

Batch generation of debt collection documents

In the system, it is possible to generate debt collection documents serially, that is for many payments of different customers.

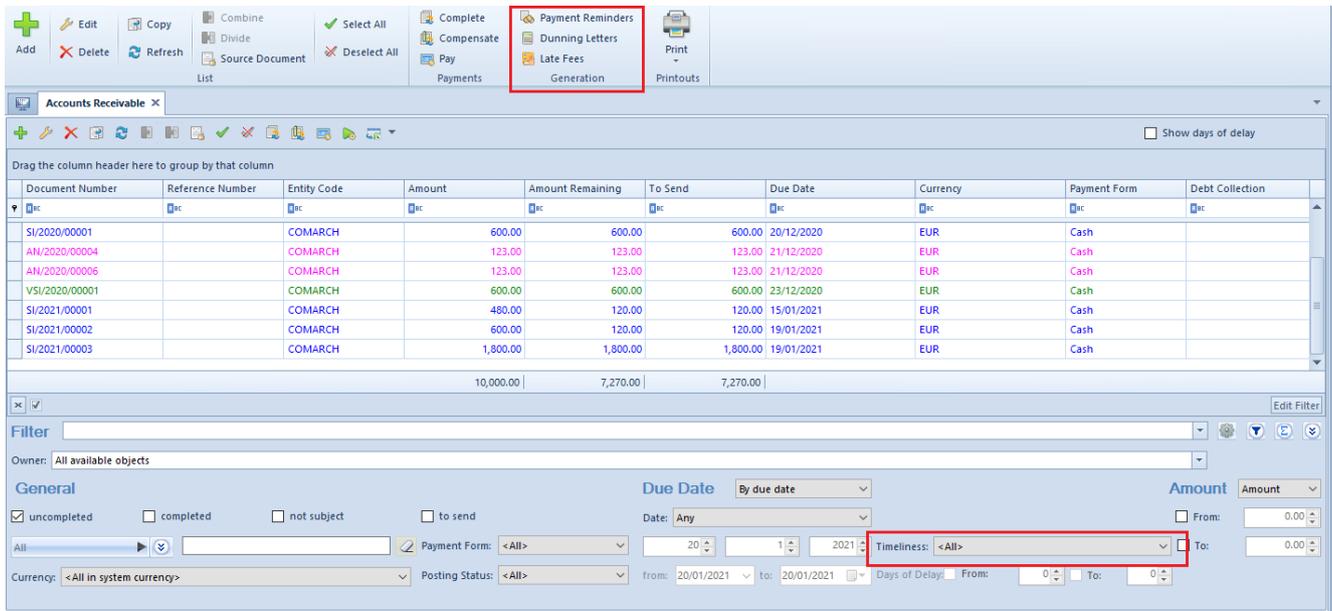
Such serial operations can be performed from the level of *Finances → Receivables*.

Note

Generating of debt collection documents is possible only if in the filters of receivables, the following filters are properly set:

- Option *Payment Reminders/Dunning letters* is available only if open payments are selected on the list
- Option *Late Fees* is available both for open and completed payments
- The abovementioned options are active only if a specific customer or the option *All customers* is set as entity.

In case an entity different than a customer is selected, the following message is displayed: *Debt collection documents can be generated only for customers. Change the settings in the list filter.*



Active Generation group of buttons on the list of receivables

Batch generation of payment reminders

In order to perform batch generation of <<payment reminders>>, it is necessary to select appropriate payments on the list and select [Payment Reminders] button. A window for generating payment reminders is opened.

Payment Reminder Content: **Payment Reminder**

Dear Customer, This letter is a friendly reminder that payment on your account in the amount of \$_____ was due on _____. If you have already sent us your payment, kindly disregard this letter. If not, please send us your payment promptly. Sincerely,

Payment Reminder Costs: 0.00

Days of Delay: **By document definition**

Interest: **From customer form**

Minimum Interest Amount: 0.00

Window for batch generation of payment reminders

The window for generating payment reminders is composed of the following fields:

- **Payment Reminder Content** – e-mail message content
- **Payment Reminder Costs**
- **Days of Delay:**

- *By document definition* – settings from document definition are retrieved
- *By filter settings* – by filter settings regarding days of delay which are set on the list
- *Indicated range* – upon selecting this option, two addition columns are displayed: *From/To*. If there are values in the columns, then, when generating payment reminders, only payments meeting the criteria are taken into account.

After completing the fields and selecting the [**Generate**] button, payment reminders are created separately for each customer and payment currency. Generated payment reminders have *Unconfirmed* status, so it is possible modify them.

Batch generation of dunning letters

In order to perform batch generation of <<dunning letters>>, it is necessary to select appropriate payments on the list and select [**Dunning Letters**] button. A window for generating dunning letters is opened.

The window for generating dunning letters is composed of the following fields:

- **Dunning Letter Content** – e-mail message content
- **Dunning Letter Costs**
- *By document definition* – settings from document definition are retrieved
- *By filter settings* – by filter settings regarding days of delay which are set on the list
- *Indicated range* – upon selecting this option, two addition columns are displayed: *From/To*. If there are values in the columns, then, when generating dunning letters, only payments meeting the criteria are taken into account.
- **Interests:**
- *From customer form* – interest is calculated the same way

as when adding a dunning letter from the level off *Finances* → *Dunning Letters*

- *Individual* – an additional column for entering a value appears
- **Minimum Interest Amount** – dunning letters are generated only for those receivables, for which the value of calculated interest is greater or equal to the entered value.

