

# Dunning



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## Dunning Overview

Dunning is a systematic method of tracking overdue invoices and persistently sending letters to customers to demand payment.

The Dunning Letters SuiteApp enables you to set up an automated dunning process in NetSuite to help manage the collection of your accounts receivable, and send reminder letters before payment is due.

Before installing and setting up the Dunning Letters SuiteApp, be sure to read the following topics:

- [Understanding Customer Level Dunning and Invoice Level Dunning](#)
- [Understanding Dunning Terminology](#)
- [Dunning Limitations and Best Practices](#)
- [Considerations When Setting Up the Dunning Letters SuiteApp](#)
- [Dunning Setup Tasks](#)

To set up your automated dunning process, you must create dunning procedures and assign them to customers or invoices.

Dunning procedures define the escalation points or dunning levels, and the time that must elapse before a dunning letter is sent to a customer. Dunning levels define the thresholds for overdue amounts and days overdue, as well as the letter templates to use for each level. You can create dunning letter templates in various languages.

The Dunning Letters SuiteApp provides dunning evaluation workflows that an administrator must set up to run on a schedule. The system generates dunning letters according to the dunning evaluation results. When the system runs the dunning evaluation workflow, it determines which customers and invoices will be dunned. Only posting invoices are evaluated. Then, depending on the preferences set on your dunning procedures, the system would email letters automatically, or enable you to email or print letters manually. The letter template that the system uses depends on the dunning level of the customer or invoice after dunning evaluation.


Use the Dunning Email Sending Queue for sending letters by email manually. Use the Dunning PDF Printing Queue to generate PDF files for one or more letters. Automatic generation of PDF dunning

letters is not supported. Dunning PDF letters can only be generated manually from the Dunning PDF Printing Queue. After generating the PDF letters, you can download them from the file cabinet for printing. The PDF files are also saved on the **Communication** subtab of the customer record, on the contact record if the contact is specified as a dunning letter recipient.

You can pause dunning to deal with a customer's queries regarding an invoice, or to permit additional time for payment to be received before sending another letter. Then, you can resume dunning to enable the system to run the dunning evaluation workflow. All automated and manual actions concerning the dunning process are tracked in the system notes.

To help you keep track of the current dunning status of all accounts, you can display the following charts and lists on the Dunning dashboard: Dunning Overdue Receivables, Dunning Overdue Receivables by Age, Dunning Overdue Receivables by Customer, Dunning Average Time to Pay, Total A/R Overdue, Customers with Paused Dunning, Invoices with Paused Dunning, and Recently Sent/Printed Dunning Letters.


To purchase the Dunning Letters SuiteApp, contact your NetSuite account manager.

 **Note:** Dunning letters sent by email do not affect your company's contracted email volume.

## Understanding Dunning Terminology

Click the links for more information.

Term	Definition	Related Help Topics
Dunning Letter	Also known as a debt chasing letter. In NetSuite, dunning letters can be sent by email or generated as a PDF for printing.	<a href="#">Sending and Printing Dunning Letters</a>
Customer Dunning	Also referred to as customer level dunning. See <a href="#">Customer Level Dunning</a> for a detailed explanation.	<a href="#">Differences between Customer Dunning and Invoice Dunning</a> <a href="#">Assigning a Dunning Procedure to a Customer</a> <a href="#">Bulk Assigning Dunning Procedures</a>
Invoice Dunning	Also referred to as invoice level dunning. See <a href="#">Invoice Level Dunning</a> for a detailed explanation.	<a href="#">Differences between Customer Dunning and Invoice Dunning</a> <a href="#">Assigning a Dunning Procedure to an Invoice</a> <a href="#">Bulk Assigning Dunning Procedures</a>
Dunning Director	A custom role included in the Dunning Letters SuiteApp. It is based on the standard Accountant role.	<a href="#">Dunning Roles</a> <a href="#">Dunning Permissions and Access</a> <a href="#">Edit Permissions for the Dunning Subtab on Customer and Invoice Records</a>
Dunning Manager	A custom role included in the Dunning Letters SuiteApp. It is based on the standard A/R Clerk role.	<a href="#">Assigning Dunning Managers</a> <a href="#">Dunning Roles</a> <a href="#">Dunning Permissions and Access</a> <a href="#">Edit Permissions for the Dunning Subtab on Customer and Invoice Records</a>
Dunning Evaluation Workflow	Scheduled workflow that determines which customers and invoices need to be dunned, and sends dunning letters by email automatically.	<a href="#">Scheduling the Dunning Evaluation Workflow</a>

Term	Definition	Related Help Topics
	<ul style="list-style-type: none"> <li>Customer Dunning WF Schedule is used for customer dunning</li> <li>Invoice Dunning WF Scheduler is used for invoice dunning</li> </ul>	
Dunning Procedure	Defines the escalation points or dunning levels, and the time that must elapse before a dunning letter is sent to a customer.	<a href="#">Setting Up Dunning Procedures</a>
Dunning Level	Defines the thresholds for overdue amounts and days overdue, as well as the dunning letter templates to use for each level.	<a href="#">Understanding Dunning Levels</a>
Dunning Level Rule	Defines the days overdue and the outstanding amount thresholds in various currencies.	<a href="#">Creating Dunning Level Rules</a> <a href="#">Specifying the Basis for Determining the Dunning Level</a> <a href="#">Adding Dunning Levels to a Dunning Procedure</a>
Dunning Selection Criteria	Filters the customers and invoices to which a dunning procedure can be assigned automatically on the customer or invoice record.	<a href="#">Defining Dunning Selection Criteria</a>
Dunning Recipient	A contact added to the Dunning Recipient subtab of a customer record.	<a href="#">Defining Dunning Letter Recipients</a>
Dunning Template Record	A custom record that specifies the PDF and email template files to use for each language and dunning level for a particular dunning procedure. On a dunning procedure record, you specify the dunning template records to use.	<a href="#">Creating Dunning Template Records</a>
Dunning Email Template	Template file used for dunning letters that will be sent by email.	<a href="#">Creating Dunning Letter Email Templates</a>
Dunning PDF Template	Template file used for dunning letters that will be generated as a PDF for printing.	<a href="#">Creating Dunning Letter PDF Templates</a>
Dunning Pause Reason	A custom record that defines a reason for temporarily stopping the dunning process for a customer or invoice.	<a href="#">Pausing and Resuming Dunning</a> <a href="#">Creating Reasons for Pausing Dunning</a>
Dunning Evaluation Result	<p>A custom record created after the dunning evaluation determines that a particular customer or invoice must be sent a dunning letter. A dunning evaluation result is created for each customer or invoice that will be dunned. These are the records listed in the Dunning Email Sending Queue and Dunning PDF Printing Queue.</p> <div>  <b>Important:</b> Editing the dunning evaluation result may cause errors in the sending of dunning letters.         </div>	<a href="#">Scheduling the Dunning Evaluation Workflow</a>

## Understanding Customer Level Dunning and Invoice Level Dunning

To set up your automated dunning process, you must create dunning procedures and assign them to customers or invoices.

Customer level dunning is the recommended standard way to use the Dunning Letters SuiteApp.

Use invoice level dunning only if you want to treat one or more invoices of a customer according to different rules, or using a different template.



Before you set up your accounts to use the Dunning Letters SuiteApp, read the following topics to understand the differences between customer level dunning and invoice level dunning:

- [Differences between Customer Dunning and Invoice Dunning](#)
- [Customer Level Dunning](#)
- [Invoice Level Dunning](#)

## Differences between Customer Dunning and Invoice Dunning

Customer Level Dunning		Invoice Level Dunning	
If <b>Allow Override</b> box is checked on the customer's dunning procedure:	If <b>Allow Override</b> box is not checked on the customer's dunning procedure:	If <b>Allow Override</b> box is checked on the customer's dunning procedure:	If <b>Allow Override</b> box is not checked on the customer's dunning procedure:
<ul style="list-style-type: none"> <li>■ Invoice dunning is allowed.</li> <li>■ System sends a dunning letter with all overdue invoices of the customer attached. Non-overdue invoices are also attached to the dunning letter if they meet any one of the dunning level criteria.</li> <li>■ System evaluates only invoices without a dunning procedure assigned.</li> <li>■ System uses the Customer Dunning WF Scheduler workflow for evaluating all invoices of the customer.</li> </ul>	<ul style="list-style-type: none"> <li>■ Invoice dunning is not allowed.</li> <li>■ System sends a dunning letter with all overdue invoices of the customer attached. Non-overdue invoices are also attached to the dunning letter if they meet any one of the dunning level criteria.</li> <li>■ System evaluates all invoices of the customer (with or without a dunning procedure assigned).</li> <li>■ System uses the Customer Dunning WF Scheduler workflow for evaluating all invoices of the customer.</li> </ul>	<ul style="list-style-type: none"> <li>■ Invoice dunning is allowed.</li> <li>■ System sends a dunning letter to a customer for only one particular invoice.</li> <li>■ System uses the Invoice Dunning WF Scheduler workflow for evaluating specific invoices.</li> <li>■ System evaluates the invoices with dunning procedures individually.</li> </ul>	<ul style="list-style-type: none"> <li>■ Invoice dunning is not allowed.</li> </ul>

For more information, see [Customer Level Dunning](#) and [Invoice Level Dunning](#).

## Example of Customer Dunning Letter

This is just a friendly reminder that your account with us appears as past due. Our records indicate that you have a total outstanding balance of \$11,000.00 with the following invoices overdue:					
Invoice #	Description	Invoice Date	Due Date	Invoice Currency	Amount (Invoice Currency)
22		04/27/2016	04/25/2016	Canadian Dollar	3,000
23*		04/27/2016	04/25/2016	Canadian Dollar	3,000
24		04/27/2016	04/24/2016	Canadian Dollar	2,000
25		04/27/2016	03/07/2016	Canadian Dollar	3,000
*A separate dunning letter may be sent for each marked invoice.					

## Example of Invoice Dunning Letter

This is just a friendly reminder that your account with us appears as past due. Our records indicate that you have a total outstanding balance of €130 692.59 with the following invoices overdue:					
Invoice #	Description	Invoice Date	Due Date	Invoice Currency	Amount(Invoice Currency)
10495	AUD Transaction	09/07/2015	09/01/2015	AUD	100,000

## Customer Level Dunning

Customer level dunning is the recommended standard way to use the Dunning Letters SuiteApp.

In customer level dunning, you are sending a dunning letter with all overdue invoices of the customer attached. Non-overdue invoices are also attached to the dunning letter if they meet any one of the dunning level criteria.

To understand the differences between customer level dunning and invoice level dunning, see [Differences between Customer Dunning and Invoice Dunning](#).

### To set up customer level dunning:

1. Create a customer dunning procedure:
  - a. Create a new dunning procedure record. See [Creating Dunning Procedures](#).
  - b. In the **Applies To** field, select **Customer**.
  - c. Check the **Allow Override** box if you want to enable the system to use invoice level dunning for those invoices that have a dunning procedure. Otherwise, leave the **Allow Override** box clear.
  - d. Complete the required fields.
  - e. Save the dunning procedure record.
2. Assign the dunning procedure to the customer:
  - a. Edit or create a new customer record.
  - b. Assign the dunning procedure to the customer. See [Assigning a Dunning Procedure to a Customer](#).
  - c. Assign at least one dunning recipient. See [Defining Dunning Letter Recipients](#).
  - d. Select the method of sending dunning letters to this customer (printing or email, or both). See [Specifying Dunning Delivery Methods](#).
  - e. Assign the appropriate dunning manager for the customer. See [Assigning Dunning Managers](#).
  - f. Complete the required fields.
  - g. Save the customer record.

## Invoice Level Dunning

Although customer level dunning is the recommended standard way to use the Dunning Letters SuiteApp, some companies need the ability to dun an invoice separately.

Invoice level dunning is used when a company wants to treat one or more invoices of a customer according to different rules, or using a different template.

In invoice level dunning, you are sending a dunning letter to a customer for only one particular invoice.

The reasons and criteria for using invoice dunning vary. For example, a company may want to send a dunning letter for an invoice that is above a particular value. Another company may want to use invoice level dunning for a certain service. You may also want to use a different template for invoices closed by a certain sales rep, or for invoices that use certain payment terms.

To understand the differences between customer level dunning and invoice level dunning, see [Differences between Customer Dunning and Invoice Dunning](#).

### To set up invoice level dunning:

1. Create a customer dunning procedure:

- a. Create a new dunning procedure record. See [Creating Dunning Procedures](#).
- b. In the **Applies To** field, select **Customer**.
- c. Check the **Allow Override** box to enable the system to use invoice level dunning for those invoices that have a dunning procedure.



**Note:** Customer dunning will still proceed even if the **Allow Override** box is checked. See [Differences between Customer Dunning and Invoice Dunning](#).

- d. Complete the required fields.
  - e. Save the dunning procedure record.
2. Assign the dunning procedure to the customer:
    - a. Edit or create a new customer record.
    - b. On the **Setup** subtab under the **Dunning** subtab, select the customer dunning procedure. See [Assigning a Dunning Procedure to a Customer](#).
    - c. Assign at least one dunning recipient. See [Defining Dunning Letter Recipients](#).
    - d. Select the method of sending dunning letters to this customer (printing or email, or both). See [Specifying Dunning Delivery Methods](#).
    - e. Assign the appropriate dunning manager for the customer. See [Assigning Dunning Managers](#).
    - f. Complete the required fields.
    - g. Save the customer record.
  3. Create an invoice dunning procedure:
    - a. Create a new dunning procedure record. See [Creating Dunning Procedures](#).
    - b. In the **Applies To** field, select **Invoice**.
    - c. Complete the required fields.
    - d. Save the dunning procedure.
  4. Assign the invoice dunning procedure to the customer's invoices that you want to dun separately:
    - a. Edit or create a new invoice.
    - b. On the **Setup** subtab under the **Dunning** subtab, select the invoice dunning procedure. See [Assigning a Dunning Procedure to an Invoice](#).
    - c. Save the invoice record.



**Important:** To enable the system to perform the dunning evaluation for an invoice, make sure that the customer dunning procedure assigned on the customer record has the **Allow Override** box checked.

## Considerations When Setting Up the Dunning Letters SuiteApp

Before setting up your account to use the Dunning Letters SuiteApp, read the following topics for guidance:

- [Dunning Strategy](#)
- [Dunning Letter Formats](#)

- [Dunning Roles](#)

## Dunning Strategy

### Considerations:

- **Deciding on whether to use customer dunning or invoice dunning**

The Dunning Letters SuiteApp supports customer level dunning and invoice level dunning.

In customer level dunning, you are sending a dunning letter with all overdue invoices of the customer attached. Non-overdue invoices are also attached to the dunning letter if they meet any one of the dunning level criteria.

In invoice level dunning, you are sending a dunning letter to a customer for only one particular invoice.

Customer level dunning is the recommended standard way to use the Dunning Letters SuiteApp.

Use invoice level dunning only if you want to treat one or more invoices of a customer according to different rules, or using a different template.

For more information, see [Differences between Customer Dunning and Invoice Dunning](#).

- **Defining dunning escalation levels (thresholds for overdue amounts and days overdue)**

To set up your automated dunning process, you must create dunning procedures and assign them to customers or invoices.

Dunning procedures define the escalation points or dunning levels, and the time that must elapse before a dunning letter is sent to a customer. Dunning levels define the thresholds for overdue amounts and days overdue, as well as the letter templates to use for each level.

For more information, see [Adding Dunning Levels to a Dunning Procedure](#).

## Dunning Letter Formats

### Considerations:

- **Deciding on whether to print dunning letters or send dunning letters by email**

On a dunning procedure record, each dunning level that you add must be associated with a dunning letter template record. The dunning template record is where you add template files for your dunning letters.

The type of template you create depends on your customers' preferences for receiving dunning letters. Create email templates for letters to be sent by email, and PDF templates for letters to be printed.

For more information, see the following topics:

- [Customizing Dunning Letter Templates](#)
- [Creating Dunning Letter Email Templates](#)
- [Creating Dunning Letter PDF Templates](#)

- **Deciding on the languages of the dunning letter templates**

The dunning letter template record can have email and PDF template files in a single language, or several template files in various languages.

For more information, see the following topics:

- [Best Practices for Creating and Using Dunning Templates](#)
- [Supported Languages for Dunning](#)
- [Selecting a Default Language on a Dunning Template Record](#)


## Dunning Roles

### Considerations:

- Determining permissions needed by employees to perform dunning tasks
- Deciding whether to use standard roles or custom roles
- Determining who should be assigned the Dunning Director or Dunning Manager roles

The following roles can use the dunning features:

- Administrator
- Accountant
- A/R Clerk
- Dunning Director (default role based on the standard Accountant role)
- Dunning Manager (default role based on the standard A/R Clerk role)

 **Note:** The default Dunning Director and Dunning Manager roles are included in the Dunning Letters SuiteApp.

The default Dunning Director or Dunning Manager role can access only the assigned employee's subsidiary.

For example, if you are using the default Dunning Director role, dunning procedures that you create can only be assigned to your subsidiary. However, you can create various sets of dunning procedures for each subsidiary.

Customized roles can also use dunning if they have been granted the required permissions and access to the dunning pages.

For more information, see the following topics:

- [Dunning Permissions and Access](#)
- [Edit Permissions for the Dunning Subtab on Customer and Invoice Records](#)
- [Customizing Roles to Use the Dunning Features](#)

## Dunning Permissions and Access

The following table shows the permissions and access levels for dunning records and functionality:

Record or Functionality	Dunning Director/Accountant/Administrator	Dunning Manager or A/R Clerk
Dunning Configuration	Edit	View
Dunning Level Rule	Full	View
Dunning Pause Reason	Full	Full
Dunning Procedure	Full	View
Dunning Procedure Priority	Edit	View
Dunning Template	Full	Edit
Dunning Procedure Bulk Assignment	Allowed	Not allowed
Dunning Bulk Update Customer Records	Allowed	Not allowed

Record or Functionality	Dunning Director/Accountant/ Administrator	Dunning Manager or A/R Clerk
Dunning Email Sending Queue	Allowed	Allowed
Dunning PDF Printing Queue	Allowed	Allowed
Assigning Dunning Managers	Allowed	Not allowed
Assigning a Dunning Procedure to an Invoice	Allowed	Allowed
		<b>Note:</b> Only the dunning manager assigned to the invoice can edit the <b>Dunning Procedure</b> field on the <b>Dunning</b> subtab of the invoice record.
Assigning a Dunning Procedure to a Customer	Allowed	Allowed
		<b>Note:</b> Only the dunning manager assigned to the customer can edit the <b>Dunning Procedure</b> field on the <b>Dunning</b> subtab of the customer record.
Defining Dunning Letter Recipients	Allowed	Allowed
Pausing Dunning	Allowed	Allowed
Resuming Dunning	Allowed	Allowed

See also [Dunning Roles](#).

