

***Suburban  
Software  
Systems***

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***MANUAL***

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## Introduction and Setup

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The Suburban Software "Propane System" is a unique software package that has been developed to meet the specific needs of the Propane Dealer. It incorporates accurate delivery forecasting, together with specialized accounting which handles both dollars and gallons, to produce a powerful and comprehensive software package for the Propane Dealer.

### \*\*\* Features \*\*\*

- \*\* Both Multiple Company and Multiple Branch/Division Operations
- \*\* Multi-Use Delivery Forecasting for Maximum Routing Efficiency
- \*\* Pre-printed Delivery Tickets
- \*\* Customer Inquiry with Ledger Card Display and "Scratch Pad"
- \*\* Comprehensive Customer Status Reports with Age Analysis
- \*\* Dispatch Reports in Route and Need of Gas Sequence
- \*\* Delivery Analysis by Route and Geographic Delivery Zone
- \*\* Customer Billing with Automatic Finance Charges
- \*\* Automatic Pricing and Taxing of Gas Sales
- \*\* Automatic Rent Billing
- \*\* Meter Billing, Tracking, & Reporting
- \*\* Budget Billing & Forecasting
- \*\* Automatic and Selective Invoice Printing
- \*\* Capital Tank Inventory with Automatic Tank Movement Control
- \*\* Complete Tax Reporting (Sales, Excise & Lease Tax)
- \*\* Discounted Sales Accounting
- \*\* General Ledger Automatic Posting of both Dollars & Gallons
- \*\* Route Book Printing in Alphabetic and Route Sequence
- \*\* Gas Price Charts with Multiple and Variable Tax Rates
- \*\* Delinquent Reports with Complete Credit Records
- \*\* Selective Past Due Reminder Letters
- \*\* Selective Label Printing in Alphabetic or Zip Code Sequence
- \*\* Menu Driven for Easy Efficient Operations & Security
- \*\* IBM System 34, 36, AS/400, Personal Computer Compatibility



## **Conventions used in this manual:**

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A character or word enclosed in greater than/less than brackets "{}" indicates a particular key to be pressed. Examples: {F7} means press the Function key number seven, {ENTER} means press the ENTER key, etc.






If the + key is enclosed in {} you should press the Field Plus key (the + key on the numeric key pad).

A command such as {ALT+TAB} would mean press and hold the first key and press the second key. In the example before, the user would press the {ALT} key and while holding it down, would press the {TAB} key.

## Function/Command Keys To Know:

The following keys may be used throughout the Suburban Software A/R System to perform certain tasks. Command keys are referred to as 'Function Keys' on PC Systems and are typically found at the top of PC keyboards with the labels **F1, F2, ... thru F12**.

Key	Function	Where Used	Explanation
Field Plus (+)	Field Advance and Field Clear	Throughout System	The {+} key on the numeric keypad. Will clear field data that lies to the right of the cursor and advance the cursor to the next field.
	Field Advance	Throughout System	The {TAB} key. Advances the cursor one field without clearing field data.
 	Field Back	Throughout System	{SHIFT+TAB} moves the cursor back one field. Does not clear field data.
	Write - Save	Throughout System	When {ENTER} is pressed, the system will record information added or changed. Information will NOT be recorded if a screen is exited prior to pressing {ENTER}.
 / CMD-2	Previous Record	Transaction Entry	Used to re-display previous transactions.
 / CMD-3	End Program & Backup	Throughout System	Ends the program without further update or takes the user back one menu screen.
 / CMD-4	Delete	Transaction Entry	Deletes the current transaction or undeletes the current transaction (if deleted previously).
 / CMD-5	Update	Data Entry	Used to request and change a specific record (by relative record number) in data entry.
 / CMD-6	Invoice	Transaction Entry	Used to flag a record to be invoiced in data entry.
 / CMD-7	End Program	Throughout System	End entry and exit current program without further update.

 / <b>CMD-9</b>	Backup or Change Header	Throughout System to Back up and in Transaction	To back-out of a screen without updating (if {ENTER} has not been pressed) or to change the data entry header in the data entry screen.
 / <b>CMD-10</b>	Product Code	Transaction Entry	Used to open the Product Code Field to allow changes to the product code on individual transactions.
 / <b>CMD-11</b>	Tax Code	Transaction Entry	Used to open the Tax Code Field to allow changes to the tax code on individual transactions.
  / <b>CMD-16</b>	Update	Throughout System	Used to unprotect fields that are normally protected so the fields may be edited. Fields will appear as highlighted when unprotected.

## Company Identification Code:

---

The Suburban Software A/R System can store, track, and produce financial information for multiple companies and/or multiple branches. When multiple companies are setup, each company is treated as a separate business entity with an exclusive *Company ID Code*. In the Suburban Software System, the following screen will appear to allow users to identify the company that is to be accessed.

```
Enter three letter "Company Identification Code" for the company  ■ ■ ■  
  
CMD 7 = End of Job                                (C) 1986 Suburban Software Systems, Inc.
```

When the Company ID screen appears, enter the appropriate three letter Company Identification Code and two digit branch number.

When multiple branches are setup, each branch is treated as a subdivision of a larger company. Branches are identified by their parent company identification code and an exclusive *Branch Name or Number*. To allow access to a particular branch/division within a company, the system will prompt the operator for a "Branch Name" or "Branch Number" which are established during setup. Note that when the Branch Name prompt appears, operators may also run the program for the entire company by entering the Company Identification Code.

```
Enter the Branch Name or Company ID (for all branches) .... ■■■■■■■■  
  
CMD 7 = End of Job                                (C) 1986 Suburban Software Systems, Inc.
```

```
Branch Number ..... ■ ■  
  
CMD 7 = End of Job                                (C) 1986 Suburban Software Systems, Inc.
```

## Accounts Receivable Initial Setup Procedures

---

**Menu:** SETUP

**Option#:** 1 (one)

**Procedure:** OPENFILE

**Purpose:** To create and open the initial data files used by the system. The operator will be prompted to enter information about the company which the system will use to build the appropriate data files.

**To Begin:** The installation is a simple process. Perform the following steps:

- (1) Normally the Gas library will be installed prior to system shipment. If not, perform the installation steps (provided in a separate document) to load the "GAS" library.
- (2) When the library has been loaded on your computer, enter the command *Menu GAS,GAS* and press {ENTER}. When the GAS Menu appears enter *OPENFILE* and press the {ENTER}.

The following PROMPTS will appear during the OPENFILE procedure which will require user response.

**This procedure opens files required for the "Propane" A/R system. Any files already open will NOT be disturbed or replaced. Do you wish to continue:**  
?

Enter {Y} and press {ENTER}

**Enter the three letter "Company Identification Code" for the company:**  
?

Enter your company's identification code and press {ENTER}. If you do not know your company's three character code, call Suburban Software.

**What is the highest branch number to be opened?**  
?

Standard response to this question is 10, however if your company has more than ten branches or you plan on using a branch number higher than ten, enter the highest branch number you intend to use then press {ENTER}.

**NOTE:** Branch 10 is reserved for use as the Company Record.

**Enter the approximate number of accounts to be in the company file:**  
?

This is where you will enter the approximate number of customers you have and press {ENTER}.

**Is this to be a "GAS" company accounting for gallons? Y=Yes / N=No  
?**

Standard response to this question is {Y} however, if you are setting up the system for a company which does not deal with gallons of a specific liquid delivered, you should enter {N}. If you are unsure, call Suburban Software.

Enter the appropriate response and press {ENTER}.

**\*\* Steps marked with an asterisk (\*) will only be applicable if this is a GAS company accounting for gallons. You will not see the Degree Day screen if you answered NO.**

**Open Degree Day File**

Branch ..... 00

Ending Year of the Current Heating Season .....(YY) 00

Total anticipated degree days for the entire heating season: .... 0000

Date that you will begin entering degree days: .....(MMDDYY) 000000

F7 = Exit      F9 = Last Branch      F10 = Next Branch      F12 = Accept

- Enter the branch number you want to open the degree day file for and press {TAB}.
- Enter the ending year of the current heating season and press {TAB}.

**NOTE:** If today's date is prior to July 1st, the year will be the current year, otherwise enter NEXT year.

- Enter the total anticipated degree days for the entire heating season and press {TAB}. These can usually be obtained from the nearest weather station.
- Enter the date you will begin entering degree days and press {F12}.
- Repeat above steps for remaining branches then press {F7}.

**Do you require "timed" delivery capability? Y=Yes / N=No  
?\***

If you have accounts which require delivery on specified days or at specified intervals, you should press {Y} here and press {ENTER}, otherwise, press {N} and press {ENTER}.

**About how many accounts do you anticipate will require delivery directions:**

?\*

Enter the number and press {ENTER}.

**How many company owned capital tanks are to be controlled:**

?\*

Enter the number and press {ENTER}.

**How many customer gas meters are to be controlled:**

?\*

Enter the number and press {ENTER}

**Do you require 'variable unit step' pricing?**

?

If a person gets a different price for a product above a certain quantity (see example), press {Y} here and press {ENTER} otherwise, press {N} and press {ENTER}.

**Example:** 1-100 Gallons @ \$.99 / 101-200 Gallons @ \$.95 / 201-up @ \$.90

**Do you require open item accounting? . . . Y=Yes /N=No**

?

If you use strictly "balance forward" accounting, press {N} and press {ENTER}. If, however, you will be invoicing certain accounts and the accounts will be paid by invoice number, press {Y} and press {ENTER}.

**NOTE:** *After answering this last question, you will see the following message several times: "DELETE procedure is running". Do not be alarmed. This is perfectly normal.*

You will now be prompted for numbers and names for your branches (8 characters max) you are installing. You are limited to ninety nine branches. You may not use "10" as a branch number because this number is used as the company record. Enter a 0 for the branch number when you are done creating all you will use.

You are now ready to define your company in the "Supervisor File". Refer to the Utility Menu Section Page 1-1 for instructions on completing the supervisor screens.

## Configuration Screen - (CNFIGSSS)

**Suburban Software Supervisor**

System Code .....	30	Release Level .....	10.00
System Type .....	WNT		
Truck System Type.....	M8	Truck System Data Drive..	E:
Service Order Type.....	<input type="checkbox"/>	Number of Trucks.....	01
Default backup device ..	A:	Type Tape Backup .....	PKZ
Companies on system ....	9	Default branch number ..	01
Default COID.....		Sales & Service Printer..	P1
Statement Forms (T=Prestuffed & Postcards, Y=You stuff 'em):			T
Delivery Ticket Printer :	P2	Counter Receipt Printer :	P3
One Part Paper Form Name:	0001	Two Part Paper Form Name:	0001

**Procedure:** CNFIGSSS

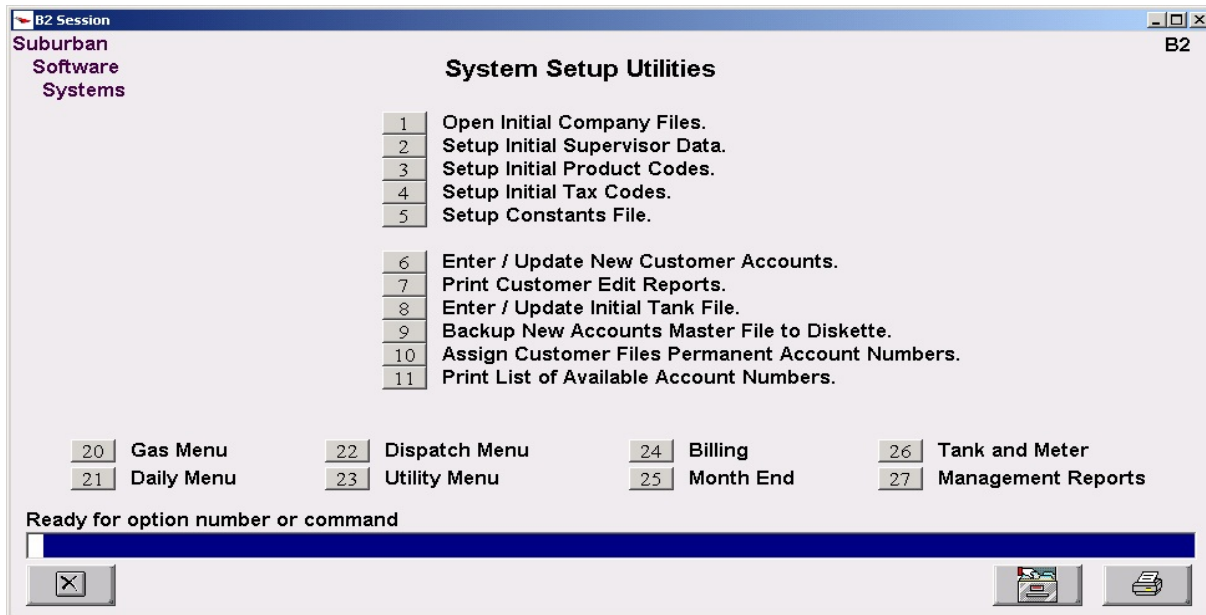
**Purpose:** The configuration file may be accessed by entering CNFIGSSS from any screen. The configuration file specifies the software release level, default devices, forms numbers, company I.D., statement format, other hardware related information that the Suburban Software Propane system uses to perform certain tasks. The configuration is set during the initial "Open File" process (page 6 above) and normally will not require later changes. However, the statement format, default printer, or default forms number may be changed when necessary.

**Number of Companies:** If "1" Company (one Company ID) is specified, the Company ID prompt screen will not require the user to enter the "Company ID Code". The prompt screen for the company identification code will be displayed but will not stop for user input.

**Delivery Ticket Printer:** Sets the printer that delivery tickets are directed to. The default printer is 'P1'.

**Counter Receipt Printer:** Set the printer that will be used to print counter receipt payments.





## **1. Open Initial Company Files. (Only if OPENFILE was not previously run):**

**Purpose:** To install and open a set of company files to be used with the "GAS" A/R system.

**Procedure:** Select #1 from the Setup Menu (above). The system will prompt the operator for information about the company. Refer to Section I on the previous page for detailed instructions.

## **2. Setup Initial Supervisor Data:**

**Purpose:** The Supervisor File is used to maintain the variables that define specific company and branch related information on the system. Select the SETUP Menu Option #2 to complete the data required in the Supervisor file data "Company Record" and "Branch Control Records". Some of the data may have been pre-recorded for you. For a detailed description of fields in the Supervisor File, "Supervisor File" (page 1-1) in the Utility Menu Section of this manual.

### **3. Set Up Initial Product Codes:**

---

Product Codes (PCodes) are character constants that are used during data entry to identify the type of transaction being entered. The product codes must be defined in the Product Code file before they can be used in data entry. Product codes must be established specifically for each branch in the system. For a detailed explanation of product code setup, refer to "Enter/Update Product Codes" in the Utility Menu Section (page 8-1).

### **4. Setup Initial Tax Codes:**

---

**Purpose:** To keep track of taxes collected and taxes payable, the system maintains a tax file which is organized by "Tax Codes". For further explanation of tax code setup, refer to the Utility Menu Section of this manual under "Enter/Update Tax Codes" (page 10-1).

### **5. Setup Constants File:**

---

**Purpose:** This file contains the conversion factors used to convert the units of measure to the standard specified in the "Standard Gas Units" field in the supervisor file. Refer to the Utility Menu Option "Enter/Update Constants File" (page 12-1) for instructions on printing or editing the constant variables.

### **6. Enter / Update New Customer Accounts:**

---

**Procedure:** CUSNEW (CoID)

Please refer to Daily Menu Section (page 2-1) for information on setting up the initial customer database.

### **7. Print Customer Edit Reports:**

---

**Procedure:** CUST05

**Purpose:** To print a listing of the Customer File to insure the correctness of the data before you assign the permanent account numbers.

## **8. Enter / Update Initial Tank file:**

---

**Procedure:** TANKFL

**Purpose:** This procedure is used to input or update the initial tank files.

## **9. Backup New Accounts Master File to diskette:**

---

**Procedure:** GASAVE

**Purpose:** To make a backup copy of the Master File of New Accounts before the conversion to self check digit account numbers.

**Caution:** You must run this option BEFORE running option 10.

## **10. Assign Customer Files Permanent Account Numbers:**

---

**Procedure:** RENUMBER

**Purpose:** This procedure is used to create the initial self-check customer account numbers. It should only be run after completing the entry of beginning customer accounts.

**WARNING:**

- (1) Once the account number increment is accepted as being right, the program will replace the Master Files indexed by name by a Master File indexed by self-check account numbers.
- (2) This procedure should only be run to a successful conclusion once.
- (3) It should not be run once sales and receipt transactions have been entered into the system.

## **11. Print List of Available Account Numbers:**

---

**Procedure:** ACCNR1

**Purpose:** To print a listing of the account numbers that are available to assign to new customers once you have assigned the Self Check Digit Account Numbers.

## Daily Menu

**B2 Session**

Daily Dispatching Billing Monthly Management Reports Utilities Tank and Meter Gas Check Maintenance

Suburban Software Systems

**B2**

**Daily Operations**

1	Enter (or) Update Weather Report.
2	Enter (or) Update Customer Master File.
3	Enter (or) Update Sales & Receipt Control Totals.
4	Enter (or) Update Sales & Receipt Transactions.
5	PPS Truck Interface Menu
6	Print Edit List of Sales & Receipt Transactions.
7	Transfer Transactions to "Posting" File.
9	Customer Inquiry.

**End of Day Processing**

11	Print Sales & Receipt Summary and Journal.
12	Post Sales & Receipt Transactions to Master Files.
13	Print Customer Status Report Detailed.
14	Print Invoices.

20 Gas Menu	22 Dispatch Menu	24 Billing	26 Tank and Meter
21 Daily Menu	23 Utility Menu	25 Month End	27 Management Reports

Ready for option number or command

Navigation icons: Back, Forward, Search, etc.

The "Daily Menu" is used to process the day-to-day information as it is received from the sales office. This includes entering degree days, performing file maintenance, and entering transactions plus their control totals. These steps may be performed in any sequence. **Option #6** which prints an edit of entered transactions is optional. **Option #7** compares the transactions to their control totals and transfers them to the "Posting" file for further posting to master files.

# **1**

## **Enter and Update Weather Report:**

---

This procedure is only required for companies designated with "Gas Accounting" in the Supervisor file. The purpose of this procedure is to record the heating degree days that transpire at each branch location for each day of the year. The degree days are used to help forecast the next delivery date. A degree day must be entered prior to updating the master file with gas deliveries on that date. Degree days must be entered for each date subsequently. Degree days are reset each July 1st and must remain the same or increase each succeeding date. When degree days are entered, a program is evoked which automatically recomputes the percentage of fuel in each customer's tank. Therefore degree day entry should not be allowed to lag, or be entered more than a day or two in advance even during the summer months.

## Degree Day Entry:

Degree Days must be entered to the Suburban Software A/R System daily. They may be entered as a cumulative figure (taken from a degree day clock) or as a high and low temperature for the day via the Enter/Update Weather Report option on the DAILY MENU (#1). The degree day screen (shown below) will display the current year-to-date number of degree days just above the degree day field followed by a slash and the current heating season (after the slash).

B2 Session

Your Company Name Weather Report

Enter cumulative Degree Days to date -or- the High & Low Temp for date

Branch Nr Date Degree Day (or) Temperature High & Low

Gadsden 02 1/05/04 1448 010604

F7 = Exit F9 = Last Branch F10 = Next Branch F12 = Accept

## Degree Day Calculation:

The below temperatures are for the previous day.

The degree formula involves subtracting the previous day's 'Average Temperature' from 65.

For simplicity, the formula may be divided into three steps as follows:

1. (High Temperature plus Low Temperature) divided by 2 = Average Temperature
2. 65 - Average Temperature = Degree Days Gained (If negative, set to 0).
3. Previous Cumulative Degree Days plus Degree Days Gained = Current D.Day Total

**Note:** In step 3 that the Degree Days Gained must be ADDED to the previous cumulative number of degree days (which will appear when entering degree days) to find the actual number to enter in the Enter/Update Degree Days Screen.

