

**GENERATE DUNNING** 

# **L**ETTERS

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### **QUICK REFERENCE GUIDE AR-01**

### Purpose

The purpose of this Quick Reference Guide (**QRG**) is to provide a step-by-step explanation of how to generate Dunning Letters in the North Carolina Financial System (**NCFS**).

### Introduction and Overview

This QRG covers the generation of Dunning Letters in the NCFS which will enable you to generate and send Dunning letters to customers who have overdue invoices, debit memos, and/or credit memos.



#### User Tip:

The following are prerequisites to generating Dunning letters:

- 1. Create Late Charges
- 2. Refresh Receivables Transactions for Customer Account Summaries
- 3. Collections Delinquency Management
- 4. Collections Scoring and Strategy Assignment
- 5. Update Collections Summary Data



### **Generate Dunning Letters**

To generate Dunning Letters in NCFS, please follow the steps below:

- 1. Log in to NCFS portal with your credentials to access the system.
- 2. On the **Home** page, click the **Tools** tab.



- Cash Management Fixed Assets Expenses Procurement My Enterprise Tools < > QUICK ACTIONS APPS Manage Collaboration Messaging History Set Preferences Alerts Composer Reports and Scheduled Security Console Analytics Processes
- 3. Click the **Scheduled Processes** app.

4. On the Schedule Processes Overview page, click the Schedule New Process button.

No data to display.								
Name				Process	s ID	Status	Scheduled Time	Submission Time
Actions View View View	Resubmit	Put On Hold	Cancel Process	Release Process	View Log	Ð		
View   Flat List Hierarchy								
Search Results ⑦								
▶ Search							Saved Search	Last hour 🗸
Overview ⑦								

5. On the *Schedule New Process* pop-up, enter **Send Dunning Letters** in the *Name* field. Alternatively, you can search from the drop-down choice list.

Schedule N	ew Process		Search	Last h
Туре	Job Job Set	Sen Lett	d Dunnin ers	g
Name	Send Dunning Letters	•		
Description	Sends dunning letters to delinquent customers.			
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### 6. Click the **OK** button.

Schedule N	ew Process		Search	Last h
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Name	Send Dunning Letters	•		
Description	Sends dunning letters to delinquent customers.		ime	Sub
	ок	ancel		

7. On the *Process Details* pop-up, select the applicable **Business Unit** and **Dunning Configuration Name** from the respective drop-down choice list.

In this example, we choose **0800 DEPARTMENT OF PUBLIC INSTITUTE** for the \**Business Unit* drop-down choice list and **NC Aged Dunning** from the \**Dunning Configuration Name* drop-down choice list.

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8. Click the **Submit** button.

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<ol> <li>This proce</li> </ol>	ess will be queued up for submission at position 1				
		Process Options	Advanced	Sub <u>m</u> it	<u>C</u> ancel
Name	Send Dunning Letters				
Description	Sends dunning letters to delinquent customers.	Notify me	e when this proce	ss ends	
Schedule	As soon as possible Submissio	n Notes			

# 9. The *Confirmation* pop-up page is displayed with the **Process ID** number. Click the **OK** button.

Process Details					
This process will be queued up for submission at position 1					
	Process	Options	Advanced		<u>C</u> ancel
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Name Send Dunning Letters					
Description Sends dunning letters to delinquent customers.		Process 2	2108110 was sul	bmitted.	
Schedule As soon as possible Submission	Notes				
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# 10. The *Overview* page is displayed. Click the **Refresh** [ 🕥 ] icon until the *Status* field displays Succeeded.

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Name							Process ID	Status
Dunning Delivery							2079085	Succeeded
Send Dunning Lette	rs						2079084	Succeeded
Rebuild Learning Ite	m Stop Word Index						2079083	Wait
Rebuild Learning Ite	m Stop Word Index						2079082	Succeeded

### 11. Select Send Dunning Letters under the Name section.

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Name								Process ID	Status
Dunning Delivery								2079085	Succeede
Send Dunning Lette	rs							2079084	Succeed
Rebuild Learning Ite	em Stop Word Index							2079083	Wait
Debuild Learning Ite	em Ston Word Index							2079082	Succeed

12. Scroll down to view the succeeded output and Deliver of the Dunning letter.

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13. Click the **Republish** icon [ 🎥 ] to view the Dunning letter.

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14. Click the **settings** [ 👳 ] icon.

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15. Click the *Export* drop-down choice list, then select **PDF.** 

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### 16. View the Dunning Letter in PDF format.

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### Wrap-Up

Generate Dunning Letters using the steps above, for any late charges like overdue invoices, debit memos, and/or credit memos.

### Additional Resources

#### Virtual Instructor-Led Training (vILT)

• AR101: Collections Management