Reminders

Settings

You can find the dunning process in PC CADDIE under **Sales/Print.../Dunning notices.** There are essentially 4 concise points to note here:

Reminder	×
Layout 1 With manual selection Edit	Rint F8
Reminder time 1.: 30 Days 2.: 45 Days 3.: 60 Days	<u>R</u> eminder list
Persons group 2	
All persons	lilter for Booking
Order	
Alphabet (Names)	🚺 😒 Note
✓ Due date from to 08.04.19	
Amount only rom 5.00 to 1000000.00	
WITH and WITHOUT direct-debit Define Families together separate invoice, extra Image: Separate invoice inv	🔀 Quit

- 1. Edit layout
- 2. Basic settings
- 3. Dunning list
- 4. Note

Edit layout

Click on the button *Edit,* button to access the query and the dunning level texts.

Query/remark

In the tab **Output** tab, you can control the query and the note.

Edit reminder text		×
Display Query when printing:	Reminder text All outstanding accounts Current reminders only Do not ask	✓ <u>D</u> K ★ <u>C</u> ancel
 Note reminder in act Also for screen pri Ignore reminder note (to print duplicates) 	count inting now! es of last three days	

- The query is stored by default. The *query when printing* of "Only due" is very useful, as you can now decide separately whether the reminder should be created or whether you want to wait another 14 days.
- The reminders can be noted in the account. The reminder note looks like this in the account:

Tu	irnover-A	ccount - CLUB					×
	Нарру, Н	ellen (hah1)				Golfclub USGA	
	8	Information	Date	Time	S Net	Brutto OK	
	cash	Cash - Payment	15.11	18 14:34	Z	-250.00 🗸	
	cash	Cash - Payment	15.11	18 14:34	z	250.00 💉	Elect fee F2
	EnA	Entry fee adults	05.02	19 14:31	N 500.0	0 500.00 💄	C Edit foo [7]

• Ignoring the dunning notices of the last 3 days can be very helpful if you want to create the dunning notices again, e.g. because the text still needs to be changed.

Dunning texts/dunning periods

The *dunning texts and dunning periods* can be found in the tab next to *Output*.

TIP Standard templates for the texts are stored in PC CADDIE. In most cases, the settings in these templates are suitable. These can be changed according to your requirements.

Here you can see an example of a reminder layout. The command <SALDO> determines the total debt, <RECHNUNGEN> lists the invoices concerned with invoice number, amount, date and dunning level.

Format editor			×
N <u>a</u> me: <seitenzäj< td=""><td>Reminder, Level 1 Define new format 12/0 (0) Line 10 · · · · · · 20 · · · · · · 30 · · · · · · 40 · · · · · · 50 · · · · · · 60 · · · iLER> Identified and the second s</td><td><u>Iab</u></td><td>← Fields F2 ← Commands ▲ Fonts F6</td></seitenzäj<>	Reminder, Level 1 Define new format 12/0 (0) Line 10 · · · · · · 20 · · · · · · 30 · · · · · · 40 · · · · · · 50 · · · · · · 60 · · · iLER> Identified and the second s	<u>Iab</u>	← Fields F2 ← Commands ▲ Fonts F6
<absender: <adresse_1< td=""><td>> MIT_DATUM></td><td></td><td>Save formatF11 Delete formaF5 File F9</td></adresse_1<></absender: 	> MIT_DATUM>		Save formatF11 Delete formaF5 File F9
<anrede> You probal</anrede>	oly overlooked the due date for the club contribution Llowing amount: € <saldo></saldo>		🐊 Test F8
<rechnung< td=""><td>EN> ansfer this amount to our account as soon as possible.</td><td>~</td><td>🔀 Quit</td></rechnung<>	EN> ansfer this amount to our account as soon as possible.	~	🔀 Quit

By default, PC CADDIE proposes the shown **dunning times** shown. These can be changed. The periods in days refer to the last invoice or the last reminder noted in the account.

Edit reminder text				×
Disj	play	Re	eminder text	
Selec	st the reminder lev	el for which you w	ant to edit the text	
<u>1</u> st reminder:	Reminder, Lev	el 1	Edit	
<u>2</u> nd reminder:	Reminder, Lev	el 2	Edit	
<u>3</u> rd reminder:	Reminder, Lev	el 3	Edit	
Reminder time :	<u>1</u> st Reminder: <u>2</u> nd Reminder: <u>3</u> rd Reminder:	30 days 45 <u>d</u> ays 60 <u>d</u> ays after invoice	or 15 days 15 days after previous reminder	

Once you have edited the dunning level texts, query and dunning periods, you can close the window with OK to close the window.

