



# Dunning Letters SuiteApp

By Cory Anderson  
Principal, Stratos ERP Partners



## What is Dunning?



- Dunning is the process of methodically communicating with customers to ensure the collection of accounts receivable.
- 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.



# Advantages vs Custom Workflow(s)

- ❖ Able to send all open invoices to a customer in one email
- ❖ Ability to oversee Dunning processes manually
  - ❖ Able to review a list of emails to be sent or letters to be printed
- ❖ Can view dunning status on the customer record

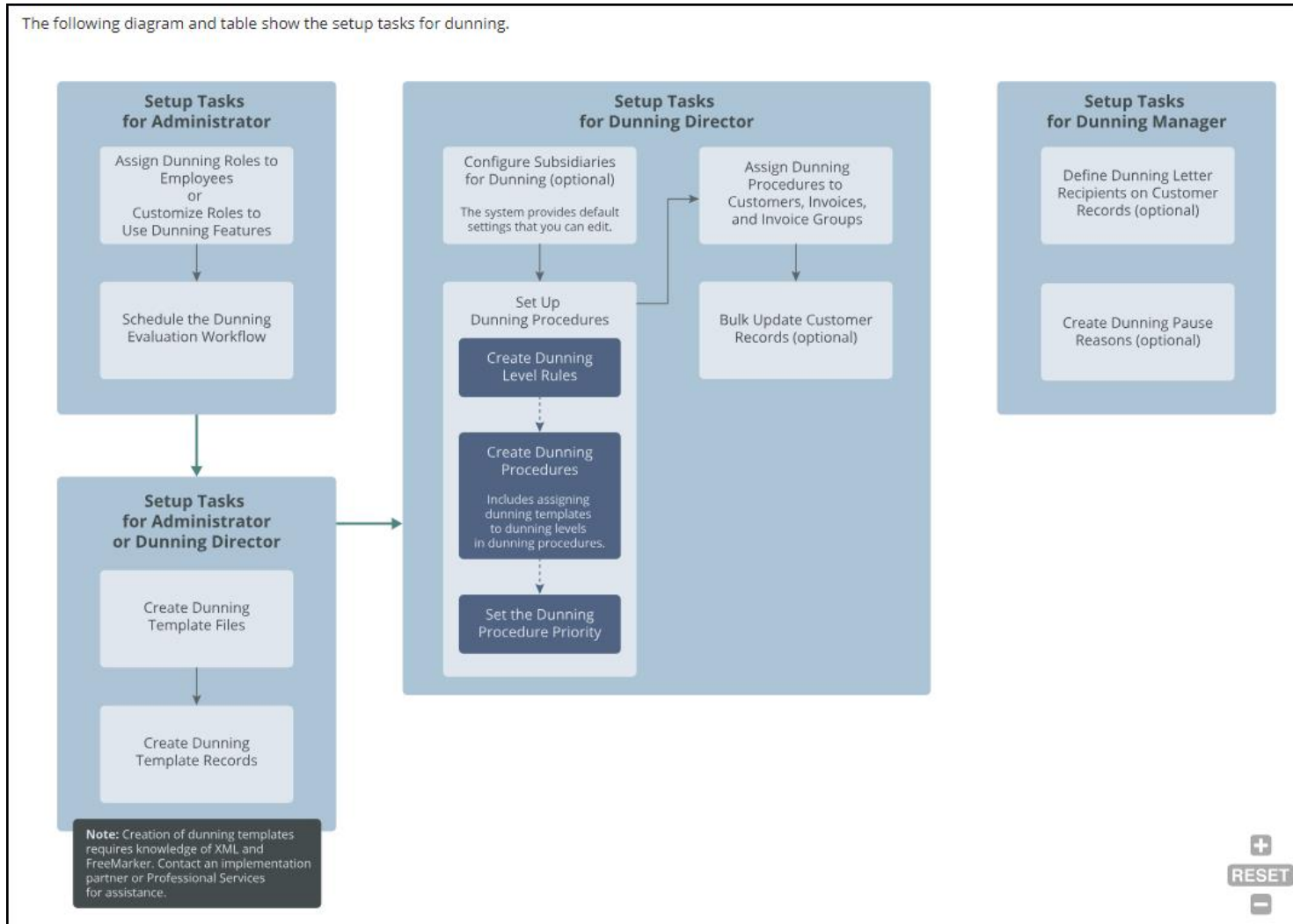


# Features

- ❖ Customer Level Dunning (recommended method)
  - ❖ In customer level dunning, you are sending a dunning letter with all overdue invoices of the customer attached. Non-overdue invoices are also attached to the dunning letter if they meet any one of the dunning level criteria.
- ❖ Invoice Level Dunning
  - ❖ Used when a company wants to treat one or more invoices of a customer according to different rules, or using a different template.
- ❖ Invoice Group Level Dunning
  - ❖ Used when invoices are added to a group using the Invoice Groups feature



