Suburban Software Systems

Start Up Instructions

Prepared For _____

Contents

Set Up/ Start Up Instructions:

This training document was designed for use during on-site training and for basic setup prior to on-site training. As a new Suburban Software Systems client, you should use this document to provide instruction on how to enter customer master file data and tank information.

Please do not discard this manual after setting up your initial data. It will be used during on-site training classes.

Accounts Receivable Log In Procedures:

How to proceed....

1.   Hook up and turn on the system (if not already done).

2.   Log into the system. The following instructions will help you login if you have never logged in before...

The following username/password screen will appear next. As shown below, enter Your ID name in the *USER*NAME field, press {TAB} or click on the Password field and enter *your PASSWORD* in the PASSWORD field *(which will not appear on screen)* (as in*******), and press {ENTER} or {OK}.

Utilities Menu:

Purpose: Click on the Utilities Menu to see the options available for setting up your Supervisor File, Company Records, Branch Records, Product Codes, Tax Codes, Prices, and the Customer Master File.
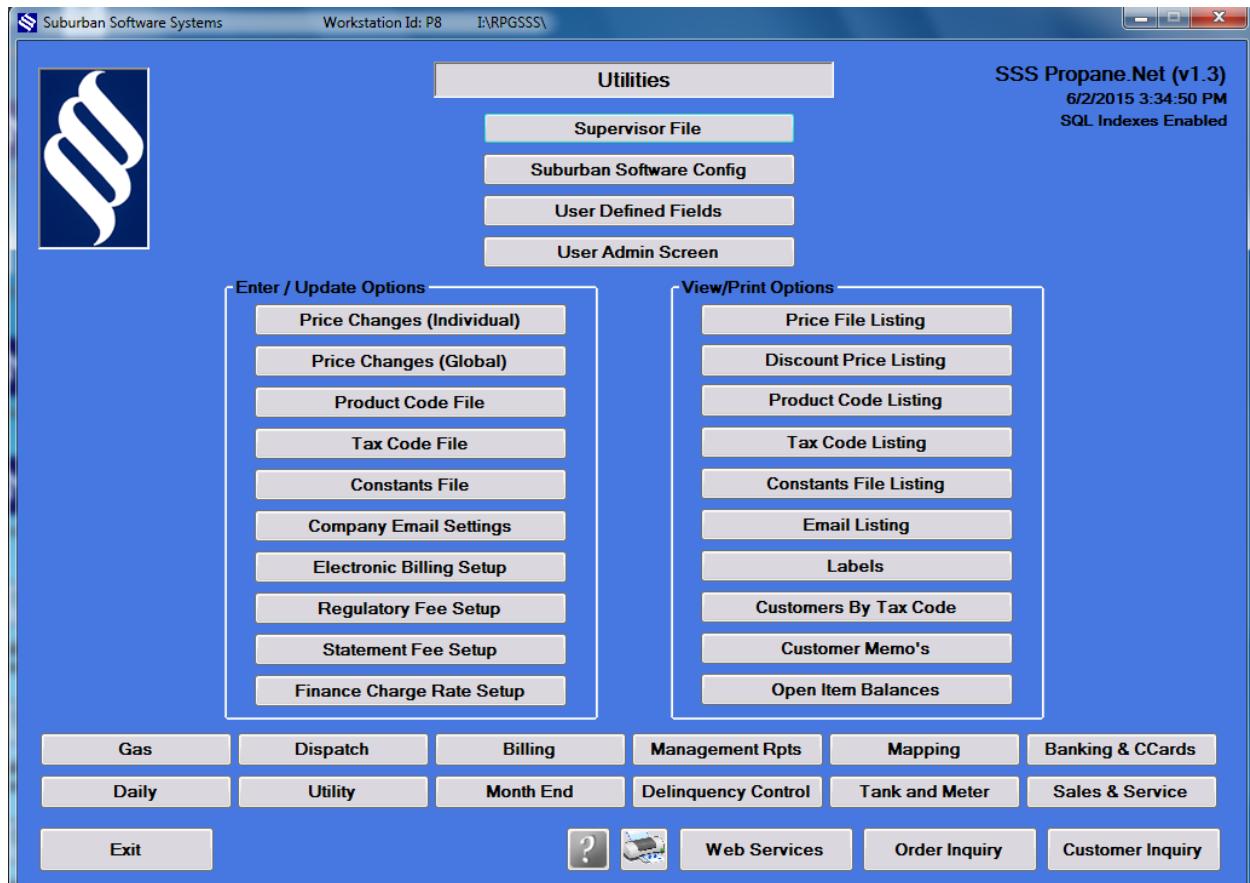
Enter Update Supervisor File

The **Supervisor File** maintains the variables that define the company and control the flow of operations. Data in the Supervisor file is stored in a **"Company Record"** which contains variables affecting the company as a whole and in one or more **"Branch Records"** which contain information affecting specific branches. The "Company Record" may be accessed by selecting **C - Company** and "Branch Records" may be accessed by selecting **B – Branch** and then selecting the branch number in the following field.

Company Settings Screen

After selecting your Company record the following **Company Settings** screen will display.

The fields in the Supervisor File will be displayed in "protected" mode when first displayed. You may access the normally protected Supervisor fields by selecting **"Unprotect Fields"**. This will unprotect the normally protected fields to allow data to be changed or entered. The fields will appear in "reverse image" to indicate that data may be entered or changed.

Warning: Once established changing control fields in the Supervisor file may yield unpredictable results. Always consult with Suburban Software Systems prior to changing control fields.

Company Settings Definitions:

Company Name
Company Address
Company City, St, Zip

Host CoID if Remote Branch:	Use <u>only</u> if this set of files updates to a master company file on another computer. If so then enter the Company I.D. of the master company. The master company of the remote branch profit center should have a different company I.D.
Signer:	The name of the individual who will sign delinquent letters
Title:	The title of the individual who will sign delinquent letters.
Company Phone Number	The main number for the company
Zip + 4 City, State:	If Zip + 4 billing is to be used enter the City and State as they are to appear on the Zip+4 statement postage indices.
Zip + 4 Permit #:	Enter the company Zip+4 permit number as it is to appear on the statement postage indices.

Note: The "Zip + 4" Fields are only to be filled in if you have a Zip + 4 license from the post office.

Company Settings Definitions continued…

In the following fields, select the proper options by selecting **"Y"** for Yes, **"N"** for No, or the option letter as indicated in the available choices:

Automatic G/L Posting: (Y/N)			Determines whether or not the system is to automatically post transaction totals to the Suburban Software General Ledger System.
	Y	**=**	If yes, the G/L account number for Cash Sales and Accounts Receivable must be set up in each Supervisor Branch record, and the appropriate G/L number must be entered in each Product Code record. Posting to the General Ledger occurs at the same time transactions are posted to the Master Files.
	N	**=**	Select "N" if not using SSS General Ledger
Balance Forward / Open item	**B**	**=**	**Balance Forward**: Statements will be printed with a Balance Forward amount followed by the current month's transactions. Payments will be applied to the oldest transaction first.
	O	**=**	**Open Item:** The system will print ALL open (not fully paid) transactions on the customer statements. The operator will be prompted to select specific invoices to which payments will be applied.
Budget Billing Flex Pay: (Y/N)			Determines whether budget rates will fluctuate at specified rates from month to month or remain constant. Default to "N".

Rent Discounts By: (%/$/N)

% = Discount tank rent by a certain % based on the number gallons used. The reduction percentage will be derived from the discount table which is established in the "Branch Supervisor" record.

$ = Discount rent by a number of cents per gallon based on gallons used. The number of cents discounted will be derived from the values entered in the discount table which is established in the "Branch Supervisor" record.

N = No discounts are to be given for tank rent.

Rent is Budget Bill Item: (Y/N)

Determines whether or not a customer's rent is included in their budget rate.

Meter Accounting: (Y/N)

Determines whether or not the system is to automatically compute and post meter transactions. Refer to "Meter Accounting in the Special Features section for more information.

Maximum Billing Cycle:

Determines the maximum number of allowable Billing Cycles.

Note: This field is information only and can only be altered during the change cycle procedure.

Minimum Statement Balance:

A whole dollar variable which determines (1) which accounts are to receive a statement and (2) at what level finance charging is to begin. Statements are printed for accounts with balances equal to or exceeding the

Minimum Statement Balance (MSB). Statements are also printed for accounts that have transactions during the month and have a zero balance. If MSB is recorded as a negative number, statements will print for all accounts. Finance Charges will be computed for accounts with a past due balance that equals or exceeds the MSB.

Statement/Postcard/Both:

(S/P/B)

Select the type of monthly statement to be printed.

S = Pre-sealed statement with return envelope. The statement will include sales messages, delinquent messages, and budget billing information.

P = Postcard statements. Postcards will print without sales or delinquent messages.

B = Both Postcards and Statements. Current account statements print on postcards, Past due and Budget Billing account information will print on the statements.

Print Credit Statements:
(Y/T/N/P)

Y = Print statement for accounts with credit balances.

T = Print credit account statements only when a transaction has been entered on the account for the current accounting period.

N = Do not print statements for accounts with credit balances.

P = Print statements only for past due accounts.

Delay Ticket Printing:
(Y/N)

Delivery tickets may be printed either as a batch after updating the master files with delivery transactions which occurred during the last update -or- "delayed" until just prior to delivering to customers on a route. In the former case, the tickets would normally be stored in trays sorted by route until the next time delivery is needed. In the latter case, tickets would be printed just prior to delivery.

Y = Select "**Y**" if tickets will be printed just prior to gas deliveries.

N = Select "**N**" if tickets will be printed after deliveries and stored until the next delivery.

