The RCC Fuel Distribution System

"Software developed by Fuel People for Fuel People"

- **Value**
  Powerful & Affordable
- **Flexibility**
  Adapts to your Needs
- **Profitability**
  Manage for Efficiency
- **Longevity**
  Nearly three decades Strong
- **Final Purchase**
  Your last fuel software purchase

Rural Computer Consultants, Inc.
Bird Island, Minnesota

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1-800-722-6659 www.rccbi.com

Print Delivery Tickets

The delivery tickets are printed in the same order as the entries appear on the Delivery Ticket Report and they supplement the report. Included on each ticket is the billing address, delivery address, serial number of the tanks, customer price code, budget plan code, and also notification if the customer is C.O.D. or O.C.L. (Over Credit Limit)

Each ticket shows whether the tank lease/rental agreement has been signed or not. If it has not, each driver should contact the customer to have the agreement signed. Three lines of notes to the customers can be added for all delivery tickets. Tickets will be printed only for those locations scheduled for delivery within the ranges specified in the Delivery Ticket Report; those locations 'under' or 'over' the limit will not have tickets printed on this run. Sales tax information is also included when necessary. An outstanding delivery ticket list can also be printed.

There are many delivery ticket formats available, designed to run in Neptune, Mid Com, Liquid Control and other meter heads. Many automated meter heads are also supported.

Automated Electronic Interfaces

The system interfaces with many pump card lock systems, as well as many automated meter heads on trucks with on-board systems such as Gas Equipment Company, Liquid Controls, Mid:Com, F-RAMS, MoblTec, MCC, TouchStar, *Interested in or have one not listed? Ask your sales representative.*

Print Metered Readings Reports

This report prints all the customers on file that are currently being serviced by metered gas. The report is in a 'reading' order with a blank line for the insertion of the new reading. Each reader will have a report for each book in reading sequence. Enough information is supplied on the report for the reader to verify that he is checking the correct meter. The data entry clerk then enters the readings (see enter metered gas readings) from this report.

Open Invoice Reports

The Open Invoice Report allows for a selection of a range of customers to be printed. It lists all open invoices and corresponding credits, payments, discounts available and finance charges for open invoice customers.

Aged Trial Balances

The Aged Trial Balance provides a detailed or summarized listing of all open invoices for all customers or a selected range of customers that have a balance due. It may be printed in order by customer or the salesperson responsible for the account. Select accounts by Customer ID, run code, and salesperson, with or without full address. Invoices are aged by invoice date to allow for isolation of delinquent accounts. You can also print the Aged Trial Balance using a range of customer's balances. This enables you to exclude a balance (debit and/or credit) of less than or to exclude certain balance accounts.

To assist in collection on accounts, the report may be printed selecting only customers with balances over 120 days old, or over 90 days old, etc., as you desire. Budget customer accounts are specified on the report. If desired, the run code can be used to allow for multiple month-end cutoffs, classifications, or companies. Added installments deferred on customers totals, printing the amount left on his installments, statement totals or no statement totals, total debit balance and total credit balance, these totals are useful during prepaid contract season. A total is also available for customers whose account status is legal.

Finance Charge

There is an option for a maximum and flat rate finance charge. Different finance charge notes can be established and applied to past due lease amounts. Budget customers can incur a finance charge if their budget balance is past due and if there's no credit balance (if customer file setup in customer maintenance) Calculate finance charge daily is an option.

Dunning Letters

A Dunning letters prep will generate an edit list of all accounts that will receive a letter and which letter is received. There are four available letter templates that increase in severity according to delinquency of account. Letters may also be customized. This function can be done by a range of customers. A letter status field allows you to control who does and does not receive Dunning letters. An exempt accounts report will be printed, listing customers that have a letter status "N" on their file, indicating they are NOT to receive any type of dunning letter. Cut-off, date and fee can be printed on the letter (s). The company name, address can be changed based on run code for multiple location companies. Detail invoice information can be included as part of the letter. Option to print delinquent account notices based on the extent of delinquency. Meter shut off letters are also available. A last letter field is also available which is automatically updated as to the last Dunning letter the customer received if applicable. When payment is received, the Dunning Letter notes are automatically marked as completed. Dunning letter activity appears on the customer history inquiry screen.

> *"Excellent support - always growing and enhancing program to stay 'up to date.'"*
>
> Wharton Hydro - Texas

Budget Customer Reports

The Budget Customer Report lists each budget customer with their telephone number, budget payment and balance, and actual balance.

An "*" will also appear on the report if the customer is behind one payment, "**" for two months and if the customer is over two months behind in payments, "<<<' appears next to their actual balance. A range of customers may be selected if desired and there is an option to print the full address. Budget payment delinquent letters are available as part of the Dunning Letter feature.
Customer budgets are available with a variety of choices for clean-up month balances on statements. Generating the budget recalculation report and printing the budget letters will also generate budget solicitation and budget renewal letters.

Legal Status Accounts and Legal Report

Legal account status field is located in the options of Active, Over Credit Limit, COD and Inactive. The system can be set to automatically change the Run Code to a user specified value if an account status is changed to Legal and will change back if status changed back to Active. *You can enter a cash sale to a legal status customer*. REPORT by range of customer, run code, legal code and date of all accounts that are coded as legal.

C.O.D. Customer Reports

The C.O.D. Customer Report lists each C.O.D. customer's telephone number with their actual balance next to their credit limit. All permanent C.O.D. accounts appear on this report along with any other accounts which may be over their credit limit. Credit Limits display on customer screen.
The run code can be used to allow for multiple month-end cut-offs, classifications, or companies.
A range of customers may be selected if desired and there is an option to print the full address.

Discover Comfort

Discover Comfort

Discover the most comfortable and sophisticated software in the world. So rich in features, it handles the complex problems of today's fuel businesses with unprecedented ease.

A powerful, high-tech, single-user/location or multi-user/location package, the RCC FDS uses an industry standard business language and is not hardware dependent, therefore this system will grow right along with your business.