Subtracted from 65 for Degree  
Days gained yesterday.       $65 - 38 = 27$

7. *A maximum of 100 degree days is allowed between two successive dates. The system will issue an error message if the current degree day entered exceeds 100 degree days above the last degree day entered.*
8. *Degree Days are recorded when the "Enter/Rec Adv" key is pressed and there are no errors detected.*
9. *The system will NOT allow a Degree Day and a High-Low date to be entered.*
10. *The system will not allow entry of a degree-day that is lower than a degree day entered on a previous date.*
11. *If using the High/Low fields to enter degree days, a value must be entered to both fields and the entry to the low field must not be greater than the entry in the high field.*



Day Of Month	Degree Day Tracking Report For Heating Season ➡											
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	Jun
1	0000											
2												
3												
4												
5												
6												
7												
8												
9												
10												
11												
12												
13												
14												
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26												
27												
28												
29												
30												
31												

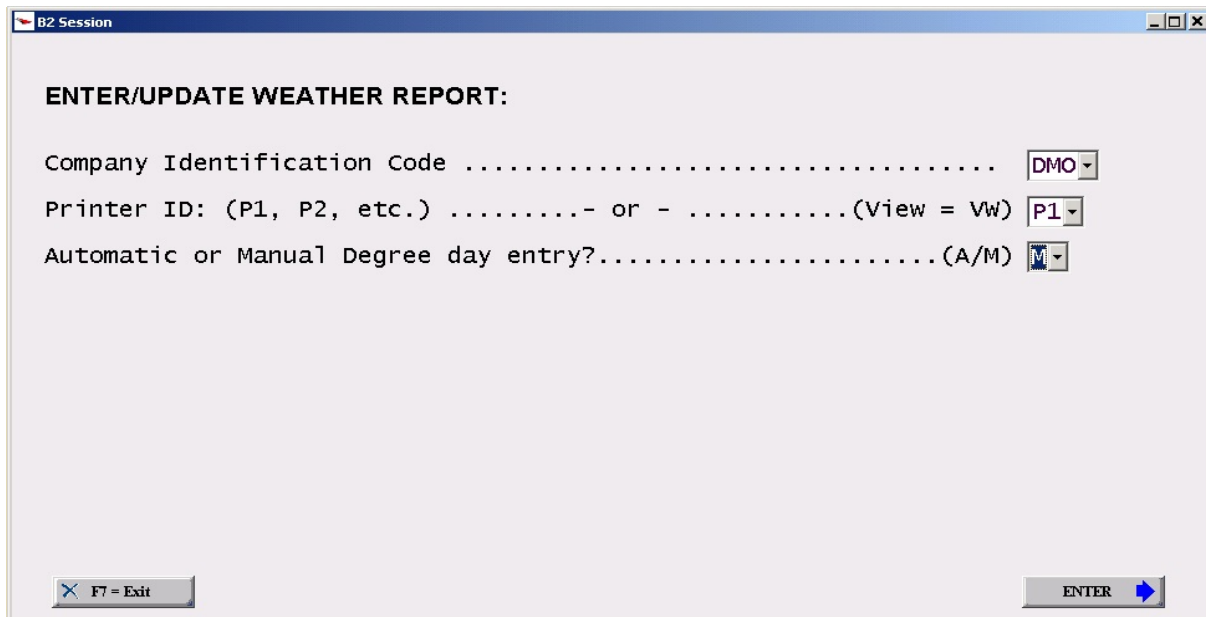
## 1.A. Automated Degree Day Entry - The Weather Wizard

---

The integration of Weather Wizard III and Weatherlink software with "The Propane System" allows for the calculation of degree days at the office locale as well as remote branches. The information is automatically assimilated into "The Propane System" and used for forecasting gas deliveries with very little interaction from the data entry personnel.

### Daily Operation

After installation has been completed, with the support of Suburban Software Systems personnel, operation is fairly straightforward. Upon system startup in the morning, the system will download the data collected by the Weather Wizard III into the computer. The first prompt will ask if you want to download the data into the database. Press the **{ENTER}** key to continue. The system should continue it's normal daily startup and present you with the "GAS" menu of "The Propane System".



**B2 Session**

**ENTER/UPDATE WEATHER REPORT:**

Company Identification Code .....

Printer ID: (P1, P2, etc.) .....- or - .....(View = Vw)

Automatic or Manual Degree day entry?.....(A/M)

From the "DAILY" menu, select 1 and press **{ENTER}**. The screen should be filled in with the correct data and require only that you press **{ENTER}**. If the Company ID is blank or incorrect, you should key it in. Enter the printer ID where you would like the Degree Day Report to print. Enter an "A" for automatic entry and press **{ENTER}**. If this entry is blank or is an "M," please contact Suburban Software Systems for further instructions.

## 2 Enter and Update Customer Master File:

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This portion of the manual is divided into three sections. The first section explains the various methods of accessing customer accounts. The second section explains the fields in the customer master file screen. The third section covers special topics which are related to entries in the customer master file screen.

The Customer Master File contains the basic customer account information such as name, address, phone number, directions, credit codes, tax codes, etc. This information is required before transactions can be entered for an account. Customer data is normally gathered by sales office personnel and entered on a "Customer Information" form which looks similar to Figure III-4. It is then forwarded to a computer operator for data entry. For new accounts, the sales office should assign an appropriate account number from a list of available account numbers. The list of available account numbers will print in alphabetic sequence and the account number should be assigned accordingly (ie. don't assign an number falling in the 'Z' accounts to an account with an 'A' last name).

Notes: To delete a record in the master file change the "Account Status" to "D". Only records with a zero balance, no deposits, and no rented tank will be deleted. Otherwise, the system will flag the "Type Customer" field with a "D" until the balance, deposit, or rented tank has been cleared from the customer's record.

The following minimum data must be entered to open a new account: Name, City, State, Zip Code, Credit Code, and Tax Code. In addition, a tank size must be entered for gas accounts before gas transactions can be processed. If the customer rents a tank, the transaction that records the tank rent will automatically enter the tank size to the master file.

If a wrong account number is keyed, press **{F9}** (Return to previous screen) to re-enter a new account number, with no update.

When updating records, exercise care not to accidentally blank out data already in the file. If it does occur, Press **{F9}** prior to pressing the **{Enter}** key, and the data will reappear.

When complete, press **{F7}** to exit the screen.

The customer master file may also be updated through Customer Inquiry.

## A. Accessing Customer Account Information:

### **Method One: Customer Master File Access By Customer Name**

Initially, customer accounts should be entered to the Suburban Software A/R System via the option **Enter/Update New Customer Accounts (#6)** located on the **Maintenance Menu (#29)>Setup Menu (#4)**. This option allows the user to access the Customer Master File by account name. Screen two of the Enter New Customer accounts program prompts the operator for a customer name. As the screen instructions indicate, the Customer Name should be entered in the following format...

LAST NAME Designation, FIRST NAME MI (TITLE)

Example: Jones Sr., Grady T. (Dr.)

B2 Session

**New Company**

Branch..... 02

Last Name, First ..... [Blue cursor]

Enter name in the format: LASTNAME, FIRST MI. (Title)  
Enter titles, if required, in parenthesis () after first name and space.  
Enter Jr, Sr, III, etc. - at the end of last name but before the comma.  
Enter corporate names without comma (,) if name is in alphabetical sequence

F7 = Exit

ENTER [Blue arrow]

All customer accounts will be accessed by the name entered on this screen until the Renumber Program has been run (after all accounts have been entered). If a customer name is entered which is the same as an account in the system, the second account name must be entered with something to distinguish it from the existing account name. A space may be entered after the last name of the second account to distinguish two accounts from each other. After initial setup, operators will be able to inquire for customers by name, account number, customer address, driver route-route sequence and tank serial number.

**Notes: This screen is only available during setup. Once permanent account numbers are assigned the procedure is no longer accessible.**

### **Method Two: Customer Master File Access By Account Number**

After initial customer accounts have been entered, the Daily Menu Update Master File option will allow system users to access customer accounts by account number. With this option, existing customer accounts may be edited and new customer accounts may be created. This option is NOT available until permanent account numbers have been assigned by the 'Renumber' program (see Introduction & Setup section).

A screenshot of a software window titled "B2 Session". The window has a light blue title bar with standard minimize, maximize, and close buttons. The main area is light gray. At the top left, the text "Account Number:" is followed by a small white box and a blue box. At the bottom left, there is a button labeled "F7 = Exit" with a small 'X' icon. At the bottom right, there is a button labeled "ENTER" with a blue arrow icon.

The account number consists of a two digit branch number and 5 additional digits.

### Method Three: Customer Master File Access Through Customer Inquiry

Selecting option number 9 will invoke the customer inquiry screen from most menus.

The screenshot shows a window titled "B2 Session" with a standard Windows-style title bar. The main content area is titled "Customer Inquiry" in a bold, centered font. Below the title, there are several input fields and labels:

- "Company Identification Code" followed by a series of dots and the text "DMO".
- "Enter Last Name, Phone Number, - or - Complete Account Number:" followed by a blue rectangular input field.
- "Or - Enter the first part of the customer's address" followed by a blue rectangular input field.
- "Or - Enter the first of: Driver Route Route Sequence.....:" followed by three blue rectangular input fields.
- "Or - Enter the first part of the tank serial number" followed by a blue rectangular input field.

At the bottom left of the window, there is a button labeled "F7 = Exit" with a small 'X' icon. At the bottom right, there is a button labeled "ENTER" with a blue arrow icon. The window's title bar includes standard minimize, maximize, and close buttons on the right side.

Customer Inquiry allows Master File Access by Account Number, Name, Address, etc. Customer inquiry allows users to access tank information, financial information, and other data as well as the customer master file data. Once in customer inquiry, users must enter 'U' to update the customer's master file data. This option is NOT available until the 'Renumber' program (see Introduction & Setup section) has assigned permanent account numbers.

## B. Screen & Field Descriptions:

The customer information screen allows new users and existing Suburban System users to enter, update, and maintain basic account information. The minimum information required to establish a new account is: Account Number, Name, City, State, Zip, Credit Code, Tax Code and Tank Size (for delivery accounts only). The Master File may be accessed through the DAILY MENU option number two or through the Customer Inquiry Screen by entering 'U' to Update Master Accounts. In the following screen, enter the customer branch number and account number.

**B2 Session**

**Your Company Name**

Account Number...	02 27203 R	Started	08 1990	Current	
Account Status...	A			Over 30	5.80
Name(Last, First)	ADAIR, FRANK			Over 60	5.80
Street Address...	P.O. BOX 119	Zip +4		Over 90	331.35
City State Zip	GADSDEN AL 36012			Over 120	
Area & Phone #	9805139			Total:	\$342.95

Cr	Dlv	Tax	Use	Dr	Rt	RtSeqn	# of	TkSize	Tank Serial	TkTyp	PC	UI
3	T	04	3	1	RB	0240	1	325	8391C	A		

Type	F/C	Bill Cycle	Price Class	Stat/Inv	Terms	O/B	Bgt Rate	Bgt Balnce	CrLimit
		V 1	A B C R	I		0	12700-		
							(7.2)	(9.2)	(7.0)

Directions

Line 1	Hwy278-Left on Tomcat Rd.	G1/DD	G1/Day	Lock	Prv	DD	Master	Sls	Rt
Line 2	2nd rt on Grand Avenue.	(5.2)	(5.1)	(U/R)	Pct	Base	Acc Nr	man	Bk
Line 3	2 1/2 blocks on lft. Name	00012	00006	U	75	65			
Line 4	on blue an yellow box.								
Line 5	Tank behind garage.								

Extra Name Line:

Street .... 616 GRAND AVE.  
City/St/Zip RAINBOW CITY AL 35902

Delivery Address:

F7 = Exit ENTER

### Customer Master File Field Descriptions:

**Account Number:** (7 Numeric Characters) This entry is required unless you are performing the initial master file setup. During the initial file setup, the system will generate temporary account numbers. The account number consists of the branch number in the first two positions, and five digits which are used to assign the customer numbers in alphabetic sequence.

**Account Status:** ( 1 Character ). Only one of two entries is allowed:

A = Active Account  
D = Deleted Account

Note: If you delete an account that has: (a) an account balance, (b) a refundable deposit, or (c) a company tank assigned; the system will leave the account in an active status and transfer a "D" code to the "Type Customer" field. The system will subsequently delete any account with a "D" code in the "Type Customer" field at the end of the first month that the account has a zero balance, no deposit, and no company tank assigned.

**Since (MM/YY):**

**When a new customer account is opened:** the system will record the current sales month and year in this field. The system will not stop at this field but the operator may edit the opening month and year by 'tabbing back' (with Shift-Tab) to the field and overwriting the current month and year.

**Note: Customer files that are converted from another system will not have an opening date in this field.**

**Name:**

( 25 Characters - Entry required ).

The name should be entered as: [LAST NAME, FIRSTNAME MI. (TITLE)]. Enter Jr., Sr., III, etc. at the end of the last name but before the comma. Enter titles, if required, in parenthesis ( ) after the first name and space. Unless the alphabetic portion of the name comes first, such as in a company name, the comma and the space between the last and first names are required. Enter corporate names without the comma if the name is in alphabetical sequence.

Example: Mr. John H. Jones Jr. should be entered as JONES JR., JOHN H. (MR.)

**Notes:**

**(1) During initial master file setup, the entire name field is used as the index to the master file. The master file records can only be accessed by the customer's name (rather than account number) so the name must be entered exactly as it was originally entered to access an account.**

**(2) When the initial master file accounts have been entered, the Renumber Accounts program will sort the accounts in Name sequence and assign permanent account numbers based on that sequence. Because of this, users should consider the resulting sequence when entering new accounts. Additions to customer name such as Jr., Sr., etc. will affect the resulting sorted account sequence.**

**(3) When statements, invoices, delivery tickets, etc. are printed, the text in the name after the comma will be placed before the last name. In addition, any text enclosed in parenthesis at the end of the name field will be placed in front of the first name on documents such as; statements, delivery tickets, letters, invoices or labels.**

**Street**

**Address:**

( 25 Characters ).

Used for both the mailing and delivery street address unless they are different. If the mailing street address is different from the delivery address, the mailing address should be entered here, and the delivery street should be entered in the "Delivery Street Address" field below.



**City:** ( 25 Characters ).  
Used for both the mailing and delivery street address unless they are different. If the mailing street address is different from the delivery address, the mailing address should be entered here, and the delivery street should be entered in the "Delivery Street Address" field below.

**State:** ( 2 Characters - Entry required ).

**Zip Code:** (5 Numerals - Entry required).

**Zip + 4:** (**Zone**) (4 Numerals - Optional)

**Note:** *Automatic assignment of Zip+4 numbers is available on the Suburban Software System. After all customers have been entered, there is a procedure on the MAINTENANCE MENU which will transfer customer names and addresses to a diskette which may be sent to the U.S. Postal Service for automatic assignment of Zip+4 sequence numbers (For more information, refer to the MAINTENANCE MENU option #1 ).*

**Area and Phone#:** **Area Code and Phone Number.** (Area Code = 3 Numeric digits) (Phone# = 7 Numeric digits). It is not necessary to enter the area code for local phone numbers.

**Cr:** **Credit Code** ( 1 Numeral - Entry required ).  
This field is used to indicate the credit rating you have assigned to the account.

The chart below shows an example of credit code setup. Credit codes are user-defined except for '9'.

<u>Codes:</u>	<u>Explanation:</u>
1	Good credit customer
3	Credit OK, but check balance before delivery
4	100 gallon limit
5	No credit information
6	Cash only
7	Strictly cash - no checks
9**	Hold File - to be charged off as a bad debt

\*\*Those accounts that are placed on "Hold" by assigning Credit Code 9 will not be charged any finance charges, or receive monthly statements.

**Div:** **Delivery Code** ( 1 Character ).  
This is a user defined field which indicates the type of deliveries allowed by the customer.

The following chart shows an example of delivery code setup. These

codes are user-defined except for "T", "V", and "W". The "T" code is reserved for timed delivery setup, whereas the "V" (or we call) code and "W" (or will call code) are used for some reports.

<u>Codes:</u>	<u>Explanation:</u>
A	Automatic delivery
B	Automatic delivery - Winter only
C	Keep checked when in area
K	Keep filled by verbal commitment
T	Timed Delivery
V	We call to check tank status (A WE CALL customer has responded favorable to our calling them).
W	Will call us when needed

**Note:** *Assignment of proper delivery codes is important to ensure that the "Delivery Tickets" and "Dispatch Reports" used by gas salesmen will accurately reflect the Customer's Delivery Status.*

**Tax:** **Tax Code.** ( 2 Characters - Entry Required if taxing by customer location). Enter the appropriate Tax Code for the customer. Tax Codes are used during transaction data entry to assign the appropriate Sales, Lease, or Excise Tax to the transaction based on the tax rates established in the Tax Code File. Customers who are not charged any tax should be assigned the appropriate 'no tax' tax code as defined in the Tax Code File.

**Note:**

**(1)** *Users that are entering customer master data for the first time should make note of all tax codes entered on the customer master screen. Tax codes must be defined in the Tax Code File when the customer database is complete. State, County, and City rates for Sales Tax, Lease Tax, and Excise Tax will be setup in the Tax Code File for each tax code.*

**(2)** *This field is not required in those states where taxing is by the use of the product, but it is recommended that tax codes be assigned to designate county location. (See "Tax File Data" for more information.)*

**Use:** **Gas Use Code** ( 1 Character ).  
This field indicates how the customer uses their gas delivery products. If unsure about a customer's gas usage, leave the field blank because, after the fourth delivery, the system will determine how the customer uses their gas products and automatically load the appropriate Gas Use Code. If there is a difference between the Gas Use Code specified and the usage computed by the system, the

system will normally override the specified code with a new use code. To prevent the system from overriding the existing use code, specify "U" in the "Lock" field below.

<u>Code:</u>	<u>Description:</u>
1	Heat only
2	Heat and possible daily use
3	Heat and daily use (cooking, water heat ,etc.)
4	Daily use and possible heating use
5	Daily use only

**Dr:** **Driver** ( 1 Character ).  
Enter the Driver Number normally assigned to the account. This is a user defined code. The entry to this field is used by the system when printing dispatch reports and dispatch tickets. If drivers are assigned, dispatch reports and dispatch tickets may be printed in Driver Sequence (arranged by driver number).

**Rt:** **Route / Zone** ( 2 Characters ).  
Enter the Route Number, Town code, or Geographic Zone code that defines the customer's location within a driver route. Route/Zone codes determine which customers appear on delivery tickets and dispatch reports for Gas Salesmen.

**Note:** *Sufficient time and effort should be given to designing the Route/Zone coding scheme to ensure that the initial Routes/Zone codes are consistent with areas covered by the Gas Salesmen.*

**RtSeqn:** **Route Sequence** ( 4 Characters - Left Justified ).  
Used to define the customer's delivery sequence within a geographic zone. The field is left justified (filled from the left) so that additional accounts can be assigned between existing route sequence numbers. The sequence number represents the specific house or location for delivery and may initially be setup by Zip+4 Code (see note below). As the field name indicates, the numbers assigned here should be 'sequentially' assigned by the specific stop-points on the route. If not using Zip+4 numbers, the sequence numbers should allow for future development by leaving 'spare numbers' that can be used in the future. A well thought out route and route sequence number strategy will enable the system to produce dispatch reports that are organized by specific location (ie. house/community) as well as by route or zone (ie. county, town).

**Note:** *The initial route sequence can be automatically loaded by the system using the "Zip+4" Route Sequence as assigned by the Postal Service. To automatically download the Zip+4 sequence number, refer to the MAINTENANCE MENU (Option 3 - ).*

- # of:** **Number of Tanks** ( 3 Characters ).  
Defaults to one tank, entry is only required if there is more than one tank assigned to the account. (See note for Tank Size)
- TkSize:** **Tank Size** ( 5.0 Numerals - Right Justified ).  
Tank size is required if gas deliveries are to be made to the account. If there is more than one tank at the account location, enter the average size of all the tanks in this field, and the number of tanks in the previous field. If the customer rents a tank, this tank size field will be automatically filled by the system when the customer is assigned a rental tank.
- Note:** *The "Number of Tanks" and "Tank Size" fields need not be entered if the customer is using a company tank. The fields will automatically be filled in by the system when a company tank is assigned to the account. Company tanks are assigned to customers when the initial company tank file is built and when tanks are set or picked up through transaction data entry.*
- Tank Serial:** **Tank Serial Number** ( 11 Characters ).  
Enter the customer's tank serial number if known. If the customer rents a company tank, the system will automatically update this field with the last company tank rented by this customer. When the tank is a company owned tank, entry to this field is prevented.
- TkTyp:** **Tank Type** (1 Character).  
A = Above ground, U = Under ground (Defaults to A)
- PC:** **Delivery/Common Product Code** (2 Characters).  
This field is used to designate the Product Code normally used to make deliveries to this customer. This field need only be entered if the customer normally is delivered a product which is different from the standard residential delivery product code specified in the Supervisor File. The product code entered here will automatically transfer to the customer's delivery transactions during transaction data entry. The code will also be used to display customer pricing information on the Customer Inquiry Screen and on preprinted Delivery Tickets.
- Note:** *Any product codes entered to this field must be setup in the PRODUCT CODE FILE. Make a note of all product codes used in this field for reference when product codes are built.*
- UI:** **Delivery Unit of Issue.**  
This field is normally left blank but if the customer normally receives delivered product in a "Unit of Issue (UI)" other than gallons, the delivery unit of issue should be specified in this field. If gallons is the normal Unit of Issue for this customer, leave the field blank. If a Unit of Issue is specified, it will be transferred to the customer's transactions when entering delivered products. It will also be used to

compute and display the customer's price. If a Product Code is entered to the Delivery Product Code field (see Delivery Product Code above), the Unit of Issue should correspond to the Unit of Issue for the Product Code.

**Type:**

**Type Customer** - First Field ( 1 Character ).

This is a user defined field. It is normally left blank for residential customers but you may use this field to distinguish certain types of accounts or classes of special customers. The "Type Customer" code appears on the "Customer Status Report" just after the account number. It can be used to print reports selected by "Type Customer".

Note: There is one restriction on the use of the "Type Customer" field. Do not use the letter "D". The code "D" is used by the system to designate accounts which are to be deleted, but are still maintained in an active status because the account has either: (a) a balance, (b) a company tank or, (c) a deposit still on the books. See "Account Status" (page ) above for more information.