Auto Add Dr $ to PG Sum: (Y/N)	**Y**	**=**	Select "Y" if gas deliveries are not priced until entered into the computer. The system will then automatically add the sales dollars totals (for gas deliveries) to the Page Summary.
			Note: Total <u>gallons</u> sold will <u>not</u> be automatically added to the Page Summary totals.
	N	**=**	Select **"N"** if dollar totals for deliveries will be manually added to the page summary totals and if the delivered transactions are calculated at the delivery site prior to being entered to the system.
Invoice Automatic Rent: (Y/N)	**Y**	**=**	Select **"Y"** to invoice all automatic tank rent
	N	**=**	Select **"N"** if automatic tank rent should not be invoiced.
Invoice Terms:			Specifies the default "payment-terms" message to be printed on invoices. A terms-code in the customer master file "terms" field will override the default code specified here. Select the appropriate code from the following table:

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

Date & Run Settings:

Warning: The Following fields are control fields that are maintained by the system and are primarily used for support. They insure that programs and procedures are performed in order. They should not be changed by the operator.

Suburban Software Systems	Workstation ...

Company ID	SSS	Default Branch	00		Host COID if Remote	
Company Name	Suburban Software Systems			Signer	Frank C. Hughes	
Address	2800 Dartmouth Avenue			Title	President	
City, State Zip	Bessemer, Al 35020-4346			Phone	4814440	
Zip+4 City, State				Z+4 Permit #		

Calendar Sales Date 07/31/2008

Fiscal Year / End Month . . . . 2008 12   Standard Gas Units . . . .

Last Posting Date . . . . 07/31/2008   US/Canada/International . . . . U - US

Last Invoice Number 3,496

Current Run Number 19   Last Finance Charge Month 06

Last Posting Run Number 18   Last Tax Report Month 06

Latest "LIMBO" Run Number 18   Last Product Code Recap Month 06

Company Settings	Date & Run Settings	Heading Settings

Exit	Back	Unprotect Fields	Continue

Control Fields:

Calendar Sales Date	Indicates the year, month, and last day of the sales month currently open for data entry. The system will increment the date by one month each time the end of month update procedure is run. Initially, this field should be set to the month prior to the first month of "live" data entry. This will allow initial customer balances to be entered in the prior month.
Fiscal Year / End Month:	The current fiscal year, and the month when the fiscal year end procedures are to be performed.
Latest Posting Date:	The latest date transactions were successfully posted to the master files. Leave blank initially.
Last Invoice # Used:	The last invoice number used by the system. Leave blank initially.
Current Run Number:	Indicates the number of updates performed during the month. The field is used by the system to control the sequence in which certain procedures are run. This field should not be changed by the operator.
Last Posting - Run #, **Latest "Limbo" - Run #,** **Last Finance Chg - Month,** **Latest Tax Report – Month,** **Last PCode Recap - Month:**	These fields indicate which steps have been successfully completed by the system for each posting cycle (Last Posting, Latest Limbo, Last Finance Charge, Latest Tax Report, and Las PCode).

**Standard Gas Units: (GL, KG, etc)**

The standard unit of measure for gas transaction in a country (U.S. = GL). This unit of measure must be the same as the bulk tank units of measure.

Gas transactions entered in another unit of measure, such as the cylinder units will be converted to standard units when posted to the Master Files and General Ledger.

US/ Canada/ International:

U   Select "U" for the United States

C   Select "C" for Canada

I   Select "I" for International

Heading Settings:
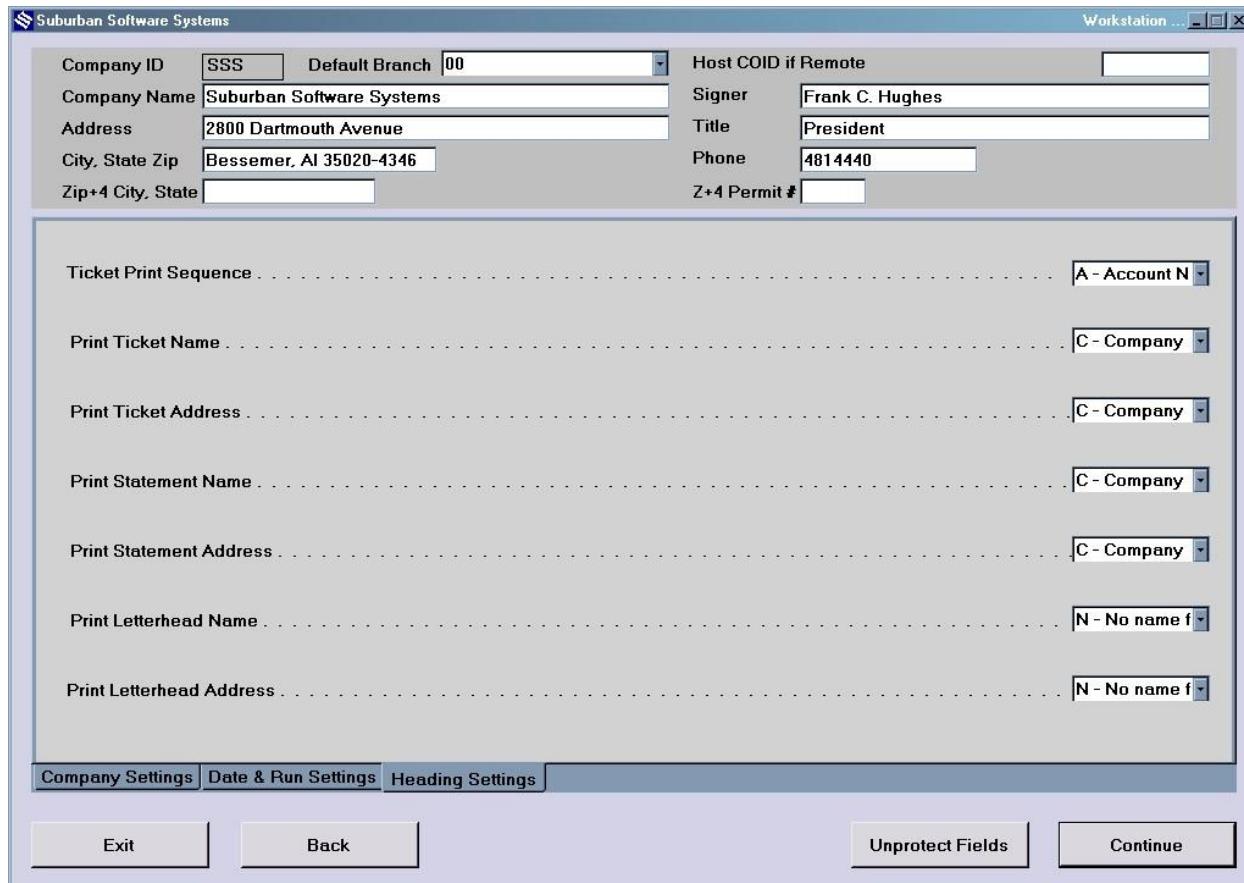
Ticket Print Sequence: (A/D/R)

The delivery ticket default print sequence. The following options are available.

A = Account Number

D = Degree Day

R = Route

Options for Printing Company or Branch Information:

The following fields present options for printing company or branch information on various forms. All of these fields will pull company information (if selected) from the "Company Supervisor Record" or branch information (if selected) from the "Branch Supervisor Record."

Print Ticket Name: (C/B/N)   Determines which name is to be printed on the delivery tickets.

C = Company Name

B = Branch Name

N = No Name for preprinted tickets

Print Ticket Address: (C/B/N)   Determines which address to print on delivery tickets.

C = Company Address

B = Branch Address

N = No Address

Print Statement Name: (C/B/N)   Determines which name to be printed on statements.

C = Company Name

B = Branch Name

N = No Name is to be printed on statements

Print Statement Address: (C/B/N)   Determines which address is to be printed on statements.

C = Company Address

B = Branch Address (default)

N = No Address

Print Letterhead Name:
(C/B/N)

Determines which name is to print on letterhead.

C = Company Name

B = Branch Name (default)

N = No Name

Print Letterhead Address:
(C/B/N)

Determines which address is to print on the letterhead.

C = Company Address

B = Branch Address (default)

N = No Address

Setting up the Branch Supervisor:

Update Supervisor File

Company Identification Code . . . . SPI ▾

Select type of the record to modify . . . . : B – Branch ▾

Select Branch Number to modify . . . . 01 – Styer Prop ▾

Exit   Add New Branch   Continue

After selecting which Branch Record you wish to alter the following screen will display:

General Setup Tab:

Fill in the following fields for the Branch Record

Branch Name (26 characters maximum) **
Branch Address
City/St/Zip
Branch Phone Number

** To be used in conjunction with Record 10 if the Branch name is to be printed on the statements.

Accounts Receivable:	Leave blank initially unless data was converted from another software system. These control totals will print on a majority of financial reports.
Deposits:	Leave blank initially unless data was converted from another software system.
Status: (A/D)	Branch Record Status: A = Active Branch D = Deleted Branch
Sales Date:	The current sales year, month, and ending day.
Automatic Rent – Month:	Month that automatic rent was last post in.
Delinquent List – Month:	Mont that delinquent list was last run.
Finance Charge – Month:	Month that finance charges were last run.
Last Statement – Month:	Month that statements were last run on.

Current Billing Cycle: The billing cycle you are currently in.

Statement Number: (5,0)   Reference number if the last statement printed. Leave blank initially.

Ticket Number: (5,0)   Reference number of the last delivery ticket printed. Leave blank initially.

Last Sales & Cash Pages: Number of last Sales and Cash Page that was posted to the Master File.

Latest Run Date:
(MMDDYY)   Date of the latest posting to the Master File. Leave blank initially.

Codes and Rates:

Auto Discounts Allowed: (Y/N)	Enter **"Y"** to activate or **"N"** to deactivate automatic discounting
Remote Branch COID:	If the Branch Status = R (Remote Computer), enter the three character Company ID of the remote branch.
Deferred Rent Allowed: (Y/N)	Select "Y" if you offer free tank rent for a limited period of time. Default to "N".
Barcode Statements: (Y/N)	Determines whether or not statements are to be barcoded.

Tax by Customer/ Product (C/P)

Specifies the method for determining tax rates.

C = For delivered products tax rates are based on the customer's delivery location. The tax code will be taken from the Customer's Master record. "C" is the default.

