

Go Paperless guides: Changing your delivery preferences for statements and letters

In this guide

1. To receive your month end statements or letters eg Dispute Notices (Factoring only) via FacFlow select **Administration** from the main menu.

The screenshot displays the FacFlow web interface. At the top, the 'FacFlow' logo is on the left, and the RBS logo with 'The Royal Bank of Scotland' is on the right. Below the logo is a navigation bar with links for 'Legal Information', 'Privacy & Cookies', 'Accessibility', and 'Log Out'. The user is logged in as 'Kavitha Damodharaswami' with the ledger selected as 'monthend letters 15932 EUR'. The last login time is '11 Feb 2014 at 13:29'. A 'Help' link is also visible.

The main content area features a 'Welcome to FacFlow' message and a notification: 'You have 0 unread messages'. Below this is a grid of menu items:

<p>Data Changes</p> <p>Allows you to view important data changes to your accounts</p>	<p>Availability</p> <p>Allows you to view and request payments against your availability.</p>
<p>Accounts Summary</p> <p>Allows you to view details of your accounts</p>	<p>Input</p> <p>Create and submit debts and credit notes</p>
<p>Customers</p> <p>View your customers account details and limits</p>	<p>Cash</p> <p>View cash received from your debtors</p>
<p>Messages</p> <p>Send and receive messages about your account</p>	<p>Administration</p> <p>Maintain the FacFlow set up for your site and Manage Users (creation and maintenance)</p>

The 'Administration' menu item is highlighted with a red rectangular box.

2. From the sub-menu select **Statements** (Invoice Discounting) **Statements and Letters** (Factoring).

FacFlow RBS
The Royal Bank of Scotland

Legal Information Privacy & Cookies Accessibility Log Out

Logged in as: Kavitha Damodharaswami Ledger selected: monthend letters 15932 EUR You last logged in on: 11 Feb 2014 at 13:29 Help

Manage Users

Filter by status: All Go

User ID [^]	Forename	Surname	Status	Last Access Date	Last Access Time
DAMODK	Kavitha	Damodharaswami	Active	11/02/2014	14:09:51
GUPTAA	Arpan	Gupta	Active	27/09/2011	14:58:44
LARRY1	larry	lamb	Active	02/06/2009	15:41:14
TITCOS	Sue	Titcombe	Active	05/02/2014	13:41:14

[Create User](#)

3 Tick the box next to each ledger where you would like either statements and/or all letters (Factoring only) to be made available to view and print through FacFlow. Select **Continue** and on the next screen select **Confirm**.

FacFlow RBS
The Royal Bank of Scotland

Legal Information Privacy & Cookies Accessibility Log Out

Logged in as: Kavitha Damodharaswami Ledger selected: monthend letters 15932 EUR You last logged in on: 11 Feb 2014 at 13:29 Help

Statements

Please tick the box next to each ledger below where you would like statements to be made available to view and print through FacFlow. Select Continue and on the next screen Confirm to save the settings.

Ledger Number	Ledger Name	
15932	monthend letters	<input checked="" type="checkbox"/>

Letters

Please tick the box next to each ledger below where you would like letters to be made available to view and print through FacFlow. Select Continue and on the next screen Confirm to save the settings.

Ledger Number	Ledger Name	
15932	monthend letters	<input checked="" type="checkbox"/>

[Continue](#)

You will receive confirmation that the settings have been saved.

PLEASE NOTE: Changes to statement settings take effect at the next month end statement you are due. Changes to Letter settings take affect the next working day.

4. Should you wish to revert back to receiving statements or letters (Factoring only) by post untick the box next to each ledger.

FacFlow RBS
The Royal Bank of Scotland

Legal Information Privacy & Cookies Accessibility Log Out

Logged in as: Kavitha Damodharaswami Ledger selected: monthend letters 15932 EUR You last logged in on: 11 Feb 2014 at 13:29 Help

✓ The settings have been saved!

Statements

Please tick the box next to each ledger below where you would like statements to be made available to view and print through FacFlow. Select Continue and on the next screen Confirm to save the settings.

Ledger Number	Ledger Name	
15932	monthend letters	<input checked="" type="checkbox"/>

Letters

Please tick the box next to each ledger below where you would like letters to be made available to view and print through FacFlow. Select Continue and on the next screen Confirm to save the settings.

Ledger Number	Ledger Name	
15932	monthend letters	<input checked="" type="checkbox"/>

[Continue](#)

VIEWING OR PRINTING STATEMENTS

5. You will receive a Data Change when Statements are available to view or print, see example below. The Change Type will be e - **Document** and the Description **New e - Statement**.

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Legal Information Privacy & Cookies Accessibility Log Out

Logged in as: Kavitha Damodharaswami Ledger selected: monthend letters 15932 EUR You last logged in on: 11 Feb 2014 at 13:29 Help

Data Changes for Ledger 15932

Date Select (dd/mm/yyyy): Change Type:

Start Date End Date [Go](#) All [Go](#)

Date	Change Type	Description
01/02/2014	e-Document	New e-Statement
31/01/2014	e-Document	New e-Statement

[Print](#)

6. To view or print a Statement, click on the date hyperlink. This will take you to the **Statements** screen. Tick the box next to the ledger or ledger numbers displayed and select **Continue**.