Examples of Type Customer Codes

<u>Codes:</u>	<u>Explanation:</u>
A	Appliance Customer
D	Account to be deleted
C	Cylinder Customer
I	Industrial Customer
M	Motor Fuel Customer
E	Employee

**Type:**

**Type Customer** - 2nd Field (1 character).

This field is used to assign customers to special groups for mailings. Presently, this field is only used by the label program. This field is user defined except for the letter 'S'. The letter 'S' is used in this field by the system to indicate the account is a Master Billing Sub-Account (see Master Billing - page ).

**F/C:**

**Finance Charge Code** ( 1 Character ).

When statements are printed, the system will automatically charge a finance charge - at the rate specified in the Supervisor File - to those accounts that have a delinquent balance that is over 30 days past due. You can modify when and if the account is to receive a finance charge with the following codes:

<u>Codes:</u>	<u>Explanation:</u>
Y**	Compute finance charge on delinquent balances
N	No finance charge to be made
6	Finance charge on balances over 60 days past due
9	Finance charge on balances over 90 days past due

\*\* The system defaults to finance charge code "Y"

**Terms:**

**Invoice Terms** (1 Character).

Invoices will print the default terms "Net 30 Days" when the Supervisor File, Record #10 (the company record), "Normal Invoice Terms" field is "A". You may override the default terms for specific customers by entering the appropriate terms code from the table below.

Invoice Term Codes

Code:	Explanation:
A	Net 30 Days (Default)
B	Net 15 Days
C	Net 10 Days
D	Due Upon Receipt
E	1% Discount 10 Days
F	1% Discount 15 Days
G	1% Discount 30 Days
H	2% Discount 10 Days
I	2% Discount 15 Days
J	2% Discount 30 Days

**Bill Cycle:**

**Billing Cycle Type** (1 Character).

Billing cycles allow the ability to charge tank rent, and print statements more than once in a given month. The first field defines the type of billing cycle used. There are two types of billing cycles:

**Billing Cycle Indicator** (1 Character)

The second field defines the billing cycle being used a numerical value of 1-5.

**Price Class A,B,C:**

**Special Price Classes A, B, and C.**

Products with "Special Function Codes" of A, B or C may be assigned up to 9 different discount prices. These discount prices are created and changed by making one entry in the Price File using the UTILITY MENU Option #2. This allows you to assign one of these discount prices to customers by entering the corresponding discount price code under the appropriate Price Class (Special Function Code) on the customer record. For more information on price class setup, refer to the Price Class section of the manual (page ). Enter the appropriate Price Class Code under [B] for Bulk products (Special Function 'B') or under [C] for Cylinder (Special Function 'C').

**Price Class R:**

**Special Pricing Class 'R'.**

This field is used to specify that the customer is on a special rent program which allows for discounting the tank rent. Discount tank rent programs may be set up in the Supervisor File (see page ).

There are 3 possible entries:

- (1) on Discount Rent Prog 1
- (2) on Discount Rent Prog 2

(Blank) Not on Discount program

**Stat/Inv:**

**Statement/Invoice Code** ( 1 Character - Entry is Optional ).

This field is used to: (1) select those accounts which should not receive a statement, and/or (2) select those accounts which are to be invoiced. Unless you specify otherwise, the system does not normally print an invoice, but it does print a statement for all accounts with a balance greater than or equal to the amount specified in the "Minimum Statement Balance" field in the Supervisor File.

Statement / Invoice Codes

Code:	Explanation:
S	Print statement only (system default).
I**	Invoice all transactions except payments. Print Statement.
J	Invoice, but do not print statement.
N	Do not print statement unless account becomes delinquent, and do not print invoice.
R	Invoice Automatic Tank/Cylinder/Equipment Rent only.

**Note:**

**(1) The system will override "N" in this field and send a statement if the account becomes "past-due" unless 'N' is flagged in the statement/invoice code field (no statement) and 'N' is flagged in the Finance Charge code field (no finance charges).**

**(2) Individual transactions can also be invoiced by flagging them for invoice when entered (see "Data Entry").**

**O/B:**

**Open Item/Balance Forward Accounting** (1 character).

The system uses the Accounting method specified in the Supervisor File (normally Balance Forward). For commercial accounts and customers who normally pay by specific invoice, "Open Item Accounting" may be specified by entering an "O" in the O/I (Open Item/Balance Forward) field. Please note: The system will override an 'O' in the Supervisor File for customers who have 'B' in the customer master O/I field.

The significant differences for open item accounts are:

- (1) Statements for O/I customers will always print all unpaid invoices until the invoice (or credit) is paid in full.
- (2) When entering O/I customer payments, unpaid invoices will be displayed, and the operator will be required to specify which invoice the O/I customer is paying.
- (3) If a customer with an existing balance is designated as an O/I account, the system will automatically enter a transaction for the

existing account balance with product code (\*\*) in the open item file. Therefore a product code (\*\*) should be setup in the PRODUCT CODE FILE and titled "Balance Forward".

If the customer balance exceeds the amount specified in this field, a \$ prints in front of credit code on the Customer Status Report, Delinquent List, Bad Debt Report, etc.

**Bgt Rate:** **Budget Rate.** The monthly budget payment expected from a budget customer. See special topics for more information on setting up budget customers.

**Bgt Balnce:** **Budget Balance.** The current amount owed towards a budget payment plan by a budget customer.

***Note: When setting up a new Budget Customer, the Budget Balance field should be filled with the amount of the payments you expect to receive from the customer from the time you setup the customer on Budget Billing to the time you print the monthly statement. For example, if your customer has an old balance of \$180.00 and has agreed to pay his balance in the first month of Budget Billing, then enter \$180.00 in his Budget Balance field. See the "Special Topics" section for more information about Budget Billing.***

**Cr Limit:** **Credit Limit** ( 5.2 Numerals ).

**Directions:** **Directions:** should be as clear and concise as possible.  
( Up to 5 lines of 25 characters each )

**GI/DD:** **Gallons Per Degree Day** ( 5.1 Numerals ).  
Customer's heating use rate in gallons per degree day. The system will automatically determine the Gallons Per Degree Day value after each delivery. If necessary, the Gallons Per Degree Day may be "locked" at a set value. For more information on locking the GL/DD amount, refer to the "Lock" field below.

**GI/Day:** **Gallons per Day** (5.1)  
Enter the Customer's heating use rate in gallons per day. The system will automatically determine the Gallons Per Day value after each delivery. If necessary, the Gallons Per Day may be "locked" at a set value. For more information on locking the GI/Day amount, refer to the "Lock" field below.

***Note: Initial entry is optional. If no entry is made the first delivery assumes use rates of .20 Gals/Degree Day and .5 Gals/Day. Subsequent delivery use rates will be computed by the system.***



**Lock (U/R):****Gallon usage rate or gas use-code lock-in.**

The system normally computes the customer's heating and constant usage rates and determines the type of user the customer might be after each delivery. To override the system and lock-in the customer's 'type' usage, enter {U} in the lock field. To override the system and lock in the customer's 'usage rates', enter {R} in the lock field. To force the system to produce delivery tickets every 'X' number of days, lock the Gallons Per Day field with the appropriate code from the table below.

**User Type Codes:**

1 = Heat Only

3 = Both Heat and Constant Use

5 = Constant Use Only

***Note: If you lock in Usage or Rates, the customer's Use Code must correspond to the appropriate Use Rates entered in the Gallons/Degree Day and/or Gallons/Day Fields (refer to "Locking Gallons per Day or Use Rates" in Special Features for more information).***

**Prev Pct:****Previous Percent Full ( 2.2 Numerals ).**

The tank percentage the tank was filled to on the latest delivery. If unknown leave the field blank. This field is normally used to correct the previous percent, if it had been entered in error on the transaction.

**Master Acct(+):****Master Billing Account (+) / Same Time Account (-).**

(5.0 numeric - entry optional). This field is used to specify: either a "Same Time Delivery Account" by entering the account number (as a negative account number) of another customer (without the branch prefix), OR a Master Billing Account by entering the account number (as a positive number) of the master account.

**Master Billing Account (MBA):**

Entering a positive account number in the MBA field indicates to the system that all charges and payments on the account are to be transferred to the account number specified as the MBA Account. Any cash transactions will be posted to the original account. Also all delivery data and delivery history will remain with the original account but the A/R charge for the delivery will be transferred to the MBA Account.

***Note: The system will not allow you to specify an MBA for any account that has an existing balance. Transfer any balances to the MBA before establishing the MBA.***

**Slsman:****Salesman:**

The Salesman field allows you to track the credit of sales to someone other than a driver. The sales totals for this salesman will print out on

the End of the Month Salesman Production Report.

**RtBk:**

**Route Book / Single Sheets:**

The Route Book field is automatically flagged with a "P" after Route Books have been printed (from the Dispatch Menu). If a page needs to be reprinted after an address change for the account, blank out the "P" to allow this customer's route page to reprint as a new single page. This will keep you from having to reprint the entire route book.

**Extra Name:**

**Extra Name or Address ( 25 Characters ).**

Used to insert an extra name, to expand the name field, or to expand the address field. This field will appear between the name and the address on both delivery tickets and statements, but only if there is data in the field.

**Delivery Address:**

**Address to appear on the delivery ticket. (25 Characters)**

Only to be entered if the delivery street address is different from the mailing street address.

## Customer Master File Timed Deliveries: \_\_

A "Timed Delivery" allows the ability to schedule deliveries to only appear in dispatch reports on a designated date or dates.

**B2 Session**

**Your Company Name**

Account Number... 02 27203 R      Started 08 1990  
Account Status... A  
Name(Last, First) ADAIR, FRANK  
Street Address... P.O. BOX 119      Zip +4  
City State Zip GADSDEN AL 36012  
Area & Phone # 9805139

**Balance**

Current	
Over 30	5.80
Over 60	5.80
Over 90	331.35
Over 120	
Total:	\$342.95

.....10.....20.....30.

January	X	January
February		February
March	X	March
April		April
May		May
June		June
.....10.....20.....30.		
July		July
August		August
September	X	September
October		October
November		November
December	X	December
.....10.....20.....30.		

X = Dates designated for Timed Deliveries.

F7 = Exit      Update

### Timed Delivery Setup:

To specify timed deliveries for a customer, the indicator of "T" must be placed in their "Div:" field for timed deliveries. When the "Timed delivery" screen appears (shown above) scroll down to the appropriate month and across to the day of delivery. Key a "X" in the position to indicate the delivery date or dates.

**Note:** To give a scenario of when to use timed deliveries, assume you have a customer who has a hunting lodge. They only reside in the lodge once or twice a year. Timed deliveries may be setup for this account during the times they will be in the using fuel.

## Customer Master File Extended Information:

The screenshot shows a software window titled "B2 Session". Inside, there's a section "Your Company Name" followed by a form with various fields. The "Account Nr:" field contains "02 27203" and "ADAIR, FRANK". The "E-Mail Address" field contains "frankA66@bellsouth.net" and has a dropdown menu set to "e-Invoice" with "Elect.Inv and Printout" selected. Other fields include "Alternate Phone Number", "Tax Identification Number", "Standing Purchase Order Number", "Latitude" (33 . 97995 N), "Longitude" (086 . 06457 W), "Gain Account: Date" (08 1990), "Lost Account: Date", and "Electric Tank Monitor Number". There are "F7 = Exit" and "Update" buttons at the bottom.

Your Company Name	
Account Nr:	02 27203 ADAIR, FRANK
E-Mail Address	frankA66@bellsouth.net e-Invoice Elect.Inv and Printout
Alternate Phone Number	Type:
Tax Identification Number	
Standing Purchase Order Number	
Latitude .... (degree.decimal) 33 . 97995 N	
Longitude ... (degree.decimal) 086 . 06457 W	
Gain Account: Date	08 1990 Reason: Competition
Lost Account: Date	Reason:
Electric Tank Monitor Number .	

- E-Mail Address:** (25 Characters - Entry not required).  
Enter the customer's email address. Used in conjunction with e-invoice allows the ability to send invoices to customers via email.
- Alternate Phone Number:** (Area Code = 3 Numeric digits) (Phone# = 7 Numeric digits). It is not necessary to enter area code for local phone numbers.
- Tax I.D. / Standing Purchase Order Number** If entered, the Tax I.D., Social Security or Standing P.O. Number will appear on both the delivery ticket and invoices.
- Latitude:** Latitude (Degree = 2 Numeric digits Decimal = 5 Numeric digits)  
**Longitude:** Longitude (Degree = 3 Numeric Digits Decimal = 5 Numeric digits)  
Latitude represents the North/South position and Longitude represents the East/West positioning. If entered, the two values together represents the absolute geographical location of the customer.
- Note:**  
*The Propane System uses absolute positioning commonly referred to as degree-dot-decimal format.*
- Gain Account:** If entered, this information can be used for marketing research of  
**Lost Account:** clients trends.
- Electronic Tank Monitor Number:** This field records the Electronic Tank Monitor Number.

## Transaction Data Preparation

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For ease of entry and proper editing, it's necessary to establish the control totals for both dollars and gallons on all transactions entered into the system. This is normally done at the Sales Office, and is accomplished by separating transactions into Cash, Charge and Non-Chargeable transactions, then further dividing them by Driver/Dept and then by Common Product Code.

All transactions to be entered into the system should have the following minimum information recorded:

- Account Number
- Reference Number
- Date (Month/Day/Year)
- Dollar Amount
- Total Sales Tax (Combined State, County and City)
- Extended Total

**Gas Sales:** Gas Sales should be recorded on a delivery ticket that was processed by a stamping meter register and completed with the following additional information:

- (1) Meter Stamp Sequence Number (Reference Number)
- (2) Delivery Date (month/day/year)
- (3) Percentage gauge reading after filling
- (4) Gallons delivered. Cylinder sales should be entered with the # and size of cylinders. (The system will convert the cylinder size to gallons).
- (5) Motor Fuel Excise Tax (Motor Fuel Use Only)
- (6) Any additional labor charges made for special deliveries or special trips.

**Note:** *Compute all sales tax as one figure on the sales ticket. For sales subject to excise tax, compute the excise tax as a separate figure. Do not breakdown either sales tax or excise tax by county, state, or federal tax; this is done in the tax code file.*

## **Gas Inventory Control Report:**

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All gas deliveries and inter-company transfers of gas taken out of company storage tanks or trucks should be reported with the "Gas Inventory Control Report."

Section I: This section records all the gauges and meter readings on the tank or truck required for proper inventory control. It should be taken as accurately as possible. When taking readings, trucks should be parked on level ground. Differences in percentage gauges reading should be averaged into one reading. The meter seal wire should be checked for any sign of broken or frayed wire.

Section II: Salesman check-in: This section should be completed by an office assistant in the presence of the salesman checking in and prior to either sorting or separating the delivery tickets. Use the following procedure:

1. Check that each delivery or gas transfer ticket has a meter stamp and that the stamp numbers are in numerical sequence with neither skips nor duplicate numbers appearing.
2. Run a control tape for "Total Gallons" delivered. Compare it to the difference between the present and previous totalizer number of cylinders in lieu of gallons.
3. For bob-tail trucks only, compute the gallons used for fuel as indicated. Use 4 miles per gallon, unless a better figure is known for the particular truck.
4. Complete the physical inventory gain/loss as indicated. Any large gain or loss should be doubled checked, and reported immediately.
5. Run control tapes on the salesman's total cash turned in, his total cash sales, and his total receipts written. Total cash should balance to cash sales plus receipts.

### **Summary of Gas Sales and Transfers:**

- ☞ Search through the delivery tickets for any industrial or commercial delivery tickets that have not been extended by the salesman. Extend these industrial sales while maintaining the tickets in meter stamp sequence. Skip this step if the computer extends commercial and industrial sales.
  - ☞ Run a control tape on "Total Sales".
  - ☞ Separate the white copy from the pink. Maintain the white copy in meter stamp sequence for filing. Sort the pink copy by the class of sales, (Bulk Gas, Cylinder Gas, Motor Fuel, Industrial and Inter-company), sub-divided into Cash, Charge, and Non-Charge sales as indicated. Deliveries to company vehicles which use the gas strictly for motor fuel should be included as Motor Fuel Non-Charged.
  - ☞ Convert the cylinder pounds sold into gallons sold by dividing pounds by 4.23. Enter and circle the gallons beside the pounds sold on each cylinder sales ticket.
  - ☞ Run control tapes on the gallons and dollars sold for each transaction code. Staple the tape to those delivery tickets, and post totals to the inventory control report.
  - ☞ Add the report totals. Balance to the original control tapes already run on "Total Sales" and "Total Gallons".
- (7) Post the totals from the inventory control report to the "Summary of all Sales" report.

**Other Office Sales:**

"Other/Office Sales" may be on several types of documents, and with the exception of Tank Rent Contracts and Tank Pickup Orders, they should be batched and entered without a "Common Product Code". In this manner, a Product Code can be entered for each transaction. They should contain the following information:

- Customer Account Number
- Date of sale (month/day/year)
- Line description of item sold
- Product code per line item
- Product code per invoice if all the line items are the same
- Sales Tax
- Labor
- Invoice Total

***Note: (1) All other/office sales should be sub-coded with the product code that indicates which general ledger account is to be credited.***

***(2) Sales tax and labor need not be marked with a product code if there is a field labeled for tax and labor on the data entry screen.***



**Customer Receipts:**

Customer receipts should be batched and entered on a "Cash Summary Report". If discounts are allowed, the receipt must show the cash received, the discount allowed, and the total credit to Accounts Receivable.

**Sales and Cash Summary Reports:**

The Sales and Cash Summaries are reports prepared by the sales office where the transaction's total dollars and total gallons are summarized by Major Product Code.

Posting to the Sales Summary should be in gross sales (include tax and labor) and should be shown in the proper sales credit column by either Driver/Dept or Common Product Code. Posting of gas sales should be taken directly from the totals of each salesman's Inventory Control Report (see above).

### 3 Enter and Update Sales and Receipt Summary:

Before the system will accept transactions they must balance to control totals that should have been prepared and entered independently (normally during driver check-in) from the totals the computer generates. The purpose of this procedure is to enter the control totals prepared by the office personnel which will be balanced to the detailed transaction totals entered by the operator. Separate control totals must be entered for each "Sales" page and each "Cash Receipt" page. Sales page totals normally include the daily totals of sales and miscellaneous transactions occurring at each branch. Gas companies must also include total gas units sold. Control totals should be sub-divided by driver for ease of error detection. A separate control total equal to the Bank Deposit should be entered on the "Cash Receipts" page. The amount of the Bank Deposit from "Cash Sales" must be specified on the "Cash Receipts" page summary (Z-page).

#### Sales and Receipts Summary - Screen One:

The screenshot shows a window titled "B2 Session". Inside, the text "Your Company Name" is at the top, followed by "Sales & Cash Page Summary". Below this are four input fields: "Sales Month / Year ...." with a dropdown showing "12" and "03"; "Branch Number ...." with a dropdown showing "02"; "Sales (S) -or- Cash (Z)" with a dropdown showing "S"; and "Page Number ...." with a dropdown showing a blue square. At the bottom left is a button labeled "F7 = Exit" and at the bottom right is a button labeled "ENTER" with a blue arrow icon.

#### Field Descriptions:

Sales Month/Year -	The current sales month and year will be preloaded to this field.
Branch Number -	Enter the branch number for which transactions will be entered.
Sales (S) -or- Cash (Z) -	Enter S if sales transactions are to be entered or enter Z if payment transactions are to be entered.
Page Number-	Enter a control page number for the transaction batch.

## Sales and Receipts Summary - Sales Page:

**Dollar Totals:** (1) Enter the daily sales dollars to either the "Cash Sales" and/or "Charge Sales" field as appropriate.

(2) Also enter the sales dollars to the proper driver or office sales total field.

(3) Transactions are totaled by the driver number entered on the data entry header record. If no driver number is entered or if the transaction is "non-delivered" (no driver is entered) then transactions are totaled in the "Page Summary Column" defined in the Product Code file. The total entered on the "Page Summary" should balance to the data entry transaction totals.

**Total Units:** Enter the number of gallons sold by each driver in the appropriate column. Enter the total gallons sold by all drivers in the total gallon field.

**Driver Info:** Press {F1} or click the **Driver Info** button to enter or update driver and truck information.

**Note:** Control totals for the next sales month may be entered by changing the month to the next sales period and pressing {F12} (Accept with Error).

## Sales and Receipts Summary - Cash Receipts Page:

**Debits:**

Cash Sale Bank Deposit \$	
Payments On Account .. \$	

**Credit:**

Description	Dr	Tk
Bank Deposit ....		
Discounts Allowed		

Buttons: F7 = Exit, F1 = Driver Info, F11 = Next Screen, ENTER

### Cash Receipt Page (Z):

Enter the Cash Receipts as debits to the "Bank Deposit" and/or as "Discounts Allowed".

Enter the appropriate credits to "Cash Sales" and/or "Accounts Receivable".

### Driver Info: Note:

Press {F1} or click the **Driver Info** button to update accounts to be credited. If a Sales/Receipt Page has already been processed by the computer, then no further changes to the control totals of that page are allowed.

Both gallons and dollars must crossfoot and balance to the total before the Summary Page will be accepted by the system.