After completing the fields and selecting the [**Generate**] button, dunning letters are created separately for each customer and payment currency. Generated dunning letters have *Unconfirmed* status, so it is possible to modify them.

Batch generation of late fees

In order to perform batch generation of <<late fees>>, it is necessary to select appropriate payments on the list and select [**Late Fees**] button. A window for generating late fees is opened.

Window for generating late fees from the list of receivables

Window for generating late fees from the list of receivables contains the following fields:

- **Late Fee Content** – e-mail message content
- **Late Fee Costs**
- **Days of Delay:**
 - *By document definition* – settings from document definition are retrieved
 - *By filter settings* – by filter settings regarding days of delay which are set on the list
 - *Indicated range* – upon selecting this option, two addition columns are displayed: *From/To*. If there are values in the columns, then, when generating late fees, only payments meeting the criteria are taken into account.

- **Interests:**

- *From customer form* – interest is calculated the same way as when adding a dunning letter from the level off *Finances* → *Dunning Letters*
- *Individual* – an additional column for entering a value appears
- **Minimum Interest Amount** – late fees are generated only for those receivables, for which the value of calculated interest is greater or equal to the entered value.

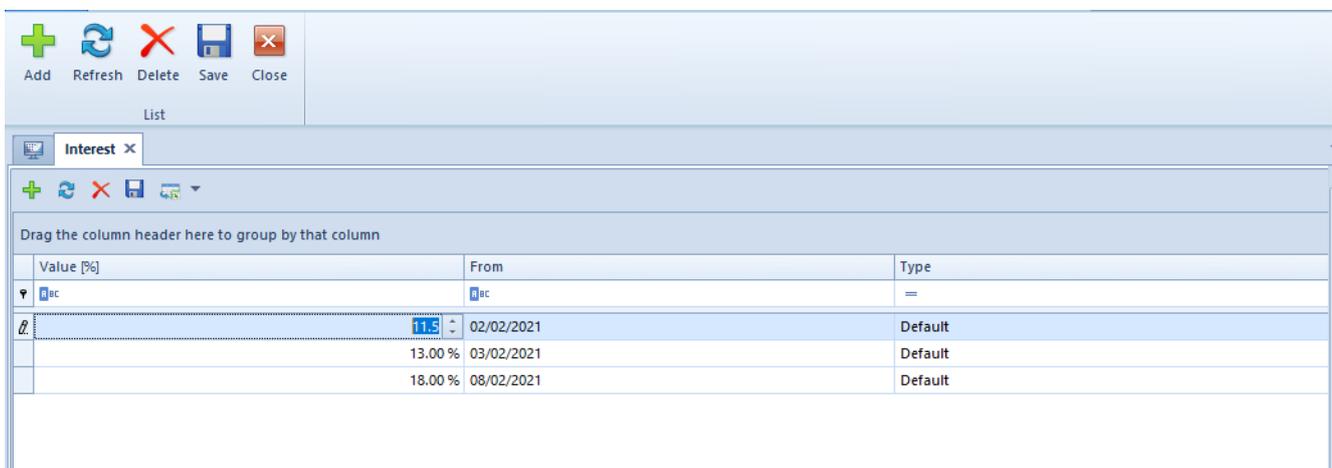
After completing the fields and selecting the [**Generate**] button, late fees are created separately for each customer and payment currency. Generated late fees have *Unconfirmed* status, so it is possible modify them.

Charging interest

In case if a payment is not paid within its due date, an additional fee is charged for each day of delay – so-called interest on arrears. The amount of such additional fee results

from the interest rate outlined in statutory regulations and trade agreements. The interest rate can change in time since each interest rate has its validation dates determined. Defined interest rates are common for a whole company structure. An arrear amount is calculated on the basis of given document's payment value.

In the system, there are three statutory interest rates available, effective in particular periods. These rates can be freely edited. The list of interest rates is available from the level of the menu *Configuration* → *Finances*, under the button [**Interests**].



Value [%]	From	Type
11%	02/02/2021	Default
13.00 %	03/02/2021	Default
18.00 %	08/02/2021	Default