With RCC FDS you can start with what you need now and add modules as your business prospers. No other fuel system is so complete. You can choose from Fuel Distribution, Accounts Payable, General Ledger, Inventory Control, Job Costing and Payroll. With the many program selections available, RCC FDS will give you a system to meet your present as well as your future needs.

These programs are user defined for easy customization by the user and can be quickly selected by menu listing.

Of course RCC provides a full software support and training program—just a phone call away! You will enjoy our friendly support and service team who will be available to answer any questions you may have now and in the years to come. We are committed to your success.

Because RCC meets the needs of today's fuel business so completely, it has become one of the best selling back office accounting and routing software on the fuel market. Every independent or multi-location company can afford to be more efficient, serve customers better and manage for maximum profit.

"We are not too small to handle corporate organizations or too big to handle independent offices."

Rural Computer Consultants is committed to the fuel industry. You can be assured that you are on the leading edge of management technology and dealing with people who understand your business. We are not too small to handle corporate organizations or too big to handle independent offices.

Impressive? You bet. RCC is ready to work for your business. See the testimonials throughout this booklet and then find out for yourself!

We would appreciate the opportunity to review your specific needs. Please call our sales representatives at:

1-800-RCC ONLY (1-800-722-6659)

Table of Contents

Table of Contents

With the RCC Fuel Distribution System, you'll produce timely statements, as well as detailed aging reports. Complete transaction history reporting emphasizes profitability for rating the true performance of your company's sales. You will find program details on the pages as listed below:

- Provides Delivery Ticket Report to keep drivers informed of customer scheduling needs.
- Pre-printed delivery tickets, when needed, to insure accurate filling and billing.
- Cents-per-gallon and percentage discounting.
- Automatic rescheduling based on previous history of current fill information.
- Automatic handling of account credit limits.
- Automatic tax calculation, providing tax & excise reporting by state, city or country.
- Allows for budget customer processing.
- Automatic and manual C.O.D. customer handling.
- Allows multiple degree day regions assigned to individual delivery locations.
- Calculates constant usage for Degree Day delivery locations.
- Allows pressure adjustments and altitude factors for individual metered locations.
- Allows automatic metered billing based on current reading with user defined price rate tables.
- Electronic meter head interface to automatically enter delivery information.
- Automatic periodic tank/eqpt. and lease/rental by period on monthly installment and billing.
- Allows for multiple fuel contracts for each account full or partial pay.
- Provides Tank Report with ownership, serial number and turns.
- Provides driver and truck reports to monitor productivity.
- Allows customer open invoice, aged invoice, delivery location and history inquiry for instant information access.
- Maintains both open invoice and balance forward customers.
- Allows partial or complete payments to specific invoices.

"Very easy system and good support."

Yaeger Oil - Wisconsin

- Allows unlimited revenue/cost account allocation on invoice entry.
- Offers multiple General Ledger period processing.
- Allows processing of miscellaneous cash receipts.
- Optional Inventory interface provides automatic update of stock balances.
- Provides gross profit analysis to summarized daily profits via inventory module.
- Allows parameter selection on reports by customer, date, inventory item, salesperson invoice date and many more. Provides detailed customer history report with totals and subtotals by customer, location, salesperson, inventory item, product category, or invoice date.
- Calculated finance charges and discounts from user defined parameters. Automatic finance charge calculation on past due accounts and interest credit for selected customers with credit balances.
- Allows multiple password protection at multiple levels for data security.
- Provides automated procedures for changing type style settings for printers.
- Optional Data Base (ODBC) interface allows inquiries and report generation from RCC files.
- Many truck/handheld interface options.
- Web Inquiry: Customer and company account review and on-line payment, credit card and EFT with date option.
- Credit Card Scanning with ACH capabilities
- Refined fuel taxes available on some states

The Best keeps getting better ...

Windows 2000, 2003 supports terminal service which, supports VPN (virtual private network) for management / ownership, customer service representatives or branch locations. Remote access controlled with high level and multiple levels of security that you choose.

Fuel Distribution

Billing, Scheduling, Account Control

RCCs Fuel Distribution System is a comprehensive accounting application with complete file maintenance combining the following standard functions in a format that is easy to use:

(Hot buttons are located on the tool bar for ease of use.)

Daily Work

- Enter Sales as a Charge, Cash, Installment or Auto Pay with batching option.
- Edit / Change Sales and Entries
- Enter Adjustments or Corrections
- Enter Metered Gas Readings
- Enter Cash Receipts
- Edit / Change Cash Receipts Entries
- Discounts handled by dollars or percentage
- Print Sales Journal
- Print Metered Gas Journal
- Print Miscellaneous Credits Journal
- Print Cash Receipts Journal
- Generate leases and installments and apply and un-apply invoices.
- Upload Transactions from truck/handheld devices by many different vendors; and upload from Remote Sensors

Customer Inquiry

- Open Invoice Inquiry
- Aged Invoice Inquiry
- Customer Location Inquiry
- Customer History Inquiry
  with many viewing options
- Customer Equipment / Equipment History

Delivery, Service and Reading

- Input Manual Will Call Deliveries and SWOs
- Print Delivery Ticket Reports
- Print Delivery Tickets
- Print Metered Gas Readings Report
- Print Service Work Orders
- Service Work Order Report
- Outstanding Deliveries Report
- Prepare, Approve, Print/Download Deliveries
- Trial Delivery Preps
- Produce Distribution Lists (mapping)

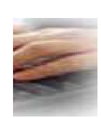
Reports:

- Print Open Invoice Reports, Aged Trial Balance Reports, Budget Customer Reports, C.O.D. Customers, Customers Deposit and Cash Flow Reports
- Print Excel Charts from Reports (see ODBC function in this book)
- Hold /Release Invoices for Disputed Billings
- Installment, No Payment, Violation of Credit
- Reprint Past Sales Invoices
- Calculate and Print Finance Charge and Interest Credit Reports
- Company Category, Code, Degree Day, Commissions, Driver, Price Codes, Truck, Upkeep
- Print Customer: Statements, Customer Analysis Report, Customer Location Report, Tank Report, Note Report, Tax Report, Delivery Analysis Report, Metered Gas Customer Report
- Print Contract Analysis Report, Driver and Truck Reports, Degree Day Report, Inactive Customer Report, Customer List and Mailing Labels, Customer History Report

File Maintenance

- Maintain a Customer File, Degree Day File, Contract File, Installment File, Driver File with employee records, Truck File with truck maintenance records, Tax File
- Change Prices: Globally or Individually
- Produce Periodic Leased Tank Charges and Installments Automatically
- Reorganize Metered Locations
- Perform Customer History File and Inactive Customer Purges.
- Transfer/Merge Customer Accounts, Categories, General Ledger Accounts and more.
- Other Periodic Functions such as Open Invoice Reports, Hold Release Invoices, Apply unapplied Invoices, Calculate and Print Finance Charges, Aged Trial Balance, Meter Shut-off Letters, Dunning Letters, Print Statements and Process Auto Payments.
- Perform Automatic Month-End, Year-End File Maintenance such as Customer Analysis, Budget Customers, Budget Recalculations, Contract Analysis, Tax Summary Reports, Category and Month/Year End Reports.





Enter Sales

This easy-to-use one-step fully integrated data entry function allows entry of invoice information from charge, cash, or installment sales. Invoices are used to update the customer's account and can be assigned to individual delivery locations. This function also includes the following features:

- Automatic display of customer names, address, delivery location information, driver, truck and discount terms to reduce billing errors.
- Displays the budget balance along with the actual balance.
- Program can be set to not permit entering negative quantities. (this is a special function)
- Truck fuel usage can be entered as a sale using the truck number and update the files appropriately to handle expensing of fuel usage.
- Automatic display of credit limit overage to help identify customers who may need special accounts receivable attention.
- Automatic display of previous scheduled information and calculation of next scheduled delivery.
- Automatic meter usage billing based on current reading, extended using user-defined rate tables.
- Allows step, sliding and volume rate tables for meter billing.
- Allows Altitude and Pressure adjustment on meters.
- Entry of either inventory and/or non-inventory items to allow for accounting of stock and non-stock items.
- Online update of on-hand inventory balances with automatic calculation and display of total quantity available.
- Allows entry of multiple detail line items per invoice.
- Optional General Ledger revenue account numbers by individual line items for accurate, detailed sales accounting posted to the General Ledger.
- Optional Job Cost allows you to track sales by job, phase and job manager, and compare to budget amounts and target date.
- Allows for standard and miscellaneous additional charges and extra fees.
- Entry of individual date-sensitive customer notes.
- Automatic download of sales from automated truck systems into FDS daily sales journal.
- Truck use sales allows a blank tax group to put number in to allow expense truck usage on metered states.
- Include an equipment transfer field reassign equipment and change lease information prior to post.
- If miscellaneous crediting a ticket it will automatically ignore the delivery.
- Fuel sales can have a cents per gallon or percentage discount.
- Deposit on account by customers may be entered and reports generated. Does not affect aging.
- Cash drawer electronic interface is available.
- Credit card processing in addition to the standard charge, cash and installment sales processing options.
- Scheduled invoices are not aged until the determined future date.
- Dual post unlocks files quicker to avoid locks.
- Equipment is linked for upload of information to FDS.
- Pending credit card totals.
- Summer constant usage value displayed in K Factor box.

> *"We have utilized RCC since our inception and it has been a major reason for our efficiency/success."*
>
> Van Unen-Miersma Propane
> California

Change Entries

Fuel Distribution includes a change sales function to provide greater sales processing flexibility. Through this function, any data (except the customer invoice and discount date) and delivery location may be changed on any sale. This allows addition or deletion of line items, as well as changes in category prices, quantities and/or scheduling by batch.

Enter Metered Gas Readings

This function allows for the entry of metered gas readings. It was designed to optimize the speed of data entry. The customers appear in the same order as the Metered Gas Reading Report, only the new reading needs to be entered, and all other entries are automated. Metered gas unit price can be based on user defined step, sliding or volume pricing.

Metered invoices can reprint all information that was on the original invoice.

Enter Miscellaneous Credits

Accounts can have a discount offered to the account balance if paid by a specific day of the next month and the discount amount can be printed on the statement.

Items returned for customer credit can be entered into the system for processing credit memos and/or returning goods to stock. These can be entered by batch. Returned goods can be put back into stock immediately through the online inventory interface option. If you have the Accounts Payable Module (see AP section in this booklet) customers refunds can go directly to A/P and issue a refund or draft. Reversal of an invoice, if posted to a wrong account or in error you can reverse all data by using the invoice number and delivery is flagged as ignore. You can apply a credit to legal and inactive customers.

Enter Cash Receipts

Cash can be entered on specified open invoices and against account balances in a one-step process. Partial payments toward any open invoices or customer balances may be applied.

In addition, budget, contract and installment payment options display when applicable. Entry of cash receipts can be done by batch and allows:

- Automatic customer account verification to ensure proper cash receipts application.
- Check number field is alpha numeric
- Application of payments to select aging periods for balance forward customers.
- Automatic available discounts display to ensure proper discount application.
- General Ledger interface for processing payments against receivables or other specified accounts.
- Invoice verification to ensure that a specific invoice exists and that cash receipts can be applied to it.
- Automatic display of all individual open invoices for each open invoice customer.
- Four user-defined write-off/adjustment fields or bad debt.
- Application for handling unapplied cash receipts.
- Invoices may be printed in batch form or at the time of entering of each sale.
- Multi-company processing allows you to print personalized invoices and statements by company for companies with multiple companies running on one system.
- Swipe credit cards
- EFT processing through ReliaFund
- Scale pricing hyperlink
- Pop-up message to notify payments from legal customers.
- On-line payment through Web Inquiry, Credit Card and EFT.
- You can enter an invoice number when entering a cash receipt to be applied to a balance forward account and it will print on the statement.
- Contract flag in budget area of maintenance allows budget contract payments. Contracts can be paid in full, partial pay or by multiple payments.
- Column security and max write-off amount.