## Edit Permissions for the Dunning Subtab on Customer and Invoice Records

The **Dunning** subtab is available on customer records and invoice records in accounts that have the Dunning Letters SuiteApp. Edit permissions depend on the user's logged in role, and on whether the logged in user is the assigned dunning manager for the record. The following table shows the edit permission differences:

Field or Box on the Dunning Subtab on the Customer or Invoice Record	Dunning Director/Accountant/ Administrator	Dunning Manager Assigned to the Customer or Invoice	Dunning Manager Not Assigned to the Customer or Invoice
Dunning Procedure	Yes	Yes	No
Dunning Level	Yes	No	No
Dunning Manager	Yes	No	No
Pause Dunning	Yes	Yes	No
Dunning Pause Reason	Yes	Yes	No
Dunning Pause Reason Detail	Yes	Yes	No
Allow Letters to be Printed	Yes	Yes	No

Field or Box on the Dunning Subtab on the Customer or Invoice Record	Dunning Director/Accountant/Administrator	Dunning Manager Assigned to the Customer or Invoice	Dunning Manager Not Assigned to the Customer or Invoice
Allow Letters to be Emailed	Yes	Yes	No
Do Not Send Letters To Customer Email	Yes	Yes	No
Dunning Recipient	Yes	Yes	No

To use customized roles, see [Customizing Roles to Use the Dunning Features](#).

## Dunning Limitations and Best Practices

Before using the Dunning Letters SuiteApp, be aware of the current limitations and best practice recommendations.

### Dunning Letters SuiteApp Limitations

The Dunning Letters SuiteApp currently has the following limitations:

- Only accounts with the Multiple Currencies feature enabled can use the Dunning Letters SuiteApp.
- The **Custom Statement Form** field on the dunning template page currently cannot filter transaction forms by type. The dropdown list includes all transaction forms.
- The **Dunning Manager** field and **Default Dunning Manager** fields currently cannot filter employees by role. The dropdown list includes all active employees.
- The maximum number of dunning levels that you can add to a dunning procedure is 15.
- The NetSuite file size limit for generated PDFs is 5MB. If attachments exceed the limit, the system splits them into various files in the same folder in the file cabinet. See [Printing Dunning Letters](#). For information about storage space, see the help topic [Working with the File Cabinet](#).
- When printing letters using the Dunning PDF Printing Queue, the system can print only up to 100 letters at one time.
- When sending email using the Dunning Email Sending Queue, the system can send only up to 100 letters at one time.
- Creating and updating dunning procedures can be done through the user interface or through CSV import. The Dunning Letters SuiteApp currently does not support the importing of dunning procedures using web services or SuiteScript.
- The Dunning Letters SuiteApp cannot detect bounced email messages. If a customer requests you to resend a dunning letter, you can go to the **Communication** subtab on the customer or invoice record to access the dunning letter and forward it. See [Resending a Dunning Letter](#).
- The Recently Sent/Printed Dunning Letters portlet uses the NetSuite server time for recording the date and time.

### Best Practices for Dunning

When using the Dunning Letters SuiteApp, be guided by the following recommendations:

- A limitation prevents the Dunning Letters SuiteApp from showing the sublists on the dunning forms when you select the **-New-** option in the dropdown list or when you click the plus icon to create a new record.

Therefore, when you set up your account to use the Dunning Letters SuiteApp, NetSuite recommends the following:

- Always use the Dunning Setup menu to go to the pages for creating new dunning records.
- Do not select the **-New-** option in the dropdown lists to create a new record.
- If you are logged in with the Administrator role, do not click the plus icon beside the field to create a new record.

This guideline applies to the following:

- **Dunning Procedure** field on the customer or invoice record
  - **Dunning Level Rule** field on the dunning procedure record
  - **Dunning Template** field on the dunning procedure record
  - **Dunning Pause Reason** field on the customer or invoice record
2. When creating saved searches to use for dunning, use only standard NetSuite fields for your search filters. Using fields provided by other SuiteApps cause errors when those fields are changed or removed.
  3. In General Preferences, the recommended number of rows to show in list segments is not more than 250. Longer list segments cause errors. See the help topic [Setting General Preferences](#).
  4. NetSuite recommends that you update your customer records using the Bulk Update Customer Records page. This should be performed as a one-time setup task after assigning dunning procedures to customer and invoice records to avoid disrupting the dunning process. See [Bulk Updating Customer Records for Dunning](#).
  5. Before you create dunning template records, be sure to read [Best Practices for Creating and Using Dunning Templates](#).


## Enabling Dunning

Contact your NetSuite account representative to purchase the Dunning Letters SuiteApp and to have the bundle shared with your account so that you can install it.

Before installing the Dunning Letters SuiteApp, verify that your account has the prerequisite features enabled. See [Prerequisites for Dunning](#).

### To install the Dunning Letters SuiteApp:

1. Go to Customization > SuiteBundler > Search and Install Bundles.
2. In the **Keywords** field, enter the bundle ID, **62340**.
3. Click **Search**.
4. Click the Dunning Letters SuiteApp link in the **Name** column.
5. On the Bundle Details page, click **Install**.

 **Note:** The **Install** button is only available if the SuiteApp has been shared explicitly with your account.

For more information about installing SuiteApps, see the help topic [Installing a Bundle](#).

The Dunning Letters SuiteApp is a managed bundle developed by NetSuite. After you install the SuiteApp, your accounts are automatically upgraded when an update to the SuiteApp is available.

If you uninstall the SuiteApp, NetSuite deletes the SuiteApp and all its customization objects from your account.



## Prerequisites for Dunning

Before installing the Dunning Letters SuiteApp, make sure the following features are also enabled in your NetSuite account:

Feature	Enable Features Subtab
Custom Records	SuiteCloud
Advanced PDF/HTML (Beta) Templates	SuiteCloud
Client SuiteScript	SuiteCloud
Server SuiteScript	SuiteCloud
SuiteFlow	SuiteCloud
Multiple Currencies	Company
Multi-Language	Company

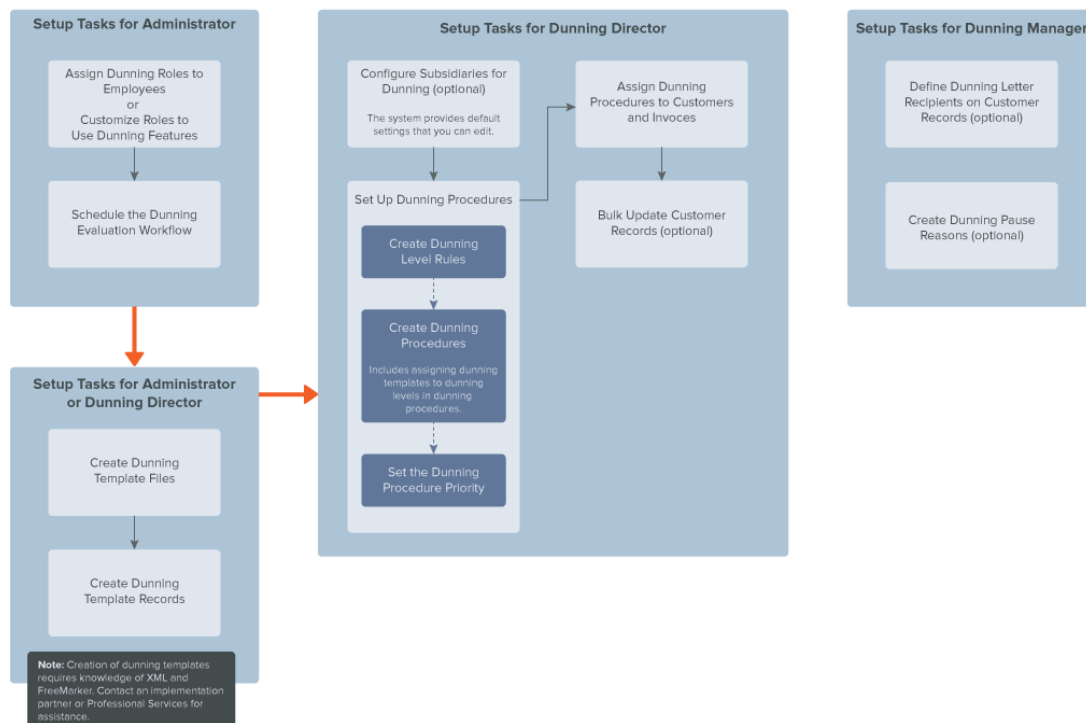
To enable features, go to Setup > Company > Enable Features.

For more information, see the help topic [Enabling Features](#).

## Dunning Setup Tasks

Before using the Dunning Letters SuiteApp, set up tasks must be completed.

The following diagram and table show the setup tasks for dunning.



Setup Tasks	Users	Help Topics
Assign Dunning Roles to Employees	Administrator	<a href="#">Dunning Roles</a> <a href="#">Dunning Permissions and Access</a> <a href="#">Edit Permissions for the Dunning Subtab on Customer and Invoice Records</a> <a href="#">Customizing Roles to Use the Dunning Features</a>
Schedule the Dunning Evaluation Workflow	Administrator	<a href="#">Scheduling the Dunning Evaluation Workflow</a>
Create Dunning Templates	Administrator or Dunning Director (with knowledge of FreeMarker), Implementation Partner, NetSuite Professional Services	<a href="#">Configuring Multiple Languages</a> <a href="#">Setting Customer Record Preferences</a> <a href="#">Creating Dunning Template Records</a> <a href="#">Best Practices for Creating and Using Dunning Templates</a> <a href="#">Creating Dunning Letter Email Templates</a> <a href="#">Creating Dunning Letter PDF Templates</a>
Configure Subsidiaries for Dunning	Dunning Director, Accountant	<a href="#">Configuring Subsidiaries for Dunning</a>
Create Dunning Level Rules	Dunning Director, Accountant	<a href="#">Creating Dunning Level Rules</a>
Create Dunning Procedures	Dunning Director, Accountant	<a href="#">Creating Dunning Procedures</a>
Set the Dunning Procedure Priority	Dunning Director, Accountant	<a href="#">Setting the Priority Order of Dunning Procedures</a>
Assign Dunning Procedures	Dunning Director, Accountant	<a href="#">Assigning Dunning Procedures</a>
Bulk Update Customer Records	Dunning Director, Accountant	<a href="#">Bulk Updating Customer Records for Dunning</a>
Define Dunning Letter Recipients on Customer Records	Dunning Manager	<a href="#">Defining Dunning Letter Recipients</a>
Create Dunning Pause Reasons	Dunning Manager	<a href="#">Creating Reasons for Pausing Dunning</a>

## Customizing Roles to Use the Dunning Features

Custom roles can be given permission to use the dunning features.



**Important:** If you add dunning permissions to a custom role, you must also select either **Dunning Director** or **Dunning Manager** in the **Dunning Role** field of the Role page. A custom role without appropriate permissions, and is not assigned either a Dunning Director or Dunning Manager role, will not be able to access the dunning pages and records.

For steps to customize roles to use the dunning features, read the following topics:

- [Granting Dunning Director Permissions to a Custom Role](#)
- [Granting Dunning Manager Permissions to a Custom Role](#)

The system checks for discrepancies between the custom role and the Dunning Director or Dunning Manager role.

In the following example, an error message will appear when the custom role tries to create or modify a dunning procedure, because only a dunning director can create or modify a dunning procedure.

#### Example

- The custom role is specified as Dunning Manager on the Role page.
- The custom role was given full access to the Dunning Procedure permission.

## Granting Dunning Director Permissions to a Custom Role

Perform the following steps to give a custom role the same access as the Dunning Director role.

### To grant dunning director permissions to a custom role:

1. View the permissions and access levels of the Dunning Director role:
  - a. Go to Setup > Users/Roles > Manage Roles.
  - b. Click the Dunning Director link (from bundle 62340).
  - c. Click the **Permissions** tab, and click the following subtabs to view permissions and access levels of the Dunning Director role:
    - Transactions
    - Reports
    - Lists
    - Setup
    - Custom Record



**Note:** NetSuite discourages the use of the Show Role Differences feature to compare the dunning role permissions with your custom role permissions because some of the permissions do not show.

- d. Click the **Forms** tab, and click the **Custom Record** subtab to view permissions and access levels of the Dunning Director role.
- e. Click the **Searches** tab, and click the **Custom Record** subtab to view permissions and access levels of the Dunning Director role.

See the help topic [Reviewing Permissions Assigned to Roles](#).

2. Edit your custom role by performing the following steps:
  - a. Go to Setup > Users/Roles > Manage Roles.
  - b. Click the Edit link next to the name of the custom role.
  - c. Add the Dunning Director permissions and access levels. Refer to Step 1c, Step 1d, and Step 1e.  
For information about adding permissions and setting access levels, see the help topic [Customizing or Creating NetSuite Roles](#).
  - d. Make sure the appropriate dunning role is assigned. In the **Dunning Role** field, select **Dunning Director**.
  - e. Click **Save**.
3. Add your custom role to the script audience of each of the following Suitelets intended for dunning directors:

- Dunning Procedure Bulk Assignment
  - Dunning Queue Print
  - Dunning Queue Send
  - Dunning Queue Remove
  - Dunning Queue Form Send
  - Dunning Queue Form Print
  - Bulk Update Customer Records for Dunning
  - Bulk Update Process Service SU
- a. Go to Customization > Scripting > Script Deployments.
  - b. Click the Edit link next to the script deployment.
  - c. On the **Audience** tab, select the custom role to which you want to give access. This will allow the script to run using the custom role.



**Important:** Do not replace the existing audience. Only add your custom role to the audience. For more information about using the Audience tab, see the help topic [Defining Script Audience](#).

- d. Click **Save**.
4. Add your custom role to the audience list of the appropriate center:
    - a. Go to Customization > Centers and Tabs > Center Tabs.
    - b. Click the Edit link of the center type that you want the role to access.



**Note:** If the custom role is based on an accounting role, add the custom role to the Accounting center. If the custom role is **not** based on an Accountant or A/R Clerk role, add the custom role to the Dunning Center, not the Accounting center.

Name	Center Type
Dunning	Dunning Center
Dunning	Accounting Center

- c. On the Center Tab page, click the **Audience** subtab.
- d. Select the custom role to give access to.



**Important:** Do not replace the existing audience. Only add your custom role to the audience. For more information about using the Audience tab, see the help topic [Defining Script Audience](#).

- e. Click **Save**.

## Granting Dunning Manager Permissions to a Custom Role

Perform the following steps to give a custom role the same access as the Dunning Manager role.

### To grant dunning manager permissions to a custom role:

1. View the permissions and access levels of the Dunning Manager role:

- a. Go to Setup > Users/Roles > Manage Roles.
- b. Click the Dunning Manager link (from bundle 62340).
- c. Click the **Permissions** tab, and click the following subtabs to view permissions and access levels of the Dunning Manager role:
  - Transactions
  - Reports
  - Lists
  - Setup
  - Custom Record
- d. Click the **Forms** tab, and click the **Custom Record** subtab to view permissions and access levels of the Dunning Manager role.
- e. Click the **Searches** tab, and click the **Custom Record** subtab to view permissions and access levels of the Dunning Manager role.


See the help topic [Reviewing Permissions Assigned to Roles](#).

2. Edit your custom role by performing the following steps:
  - a. Go to Setup > Users/Roles > Manage Roles.
  - b. Click the Edit link next to the name of the custom role.
  - c. Add the Dunning Manager permissions and access levels. Refer to Step 1c, Step 1d, and Step 1e.  
For information about adding permissions and setting access levels, see the help topic [Customizing or Creating NetSuite Roles](#).
  - d. Make sure the appropriate dunning role is assigned. In the **Dunning Role** field, select **Dunning Manager**.
  - e. Click **Save**.
3. Add your custom role to the script audience of each of the following Suitelets intended for dunning managers:
  - Dunning Queue Print
  - Dunning Queue Send
  - Dunning Queue Remove
  - Dunning Queue Form Send
  - Dunning Queue Form Print
  - a. Go to Customization > Scripting > Script Deployments.
  - b. Click the Edit link next to the script deployment.
  - c. On the **Audience** tab, select the custom role to which you want to give access. This will allow the script to run using the custom role.




**Important:** Do not replace the existing audience. Only add your custom role to the audience. For more information about using the Audience tab, see the help topic [Defining Script Audience](#).

- d. Click **Save**.
4. Add your custom role to the audience list of the appropriate center type from bundle 62340:
  - a. Go to Customization > Centers and Tabs > Center Tabs.
  - b. Click the Edit link of the center type that you want the role to access.

 **Note:** If the custom role is based on an accounting role, add the custom role to the Accounting center. If the custom role is **not** based on an Accountant or A/R Clerk role, add the custom role to the Dunning Center, not the Accounting center.

Name	Center Type
Dunning	Dunning Center
Dunning	Accounting Center

- c. On the Center Tab page, click the **Audience** subtab.
- d. Select the custom role to give access to.

 **Important:** Do not replace the existing audience. Only add your custom role to the audience. For more information about using the Audience tab, see the help topic [Defining Script Audience](#).

- e. Click **Save**.

## Using the Dunning Tab

In accounts where the Dunning Letters SuiteApp is installed, the **Dunning** tab is available to Dunning Director, Dunning Manager, Accountant, and A/R Clerk roles.