Dollar amounts are carried to two decimals, but do not key the decimal point.

Gallons and/or cylinders delivered are entered as tenths of units. Combine gallons and cylinders into a "hash total". Cylinders will be converted to gallons by the system.

To back out of the entry press {F9} (Cancel Input) and the program will return to Screen #2. The control page will not be entered. Once accepted, the control page data is stored in the Page Summary File until the accompanying transactions are edited and transferred to the Posting File. When processed, the transactions must balance to the control page, otherwise they will not be accepted for further processing.

To end the job, press {F12} (EOJ).

## 4 Enter and Update Sales and Receipts Transactions - Data Entry:

**Procedure:** ENTGAS (CoID), (WSID/LIMBO)

**Purpose:** To perform data entry of all transactions including cash sales, charge sales, inter-company transfers, and cash receipts. Also, used to correct or update the transactions entered and/or transactions in the "LIMBO" file.

**Data Flow:** When the procedure is called, the operator is prompted for his or her workstation I.D. (WSID). If the workstation file doesn't already exist then a workstation file is built. As transactions are entered they are stored in these workstation files. After the data has been entered, you should run the program to edit and transfer the workstation data files to the "Posting" file. Transactions are then moved to the "Posting" file for further posting to the master files.

The data entry screen is divided into two sections: the **header information section** and the **detailed data section**. Header information is data that remains constant for the records being entered. Normally this information only changes with each new control tape. When it does change, the Header Screen should be recalled by pressing **{F9}** to enter the change. The detailed data screen contains information that normally changes with every transaction.

The screenshot displays the 'B2 Session' window with the title 'Your Company Name'. The header section includes fields for Company (DMO), Year (03), Month (12), Branch (02), S/Z (S), Page (033), Driver, Truck, Comm P.C. (01), and Cash Chrg (2). Below this is a transaction entry table with columns: Acc #, Refer #, Date, Pct, Quantity, UI, Amount, Tax, Reg, and Com. The first row shows Acc # 0009, Refer # 27203, Date 900240, and Amount 200.00. The second row shows Acc # 0010, Refer #, Date, and Amount .00. The detailed data section includes fields for Customer Name (ADAIR, FRANK), Model/Part#, Propane Gas - Domestic, and various other transaction details. At the bottom, there are control totals and a function key menu.

Company	Year	Month	Branch	S/Z	Page	Driver	Truck	Comm P.C.	Cash Chrg
DMO	03	12	02	S	033			01	2

Acc #	Refer #	Date	Pct	Quantity	UI	Amount	Tax	Reg	Com
0009	27203	900240				200.00	08		200.00
0010									

Customer Name: ADAIR, FRANK  
Model/Part#: Propane Gas - Domestic  
Acc # 0010  
Refer #  
Date  
Pct  
Quantity  
UI  
Amount  
Sales Tx  
Reg. Com  
PO#  
B/L  
ENTER

Control Totals Begin 0010  
Last Record Entered. 0009  
End of Data..... 0009

Control Totals  
Dollars \$.00  
Units.. .0

Function Key Menu:  
F1 = Name Help  
F2 = Prior Rec #  
F3 = Exit  
F4 = Delete Rec #  
F5 = Goto Rec #  
F6 = Invoice  
F9 = Header  
F10 = PCode  
F11 = Tax Code  
F12 = Accept Error  
F17 = Date  
F23 = Price

Detailed Data

Header

## Header Fields in the Data Entry Screen:

The screenshot shows a software window titled "B2 Session". Below the title bar is a header section labeled "Your Company Name". This section contains several input fields with the following labels and values: Company (0010), Year (DMO), 03, Month (12), Branch (02), S/Z (S), Page (033), Driver (blue square), Truck (blue square), Comm P.C. (01), and Cash Chrg (2). Below this header section is a large empty area. At the bottom of the screen, there are two sections. The left section is labeled "Control Totals Begin" and contains three lines of data: "Last Record Entered. 0010", "End of Data..... 0009", and "0009". The right section is labeled "Control Totals" and contains two lines of data: "Dollars \$ .00" and "Units.. .0". At the very bottom of the window, there are three buttons: "F7 = Exit", "Previous", and "ENTER".

Company	Year	Month	Branch	S/Z	Page	Driver	Truck	Comm P.C.	Cash Chrg
0010	DMO	03	12	02	S	033		01	2

Control Totals Begin 0010  
Last Record Entered. 0009  
End of Data..... 0009

Control Totals  
Dollars \$ .00  
Units.. .0

F7 = Exit Previous ENTER

- Company:** **Company Identification Code** (protected).
- Year:** **Sales Year.** Defaults to the current sales year.
- Month:** **Sales Month.** Defaults to current sales month.
- Branch:** **Branch Number.** Defaults to the Supervisor "Default Branch Number". If incorrect, enter the proper branch number.
- S/Z:** **Page Type.** Enter the page type: S=Sales, or Z=Cash Receipts. (See page ) for more information on page type entry.
- Page:** **Page Number.** Sales and cash receipt page numbers should be in sequence beginning with number 01 for the first Sales Page and Cash Receipt Page of the month. Limbo Pages are numbered by the computer and correspond to the "Posting Run Number" that produced the Limbo page. The page number must correspond to the "Page Summary" Page Number. (Refer to page for more information on page numbering).
- Dvr:** **Driver/Department Number.** Enter the driver number for the transactions to be entered. This field entry is optional, but should be entered for gas delivery transactions. The field will also be used to determine if the customer's tax code or the sales office tax code is to be used on the transaction.
- Truck:** **Truck Number.** The truck number should be entered for gas deliveries. This number will be placed at the beginning of the reference number for gas deliveries. If a truck number is entered, the system assumes the product was delivered and uses the customer's local tax code for taxing.

**Common PC:**           **Common Product Code** (optional). Enter the "Product Code" (PCode) that is common for the batch of tickets being entered. The Common PCode must be a valid code as defined in the product code file. If there are only a few common transaction types in the batch you are processing, such as when processing office sales, then leave the "Common Product Code" field blank and enter the Product Code on the detailed data line.

**Cash/Charge:**       **Cash or Charge Code.** This field is a single digit code used to categorize the transactions that are processed as either cash sales, charge sales, customer receipts, inter-company transfers, or as a tank/meter pick up or set out order. Inter-Co transfers include deliveries to meter tanks. Pick up orders are restricted to an A/R credit or non-cash transaction.

---

**Cash/Charge Codes:**

- 1= Cash Transaction(Cash or Checks)
- 2= Charge Transaction (Including credit card sales)
- 3= Inter-Company transfers of gas (meter tank deliveries)
- 8= Payments
- 9= Final Meter Billing (will disconnect the meter)

## Detail Fields in the Data Entry Screen:

The screenshot shows a software window titled "B2 Session" with a menu bar and a toolbar. The main area is divided into several sections:

- Header Section:** Fields for Company (DMO), Year (03), Month (12), Branch (02), S/Z (S), Page (033), Driver, Truck, Comm P.C. (01), and Cash Chrg (2).
- Customer Section:** Fields for Customer Name (ADAIR, FRANK), Acc # (0009), Refer# (27203), Date (900240), and Date (0401).
- Transaction Section:** Fields for Pct, Quantity, UI, Amount (200.00), Tax (08), and Reg. Com (200.00).
- Product Section:** Fields for Customer Name, Model/Part# (Propane Gas - Domestic), Acc # (0010), Refer#, Date, Pct, Quantity, UI (GL), Amount, Sales Tx, and Reg. Com (.00).
- Control Totals Section:** Fields for Control Totals Begin (0010), Last Record Entered (0009), End of Data (0009), Control Totals Dollars (\$ .00), and Control Totals Units (.0).
- Footer Section:** A row of function keys: F1 = Name Help, F2 = Prior Rec #, F3 = Exit, F4 = Delete Rec #, F5 = Goto Rec #, F6 = Invoice, F9 = Header, F10 = PCode, F11 = Tax Code, F12 = Accept Error, F17 = Date, and F23 = Price.

### Account Number:

Enter the customer account number without the branch number. If the account number is unknown, follow the directions below to search for an account. If the customer account is a new account and has not been setup, enter the customer's name in the name field and leave the account number blank or all zeros. Transactions without an account number will be set aside in limbo (with an "NA" rejection code) until updated with the proper account number.

**To Search For An Account:** To SEARCH for a customer account number, press **{SHIFT} {TAB}** to back up to the customer name field, enter part of the customer's last name and press **{SHIFT} {TAB}**. A list of customers, which meet the specified name-search criteria, will be displayed. Enter the line number of the proper customer and press **{ENTER}** to fill in the customer's account number.

### Reference:

#### (Gas Sales)

Enter the meter stamp sequence number. If the truck number was entered on the header record, it will be inserted in front of the stamp sequence number to complete the reference number.

#### (All Others)

Enter the transaction reference number.

### Date:

Enter the Month and Day only. The year will be assigned based on the year in the header record.



**Product Code:** Field only appears if the common product code was not entered or if {F10} is keyed. Enter the product code that properly describes the transaction. Gas products may be pre-designated in the customer master file.

**Percent / When Due:** (Field appears only if product code is specified as a gas delivery or a tank rent product.)

Enter percent tank was filled to for gas deliveries.  
Enter when the rent is to be recharged for tank rent.

Tank rent "when due" codes are as follows:

00	=	Rent is due every month.
Q1 thru Q3	=	Quarterly rent due on the first month of the quarter specified.
01 thru 12	=	Annual rent to be charged on the month specified.
S1 thru S2	=	Semi-Annual rent to be charged on the month specified.

**Meter Reading:** (Field appears only if product is specified as a meter transaction product.) Enter the meter reading only if you want the system to compute the meter bill. The meter bill will be computed in the Sales Journal procedure. The computation will be based on the previous billing reading and the units of issue of the meter record plus the price for the units specified in the price file. A dollar amount may not be entered for a metered product code (ie. A product code with special function = M). To adjust a meter charge an alternate "Meter Adjustment" product code must be used. The adjustment product code should not be setup as a special function M code.

**Serial / Model Number:** Enter the tank serial number if setting a bulk tank or enter a part/model number if entering a sale of an inventoried item. If setting up a customer on a meter for the first time, enter "M#" followed by the Meter Serial Number in this field. The system will automatically establish the meter account if the meter is available for service. It will also bill for any difference in the meter reading.

**Quantities:** (7.0 or 7.1 Numeric if decimal entered. Either may be entered). If a negative quantity is entered, you must press {-} key which is above the letter P, then press the "Field Plus" key. Quantities are required for products that are designated in the Product Code file as gas products, tank/cylinder rent, or inventory items. Both positive and negative quantities must be entered.

**Automatic Charging:**

If automatic charging is specified in the Supervisor file and if the price is specified in the Price File, the operator can press ( after entering the quantity and the system will automatically price, tax and extend the transaction. The transaction will be redisplayed to allow for any adjustments. You can change the tax code which is below the tax field, or you can change the sale amount or the tax amount, then press ( again. If you change the tax code, the system will recompute the tax and redisplay it for your review. You may also change the quantity or account number and the transaction will again redisplay in the same manner. When satisfied with the transaction, press ( again. If there are no changes detected the system will accept the transaction.

**Unit of Issue:**

(2 Alpha Characters). Required for gas products, tank/cylinder rent and inventory items. May be pre-designated in the Product Code file for products whose unit of issue will not change. If pre-designated, the field will be protected from entry.

**Tank/Cyl Rent U/I:**

Must be either TK for tanks or 01 thru 99 to represent a cylinder size:

TK = Tank Rent of a bulk tank. Tank serial number must also be specified in the "Serial/Part#" field.

01 thru 99 = Cylinders of designated capacity. The 01 to 99 must also be defined in the "Constants" file with the number of gallons the cylinder holds.

**Amount:**

Enter the sales amount before taxes & labor. Enter credits as a negative number. Credits must have negative quantities. Enter Cash Receipts as a positive number. For Tank/Cylinder Rent the amount field should always be the amount of rent the system is to automatically bill the next time the rent is due.

**Sales Tax:**

Enter total sales tax for the transaction. The sales tax field will only appear if sales taxing is specified in the Product Code File. If automatic pricing is used the system will compute the tax at the rates existing in the Tax Code file.

**Lease Tax:**

Appears in lieu of sales tax field for rental transactions specified as subject to lease tax in the Product Code File. Enter any applicable lease / rent tax to be charged to the account.

**Secondary Product:**

Each transaction can have an entry of an amount charged to a secondary product code such as labor. The secondary product code must first be specified in the Product Code file.

**Excise Tax:** Appears as the Secondary Product for those transactions specified as subject to Excise Tax in the Product Code file. Enter total applicable excise tax due. If automatic pricing is specified the system will compute excise tax based on the rates established in the appropriate tax code file.

**Name:** For transactions that have no account number or do not yet have accounts established in the customer file enter the customer's name. The transaction will be retained in "Limbo" until the account number is entered, but the name provides a reference for later entry of the proper account number.

**Serial/Model/  
Meter Number:** For products designated as tank rent in the Product Code File which have a unit of issue "TK", the tank serial number must be entered in this field. For new meter transactions the meter serial number must be entered, preceded by the character "M#". The serial number is not required for subsequent meter transactions on the same account. For products specified as inventory items in the Product Code File, the part number or model number must be entered.

## **Data Entry Notes:**

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The data entry screen will display the record number of:

- 1) The record number of the last record in the data-entry workfile,
- 2) The record number of the last record entered and
- 3) The record number of the first record reflected in the current control totals.

After entering each batch, the control totals displayed at the bottom of the screen should match the data totals.

**If the batch is out of balance**, it can be reviewed by either: (1) pressing **{F5}** (Update Record), entering the record number for the first record in the batch, and then pressing **{ENTER}** until the error is located; (2) pressing **{F2}** (previous record) to return to the previous record; or (3) ending the job by pressing **{F7}** (exit) and running the edit listing procedure for the page in question.

**To modify the detail line of a record:** press **{F2}** (Previous Record) to back up through the records until the one to be modified is displayed; or press **{F5}** (Update Record), enter the record number of the transaction to be repaired, and press **{ENTER}** to display the requested record number.

**To modify the header record data on Screen #1:** position the record to be changed on the screen as described above then press **{F9}** (Header) and the header record will be displayed. Enter the change and press **{ENTER}** to redisplay the detail data line.

**To delete a record:** recall the record to the screen by either pressing **{F5}** (Update Record) and entering the record number to be deleted or by using **{F2}** to backup to the record. With the correct record displayed on the screen, press **{F4}** to delete the record. The record will be marked with a "D" in position 1 and will be excluded from the control totals. The deleted record will be removed from the Control Totals (displayed at the bottom of the screen) and will not be transferred to the Posting File.

**To reactivate a deleted record**, redisplay the record to be reactivated, and press **{F4}** (Delete/Reactivate). The deleted status "D" will disappear as the record rolls to the top of the screen.

**To invoice a transaction** when invoicing is not specified in the customer's master file, press F6. This will advance the record and place an **{I}** beside the reference number field.

**To enter a product code that is different from the "Common Product Code"** specified on the header record, press **{F9}**. The product code field will appear on the detail line.

**To change the tax code on a transaction**, press **{F10}**. The tax code field will appear on the detail line.

**To accept a record with "warning" errors**, press **{F12}**.

Key	Function	Where	Explanation
<b>Field Plus (+)</b>	Field Advance and Field Clear	Throughout System	The "Plus" key on the numeric keypad. Will clear field data to the right of the cursor as it advances to the next field.
<b>{TAB}</b>	Field Advance	Throughout System	The "Tab" key advances the cursor one field.
<b>{Shift+Tab}</b>	Field Back	Throughout System	Hold down {Shift} while pressing {Tab} to move backwards one field.
<b>{ENTER}</b>	Write/Save	Throughout System	When {ENTER} is pressed, the system will record information added or changed.
<b>{F1} /Cmd-1</b>	Customers Account	Transaction Entry	Looks for the Customer Account Number by entering the first part of the name.
<b>{F2} /Cmd-2</b>	Previous Record	Transaction Entry	Allows user to scroll backwards to display the previous entered transaction record.
<b>{F3} /Cmd-3</b>	End Program / Backup	Throughout System	End the program without updating or takes user back one menu screen.
<b>{F4} /Cmd-4</b>	Delete	Transaction Entry	Toggles the current transaction to deleted or undeleted if previously deleted.
<b>{F5} /Cmd-5</b>	Goto Record	Transaction Entry	Allows user to request or moved to a specific record.
<b>{F6} /Cmd-6</b>	Invoice	Transaction Entry	Marks a record to be invoiced in data entry.
<b>{F7} /Cmd-7</b>	End Program	Throughout System	End entry and exit current current program without further update.
<b>{F9} /Cmd-9</b>	Backup or Change Header	Special	Throughout the system you may use {F9} to backup to the previous menu, but in transaction entry, press {F9} to modify header information.
<b>{F10} /Cmd-10</b>	Product Code	Transaction Entry	Allows user to open the product code field on individual accounts for modification.
<b>{F11} /Cmd-11</b>	Tax Code	Transaction Entry	Allows user to open the tax code field on individual accounts for modification.
<b>{F16} /Cmd-16</b>	Update	Throughout System	Allows user to unprotect protected fields so they may be edited. Fields that have been unprotected will appear highlighted.

## Special Transactions:

There are several transaction types that either perform special functions and/or have special requirements at data entry. This section is designed to give you a better understanding of those transactions:

Most transactions with special functions are designated as such by an entry you make in the "Special Functions" field of the "Product Code" record. You should refer to Section II for more information about "Product Codes".

### Special Transactions - Cash Sales Transactions

Cash Sales Transactions are sales that the customer has paid for with cash or a check. They are designated by Cash/Charge Code = "1". These transactions will process just like a charge transaction, except they will not affect the customer's A/R balance, nor will they appear on the customer's statement. Cash sales transactions will appear on the customer's ledger card.

### Special Transactions - Bank Deposits for Cash Sales Transactions

You must create one transaction on the "Cash (Z) Page" which has the "Payment" Product Code and Cash/Charge Code = "1". This transaction represents funds deposited in the bank coming from Cash Sale Transactions. This transaction may be posted to any account number but is normally posted to the "over-the-counter" cash sale account number.

**B2 Session**

**Your Company Name**

Company	Year	Month	Branch	S/Z	Page	Driver	Truck	Comm P.C.	Cash Chrg
DMO	03	12	02	Z	033			88	8

ADAIR, FRANK	Acc #	Refer#	Date	Check Nr	Amount	Discount
0009	27203	900240	0401	54321	200.00	200.00

Customer Name:	Acc #	Refer#	Date	Check Nr	Amount	Discount
	0010	900241				.00

Payment, Thank You

ENTER

Control Totals	Begin	0010	Control Totals
Last Record Entered.	0009		Dollars \$ .00
End of Data.....	0009		Units.. .0

F1 = Name Help	F3 = Exit	F5 = Goto Rec #	F9 = Header	F11 = Tax Code	F17 = Date
F2 = Prior Rec #	F4 = Delete Rec #	F6 = Invoice	F10 = PCode	F12 = Accept Error	F23 = Price

**Apply cash sales payment to the Cash Sales Account Number**

## **Special Transactions - Bulk Gas Deliveries:**

**Special Functions:** The system will record the gallons sold and forecast the next delivery based on tank size, percent full, date and weather for all transactions entered as bulk deliveries.

**Definition:** Any transaction entered with a Product Code that has a Special Function code "B" in the product code file.

## **Special Fields Used for Delivered Bulk Gas Transactions:**

**Reference:** Enter the meter stamp sequence number. If the truck number was entered on the header record, it will be inserted in front of the stamp sequence number to complete the reference number.

**Date:** Enter the month and day of delivery

**P/C:** The Product Code (PC) field will only appear:

- (a) When the "Common Product Code" is not filled -or-
- (b) When the "Common Product Code" is a gas product and there is a different gas product in the customer's master file "PC" field -or-
- (c) When **{F10}** is pressed.

**Percent Full:** Enter the tank gauge percentage the tank was filled to. The driver should be instructed to be as precise as possible. For example, he should indicate the gauge is at 82% if so, and not always at 80%.

**Quantity:** A required entry. Enter the quantity that corresponds to the proper unit of issue. Quantity may be entered with a decimal when necessary. This is the only field that accepts a decimal point.

**Automatic Charging:** If automatic charging is specified in the Supervisor file and if the price is specified in the Price File, the operator can press **{ENTER}** after entering the quantity and the system will automatically price, tax and extend the transaction. The transaction will be redisplayed to allow for any adjustments. You can change the tax code which is below the tax field, or you can change the sale amount or the tax amount, then press **{ENTER}** again. If you change the tax code, the system will recompute the tax and redisplay it for your review. You may also change the quantity or account number and the transaction will again redisplay in the same manner. When satisfied with the transaction, press **{ENTER}** again. If there are no changes detected the system will accept the transaction.

**Unit of Issue:** (2 Alpha Characters). Required for gas products, tank/cylinder rent and inventory items. May be pre-designated in the Product Code file for products whose unit of issue will not change. If pre-designated, the field will be protected from entry.

