GENERATE DUNNING LETTERS

OTC

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
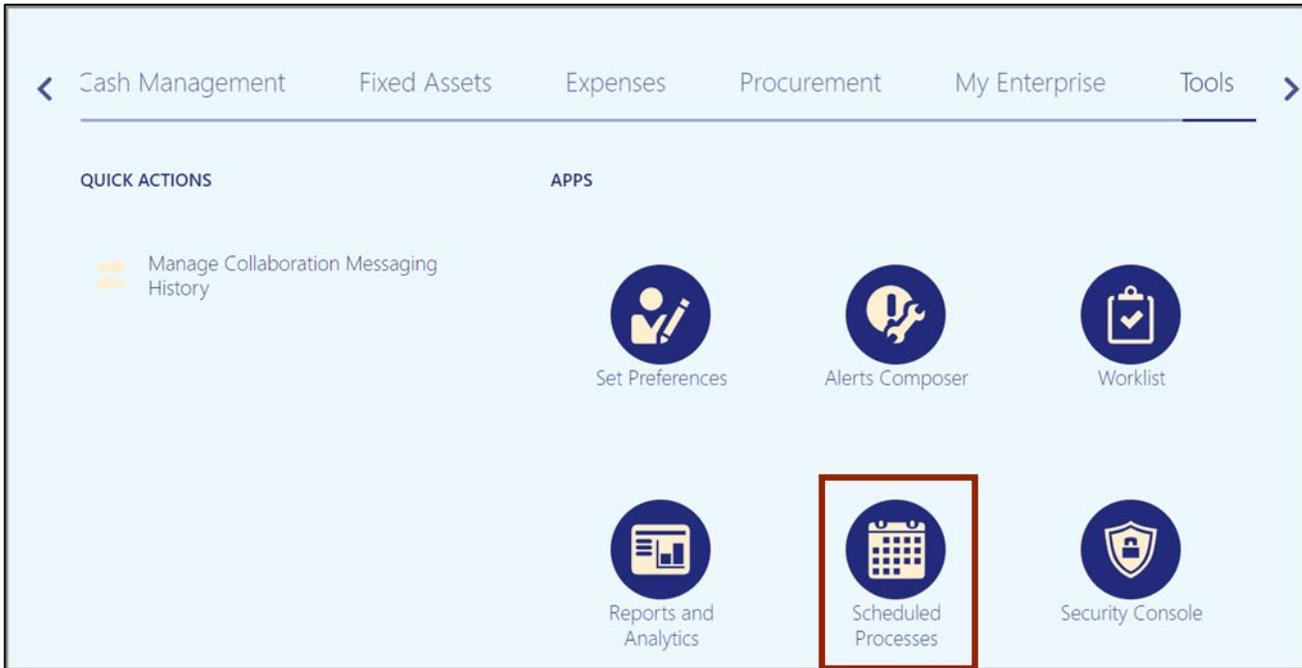
NCFS
North Carolina Financial System

Generate Dunning Letters

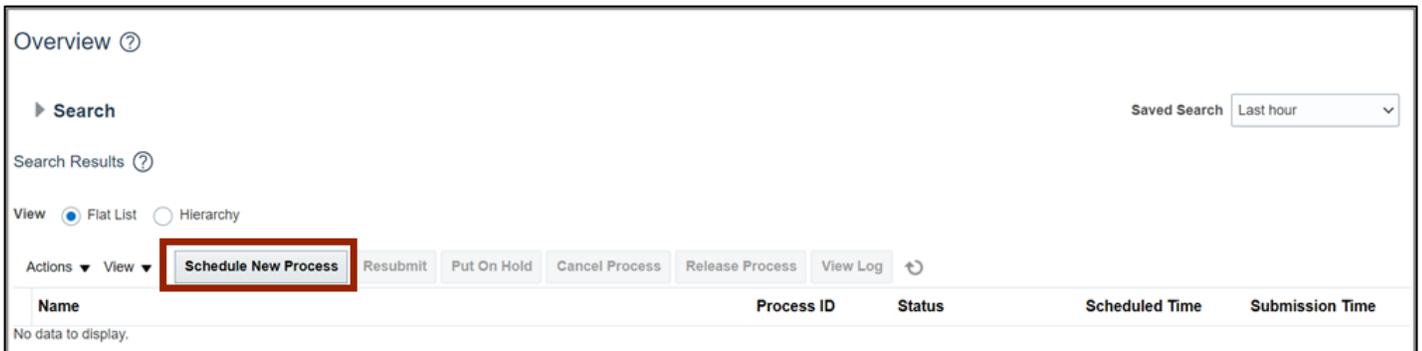To generate Dunning Letters in NCFS, please follow the steps below:

1. Log in to NCFS portal with your credentials to access the system.

2. On the **Home** page, click the **Tools** tab.
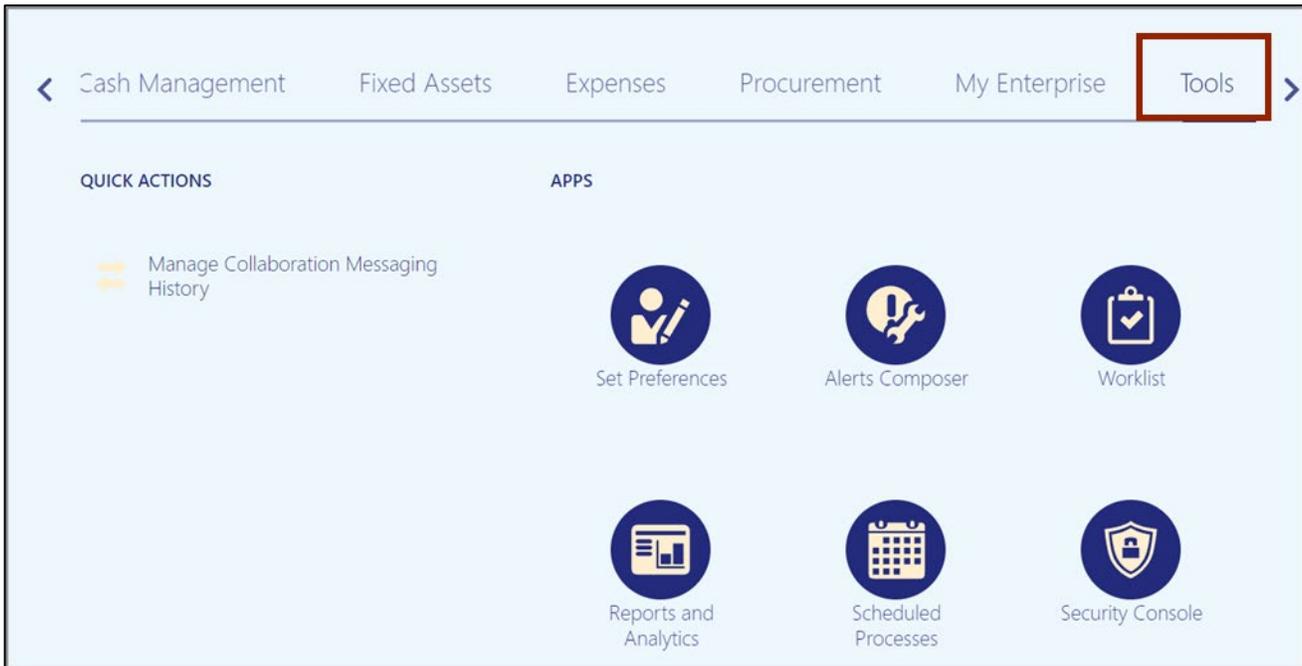
3. Click the **Scheduled Processes** app.

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

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.

6. Click the **OK** button.

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.

