

QUICK REFERENCE GUIDE

November 1, 2019

Run the Dunning Letter Process

You can create Dunning (Late Notice) letters to alert customers of overdue items and expedite the collection of outstanding accounts receivable.

After the Dunning Letter process is run, you will be able to preview, edit, print, review, delete an item, and delete the entire letter.

Step 1: Run the Dunning Letter Process

1. Navigate to the *Extract Dunning Letter Info* page using one of the options below.

Navigation Options	Navigation Path
Navigation Collection	Accounting, Accounts Receivables, Customer Interactions, left-menu, Dunning letters, Extract Dunning Letter Info.
WorkCenter	Accounting, Accounts Receivables, Receivables WorkCenter, left-menu, Reports/Processes section, Customer Interactions, Extract Dunning Letter Info.

2. Enter an existing *Run Control ID* or add a new *Run Control ID*.

Extract Dunning Letter Info

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

Find an Existing Value
Add a New Value

▼ Search Criteria

Run Control ID begins with ▼ NEWG10

Case Sensitive

Search
Clear
Basic Search
Save Search Criteria

3. Enter parameters on the *Dunning Letters Parameters* page as described below.

Field Name	Field Description
*As of Date	Defaults to the current date. It is important to enter the date you want to use to run the Dunning process. If you don't change the date, the process will run for the date entered in the field. Note: Dunning letters will be created for Open Items that are overdue as of this date.
*SetID	Enter a <i>SetID</i> (usually the same as your <i>Business Unit</i>).
*Unit	Enter your <i>Business Unit</i> .
Customer ID	Optionally, enter a <i>Customer ID</i> to run the process for the customer. If you don't select a <i>Customer ID</i> , the process will run for all customers in the selected <i>Business Unit</i> .
Correspondence Customer	Optionally, enter a <i>Correspondence Customer ID</i> to run the process for the correspondence customer. If you don't select a <i>Correspondence Customer</i> , the process will run for all.
Dunning Group	The field is not used in the State of Minnesota.

Field Name	Field Description
Letter Options	Options include: -Use the Severest Dunning Letter -Use Modest Dunning Letter The appropriate letter will be sent. The level of the letter depends on how it was set up. It also is determined according to the information in the customer account.

- Click the **Run** button. The *Process Scheduler Request* page displays.
- WARNING!** Select the AR Dunning process.
Note: If you select the Dunning Letters or Dunning for all Levels job, you will not be able to change the text or delete unwanted letters before printing.

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input checked="" type="checkbox"/>	AR Dunning	AR_DUNNING	Application Engine	Web	TXT	Distribution
<input type="checkbox"/>	Dunning for all levels	DUNNINGA	PSJob	(None)	(None)	Distribution

- Click the **OK** button. You are returned to the *Dunning Letters Parameters* page.
- Click the *Process Monitor* link. The *Process List* page displays.

Process List | Server List

View Process Request For

User ID: 01159534 Type: [v] Last: [v] 10 Minutes [v] Refresh

Server: [v] Name: [v] Instance From: [v] Instance To: [v]

Run Status: [v] Distribution Status: [v] Save On Refresh [x]

Process List

Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	25800367		Application Engine	AR_DUNNING	01159534	09/12/2018 2:41:18PM CDT	Success	Posted	Details

Go back to Extract Dunning Letter Info

Save Notify

Process List | Server List

- Click the **Refresh** button until the *Run Status* shows “Success” and the *Distribution* shows “Posted”.
- Next, because this is not a multiple job process, click on the *Details* link to display the *Process Detail* page.
- Click on the *Message Log* link to view the results of running the Dunning Letter process and make note of the **Dunning ID** (Dunning Number) which you will need for upcoming steps.

Process Detail

Help

Process

Instance 25800367 Type Application Engine
Name AR_DUNNING Description AR Dunning
Run Status Success Distribution Status Posted

Run

Run Control ID NEWG10
Location Server
Server PSUNX
Recurrence

Update Process

Hold Request
 Queue Request
 Cancel Request
 Delete Request
 Re-send Content
 Restart Request

Date/Time

Request Created On 09/12/2018 2:42:42PM CDT
Run Anytime After 09/12/2018 2:41:18PM CDT
Began Process At 09/12/2018 2:42:54PM CDT
Ended Process At 09/12/2018 2:43:09PM CDT

Actions

[Parameters](#)
[Message Log](#)
[Batch Timings](#)
[View Log/Trace](#)
[Transfer](#)
[View Locks](#)

OK Cancel

SWIFT STATEWIDE INTEGRATED FINANCIAL TOOLS

- In this example, the Dunning Number = 1843. It will be helpful to make note of the Dunning Number for future reference when previewing, printing, reviewing and deleting a Dunning Letter.
- It is also important to see the total number of customers it picked up. In this example, it picked up 1 customer.
- If you did not set the parameters to run for a specific customer, and only entered the *Business Unit*, it would have picked up all the customers for the *Business Unit* you entered.

After you have successfully run the Dunning Letter process, refer to the additional topics to preview, edit, and print the Dunning Letter(s).

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Message Log

[Help](#)

Process

Instance: 25800367 Type: Application Engine
Name: AR_DUNNING Description: AR Dunning

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View All

Severity	Log Time	Message Text	Explain
10	2:42:55PM	Dunning Application Engine Process. Version: '9.2'.	<input type="button" value="Explain"/>
10	2:42:55PM	Parameters: As Of Date=2018-09-15, SetID=G1001, Unit=G1001, Customer=TRN000001, Corresp. Customer=%, Dunning Group=%.	<input type="button" value="Explain"/>
10	2:42:55PM	Dunning ID=1843.	<input type="button" value="Explain"/>
10	2:42:57PM	Dunning candidate items count: 3	<input type="button" value="Explain"/>
10	2:42:57PM	Dunning candidate customer count: 1	<input type="button" value="Explain"/>
10	2:42:58PM	Items deleted from Dunning: 1	<input type="button" value="Explain"/>
10	2:42:59PM	Item deleted from dunning: 0	<input type="button" value="Explain"/>
10	2:43:01PM	Total 1 customers with 2 items selected for dunning	<input type="button" value="Explain"/>
10	2:43:02PM	Dunning Application Engine process complete.	<input type="button" value="Explain"/>
10	2:43:09PM	Report Repository URL is: http://g10pw1856reports01.mnapps.state.mn.us:7010/SchedulerTransfer/fmsap (63,68)	<input type="button" value="Explain"/>
10	2:43:09PM	Transferred file: /opt/oracle/psreports/FMS/FMSAP/20180912/23512002/AE_AR_DUNNING_25800367.stdout file size: 0KB (63,53)	<input type="button" value="Explain"/>
10	2:43:09PM	File transfer successful. Success (63,52)	<input type="button" value="Explain"/>
10	2:43:09PM	Successful Http Reply Code: 200 - OK (63,57)	<input type="button" value="Explain"/>
	2:43:09PM	Published message with ID 13834078-b6c4-11e8-bb15-ab65dfbbb938 to create entry in folder GENERAL.	<input type="button" value="Explain"/>
	2:43:09PM	Successfully posted generated files to the report repository	<input type="button" value="Explain"/>