

Communicating with Customers

See "The FIN SOURCE" for Ohio for the most recent version of this process.



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Steps for Communicating with Customers

References

- [ORC Section 126](#): OFFICE OF BUDGET AND MANAGEMENT

Process

OAKS FIN provides many ways of creating, upon request, documents needed for corresponding with your customers. Normally these are not necessary, but there may be a need to add an attachment after processing an ISTV, create customer statements, dunning letters or a letter to follow-up on earlier conversations. Request and run the OAKS FIN processes that extract and create these documents.

Statements show a customer's open items as of a date specified. A customer may request a statement to resolve discrepancies in their account.

Dunning letters request payment for past due items. Each agency may have its own language for this letter.

Follow-up letters document conversations noted in the customer's record. Specify the need for a follow-up letter at the time you update the record.

What would you like to do?

- [Upload an attachment](#)
- [Create a statement for a specific customer.](#)
- [Create a follow-up letter for a customer.](#)
- [Create a dunning letter for a customer.](#)

See "The FIN SOURCE" for Ohio for the most recent version of this process.



Using Conversation Attachments

Overview

Normally, while creating a pending item related to an ISTV, the selling agency will attach the invoice by uploading an electronic image when creating the entry. That invoice image is viewable on the ISTV Viewer Page (Accounts Receivable>AR Custom Batch Processes > ISTV Viewer Page). However, once a pending item has been processed, attachments cannot be added to the item in this manner. Invoices can be added as attachments after processing using Customer Conversation in OAKS FIN.

Update Conversations is where agencies who upload ISTVs electronically have been instructed to attach invoices.

Steps

- **OAKS FIN > Customers > Conversations > Update Conversations**
 1. Click the **Add a New Value** tab.
 2. Enter the “owning” agency code in the **SetID** field.
 - Each agency has their own customer records, even if the customer works with multiple agencies.
 3. Enter the **Business Unit**.
 4. Enter the **Customer ID**.
 5. Click **Add**.
- The **Conversations** tab displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



[Favorites](#) > [Main Menu](#) > [Customers](#) > [Conversations](#) > [Update Conversations](#)

[Conversations](#) | [References](#) | [Attachments](#)

SetID OBM01 Business Unit OBM01 Customer DAS01 DAS Acct Pay Purc Address
 *Status *Description
 Subject Sub-Topic

Promise of Payment

Review Date <input type="text"/> <input type="button" value="D"/> Review Days <input type="text"/> User ID <input type="text"/> <input type="checkbox"/> Done <input type="checkbox"/> Supervisor Review	Follow Up Action <input type="text"/> <input type="button" value="D"/> User ID <input type="text"/> <input type="checkbox"/> Done Letter <input type="text"/> Date <input type="text"/>	Reference Totals Amount <input type="text" value="0.00"/> Currency <input type="text" value="USD"/> <input type="button" value="D"/> Promise Date <input type="text"/> <input type="button" value="D"/>
--	---	---

Created On 02/26/16 3:17:43PM Created By OHTRN006 Last Modified On 02/26/16 3:30PM Modified By OHTRN006

Keywords
 Keyword1 Keyword2 Keyword3

Conversation Entries Find | View All First 1 of 1 Last

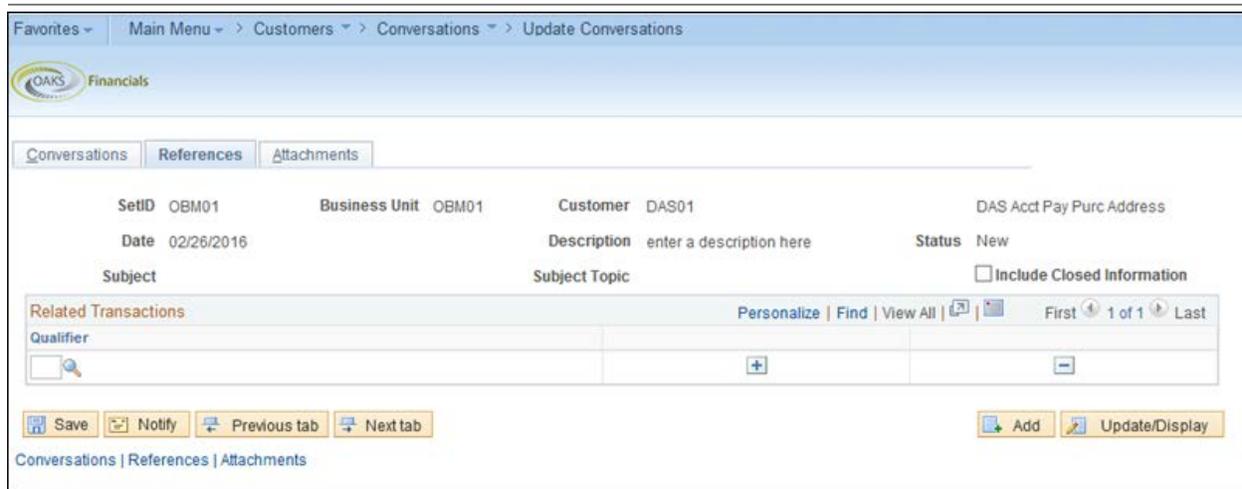
Contact ID
 Email ID Telephone Extension
 *Comments

Created On 02/26/16 3:17PM Created By OHTRN006 Last Modified On 02/26/16 3:30PM Modified By OHTRN006

[Conversations](#) | [References](#) | [Attachments](#)

6. Verify or change **Status** .to "New."
 7. Enter a **Description**.
 8. Click the **Choose a Date** icon to enter today's **Date**.
 9. Enter any relevant **Comments**.
10. Click the **References** tab.
- The page displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



11. Find and select the **Conversation Qualifier Code** using the Look Up Qualifier icon.
12. Enter the **Reference ID**.

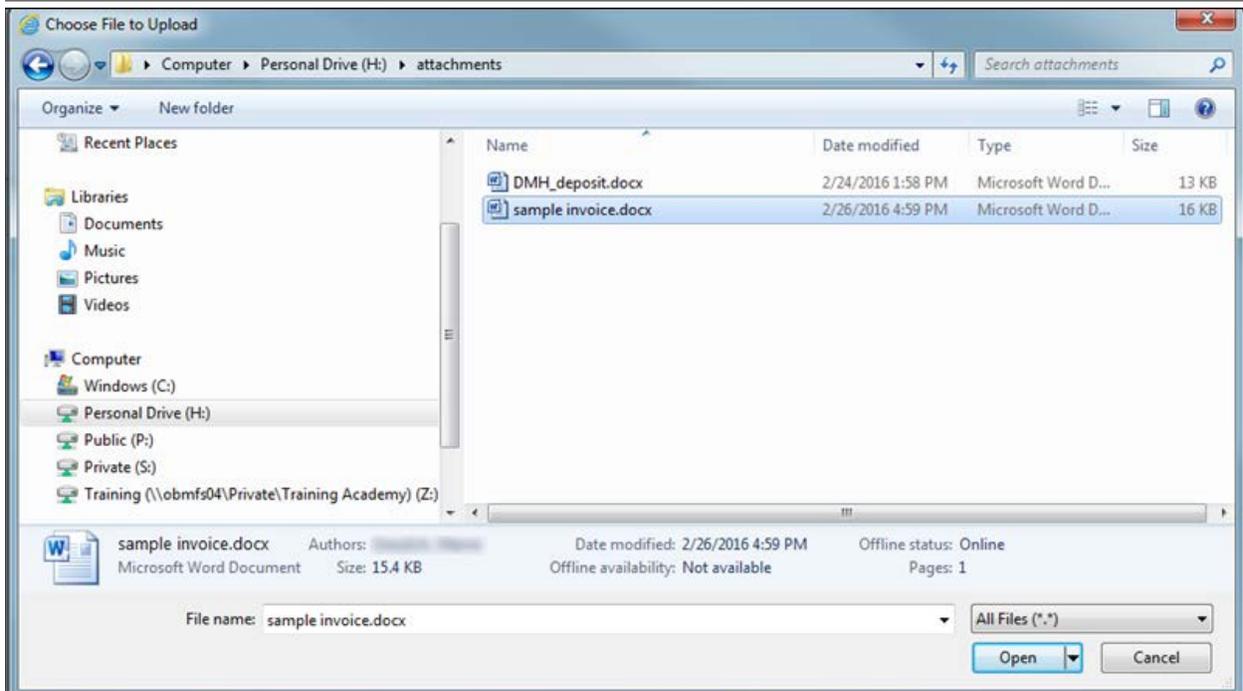
- The **Reference Business Unit, Customer ID/Deposit ID, and Item Line** will populate.

13. Click the **Attachments** tab.
14. Enter a description of the file to be attached in the **Description** field.
15. Click **Attach**.

- The **File Attachment** window displays.

