



***Suburban  
Software  
Systems***

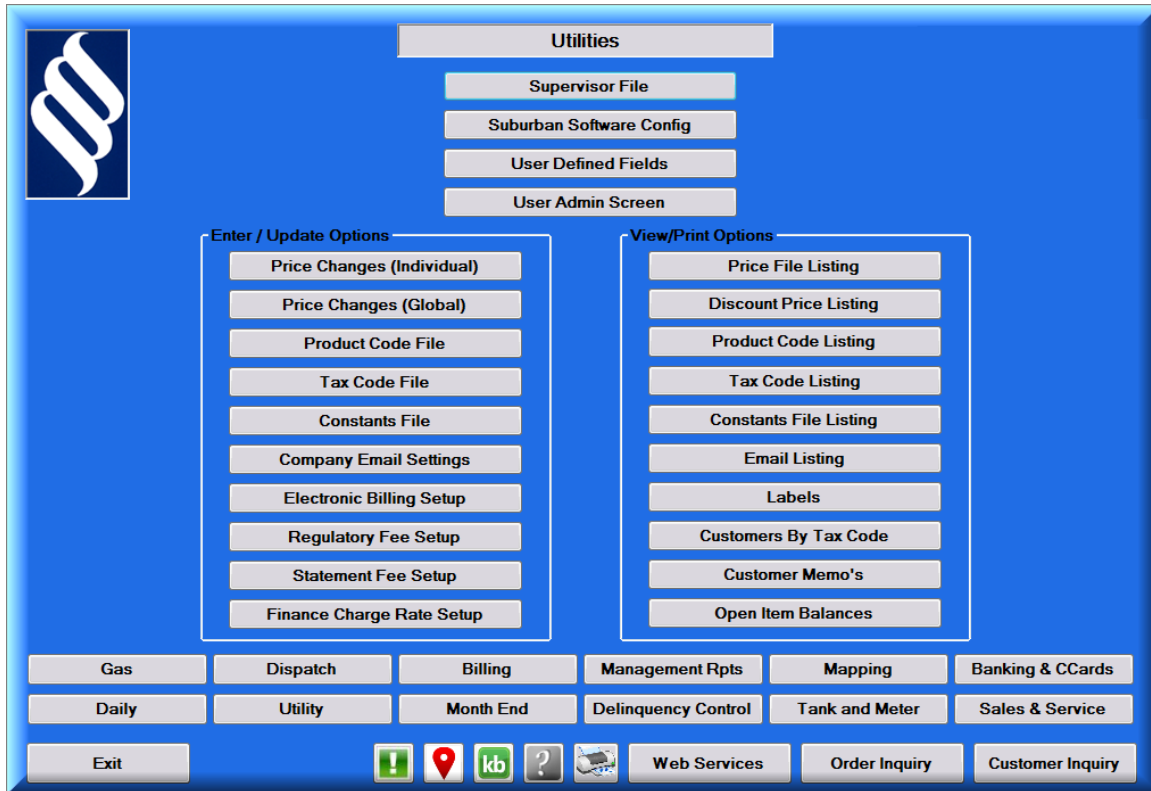
**UTILITY MENU**

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## Utility Menu:



The Utilities Menu contains the procedures that are not normally performed during the regular course of the sales month activity. They may be performed as many times as necessary.

## Supervisor File:

Update Supervisor File

Company Identification Code ..... SP1 ▾

Select type of the record to modify ..... C - Company ▾

Exit Add New Branch Continue

The **Supervisor File** maintains the variables that define the company and control the flow of operations.

After entering the three digit Company Identification Code you may choose to modify a C (Company) record or a B (Branch) record.

## Company Settings:

The fields in the Supervisor File will be displayed in “protected mode” when first displayed. Click “Unprotect Fields” to allow data to be changed or entered.

**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 Setting Fields:

<b>Company Name:</b>	Name of the company.
<b>Address:</b>	The company address.
<b>City, ST, Zip:</b>	City, State, and zip code of the company.
<b>Zip + 4 City, State:</b>	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.
<b>Host CoID if Branch Remote:</b>	Enter only if this set of files updates to a master company file on another computer. If so then enter the Company ID of the master company. The master company of the remote branch profit center should have a different company ID
<b>Signer:</b>	The name of the individual who will sign the delinquent letters.
<b>Title:</b>	The title of the individual who will sign the delinquent letters.
<b>Phone:</b>	Company phone number.
<b>Zip + 4 City &amp; State:</b>	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.
<b>Zip + 4 Permit #:</b>	Enter the company zip + 4 permit number as it is to appear on the statement postage indices.
<b>Automatic G/L Posting (Y/N):</b>	Determine whether or not the system is to automatically post transaction totals to the Suburban Software General Ledger System. 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 File.

**Balance Forward/ Open Item (B/O):**

Enter the accounting billing procedure to be used for the majority of accounts.

**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):**

**Y =** Allows payments to only be required during certain months of the year or various amounts during different months.

**N =** Indicates equal payments will be made all 12 months of the year.

**Rent Discount Program By (N/ \$ / %):**

Users may enable or disable tank rent discount programs by selecting one of the following:

**% =** 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):**

**Y =** The rent amount for an account is calculated in with the "Budget rate" so it does not have to be paid independently in addition to the monthly budget rate.

**N =** Rent will be due in addition to the "Budget Rate" the month the rent becomes due.



- Meter Accounting (Y/N):** Determine whether or not the system is to automatically compute and post meter transactions.
- Maximum Billing Cycle:** The number of billing cycles that will be run monthly in Suburban. The maximum number of billing cycles is 9.
- Minimum Statement Balance:** A whole dollar variable which determines which accounts are to receive a statement and at what level finance charging is to begin. Statements are printed for accounts whose balance equals or exceeds the Minimum Statement Balance. Statements are also printed for accounts that have transactions during the month and have a zero balance.  
If Minimum Statement Balance 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 Minimum Statement Balance
- Statement/ Postcard/ Both:** 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 Postcard and Statements: Current account statements print on postcards. Past due and Budget Billing account information will print on the statements.
- Print Credit Statements (Y/N/T/P):**
- Y =** Print statements for accounts with credit balances.
  - N =** Do not print statements 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.
  - P =** Print statements for accounts with a past due balance.



## Date & Run Settings Fields:

The screenshot displays a software interface with the following fields and controls:

Company ID	SPI	Default Branch	01 - Your Company Nam	Host COID if Remote	
Company Name	Your Company Name, Inc.			Signer	Carol Collector
Address	2800 Dartmouth Avenue			Title	Credit Manager
City, State Zip	Bessemer		Phone	714	4588389
Zip+4 City, State	Bessemer, AL		Z+4 Permit #	350	

Current Sales Month Ending Date (MM/EndingDay/YYYY)	12/31/2016			
Fiscal Year / End Month	2017	06	Standard Gas Units	GL
Last Posting Date	12/12/2016		US/Canada/International	U - US
Last Invoice Number	928			
Current Run Number	20		Last Finance Charge Month	05
Last Posting Run Number	19		Last Tax Report Month	12
Latest "LIMBO" Run Number	19		Last Product Code Recap Month	12

Navigation tabs: Company Settings | **Date & Run Settings** | Heading Settings

Buttons: Exit, Back, Unprotect Fields, Continue

These 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.

**Current Sales Month Ending Date: (MM/Ending Date/YYYY)** 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 the 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 into the previous month.

**Fiscal Year/ End Month:** The current fiscal year and the month when the fiscal year end procedures are to be performed.

**Last Posting Date:** The latest date transactions were successfully posted to the Master File. **Leave blank initially.**

**Last Invoice Number:** The last invoice number used by the system. **Leave blank initially.**

**Standard Gas Units:** The standard unit of measure for gas transactions 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 File and General Ledger.

**GL**      Default

**05-99**    Cylinder sizes

**U.S./ Canada/ International:** Country where the company is located.

**U**      United States

**C**      Canada

**I**      International

**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.

<b>Last Posting Run Number:</b>	The computer generated last run number placed into the supervisor file at posting time. **The number is not to be edited or modified.**
<b>Last Finance Charge Month:</b>	The last month the finance charges were applied to the accounts when statements were run.
<b>Last “Limbo” Run Number:</b>	The last Limbo Run number that was printed at posting time. **This field is not to be edited or modified.**
<b>Last Tax Report Month:</b>	The last month the Tax reports were run off the Monthly Menu.
<b>Last Product Code Recap Month:</b>	The last month the Product Code recap was printed off the Monthly Menu.

Heading Settings Fields:

Company ID	SPI	Default Branch	01 - Your Company Nam	Host COID if Remote	
Company Name	Your Company Name, Inc.			Signer	Carol Collector
Address	2800 Dartmouth Avenue			Title	Credit Manager
City, State Zip	Bessemer			Phone	714 4588389
Zip+4 City, State	Bessemer, AL			Z+4 Permit #	350

Ticket Print Sequence	R - Route
Print Ticket Name	C - Company I
Print Ticket Address	C - Company I
Print Statement Name	C - Company I
Print Statement Address	C - Company I
Print Letterhead Name	C - Company I
Print Letterhead Address	C - Company I

Company Settings | Date & Run Settings | **Heading Settings**

Exit      Back      Unprotect Fields      Continue

These 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 Supervisor Record".

**Ticket Print Sequence:  
(A/D/R)**

The delivery ticket default print sequence,

**A =** Account Number

**D =** Degree Day

**R =** Route

**Print Ticket Name:  
(C/B/N)**

Determines which name is to be printed on the delivery ticket.

**C =** Company Name

**B =** Branch Name

**N =** No Name for pre-printed tickets.

**Print Ticket Address:  
(C/B/N)**

Determines which address is to be printed on the delivery ticket.

**C =** Company Address

**B =** Branch Address

**N =** No Address

**Print Statement Name:  
(C/B/N)**

Determines which name is 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

**N =** No Address

**Print Letterhead Name: (C/B/N)** Determines which name is to be printed on letterhead.

**C =** Company Name

**B =** Branch Name

**N =** No Name

**Print Letterhead Address: (C/B/N)** Determines which address is to be printed on letterhead.

**C =** Company Address

**B =** Branch Address

**N =** No Address



## Modifying Branch Records:

Update Supervisor File

Company Identification Code ..... SPI ▾

Select type of the record to modify ..... B - Branch ▾

Select Branch Number to modify ..... Company Name ▾

Exit Add New Branch Continue

**Note** Select Branch Number to Modify or click Add New Branch to set up a new Branch location. Record #10 is reserved for company data and cannot be used as a Branch Number.

General Setup Fields:

		Applied	Total
Branch	01 Your Company Name	Accounts Receivable . . .	76,357.00 76,357.00
Address	520 Pottstown Pike	Deposits . . . . .	1,400.00 1,400.00
City/State	Chester Springs PA 19425	Phone . . . . .	610 4588389

Status . . . . .	A - Active		
Current Sales Month Ending Date (MM/EndingDay/YYYY) . . . . .	12/31/2016		
Automatic Rent - Month . . . . .	11 - November	Statement Number . . . . .	0
Delinquent List - Month . . . . .	11 - November	Ticket Number . . . . .	42,046
Finance Charge - Month . . . . .	11 - November	Last Sales Page . . . . .	05
Last Statement - Month . . . . .	11 - November	Last Cash Page . . . . .	00
Current Billing Cycle . . . . .	2	Latest Run Date (6.0) . . . . .	12/08/2016

General Setup Codes and Rates Degree Day Information Meter Information

Exit Back Unprotect Fields Save

- Branch Number:** The number you assign to this Branch.
- Branch Name:** The name of the Branch.  
\*\*To be used in conjunction with Record 10 if the Branch name is to print on Statements and Delivery Tickets.\*\*
- City/State/Zip:** The City, State, and zip for where the Branch is located.
- Branch Phone Number:** The phone number for the Branch
- Accounts Receivable** These fields tell you the total amounts in accounts receivable and **CANNOT BE CHANGED BY THE OPERATOR.**
- Deposits:** These fields tell you the total deposit amounts and **CANNOT BE CHANGED BY THE OPERATOR.**

<b>Status (A/D/R):</b>	Branch Record Status
	<b>A</b> = Active Branch
	<b>R</b> = Remote Branch using separate computer.
	<b>D</b> = Deleted Branch
<b>Current Sales Month Ending Date (MM/Ending Date/ YYYY):</b>	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 the month update procedure is run.
<b>Automatic Rent – Month:</b>	Month that automatic rent was last posted in.
<b>Delinquent List – Month:</b>	Month that the delinquent list was last run.
<b>Finance Charge- Month:</b>	Month that finance charges were last run.
<b>Last Statement – Month:</b>	Month that statements were last run.
<b>Current Billing Cycle:</b>	The current billing cycle that you are in.
<b>Statement Number:</b>	Reference Number of the last statement printed. <b>**Leave blank initially**</b>
<b>Ticket Number:</b>	Reference number of the last delivery ticket printed. <b>** Leave blank initially**</b>
<b>Last Sales Page:</b>	Number of last Sales page that was posted to the Master File.
<b>Last Cash Page:</b>	Number of the last Cash page that was posted to the Master File.
<b>Latest Run Date (MM/DD/YY):</b>	Date of the latest posting to the master file. <b>**Leave blank initially**</b>

Codes and Rates Fields:

		Applied	Total
Branch	01 Your Company Name	Accounts Receivable . . .	76,357.00 76,357.00
Address	520 Pottstown Pike	Deposits . . . . .	1,400.00 1,400.00
City/State	Chester Springs PA 19425	Phone . . . . .	610 4588389

Auto Discounts Allowed . . . . .	Y - Yes	Remote Branch COID . . . . .	
Deffered Rent Allowed . . . . .	Y - Yes	Barcode Statements . . . . .	N - No
Tax by: Customer/Product . . . . .	C - Customer	G/L Cash Sales Account Number . . . . .	100
Tax Code: Office/Common . . . . .	PA PA	G/L Acc/Rec Account Number . . . . .	105
Sales Tax Product Code . . . . .	ST	Normal Pricing Product Code . . . . .	01
Lease Tax Product Code . . . . .	LT	Automatic Rent Product Code . . . . .	AR
Budget Interest Rate (3.3) . . . . .	0.000	Finance Charge ProductCode . . . . .	FC
FinChg Rate Below Limit (3.3) . . . . .	0.210	Budget Interest Product Code . . . . .	BI
FinChg Rate Above Limit (3.3) . . . . .	0.210		
FinChg Rate Change Limit (3.0) . . . . .	0		

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

Exit Back Unprotect Fields Save

**Auto Discounts Allowed (Y/N):** Enter {Y} to activate or {N} to deactivate automatic discounting.

**Differed Rent Allowed (Y/N):** Enter {Y} to allow rent to be differed or {N} if differing rent is not allowed.

**Remote Branch COID:** If the Branch status = R than enter the three character Company ID of the remote branch.

**Barcode Statements:** Enter {Y} if the statements will have barcodes or {N} if there is not a barcode.

**Tax by Customer/  
Product (C/P):**

Specifies the method for determining tax rates.

