Setup Windows

Last updated: August 25, 2022

Customer Email

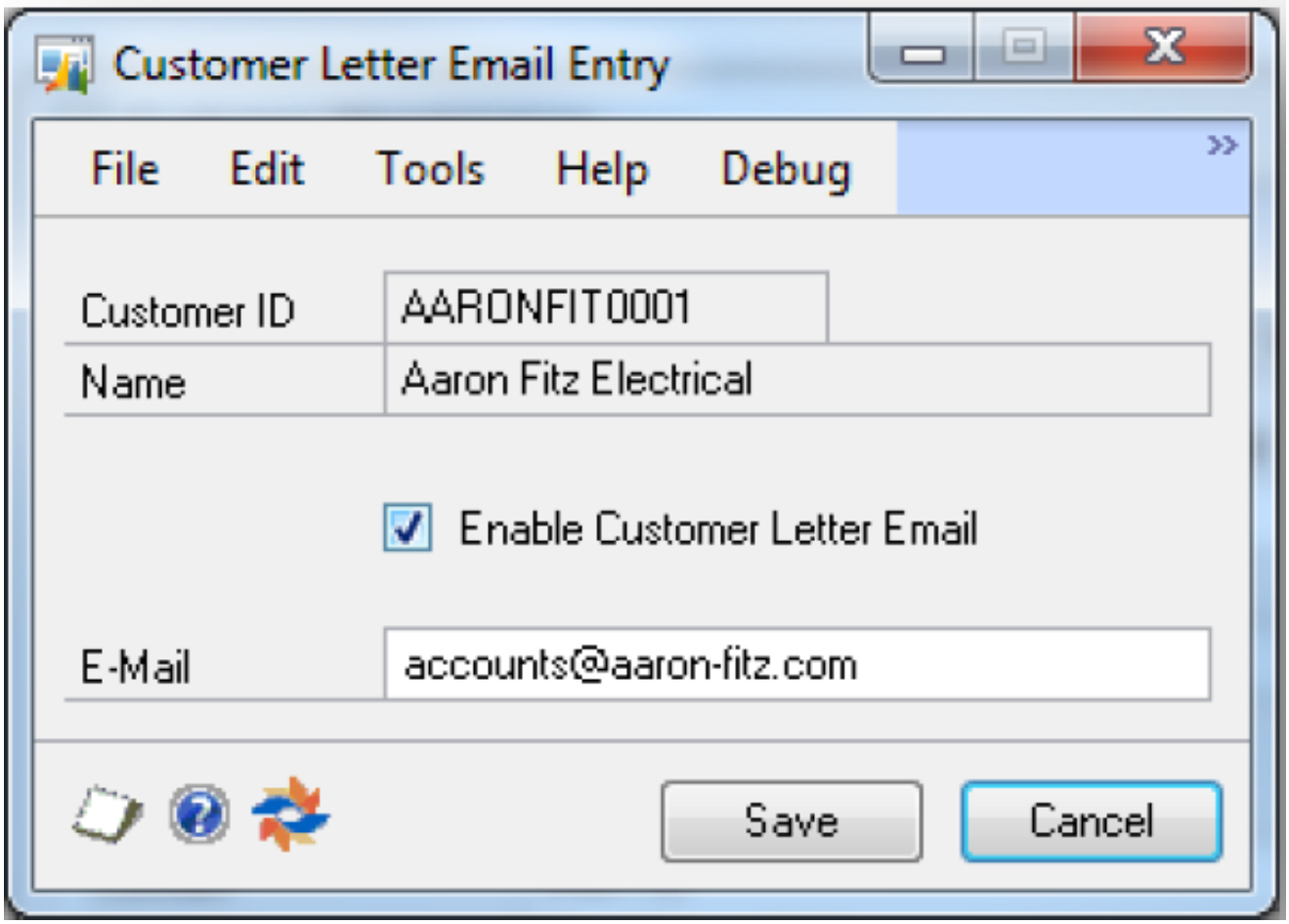
Location

Extras >> Additional >> Customer Letter Email (from the Customer Maintenance window)

Summary

Credit Control now lets you email customer letters direct to the customers, in addition to producing a printed copy. This is setup using the Customer Letter Email Entry window, which opens from the Extra menu of the Customer Maintenance window.

Layout



Processing

When the window is opened from the Extras menu, it will show the details for the current customer.

To enable the email processing, tick the option on the screen. The email address for the customer letters is entered in the E-Mail field.