P = Tax rates are based on the type of product

sold. The tax code will be taken from the Product Code File.

Tax Code: Office/Common

Tax Code (Office):

Enter the tax code that is most appropriate for "Office Sales" that take place at the branch office and that are to be taxed as over-the-counter sales.

Tax Code (Common):

Enter the most common tax code for delivered gas sales from this branch. This tax code will be used when a gas sale is made on the cash account number (9999-X) and when a gas sale is made to an account which has not been set up in the customer master file.

This field is not applicable if tax codes are assigned by product and not by customer geographic location.

Sales Tax Product Code:

Specify the product code that is to be used by the system when posting sales tax. You must also establish this product code in the product code file and specify its "special function" as sales tax.

Lease Tax Product Code: Specify the product code that is to be used by the system when posting lease tax. You must also establish this product code in the product code file and specify its "Special Function" as lease tax.

Budget Interest Rate: (xx.x%)   If interest will be paid to budget accounts with credit balances, enter the annual interest rate to be used to issue credits to the customers

FinChg Rate below limit:
(xx.x%)   Enter the annual percentage rate charged on delinquent balances that fall below the break point. The rate will be converted to a monthly rate by the system. The break point is the delinquent balance at which, in some states, the maximum allowed finance charge changes.

FinChg Rate above limit:
(xx.x%)   The annual percentage rate charged on delinquent balances that exceed the break point.

FinChg Rte Change limit:
($xxx.)   Enter the whole dollar amount at which the finance charge rate changes. Both finance charge rates should be filled in, even if they are the same.

G/L Cash Sales Number: The General Ledger Account Number that Cash Sales are to be posted to.

G/L Acc/Rec Account Number: The General Ledger Account Number that Charge Sales and Payments on Account are to be posted to.

Normal Pricing P.Code: The product code that is used for sales to most accounts. It will be used for displaying price

unless a product code is specified on the individual customer account (**PC** field).

Automatic Rent P.Code: The product code to be used as the "default" automatic rent product code. The system will use this product code when charging automatic rent if the rented item does not designate its own product code. This product code must also be established in the product code file.

Finance Charge P.Code: The product code to be used as the automatic finance charge product code. The system will use this product code when charging automatic finance charges. It must also be set up in the product code file.

Budget Interest P.Code: If interest will be paid to budget accounts with credit balances, enter the product code that the interest will be expensed through.

Degree Day Information:

Suburban Software Systems — Workstation ...

		Applied	Total
Branch	01 Suburban S		
Address	2800 Dartmouth Avenue	Accounts Receivable . . .	24,318,085	24,318,085
City/State	Bessemer, Al 35020-4346	Deposits	0	0
		Phone	4240664	

Degreeday Auto or Manual . . . .

Date Degreeday Forecast . . . .

Optimum Delivery Percent   0

Degreeday Date (MMDDYY) 07/01/1998

Latest Degreeday S.Date . . . .

Latest Degreeday (5,0)   0

Projected End Degreeday   0

Last Year Degreeday (5,0)   0

| General Setup | Codes and Rates | Degree Day Information | Meter Information |

| Exit | Back | | Unprotect Fields | Enter |

Degreeday Auto or Manual: Determines whether degree days are manually entered by operator, or automatically entered from an external weather device such as the Weather Wizard.

Date Degreeday Forecast: (Y/N)   Degree day forecasting may be displayed and printed as a date or as a degree day.

     Y =   Display and print the forecasted optimum and runout delivery points in date format.

     N =   Display and print the forecasted optimum and runout delivery points in degree day format.

Optimum Delivery Percent: This field is used to specify the optimum delivery percentage for bulk tanks. The system will use this percentage as the variable for forecasting and displaying the optimum delivery point in customer inquiry. If this field is left blank, the system will forecast based on a 20% optimum delivery percentage.

Degreeday Date (MMDDYY):   The date of the last day that degree days were entered.

Latest Degreeday S.Date: The season date (or the number of days that have occurred since July 1) of the last degree day entered.

Latest DegreeDay (DD/Y):   The last degree day entered into the system and the last digit of the current heating season/year.

Projected End DegreeDay: The total number of degree days the system estimates for the season beginning and ending on July 1. (Projected end of winter degree day.)

Last Yr DegreeDay (DD/Y):   The total number of degree days that occurred in the previous year which ended on July 1

Meter Information:

Meter Bas or Min:	The entry to this field specifies how the system will use the entry in the 'amount' field below.

    B = Specifies that the dollar amount entered in

                the 'amount' field is a "base charge". The amount of the base charge will be added to all meter billing transactions monthly.

    M = Specifies that the dollar amount entered in the 'amount' field is a "minimum" meter charge per month

Notes:	1. Meter "base" charges will always be applied to a monthly meter billing computation. A meter "minimum" charge will only be applied if the initial computation is less than the minimum charge
	2. Meter base and minimum charges that are entered on meters in the meter file will take precedence over any values entered in this field.
Rent Program Fields:	The following two fields are used to setup tank rent discounting. Two separate tank rent discount programs may be setup. See the Special Features section on tank rent discounting for more information
Qty Break (5,0):	The quantity in gallons a customer must purchase to qualify for the corresponding discount rate (specified below). There are 4 fields for quantity breaks (two break points for Rent Program 1 and two for Rent Program 2)
Discnt Rte (3,2):	The discount rate or the amount of discount to be applied to tank rent for customers that purchase enough gas to meet the corresponding quantity break point (above). This rate will be entered as a percentage or dollar amount depending on the selection specified in the Supervisor Company Record (record 10) "Rent Discounts Prog By" field (see page 1-4 of this section). There are four fields for the discount rate. Two fields are for rent program 1 and two are for rent program 2.

Enter/ Update Product Codes:

Product Codes (PCodes) are alphanumeric or numeric constants that are used during data entry to identify the type of transaction being entered. These products, their special functions, taxability, etc. are defined in the "Product Code File". Each product code must be defined for each active branch. Some product codes may have been entered prior to system shipment. Use the Utility Menu Option to print a Product Code Listing.

Screen One: Enter the Branch Number and Product Code:
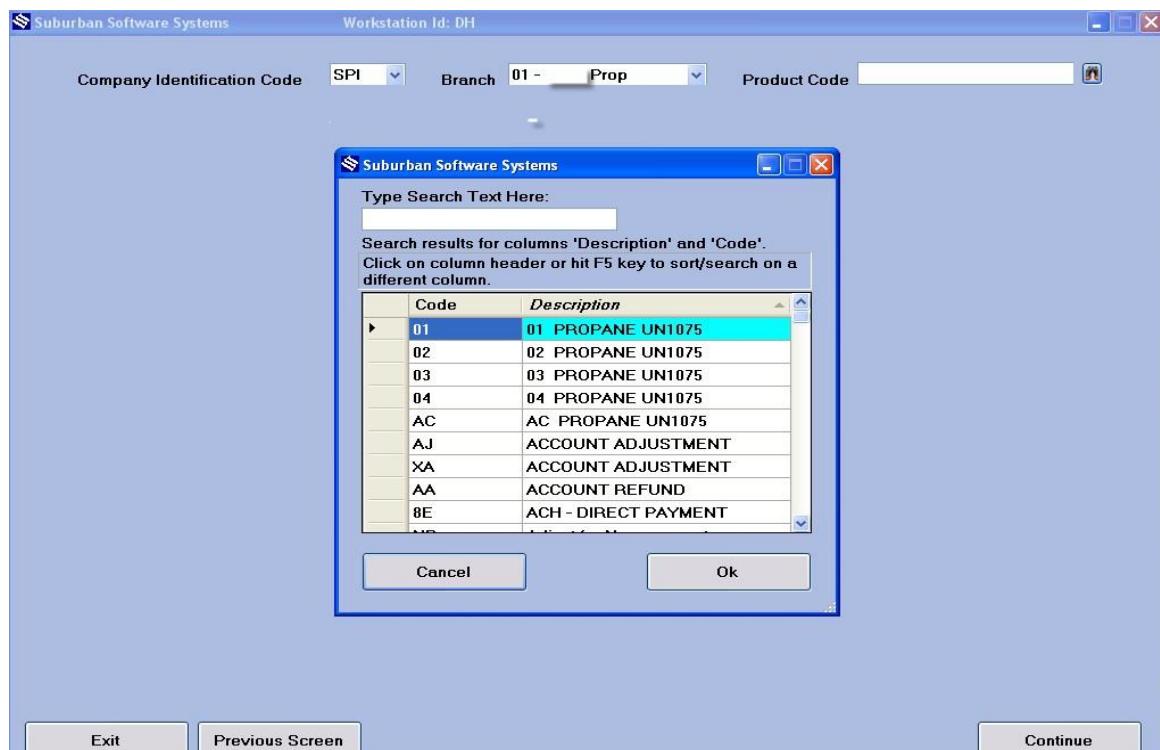
Screen Two: Product Code Setup:

Suburban Software Systems   Workstation Id: P8   I:\RPGSSS\

Company Identification Code **SSS**   Branch **01 - Suburban Software**   Product Code **P1**

Description . . . . **1-PRT PAPER 0001**   Status . . . . **D - Deleted**

Unit of Issue . . . . **CS**   General Ledger Account Number **430**

Secondary Product Code . . .   Default Page Summary Column **9**

Subject to which tax . . . . . . **S - Sales Tax**

Special Function Codes . . . .

Contract: GAS or DEPOSIT   Percent **0**   Price Cap: Y/N   % or $ Discount

Cylinder Truck Product Code

Discount Pricing

Carry Discount Pricing?   If: Min. Qty. **0**   And/Or   Min. Pct. **0** %   Apply Immediately?   Cash Trans.?   Budget Accts.?

Inventory Products Only

Product - Vendor Code

Include Branch Number in key?   Inventory key includes

Exit   Previous Screen   Continue

Status: A = Active PCode

                                    D = Deleted PCode

                                    ** The system will not allow deletion of product
                                    codes with accumulated sales that have not
                                    been posted to the G/L.

