

# Dunning System

SYSPRO 8

Reference Guide

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# Dunning System

## Exploring

### Where does it fit in?

SYSPRO's **Dunning System** manages the generating and distributing of periodic reminders for unpaid invoices. This helps in streamlining the credit management process and reduces the risk of incurring bad debts.

Once the Dunning functionality is configured, the process can be automated to routinely send out payment notifications.

### Benefits

- Manages debtors and non-payments cost-effectively.
- Customers try to pay invoices as they become due.
- Reduces the need to manually follow-up on invoice payments.

Customers and/or individual invoices can be linked to dunning groups. Each dunning group has one or more dunning statuses. The status determines which dunning letter will be generated during the dunning run.

Dunning letters typically follow a progression from friendly reminders to persuasive demands, should the customer's invoice remain unpaid.

# Starting

## Access Control

### eSignatures

You can restrict access to the eSignature transactions within a program at Operator, Group, Role or Company level. You configure these using the **eSignature Setup** program. Electronic Signatures provide security access, transaction logging and event triggering. These enable you to increase control over your system changes.

#### AR dunning group added

Controls access to the **New Dunning Group** function in the **Dunning Group Maintenance** program.

#### AR dunning group deleted

Controls access to the **Delete** function in the **Dunning Group Maintenance** program.

#### AR dunning status added

Controls access to the **New Dunning Status** function in the **AR Dunning Statuses** program.

#### AR dunning status deleted

Controls access to the **Delete** function in the **AR Dunning Statuses** program.

## Restrictions and Limits

- Historical invoices (i.e. invoices created before implementation of the Dunning system) are not automatically included in the Dunning run, even if the customer has been categorized into a Dunning group.

Historical invoices must be added to the Dunning run manually using the **AR Dunning Group for Invoices** program.

- If no **Dunning fax** or **Dunning email** is specified in the **Customers** program, a warning message is displayed and the Dunning letter is not sent to the customer.
- No letters are generated if you selected to generate a single dunning letter per customer (i.e. you selected **Customers** at the **Option** field of the **AR Dunning System** program) and the customer's invoices are categorized in different dunning groups.

# Solving

## Can I edit an existing dunning group?

Although you can edit the description of a dunning group, you cannot edit the dunning group code.

## Can I delete an existing dunning group?

Yes, you can delete a dunning group even if statuses and/or stationery are linked to the group.

## Can a dunning letter be sent to the fax or email address specified in the customer contact details or do I have to specify a dunning fax and dunning email?

Dunning letters are only sent to the dunning fax and email. If no **Dunning fax** or **Dunning email** is specified in the **Customers** program, a warning message is displayed and the Dunning letter is not sent to the customer.

## Why can't I select an invoice using the Include Invoice option in the AR Dunning System program?

You can only include invoices that have a positive balance. Invoices with a zero balance can't be included in the dunning run.

## What happens when I change the customer's dunning group?

All future invoices will be linked to the new dunning group and all historic invoices will be linked to the previous dunning group (or no dunning group if this is the first time the customer is being placed in a dunning group).

Use the **AR Dunning Group for Invoices** program to update the dunning group of all historic invoices, or use the **AR Invoices for Customer** program to update the dunning group on a single invoice.

## Why was no dunning letter sent to the customer, even though I selected to create dunning letters for all invoices?

This may occur in the following instances:

- No dunning group was saved against the invoice. Use the **AR Dunning Group for Invoices** program to update the dunning group of all historic invoices, or use the **AR Invoices for Customer** program to update the dunning group on a single invoice.

- No dunning fax or dunning email was specified against the customer. Use the the **Customers** program to specify this information.
- No dunning status was saved against the invoice.
- The selected customer's invoices are categorized in different dunning groups and you have selected to generate a single dunning letter per customer containing all outstanding invoices (i.e. you selected **Customers** at the **Option** field of the **AR Dunning System** program).

The dunning system can't generate a single dunning letter if invoices are in different groups. Deselect to exclude invoices that are in a different dunning group and/or generate one letter at a time per dunning group.

# Using

## Processing Flows

Setting up the Dunning system involves creating Dunning groups, statuses and letter formats (**Dunning Group Maintenance**, **AR Dunning Statuses** and **AR Dunning Letter Format** programs).

