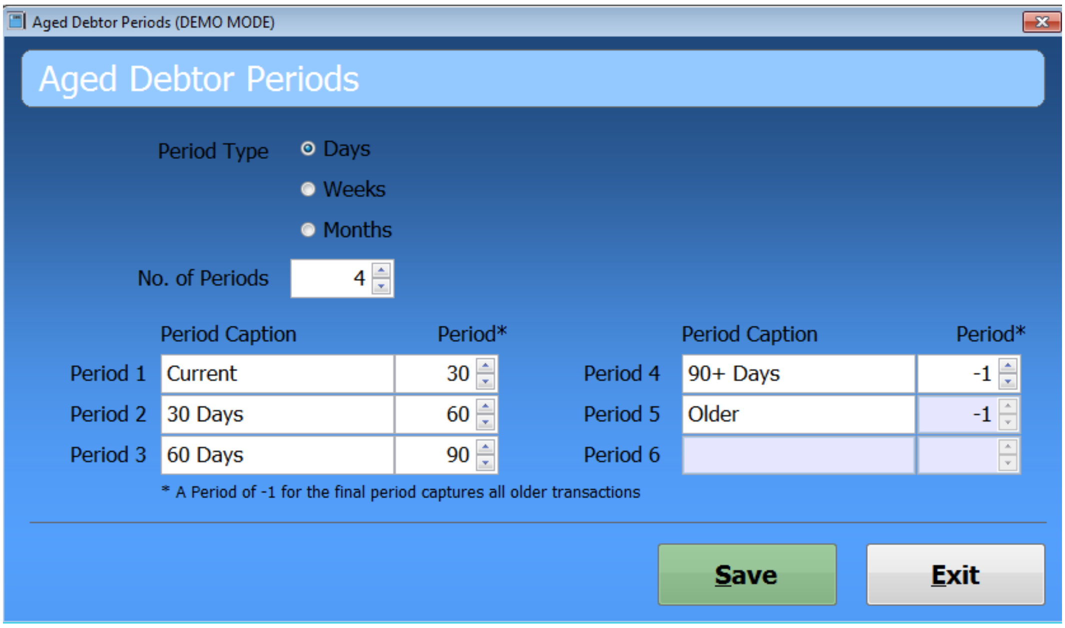
Converting Customer Account Statements to Monthly v8.8

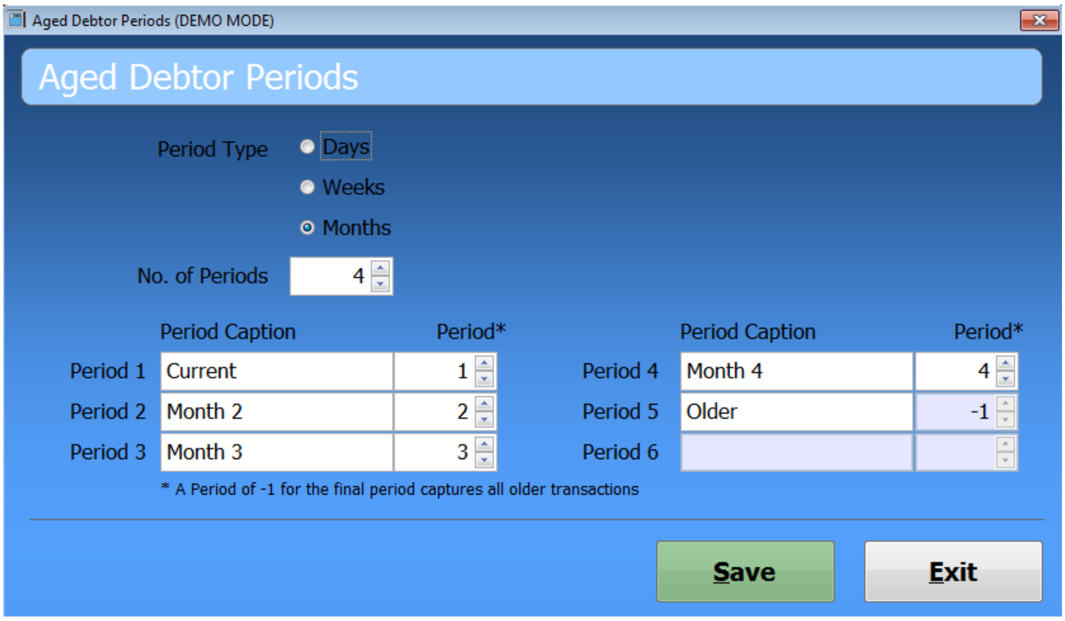
Older versions of Touch pre v8.8 the account statement periods were only available as 30 day periods. Touch v8.8 has a configurable option to set periods to use Days, Weeks or Months. To convert statements to use monthly periods follow the 3 steps detailed below.