Print Recalculations Report

This report lists customers by delivery cycle and degree day providing the recalculated delivery and "K" Factor. Also, it prints the number of gallons received for the last delivery at each location.

For a "FD" or "FW" customer, the daily and weekly scheduling information for the previous fill is printed along with current schedule information.

For a "DD" customer, the previous, projected, present and recalculated degree days are shown next to the constant, present and recalculated "K" Factor.

Print Journals

All of the journals provide a complete audit trail that can be listed by:

- Transaction number
- Customer ID
- Category
- General Ledger period and account
- Inventory item or job
- And more!

I have been completely happy with this system. The support is even more valuable to me. I have called day and night and got answers...very accommodating in every way."

Smith Gas - Texas

The **Sales Journal** provides totals for taxable and non-taxable sales, fuel and non-fuel sales, sales tax, cost of goods sold and profit, discounts available and taken, fuel and non-fuel quantities, and the amounts for charge, cash and installment sales. Can be printed by date range.

The **Metered Gas Journal** provides totals for fuel usage, sales and tax amounts, and the variance from previous months' usage.

The **Miscellaneous Credits Journal** provides totals for taxable and non-taxable credits and sales tax.

Cash Receipts Journal

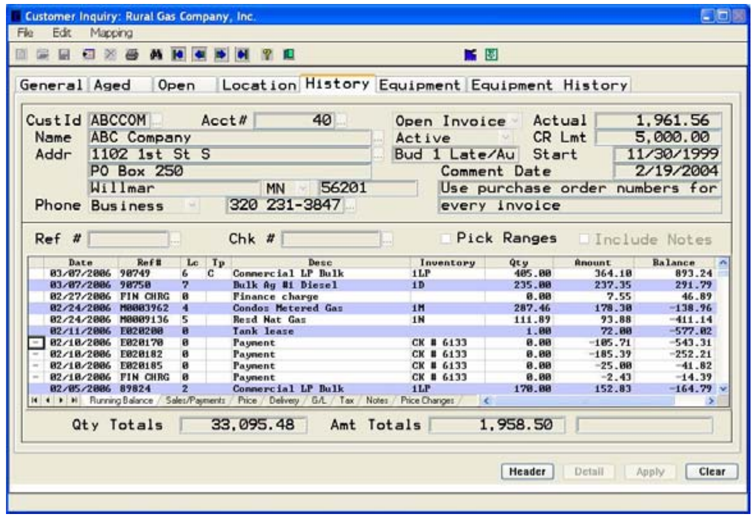
The cash receipts journal provides a complete audit trail that can be listed by:

- Transaction number
- Customer ID and Invoice
- General Ledger account within each GL period
- *And more!*

Budget, contract, and installment payments are specified on the journal along with the descriptions and amounts for any write-off/adjustments. The remaining balance due for each account is also listed.

Customer Inquiries

Inquiries are used to gain quick access to customers information, such as balance information, account aging, delivery and location information, or customer history. With only partial knowledge of any customer ID code, address or phone number, a user may implement a search for the correct customer account on any of the inquiries. A customer history report of all information listed on the screen can also be printed (hard copy or on screen) for further analysis.



The customer's name, address and telephone number are shown on each screen. *(See More Screen views on pages 32-34)*

OPEN INVOICE INQUIRY

The Open Invoice Inquiry provides a detailed listing of all open invoices for any customer. Each invoice is listed with its number and type along with the date, gross amount, discount amount, and discount date. Payments and running balance are also displayed.

AGED INVOICE INQUIRY

The Aged Invoice Inquiry provides a detailed listing of each customer's account and its activity. The customer's account type—open invoice or balance forward—and account status appears on the screen. The invoice date, amount and the aging of each invoice are displayed along with the total account balance for any date you choose of an open invoice customer.

CUSTOMER LOCATION INQUIRY

The Customer Location Inquiry will display information on all locations for each customer. The customer's current balance, credit limit and terms are listed on the screen. For each location, the delivery address, category, last delivery date, driver/route, price code, sales price and next scheduled delivery are listed.

CUSTOMER HISTORY INQUIRY

The Customer History Inquiry provides past account activity for each customer. The customer's account history is shown on the screen. The invoice date and number category, type, quantity, amount are listed for each item along with any payments. The history information may be selected for a user of specified range of dates. Dollar amount can be displayed in either the current sales/payments or with running balance. All transactions are kept in the customer history file in reverse chronological order and can be displayed as sales/payments and/or with running balance format. Dunning letters are also listed in chronological format or you can search for them by check or reference number. If you have deleted a customer and location, customer purge and customer transfer a message/note is sent to history showing on the note and history inquiry screens at the beginning lines. Many details can be listed: price per quantity; delivery information such as fill percentage, truck, delivery cycle (days, degree days, weeks); general ledger period and posting dates, tax group/state and class; a specific or range of categories, reference numbers can be displayed. Also you can display transactions in summary (one line total) or in detail to display amount and descriptions of multiple line entry such as tax amounts.

NOTES INQUIRY

The notes inquiry will allow you to enter an unlimited number of notes or lines of notes by customer recording the user, date, note type coding, location, action date and if action was completed. A notes report is also available with same parameter options.

CUSTOMER PRICE CALCULATORS

The ability to calculate number of gallons at designated price on a per customer basis. *(See Service Work Order section.)*

Status Change Report

This report informs the manager of an account status change; when a customer charge increases the account balance to exceed their credit limit, or a payment brings the balance under their credit limit.