8. Click the **Submit** button.

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

10. The *Overview* page is displayed. Click the **Refresh [↻]** icon until the *Status* field displays **Succeeded.**

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

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

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

14. Click the **settings [⚙]** icon.
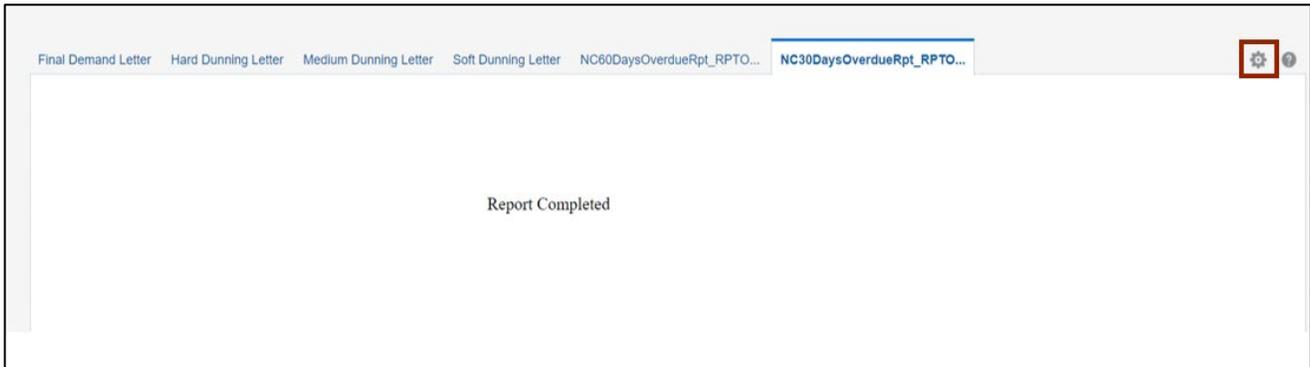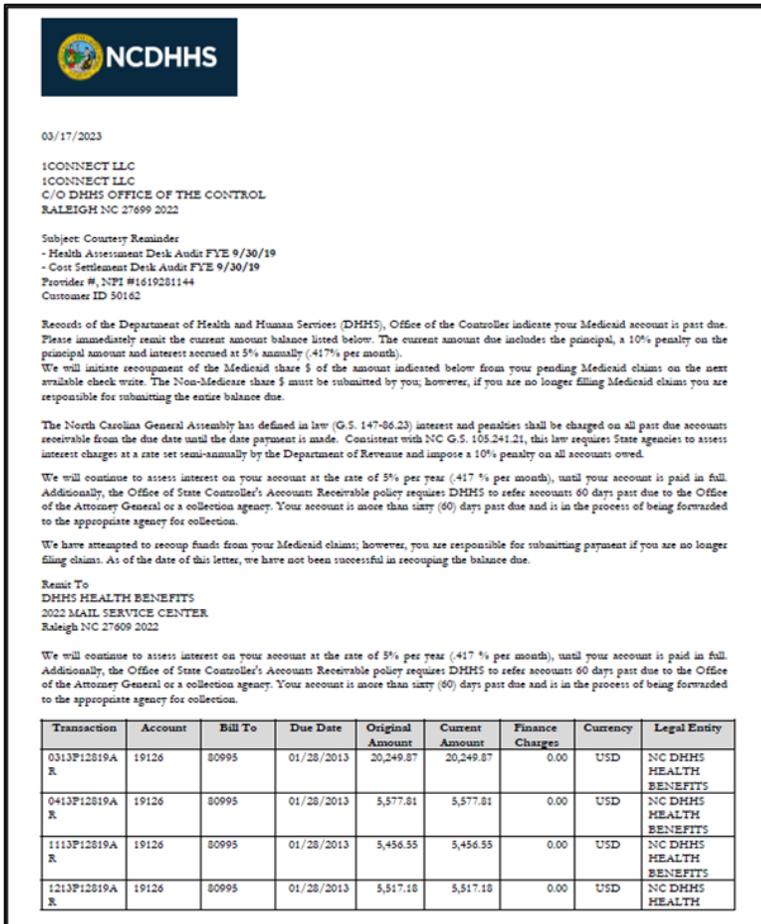

15. Click the *Export* drop-down choice list, then select **PDF.**
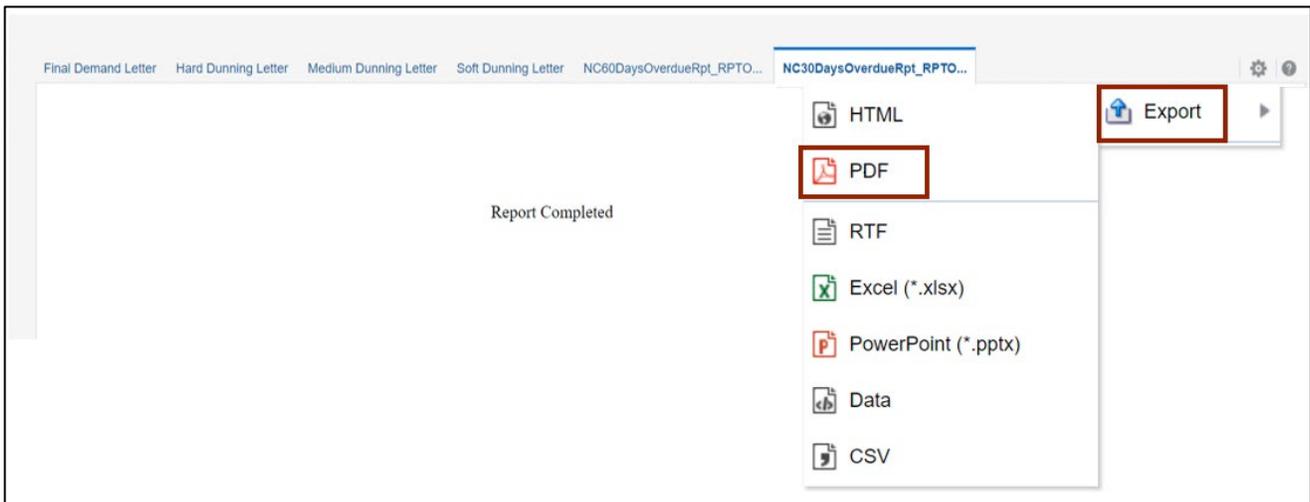
16. View the Dunning Letter in PDF format.

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