Dunning System

SYSPRO 8

Reference Guide

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Exploring

Where it fits in?

The Dunning System feature manages the generating and distributing of periodic reminders for unpaid invoices.

This helps streamline the credit management process and reduce the risk of incurring bad debts. Once configured, the process can be automated to routinely send out payment notifications.

Navigation

The programs related to this feature are accessed from the Program List pane of the SYSPRO menu:

- *Program List > Accounts Receivable*

Terminology

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

Security

You can secure this feature by implementing a range of controls against the affected programs. Although not all these controls are applicable to each feature, they include the following:

- You can restrict operator access to *activities* within a program (configured using the Operator Maintenance program).

- You can restrict operator access to the *fields* within a program (configured using the Operator Maintenance program).

- You can restrict operator access to *functions* within a program using passwords (configured using the Password Definition program). When defined, the password must be entered before you can access the function.

- You can restrict access to the eSignature *transactions* within a program at operator, group, role or company level (configured using the eSignature Setup program). Electronic Signatures provide security access, transaction logging and event triggering that gives you greater control over your system changes.

- You can restrict operator access to *programs* by assigning them to groups and applying access control against the group (configured using the Operator Groups program).

- You can restrict operator access to *programs* by assigning them to roles and applying access control against the role (configured using the Role Management 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 the fax number or email address is not specified at the **Dunning fax** or **Dunning email** fields in the Customers program, a warning message is displayed in the AR Dunning System program and the dunning letter will not be 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

FAQs

How do I 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 do I 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 do I 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 do I 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 do I 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 do I 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.

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) by using the **Delete** function of the Dunning Group Maintenance program.

Do I have to specify a dunning fax and dunning email?

Yes, as dunning letters are only sent to the dunning fax and email.

If the fax number or email address is not specified at the **Dunning fax** or **Dunning email** fields in the Customers program, a warning message is displayed in the AR Dunning System program and the dunning letter will not be 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.

How do I print a list of dunning groups?

1. Open the AR List of Dunning Groups report program (*Program List > Accounts Receivable > Reports*).
2. Indicate the report criteria you require in the **Report Options** and **Output Options** tabs.
3. Select **Process**.

   If you use server-side printing, the report is sent to the report queue before the report is displayed.

   If you use client-side printing, the report is displayed immediately.

How do I print a list of dunning statuses?

1. Open the AR Dunning Statuses report program (*Program List > Accounts Receivable > Setup*).
2. Indicate the report criteria you require in the **Report Options** and **Output Options** tabs.
3. Select **Process**.

   If you use server-side printing, the report is sent to the report queue before the report is displayed.

   If you use client-side printing, the report is displayed immediately.

Using

Process

The programs related to this feature are accessed from the Program List pane of the SYSPRO menu:

- *Program List > Accounts Receivable*

Setting up the Dunning System involves creating Dunning groups, statuses and letter formats (Dunning Group Maintenance, AR Dunning Statuses, and AR Dunning Letter Format and AR Dunning Letter Format for SRS programs):

1. Link customers to Dunning groups.
   This ensures dunning letters are created for all new invoices saved against the customer.
2. Link individual invoices to Dunning groups.
   This ensures that a dunning letter is created for that specific invoice.
3. 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.
4. Run the Dunning process to generate letters.
   This creates the dunning letters and either faxes or emails them to the customer, or prints them.

Affected Programs

The following indicates areas in the product that may be affected by implementing this feature:

Dunning Group Maintenance

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

AR Dunning Statuses

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.

AR Dunning Group for Invoices

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

AR Dunning Letter Format

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

AR Dunning Letter Format for SRS

This program lets you define the page layout required for printing dunning letters using *SYSPRO Reporting Services*.

AR Dunning System

This program lets you generate and send dunning letters.

The dunning process can be automated so that dunning letters are generated and sent out without user intervention.

AR List of Dunning Groups

This program lets you generate a list of dunning groups, including their associated descriptions, that were captured using the Dunning Group Maintenance program.

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