

THE POWER OF BEING UNDERSTOOD



Dunning Letters SuiteApp

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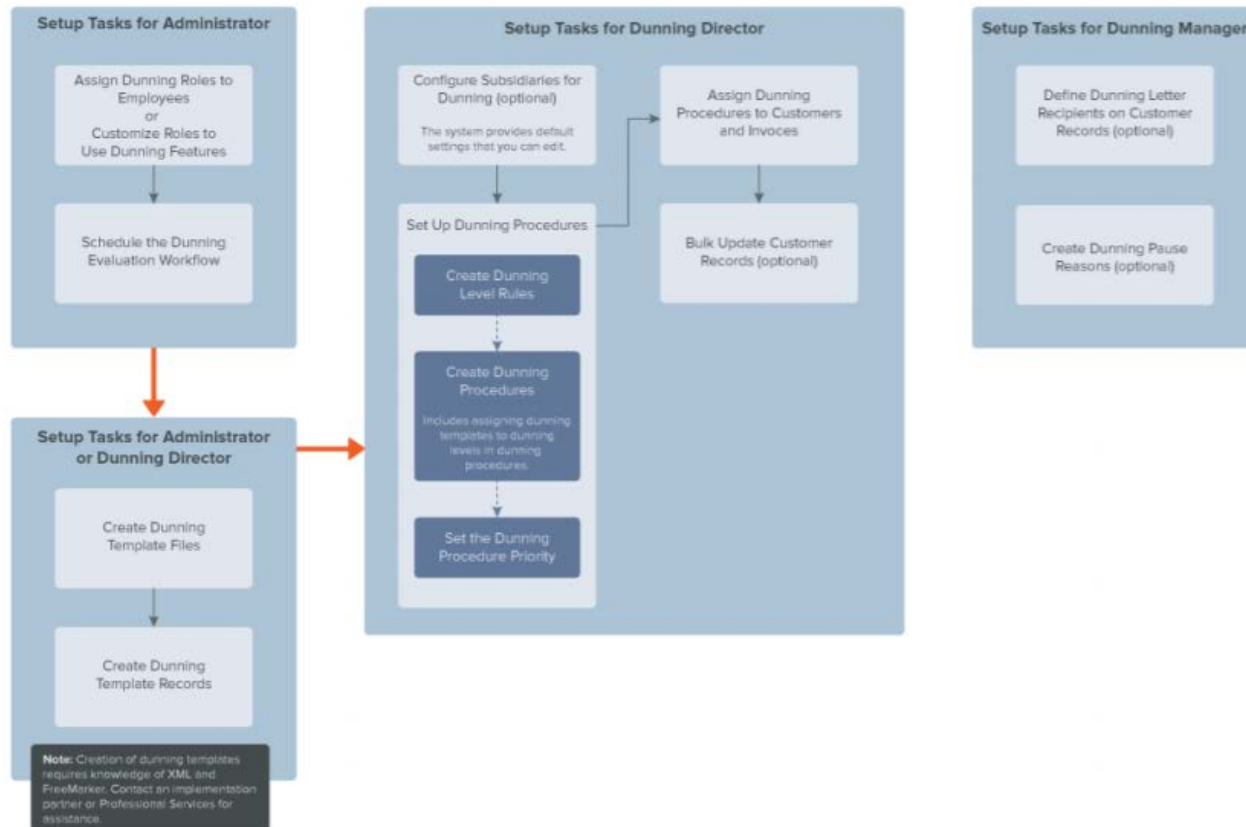
The **Dunning Letters SuiteApp** enables you to set up an automated dunning process in NetSuite to help manage the collection of your accounts receivable, and send reminder letters before payment is due.

- Oracle NetSuite



Overview

The following diagram and table show the setup tasks for dunning.



Customer vs. Invoice Level Dunning

Customer Level

- Recommended Process
- Sends one email per customer with all overdue invoices

Invoice Level

- Sends individual letters for each invoice

Dunning Templates

- A record where you select the template files to use for your dunning letters (email or pdf)

Example of Customer Dunning Letter

This is just a friendly reminder that your account with us appears as past due. Our records indicate that you have a total outstanding balance of \$11,000.00 with the following invoices overdue:

Invoice #	Description	Invoice Date	Due Date	Invoice Currency	Amount (Invoice Currency)
22		04/27/2016	04/25/2016	Canadian Dollar	3,000
23*		04/27/2016	04/25/2016	Canadian Dollar	3,000
24		04/27/2016	04/24/2016	Canadian Dollar	2,000
25		04/27/2016	03/07/2016	Canadian Dollar	3,000

*A separate dunning letter may be sent for each marked invoice.