Step 1: Change the Aged Debtor Settings

- Screen below shows the default 30 day Aged Debtor Periods settings



- Update the settings as per the screen below for monthly periods and click the Save button.

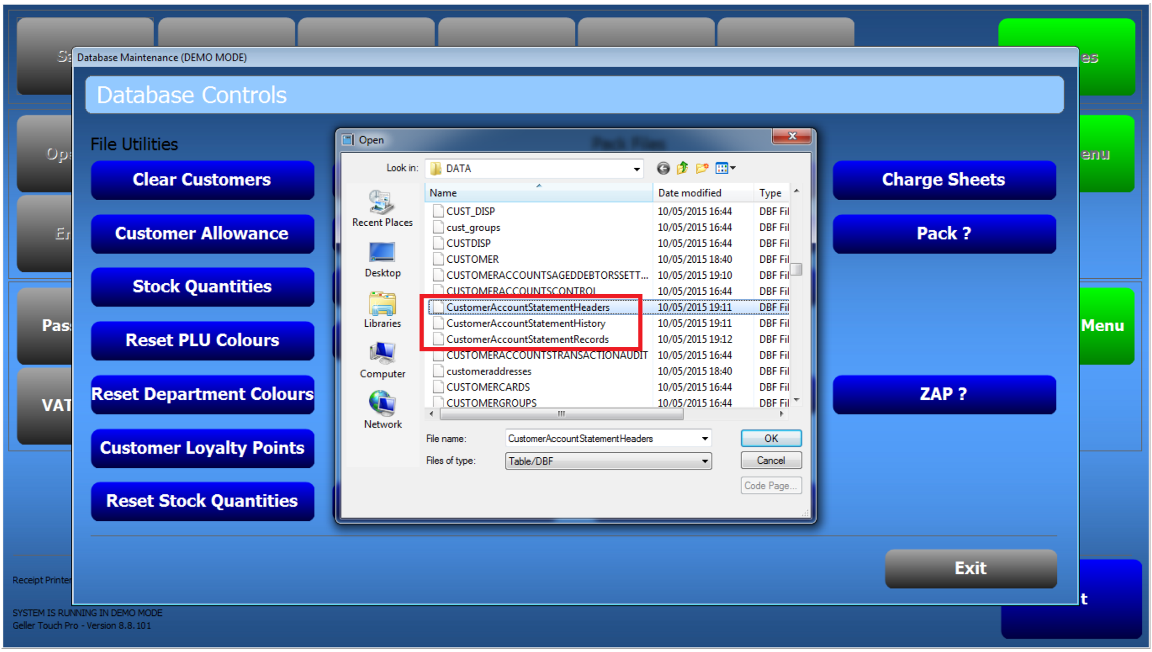


Step 2: Zap the 3 account statement files

Take a backup of the c:\touch\data \ folder before zapping the 3 files. This is just in case a different file is zapped accidently.

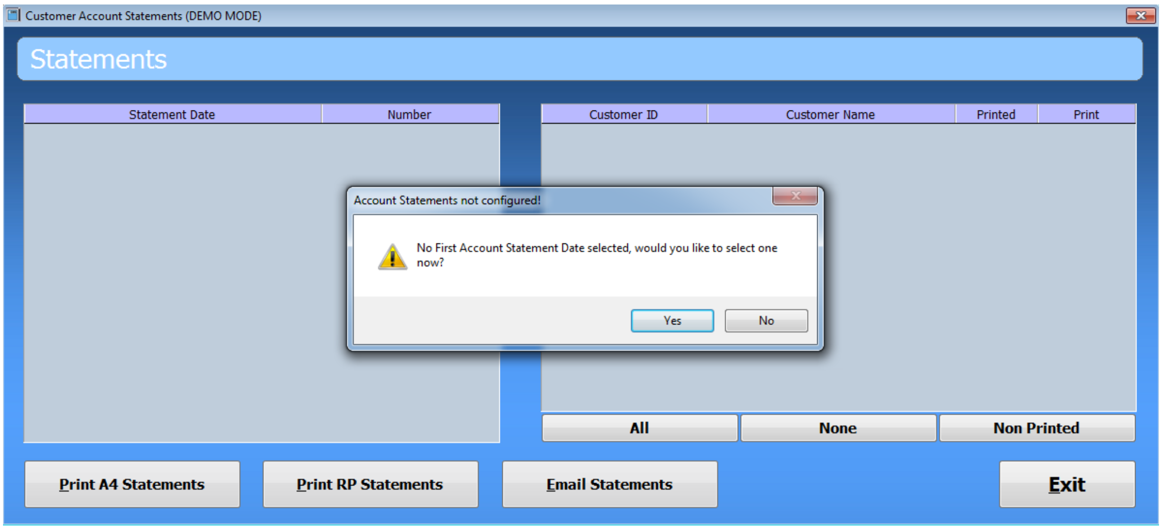
The 3 files to zap are listed below, these are found in the c:\touch\data\ folder.