**Special Editing:** When entered, the system edits all bulk deliveries for valid tank sizes and percent full.

## Special Transactions - Cylinder Gas Deliveries:

**Special Functions:** The system will convert the cylinder quantity to gallons, record the gallons sold and forecast the next delivery based on number of cylinders, date and weather for all delivered cylinder transactions.

**Definition:** Cylinder Gas Deliveries with Product Code Special Function = "C". Cylinder gas deliveries are similar to bulk gas deliveries except:

- No percent full is required in transaction entry
- the unit of issue is the cylinder size (normally expressed in pounds).
- Cylinder gas sales transactions can be followed immediately by cylinder set and cylinder pickup transactions.

This product (Special Function = C) considers only the amount of gas in the cylinder, and not the pickup and setting of cylinders. Movement of the cylinder asset is discussed under Cylinder Set and Pickup Transactions.

**B2 Session**

**Your Company Name**

Company	Year	Month	Branch	S/Z	Page	Driver	Truck	Comm P.C.	Cash Chrg
DMO	03	12	02	S	123			2C	2

Acc #	Refer#	Date	Quantity	UI	Amount	Tax
0009	27203	900240	0401		200.00	08
						200.00

20Lb Cylinder Product Code with a UI of 20.

Customer Name:	Model	Part#	Quantity	UI	Amount	Sales Tx
CUSTOMER, NAME			2.0			
0010	68733					

Enter Cylinders sold

PO# B/L

ENTER

Control Totals Begin	Control Totals
0010	Dollars \$ .00
Last Record Entered. 0009	Units .0
End of Data..... 0009	

F1 = Name Help ?	F3 = Exit	F5 = Goto Rec #	F9 = Header	F11 = Tax Code	F17 = Date
F2 = Prior Rec #	F4 = Delete Rec #	F6 = Invoice	F10 = PCode	F12 = Accept Error	F23 = Price



## **Special fields used in Data Entry**

**Quantity Field:** Enter the number of units sold. The number of units entered should correspond to the Unit of Issue entered in the Unit of Issue field.

**Unit of Issue:** Unit of Issue may be pre-set in the product code file -or- left blank to be entered during data entry based on cylinder size sold. The choice depends on how cylinder gas is sold. It is recommended to preset the unit of issue by establishing a product code for each cylinder size sold.

The unit of issue should also be defined for the conversion factor set up in the "Constant File".

## **Special Transactions - Cylinder Set and Pickup Transactions:**

**Special Function:** The Suburban Software System automatically controls the movement of capital assets (tanks, cylinders, etc.) through the use of an "Install" and "Pickup" transaction. Once the initial asset has been entered in the "Tank File", movement and charging rent should be done by entering "Set" and "Pickup" transactions.

**Definition:** The system considers any transaction as "tank related" if the product entered on the transaction is set-up in the product code file with Special Function = 'T'. Refer to the Product Code Section in the "Utility Menu" for details on setting up tank installation and pickup product codes.

Cylinder Rent controls the quantity of cylinders by size at any customer location. Serial numbers for cylinder rent are not required. If you want to control cylinders (or other rental equipment) by serial number then specify "TK" as the unit of issue and define the cylinders as Tanks (T) in the tank file.

**Due:** The When Due field specifies when rent is to be recharged. The following when due codes may be used in this field:

00 = Rent is to be charged every month.

01-12 = Rent is charged annually in the month specified. For example, to charge rent annually in March of each year, enter 03.

Q1-Q3 = Rent is charged quarterly in the month of the quarter specified. For example, Q1 = charge rent quarterly beginning in the first month of the quarter (January) and Q2 = Charge rent quarterly beginning in the second month of the quarter (February).

S1-S6 = Rent will be charged semiannually beginning in the month of the semiannual period specified (S1 through S6). For example, S1 should be used when rent is charged in January and July; S2 should be used to charge rent in February and August, etc.

**Quantity:** The number of cylinders to be installed -OR- 1 if installing a bulk tank.

(Multiple tanks may not be installed with one transaction).

**UI:** Unit of Issue. Enter the cylinder size. The cylinder unit of issue must also be defined in the "Constant File".

**Amount:** The dollar amount of the entire rent to be recharged at the interval specified in the "when-due" field (above).

If the amount field is left blank the system will assume the tank asset is a loaned tank.

**Tax:** The net tax after adjustment (if applicable) in dollars.

**Rent Adjust:** **Rent Adjustment Amount:** Subtract any adjustment from the entire rent amount if the initial rent amount on the install transaction is not equal to the rent recharge amount.

The screenshot shows the 'B2 Session' window with a form titled 'Your Company Name'. The form contains several sections for data entry:

- Header Section:** Fields for Company (DMO), Year (03), Month (12), Branch (02), S/Z (S), Page (033), Driver, Truck, Comm P.C. (CP), and Cash Chrg (2).
- Customer Information:** Fields for ADAIR, FRANK, Acc # (27203), Refer# (900240), Date (0401), and Due.
- Transaction Details:** Fields for Quantity, UI, Amount (200.00), and Tax (08, 200.00).
- Customer Name Section:** Fields for Customer Name, Tank Serial, Cylinder Pickup, Acc #, Refer#, Date, Due, Quantity, UI, Amount, Sales Tx, DlvAcc, Lease, PO#, and B/L.
- Control Totals:** Fields for Control Totals Begin (0010), Last Record Entered (0009), End of Data (0009), Control Totals Dollars (\$0.00), and Units (.0).
- Footer Section:** A row of function keys: F1 = Name Help, F2 = Prior Rec #, F3 = Exit, F4 = Delete Rec #, F5 = Goto Rec #, F6 = Invoice, F9 = Header, F10 = PCode, F11 = Tax Code, F12 = Accept Error, F17 = Date, and F23 = Price.

**Due:** The When Due field specifies when rent is to be recharged. The following when due codes may be used in this field:

00 = Rent is to be charged every month.

01-12 = Rent is charged annually in the month specified. For example, to charge rent annually in March of each year, enter 03.

Q1-Q3 = Rent is charged quarterly in the month of the quarter specified. For example, Q1 = charge rent quarterly beginning in the first month of the quarter (January) and Q2 = Charge rent quarterly beginning in the second month of the quarter (February).

S1-S6 = Rent will be charged semiannually beginning in the month of the semiannual period specified (S1 through S6). For example, S1 should be used when rent is charged in January and July; S2 should be used to charge rent in February and August, etc.

**Quantity:** The number of cylinders to be installed -OR- 1 if installing a bulk tank. (Multiple tanks may not be installed with one transaction).

**UI:** Unit of Issue. Enter the cylinder size. The cylinder unit of issue must also be defined in the "Constant File".

**Amount:** The dollar amount of the entire rent to be recharged at the interval specified in the "when-due" field (above).

If the amount field is left blank the system will assume the tank asset is a loaned tank.

**Tax:** The net tax after adjustment (if applicable) in dollars.

**Rent Adjust:** **Rent Adjustment Amount:** Subtract any adjustment from the entire rent amount if the initial rent amount on the install transaction is not equal to the rent recharge amount.

## Special Transactions - Cylinder Gas Sales w/Cylinder Sets and Pick-ups.

Cylinder Gas Sales transactions may be followed immediately by "Cylinder Set" and "Cylinder Pick-Up" transactions. These transactions are used to track the movement of cylinder assets to and from customer locations. They also adjust cylinder rent if established in the price file or if the customer has existing monthly cylinder rent for the size cylinder being set out or picked up. If used, cylinder set and pick-up transaction fields will be preloaded from the cylinder gas sale transaction.

## Setting Up the Automatic Cylinder Set and Pickup Feature:

The screenshot shows a software window titled "B3 Session" with a tab labeled "2". The window contains the following fields and options:

- Your Company Name**: (blank)
- Branch / Product Code**: 02 CP
- Unit of Issue**: (blank)
- Secondary Product Code**: (blank)
- Status**: A
- Description**: Cylinder Pickup
- General Ledger Account Number**: 111 105
- Default Page Summary Column**: 7
- Subject to which tax?**: N (dropdown menu)
- Special Function Codes**: P (dropdown menu)
- Carry Discount Pricing?**: (checkbox)
- if:** (dropdown menu)
- Minim And(&)**: (checkbox)
- Min Qty Or (/)**: (checkbox)
- Pct apply**: (checkbox)
- Cash Trans?**: (checkbox)
- Budget Account?**: (checkbox)
- Inventory Products Only**: 0
- Product - Vendor Code**: (blank)
- Include Branch# in key?**: (checkbox)
- Inventory key includes**: (dropdown menu)
- Contract**: GAS or DEPOSIT (dropdown menu)
- (G/D) Percent**: (checkbox)

At the bottom, there are buttons for "F7 = Exit" and "ENTER".

## Setting up the Product Codes:

1. Setup a Cylinder Gas product code with special function = "C". A special popup question will be displayed when you press ENTER asking if "Cylinder Sets and Pickups will be entered?". Enter "Y" and press ENTER when the question appears.
2. Setup a "Cylinder Set" product code = **"CS"** with:
  - Special Function = **T** = (Cylinder Install)
  - Unit of Issue = (blank)
  - Subject to Tax = the same as cylinder rent
  - Secondary Product Code = **RA** (Rent Adjustment)
3. Setup a "Cylinder Pickup" product code = **"CP"** with:
  - Special Function = **P** = (Pickup Cylinder)
  - Unit of Issue = (blank)
  - Subject to Tax = same as cylinder rent
  - Secondary Product Code = **RA** (Rent Adjust)

**Setting up the Prices:**

4. A Base Price should be created for the "Cylinder Set" product code and for the "Cylinder Pickup" product code. The price should be setup as the "normal rent amount" for the "normal rent period". For example, if rent is normally charged monthly, a base price for monthly rent should be setup.

## Special Transactions - Tank Installation and Pickup Transactions:

**Special Function:** The Suburban Software System automatically controls the movement of capital assets (tanks, cylinders, etc.) through the use of an "Install" and "Pickup" transaction. Once the initial asset has been entered in the "Tank File", movement and charging rent should be done by entering "Install" and "Pickup" transactions.

**Definition:** The system considers any transaction as "tank related" if the product entered on the transaction is set-up in the product code file with Special Function = 'R'. Refer to the Product Code Section in the "Utility Menu" for details on setting up tank installation and pickup product codes.

The difference between "Tank Rent" and "Cylinder Rent" is that "Tank Rent" requires and is controlled by the tank serial number. Cylinder Rent controls the quantity of cylinders by size at any customer location. Serial numbers for cylinder rent are not required. If you want to control cylinders (or other rental equipment) by serial number then specify "TK" as the unit of issue and define the cylinders as Tanks (T) in the tank file.

## Special Fields Used in Data Entry:

The screenshot displays the 'B2 Session' window with the following sections:

- Your Company Name:** Fields for Company (DMO), Year (03), Month (12), Branch (02), S/Z (S), Page (033), Driver, Truck, Comm P.C. (6I), and Cash Chrg (2).
- Customer Information:** Fields for ADAIR, FRANK, Acc # (0009), Refer# (27203), Date (0401), Due, Quantity, UI, Amount (200.00), and Tax (08, 200.00).
- Tank Transaction Details:** Fields for Customer Name, Tank Serial, Install Rented Tank, Acc # (0010), Refer#, Date, Due, Quantity, UI (TK), Amount, Lease Tx, DlvAcc, Lease, FreePds, PO#, and B/L.
- Control Totals:** Summary fields for Control Totals Begin (0010), Last Record Entered (0009), End of Data (0009), Dollars (\$0.00), and Units (.0).
- Function Keys:** A row of buttons at the bottom for F1 (Name Help), F2 (Prior Rec #), F3 (Exit), F4 (Delete Rec #), F5 (Goto Rec #), F6 (Invoice), F9 (Header), F10 (PCode), F11 (Tax Code), F12 (Accept Error), F17 (Date), and F23 (Price).

**Tank Serial:** The Tank Serial Number field must be filled with the tank serial number. A warning message will be issued if a matching tank serial number is not in the tank file.

**PC:** The Product Code (**PC**) field will only appear:  
(a) When the "Common Product Code" is not filled -or-  
(b) When the "Common Product Code" is a gas product and there is a different gas product in the customer's master file "PC" field.

**Due:** The **When Due** field specifies when rent is to be recharged. The following when due codes may be used in this field:

00	=	Monthly
01-12	=	Rent is charged annually in the month specified.
Q1-Q3	=	Rent is charged quarterly in the month of the quarter specified. For example,  Q1 = charge rent quarterly beginning in the first month of the quarter (January) and Q2 = Charge rent quarterly beginning in the second month of the quarter (February).
S1-S6	=	Rent will be charged semiannually beginning in the month of the semiannual period specified (S1 through S6). For example, S1 should be used when rent is charged in January and July; S2 should be used to charge rent in February and August, etc.

**Quantity:** The number of cylinders to be installed -OR- **1 if installing a bulk tank.** (Multiple tanks may not be installed with one transaction).

**UI:** Unit of Issue. Specify **TK** if installing a bulk tank -OR- the cylinder size if installing cylinders.

**Amount:** The dollar amount of the entire rent to be recharged at the interval specified in the "when-due" field (above).

**If the amount field is left blank the system will assume the tank asset is a loaned tank.**

**Tax:** The net tax after adjustment (if applicable) in dollars.

**Rent Adjust:** **Rent Adjustment Amount:** Subtract any adjustment from the entire rent amount if the initial rent amount on the install transaction is not equal to the rent recharge amount.

**Example: Tank and Cylinder Install Transactions:**

Using the Tank Install Product Code: 6I  
and Unit of Issue: TK  
with Tank Serial Number: A-12345  
is rented to Customer #:  
dated: 01-54321  
08/25/2004  
with a recurring annual (January) rent of: 65.00  
less a Rent Adjustment of: -24.00  
equals the Net Rent Invoiced: 41.00  
plus the Tax on \$41.00 @ 8%: 5.80  
equals the Net Invoice Total: \$46.80  
and with Tenant Delivery account: 04-43613  
and a signed lease on file: Yes

N2 Session

**New Company**

Company	Year	Month	Branch	S/Z	Page	Driver	Truck	Comm P.C.	Cash Chrg
NEW	04	08	01	S	123			6I	2

CUSTOMER, NAME									
Acc #	Refer#	Date	Due	Quantity	UI	Amount	Tax	RENT	ADJ

Customer Name:		Tank Serial							
CUSTOMER, NAME		A-12345		Install Rented Tank					
0002	54321	082504	0825	02	1.0	TK	6500	580	2400-
DlvAcc		Lease				65.0000		L LT	46.80
43613		Y (Y/N)		PO#					

Control Totals Begin		0002		Control Totals			
Last Record Entered.		0002		Dollars		\$46.80	
End of Data.....		0002		Units..		1.0	

F1 = Name Help	F3 = Exit	F5 = Goto Rec #	F9 = Header	F11 = Tax Code	F17 = Date
F2 = Prior Rec #	F4 = Delete Rec #	F6 = Invoice	F10 = PCode	F12 = Accept Error	F23 = Price



### **Cylinder Installations:**

Cylinder installations should be entered just like tank installations except:

- a) The tank serial number is not required to install cylinders,
- b) The quantity may be more than one, and
- c) The unit of issue must be the cylinder size (.5 through 99).

**The system will create a cylinder serial number based on the cylinder size, when the rent is due, and the customers account number.**

### Example: Tank and Cylinder Pick-Up Transactions:

Using the Tank Pickup product code:

6P

A tank with serial #:

BT45689

is picked up by entering a quantity of

- \$1.00

The tank has a rent credit amount of:

- \$8.00

applied and a tax credit of:

- \$ .32

Net Invoice Total =

- \$8.32

N2 Session

**New Company**

Company	Year	Month	Branch	S/Z	Page	Driver	Truck	Comm P.C.	Cash Chrg
NEW	04	08	01	S	123			6P	2

CUSTOMER, NAME: A-12345

Acc #	Refer#	Date	Due	Quantity	UI	Amount	Tax	RENT ADJ
0002	54321	082504	0825	1.0	TK	65.00	5.80	24.00-
							LT	46.80
								46.80

Customer Name: CUSTOMER, NAME

Tank Serial: BT45689

PICKUP RENTED TANK

Acc #	Refer#	Date	Due	Quantity	UI	Amount	Lease Tx	RENT ADJ
0003	54321	001969	0825	1.0-	TK	800-	32-	
						8.0000	TO	8.32-

DlvAcc Lease (Y/N)

PO#

Control Totals Begin: 0003

Last Record Entered: 0002

End of Data: 0002

Control Totals

Dollars: \$.00

Units: .0

F1 = Name Help F2 = Prior Rec # F3 = Exit F4 = Delete Rec # F5 = Goto Rec # F6 = Invoice F9 = Header F10 = PCode F11 = Tax Code F12 = Accept Error F17 = Date F23 = Price

### Please Note:

To properly enter the negative quantity, enter the number of tanks to be picked up, a dash (using the keys on the top of the keyboard), and press the field exit key (the plus key on the numeric keypad).

### Example: Rent Adjustments:

For Rent Adjustments, a product code without a special function should be used to enter a rent adjustment transaction. This will allow the rent and the tax to be adjusted without affecting the tank or tank location. The Rent Adjustment product code should be used with Cash/Charge code '2' and the rent adjustment amount should be entered separate from the tax adjustment amount.

Using the Rent Adjustment product code: **RA**  
and Cash/Charge Code: **2**  
a rent adjustment has been entered to  
reduce the original rent amount by: **\$ 8.00**  
and to reduce the original tax charged  
on the tank rent by: **\$ .32**  
for a total rent adjustment of: **\$ 8.32**

The screenshot shows the 'N2 Session' window with the 'New Company' form. The form is divided into several sections for data entry.

**Company Header:** Company: NEW, Year: 04, Month: 08, Branch: 01, S/Z: S, Page: 123, Driver: [blank], Truck: [blank], Comm P.C.: RA, Cash Chrg: 2.

**Customer Information:** CUSTOMER, NAME: BT45689. Acc #: 54321, Refer #: 001969, Date: 0825. Quantity: 1.0- TK, Amount: 8.00-, Tax: .32-, RENT ADJ: 8.32-.

**Product Information:** Customer Name: CUSTOMER, NAME. Model/Part#: [blank]. RENT ADJUSTMENT. Quantity: [blank], UI: [blank], Amount: 800-, Sales Tx: 32-, RENT ADJ: .00. PO#: [blank].

**Control Totals:** Control Totals Begin: 0004, Last Record Entered: 0003, End of Data: 0003. Control Totals: Dollars: \$.00, Units: .0.

**Function Keys:** F1 = Name Help, F2 = Prior Rec #, F3 = Exit, F4 = Delete Rec #, F5 = Goto Rec #, F6 = Invoice, F9 = Header, F10 = PCode, F11 = Tax Code, F12 = Accept Error, F17 = Date, F23 = Price.

### **Special Transactions - Meter Deliveries:**

**Definition:** Transaction with a Product Code Special Function = **M** -and- Cash/Charge code = **3**.

**Special Function:** Updates the meter file with delivery information and accounts for gallons delivered. Deliveries to meter tanks should be entered exactly like deliveries to other bulk tanks. The "meter" product code should be used with cash/charge code = **3**.

### **Special Transactions - Meter Billing:**

**Definition:** A transaction with a Product Code Special Function = **M** -and- Cash/Charge code = **2**.

**Special Function:** Meter reading entered with a charge for quantity used since the previous billing.

### **Special Fields Used in Data Entry for Meter Billing:**

**Meter Reading:** This field appears only if product is specified as a meter transaction product. Enter the meter reading only if you want the system to compute the meter bill. The meter bill will be computed in the Sales Journal procedure. The computation will be based on: any base price specified in the Supervisor or in the meter file, the previous billing reading, the units of issue of the meter record, plus the price for the units specified in the price file. Entering a dollar amount for the transaction is not permitted.

**Serial Number:** If you are setting up the customer on the meter for the first time, enter "**M#**" followed by the Meter Serial Number in the "Serial/Part#" field. The system will automatically establish the meter account if the meter is available for service. It will also bill for any difference in the meter reading.

### **Special Transactions - Final Meter Billing:**

**Definition:** A transaction with a Product Code Special Function = **M** -and- Cash/Charge code = **9**.

**Special Function:** Same as the monthly meter billing except that the meters disconnected from the customer's account and placed in an inactive status.

### **Special Transactions - Inventory Transactions:**

**Special Functions:** If the Suburban Inventory System is installed, any product that has been designated as an inventory item in the Product Code File will automatically create an inventory sales transaction to remove the item from inventory.

### **Special Fields Used in Data Entry For Inventory Transactions:**

**Serial/Part Number:** Will be required for non-gas inventory items.

**Quantity:** A quantity must be entered. Care should be taken to use the same unit of issue as the inventory system.

## **Special Transactions - Refunds, Accounts Payable, and the General Ledger:**

This section illustrates a way to handle refunds with the Suburban Software Propane System. Please note that the following are only recommended procedures and your accounting practices may differ from those illustrated here.

The following occurs when a sale is entered through the Accounts Receivable system.

1. If cash/charge code 1 was used...

Debits the 'Cash-Sale' GL asset (wash) account ... 1xx (Br. Supervisor)  
Credits the product code GL revenue account ... 4xx (Product Code)

2. If cash/charge code 2 is used...

Debits the 'Accounts Receivable' GL asset account ... 1xx (Br. Supervisor).  
Credits the product code GL revenue account ... 4xx. (Product Code).

