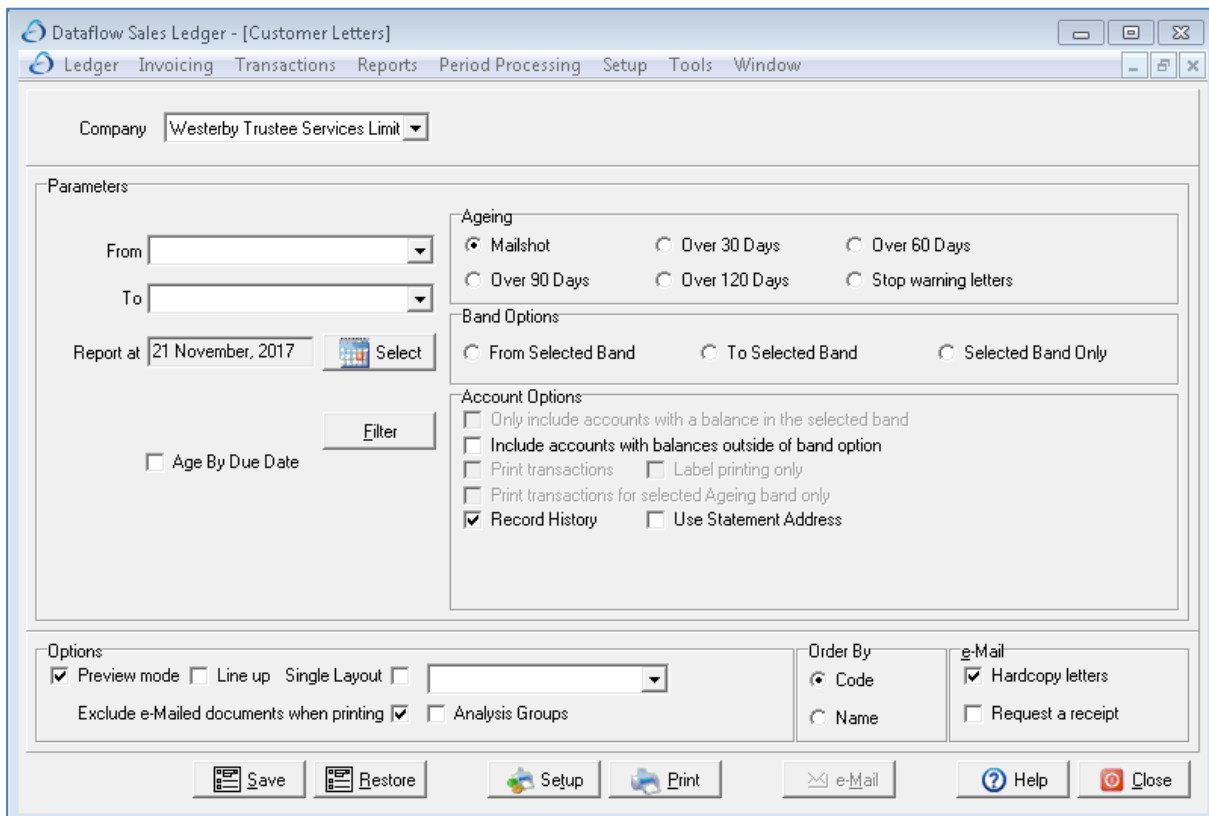


## Customer Letters

Customer Letters are used for 'Customer Debt' chasing and sending 'Mailshots'. You can have as many different Letter templates as required and each Template can be assigned a Band or multiple bands. The bands represent the ageing of transactions. Illustrated below we see 4 bands of varying 'Over' days, a Mailshot and a Stop Warning.

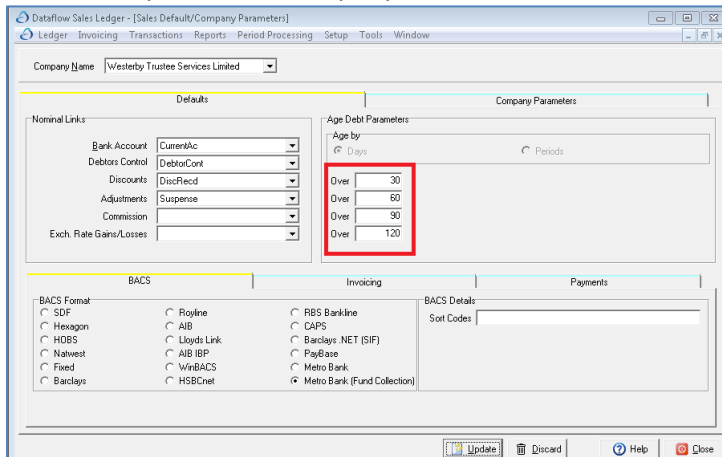
**Bands** - There are 4 Bands in Dataflow. Also there is a Mailshot which can be used to send Customers curtesy letters. Stop warning letters can also be sent.

