



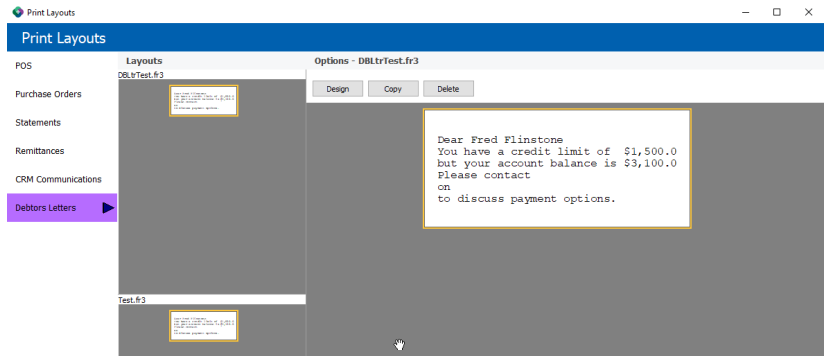
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Debtors Letters

The new Debtor Letters system allows you to easily send SMS and/or Email to customers who meet certain criteria around aged balances, last receipt date, date last letter sent and so on.

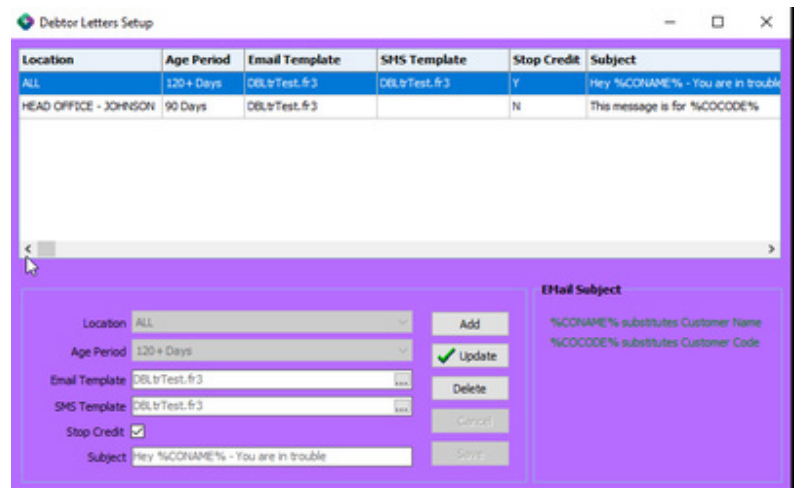
Message Types

Individual letters can be pre defined per Message Type (SMS or Email), Location (Branch) and Aged Balance Period. This is done in the Setup page of Prog180 - Debtors Collection Letters.

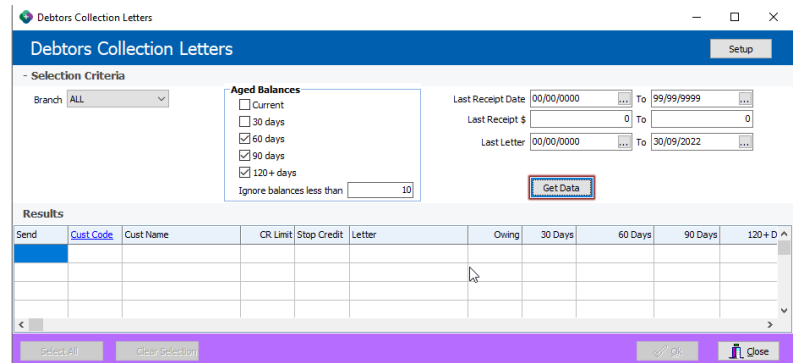


Debtor Letters

Connecting letters to age periods; in this example, any customer with a 120 day+ balance, regardless of location, will receive both an SMS and Email. The content of the letter will be the same as both SMS and Email are using the same template. In addition, these customers' Stop Credit Flag will be set.



You can enter selection criteria to list all customers with 60, 90, 120 day balances and more, even filter for those who have not yet received a letter during the month or have never received a letter at all!



Sent debtor letters are archived for easy viewing via the Debtor/ Customer File Maintenance (Prog02).

Have a suggestion? That's great! We'd love to hear from you. Your feedback, suggestions and initiatives are vital to the ongoing development and refinement of our sympac systems.

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