



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:

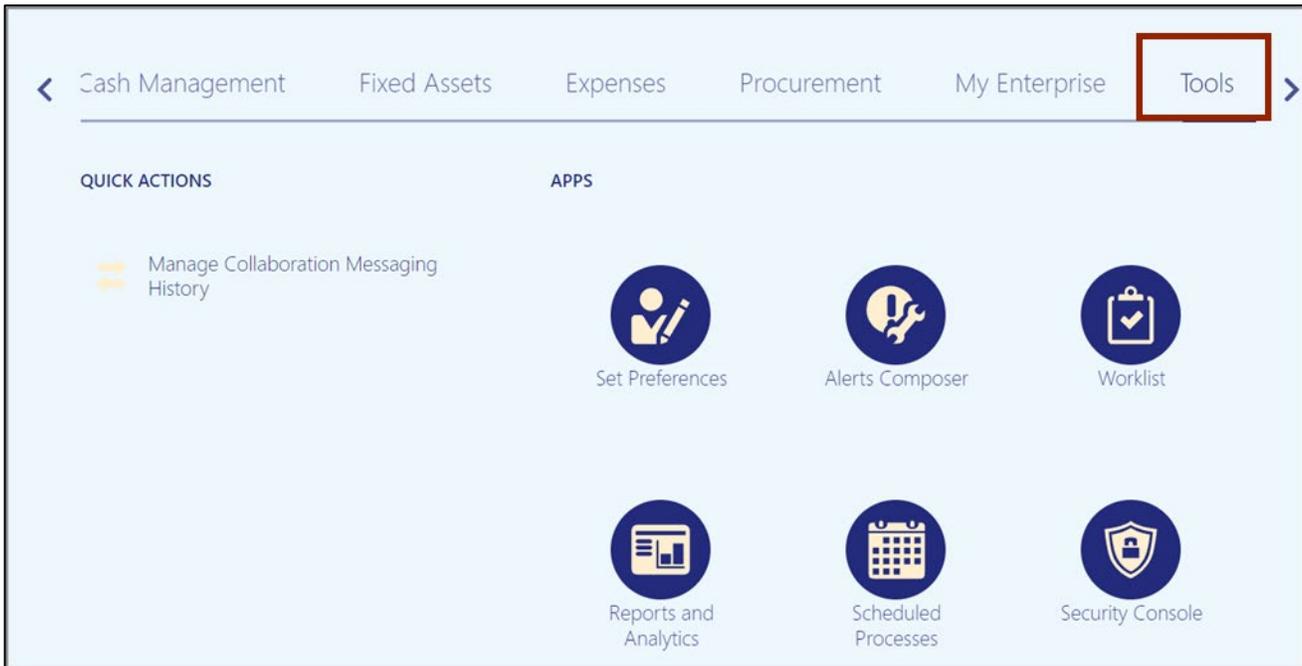
The following are prerequisites to generating Dunning letters:

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

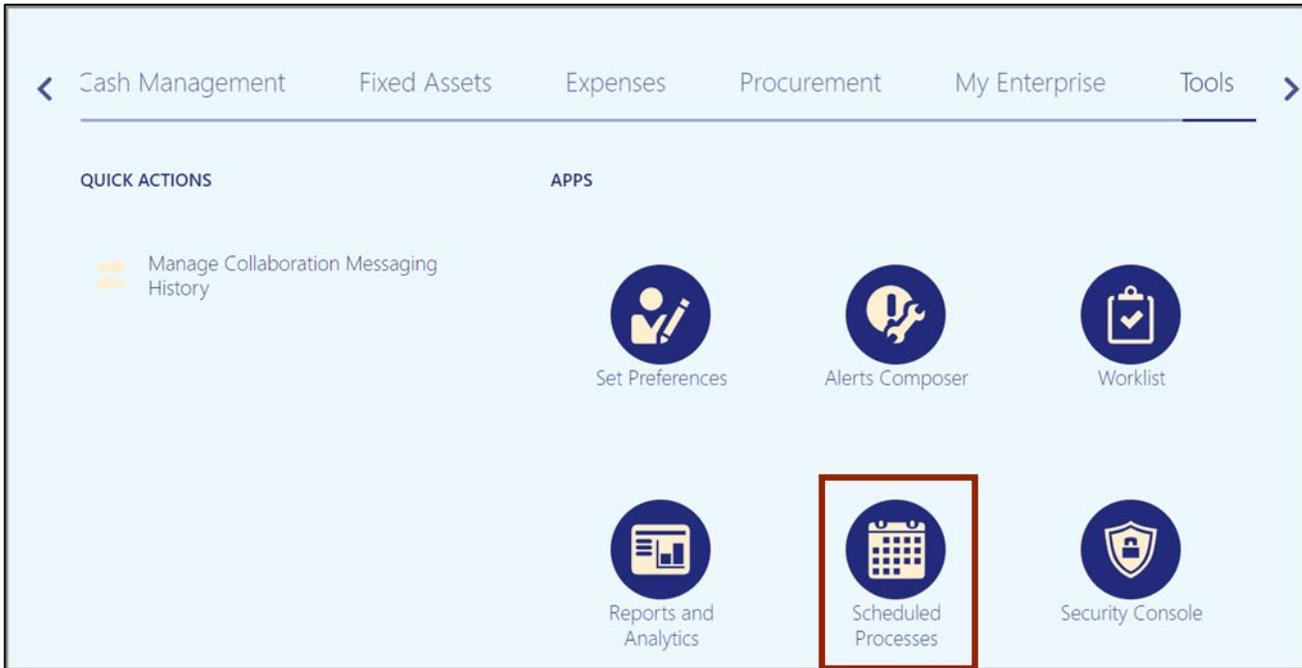
Generate Dunning Letters

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

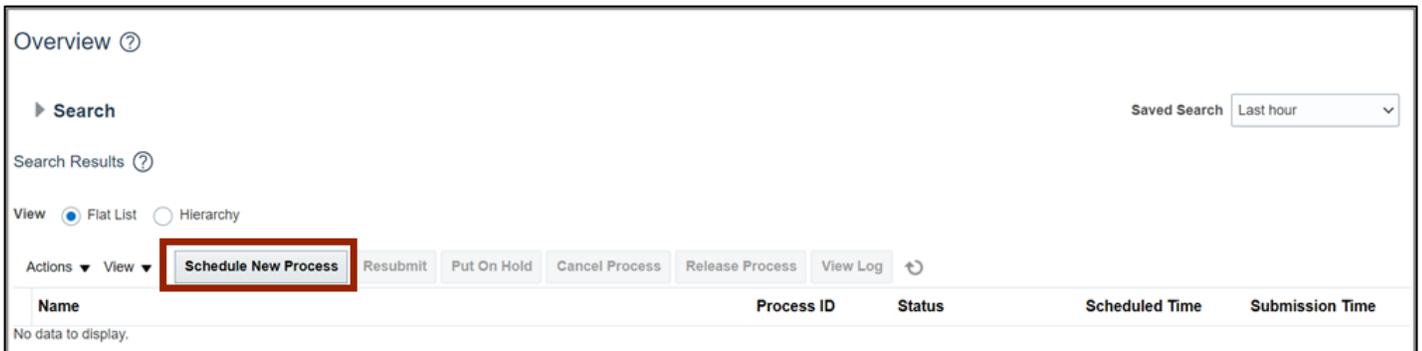
1. Log in to NCFS portal with your credentials to access the system.
2. On the **Home** page, click the **Tools** tab.



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.

The screenshot shows a 'Schedule New Process' dialog box. At the top left, it says 'Schedule New Process'. On the right side, there are 'Search' and 'Last h' buttons. Below the title bar, there are two radio buttons for 'Type': 'Job' (selected) and 'Job Set'. Below that is a 'Name' text box containing 'Send Dunning Letters' and a dropdown arrow. A tooltip above the dropdown arrow shows 'Send Dunning Letters'. Below the name field is a 'Description' field with the text 'Sends dunning letters to delinquent customers.'. At the bottom right, there are 'OK' and 'Cancel' buttons. The 'OK' button is highlighted with a red rectangular box.

6. Click the **OK** button.

This screenshot is identical to the previous one, showing the 'Schedule New Process' dialog box with the 'Name' field set to 'Send Dunning Letters' and the 'Description' as 'Sends dunning letters to delinquent customers.'. In this version, the 'OK' button at the bottom right is highlighted with a red rectangular box.

- 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.

Process Details

i This process will be queued up for submission at position 1

Process Options Advanced **Submit** Cancel

Name Send Dunning Letters

Description Sends dunning letters to delinquent customers. Notify me when this process ends

Schedule As soon as possible **Submission Notes**

Basic Options

Parameters

*** Business Unit** 0800 DEPARTMENT OF PUBLIC INSTF ▼

*** Dunning Configuration Name** NC Aged Dunning ▼

From Customer Name

To Customer Name

From Customer Account Number

To Customer Account Number

From Collector Name ▼

To Collector Name ▼

Order By Customer ▼

Country All ▼

Restart Process ID

- Click the **Submit** button.