- C =** (Default) For delivered products, tax rates are based on the customer's delivery location. The tax code will be taken from the Customer's Master File.
- 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:**

**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.

**Common:** Enter the most common tax code for delivered gas sales from this branch. This tax code will be used when a sale of gas 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 it "special functions" 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 it "Special Function" as lease tax.

**Budget Interest Rate:** 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.

<b>FinChg Rate Below Limit:</b>	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.
<b>FinChg Rate Above Limit:</b>	The annual percentage rate charged on delinquent balances that exceed the break point.
<b>FinChg Rate Change Limit:</b>	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.
<b>G/L Cash Sales Number:</b>	The General Ledger Account Number that Cash Sales are to be posted to.
<b>G/L Acc/Rec Account Number:</b>	The General Ledger Account Number that Charge Sales are to be posted to.
<b>Normal Pricing Product Code:</b>	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.
<b>Automatic Rent Product Code:</b>	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.
<b>Finance Charge Product Code:</b>	The product code to be used as the automatic finance charge product code. The system will use this product when charging automatic finance charges. IT must also be set up in the Product Code file.
<b>Budget Interest Product Code:</b>	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 Field:

		Applied	Total
Branch	01 Your Company Name	Accounts Receivable . . .	76,357.00 76,357.00
Address	520 Pottstown Pike	Deposits . . . . .	1,400.00 1,400.00
City/State	Chester Springs PA 19425	Phone . . . . .	610 4588389

Degree Day Auto or Manual . . . . .	A - Auto
Date Degree Day Forecast . . . . .	Y - Yes
Optimum Delivery Percent . . . . .	30
Degree Day Date (MMDDYY) . . . . .	12/12/2016
Latest Degree Day S.Date . . . . .	165 2017
Latest Degree Day (5.0) . . . . .	1100
Projected End Degree Day . . . . .	4972
Last Year Degree Day (5.0) . . . . .	4539

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

Exit | Back | Unprotect Fields | Save

This field allows you to view/ update how Degree Days are to be handled on the branch level.

**Degree day Auto or Manual:**

Indicates whether the Degree day will be entered in

**A** = Automatically

**M** = Manually

**Date Degree day Forecast (Y/N):**

Degree day forecasting may be displayed and printed as a date or as a degree day.

**Optimum Delivery Percent:**

Specifies 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.

**Degree day Date (MM/DD/YY):**

The date of the last day that degree days were entered.

**Latest Degree day S. Date:**

The Season date ( or the number of days that occurred since July 1) of the last degree day entered.

**Latest Degree day (DD/Y):**

The last degree day entered into the system and the last digit of the current heating season/year.

**Projected End Degree day:**

The total number of degree days the system estimates for the season beginning and ending on July 1. Projected end of winter degree days.

**Last Year Degree day (DD/Y):**

The total number of degree days that occurred in the previous year which ended on July 1.



## Meter Information Field:

The screenshot displays a software interface for meter information. At the top, there are fields for Branch (01), Address (520 Pottstown Pike), City/State (Chester Springs PA 19425), and Phone (610 4588389). To the right, a summary table shows Applied and Total values for Accounts Receivable (76,357.00) and Deposits (1,400.00). Below this, there is a section for 'Meter Base or Min' with a dropdown menu and an 'Amount (3,2)' field set to 0.00. Further down, there are sections for 'Quantity Break (5,0)' and 'Discount Rate(3,2)', each with two columns for 'Rent Discount Program One' and 'Rent Discount Program Two'. The bottom navigation bar includes tabs for 'General Setup', 'Codes and Rates', 'Degree Day Information', and 'Meter Information', with the latter being highlighted by a red circle and a red arrow. At the very bottom, there are buttons for 'Exit', 'Back', 'Unprotect Fields', and 'Save'.

### Meter Base or Min:

The entry to this field specifies how the system will use the “amount” field.

- 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 into the “amount” field is a minimum meter charge per month.
- Amount** Either the base or minimum charge dollar amount.

**Note:**

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 maximum charges that are entered on meters in the Meter File will take precedence over any values entered in this field.

**The following two fields are used to setup tank rent discounting. Two separate tank rent discount programs may be setup.**

**Quantity Break (5,0)**

The quantity in gallons a customer must purchase to qualify for the corresponding discount rate. There are 4 fields for quantity breaks (two break points for Rent Program 1 and two for Rent Program 2).

**Discount Rate (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. This rate will be entered as a percentage or dollar amount depending on the selection specified in the Supervisor Company Record, “Rent Discounts Program By field”. There 4 fields for the discount rate. Two fields are for Rent Program 1 and two are for Rent Program 2.

## Suburban Software Config:

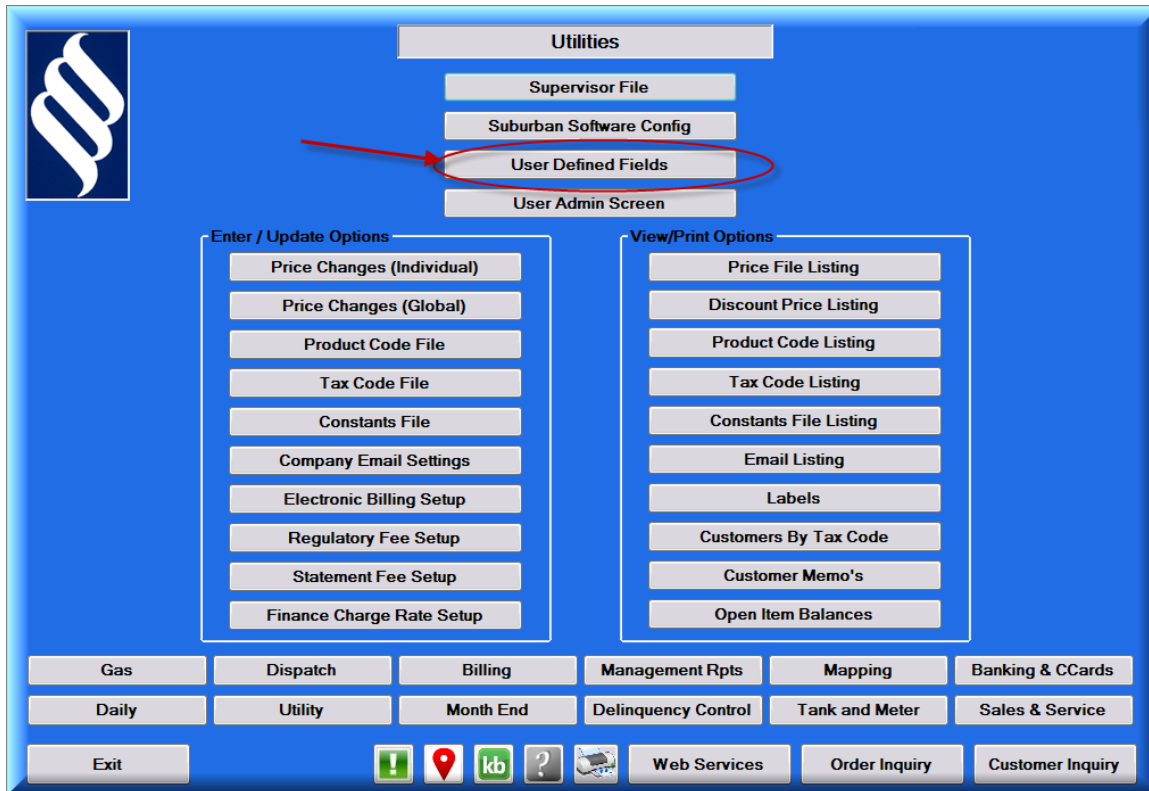
Your Company Name, Inc. Supervisor

System Code	30	Release Level	10.0
System Type	XP		
Truck System Type	MS	Truck System Data Drive	E:
Service Order Type		Number of Trucks	16 ▾
Default backup device	A1	Type Tape Backup	PKZ
Companies on system	3 ▾	Default branch number	01
Default COID	SPI ▾	Sales & Service Printer	▾
Statement Forms	T - Prestuffed & Postcards ▾		
Delivery Ticket Printer	▾	Counter Receipt Printer	P1 ▾
One Part Paper Form Name	0001 ▾	Two Part Paper Form Name	0001 ▾

Exit Continue

This screen is usually pre-filled with data and entered the first time the system is set up. If you feel anything needs to be changed please call Suburban for assistance.

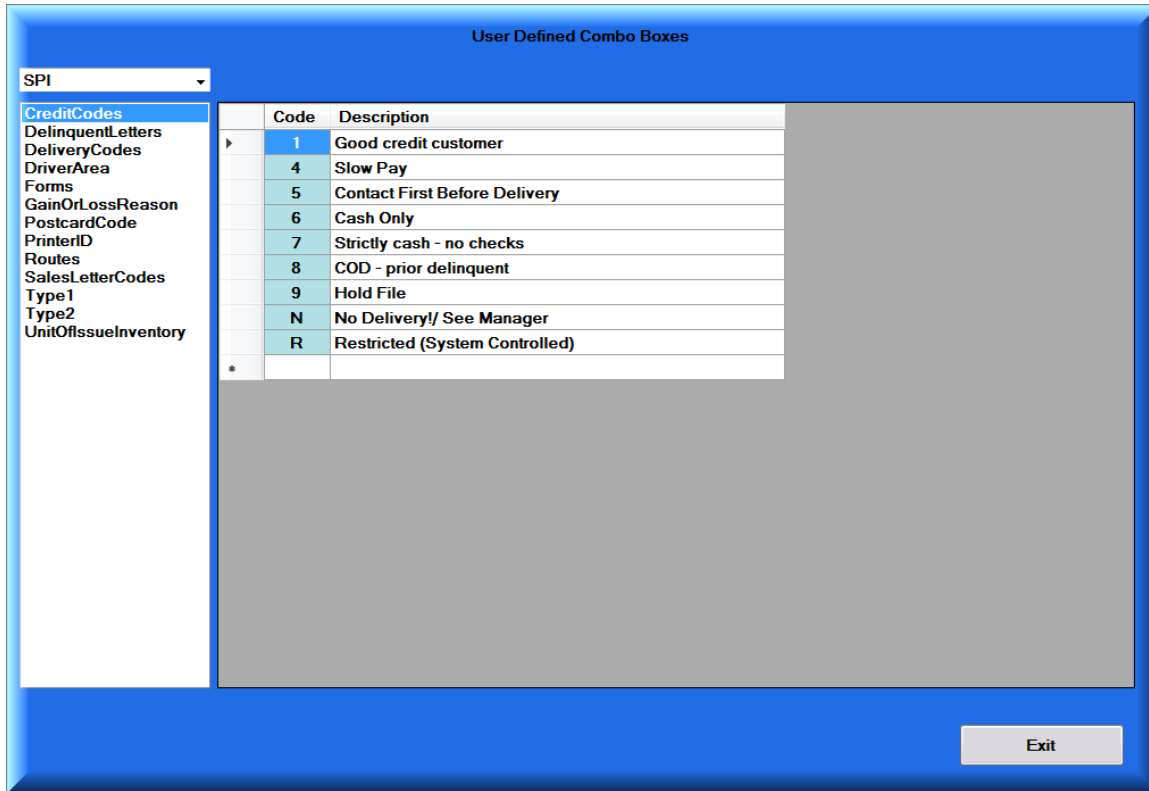
## User Defined Fields:



Allows you to enter and or update various codes that are used throughout the system when performing everyday tasks. By associating a description with the codes, users are able to identify the meaning or purpose of the codes when they are referenced elsewhere in the system.

**Note:** Some categories will be completely blank and ready to enter. Others will already have some general default codes with descriptions. All fields are available for editing. It is up to the user to decide whether or not to use existing codes.

## User Defined Combo Boxes:



Click on the choices on the left side of the screen to see the User Defined Codes.

**CreditCodes:** Codes used to define a customer's credit standing.

**DelinquentLetters:** Codes to use when sending to use when sending delinquent letters.

**DeliveryCodes:** Codes used to describe delivery options and will call options.

**DriverArea:** Drivers as defined in the Master File.

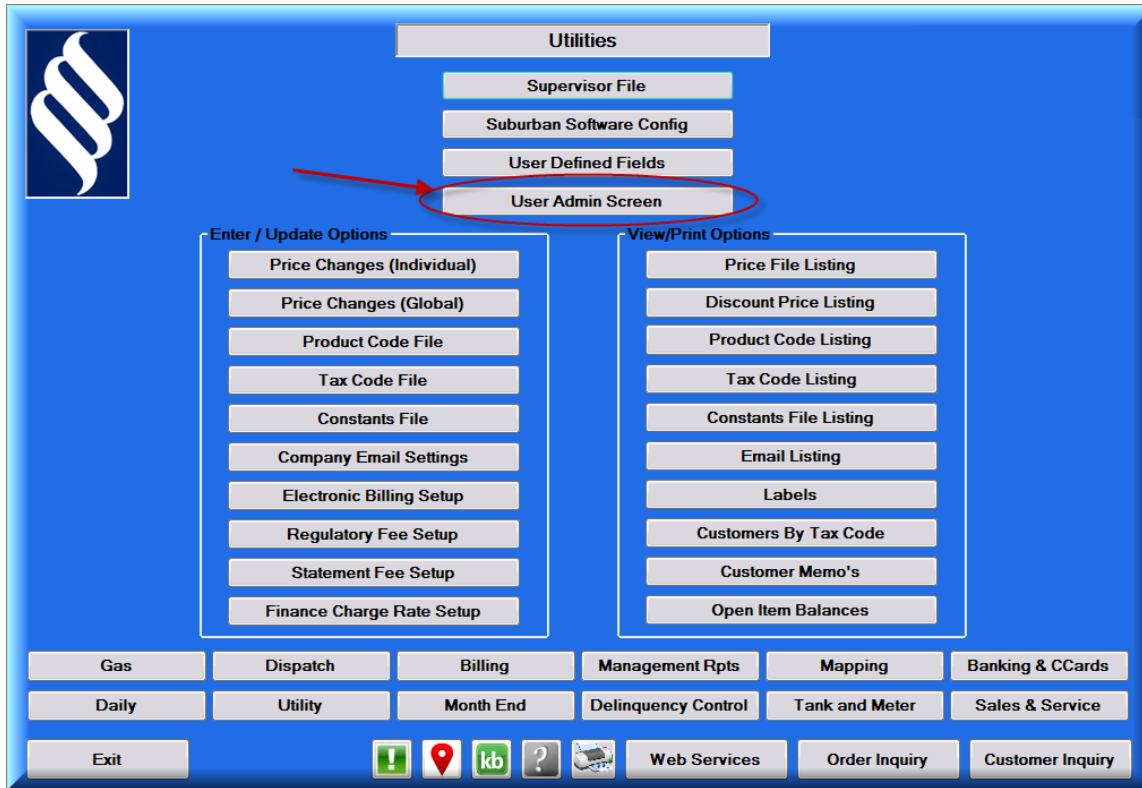
**Forms:** Codes for the different type of forms your company uses.