The **Dunning** tab provides links to the following:

- Dunning Overview – To display the Dunning dashboard. See [Using the Dunning Dashboard](#).
- Setup
  - Setup > Bulk Update Customer Records – See [Bulk Updating Customer Records for Dunning](#).
  - Setup > Dunning Configurations – See [Configuring Subsidiaries for Dunning](#).
  - Setup > Dunning Level Rules – See [Creating Dunning Level Rules](#).
  - Setup > Dunning Templates – See [Understanding Dunning Letter Templates](#).
  - Setup > Dunning Procedures – See [Creating Dunning Procedures](#).
  - Setup > Dunning Bulk Assignment – See [Bulk Assigning Dunning Procedures](#).
  - Setup > Dunning Procedure Priority – See [Setting the Priority Order of Dunning Procedures](#).
  - Setup > Dunning Pause Reasons – [Creating Reasons for Pausing Dunning](#).
- Letters
  - Email – See [Sending Dunning Letters Manually](#).
  - PDF – See [Printing Dunning Letters](#).
- Customer – To see the Customers list, to create a customer record, and to search for customers
- Invoice – To see the Invoices list, to create an invoice record, and to search for invoices
- Document
  - Email Template – See [Creating Dunning Letter Email Templates](#).

For information about permissions to access to the dunning pages, see [Dunning Permissions and Access](#)

## Scheduling the Dunning Evaluation Workflow

After installing the Dunning Letters SuiteApp, an administrator must set up the dunning evaluation workflows to run on a schedule. The workflows automate the sending of dunning letters. During automated dunning, the system searches for customers and invoices with overdue amounts. Depending on the dunning procedures and dunning levels that you have set up, the system determines which customers and invoices will be dunned, and automatically sends the dunning letters by email. Letters that are intended to be emailed manually or printed are shown on the Dunning Email Sending Queue and the Dunning PDF Printing Queue.

The Dunning Letters SuiteApp provides the following default dunning evaluation workflows that an administrator can copy and modify to specify the execution schedule and set the **Release Status** field to **Released**:

- Customer Dunning WF Scheduler
- Invoice Dunning WF Scheduler

**Note:** Customer dunning means that the dunning procedure is assigned to the customer, and the **Allow Override** box is clear on the dunning procedure record. Invoice dunning means that the **Allow Override** box is checked on the dunning procedure assigned to the customer, and a dunning procedure is assigned to the invoice. Customer dunning is used to evaluate all invoices of the customer. Invoice dunning is for evaluating a specific invoice. See [Understanding Customer Level Dunning and Invoice Level Dunning](#).

**Important:** Whenever a user defines a new schedule or edits an existing schedule, the dates and times used in the schedule are saved in the time zone of the current user. Even if the user later changes the time zone preference, without changing the schedule, the schedule keeps the original date and time, and the original time zone.

**Note:** NetSuite recommends that you schedule the workflows to run outside your normal business hours. This is to ensure that users in your company are not updating customer and invoice records during the dunning evaluation. To avoid sending debt chasing email messages to customers on weekends, schedule the workflow to run only on weekdays.

### To schedule the dunning evaluation workflow:

1. Go to Customization > Scripting > Workflows (Administrator).
2. To schedule the dunning evaluation workflow for customers, click the View link of the Customer Dunning WF Scheduler workflow.  
To schedule the dunning evaluation workflow for invoices, click the View link of the Invoice Dunning WF Scheduler workflow.
3. Place your cursor over Actions, and select **Make Copy**.
4. Click **Edit**.
5. Enter a new name for the workflow.
6. Under Initiation, choose **Scheduled**.
7. In the **Saved Search** field, select the saved search on which to run the workflow.  
The saved search provided by the Dunning Letters SuiteApp is selected by default. This predefined saved search contains a list of customers of invoices that have been assigned a dunning procedure. You can use your own saved search, but you must make sure that your saved search does not have any customer or invoice that does not have a dunning procedure.
8. Make sure that the **Repeat** box is checked, otherwise the workflow will run for only one time.

9. In the **Frequency** field, select the frequency with which you want the workflow to run. After selecting a frequency, you must define a start date, end date, execution time, and additional schedule details.  
For more information about workflow scheduling options, see the help topic [Initiating a Workflow on a Schedule](#).
10. After defining the schedule, if you are ready to run the workflow, set the **Release Status** field to **Released**.
11. Click **Save**.

## Configuring Subsidiaries for Dunning

After you install the Dunning Letters SuiteApp in your account, NetSuite creates a dunning configuration record for each active subsidiary. When you make an inactive subsidiary active, a dunning configuration record is automatically created for it. Each new subsidiary that you create will also automatically have a corresponding dunning configuration record created by the system.

The dunning configuration record is created with the following default settings:

- **Automatically Assign to New Customers** box is checked – This means that each new customer record created for the subsidiary is automatically assigned a dunning procedure.
- **Automatically Assign to New Invoices** box is checked – This means that each new invoice created for the subsidiary is automatically assigned a dunning procedure.

Modifying a dunning configuration record is optional. Modify a subsidiary's dunning configuration record if you do not want to automatically assign a dunning procedure when new customers or invoices are created for that subsidiary.

To view or edit a subsidiary's dunning configuration record, go to **Dunning > Setup > Dunning Configuration**.

To disable automatic assignment of dunning procedures to customers or invoices of a subsidiary, clear the appropriate box on the dunning configuration record.

If you delete a subsidiary, its dunning configuration record is also deleted.

For more information about automatic assignment of dunning procedures, read the following topics:

- [Assigning a Dunning Procedure Automatically Upon Customer Record Creation](#)
- [Assigning a Dunning Procedure Automatically Upon Invoice Record Creation](#)

## Setting Up Dunning Procedures

As part of automating the dunning process, you must first create dunning procedures and then assign them to customers and invoices. In a dunning procedure, you define the escalation points or dunning levels, the letter templates to use for each dunning level, and the minimum number of days interval for sending letters. Dunning levels define the thresholds for overdue amounts and days overdue.

Setting up dunning procedures involves the following steps:

1. Create dunning templates. A template is assigned to each dunning level in a dunning procedure. You must create dunning templates and dunning template records before you can define dunning levels in a dunning procedure. See the following topics:
  - [Creating Dunning Letter Email Templates](#)
  - [Creating Dunning Letter PDF Templates](#)



- Creating Dunning Template Records

**Note:** Creating templates requires knowledge of XML and FreeMarker.

2. Create dunning level rules. A dunning level rule defines the thresholds of a dunning level. You must create dunning level rules before you can add dunning levels to a dunning procedure. See [Creating Dunning Level Rules](#).
3. Create dunning procedures. A dunning procedure defines the dunning levels or escalation points that determine how and when a customer or invoice will be dunned. See [Creating Dunning Procedures](#).
  - a. (Optional) Define selection criteria. You can define selection criteria to filter the invoices and customers to which the dunning procedure can be applied. See [Defining Dunning Selection Criteria](#).
  - b. Define dunning levels. Each dunning procedure must have at least one dunning level. For each dunning level, you must assign a dunning letter template record. See [Adding Dunning Levels to a Dunning Procedure](#).
4. (Optional) Set the dunning procedure priority. After creating dunning procedures, you must order them according to priority if you are using automatic assignment or semiautomatic assignment of dunning procedures. In cases where more than one dunning procedure can be assigned to a customer or invoice automatically or semiautomatically, the system will use the dunning procedure with the highest priority. See [Setting the Priority Order of Dunning Procedures](#).

When the dunning procedures have been set up, assign them to customers or invoices. See [Assigning Dunning Procedures](#).

## Understanding Dunning Letter Templates

The dunning letter template record is where you select the template files to use for your dunning email letters and dunning PDF letters.

On a dunning procedure record, each dunning level that you add must be associated with a dunning letter template record.

The dunning letter template record consists of a single template file or several template files in various languages.

The type of template you create depends on your customers' preferences for receiving dunning letters. Create email templates for letters to be sent by email, and PDF templates for letters to be printed.

For more information, see the following topics:

- [Customizing Dunning Letter Templates](#)
  - [Customizing the Sample Dunning Template Files](#)
  - [Customizing the List of Invoices in the Dunning Template File](#)
- [Creating Dunning Letter Email Templates](#)
- [Creating Dunning Letter PDF Templates](#)
- [Creating Dunning Template Records](#)
  - [Best Practices for Creating and Using Dunning Templates](#)
  - [Supported Languages for Dunning](#)
  - [Selecting a Default Language on a Dunning Template Record](#)

- ▢ [Creating a Multi-Language Dunning Template Record](#)
- ▢ [Creating a Single Language Dunning Template Record](#)
- ▢ [Creating a Dunning Template Record](#)

## Best Practices for Creating and Using Dunning Templates

The Dunning Letters SuiteApp provides three samples of dunning letter PDF templates in increasing levels of urgency. Use the content of the sample templates as a basis for creating new templates by copying the content from the sample files to your custom templates. For more information, see [Customizing Dunning Letter Templates](#).

When you create dunning letter templates, you have the following options for how you want to show the list of invoices in customer level dunning:

- Mark the invoices that have dunning procedures assigned so that your customers can identify those invoices for which they may receive separate dunning letters
- Hide the invoices that have dunning procedures assigned

For more information, see [Customizing the List of Invoices in the Dunning Template File](#).

To help you decide how you want to set up your dunning template records, be sure to read the following topics:

- [Supported Languages for Dunning](#)
- [Selecting a Default Language on a Dunning Template Record](#)

The Dunning Letters SuiteApp requires the Multi-Language feature. Before creating dunning template records, you must first add the languages to your company general preferences and select a language on customer records. See the following topics:

- [Configuring Multiple Languages](#)
- [Setting Customer Record Preferences](#)

Before you can create a dunning template record, you must first create the template files. Creating template files requires knowledge of XML and FreeMarker.

- Create FreeMarker templates for dunning PDF letters and upload them to the file cabinet. See [Creating Dunning Letter PDF Templates](#).
- Create NetSuite email templates for dunning letters that will be sent by email. Email templates are created at Documents > Templates > Email Templates > New. See [Creating Dunning Letter Email Templates](#).

To create dunning template records, follow the detailed steps in [Creating a Dunning Template Record](#).

You can choose to create a dunning template record containing multiple languages or a single language. See the following topics:

- [Creating a Multi-Language Dunning Template Record](#)
- [Creating a Single Language Dunning Template Record](#)

When you create a dunning template record:

- You can choose to attach invoices and statements to the dunning letter.
- You add templates to the **Email** subtab if you want to send letters by email. You must add a template for each language and select a default language.

- You add templates to the **PDF** subtab to add template files for printed dunning letters. You must add a template for each language and select a default language.

NetSuite recommends that you do not inactivate any dunning template record. Inactivating dunning templates that are currently being used will cause errors in the dunning evaluation. If you have a dunning template record that you do not want to use, NetSuite recommends that you delete it. See [Deleting a Dunning Template Record](#).

## Customizing Dunning Letter Templates

Read the following topics for guidance on customizing dunning letter templates:

- [Customizing the Sample Dunning Template Files](#)
- [Customizing the List of Invoices in the Dunning Template File](#)
- [Including Fields from the Transaction Saved Search in Dunning Templates](#)
- [Including Information from NetSuite Records in Dunning Templates](#)

## Customizing the Sample Dunning Template Files

The Dunning Letters SuiteApp provides three samples of dunning letter PDF templates in increasing levels of urgency. Use the content of the sample templates as a basis for creating new templates by copying the content from the sample files to your custom templates. Consolidated sample templates are located in the following file cabinet folder: SuiteBundles > Bundle 62340 > Templates > Consolidated.

Template Name	Subject
Level 1 Default Template – English	First Notice - Overdue Payments
Level 2 Default Template – English	Second Notice - Overdue Payments
Level 3 Default Template – English	Third Notice - Overdue Payments



**Important:** The templates included in the SuiteApp are samples intended to help you create custom templates. Copy the content of the sample template into a new file that you can customize. Creating templates requires knowledge of XML and FreeMarker.

In the sample templates provided by the Dunning Letters SuiteApp, be aware of the following:

- In customer level dunning, the sample letter template shows the following:
  - The customer's total overdue amount



**Note:** The overdue balance is sourced from the **Overdue Balance** field of the customer record, and is shown in the customer's primary currency.

- A list of the customer's posting invoices that are overdue, and that do not have due dates, regardless of whether the invoices have dunning procedures assigned.



**Note:** You can customize your template to modify what shows in the list. See [Customizing the List of Invoices in the Dunning Template File](#).

- In invoice level dunning, the sample letter template shows the following:
  - The customer's total overdue amount

**Note:** The overdue balance is sourced from the **Overdue Balance** field, and is shown in the customer's primary currency.

- Only one invoice in the list

**Note:** Customer dunning is used to evaluate all invoices of the customer. Invoice dunning is used for evaluating a specific invoice. See [Understanding Customer Level Dunning and Invoice Level Dunning](#).

Before creating custom templates, be sure to read [Best Practices for Creating and Using Dunning Templates](#).

Use NetSuite email templates for dunning letters that will be sent by email. See [Creating Dunning Letter Email Templates](#).

Use FreeMarker templates for dunning PDF letters. See [Creating Dunning Letter PDF Templates](#).

To show NetSuite fields on a dunning letter template, a predefined transaction search is already provided. See [Including Fields from the Transaction Saved Search in Dunning Templates](#).

To create dunning letter templates, read the following topics:

## Customizing the List of Invoices in the Dunning Template File

In the sample templates provided by the Dunning Letters SuiteApp, if you use customer level dunning, the dunning letter shows a list of all the overdue invoices of the customer, including those invoices that have dunning procedures assigned.

Invoices that have dunning procedures assigned are marked with an asterisk.

You can customize your template to modify what shows in the list:

### Marking Invoices That Have Dunning Procedures Assigned

Marking invoices enables your customers to identify the invoices for which separate dunning letters can be sent.

The sample template shows all invoices to be dunned, and uses an asterisk to mark the invoices that have dunning procedures assigned.

The following sample code snippet checks for invoices that have dunning procedures assigned, and marks them with an asterisk:

```
<#if invoice.custbody_3805_dunning_procedure != "">*</#if>
```

You can add some text to explain what the asterisk means. For example, you can add text saying that the customer receive separate dunning letters for those marked invoices.

You can use a different way of marking the invoices, if you do not want to use an asterisk.

### Showing all Invoices

The following sample code snippet includes all invoices to be dunned:

```
<#list invoicelist as invoice>
  <tr>
    <td>${invoice.tranid}</td>
    <td>${invoice.memo}</td>
    <td>${invoice.trandate}</td>
```

```

        <td>${invoice.duedate}</td>
        <td>${invoice.currency}</td>
        <td>${invoice.fxamountremaining?string.number}</td>
    </tr>
</#list>

```

#### ■ Hiding Invoices With Dunning Procedures

You can hide the invoices that have dunning procedures if you do not want them included in the list.

The following sample code snippet includes only those invoices that **do not** have a dunning procedure assigned:

```

<#list invoicelist as invoice>
    <#if invoice.custbody_3805_dunning_procedure == "">
        <tr>
            <td>${invoice.tranid}</td>
            <td>${invoice.memo}</td>
            <td>${invoice.trandate}</td>
            <td>${invoice.duedate}</td>
            <td>${invoice.currency}</td>
            <td>${invoice.fxamountremaining?string.number}</td>
        </tr>
    </#if>
</#list>

```

## Creating Dunning Letter Email Templates

**Note:** Creating templates requires knowledge of XML and FreeMarker.

If you are logged in with the Administrator role, you can create email template records at Documents > Templates > Email Templates > New.

Non-administrators can create dunning email template records by going to Dunning > Document > Email Template.



You can create dunning letter email templates in the following ways:

- Enter content directly on the **Template** subtab of email template record.
- Use a word processing application or a text editor to create your template file, and upload it to the email template record.
- Use FreeMarker code to create scriptable templates.
- Copy the content of the sample templates provided by the Dunning Letters SuiteApp and paste it to a new email template.

**Note:** Consolidated files of the three sample dunning XML templates are available in the following file cabinet folder: SuiteBundles > Bundle 62340 > Templates > Consolidated.

### To create a new dunning email template by copying the content from the consolidated XML template file:

1. Download the consolidated XML file from the file cabinet, and use a text editor to open the file and copy the content.
2. Go to Documents > Templates > Email Templates > New.


3. In the **Name** field, enter a name for the template.
4. In the **Description** field, enter text that describes the template.
5. In the **Record Type** field, select **Custom Record**
6. On the **Template** subtab, in the **Create Template from** field, choose **Text Editor**.
7. Click the Source icon .
8. In the text area, paste the content from the downloaded file.
9. Edit the content as needed. You can return to the standard editing mode any time by clicking the Source icon  again.
10. Click **Save**. This email template is now available for selection when you create or edit a dunning template record.

For more information about creating email templates, read the following topics:

- [Creating New Email Templates](#)
- [Scriptable Templates](#)

After creating email template records you can add them to a dunning template record. See [Creating Dunning Template Records](#).

## Creating Dunning Letter PDF Templates

 **Note:** Creating templates requires knowledge of XML and FreeMarker.

FreeMarker templates are used for dunning PDF letters. These templates must be uploaded to the file cabinet.

Sample templates are located in the following file cabinet folder: SuiteBundles > Bundle 62340 > Templates > PDF Templates. You can copy the content from the sample files to create your custom templates.

FreeMarker templates for dunning PDF letters consist of three separate XML files:

- Header template – Optional. You can use the same header template file for multiple dunning template records. See [Creating the Dunning PDF Header Template](#).
- Footer template – Optional. You can use the same header template file for multiple dunning template records. See [Creating the Dunning PDF Footer Template](#).
- Body template – See [Creating the Dunning PDF Body Template](#)

When creating dunning template files, remember the following guidelines:

- The content of the templates must be well-formed XML or XHTML elements. Each element must have a closing tag, for example `<elem> </elem>`.
- Each template must have a parent element of `<div>`.
- Each sourced data must be enclosed in a `<span>` element.

For recommendations on naming dunning PDF template files, see [File Naming Guidelines for Dunning PDF Templates](#).

## File Naming Guidelines for Dunning PDF Templates

NetSuite recommends the following file naming and organization guidelines for the FreeMarker template files used for the dunning letter PDF.

