

# ***Suburban Software Systems***

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## **Delinquency Control**

***Prepared For:*** \_\_\_\_\_

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## Delinquency Control:

Suburban Software Systems Workstation Id: KM I:\RPG\

**Delinquency Control**

SSS Propane.Net (v1.3)  
6/30/2015 9:15:26 AM  
SQL Indexes Enabled

**A/R Analysis**

- Accounts Receivable Age Analysis
- Payment Aging of 120 Day Delinquent
- Bad Debt Listing
- Transaction Variance
- Credit Violations
- Open Item Listing

**Customer Selection**

- Create Delinquent Letter Document
- Select Delinquent Accounts Individually
- Select Delinquent Accounts Globally
- Exclude Accounts From Selected List
- Print Delinquent Letters
- OR -
- Submit Delinquents for Collection

Gas Dispatch Billing Management Rpts Mapping Banking & CCards  
Daily Utility Month End Delinquency Control Tank and Meter Sales & Service  
Exit ? [Printer Icon] Web Services Order Inquiry Customer Inquiry

**Purpose:**

## A/R Analysis:

### Accounts Receivable Age Analysis:

Customer Status Report - Summary

Company Identification Code	DEM
Branch Name -or- ALL Branches	01 - DEMO Prop
Select The Customers To Be Printed	All
Enter Driver Number To Print (Optional)	
Enter Product Code To Print (Optional)	
Enter Type Code(s) (Optional)	Type 1 <input type="checkbox"/> Type 2 <input type="checkbox"/>
Include or Exclude Credit Codes	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Include or Exclude Delivery Codes	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Print Memos?	Y - Yes
Print Addresses and Directions?	N - No
Single/Double Spacing:	1=Single
Form Name	0001
Printer Type	P1 - Oki Data Dot

Exit Continue

**Purpose:** Generates a Customer Status Report Summary

## Customer Status Report Summary Fields:

<b>Company ID:</b>	Enter your Company ID (CoID)														
<b>Branch:</b>	Enter Branch ID or "ALL" for all Branches														
<b>Customers:</b>	Select which customers you want to be printed:  <table><tr><td>ALL</td><td>Age</td></tr><tr><td>Balance</td><td>Deposits</td></tr><tr><td>Budget</td><td>Lost</td></tr><tr><td>Credit</td><td>Cycles 1-4</td></tr><tr><td>CoTank</td><td>UseLockd</td></tr><tr><td>PastDue</td><td>Meter</td></tr><tr><td>RunOut</td><td></td></tr></table>	ALL	Age	Balance	Deposits	Budget	Lost	Credit	Cycles 1-4	CoTank	UseLockd	PastDue	Meter	RunOut	
ALL	Age														
Balance	Deposits														
Budget	Lost														
Credit	Cycles 1-4														
CoTank	UseLockd														
PastDue	Meter														
RunOut															
<b>Credit Codes:</b>	Select whether to {Include} or {Exclude} Credit Codes. If you choose {Include}, enter the codes you wish to include in the report														
<b>Delivery Codes:</b>	Select whether to {Include} or {Exclude} Delivery Codes. If you choose {Include}, enter the codes you wish to include in the report.														
<b>Print Memos?:</b>	Select {Y} if you want the report to include customer memos.														
<b>Print Address and Directions?:</b>	Select {Y} if you want the report to include the customer's address and directions.														
<b>Single/ Double Spacing</b>	Select if you want the report to be printed in single or double spacing.														
<b>Forms:</b>	Enter the form you wish the report to be printed on.														
<b>Printer ID</b>	Enter the appropriate printer or view to see report without printing.														
<b><u>Optional choices:</u></b>															
<b>Driver Number:</b>	Enter a specific driver you want to include in the report or leave blank for all.														
<b>Product Code:</b>	Choose this option if you want to print a report to include a specific Product code.														
<b>Type Code:</b>	Choose Type 1 or Type 2														

Example:

