

Debtors Aging Letters

Setup of Debtor Aging Letters

Allows for sending out emails to customers based on their aging. Included in the image below is a sample of what a letter could look like with the necessary tags and formats.

The screenshot shows the 'System Configuration' window with the 'Debtor Aging Letters' tab selected. The 'Debtor Aging Days' is set to '30 days'. A 'Save' button is highlighted with a red box and a note: 'Please Note: Remember to save your default setting before leaving this window.' The 'Administration' sidebar on the left has 'Defaults' highlighted with a red box. The main content area displays a sample letter template with various tags and a 'Printing Enhancements' button.

System Defaults

Save Please Note: Remember to save your default setting before leaving this window.

System Defaults General Ledger Debtors Creditors Inventory Webstar Asset Job Costing Email **Debtor Aging Letters** Date Defaults

Debtor Aging Days: 30 days

The tags below can be entered in the letter and will be replaced by valid values in the email:

[INSERT_CURRENT_DATE]
[INSERT_ACCOUNT_NUMBER]
[INSERT_ACCOUNT_NAME]
[INSERT_NUMBER_OF_DAYS_OVERDUE]
[SUM_ALL_AMOUNTS_ON_AGE_THAT_ARE_NOT_CURRENT]

Printing Enhancements

30 Days Letter

[INSERT_CURRENT_DATE]

Account Number: [INSERT_ACCOUNT_NUMBER]

Account Name: [INSERT_ACCOUNT_NAME]

Dear Valued Client:
Your account with [REDACTED] is overdue and remains unpaid for [INSERT_NUMBER_OF_DAYS_OVERDUE].
Your current balance owing is [SUM_ALL_AMOUNTS_ON_AGE_THAT_ARE_NOT_CURRENT].
We require immediate payment to continue providing you with our services.
Non-payment will result in suspension of service and interest charges.
Proof of payment must be sent to [REDACTED].com
Banking Details:
[REDACTED]
(Please use your account number as the reference number)
Email us at [REDACTED].com to make the required payment arrangements.
Regards,
[REDACTED]

The setup makes allowance for seven different letters to be prepared.

The screenshot shows the 'Debtor Aging Days' dropdown menu with the following options: 30 days, 60 days, 90 days, 120 days, 150 days, 180 days, and Failed Debit Orders. The '30 days' option is selected.

Debtor Aging Days: 30 days

The tags below can be entered in the letter and will be replaced by valid values in the email:

[INSERT_CURRENT_DATE]
[INSERT_ACCOUNT_NUMBER]
[INSERT_ACCOUNT_NAME]
[INSERT_NUMBER_OF_DAYS_OVERDUE]
[SUM_ALL_AMOUNTS_ON_AGE_THAT_ARE_NOT_CURRENT]

30 Days Letter

Failed Debit Orders

When preparing the various letters the **Printing Enhancements** can be included into the body of the letter to emphasise pertinent points in the letter.

30 Days Letter

[INSERT_CURRENT_

Account Number: [IN

Account Name: [INSE

Dear Valued Client,

Your account with Hu

Your current balance

We require immediate

Non-payment will res

Proof of payment mu

Banking Details:

FNB, MOWBRAY,

Branch Code: 200309

Account Name: HUGELINS (P) LTD

Account Number: 50140051231

Printing Enhancements.

**Book End a desired section of text with the following;**

< b>This will print in bold.< /b>

< i>This will print in italics.< /i>

< u>This will underline the text.< /u>

[Start_Red]This will print in Red[End_Red]

[Start_Blue]This will print in Blue[End_Blue]

[Start_Green]This will print in Green[End_Green]

These control characters can be nested.

< b>< i>[Start_Red]This line will be printed in Red, Bold and Italics.[End_Red]< /i>< /b>

OK

Please remember to save the changes before leaving this window.

To include a header and footer to the emailed document, it will be necessary to create an image (.jpg file) of the Letter Head header and the Letter Head footer.

Next step is to go to the System Config Module, open the Company Profile and upload these two jpg files as Attachments. The two images **must** be uploaded as **LetterHeadHeader** and **LetterHeadFooter**. When creating the Email and Preview Email the system will search the company profile attachment table for these two files. If the naming convention is not as indicated above the images will not be retrieved and the Email and Preview Email will not have the desired letter head appearance.

BranchSetup Attachment

Edit Attachment

Source:

File

Attachment:

Select File...