Note: Depending upon your mail client, you may need to enter a protocol as a prefix to the email address. For example, Microsoft Outlook requires email addresses in the following format:

smtp:accounts@aaron-fitz.com

When customer letters are printed, the user will be given the option to also send emails if any of the customers are configured to receive emails. Confirming this option will cause letters to be emailed in addition to being printed.

Customer Letter Levels Setup

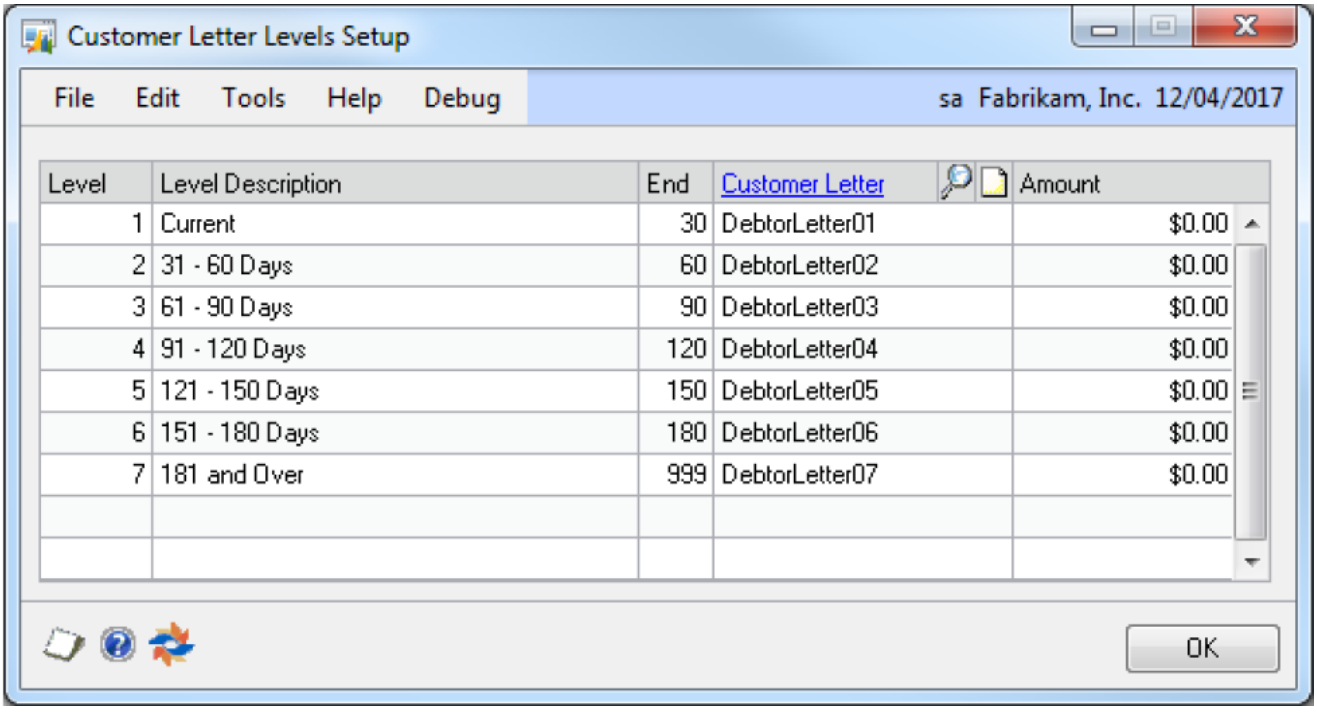
Location

Tools >> Setup >> Sales >> Credit Control >> Customer Letter Levels Setup

Summary

The overdue levels are equivalent to the customer ageing periods that are defined in the Microsoft Dynamics GP Receivables Management Setup window.

Layout



Processing

The Customer Letter field allows for the selection of which letter should be printed at each overdue level. A letter can be assigned to more than one level.

The Amount field is a general purpose field that is passed to the report when it is printed. Report Writer can be used to modify the reports to make use of this field.