The following occurs when a payment is entered through the Accounts Receivable system.

1. If cash/charge 1 is used ... (cash sale transaction).

Credits the 'Cash Sales' GL (wash) account ... 1xx (Br. Supervisor).  
Debits the 'Bank' GL account ... 1xx (Product Code).

2. If cash/charge 2 is used ... (payment on account).

Credits the 'Accounts Receivable' GL asset account ... 1xx.  
Debits the 'Bank' GL account ... 1xx.

### **The following steps may be performed to issue refunds with the Suburban Software Propane System when using Accounts Payable to write checks.**

1. Credit the customer's account in accounts receivable using cash/charge code 2 and the original product code that was used to enter the sale. Be sure to credit the sales tax also by entering the amount as a credit to the sales tax field.

This will credit the 'Accounts Receivable' GL account (and the customer's account) and debit the 'Product Code' GL (revenue) account.

2. Write a check through the Accounts Payable System using a 'Refund' or 'Charge-Back' GL number. The 'Charge-Back' or 'Refund' GL account will be used as a wash account only.

When the invoice has been entered (and the print and post expenses option has been run), the AP (201) liability account will be credited and the 'Refund' or 'Charge-Back' GL account will be debited.

When the check is printed, the AP account will be debited and the Bank account will be credited for the amount of the check.

3. Use a 'Charge-Back' or 'Refund' product code to enter another cash charge code 2 transaction for the total amount of the refund to the account in accounts receivable. The product code should have the same GL number on it as the GL number used in step 2 (above) for 'Charge-Backs' or 'Refunds' so that the 'Charge-Back' or 'Refund' general ledger account will wash (become 0) in the end.

This transaction will debit 'Accounts Receivable' credit the 'Refund' or 'Charge-Back' GL account. Note that this transaction now brings the total of the 'Refund' or 'Charge-Back' GL entries to 0.

## 6 Print and Edit Sales & Receipt Page:

Procedure: EDITPG (CoID), (File Name), (Page # OR "ALL")

Purpose: To print a detailed listing of the transactions on any Sales, Receipt or Limbo page.

Report: The edit report lists each transaction and its location within the file that it as printed from. The program totals both dollars and gallons by driver or product code of sale and compares the transaction totals to the control totals entered on the page summary. The program also checks for and displays any errors that exist, in the same manner as does the "Edit and Transfer to Posting File" procedure below.

The screenshot shows a window titled "N2 Session" with a form titled "Print and Edit Sales & Receipt Transactions". The form contains several input fields and buttons:

- Company Identification Code .....
- File where page located: (Workstation ID), LIMBO, POSTING .....
- Printer ID: (P1, P2, etc.) .....- or - .....(View = Vw)
- Enter the following parameters only to restrict printing of a multi-page file.
- Branch Number .....
- Page Type ( S = Sales, Z = Receipts, L = Limbo ) .....
- Page Number .....

At the bottom of the form, there are two buttons: "F7 = Exit" and "ENTER" with a right arrow.



## Field Descriptions

**Company ID Code:**

Enter the 3 character company id code.

**File where page located:  
{Workstation ID}, LIMBO,  
or WEKLY**

Enter the name of the data entry file to be printed.

**WS ID:** Enter a two character workstation id to print out the data that has been entered at a specific workstation. For example, enter AA to print the data that was entered at workstation AA.

LIMBO: Enter LIMBO to print a listing of the transactions in Limbo.

WEKLY: Enter WEKLY to print out the transactions that are in the sales journal file. The printout will have an error message indicating that the transactions have "already been transferred". This is normal. This option is usually only used when troubleshooting a problem with posting.

**Printer ID:**

Enter the 2 character printer id that should be used to print the report.

**THE FOLLOWING FIELDS SHOULD ONLY BE ENTERED IF YOU WISH TO RESTRICT THE PRINTOUT BY BRANCH, PAGE TYPE, OR PAGE NUMBER. NORMALLY THE FOLLOWING FIELDS SHOULD BE LEFT BLANK SO THAT THE SYSTEM WILL PRINT EVERYTHING THAT HAS BEEN ENTERED SINCE THE LAST POSTING.**

**Branch Number:**

Allows for the selection of only those transactions entered for a specific branch.

**Page Type:**

Enter "S" to restrict the report to only sales type transactions, "Z" to restrict the report to only receipt transactions, or "L" to print only limbo transactions.

**Page Number:**

Enter a 2 digit page number to print only the transactions for a specific page.

For a more detailed description of the data that appears on the report, refer to the section discussing Daily Menu option 7 (Edit and Transfer Transactions to the Posting File).

Your Company Name      Branch-02      Sales Page: 12/03 S 654      J3      E D I T      L I S T I N G      09/01/04 12:52 USERNAME  
Pg: 1

Record	Date	Refer	Account	Customer	Error Cd	PC	CC	%	Qty	Amount	S/L Tax	PC2 Amt	Extension
0002	12/08	654654	2-02966	ANDERSON, HUBERT		6I	2	00	1.0 TK	1,085.00	45.68 L		1,130.68
0003	12/03	00088	2-01208	ADAMS, RICHARD &		CD	2		1.0 GL	55.01		55.01 CG	110.02
				Install Rented Tank		6I			1.0	1,085.00	45.68	.00	1,130.68
				Contract Deposit 01/02		CD			1.0	55.01	.00	55.01	110.02
									2.0	1,140.01	45.68	55.01	1,240.70
0005	12/25	657852	2-20770	CORNELIUS, TONY		02	2		2.0 20	95.55			95.55
0006	12/25	985151	2-90627	USRY, JIMMY		02	2		3.0 10	97.46			97.46
0007	12/25	324655	2-35414	GRANT, BRENDA		01	2	82	65.0 GL	100.69	9.06 S	4.00 RC	113.75 A
0008	12/25	324651	2-93939	CRANE, LARRY		01	2	77	125.0 GL	193.63	17.43 S	4.00 RC	215.06 A
				Driver: 1 Cylinder(s)		02			5.0	193.01	.00	.00	193.01
				Propane Gas - Domestic		01			190.0	294.32	26.49	8.00	328.81
									195.0	487.33	26.49	8.00	521.82

Source	Dr-Tk	Control \$	Trans \$	Control Qty	Trans Qty
John Smith	1-23	521.82	521.82	195.0	195.0
Tank Rent	-	1,130.68	1,130.68		
Office Sales	-	110.02	110.02		
Total Cash Sales .....		.00	.00		
Total Charge Sales ...		1,762.52	1,762.52		
Sales Page Total .....		1,762.52	1,762.52	195.0	195.0

Data entered in transactions for gallons and dollars should balance data entered in the page summary or control totals.

## 7 Edit & Transfer New Transactions to "Posting" File:

- Purpose:
1. To perform an initial edit (system-check) of the transactions in the daily work files.
  2. To transfer the transactions to the Posting File if (1) no terminal errors are detected, and if (2) the transactions balance to the Sales & Cash Receipt Page Summaries.

Data Flow: The procedure will prompt the operator for the name of any workstation files that are to be included in the transfer to the Posting file. You should include any workstation files that contain new transactions, and the LIMBO file if it has been corrected. These files are edited to insure transactions meet certain minimum requirements and balance to their respective page summaries. If they do not balance, a terminal error message is issued and the procedure is canceled. If there are no terminal errors found, the work files are merged with any previously edited data in the Posting file, and the workstation files are deleted.

N2 Session

Edit and Transfer Daily Transactions to the "Posting" File

Company Identification Code ..... NEW

Enter the I.D. of workstation(s) that have data to be transferred to the Posting File". ☐ ☐ ☐ ☐ ☐

Is the "LIMBO" file to be included in this transfer? .....(Y/N) ☐

\*\* "Limbo" transactions should be transferred for posting after corrections have been made.

\*\* "Limbo" file must be transferred before the "Sales and Receipts" Journal can be printed.

Printer ID: (P1, P2, etc.) .....- or - .....(View = Vw)

## **Field Descriptions**

<b>Company ID Code:</b>	Enter the 3 character company id code.
<b>Workstation ID's of any workstations that have data to be transferred:</b>	<p>Enter the name of the data entry file to be transferred. Up to four work files may be transferred at one time.</p> <p>For example, enter AA to transfer the data that was entered at workstation AA.</p>
<b>Is the LIMBO File to be included in this transfer?</b>	This question only appears when there is a LIMBO file on the system. Enter "Y" to transfer Limbo or enter "N" to postpone transferring Limbo until a later time. Remember that limbo MUST be transferred before the sales journal can be run.
<b>Printer ID:</b>	Enter the 2 character printer id that should be used to print the report.
<b>Edit Report:</b>	The posting program produces an edit report which checks data entry workfiles for errors and shows the total gallon and dollar amounts entered on the Sales & Cash Receipt Summary Pages relative to the total gallon and dollar amounts entered through data entry. An 'out-of-balance' situation exists if the summary page totals (entered from adding machine control tapes) are not equal to the data entry totals (from actual transactions entered).

### **Terminal Errors:**

Are errors that prevent the transfer of data from the work file to the "WEEKLY" posting file, They are issued for the following reasons:

- The total for all transactions entered do not match summary page control totals.
- a Summary Control Page has not been entered for the transaction,
- the page number was previously used and already entered
- an invalid product code was entered,
- tax on a non-taxable product,
- conversion factor missing for either gas or tank rent,
- meter reading missing for a meter transaction,
- a meter transaction on a "Cash" Code,
- Tank/Meter Pickup Code used for wrong transaction,
- cash amount on an Inter-Company transaction,
- Special Function quantity units do not balance to the Summary page,
- invalid "Cash/Charge" Code,
- the transactions don't balance to the Summary Page,
- the date is invalid,
- a deposit is posted on a cash sale.


### **Warning Errors:**

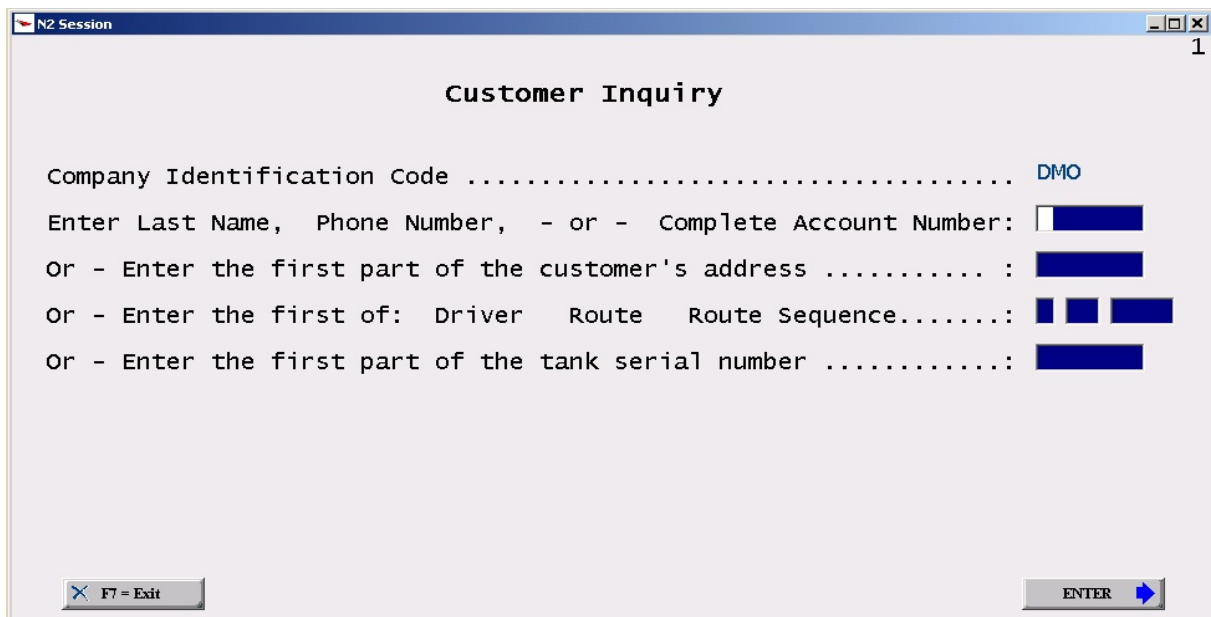
When warning errors are issued you have the choice of terminating the job and correcting the error or proceeding with the program. Remember that the transactions can not be changed after they have been transferred to the posting file. Warning errors are issued for the following conditions:

- Taxes exist on a non-taxable item, or
- The tax rate on the transaction (based on the amount of tax entered on the transaction) doesn't match the tax rate setup in the tax file.

## 9 Customer Inquiry

A customer can be accessed by typing the first part of the name, phone number, address, account number, driver/route or tank serial number and then typing the line number of the customer you want to select.

**Note:**  For the "primary branch", the account number may be entered as 5 digits without specifying the "Branch Number". The "primary branch" is assumed to be "01" unless otherwise specified in the Supervisor Company record.



The screenshot shows a window titled "N2 Session" with a sub-header "Customer Inquiry". The screen displays a form for customer lookup. The first line is "Company Identification Code" followed by a series of dots and the text "DMO". Below this are four lines of input prompts, each followed by a blue rectangular input field:

- Enter Last Name, Phone Number, - or - Complete Account Number:
- Or - Enter the first part of the customer's address .....
- Or - Enter the first of: Driver Route Route Sequence.....
- Or - Enter the first part of the tank serial number .....

At the bottom left, there is a button labeled "F7 = Exit". At the bottom right, there is a button labeled "ENTER" with a blue arrow pointing to the right. A small number "1" is visible in the top right corner of the window.

**The "A" Screen:** After selecting the customer, the "A" Screen will show which provides a comprehensive picture of credit and delivery status.

N2 Session

Your Company Name As of 2/02/04 1349/4

Account 02 27203	Type: <input type="checkbox"/> <input type="checkbox"/> Co Tank	Credit ... 3	Current .00
Status A	*Memos*	Delivery.. T	Over 30 5.80
Name ADAIR, FRANK		Tax ..... 04	Over 60 5.80
Address P.O. BOX 119		Use ..... 3	Over 90 331.35
City St GADSDEN AL 36012		Fin Chg .. Y	Over120 .00
Tel 980-5139		Statement: T	Total: \$342.95

Driver/ Route/ Sequence 1 RB 0240	123456789012
Last Delivery Date ... 9/17/03	Monthly Credit Record : 45678904012*
Forecast 20% Delivery Pt 12/16/03	Delinquent Letter Nr. :
Forecast Runout Delivery 12/30/03	Start Date: 8/90
Delivery Ticket Printed 9/13/04	Gas Check Date: 9/64
Percent Tank Filled to: 75 %	Last Payment Date: 9/17/03
Current Inventory Pct : 08 %	Last Payment Amount: 446.43
Current Inventory Gals: 26	Refundable Deposit:
Tank Water Capacity ... 325	Budget Rate Recommended 137.00-
Year-to-Date Deliveries 1	Budget Balance:
Year-to-Date Gallons 240.0	Credit Limit:
Last Year's Gallons 665.0	Product: 01 UI: GL Price: 1.30

A - Main C - CSale G - GasOr I - OItem K - Contract M - Memo P - Paymt R - Label T - Tanks V - VMap X - Timed  
 B - Budget D - Delrvy H - OrHst J - OilHst L - Ledger O - Orders Q - QkTic S - SveOrd U - Update W - WrtLed Y - DelHst  
 X - Exit N - Next Account Forward

**Budget (B):** When selecting this option, the following screen will show a **recommended** budget rate for the customer, according to the gallons and degree days used the last season and year to date.

N2 Session

Your Company Name Budget Plan Date: 12/23/03

2-27203	DegreeDays	Gallons
ADAIR, FRANK	Year-to-Date: 1349	240
P.O. BOX 119	Last Season : 3993	665
GADSDEN AL 36012	Forecast : 3945	926 <<<

Quantity 926 (x)	Price 130	Tax (+) 60.19 (=)	Gas Bill 1,263.99
(Includes 234 Gallons to fill tank)		(+) Account Balance	342.95
		(+) Tank Rent	36.00
		-----	
		Estimated Total Bill	1,642.94
		(=)	
		Recommended Budget Rate	137.00
		Current Budget Rate...	13700-
		Payment Due This Month:	

The company reserves the right to adjust budget rates due to changes in customer credit rating, propane use, propane prices, or weather patterns.

Inquiry ENTER

Counter sales can be entered through customer inquiry. The edit list and transfer to the posting file for counter sales need to be done through the Sales and Service Menu option 5 and 7 respectively (page 5-1 and 7-1).

The Delivery 'D' Screen - will show the status of the last company owned tank assigned to the customer's delivery record (Rented, Leased, etc.). If the tank rent is changed to another delivery account, the tank states will appear as "Tenant". Non Company owned tanks appear as "Customer" tanks. It also shows the percent of confidence the system has on forecasting deliveries for the specified customer.

**A/R Daily Menu: Page 9 - 3**



**Exit (E):** When "E" is pressed it will perform the same action as {F7}.

**Forward (F):** "F" is the default option displayed. When selected, advances to the next customer master file screen. In the ledger, (F) forwards you to the next page.

**Gas Orders (G):** When selected, this option will present the operator a screen with pre-entered fields, enter the cash/charge code, quantity and comments if necessary. The gas order is then placed in the "Order" File. Delivery tickets placed in the order file may be printed immediately or later with other "unprinted" orders. For more information about filling out and printing gas orders see the Order Menu Section.

The screenshot shows the 'N2 Session' window with the following fields and controls:

- Account:** 02 27203
- Type:** G
- Order:** 02438
- Ship to:**
  - Name: ADAIR, FRANK
  - Address: 616 GRAND AVE.
  - City St: RAINBOW CITY AL 00000
- Tax Code:** 04
- Cash=1 / Charge=2:** 2
- Salesman:** (empty)
- Ship Via:** 1RB
- Print Immediately:** (empty)
- Prepaid / Collect:** (empty)
- Customer Order Nr:** (empty)
- Date:** 100104
- Ordered ..** 000000
- Scheduled ..** 000000
- Printed ..** 000000
- Shipped ..** 000000
- Invoiced ..** 000000

Qty	PC	Price	U/I	Description	Extension
01		1.30	GL	Propane Gas - Domestic	1.30

**Comments:**

**Footer Buttons:**

- F7 = Exit
- Previous
- F2 = Qty Ship
- F8 = Price
- F11 = Tax Code
- F13 = Address
- ENTER

**Order History (H):** When selected, the order history screen has the ability to retrieve any order history from Gas, or Service that has been paid.

[illegible]

### Open Item (I):

If the customer uses open item accounting (see page 2-14 daily menu section), this screen will show all the transactions that have occurred on the account and that have not been paid yet.



Please note that at the end of the month all the transactions that have been paid will be removed from this screen and sent to the 'J' Screen - Open Item History.

N2 Session As of 2/02/04 1349/4

**Your Company Name**

Account 02 27203	Type: <input type="checkbox"/> <input type="checkbox"/>	Co Tank	Credit ... 3	Current .00
Status A		*Memos*	Delivery.. T	Over 30 5.80
Name .. ADAIR, FRANK			Tax ..... 04	Over 60 5.80
Address P.O. BOX 119			Use ..... 3	Over 90 331.35
City St GADSDEN	AL 36012		Fin Chg .. Y	Over120 .00
Tel 980-5139			Statement: I	Total: \$342.95

Reference	Date	Description	Invoice Amt	Open	Allocated	Balance
0000	11/07/02	**	346.12	346.12		346.12
0078	11/29/02	Finance Chrg	6.06	6.06		352.18
32704	0905 12/06/02	Payment, Than	170.00-	170.00-	170.00-	182.18
32703 630272	12/11/02	Propane Gas -	271.59	271.59	100.00	453.77
28131	1/18/03	Service / Lab	32.95	32.95		486.72
0102	1/28/03	Finance Chrg	7.94	7.94		494.66
1538	2/06/03	Payment, Than	85.00-	85.00-		409.66
631027	2/10/03	Propane Gas -	368.96	368.96		778.62

\*\*\*\*\*

A - Main   C - CSale   G - GasOr   I - OItem   K - Contract   M - Memo   P - Paymt   R - Label   T - Tanks   V - VMap   X - Timed  
B - Budget   D - Delvry   H - OrHst   J - OiHst   L - Ledger   O - Orders   Q - QkTic   S - SvcOrd   U - Update   W - WrtLed   Y - DelHst   F  
X - Exit   N - Next Account   Forward

### Open Item History (J):

If the customer uses open item accounting (see page 2-14 daily menu section), this screen will show the history of all the transactions that have occurred on the account and that have been paid, see note above.

