validate the client number you enter against the data in the file and ensure that there is a statement for the client.

The remaining Steps are the same as for Options 1 to 3. Go to **Send to Print/Spool… (Options 1 to 3)** for the next Step.

Re-Print Statements for Specific Clients (Option 7)

Step 5	

- At the **CLIENT No. =** prompt, enter an individual client number, e.g. 152271 or a range of client numbers separated by a dash, e.g. 152271-152775. Note that you can only enter a range of numbers if the statements were sorted by client number.

- After pressing <**ENTER**> you are taken to a new line where you can enter another client number, or enter **END** when you have finished entering the client numbers.

The program will validate the client numbers entered account against the data and ensure that there is a statement for each client.

The remaining Steps are the same as for Options 1 to 3. Go to **Send to Print/Spool… (Options 1 to 3)** for the next Step.

Send to Print/Spool… (Options 1 to 3)

Step 6	
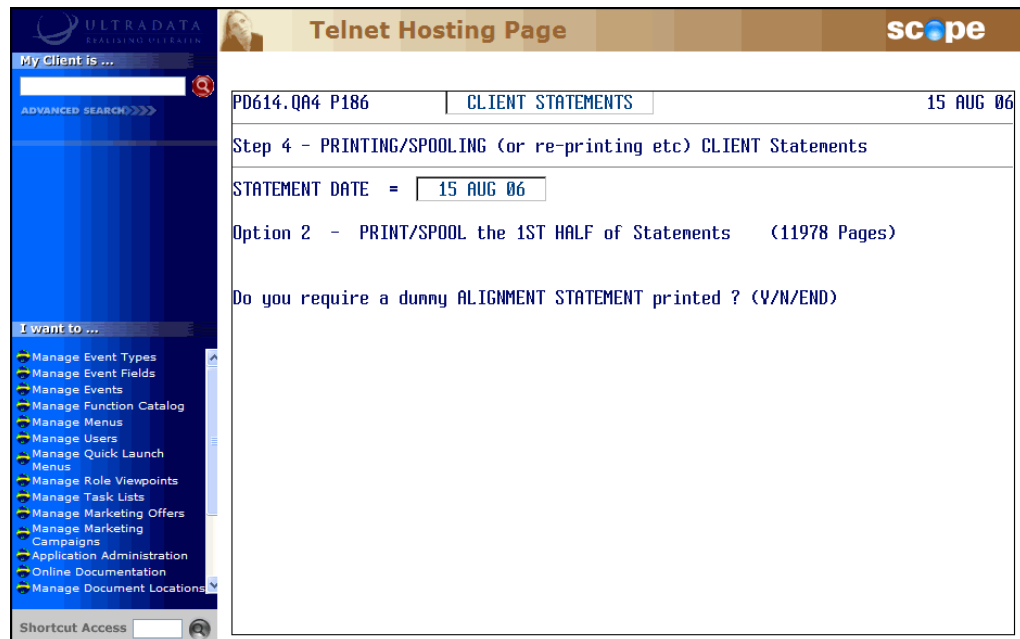
This example shows the screen after selecting Option 2. The process for Options 1 to 3 is the same.

If you want to perform a test print:

- Ensure the correct paper is loaded in the printer and then enter **<Y>** at the **Do you require a dummy ALIGNMENT STATEMENT printed ? (Y/N)** prompt.

- At the **Do you require a further dummy ALIGNMENT STATEMENT printed ? (Y/N/END)** prompt, enter:

  - Enter **<N>** if the print was successful.

  - Enter **<Y>** if you need to perform another test print.

  - Enter **END** to return to the **Client Statementing Menu** at Step 2.

If you do not need to perform a test print:

- Enter **<N>** at the **Do you require a dummy ALIGNMENT STATEMENT printed ? (Y/N)** prompt.

Step 7

- Although it is desirable that you have already entered the appropriate commands for **SP-ASSIGN** or **SETPTR** before entering this option, you have the ability to enter up to 3 commands prior to printing. For example, the command to send the print job to a hold file is SP-ASSIGN HS.

- Press <**ENTER**> to continue if you are already set to print.

Step 8 Enter <**Y**> at the **FINAL QUESTION   OK to commence PRINT/SPOOL? (Y/N)** prompt.

Your progress will be shown on the screen:

There may be more pages actually printed/spooled than displayed at the top of the screen.

Step 9   When the print/spooling process has completed, your screen will look similar to the following:

- Press <**ENTER**> to return to the **Client Statementing Menu** at Step 2.

Produce Statements in Flat File Format (Option 8)

This option will produce a data flat file into a UNIX directory set up on installation or upgrade of your system.

Once the flat file has been created, you can send the file to your mailing house by various methods including FTP or by using **'tar' Flat File to Tape (P186.TAR)** to write the data to tape or other media suitable for the mailing house.

Step 10	

Enter **<Y>** at the **FINAL QUESTION. OK to commence ? (Y/N)** prompt.

There is no feedback during the file creation process. This process may take a long time.

Step 11　When the process is completed your screen will look similar to the following:
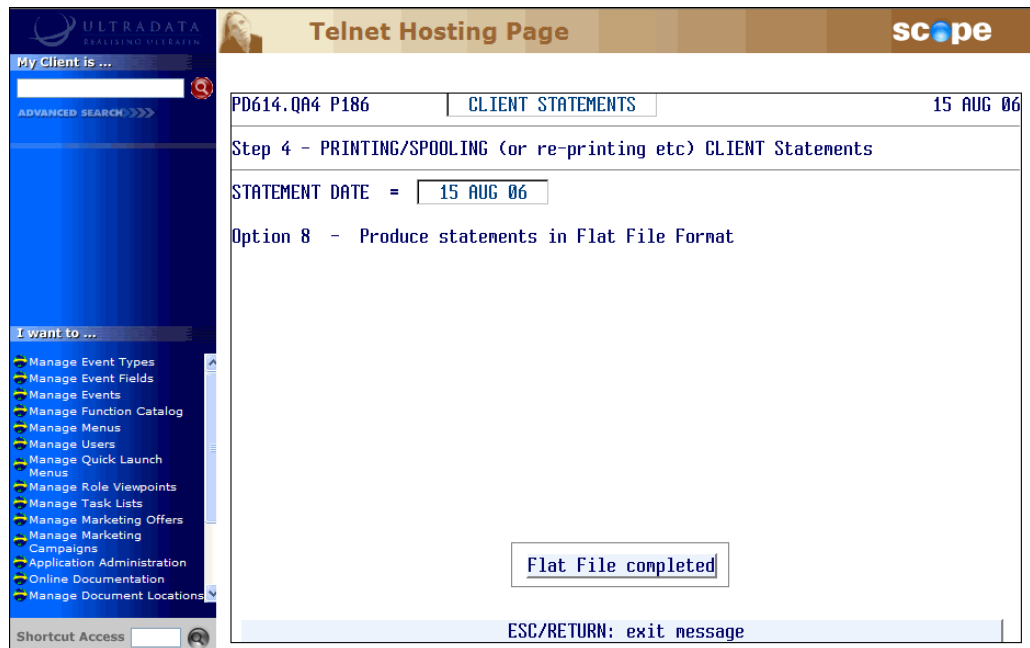
- Press <**ENTER**> to return to the **Print/Spool Options menu** at Step 3.

Flag Statement run as COMPLETED (all successfully printed)

⚠️	DO NOT run Option 5 to flag statements as COMPLETE unless all statements have been successfully produced. Contact Ultradata Support if your statement run is not successful and you need the statement run to be 'rolled back'. See also **Additional Information on P186**.

Step 3	

At the **Enter word COMPLETE to FLAG run as COMPLETED –** prompt:

- Enter **COMPLETE** to finalise the run, or

- Press <**ENTER**> to continue. You will be returned to the **Client Statementing Menu** at Step 2.

Step 4   After entering **COMPLETE** you are required to verify your choice.

- Enter <**Y**> to confirm completion.

Step 5 A message to confirm the completion of the statement run is displayed:

- Press <**ESC**> or <**ENTER**> to continue. You will be returned to the **Client Statementing Menu** at Step 2.

Additional Information on P186

If there is a problem with the processing of statements between Steps 2 and 4 of the **Client Statements (P186)** program, or with **Automatic Statement Generation (P187)**, and you need to re-do the statement run, DO NOT use Option 5 of **P186** to finalise the statement run.

If you cannot resolve any issues that are preventing the completion of the statement run, you need the unsuccessful statement run to be 'rolled back' so you can start again, please contact Ultradata Support to 'undo' the statement run.

Other Programs used with Client Statements

This section covers…

- Maintain Client Diary Statements (P75C)

- 'tar' Flat File to Tape (P186.TAR)

- Automatic Statement Generation (P187)

The following program is used with Client Statements and also Account Statements.

- Maintain Client/Account Statement Mail Codes (P73)

This program is described in the **Statements - Additional Information** section of this manual.

Maintain Client Diary Statements (P75C)

The **Maintain Client Diary Statements (P75C)** is used to enable client statements to be generated on a regular periodic basis.

Statements for clients with diary entries will be generated by **Client Statements (P186)** with the first statement run after 'Next Due' date shown in **P75C**.

Step 1	Access the **Maintain Client Diary Statements (P75C)** program.
	Refer to **Accessing the Programs in this Manual** for information on the ways to access this program.

Step 2	Enter the **Client Number** or press <**ESC**> to leave the program.
	After entering the client number, the client name and address details will be displayed along with the Last Statemented and Next Due dates (if applicable), and the frequency.

```
PD614.QA4 P75C          Maintain Client Diary Statements        17 AUG 06

Client Number          10010

Client Name            MR K J Williams

Address                899 Highpoint Place
                       COMO WEST NSW 2226


Last Statemented       15 AUG 2006

Next Due               15 SEP 2006

Frequency (nD or nM) 1M




Change, Delete, Save or END
```

If the Frequency has not been set, then the Next Due date field will be blank.

Step 3	Enter one of the following at the **Change, Delete, Save or END** prompt:

- <**C**> to change the Next Due date and Frequency. Go to Step 4.

- <**D**> to delete the Diary Statement. This option is not displayed if the Frequency has not been set. After entering <D>, enter <**Y**> to confirm the deletion. You will be returned to Step 2.

- <**S**> to save the changes and then enter <**Y**> to confirm the update. You will be returned to Step 2.

- **END** or press <**ESC**> to return to the Client Number field and then go back to Step 2.

Step 4	Enter the **Next Due** date for the next statement.

Step 5	Enter the **Frequency**. This may be in the form:

- **nnnD** for the number of days. nnn is a value between 1 and 365, e.g. enter 14D for a statement each fortnight. This option may only be viable if you normally process statements on a daily basis.

- **nnM** for the number of months. nn is a value between 1 and 12, e.g. enter 3M for a statement every 3 months.

After entering the frequency, you are returned to Step 3.

'tar' Flat File to Tape (P186.TAR)

The **'tar' Flat File to Tape (P186.TAR)** program is used to send the 'flat file' containing the statements data to a mailing house.

Although this program is primarily intended to send the statements flat file to a mailing house (e.g. by disk), it may be used for any file and not just Statements files.

Step 1	Access the **'tar' Flat File to Tape (P186.TAR)** program. Refer to **Accessing the Programs in this Manual** for information on the ways to access this program.
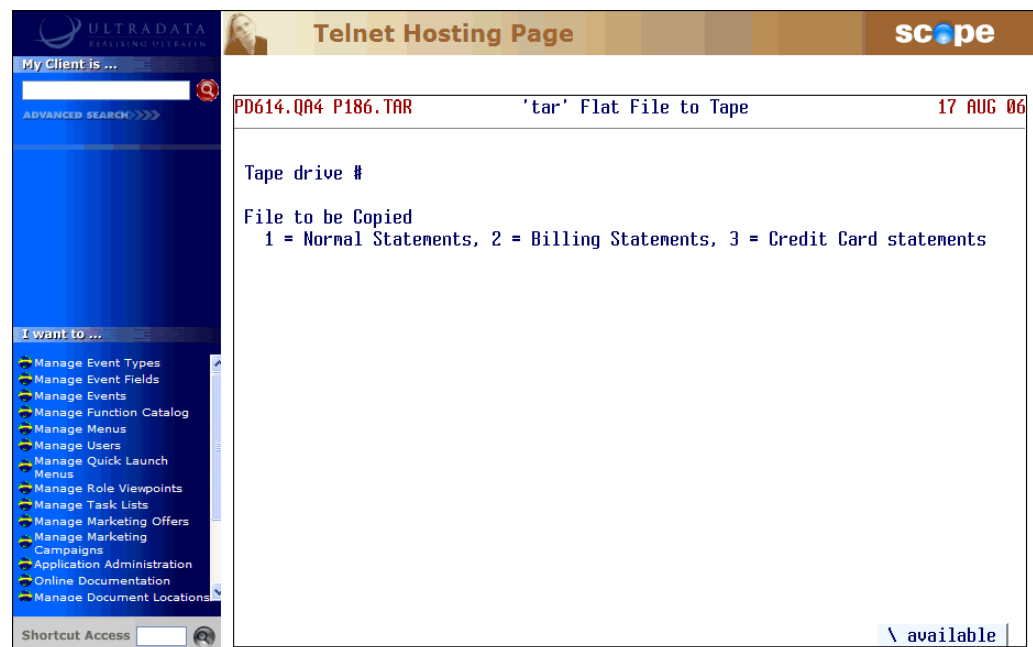
Step 2	Enter the drive number in the '**Tape drive #**' field, or <\> to select the drive type from a list.
Step 3	Enter one of the following statementing option file types:

- <**1**> for Normal Statements

- <**2**> for Billing Statements

- <**3**> for Credit Card Statements

- <\> to select the statement type from a list.

Telnet Hosting Page

```
PD614.QA4 P186.TAR          'tar' Flat File to Tape              17 AUG 06


Tape drive #          MT1 /dev/rmt1.4

File to be Copied    1       "normstatements"
   1 = Normal Statements, 2 = Billing Statements, 3 = Credit Card statements
```

```
FINAL QUESTION OK to commence? (Y/N)
```
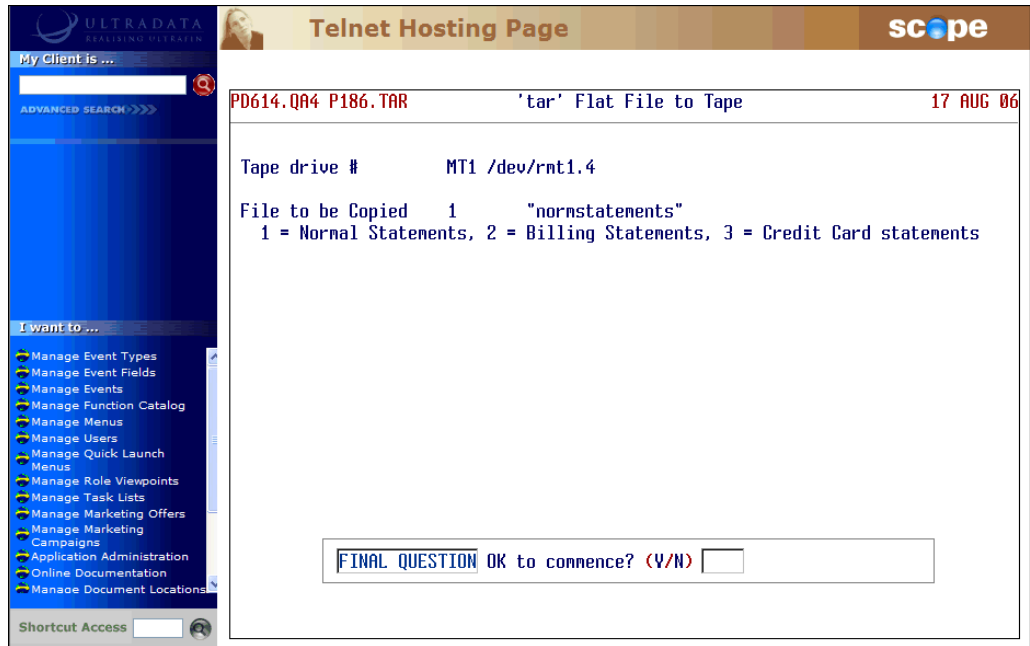
Step 4 Enter **<Y>** at the **FINAL QUESTION OK to commence? (Y/N)** prompt to start the copy process.

Automatic Statement Generation (P187)

Use the **Automatic Statement Generation (P187)** program to produce client-based statements with minimal operator intervention. The statements are initially selected using Option 1 of **Client Statements (P186)**. **P187** replaces Steps 2 to 4 of the **P186** statementing process.

After setting up the statement run parameters using Option 1 of **P186** you (or an IDPC) can use **P187** to access those saved details to generate the statements, and produce statements as a 'flat file' for printing or forwarding to a mailing house.

P187 may be run after **FINISH** and before **START** by either an operator in your financial institution or by an IDPC accessing the financial institution's Ultracs account.