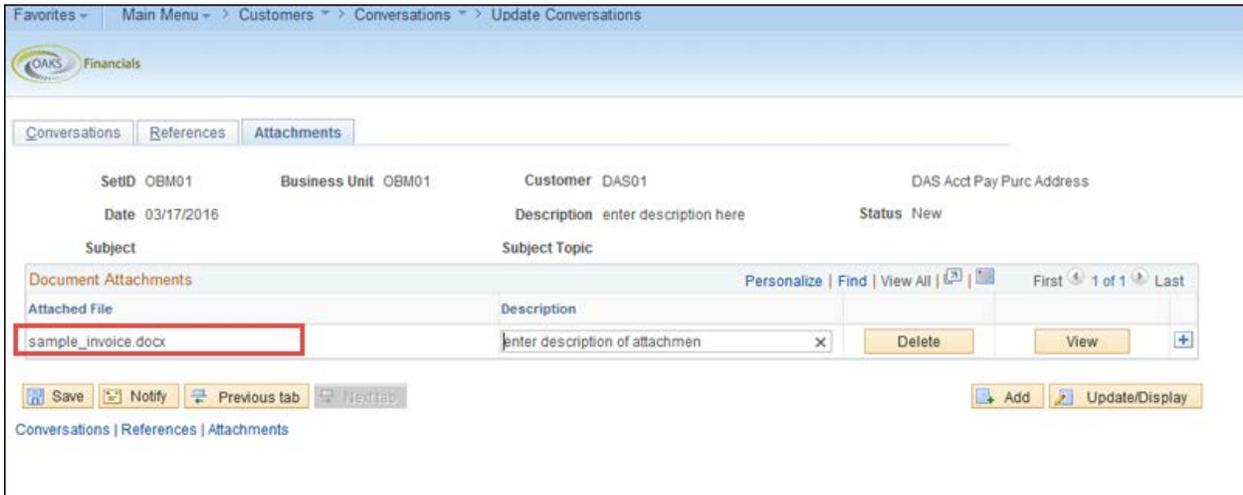
16. Click **Browse...**
17. Find and select the file (e.g., the invoice) to be attached to the conversation.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



18. Click **Open**.
19. Click **Upload**.

- The **Attached File** name displays on the page.



See "The FIN SOURCE" for Ohio for the most recent version of this process.

Creating Customer Statements

Overview

OAKS FIN provides customer statements containing all items open as of a specified date. Customers can request these statements or they can be used within an agency to resolve account discrepancies.

The statement lists all open items, including credit and debit memos, for the customer. The balance shown is the total balance, with subtotals for the standard aging categories.

Statement runs are controlled by a Run Control ID. When running a report, either create a run control ID or look up an existing run control ID. To reduce impact on the servers, it is recommended that a single run control ID be created to reuse each time that report is run, changing the parameters as necessary. The combination of the Run Control ID and the User ID uniquely identifies the user's preferences for running a report or process in OAKS FIN, and when searching, the user sees only his or her own Run Control ID (s).

- A request for a statement from either the customer or the agency must have been received before performing this process.

Creating the Statement

- **OAKS FIN > Main Menu > Accounts Receivable > Customer Interactions > Statements > Create Customer Statements**

See "The FIN SOURCE" for Ohio for the most recent version of this process.



Favorites ▾ Main Menu ▾ > Accounts Receivable ▾ > Customer Interactions ▾ > Statements ▾ > Create Customer Statements

 OAKS Financials

Create Customer Statements

Enter any information you have and click Search. Leave fields blank for a list of all values.

▼ Search Criteria

Run Control ID: begins with ▾

Case Sensitive

[Basic Search](#)  [Save Search Criteria](#)

[Find an Existing Value](#) | [Add a New Value](#)

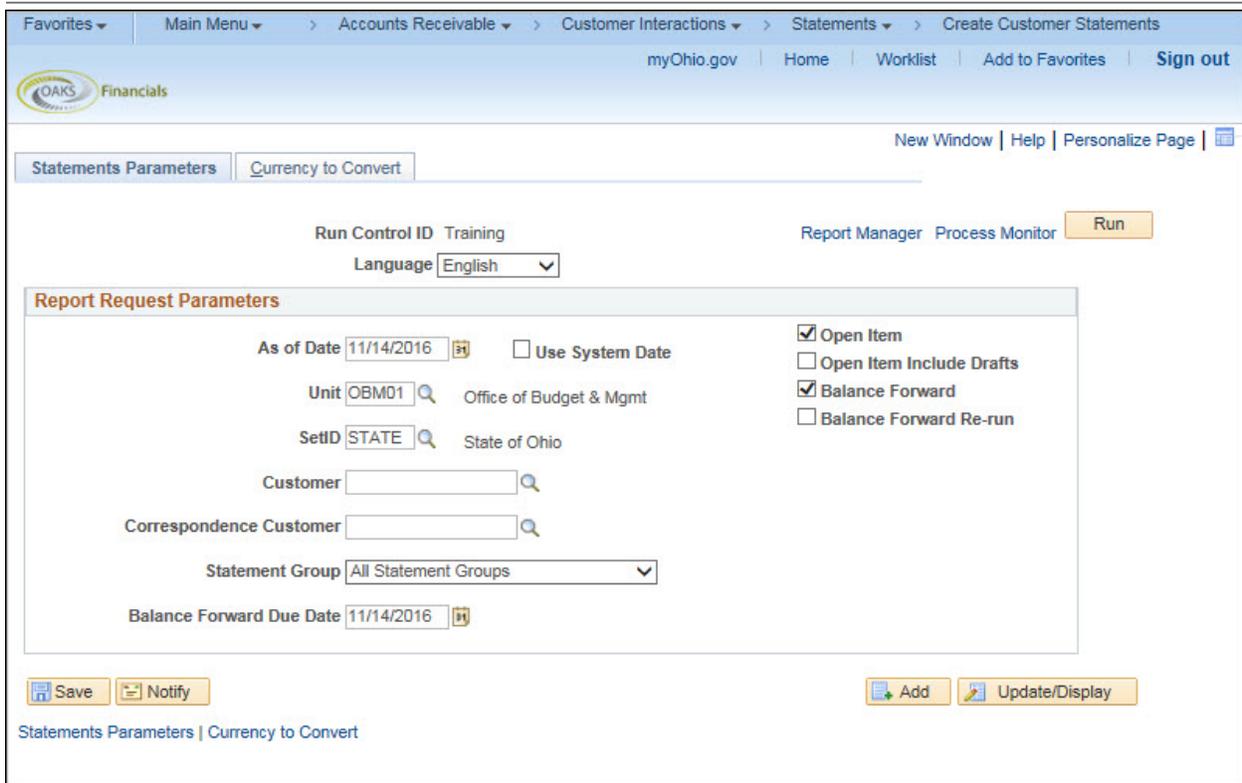
Running the Statement Process

1. Click the **Find an Existing Value** tab to search for and select an existing Run Control ID.
 - Reuse a Run Control ID if previously created to lighten the load on the server and make OAKS FIN run more quickly.

Or, click the **Add New Value** tab to create a new Run Control ID.

- a. Enter a descriptive name consisting of up to 30 alphanumeric characters, with no spaces, in the **Run Control ID** field.
 - b. Click **Add**.
- The **Statements Parameters** page displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



Favorites ▾ Main Menu ▾ > Accounts Receivable ▾ > Customer Interactions ▾ > Statements ▾ > Create Customer Statements
 myOhio.gov | Home | Worklist | Add to Favorites | Sign out

Statements Parameters | Currency to Convert

Run Control ID Training Report Manager Process Monitor **Run**

Language English ▾

Report Request Parameters

As of Date 11/14/2016 Use System Date Open Item
 Open Item Include Drafts
 Balance Forward
 Balance Forward Re-run

Unit OBM01 Office of Budget & Mgmt
 SetID STATE State of Ohio

Customer
 Correspondence Customer
 Statement Group All Statement Groups ▾
 Balance Forward Due Date 11/14/2016

Save Notify Add Update/Display

Statements Parameters | Currency to Convert

2. Enter the date through which the statement should display data in the **As of Date** field.
 - This field defaults to the current date.
3. Enter the agency code into both the **Unit** and **SetID** fields.
4. Deselect the **Balance Forward** check box.
5. Enter a valid Customer ID in the **Customer** field.
 - If a Customer ID is not entered, OAKS FIN will create statements for EVERY customer associated with that agency.
 - The state does not use the **Correspondence Customer** field.
5. Click **Save**.
6. Click **Run**.
- The **Process Scheduler Request** page displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

Process Scheduler Request

User ID OH_AR_ADMINISTRATOR Run Control ID customer_statement

Server Name Run Date 06/22/2015

Recurrence Run Time 12:38:20PM

Time Zone

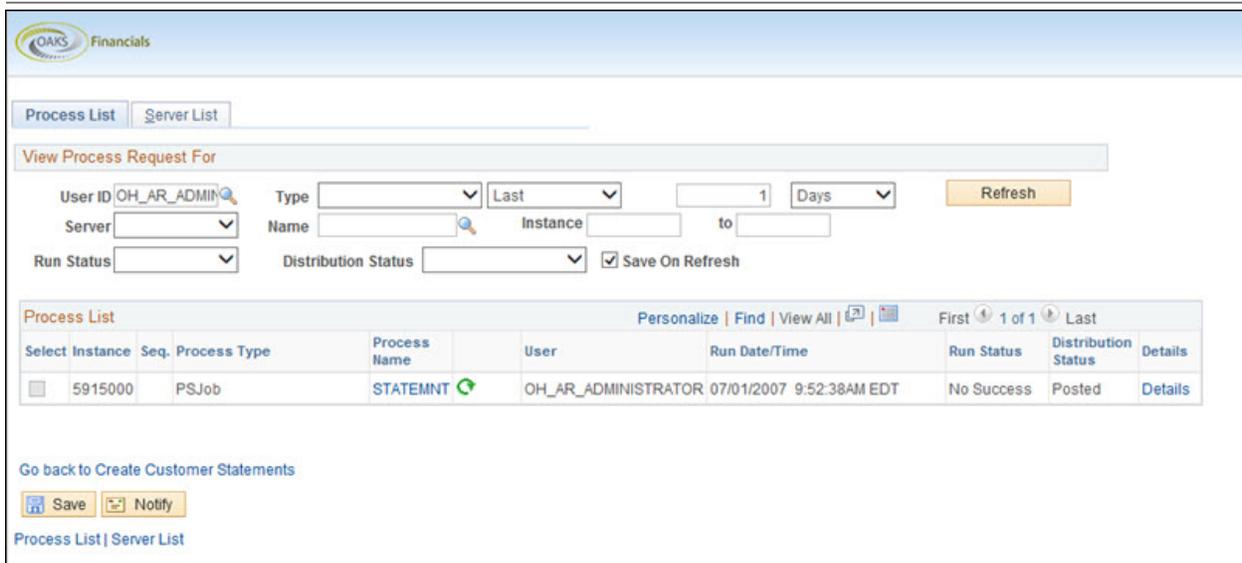
Process List

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input type="checkbox"/>	PS/AR Statements -Preprocessor	ARSTMT	PSJob	(None)	(None)	Distribution
<input type="checkbox"/>	PS/AR Statements	STATEMNT	PSJob	(None)	(None)	Distribution