Window Interest in Configuration

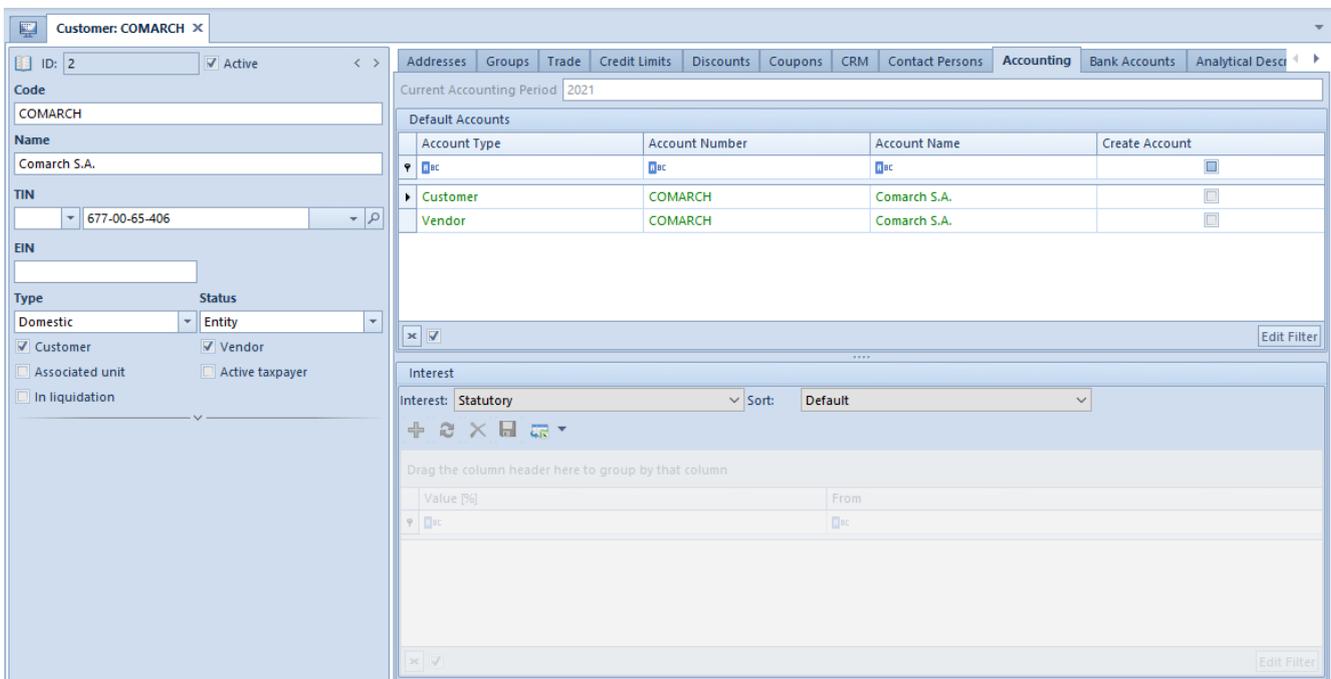
To define new interest rate, it is necessary to select the button [**Add**] from the *List* group of buttons and complete the following data:

- **Value [%]** – interest rate with two decimal places precision. The system controls the uniqueness of values in case of the same date and type.
- **From** – interest effective date
- **Type** – indicates type of interest rate. It is possible to select values entered in <<generic directories>>.

Interest on customer form

In the system, it is possible to assign statutory interest type or define new contractual interest for a customer. It can be done on customer form, in the tab *Accounting*, in the *Interest* panel.

To do so, in the field *Interests*, it is necessary to select one of the following values: *Contractual* or *Statutory*. If the option *Statutory* is selected, the *Type* field is automatically filled in with default value form *Interest Rate Type* directory, with a possibility to change it.



Statutory interest on customer form

If the option *Contractual* is selected, the *Type* field is not available, however, the user can define own interest values. To do so, it is necessary to select **[Add]** button and complete the following columns: *Value [%]* and *From*.

Interest

Interest: Contractual

+ ↺ ✕ 📁 🔄

Drag the column header here to group by that column

Value [%]	From
5.00%	03/02/2021

Contractual interests on customer form

Payment reminder

A payment reminder reminds the payer of receivables not paid within their due date.

Configuration of parameters on *Payment Reminder* document type

Payment reminder document definition is available from the level of the menu *Configuration* → *Company* → *Documents* → *Payment Reminder*.

On *Payment Reminder* document type, in the tab *General*, a user can set:

- **Exchange Rate Type** – for payment reminders issued in foreign currency. It is possible to select one of the <<exchange rates defined in the system configuration>>.
- **Date Type** – for payment reminders issued in foreign currency.
- **Number of Days Before the Date** – for payment reminders

issued in foreign currency.

- **Number of Days After Due Date** – number of days after which a payment reminder will be sent. An integer number from the range (-99:99) should be entered in this field. When a negative value is entered, it is possible to start debt collection actions yet before the due date.
- **Obligatory minimum retention period**
- **Subject** – e-mail message subject. The values defined in <<generic directories>> are available.
- **Message** – e-mail message content. The values defined in <<generic directories>> are available.

The screenshot shows a software interface with a 'General' tab selected. The interface is divided into several sections:

- Parameters:** Code: PR, Name: Payment Reminder, Group: Debt Collection.
- Correspondence:** Subject: Payme..., Message: Payme...
- Getting Currency Exchange Rate:** Exchange Rate Type: FED, Date Type: Date of Issue, Number of Days Before the Date: 0.
- Number of Days after Due Date:** 14.
- Personal Data Retention:** Obligatory minimum retention period: 10 consecutive years.

Tab General on payment reminder document type

List of payment reminders

The list of payment reminders is available from the level of *Finances* → *Payment Reminders*. The list contains <<standard buttons>>.

Document Number	Date of Issue	Customer Code	Customer Name	Address	Arrears	Costs	Total	Currency	Status
PR/2021/00003	03/02/2021	Undefined	Undefined		0.00	9,000.00	9,000.00	USD	Unconfirmed
PR/2021/00004	03/02/2021	Undefined	Undefined		0.00	800.00	800.00	USD	Confirmed
PR/2021/00005	03/02/2021	Undefined	Undefined		0.00	4,000.00	4,000.00	USD	Unconfirmed

0.00 | 4,000.00 | 4,000.00

Filter

General: Status: <All>, Currency: <All>

Customer: Code: [], Address: []

Date: Date of Issue, Range of Dates: 3, 2, 2021

Value: Subtotal, from: 03/01/2021, to: 03/02/2021

List of payment reminders

The list is composed of the following columns:

- **Document Number**
- **Date of Issue**
- **Customer Code**
- **Customer Name**
- **Address** – customer’s address
- **Arrears** – total of amounts to be paid for receivables indicated in the payment reminder
- **Costs**
- **Total** – total of arrears and costs
- **Currency**
- **Status**

Detailed description of functioning of the filters can be found in category <<Searching and filtering data>>

Adding payment reminder

In order to add a payment reminder, click on [**Add**] from the *List* button group.