# Setup Tasks Flow



# Dunning Procedure



- ❖ Defines the escalation points or dunning levels, and the time that must elapse before a dunning letter is sent to a customer.
- ❖ Example – ‘All Customers - 15, 30, 45, 60’
  - ❖ you want to send a dunning letter when invoices are overdue by 15 days, 30 days, 45 days, and 60 days.
- ❖ Define specific customer group with a saved search
- ❖ Set the procedure to send Automatically or Manually
- ❖ Contains the Dunning Level Rules



# Dunning Procedure

## Dunning Procedure

Customer - 15, 30, 45, 60, 90

[Edit](#) [Back](#) |   [Actions](#)

### Primary Information

NAME	Customer - 15, 30, 45, 60, 90	SENDING SCHEDULE	Manual
APPLIES TO	Customer <input type="checkbox"/> ALLOW OVERRIDE	DEFAULT DUNNING MANAGER	E106 Billing Contact
<small>Important: When the dunning procedure record has been saved, you cannot change the value in the Applies To field.</small>			
MINIMUM DUNNING INTERVAL	1 <input type="checkbox"/> DISABLE MINIMUM DUNNING INTERVAL	DESCRIPTION	

### Selection Criteria

SUBSIDIARY		LOCATIONS	
DEPARTMENTS		CLASSES	

### Selection Criteria: Saved Search

SAVED SEARCH (INVOICE)		SAVED SEARCH (INVOICE GROUP)	
SAVED SEARCH (CUSTOMER)	Customers [Dunning]		

ASSIGN AUTOMATICALLY TO NEW RECORDS

Check this box to enable the system to automatically assign the dunning procedure to customers, invoices or invoice groups upon record creation.



# Dunning Procedure

**Levels** Notes Workflow

DETERMINE DUNNING LEVEL BY  
Minimum Transaction Amount Or Total Overdue Balance

VIEW: Default View | DUNNING LEVEL: [Dropdown]

Attach Customize View

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 Level 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 > Setup > Dunning Template.

EDIT	NAME ▲	DUNNING LEVEL RULE	CURRENCIES	DEFAULT CURRENCY	MINIMUM TRANSACTION AMOUNT	TOTAL OVERDUE BALANCE	DAYS OVERDUE	TEMPLATE
Edit	1	15 Days Overdue	USD, AUD, CAD, CHF, EUR, GBP, INR, UYU	USD	0.00	0.00	15	15 Days Overdue - [Image]
Edit	2	30 Days Overdue	USD, AUD, CAD, CHF, EUR, GBP, INR, UYU	USD	0.00	0.00	30	30 Days Overdue - [Image]
Edit	3	45 Days Overdue	USD, AUD, CAD, CHF, EUR, GBP, INR, UYU	USD	0.00	0.00	45	45 Days Overdue - [Image]
Edit	4	60 Days Overdue	USD, AUD, CAD, CHF, EUR, GBP, INR, UYU	USD	0.00	0.00	60	60 Days Overdue - [Image]
Edit	5	90 Days Overdue	USD, AUD, CAD, CHF, EUR, GBP, INR, UYU	USD	0.00	0.00	90	90 Days Overdue - [Image]







# Dunning Level Rule

- ❖ Defines the days overdue and the outstanding amount thresholds in various currencies.
- ❖ Example – '15 Days Overdue'

## Dunning Level Rule

### 15 Days Overdue

[Edit](#) [Back](#) |   [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
15 Days Overdue	15

Dunning Level Rule Amount	Notes
VIEW	DUNNING LEVEL RULE AMOUNT
Default View	



# Dunning Level Rule

- ❖ Able to define minimum transaction amounts per currency

**Dunning Level Rule Amount** [Notes](#)

VIEW: DUNNING LEVEL RULE AMOUNT  
Default View

[Attach](#) [Customize View](#)