Customer History Report

- The option of sorting by sub-category, month, reference (transaction number) and customer/salesperson and the reference (invoice number) has been added to the pick range options as well as printing the name and address.
- A delivery history report can be generated showing the location type (DD, FW, FD, WC) and capacity, maximum fill percentage, optimum fill, quantity delivered, filled to percentage, days elapsed between fills, new K-factor calculated on each delivery (DD) and a delivery efficiency percentage.
- If you have G/L (see optional modules) you can sort by G/L Period and Account number and select an account number range.
- You can now specify the number of character you wish to sort the report by when selecting sort by category and/or sub-category.
- Customer History and Notes can be purged by invoices, notes, both with the pick ranges of: history dates customer ID, note type and user.
- Unlimited notes area with contact time, date of call and contact person, all information entered goes to history.
- Numeric Account number up to 8 digits

"Very easy to use package - does 95% of things we need it to do."

Siouxland Propane - Iowa

System Set-up Control, Access, Security

Secure Audit functions. Owners need to contact RCC for review.

Mapping Customer Locations and Routes

RCC FDS interfaces with Map Point so you can download your customers for optimal routing of scheduled deliveries.
Distribution Lists have been added on reports for Mapping and/or charting.

Multiple companies look at GPS Coordinates in setup file.
System can handle multiple companies in one database by holding separate GPS coordinates for each.

Price Maintenance

You can also make a **Global Price Change**—select the amount of increase or decrease and apply automatically to all customers.

Service Work Orders

You can enter service requests on-line, entering the customer ID, the system will display address information, phone numbers balance and budget balance. Miscellaneous notes & effective note date. A public calendar is available for scheduling service call. Also offers the ability to calculate number of gallons at designated price on a per customer basis when entering the order.

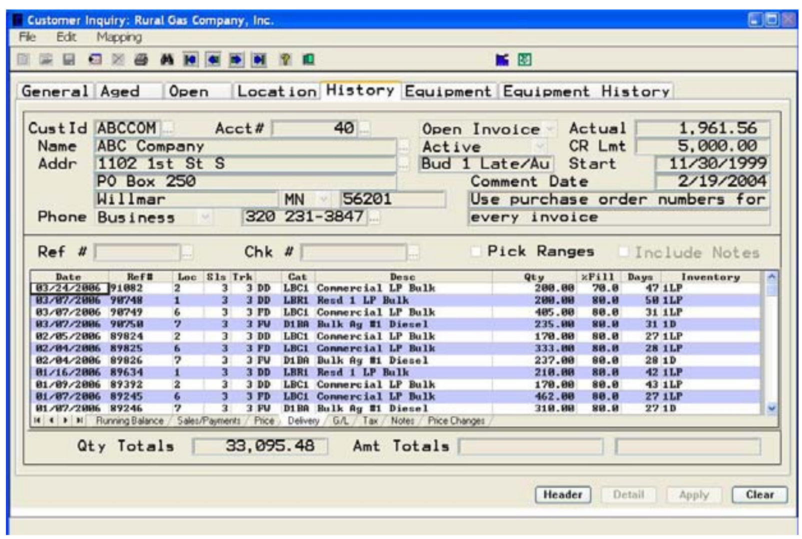
Delivery Ticket Prep and Report

The Fuel Distribution package allows for the scheduling and preparation of delivery tickets by Driver, Route, Run Code or Customer.
A date range, week range, degree day range and degree day region range may be chosen for a report to meet your projected needs. Also, additional locations can be included by manual entry for delivery locations not in the ranges selected, such as "will calls."
This report is printed in order by driver and then for the driver by each of his route numbers. Within the route, customers are printed in a need order, with those that should be filled first appearing at the top of the list or sequence order. Manual delivery tickets can be printed separate or with the scheduled deliveries.
Included on the report is the customer's last delivery, date, total balance due, and the corresponding price code for the delivery location. Equipment data can also be printed on the delivery ticket report.

Delivery Ticket: Past Due Accounts, Notices

The system can be set to hold a Delivery Ticket if an account is past due until the balance is taken care of. Delivery notices will enable you to send a card to customers to inform them that "our records show that you will be running low on gas soon. Please call us if you would like our driver to stop and fill your tank" Printing the location delivery address information also.

Delivery History Report



The system keeps track of history which enables you to sort by: date, customer/ location, run code, truck, driver, category, sub-category, location type, location capacity, quantity delivered, efficiency, reference and month with the pick ranges of: date, customer, run code, truck, driver, category, location type, location capacity, quantity delivered, efficiency and reference, printing name, address and in summary or detail.
This report provides a very quick reference as to the delivery efficiency (percentage) of deliveries listing the transaction data along with the tank size, optimum fill based on safety and maximum fill percentages, quantity delivered and the delivery efficiency.

(*See Other Miscellaneous Screen views on pages 32-34*)

Charting Function*

*available to those who have ODBC
Distribution List added on Reports for Mapping and/or charting

Customer Analysis Report

The Customer Analysis Report provides a summary listing of customer balances and sales activity data. This report can be listed for all customers, a user selected group of customers or one customer. A month-to-date and a year-to-date analysis can be printed. Also listed are credit limits, terms, last sales and last payment dates. If desired, the run code can be used to allow for multiple month-end cut-offs, classifications or companies.

Un-apply Report

Report listing the amounts of payments applied to accounts that were not appointed to specific invoices for Open Invoice Accounts, includes all credits.

Customer Location Report

This report lists the active and/or inactive customers in the selected ranges with their phone number, account codes, start/end dates, last sales, payment dates, total invoice and sales amounts.

Each location type selected, i.e.: degree day, fill by day, fill by calendar, meter, etc.; the delivery address, type, category, driver/route, price code, tank info., last delivery date, location quantity /sales amounts are listed.

You can choose a customer location and lock in a price until a future date.

Inventory Transfer

Delivery location can be set up to automatically transfer inventory from one inventory to another when an entry is made to that customer/location.