General	Customer	Currency	Payments	Attributes	Attachments	Associated Documents	
Number	PR /	2021 /	00006				
Payer	Undefined					Document Status	Initiated
Content:	Payment Reminder					Delay:	14 days
<p>Dear Customer, This letter is a friendly reminder that payment on your account in the amount of \$_____ was due on _____. If you have already sent us your payment, kindly disregard this letter. If not, please send us your payment promptly. Sincerely,</p>							
Payment Form:	Cash	Due Date:	0 days	<input type="checkbox"/> EOM	0	03/02/2021	
Owner:	Company						
Receivables + ✎ ✕ ↺ ✓ ✗ 📄							
Drag the column header here to group by that column							
No.	Document Number	Reference Number	Due Date	Days of Delay	Receivable	Amount Remaining	
▾ abc	▾ abc	▾ abc	▾ abc	▾ abc	▾ abc	▾ abc	

Payment reminder form

Tab *General*

- **Number** – number consistent with the numerator
- **Payer** – selection of a customer from the list of customers
- **Content** – e-mail message content
- **Delay** – number of days after due date, specified in the *Payment Reminder* document definition. Default values is 14 days and it can be changed at any moment. For example, if in the field *Delay*, number of days 10 is indicated, it means that a payment reminder document can include payments whose due date is expired for at least 10 days.
- **Payment Form** – retrieved from the form of a customer indicated as a payer
- **Due Date** – retrieved from the form of a customer indicated as a payer
- **Owner** – center of the company structure which is the issuer of a document
- **Document status**
- **Date of Issue** – the current date is set by default, without a possibility of changing it
- **Overdue** – a total of remaining amounts from receivables

list

- **Costs** – it is possible to define a numeric value of costs associated with maintenance of a specific payment reminder document
- **Total** – a total of values *Overdue* and *Costs*

Note

When saving/confirming the document, field *Due Date* is set on the basis of the due date determined in payment reminder header.

General → Receivables

The list is composed of the following columns:

- **No.** – ordinal number of added payments
- **Document Number** – system number of a receivable's source document
- **Reference Number** – number of the receivable's source document, provided by a user
- **Due Date** – payment due date
- **Days of Delay** – number of days between due date and payment reminder date of issue
- **Receivable** – receivable amount
- **Amount Remaining** – receivable amount to be paid

In order to add a receivable, click on [**Add**] from the *Receivables* button group. The button opens the list of receivables of a customer selected in the payment reminder with number of days of delay bigger or equal to the value indicated in the payment reminder. Only payments of confirmed documents can be added to a payment reminder. Exception is opening balance document.

Document Number	Reference Num...	Entity Code	Amount	Amount Remaining	To Send	Due Date	Currency	Payment Form	Days of Delay
SI/2021/00008		COMARCH	1,080.00	1,080.00	1,080.00	17/01/2021	USD	Cash	17

List of uncompleted payments

Tab Customer

In this tab, there is data of a customer selected as the payer in the tab *General* displayed.

Tab Currency

In this tab, there is information regarding exchange rate and date of the currency of a payment reminder.

Tab Payments

Upon completing payment reminder costs, in this tab, payments of receivable type equal to the amount of costs appears. Their currency and exchange rate are consistent with values in the document.

Tabs Attributes, Attachments, Associated

Documents, Change History

Detailed description of the tabs can be found in <<Article>>.

[Alert]In the system, payment reminders can also be generated in a single batch with the help of a BPM process named *Notify About Arrears – Payment Reminders (PR)*. A debt collection document is generated for each customer based on the carried-out analysis.

Dunning letters

A dunning letter is the subsequent reminder sent to a payer notifying him about receivables not paid within their due date and it may also include interest charged due to lack of payment within specified time.

Configuration of parameters on *Dunning Letter* document type

On *Dunning Letter* document type, in tab *General*, it is possible to specify the following:

- **Exchange Rate Type** – for dunning letters issued in foreign currency. It is possible to select one of the <<exchange rates defined in the system configuration>>.
- **Date Type** – for dunning letters issued in foreign currency.

- **<<Number of Days Before the Date>>** – also for dunning letters issued in foreign currency
- **Calculate To** – possible dates are:
 - *Due Date* – calculates interest for the number of days from an invoice payment date until the date of issue of a dunning letter
 - *Dunning Letter Due Date* – calculates interest for the number of days from an invoice payment date until the payment date of a dunning letter
- **Include interest for late payment** – the parameter indicates whether the value of interest for a payment should include interest on overdue payment or interest on arrears only
- **Include interest in amount due** – the parameter indicates whether the interest value should be included in the amount *Total* on dunning letter
- **Number of Days After Due Date** – number of days after which a payment reminder will be sent. An integer number from the range (-99:99) should be entered in this field. When a negative value is entered, it is possible to start debt collection actions yet before the due date.
- **Obligatory minimum retention period**
- **Subject** – e-mail message subject. The values defined in <<generic directories>> are available.
- **Message** – e-mail message content. The values defined in <<generic directories>> are available.