When it is confirmed that all statements have been produced, Option 5 of the **P186** program is run to flag the statement run as complete.

Refer to **Printing Statements without Operator Intervention** in the **Client Statements Overview** section for information on how **P187** is used with **P186** and associated programs.

Step 1	Ensure that statement run parameters have been set up using Option 1 of **Client Statements (P186)**. This can be done at any time ahead of using **P187**.
Step 2	After **FINISH** and any billing and interest charging programs have been run, access the **Automatic Statement Generation (P187)** program. Refer to **Accessing the Programs in this Manual** for information on the ways to access this program.

Step 3   Enter **<Y>** at the **FINAL QUESTION OK to commence? (Y/N)** prompt.

- Your progress will be displayed on the screen as the statement run progresses.
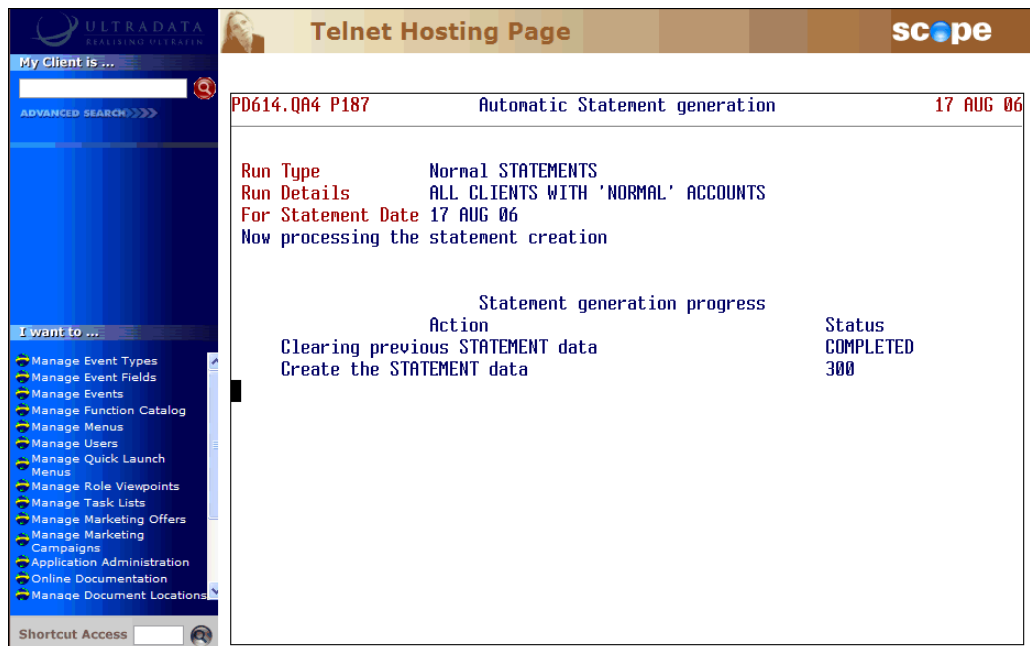
- When the statement run has completed, the program will terminate.

Step 4   After the successful completion of the statement run, use Option 5 of the **Client Statements (P186)** program to 'complete' the run.

> DO NOT flag the statement run as COMPLETE unless all statements have been successfully produced. Contact Ultradata Support if your statement run is not successful and you need the statement run to be 'rolled back'.

Maintain Client/Account Statement Mail Codes (P73)

The **Maintain Client/Account Statement Mail Codes (P73)** program is applicable to both Client Statements and Account Statements. Refer to the **Statements - Additional Information** section for the details of how to use this program.

2. Account Statements

Account Statements Overview

This section covers…

- What are Account Statements?

    o Transaction Lists

    o Formal and Informal Statements

What are Account Statements?

Account Statements provide statements for clients for individual accounts. This differs from client statements which produce a statement for all relevant accounts for a client in a single process.

Account Statements may be in one of the following forms:

- Transaction Lists,

- Formal Statements, and

- Informal Statements.

Transaction Lists

A Transaction List is a list of client account transactions between two nominated dates and may be generated on an 'ad hoc' basis for internal use (e.g. for a loans officer) or for a client.

The transaction list is normally generated first and then printed later.

Transaction lists can contain already statemented items and are driven by date parameters.

How Are Transaction Lists Produced?

- The initial transaction list request can be generated using **Generate 'Transaction List' Requests (P71)**, **@STAT** in one of the cashiering programs using the Transaction List 'T' option, or by the IVR telephone banking system.

  Requests made by **P71** and **@STAT** are printed later using **Print Requested Transaction Lists (P72)**.

- **@STAT** also provides for the option of printing transaction lists immediately using the Transaction List 'L' option.

- Requests for transaction lists from the IVR telephone banking system may be printed by **Print Requested Transaction Lists (P72IVR)** or **Print Requested Transaction Lists (P72)** depending on how your system is setup.

- My Viewpoint users may have the option of printing transaction lists using the **Statements** option from the 'Other' menu.

- Transaction lists may also be produced for all the clients who have specified account types at selected branches using the **Print Transaction List of Member Accounts (P72X)** program.

Transaction List Examples

Example 1 - Transaction List for 2 x Joint Accounts

This example if for Mr S Preston (client no. 711449). Mr Preston is the Primary Joint account holder of the S10 and L48 accounts included in this Transaction List. The Transaction List is for the period 01 Jun 2006 to 30 Jun 2006.

While interest is shown as posted transactions to the accounts, the Transaction List does not provide a summary of the interest paid.

```
PD614.QA4            Ultradata Financial Services, 311 The Kingsway              Printed at 02:16pm    21 AUG 2006
                     COMO WEST 2226


                     Transaction BEGIN Date 01 JUN 2006            DATE JOINED    BR/AGENT
                     Transaction END Date   30 JUN 2006            30 AUG 05        7

CLIENT No.   711449    Stephen John Preston

                          S10 - CASH MANAGEMENT
                          S J Preston, D J Green

  EFF DTE    CODE   POSTED   BR   OP  DESCRIPTION                 DEBIT     CREDIT      BALANCE      CHQ NO.
  -------    ----   ------   --   --  -----------------------     -----     ------      -------      -------
                           01JUN06  OPENING BALANCE  .............................................   46,010.20
             52    07JUN06   20    1   TRANSFER (AUTH 52366)     1,822.14                44,188.06
                   07JUN06   20    1   To 711449L48                                     PERIODIC PAY
                   07JUN06   20    1   LOC MINIMUM REPAYMENT
             34    30JUN06   20    5   INTEREST CREDIT                       137.32      44,325.38
                           30JUN06  CLOSING BALANCE  .............................................  $44,325.38

                          L48 - LINE OF CREDIT
                          S J Preston, D J Green

  EFF DTE    CODE   POSTED   BR   OP  DESCRIPTION                 DEBIT     CREDIT      BALANCE     ARREARS BAL    CHQ NO.
  -------    ----   ------   --   --  -----------------------     -----     ------      -------     -----------    -------
                           01JUN06  OPENING BALANCE  .........................................  150,017.49-
             83    02JUN06   20   15   PERSONAL CHEQUE          880.00                  150,897.49-                536956
             83    05JUN06   20   15   PERSONAL CHEQUE          104.50                  151,001.99-                536957
             32    07JUN06   20    1   TRANSFER (AUTH 52366)               1,822.14     149,179.85-210,840.00adv
                   07JUN06   20    1   From 711449S10                                   PERIODIC PAY
                   07JUN06   20    1   LOC MINIMUM REPAYMENT
                   08JUN06   20   11   From 1822.14 to 1858.88 due 07JUL2006            PAYMENT ALTERED
             83    15JUN06   20   15   PERSONAL CHEQUE        1,570.10                  150,749.95-                536958
             83    21JUN06   20   15   PERSONAL CHEQUE          794.20                  151,544.15-                536959
             83    21JUN06   20   15   PERSONAL CHEQUE        2,115.00                  153,659.15-                536960
             83    22JUN06   20   15   PERSONAL CHEQUE        1,835.65                  155,494.80-                530345
             53    30JUN06   20    5   LOAN INTEREST           944.85                   156,439.65-210,840.00adv
                           30JUN06  CLOSING BALANCE  .........................................  $156,439.65-



       MR S J Preston
       66 Highpoint Place                                                 Should you have any queries
       COMO WEST NSW 2226                                                 please ring 02 5555 3211
                                                                          during normal office hours.
```

Example 2 - Transaction List for 2 x Joint Accounts Using @STAT and the 'Basic' Option

When using **@STAT** to produce a Transaction List using the **Transaction List on the Line Printer (immediate)** option you can specify that only 'Basic' transaction information is included.

This example shows the same client, account and transaction period as Example 1, however it does not include the effective date of transactions, transaction code, branch and operator codes or the arrears balance (where applicable). This reduced level of detail may be appropriate for general account enquiries.

> Refer to the **Other Programs used with Account Statements** section for information on **@STAT**.

```
PD614.QA4   Ultradata Financial Services      Printed at 02:42pm, 21 AUG 2006
            311 The Kingsway

            COMO WEST 2226


    Transaction BEGIN Date 01 JUN 2006          DATE JOINED    BR/AG
    Transaction END Date   30 JUN 2006            30 AUG 05       7

CLIENT No.   711449     Stephen John Preston

        S10 - CASH MANAGEMENT
        S J Preston, D J Green

 POSTED DESCRIPTION                    DEBIT     CREDIT      BALANCE CHQ NO.
 ------ ---------------------          -----     ------      ------- -------
01JUN06 OPENING BALANCE   ..............................     46,010.20
07JUN06 TRANSFER (AUTH 52366)       1,822.14                 44,188.06
07JUN06 To 711449L48                                       PERIODIC PAY
07JUN06 LOC MINIMUM REPAYMENT
30JUN06 INTEREST CREDIT                         137.32       44,325.38
30JUN06 CLOSING BALANCE   ..............................    $44,325.38


        L48 - LINE OF CREDIT
        S J Preston, D J Green

 POSTED DESCRIPTION                    DEBIT     CREDIT      BALANCE CHQ NO.
 ------ ---------------------          -----     ------      ------- -------
01JUN06 OPENING BALANCE   ..............................    150,017.49-
02JUN06 PERSONAL CHEQUE              880.00                 150,897.49- 536956
05JUN06 PERSONAL CHEQUE              104.50                 151,001.99- 536957
07JUN06 TRANSFER (AUTH 52366)                  1,822.14     149,179.85-
07JUN06 From 711449S10                                     PERIODIC PAY
07JUN06 LOC MINIMUM REPAYMENT
08JUN06 From 1822.14 to 1858.88 due 07JUL2006    PAYMENT ALTERED
15JUN06 PERSONAL CHEQUE            1,570.10                 150,749.95- 536958
21JUN06 PERSONAL CHEQUE              794.20                 151,544.15- 536959
21JUN06 PERSONAL CHEQUE            2,115.00                 153,659.15- 536960
22JUN06 PERSONAL CHEQUE            1,835.65                 155,494.80- 530345
30JUN06 LOAN INTEREST                944.85                 156,439.65-
30JUN06 CLOSING BALANCE   ..............................   $156,439.65-



        MR S J Preston
        66 Highpoint Place                   Should you have any queries
        COMO WEST NSW 2226                    please ring 02 5555 3211
                                             during normal office hours.
```

Formal and Informal Statements

Formal Statements

A Formal Statement will include only those transactions that have not been included on a previous Formal Statement.

 There may be legal ramifications on the presentation of a formal statement that are not applicable to informal statements and transaction lists.

Informal Statements

An Informal Statement is an interim statement that may be produced between Formal Statements. Transactions that appear on an Informal Statement will also appear on the next Formal Statement.

How Are Formal and Informal Statements Produced?

- Both Formal and Informal statements can be requested via the **Generate 'Statement of A/C' Requests (P74)** program or using the '**Statement of Account**' option available in **@STAT**.

- The statements are then printed after **FINISH** using the **Account Statements (1_up, 1 account) (P76)** program.

Formal Statements are also produced automatically each time **P76** is run and when one of the following occurs:

- The number of transactions for 'Page Full' has been reached. This is specified in the **Account Definition (P98)** program.

- The Statement Due Date has been reached. This may be specified in the **Account Maintenance (P60M)** program for each client/account. The setting of the Statement Due Date and Frequency fields in **P60M** performs a Statement Diary type function.

- The client/accounts are included in the selection criteria of Step 1 of the **Account Statements (1_up, 1 account) (P76)** program.

Who Gets the Statement?

Only clients who are flagged to receive statements in **Open An Account (P60)** or **Account Maintenance (P60M)** will have Account Statements produced for them. This is set in the 'Statement for Client' field of those programs. For People & Relationships, this field is initially set using the 'Statements' check box in the **Client Parameters** section of **Open Savings Account** process.

With joint accounts, only one of the clients needs to be flagged to receive Account Statements. Should there be more than one client flagged to receive Account Statements, then all flagged clients will receive a statement every time either a Formal or Informal statement is requested using **Generate 'Statement of A/C' Requests (P74)**, or when Formal Statements are included automatically in **Account Statements (1_up, 1 account) (P76)** selection process.

Should a statement be requested in **P74** using a client number and the client is not flagged to receive statements, that client still does not receive a statement. Account Statements will however be produced for all the clients that are flagged to receive them.

Account Statement Example

Example 1 - Account Statement 2 x Individual Accounts

This example if for G H Ruby (client no. 48432). Ms Ruby is has 2 accounts included in the Account Statement run, these are her S2 and S8 accounts. In this example of a Formal Statement, include all previously unstatemented items until the run date on 21 Aug 06. An Informal Statement would have a similar layout.

Note that each different account will create a new statement; therefore there may be a large number of statements for the same client if all accounts were included in the statement run.

Unless shown as a transaction entry, interest is not normally displayed on the statements, i.e. the statements do not provide a summary of the interest paid.

The format and some of the content for account statements can be customised and this is normally done on installation of the Account Statement product. This may include custom information in the statement header or at the top of the statement as well as the transaction detail section. If you need to make any changes content and layout of the statements other than formatting changes, contact Ultradata Customer Support.

```
          G H RUBY                                    PAGE 1
          113-115 HOLME ST
          EARLWOOD NSW 2206



Account: 48432S2 DIRECT SAVER                       BRANCH 2
         G H RUBY

Statement Begin Date : 01AUG06     Statement End Date : 21AUG06

EFFECT.  POSTED  TRANSACTION  DESCRIPTION        DEBIT        CREDIT      BALANCE
        01AUG06 Opening Account Balance                                  3,487.01
        03AUG06 b2b: TAX OFFICE PAYMENTS         100.00                  3,387.01
        03AUG06 Ibank PPAY Ref-680158566778060 #001426770
        04AUG06 XFR FROM 105557295                            520.00     3,907.01
        11AUG06 XFR FROM 105557295                            520.00     4,427.01
10AUG 14AUG06 b2b: TAX OFFICE PAYMENTS           100.00                  4,327.01
10AUG 14AUG06 Ibank PPAY Ref-680158566778060 #001516667
        17AUG06 b2b: TAX OFFICE PAYMENTS         100.00                  4,227.01
        17AUG06 Ibank PPAY Ref-680158566778060 #001517880
        18AUG06 XFR FROM 101555295                            520.00     4,747.01
        21AUG06 Closing Account Balance                                  4,747.01


Please check your statement for errors. If you find an error, please contact
the Ultradata Financial Services Customer Service Centre
on 1800 555 5555
```

```
                    G H RUBY                                        PAGE 1
                    113-115 HOLME ST
                    EARLWOOD NSW 2206



Account: 48432S8 MASTER                                  BRANCH 2
         G H RUBY

Statement Begin Date : 01AUG06    Statement End Date : 21AUG06

EFFECT.  POSTED  TRANSACTION  DESCRIPTION          DEBIT        CREDIT      BALANCE
         01AUG06 Opening Account Balance                                  15,142.94
         02AUG06 XFR TO 101555456                   20.00                 15,122.94
         02AUG06 PPAY To-G H DOMELL, S J BACELLI
         02AUG06 XFR                                 80.00                 15,042.94
         02AUG06 PPAY To-S J BACELLI, G H DOMELL
         02AUG06 XFR TO 655001 125424441            700.00                14,342.94
         02AUG06 Ibank PPAY To-GH DOMELL &amp; SJ BACELLI Ref-48432S8 DRAWINGS
         02AUG06 Drawings
         04AUG06 XFR TO 101555063                   520.00                13,822.94
         04AUG06 XFR TO 655001 590302014            740.00                13,082.94
         04AUG06 PPAY To-G H DOMELL & S BACELLI Ref-48432S8
         04AUG06 PPAY To-G H DOMELL & S BACELLI Ref-48432S8
         07AUG06 XFR TO 655001 112848544            295.47                12,787.47
         07AUG06 PPAY To-JOHN PINNDERLEES Ref-48432S8 WAGES John
         07AUG06 Pinnderlees
         07AUG06 XFR TO 655001 106238918            582.00                12,205.47
         07AUG06 Ibank PPAY To-Duke Mannix Ref-48432S8 WAGE Duke Mannix
08AUG 09AUG06 AP#47409 TO G H DOMELL & S J RASEL    287.40                11,918.07
08AUG 09AUG06 NO PAYER DETAIL ON FILE
         09AUG06 AP#27572 TO G H JUDE                20.00                 11,898.07
         09AUG06 AP#28272 TO S J GIGGLEY             80.00                 11,818.07
         09AUG06 AP#51610 TO GH DOMELL &amp; SJ Ras 700.00                 11,118.07
         09AUG06 NO PAYER DETAIL ON FILE
         11AUG06 XFR TO 101555063                   520.00                10,598.07
         11AUG06 XFR TO 655001 590302014            740.00                 9,858.07
         11AUG06 PPAY To-G H DOMELL & S BACELLI Ref-48432S8
         14AUG06 XFR TO 655001 112848544            295.47                 9,562.60
         14AUG06 PPAY To-JOHN PINNDERLEES Ref-48432S8 WAGES John
         14AUG06 Pinnderlees
         14AUG06 XFR TO 655001 106238918            582.00                 8,980.60
         14AUG06 Ibank PPAY To-Duke Mannix Ref-48432S8 WAGE Duke Mannix
15AUG 16AUG06 XFR TO 655001 690133921              287.40                 8,693.20
15AUG 16AUG06 PPAY To-G H DOMELL & S J BACELLI Ref-48432S8
         16AUG06 XFR TO 101004456                   20.00                  8,673.20
         16AUG06 PPAY To-G H JUDE
         16AUG06 XFR                                 80.00                  8,593.20
         16AUG06 PPAY To-S J WIGGLEY
```

```
                    G H RUBY                                        PAGE 2
                    113-115 HOLME ST
                    EARLWOOD NSW 2206



Account: 48432S8 MASTER                                  BRANCH 2
         G H RUBY

Statement Begin Date : 01AUG06    Statement End Date : 21AUG06

EFFECT.  POSTED  TRANSACTION  DESCRIPTION          DEBIT        CREDIT      BALANCE
         16AUG06 XFR TO 655001 125423491            700.00                 7,893.20
         16AUG06 Ibank PPAY To-GH DOMELL &amp; SJ BACELLI Ref-48432S8
         16AUG06 DRAWINGS Drawings
         18AUG06 XFR TO 101555063                   520.00                 7,373.20
         18AUG06 XFR TO 655001 590302014            740.00                 6,633.20
         18AUG06 PPAY To-G H DOMELL & S BACELLI Ref-48432S8
         21AUG06 XFR TO 655001 112848544            295.47                 6,337.73
         21AUG06 PPAY To-JOHN PINNDERLEES Ref-48432S8 WAGES John
         21AUG06 Pinnderlees
         21AUG06 XFR TO 655001 106238918            582.00                 5,755.73
         21AUG06 Ibank PPAY To-Duke Mannix Ref-48432S8 WAGE Duke Mannix
         21AUG06 Closing Account Balance                                   5,755.73



Please check your statement for errors. If you find an error, please contact
the Ultradata Financial Services Customer Service Centre
on 1800 555 5555
```