Once implemented, you must do the following to use the Dunning system:

- Link customers to Dunning groups.  
This ensures dunning letters are created for all new invoices saved against the customer.
- Link individual invoices to Dunning groups.  
This ensures that a dunning letter is created for that specific invoice.
- Link historical unpaid invoices to a Dunning group.  
This ensures that dunning letters are generated and distributed for all invoices processed prior to categorizing the customer in a dunning group.
- Run the Dunning process to generate letters.  
This creates the dunning letters and either faxes or emails them to the customer, or prints them.

## How to add or maintain a dunning group

1. Open the **Dunning Group Maintenance** program.
2. When adding a new dunning group, enter an alphanumeric code at the **Dunning group** field.  
When maintaining an existing dunning group, search for and select the code at the **Dunning group** field.
3. Capture or maintain the description for the dunning group.
4. Save your changes.

## How to add or maintain a dunning status

1. Open the **AR Dunning Statuses** program.
2. At the **Dunning group** field, search for and select the dunning group.
3. When adding a new status, enter a numeric code for the dunning status at the **Dunning status** field.  
When maintaining an existing status, search for and select the status at the **Dunning status** field.
4. Capture or maintain the status details.



5. Save your changes.

## How to link a customer to a dunning group

1. Open the **Customers** program.
2. Locate the required customer.
3. Enter and or select the following detail in the **Dunning** section at the **General Details** pane:
  - **Dunning group** into which you want to categorize the customer.
  - **Dunning fax** to which the dunning letter will be faxed.
  - **Dunning e-mail** to which the dunning letter will be emailed.
4. Save your changes.

## How to link historical invoices to a dunning group

1. Open the **AR Dunning Group for Invoices** program.
2. In the **Criteria** section, select the customer(s) who have invoices you want to link to a dunning group.
3. Click **Start Processing**.

The customers are listed in the **Report** pane.
4. Expand the customer to display all unpaid invoices.

The invoices are now included in the dunning group into which the customer has been categorized.

## How to update invoices to reflect the same dunning group as the customer

1. Open the **AR Dunning Group for Invoices** program.
2. Select the customer in the **Criteria** pane.
3. Select **Start Processing**.

If invoices were updated, the customer will be displayed in the **Report** pane.  
The current and previous dunning groups are displayed.
4. Select the customer to display a list of invoices.

## How to generate dunning letters

1. Open the **AR Dunning System** program.
2. Use the fields on the **Selection Criteria** pane to indicate which dunning letters you want to generate.
3. Select **Start Review**.

The invoices are displayed on the **Invoice Review** pane, which lists all invoices with the dunning status. These invoices are checked (included) by default.

4. Choose to include or exclude invoices.

Highlight an invoice and select **Exclude Invoice** to remove it from the dunning run.

To manually add an invoice that is not in the list, select **Include Invoice** to search for and include an invoice in the dunning run.

5. Choose the invoices and select **Print / Send** to generate and print or send dunning letters.

The number of letters that were printed or sent are displayed on the **Report output** pane.

Once the letters are printed or sent, the status on the invoice is updated.

# Dunning Group Maintenance

## Exploring

### Where does it fit in?

This program lets you create and maintain dunning groups into which you can group customers.

Things you can do in this program include:

- Create dunning groups
- Delete existing dunning groups

Dunning groups allow you to create categories that determine the type of payment reminder and letter format that will be sent out.

The invoice terms or payment status of customers can be used as criteria when creating dunning groups.

A dunning letter is a payment notification that is sent to the customer, stating that payment is due or overdue.

Dunning letters typically follow a progression from friendly reminders to persuasive demands, should the customer's invoice remain unpaid.

## Navigation

- This program is accessed from the **Program List** pane of the SYSPRO menu.

*Program List > Accounts Receivable > Setup*

## Terminology used

### **Dunning letter**

A dunning letter is a notification letter or a payment reminder that is sent to customers when payment is due or overdue.

### **Dunning group**

A dunning group is a category into which you can group customers. Dunning letters are issued to all customers in the selected dunning group.

# Starting

## Access Control eSignatures

You can restrict access to the eSignature transactions within a program at Operator, Group, Role or Company level. You configure these using the **eSignature Setup** program. Electronic Signatures provide security access, transaction logging and event triggering. These enable you to increase control over your system changes.

### **AR dunning group added**

Controls access to the **New Dunning Group** function in the **Dunning Group Maintenance** program.