## Dunning PDF Template File Naming Guidelines

- Use a descriptive name
- Include the dunning level
- Include the two-letter language code
- Include the two-letter country code
- Add the file name extension .xml

### Examples

- dunningbody\_level1\_en\_US\_pdf.xml
- dunningheader\_level1\_en\_US\_pdf.xml
- dunningfooter\_level1\_en\_US\_pdf.xml

## Dunning PDF Template File Organization

Place your template files in the appropriate file cabinet folders provided by the Dunning Letters SuiteApp:

- SuiteBundles > Bundle 62340 > Templates > PDF Templates > header
- SuiteBundles > Bundle 62340 > Templates > PDF Templates > footer
- SuiteBundles > Bundle 62340 > Templates > PDF Templates > body

## Creating the Dunning PDF Header Template

**Note:** Creating templates requires knowledge of XML and FreeMarker.

FreeMarker templates are used for dunning PDF letters.

Header templates must be enclosed in `<div></div>` tags.

### Example

```
<div>
<!-- put header information here -->
</div>
```

Information from the company information record and subsidiary record can be displayed in the header, but you must use a specific format, as described in the following table.

Record	Description	Usage
Subsidiary	Contains information from the subsidiary record.	Prefix with <code>customer.subsidiary</code> if obtaining information from the subsidiary record.
companyInformation	Contains information from the company information record.	Prefix with <code>companyInformation</code> if obtaining information from the company information record.

All fields included in the NetSuite records browser can be displayed in the header. See the help topic [Using the SuiteScript Records Browser](#).

In addition to the fields on supported records, you can also use additional fields that are not exposed to SuiteScript. See the help topic [Synthetic Fields for Scriptable Templates](#).

Custom fields can also be displayed.

The following examples show the correct format for fields in the dunning header template:

- `logoURL`
- `companyname or name`
- `addresstext`

**Note:** These fields can be added to both PDF and email template types.

## logoURL

```
<span></span>
```

Displays the company logo.

If the logo is too big, it overlap elements on the template body. Be aware of the logo size recommended by NetSuite. For more information, see the help topic [Uploading Your Logo](#).

**Note:** Subsidiary logo cannot be displayed because of a current limitation of FreeMarker.

## companyname or name

```
<span>${companyInformation.companyname}</span>
<span>${customer.subsidiary.name}</span>
```

Displays the company name.

Data is sourced from the subsidiary name in a OneWorld account or the company name in the Company Information page in a non-OneWorld account.

## addresstext

```
<span>${companyInformation.addresstext}</span>
```

Displays the company billing address.

**Note:** Subsidiary billing address cannot be displayed because of a current limitation of FreeMarker.

## Creating the Dunning PDF Footer Template

**Note:** Creating templates requires knowledge of XML and FreeMarker.

FreeMarker templates are used for dunning PDF letters.

Footer templates must be enclosed in `<div></div>` tags.



## Example

```
<div>
<!-- insert footer information here -->
</div>
```

You can use header elements for the footer. Information from the company information record and subsidiary record can be displayed in the footer. See [Creating the Dunning PDF Header Template](#).

You can also add some fields from the Big Faceless Organization (BFO). The following examples show the correct format for these fields in the dunning footer template:

- `pagenumber`
- `totalpages`

**Note:** These fields use BFO tags and can be added to a PDF template type only. The data is rendered by BFO. For more information, [download the BFO user guide](#).

## pagenumber

```
<span><pagenumber/></span>
```

Displays the current page number.

## totalpages

```
<span><totalpages/></span>
```

Displays the total number of pages.

## Creating the Dunning PDF Body Template

**Note:** Creating templates requires knowledge of XML and FreeMarker.

FreeMarker templates are used for dunning PDF letters.

Body templates must be enclosed in `<div></div>` tags.

### Example

```
<div>
<!-- insert body information here -->
</div>
```

You can use header elements for the body. Information from the company information record and subsidiary record can be displayed in the body. See [Creating the Dunning PDF Header Template](#).

For information on fields that you can include in the dunning body template, read the following topics:

- [Including Fields from the Transaction Saved Search in Dunning Templates](#)
- [Including Information from NetSuite Records in Dunning Templates](#)

## Identifying Invoice Fields for Inclusion in Dunning Templates


When creating dunning email and PDF templates in FreeMarker, you can include data sourced from invoice fields. Several invoice fields are already available for inclusion in dunning templates, these are listed in the topic, [Including Fields from the Transaction Saved Search in Dunning Templates](#).

If you want more invoice fields to be available for inclusion in dunning templates, you must first identify those invoice fields by entering their field IDs in the Email Template Invoice Fields page. After entering the field IDs, the corresponding invoice fields can be included in a template by indicating them in FreeMarker tags. For more information, see [Including Fields from the Transaction Saved Search in Dunning Templates](#).

### To identify invoice fields for inclusion in dunning templates:

1. If you are an administrator, go to Setup > Dunning > Email Template Invoice Fields.  
If you are using other roles, go to Dunning > Setup > Email Template Invoice Fields.
2. On the Email Template Invoice Fields page, in the **Invoice Field ID**, enter the ID of the invoice field whose data you want to include in email and PDF templates.  
  
Make sure that the field ID you enter is valid and not listed in the Current Invoice Fields in the Email Template. Otherwise, an error is displayed, which means the field ID you entered is already available for inclusion in dunning templates, or no such field ID exists.  
  
Field IDs can be viewed by clicking the label of a field on a record. The displayed field-level help indicates the field ID at the bottom of the popup window. For more information on field IDs, see the help topic [Enabling the Show Internal IDs Preference](#).
3. After entering the field ID, click **Add Invoice Field**. Continue adding invoice field IDs as necessary.  
  
The invoice fields of the IDs you entered can be included in any dunning email or PDF template you will create or edit using FreeMarker.

## Including Fields from the Transaction Saved Search in Dunning Templates

 **Note:** Creating templates requires knowledge of XML and FreeMarker.

The Dunning Letters SuiteApp includes a predefined transaction saved search, named customsearch\_base\_dunning\_invoice. You can add fields from this saved search to both PDF and email template types.

You can use any of the fields from the customer record, contact record, and invoice record. For invoice dunning, only one invoice is being dunned, so the values are retrieved from the invoice record. However, for customer dunning, the following fields are added from a search result because multiple transactions are being dunned:

### Invoice Tags for Customer Dunning

Tag	Name
<code>\${invoice.internalid}</code>	Internal ID
<code>\${invoice.memo}</code>	Memo

Tag	Name
<code>\${invoice.trandate}</code>	Date
<code>\${invoice.duedate}</code>	Due Date/Receive By
<code>\${invoice.type}</code>	Type
<code>\${invoice.statusref}</code>	Status
<code>\${invoice.subsidiary}</code>	Subsidiary
<code>\${invoice.daysoverdue}</code>	Days Overdue
<code>\${invoice.amount}</code>	Amount
<code>\${invoice.amountremaining}</code>	Amount Remaining
<code>\${invoice.tranid}</code>	Document Number
<code>\${invoice.refnumber}</code>	Reference Number
<code>\${invoice.billaddress1}</code>	Billing Address 1
<code>\${invoice.billaddress2}</code>	Billing Address 2
<code>\${invoice.billcountry}</code>	Billing Country
<code>\${invoice.customer.internalid}</code>	Customer : Internal ID
<code>\${invoice.currency}</code>	Currency
<code>\${invoice.fxamountremaining}</code>	Amount Remaining (Foreign Currency)
<code>\${invoice.otherrefnum}</code>	Purchase Order Number
<code>\${invoice.createdfrom}</code>	Sales Order Number

The following examples show the correct format for the fields in the dunning template:

- `amountremaining`
- `duedate`
- `tranid`

**Note:** You must define the invoice prefix when declaring the list using FreeMarker syntax.

## amountremaining

```
<span>${invoice.amountremaining}</span>
```

Displays the remaining unpaid invoice amount in the subsidiary currency. In the sample template included in the Dunning Letters SuiteApp, this field is hidden.

## duedate

```
<span>${invoice.duedate}</span>
<#list invoicelist as invoice>
```

Displays the lapsed due date of the unpaid invoice amount.

## tranid

```
<span>${invoice.tranid}</span>
```

Displays the transaction reference number.

## fxamountremaining

```
<span>${invoice.fxamountremaining}</span>
```

Displays the transaction amount remaining.

## currency

```
<span>${invoice.currency}</span>
```

Displays the transaction currency.

## Including Information from NetSuite Records in Dunning Templates

**Note:** Creating templates requires knowledge of XML and FreeMarker.

When creating a dunning template, you can include the following information from NetSuite records:

Record	Description	Usage
contact	Contains information from the contact record.	Prefix with <code>contact</code> if obtaining information from the contact record.
employee	Contains information from the employee record.	Prefix with <code>employee</code> if obtaining information from the employee record.
customer	Contains information from the customer record.	Prefix with <code>customer</code> if obtaining information from the customer record.
companyInformation	Contains information from the company information record.	Prefix with <code>companyInformation</code> if obtaining information from the company information record.
invoice	Contains information from the invoice record.	Prefix with <code>invoice</code> if obtaining information from the invoice record. This is applicable to dunning procedures assigned to invoices.
invoicelist	Contains information from the invoice search result.	This is a special sublist search that can be embedded in the dunning template. This is applicable to dunning procedures assigned to customers.

If you add fields from other record types, no data will be retrieved for those fields.

The following examples show the correct format for the fields in the dunning template:

- Contact
  - firstname
  - lastname
  - middlename
- Employee (Dunning Manager or Dunning Director)
  - firstname
  - lastname
  - middlename
- Customer
  - companyname
  - lastname
  - middlename
  - firstname
  - overduebalance
- Invoice
  - amountremaining
  - currency
- Invoice List

## Contact

- firstname
- lastname
- middlename



**Note:** These fields can be added to both PDF and email template types. The data is sourced from the contact record.

### firstname

```
<span>${contact.firstname}</span>
```

Displays the contact's first name.

### lastname

```
<span>${contact.lastname}</span>
```

Displays the contact's last name.

### middlename

```
<span>${contact.middlename}</span>
```

Displays the contact's middle name.

## Employee

- `firstname`
- `lastname`
- `middlename`

**Note:** These fields can be added to both PDF and email template types. The data is sourced from the employee record.

### firstname

```
<span>${employee.firstname}</span>
```

Displays the first name of the dunning manager or dunning director.

### lastname

```
<span>${employee.lastname}</span>
```

Displays the last name of the dunning manager or dunning director.

### middlename

```
<span>${employee.middlename}</span>
```

Displays the middle name of the dunning manager or dunning director.

## Customer

- `companyname`
- `lastname`
- `middlename`
- `firstname`
- `overduebalance`

**Note:** These fields can be added to both PDF and email template types. The data is sourced from the customer record.

### companyname

```
<span>${customer.companyname}</span>
```

Displays the customer name. Applicable only if the customer is a company.

## lastname

```
<span>${customer.lastname}</span>
```

Displays the customer's last name. Applicable only if the customer is an individual.

## middlename

```
<span>${customer.middlename}</span>
```

Displays the customer's middle name. Applicable only if the customer is an individual.

## firstname

```
<span>${customer.firstname}</span>
```

Displays the customer's first name. Applicable only if the customer is an individual.

## overduebalance

```
<span>${customer.overduebalance}</span>
```

Displays the customer's overdue balance.

## Invoice

- amountremaining
- currency



**Note:** These fields can be added to both PDF and email template types. The data is sourced from the invoice record.

## amountremaining

```
<span>${invoice.amountremaining}</span>
```

Displays the remaining unpaid invoice amount. Applicable only to dunning procedures assigned to invoices.

## currency

```
<span>${invoice.currency}</span>
```

Displays the currency of the invoice. Applicable only to dunning procedures assigned to invoices.

## Invoice List

In addition to NetSuite records, you can also add information from invoice search results. To use the invoice sublist, you must enclose it within `<span></span>` tags.

### Example

```
<span>
<#if invoicelist?has_content>
<#list invoicelist as invoice>
<!-- insert invoice search information here -->
</#list>
</#if>
</span>
```

Search columns that you have added to the predefined transaction saved search (customsearch\_dunning\_invoice) can be added to the invoice sublist. See [Including Fields from the Transaction Saved Search in Dunning Templates](#).

## Creating Dunning Template Records

On a dunning procedure, each dunning level that you add must be associated with a dunning letter template record. The dunning letter template record is where you select the template files to use for your dunning email letters and dunning PDF letters. This is how the system knows which template to use to send a dunning letter to a customer.

To create dunning template records, read the following topics:

- [Understanding Dunning Letter Templates](#)
- [Best Practices for Creating and Using Dunning Templates](#)
- [Supported Languages for Dunning](#)
- [Selecting a Default Language on a Dunning Template Record](#)
- [Creating a Multi-Language Dunning Template Record](#)
- [Creating a Single Language Dunning Template Record](#)
- [Creating a Dunning Template Record](#)
- [Creating Dunning Letter Email Templates](#)
- [Creating Dunning Letter PDF Templates](#)
- [Including Fields from the Transaction Saved Search in Dunning Templates](#)
- [Including Information from NetSuite Records in Dunning Templates](#)

## Supported Languages for Dunning

The Dunning Letters SuiteApp currently supports the following languages:

- Arabic



- Bulgarian
- Bengali
- Chinese (Simplified)
- Chinese (Traditional)
- Croatian
- Czech
- Danish
- Dutch
- English (International)
- English (U.S.)
- Estonian
- French
- French (Canada)
- Finnish
- German
- Greek
- Hebrew
- Hungarian
- Icelandic
- Indonesian
- Italian
- Korean
- Latvian
- Lithuanian
- Norwegian
- Polish
- Portuguese (Brazilian)
- Portuguese (Portugal)
- Romanian
- Russian
- Slovak
- Slovenian
- Spanish
- Swedish
- Thai
- Turkish
- Vietnamese

Read [Selecting a Default Language on a Dunning Template Record](#) to understand the system behavior.

## Selecting a Default Language on a Dunning Template Record

The dunning template record requires a default language for the PDF template and a default language for the email template so that the system can send a dunning letter even if there is no language template that matches the customer's language.

**Note:** The customer's language is defined in the **Language** field of the customer record.

On the dunning template record, in the **Language** column, the first language that you add is automatically assigned as the default language. If you add more languages, you can change the default language for the dunning template record by clicking the appropriate box in the **Default** column.

Be aware of the following system behavior when using dunning template records:

- If the customer's language is supported by the Dunning Letters SuiteApp, the system uses the language template that matches the customer's language.
- If the customer's language is supported by the Dunning Letters SuiteApp but there is no template for it, the default language template will be used.
- If the customer's language is not supported by the Dunning Letters SuiteApp and there is no template for it, the default language template will be used.
- If the customer's language is not supported by the Dunning Letters SuiteApp and there is a template for it, the default language template will be used.
- If the **Language** field of the customer record is blank, the default language template will be used.

### Example 1 – Multi-Language Dunning Template Record

Language Template	Default
German – supported language	
Greek – unsupported language	Yes
Dutch – unsupported language	

- If the customer's language is German, the system uses the German template.
- If the customer's language is Greek, the system uses the default template (Greek).
- If the customer's language is Dutch, the system uses the default template (Greek).
- If the customer's language is a supported language, for example English (U.S.), but there is no template for it, the system uses the default template (Greek).
- If the Language field of the customer is blank, the system uses the default template (Greek).

### Example 2 – Single Language Dunning Template Record (Supported Language)

Language Template	Default
French – supported language	Yes

- If the customer's language is French, the system uses the French template.

To ensure you do not send a French letter to non-French customers, this French dunning template record must not be assigned to the dunning procedure of non-French customers.

## Creating a Multi-Language Dunning Template Record

To create a multi-language dunning template record, refer to the following guide:

1. Add languages to your company general preferences page. See the help topic [Configuring Multiple Languages](#).
2. In the **Language** field of customer records, select the customer's preferred language. See the help topic [Setting Customer Record Preferences](#).
3. Create a dunning template record and add a template for each language. See [Creating a Dunning Template Record](#).
4. Create a dunning procedure and assign the dunning template record you created in Step 3. See [Creating Dunning Procedures](#).
5. Assign the dunning procedure you created in Step 4 to the customer who should receive dunning letters based on this template. See [Assigning a Dunning Procedure to a Customer](#).

Be sure to read the following topics:

- [Supported Languages for Dunning](#)
- [Selecting a Default Language on a Dunning Template Record](#)

## Creating a Single Language Dunning Template Record

To create a single language dunning template record, refer to the following guide:

1. Add languages to your company general preferences page. See the help topic [Configuring Multiple Languages](#).
2. In the **Language** field of customer records, select the customer's preferred language. See the help topic [Setting Customer Record Preferences](#).
3. Create a dunning template record that contains only one language. See [Creating a Dunning Template Record](#).
4. Create a dunning procedure and assign the dunning template record you created in Step 3. See [Creating Dunning Procedures](#).
5. Assign the dunning procedure you created in Step 4 to the customer who should receive dunning letters based on this template. See [Assigning a Dunning Procedure to a Customer](#).

Be sure to read the following topics:

- [Supported Languages for Dunning](#)
- [Selecting a Default Language on a Dunning Template Record](#)

## Creating a Dunning Template Record



**Important:** Dunning template records must be created from the user interface only. This is because there are validations that are not supported in CSV import. Using CSV import to create dunning template records can result in errors such as missing default templates, multiple default templates, and multiple items with the same language.

Before creating a dunning template record, be sure to read the following topics:

- [Understanding Dunning Letter Templates](#)
- [Best Practices for Creating and Using Dunning Templates](#)
- [Supported Languages for Dunning](#)
- [Selecting a Default Language on a Dunning Template Record](#)
- [Creating a Multi-Language Dunning Template Record](#)
- [Creating a Single Language Dunning Template Record](#)

Perform the following steps to create a dunning template record.

### To create a dunning template record:

1. Go to **Dunning > Setup > Dunning Templates > New**.
2. Enter a name for the dunning template record.
3. (Optional) Enter a description for the dunning template record.
4. If you want to attach open invoices to dunning letters that use this template, check the **Attach Copies of Invoices** box. Attached copies of invoices are generated using the layout specified on the transaction form. For information about using custom layouts, see the help topic [Custom Forms](#).