DEMO Propane, LLC						A/R Age Analysis Summary as of 12/09/14							9/02/15	
Br:	Gas	R.O.	Poss	NoTnk/	:	Accounts Receivable:							:	:
Nr:	Total	Actv	Warn	Loss	NoDel	Hold:	Net A/R	Current	Over 30	Over 60	Over 90	Over 120	Hold	:Deposits:
:	:	:	:	:	:	:	:	:	:	:	:	:	:	:
01:	6753	4793	399	966	210	385:	869.74	206589.49	52530.35	17401.66	3809.07	48105.93	330.44	1100.00
	100%	71%	6%	14%	3%	6%	328106.06	63%	16%	5%	1%	15%	%	
:	:	:	:	:	:	:	:	:	:	:	:	:	:	:
:	:	:	:	:	:	:	:	:	:	:	:	:	:	:
**:	6753	4793	399	966	210	385:	328975.80	206589.49	52530.35	17401.66	3809.07	48105.93	330.44	1100.00:
	100%	71%	6%	14%	3%	6%		63%	16%	5%	1%	15%	%	
:	:	:	:	:	:	:	:	:	:	:	:	:	:	:
:	:	:	:	:	:	:	:	:	:	:	:	:	:	:

## Payment Aging of 120 Day Delinquent:

Aging Report for 120 Day Old Accounts

Company Identification Code	DEM
Select Type of Report (Detailed or Summary)	Summary
Sort Aging Report by Dollars or by Customer	Dollars
Number of Copies to Print	1
Form Name	0001
Printer Type	P1 - Oki Data Dot

Exit Continue

**Purpose:**

Generates a report for 120 day old accounts.

**Note:**

1. The operator can choose a {Detailed} report if they want to include account numbers and customer names. A {Summary} **will not** show account numbers and customer names.
2. The operator can choose to sort the report by Dollars or by Customers.

Example:

DEMO Propane, LLC													
Payment Aging of 120 Day Delinquent Accounts													
thru 12/14												9/02/15	
	Nr of 120 Day Delinquents	Number of Months Since Last Payment Received:											
		One	Two	Three	Four	Five	Six	Seven	Eight	Nine	Ten	Eleven	Twelve
Branch-01	48,046.55	381.47	3129.37	653.43			312.92	1343.54	3600.29	421.75	233.35	3203.10	34767.33
	45	2	2	3			3	2	3	4	2	5	19
Company:	48,046.55	381.47	3129.37	653.43	.00	.00	312.92	1343.54	3600.29	421.75	233.35	3203.10	34767.33
	45	2	2	3	0	0	3	2	3	4	2	5	19
		1%	7%	1%	%	%	1%	3%	7%	1%	%	7%	72%



## Bad Debt Listing:

**Bad Debt Report**

Company Identification Code . . . . .	DEM ▾
Branch Name -or- ALL Branches . . . . .	01 - DEMO Prog ▾
Select The Customers To Be Printed. . . . .	HoldFile ▾
Max Number of Months Since Last Payment (or blank for all). . . . .	<input type="text"/>
Enter "Type Customer" to Print. . . . .	<input type="text"/>
Select Type of Report (Detailed, Summary). . . . .	Detailed ▾
Print Memos? Y/N . . . . .	Y - Yes ▾
Printer Type . . . . .	P1 - Oki Data Dot ▾

Exit

Continue

### **Purpose:**

To print a listing of delinquent accounts in accordance with your definition as specified on the Bad Debt Options.