### **AR dunning group deleted**

Controls access to the **Delete** function in the **Dunning Group Maintenance** program.

# Solving

## **Can I edit an existing dunning group?**

Although you can edit the description of a dunning group, you cannot edit the dunning group code.

## **Can I delete an existing dunning group?**

Yes, you can delete a dunning group even if statuses and/or stationery are linked to the group.

## **Can I place an individual invoice in a dunning group without making the customer part of the group?**

You can define dunning groups against individual invoices using the [AR Dunning Group for Invoices](#) program, without categorizing the customer into the group.

## **Can a dunning status be linked to a group and an invoice?**

A dunning status is always linked to a group and, therefore, to the invoices of the customer who is categorized in that group. Individual invoices can also be linked to a dunning group (and therefore to a dunning status) even if the customer is not part of the dunning group.

# Using

## How to add or maintain a dunning group

1. Open the **Dunning Group Maintenance** program.
2. When adding a new dunning group, enter an alphanumeric code at the **Dunning group** field.

When maintaining an existing dunning group, search for and select the code at the **Dunning group** field.

3. Capture or maintain the description for the dunning group.
4. Save your changes.

## Hints and Tips

- The dunning group code (a 10-digit alphanumeric field) accommodates various naming conventions for dunning groups.

We recommend that you decide beforehand which criteria you want to use to categorize customers. You could categorize them according to payment terms or any other appropriate criteria (e.g. slow and bad payers).

- Use the **AR List of Dunning Groups** report to view a list of dunning groups.

# Referencing

## Menu and Toolbar

Field	Description
New	This lets you assign a dunning group code for a new dunning group.
Delete	This deletes the dunning group. You can only delete a dunning group if no statuses or stationery have been linked to it.
Save	This lets you save the dunning group.
Delete dunning statuses	This lets you delete the dunning statuses currently linked to the group.

## Dunning Group Details

Field	Description
Dunning group	This code identifies the dunning group.
Description	This describes the dunning group and is displayed throughout the system whenever the dunning group code is entered.

# AR Dunning Statuses

## Exploring

### Where does it fit in?

This program lets you capture and maintain statuses that are assigned to dunning groups and to the invoices of customers who are categorized within those groups.

When creating statuses, you can specify which dunning letter is generated for the invoice. This means different letters can be generated for different statuses so that the tone of the letter can progressively get sterner, as an unpaid invoice falls further into arrears.

Things you can do in this program include:

- Capture dunning statuses
- Specify when and which letter will be generated
- Maintain dunning details

Dunning statuses are captured per dunning group and applied to customer invoices.

You need to create more than one dunning status per group, as a different letter is linked to each status. The invoice's dunning status is updated by running the **AR Dunning Group for Invoices** program. As the invoice falls further into arrears, an increasingly demanding letter (that is linked to the status) is generated.

## Navigation

- This program is accessed from the **Program List** pane of the SYSPRO menu.

*Program List > Accounts Receivable > Setup*

## Terminology used

### Dunning Status

The dunning status is linked to a dunning group and the invoices within that group. It contains the specifications and format of the dunning letter that will be generated.

### Dunning letter

A dunning letter is a notification letter or a payment reminder that is sent to customers when payment is due or overdue.





## Dunning group

A dunning group is a category into which you can group customers. Dunning letters are issued to all customers in the selected dunning group.

# Starting

## Access Control eSignatures

You can restrict access to the eSignature transactions within a program at Operator, Group, Role or Company level. You configure these using the **eSignature Setup** program. Electronic Signatures provide security access, transaction logging and event triggering. These enable you to increase control over your system changes.

### **AR dunning status added**

Controls access to the **New Dunning Status** function in the **AR Dunning Statuses** program.

### **AR dunning status changed**

Controls access to the **Edit** function in the **AR Dunning Statuses** program.

### **AR dunning status deleted**

Controls access to the **Delete** function in the **AR Dunning Statuses** program.

### **AR Dunning status added e.net**

Controls access to the **Add** function in the **AR Dunning Statuses** business object.

### **AR Dunning status changed e.net**

Controls access to the **Edit** function in the **AR Dunning Statuses** business object.

### **AR Dunning status deleted e.net**

Controls access to the **Delete** function in the **AR Dunning Statuses** business object.

## Restrictions and Limits

- The **Message** field is limited to 50 characters.