When the **Attach Copies of Invoices** box is checked, the following option becomes available:

- **Only Overdue Invoices** – For customer dunning, check this box if you want to attach to the dunning letter only posting invoices with due date and days overdue greater than 0. If you do not check this box, all open and posting invoices will be attached to the dunning letter. For invoice dunning, only the invoice being dunned will be attached.

For more information, see [Attaching Statements and Invoices to Dunning Letters](#).

5. If you want to attach a customer statement to dunning letters that use this template, check the **Attach Statement** box.

When the **Attach Statement** box is checked, the following options become available:

- **Only Open Transactions on the Statement** – Check this box to show only open transactions on the statement.
- **Custom Statement Form** – Select the statement form that you want to use for generating the statement. If you leave this field blank, the statement will be generated using the system preferred statement form and the layout specified on the custom form. For information about using custom forms, see the help topic [Custom Forms](#).
- **Statement Start Date** – Enter the number of days relative to the day of dunning evaluation, when the coverage of the statement will start. For example, if you enter 3, starting from three days after the dunning evaluation day and until the Statement Date, all customer transactions within this period will be included in the statement. Entering negative numbers is also valid. For example, if you enter -30, starting from 30 days before the dunning evaluation day until the Statement Date, all customer transactions within this period will be included in the statement. If you leave this field blank, all transactions in the customer's history will appear on the statement.
- **Statement Date** – Enter the number of days relative to the day of dunning evaluation, marking the last day when customer transactions will be included in the statement. The date on that day will be the Statement Date indicated on the statement to be attached to the dunning letter. For example, if you enter 3, all customer transactions from the Statement Start Date until 3 days after the dunning evaluation day, will be included in the statement. If you enter -3, all customer transactions from the Statement Start Date until 3 days before the dunning evaluation day, will be included in the statement. The default value is 0, which is the

day of dunning evaluation. If you leave the value as zero, all customer transactions from the Statement Start Date up to the dunning evaluation day will be included in the statement.

**Note:** When the Dunning Letters SuiteApp is updated, the existing settings or parameters of the Dunning templates are retained. If you have not changed Dunning template settings since installation of the bundle, the default parameters in the templates are kept.

**Note:** In invoice dunning, customer statements cannot be attached to the dunning letter. For more information, see [Attaching Statements and Invoices to Dunning Letters](#).

6. Click the **Email** subtab to add template files for sending dunning letters by email.

The **Dunning Email Template** subtab is for the NetSuite email templates. The **Dunning XML Email Template** subtab is for XML-based dunning email templates.

- a. In the **Language** column, select the language of the template file you want to add. The first language that you add is automatically assigned as the default language. If you add more languages, you can change the default language for the dunning template record.  
For more information, see the following topics:
  - [Supported Languages for Dunning](#)
  - [Selecting a Default Language on a Dunning Template Record](#).
- b. In the **Email Template** column, select the email template to use for the language.
- c. Click **Add**.
- d. Repeat these steps to add template files in various languages.
- e. In the **Default** column, check the box for the template that you want to use as the default. The system automatically assigns the first row as the default language. If you have templates in various languages, you can change the default language.

**Note:** A dunning template record must have a default template for each type (PDF and Email). The system will display an error message when you try to save the dunning template record with a missing default template. A missing default template error may be caused by clearing the **Default** box of the default language or by deleting the row for the default language.

For more information, see the following topics:

- [Supported Languages for Dunning](#)
- [Selecting a Default Language on a Dunning Template Record](#).

7. Click the **PDF** subtab to add template files for the dunning PDF.

- a. In the **Language** column, select the language of the template. The first language that you add is automatically assigned as the default language. If you add more languages, you can change the default language for the dunning template record.

For more information, see the following topics:

- [Supported Languages for Dunning](#)
- [Selecting a Default Language on a Dunning Template Record](#).

- b. In the **Subject** column, enter text to show on the subject line of the letter.
- c. (Optional) In the **Header** column, select the file to use for the header.
- d. In the **Body Document** column, select the file to use for the body of the letter.
- e. (Optional) In the **Footer Document** column, select the file to use for the footer.

- f. Click **Add**.
- g. Repeat these steps to add PDF template files in various languages.
- h. In the **Default** column, check the box for the template that you want to use as the default. The system automatically assigns the first row as the default language. If you have templates in various languages, you can change the default language.



**Note:** A dunning template record must have a default template for each type (PDF and Email). The system will display an error message when you try to save the dunning template record with a missing default template. A missing default template error may be caused by clearing the **Default** box of the default language or by deleting the row for the default language.

For more information, see the following topics:

- [Supported Languages for Dunning](#)
  - [Selecting a Default Language on a Dunning Template Record.](#)
8. When you are finished adding the template files, click **Save**. You can now assign this dunning template record to a dunning procedure.

## Viewing Saved Dunning Templates

Saved dunning templates can be viewed and edited at Dunning > Setup > Dunning Templates.

## Editing a Dunning Template Record

You can edit a dunning template record if you want to do the following:

- Modify the attachment preferences
- Add a language template
- Delete a language template

To edit a dunning template record, go to Dunning > Setup > Dunning Templates, and click the Edit link of a dunning template record.

## Deleting a Dunning Template Record

You can delete a dunning template record if it is not associated with any dunning level.

In Edit mode, you can delete a template by placing your cursor over Actions on the template record, and clicking **Delete**.

## Tracking Changes to a Dunning Template Record

You can track actions or changes to a dunning template record in the System Notes of the record.

On a dunning template record, click the **Notes** subtab and then click **System Notes**.

The System Notes logs changes to the fields of a dunning template such as the name, description, and the options to attach copies of invoices or attach a statement.

The System Notes in dunning template records is automatically enabled upon installation of the Dunning Letters SuiteApp.

For more information on using System Notes, see the help topic [System Notes Overview](#).

## Understanding Dunning Levels

Dunning levels define the thresholds for overdue amounts and days overdue, as well as the letter templates to use for each level.

Setting up dunning levels involves the following:

1. [Creating Dunning Level Rules](#)
2. [Specifying the Basis for Determining the Dunning Level](#)
3. [Adding Dunning Levels to a Dunning Procedure](#)


## Creating Dunning Level Rules

Before you can add dunning levels to a dunning procedure, you must first create dunning level rules.

A dunning level rule record defines the days overdue and the outstanding amount thresholds.


The number of days overdue is based on the **Due Date** field on the transaction record, and cannot be based on any other date field.

Amounts can be defined in multiple currencies. As a best practice, a dunning level rule must define amounts for all currencies used by your customers.

 **Note:** When you have created a dunning level rule, you can use it for multiple dunning procedures. However, if you edit a dunning level rule that is already being used in multiple dunning procedures, the changes you make can affect the dunning procedures defined by others.

For information about determining the dunning level of a customer or invoice, see [Specifying the Basis for Determining the Dunning Level](#).

### To create a dunning level rule:

 **Important:** Creating and updating dunning level rules must be done through the user interface only. The Dunning Letters SuiteApp currently does not support the importing of dunning level rules using CSV, web services, or SuiteScript.

1. Go to Dunning > Setup > Dunning Level Rule > New.
2. In the **Name** field, enter a name for the dunning level rule.
3. In the **Days Overdue** field, enter the number of days that must be overdue before a dunning letter can be sent. If you do not enter a value in this field, the system will set it to zero. If you want to send a reminder letter before the due date, enter a negative number from -1 up to -99. For example, if you want to create a dunning level rule for sending reminder letters three days before payment is due, enter -3.
4. In the **Currency** column, select a currency. Only currencies included in the Currencies list for your subsidiary are available for selection.

5. In the **Minimum Invoice Amount** column, enter the minimum invoice amount for the selected currency. If you do not enter a value in this field, the system will set it to zero. You cannot enter a negative amount.
6. In the **Total Overdue Balance** field, enter the total overdue amount for the selected currency. If you do not enter a value in this field, the system will set it to zero. You cannot enter a negative amount.
7. In the **Default** column, the first currency that you add is automatically assigned as the default currency. If you add more currencies, you can change the default currency for the dunning level rule. A default currency is required to enable the system to handle situations in which a transaction uses a currency not defined in the dunning level rule. If a transaction uses a currency that is not defined in the dunning level rule, the system converts the dunning level rule amount in the default currency to the currency of the invoice using the exchange rate between the two currencies on the last day of the previous month.
8. Click **Save**.


Saved dunning level rules can be viewed on the Dunning Level Rule List page. To view the list and to access a dunning level rule for editing, go to Dunning > Setup > Dunning Level Rule.

## Creating Dunning Procedures


Before you create dunning procedure records, the following tasks must be completed:

- Create dunning letter templates – See the following topics:
  - [Creating Dunning Letter Email Templates](#)
  - [Creating Dunning Letter PDF Templates](#)
  - [Creating Dunning Template Records](#)
- Create dunning level rules – See [Creating Dunning Level Rules](#).

### To create a dunning procedure:

 **Important:** Creating and updating dunning procedures must be done through the user interface only. The Dunning Letters SuiteApp currently does not support the importing of dunning procedures using CSV, web services, or SuiteScript.

1. Go to Dunning > Setup > Dunning Procedure > New.
2. Complete the following fields:
  - a. **Name** – Enter a name for this dunning procedure.
  - b. **Description** – Enter a description for this dunning procedure.
  - c. **Applies To** – Select whether this dunning procedure should evaluate all invoices of a customer, or specific invoices one by one. For more information, see [Understanding Customer Level Dunning and Invoice Level Dunning](#).

 **Important:** The **Applies To** field cannot be edited after the dunning procedure has been saved.

- Select **Customer** if you want to evaluate all invoices of a customer and send one dunning letter that contains a list of overdue invoices.  
If you select **Customer**, you must also either check or clear the **Allow Override** box. (See next step.)  
For more information, see [Customer Level Dunning](#).



- Select **Invoice** if you want to evaluate specific invoices one by one and send a dunning letter for each of those invoices separately.

For more information, see [Invoice Level Dunning](#).

- d. **Allow Override** – If you check this box, an invoice level dunning procedure can override this procedure. An invoice level dunning procedure will be used if an invoice meets the criteria for that procedure, regardless of the customer level dunning procedure assigned.

For more information, see [Invoice Level Dunning](#).

- e. **Sending Schedule** – Specify how you want dunning letters to be sent. Select one of the following:

- Select **Automatic** if you want the system to send letters by email automatically.
- Select **Manual** if you want dunning letters to be printed or sent manually by email.

- f. **Minimum Dunning Interval** – Enter the minimum interval days for sending dunning letters using this dunning procedure.

This will prevent sending letters more often than a specified number of days to the same customer. The minimum dunning interval does not trigger the dunning evaluation or the sending of the letters. It is one of the criteria used in dunning evaluation. The frequency of dunning evaluation depends on the schedule of the dunning evaluation workflow. A dunning letter is sent on the next scheduled evaluation after the minimum interval days have passed.

- g. **Disable Minimum Dunning Interval** – Check this box to disregard the value in the **Minimum Dunning Interval** field. If the **Disable Minimum Dunning Interval** box is checked, the system can evaluate and send multiple dunning letters in a day to a single customer, if there is a change in the dunning level of a customer or invoice during dunning evaluation.
- h. **Default Dunning Manager** – The creator of the dunning procedure record appears in this field by default. You can select a various default dunning manager for this dunning procedure. The dunning manager is the employee that controls dunning for the customer or invoice and whose name appears as the sender of the dunning letter. For more information, see [Assigning Dunning Managers](#).
- i. **Assign Automatically to New Records** – Check this box to enable the system to automatically assign the dunning procedure to customers or invoices upon record creation. For invoices, dunning procedures are automatically assigned according to the specified selection criteria, saved search, and dunning procedure priority. For customers, dunning procedures are automatically assigned according to the subsidiary, saved search, and dunning procedure priority.

3. Define the selection criteria for this dunning procedure. See [Defining Dunning Selection Criteria](#).
4. In the **Determine Dunning Level By** field, select the basis for determining the dunning level. See [Specifying the Basis for Determining the Dunning Level](#).
5. Add dunning levels to the dunning procedure. Each dunning procedure must have at least one dunning level. For each dunning level, you must assign a dunning letter template record. See [Adding Dunning Levels to a Dunning Procedure](#).
6. Click **Save**.

After creating dunning procedures, you must order them according to priority. In cases where more than one dunning procedure can be assigned to a customer or invoice automatically or semiautomatically, the system will use the dunning procedure with the highest priority. To set the priority order, see [Setting the Priority Order of Dunning Procedures](#).

To see a list of saved dunning procedures, go to Dunning > Setup > Dunning Procedure. You can click the View and Edit links on the Dunning Procedure List page.



**Important:** Inactivating dunning procedures is not recommended because it can cause errors in the automatic assignment and semiautomatic assignment of dunning procedures. Deleting a dunning procedure is possible only if the dunning procedure is not assigned to any customer or invoice. When you delete a dunning procedure, the system removes it from the Dunning Procedures list and the Dunning Priorities list.

## Defining Dunning Selection Criteria

You can define dunning selection criteria to filter the customers and invoices to which the dunning procedure can be assigned.

For automatic assignment to new invoices – Dunning procedures are assigned according to the subsidiary, department, location, class, saved search, and dunning procedure priority.

For automatic assignment to new customers – Dunning procedures are automatically assigned according to the subsidiary, saved search, and dunning procedure priority.

### To define dunning selection criteria for a dunning procedure:

1. Edit or create a new dunning procedure record and complete the fields in the Dunning Selection Criteria section:
  - a. If you are using OneWorld, select the subsidiaries to which the dunning procedure applies. You must select at least one subsidiary.
  - b. If your account has Departments, Locations, or Classes enabled, select the departments, locations, and classes to which the dunning procedure applies.



**Note:** If Classes, Departments, or Locations (C/D/L) are used as selection criteria in a dunning procedure, make sure the invoices that you will assign the dunning procedure to, have C/D/L checked in the main invoice record. C/D/L defined only as line item parameters have no effect on dunning assignment or eligibility. Dunning procedures use the C/D/L classification defined in the main invoice record when applying the selection criteria, not line item parameters.

- c. (Optional) If you have set up saved searches for dunning, select the saved search to which the dunning procedure applies. If you chose **Customer** in the **Applies To** field, the Saved Search (Customer) dropdown list is enabled. If you chose Invoice, then the Saved Search (Invoice) dropdown list is enabled. For information about saved searches, see the help topic [Saved Searches](#).
2. Click **Save**.

## Specifying the Basis for Determining the Dunning Level

On a dunning procedure, in the **Determine Dunning Level By** field, you must specify what NetSuite will use as the basis for determining the dunning level. You can select one of the following:

- **Minimum Invoice Amount AND Total Overdue Balance** – Evaluates both the minimum invoice amount and the total overdue balance. To reach a dunning level, both the total overdue amount on the customer record and the minimum invoice amount must be equal to or greater than the threshold amount for the dunning level.

- **Minimum Invoice Amount OR Total Overdue Balance** – Determines the dunning levels separately for the minimum invoice amount and the total overdue balance, and chooses the one with the higher dunning level.

When determining the dunning level of an invoice, the value for Min. Days Overdue refers to the days overdue of the invoice that is being evaluated.

When determining the dunning level of a customer, the value for Min. Days Overdue refers to the oldest invoice of the customer.

### Example

A customer has 10 overdue invoices (five days overdue), and each invoice amount is \$10.

Dunning Level	Min. Days Overdue	Min. Invoice Amount	Total Overdue Balance
1	1	\$10	\$100
2	3	\$30	\$100

If the AND operator is used, the customer's dunning level is 1.

If the OR operator is used, the customer's dunning level is 2.

## Adding Dunning Levels to a Dunning Procedure

Each dunning procedure must have at least one dunning level. Dunning levels dictate which dunning letter template to use for a particular dunning level rule. Typically, a friendly reminder is used when a customer is only a few days late. When the overdue amount or days overdue exceed a certain threshold, a more aggressive letter is used.

You can add a maximum of 15 dunning levels to a dunning procedure. For each dunning level, you must assign a dunning letter template record.

Before you can add dunning levels to a dunning procedure, you must first create dunning level rule records. See [Creating Dunning Level Rules](#).

### To add dunning levels to a dunning procedure:

1. Edit or create a new dunning procedure record.
2. Click the **Levels** subtab.
3. Add levels by performing the following steps:
  - a. In the **Dunning Level Rule** column, select dunning level rule to apply to the level. The following columns are automatically filled in when you select a dunning level rule:
    - Currencies
    - Default Currency
    - Minimal Invoice Amount
    - Total Overdue Balance
    - Days Overdue
  - b. In the **Template** column, select the dunning template record to be used for the dunning level.
4. Click **Add** to save the level.

5. Repeat steps 3–4 for additional levels. You can create a maximum of 15 levels for one dunning procedure.

**Note:** The first row is the lowest level. Subsequent levels must have a greater value for Days Overdue than the previous level. You can insert a level between two levels if the number of days overdue is greater than the previous level and less than the subsequent level. Only the last level can be deleted.

6. Click **Save**.

### To edit a dunning level in a dunning procedure:

1. On the Dunning Procedure page, click the value in the **Dunning Level Rule** column to select a various rule, or click the value in the **Template** column to select a various template.
2. To change the order of the levels, drag the level to the desired row. The first row is the lowest level. Subsequent levels must have a greater value in the **Days Overdue** field than the previous level.
3. Click **OK**.
4. Click **Save** to save the dunning procedure.

### To delete a dunning level from a dunning procedure:

1. On the Dunning Procedure page, click the level that you want to delete.
2. Click **Remove**.
3. Click **Save** to save the dunning procedure.

## Setting the Priority Order of Dunning Procedures

After creating dunning procedures, NetSuite recommends that you order them according to priority. In cases where more than one dunning procedure can be assigned to a customer or invoice automatically or semiautomatically, the system will use the dunning procedure with the highest priority.