General	Diagram	Series	Visibility	Numbering Schemes
Parameters				
Code:	DL			
Name:	Dunning Letter			
Group:	Debt Collection			
Getting Currency Exchange Rate				
Exchange Rate Type:	FED			
Date Type:	Date of Issue			
Number of Days Before the Date:	0			
Interest				
Calculate To:	Due Date			
<input type="checkbox"/> Include interest for late payment				
<input type="checkbox"/> Include interest in amount due				
Number of Days after Due Date	28			
Personal Data Retention				
Obligatory minimum retention period:	10 consecutive years			
Correspondence:				
Subject:	Dunni...			
Message:	Dunni...			

Tab General on Dunning Letter document type

Example

In the table below, the rules of calculating interest for each configuration of parameters: *Calculate to*, *Include interest for late payment*, *Include interest in amount due*:

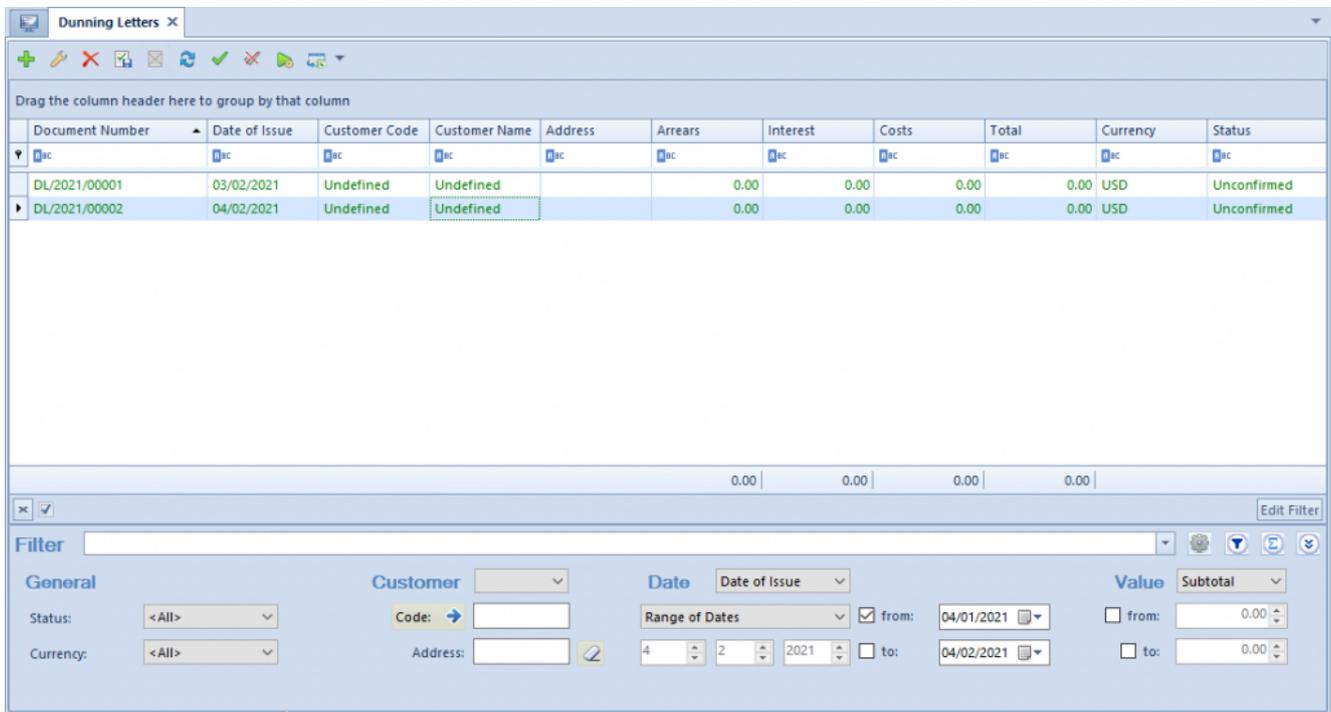
No.	Parameter Settings	Action
1.	Calculate To: Due Date Include interest for late payment: No Include interest in amount due: No	Interest is calculated only for the default against each payment In case of changing the interest rate in the interest calculation period, a separate record is displayed for each payment A Total amount does not include interest values Payment is created on the basis of costs.

No.	Parameter Settings	Action
2.	<p>Calculate To: Dunning Letter Due Date</p> <p>Include interest for late payment: No</p> <p>Include interest in amount due: No</p>	<p>Interest is calculated only for the default against each payment</p> <p>In case of changing the interest rate in the interest calculation period, a separate record is displayed for each payment</p> <p>A Total amount does not include interest values</p> <p>Payment is created on the basis of costs</p>
3.	<p>Calculate To: Due Date</p> <p>Include interest for late payment: No</p> <p>Include interest in amount due: Yes</p>	<p>Interest is calculated only for the default against each payment</p> <p>In case of changing the interest rate in the interest calculation period, a separate record is displayed for each payment</p> <p>A Total amount includes interest values</p> <p>Payment is created on the basis of costs and interest values</p>

No.	Parameter Settings	Action
4.	<p>Calculate To: Dunning Letter Due Date</p> <p>Include interest for late payment: No</p> <p>Include interest in amount due: Yes</p>	<p>Interest is calculated only for the default against each payment</p> <p>In case of changing the interest rate in the interest calculation period, a separate record is displayed for each payment</p> <p>A Total amount includes interest values</p> <p>Payment is created on the basis of costs and interest values</p>
5.	<p>Calculate To: Due Date</p> <p>Include interest for late payment: Yes</p> <p>Include interest in amount due: No</p>	<p>Interest is calculated for the default and for late payment against each payment and its associated payment document</p> <p>In case of changing the interest rate in the interest calculation period, a separate record is displayed for each payment and each payment document</p> <p>A Total amount does not include interest values</p> <p>Payment is created on the basis of costs and interest values</p> <p>On the payments list of a dunning letter, there is an additional column Date of Payment presenting the date of c/b transaction completing a given payment</p>

List of dunning letters

The list of dunning letters is available from the level of *Finances* → *Payment Reminders*. The list contains <<standard buttons>>.