# Solving

## **Can a dunning status be linked to a group and an invoice?**

A dunning status is always linked to a group and, therefore, to the invoices of the customer who is categorized in that group. Individual invoices can also be linked to a dunning group (and therefore to a dunning status) even if the customer is not part of the dunning group.

# Using

## How to add or maintain a dunning status

1. Open the **AR Dunning Statuses** program.
2. At the **Dunning group** field, search for and select the dunning group.
3. When adding a new status, enter a numeric code for the dunning status at the **Dunning status** field.

When maintaining an existing status, search for and select the status at the **Dunning status** field.

4. Capture or maintain the status details.
5. Save your changes.

## Hints and Tips

- The **Due date** is determined from the invoice terms.
- The **Invoice date** is calculated from the date the goods were invoiced.
- The **Minimum balance** amount is VAT-inclusive.
- The standard dunning letter that is shipped with this functionality can be customized using the **AR Dunning Letter Format** program.

# Referencing

## Menu and Toolbar

Field	Description
New	This creates a new dunning status.
Delete	This deletes an existing dunning status.
Save	This saves your changes.
Dunning group	Enter the code for the dunning group to which you want to link the dunning status.
Dunning status	Enter the code for the dunning status. This status is linked to the dunning group and can be linked to individual invoices, regardless of whether the customer they belong to is categorized in that dunning group.

## Dunning Status Details

Field	Description
Dunning group	This is the code of the dunning group you are currently adding or maintaining.
Dunning status	This is the code of the dunning status you are currently adding or maintaining.
Message	Enter a 50-character message that will be displayed/printed on the dunning letter to highlight the reason the letter was sent.

Field	Description						
Invoice selection	<p>These criteria will be used to calculate when the invoice will be included in the dunning run:</p> <table border="1"> <tr> <td>Invoice date</td> <td>Select this to calculate the date from the day the invoice was created. This means the <b>Number of days</b> will be counted from the invoice date.</td> </tr> <tr> <td>Due date</td> <td>Select this to calculate the date from the due date of the invoice (e.g. from 30 days). This means the <b>Number of days</b> will be counted from the day payment of the invoice became due.</td> </tr> </table>	Invoice date	Select this to calculate the date from the day the invoice was created. This means the <b>Number of days</b> will be counted from the invoice date.	Due date	Select this to calculate the date from the due date of the invoice (e.g. from 30 days). This means the <b>Number of days</b> will be counted from the day payment of the invoice became due.		
Invoice date	Select this to calculate the date from the day the invoice was created. This means the <b>Number of days</b> will be counted from the invoice date.						
Due date	Select this to calculate the date from the due date of the invoice (e.g. from 30 days). This means the <b>Number of days</b> will be counted from the day payment of the invoice became due.						
Number of days	Enter the number of days that must elapse from the invoice date or due date before the invoice is included in the dunning run.						
Minimum balance	<p>Enter a minimum amount (VAT inclusive) for the invoice to be included in the dunning run (e.g. if this amount is 100, only invoices with a total amount exceeding 100, will be included in the dunning run).</p> <p>If left blank, all invoices are included (regardless of their total amounts).</p>						
Document format	<p>Select the format of the dunning letter.</p> <p>You can use the <b>AR Dunning Letter Format</b> program to format your dunning letters.</p>						
Document method	<p>Indicate how you want to send the letter:</p> <table border="1"> <tr> <td>Print</td> <td>Prints a hard copy to either hand to the customer or send by post.</td> </tr> <tr> <td>Fax</td> <td>Generates a digital copy that will be faxed to the customer automatically, if a dunning fax number is defined for the customer.</td> </tr> <tr> <td>Email</td> <td>Generates a digital copy that will be emailed to the customer automatically, if a valid dunning email address is defined for the customer.</td> </tr> </table>	Print	Prints a hard copy to either hand to the customer or send by post.	Fax	Generates a digital copy that will be faxed to the customer automatically, if a dunning fax number is defined for the customer.	Email	Generates a digital copy that will be emailed to the customer automatically, if a valid dunning email address is defined for the customer.
Print	Prints a hard copy to either hand to the customer or send by post.						
Fax	Generates a digital copy that will be faxed to the customer automatically, if a dunning fax number is defined for the customer.						
Email	Generates a digital copy that will be emailed to the customer automatically, if a valid dunning email address is defined for the customer.						