Customer Letter Maintenance

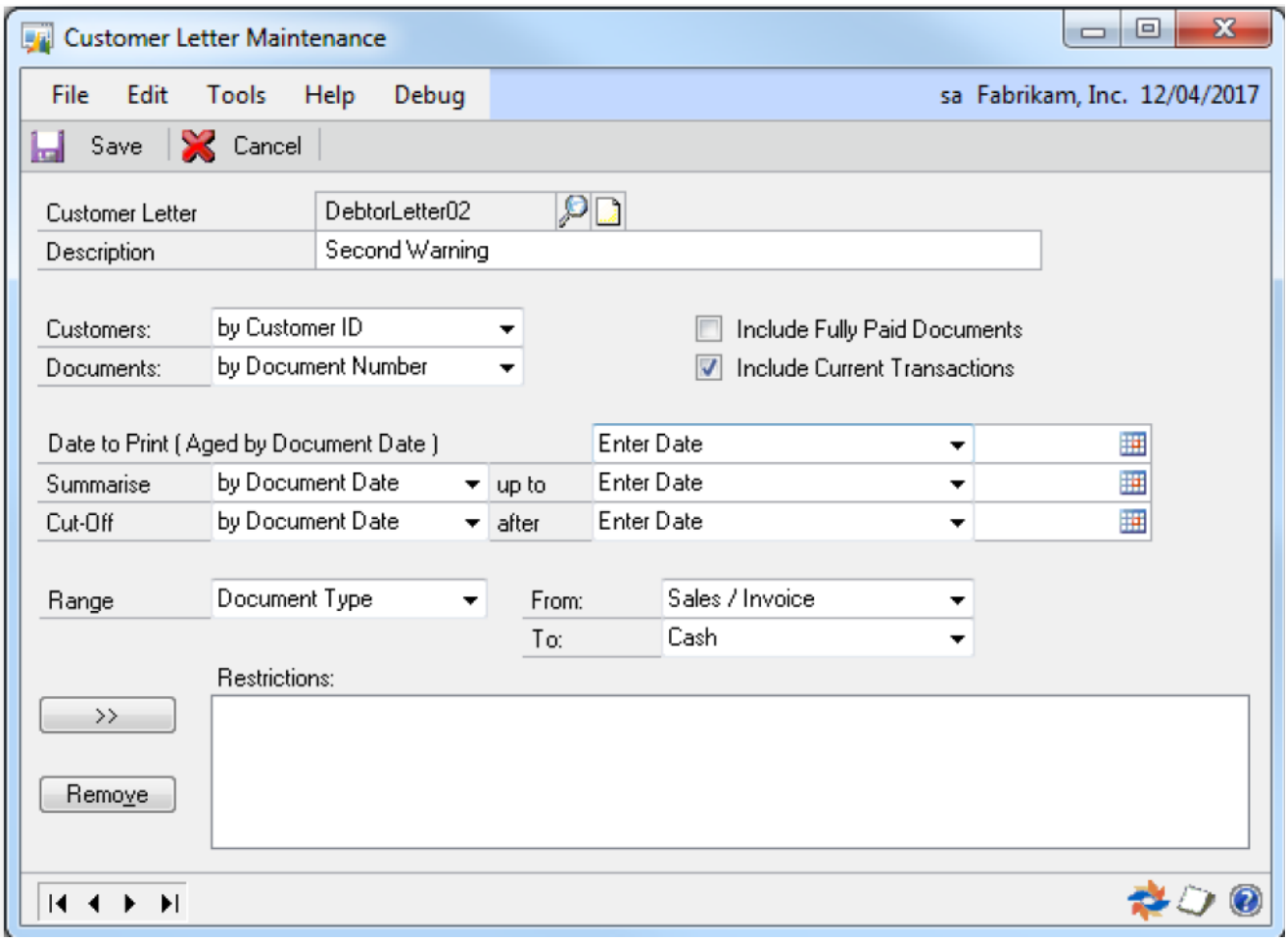
Location

Tools >> Setup >> Sales >> Credit Control >> Customer Letter Maintenance

Summary

This screen allows the setting up of the reminder letters for individual printing.

Layout



Processing

You can enter a descriptive name for each of the letters in the Description field.

The remaining options are used when printing individual letters from the Customer Letters Print window. When printing letters from the Customer Letters Range Print window, the options on that window override the details entered here.

The options on this window function in the same manner as those on the Customer Letters Range Print window, as summarised on the following page.

Include Fully Paid Documents:

Marking this option will cause the letters to include transactions which have a zero amount remaining, such as fully paid invoices.

Include Current Transactions:

Microsoft Dynamics GP considers a ‘Past Due’ balance to be a balance in the second (or higher) ageing period, whilst the first period contains ‘Current’ transactions. The ‘Include Current Transactions’ option will cause current transactions and payments to be processed by the letter processing, otherwise they will automatically be omitted.

Date to Print:

This is the date which appears in the header of each letter, and is also the Ageing Date used when calculating the level of each transaction. This enables letters to be produced without requiring RM Ageing to be completed first. The current ageing method (as defined in RM Setup) is shown as a reminder.

