Simplified Dunning Letters for NetSuite

Scale Apps
BY SCALENORTH

Dunning for NetSuite is the ideal solution for sending late payment reminders to your clients. Perfect for businesses that use a recurring billing model, dunning helps your business collect outstanding debt, reduce manual labor, and improve the customer experience.

Easily manage and customize late payment notifications with the Dunning for NetSuite ScaleApp.

Key Benefits

- Customize the dunning notification schedules and cadence.
- Create client groups that receive different messages depending on which category they're in.
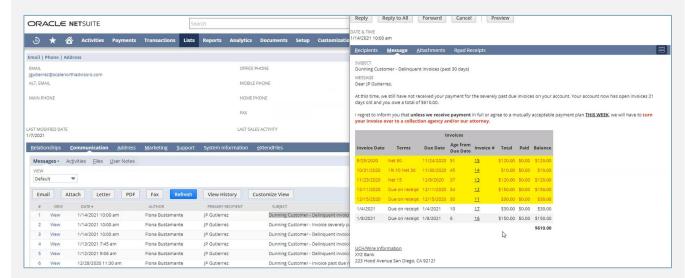- Automate the collections process.

ScaleApp's Dunning for NetSuite will help your business collect on bad debt, streamline collection efforts, and ensure customers don't lose access to your products or services.

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Informative:
- Include PDF copies of the invoices as email attachments.
- Add previews with clickable links to the online invoices.

Customizable:
- Edit the verbiage to fit your business and its clientele.
- Dynamically insert customized fields such as recipient name, account name, amount to be paid and more.

Message Content

** List of available custom tags that source information from dunning and invoice records:
- {customer} - Customer or company name
- {recipient} - Recipient name
- {dunconfig.aremailaddress} - Accounts receivable email from the dunning configuration record
- {msgconfig.noofdays} - Number of days from the dunning message configuration record
- {invoice.totalcount} - Total number of invoices
- {invoice.totalremaining} - Total remaining amount
- {invoice.hltotalcount} - Total number of highlighted invoices
- {invoice.hltotalremaining} - Total highlighted remaining amount

SUBJECT LINE *

{customer} - Statement of Open Invoices

MESSAGE BODY - INTRODUCTION *

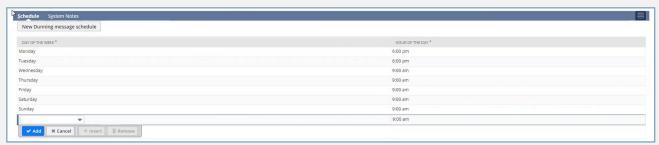Dear {recipient},

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Automated:

- Trigger the first email in the series when a past due event occurs.
- Control the cadence and messaging of all subsequent follow up emails.
- Designate the date and time that each message can be sent out based on the end-user's time zone.

Message configuration   System Notes

VIEW   DUNNING MESSAGE CONFIGURATION
Default View ▼   ▼

New Dunning message configuration   Attach   Customize View

EDIT	OPT IN	TYPE	# OF DAYS	ATTACH PDF COPY OF STATEMENT	INCLUDE PAYMENT INSTRUCTIONS IN EMAIL BODY	SUBJECT LINE
Edit	Yes	Message 1 - Statement of Open A/R Invoices		Yes	No	{customer} - Statement of Open Invoices
Edit	Yes	Message 2 - Notice of Invoices Coming Due	4	Yes	No	{customer} - Invoices coming due
Edit	Yes	Message 3 - Past Due Notice	10	Yes	Yes	{customer} - Invoice past due notice
Edit	Yes	Message 4 - Severe Past Due Notice	14	No	Yes	{customer} - Invoice severely past due notice

Schedule   System Notes

New Dunning message schedule

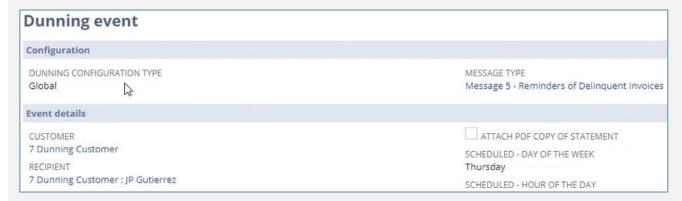| DAY OF THE WEEK *	HOUR OF THE DAY *
Monday	6:00 pm
Tuesday	6:00 pm
Wednesday	9:00 am
Thursday	9:00 am
Friday	9:00 am
Saturday	9:00 am
Sunday	9:00 am
▼	9:00 am

✔ Add   ✖ Cancel   + Insert   🗑 Remove

Segmentable:

- Assign different dunning strategies to different customer types and segments.
- Create different logic and cadence for each customer group type.

Dunning event

Configuration

DUNNING CONFIGURATION TYPE
Global

MESSAGE TYPE
Message 5 - Reminders of Delinquent Invoices

Event details

CUSTOMER
7 Dunning Customer

☐ ATTACH PDF COPY OF STATEMENT

RECIPIENT
7 Dunning Customer : JP Gutierrez

SCHEDULED - DAY OF THE WEEK
Thursday

SCHEDULED - HOUR OF THE DAY

Interested in Learning More?

www.scalenorth.com/scaleapps-for-netsuite

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