



Microsoft Dynamics™ GP
Collections Management Sample Reports

Copyright

Copyright © 2005 Microsoft Corporation. All rights reserved.

Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of Microsoft Corporation. Notwithstanding the foregoing, the licensee of the software with which this document was provided may make a reasonable number of copies of this document solely for internal use.

Trademarks

Microsoft and Microsoft Dynamics are either registered trademarks or trademarks of Microsoft Corporation or its affiliates. FairCom and c-tree Plus are trademarks of FairCom Corporation and are registered in the United States and other countries.

The names of actual companies and products mentioned herein may be trademarks or registered marks - in the United States and/or other countries - of their respective owners.

Unless otherwise noted, the example companies, organizations, products, domain names, e-mail addresses, logos, people, places, and events depicted herein are fictitious. No association with any real company, organization, product, domain name, e-mail address, logo, person, place, or event is intended or should be inferred.

Intellectual property

Microsoft may have patents, patent applications, trademarks, copyrights, or other intellectual property rights covering subject matter in this document. Except as expressly provided in any written license agreement from Microsoft, the furnishing of this document does not give you any license to these patents, trademarks, copyrights, or other intellectual property.

Warranty disclaimer

Microsoft Corporation disclaims any warranty regarding the sample code contained in this documentation, including the warranties of merchantability and fitness for a particular purpose.

Limitation of liability

The content of this document is furnished for informational use only, is subject to change without notice, and should not be construed as a commitment by Microsoft Corporation. Microsoft Corporation assumes no responsibility or liability for any errors or inaccuracies that may appear in this manual. Neither Microsoft Corporation nor anyone else who has been involved in the creation, production or delivery of this documentation shall be liable for any indirect, incidental, special, exemplary or consequential damages, including but not limited to any loss of anticipated profit or benefits, resulting from the use of this documentation or sample code.

License agreement

Use of this product is covered by a license agreement provided with the software product. If you have any questions, please call the Microsoft Dynamics GP Customer Assistance Department at 800-456-0025 (in the U.S. or Canada) or +1-701-281-6500.

Publication date

November 2005

Contents

Collections Management Reports	1
CN_AddressID_Letter01	2
CN_AddressID_Letter02	3
CN_AddressID_Letter03	4
CN_AddressID_Letter04	5
CN_AddressID_Letter05	6
CN_AddressID_Letter06	7
CN_AddressID_Letter07	8
CN_AddressID_Letter08	9
CN_AddressID_Letter09	10
CN_AddressID_Letter10	11
CN_Letter01	12
CN_Letter02	13
CN_Letter03	14
CN_Letter04	15
CN_Letter05	16
CN_Letter06	17
CN_Letter07	18
CN_Letter08	19
CN_Letter09	20
CN_Letter10	21
CN_Mail_Merge01	22
CN_Mail_Merge02	23
CN_Mail_Merge03	24
CN_Mail_Merge04	25
CN_Mail_Merge05	26
User Defined Letter	27

Collections Management Reports

Collections Management includes 25 standard, commonly used collection letter formats. This document provides samples of these letters, as well as a user-defined letter format.

You can use the Collections Management Letter Maintenance window to add descriptions to predefined letters within Collections Management and to create new collections letters. You can customize the standard letter formats using Report Writer.

The following sample letter formats are included:

- [CN AddressID Letter01](#)
- [CN AddressID Letter02](#)
- [CN AddressID Letter03](#)
- [CN AddressID Letter04](#)
- [CN AddressID Letter05](#)
- [CN AddressID Letter06](#)
- [CN AddressID Letter07](#)
- [CN AddressID Letter08](#)
- [CN AddressID Letter09](#)
- [CN AddressID Letter10](#)
- [CN Letter01](#)
- [CN Letter02](#)
- [CN Letter03](#)
- [CN Letter04](#)
- [CN Letter05](#)
- [CN Letter06](#)
- [CN Letter07](#)
- [CN Letter08](#)
- [CN Letter09](#)
- [CN Letter10](#)
- [CN Mail Merge01](#)
- [CN Mail Merge02](#)
- [CN Mail Merge03](#)
- [CN Mail Merge04](#)
- [CN Mail Merge05](#)
- [User-Defined Letter](#)

CN_AddressID_Letter01

05/30/2002

Aaron Fitz Electrical
Attn: Bob Fitz
11403 13th Avenue South
Chicago, IL 60603-0776

Dear Sir/Madam

Here is the information you requested. Please let us know if we can be of any further assistance.

We look forward to payment in the near future.

Sincerely

LESSONUSER1
Accounts Receivable

CN_AddressID_Letter02

Attn: Bob Fitz
11403 13th Avenue South
Chicago, IL 60603-0776

Dear Sir/Madam

We did not receive your last payment. If you have already made a payment, please disregard this letter. If not, please pay the amount due to keep your account current.

Period	Amount
Current	\$3,434.09
31 - 60 Days	\$0.00
61 - 90 Days	\$0.00
Past 61 - 90 Days	\$22,179.04
Account Balance	\$25,613.13

Please contact us with any questions regarding your account.

