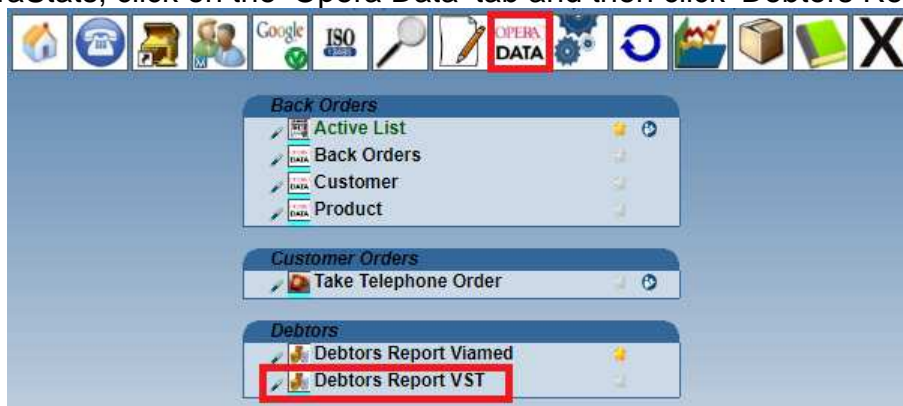# VM3COP20.67 - VST - Debtors Report

1. From IntraStats, click on the 'Opera Data' tab and then click 'Debtors Report VST'.

2. Look through the list and locate any customer whose account balances are in the '31-60Days', '61-90Days' or '91Days+' columns. If any accounts are in any of these three columns you will need to authorisation from one of the VST Directors to proceed.

Debtors Report Snapshot Taken: 13/Oct/2017

A/C	Name	Last Reminder	Log	91Days+	61-90 Days	31-60Days	0-30Days	Total
VST0001	JJ-CCR ApS	04/08/16	Reminder	£0.00	£0.00	£0.00	£7,019.50	£7,019.50
VST0002	Ambient Pressure Diving Ltd	03/08/16	Reminder	£0.00	£0.00	£6,240.00	£6,240.00	£12,480.00
VST006	rEvo	13/05/16	Reminder	£0.00	£0.00	£0.00	£5,416.50	£5,416.50
VST009	Innerspace Systems Corp.	04/09/17	Reminder	£0.00	£0.00	£0.00	£4,146.79	£4,146.79
VST010	Megalodon UK	12/09/17	Reminder	£0.00	£0.00	£0.00	£3,153.60	£3,153.60
VST011	Narked at 90 Ltd	04/09/17	Reminder	£0.00	£0.00	£0.00	£5,902.80	£5,902.80
VST023	Uncharted Diving Technology	23/08/17	Reminder	£30.17	£0.00	£0.00	£0.00	£30.17
VST025	Divesoft s.r.o.	15/09/15	Reminder	£0.00	£0.00	£0.00	£2,717.57	£2,717.57
VST027	Vobster Marine Systems Ltd	23/08/17	Reminder	£0.00	£0.00	£2,890.80	£0.00	£2,890.80
VST029	Divex3me	30/03/16	Reminder	£0.00	£0.00	£0.00	£542.57	£542.57
Total				£30.17	£0	£9130.8	35139.33	£44300.3

Number of Debtors '10

Note: *Balances in the '0-30Days' column can be ignored as the payment is not yet due*.

DO NOT proceed with director authorisation.

3. Click 'Reminder' on the account that is overdue.

A/C	Name	Last Reminder	Log	91Days+	61-90 Days	31-60Days	0-30Days	Total
VST0001	JJ-CCR ApS	04/08/16	Reminder	£0.00	£0.00	£0.00	£7,019.50	£7,019.50
VST0002	Ambient Pressure Diving Ltd	03/08/16	Reminder	£0.00	£0.00	£6,240.00	£6,240.00	£12,480.00
VST006	rEvo	13/05/16	Reminder	£0.00	£0.00	£0.00	£5,416.50	£5,416.50
VST009	Innerspace Systems Corp.	04/09/17	Reminder	£0.00	£0.00	£0.00	£4,146.79	£4,146.79
VST010	Megalodon UK	12/09/17	Reminder	£0.00	£0.00	£0.00	£3,153.60	£3,153.60
VST011	Narked at 90 Ltd	04/09/17	Reminder	£0.00	£0.00	£0.00	£5,902.80	£5,902.80
VST023	Uncharted Diving Technology	23/08/17	Reminder	£30.17	£0.00	£0.00	£0.00	£30.17
VST025	Divesoft s.r.o.	15/09/15	Reminder	£0.00	£0.00	£0.00	£2,717.57	£2,717.57
VST027	Vobster Marine Systems Ltd	23/08/17	Reminder	£0.00	£0.00	£2,890.80	£0.00	£2,890.80
VST029	Divex3me	30/03/16	Reminder	£0.00	£0.00	£0.00	£542.57	£542.57
Total				£30.17	£0	£9130.8	£35139.33	£44300.3

4. Scroll down to the 'Total Amount OVERDUE' section. This details all the overdue invoices to be paid.

5. Login to VST Opera and click on 'S.O.P'>'Processing'.

6. Click 'Find' or press the 'F' key and type in the account number as displayed on IntraStats, then press 'Enter'.

7. Click 'View' or press the 'V' key, click on 'Outstanding' and then click the 'OK' button.

8. Check that total Opera figures matches the total IntraStats figure.

SELECT * FROM VST_invoices WHERE Paid_Indic=" AND Account='VST027' and year>'2002' ORDER BY Date DESC Account VST027 OVERDUE Invoices

Reminded	Reference	Date	Customer Reference	Type	Goods Value	Vat Value	Total Value
☑	VSTIN00933	25/08/17	VMS2572	Invoice	£2,409.00	£481.80	£2,890.80

Total Amount OVERDUE is : £2,890.80

9. If the figures match, then scroll to the bottom of the IntraStats page and click the 'Print' button in the top right corner.