- CustomerAccountStatementHeaders.DBF
- CustomerAccountStatementHistory.DBF
- CustomerAccountStatementRecords.DBF

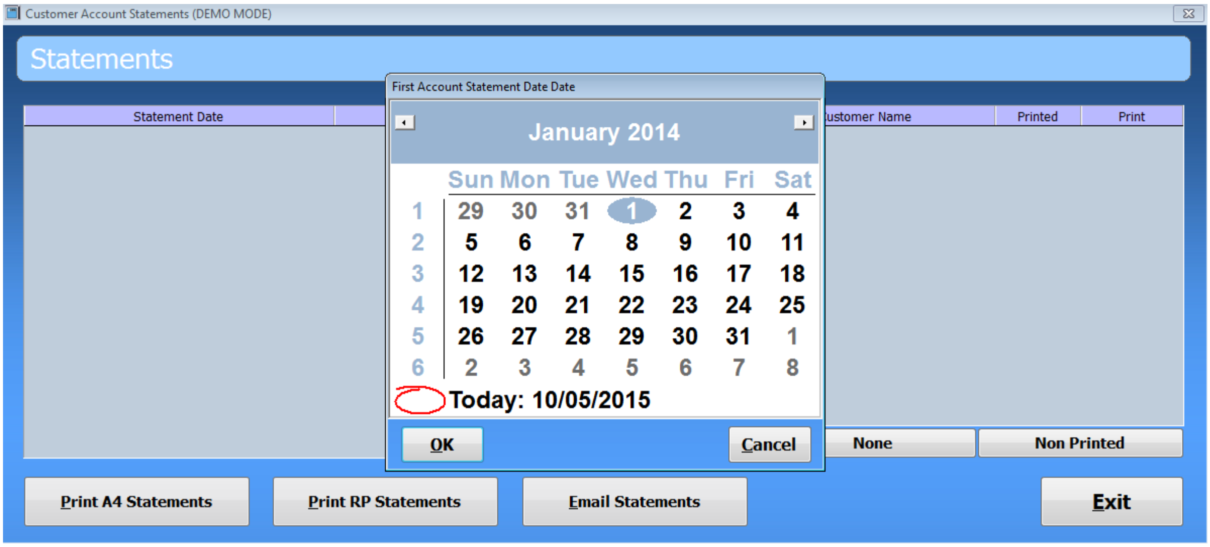


Step 3: Set First Statement Date

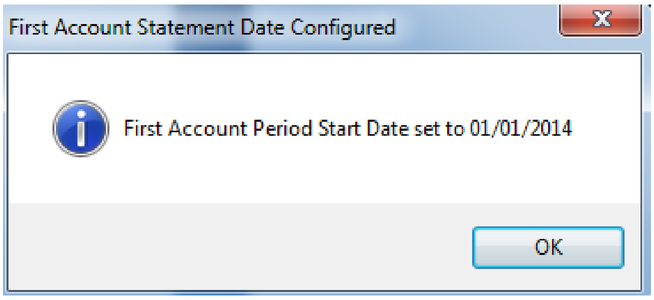
- After zapping the 3 files in step 2 the screen below will show when entering the Statement screen