### Sales – Reports – Customer Letters



## Setup

### Sales – Setup – Default Company/Parameters



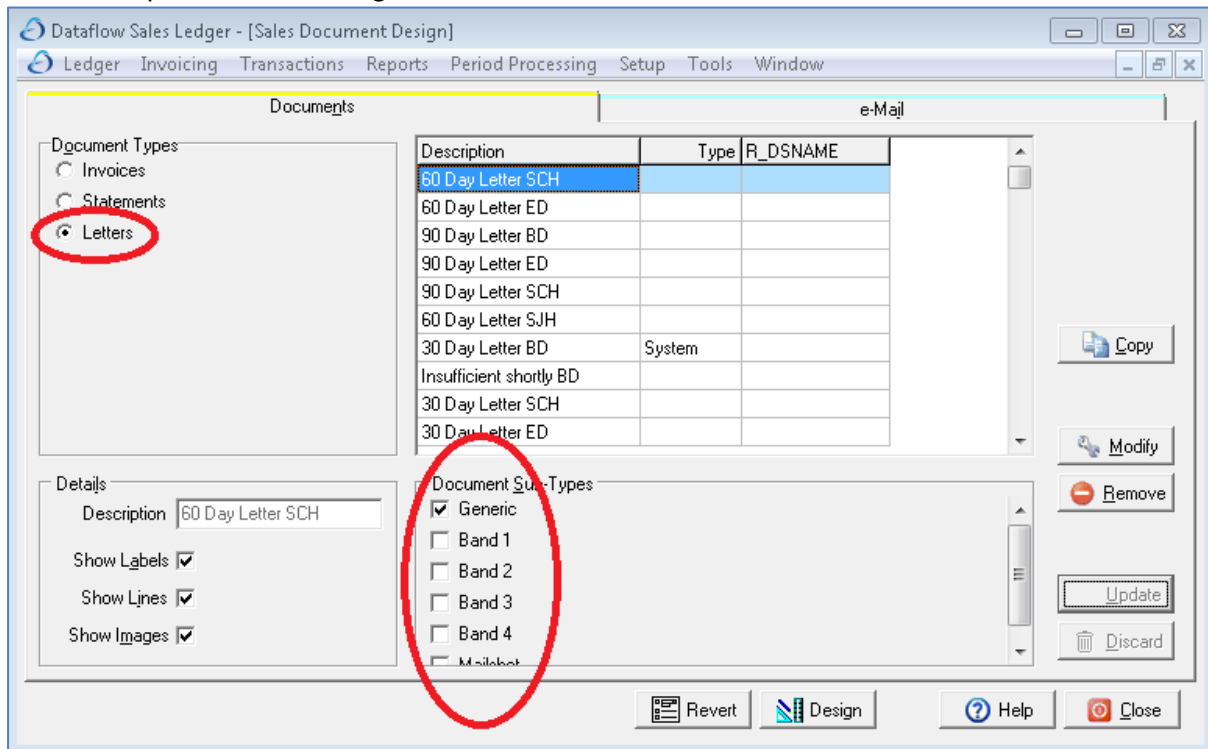
### What are 'Bands'?

Bands are basically the ageing settings. The ageing settings are set as per the screenshot to the left (highlighted in red).

There is a standard 30, 60, 90 and over 120 ageing setting in Dataflow but you can manually change this to suit the organisation ageing dates as required.

## Setting Bands against Letter Templates

### Sales – Setup – Document Design



Tick '**Letters**' as indicated above to Add, Modify or Remove Letter Templates.

Also highlighted above are the 'Bands' assigned to the Letter Templates. If you have a standard 30, 60, 90 and 120 day ageing system in place then Band 1 will be for Invoices over 30 days and Band 2 will be assigned to a Letter Template used for sending out letters for invoices exceeding 60 days and so on.

## Customer Letter parameters and filters

**Company** From the drop down menu select which Company you wish to use to generate letters.

### Parameters

**From – To** Leave ‘From’ and ‘To’ blank to include all accounts, select a range or select a single account.

**Reports at** The date selected here will be included on the letters generated. This parameter also determines from which point letters will start being generated.

**Filter** Click ‘Filter’ and select which filters are to be applied if any.

**‘Age by Due Date’** If ticked will age the outstanding transactions by Due Date. Left un-ticked the ‘Bands’ will look at the ‘transaction date’ when generating letters.

**Ageing** We have **Mailshot**. Mailshot can be used to send general letters to Clients such as ‘Thank you letters for your continued custom’.  
Over **30, 60, 90** and Over **120** Days are the Bands. These Bands can be interpreted in different ways when Band Options are selected. The Over ‘--’ days will be included in the letters.

**Band Options** The Band Options determine how the bands will be processed.  
**From Selected Band** will include all outstanding transactions from the Ageing band selected.  
**To Selected Band** will include all outstanding transactions up to the Ageing band selected and not beyond.  
**Selected Band Only** will only generate letters where Transactions fall within the band.

### **Account Options**

The Account Options descriptions are self-explanatory.  
An example is, ‘Print Transactions’. With Print Transactions ticked, all the transactions that make up the overdue amount will be included in the letters. Un-ticked will exclude the transactions and only list a total value overdue.

**Options** **Line-up** will replace details with ‘xxxx’  
**Analysis Groups** ticked will include analysis group details on the letters. The Letter Template needs to have analysis groups included for this option to work.  
All the other options are the same as found elsewhere in Dataflow.

For customer letters to be effective setup of ageing bands and letter templates is required. There is a ‘Customer Letter History’ report which helps monitor which letters have previously been sent. Letter history can also be viewed by drilling down into Client accounts to the transaction level, right clicking and selecting ‘View Letter History’.