8. Do not change entries for **Server Name, Recurrence, Run Date, or Run Time** fields. Use the default settings for immediate processing.
9. Click the **PS/AR Statements** checkbox at the left of the row in which the **Process Type** is **PSJob**.
 - The first process extracts data for the statements, while the second (PSJob) is a combined operation that runs all necessary processes in sequence to produce printable statements.
10. Click **OK**.
 - OAKS FIN assigns a **Process Instance** number when a process is run. Use this to track the status of the run.
11. Click the **Process Monitor** link to review the status of the run request.
 - The **Process List** page displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.





Process List | Server List

View Process Request For

User ID: OH_AR_ADMIN | Type: [] | Last: [] | 1 Days | Refresh

Server: [] | Name: [] | Instance: [] to []

Run Status: [] | Distribution Status: [] | Save On Refresh

Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	5915000		PSJob	STATEMNT	OH_AR_ADMINISTRATOR	07/01/2007 9:52:38AM EDT	No Success	Posted	Details

Go back to Create Customer Statements

Save | Notify

Process List | Server List

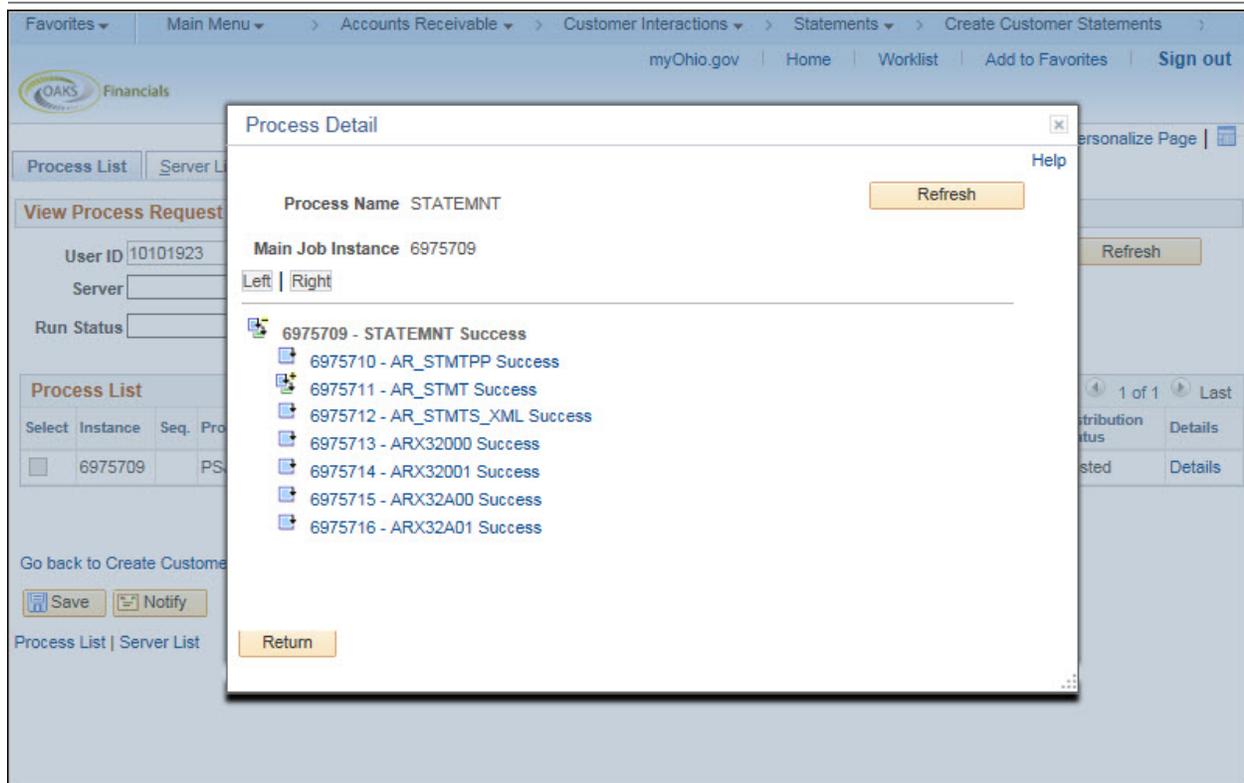
12. Click **Refresh** periodically, until **Run Status** displays **Success**, and **Distribution Status** displays **Posted** for the **STATEMNT job**.

- “Success” means that OAKS FIN has finished processing and the job ran successfully. “Posted” means OAKS FIN has successfully created the statement.

13. Click the **Process Name**, "**STATEMNT**" link.

- The **Process Detail** page displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



The screenshot displays the OAKS Financials web application interface. A "Process Detail" window is open, showing the following information:

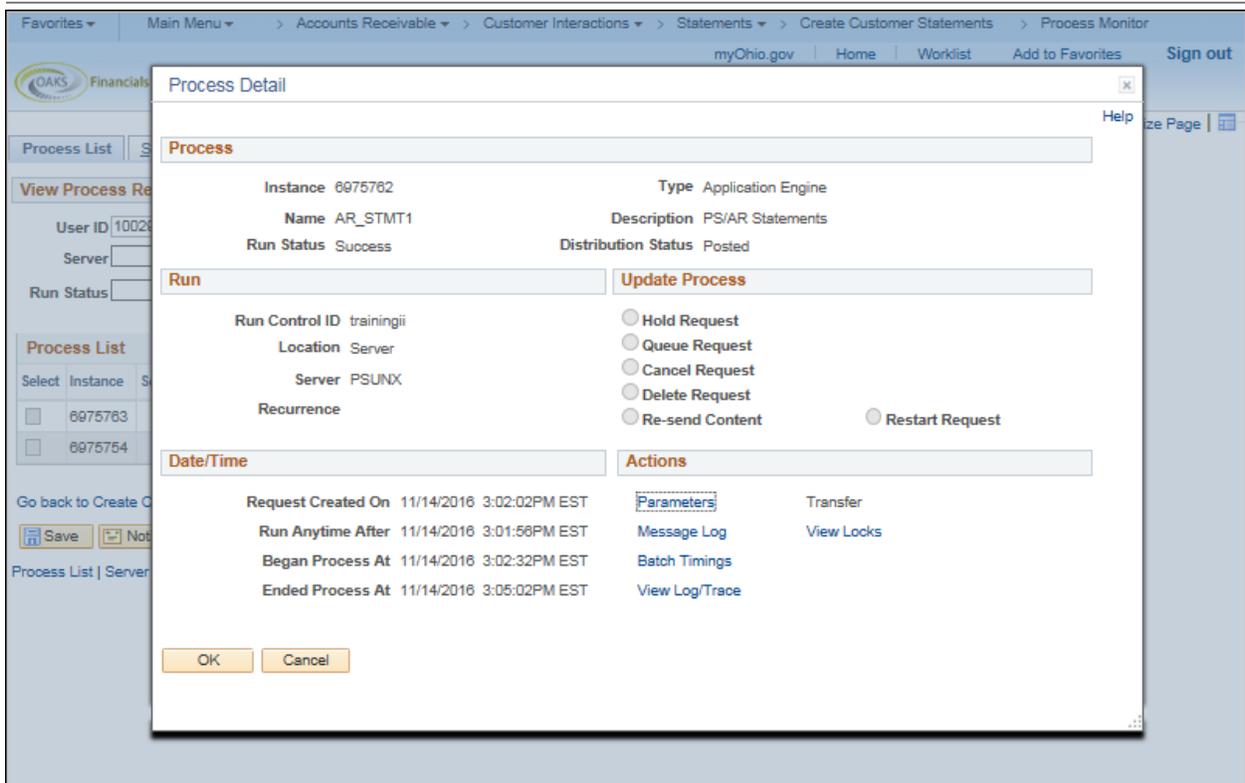
- Process Name: STATEMNT
- Main Job Instance: 6975709
- Buttons: Refresh, Left, Right, Return
- Process List:
 - 6975709 - STATEMNT Success
 - 6975710 - AR_STMTPP Success
 - 6975711 - AR_STMT Success
 - 6975712 - AR_STMTS_XML Success
 - 6975713 - ARX32000 Success
 - 6975714 - ARX32001 Success
 - 6975715 - ARX32A00 Success
 - 6975716 - ARX32A01 Success

The background application shows a navigation menu with "Accounts Receivable" selected, and a "Process List" table with one entry for instance 6975709.