Transaction Lists

This section covers…

- Generate 'Transaction List' Requests (P71)

- Print Requested Transaction Lists (P72)

- Print Requested Transaction Lists (P72IVR)

- Print Transaction List of Member Accounts (P72X)

Generate 'Transaction List' Requests (P71)

Use the **Generate 'Transaction List' Requests (P71)** program to generate a transaction list for a client between two dates, or generate a list for all transactions on file. This program may be run at any time.

The transactions included in the list may include those that have already been statemented (i.e. included in a 'Formal' statement). Transactions are held on file until periodically archived and purged.

> Transaction Lists may also be requested using **@STAT** from the cashiering programs. Refer **Requesting Statements Using @STAT** in the **Other Programs used with Account Statements** section for details.

After the list is generated, it is printed using **Print Requested Transaction Lists (P72)**.

Step 1	Access the **Generate 'Transaction List' Requests (P71)** program.
	Refer to **Accessing the Programs in this Manual** for information on the ways to access this program.

Step 2	Do one of the following at the **Enter CLIENT No. (or END)** prompt:
	• Enter the client number, or
	• Enter **END** or press **<ESC>** if you have finished using this program.

Step 3   If the client number you entered is for a client on a Diary Statement, your screen will show the 'Next Due' date for the statement and the statement 'Frequency':

Skip this Step if you do not see the message.

> Diary Statements are used with Client Statements to allow particular clients to receive statements for a set period or on a specified date using **Maintain Client Diary Statements (P75C)**. You can still generate a transaction list for a client receiving Client Statements. Refer to the **Client Statements** section for additional information.
>
> Diary Statements may also be applied to individual accounts and are set up using the **Account Maintenance (P60M)** program. Refer to the **Other Programs used with Account Statements** section for additional information.

- Enter <**Y**> at the **Continue with your request ? (Y/N)** prompt if you still want to produce a transaction list.

Step 4   You are now asked to select the Accounts to be included in the Transaction List:

- Press <**SPACE**> to select or deselect accounts, or

- Enter an asterisk < * > to select all accounts.

- When you have finished your selections, press <**ENTER**> to continue.

The selected accounts will be displayed on the screen:

Step 5   Do one of the following at the
**Enter a START DATE from which transactions will be listed -
(Press RETURN for ALL transactions on file)** prompt:

- Enter a Start Date for the Transaction List and then go to Step 6, or

- Press <**ENTER**> for all transactions on file and then go to Step 7.

    ⚠️   If transactions are not archived and purged on a regular basis, the 'ALL' transactions option could result in a very large statement.

Step 6	Do one of the following at the **Enter an END DATE for transaction the listing (RETURN for today)** prompt:
	• Enter the End Date for the Transaction List, or
	• Press <**ENTER**> for all transactions up to today's date.
Step 7	Press <**ENTER**> at the **TRANSACTION LIST request generated Press RETURN** prompt and then go back to Step 2.

Use **Print Requested Transaction Lists (P72)** when you are ready to print the statements that have been requested.

Print Requested Transaction Lists (P72)

Use the **Print Requested Transaction Lists (P72)** to print Transaction List statements that have previously been requested using **Generate 'Transaction List' Requests (P71)**. Depending on how your system is set up, **P72** may also include Transaction List statements requested via the IVR telephone banking module.

This program may be run at any time as required.

> ⚠ If this program is run between **FINISH** and **START** you will be logged out of the system on completion of the production of the Transaction Lists.

Step 1	Access the **Print Requested Transaction Lists (P72)** program.
	Refer to **Accessing the Programs in this Manual** for information on the ways to access this program.
	The program runs automatically. There is no user intervention required. A message is shown on the screen when the printing is complete.

Step 2	Press any key to return to People & Relationships or the Ultracs menu.

Print Requested Transaction Lists (P72IVR)

Print Requested Transaction Lists (P72IVR) may be used to print Transaction List statements previously requested via the IVR telephone banking module. This program is essentially the same as **Print Requested Transaction Lists (P72)**.

When the IVR telephone banking module is installed, a decision is made whether to use **P72** to produce Transaction List statements requested via IVR, or to produce statements separately using **P72IVR**.

> If your system is set up to produce Transaction List statements requested via IVR using **P72** rather than **P72IVR**, you will receive the message 'Your IVR statements are not produced by this program!'.
>
> Contract Ultradata Support if you need to change the program used to produce Transaction List statements requested via IVR.

Refer to the **IVR Training Manual** or **Interactive Voice Response (IVR) Incorporating Bill Payment Module Training Manual** for additional information on the IVR system.

Print Transaction List of Member Accounts (P72X)

Use the **Print Transaction List of Member Accounts (P72X)** program to print Transaction List statements for all the clients who have specified account types at selected branches.

You may specify a single agency/branch or a single range of agency/branch numbers, e.g. branch numbers 1-10.

Once you have specified the agencies/branches, you can specify a single account type; enter a list of account types or even all account types. Some caution should be used as this program may be long running if there are a large number of accounts in the branch and account selection.

Step 1	Access the **Print Transaction List of Member Accounts (P72X)** program. Refer to **Accessing the Programs in this Manual** for information on the ways to access this program.
Step 2	Do one of the following at the **ENTER THE RANGE OF AGENTS REQUIRED (nn-nn)** prompt: • Enter a single branch number • Enter a range of branch numbers, e.g. 1-10. • Enter <\> to select a single branch or agency from a list.
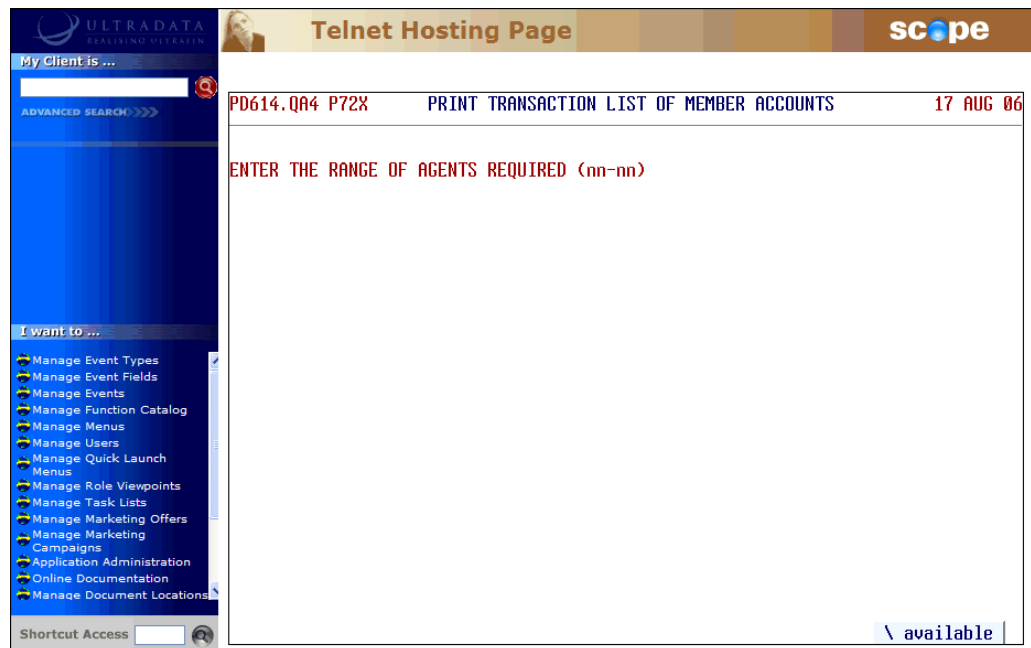
Step 3	The list of agencies and branches selected will be displayed on the screen.
	• If this list is correct, enter **<Y>** at the **VERIFY THAT THESE ARE THE AGENTS YOU WANT ? (Y/N)** prompt.
Step 4	You now need to select the Account Types for inclusion. At the **ENTER ACCOUNT TYPES OR 'RETURN' FOR ALL** prompt, do one of the following:
	• Press **<ENTER>** for all accounts.
	• Enter the Account Types you want included, separating each Account Type with a space.
	• Enter **<S>** for all savings accounts, **<L>** for all loan accounts or **<I>** for all investment accounts.
	• Enter **<\>** to select the Account Types from a List.
Step 5	At the **SELECT THE ORDER REQUIRED ALPHA OR NUMERIC ?** prompt, do one of the following:
	• Enter **<A>** to sort the Transaction List statements into alphabetical order, or
	• Enter **<N> >** to sort the Transaction List statements into numerical order.
	Your screen will look similar to the following:
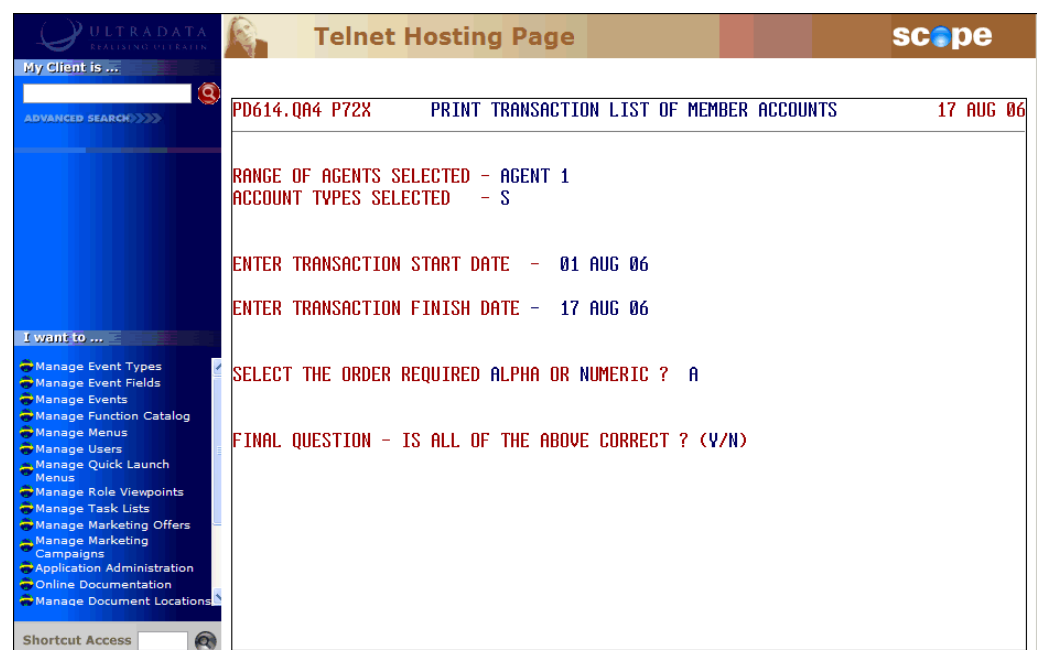
Step 6   Enter <Y> at the **FINAL QUESTION - IS ALL OF THE ABOVE
CORRECT ? (Y/N)** prompt.

Your progress will be displayed on the screen:
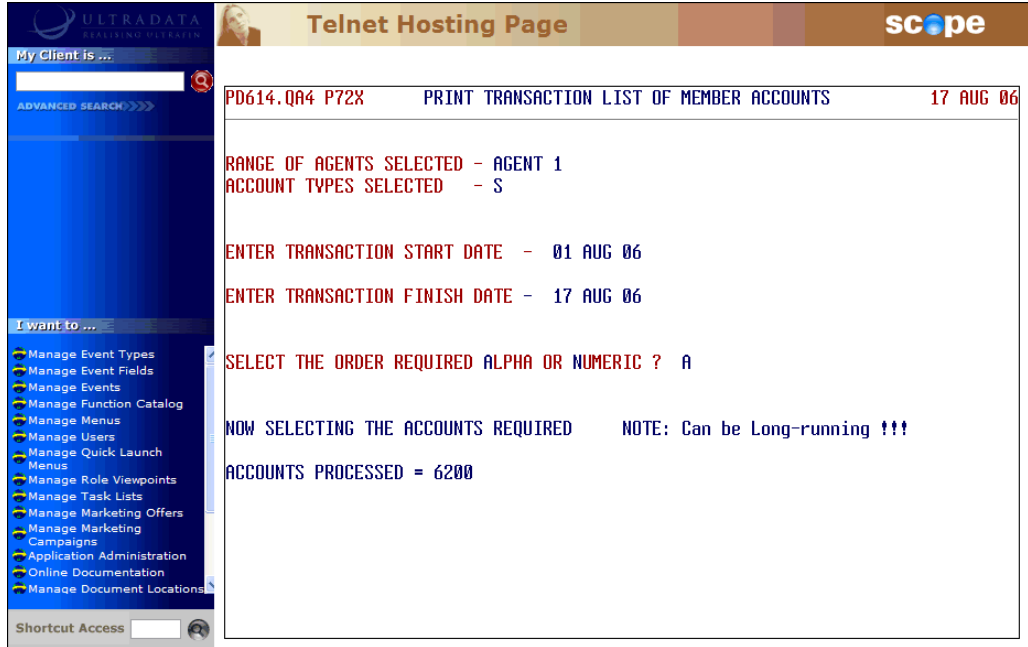
The program will terminate when the transaction lists have been printed.

Formal and Informal Statement Requests

This section covers…

- Generate Statement Requests (P74)

- Account Statements (1_up, 1 account) (P76)

    o Selection of Accounts to be statemented

    o Maintenance of common Statement message

    o Definition & storage of print sequence

    o Printing (or re-printing) the Statements

    o Finalise (update any Formal statements)

Generate Statement Requests (P74)

Use the **Generate Statement Requests (P74)** program to generate requests for Formal and Informal statements on an ad-hoc basis for one or more accounts belonging to a client.

Informal Statements may be generated back to the last purge date; however the default option is to include transactions since the last Formal Statement.

This program may be run at any time.

After the statement request is generated, it is printed after **FINISH** using the **Account Statements (1_up, 1 account) (P76)** program.