### To set the priority order of dunning procedures:

1. Go to Dunning > Setup > Dunning Procedure Priority.
2. On the Dunning Priorities List page, click either the **Customer Dunning Procedures** subtab or the **Invoice Dunning Procedures** subtab.

**Note:** By default, in view mode, the dunning procedures list is ordered by priority. The **Priority** column shows the values 1, 2, 3, and so on, with 1 being the highest priority.

3. To change the priority order, click **Edit**.
4. Drag and drop the dunning procedure to the desired position or click **Move Up**, **Move Down**, **Move to Top** or **Move to Bottom**.
5. Click **Save**.

## Assigning Dunning Procedures

Dunning procedures can be assigned at the customer level or at the invoice level.

**Note:** Customer dunning is used to evaluate all invoices of the customer. Invoice dunning is for evaluating a specific invoice. See [Understanding Customer Level Dunning and Invoice Level Dunning](#).

For information about how to assign dunning procedures, read the following topics:

- [Assigning a Dunning Procedure to a Customer](#)
  - [Assigning a Dunning Procedure Automatically Upon Customer Record Creation](#)
  - [Assigning a Dunning Procedure to a Customer Manually or Semiautomatically](#)
- [Assigning a Dunning Procedure to an Invoice](#)
  - [Assigning a Dunning Procedure Automatically Upon Invoice Record Creation](#)
  - [Assigning a Dunning Procedure to an Invoice Manually](#)
- [Bulk Assigning Dunning Procedures](#)

## Assigning a Dunning Procedure to a Customer

You can assign a dunning procedure to a customer in the following ways:

- [Assigning a Dunning Procedure Automatically Upon Customer Record Creation](#)
- [Assigning a Dunning Procedure to a Customer Manually or Semiautomatically](#)
- [Bulk Assigning Dunning Procedures](#)

**Note:** You cannot use mass update to assign dunning procedures.

**Important:** If a customer does not have a dunning procedure assigned to it, the system will not send dunning letters to that customer. The system uses the dunning procedure assigned to the customer even if a dunning procedure has been assigned to an invoice. However, if the dunning procedure that was assigned to the customer has the **Allow Override** box checked, then the system uses the dunning procedure that was assigned to the invoice.

## Assigning a Dunning Procedure Automatically Upon Customer Record Creation

You can set up dunning procedures that can be assigned automatically by the system when a customer record is created through the user interface.

**Note:** You cannot use mass update to assign dunning procedures.

The system determines which dunning procedures can be assigned to customers based on the following information that you define on the dunning procedure record:

- [Subsidiary](#)
- [Location](#)
- [Department](#)
- [Class](#)

#### ■ Saved search

If the system finds more than one dunning procedure that can be assigned, the dunning procedure with the highest priority will be assigned to the customer. See [Setting the Priority Order of Dunning Procedures](#).

**Note:** If Class, Department or Location (C/D/L) are used as selection criteria in a dunning procedure, make sure the invoices of the customer that you will assign the dunning procedure to, have C/D/L checked in the main invoice record. C/D/L defined only as line item parameters have no effect on dunning assignment or eligibility. Dunning procedures use the C/D/L classification defined in the main invoice record when applying the selection criteria, not line item parameters.

Upon automatic assignment of the dunning procedure to the customer, the system populates the **Dunning Manager** field on the customer record with the name of the default dunning manager that was saved on the dunning procedure record.

Automatic assignment of dunning procedures to new customer records is enabled by default for all subsidiaries. To disable automatic assignment of dunning procedures to new customers of a subsidiary, you must modify the subsidiary's dunning configuration record. See [Configuring Subsidiaries for Dunning](#). On the dunning configuration record, if the **Automatically Assign to New Customers** box is not checked for the subsidiary, no dunning procedure can be automatically assigned to new customers of that subsidiary even if the **Assign Automatically to New Records** box is checked on dunning procedure records.

#### To assign a dunning procedure automatically upon creation of a customer record:

1. Edit or create a new dunning procedure record.
2. Make sure that **Customer** is selected in the **Applies To** field.

**Note:** The **Applies To** field cannot be edited when the dunning procedure has already been saved.

3. Click the **Assign Automatically to New Records** box to make this dunning procedure available for automatic assignment to a customer upon creation of the customer record.
4. Complete the other fields on the form if you are creating a new record.
5. Click **Save**.

The system can now assign this dunning procedure automatically to a customer upon creation of the customer record.

## Assigning a Dunning Procedure to a Customer Manually or Semiautomatically

The ability to assign a dunning procedure manually or semiautomatically to a customer depends on your role:


Task	Role Level
Select a dunning procedure manually on a new customer record	Dunning Director
Assign a dunning procedure to a customer semiautomatically	Dunning Director

Task	Role Level
Edit the customer's automatically assigned dunning procedure	Dunning Director Dunning Manager assigned to the customer

During semiautomatic assignment, when you edit a customer record and click **Assign Dunning**, the system selects a dunning procedure according to subsidiary, dunning priority, and the saved search on the dunning procedure. Each time you change a customer's dunning procedure, the system resets the **Dunning Level** field to blank.

### To assign a dunning procedure to a customer record:

1. Edit a customer record.

 **Note:** You can only assign a dunning procedure semiautomatically when you edit an existing customer record. The Assign Dunning button is not shown on a new unsaved customer record.

2. Click the **Dunning** subtab on the customer record.
3. On the **Setup** subtab, perform the following steps:

- a. Select a dunning procedure.

If you want the system to determine the appropriate dunning procedure for this customer, click **Assign Dunning** at the top of the page. The system searches for a dunning procedure that can be assigned to the customer based on the subsidiary and saved search defined on the dunning procedure record. When a dunning procedure is found, the system populates the **Dunning Procedure** field. If more than one dunning procedure is available, the system uses the dunning procedure with the highest priority. If the system cannot find an appropriate dunning procedure, a message is displayed.

- b. If necessary, you can change the preselected value by selecting a various dunning procedure from the dropdown list. Only dunning procedures that can be assigned to this customer based on the subsidiary and saved search defined on the dunning procedure record are available for selection.

If you click **Assign Dunning** when a dunning procedure is already selected in the field, the system displays a message to ask you if you would like to change the dunning procedure.

- c. The **Dunning Manager** field shows the name of the default dunning manager for the dunning procedure record that you selected. Only Dunning Director, Accountant, or Administrator roles can change the dunning manager assigned to a customer.

- d. Specify the acceptable dunning delivery methods for this customer. Check the **Allow Letters to be Printed** box or the **Allow Letters to be Emailed** box. You can check both boxes.

If the customer is a company type customer and the **Allow Letters to be Emailed** box is checked, the letter will be sent to the email address on the customer record. If you want to add other recipients, see [Defining Dunning Letter Recipients](#).


4. Click **Save**.


## Assigning a Dunning Procedure to an Invoice

You can assign a dunning procedure to an invoice in the following ways:

- [Assigning a Dunning Procedure Automatically Upon Invoice Record Creation](#)
- [Assigning a Dunning Procedure to an Invoice Manually](#)


## ■ Bulk Assigning Dunning Procedures

 **Note:** You cannot use mass update to assign dunning procedures.

 **Important:** The system uses the dunning procedure assigned to the customer even if a dunning procedure has been assigned to an invoice. However, if the dunning procedure that was assigned to the customer has the **Allow Override** box checked, then the system uses the dunning procedure that was assigned to the invoice.

## Assigning a Dunning Procedure Automatically Upon Invoice Record Creation

You can set up dunning procedures that can be assigned automatically by the system when a invoice record is created through the user interface.


 **Note:** You cannot use mass update to assign dunning procedures.

The dunning procedure to be assigned to a new invoice is determined by the selection criteria and saved search defined on the dunning procedure record, and by dunning procedure priority. Upon automatic assignment of the dunning procedure to the invoice, the system also populates the **Dunning Manager** field on the invoice record with the name of the default dunning manager that was saved on the dunning procedure record.

Automatic assignment of dunning procedures to new invoice records is enabled by default for all subsidiaries. To disable automatic assignment of dunning procedures to new invoices of a subsidiary, you must modify the subsidiary's dunning configuration record. See [Configuring Subsidiaries for Dunning](#). On the dunning configuration record, if the **Automatically Assign to New Invoices** box is not checked for the subsidiary, no dunning procedure can be automatically assigned to new invoices of that subsidiary even if the **Assign Automatically to New Records** box is checked on dunning procedure records.

### To assign a dunning procedure automatically upon creation of an invoice record:

1. Edit or create a new dunning procedure record.
2. Make sure that **Invoice** is selected in the **Applies To** field.

 **Note:** The **Applies To** field cannot be edited when the dunning procedure has already been saved.

3. Click the **Assign Automatically to New Records** box to make this dunning procedure available for automatic assignment to an invoice upon creation of the invoice record.
4. Complete the other fields on the form if you are creating a new record.
5. Click **Save**.

The system can now assign this dunning procedure automatically to an invoice upon creation of the invoice record.

## Assigning a Dunning Procedure to an Invoice Manually


The ability to assign a dunning procedure manually to an invoice depends on your role:



Task	Role Level
Assign a dunning procedure to a new invoice manually	Dunning Director
Edit the dunning procedure assigned to the invoice	Dunning Director Dunning Manager assigned to the invoice

### To assign a dunning procedure to an invoice manually:

1. Edit or create a new invoice record.
2. Select a customer.
3. Click the **Dunning** subtab.
4. On the **Setup** subtab, perform the following steps:
  - a. Select a dunning procedure. Only dunning procedures that can be assigned to this customer based on the subsidiary, location, department, class and the saved search defined in the dunning procedure are available for selection.

 **Note:** If Classes, Departments, or Locations (C/D/L) are used as selection criteria in a dunning procedure, make sure the invoices that you will assign the dunning procedure to, have C/D/L checked in the main invoice record. C/D/L defined only as line item parameters have no effect on dunning assignment or eligibility. Dunning procedures use the C/D/L classification defined in the main invoice record when applying the selection criteria, not line item parameters.

- b. The **Dunning Manager** field shows the name of the default dunning manager for the dunning procedure record that you selected. Only users with dunning director permissions and access levels can change the dunning manager assigned to an invoice.
5. Complete the other fields on the form if you are creating a new record.
  6. Click **Save**.

## Bulk Assigning Dunning Procedures

You can assign dunning procedures in bulk to customer records and invoice records using any of the following methods:

- [Assigning Dunning Procedures Using the Dunning Bulk Assignment Page](#)
- [Assigning Dunning Procedures Using CSV Import](#)


### Assigning Dunning Procedures Using the Dunning Bulk Assignment Page

You can use the Dunning Bulk Assignment page to assign dunning procedures to multiple customers or invoices at one time. During bulk assignment of dunning procedures to customers and invoices, the **Dunning Procedure** field of the customer or invoice record is populated with the dunning procedure that you selected on the Dunning Bulk Assignment page. The **Dunning Manager** field is also populated with the name of the default dunning manager that was saved on the dunning procedure record.


#### To bulk assign dunning procedures to customers:

1. Go to Dunning > Setup > Dunning Bulk Assignment.
2. In the **Applies To** field, select **Customer**.

3. In the **Dunning Procedure** field, select the dunning procedure you want to assign to multiple customers.
4. In the list displayed, select customers by checking the box next to the customer name.  
Click **Mark All** to select all customers on the page. To clear all boxes, click **Unmark All**.


 **Important:** The list displays customers to which the selected dunning procedure is not assigned. This includes customers that do not have dunning procedures, and customers that already have a different dunning procedure assigned. This can also include customers with paused dunning. Bulk assignment will change the dunning procedure and dunning manager assigned to them. For customers with paused dunning, changing the dunning procedure will not change the value of the **Pause Dunning** box. NetSuite discourages bulk assigning dunning procedures to customers with paused dunning. To limit the customers displayed in the list, you can add a saved search that defines the selection criteria for assigning the dunning procedure. See [Defining Dunning Selection Criteria](#).

5. Click **Assign to Customers**.


 **Note:** If a high number of records is selected, NetSuite processes the bulk assignment using a script in the background. The system sends you an email notification when processing has been completed.

### To bulk assign dunning procedures to invoices:

1. Go to Dunning > Setup > Dunning Bulk Assignment.
2. In the **Applies To** field, select **Invoice**.
3. In the **Dunning Procedure** field, select the dunning procedure you want to assign to multiple invoices.
4. In the list displayed, select invoices by checking the box next to the customer name.  
Click **Mark All** to select all invoices on the page. To clear all boxes, click **Unmark All**.

 **Important:** The list displays invoices to which the selected dunning procedure is not assigned. This includes invoices that do not have dunning procedures, and invoices that already have a different dunning procedure assigned. This can also include invoices with paused dunning. Bulk assignment will change the dunning procedure and dunning manager assigned to them. For invoices with paused dunning, changing the dunning procedure will not change the value of the **Pause Dunning** box. NetSuite discourages bulk assigning dunning procedures to invoices with paused dunning. To limit the invoices displayed in the list, you can add a saved search that defines the selection criteria for assigning the dunning procedure. See [Defining Dunning Selection Criteria](#).

5. Click **Assign to Invoices**.

 **Note:** If a high number of records is selected, NetSuite processes the bulk assignment using a script in the background. The system sends you an email notification when processing has been completed.

## Assigning Dunning Procedures Using CSV Import

Only the Administrator role should assign dunning procedures to customer records and invoice records by importing data from a CSV file.

The following dunning fields can be updated using a CSV import:

Customer Record	Invoice Record
<ul style="list-style-type: none"> <li>■ Dunning Procedure</li> <li>■ Allow Letters to be Printed</li> <li>■ Allow Letters to be Emailed</li> <li>■ Pause Dunning</li> <li>■ Do Not Send Letters to Customer Email</li> <li>■ Dunning Pause Reason</li> <li>■ Dunning Pause Reason Details</li> <li>■ Dunning Manager</li> </ul>	<ul style="list-style-type: none"> <li>■ Dunning Procedure</li> <li>■ Allow Letters to be Printed</li> <li>■ Allow Letters to be Emailed</li> <li>■ Pause Dunning</li> <li>■ Dunning Pause Reason</li> <li>■ Dunning Pause Reason Details</li> <li>■ Dunning Manager</li> </ul>



**Important:** Dunning fields should be intended for customer records and invoice records only. However, the system shows dunning fields by default on sales orders and other transactions. NetSuite recommends that you customize transaction forms to hide the dunning fields on transaction forms except invoices.

The Dunning Letters SuiteApp includes sample CSV files that you can use as a guide for updating the dunning fields on customer records and invoice records. You can download the files from the file cabinet:

- SuiteBundles > Bundle 62340 > Templates > Sample CSV Import > Customer
- SuiteBundles > Bundle 62340 > Templates > Sample CSV Import > Invoice

The following table shows the differences between using the user interface and using a CSV data import for updating customer records and invoice records.

When editing dunning fields using the UI, the system gives access to dunning fields based on roles.

When using CSV import, NetSuite recommends that you use the Administrator role.

Scenario (invoice or customer record is assigned a dunning procedure)	Using the UI	Using CSV Import
Unpausing dunning for the customer or invoice record (clearing the <b>Pause Dunning</b> box)	The dunning evaluation is triggered after the record is saved.	The dunning evaluation is <b>not</b> triggered.
Saving a customer or invoice record without checking either or both <b>Allow Letters To Be Emailed</b> and <b>Allow Letters To Be Printed</b> fields	The system shows an error message.	The CSV import fails.
Saving a customer or invoice record without a dunning manager	The <b>Dunning Manager</b> field is populated when you select a dunning procedure.	The value for the <b>Dunning Manager</b> field is sourced from the dunning procedure record upon saving the record. The CSV import fails if the value for the <b>Dunning Manager</b> field is <b>set to null</b> .
Saving a customer record without dunning recipients	The system shows an error message.	The CSV import fails.

To prevent data import errors when assigning dunning procedures to customers and invoices using CSV, be aware of the following:

- When importing data, all fields must have a value.
- In invoice dunning, the customer record must also have a dunning procedure and the **Allow Override** box must be checked, otherwise invoice dunning evaluation will not be triggered for that record.

- If the value for a **Dunning Manager** field is set to **null**, the CSV import will fail.
- If the customer record does not have dunning recipients, the CSV import will fail.
- Either or both **Allow Letters To Be Emailed** and **Allow Letters To Be Printed** fields must be set to **T** (true) if a dunning procedure is assigned to a customer.
- If the **Dunning Procedure** field value is set for the first time, and the **Dunning Manager** field is left blank, the value of the **Dunning Manager** field on the customer record will be automatically sourced from the **Dunning Manager** field on the dunning procedure record.
- Changing the value of the **Pause Dunning** field on the customer record is from **T** to **F** does not trigger the dunning evaluation workflow.

## Sending and Printing Dunning Letters

You can choose to send dunning letters either automatically or manually.

You can also choose to either email or print letters for a customer, or send both email and printed letters to a customer. The system produces the letters in the customer's language as defined on the customer record, if a dunning template in that language exists. Otherwise, the system uses the default template defined on the dunning template record.

The system generates dunning letters according to the dunning evaluation results. The letter template that the system uses depends on the dunning level of the customer or invoice after dunning evaluation.

The dunning manager assigned to the customer or invoice can manually print or email dunning letters using the Dunning Email Sending Queue and the Dunning PDF Printing Queue. The dunning manager's name also appears as the sender of the dunning letter.

The Dunning Email Sending Queue shows invoices and customers that have dunning procedures with the **Sending Schedule** field set to **Manual**.

The Dunning PDF Printing Queue shows invoices and customers that have dunning procedures with the **Sending Schedule** field set to either **Manual** or **Automatic**.

If there are multiple recipients for a customer, each recipient is shown in a separate row.

For more information about sending dunning letters, read the following topics:

- [Specifying Dunning Delivery Methods](#)
- [Bulk Updating Customer Records for Dunning](#)
- [Defining Dunning Letter Recipients](#)
- [Attaching Statements and Invoices to Dunning Letters](#)
- [Sending Dunning Letters Automatically](#)
- [Sending Dunning Letters Manually](#)
- [Printing Dunning Letters](#)
- [Recently Sent/Printed Dunning Letters](#)

## Specifying Dunning Delivery Methods

Dunning delivery methods are defined on the **Dunning** subtab of the customer record.