14. Click on the **AR_STMT Success** link dropdown to retrieve the statement number.
15. Click on the **AR_STMT1 Success** link.
 - The **Process Detail** page displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

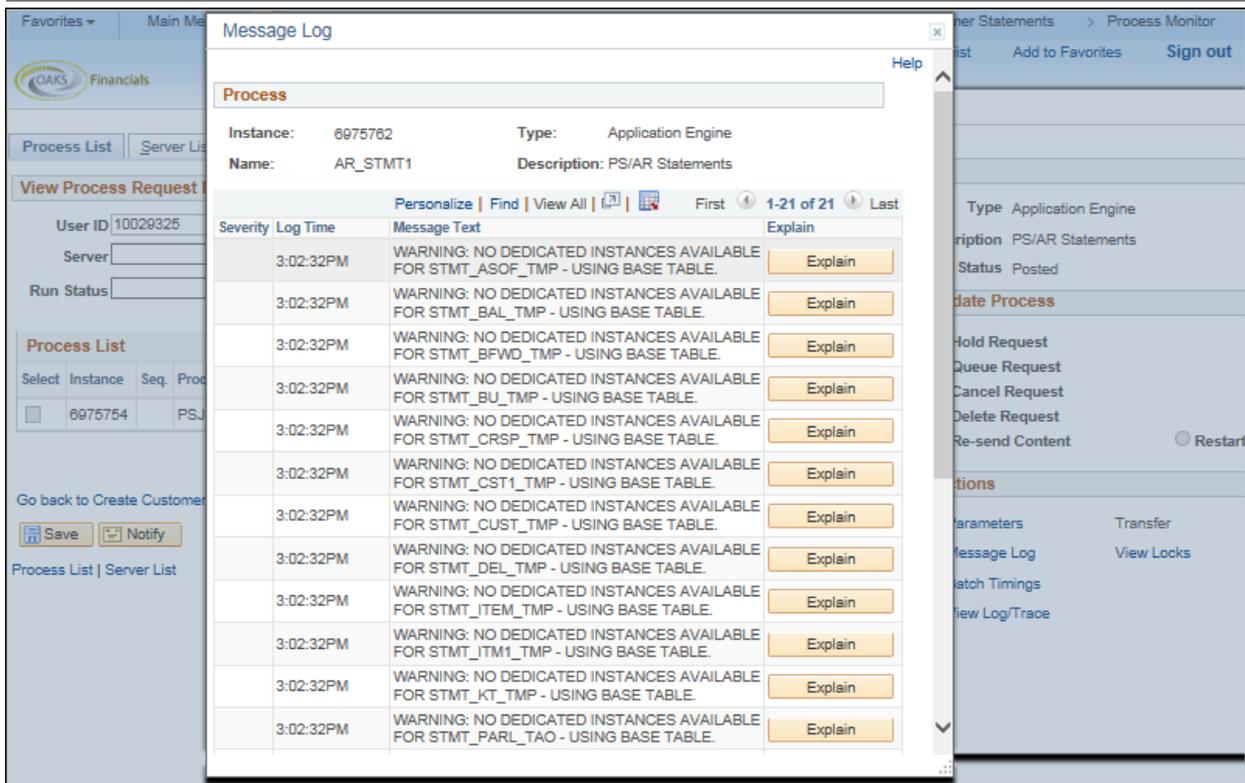




16. Click **Message Log**.

- The **Message Log** window displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



Message Log

Process

Instance: 6975762 Type: Application Engine
 Name: AR_STMT1 Description: PS/AR Statements

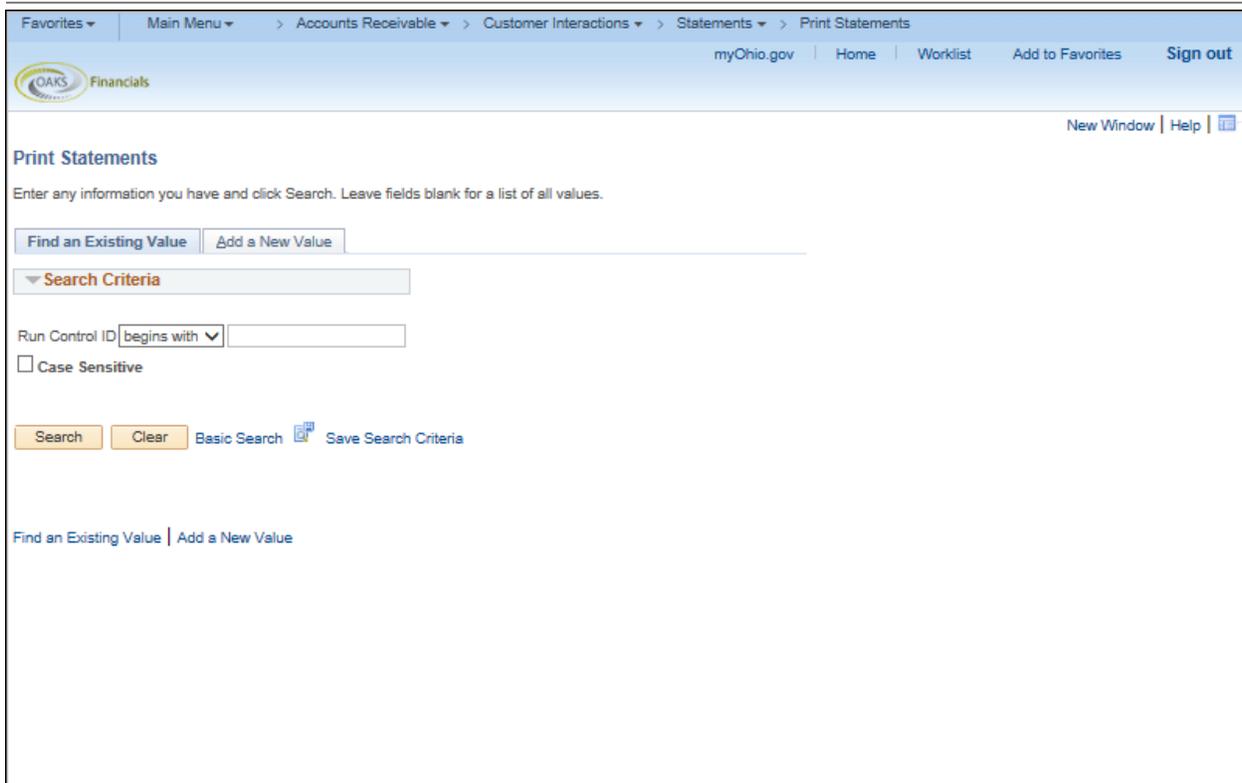
Severity	Log Time	Message Text	Explain
	3:02:32PM	WARNING: NO DEDICATED INSTANCES AVAILABLE FOR STMT_ASOF_TMP - USING BASE TABLE.	Explain
	3:02:32PM	WARNING: NO DEDICATED INSTANCES AVAILABLE FOR STMT_BAL_TMP - USING BASE TABLE.	Explain
	3:02:32PM	WARNING: NO DEDICATED INSTANCES AVAILABLE FOR STMT_BFWD_TMP - USING BASE TABLE.	Explain
	3:02:32PM	WARNING: NO DEDICATED INSTANCES AVAILABLE FOR STMT_BU_TMP - USING BASE TABLE.	Explain
	3:02:32PM	WARNING: NO DEDICATED INSTANCES AVAILABLE FOR STMT_CRSP_TMP - USING BASE TABLE.	Explain
	3:02:32PM	WARNING: NO DEDICATED INSTANCES AVAILABLE FOR STMT_CST1_TMP - USING BASE TABLE.	Explain
	3:02:32PM	WARNING: NO DEDICATED INSTANCES AVAILABLE FOR STMT_CUST_TMP - USING BASE TABLE.	Explain
	3:02:32PM	WARNING: NO DEDICATED INSTANCES AVAILABLE FOR STMT_DEL_TMP - USING BASE TABLE.	Explain
	3:02:32PM	WARNING: NO DEDICATED INSTANCES AVAILABLE FOR STMT_ITEM_TMP - USING BASE TABLE.	Explain
	3:02:32PM	WARNING: NO DEDICATED INSTANCES AVAILABLE FOR STMT_ITM1_TMP - USING BASE TABLE.	Explain
	3:02:32PM	WARNING: NO DEDICATED INSTANCES AVAILABLE FOR STMT_KT_TMP - USING BASE TABLE.	Explain
	3:02:32PM	WARNING: NO DEDICATED INSTANCES AVAILABLE FOR STMT_PARL_TAO - USING BASE TABLE.	Explain

17. Scroll down to view the **Statement ID**.
18. Copy (or make note of) the ID number to use in a future step.
19. Proceed to steps below for printing the statement.

Printing the Statement

- **OAKS FIN > Main Menu > Accounts Receivable > Customer Interactions > Statements > Print Statements**

See "The FIN SOURCE" for Ohio for the most recent version of this process.