Note Report

This report lists any notes that may have been added to a customer's account. Notes are date driven, so users can ask for notes due as of a specific date or a range of dates.

Calculate and Print Finance Charge Report

This function will calculate finance charges and/or interest credit for customers with credit balances based on a user-defined interest rate, minimum charge and cut-off date. The manager can then review and adjust the finance charges, and print a new report reflecting those adjustments.

The report lists any unpaid finance charges, current balance, overdue balance, and calculated finance charge or interest credit amount. Accounts that are 'exempt' from finance charges and/or interest credit, and have an account balance, will also appear on the report.

Statements

Statements can be printed for all customers, a group of customers or one customer. Each invoice, credit transaction and payment is shown with the account aging and finance charge calculations. It is functional and simple for the customer to understand the transactions processed, pay the correct amount promptly, return the stub of the statement with their payment and be aware of any overdue amounts.

Statements can be printed for all accounts or for those that only have a balance. There is the option to print them in alpha or zip code order. In addition to customer, statements can go to third party. The user controls whether detail or summary information is to appear on the customer's statement. Individual messages, determined by account aging, can be added to the bottom of the statement. Free form statements are available as well as email statements. On the free form statements, users can customize the field and prompts on statements with the free form statement program. Mail code is also available to batch printed statements in order of mail routes, zip codes, hand-delivery etc.

No Payment Report

Print customers with a balance who have not paid since a specified date with a variety of range options: Customer ID, Run Code, Salesperson, Customer Balance and Legal.

Multi-Company Processing

Allows you to print personalized invoices and statements by company for companies with multiple companies running one system.

Tax Reports

The Tax Report lists the amounts collected for each state tax group and class. Totals are included for each period and the year-to-date. Reporting of taxable / non-taxable sales and tax revenue collected is printed by state and/or by county or municipality. Tax Class may be printed by State. We have also implemented an electronic motor fuel tax reporting for refined fuels in certain states.

Tank Reports

The Tank Report may be selected and sorted by serial number, tank capacity/serial number, location capacity/turns, or number of turns. Include leased tanks, customer owned tanks, or both. The full address can be included if desired.

Delivery Analysis Reports

A Delivery Analysis Report will be printed for each of the location types, as well as a delivery analysis for a specified range of customers and drivers. Each of the reports will include the name, location and delivery address along with information corresponding to the type. The reports are in order by driver, so each driver can have a complete list of his customers.

Deposit Report (Bank deposit)

This report is for cash sales and receipts. It lists customer ID's, check numbers and amounts along with the total amount of currency.

Print ...

Metered Gas Customer Report/Location

The metered Gas Customer Report prints all customer locations in the system that are serviced by metered gas. It lists location and meter information for each metered location. It also gives month-to-date, year-to-date data. You can also add a meter read charge. The default to protect against duplicate entries can be overridden to allow multiple readings per month.

Meter Estimating

When you run the Meter Gas Journal, the program will ask you if you want to estimate unread meters. The category file now includes a field that enables you to specify by category, if a sale of that category can be estimated, should be a constant or don't estimate. A custom statement function is available to indicate 'estimated' meter.

Driver and Truck Usage Reports

These two reports list all the drivers/trucks with the following information of each on file for the month-to-date and the year-to-date:

- Sales, Sales per mile, Sales per invoice
- Fuel Sales, Fuel Sales per mile, Fuel sales per invoice
- Quantity delivered, Quantity delivered per mile, Quantity delivered per invoice
- Number of invoices
- Miles Traveled

"Good, comprehensive software. Good knowledgeable support"
Tri-City Gas - Minnesota

Monitor driver and truck routing efficiency and productivity. Four digit code allowed for truck.

Inactive Customer Reports

This report provides a list of all inactive customers with their name, run code, delivery location and address, type, and last sales and payment dates. The listing will tell if each customer has any leased tanks, existing contracts, or balance due. Will show end date, code and reason for loss of customer. An option on this report allows users to change customers if they have had no activ-

Customer List/Labels

Complete lists of customers and their addresses can be printed in report format or for mailing labels. A note can be recorded in history for each label printed. Useful for safety notices. Customers can be alpha sorted or in zip code order. Ranges of customers, run codes, or total tank capacities can be selected, if desired to print specific lists.

Customer History Report

This is a detailed sales analysis report listing all invoices, credit memo and payment transactions for each customer, giving total account activity with sub-totals, totals and grand totals.
The report may be selected to be sorted and / or sub sorted by customer run code, category, salesperson, inventory item, invoice date and many more. If the sub sort is selected, the detail or summary information can be subtotaled. Cost and profit figures may be omitted if desired.
This report allows detailed analysis of sales performance and profit contribution. Sales trends and inventory usage are accurately reported, based on factual information. In addition, a range of any one of the above can be supplied to allow for a selective printing of very specific information.

Customer Maintenance

This function allows for additions, changes, deletions or display of customer's information in the customer master file.

With only partial knowledge of customer ID code, a user may implement a search for the correct customer account or customers can be found by searches on full or partial addresses, phone numbers, etc. A copy of all information displayed on the screen can be printed to hard copy by command.

Information on an individual basis includes:

- Six-character Customer ID code
- Customer name
- Social Security Number Field—open field
- Two address fields, city, state, zip
- Run code
- Statement code
- Tax group and class
- Account type
- Terms code (credit limit)
- Finance charge/interest credit code
- Account status
- Contract information
- Salesperson number
- Start and end dates
- Deposit date and amount
- Telephone number
- Number of locations
- Current and unpaid finance charges, interest or credit
- Customer balance for the current period and four aging periods
- Contract balance
- Budget payment information including updated amount after recalc process is run
- Year-to-date & month-to-date sales info.
- Last sales and payment dates
- Account status updates if inactive

Delivery location information tab includes:

- Location
- Type
- Multiple Categories
- Automatic extra fees by category if desired
- Delivery information (4 lines)
- Delivery address with city, state and zip
- Percentage of fill can be defaulted by DD, FD, FW and WC
- Driver and route
- Tax group and class
- Terms code (Discounts)
- Price code with base price displays as well as percentage left in tank whether DD, FD, FW and displays the last delivery date & qty.
- Multiple prices per location—variance field allows plus/minus amount by location enabling adjustment to base price.
- Total capacity
- Delivery scheduling information
- Print delivery ticket options: yes, no and hold per location selected
- Cylinder count
- Year-to-date quantities and amounts for fuel & non-fuel sales
- Locked in price and quantities
- Meter Inventory transfer field: enables you to automatically transfer inventory from primary to secondary, i.e.: supply tank that provides to cluster of meters.