FacFlow

Legal Information Privacy & Cookies Accessibility Log Out

Logged in as: Kavitha Damodharaswami Ledger selected: monthend letters 15932 EUR You last logged in on: 11 Feb 2014 at 13:29

Statements

A maximum of 13 month's history is available for statements

* indicates a mandatory field

Criteria

* Month January - 2014 Go

	Ledger Number	Ledger Name	File Name
<input checked="" type="checkbox"/>	15932	monthend letters	SFF15932 Statement 01-2014.pdf

To view Adobe PDF documents you will need to download [Adobe Reader](#)

Continue

VIEWING OR PRINTING LETTERS (Factoring only)

7. You will receive a Data Change when Letters are available to view or print, see example below. The Change Type will be **e - Document** and the Description **New e - Letter**

FacFlow

Legal Information Privacy & Cookies Accessibility Log Out

Logged in as: Sue Titcombe Ledger selected: Shazia's Test Ledger for Ledger setting flags 00005 EUR You last logged in on: 05 Feb 2014 at 15:44

Data Changes for Ledger 00005

Date Select (dd/mm/yyyy):

Start Date End Date Go

Change Type: e-Document Go

Date	Change Type	Description
03/02/2014	e-Document	New e-Letter

Print

8. To view or print a letter click on the date hyperlink. This will take you to the **View Letters** screen. Click on the date of the letter you wish to view or print and then select **Continue**.

The screenshot shows the 'View Letters for Ledger 00005' screen in the FacFlow system. The left-hand navigation menu is expanded to show 'Reports and Statements', with 'View Letters' highlighted. The main content area features a search filter section with 'Date Select (dd/mm/yyyy):' and 'Letter Type' dropdowns. Below this is a table with one entry for a letter dated 03/02/2014 11:00. A red box highlights the search filters and the 'View Letters' link in the menu.

FacFlow

Legal Information Privacy & Cookies Accessibility Log Out

Logged in as: Sue Titcombe Ledger selected: Shazia's Test Ledger for Ledger setting flags 00005 EUR You last logged in on: 05 Feb 2014 at 15:44 Help

View Letters for Ledger 00005

Date Select (dd/mm/yyyy): Letter Type

Start Date End Date Go Letter Type: All Go

Date	Letter Type	File Name
03/02/2014 11:00	Management Information Letter	LFF00005 LGRLET.012 00005--EUR.PDF

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- ▶ Data Changes
- ▶ Availability
- ▶ Accounts
- ▶ Input
- ▶ Customers
- ▶ Cash
- ▶ **Reports and Statements**
 - View Reports
 - Download File
 - View Statements
 - View Letters**
- ▶ Messages
- ▶ Administration
- ▶ FacFlow+
- ▶ Select Ledger

E-STATEMENTS AND E-LETTERS CLIENT FAQs

1	How do I opt in to E-Statements?	Under the Administration menu select Statements and Letters. In the Statements section check the box on the right hand side of the ledger name, scroll to the bottom of the page and click on continue. On the next screen select confirm. A confirmation message will be displayed.
2	How do I opt in to E-Letters?	Under the Administration menu select Statements and Letters. In the Letters section check the box on the right hand side of the ledger name, scroll to the bottom of the page and click on continue. On the next screen select confirm. A confirmation message will be displayed.
3	If I opt in to E-statements when will the change take effect?	The change will take effect at the next month end so if you switch on 20th March you will receive your March month end statement via FacFlow.
4	If I opt in to E-Letters when will the change take effect?	The change will take effect from the start of the next working day so if you switch on 20th March you will receive letters on 21st March via FacFlow.
5	When will I receive my statement on FacFlow?	Your statement should be available to view on the first working day of the month.
6	How will I know that my statement is available to view in FacFlow?	A new data change 'e-document' has been created and will be visible in the Data Changes menu in FacFlow when new statements are available.
7	How will I know that I have new letters to view in FacFlow?	A new data change 'e-document' has been created and will be visible in the Data Changes menu in FacFlow when new letters are available.
8	If I have more than one ledger do I have to have all the statements or letters by post or electronically?	No, you can choose the ledgers where you want to receive e-statements or letters, see Q1 and Q2.
9	Will the statement look the same as the copy I get by post?	Yes, the version you will receive via FacFlow is exactly the same as the paper copy that you receive in the post.
10	Is the statement VAT compliant?	Yes, the version you will receive via FacFlow is exactly the same as the paper copy that you receive in the post.
11	I'm happy to have most letters electronically but there are one or two that I still want to receive by post	Contact your Credit Controller with details of the letters you want to receive by post and they will arrange this for you.
12	How do I get copies of Statements or letters not available in FacFlow?	For copy Statements contact your Relationship Manager. Please note, we may make a charge for this service. For copy letters please contact your Credit Controller.
13	Why can't I see statements or letters prior to February 2013?	Statements and letters have only been available in FacFlow since February 2014. If you require copies of statements or letters prior to this date please contact your RM for statements and your Credit Controller for letters.
14	Can RBSIF switch me to E-statements/E-Letters?	Unfortunately we don't have the ability to do this; however you can opt in easily via the Administration menu in FacFlow.
15	How do I opt out of E-Statements?	Under the Administration menu select Statements and Letters. In the Statements section check the box on the right hand side of the ledger name. This will remove the tick. Scroll to the bottom of the page and click on continue, and then confirm on the next screen. You will see a confirmation that the change has been saved.
16	How do I opt out of E-Letters?	Under the Administration menu select Statements and Letters. In the Letters section check the box on the right hand side of the ledger name, this will remove the tick. Scroll to the bottom of the page and click on continue, and then confirm on the next screen. You will then see a confirmation that the change has been saved.