Print Statements

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value | Add a New Value

Search Criteria

Run Control ID begins with

Case Sensitive

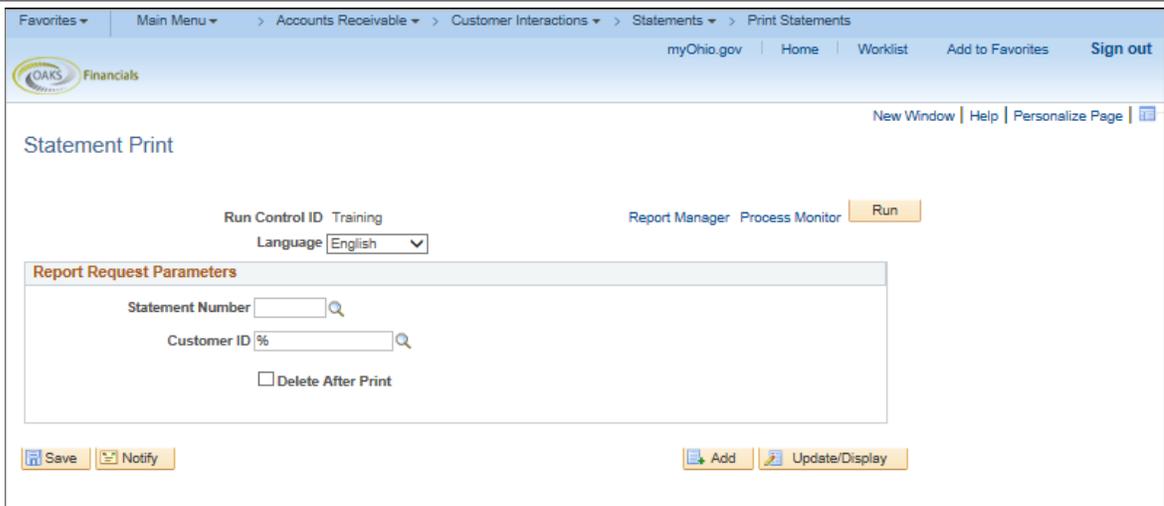
Search Clear Basic Search Save Search Criteria

Find an Existing Value | Add a New Value

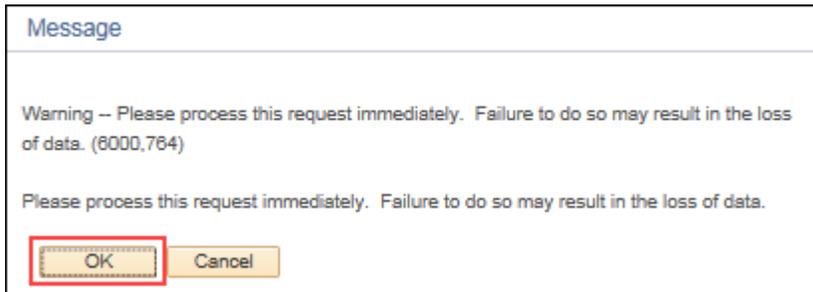
1. Search for and select an existing Run Control ID or click the **Add New Value** tab to create a new Run Control ID.
 - a. Enter a descriptive name consisting of up to 30 alphanumeric characters, with no spaces, in the **Run Control ID** field.
 - b. Click **Add**.
- The **Statement Print** page displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



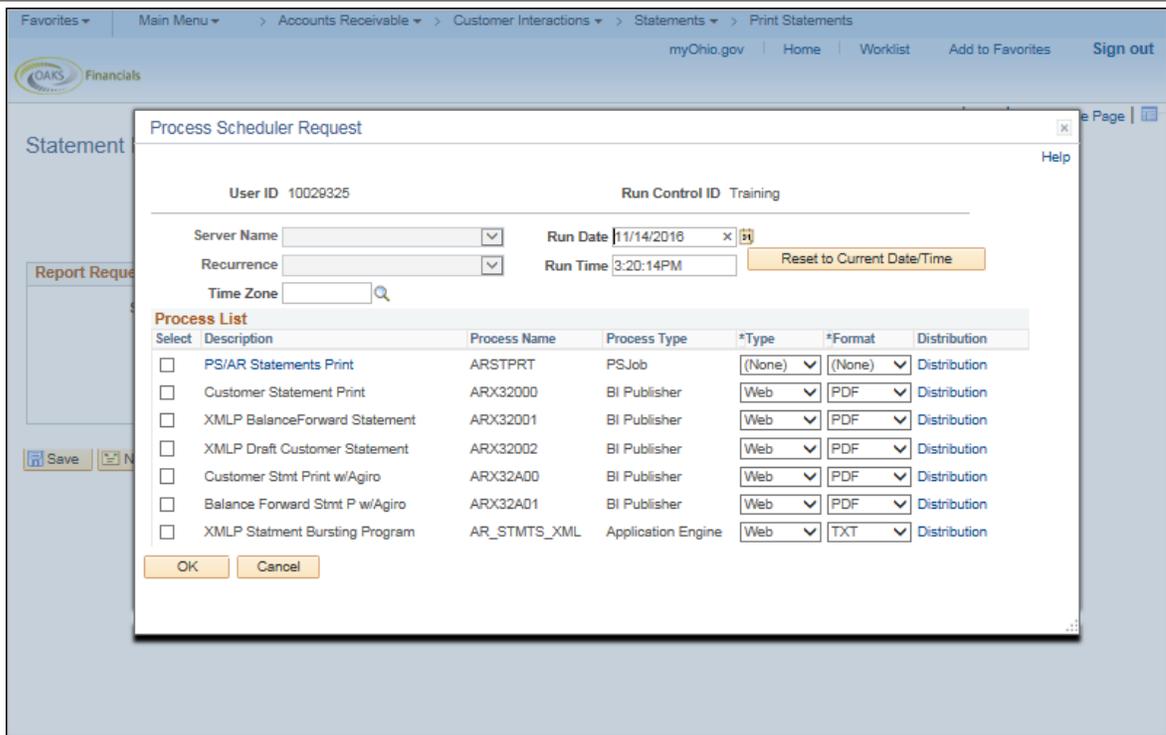


2. Enter the **Statement Number** (copied or noted from step 18 above).
3. Click **Run**.
4. Click **OK** on the warning message that displays.



- The **Process Scheduler Request** page displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



Process Scheduler Request

User ID 10029325 Run Control ID Training

Server Name [dropdown] Run Date 11/14/2016 [calendar icon]

Recurrence [dropdown] Run Time 3:20:14PM [Reset to Current Date/Time]

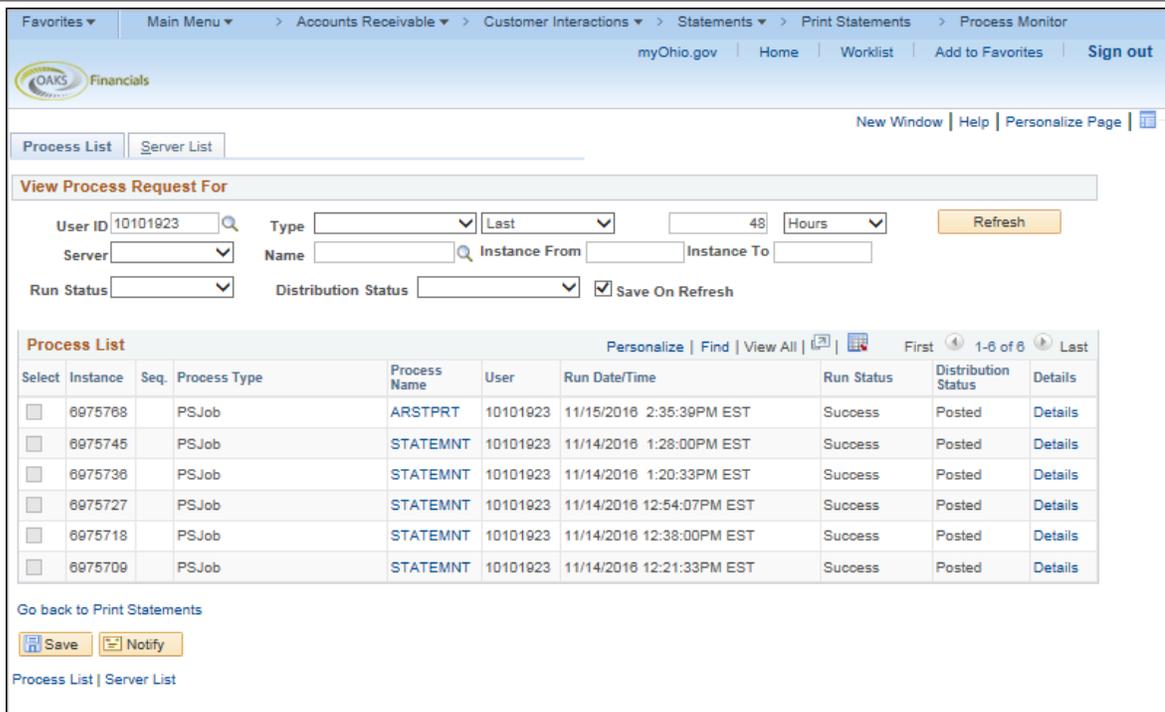
Time Zone [dropdown]

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input checked="" type="checkbox"/>	PS/AR Statements Print	ARSTPRT	PSJob	(None)	(None)	Distribution
<input type="checkbox"/>	Customer Statement Print	ARX32000	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	XMLP BalanceForward Statement	ARX32001	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	XMLP Draft Customer Statement	ARX32002	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	Customer Stmt Print w/Agiro	ARX32A00	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	Balance Forward Stmt P w/Agiro	ARX32A01	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	XMLP Statement Bursting Program	AR_STMTS_XML	Application Engine	Web	TXT	Distribution

OK Cancel

5. Select the checkbox next to **PS/AR Statements Print**.
 6. Click **OK**.
 7. Click the **Process Monitor** link to review the status of the run request.
- The **Process List** page displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



Process List

View Process Request For

User ID: 10101923 Type: Last 48 Hours Refresh

Server: Name: Instance From: Instance To: Run Status: Distribution Status: Save On Refresh