The screenshot shows the 'Dunning Letters' application window. At the top, there is a toolbar with various icons. Below the toolbar is a table with the following columns: Document Number, Date of Issue, Customer Code, Customer Name, Address, Arrears, Interest, Costs, Total, Currency, and Status. The table contains two rows of data:

Document Number	Date of Issue	Customer Code	Customer Name	Address	Arrears	Interest	Costs	Total	Currency	Status
DL/2021/00001	03/02/2021	Undefined	Undefined		0.00	0.00	0.00	0.00	USD	Unconfirmed
DL/2021/00002	04/02/2021	Undefined	Undefined		0.00	0.00	0.00	0.00	USD	Unconfirmed

Below the table, there is a filter section with the following fields:

- General: Status (All), Currency (All)
- Customer: Code, Address
- Date: Date of Issue, Range of Dates (from: 04/01/2021, to: 04/02/2021)
- Value: Subtotal (from: 0.00, to: 0.00)

List of Dunning Letters

The list is composed of the following columns:

- **Document Number**
- **Date of Issue**
- **Customer Code**
- **Customer Name**
- **Address** – customer's address
- **Arrears** – total of amounts to be paid for receivables indicated in the dunning letter
- **Interest** – total of interest calculated for payments added to the dunning letter
- **Costs**
- **Total** – depending on the setting of the parameter *Include interest in amount due* in the <<dunning letter definition>>, this is a total of values *Arrears* and

Costs or total of values of *Arrears*, *Costs* and *Interest*

- **Currency**
- **Status**

Detailed description of functioning of the filters can be found in category <<Searching and filtering data>>

Adding a dunning letter

In order to add a dunning letter, click on [Add] from the *List* button group.

The screenshot shows a software interface for creating a dunning letter. The 'General' tab is active, showing fields for 'Number' (DL / 2021 / 00003), 'Payer' (Undefined), 'Content' (Dunning Letter), 'Payment Form' (Cash), and 'Owner' (Company). The 'Receivables' section contains a table with columns: No., Document Number, Reference Number, Due Date, Days of D..., Receivable, Amount Remaining, Rate [%], and Interest. The 'Summary' section on the right shows 'Arrears: 0.00 USD', 'Interest: 0.00 USD', 'Costs: 0.00 USD', and 'Total: 0.00 USD'. The 'Content' field contains a pre-filled dunning letter template: 'Dear Customer, This is our second reminder that payment on your account in the amount of \$_____ was due on _____. In the interest of good working relationship, please submit your payment promptly according to the terms of our invoices. Sincerely,'.

Dunning letter form

Tab *General*

- **Number** – number of subsequent dunning letter, consistent with the numerator
- **Payer** – selection of a customer from the list of customers
- **Content** – e-mail message content

- **Zwłoka** – liczba dni po terminie płatności określona na definicji dokumentu *Wezwanie do zapłaty*. Domyślnie jest to 28 dni, z możliwością zmiany. Przykładowo, jeżeli w polu *Zwłoka* zostanie wskazana liczba 10 to na dokument monitu mogą zostać dodane wyłącznie płatności, których termin płatności minął co najmniej 10 dni temu.
- **Delay** – number of days after due date, specified in the *Payment Reminder* document definition. Default value is 28 days and it can be changed at any moment. For example, if in the field *Delay*, number of days 10 is indicated, it means that a payment reminder document can include payments whose due date is expired for at least 10 days.
- **Payment Form** – retrieved from the form of a customer indicated as a payer
- **Due Date** – retrieved from the form of a customer indicated as a payer
- **Owner** – center of the company structure which is the issuer of a document
- **Document status**
- **Date of Issue** – the current date is set by default, without a possibility of changing it
- **Overdue** – a total of remaining amounts from receivables list
- **Costs** – it is possible to define a numeric value of costs associated with maintenance of a specific payment reminder document
- **Total** – depending on the setting of the parameter *Include interest in amount due* in the <<dunning letter definition>>, this is a total of values *Arrears* and *Costs* or total of values of *Arrears*, *Costs* and *Interest*

General → Receivables

The list is composed of the following columns:

- – ordinal number of added payments
- **Document Number** – system number of a receivable source

document

- **Reference Number** – number of the receivable's source document, provided by a user
- **Due Date** – payment due date
- **Days of Delay** – number of days between due date and payment reminder date of issue
- **Receivable** – receivable amount
- **Amount Remaining** – receivable amount to be paid
- **Rate [%]** – applicable <<interest rate>> retrieved from the form of a customer indicated as a payer
- **Interest** – interest amount charged for payment

In order to add a receivable, click on [**Add**] from the *Receivables* button group. The button opens the list of receivables of a customer selected in the dunning letter, with number of days of delay bigger or equal to the value indicated in the payment reminder. Only payments of confirmed documents can be added to a payment reminder. the exception is an opening balance document.