**GainsOrLossReason:** Code for reason you gain or lose a customer as defined in the Master File.

**PostcardCode:** Codes to use you specific postcard needs.

<b>PrinterID:</b>	Based on which printers you want to use and the names of each printer. Add a view option if you want to view only.
<b>Routes:</b>	These codes are specific to your company and are set up according to the location of your routes.
<b>SalesLetterCodes:</b>	Codes describe what type of letter you want to use.
<b>UnitOfIssueInventory</b>	Unit of Issue defined in Supervisor File
<b>Type 1 / Type 2:</b>	Any code as defined by the operator.

## User Admin Screen:



Allows the System Admin to set up user rights within Suburban.

**Note:** Please be aware the security setup is immediate and Suburban Software does **NOT** keep up with any user names or passwords. We can you through setup, but is managed and maintained by your company.

**Legend**

0 = **No Access** (User cannot access anything in the given module.)  
 1 = **View Only** (User can only View the information on the specified screen or module.)  
 3 = **View / Update Only** (User can only View and Update the information on the specified screen or module.)  
 5 = **View / Update / Create Only** (User can only View, Update, and Create the information on the specified screen or module.)  
 7 = **View / Update / Create / Delete Only** (User can only View, Update, Create and Delete the information on the specified screen or module.)  
 9 = **Module Admin** (User and view, update, create, and delete and administer the settings and configs of the information of the specified screen or module. \*\*\*\* To access the various utility menus, the users will need to be a Module Admin. \*\*\*\* )

Please do not use spaces in the username or password.

	Active	System Admin	User Name	Password	AR	AP	GL	PPS	PAY	INV	SAS	VM	CC	MAP	ETM	INQ
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	ALVIN	*****	9	9	9	9	9	9	9	9	9	9	9	9
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	THEODORE	*****	1	1	0	1	0	1	1	1	1	1	1	1
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	SIMON	*****	7	7	0	7	0	7	7	7	7	7	7	7
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	DAVE	*****	0	0	0	0	0	0	0	0	0	0	0	1
**	<input type="checkbox"/>	<input type="checkbox"/>														

Please note: \* At least one person needs to be an active System Admin.  
 \* The user name and password are required.  
 \* A blank access level is assumed to be zero.  
 \* Spaces are not allowed in the user name or password.

Exit Save

**Notes:**

- At least one person needs to be an active System Admin.
- The user name and password are required.
- A blank access level is assumed to be zero.
- Spaces are not allowed in the user name or password.
- A “System Admin” has access to all modules by default regardless of the levels set for each module.



## Example Setups

Legend	
0 = No Access	(User cannot access anything in the given module.)
1 = View Only	(User can only View the information on the specified screen or module.)
3 = View / Update Only	(User can only View and Update the information on the specified screen or module.)
5 = View / Update / Create Only	(User can only View, Update, and Create the information on the specified screen or module.)
7 = View / Update / Create / Delete Only	(User can only View, Update, Create and Delete the information on the specified screen or module.)
9 = Module Admin	(User and view, update, create, and delete and administer the settings and configs of the information of the specified screen or module. **** To access the various utility menus, the users will need to be a Module Admin. ****)

### ***Inquiry Only-No Updates Allowed***

The typical driver inquiry only setup would be similar to the user below. This would prevent the user from seeing any other menus, only allowing them to view customer inquiry but not perform updates.

Active	System Admin	User Name	Password	AR	AP	GL	PPS	PAY	INV	SAS	VM	CC	MAP	ETM	INQ
<input checked="" type="checkbox"/>	<input type="checkbox"/>	DAVE	*****	0	0	0	0	0	0	0	0	0	0	0	1

### ***Inquiry Only - Updates Allowed:***

Active	System Admin	User Name	Password	AR	AP	GL	PPS	PAY	INV	SAS	VM	CC	MAP	ETM	INQ
<input checked="" type="checkbox"/>	<input type="checkbox"/>	BILLIE	*****	0	0	0	0	0	0	0	0	0	0	0	7

### ***Inactive Users:***

User will not be allowed to log into systems if he/she has been deactivated. This is done by unchecking the "ACTIVE" box.

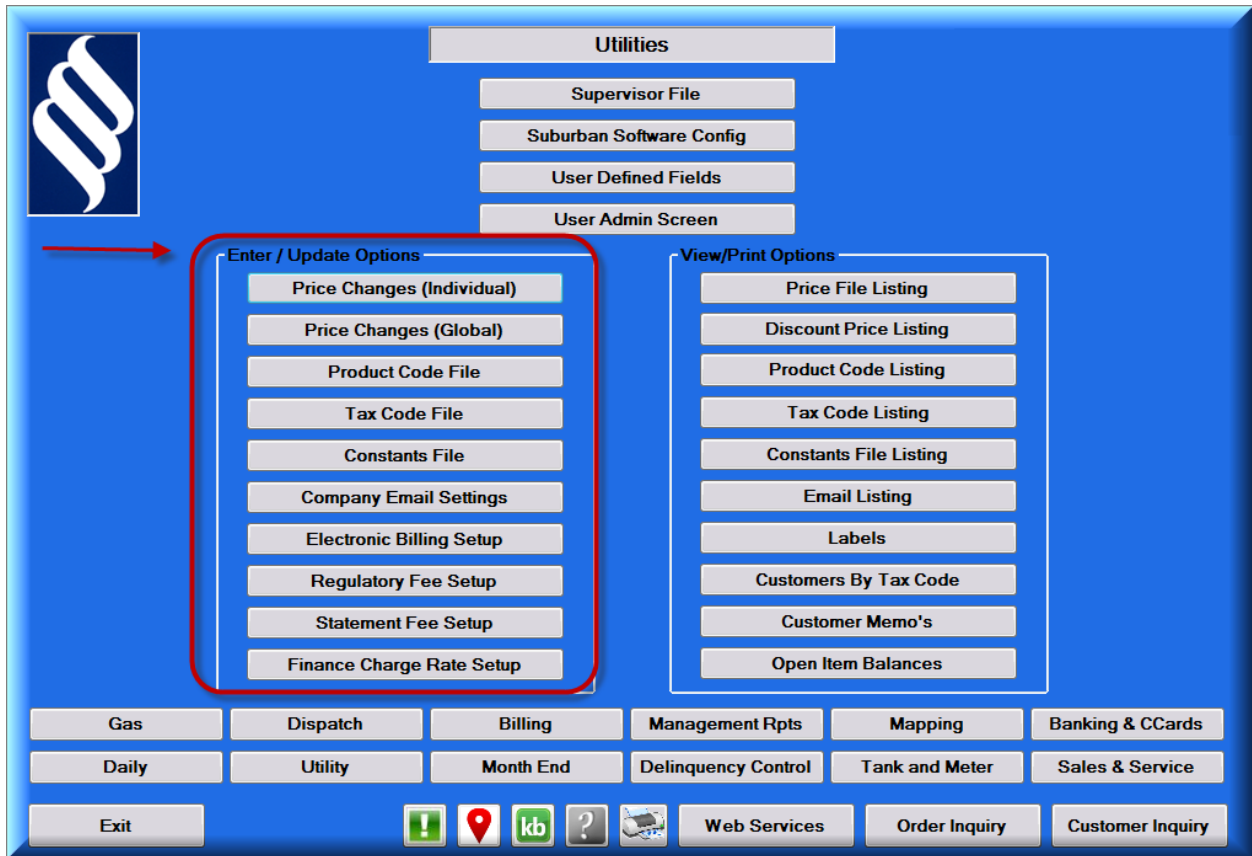
Active	System Admin	User Name	Password	AR	AP	GL	PPS	PAY	INV	SAS	VM	CC	MAP	ETM	INQ
<input type="checkbox"/>	<input type="checkbox"/>	ANDREA	*****	7	0	0	7	0	7	7	7	0	7	7	7

### ***Typical User:***

This is the most common setup. The user will be able to access all menus except for PAYROLL and Utility and will be able to perform updates as necessary.

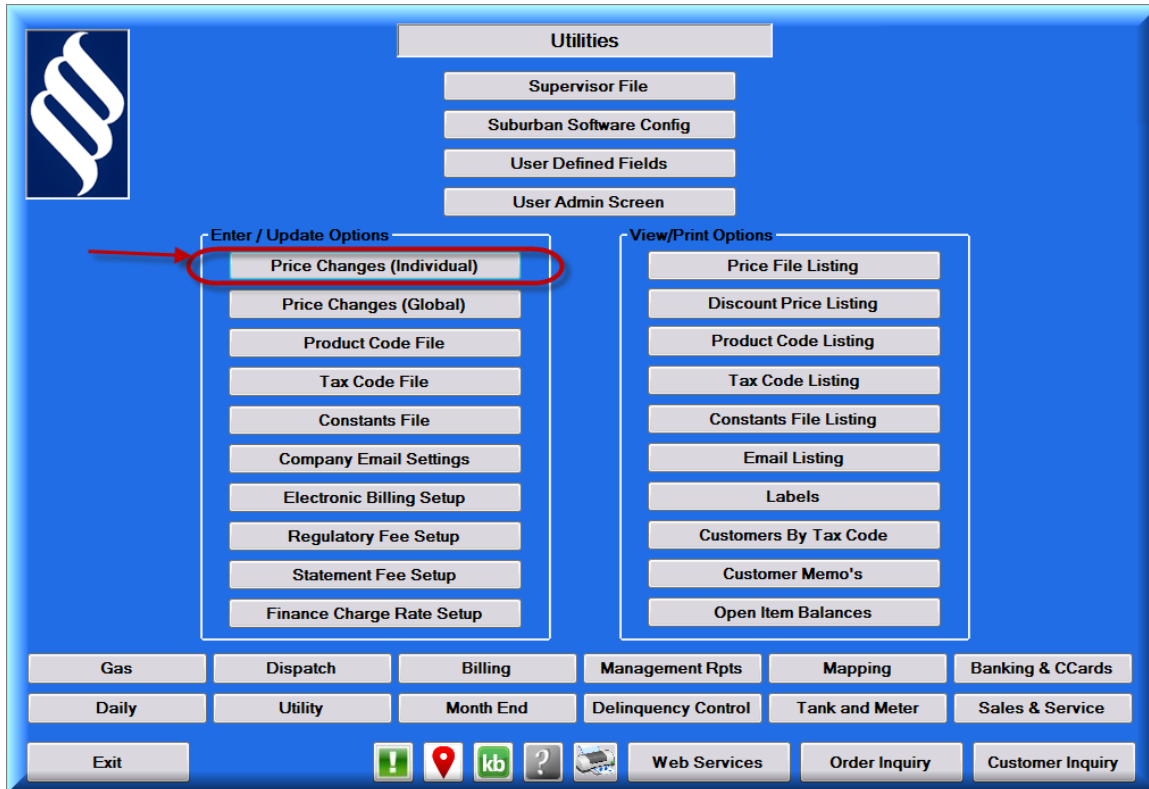
Active	System Admin	User Name	Password	AR	AP	GL	PPS	PAY	INV	SAS	VM	CC	MAP	ETM	INQ
<input checked="" type="checkbox"/>	<input type="checkbox"/>	JOHNNY	*****	7	7	0	7	0	7	7	7	7	7	7	7

## Enter/ Update Options:



These fields allow you to establish or change the settings, prices and codes that you use on a daily basis.

## Price Changes (Individual):



Allows the user to establish or change individual price records for the base prices, discount prices, or specific account prices of those products the system has to charge out or verify.

### NOTES:

- Prices must be entered by Branch Number, Product Code, and Unit of Issue.
- Each product may have a base price; up to 9 different discount prices; and special prices for individual customer accounts.
- Base price must be established before discount or special prices can be entered.

Screen One:

**Price Changes Individual**

**Company ID** SPI ▾

**Branch** 01 - Your Comp ▾

**Product Code** ▾

**Unit of Issue** GL ▾

**Price Class or Account Number**

Note:

- Enter Account # "00000" for the base price.
- Enter Account #'s "00001" through "00009" for discount group prices.
- Enter the specific Account number for special prices.

Screen Two:

SPI 01 Price Changes - Individual

Product Code  
01 / GL Residential Propane - Base Price Status A - Active

Pricing	Oldest	Previous	Current	Newest
Date		12/05/2016	12/15/2016	12/15/2016
Price	(8.4) 2.1100	2.2100	2.2100	2.2100

Discounting	Oldest	Previous	Current	Newest
Discount Rate	(3.2) 0.05 \$	0.05 \$	0.05 \$	0.05 \$
Discount Days	(3.0) 010	010	010	010

Exit Previous Screen **Unlock Fields** Continue

If you wish to correct a previous price click on Unlock Fields to expose previous prices and dates.

## Pricing:

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 number on screen 1, the customer account will be flagged with a "J" in the appropriate price code field of the customer master file.