Description: Enter a description of the product. Descriptions
                                    will appear on customer statements. If a dash (-) is
                                    in the description, everything after the dash will be
                                    excluded from the customer's statement.

Unit of Issue: Enter the unit of issue for this product.

                                    Example: Bulk delivered propane is sold in gallons
                                    so 'GL' should be entered as the unit of issue for
                                    the Bulk Delivery product code.

                                    **Note: This field is optional except for products defined as
                                    "Gas" products (see Special Functions below). Gas products
                                    will require the unit of issue to be entered either in the
                                    Product Code file or when the transaction is entered. Gas
                                    products with unit of issue other than 'GL' must also be
                                    entered.**

General Ledger Acct #:   Enter the G/L # that the sales are to be posted to.
                                    This entry is required if automatic posting to the
                                    G/L is specified in the Supervisor File.

Secondary Product Code: Used in data entry to specify the Product Code for
                                    the second field (other than sales/lease tax) that
                                    appears when transactions are entered. For
                                    example, if tax and labor are normally added to a
                                    particular transaction, the "Labor" Product Code
                                    should be setup as the Secondary Product Code.
                                    Secondary Product Codes must be defined in the
                                    Product Code file before they can be entered as
                                    Secondary Product Codes. **The only secondary
                                    product code permitted for product code 8
                                    (Payments) is product code 9 (Discounts
                                    Allowed).**

Page Summary Column: After data has been entered, it will be compared to
                                    totals entered on a "Summary Totals Page" to

insure that the data entry totals match manually calculated totals. In addition, the totals will be categorized into "columns". The table below illustrates the way columns are printed on sales journals and edit listings. Using the table below as a guide, enter the column number that the product should be placed in for comparison to "Summary Page Column Totals". Products delivered by gas salesmen will normally appear in the column designated for the driver. The column number entered in this screen will only be used by the system if a driver is not entered in data entry

			Col. 1	Col. 2	Col. 3	Col. 4	Col. 5	Col. 6	Col. 7
		Total	Driver One	Driver Two	Driver Three	Driver Four	Driver Five	Tank Rent	Other Sales
Gallons:	Pg Summary Transactions	xx.xx	xx.xx	xx.xx	xx.xx	xx.xx	xx.xx	xx.xx	xx.xx
	Cash Sales	Accts Rec.	Driver One	Driver Two	Driver Three	Driver Four	Driver Five	Tank Rent	Other Sales
Data Sum:	xx.xx	xx.xx	xx.xx	xx.xx	xx.xx	xx.xx	xx.xx	xx.xx	xx.xx

Subject to which tax? :
(S/T/L/M/N/X)

Indicates the normal taxable status of the product.

S = Subject to sales tax

T = Subject to both sales and excise tax

L = Subject to lease tax and charged to the customer

M = Subject to lease tax but not charged to the customer

N = Not subject to sales or lease tax

X = Subject to excise tax

Tax Code:

This field only applies when charging taxes "by product". See the Supervisor Section for more information on taxing by product. Enter the default tax code (from the tax file) to be used when transactions are entered with this product code. The tax code may be changed in data entry.

Special Function Code:

(A/B/C/D/E/M/T/P/S/X/L/8)

Defines a Product Code as a special type of transaction code. Product Codes that are setup with a special function code will perform special tasks as shown in the table below. Leave this field blank unless the Product Code is to be used for one of the following types of transactions:

A = Gas Product (Not Delivered) -specifies the product as a non-delivered gas product. Quantities will be accumulated on the customer's account and will be posted to the General Ledger system. This code should normally be used for propane product codes that are not assigned a special function of B, C or M. A product setup as a special function 'A' product will not require the "percentage filled to" to be entered in data entry.

B = Gas Product (Delivered) - specifies the product is a delivered gas product. When a product with this special function is used the customer's delivery history will be updated, his use rate will recompute, and his account will be flagged to allow print of a new delivery ticket. Products setup with special function 'B' **will** require the "percent tank filled to" to be entered in data entry and will require the customer to have a tank size and other related information entered in the customer master file.

C = Cylinder Gas Product (Delivered) - same as "B" above except the "percent filled to" entry will not be required in data entry.

Cylinders are assumed to be delivered full.

D = Refundable Deposits - entry will be posted to the customer's account as a refundable deposit. Deposit amounts are set aside in a special "deposit field" in the customer master file.

E = Equipment

M = Meter Transaction - Specifies that the product is a meter transaction. Sales transactions entered with product codes that are setup as special function 'M' will require a meter reading only. When the Sales Journal is run, the system will compute the meter charge based on the following:

1. The base rate established in the Supervisor Record or Meter File and

2. The price per unit in the Price File.

T = Tank or Cylinder Set - this special function specifies that the product is to interact with the Tank File. If data is entered using (TK) as the unit of issue, a tank serial number will be required which must exist in the tank file. If data is entered with a unit of issue other than 'TK', the transaction will be considered a cylinder related transaction and no serial number will be required. When a product code with this special function is used and a dollar amount is entered into the 'amount' field, the amount will be used as the *rent* to be charged for the tank. This special function will prevent data-entry operators from entering a negative quantity into the quantity field when setting tanks or cylinders.

P = Tank or Cylinder Pickup – this special function should be used to define a tank pickup product code. The general definition and rules listed above under special function "T" apply to this special function except that product codes with special function "P" will not allow a data entry operator to enter a positive quantity when entering tank pick-ups.

S = Sales Tax- all entries made on product codes with this special function will be considered sales tax and will be accumulated in the tax file.

L = Lease Tax- all entries made on product codes
       with this special function will be considered
       lease tax and will be recorded in the tax file.

X = Excise Tax   - all entries made on product codes
       with this special function will be considered
       excise tax and will be recorded in the tax file.

8 = Payment - all product codes with special
       function '8' will be considered payment or
       discount codes (to be applied to payments). The
       total of transactions entered with product codes
       that have special function '8' should match the
       Bank Deposit Amount entered on the "Page
       Summary".

Contract Gas or Deposit:

Contract Gas or Deposit:	Gas	=	Delivery PCode
	Deposit	=	Deposit PCode

Percent: On Deposit: Enter percent of contract due on the deposit. *Example:* 100% if all paid up front.

On Delivery: Enter the percent the customer will pay on delivery. ** Note If deposit is 100% than delivery will be $0.

Price Cap: (Y/N) Enter {Y}= yes if there is a Price Cap and {N}= No if there is not.

% or $ Discount: Enter % if the amount in the percent field is a % calculation.

Enter $ if the amount in the percent field is a cash or money amount put down as a deposit or an amount due for delivery.

Discounted Products Only:

The following fields apply only to products which will be automatically discounted if paid within a specified time frame. The supervisor file and the price file must also be setup for automatic discounting. Refer to the Special Features section (page 12-1) for more information on Automatic Discounting.

Carry Discount Pricing	Enter {Y} to have the system automatically discount the price at data entry or enter {N} if no discounting will be applied.

If: Minim Qnty:	The minimum quantity required in order to carry discount.

And (&) or (/) field:	 %	=	Min quantity **and** min percent full must be met for discount price.

	  /	=	Either min quantity **or** min percent full required for discount.

Min Pct:	Percent to which the tank must be filled to qualify for discount price.

Apply Immediately….

Cash Trans? (Y/N)?:	Y = Apply discount price immediately to cash transactions.

	N = Discount price is not applied to cash transactions.

Budget Account? (Y/N)?:	Y = Apply discounts immediately to Budget Account transaction.

	N = Discounts to not apply to Budget Customers.

Inventory Products Only:

Product - Vendor Code: If the product is an inventory item, enter the inventory product-vendor code as defined in the Suburban Software Inventory System.

Inventory Key Includes: Enter {P}, {M} or {S} to specify the method for tracking the product:

     P   =   By Product/Vendor code only,
     M   =   By Model Number or
     S   =   By Product Serial number.

Include Branch # in Key: If inventory is to be maintained at separate branch locations that correspond to the A/R Branch number, then enter {Y}, otherwise enter {N}.

Enter/ Update Tax Code File:

Purpose: To keep track of taxes collected and taxes payable, the system maintains a tax file which is organized by "Tax Codes". A "tax code" should be designed and established to represent each taxable jurisdiction. Each tax code accumulates all sales and taxes charged on each transaction monthly. When you establish the tax code you must specify the sales, lease, and excise tax rates applicable for that tax code. The Tax Codes are used in conjunction with the Product Code which specifies which products are subject to sales tax, lease tax, and excise tax. The system will use both the Product Code and Tax Code to calculate, collect, and report appropriate taxes.
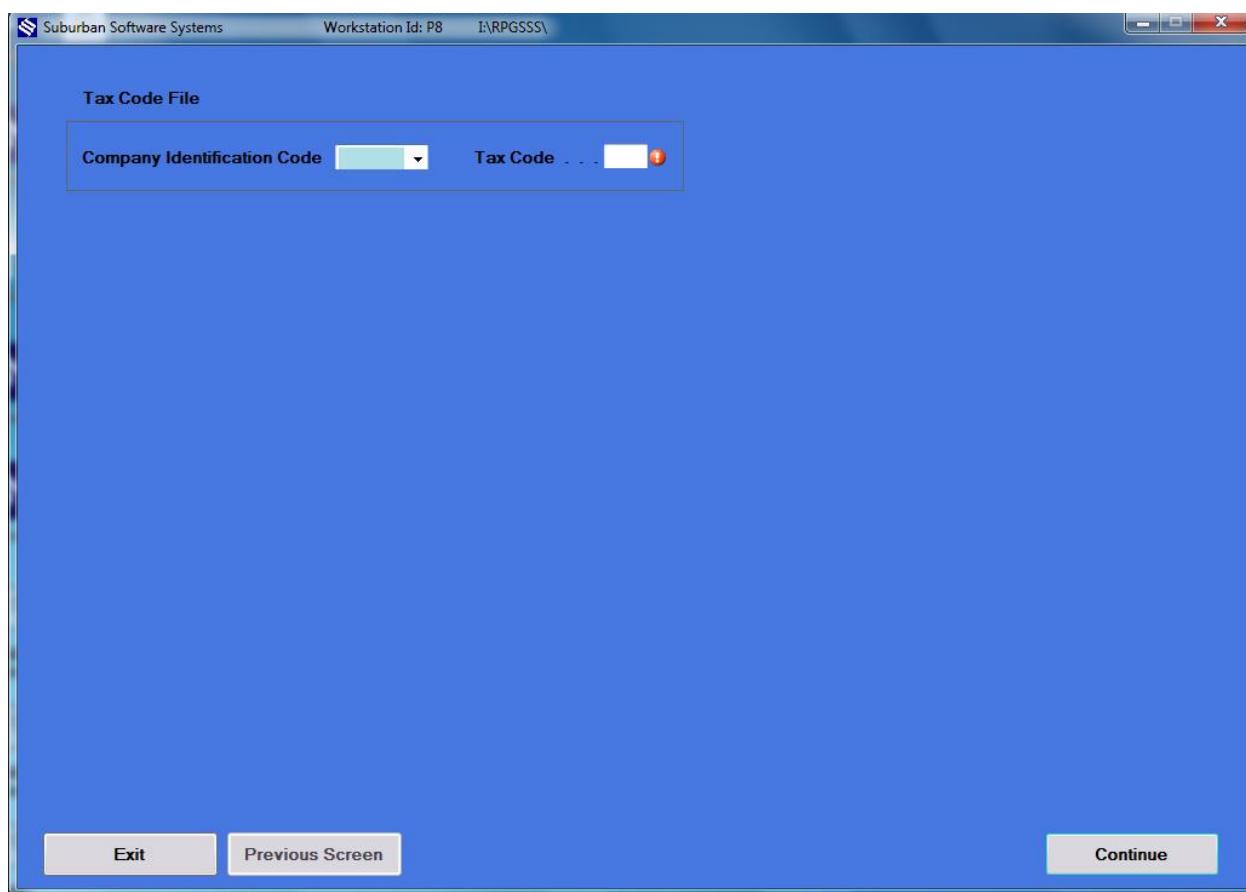
CoID	Choose the company from the drop down menu
Tax Code:	Enter the two digit alpha-numeric tax code then press "Enter/Rec Adv", or click Continue.

Tax Code Fields in the Tax File:

Purpose: To set up new tax codes, and correct existing tax codes. The Tax File contains all the tax codes for the applicable sales, lease and excise tax rates that are to be charged within different communities (or for different products if taxing is by product). Tax Codes should be established for each state, county and city that has its own tax rates.

Example: (1) Propane in most states is subject to sales tax (S) when sold for domestic consumption. It is taxed at different rates based on the county/city where the sale occurred or on the product. The Tax Code will identify the proper tax rate. You may on occasion sell domestic propane to a nontaxable customer. You don't need a different product code. Simply enter zero tax or assign the customer a "no tax" tax code.

(2) In some states tank rent is subject to lease tax chargeable to the leasee. If this tax is passed on to the customer, enter {L}, otherwise enter {M} as the lease tax code.

Tax Code Fields continued:

Name: Enter state, county, & city if applicable.

State Motor Fuel Enter {Y} if the state uses a decal for state motor fuel excise
Decal: tax. The tax system uses this code to determine if state
         excise tax is part of the total excise tax collected. If you are
         in a decal state, then the system assumes that state taxes
         are not collected unless sufficient tax dollars were entered to
         include state tax.

Sales Rates: Enter three digits in thousandths for state, county, & city
         sales tax.

Discount: Enter the discounts for on time payment of taxes for the
         state, county and city :

         (a) Discount rates in thousandths under the break point.

         (b) Dollar break point (no cents).

         (c) Discount rates in thousandths over the break point.

Lease: Enter the lease tax rates in thousandths for the state, county,
         & city (if applicable).

Excise: Enter the motor fuel excise tax rates for the state, county, &
         city (if applicable)

Tax Code Notes:

(1) Tax codes should be set up in sequence by state & county. This allows for totals to be accumulated by state & county when printing. Leave some spare codes for expansion between counties.

(2) To delete a tax code, blank out the state name.

(3) All rates are expressed in thousandths. Example 4% = .040

Tax Code Fields in the Supervisor File:

Tax by Product or Location: In most states sales tax rates are a function of the location in which the product is sold, i.e. which city, county, state. Taxes in some states, such as Mississippi, are a function of how the product is used. Therefore, you must specify in the supervisor file that taxing is to be either by location or product. Taxing by location will require the "tax code" to be specified on each customer account. Taxing by product requires the "tax code" to be specified on each "Product Code".

Tax by Customer Location Consideration: For the purpose of posting sales and excise tax to the proper city, county, and state, the system assumes that all sales, with two exceptions, are made at the location indicated by the customer's account "tax code".

Exception (1): Taxes on sales made on the Branch Cash Account Number

(BR-9999-X) are applied to the city, county, and state specified by the "Branch Tax Code" entered in the Supervisor File Branch Record. It is assumed that these miscellaneous cash sales to the cash account number are made in the branch sales office. Therefore the "Branch Tax Code" specified in the Supervisor Record should be the tax code where the branch office is geographically located.

Exception (2): Sales tax and excise tax on gas deliveries made on the Branch Cash Account Number (Br-9999-X) will be credit to the "Most Common Tax Code" as specified in the Supervisor File Branch Record. Therefore the tax code specified on account number

Br-9999-X should be the most used tax code for each branch, and whenever possible gas deliveries should be posted to an account number other than Br-9999-X.

Non- Taxable Sales: Are normally recognized by the system by entering the sales amount and not entering any tax when you enter a transaction. However, if you have selected the "Automatic Pricing" feature located in the Supervisor "Company Record", then for those chargeable transactions that have been priced, the system will also add the appropriate tax based on the appropriate tax code. Therefore, for those transactions that are to be priced by the system, but who are not subject to taxes, a tax code with zero tax rates should be assigned to those accounts.

Enter/ Update Price Changes:

Price Changes (Individual):

Purpose: To establish or change individual price records for the base prices, discount prices, or specific account prices of the products the system is to charge out or verify.

    (1)   Prices must be entered by Branch Number, Product Code, and Unit of Issue.

    (2)   Each product may have a base price; up to 9 different discount prices; and special prices for individual customer accounts.

    (3)   Base price must be established before discount or special prices can be entered.

Screen One:
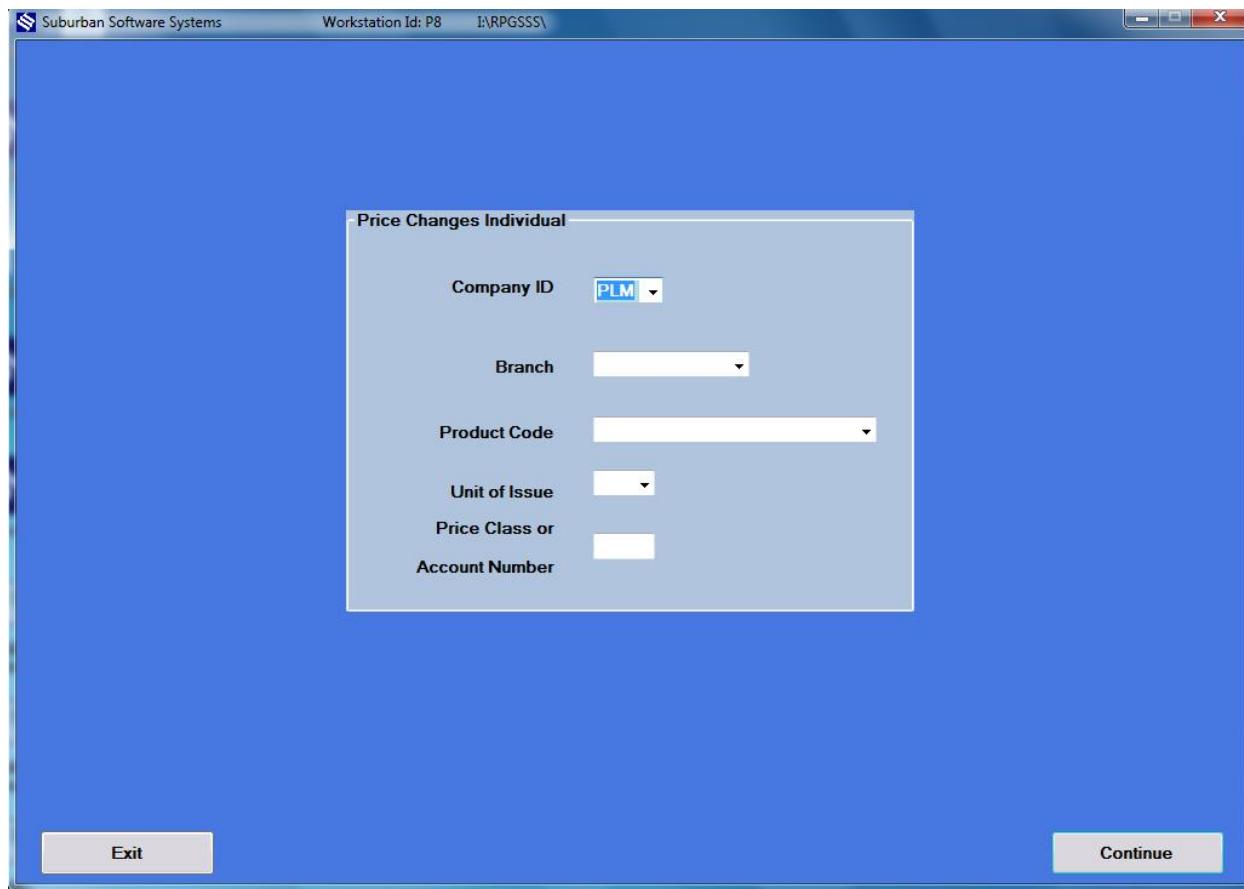
(1)   Enter the Branch Number where you want the change to occur.