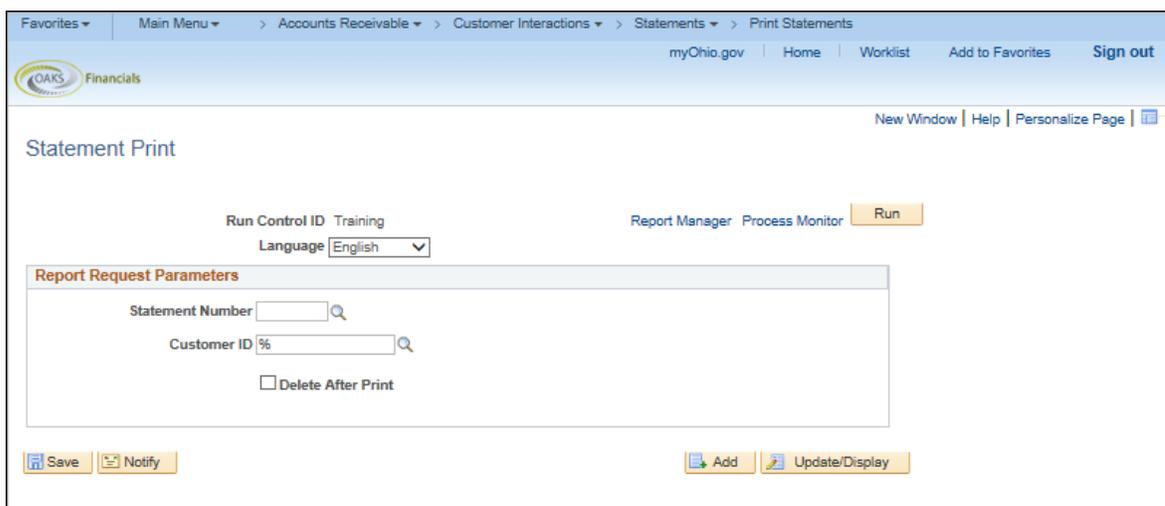
Select	Instance	Seq	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	6075768		PSJob	ARSTPRT	10101923	11/15/2016 2:35:39PM EST	Success	Posted	Details
<input type="checkbox"/>	6075745		PSJob	STATEMNT	10101923	11/14/2016 1:28:00PM EST	Success	Posted	Details
<input type="checkbox"/>	6075736		PSJob	STATEMNT	10101923	11/14/2016 1:20:33PM EST	Success	Posted	Details
<input type="checkbox"/>	6075727		PSJob	STATEMNT	10101923	11/14/2016 12:54:07PM EST	Success	Posted	Details
<input type="checkbox"/>	6075718		PSJob	STATEMNT	10101923	11/14/2016 12:38:00PM EST	Success	Posted	Details
<input type="checkbox"/>	6075709		PSJob	STATEMNT	10101923	11/14/2016 12:21:33PM EST	Success	Posted	Details

Go back to Print Statements

Save Notify

Process List | Server List

8. Click **Refresh** periodically, until **Run Status** displays **Success**, and **Distribution Status** displays **Posted** for the **ARSTPRT** job.
 - “Success” means that OAKS FIN has finished processing and the job ran successfully. “Posted” means OAKS FIN has successfully created the statement.
9. Click **Go back to Print Statements** link.
 - The **Statement Print** page displays.



Statement Print

Run Control ID: Training Report Manager Process Monitor Run

Language: English

Report Request Parameters

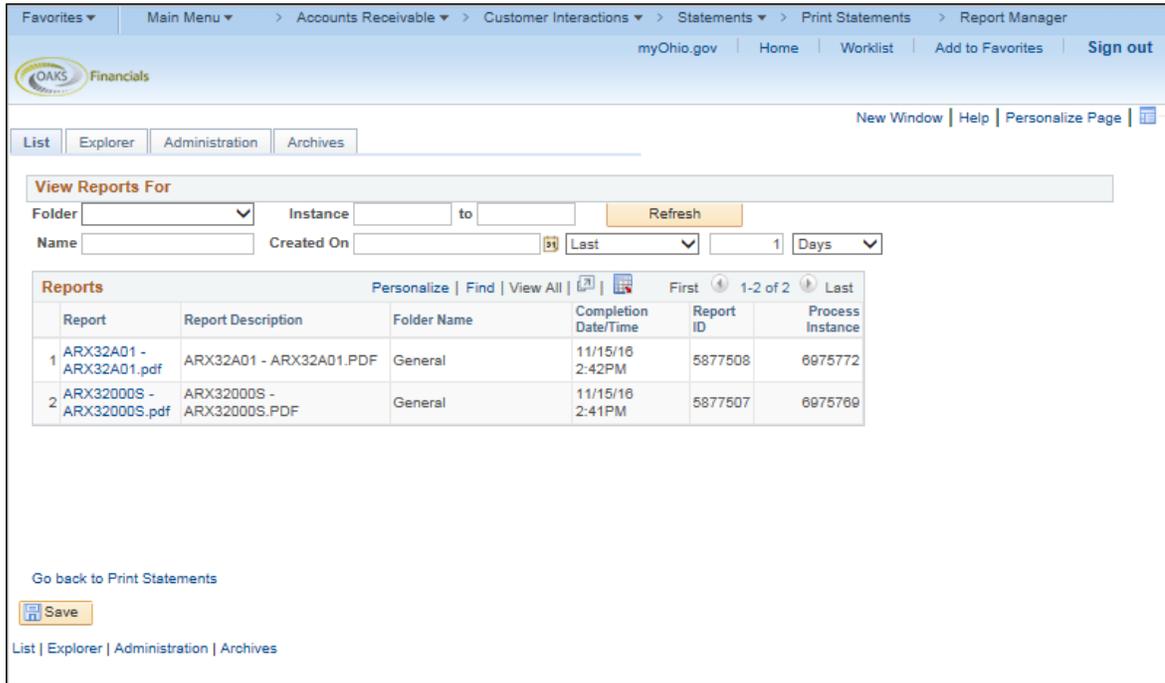
Statement Number: Customer ID % Delete After Print

Save Notify Add Update/Display

See "The FIN SOURCE" for Ohio for the most recent version of this process.

10. Click **Report Manager** link.

- The **Report Manager** page displays.



View Reports For

Folder Instance to Refresh

Name Created On By Last 1 Days

Report	Report Description	Folder Name	Completion Date/Time	Report ID	Process Instance
1 ARX32A01 - ARX32A01.pdf	ARX32A01 - ARX32A01.PDF	General	11/15/16 2:42PM	5877508	6975772
2 ARX32000S - ARX32000S.pdf	ARX32000S - ARX32000S.PDF	General	11/15/16 2:41PM	5877507	6975769

Go back to Print Statements

Save

List | Explorer | Administration | Archives

11. Click the **pdf file** name.

- The statement displays.

12. Click **File > Print**.

Blocking a Customer from Statements

Steps

- **OAKS FIN > Customers > Customer Information > General Information**

See "The FIN SOURCE" for Ohio for the most recent version of this process.



Navigation: Favorites ▾ | Main Menu ▾ > Customers ▾ > Customer Information ▾ > General Information

myOhio.gov | Home | Worklist | Add to Favorites | Sign out

OAKS Financials

New Window | Help | 

General Information

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#) | [Add a New Value](#)

▼ **Search Criteria**

SetID = ▾ STATE 

Customer ID ▾ begins with ▾ 

Name 1 ▾ begins with ▾

Name 2 ▾ begins with ▾

Telephone ▾ begins with ▾

City ▾ begins with ▾

State ▾ begins with ▾

Postal Code ▾ begins with ▾

Include History Correct History Case Sensitive

[Search](#) [Clear](#) [Basic Search](#)  [Save Search Criteria](#)

[Find an Existing Value](#) | [Add a New Value](#)

1. Click the **Find an Existing Value** tab.
2. Enter the agency Business Unit in the **SetID** field.
3. Click **Search**.
4. Select a **Customer**.
5. Click **Correct History** at the bottom of the **General Info** tab page.
6. Click **Correspondence Options** on the **General Info** Links dropdown list.
7. Select "Hold" under the **Dunning** header.
8. Click **Save**.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



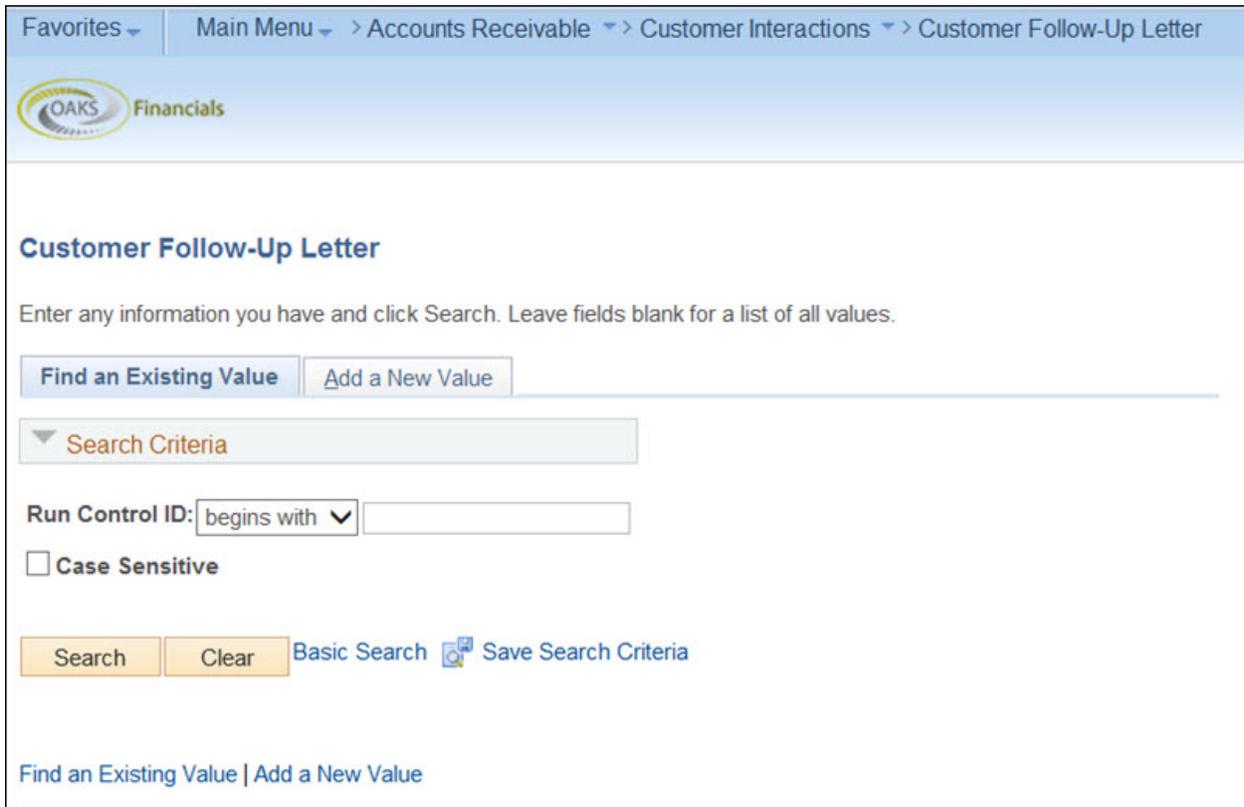
Creating Customer Follow-Up Letter

Overview

Agencies use Customer Follow-Up Letters to restate and document conversations that took place between the agency representative and the customer. They are used to clarify commitments and decisions.