# AR Dunning Letter Format

## Exploring

### Where does it fit in?

This program lets you define the page layout for dunning letters.

Things you can do in this program include:

- Specify the format of dunning letters

Multiple letters can be defined per dunning group and status.

## Navigation

- This program is accessed from the **Program List** pane of the SYSPRO menu.

*Program List > Accounts Receivable > Setup*

## Terminology used

### Dunning letter

A dunning letter is a notification letter or a payment reminder that is sent to customers when payment is due or overdue.

# Starting

## Restrictions and Limits

- The dunning system is only configured to use SRS document printing.



# Using

## How to format the dunning letter

1. Open the **AR Dunning Letter Format** program.
2. Select **New Format** (when creating a new letter format).  
Select **Maintain Format** when editing an existing letter format.
3. The **AR Dunning Letter Format** window is displayed from which you can create and maintain formats for dunning letters using the **SRS Document Print Setup** program.
4. Save your changes.

# AR Dunning Group for Invoices

## Exploring

### Where does it fit in?

This program lets you update historic invoices by saving the dunning group, into which the customer has been categorized, against the invoice.

Things you can do in this program include:

- Update the dunning group on invoices
- View the invoices (and current dunning group) per customer

The dunning group on invoices typically needs to be updated when the dunning system is implemented, or when a customer is placed into a dunning group.

All invoices that were processed before this do not have a dunning group saved against them and dunning letters will not be generated or sent out for these invoices.

Once invoices are processed with the **AR Dunning Group for Invoices** program, all invoices belonging to the selected customer, are updated with the customer's dunning group and status.

## Navigation

- This program is accessed from the **Program List** pane of the SYSPRO menu.

*Program List > Accounts Receivable > Setup*

## Terminology used

### Dunning group

A dunning group is a category into which you can group customers. Dunning letters are issued to all customers in the selected dunning group.

### Dunning letter

A dunning letter is a notification letter or a payment reminder that is sent to customers when payment is due or overdue.

### Dunning Status

The dunning status is linked to a dunning group and the invoices within that group. It contains the specifications and format of the dunning letter that will be generated.



# Starting

## Restrictions and Limits

- This program updates the dunning group for all invoices of the selected customer. You can't update a specific invoice with this program. Use the **AR Invoices for Customer** program to update the dunning group on a single invoice.

# Solving

## Can I update the dunning group of a specific invoice?

Yes, you can update the dunning group of a single invoice using the **AR Invoices for Customer** program. You can use the **AR Dunning Group for Invoices** program to change the dunning group of all invoices linked to a customer.

## What happens when I change the customer's dunning group?

All future invoices will be linked to the new dunning group and all historic invoices will be linked to the previous dunning group (or no dunning group if this is the first time the customer is being placed in a dunning group).

Use the **AR Dunning Group for Invoices** program to update the dunning group of all historic invoices, or use the **AR Invoices for Customer** program to update the dunning group on a single invoice.

# Using

## How to update invoices to reflect the same dunning group as the customer

1. Open the **AR Dunning Group for Invoices** program.
2. Select the customer in the **Criteria** pane.
3. Select **Start Processing**.

If invoices were updated, the customer will be displayed in the **Report** pane.

The current and previous dunning groups are displayed.

4. Select the customer to display a list of invoices.

## Hints and Tips

- We recommend that you use this program to update historic invoices each time you change the dunning group against a customer (including the first time the customer is placed in a dunning group).  
This ensures that all invoices are in the same dunning group.

# Referencing

## Menu and Toolbar

Field	Description
Start processing	Begin processing according to the selections you have made.
<b>Save form values</b>	<p>This option is only enabled in <b>Design mode (Automation Design)</b>.</p> <p>Your selections are saved and applied when the program is run in automated mode.</p> <p>Form values and defaults are applied at operator level. They are not saved at role or group level.</p>

## Criteria

### Customers

Field	Description
Customer selection	Indicate your customer selection criteria (i.e. all, range or single).

## After processing complete

Option	Description
Print the report	Generates a report after processing is complete.
Email the report	Emails the report to selected recipients after processing is complete.
Email recipients	Indicate the email addresses of recipients to whom you want to email the information displayed in the output panes.
Close this application	<p>Exits the program once processing is complete.</p> <p>Do not select this if you want to be able to view the information on screen when processing is complete or you want to print or email the contents of the <b>Report</b> pane.</p>



## Report

This pane displays the results of the processing function you selected once processing is complete (unless you selected the option to close the application from the **After processing completed** section).