(2)   Enter the Product Code you want to change.

(3)   Enter the Unit of Issue:

(4)   Enter the Price Class or Account Number.

    (a)   Enter Account # "00000" for the base price.

    (b)   Enter Account # 00001 thru 00009 for discount group prices.

    (c)   Enter the specific account number for special prices.

Screen Two:

(1)   Enter the date that the new price is to take effect in MMDDYY format.

(2)   Enter the new price: U.S. Companies -> 4 place decimal position implied.
        International Co. -> 2 place decimal implied.

(3)   Price must be a positive number.

(4)   If you enter a price for a specific account, the customer account will be flagged
        with a "J" in the appropriate price code field of the customer master file.

(5)   If you wish to correct a previous price click on the **Unlock Fields** button.

(6)   If you wish to discount the price, enter the discount rate.

(7)   If you entered a discount rate, enter the discount days allowed.

***Caution:** Dates and prices are confirmed as entered by pressing on the CONTINUE
BUTTON.***

Price Changes (Global):

Purpose: To allow you to change prices for a group of products that change by the same amount on the same date and have the same unit of issue.

Notes:

(1)   Products that receive a new price will be printed.

(2)   Any product that has an effective date later than the one you entered will not be changed.

(3)   Any product with a price change greater than 20% will not be changed. If the price change is greater than 20% the change must be entered in increments.

(4)   If you are entering a price for a product and this is the first time, then the date is not required.

Screen One:

Enter the variables that define the group that the new price is to be entered for.

Company ID: Enter the Company ID (CoID).

Branch Name: CoID for entering company price changes.

Product Code: Leave blank if for all product codes.

Unit of Issue: Entry required.

Account: (a)   Enter "ALL" for all accounts.

                               (b)   Enter "Base" for base prices.

                               (c)   Enter 00001 thru 00009 for discount groups.

                               (d)   Enter specific account number.

Price Change: Enter the amount of the price change with decimal position.

                               Example: A price to increase to 1.2 cents should be entered as .012.

Effective Date: Enter date in MMDDYY format.

Enter/ Update Constant File:

The system maintains a history of both dollars and standard units for gas (normally gallons). For any transactions of gas that are entered in non-standard units - such as cylinder pounds then a conversion factor must be established in the constant file for the non-standard units.

Purpose: The "constants" file contains the conversion factors used to convert the non-standard units of measure to the standard that you specified in "Standard Gas Units" in the supervisor file.

Example: You may have meter transactions that measure in pounds and need to be converted to gallons. Enter LB (for pounds) in the "convert from" field. The system will display your standard unit in the "convert to" field, in this case gallons (GL). Press {ENTER}. Next enter the factor, to five decimal places, needed to make the conversion from pounds to gallons, in this case .23640. The constants file is preloaded with standard conversions for cylinder sizes and pounds. It should be printed to insure all of your units of measure are in the file and correct. The following table may be used as a guideline for setting up the constants file conversion factors.

Conversion Table:

The following table may be used as a guideline for setting up the constants file conversion factors.

Units to Convert From	Representing	Units to Convert To	Representing	Conversion Factor
CF	Cubic Feet	GL	Gallons	.02748
CT	Cubic Tenths	GL	Gallons	.27480
GT	Gallon Tenths	GL	Gallons	.10000
LB	Pounds	GL	Gallons	.23640
05	5 lb cylinder	GL	Gallons	1.18000
06	6 lb cylinder	GL	Gallons	1.41843
10	10 lb cylinder	GL	Gallons	2.36406
11	11 lb cylinder	GL	Gallons	2.60000
20	20 lb cylinder	GL	Gallons	4.72813
30	30 lb cylinder	GL	Gallons	7.09220
33	33 lb cylinder	GL	Gallons	7.80142
35	35 lb cylinder	GL	Gallons	8.27423
40	40 lb cylinder	GL	Gallons	9.45626
43	43 lb cylinder	GL	Gallons	10.16548
50	50 lb cylinder	GL	Gallons	11.82033
60	60 lb cylinder	GL	Gallons	14.18440
99	99 lb cylinder	GL	Gallons	23.64066

Customer Master File:

This portion of the manual explains the various methods of **accessing** customer accounts: It explains the fields on the **Customer Master File** screen; and covers special topics which are related to entries in the customer master file screen.

The Customer Master File contains 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. For new accounts, the sales office should assign an appropriate account number from a list of available account numbers.

Note: There are two ways to access the Customer Master File

(1)   Use the **"Customer Master File Button"** on the Daily Menu, (or)

(2)   If the account already exist, use the **"Update"** button in Customer Inquiry.

Customer Master File Access from the Daily Menu:

From the Daily Menu click on the **CUSTOMER MASTER FILE** option which allows system users to access customer accounts by:

Account Number,
Name,
Phone Number,
Address,
Route,
Tank Serial Number.

The account number consists of a two digit branch number and 5 additional digits.
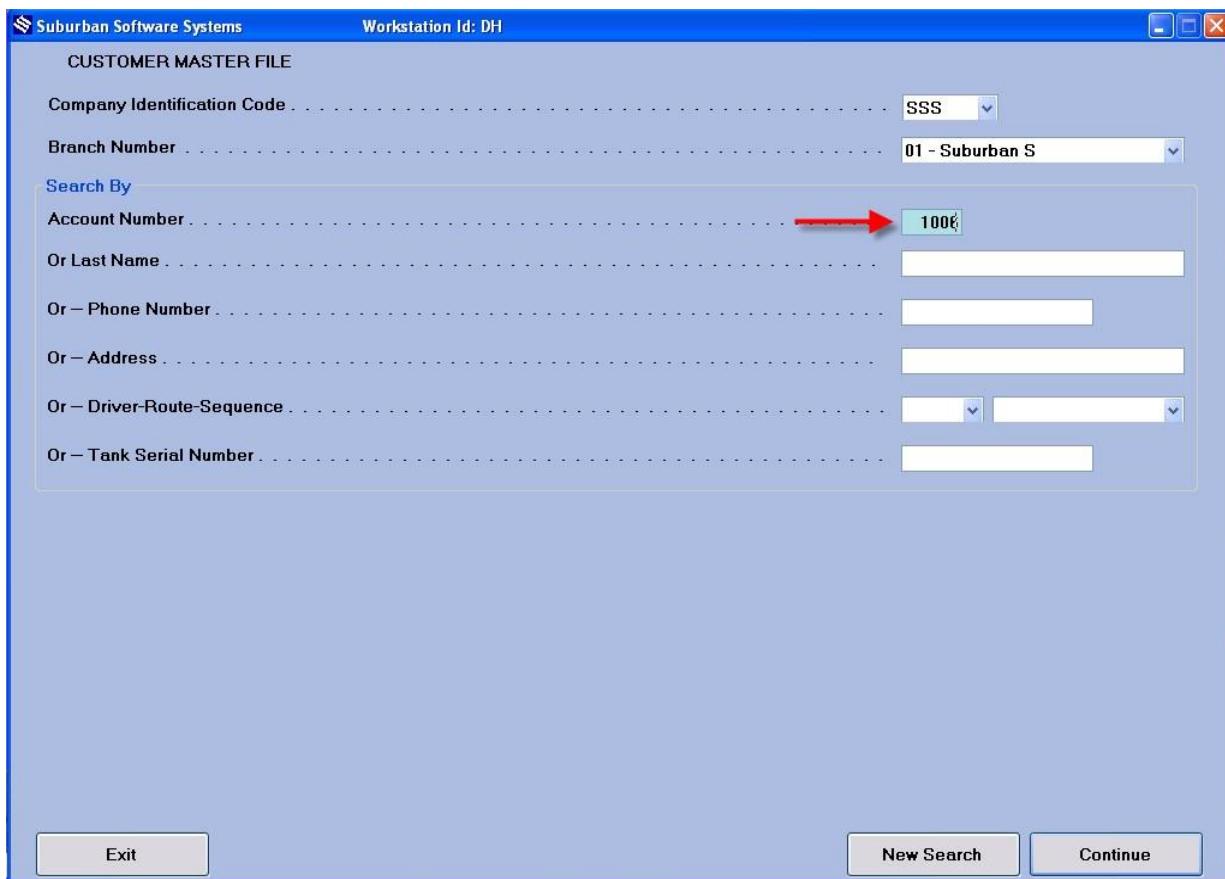
Note: New Accounts Must be entered by Account Number.

Updating Customer Master File: Access through Customer Inquiry

Click on the **Update** button at the bottom of the screen to access the Customer's account.

Master File – General Information:

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 Customer Master File option or through clicking on most screens on the Customer Inquiry Option. In the following screen, enter the customer branch number and account number.

Customer Codes:

Account Number: (7 Numeric Characters) 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.*

Account Started (MMYY): When a new customer account is opened: the system will record the current sales month and year in this field. This field may be edited by pressing the Shift F9 buttons.

*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, FIRST NAME, 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 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 on the {F2} Directions Screen.

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. {F2} Directions Screen.

State: (2 Characters) Entry required.

Zip Code: (5 Numbers) Entry required.

Zip + 4:   Zone – (4 Numbers)- Optional

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

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'.

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 bad debt
R***	Restricted – Account sent to Collection Agency
**	Those accounts that are placed on "Hold" by assigning Credit Code 9 will not be charged and finance charges, or receive monthly statements.
***	Restricted Accounts do not print statements nor will they appear on dispatch reports

Delivery Code: 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.

A   Automatic Delivery

B   Automatic Delivery – Winter only

C   Keep checked when in the 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 out calling team).

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 Code: 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.)*

Cycle Billing:

MAXIMUM # ALLOWED IN SSS
Up to 9 billing cycles per month can be run in SSS
There are two types of cycles that can be set up in Suburban Software Systems.

FIXED CYCLES:

Each customer placed into a fixed cycle will get their statement in that same cycle regardless of balance and delivery.