> Statements may also be requested using **@STAT** from the cashiering programs. Refer **Statement Requests using @STAT** in the **Other Programs used with Account Statements** section for details.

Specify the Client and Accounts for the Statement Request

The first part of the process is to specify the client and accounts for the Account Statement request.

Step 1	Access the **Generate Statement Requests (P74)** program.
	Refer to **Accessing the Programs in this Manual** for information on the ways to access this program.

Step 2   Do one of the following at the **Enter CLIENT No. (or END)** prompt:

- Enter the client number, or

- Enter **END** or press <**ESC**> if you have finished using this program.

Step 3   If the client number you entered is for a client on a Diary Statement, your screen will show the Next Due date for the statement and the statement frequency:

Skip this Step if you do not see the message.

> Diary Statements are used to allow particular clients to receive statements for a set period or on a specified date. You can still generate a statement request for a client on a Diary Statement.
>
> For Client Statements, Diary Statements are set up using **Maintain Client Diary Statements (P75C)**. For individual accounts (i.e. Account Statements), use the **Account Definition (P60M)** program.

- Enter <**Y**> at the **Continue with your request ? (Y/N)** prompt if you still want to produce a transaction list.

Step 4 You are now asked to select the Accounts to be included in the Transaction List:

- Press <**SPACE**> to select or deselect accounts, or

- Enter an asterisk < * > to select all accounts.

- When you have finished your selections, press <**ENTER**> to continue.

The selected accounts will be displayed on the screen:

> If you selected an individual account and that account has a Diary Statement loaded, you will again be asked if you want to continue. This is similar to Step 3. You must enter **<Y>** to continue your statement request and display the option to select Formal or Informal Statements.

Step 5   At the **Is this request for a FORMAL or INFORMAL Statement ? (F/I)** prompt, enter:

- **<F>** if this is a request for a Formal Statement. A Formal Statement will include transactions that have not been included on a previous Formal Statement; however you will not be able to include these transactions on a subsequent Formal Statement request. Refer to **Request for a Formal Statement** for the next Step.

- **<I>** to include transactions for a nominated period. This can include transactions that have been included on a previous Formal Statement and those that have not previously statemented. Go to Step 6.

Request for Informal Statement

Step 6　After selecting the Informal Statement option at Step 5, your screen will look similar to the following:

See **Specify the Client and Accounts for the Statement Request** for the preceding Steps.

Do one of the following at the **FROM date** prompt:

- Press <**ENTER**> to accept the default period, i.e. from the previous Formal Statement.

- Enter a date for the start of the period. This date may be any date to the last purge date.

Step 7　Do one of the following at the **TO date** prompt:

- Press <**ENTER**> to accept the default period, i.e. to the date on which the account statement will be printed. This is the date the **Account Statements (1_up, 1 account) (P76)** program is run.

- Enter a date for the end of the period. This date may be any date after the date on or after the 'FROM date'.

Step 8　Enter <**Y**> at the **VERIFY. OK to generate INFORMAL STATEMENT OF A/C requests ? (Y/N)** prompt.

Step 9   A confirmation message is displayed to indicate that the request has been generated:

STATEMENT OF A/C requests generated   Press RETURN

- Press <**ENTER**> to continue. You are returned to the **Enter CLIENT No. (or END)** prompt at Step 2.

Request for a Formal Statement

Step 6   After requesting a Formal Statement, your screen will look similar to the following:

See **Specify the Client and Accounts for the Statement Request** for the preceding Steps.

Step 7   Enter <**Y**> at the **VERIFY. OK to generate FORMAL STATEMENT OF A/C requests ? (Y/N)** prompt.

Step 8   A confirmation message is displayed to indicate that the request has been generated:

- Press <**ENTER**> to continue. You are returned to the **Enter CLIENT No. (or END)** prompt at Step 2.

Use **Account Statements (1_up, 1 account) (P76)** anytime after FINISH has been run when you are ready to print the requested Account Statements.

Account Statements (1_up, 1 account) (P76)

The **Account Statements (1_up, 1 account) (P76)** program is used to print Account Statements on a periodic basis. Statements will be generated for any of the following:

- Accounts selected in the 1st Stage of in Option 1 of **Account Statements (1_up, 1 account) (P76)**

- Any outstanding requests generated by the **Generate Statement Requests (P74)** program

- Statement "page full" request. The Page Full count is specified for each Account Type in the **Account Definition (P98)** program, and

- Any Account Statements for individual accounts whose due date is past as specified in the **Account Maintenance (P60M)** program.

The **Account Statements (1_up, 1 account) (P76)** program must be run after **FINISH**. If Account Statement requests are made on a regular basis, it is likely that the running of this program would be run on a daily basis.

Statements produced show the client's name and address, the account type and branch. Transactions are described and listed as debit and credit items. Statement messages are also printed at the bottom of the statement.

Step 1	Access the **Account Statements (1_up, 1 account) (P76)** program.
	Refer to **Accessing the Programs in this Manual** for information on the ways to access this program.
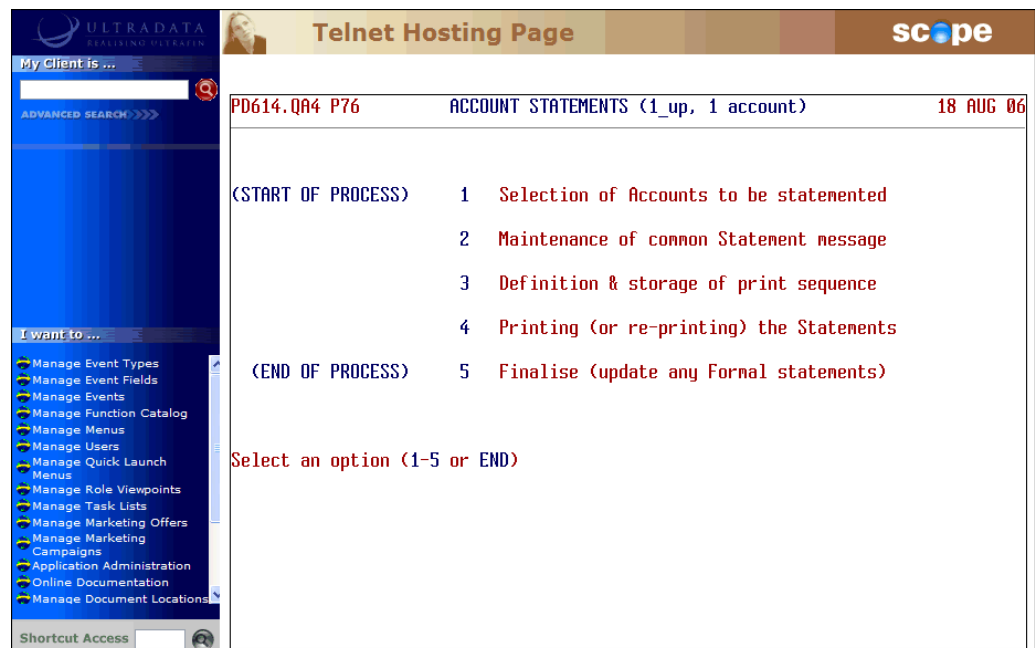
Step 2   Enter one of the following at the **Select an option (1-5 or END)** prompt:

- **<1>**   **Selection of Accounts to be statemented**

    This option allows you to specify the statement date. It is preferable that the statements be run for the current date however you do have the limited options to use an earlier date or a date in the future. You may also specify the Account Types to be included in the statement run.

    Previous statement runs must be finalised before using this option.

- **<2>**   **Maintenance of common Statement message**

    Use this option to set up a message that will appear on all statements or statements for nominated Account Types.

- **<3>**   **Definition & storage of print sequence**

    This option controls the sequence in which the statements will be printed. This option must be run at least once before using Option 4.

- **<4>**   **Printing (or re-printing) the Statements**

    This option controls the printing process. You can commence printing from the beginning, resume printing from a nominated statement or reprint specific statements.

    You can continue to print or reprint statements until the next time Option 1 is run.

- **<5>**   **Finalise (update any Formal statements)**

    This completes the process and allows you to do another statement run. You should not use this option if you have not printed the statements. The system is updated to flag accounts to indicate that a Formal statement has been produced to prevent transactions from being included on future Formal statements.

- **<ESC>**   To leave the program.
    or **END**

Selection of Accounts to be statemented

This option allows you to specify the statement date. It is preferable that the statements be run for the current date however you do have the limited options to use an earlier date or a date in the future. You may also specify the Account Types to be included in the statement run.

Step 3   After choosing the **Selection of Accounts to be statemented** option, your screen will look similar to the following:
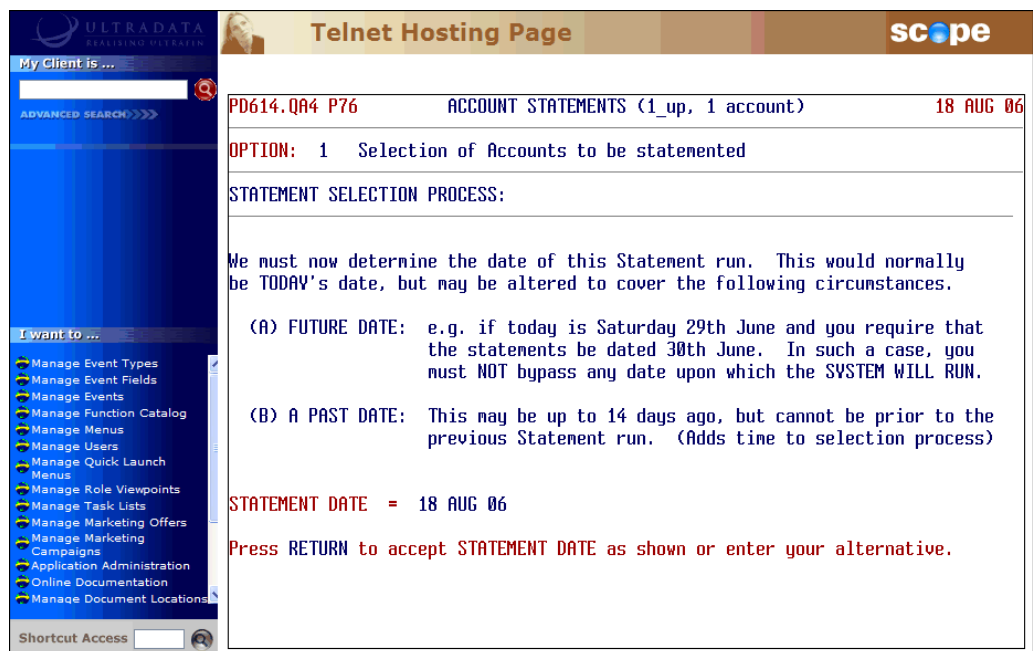
Do one of the following at the **STATEMENT DATE =** prompt:

- Press <**ENTER**> to accept the date shown. This will be the current processing date. Go to Step 5.

- Enter a date in the past. This may be up to 14 days ago but cannot be before the previous statement run.

- Enter a date in the future. This must be a date before the next system working date otherwise statements are unlikely to reflect the actual state of accounts for the date entered. This option may be used if you want to allow for non-working days between the statement run date and the next working day.

Step 4   The following message is displayed if you enter an alternate date:

- Enter <**Y**> to continue, or

- Enter **<N>** if you need to revise the date and then go back to Step 3.

Your screen will look similar to the following:
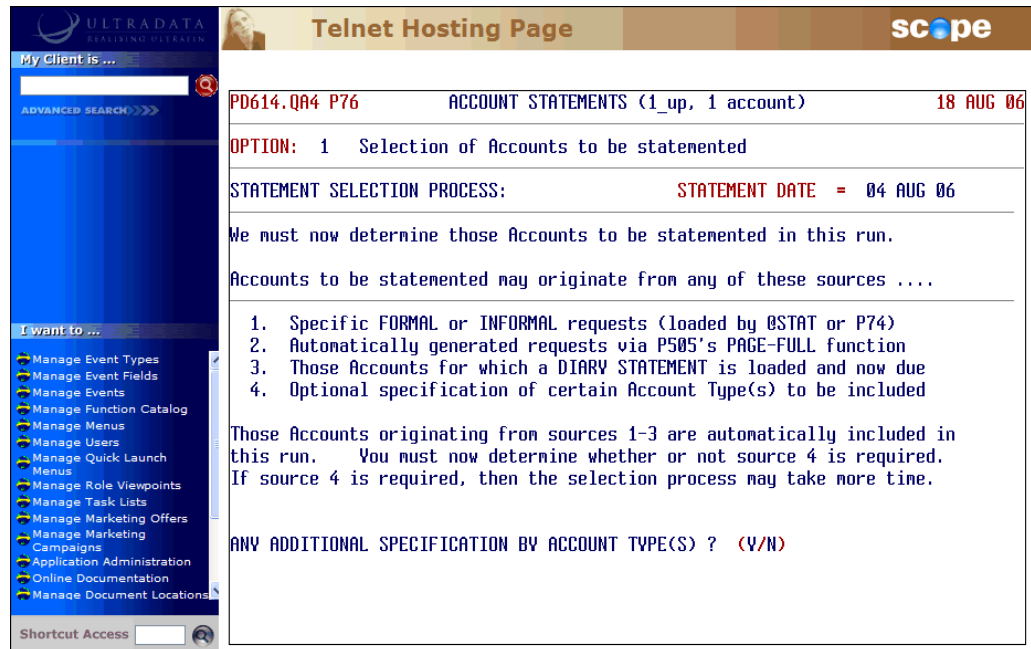
There are 4 options shown on the screen indicating from where accounts to be statemented are sourced. The first 3 options are always included, i.e.:

- Any outstanding requests for either Formal or Informal Account statements loaded via **@STAT** or **P74**,

- Automatically generated "Page-Full" statements, and

- Accounts with Diary Statement dates that are now due.

These represent the normal daily Account Statement requests that would be printed each day. The forth option is to include selected Account Types. You would use this option on a periodic basis to send Account statements to all clients should you be using Account Statements (rather than Client Statements).

Step 5   At the **ANY ADDITIONAL SPECIFICATION BY ACCOUNT TYPE(S) ? (Y/N)** prompt:

- Enter **<N>** if you do not want to include specific Account Types and then go to Step 13, or

- Enter **<Y>** to produce Account Statements for specific Account Types and then go to the next Step.

Step 6   Your screen will look similar to the following:


```
PD614.QA4 P76          ACCOUNT STATEMENTS (1_up, 1 account)        18 AUG 06

OPTION:  1   Selection of Accounts to be statemented

STATEMENT SELECTION PROCESS:                STATEMENT DATE  =  04 AUG 06


CONVENTIONS:

 (A) You will be prompted for specific Account types.  Reply may be a single
       type (eg S6), multiples (eg S6 S8), or an entire type (L for all loans)
 (B) You then determine the statement method for the selected type(s).
 (C) The above A-B process may be repeated as many times as required.



NOTE:  All statements generated by this process are FORMAL.  They contain
       transactions from the date that each Account was last statemented.
NOTE:  Any Account that has a zero balance and has received a FORMAL statement
       on (or since) the A/c's LAST TRANSACTION DATE will NOT receive another.


Press RETURN to continue or END to exit
```

At the **Press RETURN to continue or END to exit** prompt:

- Press <**ENTER**> to continue, or

- Enter **END** or press <**ESC**> to leave the program.

Step 7   After electing to continue in the previous Step, you will be asked to specify the Account Types:

```
PD614.QA4 P76          ACCOUNT STATEMENTS (1_up, 1 account)        18 AUG 06

OPTION:  1   Selection of Accounts to be statemented

STATEMENT SELECTION PROCESS:                STATEMENT DATE  =  04 AUG 06



ACCOUNT TYPE(S) =

Sample replies:   S6,   I7 I8,   L,   or   END
```
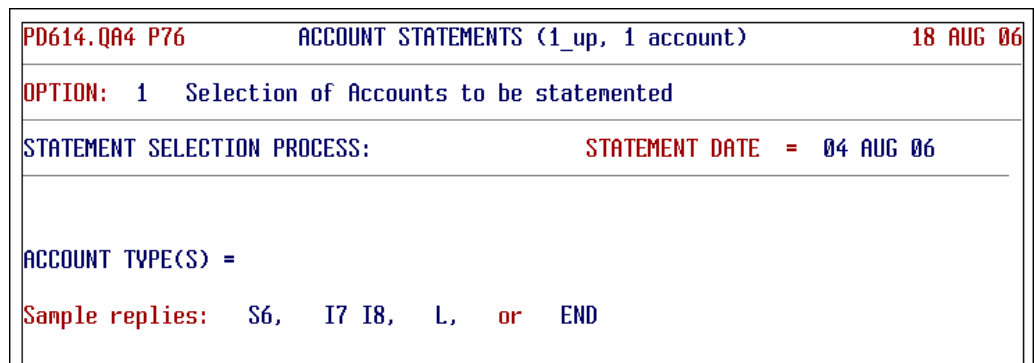
Do one of the following at the **ACCOUNT TYPE(S) =** prompt:

- Enter one or more Accounts of the same type, separating each Account Type with a <**SPACE**>, e.g. S1 S2 S3. You will have the opportunity to add accounts of a different type after Step 12.