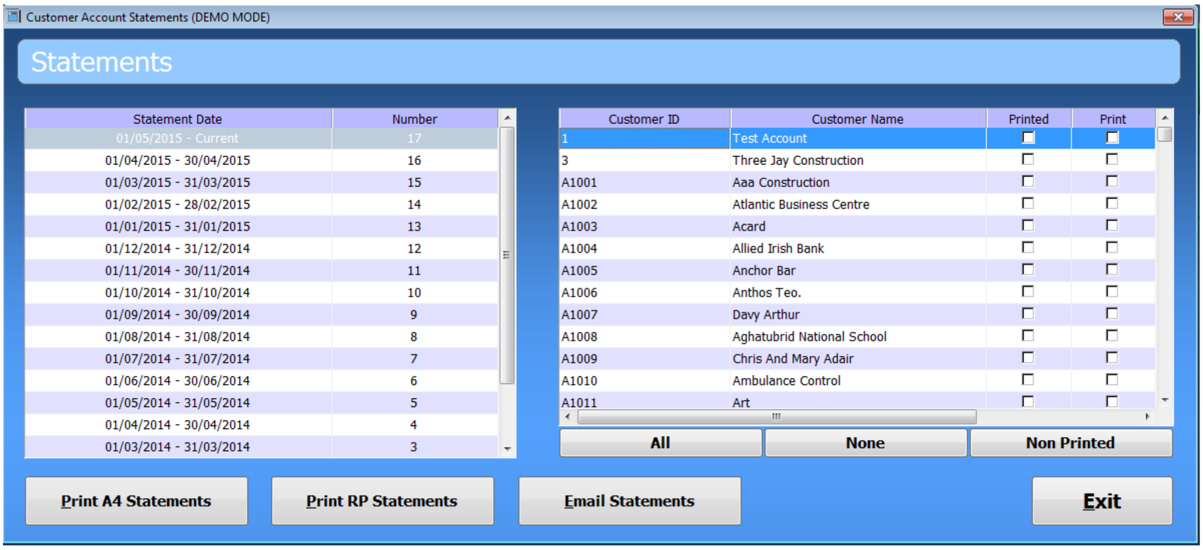
- Click Yes on the message box and a calendar will appear. Using the calendar select the date for the first statement you want to create. The first statement date does not have to go back to the first date the accounts system was used, you may only wish to select the last 6 or 12 months.



- Once the date is selected press the OK button on the calendar.



- Then press OK to the message above and the statements will then rebuild. This may take a bit of time to populate depending on how much accounts data there is in the system

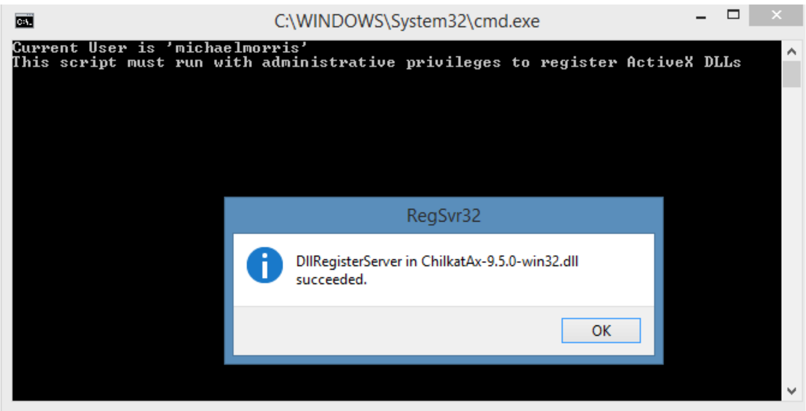


Emailing Customer Account Statements

Touch v8.8.093 and above can be set up to email customer account statements by following the 4 steps below. Emails will work in demo for testing but for proper use Touch needs to be licenced.

Step 1: Register the required DLL

- When patched up to V8.8.093 or above there will be a sub folder “Email Control” within the main touch folder that contains a file ChilkatAx-9.5.0-win32.dll and two batch files
- To register the ChilkatAx-9.5.0-win32.dll select the relevant batch file for the OS installed on the PC (either 32 bit or 64 bit)
- Run the batch file with elevated permissions on Windows 7 / 8.1 (right click and run as administrator)
- The screen below will prompt when running the batch file, if successful the message box will show succeeded



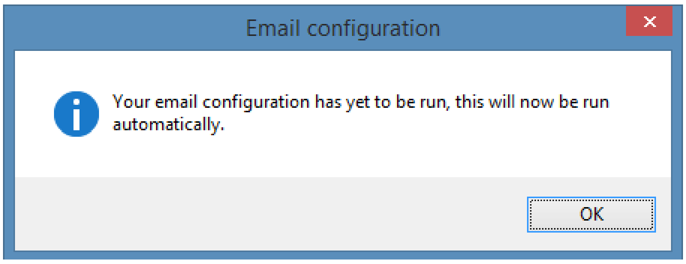
Step 2: Add a line to the touch.ini file

- Exit Touch
- Edit the touch.ini file in the root of the Touch folder and add a line **EMAIL=YES**
- Restart Touch and go into Back Office and a new “Emails” button will be there which is where the email account settings are configured

