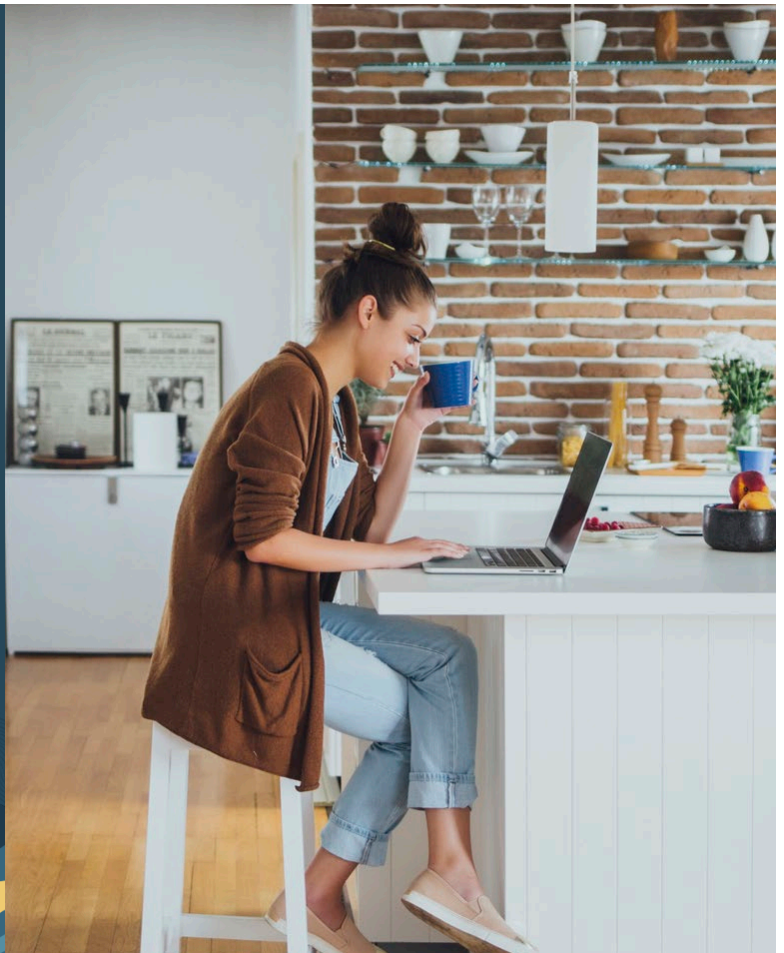




Automate Collections and Improve  
Cash Flow

## NetSuite Dunning Letters



Managing collections requires proactive communication with customers to ensure timely payment of invoices. NetSuite Dunning Letters simplifies the communications process, sending payment reminders automatically at specified intervals based on account balance, invoice amount or other criteria. Increase your collections by delivering consistent, professional dunning notices in multiple languages and currencies automatically.

### Key Benefits

- **Improve collections turnover** and reduce days sales outstanding (DSO).
- **Minimise bad debt** write-offs.
- **Increase the efficiency** and effectiveness of collections staff.
- **Improve cash flow** and collections visibility.

## Dunning Levels

Define the escalation points or dunning levels that best fit your organisation and set the time that must elapse before a dunning letter is sent to a customer. Dunning levels define the thresholds for sending notices for overdue amounts and days overdue, as well as the letter templates to use for each level.

## Dunning Templates and Workflows

With NetSuite, you can create multiple dunning letter templates and schedules to meet different requirements.

NetSuite gives you the flexibility to decide which customers or invoices require dunning, allowing white glove treatment of key accounts while standardising communications to lowertier customers.

Use these criteria to develop automated dunning workflows with different messaging and intensity, such as a prepayment reminder followed by 30-, 60- and 90-day overdue notices.

Depending on the preferences, email letters automatically, or email or print letters manually. The letter template that the system uses depends on the dunning level of the customer or invoice.

Improve customer relationships by pausing the dunning process while dealing with customer billing inquiries, or to allow extra time for payment to be received before sending another letter.

## Dunning Dashboard

Keep track of the current dunning status of all accounts with charts and lists on the Dunning dashboard, including Dunning Overdue Receivables, Dunning Overdue Receivables by Age, Dunning Average Time to Pay, Total A/R Overdue, Customers with Paused Dunning, Invoices with Paused Dunning and Recently Sent/Printed Dunning Letters.

The screenshot displays the Oracle NetSuite Dunning Dashboard. At the top, there is a search bar and navigation tabs for Activities, Dunning, Payments, Transactions, Lists, Reports, Customization, Documents, Setup, Fixed Assets, Administration & Controls, SuiteApps, and Support. The main content area is divided into several sections:

- Reminders:** A vertical bar chart showing 1 Number of Customers with Dunning Procedures - SuiteSuccess, 2 Recently Sent/Printed Dunning Letters - SuiteSuccess, and 0 Invoices with Paused Dunning - SuiteSuccess.
- Total A/R Overdue:** A table showing a total of 12 overdue invoices. The table has columns for New, Edit, View, Internal ID, and Company Name. The data includes: 324 ABC Co., 323 Above The Cloud, 317 Altima Technology, 926 Anne Kaiser, 322 Atlas US Co (in CAN), 924 Blue Pumpkin, 318 Daniela Dunning Test, 1214 Daniela Dunning Test, 792 Daichic Systems, and 928.
- Dunning Customer Saved Search:** A table showing a total of 1 customer. The table has columns for New, Edit, View, ID, Name, Email, Is Individual, Company Name, First Name, and Last Name. The data includes: C56 Daniela Dunning Test, dplata@netsuite.com, No, Daniela Dunning Test.
- Dunning Overdue Receivables by Age:** A bar chart showing the total of 4 overdue receivables. The chart has four bars representing different age ranges: 1-30 days (yellow, ~100,000), more than 90 days (orange, ~180,000), 31-60 days (blue, ~220,000), and 61-90 days (purple, ~250,000).

## Dunning Dashboard

To find out more, contact NetSuite on [Infoapac\\_WW@oracle.com](mailto:Infoapac_WW@oracle.com)

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