Example of Invoice Dunning Letter

This is just a friendly reminder that your account with us appears as past due. Our records indicate that you have a total outstanding balance of €130 692,59 with the following invoices overdue:

Invoice #	Description	Invoice Date	Due Date	Invoice Currency	Amount(Invoice Currency)
10495	AUD Transaction	09/07/2015	09/01/2015	AUD	100,000





Dunning Levels

- A record that defines the days overdue and the outstanding amount thresholds.

Dunning Level Rule List

VIEW Default ▾ Customize View | [New Dunning Level Rule](#)


+ FILTERS

    SHOW INACTIVES

EDIT VIEW	INTERNAL ID	NAME ▲
Edit View	1	Level 1 - 30 Days, > \$1000 USD
Edit View	2	Level 2 - 60 Days, > \$1000 USD
Edit View	3	Level 3 - 90 Days, > \$1000 USD

Dunning Level Rule ← → List Search Custom

Level 1 - 30 Days, > \$1000 USD

[Save](#) ▾ [Cancel](#) [Reset](#)  Actions ▾

To use dunning level rules in different currencies, the Multiple Currencies feature must be enabled. Go to Setup > Company > Enable Features. On the Company subtab, check the Multiple Currencies box.

NAME * DAYS OVERDUE *

Dunning Level Rule	Amount	Notes	
CURRENCY *	MINIMAL INVOICE AMOUNT	TOTAL OVERDUE BALANCE	DEFAULT
USD	100.00	1,000.00	Yes
AUD	100.00	1,000.00	
GBP	50.00	600.00	
Singapore Dollar	136.02	1,360.25	
<input type="text"/>	0.00	0.00	

[Add](#) [Cancel](#) [Insert](#) [Remove](#)

Dunning Procedures

- Dunning procedure have at least one dunning level.
- Dunning levels dictate which dunning letter template to use for a particular dunning level rule

Levels Notes Workflow

DETERMINE DUNNING LEVEL BY *

Minimum Invoice Amo...tal Overdue Balance ▾ + ↗

Select dunning level rules and the appropriate dunning letter template to use for each rule. To create dunning level rules, go to Dunning > Setup > Dunning Rule. To use custom dunning templates, you must first upload the template files to the file cabinet, and then create dunning template records at Dunning > Dunning Template.

DUNNING LEVEL RULE *	CURRENCIES	DEFAULT CURRENCY	MINIMAL INVOICE AMOUNT	TOTAL OVERDUE BALANCE	DAYS OVERDUE	TEMPLATE *
Level 1 - 30 Days, > \$1000 USD	SGD, USD, AUD, GBP	USD	100.00	1,000.00	30	Level 1 Default Template - English
Level 2 - 60 Days, > \$1000 USD	SGD, USD, AUD, GBP	USD	100.00	1,000.00	60	Level 2 Default Template - English
Level 3 - 90 Days, > \$1000 USD	SGD, USD, AUD, GBP	USD	100.00	1,000.00	90	Level 3 Default Template - English

▾ ↗

✓ Add ✕ Cancel + Insert 🗑 Remove ⬆ Move Up ⬇ Move Down ⬆ Move To Top ⬇ Move To Bottom

Customer Record

- Below is the following dunning information stored on a customer record.

Relationships	Communication	Address	Sales	Marketing	Support	Financial	Preferences	System Information	Custom	Bank Payment Details (De
Dunning Recipient Setup										
DUNNING PAUSE REASON (2)					LAST EMAIL SENT (2)					
<input checked="" type="checkbox"/> ALLOW LETTERS TO BE EMAILED (2)					<input checked="" type="checkbox"/> ALLOW LETTERS TO BE PRINTED (2)					
DUNNING LEVEL (2)					DUNNING PROCEDURE (2) Standard Dunning					
DUNNING PAUSE REASON DETAIL (2)					<input checked="" type="checkbox"/> PAUSE DUNNING (2)					
DUNNING MANAGER (2) Marc Collins					<input type="checkbox"/> DO NOT SEND LETTERS TO CUSTOMER EMAIL (2)					

QUESTIONS AND ANSWERS