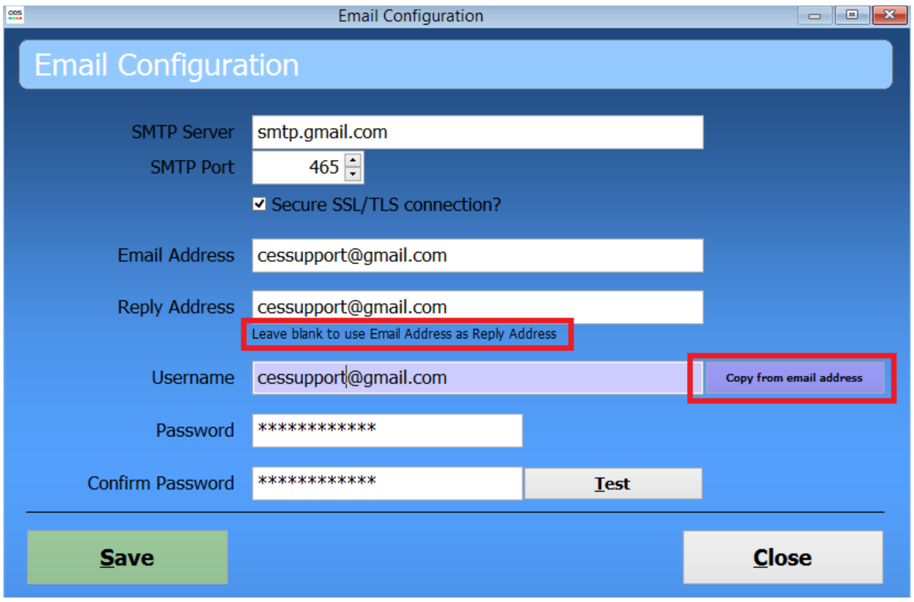
Step 3: Configuring the email settings

Note: If using a Gmail account to send emails, a manual Gmail login will be required on a regular basis to bypass the Gmail security protocols. Should you find you are still having issues, please check the error logs as Google are kind enough to explain what's required.

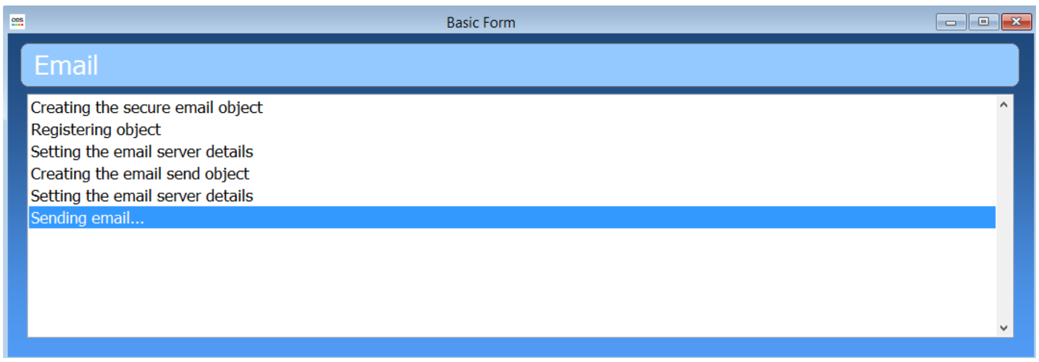
- Click on the Emails button in back office, the first time you go into it the message box below will appear



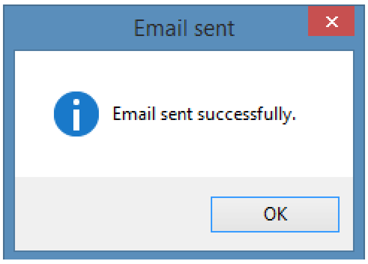
- Press OK to the message above to continue to the email configuration screen



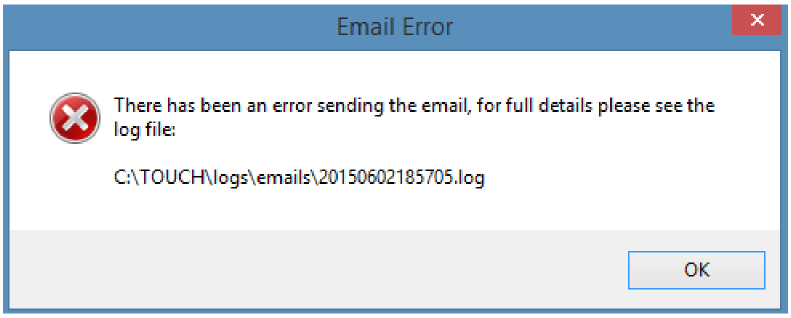
- Enter the email configuration details as per the example above
- When all the details have been entered press the Test button, the system will then attempt to send a test email using the details entered and the screen below will be displayed