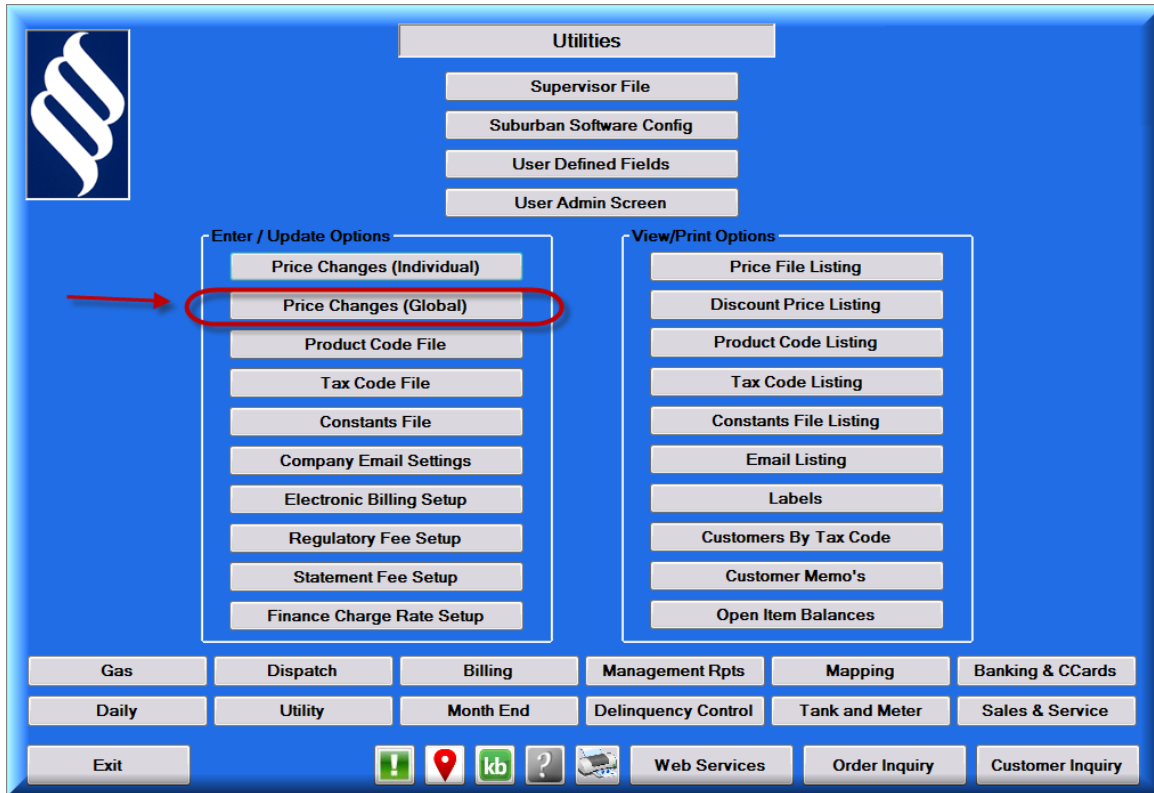
## Discounting:

**Discount Rate:** Set by percentage or dollar amounts.

**Discount Days:** Determines how many days after delivery that a payment can be received for discount to be applied in data entry.

- Note:**
1. Discounting is only used if it has been set to yes in the Supervisor File.
  2. Product Codes must be set up for discounting.

Enter/ Update Price Changes (Global):



Allows the user 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.

Screen One:

The screenshot shows a software window titled "Price Change - Global" with a blue background. It contains several input fields and dropdown menus:

- Company Identification Code: SPI
- Branch Name --or- ALL Branches: 01 - Your Comp:
- Enter Product Code - or- Enter "ALL" if for all products -or- "METER" for Meter Products: ALL
- Unit of Issue: GL (GL to print ALL Units of Issue for Meters)
- Which Accounts? ALL, BASE, 00001 thru 00009, or (specify #):
- Enter amount of change.....(decimal point must be entered): 0.0000 \$
- Is the price change entered an INCREASE or DECREASE?: Increase
- Enter the effective date of the change in (MMDDYY) format:
- Form Name: 0001
- Printer Type: P1 - Oki Data Dot

At the bottom of the window, there are two buttons: "Exit" on the left and "Continue" on the right.

**Note:**

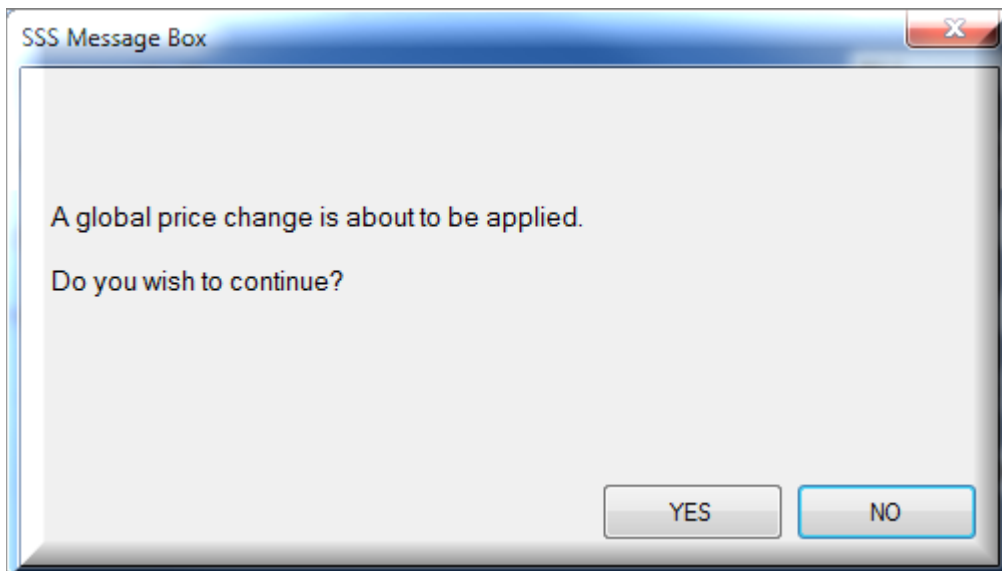
- Products that receive a new price will not be printed.
- Any product that has an effective date later than the one you entered, will not be changed.
- Any product with a price change of greater than 20% will not be changed.
- If you are entering a price for a product and this is the first time, than the date is not required.



Screen One Fields:

- Company ID:** Enter the Company ID (CoID)
- Branch Name:** The Branch name for entering company price changes.
- Product Code:** Leave blank if entering for all product codes.
- Unit of Issue:** Entry required. GL is default but change for cylinders and meters.
- 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 1.2 cents should be entered as '.012'.
- Effective date:** Enter in MMDDYY

When you click continue a SSS Message Box will appear and ask if you wish to continue with a global price change. Click {Yes} to continue or {No} to go back to previous screen.



## 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:

Company Identification Code WEB Branch 01 - Your Company Na Product Code

Exit Previous Screen Continue

Enter the Branch Number and Product Code. There must be a product code entered for each branch that will use the product.

**Notes:**

- Product Codes should be entered as left justified fields.
- Product Codes beginning with “8” are reserved for customer payments.
- Product Codes beginning with “9” are reserved for discounts allowed.
- Some Special Product Codes must also be defined in the Supervisor File. These include:
  - Sales Tax
  - Lease Tax
  - Finance Charge
  - Automatic Tank Rent
  - Budget Interest
- A “blank” Product Code must also be entered for each branch. Enter “Labor” as the Blank Product Code’s ‘second product” and enter ”S” in the “subject to which tax” field to designate it as “Subject to Sales Tax”

Screen Two:

Company Identification Code	SPI	Branch	01 - Your Company Na	Product Code	10
Description	10 PROPANE UN1075			Status	A - Active
Unit of Issue	GL	General Ledger Account Number	410 -		
Secondary Product Code	DC	Default Page Summary Column	7		
Subject to which tax	N - Not Subject to Tax				
Special Function Codes	B - Bulk(Delivered)				
Contract: GAS or DEPOSIT		Percent	0	Price Cap: Y/N	
				% or \$ Discount	
Cylinder Truck Product Code					
Discount Pricing					
Carry Discount Pricing?	Y	Min. Qty.	200	And/Or	/ - Or
				Min. Pct.	50 %
				Apply Immediately?	Y
				Cash Trans.?	
				Budget Accts.?	N
Inventory Products Only					
Product - Vendor Code					
Include Branch Number in key?	N	Inventory key includes			
Exit	Previous Screen			Continue	

**NOTE:** CoID, Branch, and Product Code is established on the previous screen.

Screen Two Fields:

**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.

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

A = Active PCode

D = Deleted PCode

**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. 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 a unit of issue other than "GL" must also be defined in the constants file.

**General Ledger Account Number:** 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 (Discount Allowed)\*\***

**Default 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
Gallons: Pg Summary Transactions	<b>Total</b>	<b>Driver One</b>	<b>Driver Two</b>	<b>Driver Three</b>	<b>Driver Four</b>	<b>Driver Five</b>	<b>Tank Rent</b>	<b>Other Sales</b>
	XX.XX	XX.XX	XX.XX	XX.XX	XX.XX	XX.XX	XX.XX	XX.XX
<b>Cash Sales</b>	<b>Accts Rec.</b>	<b>Driver One</b>	<b>Driver Two</b>	<b>Driver Three</b>	<b>Driver Four</b>	<b>Driver Five</b>	<b>Tank Ren</b>	<b>Other Sales</b>
<b>Data Sum:</b> 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 customer.
- M** = Subject to lease tax but not charged to 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 Codes (A/B/C/D/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,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 set up with '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.
- M** Meter Transaction – specifies that the product is a meter transaction. Sales transactions are 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
2. The price per unit in the Price Field.

- 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. For more information on tank sets and pickups, please refer to "Special Transactions" in the Daily Menu section.
- 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 pickups.
- 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:  
Cylinder Truck Product Code:**

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

**If: Minimum Qty:** 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 do 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,

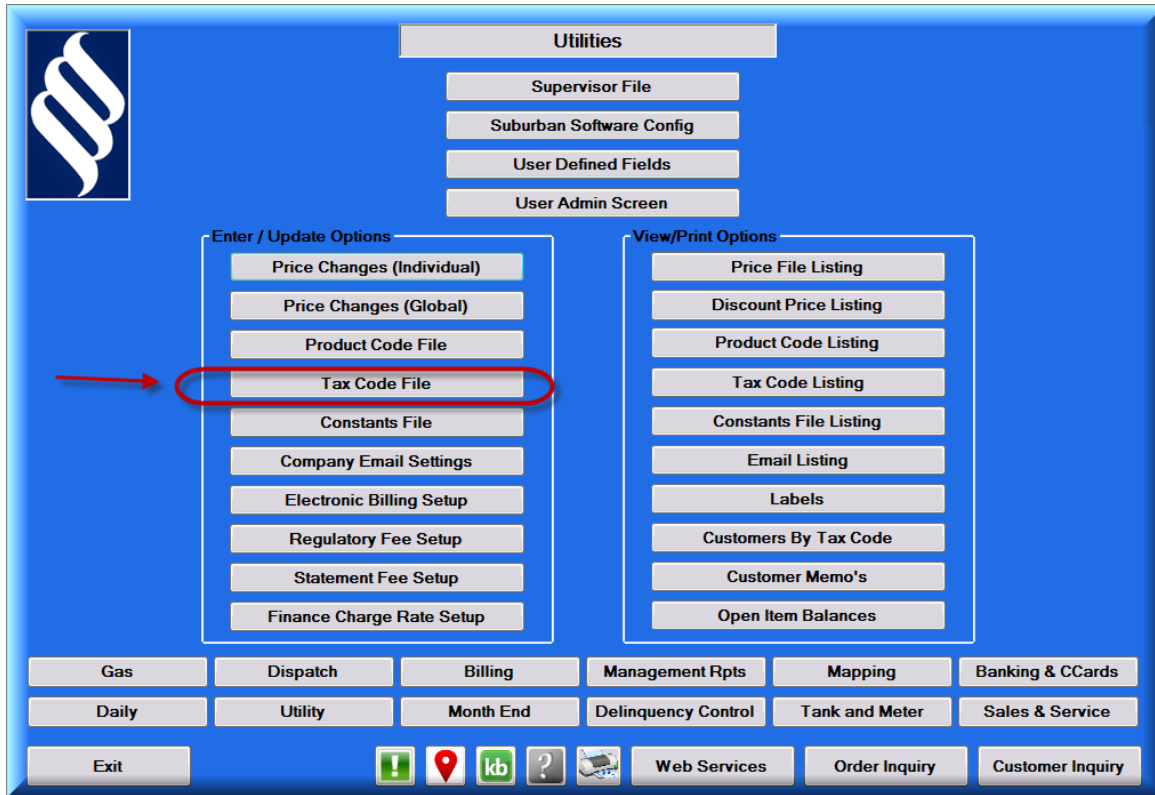
M = By Model Number or

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:



Allows the user 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 monthly, all sales and taxes charged on each transaction.

### Note:

- When you establish the tax code you must specify the sales, lease, and excise tax rates applicable for that tax code.
- 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 Product Code and Tax Code to calculate, collect and report appropriate taxes.

## Screen One

Enter the 2 digit alpha-numeric code in the tax code field and hit enter.

The screenshot shows a software window with a blue background. At the top left, the text "Tax Code File" is displayed. Below this, there is a form area containing two input fields: "Company Identification Code" with a dropdown menu showing "SPI" and a small downward arrow, and "Tax Code" followed by three dots and a small light blue rectangular input field. At the bottom of the window, there are three buttons: "Exit" on the left, "Previous Screen" in the center, and "Continue" on the right.

## Screen Two:

Tax Code File

Company Identification Code SPI Tax Code 01

Motor Fuel Decal State N - No State County City

Sales Tax Rates

Discounts Under

Discount Break

Discounts Over

Lease Tax Rates

Excise Tax Rates Federal

Exit Previous Screen Continue

Allows the user to setup 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 by product).

Note: Tax codes should be established for each state, county, and city that has its own tax rates.

Example:

- 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 and city sold in. The Tax Code will identify the proper tax rate. You may, on occasion, sell domestic propane to a non-taxable customer. You don't need a different product code, just enter zero tax or adding the customer a "no tax" tax code.
- In some states, tank rent is subject to lease tax that is chargeable to the leaser. If this tax is passed on to the customer enter {L}, otherwise enter }M} as the lease code.

Tax Code Fields in the Tax File:

Enter State, County, and City (applicable)

**State Motor Fuel Decal:** Enter {Y} if the state uses a decal for state motor fuel excise 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 rates.

**Discount:** Enter the discounts for on time payment of taxes for the State, County, & City:

- a. Discount rates in thousandths under the break point.
- b. Dollar break point (no cents)
- c. Discount rate in thousandths over the break point.

