

QUICK REFERENCE GUIDE

November 1, 2019

Review Item Dunning History

This guide covers reviewing Item Dunning History.

Step 1: Review Item Dunning History

1. Navigate to the *Item Dunning History* page.

Navigation Options	Navigation Path
Navigation Collection	Accounting, Accounts Receivables, Customer Interactions, left-menu, Dunning letters, Item Dunning History.

2. Enter your search criteria on the *Item Dunning History* page.

Field Name	Field Description
*Business Unit	Enter a <i>SetID</i> (usually the same as your Business Unit).
Customer ID	Enter a <i>Customer ID</i> or search for and select a <i>Customer ID</i> .
Item ID	Enter an <i>Item ID</i> or search for and select an <i>Item ID</i> .
Item Line	Enter an <i>Item Line</i> or search for and select an <i>Item Line</i> .

Item Dunning History

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

▼ Search Criteria

Business Unit =

Customer ID begins with

Item ID begins with

Item Line =

[Basic Search](#)

3. Click the **Search** button.

- If more than one entry is listed in the **Search Results** section, click on the link for the Item/Line that you want to view. The *Dunned Item History* page displays.

Dunned Item History

Unit G1001

Customer TRN000001

Item ID TRAIN000002 Line 1

Item Balance 300.00 USD

Dunned Item History

⌘ Q
1-1 of 1
View All

Sequence	Dunning Date	Letter Code	Overdue Charges	Letter Deleted	Item Deleted	Date Modified
1	1 09/15/2018	1		N	Y	09/12/2018

Save
Return to Search
Previous in List
Next in List
Notify

- View Dunned Item information in the header section, including *Unit*, *Customer ID*, *Item ID* and *Line Number*, and the *Item Balance*.
- View the **Dunned Item History** section which displays the *Sequence* number, *Dunning Date*, the *Letter Code* for the severity of the letter, and any *Overdue Charges*.

You are also able to view:

- If the Letter has been deleted.
- If an Item within the Letter has been deleted.
- If and when the Item Line has been modified.

Using the **Grid** icon, you can download this information to an Excel spreadsheet.

- Click on the **Next in List** button to view each Item Line Dunning History.