Steps

- **OAKS FIN > Accounts Receivable > Customer Interactions > Customer Follow-Up Letter**



The screenshot shows the OAKS Financials web application interface for the Customer Follow-Up Letter search. The breadcrumb trail at the top reads: Favorites > Main Menu > Accounts Receivable > Customer Interactions > Customer Follow-Up Letter. Below the breadcrumb is the OAKS Financials logo. The main heading is "Customer Follow-Up Letter". A text prompt says: "Enter any information you have and click Search. Leave fields blank for a list of all values." There are two tabs: "Find an Existing Value" (selected) and "Add a New Value". Below the tabs is a "Search Criteria" dropdown menu. Underneath, there is a "Run Control ID:" label, a dropdown menu set to "begins with", and an empty text input field. A "Case Sensitive" checkbox is unchecked. At the bottom of the search area are buttons for "Search", "Clear", "Basic Search", and "Save Search Criteria". At the very bottom of the page, there are links for "Find an Existing Value" and "Add a New Value".

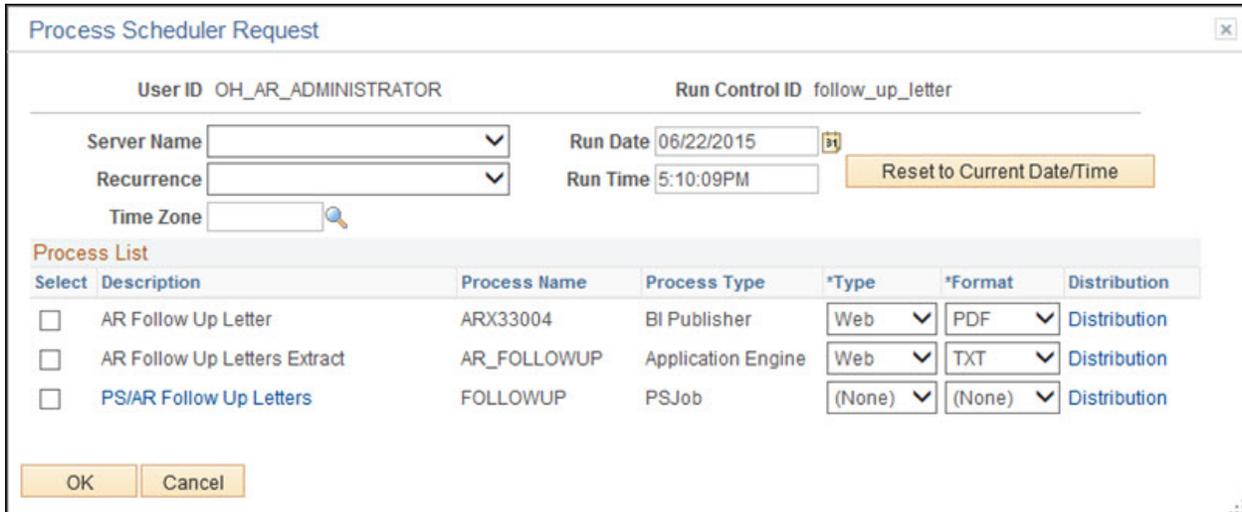
1. Click the **Find an Existing Value** tab to search for and select an existing **Run Control ID**.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

- Reuse a Run Control ID if previously created to lighten the load on the server and make OAKS FIN run more quickly.

Or, click the **Add New Value** tab to create a new **Run Control ID**.

- a. Enter a descriptive name consisting of up to 30 alphanumeric characters, with no spaces, in the **Run Control ID** field.
 - b. Click **Add**.
2. Verify the **SetID**.
 3. Use the **Look up Customer ID** tool to find and enter the Customer ID in the **Customer ID** field.
 4. Enter the **Business Unit**
 5. Click **Run**.
 - The **Process Scheduler Request** page displays.



Process Scheduler Request

User ID OH_AR_ADMINISTRATOR Run Control ID follow_up_letter

Server Name [Dropdown] Run Date 06/22/2015 [Calendar Icon]

Recurrence [Dropdown] Run Time 5:10:09PM [Reset to Current Date/Time]

Time Zone [Dropdown]

Process List

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input type="checkbox"/>	AR Follow Up Letter	ARX33004	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	AR Follow Up Letters Extract	AR_FOLLOWUP	Application Engine	Web	TXT	Distribution
<input type="checkbox"/>	PS/AR Follow Up Letters	FOLLOWUP	PSJob	(None)	(None)	Distribution

OK Cancel

6. Select the checkbox at the left of the row in which the **Process Name** is **FOLLOWUP**.
7. Click **OK**.
 - OAKS FIN assigns a **Process Instance** number when a process is run. Use this to track the status of the run.
8. Click the **Process Monitor** link to review the status of the run request.
 - The **Process List** page displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Customer Interactions](#) > [Customer Follow-Up Letter](#) > [Process Monitor](#)

OAKS Financials

[Process List](#) | [Server List](#)

View Process Request For

User ID: Type: Days

Server: Name: Instance: to

Run Status: Distribution Status: Save On Refresh

Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	5451712		PSJob	FOLLOWUP	OH_AR_REVENUE_PROCESSOR	05/06/2015 2:54:46PM EDT	Success	Posted	Details
<input type="checkbox"/>	5451709		PSJob	FOLLOWUP	OH_AR_REVENUE_PROCESSOR	05/06/2015 2:50:57PM EDT	Success	Posted	Details

[Go back to Customer Follow-Up Letter](#)

[Process List](#) | [Server List](#)

9. Click **Refresh** periodically, until **Run Status** displays **Success**, and **Distribution Status** displays **Posted**.
 - “Success” means that OAKS FIN has finished processing and the job ran successfully. “Posted” means OAKS FIN has successfully created the statement.
10. Click the **FOLLOWUP** link in the **Process Name** column.
 - The **Process Detail** page displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



Process Detail

Process Name FOLLOWUP Refresh

Main Job Instance 5451712

Left | Right

-  5451712 - FOLLOWUP Success
 -  5451713 - AR_FOLLOWUP Success
 -  5451714 - ARX33004 Success

Return

11. Click the **subprocess** whose name is **AR**, followed by a 5-digit number.
12. Click **View Log/Trace**.
 - The **View Log/Trace** page displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



[Favorites](#) | [Main Menu](#) | [Receiveable](#) > [Customer Interactions](#) > [Customer Follow-Up Letter](#) > [Process Monitor](#)
 myOhio.gov | Home | Worklist | Add to Favorites | Sign out

[New Window](#) | [Help](#) | [Personalize Page](#)

View Log/Trace

Report

Report ID	5877396	Process Instance	6975660	Message Log
Name	ARX33004	Process Type	XML Publisher	
Run Status	Success			

AR Follow Up Letter

Distribution Details

Distribution Node	FNTRPUM	Expiration Date	07/29/2019
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File List

Name	File Size (bytes)	Datetime Created
AE_ARX33004_6975660.stdout	290	11/02/2016 6:48:28.495347PM EDT
AE_ARX33004_6975660.trc	3,820	11/02/2016 6:48:28.495347PM EDT

Distribute To

Distribution ID Type	*Distribution ID
User	10101923

[Return](#)

13. Click the pdf file name to display the letter.

- The dunning letter itemizes all overdue items.
- A separate window opens to display the pdf file.

14. Click **File**, then select **Save As**, **Print**, or **Send > Page by E-mail**.

15. Send to customer by preferred method.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



Creating Customer Dunning Letters

Overview

Dunning letters can be used to notify customers of invoices that are past due. OAKS FIN provides three levels of dunning letters, from a mild past due notice to a strongly-worded demand for payment. The language used in the letter is based on the age of the item:

- 1 – 45 days past due
- 46 – 90 days past due
- More than 90 days past due

Dunning letter levels in OAKS FIN are preset by the number of days past due; however, agencies can choose when to send each level of letter.

Dunning letters can only be run once daily for a given "As Of" date.

The customer's pending item must be past due. Typically, a follow-up letter will be sent prior to dunning letters.

Steps

- **OAKS FIN > Accounts Receivable > Customer Interactions > Dunning Letters > Extract Dunning Letter Info**

Running the Dunning Letter Process

See "The FIN SOURCE" for Ohio for the most recent version of this process.