The customers that were categorized into new dunning groups are displayed according to the criteria selected.

Select the customers to view a list of invoices that have been updated to reflect the customer's dunning group.

# AR Dunning System

## Exploring

### Where does it fit in?

This program lets you generate and send dunning letters. This process can be automated so that dunning letters are generated and sent out without user intervention.

Things you can do in this program include:

- Generate dunning letters
- Email or fax dunning letters to customers
- Apply dunning statuses to overdue invoices

Once you have configured the dunning system the **AR Dunning System** program generates dunning letters for:

- customers who are placed in dunning groups.
- invoices that were placed in a dunning group.

## Navigation

- This program is accessed from the **Program List** pane of the SYSPRO menu.

*Program List > Accounts Receivable > Transaction Processing*

## Terminology used

### Dunning group

A dunning group is a category into which you can group customers. Dunning letters are issued to all customers in the selected dunning group.

### Dunning letter

A dunning letter is a notification letter or a payment reminder that is sent to customers when payment is due or overdue.

### Dunning Status

The dunning status is linked to a dunning group and the invoices within that group. It contains the specifications and format of the dunning letter that will be generated.



## Calculations

- Depending on the invoice selection for that status, the **Number of days overdue** is calculated by either taking the invoice date or the due date and adding the number of days defined against that status. If the calculated date is less than the current date, the dunning status is applied to the invoice.

# Starting

## Restrictions and Limits

- Dunning letters are only generated and distributed for invoices that have a dunning group. When placing a customer in a dunning group, historic invoices are not included automatically and have to be updated using the **AR Dunning Group for Invoices** program.
- Dunning letters are only generated for invoices that have a dunning status.

# Solving

## Why was no dunning letter sent to the customer, even though I selected to create dunning letters for all invoices?

This may occur in the following instances:

- No dunning group was saved against the invoice. Use the **AR Dunning Group for Invoices** program to update the dunning group of all historic invoices, or use the **AR Invoices for Customer** program to update the dunning group on a single invoice.
- No dunning fax or dunning email was specified against the customer. Use the the **Customers** program to specify this information.
- No dunning status was saved against the invoice.
- The selected customer's invoices are categorized in different dunning groups and you have selected to generate a single dunning letter per customer containing all outstanding invoices (i.e. you selected **Customers** at the **Option** field of the **AR Dunning System** program).

The dunning system can't generate a single dunning letter if invoices are in different groups. Deselect to exclude invoices that are in a different dunning group and/or generate one letter at a time per dunning group.

## Why can't I select an invoice using the Include Invoice option in the AR Dunning System program?

You can only include invoices that have a positive balance. Invoices with a zero balance can't be included in the dunning run.

## Why is the Preview button disabled?

The **Preview** button lets you view the dunning letter for a single customer.

To enable it, go to the **Options** menu and select **Customer** in order to send out one letter per customer containing all the invoices.

# Using

## How to generate dunning letters

1. Open the **AR Dunning System** program.
2. Use the fields on the **Selection Criteria** pane to indicate which dunning letters you want to generate.
3. Select **Start Review**.

The invoices are displayed on the **Invoice Review** pane, which lists all invoices with the dunning status. These invoices are checked (included) by default.

4. Choose to include or exclude invoices.

Highlight an invoice and select **Exclude Invoice** to remove it from the dunning run.

To manually add an invoice that is not in the list, select **Include Invoice** to search for and include an invoice in the dunning run.

5. Choose the invoices and select **Print / Send** to generate and print or send dunning letters.

The number of letters that were printed or sent are displayed on the **Report output** pane.

Once the letters are printed or sent, the status on the invoice is updated.

# Referencing

## Menu and Toolbar

Field	Description
Start Review	Select this to accept the <b>Review Criteria</b> you selected. The dunning detail will be displayed in the <b>Review</b> panes.
Change Criteria	Select this to change the selection criteria. Once changed, select <b>Start Review</b> to display the information in the <b>Review</b> panes.
Print / Send	This generates the dunning letters and prints or sends them to the customers via fax or email.
Alignment	This lets you print a document using test characters to verify that the print positions and fields you defined are correctly aligned on your stationery. This typically applies when using pre-printed continuous stationery.  We recommend that the alignment is set according to the printer on which you will be printing your documents.
Preview	This lets you preview the dunning letter for a single customer. This button is only enabled once you select <b>Customer</b> from the <b>Options</b> menu.
Save Form Values	This option is only enabled in <b>Design mode (Automation Design)</b> .  Your selections are saved and applied when the program is run in automated mode.  Form values and defaults are applied at operator level. They are not saved at role or group level.