- The message box below will prompt if the test email was sent successfully



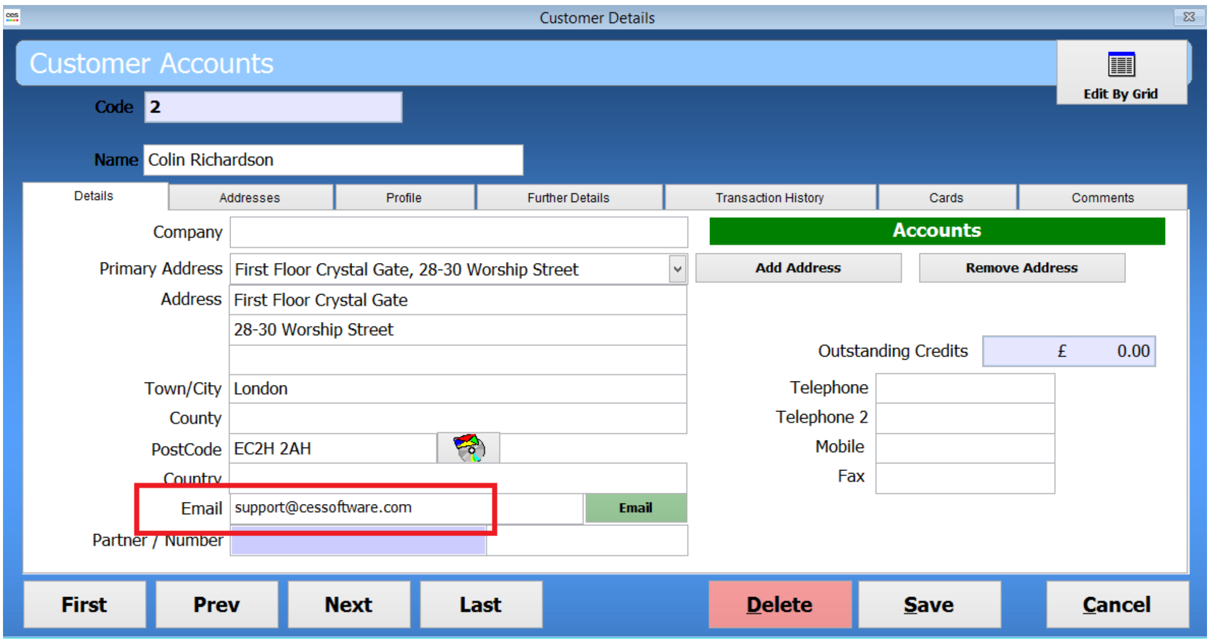
- Should the test email failed to send the message box below will prompt advising the user to check the log files



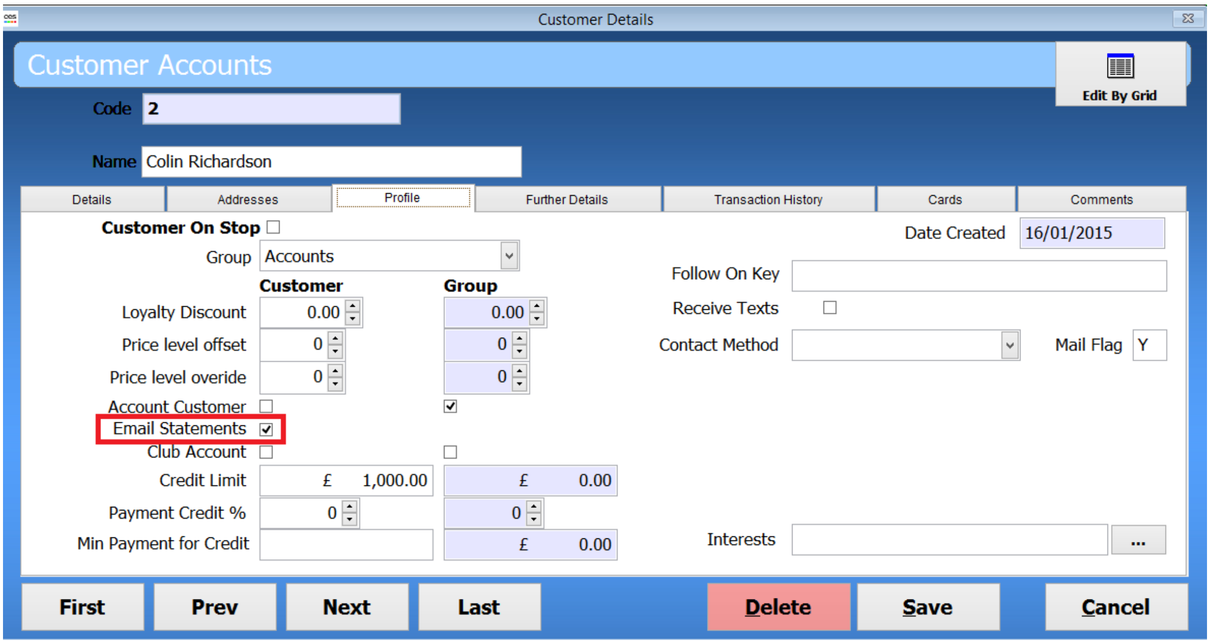
Step 4: Account settings to email statements