Check one or both of the following:

**Allow Letters to be Printed** – Check this box to enable the system to generate PDF letters that you can print for sending to the customer by post.

**Allow Letters to be Emailed** – Check this box to enable the system to send dunning letters by email to the customer.

- If the dunning procedure assigned to the customer or invoice has the **Sending Schedule** field set to **Automatic**, the system sends letters by email automatically according to the dunning evaluation results.
- If the dunning procedure assigned to the customer or invoice has the **Sending Schedule** field set to **Manual**, use the Dunning Email Sending Queue to manually email the letters.

See also:

- [Defining Dunning Letter Recipients](#)
- [Bulk Updating Customer Records for Dunning](#)

## Defining Dunning Letter Recipients

Dunning letters can be sent to the customer's email address and to the dunning recipients defined on the customer record.

The following preferences are available on the **Setup** subtab under the **Dunning** subtab of the customer record:


- Allow Letters to be Emailed
- Do Not Send Letters to Customer Email

The **Dunning Recipients** subtab under the **Dunning** subtab is where you can add contacts. If the **Do Not Send Letters to Customer Email** box is checked on the **Setup** subtab, you must add at least one contact that has an email address to the **Dunning Recipient** subtab.

Different dunning recipients cannot be assigned to different dunning levels.

To be able to save a customer record with the **Allow Letters to be Emailed** box checked, the following conditions must be true:

- The **Dunning Recipient** subtab has at least one contact with an email address.
- The **Email** field on the customer record has an email address.

 **Note:** The customer's email address is required only if the **Do Not Send Letters to Customer Email** box is **not** checked.

### To define dunning letter recipients:


1. Edit or create a customer record.
2. Click the **Dunning** subtab
3. Click the **Setup** subtab.
4. If you want to send dunning letters to this customer by email, check the **Allow Letters to be Emailed** box.
5. Set the value of the **Do Not Send Letters to Customer Email** box.

If you want dunning letters to be sent to the customer's email address:

- Make sure that the **Do Not Send Letters to Customer Email** box is **not** checked.
- Make sure that the **Email** field of the customer record has an email address.

If the **Do Not Send Letters to Customer Email** box is checked:

- The system will not send dunning letters to the customer's email.
- The **Dunning Recipient** subtab must have at least one contact with an email address.


 **Note:** If there are contacts on the **Dunning Recipient** subtab, the system will also send letters to those contacts, regardless of whether the **Do Not Send Letters to Customer Email** box is checked or not.

6. To add the contacts to whom dunning letters will be sent:
  - a. Click the **Dunning Recipient** subtab.
  - b. Select at least one contact with an email address.
  - c. Click **Add**. You can add as many contacts as needed.
7. Click **Save**.

See also:


- [Specifying Dunning Delivery Methods](#)
- [Bulk Updating Customer Records for Dunning](#)

## Bulk Updating Customer Records for Dunning

 **Note:** NetSuite recommends that you use the bulk update feature outside of your normal business hours. This is to ensure that other users in your company are not updating customer records during the bulk update process.

You can use the bulk update feature provided by the Dunning Letters SuiteApp to update the custom fields for dunning on customer records. The bulk update applies the changes to all customer records.

If you are using a OneWorld account, the updates will apply to all customer records with dunning procedures associated with the selected subsidiary.

 **Important:** When you click **Update** on the Bulk Update Customer Records for Dunning page, the system shows a message asking if you are sure you want to proceed with the bulk update. If you click **OK** on the message, the bulk update will start, and it cannot be reversed.

In non-OneWorld accounts, only one bulk update at a time can be performed.

In OneWorld accounts, the system prevents you from performing a bulk update if a bulk update is already in progress for the same subsidiary.

### To perform a bulk update of dunning fields on customer records:

1. Go to **Dunning > Setup > Bulk Update Customer Records**.
2. If you are using a OneWorld account, select the subsidiary to which you want to apply the bulk update.
3. Select values for the following bulk update fields:
  - **Allow Letters to be Emailed**
  - **Allow Letters to be Printed**
  - **Do Not Send Letters to Customer Email**

For each bulk update field, the following values are available:

- **Unchanged** – Select this value if you want to retain the current value on the customer records.
- **Checked** – Select this value if you want to check the box on all customer records that belong to the selected subsidiary.

- **Not Checked** - Select this value if you want to clear the box on all customer records that belong to the selected subsidiary.

4. Click **Update**.

You will receive an email notification after the bulk update has been completed.

The email notification indicates the number of customer records that were updated. If the email notification shows that not all records were updated, the likely cause is a validation error. The system will not update a record if doing so will break a validation rule.

Following are the validation rules:

- On the Bulk Update Customer Records for Dunning page, the following bulk update fields cannot both be set to Not Checked:
  - Allow Letters to be Emailed
  - Allow Letters to be Printed
- A customer record cannot be updated with the **Allow Letters to be Emailed** box checked if the Email field of the customer record is blank or the **Dunning Recipient** subtab does not have at least one contact.
- A customer record cannot be updated with the **Do Not Send Letters to Customer Email** box checked if the **Dunning Recipient** subtab of customer record does not have at least one contact.
- A customer record cannot be updated with the **Do Not Send Letters to Customer Email** box not checked if the **Email** field is blank.

## Attaching Statements and Invoices to Dunning Letters

When creating dunning template records, you can choose to attach customer statements and invoices to dunning letters.

When you email a dunning letter, attachments are included in the same message.

When you print a dunning letter, the system includes the attachments in the same file cabinet folder where the letter is stored.

On the Dunning Template page, the following options are available:

- **Attach Statement** – Check this box if you want to attach a customer statement to each dunning letter that uses the dunning template.

When the **Attach Statement** box is checked, the following additional options become available:

- **Only Open Transactions on the Statement** – Check this box if you want to include only open transactions on the customer statement.
- **Custom Statement Form** – Select a custom statement form to use for generating the statement. If you leave this field blank, the statement will be generated using the system preferred statement form and the layout specified on the custom form. For information about using custom forms, see the help topic [Custom Forms](#).
- **Statement Start Date** – Enter the number of days relative to the day of dunning evaluation, when the coverage of the statement will start. For example, if you enter 3, starting from three days after the dunning evaluation day and until the Statement Date, all customer transactions within this period will be included in the statement. Entering negative numbers is also valid. For example, if you enter -30, starting from 30 days before the dunning evaluation day until the Statement Date, all customer transactions within this period will be included in the statement. If you leave this field blank, all transactions in the customer's history will appear on the statement.
- **Statement Date** – Enter the number of days relative to the day of dunning evaluation, marking the last day when customer transactions will be included in the statement. The date on that day

will be the Statement Date indicated on the statement to be attached to the dunning letter. For example, if you enter 3, all customer transactions from the Statement Start Date until 3 days after the dunning evaluation day, will be included in the statement. If you enter -3, all customer transactions from the Statement Start Date until 3 days before the dunning evaluation day, will be included in the statement. The default value is 0, which is the day of dunning evaluation. If you leave the value as zero, all customer transactions from the Statement Start Date up to the dunning evaluation day will be included in the statement.

**Note:** When the Dunning Letters SuiteApp is updated, the existing settings or parameters of the Dunning templates are retained. If you have not changed Dunning template settings since installation of the bundle, the default parameters in the templates are kept.

**Note:** In invoice dunning, customer statements cannot be attached to the dunning letter.

- **Attach Copies of Invoices** – Check this box if you want to attach copies of invoices to each dunning letter that uses the dunning template. Attached copies of invoices are generated using the layout specified on the transaction form. For information about using custom layouts, see the help topic [Custom Forms](#).

When the **Attach Copies of Invoices** box is checked, the following additional option becomes available:

- **Only Overdue Invoices** – For customer dunning, check this box if you want to attach to the dunning letter only posting invoices with due date and days overdue greater than 0. If you do not check this box, all open and posting invoices will be attached to the dunning letter. For Invoice Dunning, only the invoice being dunned will be attached.

For more information about creating dunning template records, see [Creating Dunning Template Records](#).

## Sending Dunning Letters Automatically

To send dunning letters automatically by email to customers, make sure that the following conditions exist:

- On the customer record or invoice record, the **Allow Letters to be Emailed** box is checked.
- On the dunning procedure record, the **Sending Schedule** field is set to **Automatic**.

When the dunning evaluation workflow runs, the system evaluates the transactions using the dunning evaluation rules that you defined, and sends dunning letters by email automatically for transactions found in the dunning evaluation results.

Letters will not be sent when:

- dunning is paused
- the minimum dunning interval is not met
- there is no change in the dunning level during dunning evaluation

## Sending Dunning Letters Manually

To manually send dunning letters by email, use the Dunning Email Sending Queue on the Dunning dashboard.

When the dunning evaluation runs, the dunning letters that are ready for sending are shown in the Dunning Email Sending Queue, if the following conditions exist:



- On the customer record or invoice record, the **Allow Letters to be Emailed** box is checked.
- On the dunning procedure record, the **Sending Schedule** field is set to **Manual**.

Dunning letters remain in the queue until the email is sent, or until you remove the record from the queue.

### To manually send dunning letters by email:

1. Go to Setup > Dunning > Dunning Email Sending Queue.
2. On the Dunning Email Sending Queue page, you can search for the dunning letters you want to send by email. Use any of the following filters to make the search more specific or to narrow down the results to be displayed.

Filter	Description
Customer	Select the customer to whom the dunning letters you want to send are addressed.
Subsidiary	Select the subsidiary of the customers to whom the letters you want to send are addressed.
Dunning Procedure	Select the dunning procedure used for the letters you want to send.
Dunning Level	Select the dunning level used for the letters you want to send.
Apply To	Select either customer or invoice dunning.
Last Letter Sent Start Date	Enter the date when all letters last sent on that date and later will be displayed.
Last Letter Sent End Date	Enter the date when all letters last sent on that date and earlier will be displayed.
Evaluation Start Date	Enter the date when all letters whose dunning evaluation started on that date and later will be displayed.
Evaluation End Date	Enter the date when all letters whose dunning evaluation started on that date and earlier will be displayed.

If you do not select any value in the filters, all dunning letters that are ready for sending are displayed in the list.

Click **Search** to display the dunning letters that you want to send by email.

3. Use the Pagination Options to navigate to the search results page you want to view, or control the number of letters displayed per page.

Field	Description
Page No.	Select the page number to display.
Letters Per Page	Select the number of letters to display per page. The options on this field are dependent on the number of search results.
Total Pages	Indicates the total number of pages that display the letters.
Total Letters in Queue	Indicates the total number of letters in queue.

4. Check the boxes of the dunning letters that you want to send. Click **Mark All** to select all records displayed. Click **Unmark All** to clear all boxes.
5. Click **Send**. After sending, the system removes the sent letters from the queue and adds them to the Recently Sent/Printed Dunning Letters portlet on the Dunning dashboard.

If you want to remove a letter from the queue without sending it, check its box and click **Remove**. On the Dunning Evaluation Results page, the status of the letter is set to Removed.



**Important:** You will not be able to send or print the dunning letters that you removed. This action cannot be undone.

## Printing Dunning Letters

To print dunning letters, you must first generate the PDF files using the Dunning PDF Printing Queue on the Dunning dashboard. After generating the PDF files, you can go to the File Cabinet to download and print the letters, including the invoices and statements associated with them. The PDF files are also saved on the **Communication** subtab on the customer record.

When the dunning evaluation runs, dunning letters that are ready for printing are shown in the Dunning PDF Printing Queue if the **Allow Letters to be Printed** box is checked on the customer or invoice record.

### To print dunning letters:

1. Go to Setup > Dunning > Dunning PDF Printing Queue.
2. On the Dunning PDF Printing Queue page, you can search for the dunning letters you want to print. Use any of the following filters to make the search more specific or to narrow down the results to be displayed.

Filter	Description
Customer	Select the customer to whom the dunning letters you want to send are addressed.
Subsidiary	Select the subsidiary of the customers to whom the letters you want to send are addressed.
Dunning Procedure	Select the dunning procedure used for the letters you want to send.
Dunning Level	Select the dunning level used for the letters you want to send.
Apply To	Select either customer or invoice dunning.
Last Letter Sent Start Date	Enter the date when all letters last sent on that date and later will be displayed.
Last Letter Sent End Date	Enter the date when all letters last sent on that date and earlier will be displayed.
Evaluation Start Date	Enter the date when all letters whose dunning evaluation started on that date and later will be displayed.
Evaluation End Date	Enter the date when all letters whose dunning evaluation started on that date and earlier will be displayed.

If you do not select any value in the filters, all dunning letters that are ready for printing are displayed in the list.

Click **Search** to display the dunning letters that you want to print to PDF.

3. Use the Pagination Options to navigate to the search results page you want to view, or control the number of letters displayed per page.

Field	Description
Page No.	Select the page number to display.

Field	Description
Letters Per Page	Select the number of letters to display per page. The options on this field are dependent on the number of search results.
Total Pages	Indicates the total number of pages that display the letters.
Total Letters in Queue	Indicates the total number of letters in queue.

4. Check the boxes of the dunning letters that you want to print to PDF. Click **Mark All** to select all letters displayed. Click **Unmark All** to clear all boxes.
5. Click **Print** to generate the dunning letters in PDF format. Attachments specified in the dunning template are also generated. After generating the PDF, the letter is removed from the queue, and added to the Recently Sent/Printed Dunning Letters portlet on the Dunning dashboard. The system also sends you an email notification with a link to the location of the generated PDF files in the File Cabinet.
6. To print the generated PDF files, go to Documents > Files > File Cabinet, and then click the Dunning Letters PDF Files folder to open it.

A folder is created for every batch that you print. A folder contains the PDF letters in the batch you generated along with their attachments. If an attachment exceeds the limit of 5MB, the system splits the attachment into separate files.

The folder name is based on the format `Batch#_mmdd_yyyy`. If you print multiple batches in a day, the `Batch#` is incremented.

In a folder, click the Download link of a PDF letter to open and print it.

The file name of a PDF letter is based on the following format:

`ID_type_CustName`

, where:

- `ID` is a sequence of numbers identifying a letter.
- `type` can have the following values:
  - `DL` - indicates that the file is a dunning letter,
  - `Inv` - indicates that the file is an invoice,
  - `Sta` - indicates that the file is a statement.
- `CustName` is the first 8 characters of the customer name.

An email notification is sent to the active administrator, indicating that PDF generation is completed. The email has a link to the folder where the PDF files are stored. If a PDF file exceeds the limit of 5MB, it is split into separate files, which the recipient is informed of in the email.

You can download letters and attachments from the File Cabinet if you want to reprint them. You can also go to the **Communication** subtab on the customer record to access them.

If you want to remove a letter from the queue without generating the PDF, check its box and click **Remove**. On the Dunning Evaluation Results page, the status of the letter is set to Removed.



**Important:** You will not be able to send or print the dunning letters that you removed. This action cannot be undone.

## Resending a Dunning Letter

Currently, the Dunning Letters SuiteApp cannot detect bounced email messages.

Email messages you send from NetSuite records are saved on the **Messages** subtab for each contact receiving the message as well as on the record you send the email from.

If a customer requests you to resend a dunning letter, you can go to the **Communication** subtab on the customer or invoice record to access the dunning letter and forward it.

### To resend a dunning letter from a customer or invoice record:

1. Go to the customer or invoice record.
2. Click the **Communication** subtab.
3. On the **Messages** subtab, click the View link on the line for the recipient.
4. Click **Forward**.
5. On the **Recipients** subtab, select the contact in the **Recipient** field, or enter an alternative email address for the contact.
6. Click **Send**, or if you use the Mail Merge feature, click **Merge & Send**.

For more information, see the help topic [Sending Email from Records](#).

## Managing Dunning

If you are using a Dunning Manager or A/R Clerk role, you can manage the dunning process only for customers and invoices to which you are the assigned dunning manager. The Dunning Director, Accountant, and Administrator roles do not have such restrictions.

For information about the functionality allowed for each dunning role, see the following topics:

- [Dunning Roles](#)
- [Dunning Permissions and Access](#)
- [Edit Permissions for the Dunning Subtab on Customer and Invoice Records](#)

To help you manage dunning, you can keep track of the current dunning status of accounts by using the Dunning dashboard. You can also use the Dunning dashboard to send letters manually to customers, and to print dunning letters.

You can pause dunning if you want to address a customer's queries regarding an invoice, or to permit additional time for payment to be received before sending another letter. You can resume dunning to allow the system to run the dunning evaluation workflow. All automated and manual actions concerning the dunning process are tracked in the system notes.

For more information, read the following topics:

- [Assigning Dunning Managers](#)
- [Using the Dunning Tab](#)
- [Scheduling the Dunning Evaluation Workflow](#)
- [Pausing and Resuming Dunning](#)
- [Using the Dunning Dashboard](#)
- [Sending and Printing Dunning Letters](#)

## Assigning Dunning Managers

A dunning procedure must have a default dunning manager.


When a dunning procedure is assigned to a customer or invoice during automatic assignment and bulk assignment, the default dunning manager on the dunning procedure is also automatically assigned to the customer or invoice.

During manual assignment or when you change the dunning procedure assigned to the record, be sure to verify the value in the **Dunning Manager** field. You can change this value if you are using a Dunning Director, Accountant, or Administrator role.

Only Dunning Director, Accountant, or Administrator roles can create and assign dunning procedures, and edit the assigned dunning manager on a customer or invoice record.

If you are logged in with a Dunning Manager or A/R Clerk role, you can edit the **Dunning Procedure** field on the **Dunning** subtab of the customer or invoice record only if you are the dunning manager assigned to the customer or invoice.

On a dunning procedure record, the **Default Dunning Manager** field is in the Primary Information section. On a customer or invoice record, the **Dunning Manager** field is on the **Dunning** subtab.

 **Note:** When viewing the Dunning Email or PDF Printing Queue, Dunning Managers only see letters to those customers assigned to them during last [Scheduling the Dunning Evaluation Workflow](#). Letters to newly assigned customers will only appear after the next Dunning Evaluation run.