Field	Description	
Options	This determines how dunning letters are generated.	
	Customer	<p>This sends out one letter per customer containing all the invoices. In this case the first message found will be the one displayed on the letter.</p> <p>When this option is selected, you can preview the dunning letter using the <b>Preview</b> button.</p> <p>Ensure that all invoices that are included belong to the same dunning group.</p>
	Customer and invoice	This option will send out one letter per invoice.
	Customer and status	This is used by default. This sends out one letter per status, meaning that all the invoices that have the same status will be printed on one letter provided that they belong to the same group, otherwise they will be sent out separately.

## Selection Criteria

The selection criteria determine which customers and invoices will be included in the dunning run.

Field	Description	
Customer	Specify for which customers you want to create dunning letters.	
	All	Generates dunning letters for all customers.
	Range	<p>Generates dunning letters for a range of customers.</p> <p>Indicate the range using the <b>From customer</b> and <b>To customer</b> fields.</p>
	Single	<p>Generates dunning letters for a single customer.</p> <p>Specify the customer at the <b>From</b> field.</p>

Field	Description		
Dunning group	Specify for which dunning group you want to create dunning letters.		
	<table border="1"> <tr> <td>All</td> <td>Generates dunning letters for all dunning groups.</td> </tr> </table>	All	Generates dunning letters for all dunning groups.
	All	Generates dunning letters for all dunning groups.	
<table border="1"> <tr> <td>Single</td> <td>           Generates dunning letters for a single group.             Specify the group at the <b>Dunning group</b> field.         </td> </tr> </table>	Single	Generates dunning letters for a single group.  Specify the group at the <b>Dunning group</b> field.	
Single	Generates dunning letters for a single group.  Specify the group at the <b>Dunning group</b> field.		
Dunning status	Specify for which dunning status you want to create dunning letters.		
	Every dunning group can have various dunning statuses, which determine the type of letter that is generated.		
	<table border="1"> <tr> <td>All</td> <td>Generates dunning letters for all dunning statuses.</td> </tr> </table>	All	Generates dunning letters for all dunning statuses.
All	Generates dunning letters for all dunning statuses.		
<table border="1"> <tr> <td>Single</td> <td>           Generates dunning letters for a single status.             Specify the group at the <b>Dunning status</b> field.         </td> </tr> </table>	Single	Generates dunning letters for a single status.  Specify the group at the <b>Dunning status</b> field.	
Single	Generates dunning letters for a single status.  Specify the group at the <b>Dunning status</b> field.		
Dunning stationery format	Specify for which stationery format you want to create dunning letters.		
	<table border="1"> <tr> <td>All</td> <td>Generates dunning letters for all dunning stationery formats.</td> </tr> </table>	All	Generates dunning letters for all dunning stationery formats.
	All	Generates dunning letters for all dunning stationery formats.	
<table border="1"> <tr> <td>Single</td> <td>           Generates dunning letters for a single stationery format.             Specify the stationery at the <b>Document format</b> field.         </td> </tr> </table>	Single	Generates dunning letters for a single stationery format.  Specify the stationery at the <b>Document format</b> field.	
Single	Generates dunning letters for a single stationery format.  Specify the stationery at the <b>Document format</b> field.		

Field	Description
Currency selection	Specify for which currency you want to create dunning letters. This is typically used in a multi-currency environment.
	All Generates dunning letters for all currencies.
	Single Generates dunning letters for a single currency. Specify the currency at the <b>Currency</b> field.
After processing completed	These options are displayed within programs that can be automated. They let you indicate the action you want to perform once processing is complete (see <a href="#">Automation Design</a> ).

## Review

### Customer Review

This pane displays the invoices of the selected customer.

### Invoice Review

This pane displays the customer invoices that will be included in the dunning run.

### Report output

This pane displays the total number of letters that were printed/sent out, indicating which were printed, emailed and faxed.





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