Basic settings

Reminder	×
Layout With manual selection Note reminder in account	lege Print F8
Reminder time 1.: 30 Days 2.: 45 Days 3.: 60 Days	<u>R</u> eminder list
Persons group All persons Define	lilter for Booking
Order Erom-To Alphabet (Names)	Note
✓ Due date from to 08.04.19	
Amount only r from 5.00 to 999999.99	
WITH and WITHOUT direct-debit Define	
Families together separate invoice, extra	Quit

You can leave the basic settings as the default settings. Changes can be made. The **person group** should be kept as general as possible so that PC CADDIE can suggest a reminder for all persons who have open items in the account and fit into the reminder period.

Reminder list

The button **Dunning list** button can be found on the right-hand side of the window and opens the following intermediate dialogue:



Ideally, select "All open accounts" here, confirm with **OK** and then click on Print screen.

<u>Reminder List - 08.04.19</u> _{CLUB}

Something is missing in the invoice since no invoice number is provided here

Printed: 25.03.19, 14:40 h

No. Name, First name ID	Outst/€	Invoice	Date	Amount/€	Reminder Level	
1 Ackermann, Günter 2 Friedrichs, Kay 3 Fritz Franz	1250,00 500,00	1				
4 Frohgemuth, Heribert 5 Maier, Sepp 6 Schmedding Software Syst	1250,00 3750,00	20100004 20100003	25.03.19 25.03.19	1750,00 3750,00	0->1 0->1	
7 Schmedding Software Syst 8 Tester, Timo	1750,00 1250,00	20100002 20100001	25.03.19 25.03.19	1750,00 1250,00	0->1 0->1	
Total	8500.00					

- 1->2 = Current reminder level is 1 (meaning one reminder was printed), the new reminder will be printed at level two!
 - The selected invoice was not taken into account, because the last reminder or invoice has just been printed recently!

The dunning list shows you in advance which customers are affected and what dunning status they have.

- 1. These customers have already received an invoice. PC CADDIE suggests dunning level 1.
- 2. PC CADDIE explains the declaration here.

Dunning fees

You can also enter commands directly in the layout for the reminder that add reminder fees to the dunning fees to the dunned amount as a percentage. This has advantage that you only post the fee to the person's account after receiving the payment. the person's account. If you are interested in this, please contact PC CADDIE Support.

Note

This point is unnecessary for reminders, as the reminder level is noted on the invoice in the sales account.

TIP Only with the module CRM\DMS do you have the option of storing the printed reminders directly with the persons. You can automate this and save the reminders as a PDF for the persons. If you want the reminders to be stored in CRM\DMS as well, please contact PC CADDIE Support. Read more detailed information about the PC CADDIE module CRM\DMS here.

If you have not licensed this module, you can set the number of printouts to 2 when printing the reminders. The customer receives one and you can file one. This means you have a copy in case of legal disputes.

Print reminders

Once you have made all the settings, you can now print the reminders. Print

Layout With manual selection Note reminder in account Print An OneNote 2010 senden (nul) Fax (SHRFAX) Microsoft Print to PDF (PORTPROMPT) Microsoft XPS Document Writer (PORTPROMPT)	Reminder	\times
An OneNote 2010 senden (nul) Fax (SHRFAX) Microsoft Print to PDF (PORTPROMPT) Microsoft XPS Document Writer (PORTPROMPT)	Layout With manual selection Note reminder in account Print	Print F8 Last transfer: 20 percents
OneNote (Microsoft Office. OneNote_16001.11425.20094.0_ ▼ Screen Layout: STANDARD ▼ Settings Pages (3-5 or 1;3;6) Copies 1 Left margin 0 mm Special headline Iranslation Cancel	An OneNote 2010 senden (nul) Fax (SHRFAX) Microsoft Print to PDF (PORTPROMPT) Microsoft XPS Document Writer (PORTPROMPT) OneNote (Microsoft.Office.OneNote_16001.11425.20094.0_ Layout: STANDARD < Settings	Spacing Large Spacing Small Screen Spacing Large Spacing Small Spacing Small Setup <u>Cancel</u>

If you first view the reminder on the screen, PC CADDIE will not note the reminder level sent in

the person's account and will therefore suggest the same reminder level for the next reminder. Here it is important to send the reminders directly to the printer. Or you can deliberately look at the screen beforehand and cancel the process completely before sending the reminders directly to the printer.