Attachment Type:

Image

Name:

LetterHeadHeader

Description:

Don't Email:

Save & New

Save & Close

Close

Preparing the data and sending out the Debtor Aging Letters email

Go to Debtors module then click on Reports followed by Debtor Aging Letter

To Create a new dataset click on Add

Debtors Module

Configuration

Activity

Analysis

Reports

Debtors Age Analysis

Statements

Auto Invoice Process File Dow

Report List

Dashboard Display

Report Request

Debtor Aging Letter

Debtors Aging Emails

Search

Add

Edit

Cancel

Print

Email

Search Type: Created

Page 0 of 0

Remove Paging:

#	Status	Date & Time	Reference	Description	Status	Notes	Processed By	Date Processed
Create Debtor Ageing Mailing Data Create Aging Print Preview Email Email Close Debtor From: Debtor To: Billing Group: Description: Aging Date: Reference: Currency: Transaction Date: Debit Order: Only Failed D/O: Acct. Manager: Long Description:								

Page 0 of 0

Remove Paging:

Select All

Unselect All

Aging: All

Status: All

No data to displa

#	Select	Status	Acct. Code	Debtor	Debtor Aging	Outstanding Amnt	Total Outstanding	Status	Email Date / Time	Email Recipients
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Enter the necessary requirements for this dataset.

Please note that if this is a dataset for Failed Debit Orders the **Debit Order** and **Only Failed D/O** tick boxes need to be ticked.

Once the required parameters have been entered click on the Create Aging button. Take note of the warning message. On completion of the create process the window will close and the grid will be updated with the new entry.

Select the newly created entry and then click on the Edit button. A window will appear displaying all the Debtor Aging Entries

The screenshot displays the 'Debtors Aging Emails' interface. On the left is a sidebar with 'Debtors Module' and a menu including 'Configuration', 'Activity', 'Analysis', and 'Reports'. The main area shows a table with one entry: #1, Status: Created, Date & Time: 2024-11-22 08:04:25, Reference: November 2024, Description: November 2024, Status: Created, Notes: Creating Aging. Overlaid on this is the 'Create Debtor Ageing Mailing Data' window. This window has fields for 'Debtor From', 'Debtor To', 'Billing Group', 'Aging Date', 'Currency', 'Debit Order', 'Long Description', 'Debtor To', 'Description', 'Reference', 'Transaction Date', and 'Acct. Manager'. It also has 'Preview Email' and 'Email' buttons. At the bottom of this window is a grid with columns: #, Select, Status, Acct. Code, Debtor, Debtor Aging, Outstanding Amnt, Total Outstanding, Status, Email Date / Time, and Email Recipients. The grid contains three rows of data for different debtors and aging periods.

#	Select	Status	Acct. Code	Debtor	Debtor Aging	Outstanding Amnt	Total Outstanding	Status	Email Date / Time	Email Recipients
1	☐	Created	1002	TRACEY LEE ...	180+ days	111 675.73	117 221.60	Created		
2	☐	Created	1003	TRACEY LEE ...	60 days	0.50	(250 710.80)	Created		
3	☐	Created	1008	ACE Traders	180+ days	26 233.00	27 276.64	Created		

Once this window has opened we have a variety of options available.

1. We can select a particular record and click on Preview Email to see what the letter will look like that the debtor receives. If the letter is not satisfactory then we can go back to the setup to make the necessary changes to the letter.
2. Filtering the entries in the grid can be managed by means of the Aging drop down and the Status drop down. Once the desired selection has been made, clicking Select All will select all the lines in the grid and place a tick in the Select tick box column.
3. Selecting for example 180+ days will filter the grid to display only the applicable debtors and if the Preview Email was satisfactory then the **Email** button can be clicked.
4. Only lines in the grid that have a tick in the Select column tick box and Debtor Contact Persons who are selected by means of a tick in the **Statement Email** tick box will be sent a Debtor Aging Letter.
5. The emailing process is done on the server and does not hold up the computer while the email processing is done. As each email is processed that debtor Status on the grid is changed from Created to Emailed and the date and time of the email as well as the recipients are recorded on the grid. **Please Note** : debtors marked as Emailed cannot be emailed again.
6. The window will close and will require that the record be selected again and the Edit button be clicked if additional emails are to be sent
7. If no filtering selections are made except for **Select All** and the **Email** button is clicked the system will automatically send the correct Debtor Aging letter to the Debtor Contact person who has a Tick in the Statement Email tick box. and who's **Status** on the grid is Created.

Revision #13

Created 21 November 2024 20:53:30 by Malcolm

Updated 10 December 2024 05:10:21 by Andrew