VARIABLE CYCLES:

If cycles are set up as variable, the customer will be moved into various cycles depending on account balance and delivery.
IF the customer has a zero balance and the customer gets a delivery, the customer will them be moved into that cycle of the delivery and get a statement when that cycle is processed on the BILLING MENU. This will allow the customer to receive a statement earlier and pay sooner than waiting until the end of the month or for his billing cycle to roll back around. The customer will not incur a finance charge until the next month when or if he/she becomes 30 days past due. If he pays his balance to $0.00 before he gets his next delivery, he will then be moved into the cycle of that next delivery and so on.

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).

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:

S	Print statement only (system default).
I**	Invoice all transactions. Also, (unless accounts are delinquent), 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.
Notes	(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").

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:

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

Finance Charge Codes:	(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:
	Codes:

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
*Note:	The system defaults to finance charge code "Y".

Open Item/ Balance Forward:	(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 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 items 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.

Zone Information:

Driver: (1 Character)

Enter the Driver Number normally assigned to the account. The entry to this field is used by the system when printing dispatch reports and delivery.

Route: 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.*

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 (i.e. house/community) as well as by route or zone (i.e.. 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*

Tank Information: On the General Information Screen

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)

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.

Tank Type:

(1 Character)

A = Above Ground (Default)

U = Under Ground

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.*

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.

Budget Information: On the {F1} General Information Screen

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

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.

Credit Limit: (7 Numerals)

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.

Price Class: From the {F1} General Information Screen

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 entries to the Price File on the **Utility Menu** option **Price Changes Individual/Global.** This allows you to assign one of the discount prices to customers by entering the corresponding 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 Change section of the manual.

    Class A   Non- Delivered

    Class B   Bulk products (Special Function B)

    Class C   Cylinder (Special Function C)

Special Pricing Class 'R' (Tank Rent):

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

    (1)   Discount Rent Program 1

    (2)   Discount Rent Program 2

    (Blank)   Not on Discount Program

Master Billing Account (+):

7. 0 Numeric Entry (optional)

Master Billing Account (MBA):

Entering an 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. 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.*

Salesman:

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

Master File- Directions:

Directions:	Directions should be as clear and concise as possible (up to 5 lines of 25 characters each).
Extra Name/ Address:	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. (25 Characters)
Delivery Address:	Only to be entered if the delivery street address is different from the mailing street address. The field should be used in conjunction with the "Delivery Town" field. (25 Characters)
Delivery Town:	Town or Community to appear on the delivery ticket. Replaces the mailing city address on the delivery ticket. (15 Characters)

Master File – Forecasting Information:

Use Code: **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.

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

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.

Gallons Per Day: (5.1 Numerals)

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 GL/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 based on tank size. Subsequent delivery use rates will be computed by the system.

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

Lock Usage:

{U}	=	Lock Usage Type:	To override the system and lock-in the customer's 'type usage
{R}	=	Lock Usage Rates:	To override the system and lock-in the customer's 'usage rates'

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).

User Type Codes: 1 Heat Only

3 Both Heat and Constant Use

5 Constant Use Only

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.

Degree Day Base:

To calculate degree days.

Degree Days must be entered to the Suburban Software A/R System daily.
The standard (default) degree day base is 65 degrees Fahrenheit. It assumes that most customers begin heating when the average temperature drops below 65 degrees Fahrenheit.

The Suburban Software Systems also allows for 61, 63, 67, and 69 degree day bases for clients who normally set their thermostats lower or higher dependent upon the energy efficiency of the house.

Master File- Contact Information:

Customer Email Address:	Enter the customer's email address. Used in conjunction with E-invoice. (25 Characters – entry not required)
Electronic Invoice Options:	Allows you to send invoices to customers via email.
	B = Electronic Invoice and Printout
	E = Electronic Invoice Only
Electronic Statement Option:	Allow you to send statements via email.
	B = Electronic Statement and Printout
	E = Electronic Statement Only
Electronic Postcard Option:	Allows you to send Postcard via email.
	B = Electronic Postcard and Printout
	E = Electronic Postcard Only

Tax I.D.   If entered the Tax I.D or Social Security Number

Standing Purchase Order Number: Standing P.O Number will appear on both the delivery ticket and invoices.

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

Master File – Miscellaneous Info:

Latitude/ Longitude:	Latitude & Longitude can be obtained by the use of a GPS device marking the location of a tank by hand or by a GPS Device that is integrated with Suburban Software System's PPS truck system software and Mapping systems.
Gain Account (date)	MMYY that you added the account
Lost Account (date)	MMYY that you lost the account
Electronic Tank Monitor Number	A Tank Monitor that will automatically communicate to the Suburban Software System is available.

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.

Timed Delivery Setup:

To specify timed deliveries for a customer, the indicator of "T" must be placed in their "**Delivery:**" field for timed deliveries. When the "Timed delivery" screen appears (shown below) scroll down to the appropriate month and across to the day of delivery. Choose a box in the month and day of the month and Click in that 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 home or location using fuel.

Tank & Meter Menu:

The Asset & Meter Menu is used for maintenance, display and reporting of company owned tanks, rental equipment and cylinders. It's also used for the maintenance, display, and reporting of any company gas meters installed.
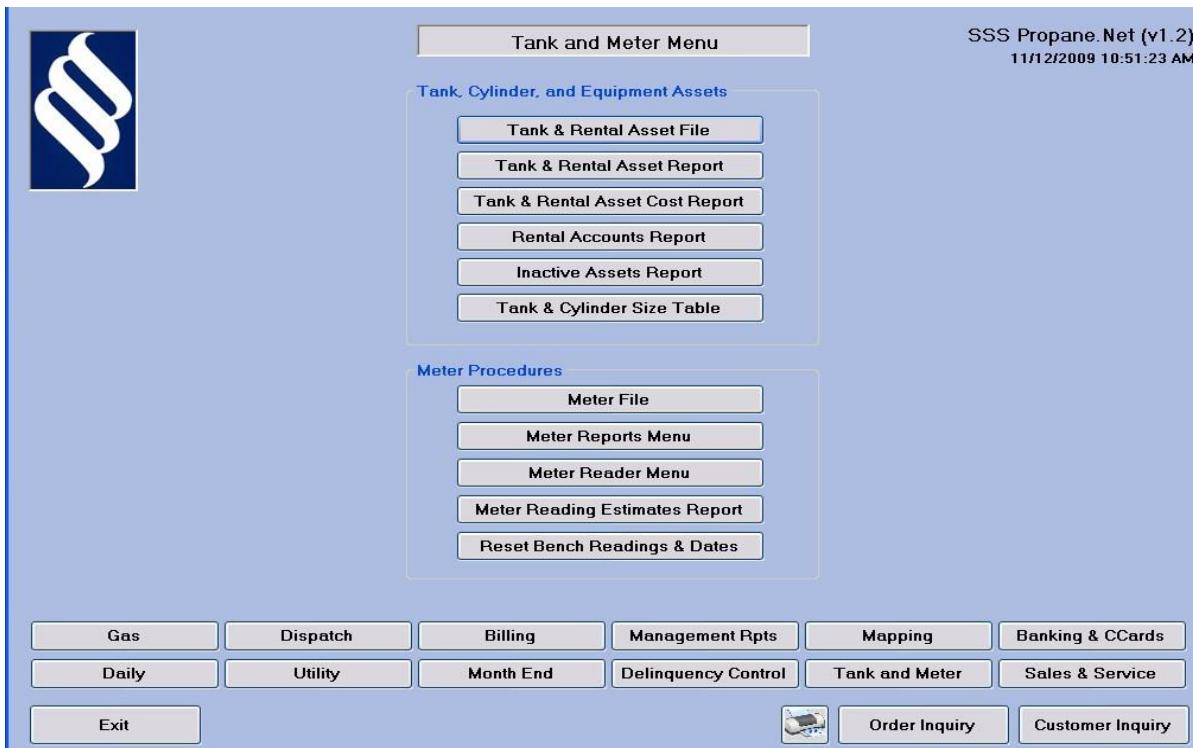
Update Tank & Rental Asset File Records:

Purpose: (1) To enter new tanks, rental equipment and cylinders when purchased or when initially building the tank & rental asset file.

(2) To update or modify information about the company assets.

(3) To delete asset records when the asset is sold or transferred to another serial number.

Note: Once the initial asset file has been established, any changes to individual "Status" and "Rent" fields should be done by processing an "Install" or "Pick Up" transaction using the *Daily Menu/ Data Entry Procedure,* and not by using this procedure. Doing this insures proper audit trails are maintained.