Favorites ▾ Main Menu ▾ > Accounts Receivable ▾ > Customer Interactions ▾ > Dunning Letters ▾ > Extract Dunning Letter Info

 Financials

Extract Dunning Letter Info

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value | **Add a New Value**

▼ Search Criteria

Run Control ID: begins with ▾ |

Case Sensitive

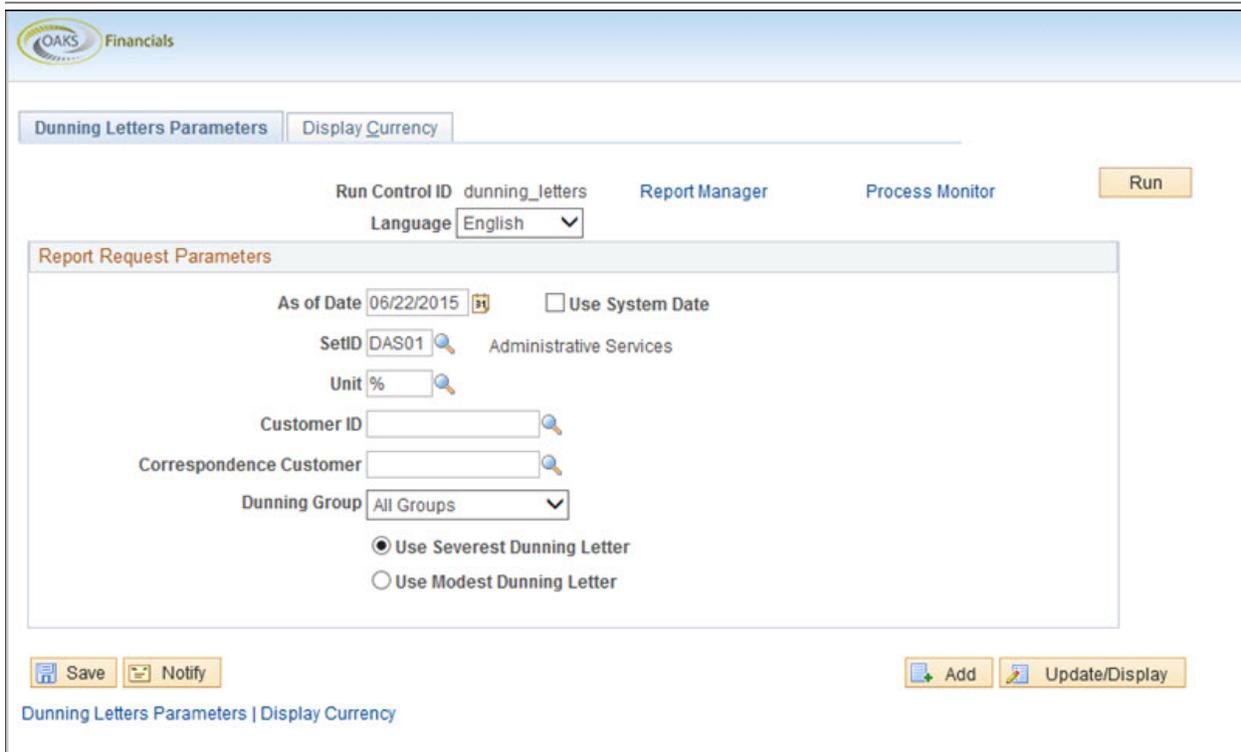
Search | **Clear** | **Basic Search**  **Save Search Criteria**

[Find an Existing Value](#) | [Add a New Value](#)

1. Click the **Find an Existing Value** tab to search for and select an existing Run Control ID.
 - Reuse a Run Control ID if previously created to lighten the load on the server and make OAKS FIN run more quickly.
- Or, click the **Add New Value** tab to create a new Run Control ID.
- a. Enter a descriptive name consisting of up to 30 alphanumeric characters, with no spaces, in the **Run Control ID** field.
 - b. Click **Add**.
- The **Dunning Letters Parameters** page displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.





The screenshot shows the 'Dunning Letters Parameters' form in the OAKS Financials system. The form is titled 'Dunning Letters Parameters' and 'Display Currency'. It includes a 'Run Control ID' of 'dunning_letters' and a 'Language' dropdown set to 'English'. The 'Report Request Parameters' section contains the following fields and options:

- As of Date:** 06/22/2015 (with a calendar icon) and a checkbox for 'Use System Date'.
- SetID:** DAS01 (with a search icon) and the text 'Administrative Services'.
- Unit:** % (with a search icon).
- Customer ID:** (with a search icon).
- Correspondence Customer:** (with a search icon).
- Dunning Group:** All Groups (with a dropdown arrow).
- Options:**
 - Use Severest Dunning Letter
 - Use Modest Dunning Letter

At the bottom of the form, there are buttons for 'Save', 'Notify', 'Add', and 'Update/Display'. The breadcrumb trail at the bottom left reads 'Dunning Letters Parameters | Display Currency'.

2. Enter an **As of Date** to control the number of days for which past due items will be calculated, according to that agency's practices.
 - The field defaults to the current date.
3. Enter the agency code into both the **Unit and SetID** fields.
4. Enter the **Customer ID** (optional).
 - The state uses neither the **Correspondence Customer** nor **Dunning Group** fields
5. Select the level of dunning letter. The options are:
 - Use Severest Dunning Letter
 - Use Modest Dunning Letter
6. Click **Save**.
7. Click **Run**.
 - The **Process Scheduler Request** page displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

[Favorites](#) | [Main Menu](#) | [Receivable](#) > [Customer Interactions](#) > [Dunning Letters](#) > [Extract Dunning Letter Info](#)
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[New Window](#) | [Help](#) | [Personalize Page](#) | 

Process Scheduler Request

User ID 10101923 Run Control ID TrainingDunningLetter

Server Name Run Date
 Recurrence Run Time
 Time Zone

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input type="checkbox"/>	AR Dunning	AR_DUNNING	Application Engine	Web	TXT	Distribution
<input type="checkbox"/>	Dunning Letters	DUNNING	PSJob	(None)	(None)	Distribution
<input type="checkbox"/>	Dunning for all levels	DUNNINGA	PSJob	(None)	(None)	Distribution

8. Select the process.

- Always select a PSJob process to create reports or letters. Two of these exist.
 - The Dunning Letters (DUNNING) process creates a separate PDF report file for each dunning level.
 - The Dunning for all Levels (DUNNINGA) process creates a single PDF file containing letters for all dunning levels.

9. Click **OK**.

- OAKS assigns a **Process Instance** number when a process is run. Use this to track the status of the run.

10. Click the **Process Monitor** link to review the status of the run request.

- The **Process List** page displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

[Favorites](#) | [Main Menu](#) | [Receivable](#) > [Customer Interactions](#) > [Dunning Letters](#) > [Extract Dunning Letter Info](#)
[myOhio.gov](#) | [Home](#) | [Worklist](#) | [Add to Favorites](#) | [Sign out](#)

OAKS Financials

New Window | Help | Personalize Page |

Process Scheduler Request

User ID 10101923 Run Control ID TrainingDunningLetter

Server Name Run Date
 Recurrence Run Time
 Time Zone

Process List

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input type="checkbox"/>	AR Dunning	AR_DUNNING	Application Engine	Web <input type="text"/>	TXT <input type="text"/>	Distribution
<input type="checkbox"/>	Dunning Letters	DUNNING	PSJob	(None) <input type="text"/>	(None) <input type="text"/>	Distribution
<input type="checkbox"/>	Dunning for all levels	DUNNINGA	PSJob	(None) <input type="text"/>	(None) <input type="text"/>	Distribution

11. Click **Refresh** periodically, until **Run Status** displays **Success**, and **Distribution Status** displays **Posted**.

- “Success” means that OAKS has finished processing and the job ran successfully. “Posted” means OAKS has successfully created the statement.

12. Click the **DUNNINGA** process name to open the **Process Detail** page.

13. Click the subprocess whose name is **AR** followed by a 5-digit number.

14. Click **View Log/Trace**.

- The **Log/Trace** page displays.

See "The FIN SOURCE" for Ohio for the most recent version of this process.

X
View Log/Trace

Report

Report ID: 4951912	Process Instance: 5915314	Message Log
Name: ARX33A00	Process Type: XML Publisher	
Run Status: Success		

Dunning Letters - All w/Agiro

Distribution Details

Distribution Node: PSNT_SY	Expiration Date: <input style="width: 80px;" type="text" value="06/29/2015"/>	
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File List

Name	File Size (bytes)	Datetime Created
AE_ARX33A00_5915314.stdout	301	06/22/2015 6:05:47.744882PM EDT
AE_ARX33A00_5915314.trc	3,691	06/22/2015 6:05:47.744882PM EDT

Distribute To

Distribution ID Type	*Distribution ID
User	OH_AR_ADMINISTRATOR

15. Click the pdf file name to display the letter.
16. A separate window opens to display the pdf file.
17. Click **File**, then select **Save As**, **Print**, or **Send > Page by E-mail**. Send to customer by preferred method.

Blocking a Customer from the Dunning Process

Steps

- **OAKS FIN > Customers > Customer Information> General Information**
 1. Verify the agency Business Unit in the **SetID** field on the **Find an Existing Value** tab.
 2. Click **Search**.
 3. Select a **Customer**
 4. Click **Correct History** at the bottom of the General Info tab page.
 5. Click **Correspondence Options** on the General Info Links dropdown list.
 6. Select "**Hold**" under the **Dunning** header.
 7. Click **Save**.

See "The FIN SOURCE" for Ohio for the most recent version of this process.



See "The FIN SOURCE" for Ohio for the most recent version of this process.

