

## QUICK REFERENCE GUIDE

November 1, 2019

### Review Last Dunning Letter

This guide covers reviewing the last dunning letter that was generated for a customer.

#### Step 1: Review the Last Dunning Letter Generated for a Customer

1. Navigate to the *Last Letter* page using the instructions below.

Navigation Options	Navigation Path
Navigation Collection	Accounting, Accounts Receivable, Customer Interactions, left-menu, Dunning Letters, Last Letter.

2. At the *Last Letter* page, enter your search criteria.

Field Name	Field Description
*SetID	Enter a <i>SetID</i> (usually the same as your Business Unit).
*Business Unit	Enter the <i>Business Unit</i> .
Correspondence Customer	Enter a <i>Customer Correspondence ID</i> to run the process for the <i>Correspondence Customer</i> .

**Last Letter**

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

Find an Existing Value

▼ **Search Criteria**

SetID =

Business Unit =

Correspondence Customer begins with

[Basic Search](#)

3. Click the **Search** button. The search automatically brings you to the *Last Dunning Letter* page.

**Last Dunning Letter** | Letter Content

SetID G1001      Customer TRN000001      TRAINING CUSTOMER1  
 Dunning Number 1843      Letter Code 1  
 Sequence 1      Delete N  
 Dunning Date 09/15/2018  
 Date Modified

**Dunning Letter Details**

Location 1  
 Letter Total 550.00 USD      Item Balance 550.00 USD

Unit	Customer	Short Name	Item ID	Line	Letter Amount	Currency	Display Letter Amount	Entry Type	Reason	Item Bal Amt
1 G1001	TRN000001	TRAINING C	TRAIN000001	1	250.00	USD	250.00	IN		250.00
2 G1001	TRN000001	TRAINING C	TRAIN000002	1	300.00	USD	300.00	IN		300.00

Save    Return to Search    Notify

4. View Dunning Letter information in the header section, including *Dunning Number*, *Sequence*, *Dunning Date*, *Date Modified*, *Letter Code*, and whether the letter has been deleted.
5. View the Dunning Letter Details section, where you are able to view:
  - *Location*, *Letter Total* and *Item Balance*
  - *Row*, *Business Unit*, *Customer ID* and *Customer Short Name*, *Item Deleted*, *Item ID*, *Item Line Number*, *Letter Amount*, *Entry Type*, *Reason*, *Item Balance*, and *Overdue Charges*
6. Click the **Letter Content** tab. You are able to view but not edit text.

**Last Dunning Letter** | **Letter Content**

SetID G1001      Dunning Number 1843      Dunning Date 09/15/2018  
 Customer TRN000001      TRAINING CUSTOMER1      Letter Code 1

**Dunning Letter Text**

This is to inform you that the items listed below are past due. Please remit payment within the next ten days to avoid penalty.

Save    Return to Search    Notify

Last Dunning Letter | Letter Content