Summarise:

Transactions with a date up to and including the summarise date will not be printed in detail on the letters, but will instead be printed in summary as a balance brought forward. Either the Due Date or the Document Date of the transaction may be compared to the summarise date, regardless of ageing method.#

Cut-Off:

Transactions with a date after the cut-off date will be excluded from the letter processing. Transactions may be excluded by Due Date or Document Date.

Customer Specific Reports Setup

Location

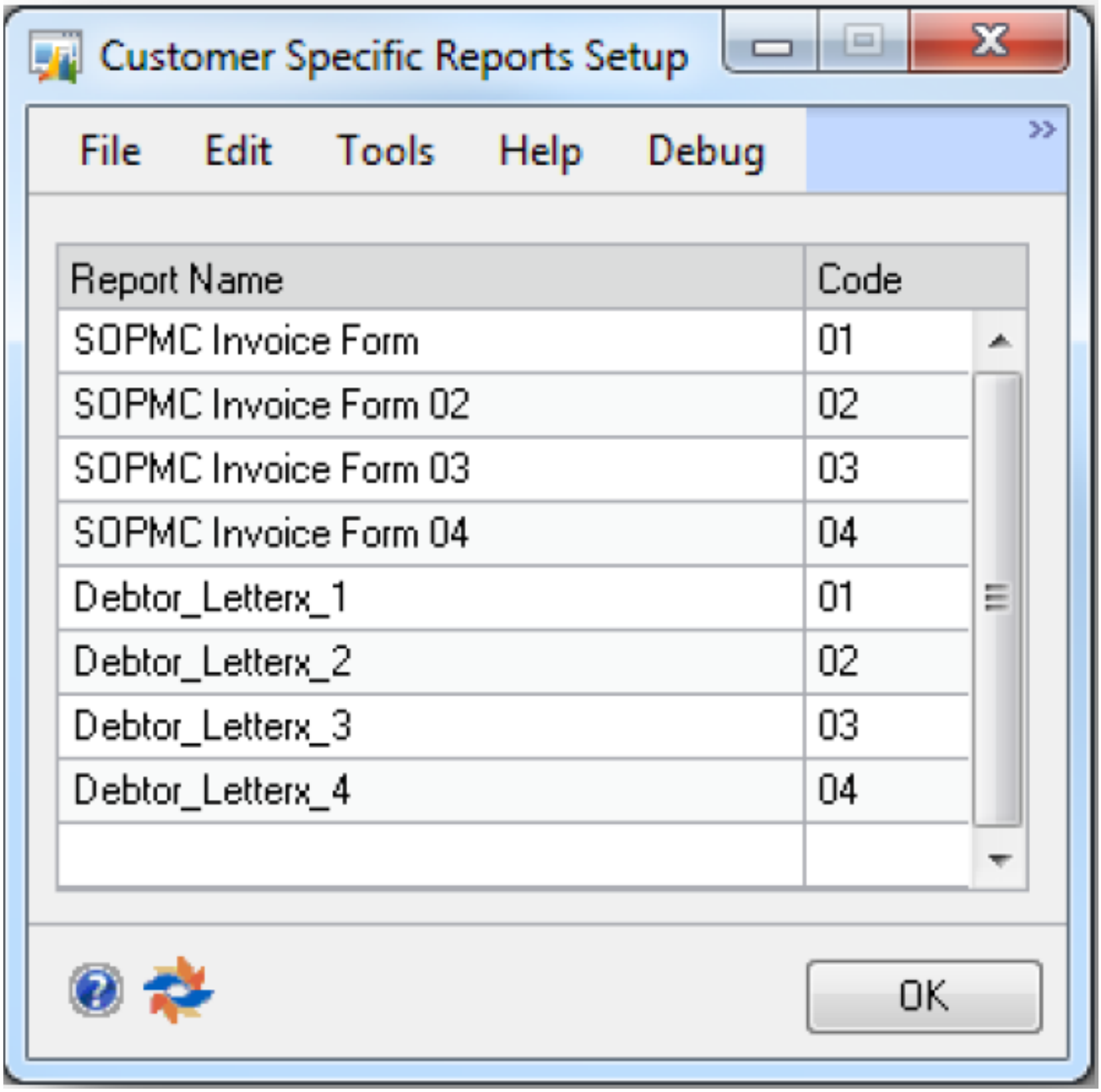
Tools >> Setup >> Sales >> Credit Control >> Customer Specific Reports Setup

Summary

A new ‘Report Code’ field has been added to the Customer Options and Customer Address windows. This code is used when printing reminder letters to determine which of four available letter formats will be used.