Equipment

- Year Equipment checked out, painted, etc.
- Includes leasing information

Each location is allowed individual delivery scheduling depending upon the type.
Choices available for the type include:

- Degree day
- Fill by day
- Fill by weeks
- Fill by calendar
- Will call
- Non-Fuel
- Metered
- Natural Gas

For security, before any account can be deleted, the following stipulations must be met:

- Account balance must be zero.
- There can be no current invoices, paid or unpaid on file.
- There can be no new or unpaid finance charges on file.
- There can be no leased tanks at any of the customer's delivery locations.
- There can be no contracts on file.

Category File

- Category field has been expanded to a four digit alpha/numeric field.
- Sub-category sort option added to the category report menu.
- Categories can now have a default price code assigned to each category that will be in effect if you do not use a price code by location. A minimum charge can be added to the price code by category.
- Budget plan field now enables you to specify which transactions by category should be included in the budget recalculation.
- Tank turns field now enables you to specify which transaction by category should be included when generating your tank turns report.
- Inventory multiplier field allows you to sell a quantity different than what you wish to reduce inventory by (ex: cylinders, 1 = 23.7 gal.).
- Categories are a way of tracking different products, maintaining month-to-date and year-to-date data (screen and report), default General Ledgers Sales Revenue Account and Inventory Numbers and allow you to use a multiplier for each. I.e.: one 100# cylinder sale would adjust inventory by 23.7 gallons.
- A category report is also available listing all of the fields as listed above.

Customer Code File and Code Report

Code files hold default codes such as for Delete Customer, Delete Location, received dunning letter, entered service work order, etc. In addition codes can be setup to define a customer's Start, End or Legal status. A default description for each code can be entered and will display when a code is entered on the customer maintenance screen, displaying additional information as to how a customer started with your company, or why they ended their association or are in legal status. A number of Scheduling Codes can be set up to schedule fill daily locations on specific days of the week.
The report will list customer's start, end and legal code, printing the date, code, customer ID, salesperson and run code ranges.

Support is #1 and ease of use. I'll let you know if I still feel this way after the conversion to Windows."

Harper Propane - Illinois

"Love Rural Computer. Support is great and very quick response! We've been with RCC since 1987 and will never leave!"

Harper Propane After Conversion

Degree Day Maintenance

For this data entry function, the previously entered date and degree day are displayed for convenience. This process should be done every day. A degree day entry less than the previous degree day will cause a warning if it is not the normal rollover date that occurs late in the summer. If desired, multiple degree day regions can be used. **The degree day information will automatically be pulled, by date, when a degree day delivery ticket is entered!**

Price Maintenance: Price Code Expansion and Options

Listing the price code and respective price using four digits and allowing unlimited numbers of prices. Price variance option allows you to adjust a price by each delivery location. Price can be date sensitive, a fixed amount, step, slide or accumulative for bulk and/or meter sales. Minimum and base amounts are allowed. Step, slide or accumulative can be calculated based on past 'xx' days. Metered accounts can have a 0 usage entered and still compute a minimum amt charged if applicable.

Contract Maintenance

Through this function, additions, changes, deletions or display of a customer's contract can be made. The contract information includes:

- Contract letters
- Effective and completion date
- Contract active
- Gallons and price contracted
- Gallons remaining
- Contract balance

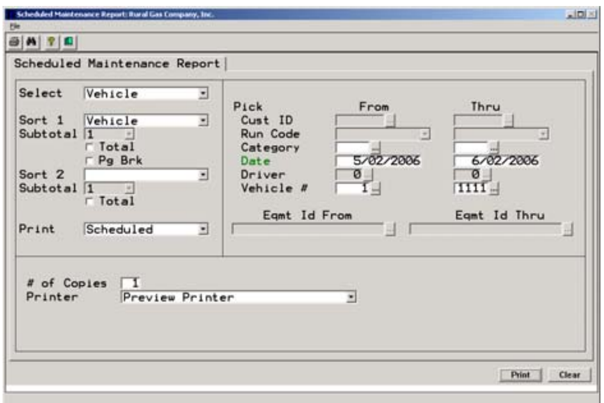
Customer can have multiple contracts on file at the same time with individual contract terms for fuel at a set price for a set quantity. Contracts can be activated for individual delivery locations.

Tables Maintenance

With this function, users are able to customize their system to fit their specific needs quickly and easily.

Driver and Truck Maintenance

Driver and truck information for the month-to-date and the year-to-date is shown for additions, changes, display or deletions.



Equipment File

Transaction entries can include the transfer of equipment from one customer/location to another. This includes the moving or transfer of tanks and/or cylinders from customer to customer or yard to customer and/or meter transfer. An equipment Transfer Journal is also available as an option when printing daily sales journals.

This function will also enable you to maintain specific information such as: capacity, type, installed date, ownership and status, lease data (by cycle or periods) tax class, manufacture/model/name/number/date/purchase amount along with information such as checked out, red tagged, certified, certified cycle, equipment life and specific meter data. Year equipment checked out and painted information (including leasing data) Lock in a price until future date for a customer/location. This will provide the gas check records and much more.

Equipment Lease

- Leases can be by cycle (number of months between charges) or on a specific month/period and for a specified number of charges or life.
- Leases can be billed to a customer account other than the account were the equipment is installed. Example: Renter and Landlord situation.
- If you have more than one lease per location, the system can generate only one invoice instead of multiple invoices.