**Lease:** Enter the lease tax rates in the thousandths for the State, County, and City (if applicable).

**Excise:** Enter the motor fuel excise tax rates for Federal, State, County, & City (if applicable)

**Notes:**

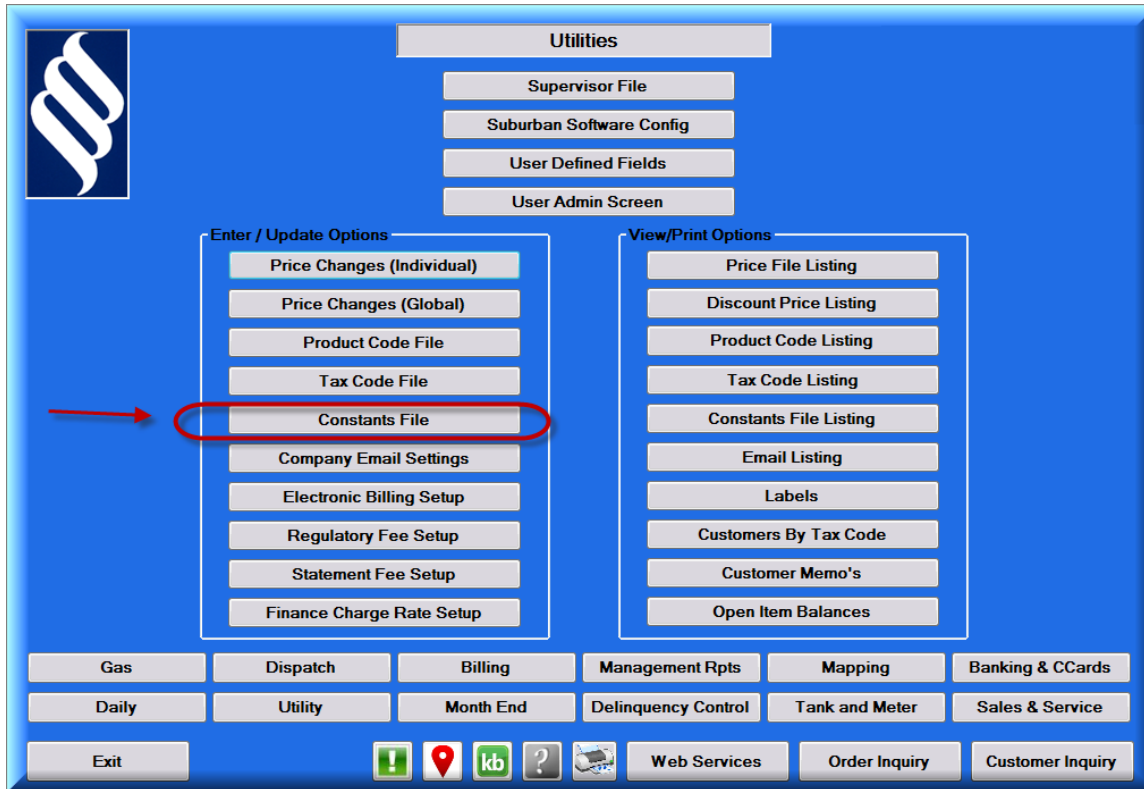
1. Tax codes should be set up in sequence by state and county. This allows for totals to be accumulated by state & county when printing. Leave some spare codes for expansion between counties.

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

3. All rates are expressed in the thousandths.

Example: 4% = .040

## 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.



Enter/Update Constants File

Company Identification Code . . . SPI

Units To Convert From . . . . .

Units To Convert To . . . . . GL

Multiply by Factor . . . . . 0.00000 (9.5)  
Please enter the decimal if needed.

Enter the conversion factor as the number of gallons in one unit of the input factor.  
The factor should be carried to 5 decimal places.

EXAMPLES

One Pound of Propane = .23640 Gallons so LB to GL = .23640  
One 20LB Cylinder holds 4.72813 Gallons so 20 to GL = 4.72813  
One Cubic Foot of Propane = .02748 Gallons so CF to GL = .02748

Exit Previous Screen Continue

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.

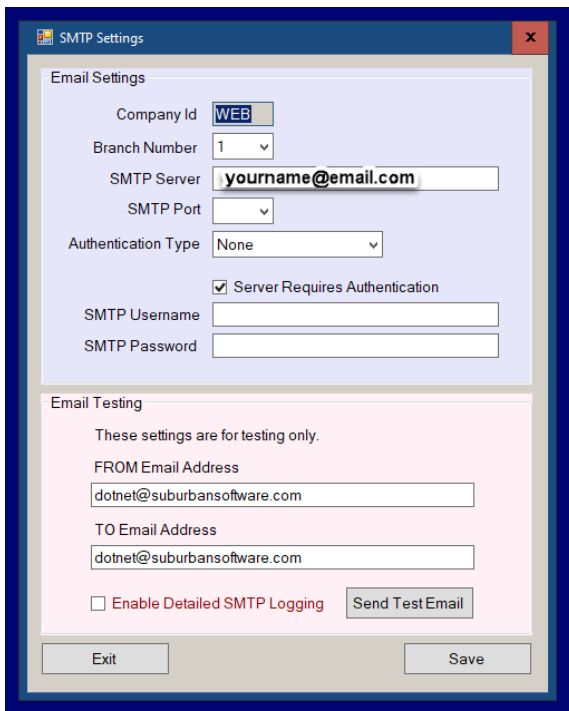
Example: You may have meter transactions that measure in pounds and need to be converted to gallons. Enter LB (for pounds) in the "convert from" field. The system will have your standard unit displayed in the "convert to" field, in this case gallons (GL). Press {ENTER}. Next enter the factor, to five decimal places, needed to make the conversion from pounds to gallons, in this case .23640. The constants file is installed at installation 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.

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	05 lb cylinder	GL	Gallons	1.18000
06	06 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

# Company Email Settings:



Allows the user to input company email settings.



## **Ebill Client Setup**

### **Requirements:**

#### **Microsoft .NET Framework**

Internet email host. You will need the following information from your internet mail provider before you will be able to use the SSS EBill feature. If you do not know this information, please contact your internet provider and ask them for the specifics.

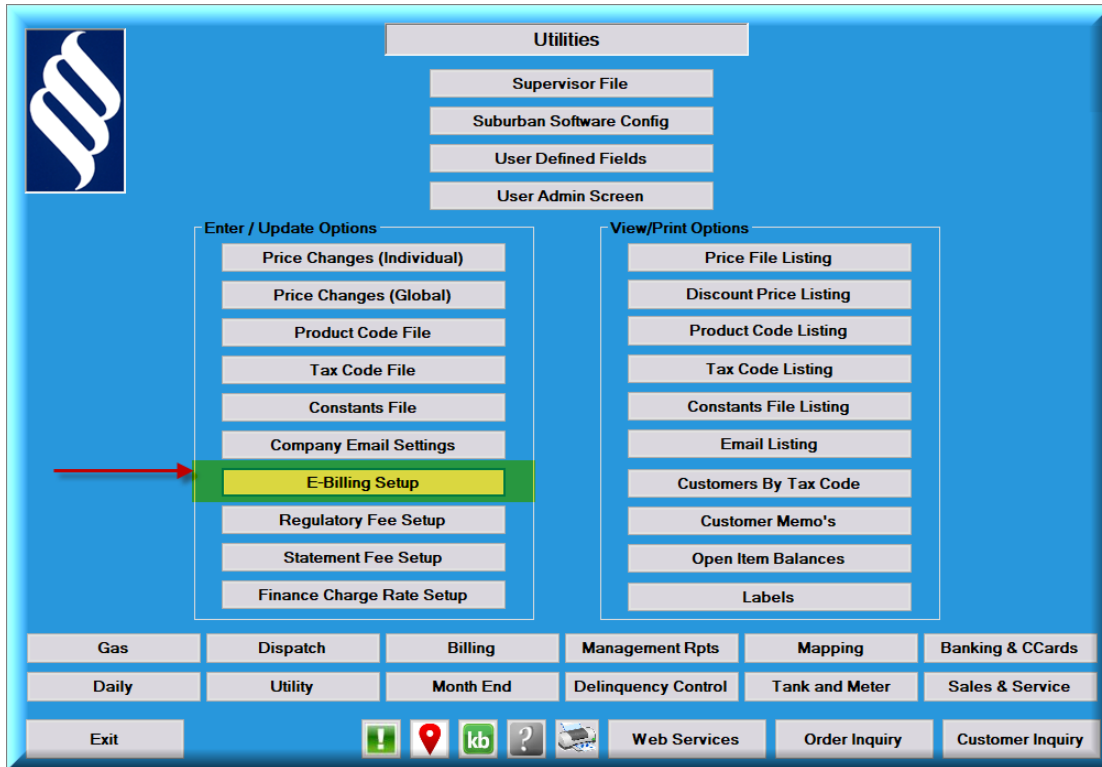
\* Please be aware that we do not support AOL, GMAIL, Hotmail, MSN, or other email providers that provide only web-based email.

The following information must be obtained from your email service provider....

SMTP Server Name:	Example:	“smtp.yourhost.com”
SMTP Port Number:	Example:	”25”
Email Address:	Example:	<a href="mailto:sales@yourdomain.com">sales@yourdomain.com</a>
Email UserName:	Example:	typically, the same as your email
Email Password:	Example:	The password you use for your email address

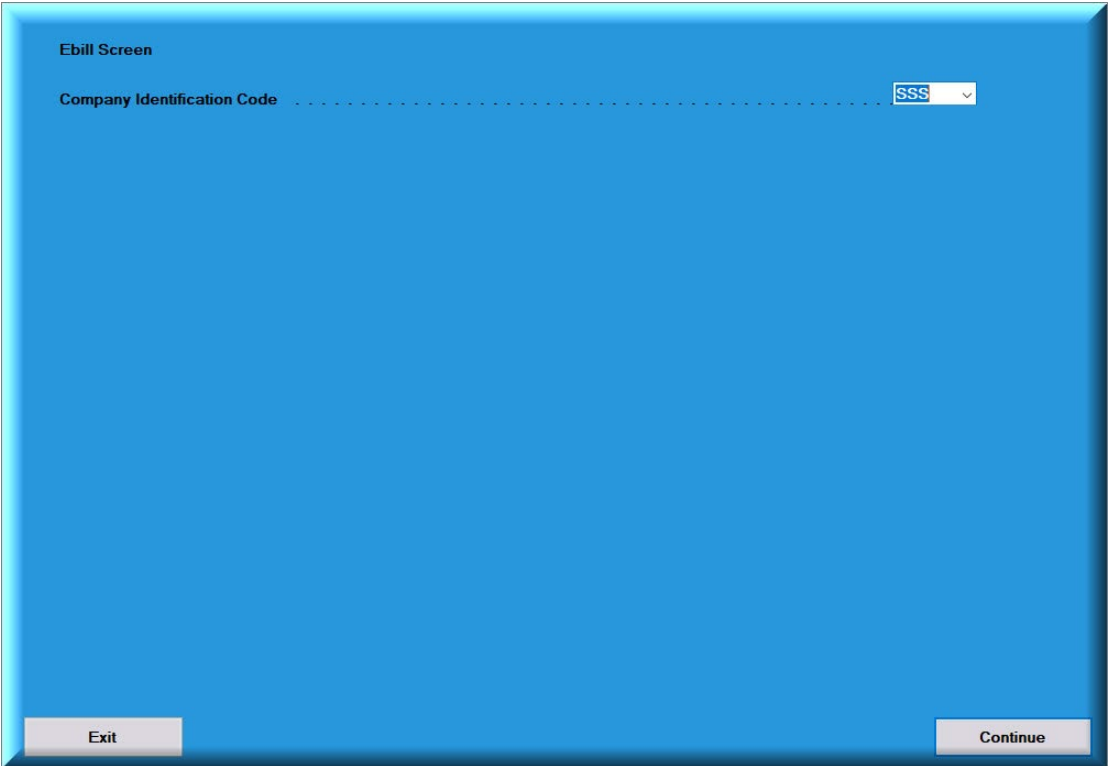
## Setup:

Once you have the .NET Framework installed on your system, sign into the Suburban Software



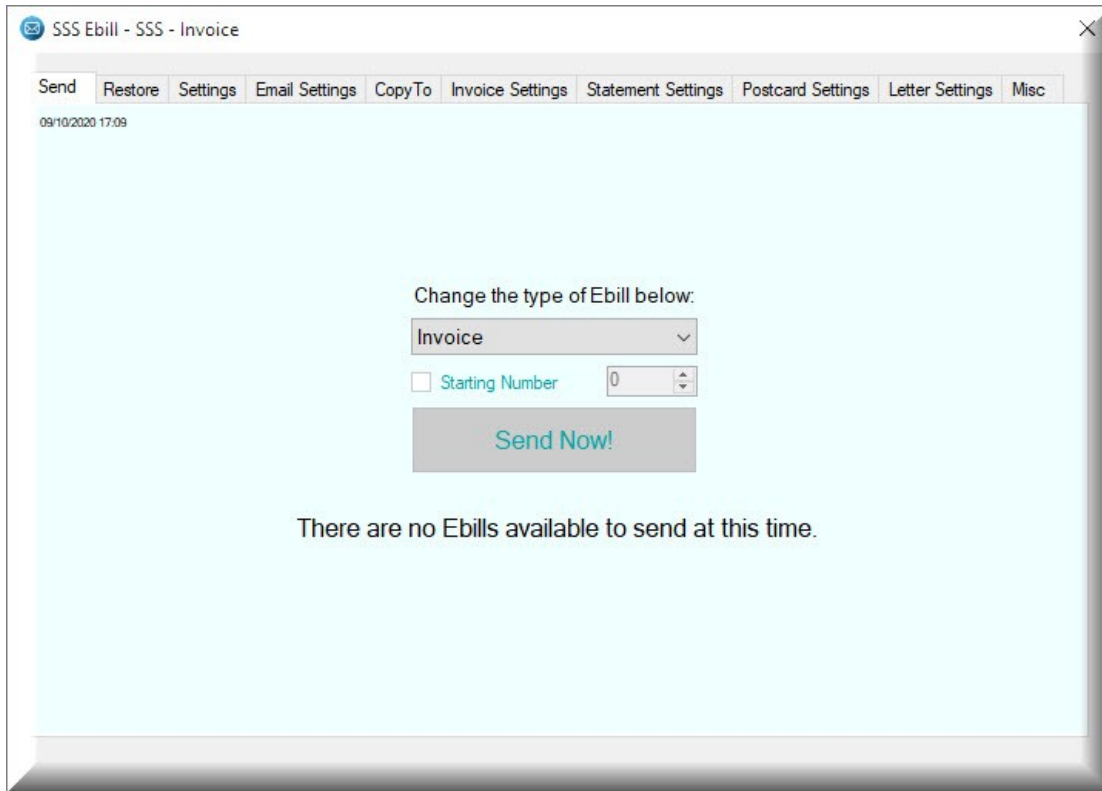
This allows you to setup your email options to send Invoices, Statements, Letters, and Postcards via email.

**Ebill Screen:**

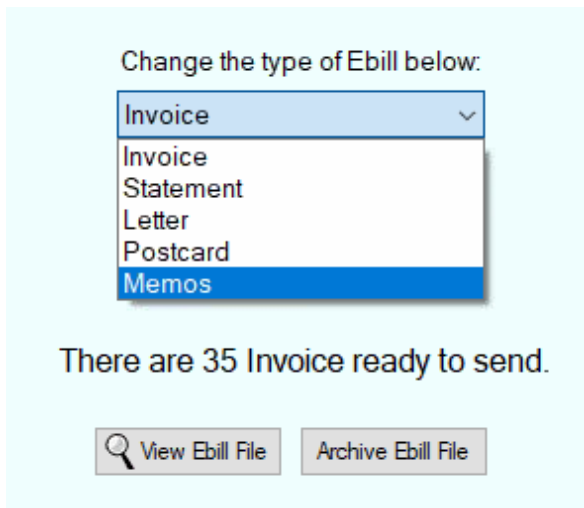


Choose your CoID from the drop-down menu and click continue.

## Send Ebills:



This screen allows you to choose what type of Ebill to send by clicking on the drop-down arrow.