## Bad Debt Listing Fields:

<b>Customers:</b>	Select the customers you want to include the report.
<b>Hold File:</b>	Accounts with credit code 9
<b>Over120:</b>	Accounts that will be delinquent by 120 days at the end of the month
<b>Both</b>	Holdfile and 120 day delinquents
<b>Over30</b>	Accounts that will be 30-60 days delinquent at the end of the month.
<b>Over60</b>	Accounts that will be 60 days past due at the end of the month
<b>Over90</b>	Accounts that will be 90 days past due at the end of the month
<b>Max Number of Months Since Last Payment</b>	Restricts the report to those accounts that have not paid in the number of months specified. Leave Blank for ALL
<b>Type Customer</b>	
<b>Detailed/Summary</b>	The operator can choose a {Detailed} report if they want to include account numbers and customer names. A {Summary} <b>will not</b> show account numbers and customer names.
<b>Print Memos?:</b>	Select {Y} if you want the report to include customer memos.
<b>Printer:</b>	Enter the appropriate printer or view to see report without printing.

Example:

DEMO Propane, LLC				HOLDFILE Bad Debt Listing Through			
Latest Update of 12/09/14							
Account	Typ	Customer	Cr 123456789ABC	Dlq	Ytd	Lyr	Latest Payment
Balance	Over 60	Over 90	Over 120	Ltr	Gas	Gas	
1-48759H	PETE TUMMILLO & SONS	9	0000000000*=0				08/24/06 4145.09-
119.77-							
	09/27/06 99 *		sales tax refunded for UG tank sale of 8/2/06				\$164.80
	11/30/06 99 *		used credit 11/29/06 to pay bal due on #43669				
1-00974H	PULTE - CREDIT ACCOUN	9	0000000000*=0				01/ 1/14 1892.22-
210.67-							
	10/03/12 99 *		CREDIT ON ACCOUNT/ RESERVE.....SEE KARALEE				
			OVERPAYMENTS				
Br 01 Totals:							
\$330.44-							
Company Totals:							

## Transaction Variance Report:

The screenshot shows a software interface for the 'Transaction Variance Report'. It features a light blue background with a blue border. At the top left, the title 'Transaction Variance Report' is displayed. Below it, there are four rows of input fields, each with a label on the left and a dropdown menu on the right, separated by a dotted line. The first row is 'Company Identification Code' with a dropdown showing 'DEM'. The second row is 'Select Current Month or Previous Month' with a dropdown showing 'Current'. The third row is 'Form Name' with a dropdown showing '0001'. The fourth row is 'Printer Type' with a dropdown showing 'P1 - Oki Data Dot'. At the bottom left, there is a button labeled 'Exit'. At the bottom right, there is a button labeled 'Continue'.

Transaction Variance Report	
Company Identification Code	DEM
Select Current Month or Previous Month	Current
Form Name	0001
Printer Type	P1 - Oki Data Dot
Exit	Continue

**Purpose:**

To produce a report of price variances that will list all the transactions that have been posted with a price different from the one specified in the price file for a specific product code. It can be run for the previous or for the current month.

**Note:**

The system will create the transaction variance file when a price variance is detected. If there is none, no report will be printed.