- You may include all accounts of a particular type by specifying the type letter, e.g. enter <**S**> to specify all loan Account Types.

- Enter <\> to select Accounts from a list. The Accounts must all be of the same Type, e.g. all S Type.

    After entering the Account Types, you will be asked to specify a 'Method' relating to the account activity.

    You will also have the option to repeat this process with additional account selections which may have a different activity method.

- After entering the Account Types, go to Step 8.

Step 8

```
PD614.QA4 P76          ACCOUNT STATEMENTS (1_up, 1 account)          18 AUG 06

OPTION:  1   Selection of Accounts to be statemented

STATEMENT SELECTION PROCESS:                STATEMENT DATE  =  04 AUG 06



ACCOUNT TYPE(S) = S1 S2 S3 S4 S5


METHODS AVAILABLE TO DETERMINE WHO GETS A STATEMENT ...

    1    All Accounts in the above section.
    2    Those that have NOT BEEN STATEMENTED since a NOMINATED DATE.
    3    Those that have had SOME ACTIVITY since their LAST STATEMENT.
    4    Those that have had SOME ACTIVITY since a NOMINATED DATE.

METHOD (1-4, END or RETURN)
```

Enter one of the following at the **METHOD (1-4, END or RETURN)** prompt:

- <**1**> to include all accounts in the selection shown on the screen and then go to Step 10.

- <**2**> to include only the accounts that have not been statemented since a nominated date and then go to Step 9.

- <**3**> to include only the accounts that have some activity since their last statement and then go to Step 10.

- **<4>** to include only the accounts that have had some activity since a nominated date and then go to Step 9.

- Press **<ENTER>** if you want to change the Account Type selection and then go back to Step 7.

- Enter **END** or press **<ESC>** to leave the program.

Step 9   Enter the appropriate date at the **NOMINATED DATE =** prompt.

Step 10   At the **EXCLUDE those Accounts that have an active DIARY STATEMENT ? (Y/N)** prompt:

- Enter **<Y>** to exclude accounts that have a future Diary Statement statementing date, or.

- Enter **<N>** to include accounts that have a future Diary Statement statementing date.

Step 11   Enter **<Y>** at the **VERIFY. OK to incorporate the above in this Statement run ? (Y/N)** prompt.

> If you enter **<N>**o, the current selection of accounts will be discarded and you will have the opportunity to re-select accounts again (if desired). If you nominate to re-select accounts, you will be returned to Step 7.

Step 12   At the **SELECTION INCORPORATED.   ANY MORE ACCOUNT TYPE(S) ? (Y/N)** prompt:

- Enter **<Y>** if you want to add additional account selections and then go back to Step 7, or

- Enter **<N>** to continue without additional account selections.

Step 13   After you have finished with account selection, your screen will look similar to the following:

- Enter **<Y>** at the **READY TO COMMENCE.   VERIFY.   OK to process ? (Y/N)** prompt.

  If you enter <N>, the details will not be saved and you will be returned to Step 2.

After entering <Y>, the account selection process will begin and progress will be displayed on the screen. After the selection process has been completed, your screen will look similar to the following:

Step 14   At the **Press RETURN or END** prompt:
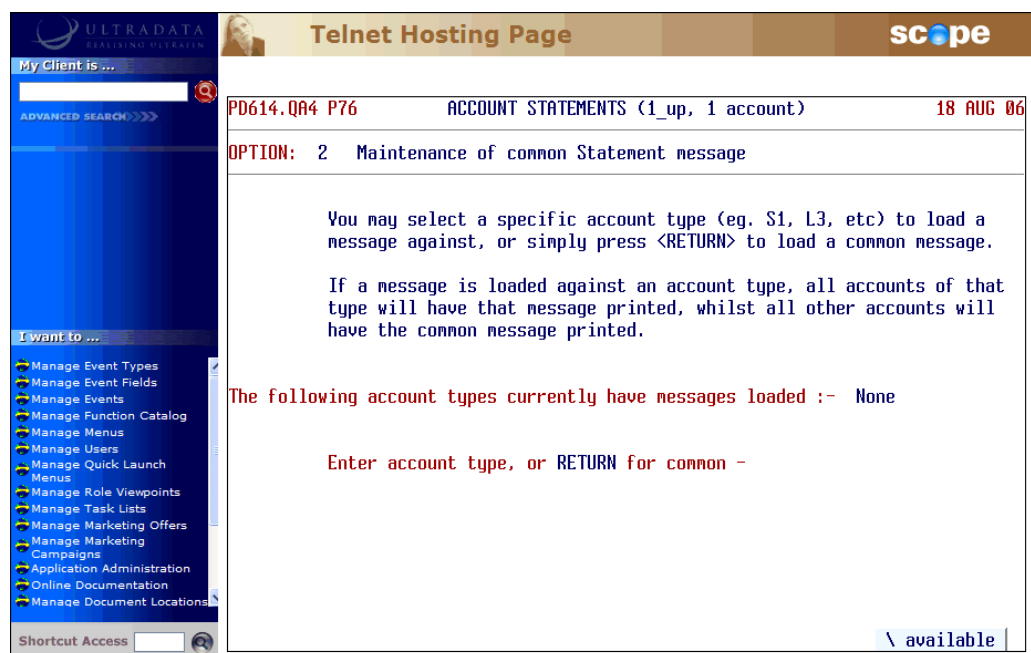
- Press <**ENTER**> to return to the Statementing menu at Step 2, or

- Enter **END** or press <**ESC**> to leave the program.

Maintenance of common Statement message

This option will allow you to set up a "common" message that will appear on all statements, or a specific message for a nominated Account Type. While you can load the same or different messages for multiple Account Types, you can only do so 1 Account Type at a time.

If you want to delete an existing message, create a new message with no content.

Step 3   After selecting the **Maintenance of common Statement message** option, your screen will look similar to the following:

If there are messages loaded against individual Account Types, the Account Types will be shown on the screen:

```
The following account types currently have messages loaded :-

S1   S5   S10

        Enter account type, or RETURN for common -
```

At the **Enter account type, or RETURN for common** prompt:

- To load a message against a specific Account Type, enter a single Account Type, e.g. S1 or enter <\> to select the Account Type from a list.

- To load a common message to appear on all statements, press <**ENTER**>.

The process for creating individual Account Type messages and common messages is the same.

Step 4

If there is an existing message, it will be shown on the screen:

```
THE EXISTING STATEMENT MESSAGE READS AS FOLLOWS .....

Ask about our free investment seminars.
```

- To create a new message (or delete an existing message), enter <Y> at the **Do you wish to load a new STATEMENT MESSAGE ? (Y/N)** prompt.

Step 5

To create a new message:

Enter the message using the following rules as a guide:

- Messages may have up to 10 lines with each line up to 79 characters.

- Take care when approaching the end of a line. You will be taken to the beginning of the next line when you run out of space and cannot return to the previous line.

- Press <**ENTER**> in a blank line to finish the message before the 10th line.

- If required, enter spaces to create your own indentation from the left.

- Enter **END** at the beginning of a line to terminate the message and return to the menu.

To delete an existing message:

- Press <**ENTER**> in the blank first line, and then enter <**Y**> at the **VERIFY. OK to DELETE the STATEMENT MESSAGE as above ? (Y/N)** prompt. You will be returned to the Account Statements options at Step 2.

Step 6   When finished, you will be asked to verify the new message:
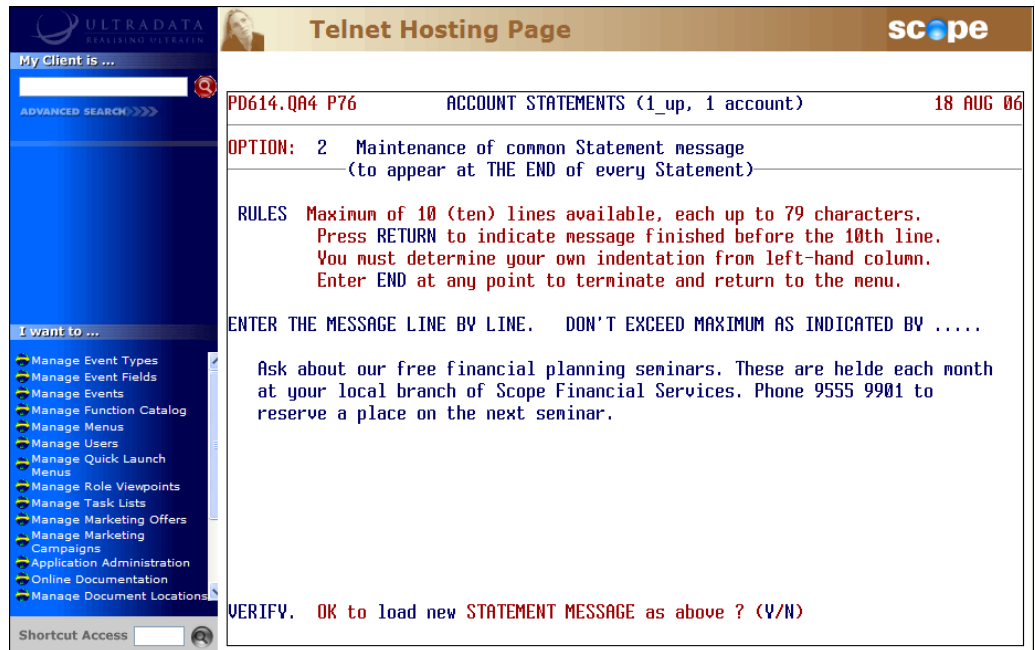
- If the message is satisfactory, enter **<Y>** at the **VERIFY. OK to load new STATEMENT MESSAGE as above ? (Y/N)** prompt.

- A confirmation message is displayed. Press **<ENTER>** to return to the Account Statements options at Step 2.

Definition & storage of print sequence

This option controls the sort sequence of the statements. You must run this option at least once before printing your statements using Option 4.

Step 3	After selecting the **Definition & storage of print sequence** option, your screen will look similar to the following:

- Press <**ENTER**> to define the print sequence.

Step 4	Specify the sort **Sequence**. The number of levels available will depend on the choices you make. There are 10 sequence options available. These are:

- Account Number

- Alphabetical (by name)

- Post Code

- Department Number

- Member Type

- Branch (Agent)

- Payroll Identifier

- NPSP Code (National Pre Sort Plan)

- Mail Code

For most organisations, your first sequence order would be MAIL CODE. This used to group statements for mailing or not mailing (e.g. where the address is unknown, statements for staff, etc). This code is maintained using the **Maintain Client/Account Statement Mail Codes (P73)** program.

If you use the Australia Post National Barcode Presort Plan (NBPP) service, choose NPSP Code as the next option.

If not using the National Barcode Presort Plan, there may be discounts available for mail sorted into Post Code order.

Step 5	After you have made your sort selections, enter <Y> at the **VERIFY. OK to process the sequence as above ? (Y/N)** prompt.

When the process is complete, the sequence will be saved as a Select List and the details will be displayed on the screen:

Step 6   Press <**ENTER**> or enter **END** at the **Press RETURN or END** prompt to return to the Account Statements options at Step 2.

Printing (or re-printing) the Statements

This option is used for either printing or re-printing account statements.

> ⚠️ If you have any special printing set up requirements, you need to issue the appropriate **SP-ASSIGN** commands prior to running this option.

Step 3   After selecting the **Printing (or re-printing) the Statements** option, your screen will look similar to the following:

Note the display of the 'Common' message for all accounts set using option 2, **Maintenance of common Statement message**.

- If you want to change the Common Message statement, enter **<Y>**. You will be taken to Option 2. Refer to **Maintenance of Common Statement Message** for additional information.

- If you are happy with the current Common Message, enter **<N>**.

Step 4
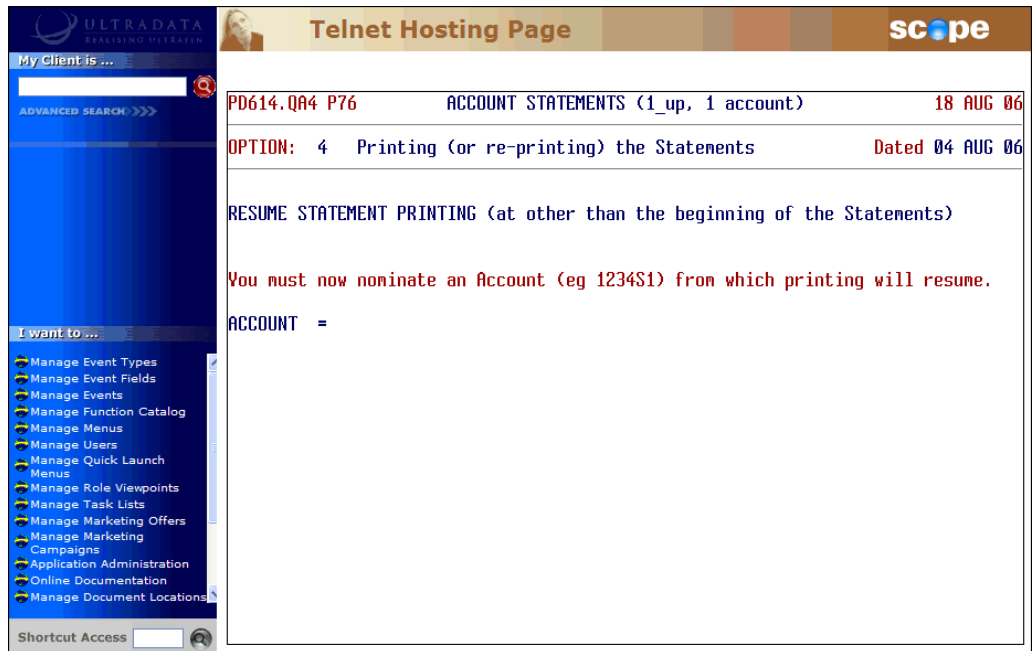
Enter one of the following options:

- **<1>**   To commence printing from the beginning. Go to Step 8.

- **<2>**   To resume printing from a nominated point within the statements. Go to Step 5.

- **<3>**   To reprint Statement(s) for specific nominated account(s) only. Go to Step 7.

- **<ESC>**   To return to the options list at Step 2.
  or **END**

Resume printing from a nominated point

Step 5	PD614.QA4 P76 ACCOUNT STATEMENTS (1_up, 1 account) 18 AUG 06 OPTION: 4 Printing (or re-printing) the Statements Dated 04 AUG 06 RESUME STATEMENT PRINTING (at other than the beginning of the Statements) You must now nominate an Account (eg 1234S1) from which printing will resume. ACCOUNT =

Printing will start from the account number specified regardless of the sort sequence and continue to the end of the existing sequence.

- Enter the Account number from which printing will resume. The program will validate this account against the data to ensure that there is a statement for the account.

Step 6	PD614.QA4 P76 ACCOUNT STATEMENTS (1_up, 1 account) 18 AUG 06 OPTION: 4 Printing (or re-printing) the Statements Dated 04 AUG 06 RESUME STATEMENT PRINTING (at other than the beginning of the Statements) You must now nominate an Account (eg 1234S1) from which printing will resume. ACCOUNT = 1073560s8.1 A/C NAME = T M SMART VERIFY. OK to resume from above Account ? (Y/N)

- Enter <**Y**> at the **VERIFY. OK to resume from above Account ? (Y/N)** to resume printing of the statements and then go to Step 8.

Reprint Statement(s) for specific nominated account(s)

| Step 7 | |

- At the **Account =** prompt, enter the account (Client Number and Account Type, e.g. 1073560S8.1) whose statement is to be reprinted.

- After pressing <**ENTER**> you are taken to a new line where you can enter another account, or enter **END** when you have finished entering accounts. Go to Step 8.

The program will validate this account against the data and ensure that there is a statement for the account.

Printing the statements (cont…)

Step 8	At the **Do you require any dummy ALIGNMENT STATEMENT printed ? (Y/N)** prompt:
	• Enter <**Y**> if you want to have a dummy print to check for statement alignment on your printer, and then go to Step 9.
	• Enter <**N**> if you don't want a dummy print and then go to Step 11.
Step 9	Perform the alignment test print as follows:
	• Enter the product type of your choice for the alignment test at the **Enter the PRODUCT TYPE (i.e. S, L or I) to be used for the alignment test** prompt.
	• Load the printer with the correct stationery and then press <**ENTER**> at the **Press RETURN when the STATEMENT stationery is loaded on the Printer** prompt.
	• If the print as satisfactory, enter <**Y**> at the **Dummy ALIGNMENT STATEMENT print for the … type OK ? (Y/N)** prompt.
	• If required, repeat this process for other Product Types by entering <**Y**> at the **Print dummy ALIGNMENT STATEMENT for another product type ? (Y/N)** prompt, , otherwise enter <**N**>.
Step 10	Enter <**Y**> at the **OK to proceed with printing ? (Y/N)** prompt.
	If you enter <**N**>, the program will be terminated.