The screenshot displays the 'Accounts Receivable' window. At the top, there are icons for 'Select', 'Close', and 'Print'. Below this is a 'General' section with a 'Printouts' dropdown. The main area is a table with columns: Document Number, Reference Num..., Entity Code, Amount, Amount Remaining, To Send, Due Date, Currency, Payment Form, and Days of Delay. A single row is visible with the following data: SI/2021/00008, [empty], COMARCH, 1,080.00, 1,080.00, 1,080.00, 17/01/2021, USD, Cash, 17. Below the table is a summary row with the same values. At the bottom, there is a 'Filter' section with various options: 'Owner: All available objects', 'General' (with checkboxes for 'uncompleted', 'completed', 'not subject', 'to send'), 'Due Date' (set to 'By due date'), 'Amount' (with 'From' and 'To' fields), 'Payment Form' (set to '<All>'), 'Timeliness' (set to '<All>'), 'Currency' (set to 'USD'), and 'Posting Status' (set to '<All>').

Document Number	Reference Num...	Entity Code	Amount	Amount Remaining	To Send	Due Date	Currency	Payment Form	Days of Delay
SI/2021/00008		COMARCH	1,080.00	1,080.00	1,080.00	17/01/2021	USD	Cash	17

List of uncompleted payments

Tab Customer

In this tab, there is data of a customer selected as the payer in the tab *General* displayed.

Tab Currency

In this tab, there is information regarding exchange rate and date of the currency of a dunning letter.

Tab Payments

Upon completing dunning letter costs, in this tab, payments of receivable type equal to the amount of costs appears. Their currency and exchange rate are consistent with values in the document.

Tabs Attributes, Attachments, Associated Documents, Change History

Detailed description of the tabs can be found in <<Article>>.

Note

In Comarch ERP Standard, it is also possible to generate dunning letters in a single batch with the help of a BPM process named *Notify About Arrears – Dunning Letters (DL)*. This process generates appropriate debt collection documents (dunning letters) for each customer and sends the documents to the customer's main e-mail address.

Example

An invoice SI 1/2019 amounting to 10 000, with due date of 5.10.2019, for customer ABC was issued. Contractual interest defined on the customer form: 10%. A deposit for the amount of 2 000 was registered on 5.20.209 (completed with invoice payment).

On 6.10.2019 a dunning letter with the payment for SI 1/2019 was issued. The amount remaining to be completed for this payment is 8 000.00. On the day of issue of a dunning letter: 6.10.2017, the payment remains open. In dunning letter

definition, the parameters of calculating to due date and including interest for late payment have been checked.

- Receivables value: 10 000 USD
- Late payment value: 2 000 USD
- Number of days after due date: 10
- Interest for late payment: $2000 \text{ USD} * 10 * 0,1/365 = 5.48 \text{ USD}$
- Default payment value: 8 000 USD.
- Number of days which passed since due date (from 5.10 to 6.10): 32 days
- Interest for default payment: $8 000 \text{ PLN} * 32 * 0,1/365 = 70.14 \text{ PLN}$
- Receivables in a dunning letter document will be presented as follow:

Receivables in a dunning letter document will be presented as follow:

Document	Due Date	Date of Payment	Days of Delay	Receivable/Payment	Amount Remaining	Rate [%]	Interest
SI 1/2019	5.10.2019	5.20.2019	10	2 000	-	10	5.48
SI 1/2019	5.10.2019	-	32	10 000	8 000	10	70.14

Late fees

A late fee is a document in which interest associated with a late payment for receivables are charged.

Configuration of parameters on *Late Fee* document type

On *Late Fee* document type, in the tab *General*, a user can set:

- **Exchange Rate Type** – for late fees issued in foreign currency. It is possible to select one of the <<exchange rates defined in the system configuration>>.
- **Exchange Rate Type** – for late fees issued in foreign currency.
- **Number of Days Before the Date** – for late fees issued in foreign currency.
- **Number of Days After Due Date** – number of days after which a late fee will be sent.
- **Obligatory minimum retention period**
- **Subject** – e-mail message subject. The values defined in <<generic directories>> are available.
- **Message** – e-mail message content. The values defined in <<generic directories>> are available.

Parameters		Correspondence:	
Code:	LF	Subject:	Late Fee
Name:	Late Fee	Message:	Late Fee
Group:	Debt Collection		
Getting Currency Exchange Rate			
Exchange Rate Type:	FED		
Date Type:	Date of Issue		
Number of Days Before the Date:			0
Number of Days after Due Date:			1
Personal Data Retention			
Obligatory minimum retention period:			10 consecutive years

Tab *General* on *Late Fee* document type

List of late fees

The list of late fees is available from the level of *Finances* → *Late Fees* The list contains <<standard buttons>>.

Document Number	Date of Issue	Customer Code	Customer Name	Address	Arrears	Interest	Costs	Total	Currency	Status
LF/2021/00001	05/02/2021	ABC	ABC	Chicago,	960.00	1.32	0.00	1.32	USD	Confirmed
LF/2021/00002	05/02/2021	ABC	ABC	Chicago,	1,080.00	1.48	0.00	1.48	USD	Unconfirmed

Summary: 960.00 | 1.32 | 0.00 | 1.32

Filter: General (Status: <All>, Currency: <All>), Customer (Code: , Address:), Date (Date of Issue, Range of Dates: 5/2/2021 to 05/02/2021), Value (Subtotal: from 0.00 to 0.00)

List of late fees

The following columns are presented for particular documents on the list:

- **Document Number**
- **Date of Issue**
- **Customer Code**
- **Customer Name**
- **Address** – customer’s address
- **Arrears** – total of amounts to be paid for receivables indicated in the late fee
- **Interest** – total of interest calculated for payments added to the late fee
- **Costs**
- **Total** – total of arrears and costs and interests
- **Currency**
- **Status**

Detailed description of functioning of the filters can be found in category <<Searching and filtering data>>

Adding a late fee

No.	Document Nu...	Reference Num...	Due Date	Date Paid	Days of ...	Receivable	Amount Remai...	Rate [%]	Interest
1	SI/2021/00012		05/01/2021	05/02/2021	2	1,080.00		10.00	0.59
2	SI/2021/00012		05/01/2021	05/02/2021	2	1,080.00		15.00	0.89

Late fee form

Tab *General*

- **Number** – number consistent with the numerator
- **Payer** – selection of a customer from the list of customers
- **Content** – e-mail message content
- **Delay** – number of days after due date, specified in the *Late Fee* document definition. Default values is 1 day and it can be changed at any moment. For example, if in the field *Delay*, number of days 3 is indicated, it means that a late fee document can include payments which were made at least 3 days after the due date.
- **Payment Form** – retrieved from the form of a customer indicated as a payer
- **Due Date** – retrieved from the form of a customer indicated as a payer
- **Owner** – center of the company structure which is the issuer of a document

- **Date of Issue** – the current date is set by default, without a possibility of changing it
- **Overdue** – a total of remaining amounts from receivables list
- **Interest** – total of interest calculated for payments added to the late fee
- **Costs** – it is possible to define a numeric value of costs associated with maintenance of a specific late fee document
- **Total** – a total of values *Overdue*, *Costs* and *Interest*

General → Receivables

The list is composed of the following columns:

- **No.** – ordinal number of added payments
- **Document Number** – system number of a receivable's source document
- **Reference Number** – number of the receivable's source document, provided by a user
- **Due Date** – payment due date
- **Days of Delay** – number of days between due date and late fee date of issue
- **Receivable** – receivable amount
- **Amount Remaining** – receivable amount to be paid
- **Rate [%]** – applicable <<interest rate>> retrieved from the form of a customer indicated as a payer
- **Interest** – interest amount charged for payment

In order to add a receivable, click on [**Add**] from the *Receivables* button group. A list with receivables which fulfill the following conditions is opened:

- were issued for the customer indicated as a payer on the late fee
- were entirely or partially paid after their due date
- the number of days of delay is bigger or equal to the value in the column *Delay* of the late fee document

Accounts Receivable							
<input type="checkbox"/> Payments associated with late fees							
Drag the column header here to group by that column							
Document Number	Reference Number	Due Date	Date Paid	Days of Delay	Receivable	Interest	Debt Collection
SI/2021/00012		05/01/2021	05/02/2021		31	1080.00	1.48

List of receivables paid after due date

Days of delay for particular receivables are calculated as a difference between the date of payment and the due date. Column *Debt Collection* indicates whether a debt collection document has been already issued for a given payment. Above the list of receivables, there is *Payments associated with late fees* parameter which decides whether on the list there are also displayed receivables which were already included in another late fee.

Only payments of confirmed documents can be added to a late fee. The exception is an opening balance document.

Tab *Customer*

In this tab, there is data of a customer selected as the payer in the tab *General* displayed.

Tab *Currency*

In this tab, there is information regarding exchange rate and date of the currency of a late fee.

Tab *Payments*

In this tab there are displayed payments of receivables type for the amount of late fee costs. Their currency and exchange rate are consistent with values in the document.

Tabs *Attributes*, *Attachments*, *Associated Documents*, *Change History*

Detailed description of the tabs can be found in <<Article>>.

Note

In the system, payment reminders can also be generated in a single batch with the help of a BPM process named *Notify About Arrears – Payment Reminders (PR)*. This process generates for each customer appropriate interest rate documents in which interest charges for delayed payment are calculated. These documents can next be sent to a customer by e-mail.

Sending debt collection documents to customers

From the level of the lists of debt collection documents and from the level of the debt collection documents, it is possible to send e-mails to customers selected as payers on those documents. It can be done with the use of the **[Send]** button, which is available in the *Printouts* group of buttons.

Sending of documents is performed on the basis of the following rules:

- There is a possibility of sending marked documents in a single batch
- The e-mail address is retrieved from the form of the customer selected as payer in a payment reminder/dunning letter/late fee
- The description retrieved from the value of *E-mail Subject* directory assigned to the definition of a given document type is set as the message subject
- Message subject is set on the basis of the settings on

the definition of a given document type

- E-mail content contains:
- Description retrieved on the basis of the settings on the definition of a given document type
- Default printout of the document saved in PDF format, enclosed as an attachment

The screenshot displays an email client interface. At the top, there is a toolbar with buttons for 'Send', 'Cancel', and three columns of actions: 'Add Customer...', 'Add Vendor...', and 'Add Employee...', each with a 'Delete' option. Below the toolbar is a 'Message Details' tab. The email header shows the sender as '"gonet" <gonet@gonet.com>'. The 'To:', 'CC:', and 'BCC:' fields are empty. The 'Subject' field contains 'Payment Reminder'. The main body of the email contains the following text:

Dear Customer, this letter is a friendly reminder that payment on your account in the amount of \$240 was due on 1/9/2019. If you have already sent us your payment, kindly disregard this letter. If not, please send us your payment promptly.
Sincerely,
Susan Meyer

At the bottom of the email body, there is an attachment named 'Payment_Reminder.pdf'.

Send form of a selected payment reminder