## \*NOTES\*

- \* Below the Send Now Button there will be a message that will let you know how many Ebills to be sent out.
- \* If you would like to start on a certain number click on the check box and enter the number you want to start at.
- \* To view the Ebill file before you send click on the magnifying glass besides View Ebill
- \* When you are ready to send. Click on the **Send Now** button





## Settings:

This screen sets up how you will send your Ebills

**Company Name:** The Company name that will display on your emails

**From Email:** The email address where the Ebills will originate from

**Corporation ID:** Your Company ID.

*\*You will only enter this if you will be adding a PAY NOW button on your ebills.  
For more information on how to do this contact Suburban Software as this  
requires additional settings and resources\**

**Document Send Method:**

Insert Body of Ebill into the email: Check this if you want the document to show at the end of the email. It is preformatted to show correctly

Send as a document attachment: Check this item if you wish to attach a preformatted text file to the email

**\*\*Note:** *At least one item above is required to check but both can be checked to send.\*\**

Send as a PDF attachment- this will affect how fast you send them

**Header:** Check If you would like to include a header on the document

**\*\* Note:** *Only works on Invoices or statements\*\**

## Email Settings:

SSS Ebill - SSS - Statement

Send Restore Settings **Email Settings** Copy To Invoice Settings Statement Settings Postcard Settings Letter Settings Misc

SMTP Server

SMTP Port

Authentication Type

Timeout  in seconds.

Server Requires Authentication

SMTP Username

SMTP Password

Set to Zero to disable.

Pause  seconds after sending  emails.

This is for email hosts that will only allow you to send a certain number of emails per minute or at a time.

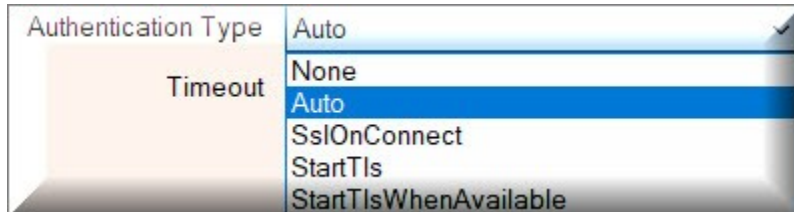
Fill out the ***E-Bill Settings Screen*** with the appropriate information. **If you are not sure about the email server or the username/password, please contact your email provider for assistance.**

**\*see next page for descriptions\***

**SMTP Server:** Obtained from your email provider

**SMTP Port:** Port that is used to send the email through

**Authentication Type:** This is the authentication required by the email server.

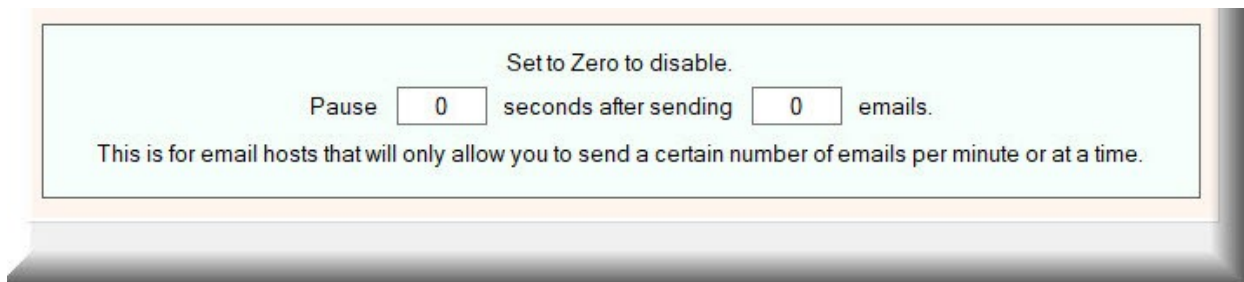


**Timeout:** Default set to 10

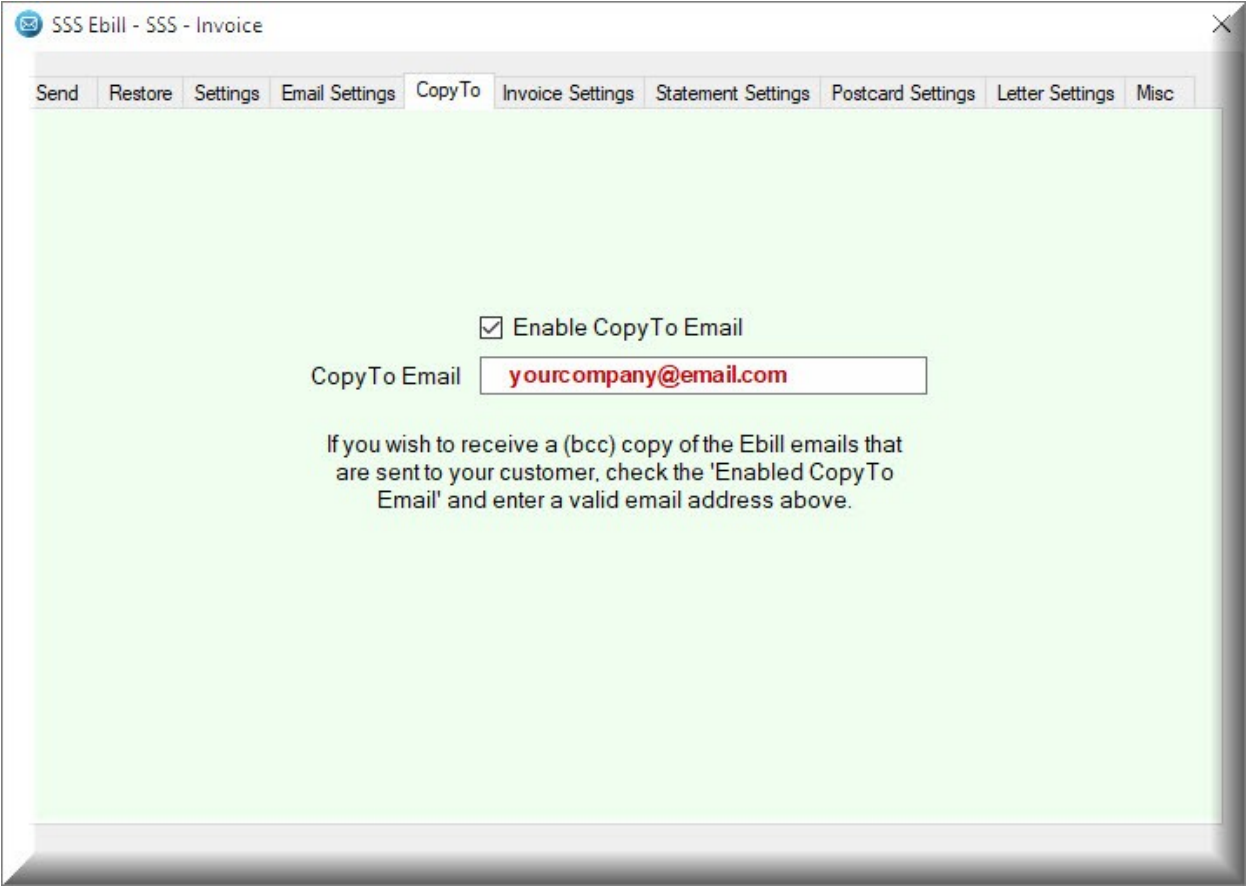
**SMTP Username:** Your email username example: "[billing@yourpropaneco.com](mailto:billing@yourpropaneco.com)"

**SMTP Password:** The password you use to access your email

**Set to Zero:** Use this box if your email provider has limits to how many emails can be sent at a time. You can set it to pause for a certain time after so many emails.



**Copy To:**



A BCC of each email will be sent to this address for backup purposes

## Invoice Settings:

SSS Ebill - SSS - Invoice

Send Restore Settings Email Settings Copy To Invoice Settings Statement Settings Postcard Settings Letter Settings Misc

Invoice Email Body

Enabled Pay Now option on email footer [Click here for an example.](#)

Pay Now Text   
This option requires a SQL database. Please contact SSS for assistance on setting up this option.

Flyer/Attachment 1  >>

Flyer/Attachment 2  >>

**Invoice Email Body:** Allows you to enter the message that your customer's will see

**Pay Now:** Check the Enable Pay Now option if you have opted to insert a button link that will take you to a separate page. This will allow your customers to pay their bill immediately.

**\*\*Note:** This requires a SQL Database. If you do not have this, please contact Suburban for assistance\*\*

**Flyer/Attachment:** This will allow you to add attachments, such as a disclaimer, warning or sales letter to each email.

**\*\*Note:** The file must be accessible from the machine that is sending the emails. So c:\documents\document.doc will not be seen by other users.

**\*\*Note:** The size of the file drastically affects the sending time of the emails since it has to send the new attachment with each email.

## Statement Settings:

SSS Ebill - SSS - Invoice

Send Restore Settings Email Settings CopyTo Invoice Settings **Statement Settings** Postcard Settings Letter Settings Misc

Statement Email Body

Enabled Pay Now option on email footer [Click here for an example.](#)

Pay Now Text   
This option requires a SQL database. Please contact SSS for assistance on setting up this option.

Flyer/Attachment 1  >>

Flyer/Attachment 2  >>

**Statement Email Body:** Allows you to enter the message that your customer's will see

**Pay Now:** Check the Enable Pay Now option if you have opted to insert a button link that will take you to a separate page. This will allow your customers to pay their bill immediately.

**\*\*Note:** This requires a SQL Database. If you do not have this, please contact Suburban for assistance\*\*

**Flyer/Attachment:** This will allow you to add attachments, such as a disclaimer, warning or sales letter to each email.

\* The file must be accessible from the machine that is sending the emails. So c:\documents\document.doc will not be seen by other users

\* The size of the file drastically affects the sending time of the emails since it has to send the new attachment with each email.



## Postcard Settings:

The screenshot shows a web application window titled "SSS Ebill - SSS - Invoice". The window has a menu bar with the following items: Send, Restore, Settings, Email Settings, Copy To, Invoice Settings, Statement Settings, Postcard Settings (which is the active tab), Letter Settings, and Misc. Below the menu bar, there is a section titled "Postcard Email Body" with a large yellow rectangular text area. Below this area is a section with an orange background containing a checkbox labeled "Enabled Pay Now option on email footer" and a text input field for "Pay Now Text" with the value "Click here to PAY NOW and you will be directed to our payment portal." A blue link "Click here for an example." is visible to the right of the checkbox. Below the text input field is a note: "This option requires a SQL database. Please contact SSS for assistance on setting up this option." Below the orange section is a light blue section containing two text input fields labeled "Flyer/Attachment 1" and "Flyer/Attachment 2", each followed by a right-pointing arrow button ">>".

**Postcard Email Body:** Allows you to enter the message that your customer's will see

**Pay Now:** Check the Enable Pay Now option if you have opted to insert a button link that will take you to a separate page. This will allow your customers to pay their bill immediately.

**\*\*Note:** This requires a SQL Database. If you do not have this, please contact Suburban for assistance\*\*

**Flyer/Attachment:** This will allow you to add attachments, such as a disclaimer, warning or sales letter to each email.

\* The file must be accessible from the machine that is sending the emails. So c:\documents\document.doc will not be seen by other users

\* The size of the file drastically affects the sending time of the emails since it has to send the new attachment with each email.

## Letter Settings:

The screenshot shows a software window titled "SSS Ebill - SSS - Invoice" with a close button in the top right corner. Below the title bar is a menu bar with the following items: Send, Restore, Settings, Email Settings, CopyTo, Invoice Settings, Statement Settings, Postcard Settings, Letter Settings (which is currently selected), and Misc. The main content area is divided into three sections. The top section, titled "Letter Email Body", contains a large yellow rectangular text area. The middle section, highlighted in light orange, contains a checkbox labeled "Enabled Pay Now option on email footer" with a blue link "Click here for an example." to its right. Below this is a text input field labeled "Pay Now Text" containing the text "Click here to PAY NOW and you will be directed to our payment portal." and a note below it: "This option requires a SQL database. Please contact SSS for assistance on setting up this option." The bottom section, highlighted in light cyan, contains two text input fields labeled "Flyer/Attachment 1" and "Flyer/Attachment 2", each followed by a right-pointing arrow button ">>".

**Letter Email Body:** Allows you to enter the message that your customer's will see

**Pay Now:** Check the Enable Pay Now option if you have opted to insert a button link that will take you to a separate page. This will allow your customers to pay their bill immediately.

**\*\*Note:** This requires a SQL Database. If you do not have this, please contact Suburban for assistance\*\*

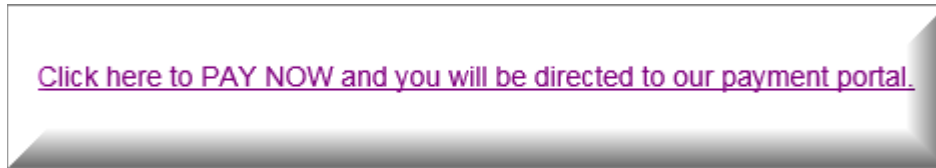
**Flyer/Attachment:** This will allow you to add attachments, such as a disclaimer, warning or sales letter to each email.

\* The file must be accessible from the machine that is sending the emails. So c:\documents\document.doc will not be seen by other users

\* The size of the file drastically affects the sending time of the emails since it has to send the new attachment with each email.