Note: *If the figures don't match, wait for the next big update which is usually completed first thing in the morning and again at lunch, then check again. If the figures still do not match, consult a VST director for instructions on how to proceed.*

10. When the print dialog appears, click 'Change' and select 'Save to PDF'. Then click the blue 'Save' button.
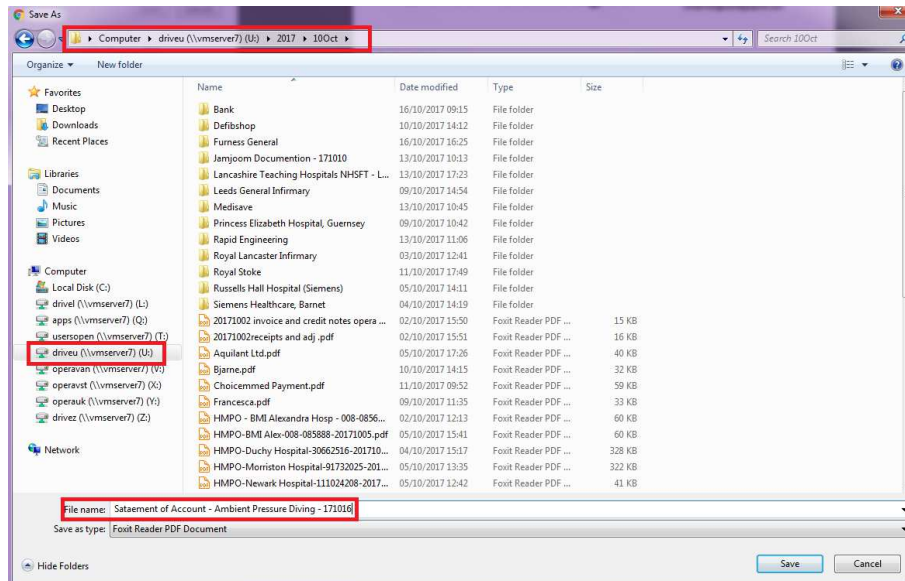
11. Navigate to drive U, then double click on the current year, then the current month. Then, enter the filename 'Statement of Account – Company Name – date backwards'.
E.g. 'Statement of Account – Ambient Pressure Diving – 171016'.

12. Using GoldMine, locate the email address of the person named on the statement of account. See VM3COP20.081 for details on how to do this.

13. From your email inbox, click the large, red, 'Compose' button.

14. Change the 'From' email address to your '@vandagraphst.com' email address, this will ensure the correct signature is used.
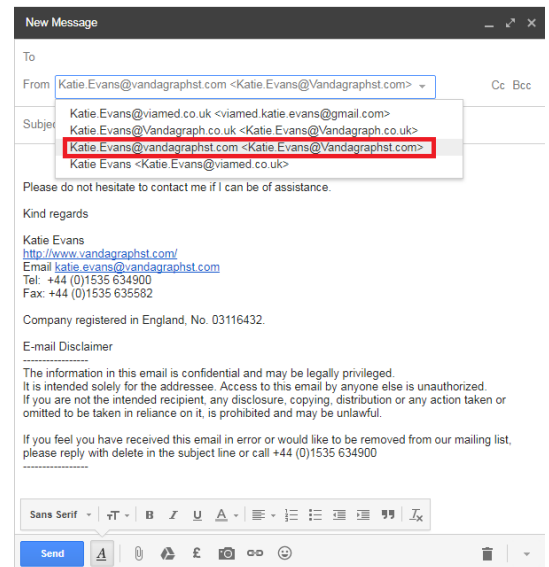
15. Enter the customer's email address as located in GoldMine and type 'Statement of Account' as the subject of the email.

16. In the body of the email, type:

*"Dear *Customer Name*,*

Please find attached your statement of account. I have also attached a copy (or) copies of the overdue invoice(s) for your reference.

If you require any further information, please do not hesitate to contact me."

17. Attach the Statement of Account and the invoices noted on it by clicking the paperclip icon and navigating to the files, and then click the large, blue, 'Send' button.
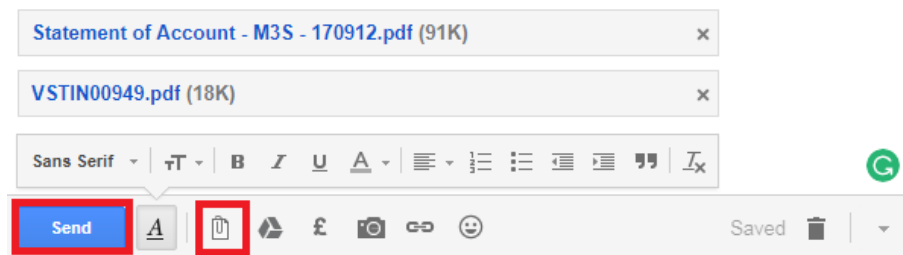
Return to the debtors report page and select the name of the person you have emailed. Use the tick boxes to acknowledge what you have done, e.g. 'Sent Statement', and how you have done it, e.g. 'Email'.

If you have any notes, use the notes field to add them, or copy and paste your email into the notes field. Then click the 'Submit' button.