



Global 3000 Enhancement Note

Suppress DL Statements for Credit Balance Accounts

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INTRODUCTION

A new system parameter has been introduced which allows Debtors Ledger diary statements to be suppressed for accounts with a credit balance.

If a company takes payments in advance the customer accounts can have a credit balance, when statements are printed these customers receive statements and in some cases they wrongly assume that they are being chased for money.

The system can now be configured such that statements are not printed for customers with a credit balance.

To cater for cases where a customer with a credit balance specifically requests a statement, the new parameter is only checked when a diary statement is being printed, the new parameter is not checked when an individual statement for a specific customer is printed (either within statement print itself or within enquiries).

The following changes have been made.

- A new system parameter named “Suppress diary statements for accounts with a credit balance?” has been added to the Statement Print Options within DL System Parameters.
- The new parameter is used when a user selects to print a new diary statement run or to reprint the last diary statement run.

DOCUMENTATION CHANGES

System Parameters – Statement Print Options

Suppress diary statements for accounts with a credit balance?

When this is set, diary statements are not printed for customers with a credit balance.

Note

To allow for special cases, it is possible to manually print a statement for a customer with a credit balance even when this parameter is set, by selecting the ‘Request statement for individual customer’ option within Statement Print or by choosing to print a statement from within enquiries.

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