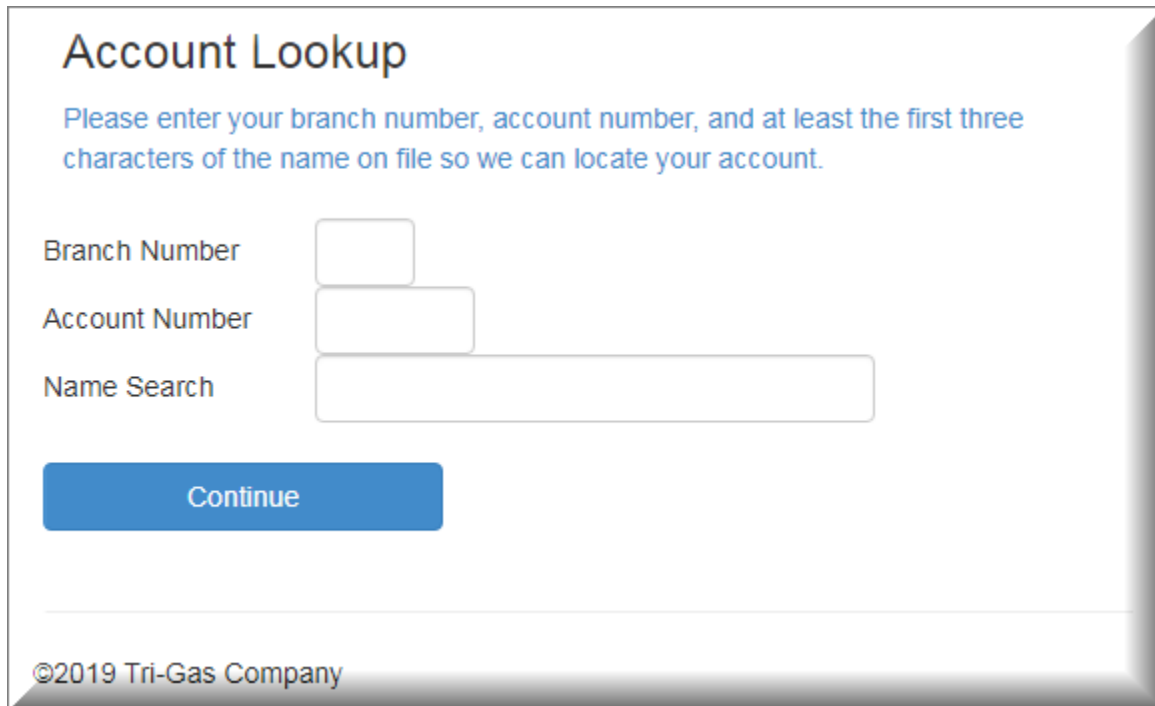
## **Pay Now:**

This is an example of how the Pay Now option on your ebills would look like:



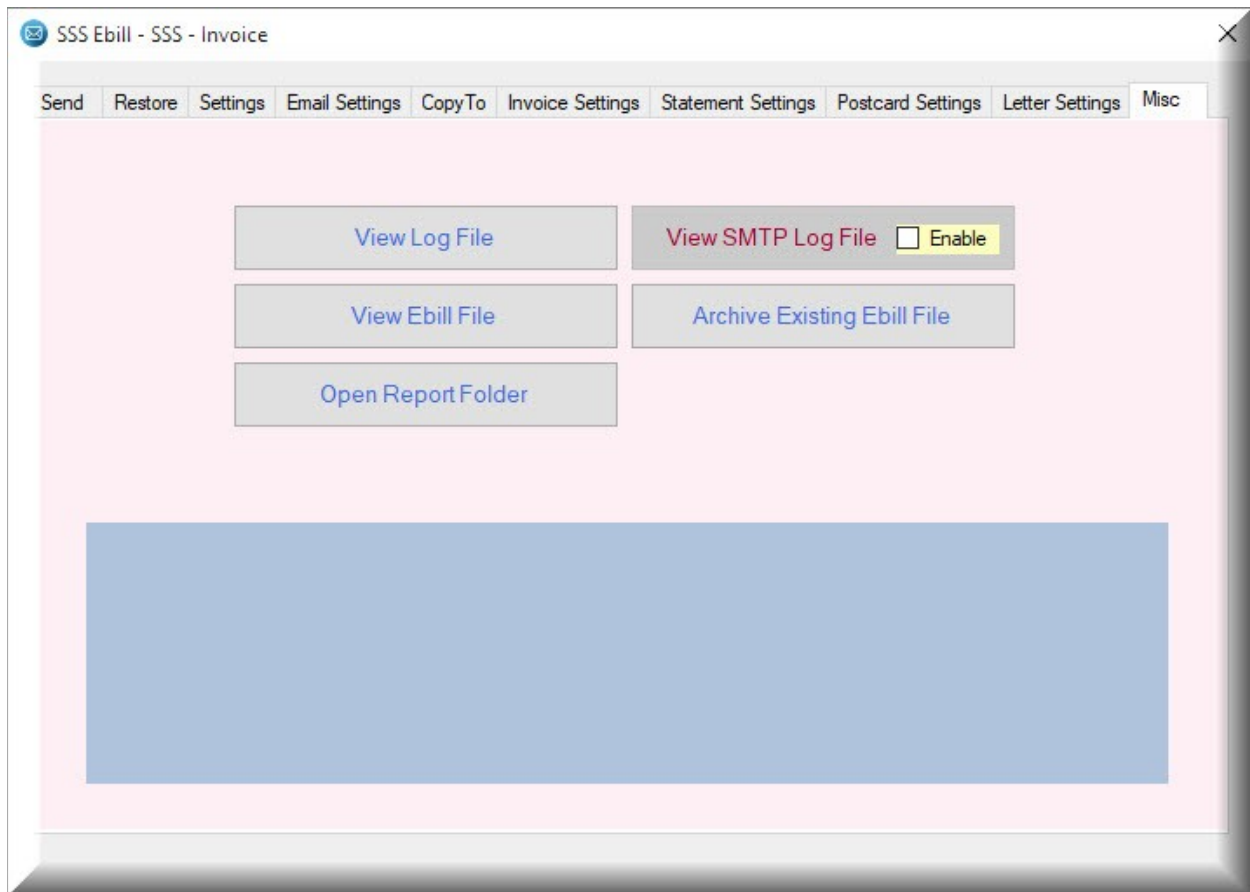
## **Payment Website:**

The payment site can be setup to match your website or company specifications:

A screenshot of a web form titled "Account Lookup". Below the title is a blue instruction: "Please enter your branch number, account number, and at least the first three characters of the name on file so we can locate your account." There are three input fields: "Branch Number" (a small square), "Account Number" (a medium rectangle), and "Name Search" (a long horizontal rectangle). Below these fields is a blue button labeled "Continue". At the bottom left of the form area, there is a copyright notice: "©2019 Tri-Gas Company".

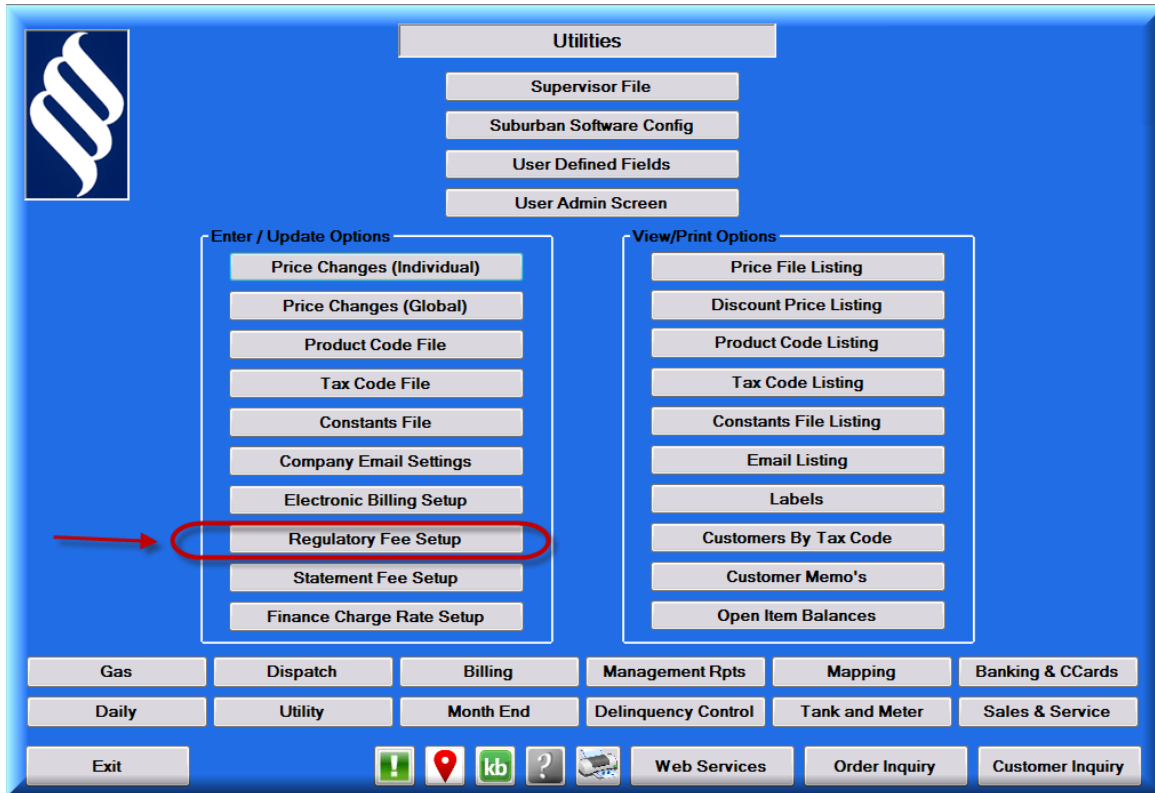
**Note: In order for this feature to work you must have a SQL Database. Contact SSS for more information**

## Misc:



This is for Suburban use. Contact Suburban if you have any questions.

## Regulatory Fee Setup:



Allows the user to setup regulatory fees by Branch, Product Code, and Account Number.

**Note:** Regulatory fees are added to a ticket on a per delivery basis.

## Setup Screen One:

Regulatory Fee Setup

Company Identification Code ..... SPI

FEE KEY: (BRANCH -or- BRANCH + PRODUCT -or- BRANCH + ACCOUNT) ..... Branch P/C Account

01

Enter the DELIVERY OR PRODUCT CODE here. The Regulatory Fee product Code will be entered below.

Exit Previous Screen Continue

Allows the user to enter the delivery or Primary Product Code and Branch number or Branch and Account Number.

Setup Screen Two:

Regulatory Fee Setup

Company Identification Code ..... SPI

FEE KEY: (BRANCH -or- BRANCH + PRODUCT -or- BRANCH + ACCOUNT) ..... Branch P/C Account  
01 01

**Residential Propane**

Status ..... (A = Active, D = Deleted) ..... A - Active

Enter Ticket REGULATORY FEE PRODUCT CODE .....

Delivery Ticket Line 1 Fee Description .....  
Delivery Ticket Line 1 Fee Amount ..... (4.2)

Delivery Ticket Line 2 Fee Description .....  
Delivery Ticket Line 2 Fee Amount ..... (4.2)

Delivery Ticket Line 3 Fee Description .....  
Delivery Ticket Line 3 Fee Amount ..... (4.2)

Fill in ONE "Fee Description" and "Fee Amount" as it is to appear on the appropriate delivery expense line.

Franchise Rate "Fee" ..... (4.4)

Exit Previous Screen Continue

**Status:**

Status of the Regulatory Fee:

A = Active

D = Deleted

**Regulatory Fee Product Code:**

The Product Code that this Regulatory Fee will be applied to during the month

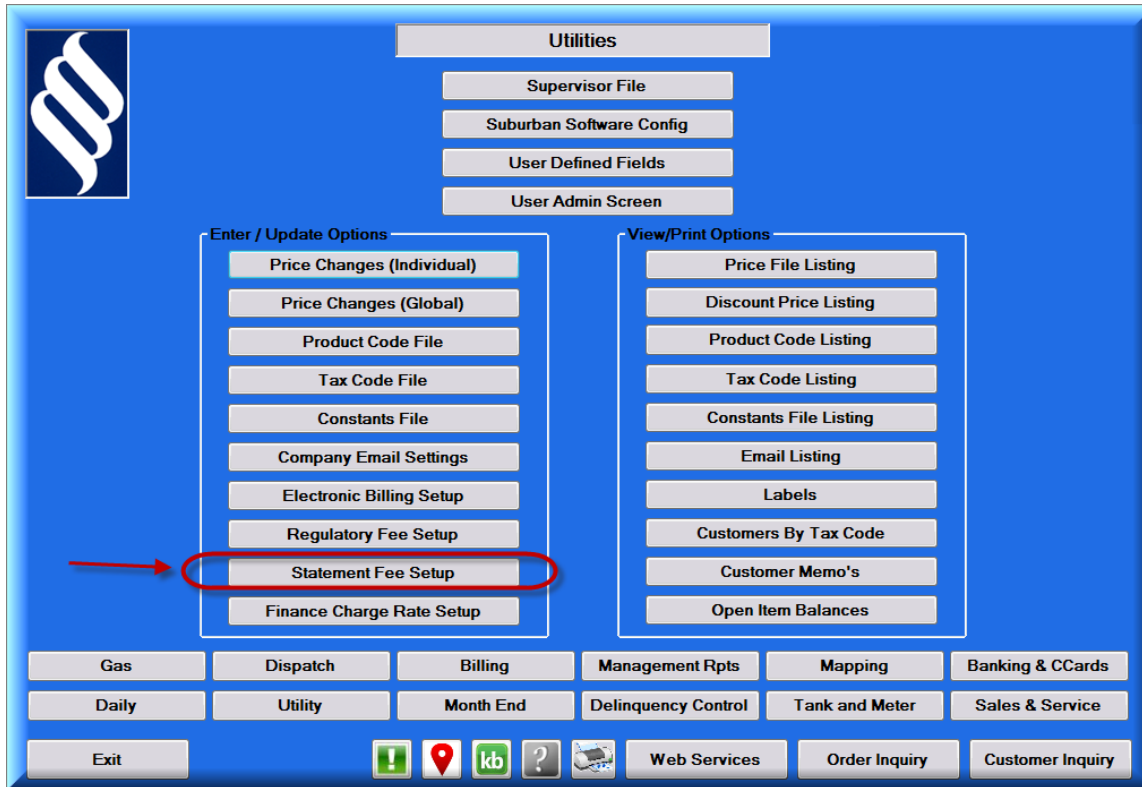
**Fee Description:**

Fill the description of the fee as it will appear on the appropriate delivery expense line.

**Fee Amount:**

Fill in the fee amount as it will appear on the appropriate delivery expense line.

## Statement Fee Setup:



Allows the user to set up Statement fees by Branch and Account Number

NOTE: Statement fees are added on per statement basis.



Setup Screen One:

Statement Fee Setup

Company Identification Code ..... SPI

FEE KEY: (BRANCH - or - BRANCH + ACCOUNT) ..... Branch Account  
01

STATEMENT Fee Setup:  
Branch Fee Key: Enter the Branch Number if fees are specific by Branch.  
Customer Fee Key: Enter Branch AND Customer Account Number if Customer specific.

Exit Previous Screen Continue

**Branch Fee Key:** Enter the Branch Number if fees are specific by Branch

**Customer Fee Key:** Enter Branch **AND** Customer Account Number if Customer specific.

Screen Two:

Statement Fee Setup

Company Identification Code ..... SPI ▾

FEE KEY: (BRANCH - or - BRANCH + ACCOUNT) ..... Branch Account  
01 ▾

STATEMENT Fee Setup:  
Branch Fee Key: Enter the Branch Number if fees are specific by Branch.  
Customer Fee Key: Enter Branch AND Customer Account Number if Customer specific.

Blank Product Code

Status ..... (A = Active, D = Deleted) A - Active ▾

Enter STATEMENT FEE PRODUCT CODE ..... SF ▾

Statement Fee Amount ..... 4.95

Exit Previous Screen Continue

**Status:**

Status of the Statement Fee:

A = Active

D = Deleted

**Statement Fee Product Code:**

The Product Code for which the Statement Fee will be posted to.