Step 11

At the **Do you want ME to control IMMEDIATE printing ? (Y/N)** prompt:

- Enter <**Y**> to print using program controlled settings, or

- Enter <**N**> to use the printer controls you have previously issued using the **SP-ASSIGN** command.

The print process will begin and the progress will be displayed on the screen. When the print process is complete, the program will terminate.

Step 12 After printing is completed, press <**ESC**> or <**ENTER**> to continue. The program will terminate.

Finalise (update any Formal statements)

The statements must have been printed before this option can be run, however you can continue to print or re-print until you select and complete this option. This final question must be answered in order to be able to perform a new statement run.

This option also updates the Account file to indicate that a Formal statement has been produced for each of the accounts included in the run. This will prevent the transactions being statemented again on another Formal statement.

This option must be run before you can re-use Option 1 to generate a new statementing run list; however you can continue to reprint statements until Option 1 has been re-run.

Step 3	After selecting the **Finalise (update any Formal statements)** option, your screen will look similar to the following:

Enter **<Y>** at the **VERIFY.   OK to finalise this Statement run ? (Y/N)** to finalise the Statement run.

Step 4 Press <**ENTER**> or enter **END** to continue and then go back to Step 2.

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Other Programs used with Account Statements

This section covers…

- Diary Statements for Accounts using Account Maintenance (P60M)

- Statement Requests using @STAT

  o Statement Requests from the ACCOUNT KEY = Prompt

  o Statement Requests from the Transaction = Prompt

The following program is used with Client Statements and also Account Statements.

- Maintain Client/Account Statement Mail Codes (P73)

This program is described in the **Statements - Additional Information** section of this manual.

Diary Statements for Accounts using Account Maintenance (P60M)

If Account Statements are required on a specific statement cycle, the relevant information can be entered into the **Account Maintenance (P60M)** program for the specified client/account.

The Statement Due Date and Statement Frequency fields are use to set up a 'Diary Statement' for an individual account.

Step 1	Access the **Account Maintenance (P60M)** program. Refer to **Accessing the Programs in this Manual** for information on the ways to access this program.
Step 2	Enter the **Account Number** (e.g. 10010S5) or enter the Client Number and then select the appropriate Account from a list.
Step 3	Enter <**A**> at the **Client Details Account Details Delete Client Save or END** prompt to access the Account Details section (i.e. the lower part of the screen).
Step 4	Press <**ENTER**> to move through the fields or edit as required until you get to the 'Statement Due Date' field. Refer to the following table for information for entering details into the fields which affect Diary Statements.

Statement Due Date	Enter one of the following:
	• The date for the next statement, or
	• PF for "Page Full". With this option, the Statement Frequency field is used to specify the number of transactions before a statement is produced.
Statement Frequency	The 'Statement Frequency' field is used to specify the interval between statements if you entered a date in the 'Statement Due Date' field. Either enter:
	• The number of days in the format **#D**, or
	• The number of months in the format **#M**.
	For example, 14D would be a statement every fortnight and 2M would be a statement every 2 months.
	If PF was entered into the 'Statement Due Date' field, then the 'Statement Frequency' is the number of transactions that are required before the statement is produced. For example, if the value in this field was 20, then the account will be flagged for first statement run after that number of transactions has occurred.

After entering the details into Statement Frequency field, continue with the remaining fields until you are returned to the command line prompt.

The following example shows the Diary Statement fields completed:

Step 6   Enter <**S**> to save the changes.

Statement Requests using @STAT

@STAT may be used at the **ACCOUNT KEY =** or **Transaction =** prompts in cashiering programs to request a Transaction List, Formal or Informal Statement (using the Statement of Account option).

Transaction Lists may be printed later using **Print Requested Transaction Lists (P72)** or printed immediately.

The process is slightly different if you are at the **ACCOUNT KEY =** or **Transaction =** prompt. The reason for this is that at the **Transaction =** prompt, you have already identified the client/account combination for the Transaction List or Statement.

When using the **ACCOUNT KEY =** prompt and selecting the Statement of Account option, you may include more than 1 account in the statement for an Informal Statement, however Formal Statements are limited to a single account at a time.

What Next >

- Statement Requests from the ACCOUNT KEY = Prompt

- Statement Requests from the Transaction = Prompt

Statement Requests from the ACCOUNT KEY = Prompt

What do you want to do?

- **Request a Transaction List to be printed later**

- **Request a Transaction List to be printed immediately**

- **Request an Informal Statement**

  An Informal Statement can include transactions that have been included on a previous Formal Statement and those that have not previously statemented.

- **Request a Formal Statement**

  Note, you will not be able to request a Formal Statement if you select more than one account.

Request a Transaction List to be printed later

Step 1   Enter **@STAT** at the **ACCOUNT KEY =** prompt. Your screen will look similar to the following:

Step 2   Enter the Client Number.

Step 3   If there is a Diary Statement in effect, a caution message will be displayed on the screen.

- Go to the next Step if you do not see this message.

If a Diary Statement is due within the next few days, it may be appropriate to advise the client that a statement is due. An ad-hoc statement request may no longer be necessary.

At the **Continue with your request ? (Y/N)** prompt, enter one of the following:

- **<Y>** to continue with the statement request, or

- **<N>** if a statement is no longer required. You will be returned to the **Enter CLIENT No. (or END)** prompt and then press **<ESC>** or enter **END** to leave the Client Transactions screen.

Step 4

Enter **<T>** at the **Type of Request** prompt.

Step 5   A list of the client's accounts is displayed:

Select the accounts to be included in the Transaction List:

- Use the arrow keys and pressing <**SPACE**> for each account, or

- Enter <*> to select all accounts.

- Press <**ENTER**> to finish the selection process.

The accounts selected are displayed on the screen:

Step 6   At the **Enter a START DATE from which transactions will be listed –
(Press RETURN for ALL transactions on file)** prompt, either:

- Enter the date from which the list will begin, or

- Press <**ENTER**> to include all transactions on file.

Step 7   If you entered a start date in the previous Step, the **Enter an END
DATE for the transaction listing (RETURN for today)** prompt is
displayed. Either:

- Press <**ENTER**> to have all transactions listed up to today, or

- Enter a date up to which the transactions will be included.

The transaction list request is generated, ready to be printed using the
Print Requested Transaction Lists (P72) program:

Step 8   Press <**ENTER**> at the **TRANSACTION LIST request generated. Press RETURN** prompt and then go back to Step 2.

Request a Transaction List to be printed immediately

Step 1   Enter **@STAT** at the **ACCOUNT KEY =** prompt. Your screen will look similar to the following:

Step 2   Enter the Client Number.

Step 3   If there is a Diary Statement in effect, a caution message will be displayed on the screen.

- Go to the next Step if you do not see this message.

  If a Diary Statement is due within the next few days, it may be appropriate to advise the client that a statement is due. An ad-hoc statement request may no longer be necessary.

  At the **Continue with your request ? (Y/N)** prompt, enter one of the following:

- **<Y>** to continue with the statement request, or

- <N> if a statement is no longer required. You will be returned to the **Enter CLIENT No. (or END)** prompt and then press <**ESC**> or enter **END** to leave the Client Transactions screen.

Step 4

Enter <**L**> at the **Type of Request** prompt.

After selecting the Transaction List on the Line Printer (immediate) option, your screen will look similar to the following:

Step 5   Enter <**Y**> at the **Print TRANSACTION LIST with BASIC transaction information? (Y/N)** prompt.

By entering <**Y**>es, the Transaction List will include a reduced level of detail which may be suitable for general enquires. This option does not include the effective date of transactions, transaction code, branch and operator codes or the arrears balance (where applicable).

Enter <**N**>o if you want the additional information included. This will produce a Transaction List with the same detail generated by **Generate 'Transaction List' Requests (P71)**.

A list of the client's accounts is displayed:

Step 6   Select the accounts to be included in the Transaction List:

• Use the arrow keys and pressing <**SPACE**> for each account, or

• Enter <*> to select all accounts.

• Press <**ENTER**> to finish the selection process.

The accounts selected are displayed on the screen:

Step 7	At the **Enter a START DATE from which transactions will be listed – (Press RETURN for ALL transactions on file)** prompt, either:
	• Enter the date from which the list will begin, or
	• Press <**ENTER**> to include all transactions on file.
Step 8	If you entered a start date in the previous Step, the **Enter an END DATE for the transaction listing (RETURN for today)** prompt is displayed. Either:
	• Press <**ENTER**> to have all transactions listed up to today, or
	• Enter a date up to which the transactions will be included.
Step 9	The Transaction List is printed and confirmation message is displayed on the screen:

• Press <**ENTER**> to continue. You are returned to the **Enter CLIENT No. (or END)** prompt at Step 2.

Request an Informal Statement

Step 1   Enter **@STAT** at the **ACCOUNT KEY =** prompt. Your screen will look similar to the following:

Step 2   Enter the Client Number.

Step 3   If there is a Diary Statement in effect, a caution message will be displayed on the screen.

- Go to the next Step if you do not see this message.

If a Diary Statement is due within the next few days, it may be appropriate to advise the client that a statement is due. An ad-hoc statement request may no longer be necessary.

At the **Continue with your request ? (Y/N)** prompt, enter one of the following:

- **<Y>** to continue with the statement request, or

- <N> if a statement is no longer required. You will be returned to the **Enter CLIENT No. (or END)** prompt and then press **<ESC>** or enter **END** to leave the Client Transactions screen.

Step 4


```
PD614.QA4 P100              CLIENT TRANSACTIONS          Date  Br# Op# ChqP Bnk Bno
                                                       21AUG06 2  1000   2   1  n/a
ACCOUNT KEY = @STAT

Client #  10010

        Kristopher James Williams
        899 Highpoint Place

        COMO WEST NSW 2226

                                                    Type of Request
T  =  TRANSACTION LIST  by P72 on the Line Printer
S  =  STATEMENT OF A/C  by P76,P826 on Statement stationery (T/S/L) ?
L  =  TRANSACTION LIST  on the Line Printer (immediate)
```

Enter **<S>** at the **Type of Request** prompt.

A list of the client's accounts is displayed:


```
PD614.QA4 P100              CLIENT TRANSACTIONS          Date  Br# Op# ChqP Bnk Bno
                                                       21AUG06 2  1000   2   1  n/a
ACCOUNT KEY = @STAT

Client #  10010

        Kristopher James Williams
        899 Highpoint Place

          ALL ACCOUNTs - Client 10010 - Williams, K J
            Account Name (incl Related)      A/c Balance    XRef #
        S5   K J Williams                     4,541.37     101016012
        S6   K J Williams                     2,496.75     101065586
        I5   K J Williams                       550.00     101026339
        I11  K J Williams                    11,000.00     101051312
        I30  K J Williams                     5,000.00     101054346
        L81  K J Williams                         0.00     101065669
 522921 S1   C M Green, K Fielding            2,104.07     101001637
 713701 S18  Ajax Industries Pty Ltd ACME T   5,000.00     101065634
 713286 S18  C A Smith                          740.50     101064658
 713699 S19  Ajax Group                      12,500.00     101065621
1109315 I30  Candide Nominees Pty Ltd        66,058.08     100044551
                       11 choices
          SPACE:de/select  *:all  RETURN:complete  ESC:exit
```

Step 5	Select the accounts to be included in the Statement:

- Use the arrow keys and pressing <**SPACE**> for each account, or

- Enter <*> to select all accounts.

- Press <**ENTER**> to finish the selection process.

What Next >

- Statement of Account - One Account Selected

- Statement of Account - More than One Account Selected

Statement of Account - One Account Selected

Step 6   If there is a Diary Statement in effect, a caution message will be displayed on the screen.

- Go to the next Step if you do not see this message.

If a Diary Statement is due within the next few days, it may be appropriate to advise the client that a statement is due. An ad-hoc statement request may no longer be necessary.

At the **Persevere with your request ? (Y/N)** prompt, enter one of the following:

- **<Y>** to continue with the statement request and then go to the next Step, or

- **<N>** if a statement is no longer required.

Step 7

Enter <**I**> at the **Is this request for a FORMAL or INFORMAL Statement ? (F/I)** prompt.

After selecting the Informal Statement option at Step 7, your screen will look similar to the following:

Step 8

Do one of the following at the **FROM date** prompt:

- Press <**ENTER**> to accept the default period, i.e. from the previous Formal Statement.

- Enter a date for the start of the period. This date may be any date to the last purge date.

Step 9 Do one of the following at the **TO date** prompt:

- Press <**ENTER**> to accept the default period, i.e. to the date on which the account statement will be printed. This is the date the **Account Statements (1_up, 1 account) (P76)** program is run.

- Enter a date for the end of the period. This date may be any date after the date on or after the 'FROM date'.

Step 10 Enter <**Y**> at the **VERIFY. OK to generate INFORMAL STATEMENT OF A/C request ? (Y/N)** prompt.

Step 11 A confirmation message is displayed to indicate that the request has been generated:

```
STATEMENT OF A/C request generated        Press RETURN
```

- Press <**ENTER**> to continue. You are returned to the **Enter CLIENT No. (or END)** prompt at Step 2.

Statement of Account - More than One Account Selected

Step 6	After selecting the Informal Statement option at Step 5, your screen will look similar to the following:

Do one of the following at the **INFORMAL Billing Cycle Date** prompt:

- Press <**ENTER**> to accept the default period, i.e. from the previous Formal Statement.

- Enter a date for the start of the period. This date may be any date to the last purge date.

Step 7	Do one of the following at the **TO date** prompt:

- Press <**ENTER**> to accept the default period, i.e. to the date on which the account statement will be printed. This is the date that the **Account Statements (1_up, 1 account) (P76)** program is run.

- Enter a date for the end of the period. This date may be any date after the date on or after the 'FROM date'.

Step 8	Enter <**Y**> at the **VERIFY. OK to generate INFORMAL STATEMENT OF A/C requests ? (Y/N)** prompt.

Step 9   A confirmation message is displayed to indicate that the request has been generated:

STATEMENT OF A/C requests generated   Press RETURN

- Press <**ENTER**> to continue. You are returned to the **Enter CLIENT No. (or END)** prompt at Step 2.

Request a Formal Statement

You can only request a Formal Statement when a single account is selected in account selection process.

Step 1   Enter **@STAT** at the **ACCOUNT KEY =** prompt. Your screen will look similar to the following:

Step 2   Enter the Client Number.

Step 3   If there is a Diary Statement in effect, a caution message will be displayed on the screen.

- Go to the next Step if you do not see this message.

     If a Diary Statement is due within the next few days, it may be appropriate to advise the client that a statement is due. An ad-hoc statement request may no longer be necessary.

     At the **Continue with your request ? (Y/N)** prompt, enter one of the following:

- <Y> to continue with the statement request, or

- <N> if a statement is no longer required. You will be returned to the **Enter CLIENT No. (or END)** prompt and then press <**ESC**> or enter **END** to leave the Client Transactions screen.

Step 4

Enter <**S**> at the **Type of Request** prompt.

Step 5   A list of the client's accounts is displayed:

Select a single account to be included in the Statement:

- Use the arrow keys and press <**SPACE**> to select the account, then

- Press <**ENTER**> to finish the selection process.

> If you select more than 1 account, you will only have the option of an Informal Statement.
>
> If you select 1 account only, you will have the choice of a Formal Statement or an Informal Statement.

Step 6   If there is a Diary Statement in effect, a caution message will be displayed on the screen.

- Go to the next Step if you do not see this message.

If a Diary Statement is due within the next few days, it may be appropriate to advise the client that a statement is due. An ad-hoc statement request may longer be necessary.

At the **Persevere with your request ? (Y/N)** prompt, enter one of the following:

- <**Y**> to continue with the statement request and then go to the next Step, or

- <**N**> if a statement is no longer required.

Step 7

Enter <**F**> at the **Is this request for a FORMAL or INFORMAL Statement ? (F/I)** prompt.

Step 8

Your screen will look similar to the following:

- Enter <**Y**> at the **VERIFY. OK to generate FORMAL STATEMENT OF A/C request ? (Y/N)** prompt.

- The Statement data will be generated. Enter <**Y**> at the **STATEMENT OF A/C request generated   Press RETURN** prompt to continue. You will be returned to the **Enter CLIENT No. (or END)** prompt at Step 2.

Statement Requests from the Transaction = Prompt

What do you want to do?

- **Request a Transaction List to be printed later**

- **Request a Transaction List to be printed immediately**

- **Request an Informal Statement**

  An Informal Statement can include transactions that have been included on a previous Formal Statement and those that have not previously statemented. When using this option from the Transaction = prompt, the currently selected account is always statemented.

- **Request a Formal Statement**

Request a Transaction List to be printed later

Step 1   Enter **@STAT** at the **Transaction =** prompt. Your screen will look similar to the following:

Step 2   Enter **<T>** at the **Type of Request** prompt.