## Example:

DEMO Propane, LLC				Branch # 1	Sales Price Variance Report for 12/14				021	09/02/15	15:31 KELLY	
				PC CC	Quantity UI	Debits : Cash/AR :	Credit: Sales	Price	Tax	Code	Second Product	Variance Error Cd
12/01	373561	1-80554	RIGGINS, CHARLIE	CT 2 80	597.4 GL	985.71 :	985.71	1.65		N71		
					597.4	1021.55	1,021.55	1.71	.00		.00	95.58-
12/01	423415	1-62248	MC ABEE, JEFFREY	01 2 25	125.0 GL	320.00 :	320.00	2.56		N71		
					125.0	320.00	320.00	2.56	.00		.00	37.50
12/01	473319	1-00107	RYAN, MATTHEW	CT 2 85	508.6 GL	818.85 :	818.85	1.61		N71		
					508.6	869.71	869.71	1.71	.00		.00	101.72-
11/24	271221	1-06559	MOYER, CRAIG	SM 2 80	332.8 GL	702.21 :	702.21	2.11		N71		
					332.8	3254.78	3,254.78	9.78	.00		.00	232.96-
12/02	410166	1-62065	O'DONNELL, SEAN	CT 2 70	383.3 GL	617.11 :	617.11	1.61		N71		
					383.3	655.44	655.44	1.71	.00		.00	38.33-
12/03	271332	1-15840	SOULUER, FARID	OP 2 85	264.8 GL	299.22 :	299.22	1.13		N71		
					264.8	309.82	309.82	1.17	.00		.00	5.29
12/03	373599	1-00104	MARKOSKI, MIKE	SM 2 80	60.7 GL	149.32 :	149.32	2.46		N71		
					60.7	593.65	593.65	9.78	.00		.00	6.07-
12/04	493482	1-01185	CALDWELL	(S CT 2 80	183.6 GL	321.30 :	321.30	1.75		N71		
					183.6	313.96	313.96	1.71	.00		.00	11.02-
Limbo 00 Totals:					.00	.00	2456.2	4213.72 :	4213.72			442.89-
				PC CC	Quantity UI	Debits : Cash/AR :	Credit: Sales	Price	Tax	Code	Second Product	Variance Error Cd
12/05	373650	1-01186	MILLER, (GEN.)	CT 2 85	773.8 GL	1,315.46 :	1,315.46	1.70		N71		
					773.8	1323.20	1,323.20	1.71	.00		.00	85.12-
Limbo 01 Totals:					.00	.00	773.8	1315.46 :	1315.46			85.12-
				PC CC	Quantity UI	Debits : Cash/AR :	Credit: Sales	Price	Tax	Code	Second Product	Variance Error Cd
12/06	373655	1-83251	HICKS BROTHERS L	OP 2 80	860.2 GL	1,126.86 :	1,126.86	1.31		N99		
					860.2	989.23	989.23	1.15	.00		.00	51.61
Page: 20 Totals:					.00	.00	860.2	1126.86 :	1126.86			51.61
				PC CC	Quantity UI	Debits : Cash/AR :	Credit: Sales	Price	Tax	Code	Second Product	Variance Error Cd
12/08	I762824	1-00564	PROVIDENT HOMES	20 2 80	103.9 GL	219.23 :	219.23	2.11		S71		
					103.9	245.20	245.20	2.36	.00		.00	25.97-
12/08	0762997	1-01141	ZINK, ROBERT	SM 2 80	46.1 GL	129.54 :	129.54	2.81		N71		
					46.1	450.86	450.86	9.78	.00		.00	27.66-
12/08	373682	1-84952	HALLMAN, ROBERT	CT 2 85	470.8 GL	767.40 :	767.40	1.63		N71		
					470.8	805.07	805.07	1.71	.00		.00	84.75-

## Credit Violations:

Credit Violation Report

Company Identification Code	DEM
Branch Name -or- ALL Branches	01 - DEMO Propa
Are Memos to be Printed? Y/N	Y - Yes
Number of Copies	1
Form Name	0001
Printer Type	P1 - Oki Data Dot

Exit

Continue

### **Purpose:**

To produce a report, by branch and by driver, that will list all those customers that:

1. Are past due over 30, 60, 90 and 120, including budget customers.
2. Have exceeded their credit limit.
3. Have been turned over to collection.

Example:

DEMO Propane, LLC				Credit Violation Report as of 12/09/14					09/02/15 15:38 KELLY		
Br: 01		DEMO Propane			Driver # 2						
Account	F/C	Customer	Phone	Cr	Ending	Current	Over-30	Over-60	Over-90	Over120	Reason
33		DEMO Propane Customers				\$19,849.34	14,903.94	4,597.68	102.51	10.13	235.08