By using the Report Writer to maintain the alternative document formats, different layouts or languages may be used for individual debtors.

Layout



Processing

The Report Code field is maintained through the Customer Specific Reports Setup window. The code can be a string of up to 3 characters.

Credit Status Setup

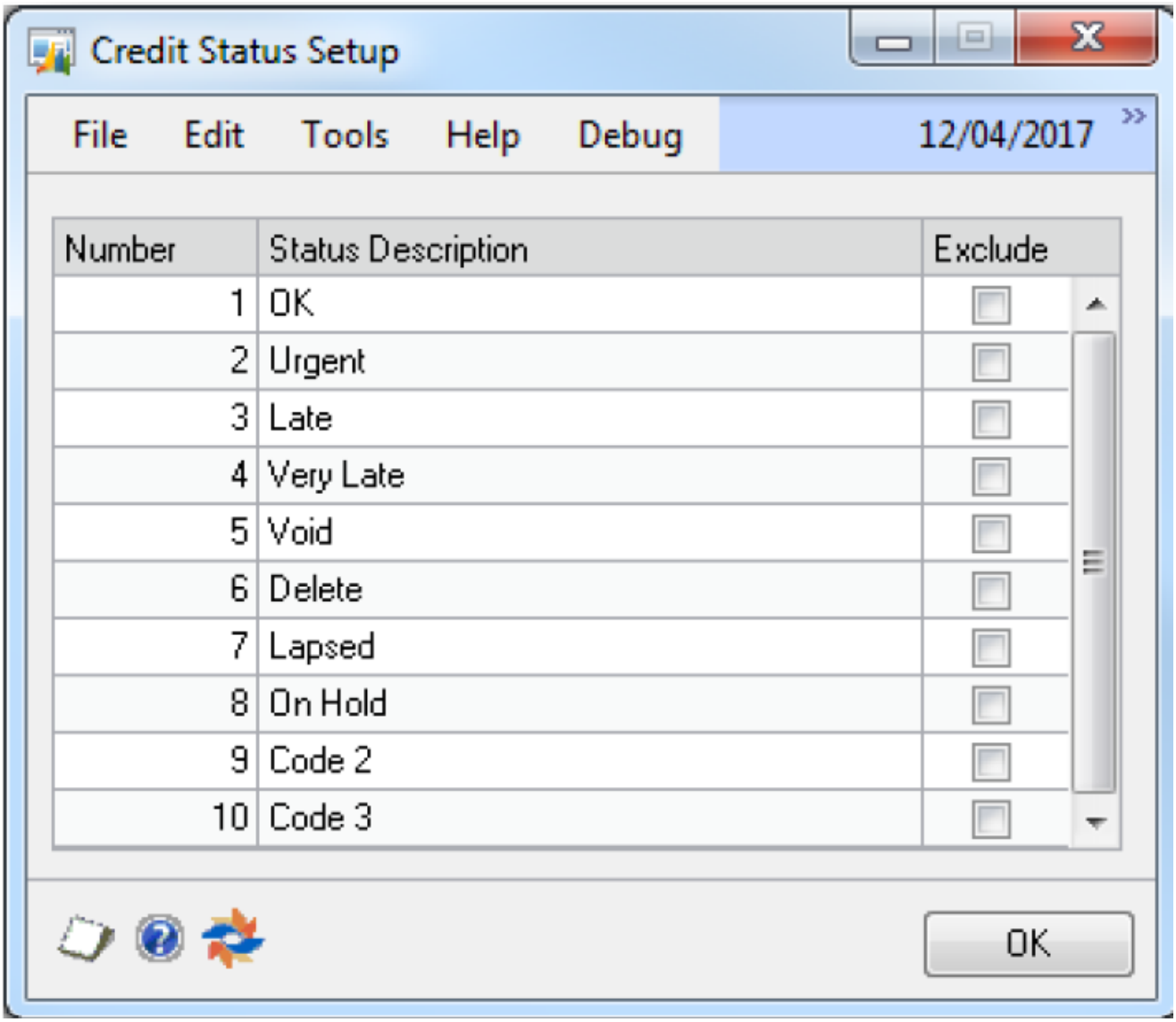
Location

Tools >> Setup >> Sales >> Credit Control >> Credit Status Setup

Summary

This window allows you to define 10 status levels which can then be used to categorise outstanding transactions in the Credit Control Transaction Enquiry window.

Layout



Processing

The Status Description for each of the ten statuses can be changed to any value required.

The Exclude option is used to specify that transactions set to this status should not be printed on the customer letters.