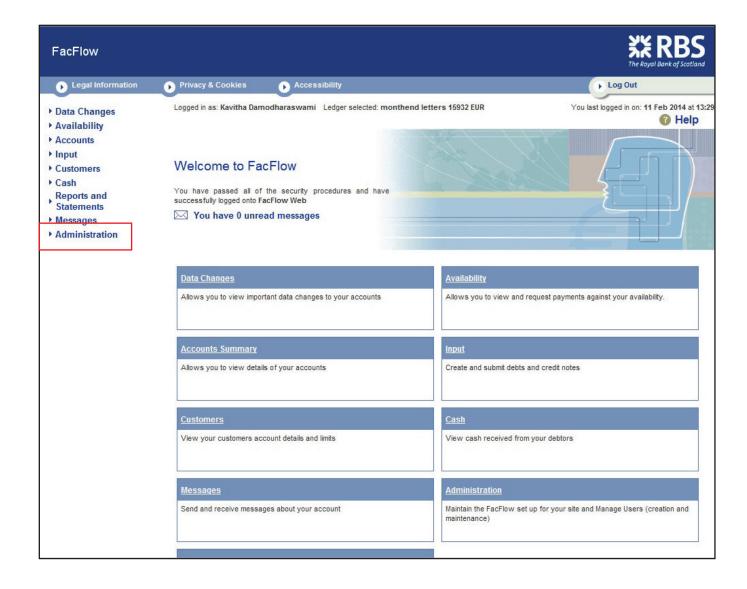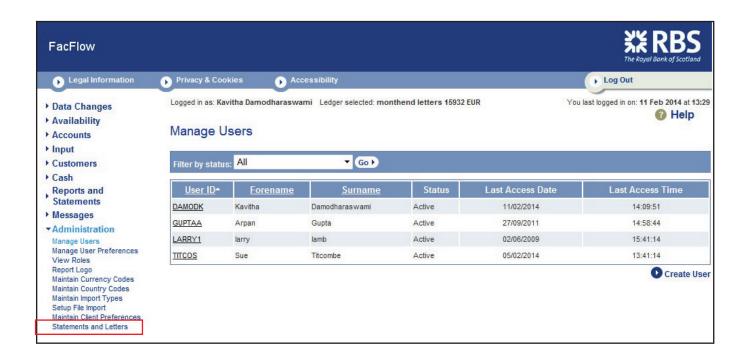# Go Paperless guides:
Changing your delivery preferences for statements and letters

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.

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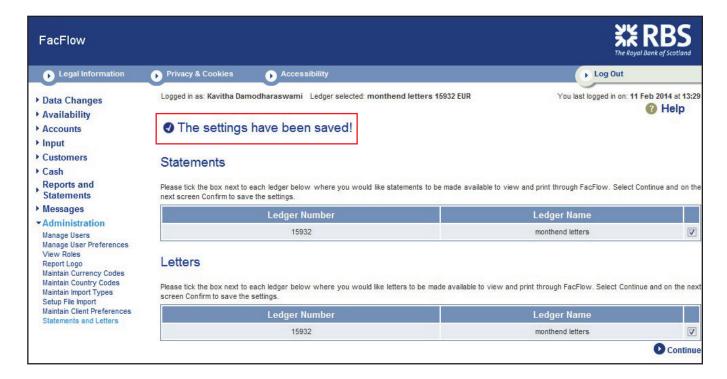

3 Tick the box next to each ledger where you would like either statements and/or all letters (Factoring only) to be made available to view and print through FacFlow. Select **Continue** and on the next screen select **Confirm**.

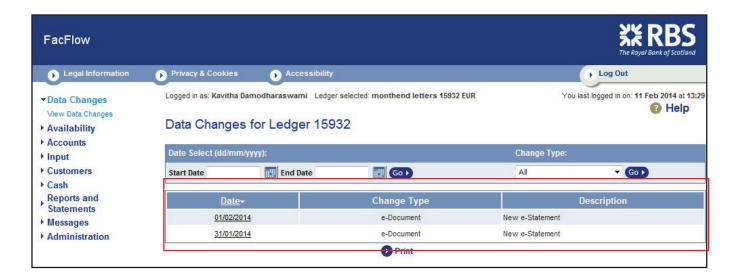You will receive confirmation that the settings have been saved.

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.

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**.

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**.
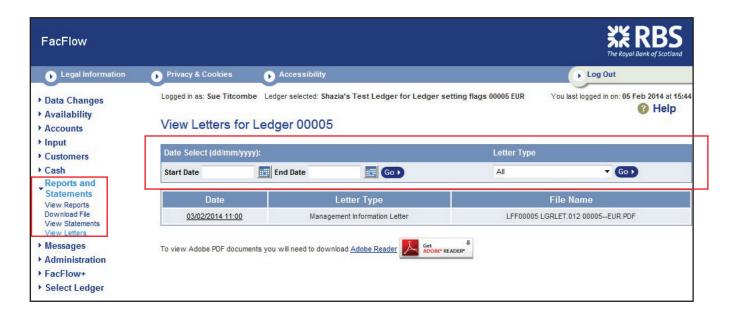

VIEWING OR PRINTING LETTERS (Factoring only)

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**

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**.

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.