## Open Item Listing:

Open Item Balances

Company Identification Code ..... DEM ▾

Do you want to PRINT / UPDATE / BOTH the Open Item file ..... Print ▾

Form Name ..... 0001 ▾

Printer Type ..... P1 - Oki Data Dot ▾

Exit Continue

**Purpose:** This allow the user to Print/ Update/or Both Open Items



## Example:

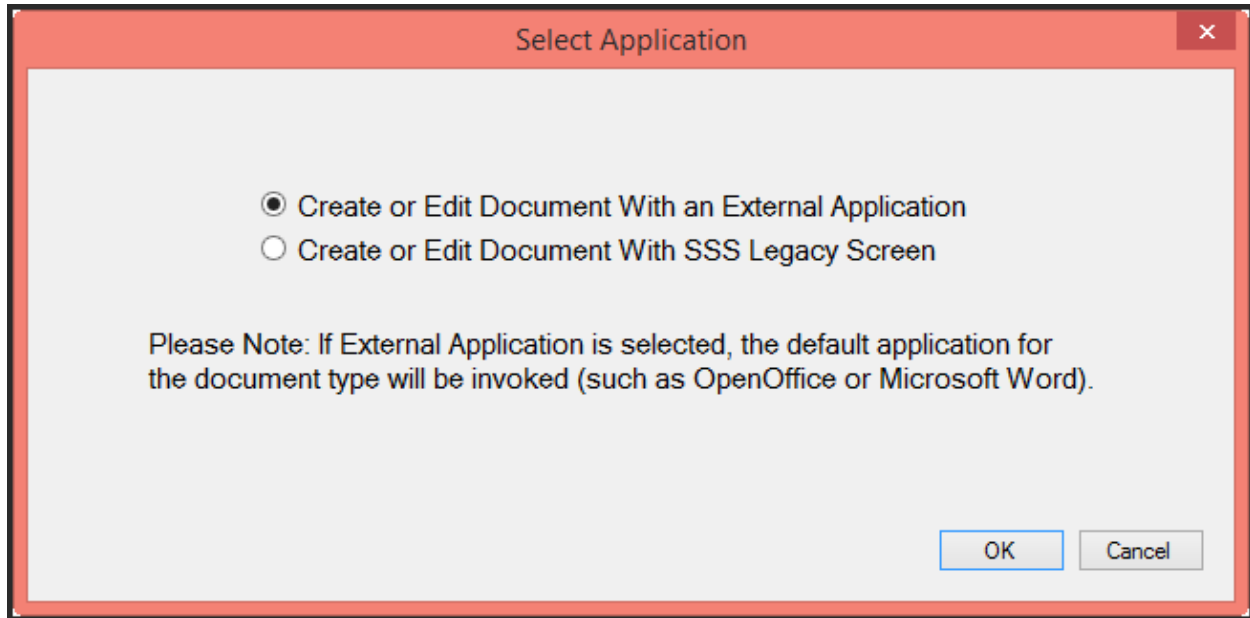
DEMO Propane, LLC		Open Item Transactions								09/02/15 15:40 KELLY		
Account	Name	OI Ref	Date	Refer	PC	Quantity	UI	Inv Amount	TaxCd	Amt Allocated	Amt Open	Balance
1-00017	THIEL, MICHAEL		\$11/19/14	253946	CT	433.3	GL	740.94	PA N		740.94	740.94
											740.94	
1-00032	CROSS, KATHLEEN		7/28/14	00254	88			2,300.00-	PA N		2,300.00-	2,300.00-
1-00032			7/28/14	00254	CD		GL	2,298.24	PA N		2,298.24	1.76-
1-00032		\$	9/18/14	253382	CT	196.9	GL	356.39	PA N		356.39	354.63
1-00032			9/22/14	00263	88			356.39-	PA N		356.39-	1.76-
											1.76-	
1-00040	.....		2/09/14	271787	02	19.4	GL	92.54	PA S		92.54	92.54
1-00040		\$	2/22/14	417847	01	.1	GL	.34	PA N		.34	92.88
1-00040			2/25/14	417847	AJ		GL	.34-	PA N		.34-	92.54
1-00040			3/03/14	999999	DA		GL	12.76	PA N		12.76	105.30
1-00040			3/03/14	99507	DA		GL	12.76-	PA N		12.76-	92.54
1-00040			3/04/14	9999999	XP		GL	66.25	PA S		66.25	158.79
1-00040			3/05/14	02859	88			66.25-	PA N		66.25-	92.54
1-00040			6/30/14	9348900	8C			206.70-	PA N		206.70-	114.16-
1-00040			6/30/14	9999999	XP		GL	206.70	PA S		206.70	92.54
1-00040		\$	9/08/14	372593	01	.1	GL	.21	PA N		.21	92.75
1-00040			9/11/14	372593	AJ		GL	.21-	PA N		.21-	92.54
1-00040		\$	9/17/14	372718	01	1.1	GL	2.10	PA N		2.10	94.64
1-00040			9/24/14	04935	AJ		GL	2.10-	PA N		2.10-	92.54
1-00040			10/31/14	413152	DC		GL	75.00-	PA N		75.00-	17.54
1-00040		\$	10/31/14	413152	01		GL	75.00	PA N		75.00	92.54
											92.54	