Sincerely

LESSONUSER1
Accounts Receivable

CN_AddressID_Letter03

Attn: Bob Fitz
11403 13th Avenue South
Chicago, IL 60603-0776

Dear Sir/Madam

Your account is past due. Please remit your payment immediately to ensure continued service.

Period	Amount
Current	\$3,434.09
31 - 60 Days	\$0.00
61 - 90 Days	\$0.00
91 - 120 Days	\$0.00
Past 91 - 120 Days	\$22,179.04
Account Balance	\$25,613.13

Please contact us with any questions regarding your account.

Sincerely

LESSONUSER1
Accounts Receivable

CN_AddressID_Letter04

05/30/2002

Aaron Fitz Electrical
Attn: Bob Fitz
11403 13th Avenue South
Chicago, IL 60603-0776

Dear Sir/Madam

Your account is seriously past due. If payment is not received immediately your account will be put on credit hold.

Period	Amount
Current	\$3,434.09
31 - 60 Days	\$0.00
61 - 90 Days	\$0.00
Past 61 - 90 Days	\$22,179.04
Account Balance	\$25,613.13

Please contact us with any questions regarding your account.

Sincerely

LESSONUSER1
Accounts Receivable

CN_AddressID_Letter05

05/30/2002

Aaron Fitz Electrical
Attn: Bob Fitz
11403 13th Avenue South
Chicago, IL 60603-0776

Dear Sir/Madam

Here is the information you requested. Please let us know if we can be of any further assistance.

We look forward to payment in the near future.

Sincerely

LESSONUSER1
Accounts Receivable

CN_AddressID_Letter06

05/30/2002

Aaron Fitz Electrical
Attn: Bob Fitz
11403 13th Avenue South
Chicago, IL 60603-0776

Dear Sir/Madam

Here is the information you requested. Please let us know if we can be of any further assistance.

We look forward to payment in the near future.

Sincerely

LESSONUSER1
Accounts Receivable

CN_AddressID_Letter07

05/30/2002

Aaron Fitz Electrical
Attn: Bob Fitz
11403 13th Avenue South
Chicago, IL 60603-0776

Dear Sir/Madam

Use the report writer to edit this report to suit your needs

Sincerely

LESSONUSER1
Accounts Receivable

CN_AddressID_Letter08

05/30/2002

Aaron Fitz Electrical
Attn: Bob Fitz
11403 13th Avenue South
Chicago, IL 60603-0776

Dear Sir/Madam

Use the report writer to edit this report to suit your needs

Sincerely

LESSONUSER1
Accounts Receivable

CN_AddressID_Letter09

Aaron Fitz Electrical
Attn: Bob Fitz
11403 13th Avenue South
Chicago, IL 60603-0776

Dear Sir/Madam

Use the report writer to modify this report to suit your needs.

Period	Amount
Current	\$3,434.09
31 - 60 Days	\$0.00
61 - 90 Days	\$0.00
91 - 120 Days	\$0.00
Past 91 - 120 Days	\$22,179.04
Account Balance	\$25,613.13

Please contact us with any questions regarding your account.

Sincerely

LESSONUSER1
Accounts Receivable

CN_AddressID_Letter10

05/30/2002

Attn: Bob Fitz
Aaron Fitz Electrical
11403 13th Avenue South
Chicago, IL 60603-0776

Dear Sir/Madam

Repeated requests for payment of \$22,179.04 due on your account have been ignored.

If full payment is not received in this office within ten days from the date of this letter, the account will be turned over to an attorney for collection.

If you have any questions, you may contact me at (312) 436-2671 Ext. 0000 .00
We urge you to mail your check today.

Sincerely

LESSONUSER1
Accounts Receivable

05/30/2002

Attn: Bob Fitz
Aaron Fitz Electrical
11403 13th Avenue South
Chicago, IL 60603-0776

Dear Sir/Madam

Here is the information you requested. Please let us know if we can be of any further assistance.

We look forward to payment in the near future.

Sincerely

LESSONUSER1
Accounts Receivable

05/30/2002

Attn: Bob Fitz
Aaron Fitz Electrical
11403 13th Avenue South
Chicago, IL 60603-0776

Dear Sir/Madam

Just a routine reminder that your account now includes a \$22,179.04 past due balance.

We suspect this payment has been overlooked? If so, would you please process for immediate payment.

Of course, if there is some problem, we want to hear from you. If not, please mail your check today.

Sincerely

LESSONUSER1
Accounts Receivable

CN_Letter03

05/30/2002

Attn: Bob Fitz
Aaron Fitz Electrical
11403 13th Avenue South
Chicago, IL 60603-0776

Dear Sir/Madam

You have not responded to our letter reminding you of your overdue account of \$22,179.04

Please let us know if you have overlooked this payment. Perhaps there is a reasonable explanation for your delay.

We would like you to pay this account today.

Sincerely

LESSONUSER1
Accounts Receivable

05/30/2002

Attn: Bob Fitz
Aaron Fitz Electrical
11403 13th Avenue South
Chicago, IL 60603-0776

Dear Sir/Madam

We have not received the balance due us of \$22,179.04 or any response to our inquiries asking why you haven't paid.