N2 Session As of 2/02/04 1349/4

**Your Company Name**

Account 02 27203	Type: <input type="checkbox"/> <input type="checkbox"/>	Co Tank	Credit ... 3	Current .00
Status A		*Memos*	Delivery.. T	Over 30 5.80
Name .. ADAIR, FRANK			Tax ..... 04	Over 60 5.80
Address P.O. BOX 119			Use ..... 3	Over 90 331.35
City St GADSDEN	AL 36012		Fin Chg .. Y	Over120 .00
Tel 980-5139			Statement: I	Total: \$342.95

Reference	Date	Description	Invoice Amt	Open	PAID	Balance
631027	2/10/03	Propane Gas -	368.96	368.96		368.96

\*\*\*\*\*

A - Main   C - CSale   G - GasOr   I - OItem   K - Contract   M - Memo   P - Paymt   R - Label   T - Tanks   V - VMap   X - Timed  
B - Budget   D - Delvry   H - OrHst   J - OiHst   L - Ledger   O - Orders   Q - QkTic   S - SvcOrd   U - Update   W - WrtLed   Y - DelHst   F  
X - Exit   N - Next Account   Forward

**Contract Gas (K):** When selected, the screen will display current contract gas information pertaining to the account selected.

B2 Session

Your Company Name As of 12/31/03 1448/4

Account 02 58947	Type: <input type="checkbox"/>	Credit ... 3	Current 20.10CR
Status A	*Memos*	Delivery.. *	Over 30 .00
Name .. ADAIR, FRANK		Tax ..... 04	Over 60 .00
Address P.O. BOX 119		Use ..... 3	Over 90 .00
City St GADSDEN	36012	Fin Chg .. Y	Over120 .00
Tel 980-5139		Statement: Y	Total: \$20.10CR

Contract Product Code : C3 CONTRACT GAS 2003/2004 (100%)

Contract Date:	Quantity	Price	Sales	Deposit
Original Contract:	350.0	1.4590		536.18
Amount Available:	350.0			536.18
Year-to-Date Sales:	.0		.00	.00
Last Year's Sales:	.0		.00	.00

A - Main C - CSale G - GasOr I - OItem K - Contract M - Memo P - Paymt R - Label T - Tanks V - VMap X - Timed  
 B - Budget D - Delvry H - OrHst J - OilHst L - Ledger O - Orders Q - QkTie S - SvcOrd U - Update W - WrtLed Y - DelHst  
 E - Exit N - Next Account Forward

**Ledger (L):** When selected, the screen will show a detailed list of the transactions that have occurred on the account. {F10} can be pressed on this screen to switch between the price and tax columns.

B2 Session

Your Company Name As of 12/31/03 1448/4

Account 02 27203	Type: <input type="checkbox"/>	Co Tank	Credit ... 3	Current .00
Status A	*Memos*		Delivery.. *	Over 30 5.80
Name .. ADAIR, FRANK			Tax ..... 04	Over 60 5.80
Address P.O. BOX 119			Use ..... 3	Over 90 331.35
City St GADSDEN	AL 36012		Fin Chg .. Y	Over120 .00
Tel 980-5139			Statement: I	Total: \$342.95

Date	Refer	Product	CC	%	Qty/UI	Amount	Price	Total	Balance	
12/31/03	2387	Sales Tax	2			30.63		30.63	373.58	W
12/31/03	2387	Parts & Fit	2			150.00		150.00	523.58	W
12/31/03	2387	Service / L	2			150.00		150.00	673.58	W
12/31/03	2387	Heaters, Va	2		1 EA	190.34	190.34	190.34	863.92	W
12/31/03	2382	Sales Tax	1			17.90		17.90	342.95	W
12/31/03	2382	Heaters, Va	1		1 EA	198.95	198.95	198.95	342.95	W
12/31/03	2369	Sales Tax	2			19.56		19.56	883.48	W
12/31/03	2369	Service / L	2			150.00		150.00	1033.48	W
12/31/03	2369	Heaters, Va	2		1 EA	217.36	217.36	217.36	1250.84	W
12/31/03	2367	Sales Tax	2			19.56		19.56	1270.40	W
12/31/03	2367	Service / L	2			100.00		100.00	1370.40	W
12/31/03	2367	Heaters, Va	2		1 EA	217.36	217.36	217.36	1587.76	W

A - Main C - CSale G - GasOr I - OItem K - Contract M - Memo P - Paymt R - Label T - Tanks V - VMap X - Timed  
 B - Budget D - Delvry H - OrHst J - OilHst L - Ledger O - Orders Q - QkTie S - SvcOrd U - Update W - WrtLed Y - DelHst  
 X - Exit N - Next Account Forward



**Memo (M):**

Enter or Update notes on the customer's account. Use the retain field to make the memo disappear in a certain period of time.

B2 Session As of 12/31/03 1448/4

**Your Company Name**

Account	02 27203	Type:	Co Tank	Credit ...	3	Current	.00
Status	A		*Memos*	Delivery..	*	Over 30	5.80
Name ..	ADAIR, FRANK			Tax .....	04	Over 60	5.80
Address	P.O. BOX 119			Use .....	3	Over 90	331.35
City St	GADSDEN	AL	36012	Fin Chg ..	Y	Over120	.00
Tel	980-5139			Statement:	Y	Total:	\$342.95

Nr	Date	Retain	Memo	Pad	Page:
1	8/13/03	08 D4	P/D	396.80	1
2	9/03/03	99 *	Husband is disabled. Check has not started yet. Promised to pay PD balance when check is received.		
4	6/02/04	05 *	Postcard sent. 325GL Tk @ 07%. \$342.95 \$342.95 P/D		
5	6/03/04	01 *	Promised to pay in 10 days. Do not deliver until paid. 12		

\*\*\*\*\*

Memo No.  Memo Notes.....

Retain (Months)  Option: F

Reprint (Days)  ENTER

X - Exit

**Next Account (N):** Use "N" to return to the select/search screen to select another account.

**Orders (O):**

When selected, this screen will show detailed information and status of all the orders entered to this customer

B2 Session As of 12/31/03 1448/4

**Your Company Name**

Account	02 27203	Type:	Co Tank	Credit ...	3	Current	.00
Status	A		*Memos*	Delivery..	*	Over 30	5.80
Name ..	ADAIR, FRANK			Tax .....	04	Over 60	5.80
Address	P.O. BOX 119			Use .....	3	Over 90	331.35
City St	GADSDEN	AL	36012	Fin Chg ..	Y	Over120	.00
Tel	980-5139			Statement:	Y	Total:	\$342.95

Type	Order#	PONR	Ordered	Scheduled	Printed	Shipped	Invoiced	Total
G	02355		1/15/04	1/17/04	1/14/04			232.35
G	02358		1/28/04	1/29/04	1/28/04			232.35
S	02360		2/05/04	2/10/04	9/01/04			274.85
G	02363		2/05/04		4/03/04			*****
G	02364		2/06/04	2/07/04	3/31/04			*****
G	02365		4/03/04		4/05/04			*****
G	02366		4/04/04		4/05/04			*****
A	02367		4/04/04		9/01/04	4/04/04	9/01/04	336.92
G	02368		4/05/04		4/05/04			*****
A	02369		4/05/04		9/01/04	4/05/04	9/01/04	386.92
G	02370		4/05/04		4/17/04			225.00
G	02376		4/17/04		5/14/04			*****
S	02377		4/17/04		9/01/04			427.85

A - Main	C - CSale	G - Gas Or	I - OItem	K - Contract	M - Memo	P - Paymt	R - Label	T - Tanks	V - VMap	X - Timed
B - Budget	D - Delvry	H - OrHst	J - OiHst	L - Ledger	O - Orders	Q - QkTie	S - SvcOrd	U - Update	W - WrtLed	Y - DelHst

X - Exit N - Next Account Forward

## Payments (P):

Allows payments to be entered and receipts to be printed directly from Customer Inquiry. When the 'P' option is selected, the system will display a payment data entry screen with default information pre-entered. The default branch should be specified in the Suburban Software Configuration File (CNFIGSSS). When the payment amount (and optional discount amount) has been entered, a payment receipt is issued to the default printer and the payment is saved in the CR file.

A control totals page with the same number specified in the payment entry has to be entered for the appropriate amounts.

To get an edit list, transfer to the posting files and posting, follow steps 6, 7, 11 and 12 of the daily menu. *CR always has to be specified as the data file.*

B2 Session

Your Company Name

Company	Year	Month	Branch	S/Z	Page	Driver	Truck	Comm P.C.	Cash Chrg
DMO	03	12	02	Z	033			88	8

CUSTOMER, NAME	Acc #	Refer#	Date	check Nr	Amount	Discount
0034	99107	900235	1212	885858	225.15	225.15

Customer Name:	Acc #	Refer#	Date	Check Nr	Payment, Thank You	Discount
	0035	27203	900242	0410		.00

ENTER

Control Totals Begin	Control Totals
Last Record Entered. 0020	Dollars \$1,797.71
End of Data..... 0034	Units.. .0

F1 = Name Help	F2 = Prior Rec #	F3 = Exit	F4 = Delete Rec #	F5 = Goto Rec #	F6 = Invoice	F9 = Header	F10 = PCode	F11 = Tax Code	F12 = Accept Error	F17 = Date	F23 = Price
----------------	------------------	-----------	-------------------	-----------------	--------------	-------------	-------------	----------------	--------------------	------------	-------------

Date: 10/04/04 8:33 MASTER Reference #: B2 900242

Account #: 2-27203

FRANK ADAIR  
P.O. BOX 119  
GADSDEN AL 36012

### R E C E I P T

Previous Balance:	342.95
Amount Paid:	1.23-
New Balance:	344.18

**Quick Tickets (Q):** Immediately issues a delivery ticket to the default printer for the customer selected. The default printer is P1 unless otherwise designated in the Suburban Software Configuration File (CNFIGSSS). Quick ticket does not accumulate tickets in the order file.

```

*
1-RB12/16/03  178 3B      2-27203R  30221  0240

3*  1/07/04    12   6
      FRANK ADAIR
325      665      99  99  616 GRAND AVE.
      RAINBOW CITY,
980-5139 0917 75  240
                        5.00 %
      8391C
      4 10 04      .02 Hwy278-Left on Tomcat Rd.
                        Branch 2
                        2nd rt on Grand Avenue.
                        4.00
                        2 1/2 blocks on lft. Name
                        on blue an yellow box.
                        Tank behind garage.

C2
      Your Company Name

      1121 Meighan Boulevard
      Gadsden, Al 35901-3398

342.95  342.95 P/D      547-2564

```

**Label (R):** Prints an address label of the current customer master file.

**Service Order (S):** Similar to the Gas Ticket (G) option except the screen stores information concerning "service orders". See Sales and Service Menu section for more information.

[illegible]

## Tanks (T):

The Tank Status screen will show detailed information including the "Delivery Account Number" of the "Tenant" for all tanks assigned to a customer as rented, loaned, or metered tanks.

B2 Session As of 12/31/031448/4

**Your Company Name**

Account	02 27203	Type:	<input type="checkbox"/> <input type="checkbox"/> Co Tank	Credit ...	3	Current	.00
Status	A		*Memos*	Delivery..	*	Over 30	5.80
Name ..	ADAIR, FRANK			Tax .....	04	Over 60	5.80
Address	P.O. BOX 119			Use .....	3	Over 90	331.35
City St	GADSDEN	AL	36012	Fin Chg ..	Y	Over120	.00
Tel	980-5139			Statement:	Y	Total:	\$342.95

Serial	Size	Rent / Due	Gas Used	Set	Paint	LOF	Deliver Acc
8391C	325A	36.00 08	240.0	8/90	8/93	Y	2-27203

\*\*\*\*\*

A - Main   C - CSale   G - GasOr   I - OItem   K - Contract   M - Memo   P - Paymt   R - Label   T - Tanks   V - VMap   X - Timed  
B - Budget   D - Delvry   H - OrHst   J - OIHst   L - Ledger   O - Orders   Q - QkTie   S - SveOrd   U - Update   W - WrtLed   Y - DelHst  
X - Exit   N - Next Account   Forward

## Update (U):

This option will display and allow editing of the customer master file (see page 2-1 of the Daily Menu).

## Screen One:

B2 Session As of 12/31/031448/4

**Your Company Name**

Account Number...	02 27203 R	Started	08 1990	Current	
Account Status...	A			Over 30	5.80
Name(Last, First)	ADAIR, FRANK			Over 60	5.80
Street Address...	P.O. BOX 119			Over 90	331.35
City State Zip	GADSDEN	AL	36012	Over 120	.00
Area & Phone #	9805139			Total:	\$342.95

Cr	Dlv	Tax	Use	Dr	Rt	RtSeqn	# of	TkSize	Tank Serial	TkTyp	PC	UI
3	*	04	3	1	RB	0240	1	325	8391C	A	C2	GL

Type	F/C	Bill Cycle	Price Class	Stat/Invc	Terms	O/B	Bgt Rate	Bgt Balnce	CrLimit
		1	A B C R			B	12700-	(9.2)	30000

Directions

Line 1	Hwy278-Left on Tomcat Rd.
Line 2	2nd rt on Grand Avenue.
Line 3	2 1/2 blocks on lft. Name
Line 4	on blue an yellow box.
Line 5	Tank behind garage.

G1/DD	G1/Day	Lock	Prv	DD	Master	Sls	Rt
(5.2)	(5.1)	(U/R)	Pct	Base	Acc Nr	man	Bk
00012	00006	U	75	65			

Extra Name Line:

Street .... 616 GRAND AVE.  
City/St/Zip RAINBOW CITY AL 35902

F7 = Exit   ENTER



## Screen 2:

**B2 Session**

**Your Company Name**

Account Nr:

E-Mail Address .....

Alternate Phone Number .....   Type:

Tax Identification Number ....

Standing Purchase Order Number

Latitude .... (degree.decimal)  .  N

Longitude ... (degree.decimal)  .  W

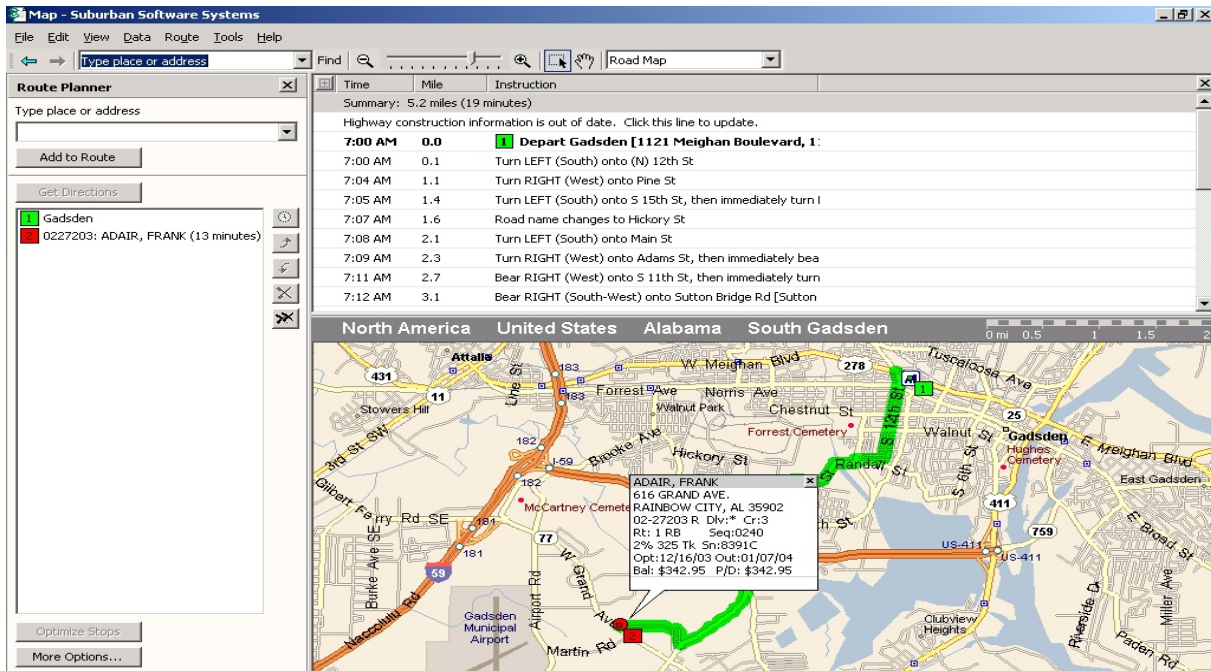
Gain Account: Date .....   Reason:

Lost Account: Date .....   Reason:

Electric Tank Monitor Number .

## View Map (V):

When selected along with using the Mapping module it allows the user to display a map with detailed turn by turn directions from the office to the customer's delivery address.



**Write Ledger (W):** Prints the customer's transaction activity for a specified period. This option provides the operator with a screen to select the beginning and ending period of the customer's ledger card activity to be written to the printer. If the beginning and ending periods are left blank, the system will print the earliest period found through the current sales month.

**B2 Session**

**Ledger Card Printing**

Company Identification Code .....

Enter the Account #.....

Beginning (oldest) month and year: . . . . . (MMYY)

Ending (current) month and year: . . . . . (MMYY)

Printer ID: (P1, P2, etc.) .....- or - .....(View = Vw)

Your Company Name 1121 Meighan Boulevard Gadsden, Al 35901-3398									
Account: 2-27203						Printed ..... 4/10/04			
ADAIR, FRANK P.O. BOX 119 GADSDEN AL 36012						Transactions thru 12/03			
Date	Refer	Product	CC	%	Qty/UI	Amount	Tax/PC2	Total	Balance
12/27/99	4444	Propane Gas	2	70	GL				208.85
12/30/99	1111	Payment, Th	8			208.95-		208.95-	.10-
2/23/00	4444	Propane Gas	2	80	200 GL	288.00	14.40	302.40	302.30
3/24/00	4444	Payment, Th	8			302.30-		302.30-	.00
6/29/00	0035	Propane Gas	2	78	160 GL	214.40	10.72	225.12	225.12

**Timed Delivery(X):** When selected Timed Delivery allows the user to choose specific dates for delivery to the customer's delivery address.

B2 Session As of 12/31/03 1448/4

**Your Company Name**

Account	02 27203	Type:	<input type="checkbox"/> <input type="checkbox"/> Co Tank	Credit ...	3	Current	.00
Status	A		*Memos*	Delivery..	*	Over 30	5.80
Name ..	ADAIR, FRANK			Tax .....	04	Over 60	5.80
Address	P.O. BOX 119			Use .....	3	Over 90	331.35
City St	GADSDEN	AL	36012	Fin Chg ..	Y	Over120	.00
Tel	980-5139			Statement:	Y	Total:	\$342.95

January	.....10.....20.....30.	January
February	5	February
March	5	March
April		April
May		May
June		June
July	.....10.....20.....30.	July
August		August
September	4	September
October		October
November		November
December	4	December

**Delivery Deviation(Y):** Displays the difference between the forecasted delivered amount versus the actual delivered amount plus or minus in gallons and percentage.

B2 Session As of 12/31/03 1448/4

**Your Company Name**

Account	02 27203	Type:	<input type="checkbox"/> <input type="checkbox"/> Co Tank	Credit ...	3	Current	.00
Status	A		*Memos*	Delivery..	*	Over 30	5.80
Name ..	ADAIR, FRANK			Tax .....	04	Over 60	5.80
Address	P.O. BOX 119			Use .....	3	Over 90	331.35
City St	GADSDEN	AL	36012	Fin Chg ..	Y	Over120	.00
Tel	980-5139			Statement:	Y	Total:	\$342.95

Date	DegreeDay	Tank.%	QtySold	QtyUsed	Gal/DD	Gal/Day	Deviation	Dev%
9/17/03	009	325.75	240	256	.12	.6	U 12	.04
2/10/03	2863	325.80	225	251	.12	.6	U 63-	.19-
12/11/02	1108	325.88	200	174	.08	.8	U 24-	.07-

\*\*\*\*\*

**Customer Inquiry - Options Table:**

Option Letter	Function
A	'A' Screen
B	Budget Screen
C	Counter Sales
D	Delivery Screen
E	End Customer Inquiry
F	Forward to next screen
G	Gas Orders
H	Order History
I	Open Item Transaction Screen
J	Open Item History Screen
K	Contract Gas Screen
L	Ledger Card Screen
M	Memo Pad
N	Next Account
O	Open Order Status
P	Payment Entry
Q	Quick Ticket Print
R	Label
S	Service Order Entry
T	Tank Screens
U	Update Master File
V	View Map
W	Write Ledger
X	Timed Screen
Y	Delivery Deviation Details

## 11 Print Sales and Receipts Summary and Journal

- Function:**
1. Prints a recap (summary) of the Sales & Cash Receipt Journals.
  2. Prints a Sales & Cash Receipt Journal which lists each transaction processed along with any errors that are detected.
  3. Computes gas "metered" transactions that have not been charged, if automatic pricing is selected in the supervisor file.
  4. Performs a final edit (error check) on the transactions.

The Sales Journal will print all the sales and cash receipts in chronological sequence sorted by branch, page number, and driver. It will also print a "Limbo Page" which lists those transactions that will be transferred to "Limbo" due to some "Limbo Rejection Code". Please refer to the limbo code table below for more clarification.

**Sales & Receipt Journal**

Company Identification Code ..... DMO

Form Name: ( 0001, 0002, etc) - or - "VIEW" ..... 0001

Printer ID: (P1, P2, etc.) .....- or - .....(View = Vw) P1

The "Sales and Receipts Journal" is the audit trail and your final edit.  
It should be filed in the "Sales Journal" binder for future reference.  
The Sales Journal program must be run before "Posting" your transactions.  
However, you can "Backup" your A/R files while the journal is printing.