When the touch.ini setting EMAIL=YES is in place as detailed in step 2 an additional tick box “Email Statements” will be available for account customers in the profile tab on the customer screen.

- Firstly ensure a valid email address is set in the details tab on the Customer Accounts screen as shown below



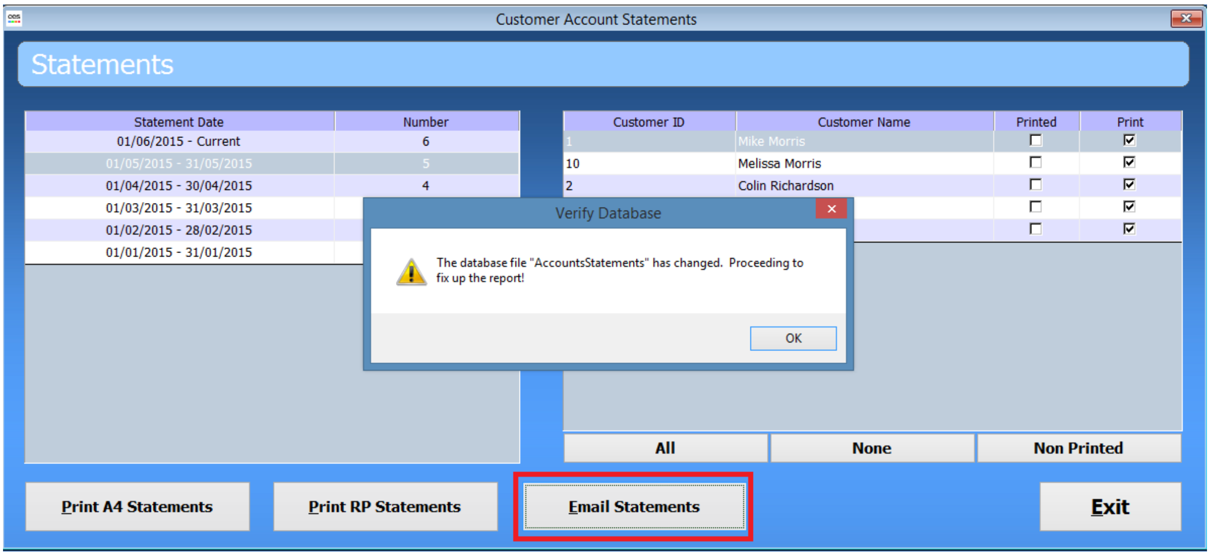
- Secondly tick the Email Statements tick box on the profile tab on the Customer Accounts screen



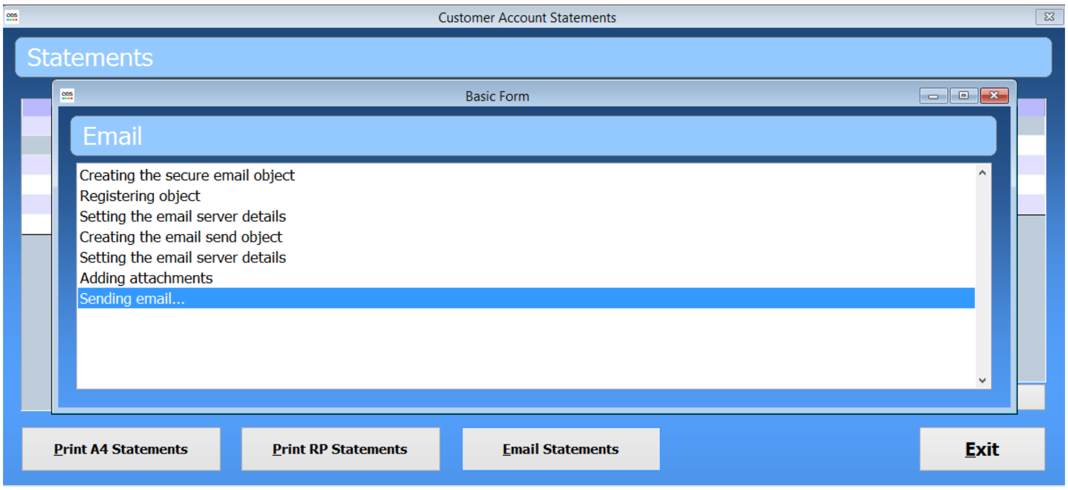
Email statements to account customers

Once steps 1-4 have been done you can now email statements to account customers.