Screen One:
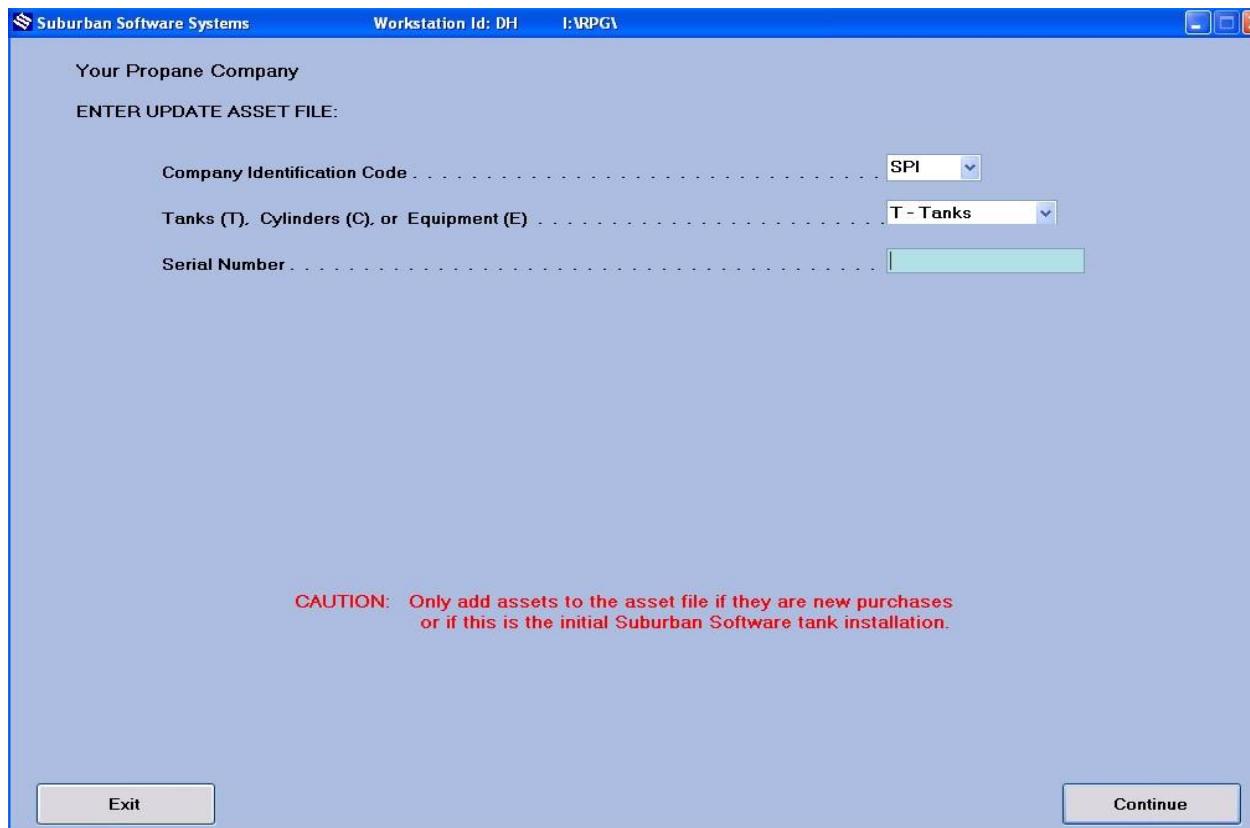
Tanks (T):   Company owned gas storage vessels controlled by serial number. Interacts with the customer's delivery information. i.e. updates the customer's tank size when set out to a customer.

Equipment (E):   Assets other than tanks and cylinders such as pumps, meters, and cylinder cages that are rented. Equipment is also controlled by serial number. Does not interact with the customer's delivery record.

Cylinders (C):   Smaller gas storage vessels controlled by size and number delivered and picked up from a customer location. Also interacts with the customer delivery information. (Serial number is not required when setting or picking up cylinders.)

There is a difference in the way tanks, equipment and cylinders are entered:

1.   Tanks are entered by serial number.

2.   Equipment is entered by serial number and requires it's own product code.

3.   Cylinders are entered by Size, When Rent Due, and BR-Account Number.

**Note: (1)   If cylinders are controlled by serial number they should be entered and treated as tanks in the Suburban System.

(2)   Initially there must be a yard cylinder record for each cylinder size.

Serial Number: **(1)**   The serial number may be any combination of alpha-numeric characters, but it must exactly match the serial number key of the asset file, otherwise the proper record will not be retrieved from the file and displayed on the screen.

**   If a serial number has embedded blanks, it is recommended you drop any blanks from the serial number. Either way, a standard procedure should be established to use or not use embedded blanks in serial numbers.

Screen Two: (Cylinders):

Cylinder Size Code:	Cylinder unit of issue to equate to a cylinder size. The size code must also be entered in the "Constants File" to convert the Cylinder Size Code to standard units (gallons or kilograms).
When Due:	Enter only if the cylinder is rented. Specify when the rent is to be charged according to the following table:

01-12	Annually on the specified month
Q1-Q3	Quarterly on the specified month of quarter
S1-S6	Semi-Annually on the specified month of the half year.
00	Monthly

Branch-Account	Enter the customer's branch and account number if the tank has been loaned or rented. Otherwise, enter only the branch number. The branch number must be entered for Yard tanks.

Screen Three – Fields in the Tank File:

When you are setting up new tanks, equipment or cylinders in the file, logical entries can be e into any field except the "Rent Charged this Month", and the "Number of Meters" fields. These are controlled by the system. If you are entering tanks or equipment the "Number of Cylinders" will always be one. When entering cylinders you must specify the number of units.

(a)   the "status" code is not one of those listed on the screen,

(b)   the branch number is missing,

(c)   the asset is designated in a yard status (Y), but an account number is entered,

(d)   the asset is not in a yard or inactive status (Y), yet an account number has been entered,

(e)   rent is entered but the status is other than rented (R).

(f)   status is R (rented), but no rent has been entered.

(g)   meters are assigned to the tank, but the tank status is not M (meter tank).

(h)   the number of cylinders is less than one.

If an error message is issued, simply press "Error Reset" and correct the error. The entry will not post to the file until it is corrected.

Caution

(1)   **Changes to the "Account Number", "Rent" and "Month Due" fields should normally be done by processing "Install" and "Pick-Up" transactions thru the data entry system and not by using this procedure.**

(2)   **Changes to the number of tanks or tank size will also change the master file. Changes to "equipment" will not affect the master file.**

Tank/Cylinder/Equipment
Allowable Status Codes: Status:

Y	=	Yard	Tank, Cylinder or Equipment
R	=	Rented	" " "
L	=	Loaned	" " "
M	=	Metered	" " "
I	=	Inactive (Not in service but not picked up.)	
S	=	Sold	" " "
D	=	Deleted	" " "

Number Of: Number of Cylinders. Enter One for Tanks or Equipment, one to 999 for cylinders.

Size/ Cylinder Size: (5,0 numeric field, right adjusted).

Enter gallon size for Tanks and Cylinders. Enter optional size for Equipment. This is a required entry.

Renter Br- Account #:   Tank Renter Branch/Account Number: Enter the account number of the account that pays the rent.

Delivery Br- Account #:   Gas Delivery Account Number.

If the tank is set at a Tenant Account that does not pay rent for the tank, enter the tenant delivery account number. It is not necessary to enter a delivery number if the renter also uses the tank. The Delivery Account Number may also be entered at transaction data entry.

Rental Equipment Code: Required for equipment; optional for tanks and cylinders

Tank Rent: Rent Amount. (7,2 numeric – right adjusted)

Enter the amount of rent as recorded on the rental contract. Entry is required if the tank status is R (Rented).

**Note: *Rent is the total rent charged for all cylinders, regardless of the "number of cylinders".*

When Due: Annual Rent: Enter month the rent is to appear on the customer's statement.

              Monthly Rent: Enter 00

              Quarterly Rent: Enter Q1 thru Q3 depending on which month of the quarter the rent is to be billed.

              Semi-Annual: Enter S1 thru S6 depending on which month of the half year the rent is to be billed.

Note: *The automatic rent charged by the system will appear on the customer's statement at the end of the month specified in this field. Therefore, if you want the customer to receive a charge for the rent at the beginning of the month then reduce the "month billed" by one.*

Rent Charged this Month: (7,2 numeric, right adjusted).

This field indicates the amount of tank rent already charged this month. It prevents a new rental customer from being automatically charged rent a second time in the month the new rental contract is processed.

Gas Used since Billing: Amount of Gas used since last billing. (7 digits with one assumed to be to the right of the decimal point - 7.1)

Lease on File Y/N: This field allows you to identify those assets for which a signed lease has been executed with the customer.

Y = Yes

N = No

Blank

"Lease on File" may also be entered at transaction data entry. LOF will appear on the Customer inquiry Tank Screen and the Tank Status Report.

Tank Location: A = Above

U = Underground

Date Last Moved:	(4,0 numeric, right adjusted). Enter the month and year the tank was last moved. This field will automatically be updated when assets are installed or picked up.
Date Last Painted:	(4,0 numeric, right adjusted). Enter the month and year the tank was last painted.
Latest Tank Locations:	The address the asset was last located. The system will automatically update this field.

The following fields apply only to tanks designated as metered tanks. These fields are used in conjunction with similar fields in the Meter File to track any shrinkage thru meter billing. The Tank File keeps track of the gas into the tank, and the Meter File tracks the gas out.

Number of Meters:	(2,0 numeric). This field is controlled by the system. As meters are assigned or removed from a tank (via the meter procedures) this field will change accordingly.
	Note: Meters may only be assigned to tank assets.
Bench Mark Date:	(4,0 numeric). Enter the month and year that corresponds to the "Bench Date" of the meter(s) in the Meter File assigned to this tank. The "Meter Bench Date" is the month and year you begin tracking a meter for shrinkage.
Bench Mark Percent:	(2,0 numeric). Enter the percentage of gas in the tank as of the Bench Date.
	Note: Refer to Meter Procedures for more information about "bench numbers".
Gas Delivered Since Bench:	(5,0 numeric). Leave this field blank unless you are resetting a bench mark. It indicates the number of meter gallons that have been delivered to the tank since the last time the Bench Date was set. If a meter is removed from the tank, the system will subtract from this field the number of gallons that have been billed through that meter.
Latest Delivery Date:	(4,0 numeric). Initially you should enter the same month and year as the bench date. Thereafter the system will maintain this field as deliveries are made.
Latest Delivery Pct:	(2.0 numeric). Initially you should enter the same percentage as the bench mark percent. Thereafter, the system will update the field as deliveries are made to the tank.

Screen Four – Fields in the Tank File:

Manufactured By: (Optional) Three letter code designating manufacturer.

Mfg Serial Number: (11 Alphanumeric). Enter a second or Mfg Serial Number.

Purchased: (Month/Year 4.0 numerical). Optional entry.

Purchase Price: (7.0 numerical, right adjusted). Enter the amount of the original cost. Optional entry.

Service Partner: (5.0 Numerical, Right adjusted) Account number of tank service agent/partner.

Built: (Month/Year 4.0 numerical). Optional entry.

External Inspection: (Month/Year 4.0 numerical). Optional entry.

Regulator Inspection: (Month/Year 4.0 numerical). Optional entry.

X-Ray Date: (Month/Year 4.0 numerical). Optional entry.

Pressure Tested: (Month/Year 4.0 numerical). Optional entry.