EDIT	CURRENCY	MINIMUM TRANSACTION AMOUNT	TOTAL OVERDUE BALANCE	DEFAULT
<a href="#">Edit</a>	USD	0.00	0.00	Yes
<a href="#">Edit</a>	AUD	0.00	0.00	No
<a href="#">Edit</a>	CAD	0.00	0.00	No
<a href="#">Edit</a>	UYU	0.00	0.00	No
<a href="#">Edit</a>	EUR	0.00	0.00	No
<a href="#">Edit</a>	GBP	0.00	0.00	No
<a href="#">Edit</a>	INR	0.00	0.00	No
<a href="#">Edit</a>	CHF	0.00	0.00	No

[Edit](#) [Back](#) [Actions](#)





# Dunning Template

- ❖ This is where you define the email template to email, or the PDF template used for printing

## Dunning Template

### 15 Days Overdue

[Edit](#) [Back](#) |   [Actions](#) ▾

To use dunning letter templates in different languages, the Multi-Language feature must be enabled. Go to Setup > Company > Enable Features. On the Company subtab, check the Multi-Language box.

NAME  
15 Days Overdue

DESCRIPTION

ATTACH COPIES OF INVOICES  ONLY OVERDUE INVOICES

ATTACH STATEMENT  ONLY OPEN  
CUSTOM STATEMENT FORM

STATEMENT DATE  
0

STATEMENT START DATE

[Email](#) [PDF](#) [Notes](#) [Workflow](#)

VIEW



# Dunning Template

**Email** PDF Notes Workflow

The use of XML-based dunning email templates is being phased out. If you add email templates to the Dunning Email Template subtab, saving this record will delete all lines on the Dunning XML Email Template subtab.

**Dunning Email Template** • Dunning XML Email Template

VIEW DUNNING EMAIL TEMPLATE  
Default View [Dropdown]

Attach Customize View

EDIT	LANGUAGE ▲	EMAIL TEMPLATE
Edit	English (US)	15 Days Overdue Email [Dropdown]

Edit Back | [Print] [Add] Actions



# Customer Record

- ❖ Can automatically assign Dunning Procedures when new customers are created
- ❖ Current Dunning Level – changes as the system evaluates the open invoices
- ❖ Dunning Manager – basically just the email address that the letters are sent from
- ❖ Able to pause dunning for the customer
- ❖ By default, dunning letters are emailed to primary email address on customer record. This can be changed by selecting a Dunning Recipient
  - ❖ Select the checkbox 'Do not Send Letters to Customer Email'



# Customer Record Subtab



Sales **Dunning** Support Communication Address Financial Customer360 Pacejet Subsidiaries Relationships System Information Preferences Cus

Allow Letters to be Emailed  Do not Send Letters to Customer Email  
 Allow Letters to be Printed  BCC Email to Sales Representative

Procedure Setup • **Dunning Recipient**

Dunning Pause Reason	Last Email Sent 01/09/2023 1:07:42 pm
Dunning Level	Dunning Procedure - 15, 30, 45, 60, 90
Dunning Manager E42C	<input type="checkbox"/> Pause Dunning
Dunning Pause Reason Detail	



# Manual Email Sending Queue

## Dunning Email Sending Queue

[Search](#)

**Filters**

CUSTOMER	<input type="text" value="&lt;Type then tab&gt;"/>	LAST LETTER SENT START DATE	<input type="text"/>
SUBSIDIARY	<input type="text"/>	LAST LETTER SENT END DATE	<input type="text"/>
DUNNING PROCEDURE	<input type="text"/>	EVALUATION START DATE	<input type="text"/>
DUNNING LEVEL	<input type="text"/>	EVALUATION END DATE	<input type="text"/>
APPLY TO	<input type="text"/>		

[Pagination Options](#)



# A Few Limitations

- ❖ Only accounts with the Multiple Currencies feature enabled can use the Dunning Letters SuiteApp.
- ❖ The maximum number of dunning levels that you can add to a dunning procedure is 15.
- ❖ When printing letters using the Dunning PDF Printing Queue, the system can print only up to 100 letters at one time.
- ❖ When sending email using the Dunning Email Sending Queue, the system can send only up to 100 letters at one time.





# Thank you!



[cory.anderson@stratoserppartners.com](mailto:cory.anderson@stratoserppartners.com)