A list of the client's accounts is displayed:

Step 3   Select the accounts to be included in the Transaction List:

- Use the arrow keys and pressing <**SPACE**> for each account, or

- Enter <*****> to select all accounts.

- Press <**ENTER**> to finish the selection process.

The accounts selected are displayed on the screen:

Step 4   At the **Enter a START DATE from which transactions will be listed – (Press RETURN for ALL transactions on file)** prompt, either:

- Enter the date from which the list will begin, or

- Press <**ENTER**> to include all transactions on file.

Step 5   If you entered a start date in the previous Step, the **Enter an END DATE for the transaction listing (RETURN for today)** prompt is displayed. Either:

- Press <**ENTER**> to have all transactions listed up to today, or

- Enter a date up to which the transactions will be included.

The transaction list request is generated, ready to be printed using the **Print Requested Transaction Lists (P72)** program:

Step 6   Press **<ENTER>** at the **TRANSACTION LIST request generated. Press RETURN** prompt. You will be returned to the **Transaction =** prompt.

Request a Transaction List to be printed immediately

Step 1   Enter **@STAT** at the **Transaction =** prompt. Your screen will look similar to the following:

Step 2   Enter **<L>** at the **Type of Request** prompt.

After selecting the Transaction List on the Line Printer (immediate) option, your screen will look similar to the following:

Step 3   Enter <Y> at the **Print TRANSACTION LIST with BASIC transaction information? (Y/N)** prompt.

> By entering <**Y**>es, the Transaction List will include a reduced level of detail which may be suitable for general enquires. This option does not include the effective date of transactions, transaction code, branch and operator codes or the arrears balance (where applicable).
>
> Enter <**N**>o if you want the additional information included. This will produce a Transaction List with the same detail generated by **Generate 'Transaction List' Requests (P71)**.

A list of the client's accounts is displayed:

Select the accounts to be included in the Transaction List:

- Use the arrow keys and pressing <**SPACE**> for each account, or

- Enter <*> to select all accounts.

- Press <**ENTER**> to finish the selection process.

The accounts selected are displayed on the screen:

Step 4   At the **Enter a START DATE from which transactions will be listed – (Press RETURN for ALL transactions on file)** prompt, either:

- Enter the date from which the list will begin, or

- Press <**ENTER**> to include all transactions on file.

Step 5   If you entered a start date in the previous Step, the **Enter an END DATE for the transaction listing (RETURN for today)** prompt is displayed. Either:

- Press <**ENTER**> to have all transactions listed up to today, or

- Enter a date up to which the transactions will be included.

Step 6   The Transaction List is printed and confirmation message is displayed on the screen:

- Press <**ENTER**> to continue. You will be returned to the **Transaction =** prompt.

Request an Informal Statement

Step 1   Enter **@STAT** at the **Transaction =** prompt. Your screen will look similar to the following:

Step 2   Enter <**S**> at the **Type of Request** prompt.

Step 3   If there is a Diary Statement in effect, a caution message will be displayed on the screen.

- Go to the next Step if you do not see this message.

If a Diary Statement is due within the next few days, it may be appropriate to advise the client that a statement is due. An ad-hoc statement request may no longer be necessary.

At the **Continue with your request ? (Y/N)** prompt, enter one of the following:

- **<Y>** to continue with the statement request, or

- **<N>** if a statement is no longer required. You will be returned to the **Enter CLIENT No. (or END)** prompt and then press **<ESC>** or enter **END** to leave the Client Transactions screen.

Step 4   Enter **<I>** at the **Is this request for a FORMAL or INFORMAL Statement ? (F/I)** prompt.

An Informal Statement can include transactions that have been included on a previous Formal Statement and those that have not previously statemented.

Your screen will look similar to the following:

Step 5	Do one of the following at the **FROM date** prompt:
	• Press <**ENTER**> to accept the default period, i.e. from the previous Formal Statement.
	• Enter a date for the start of the period. This date may be any date to the last purge date.
Step 6	Do one of the following at the **TO date** prompt:
	• Press <**ENTER**> to accept the default period, i.e. to the date on which the account statement will be printed. This is the date the **Account Statements (1_up, 1 account) (P76)** program is run.
	• Enter a date for the end of the period. This date may be any date after the date on or after the 'FROM date'.
Step 7	Enter <**Y**> at the **VERIFY. OK to generate INFORMAL STATEMENT OF A/C request ? (Y/N)** prompt.
Step 8	A confirmation message is displayed to indicate that the request has been generated:

• Press <**ENTER**> to continue. You will be returned to the **Transaction =** prompt.

Request a Formal Statement

Step 1   Enter **@STAT** at the **Transaction =** prompt. Your screen will look similar to the following:

Step 2   Enter <**S**> at the **Type of Request** prompt.

Step 3   If there is a Diary Statement in effect, a caution message will be displayed on the screen.

- Go to the next Step if you do not see this message.

If a Diary Statement is due within the next few days, it may be appropriate to advise the client that a statement is due. An ad-hoc statement request may no longer be necessary.

At the **Continue with your request ? (Y/N)** prompt, enter one of the following:

- <**Y**> to continue with the statement request, or

- <**N**> if a statement is no longer required. You will be returned to the **Enter CLIENT No. (or END)** prompt and then press <**ESC**> or enter **END** to leave the Client Transactions screen.
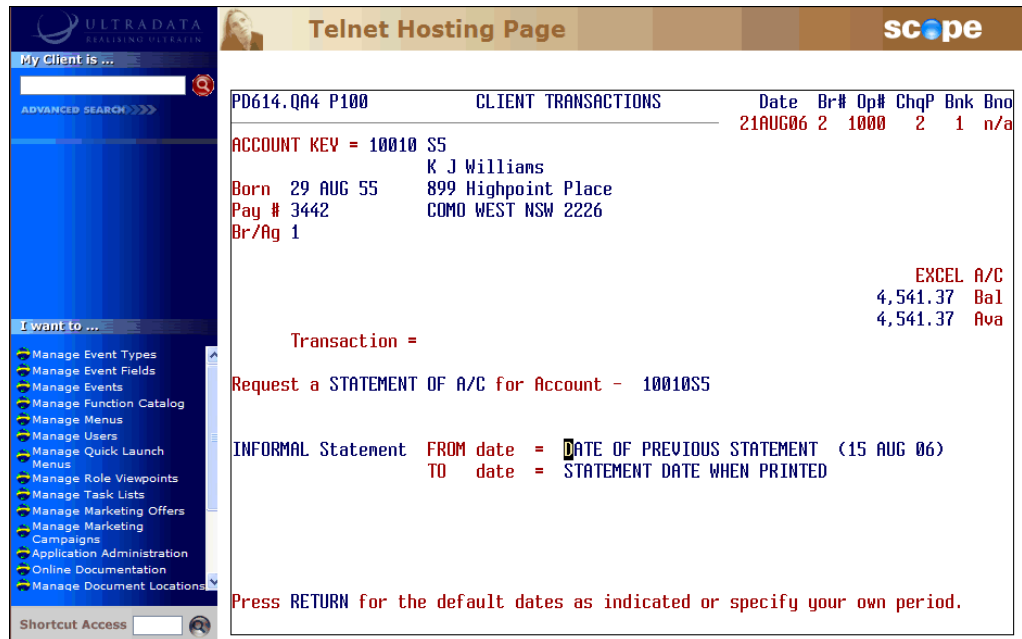

Step 4   Enter <**F**> at the **Is this request for a FORMAL or INFORMAL Statement ? (F/I)** prompt.

A Formal Statement will include transactions that have not been included on a previous Formal Statement; however you will not be able to include these transactions on a subsequent Formal Statement request.

Step 5   After selecting the Formal Statement option, your screen will look similar to the following:

- Enter <**Y**> at the **VERIFY. OK to generate FORMAL STATEMENT OF A/C request ? (Y/N)** prompt.

- The Statement data will be generated. Enter <**Y**> at the **STATEMENT OF A/C request generated   Press RETURN** prompt to continue. You will be returned to the **Transaction =** prompt.

Maintain Client/Account Statement Mail Codes (P73)

The **Maintain Client/Account Statement Mail Codes (P73)** program is applicable to both Client Statements and Account Statements. Refer to the **Statements - Additional Information** section for the details of how to use this program.

3. Additional Information

This section contains information programs that are used in both the Client Statements and Account Statements as well as related statementing processes.

Statements - Additional Information

This section covers…

- Programs and Processes that are Common to Both Client and Account Statements

    o Maintain Client/Account Statement Mail Codes (P73)

    o Statement Diaries

- Charge Card Statements

- Continuing Credit Statements

- Loan Statements

- Loyalty Module

- Online Archiving System - Statement Archiving

- Flat File Statements

- OMR Hoppers

- Fee Disclosure on Statements

Programs and Processes that are Common to Both Client and Account Statements

The following programs and functions are used by both Client Statements and Account Statements:

- Maintain Client/Account Statement Mail Codes (P73)

- Statement Diaries

Maintain Client/Account Statement Mail Codes (P73)

The **Maintain Client/Account Statement Mail Codes (P73)** program is used to create Statement Mail Codes and assign these codes to clients.

Mail Codes may be used to group statements for mailing or not mailing, e.g. where the address is unknown, statements for staff, etc. There are 10 Mail Codes from 0 to 9. Code '0' is 'mail the statement' and cannot be changed.

This program cannot be used to suppress statements, but it does allow you to easily remove statements that should not be distributed with the bulk of your statements by grouping them together.

There is a default Mail Code used for Client Statements and this code is also applied as the default Mail Code for new accounts.

Mail Codes may be used by **Account Statements (1_up, 1 account) (P76)** when generating Account Statements, or **Client Statements (P186)** or **Automatic Statement Generation (P187)** when generating Client Statements or by **Charge Card Statements (P826)** when generating Charge Card Statements. It is applied when the Mail Code is used in the sort sequence for statement production in any of those programs. The Mail Code is most effective when it is the first item in the sort sequence.

P73 may be used at anytime before starting the statement generation process.

Step 1   Access the **Maintain Client/Account Statement Mail Codes (P73)** program.
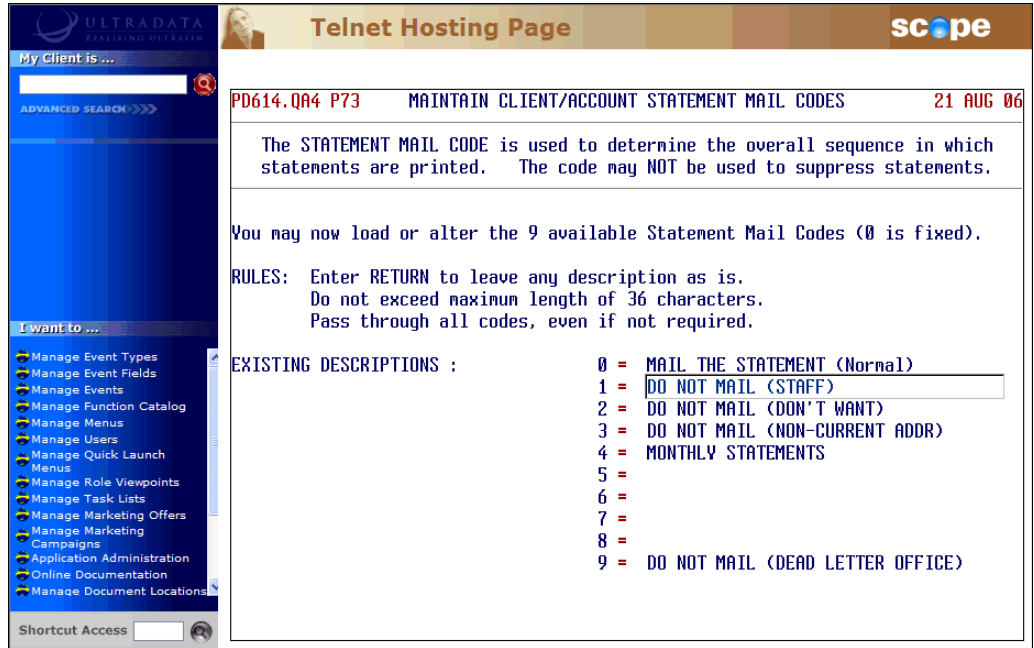
Refer to **Accessing the Programs in this Manual** for information on the ways to access this program.
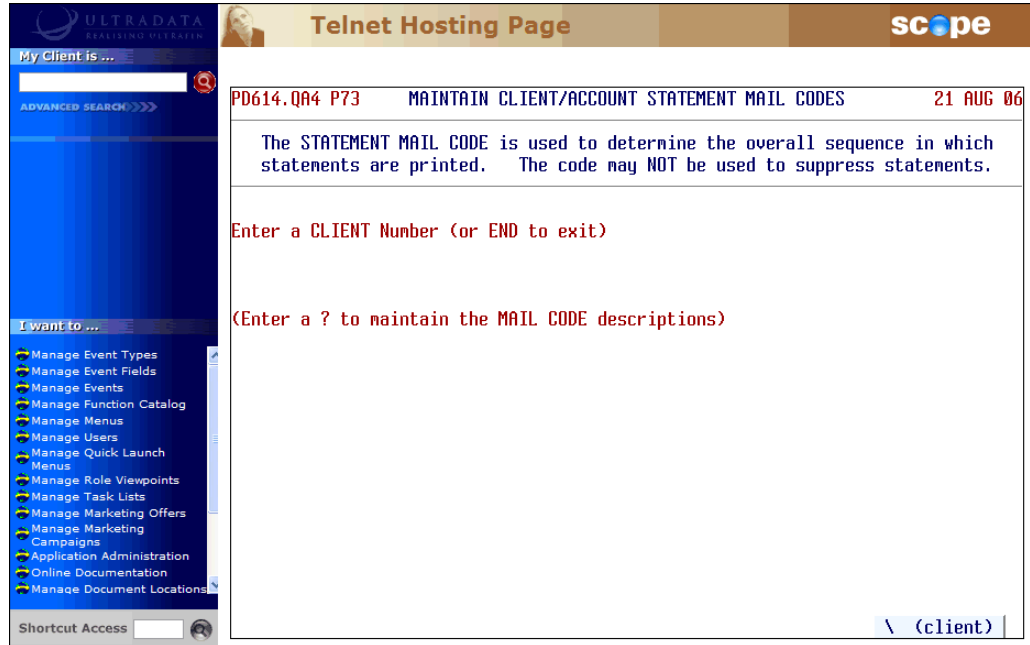
Step 2   Enter one of the following at the **Enter a CLIENT Number (or END to exit)** prompt:

- <?> to maintain mail code descriptions and then go to Step 3.

- A client number to maintain the mail code assigned to a client and then go to Step 5.

- **END** or press <**ESC**> to leave the program.

Step 3

You cannot alter code '0' Mail the Statement. This is the default mail code.

Do one of the following:

- Press <**ENTER**> to keep the current description.

- Enter a new Mail Code Description up to 36 characters.

Step 4

After updating or passing through all 9 editable Mail Codes, the **VERIFY. OK to update descriptions as above ? (Y/N)** prompt is displayed.

- Enter <**Y**> to update the Mail Code Descriptions and then go back to Step 2.