Equipment Reporting

- You are able to generate an equipment report with up to 18 different sort options as well as several ranges to select by such as equipment type, customer ID, etc., including a lease signed "Y" / "N". This report can also be customized by selecting a number of user defined data fields.
- An equipment alert report has been added which enables you to generate a report of critical dates on equipment with up to three sort totals with many different sort field options and ranges to pick from.

Generate Leased Tank/Installment Sales Entries/Statement Changes/Invoice Changes

This report prints all the customers that are currently leasing tanks with location, tank serial number and periods left to pay on the lease or have installment sales. The lease amount for each tank and the installment amount are shown. The total amount due for each customer will then appear on their next statement with a user-defined description next to the charge. The periods-left-to-pay for each tank will automatically be decreased by one as well as the remaining installment balance.

Leasing charges may be generated based on 99 different leasing periods, allowing yearly, annual, semi-annual, quarterly, monthly or any combination of billing.

Month End / Open Invoice Accounts

Month end will clean up and delete all paid invoices. If a customer balance is '0' and there are unapplied invoices, the system will delete all invoices. This will mean that invoices that have not been "zeroed" through Enter Cash Receipts will be "zeroed" by applying Un-apply Cash Receipts and they will not appear on the next months statement.

Receipt, Label and Bar Code Printing

The Fuel Distribution System will interface with Dymo Printers, for labels, bar codes and receipt printing. There are several options to choose from. Please speak to an RCC representative to choose which option will best suit your needs.

Terminal Services

Terminal Services provides the Windows graphical user interface to remote devices over LAN, WAN, or Internet connections. All of the application processing is performed at the server and only data from devices such as the display monitor, keyboard, and mouse are transmitted between the server and the Terminal Services client.

Terminal Services may be enabled in one of two modes: Application Server or Remote Administration. Application server mode allows multiple remote clients to simultaneously access Windows-based applications that run on the server. This is the traditional Terminal Server deployment. Remote administration mode is a feature in Terminal Services for Windows 2000 and above. It is designed to provide operators and administrators with remote access to typical BackOffice servers and domain controllers. The administrator has access to the graphical user interface-based tools that are available in the Windows environment, even if he or she is not using a Windows-based computer to administer the server.

...designed to provide operators and administrators with remote access to typical back office servers and domain controllers.

Remote Plus

The Fuel Distribution package offers Remote Plus which offers these functions:

- Inventory Transfer Branch to Branch
- Added Reporting—contract, equipment alert, distribution list
- G/L Inquiry added to Corp
- Purchase orders
- Corp menu added contract analysis, equipment alert, distribution list
- Branch number identification on RCC buttons on task bar
- Changed master to allow change user/ change printer/forms/password level/ to flow down to branches
- A master database control category, tax, codes, printer, maintenance and security areas to flow down to branches.
- Run a program in corporate added to run the program once to go to each branch automatically.

Remote Plus allows your Home Office to communicate electronically every day with branch offices or remote locations.

Add-on Modules

RCC has developed the following add on modules for your convenience based on individual need. Please ask your sales rep for pricing as the modules are based on number of users.

- ### Additional Accounting Modules

General Ledger, Inventory, Accounts Payable, Bill of Materials, Payroll and Job Costing. All of these modules are detailed on the coming pages.

- ### ODBC Modules

Pass data to Excel, Palm Pilots, Word, Access, etc. The FDS will pass many reports to Excel charts automatically.

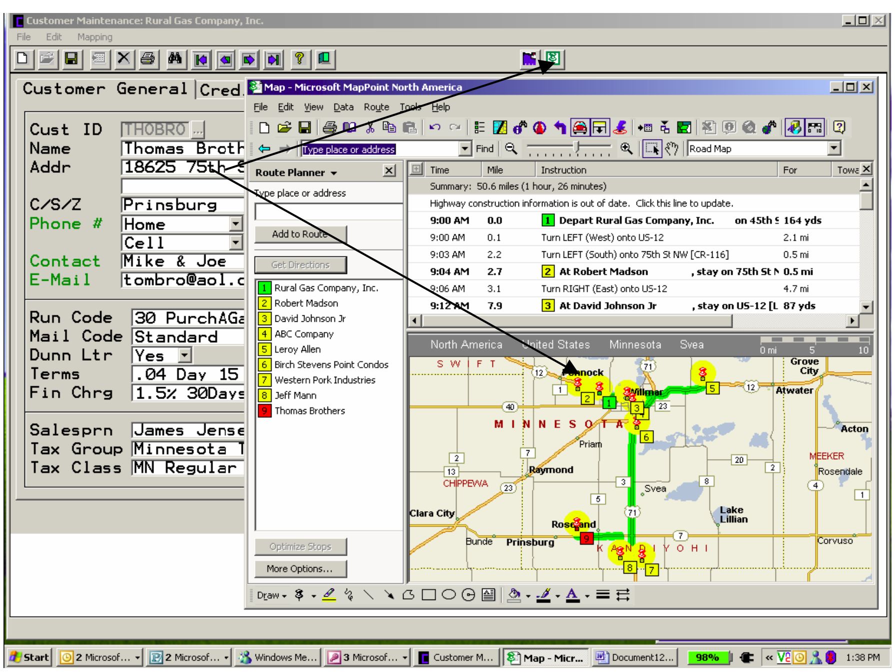
- ### Mapping

Microsoft MapPoint, Third Party Vendors

- ### Other Hardware

Third party vendors, remote sensors, card lock, handhelds, positive pay, bank files.

- **Ecommerce —** Email, statements, invoices, calendar scheduling
- **Web Inquiry/online credit card** payments via Internet
- **Archive Express —** paperless office



Select the desired customer file, click on the push point at the top in the menu bar and it places the customers location on a map, in MapPoint, and gives directions for the driver.

(See More Screen views on pages 32-34)