PC CADDIE will conduct the following dialogue with you, provided that you have previously **Query** when printing beforehand:

Pı	rint Reminder 🛛 🔿	<					
	Please select the reminder level for this person:						
I	Member, Paul (mepa)						
Payment amount: 500.00 Overdue: 0.00 already paid: 0.00 Oldest outstanding invoice: Latest reminder:							
l	Print reminder IvI <u>1</u>						
Ī	Print reminder IvI 2						
	Print reminder IvI <u>3</u>						
	Do not print a reminder for this person						
	Cancel						

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For each individual reminder, you can decide on a case-by-case basis whether to create the reminder or not. **Do not print reminder for this person** select.

Dunning stop

Here we show you how to remove individual invoices from the automatic dunning run. To do this, please first call up the sales account of the person whose outstanding invoice is not to be dunned.

Turnover-Account - CLUB			×
Happy, Hellen (hah1)		Golfclub USG	
Information	Date Time S	Net Brutto	
cash Cash Payment cash Cash Payment	15.11.18 14:34 z 15.11.18 14:34 z	-250.00	Select fee F2
EnA Entry fee adults Invoice 20160036	25.03.19 15:05 M	1000.00 1095.00	Edit fee F7
			 ♀ <u>Change</u> ★ <u>ReversalF5</u> ∢ <u>Sorting</u> ♥ <u>Sorting</u> ♥ <u>Payment</u> ♦ <u>Print</u> F8
ani0 ANNF_Taster Year 1	25.03.19 15:05 M	1000.00 1095.00 0.00 0.00 0.00 0.00 1500.00 1595.00	▼ ▼ Quit

Double-click on the invoice number line to open the document details.

Invoice details				×
<u>R</u> eceipt number:	20160036	<u>D</u> ate:	25.03.2019	
<u>N</u> et-Amount: <u>G</u> ross-Amount:	Total 1000,00 1095,00		Due 1000,00 1095,00	X <u>C</u> ancel
Payment /	Reminder	Single b	ookings)	
Payment:	0,00	<u>U</u> ncleared	1095,00	
Dunning Level:	0 Date of	Reminder:	26.03.2019	
 <u>B</u> lock reminder:		Delete re	eminder F5	
<u>S</u> tatus:	→ Invoice	d	•	
۵	Print duplicate o	of Receipt	F8	
%	Reverse, take bacł	< or copy recei	pt	

Now enter the following in the **Dunning stop** field, enter the desired date up to which the invoice should not be reminded.

nvoice details				×
<u>R</u> eceipt number:	20160036	<u>D</u> ate:	25.03.2019	
<u>N</u> et-Amount: <u>G</u> ross-Amount:	Total 1000,00 1095,00		Due 1000,00 1095,00	X <u>C</u> ancel
Payment	Payment / Reminder Single bookings			
Payment:	0,00	<u>U</u> ncleared	1095,00	
Dunning Level:	0 Date of	Reminder:	26.03.2019	
<u>B</u> lock reminder:	01.06.2019	Delete re	eminder F5	
<u>S</u> tatus:	→ Invoice	d	•	
۵	Print duplicate of	of Receipt	F8	
%	Reverse, take bac	k or copy recei	pt	

A blue question mark appears as the booking status in the sales account, to the right at the end of the invoice number line.

Turnover-Account - CLUB			×
Happy, Hellen (hah1)		Golfclub USGA	
Information	Date Time S	Net Brutto O	K_ ULBUU
cash Cash - Payment cash Cash - Payment	15.11.18 14:34 z 15.11.18 14:34 z	-250.00 ¥ 250.00 ¥	Select feeF2
Invoice 20160036	25.03.19 15:05 M	1000.00 1095.00	Edit fee F7
			 <u>Change</u> <u>Reversal</u> [F5] <u>Sorting</u> <u>Payment</u> <u>Print</u> [F8]
ani0 ANNF_Taster Year 1	25.03.19 15:05 M	1000.00 1095.00 0.00 0.00 0.00 0.00 1500.00 1595.00	▼ <u> V</u> <u>Quit</u>

Reminder by e-mail with copy of invoice

If you send payment reminders digitally via the PC CADDIE mailer, you now have the option of sending the outstanding invoice(s) at the same time.

You can find further information on this under Send reminders by e-mail

Please contact Support so that we can activate this function for you.