Process Details

i This process will be queued up for submission at position 1

Process Options Advanced **Submit** Cancel

Name Send Dunning Letters

Description Sends dunning letters to delinquent customers. Notify me when this process ends

Schedule As soon as possible **Submission Notes**

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

Process Details

i This process will be queued up for submission at position 1

Process Options Advanced Submit Cancel

Name Send Dunning Letters

Description Sends dunning letters to delinquent customers.

Schedule As soon as possible Submission Notes

Basic Options

Confirmation

Process 2108110 was submitted.

OK

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

Actions ▼ View ▼ Schedule New Process Resubmit Put On Hold Cancel Process Release Process View Log 

Name	Process ID	Status
Dunning Delivery	2079085	Succeeded
Send Dunning Letters	2079084	Succeeded
Rebuild Learning Item Stop Word Index	2079083	Wait
Rebuild Learning Item Stop Word Index	2079082	Succeeded

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

Actions ▼ View ▼ Schedule New Process Resubmit Put On Hold Cancel Process Release Process View Log 

Name	Process ID	Status
Dunning Delivery	2079085	Succeeded
Send Dunning Letters	2079084	Succeeded
Rebuild Learning Item Stop Word Index	2079083	Wait
Rebuild Learning Item Stop Word Index	2079082	Succeeded

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

Process Details | Status Details

Dunning Delivery, 2090714

Status Succeeded Schedule Start 3/17/23 3:22 AM EDT Parent ID 2090713 External Job Type BIP Job External Job Status NA

Log
Attachment ESS_L_2090714

Output

Output & Delivery

XML Data Diagnostic Log Consolidated Output Republish

Status All Rows 1-50 of 1191 Next

Output Name	Template	Format	Locale	Time Zone	Calendar	Status	Send	XML Data	Republish
▶ 2090714	NC60DaysOverdue...	PDF	English (United States)	(UTC-05:00) New York - Eastern Time (ET)		✓			
▶ 2090714	NC60DaysOverdue...	PDF	English (United States)	(UTC-05:00) New York - Eastern Time (ET)		✓			

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

Process Details | Status Details

Dunning Delivery, 2090714

Status Succeeded Schedule Start 3/17/23 3:22 AM EDT Parent ID 2090713 External Job Type BIP Job External Job Status NA