## **Customer Selection:**

### **Create Delinquent Letter Document:**

#### **Screen One:**

When the operator clicks on this option a pop up screen will appear.



**Purpose:** Allows the operator to create a Delinquent letter within the SSS Legacy screen or by an external application.

**Note:** If External Application is selected the default application for the document type will be invoked (such as Open Office or Microsoft Word)

## Screen Two:

Create Letter Document File

Company Identification Code ..... DEM ▾

Please enter 2 character letter code ..... D1 - 30 Days Past Due ▾

Example document showing all available merge codes ..... Merge Code Document

Pick a document file to work on from the default Word template folder ..... File Picker

Exit Help Continue

Note: Enter the 2 character letter code that you want to generate.

<b>D1 - 30 Days Past Due</b>
<b>D2 - 60 Days Past Due</b>
<b>D3 - 90 Days Past Due</b>
<b>D4 - 120 Days Past Due</b>
<b>D8 - Final Demand</b>
<b>D9 - Attorney Transfer</b>
<b>DB - Budget Billing Drop</b>
<b>DI - Interrupt Service</b>
<b>DR - Delinquent Renter</b>
<b>DS - Paid/Still Delinquent</b>
<b>DV - Paid/Very Delinquent</b>

## Select Delinquent Accounts Individually:

Create Letter Document File

Company Identification Code ..... DEM ▾

Please enter 2 character letter code ..... D1 - 30 Days Past Due ▾

Example document showing all available merge codes ..... Merge Code Document

Pick a document file to work on from the default Word template folder ..... File Picker

Exit Help Continue

**Purpose:** Allows the operator to select a specific account that a delinquent letter is to be sent.

**Note:** Choose which type of letter the customer is to be sent

<b>D1 - 30 Days Past Due</b>
D2 - 60 Days Past Due
D3 - 90 Days Past Due
D4 - 120 Days Past Due
D8 - Final Demand
D9 - Attorney Transfer
DB - Budget Billing Drop
DI - Interrupt Service
DR - Delinquent Renter
DS - Paid/Still Delinquent
DV - Paid/Very Delinquent

## Select and List Delinquent Letters Automatically:

Select and List Delinquent Letters Automatically

Company Identification Code	DEM
Branch Name -or- ALL Branches	01 - DEMO Proj
Delinquent Letter Code - or - "TW" for transfer to TRW	D1 - 30 Days Past Due
Accounts Which Have Exceeded (30, 45, 60, 90, 120) Days	030
But Which Have NOT Exceeded (30, 45, 60, 90, 120) Days	
Max Number of Months Allowed Since Last Payment (or Blank for All Accounts)	
MINIMUM Past Due Balance to be included. (in whole dollars)	025
Include / Exclude "Credit Codes"	Include
Include Accounts with Outstanding Delinquent Letters (no payment received since last letter)?	Y - Yes
Include Memos On Deliquent Listing?	Y - Yes
Form Name	0001
Printer Type	P1 - Oki Data Dot

Exit Continue

**Purpose:** Allows the user to select and list delinquent accounts automatically.

## Exclude Accounts from Selected List:

The screenshot shows a software dialog box with a light blue background and a blue border. At the top, the title 'Remove Selected Accounts from Delinquent List' is displayed. Below the title, the label 'Company Identification Code' is followed by a dotted line and a dropdown menu. The dropdown menu is currently set to 'DEM' and has a small downward arrow on its right side. At the bottom of the dialog box, there are two buttons: 'Exit' on the left and 'Continue' on the right.