Step 5 After entering the client number, your screen will look similar to the following:
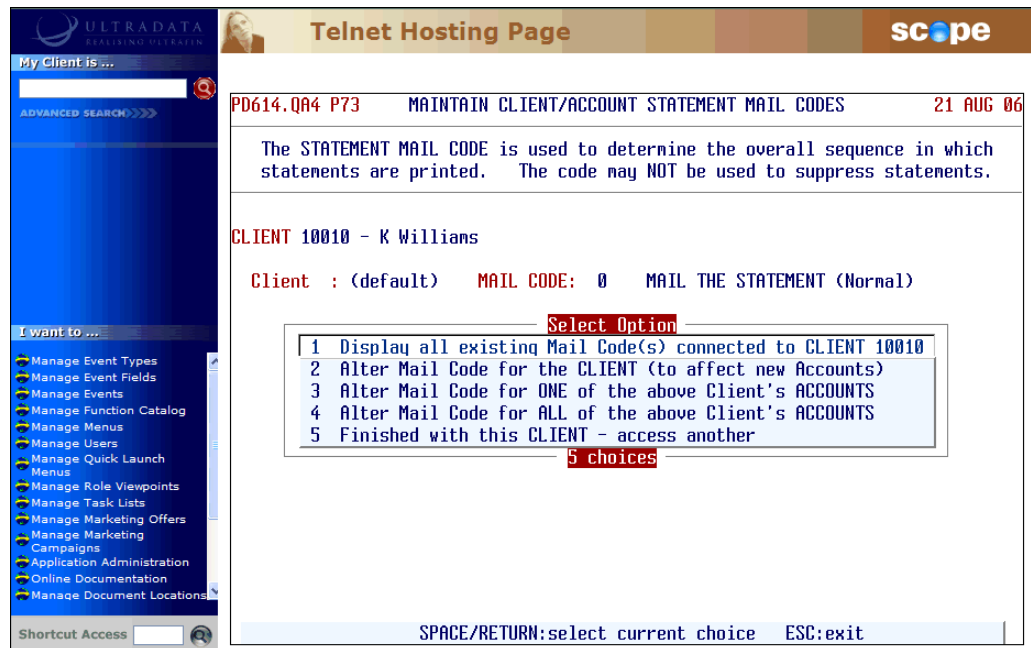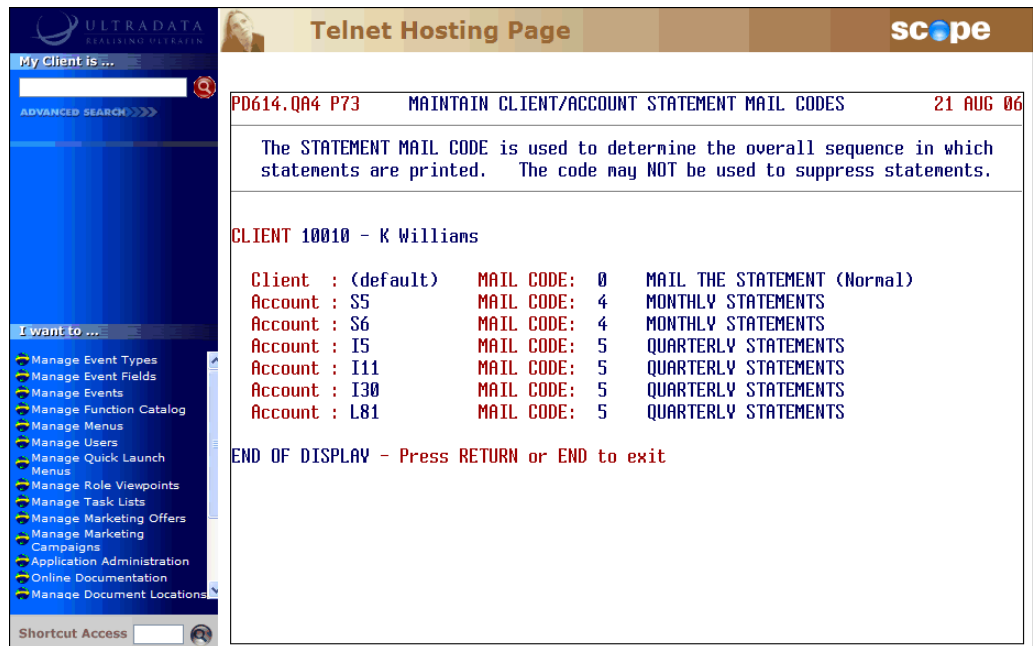
Enter one of the following at the **Select Option** menu:

- **<1>** To display all existing Mail Codes for the client. Go to Step 6.

- **<2>** To alter the default Mail Code for the client. This will be applied to any new accounts created for the client. Go to Step 7.

- **<3>** To alter the Mail Code for one of the client's accounts. Go to Step 10.

- **<4>** To alter the Mail Code for all of the client's accounts. This will change Mail Code for all of the existing accounts but will not change the default Mail Code which is used to create new accounts. Go to Step 14.

- **<5>** To return to the **Enter a CLIENT Number (or END to exit)** prompt. Go back to Step 2.

Step 6   After selecting Option 1 your screen will look similar to the following:

- Press <**ENTER**> to return to the Select Option menu and then go back to Step 5, or

- Enter **END** or press <**ESC**> to leave the program.

Step 7   After selecting Option 2 your screen will look similar to the following:

The Client's default Mail Code will be applied to new accounts opened for the client. It will not affect existing accounts.

- At the **MAIL CODE:** prompt, enter the appropriate Mail Code or press <\> to select the Mail Code from a list.

Step 8 After entering the Mail Code, the **VERIFY. OK to update CLIENT as above ? (Y/N)** prompt is displayed.

- Enter **<Y>** to update the Mail Code.

Step 9 A confirmation prompt is displayed:

```
Client  : (default)    MAIL CODE:  5     QUARTERLY STATEMENTS

CHANGE MADE - Press RETURN or END to exit
```

- Press <**ENTER**> to return to the Select Option menu and then go back to Step 5, or

- Enter **END** or press <**ESC**> to leave the program.

Step 10 After selecting Option 3 your screen will look similar to the following:

- Enter the account number to be modified at the **Which A/C ?** prompt, or enter <\> to select the account from a list. Your screen will be updated to show the selected account:

```
CLIENT 10010 - K Williams

    Account : S6          MAIL CODE:  4     MONTHLY STATEMENTS
```

Step 11	• At the **MAIL CODE:** prompt, enter the appropriate Mail Code or press <\> to select the Mail Code from a list.
Step 12	After entering the Mail Code, the **VERIFY. OK to update…Account as above ? (Y/N)** prompt is displayed.
	• Enter <**Y**> to update the Mail Code.
Step 13	A confirmation prompt is displayed:

```
  Account : S6               MAIL CODE:  5    QUARTERLY STATEMENTS

  CHANGE MADE - Press RETURN or END to exit
```

• Press <**ENTER**> to return to the Select Option menu and then go back to Step 5, or

• Enter **END** or press <**ESC**> to leave the program.

Step 14	After selecting Option 4 your screen will look similar to the following:

• At the **MAIL CODE:** prompt, enter the appropriate Mail Code or press <\> to select the Mail Code from a list.

Step 15	After entering the Mail Code, the **VERIFY. OK to update ALL Client…'s Accounts ? (Y/N)** prompt is displayed.
	• Enter <**Y**> to update the Mail Code.

Step 16   A confirmation prompt is displayed:

```
CLIENT 10010 - K Williams

Alter ALL Accounts :      MAIL CODE:  4    MONTHLY STATEMENTS

Updating A/c :  S5      S6      I5      I11      I30      L81

ALL CHANGES MADE - Press RETURN or END to exit
```

- Press <**ENTER**> to return to the Select Option menu and then go back to Step 5, or

- Enter **END** or press <**ESC**> to leave the program.

Statement Diaries

Statements may be produced according to a 'Statement Diary' if the statements are required on a specific date or a time interval that is different to that used for most clients.

Both Client Statements and Formal Account Statements may be produced according to a diary date/period. The process by which this is done is quite different for Client Statements and Account Statements.

For Client Statements, Statement Diary dates and periods are maintained for each client using the **Maintain Client Diary Statement (P75C)** program.

For Account Statements, the next Statement Due Date and Statement Frequency can be specified for individual client accounts using the **Account Maintenance (P60M)** program.

Additional Information:

- Refer to **Maintain Client Diary Statement (P75C)** in the **Other Programs Used with Client Statements** section for information about setting statement dates or statement frequencies for Client Statements.

- Refer to **Account Maintenance (P60M)** in the **Other Programs Used with Account Statements** section for information about setting statement dates or statement frequencies for individual accounts.

Charge Card Statements

Depending on how your system was set up on installation of the Charge Card module, you may use specific Charge Card statementing programs for producing Charge Card Statements, or you may use the standard statementing programs (e.g. Client Statements (P186) or Automatic Client Statement Generation (P187)).

The Charge Card statementing programs that are used if the standard statementing programs are not used are:

Charge Card Statements (P826)

This is the standard Charge Card Statementing program and is similar in operation to the **Client Statements (P186)** program.

Generate Charge Card Statements Without Operator Intervention (P828)

This program is used to generate statement data without operator intervention in a similar way that **Automatic Client Statement Generation (P187)** is used.

Refer to the **Charge Cards User Manual** for detailed information on how to use **P826** or P**828**.

The **Charge Card User Manual** also contains information on how these programs are used with the **Client Statements (P186)** program. This information is also covered in the **Client Statements Overview** section of this manual.

The **Charge Card User Manual** also provides information on Billing Cycles and associated programs used to calculate interest charges associated with Charge Cards (where appropriate).

Continuing Credit Statements

The Continuing Credit module provides its own programs for generating billing information and producing statements. Programs that you will need to use as part of a statementing system when the Continuing Credit module is installed include:

Interest Run - Continuing Credit Accounts (P836)

The **Interest Run - Continuing Credit Accounts (P836)** program is used to calculate and post interest as well as calculate the minimum repayment required for Continuing Credit billing accounts.

Continuing Credit Statements (P837)

The **Continuing Credit Statements (P837)** program is used to print statements for Continuing Credit billing accounts due to be statemented (provided **P836** has been run). This program performs a similar to the **Client Statements (P186)**.

Refer to the **Continuing Credit User Manual** for information on **P836** and **P837**.

Loan Statements

The following programs may provide useful information for loan and overdraft accounts although they would not be part of the normal statementing process:

Append Redraw Available Amount on Loan Statement (UL554)

The **Append Redraw Available Amount on Loan Statement (UL554)** program was introduced with Ultracs 3 and is used each month to include redraw available balances on loan account statements.

Any loan account that is eligible for redraw will have the redraw available balance calculated, and printed on the loan account statement as a non-value transaction with the narrative "Redraw Available $XXX.xx".

Step 1	Access the **Append Redraw Available Amount On Loan Statement (UL554)** program. The following screen is displayed:

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Step 2   At the **OK to append Redraw Available Amount to Loan Statement? (Y/N)** prompt, enter **<Y>** continue.

The screen appears similar to the following:

```
ULTRADATA                    Telnet Hosting Page                      sc●pe
REALISING ULTRAFIN

My Client is ...

ADVANCED SEARCH>>>
                     PD614.QA4 UL554 APPEND REDRAW AVAILABLE AMOUNT ON LOAN STATEMENT    04 AUG 06



                         This program will create a NON-Value Transaction with the Narration
                         REDRAW AVAILABLE $XXX.xx on Every Members Loan Account that has
                         a Redraw Amt Available (i.e. greater than zero)


                     PROCESS COMPLETED. 2 ACCOUNT(S) PROCESSED.
I want to ...

Manage Event Types
Manage Event Fields
Manage Events
Manage Function Catalogue
Manage Menus
Manage Role Viewpoints
Manage Users
Manage Task Lists
Manage Marketings Offers
Application Admin
Manage Document Templates



                     PRESS RETURN TO CONTINUE ......


Shortcut Access
```

ℹ️   If this program has already been run this month, the following message is displayed:

```
PROCESS FOR CURRENT MONTH HAS BEEN PROCESSED ON 04AUG06. RE-RUN NOT ALLOWED.
```

Step 3   Press **<ENTER>** to exit the program.

Statement of Amount Owing (UL717)

Strictly speaking, the **Statement of Amount Owing (UL717)** program is not a statementing program. This will calculate the amount outstanding on a loan. Refer to the **Loan Processing User Manual** for additional information on this program.

Report on Un-Statemented Accounts (UL754)

The **Report on Un-Statemented Accounts (UL754)** program will print a report of all loans or overdrafts that have not received a statement for a specified period of time. Time parameters can be entered for Continuing Credit loans with Charge Cards, Continuing Credit loans without Charge Cards and fixed sum loans.

Loyalty Module

The Loyalty Module is an optional system that allows you to provide cash rewards for specified expenditure on card accounts. The system is primarily intended for use with credit cards and the calculation of the cash reward is usually performed monthly to coincide with and end-of-month statementing cycle.

Calculate & Post Cash Rewards (P580)

The **Calculate & Post Cash Rewards (P580)** program calculates the number of points earned in the posting period and then posts the rewards to the client's Cash Rewards account.

A Summary Report is produced which provides totals of the Cash Rewards posted. A corresponding value must be processed to the appropriate General Ledger or by using running **Post 'Batch' Run Results to General Ledger (P56GL)**.

Loyalty Statementing

Loyalty point and reward details may be shown on client's statements if they are generated using the 'flat file' format.

The following Loyalty Points information is available from the flat file:

- the opening balance points value for the account

- the points earned this month

- any additional points accumulated this month

- any bonus points earned this month

- the value of points redeemed this month

- the closing balance of points for this account and

- the loyalty level.

Refer to the **Loyalty Module User Manual** for additional information.

Online Archiving System - Statement Archiving

The Online Archiving System has an optional module that allows for the automatic archiving of statements each time a statement run is processed. When required, any of the archived statements can be retrieved for individual clients.

The programs used for the online archiving of statements include:

OAS Statement Parameter Maintenance (OAS.SMAINT)

This program is used to maintain statement archive parameters.

OAS - Statement Retrieval (OAS.STATEMENT)

This program is used to view archived statements.

OAS - Statements Archive Recovery (OAS.RECOVER)

This program is used to archive previously failed statement documents.

Archived Statements Enquiry (0$59)

This program is used to view archived statements from one of the cashiering programs.

Refer to the **On-line Archiving System Training Manual** for more information on archiving including Statement Archiving.

Flat File Statements

The term 'flat file statements' is used to describe a data extract file which is the output from the Client Statementing process which is normally used for delivery of information to a printing bureau. The file can be transmitted electronically or written to tape or another storage medium acceptable to the printing bureau.

The printing bureau will be responsible for:

- Creating the Mixed Mass Mailing report required by Australia Post in order to obtain postage discounts.

- Generating the OMR marks to ensure (a) the integrity of mail processing, and (b) to enable selective brochures to be inserted by the mailing machine. Refer to **OMR Hoppers** for additional information.

- The insertion of the Delivery Point Identifier (DPID). Refer to the **DPID User Manual** for additional information.

- The printing of the Australia Post Barcode.

- The delivery of the statements to the appointed mailing house.

The content and format of the flat file is standardised for all organisations. The specification has been developed to handle the requirements of **Fee Disclosure on Statements** and the format is designed to ensure that the space requirements of the file are realistic. Refer to the separate document titled **Ultracs and CorvisFCS Flat File Format for both 'Standard' and 'Credit Card' Statements** for details of the file structure and statement data provided in the statement available in the flat file.

In addition, if you are using the optional **Loyalty Module**, the details of Loyalty points and rewards may be included in the flat file statement. Refer to **Loyalty Module** for additional information.

Refer to the **Client Statements** section of this manual for additional information on how flat file statements are generated.

OMR Hoppers

The OMR Hopper programs are only relevant to your organisation if you generate Client Statements in a Flat File format. A hopper is a storage bin connected to a Mailing House mailing machine. The hopper contains the brochures that are mailed to your clients. The brochures and hopper contents are agreed with your Mailing House before the processing of the statements.

The OMR Hopper programs enable you to maintain OMR Hopper Bins and enter predefined SELECT lists of clients against each Hopper Bin, therefore controlling which clients receive which publications. You can also switch Hopper Bins on and off for individual clients rather than a list of clients.

The programs associated with OMR Hoppers include:

OMR Hopper Maintenance (P186.10)

This program allows you to define and maintain descriptions for up to 10 Hopper Bins. The names of the Hopper Bins defined in your system should match the contents of the Hopper Bins at your mailing house.

Apply OMR Hopper Selections (P186.11)

This program allows you to allocate a pre-defined SELECT list against each Hopper Bin defined on the system. The SELECT list specifies a group of clients. If you don't want to allocate Hopper Bins to groups of clients, you can use **Apply OMR Hopper Bins to a Client (186.12)** to allocate Hopper Bins to individual clients.

Apply OMR Hopper Bins to a Client (P186.12)

Use this program to allocate Hopper Bins to individual clients (rather than to a group of clients.

Switch OFF OMR Hopper Bins for all Clients (P186.13)

This program enables you to switch off a Hopper Bin for all clients currently assigned to the Hopper Bin. This means none of those clients will receive the publications in that Hopper Bin.

You can switch off individual Hopper Bins, or you can switch off all Hopper Bins globally.

Refer to the **System Administration Training Manual** for additional information on OMR Hoppers.

Fee Disclosure on Statements

Fee disclosure on statements requires the **New Fee Option** module (also known as **General Purpose Fees**) and the production of Client Statements in a 'flat file' format. This will allow the display of a breakdown of fees charged to each client account.

Each fee must be flagged in order to be included. In the **Maintain Fee Definitions (GPF100)** program, the '**14 Produce 0$64 Enquiries (Y/N)**' field must be set to Yes. This instructs the system to record the appropriate information to be used in both the **0$64** enquiry as well as for statements.

The following information will be provided for Flat File Statements:

- The Delivery Channel (Transaction Type)

- The number of each type of transaction undertaken for the fee charging period(s)

- The amount actually charged for each type of transaction

- The cost of each transaction

- The effect of any free transaction threshold

- The effect of any rebate scheme

- Total Fee deducted from transaction account

- Fee and Rebate Description / narration / message

- The fee 'exemption' flag

- The fee 'disclosure exemption' flag

- Insufficient Funds method flag / narration.

When fees are disclosed, the fee details and description will enable clients to clearly understand the fees that apply to their accounts during the charging period.

> ⚠ It is the responsibility of your financial institution, in conjunction with your mailing/printing house, to determine the output format of the fees disclosure information printed on the statements.

Refer to the **General Purpose Fees User Manual** for additional information on the New Fee Option.