Log
Attachment ESS_L_2090714

Output

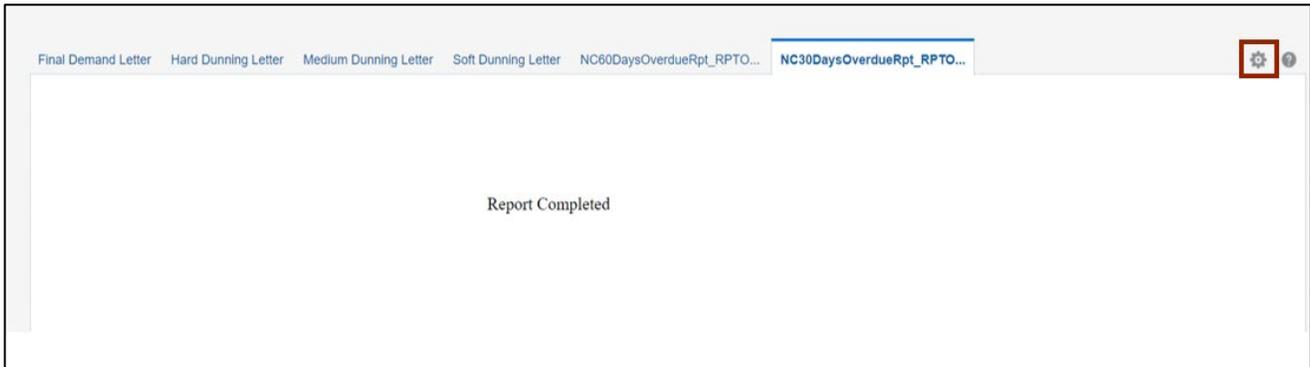
Output & Delivery

XML Data Diagnostic Log Consolidated Output Republish

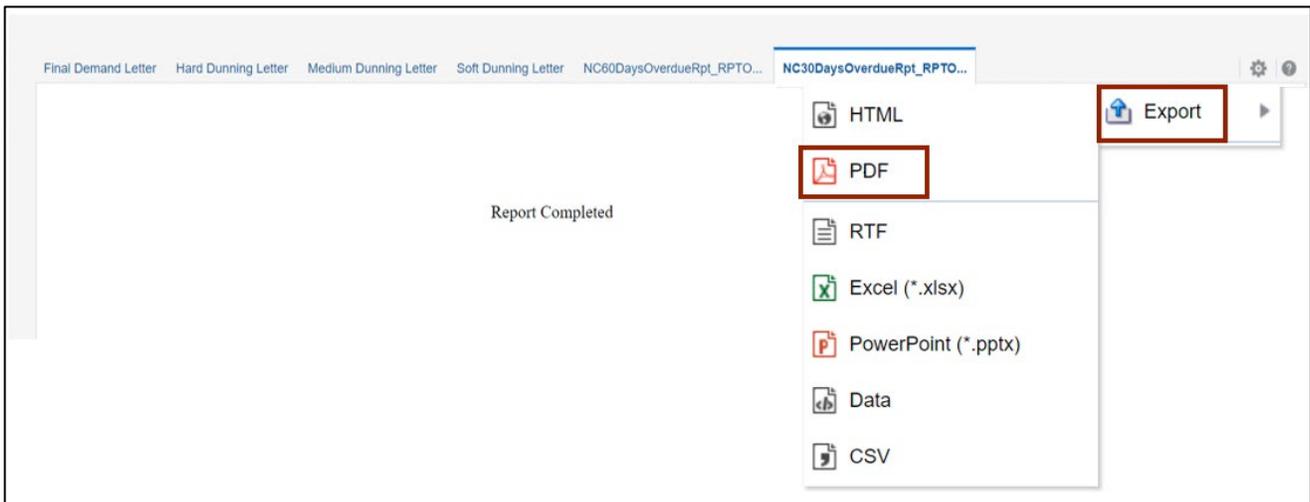
Status All Rows 1-50 of 1191 Next

Output Name	Template	Format	Locale	Time Zone	Calendar	Status	Send	XML Data	Republish
▶ 2090714	NC60DaysOverdue...	PDF	English (United States)	(UTC-05:00) New York - Eastern Time (ET)		✓			
▶ 2090714	NC60DaysOverdue...	PDF	English (United States)	(UTC-05:00) New York - Eastern Time (ET)		✓			

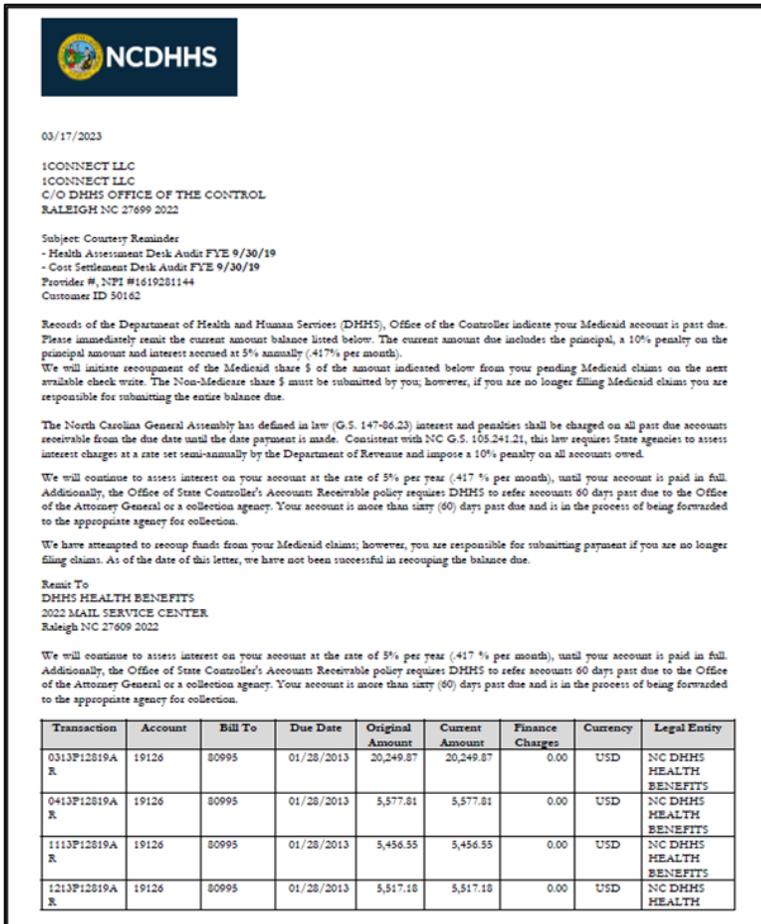
14. Click the **settings** [⚙] icon.



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