Remove Selected Accounts from Delinquent List

Company Identification Code ..... DEM ▼

Exit Continue

### **Purpose:**

Allows the operator to exclude accounts from being sent delinquent letters or from being sent to collections.

## Screen Two:

DEMO Propane, LLC Total Active: 0

	D	Br-Acct	Customer	Ltr	Cr	Div	Prv Ltr	Total Balance	Past Due Balance	Last Pmt Date	Last Pmt Amount	Tank Size	Pct Full
▶ 1	D	01-50300	A-C-COMPION-HH	BB	↓	A		0.00	0.00	10/10/2014	-53.00	120	32%

BackSave & Exit

**Purpose:** Allows the user to delete an account from a list .

## Print Delinquent Letters:

Print Delinquent Letters	
Company Identification Code . . . . .	DEM ▾
Branch Name -or- ALL Branches . . . . .	01 - DEMO Prop ▾
Delinquent Letter Code . . . . .	ALL ▾
Letter Date . . . . .	9/2/2015
Payment Due By Date . . . . .	
Print Labels? . . . . .	Y - Yes ▾
Output in Zip Code Sequence? . . . . .	Y - Yes ▾
Form Name . . . . .	DLQL ▾
Printer Type . . . . .	P1 - Oki Data Dot ▾
Select source of letter format . . . (SSS or WORD) . . . . .	SSS ▾
<div>Exit</div> <div>Continue</div>	

**Purpose:** Allows the operator to print Delinquent letters.



## Print Fields:

**Company ID**

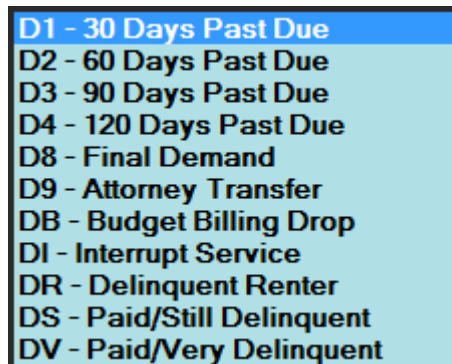
Enter the company ID (CoID)

**Branch**

Enter the Branch Number or "ALL" for all branches

**Delinquent Letter Codes:**

Choose which type of letter the customer is to be sent:



Or choose "ALL"

**Letter Date:**

Enter in the date you want the letter to be sent.

**Payment Due Date:**

Enter the date you want the payment to be due.

**Print Labels?:**

Enter {Y} if you want to print labels.

**Output in zip code sequence:**

Enter {Y} if you want the letters to be produced by zip code sequence.

**Form:**

Enter the form name you want to print the letter on.

**Printer ID:**

Choose the appropriate printer or view if you want to view report but not send.

**Letter Format**

Enter {SSS} if the letter is to be produce in the SSS Legacy Screen or {Word} if the letter is produced by an external application.

## Submit Delinquents for Collections:

Transworld Systems Interface

Company Identification Code . . . . .	DEM ▾
Branch Name -or- ALL Branches . . . . .	01 - DEMO Propa ▾
Transworld ID Code . . . . .	TW
Variable DataBase Filename . . . . .	TRWSD
Number of Copies . . . . .	1 ▾
Form Name . . . . .	0001 ▾
Printer Type . . . . .	P1 - Oki Data Dot ▾

Exit Continue

### **Purpose:**

Allows the operator to send delinquent accounts to Transworld for collections.