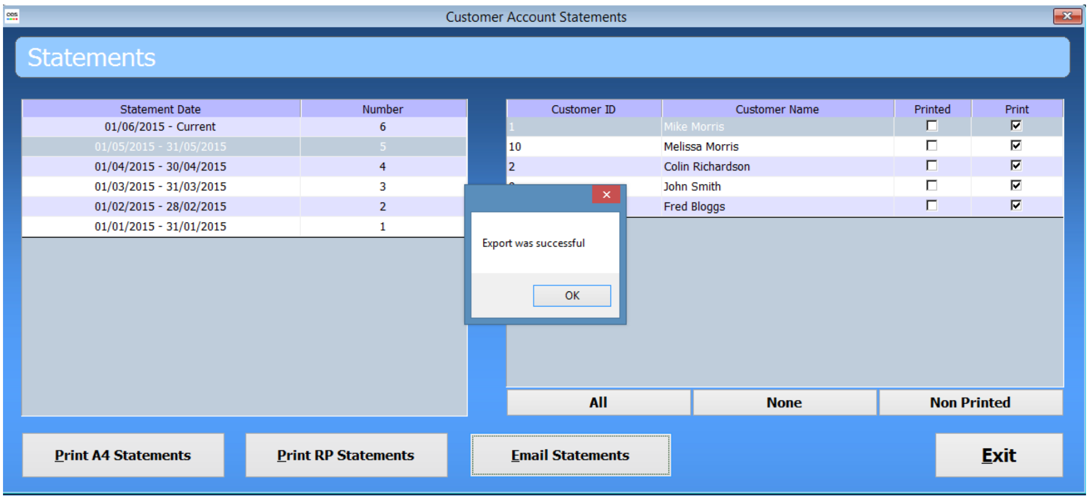
- Go into the statements screen as normal and select the accounts to send statements to in the same way you would to print statements
- Click on the Email Statements button
- The message box on the picture below will appear press the OK button



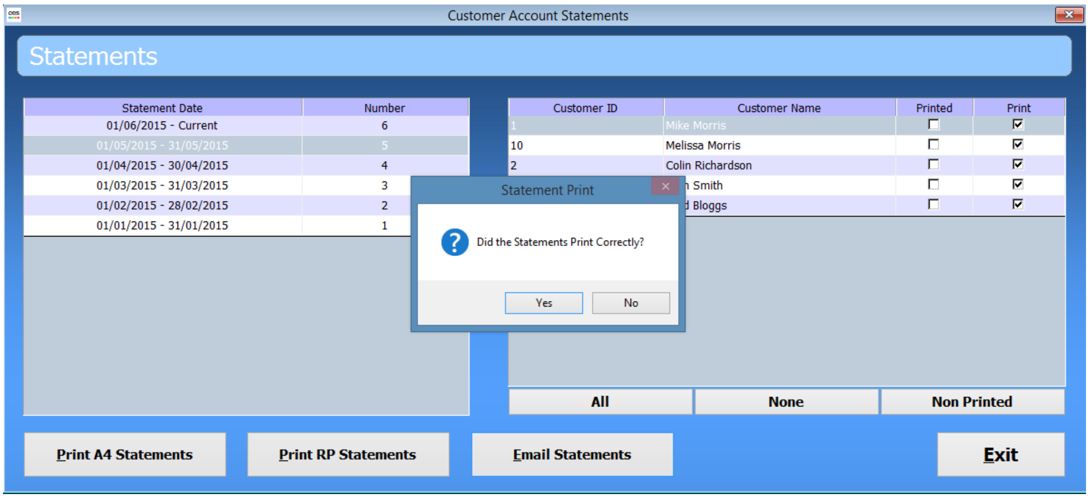
- The screen below will then appear as the system starts to generate and email out the statements



- Press OK to the message below



- If the emails were sent successfully press Yes to the message below. If for any reason the emails did not send successfully you can press No and try again



Email History:

- The screen below is found in the Emails section in back office. The system keeps a history of all the emails sent and there are options to resend or delete historic emails. Simply highlight the email you wish to resend or delete and click on the relevant button at the bottom of the screen.