F7 = Exit ENTER

The sales journal program checks transactions for various anomalies (because some of the anomalies are not actually errors). If an error condition is detected, a "Limbo Rejection Code" will be printed indicating the problem with the transaction. *Normally, you should not attempt to correct the error until after the update has completed.* Errors that deal strictly with the transaction cannot be corrected until after the update because there is no limbo or work file at this point (see the overview of the posting process in the Daily Menu Section 1). Errors that are a result of missing or incorrect data in the master files can be corrected by updating the master file and reprinting the Sales and Cash Receipts Journal prior to running the update.

The procedure checks to see that the "LIMBO" transactions from the previous posting have been included with the new sales and receipts data. If not, the program terminates with error. If the update was permitted to go through without "LIMBO" records, Accounts Receivable would be out of balance by the amount in "LIMBO", and the transactions in "LIMBO" would not be posted to the proper accounts.

If you re-enter either the Supervisor File, Customer Master File, Product Code File, Tax Code File, or Constants File after printing the Sales Journal and before "Posting" to the Master files, the Sales

Journal must be run again. This is necessary because a change in one of the above files may affect an error code that the Sales Journal procedure edits.

See the following tables for a listing of "Limbo Rejection Codes", the cause of the rejection, and the corrective action to take to resolve the errors:

## **Limbo Rejection Codes**

<b>Limbo Errors</b>	<b>Possible Cause of Limbo Error</b>	<b>Corrective Action</b>
<b>NA-----</b>	No account number on transaction.	Assign the proper account number.
<b>ND-----</b>	No delivery data in master file record.	Enter any delivery information to the master file, ie. tank size, driver #, or delivery route.
<b>NM-----</b>	(1) There is no master file account open for the account number indicated, -or- (2) the account number entered on the transaction is wrong.	(1) Verify that the account number is correct on the transaction -or- (2) Open a new account with the Update Customer Master File option in the Daily Menu.
<b>DM-----</b>	Deleted Master File. The account's master file record has been deleted.	Verify that the right account number is on the transaction and, if so, activate the master file account.
<b>---DD---</b>	Date or Degree Day error. Delivery date is beyond the latest Degree Day entered -or- the transaction date is at least 30 days old.	(1) Enter the correct date on the transaction -or- (2) Update the degree day file to the current date.
<b>----WC--</b>	(1) Required tank capacity in master file is missing -or- (2) The number of gallons delivered exceeds tank capacity.	Verify that: (1) The delivery is to the right account number -or- (2) the tank size is correct in the master file.
<b>-WC--%Hi-</b>	Either the tank size is too small -or- the percentage the tank was filled to, is too high, given the number of gallons delivered, and when compared with the percentage the tank was filled to on the previous delivery. It is as if the customer's tank is making gas instead of using gas. (ie. This tank could not have been filled to this percentage with the delivered number of gallons.)	Confirm that: (1) the proper tank size is in Master File, (2) the proper transaction percentage (filled to) was entered, (3) the correct "previous percent full" figure is in the Master File, and (4) the proper account number is on the transaction.

<b>WC-%Lo</b>	Either the tank size is too large -or- the percentage the tank was filled to, given the number of gallons delivered, is too low. This tank should not have been filled to a higher percentage for the delivered number of gallons.	Confirm that: (1) the proper tank size is in Master File, (2) the proper transaction percentage (filled to) was entered.
<b>--%-----</b>	Required "Percent Filled To" is missing from a bulk gas delivery.	Add the missing percentage to the transaction. This figure is used by the delivery forecasting programs so it's best to get accurate percentages from the driver whenever possible.
<b>----T#--</b>	Tank number indicated on transaction not found in the tank file.	Verify that: (1) the correct tank # is on the transaction, (2) the correct tank # id in the tank file, and (3) the transaction tank number matches the number in the tank file.
<b>----TM--</b>	Tank pick-up transaction for a metered tank that still has meters assigned to it.	(1) Be sure that the correct tank is on the transaction, and (2) Close out the meter assigned to the tank #.
<b>----TN--</b>	Tank Rent Credit issued exceeds the tank rent amount in the tank file.	Reduce the rent credit to no more than the rent amount in the tank file.
<b>----TQ--</b>	Cylinder pick-up transaction for more cylinders than in service for the month and size specified.	Be sure that the proper when due and UI was entered. Check the rented # of cylinders on the transaction against the rented # in the tank file.
<b>----TS--</b>	Tank Status error. Tank install transaction for a tank that is in service already, -or- Tank pick up transaction of tank that is not in service.	(1) if the tank is being moved between accounts, check the SALES JOURNAL for a pickup transaction of the same tank (meaning the pickup and the install transaction were entered since the last update). If found, the error will clear automatically on the next update -or- (2) Check the tank file. Check the status and account number fields to determine where the tank is and whether or not it is available for pickup or installation.

<b>----TU--</b>	Tank Unit of Issue does not match the "Tank Type" (TK for tanks or the cylinder size for cylinders).	Verify Tank or Cylinder Units of Issue or correct the tank file.
<b>----TW--</b>	Tank When Due Error	If rented, when due must be: 00=Monthly, 01-12=Annual; Q1-3=Quarterly, S1-6=Semiannual; Q1 to Q3 = Quarterly
<b>---TX---</b>	Attempt made to pick up a tank that is assigned to a different account from the account on the transaction.	Correct either the transaction account# or tank#, whichever is in error.
<b>----TY--</b>	No Yard cylinders exist for the cylinder size (UI) specified.	Check and correct (if necessary) the cylinder size (Unit of Issue) on the transaction -or- add more yard cylinders to the tank file.
<b>-----MH</b>	Meter Reading is high. The meter reading exceeds reasonable quantity when compared to previous reading.	(1) Verify that the transaction is on the proper account. (2) Verify the transaction meter reading. (3) Verify the previous reading in the meter file. (4) Verify that the number of meter digits in the meter file is correct.
<b>-----MN</b>	Meter reading produces a negative quantity used.	Perform the same checks as for the "MH" error above.
<b>-----M#</b>	Meter serial number is missing from a first meter transaction on a new meter account.	Enter "M#" followed by the meter serial number in the "Name/Serial" field on the transaction.
<b>-----M\$</b>	Meter price has not been established in the price file for branch, pcode & unit of issue.	(1) Check the transaction for the proper unit of issue -or- (2) Check the Price file to be sure there is a base price on branch pcode & unit of issue.
<b>-----MX</b>	Account number on the meter transaction does not correspond to the account number in the meter file.	Correct either the transaction or the meter file to the proper account.
<b>-----M@</b>	The Meter's unit of issue was not specified in the Constants file.	Enter the meter unit of issue in the Constants file with the proper conversion factor to the standard unit of issue (usually to gallons).



<b>-----M?</b>	Meter transaction specifies a meter # that is different from meter # on customer account.	Either correct the meter transaction to the proper number - or - remove the improper meter # from the customers account. Only one meter may be assigned per customer.
<b>-----MD</b>	Meter Digits: the number of digits in the transaction meter reading doesn't correspond to the number of digits in the meter file.	Change the transaction meter reading or the meter number of digits in the meter file to the proper value.
<b>-----ML</b>	The Last Billing Date entered in the Meter File is not valid.	Change the last billing date to a proper date and be sure it is entered in YYMM format.
<b>----@---</b>	Invalid unit of issue (or) unit of issue not in "Constants" file.	Correct unit of issue (or) enter U/I in "Constants" file.
<b>--X-----</b>	Invalid sales tax code.	Correct the tax code on the transaction.
<b>\$-----</b>	Dollars on a non-chargeable or non-cash transaction.	Change the transaction to the appropriate cash or charge code.
<b>----\$---</b>	Invalid Customer Deposit. The transaction would give the customer's refundable deposit field a credit balance.	Check that this deposit is on the right account, or that a refund has been issued.
<b>-----PR</b>	There is no price setup in the price file for the transaction product code. Note: This error can occur on PC computer systems if ALL columns (oldest, previous, and current) are not filled.	Enter the price for the branch/product code in the price file or enter a price in the oldest, previous, and current fields.
<b>-----</b>	Ran statements before the End Of Month.	Run End Of Month and post limbo.

Your Company Name		Branch 02	Sales Summary for 12/03		Run 027	09:42:47	09/07/04
	Cash Sales	Accounts Receivable	Dollar Sales	Gallon Sales	Page: 1		
Beginning:		\$271,778.81					
Limbo 26	\$ .00	\$558.79	558.79-	485.3-			
Page 100		\$1,725.18	\$2,406.71	4,131.89-	200.0		
Sale Total:		\$1,725.18	\$2,406.71	4,131.89-	200.0		

Keep this report in your Sales Journal

Limbo Error Codes

Your Company Name		Branch # 2	Sales & Cash Receipts Journals 12/03				Run: 027	09/07/04	09:42	VENISON
Limbo Page:	26									
		PC CC	Quantity UI	Cash/AR :	Debits : Sales	Credit: Price	Tax Code	Second Product	Variance Error Cd	
2/25	004444	2-92018	VINYARD, CARRIE	6I 2 02	1.0-TR	62.40-	60.00-	2.40-L08	6940	----
11/24	634444	2-12039R	BUCHANAN, DANA	01 2 75	GL	:	.00	304	55/ 325-WC--	4HI
12/31	0002367	2-27203	ADAIR, FRANK	HV 2	1.0 EA	217.36 :	217.36	304		
12/31	0002371	2-01103	ABEL, JAMES R JR	HV 1	1.0 EA	204.61 :	204.61	304		
12/31	0002383	2-34491	GLENCOE HIGH SCH	HV 1	1.0 EA	219.95 :	219.95	302		
12/31	0002409	2-01167 D	DAIR, DONNY & A	HV 2	1.0 EA	407.46 :	407.46	304		
"	0002409	2-01167 D	DAIR, DONNY & A	LB 2		150.00 :	150.00	N04		
"	0002409	2-01167 D	DAIR, DONNY & A	ST 2		36.67 :	36.67	N04		

## 12 Post Sales and Receipt Transactions to Master Files

**Purpose:** To post the sales & cash receipt(s) to the customer's master file, the tax file and the product code file; to post the transactions to the monthly transaction file; to re-compute, post and prepare for printing the next delivery ticket for accounts with gas sales; and to build a new limbo file with the transaction records that were flagged by the sales journal with limbo rejection codes.

**Post Transactions to Master Files**

Company Identification Code ..... DMD

Date of the last data received, or EOM date for finals: (MMDDYY) .....

Would you like to run an online save before posting?..... N

**Please Note: The online save does not replace your nightly backup!**

Printer ID: (P1, P2, etc.) .....- or - .....(View = Vw) P1

This procedure posts to the Customer Subsidiary Ledger those transactions that printed without error on the Sales Journal. All "non-limbo" transactions will also post to the product code summary and tax files. A new limbo file will be created if there are new errors. The posting will run in background. Please wait for the "update is complete" message before using your A/R files.

F7 = Exit ENTER

**Notes:** *The Sales & Cash Receipt Journal must be run prior to the update procedure. Transactions that print with an error code on the Sales & Receipt Journal will post to the General Ledger and Tax file but will not be posted to the customer's master file and the transaction will not be added to the monthly transaction file. Instead, the transaction will be placed in the "Limbo" file to be re-entered on the next update.*

*A control totals page is automatically built for those records that are placed in limbo.*

If Automatic G/L posting is specified in the Supervisor, journal entries will be posted to the General Ledger accounts specified in the Product Code file.

## 13 Print Detailed Customer Status Report

The Customer Status Report is a comprehensive listing of the most important information about each active account. It can be a very useful report in determining a customer's overall status and includes delivery, forecast, tank, gas purchase history and aged account credit information. In addition, memos and addresses may optionally be printed on the customer status report (Release 7.2 only).

**DETAILED Customer Status Report**

Company Identification Code  Branch Name -or- Company I.D.

(ALL, BALANCE, BUDGET, CREDIT, COTANK, PASTDUE, METER or RUNOUT)

Enter "Driver Number" to print: .....(Optional) ☐

Enter "Product Code" to print: .....(Optional) ☐

Enter "Type Customer" to print: .....(Optional) ☐ Type 2 ☐

IN/EXclude "Credit Codes" :  .....(Optional) ☐ ☐ ☐ ☐ ☐

IN/EXclude "Delivery Codes" :  .....(Optional) ☐ ☐ ☐ ☐ ☐

Are Memos to be printed..... (Y/N)

Addresses and Directions to be printed: ..... (Y/N)

Printer ID:  Form Name:  Single or Double Spacing:

The following options are available for the customer status report:

**(ALL, BALANCE, BUDGET, CREDIT, COTANK, PASTDUE, METER, or RUNOUT)**

The options shown in this screen will allow the customer status report to be printed for all, balance-only, budget or credit customers; customers with a past due balance, customers with company owned tanks, customers with metered tanks, or customers who have runout of gas.

The other options in the customer status prompt screen allow the user to select specific customers to print on the report by driver, product code, type code, credit code, or delivery code. In addition, customer addresses and/or memos may be added to the report by entering {Y} beside the appropriate option.

To selectively print accounts with blank product codes or a blank type customer code enter a single forward slash {/} in the field.

## **Customer Status Report**

The main part of the report includes the customers: name, credit & delivery code, phone number, assigned driver & route, next forecast delivery point, aged A/R balance, latest receipt date & amount, and budget rate. Most of the information on the Customer Status Report is self explanatory.

Located on the report just after the account number are two columns of code that indicate special customer status.

**Tank or Hold** The first column indicates:

**Status:**

H - Account is in the hold file and to be charged off.

R - Account rents a company tank.

L - Account has a loaned tank.

M - Account has a metered tank.

**Type Customer 1:** The second column is the type customer from the first type customer field from the customer master file.

**Type Customer 2:** The third column will display the second type customer field from the customer master file.

**Finance Charge Code:** The finance charge code will be printed in the fourth column after the account number.

6 = Finance charges on all over 60 days past due

9 = Finance charges on all over 90 days past due

N = No finance charge to be made

Just after the customer name appears four coded columns.

**\$** A dollar sign (\$) will be printed just after the customer name if the customer's account balance exceeds the credit limit established for the customer in the master file.

**Credit Code:** In the first column, the customer credit code from the customer master file will be displayed. A credit code 9 indicates that the customer has been placed on credit hold. Other credit codes are user defined.

**Credit Record:** The credit record is printed in the second column after the customer name. The credit record indicates the average number of months over the last 12 months that the customer has been past due. The maximum is 9.

**Delivery Code:** The delivery code from the customer master file.

**Use Code:** The use code will be printed after the customer delivery code.

1 - Heating use only.

2 - Heating and possible daily use.

- 3 - Both heat and daily use.
- 4 - Daily use and possible heating use.
- 5 - Daily or constant use only (cooking, water heat, motor fuel)

**Last Delv Date:** Month, Day and Year of the latest delivery. If no delivery has been made then the date the account was set up prints.

**Driver - Route:** Driver and Route the account has been assigned to.

**Forecast Delivery:** The optimum degree day or date that the system has forecasted for the customers next delivery. The system will normally compute the optimum degree day/date for delivery assuming delivery should be made when the tank reaches 20% full. However, another optimum percentage for delivery can be entered in the supervisor file (release 7.2).

**Degree Day "R":**

On some accounts an "R" will appear between the Driver/Route Column and the Degree Day/Forecast Column. The "R" indicates that the DD Forecast is a "Run Out" forecast and not an optimum percentage (20% or other) forecast as the rest are. A "Run Out" forecast is made on those accounts who order a 100 gallons and only fill their gas tank to 40% or less.

**TkSiz.PctFul:** Tank Size/Percent Full. The Tank capacity as specified in the customer master file and the systems estimate of the amount of gas in the tank on the date of the report.

A "T" will print instead of "." between the tank size and the percent full if the system is setup for Delayed Ticket Printing and if the customer has a delivery ticket out.

**Codes after the percent: ( << / x / ? )** The (<<) indicates that either a rental, budget, or automatic delivery account is in a runout status. The (x) indicates the account has been out of gas for so long that they are probably a lost customer. The (?) indicates no deliveries have been made to this account.

**YTD Gas:** The amount of gas purchased this calendar year in gallons.

**Last Years Gas:** The amount of gas purchased during the previous calendar year in gallons.

**Last Payment Date and Payment Amount:** The date the last payment was made and the amount of that payment will be printed in these two columns.

**Balance:** Accounts Receivable Balance.

**Delinquent Balance:** The portion of the customer's balance that will be past due at the end of the current month by the number of days indicated.

The budget balance and budget rate will be printed instead of account aging for those customers on budget billing. Accounts on budget billing are assumed to have a current balance.

#### **On the EOM Customer Status Report:**

All transactions that occur during the month will print below the Aged Balances in the following order; Reference number (Prefixed by truck number), date, product code, cash/charge code, percent, quantity and amount.

Tank status in the account  
Rented(R), Loaned(L),  
Metered(M), or Account is  
on Credit Hold(H).

Finance charge code from master file, 6=60 days,  
9=90 days, N=None.

Gas Purchased in  
gallons year to date  
and last year.

Date and amount  
of last payment

Customer is on  
budget billing  
plan.

AccNr	Customer	Cr/Dlv Codes		Phone	Last Dlvry	Dr-Rt	20% Forcst	Tank Siz.Pct	YTD Gas	Last Year	Last Date	Payment Amount	: Account Balance	** Past Due Balance **	Over30	Over60	Over90
04501R	BAUGHN, WES	5	W3	288-5150	8/09/4	1-OG	11/19/4R	120.44	54		8/04	322.55	: 49.27-				
29157R	FRANKLIN, CHARLES	6	W2	425-9324	2/27/1	3-MM	12/16/2	250T00<x			2/04	65.32	:				
39454R	HERRING, JAMES R.	3	W5	477-4290	12/01/3	3-MC	4/22/6	250.68		100	2/04	37.44	:				
58815 H	MCCONNEL, BRYANT	95	H3	425-1347	11/16/1	3-MM	12/10/1	250T00 x					: 170.70				170.70
63266L	MORRIS, ELDON	5	W1	477-5911	12/12/3	3-RH	6/30/6R	120.68		35	12/03	59.09	:				
63282	NMORRIS, FELECIA	4	E1		1/12/4	1-HB	12/30/4	120.48		56	6/04	20.00	: 315.84-	BgtBal	\$50.00	Rt	\$15
90708M	PINES PACKAGE	6	W5	436-3836	2/24/4	1-TF	3/17/4	750T00 x		1320	2/04	506.12	:				
74131	ROGERS, SHARYL	62	W3	425-2368		1-AD	4/14			200	1/04	171.00	: 290.84	8.66	31.66	245.88	
75574R	6RYAL, SANDY	6	W5	938-7303	8/13/2	3-GP	8/13/2R	T			8/02	176.55	: 27.50			27.50	
83518RB	SNIDER, WAYNE	3	A1	426-3121	1/28/4	1-R8	6/30/6R	120.69		45	3/04	81.92	:				
99759M	YOUNG, E.H.	4	W3	477-6361	2/25/4	3-MC	11/06/4	250.36		475	2/04	4.01	:				
13641R	YOUNG, JIMMY E	\$5	W4	477-7941	5/14/4	3-GP	12/22/4	500.65		840	9/04	49.92	:				
99724L	YOUNG, KENNETH	5	W3	477-6137	7/31/2	3-MC	12/11/3	250T00			8/02	134.07	:				
99767 S	YOUNG, LULA B.	3	W1	477-6635	4/28/3	3-MC	2/08/6	250T58			7/01	412.36	: 4.40-				
99969R	ZEPO, PETER	5	W1	938-0436	2/03/4	3-GP	11/10/4R	250.00 x		100	5/04	26.08	:				
							212238	314.34	55792								
								223758	582294								
	R=Rented			1=Heat Only			Run Out										
	L=Loaned			3=Both H&C			Forecast=R										
				5=Constant													

Second Type Customer code from customer master file -or-  
(.) = Customer has credit Transactions in open item file.  
S = Master Billing Sub Account.

First Type Customer  
Code from Customer  
Master File.



## 14 Print Invoices

Propane Companies often have certain commercial accounts that will only pay by invoice (rather than by a monthly statement). You can specify that invoices are to be printed in one of two ways:

- (1) You can enter an "I" or a "J" in the "Statement" field of the customer's master file record, or
- (2) You can press **{F6}** when entering the individual transaction to be invoiced.

The first method will cause the system to produce an invoice of all transactions except payments. The second method will produce an invoice for the specific transaction only. The system will issue a warning message during the post-program if there are outstanding invoices that have not been printed.

**Operation:** To print invoices, select Option # 14 (print invoices) from the "Daily" Menu. The invoices flagged for printing will not print until the update/post procedure has been run and will be available for printing until the next update.

**Report:** The invoice is designed to print on letter head stationary. If more than one transaction is in the file to be invoiced they will both appear on the same invoice.

B2 Session

Print Invoices:

Company Identification Code ..... DMO

Number of copies: (not counting carbon copies) ..... 2

Invoice Form Name ..... INVC

Invoice Printer ID:(P1,..... ( P1, P2, etc. or VW) P1

Invoice Register Form Name ..... (0001, 0002, etc.)

Invoice Register Printer I.D..... (P1, P2, etc) VW

F7 = Exit Reprint Invoices ENTER