



Printing Dunning Letters

Dunning letters are there to assist the departments to chase unpaid invoices. There are two letters that will be sent in sequence on the basis the outstanding transaction has not been paid.

When using this function it is essential to check that the customer set-up was done correctly to ensure the letter is generated and prints correctly.

Profile Class in Customers:

- ✓ The Profile Class must be set as XX External Customer (XX being your dept code), i.e. an PD External Customer for Plant Sciences.
- ✓ The *Send Statements*, *Send Credit balances* and the *Send Letter* boxes must be ticked.

You can check this information yourself if you have access to AR: Supervisor or AR: Manager responsibility.

Navigate: Print → Dunning Letters

1. Check the Request option to submit a Single Request.
2. Click **OK**.

Submit a New Request

What type of request do you want to run?

Single Request
This allows you to submit an individual request.

Request Set
This allows you to submit a pre-defined set of requests.

OK Cancel

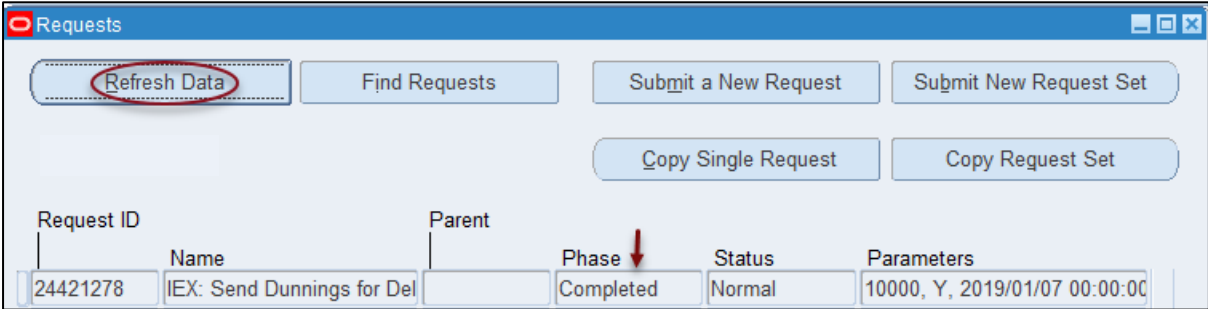
3. Click in to the name field in this request and it will default in with ***IEX: Send Dunning for Delinquent Customers.***
4. You will now be in the parameters screen. Populate the following:
 - **Dunning Plan** – Click on list of values and ID number will default in
 - If you want to print letters for all outstanding transactions for your department you do not need to populate any other fields. However if you want to print the letter for a specific customer then populate either the *Customer Name Low and High* or *Account Number Low and High*.

- 5. Click **OK**
- 6. Click on the **Options** button.
- 7. Update the Printer name (if necessary) and the number of copies to be printed.
- 8. Click **OK**.
- 9. Click the **Submit** button.

You will now need to navigate to the request screen by following the path below:

Navigate: Requests → View → Find

- 1. In the requests screen click on the refresh button occasionally till the request has completed.



- 2. Click on **View Output** and then this will open your dunning letter or if you have printed it, the output will be ready for collection from the printer.



Below you will see an example of the final output. The letter highlights the following:

- All outstanding invoices (Invoice number, Invoice date, Purchase order number, Due date of invoice, Invoice amount and Balance outstanding)
- Accumulated total of all invoices
- Bank details
- Customer Name and address
- Department address



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Dear Sir/Madam,

We write with regard to the invoice(s) detailed below which, according to our records, appears to be outstanding.

Invoice Number	Invoice Date	PO Number	Due Date	Invoice Amount (GBP)	Balance Outstanding (GBP)
JR789168	04-SEP-2013		04-OCT-2013	556.81	556.81
JR789628	10-SEP-2013		10-OCT-2013	417.65	417.65
JR790152	13-SEP-2013		13-OCT-2013	59.97	59.97

Total (GBP)	1,034.43
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Should you have any unresolved problems concerning your account or require any further details, please do not hesitate to contact us immediately.

Please send your payment to this office, electronic payment should be remitted to our bank, see details below. If payment has already been sent please disregard this reminder.

Thank you for giving this matter your urgent attention.

Yours faithfully,

Faculty of Education

Barclays Bank plc. Sort Code: 20-17-19 Account: 10921084
Swift Code: BARCGB22 IBAN: GB74 BARC 2017 1977 1761 86
Remittance advices to: UFS_CM@admin.cam.ac.uk