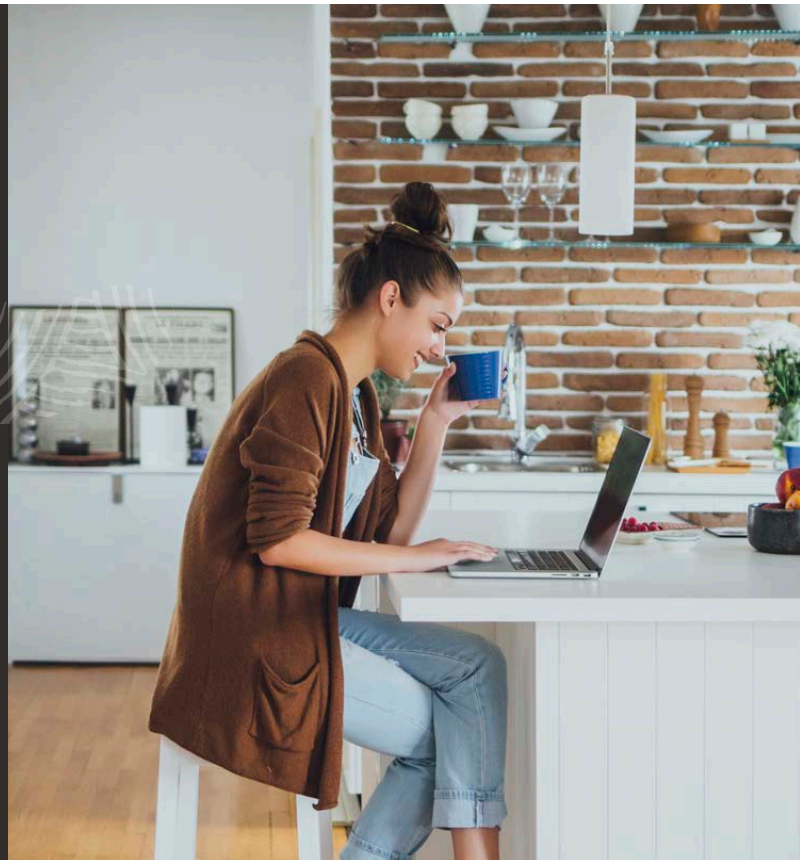




Automate Collections and Improve  
Cash Flow

## NetSuite Dunning Letters



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

### Key Benefits

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

## Dunning Levels

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

## Dunning Templates and Workflows

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

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

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

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

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

## Dunning Dashboard

Keep track of the current dunning status of all accounts with charts and lists on the Dunning dashboard, including Dunning Overdue Receivables, Dunning Overdue Receivables by Age, Dunning 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.