For more information about roles for dunning, see the following topics:

- [Dunning Roles](#)
- [Dunning Permissions and Access](#)
- [Edit Permissions for the Dunning Subtab on Customer and Invoice Records](#)
- [Customizing Roles to Use the Dunning Features](#)

## Pausing and Resuming Dunning

You can pause dunning for a particular invoice or customer when you want to temporarily stop sending dunning letters to resolve queries or disputes regarding an invoice. You can resume dunning to enable the automated dunning process to start again for the invoice or customer.

You can pause dunning for a particular invoice or customer if there is a dunning procedure assigned to it.

### Pausing Dunning

When you pause dunning, you can indicate the reason for temporarily stopping the dunning process for the particular customer or invoice. Default reasons are provided by the Dunning Letters SuiteApp. To set up additional reasons and reason details, see [Creating Reasons for Pausing Dunning](#).

#### To pause dunning for a customer or invoice record:

1. Edit a customer record or invoice record.
2. Click the **Dunning** subtab.
3. On the **Setup** subtab, perform the following steps:
  - a. Check the **Pause Dunning** box.
  - b. Select a reason for pausing dunning.
  - c. Select a reason detail that further explains why you want to pause dunning for this record.
  - d. Click **Save**.
4. Click **Save** to save the current dunning setup.

## Resuming Dunning

If dunning has been paused for a customer or invoice, you can clear the **Pause Dunning** box on the **Dunning** subtab to enable the automated dunning process to start again for the invoice or customer. When you resume dunning, the dunning evaluation will resume as scheduled. A dunning letter may be sent to the customer depending on the dunning evaluation result.

### To resume dunning for a customer or invoice record:

1. Edit a customer record or invoice record.
2. Click the **Dunning** subtab.
3. On the **Setup** subtab, clear the **Pause Dunning** box.

**Note:** Clearing the **Pause Dunning** box will immediately trigger the dunning evaluation workflow. NetSuite may send a dunning letter to the customer depending on the dunning evaluation result. The **Dunning Pause Reason** and **Dunning Pause Reason Detail** fields are also cleared.

4. Click **Save** to save the current dunning setup.

## Creating Reasons for Pausing Dunning

When pausing dunning for a customer or invoice, you can specify a reason and a reason detail to indicate why dunning was paused. Before you can select a reason and a reason detail, you must create dunning pause reason records.

### Examples

Dunning Pause Reason	Dunning Pause Reason Detail
Query Sales	Billing – Client requests to bill a various entity
	Contract – Cancellation or amendment of contract
	Contract – Unclear language
Query Finance	Billing – Billing accuracy
	Billing – Invoice not sent to correct party
	VAT – VAT charge disputed

### To create reasons for pausing dunning:

1. Go to Dunning > Setup > Dunning Pause Reason > New.
2. Enter a name for this reason.
3. Enter a description for this reason.
4. If you want to make this reason unavailable for use, check the **Inactive** box. Inactive reasons will not be available in dropdown fields and lists.
5. (Optional) To add details for this reason, do the following steps:
  - a. In the **Dunning Pause Reason Detail** column, enter a reason detail.
  - b. In the **Description** column, enter text to describe the reason detail.
  - c. Click **Add**.
  - d. Repeat steps a – c to add more reason details.
6. Click **Save**.

### To edit a dunning pause reason:

1. Go to Dunning > Setup > Dunning Pause Reason.
2. Click the Edit link of the reason.
3. Make your changes to the record. You can edit the name and description. You can also edit, remove, or add dunning pause reason details on the **Dunning Pause Reason Detail** subtab.
4. Click **Save**.

## Using the Dunning Dashboard

Dunning managers can keep track of the current dunning status of all accounts by using the Dunning dashboard.

To display the Dunning dashboard, log in with the Dunning Director or Dunning Manager role, and go to Dunning > Dunning Overview.

You can display the following predefined portlets on the Dunning dashboard:

- Dunning Overdue Receivables
- Dunning Overdue Receivables by Age
- Dunning Overdue Receivables by Customer
- Dunning Average Time to Pay
- Total A/R Overdue
- Customers with Paused Dunning
- Invoices with Paused Dunning
- Recently Sent/Printed Dunning Letters
- Dunning Links

### Dunning Overdue Receivables

Overdue Receivables is a bar graph that shows the overdue receivables for the past 12 months.

### Dunning Overdue Receivables by Age

Overdue Receivables by Age is a bar graph that shows the amounts receivable according to the number of days overdue (1–30 days, 31–60 days, 61–90 days, and >90 days).

### Dunning Overdue Receivables by Customer

Overdue Receivables by Customer is a bar graph that shows five customers that have the most overdue A/R and the amounts they owe.

### Dunning Average Time to Pay

Average Time to Pay is a bar graph that shows the average time to pay in days for the past 12 months.

### Total A/R Overdue

The Total A/R Overdue portlet shows results of a custom saved search of customers with overdue balances, and the dunning procedure assigned to each customer in the list.

When you log in using the Dunning Director role, you can see all customers and invoices with overdue balances.

When you log in using the Dunning Manager role, you can see only the overdue invoices and customers assigned to you.

## Customers with Paused Dunning


The Customers with Paused Dunning portlet shows a list of customers for which the sending of dunning letters was temporarily stopped. The **Reason** and **Reason Detail** columns indicate why dunning was paused. You can click a customer name to view the customer record. To resume dunning, go to the customer record, clear the **Pause Dunning** box on the **Dunning** subtab, and save the record. For more information, see [Pausing and Resuming Dunning](#).

## Invoices with Paused Dunning

The Invoices with Paused Dunning portlet shows a list of invoices for which the sending of dunning letters was temporarily stopped. The **Reason** and **Reason Detail** columns indicate why dunning was paused. You can click an invoice number to view the invoice record. To resume dunning, go to the invoice record, clear the **Pause Dunning** box on the **Dunning** subtab, and save the record. For more information, see [Pausing and Resuming Dunning](#).

## Recently Sent/Printed Dunning Letters

The Recently Sent/Printed Dunning Letters portlet shows a list of dunning letters that were recently printed or sent by email.

 **Note:** The Recently Sent/Printed Dunning Letters portlet uses the NetSuite server time for recording the date and time.

## Dunning Links

The Dunning Links portlet contains shortcuts to pages related to dunning:

- Setup
  - Dunning Configuration
  - Dunning Template
  - Dunning Level Rule
  - Dunning Procedure
  - Dunning Procedure Priority
  - Dunning Bulk Assignment
  - Dunning Pause Reason
- Customers
- Invoices
- Letters
  - Email
  - PDF

## Dunning Letters Error Codes

When you use the dunning features provided by the Dunning Letters SuiteApp, error messages are shown on the UI or in the script execution log.



## Dunning User Errors

The following error messages are shown on the UI:

Error Code	Message	Cause	Action
DUNNING_PERMISSION_ERROR	You do not have privileges to view this page.	You tried to access the Bulk Update Customer Records page and the Dunning Bulk Assignment page using a role that does not have the required permission. Only Dunning Director roles can access the Bulk Update and Bulk Assignment pages.	Make sure you are logged in using the Dunning Director, Accountant, or Administrator role. If you are using a custom role, an administrator must grant the role the required permission. See <a href="#">Dunning Permissions and Access</a> .
FOR_DUNNING_DIRECTOR_ACCOUNTANT_ADMIN_ACCESS_ONLY	Only the Administrator, Dunning Director, and Accountant roles can create and modify this type of record.	You tried to create or edit one of the following dunning custom records using a role that does not have the required permission: <ul style="list-style-type: none"> <li>■ Dunning Configuration</li> <li>■ Dunning Level Rule</li> <li>■ Dunning Priority</li> <li>■ Dunning Procedure</li> </ul>	Make sure you are logged in using the Dunning Director, Accountant, or Administrator role. If you are using a custom role, an administrator must grant the role the required permission. See <a href="#">Dunning Permissions and Access</a> .
DUNNING_DELETE_PERMISSION_FOR_ADMIN_ONLY	Only the Administrator role can delete this type of record.	You tried to delete one of the following dunning custom records using a role that does not have the required permission: <ul style="list-style-type: none"> <li>■ Dunning Configuration</li> <li>■ Dunning Evaluation Result</li> <li>■ Dunning Priority</li> </ul>	Make sure you are logged in using the Administrator role. See <a href="#">Dunning Permissions and Access</a> .
DUNNING_FOR_ADMINISTRATOR_ACCESS_ONLY	Only the Administrator role can create and modify this type of record.	You tried to create or modify the following dunning custom record	Make sure you are logged in using the Administrator role. See <a href="#">Dunning Permissions and Access</a> .

Error Code	Message	Cause	Action
		<p>using a role that does not have the required permission:</p> <ul style="list-style-type: none"> <li>■ Dunning Evaluation Result</li> </ul>	
DUNNING_DELETE_PERMISSION_FOR_ADMIN_DD_ACCOUNTANT_ONLY	Only the Administrator, Dunning Director, and Accountant roles can delete this type of record.	<p>You tried to delete the following dunning custom record using a role that does not have the required permission:</p> <ul style="list-style-type: none"> <li>■ Dunning Template</li> </ul>	<p>Make sure you are logged in using the Administrator, Dunning Director, or Accountant role. If you are using a custom role, an administrator must grant the role the required permission. See <a href="#">Dunning Permissions and Access</a>.</p>
DUNNING_PROCEDURE_TYPE_MODIFICATION_NOT_ALLOWED	You are not allowed to edit dunning procedure type.	<p>You tried to edit the <b>Applies To</b> field on the dunning procedure record. The field indicates whether the dunning procedure is intended to be assigned to customers or to invoices. After the dunning procedure record has been saved, the <b>Applies To</b> field can no longer be edited.</p>	<p>Create a new dunning procedure with the desired dunning procedure type.</p>
DUNNING_CUSTOMER_BULK_UPDATE_SS_DEPLOYMENT_NOT_FOUND	No deployment found for Customer Dunning Bulk Update SS.	<p>There is no deployment for the Customer Bulk Update scheduled script.</p>	<p>An administrator must create a script deployment for the scheduled script, Dunning bulk Updater – Customer, with the following details:</p> <ul style="list-style-type: none"> <li>■ ID: customdeploy_3805_bulk_updater_cust</li> <li>■ STATUS: Not Scheduled</li> <li>■ EXECUTE AS ROLE: Administrator</li> </ul>
DUNNING_CUSTOMER_VALIDATION_FAILED	<p>The error message shown depends on the specific field or record where the validation error occurred. The error message can be any of the following:</p> <ul style="list-style-type: none"> <li>■ The following dunning letter recipients do not have an email address on their contact records: {CONTACTNAMES}.</li> <li>■ The record cannot be saved. The Allow Letters To Be Emailed box is checked, but there is no email address or dunning recipient to send letters</li> </ul>	<p>These errors are validation errors that can occur when creating or editing records.</p>	<p>Edit the fields or subtabs that contain invalid or missing values.</p>

Error Code	Message	Cause	Action
	<p>to. To save this record, the following conditions must be true:</p> <ul style="list-style-type: none"> <li>□ The Dunning Recipients subtab has at least one contact with an email address.</li> <li>□ The Email field on the customer record has an email address.</li> </ul> <p><b>Note:</b> The customer's email address is required only if the Do Not Send Letters to Customer Email box is not checked.</p> <ul style="list-style-type: none"> <li>■ There is no email address on the customer record, and there is no dunning letter recipient specified for this customer. Enter an email address on the customer record, or select on the Dunning subtab at least one dunning letter recipient that has an email address.</li> <li>■ The record cannot be saved. The Allow Letters To Be Emailed box is checked, but there is no dunning recipient to send letters to. To save this record, the Dunning Recipients subtab must have at least one contact with an email address.</li> </ul> <p><b>Note:</b> The customer's email address is required only if the Do Not Send Letters to Customer Email box is not checked.</p>		

## Script Errors for Dunning

Errors can be encountered when the system runs the dunning scripts. For these errors, contact Support. Be sure to provide details such as the error code and error message found in the script execution log.

Error Code	Message	Cause	Action
DUNNING_METRICS_COLLECTOR_CLASS_NOT_IMPLEMENTED	Please implement a MetricsCollector.	The MetricsCollector implementing class is missing.	
DUNNING_UNAUTHORIZED_USE_OF_ABSTRACT_PARSER_CLASS	Please use a subclass of AbstractParser.	AbstractParser class used is unauthorized.	
DUNNING_AUTO_ASSIGN_PROCEDURE_SEARCH_HANDLER_CLASS_NOT_IMPLEMENTED	Please implement a logic for handling the results.	AutoAssignProcedureSearchHandler implementing class is missing.	
DUNNING_QUEUE_ACTION_CLASS_NOT_IMPLEMENTED	Please implement a dunning queue action.	DunningQueueAction implementing class is missing.	
DUNNING_STATEMENT_GENERATION_INPUT_REQUIRED	Method dunning.app.StatementGenerator.generateStatement requires an input parameter of type DunningLevelStatementGeneratorInput.	Input parameter for method dunning.app.StatementGenerator.generateStatement is missing.	

Error Code	Message	Cause	Action
DUNNING_FORM_TITLE_MISSING	Provide a form title using setTitle.	Form title is not set in the FormBuilder class.	
DUNNING_CURRENCY_CONVERTER_PARAMETER_REQUIRED	CurrencyConverter Input is a mandatory constructor parameter.	The constructor parameter of the CurrencyConverter class (currency wrapper) may be null or undefined.	
DUNNING_SEARCH_COLUMN_WRAPPER_PARAMETER_REQUIRED	SearchColumn requires a column Definition constructor parameter.	The constructor parameter of the SearchColumn class may be null or undefined.	
DUNNING_SEARCH_FILTER_WRAPPER_PARAMETER_REQUIRED	SearchFilter requires a filterDefinition constructor parameter.	The constructor parameter of the SearchFilter class may be null or undefined.	
DUNNING_MESSAGE_LOADER_ERROR	An error has occurred in the MessageLoader class.	The MessageLoader class may be sending the request to an incorrect message loader service.	
DUNNING_HOME_FOLDER_CREATION_ERROR	An error has occurred in creating dunning letters home folder in the file cabinet.	An error occurred during the creation of the home folder for the dunning letter files in the file cabinet. The record type and field name/value pairs may be incorrect.	
DUNNING_PDF_SUBFOLDER_CREATION_ERROR	An error has occurred in creating dunning letters pdf subfolder in the file cabinet.	An error occurred during the creation of the PDF subfolder for the dunning letter PDF files in the file cabinet. The record type and field name/value pairs may be incorrect.	
DUNNING_TEMPLATE_BUILDER_RECORD_ADDITION_ERROR	An error has occurred while adding a record to the template builder.	Failure in adding a record to the template builder. The ns_wrapper.TemplateRenderer.addRecord method has invalid parameters.	
DUNNING_TEMPLATE_BUILDER_SEARCHRESULT_ADDITION_ERROR	An error has occurred while adding a search result to the template builder.	Failure in adding the search result to the template builder. The ns_wrapper.TemplateRenderer.addSearchResults method has invalid parameters.	
DUNNING_LOCALIZATION_VARIABLE_LIST_LOADER_ERROR	An error has occurred in the LocalizationVariableListLoader class.	The LocalizationVariableListLoader class may be sending the request to an incorrect localization variable loader service.	
DUNNING_FIELD_API_WRAPPER_SUBMITFIELD_ERROR	An error has occurred in Field API Wrapper - ns_wrapper.api.field.submitField.	The parameters supplied to the ns_wrapper.api.field.submitField method may be incorrect.	
DUNNING_REC_API_WRAPPER_ATTACHREC_ERROR	An error has occurred in Record API Wrapper - ns_wrapper.api.record.attachRecord.	The parameters supplied to the ns_wrapper.api.record.attachRecord method may be incorrect.	
DUNNING_SUBLIST_API_WRAPPER_COMMITLINEITEM_ERROR	An error has occurred in Sublist API Wrapper - ns_wrapper.api.sublist.commitLineItem.	The parameters supplied to the ns_wrapper.api.sublist.commitLineItem method may be incorrect.	
DUNNING_MAILER_ERROR	An error has occurred in sending email.	The object parameter supplied to the suite_110n.communication.Mail constructor may be incorrect.	

Error Code	Message	Cause	Action
DUNNING_TEMPLATE_BUILDER_MESSAGE_RENDER_ERROR	An error has occurred while rendering the message.	The object parameter supplied to the dunning.app.TemplateBuilder constructor may be incorrect.	
DUNNING_TEMPLATE_BUILDER_SUBJECT_RENDER_ERROR	An error has occurred while rendering the subject.	The object parameter supplied to the dunning.app.TemplateBuilder constructor may be incorrect.	
DUNNING_PARSER_ERROR	An error has occurred in AbstractParser class.	The doParse method in the subclasses of AbstractParser has invalid parameters.	
DUNNING_CUSTOMER_VALIDATION_FAILED	<p>The error message shown depends on the specific field or record where the validation error occurred. The error message can be any of the following:</p> <ul style="list-style-type: none"> <li>■ The following dunning letter recipients do not have an email address on their contact records: {CONTACTNAMES}.</li> <li>■ The record cannot be saved. The Allow Letters To Be Emailed box is checked, but there is no email address or dunning recipient to send letters to. To save this record, the following conditions must be true: <ul style="list-style-type: none"> <li>□ The Dunning Recipients subtab has at least one contact with an email address.</li> <li>□ The Email field on the customer record has an email address.</li> </ul> <p><b>Note:</b> The customer's email address is required only if the Do Not Send Letters to Customer Email box is not checked.</p> </li> <li>■ There is no email address on the customer record, and there is no dunning letter recipient specified for this customer. Enter an email address on the customer record, or select on the Dunning subtab at least one dunning letter recipient that has an email address.</li> <li>■ The record cannot be saved. The Allow Letters To Be Emailed box is checked, but there is no dunning recipient to send letters to. To save this record, the Dunning Recipients subtab must have at least one contact with an email address. <p><b>Note:</b> The customer's email address is required only if the Do Not Send Letters to Customer Email box is not checked.</p> </li> </ul>	These errors are validation errors that can occur when creating or editing records.	Edit the fields or subtabs that contain invalid or missing values.