**Statement Fee Amount:**

Enter the dollar amount of the fee.

## Finance Charge Rate Setup:



Allows the user to setup different finance charge rates by Branch and Customer.

Setup Screen One:

Finance Charge Rate Setup

Company Identification Code ..... SP

FEE KEY: (BRANCH - or- BRANCH + ACCOUNT) ..... Branch Account  
01

Finance Charge Rate Setup:  
Branch Fee Key: Enter the Branch Number if fees are specific by Branch.  
Customer Fee Key: Enter Branch AND Customer Account Number if Customer specific.

Exit Previous Screen Continue

**Branch Fee Key:** Enter the Branch number if fees are specific by Branch.

**Customer Fee Key:** Enter Branch And Customer Account Number if Customer specific,

## Setup Screen Two:

**Finance Charge Rate Setup**

Company Identification Code ..... SPI ▾

FEE KEY: (BRANCH - or - BRANCH + ACCOUNT) ..... Branch Account  
01 ▾

Finance Charge Rate Setup:  
Branch Fee Key: Enter the Branch Number if fees are specific by Branch.  
Customer Fee Key: Enter Branch AND Customer Account Number if Customer specific.

Status ..... (A = Active, D = Deleted) A - Active ▾

Finance Charge Product Code .....	▾
Minimum Finance Charge (4,2) .....	0.00
Finance Charge Rate Below Break (3,3) .....	0.000
Finance Charge Rate Above Break (3,3) .....	0.00
Finance Charge Break Point (5,2) .....	0.00

Exit Previous Screen Continue

### Status:

Status of the Finance Charge:

A = Active

D = Deleted

### Finance Charge Product Code:

The Product Code that the finance charge will be posted to during the month.

### Minimum Finance Charge (4,2):

The minimum percentage to charge on a balance.

### Finance Charge Rate Below Break (3,3):

The whole dollar amount below the charge break.

### Finance Charge Rate Above Break (3,3)

The whole dollar amount above the charge break

### Finance Charge Break Point (5,2):

Enter the whole dollar amount at which the finance charge rate changes.

## View/Print Options:



Allows the user to view or print different reports based on Prices, Product Codes, Tax Codes and Accounts.

## Price File Listing:

The screenshot shows a blue-themed window titled "Price List". It contains several input fields and dropdown menus:

- Company Identification Code**: Dropdown menu with "SPI" selected.
- Branch Name -or- ALL Branches**: Dropdown menu with "01 - Your Comp." selected.
- Enter a Specific Product Code, ALL (for all products) or METER (for all Meter products only)**: Text input field with "ALL" entered.
- Unit of Issue**: Text input field with "GL" entered.
- Which Accounts?**: Dropdown menu with "All" selected. The text "ALL, BASE, 0001 thru 0009, -or- Specify Account Number" is visible to the left of the dropdown.
- Print "Discount Price List"?**: Dropdown menu with "No" selected.
- Form Name**: Dropdown menu with "0001" selected.
- Printer Type**: Dropdown menu with "P1 - Oki Data Dot" selected.

At the bottom of the window, there are two buttons: "Exit" on the left and "Continue" on the right.

Allows the user to print/view a listing of the price file. This listing can be printed by Branch, Product Code, Unit of Issues, and by Account.

**Note:** This procedure will, as an option, also print a listing of those accounts that have been assigned a discount price code.

## Discount Price Listing:

Detail Price Class Listing

Company Identification Code ..... SPI ▾

Branch Name -or- ALL Branches ..... 01 - Your Compar ▾

Select the Product Code to Print (or ALL) ..... ALL ▾

Select the Discount Price Class Code to Print (or ALL) ..... ALL ▾

Exit Continue

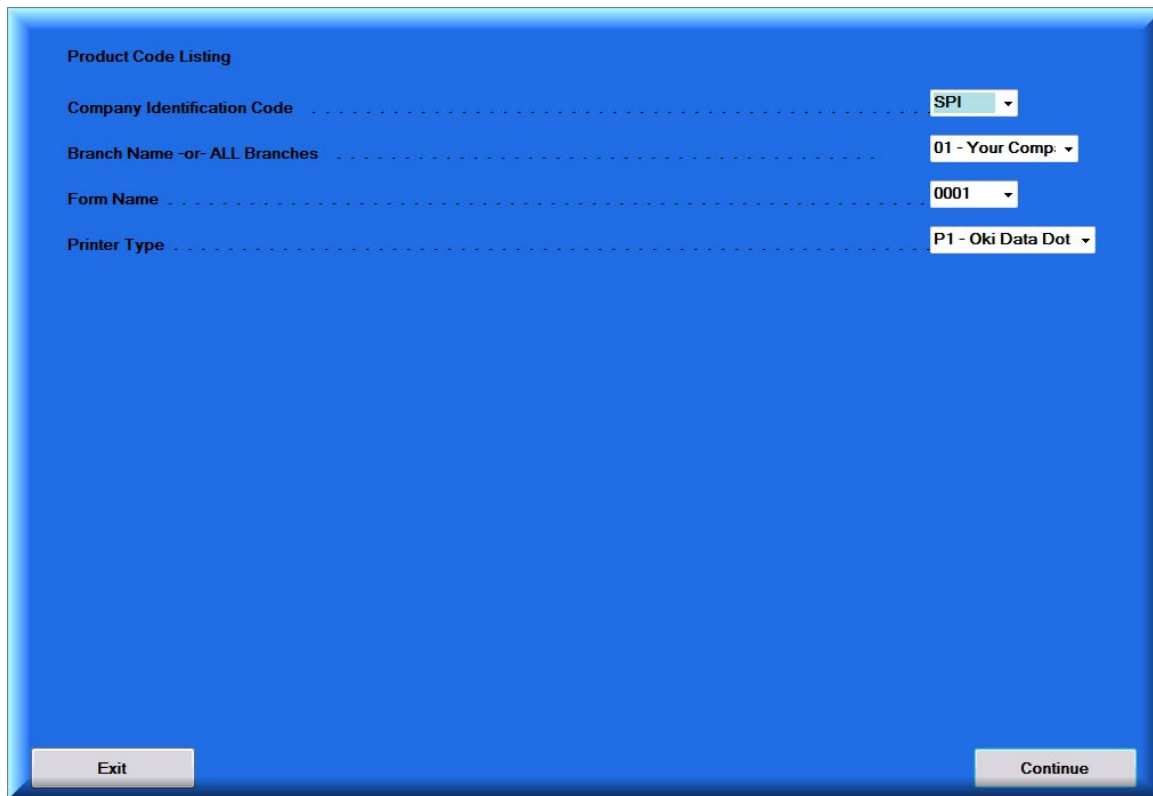
Allows the user to print/view a listing of Discount Prices. This list can be printed by Product Code, by Branch, and by Discount Price Class.

Select what discount price class you want to print:

- ALL:** Prints all classes
- J:** Prints specific account
- Specific:** Prints listing



## Product Code Listing:



The screenshot shows a blue application window titled "Product Code Listing". It contains four rows of labels and dropdown menus:

- Company Identification Code ..... SPI ▾
- Branch Name -or- ALL Branches ..... 01 - Your Comp. ▾
- Form Name ..... 0001 ▾
- Printer Type ..... P1 - Oki Data Dot ▾

At the bottom of the window, there are two buttons: "Exit" on the left and "Continue" on the right.

Allows the user to print/view a list of Product Codes for editing and reference purposes.

## Tax Code Listing:

The screenshot shows a software window titled "Tax Code Listing" with a blue background. At the top left, the title "Tax Code Listing" is displayed. Below it, there are two labels: "Company Identification Code" and "Printer Type", each followed by a dotted line. To the right of these labels are two dropdown menus. The first dropdown menu is set to "SPI" and the second is set to "P1 - Oki Data Dot". At the bottom of the window, there are two buttons: "Exit" on the left and "Continue" on the right.

Allows the user to print/view a list of sales tax rates entered for each active Tax Code.

## Constants File Listing:

Constants File Listing

Company Identification Code ..... SPI ▾

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

Exit Continue

Allows the user to print/view a listing of the conversion factors used by the system when converting units of measure.

## Email Listing:

**Email Address Listing**

Company Identification Code ..... SPI ▾

Branch Name --or- ALL Branches ..... 01 - Your Compar ▾

Form Name ..... 0001 ▾

Printer Type ..... Dot Matrix Printer ▾

Exit Continue

Allows the user to print/view a list of ALL customers with and email address. This list will also show what type of email the customer is setup to receive.

Your Company Name, Inc.		Branch: 01		eMail Address Listing				as of 08/28/17 13:53 KELLY	
Account	Name	Address		Inv	Stm	PC	Dlq Ltr	Sls Ltr	eMail Address
1-50300R	A. C. COMPTON I I I I	1427 E. STRASBURG ROAD	WEST CHESTER	P	P	E	P	P	compton200@verizon.net
1-72601	ABBONIZIO, DOUGLAS	1302 FARRIN LANE	WEST CHESTER	P	P	E	P	P	Dabbonizio@yahoo.com
1-00737	ABBONIZIO, STEVEN	1238 HAMILTON DRIVE	WEST CHESTER	P	P	E	P	P	sgabbonizio@verizon.net
1-01469L	ABBRUZZESI, JOHN	20 ARDMOOR LANE	CHADDS FORD	P	P	E	P	P	cmadison@madisonteam.com
1-86288	ABDALA, ALBERT	1224 W LINCOLN HWY	COATESVILLE	P	P	E	P	P	dmsvet2003@gmail.com
1-56331R	ABENDSCHEIN, JOHN	420 ROCK RAYMOND ROAD	DOWNINGTOWN	P	P	E	P	P	michelebunting14@comcast.net
1-02594	ABIAAD, NAJIB	133 RANDOLPH DR.	DOWNINGTOWN	P	P	E	P	P	Najibabiaad@yahoo.com
1-73658L	ABRACZINSKAS, WILLIAM	162 COOKS GLEN ROAD	SPRING CITY	P	P	E	P	P	Britcherd@ebwalshinc.com
1-83392	ABROMOVITZ, MARC	15 YARMOUTH LANE	DOWNINGTOWN	P	P	E	P	P	wrigley@comcast.net
1-01970L	ACCHIONE, TOM	610 A RESERVOIR RD	WEST CHESTER	P	P	E	P	P	Tacchione83@gmail.com
1-76115	ACCIAVATTI, GUIDO	550 GRADYVILLE ROAD	NEWTOWN SQUARE	P	P	E	P	P	Guido@acciavatti.com
1-00829R	ACCIAVATTI, RAY	4207 GOSHEN ROAD	NEWTOWN SQUARE	P	P	E	P	P	rayaddax@verizon.net
1-55689	ACCIAVATTI, RICHARD	1845 MIDDLETON ROAD	GLEN MILLS	P	P	E	P	P	richard@acciavatti.com
1-47751L	ACELLO, TONI & ANTHONY	105 BRANDYWINE COURT	DOWNINGTOWN	P	P	E	P	P	toniann61@yahoo.com
1-18158	ACHEK, DAN	1009 JONES ROAD	GULPH MILLS	P	P	E	P	P	dachek@msn.com
1-28173	ACHIN, BACK GARDEN CENTER	10 PENN ROAD	POTTSTOWN	P	P	E	P	P	Achinbackgardencenter@gmail.com
1-00679L	ACHUFF, MATTHEW & CAROLYN	520 WILLOW GLEN CIRCLE	DOWNINGTOWN	P	P	E	P	P	mpachuff@gmail.com
1-90793	ACKER, DAVID	126 OAK LANE	COATESVILLE	P	P	E	P	P	DACKER217@GMAIL.COM
1-01181	ACKER, SAMANTHA	450 BYERS RD.	CHESTER SPRINGS	P	P	E	P	P	Sacker087@gmail.com
1-67502	ACKERMAN, JOHN & KRISTIN	26 LUDWIGS CROSSING LANE	GLENMOORE	P	P	E	P	P	Johnackerman1@verizon.net

## Labels:

Label Printing

Company Identification Code ..... SPI

Branch Name -or- Company I.D. for all branches ..... 01 - Your Compa

Which: (BALANCE, ALL, ACTIVE, BUDGET, NONBUDGT, COTANK, METER, DELQLETR or 7-digit account number) ..... All

Enter "Type Customer" to print: .....  Type 2:

Enter Master File "Product Code" to print .....

"Driver" and/or "Route" to print: (Blank for all) .....

Enter "Credit Codes" to print .....

Enter "Delivery Codes" to print .....

Output in Zip Code sequence? ..... N - No

Print Account Number? ..... Y - Yes

Include Commercial Accounts? ..... Y - Yes

Form Name ..... 1UP, 3UP, or TRI (Tri-fold) 3UP

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

Exit Continue

Allows the user to print customer labels for all accounts, active accounts, budget accounts, or rental accounts only. Labels can be sorted by zip code and printed with or without account numbers.

### Note:

- Program is designed to print on 3 ½ x 15/16 labels that are "1up" or "3up" across the page.
- "Active" accounts for printing labels are defined as those accounts that have received gas deliveries in the previous or current fiscal year.
- These options are the same as **Customer Status Report** options.

Customers by Tax Code:

The screenshot shows a software window with a blue background and a white border. The window title is "Print Tax Code". It contains several dropdown menus and two buttons. The dropdown menus are labeled as follows:

- Company Identification Code: SPI
- Branch Name -or- ALL Branches: 01 - Your Compar
- Enter Tax Code to be printed: 99 - PA. TAX EXEMPT
- Form Name: 0001
- Printer Type: P1 - Oki Data Dot

At the bottom of the window, there are two buttons: "Exit" on the left and "Continue" on the right.

Allows the user to view/print a list of customers by Branch and by a Specific Tax Code.

## Customer's Memo's

**Memo Note Listing**

Company Identification Code .....	SP1
Branch Name -or- ALL Branches .....	01 - Your Compar
Number of Copies .....	1
Form Name .....	0001
Printer Type .....	P1 - Oki Data Dot

Exit Continue

Allows the user to view/print a list of customer memos by Branch

## Open Item Balances:

The image shows a software dialog box with a blue background and a white border. The title bar at the top reads "Print Open Item Balances". Below the title bar, there are four rows of labels followed by dotted lines and dropdown menus:

- Company Identification Code ..... SPI ▾
- Do you want to PRINT / UPDATE / BOTH the Open Item file ..... Print ▾
- Form Name ..... 0001 ▾
- Printer Type ..... P1 - Oki Data Dot ▾

At the bottom of the dialog box, there are two buttons: "Exit" on the left and "Continue" on the right.

Allows the user to print/update/or both, items in the Open Item File.