We must, therefore, hold any future orders until your balance owing is paid. To ensure your service is not interrupted please send us your payment.

Sincerely

LESSONUSER1
Accounts Receivable

CN_Letter05

05/30/2002

Attn: Bob Fitz
Aaron Fitz Electrical
11403 13th Avenue South
Chicago, IL 60603-0776

Dear Sir/Madam

Your account is past due as shown:

31 - 60 Days	\$0.00
61 - 90 Days	\$0.00
91 - 120 Day:	\$0.00
121 - 150 Da	\$0.00
151 - 180 Da	\$0.00
181 and Ove	\$22,179.04

Unless a payment is received within ten days, we will have to hold all of your orders.

Because we do wish to continue serving you, please mail your check today.

Sincerely

LESSONUSER1
Accounts Receivable

05/30/2002

Attn: Bob Fitz
Aaron Fitz Electrical
11403 13th Avenue South
Chicago, IL 60603-0776

Dear Sir/Madam

Thank you for your check for \$609.75 dated 04/29/2002

We appreciate this partial payment of your overdue balance. Please send us payment for you remaining overdue balance to ensure continuous service.

Please advise us if you are not able to pay your account will not be paid in full within seven days

Sincerely

LESSONUSER1
Accounts Receivable

CN_Letter07

05/30/2002

Attn: Bob Fitz
Aaron Fitz Electrical
11403 13th Avenue South
Chicago, IL 60603-0776

Dear Sir/Madam

We try hard to be equally fair with all our customers, and I am sure you wish to be fair with us. Your account now shows:

31 - 60 Days	\$0.00
61 - 90 Days	\$0.00
91 - 120 Day:	\$0.00
121 - 150 Da	\$0.00
151 - 180 Da	\$0.00
181 and Ove	\$22,179.04

Perhaps you have overlooked these past due amounts. It would be only fair to pay them now. Please mail your check today.

Sincerely

LESSONUSER1
Accounts Receivable

CN_Letter08

05/30/2002

Attn: Bob Fitz
Aaron Fitz Electrical
11403 13th Avenue South
Chicago, IL 60603-0776

Dear Sir/Madam

Even good customers need an occasional reminder - sometimes even a second one - that an account is a little past due.

We would appreciate receiving your check today for the balance due of \$22,179.04

Sincerely

LESSONUSER1
Accounts Receivable

CN_Letter09

05/30/2002

Attn: Bob Fitz
Aaron Fitz Electrical
11403 13th Avenue South
Chicago, IL 60603-0776

Dear Sir/Madam

Repeated requests for payment of \$22,179.04 due on your account have been ignored.

If full payment is not received in this office within ten days from the date of this letter, the account will be turned over to an attorney for collection.

If you have any questions, you may contact me at (312) 436-2671 Ext. 0000 .00
We urge you to mail your check today.

Sincerely

LESSONUSER1
Accounts Receivable

CN_Letter10

05/30/2002

Attn: Bob Fitz
Aaron Fitz Electrical
11403 13th Avenue South
Chicago, IL 60603-0776

Dear Sir/Madam

As of this date your account is overdue in the amount of \$22,179.04

I have contacted you numerous times in an attempt to work with you in resolving your balance. Each time I called I was given a date by which payment would be made. None of these promised dates were kept.

Because your account has been overdue for so long, it is imperative that payment be made immediately. If payment in full, \$22,179.04 is not received within ten days from the date of this letter, I will begin other actions to collect the money due.

I urge you, to give this matter your immediate attention.

Sincerely

LESSONUSER1
Accounts Receivable

CN_Mail_Merge01

05/30/2002

Attn: Bob Fitz
Aaron Fitz Electrical
11403 13th Avenue South
Chicago, IL 60603-0776

Dear Sir/Madam

Just a routine reminder that your account now includes a \$22,179.04 past due balance.

We suspect this payment has been overlooked? If so, would you please process for immediate payment.

Of course, if there is some problem, we want to hear from you. If not, please mail your check today.

Sincerely

Lesson User 1

CN_Mail_Merge02

05/30/2002

Attn: Bob Fitz
Aaron Fitz Electrical
11403 13th Avenue South
Chicago, IL 60603-0776

Dear Sir/Madam

You have not responded to our letter reminding you of your overdue account of \$22,179.04

Please let us know if you have overlooked this payment. Perhaps there is a reasonable explanation for your delay.

We would like you to pay this account today.

Sincerely

Lesson User 1

CN_Mail_Merge03

05/30/2002

Attn: Bob Fitz
Aaron Fitz Electrical
11403 13th Avenue South
Chicago, IL 60603-0776

Dear Sir/Madam

Repeated requests for payment of \$22,179.04 due on your account
have been ignored.

If full payment is not received in this office within ten days from the date of
this letter, the account will be turned over to an attorney for collection.

If you have any questions, you may contact me at (312) 436-2671 Ext. 0000
We urge you to mail your check today.

Sincerely

Lesson User 1

CN_Mail_Merge04

05/30/2002

Aaron Fitz Electrical
11403 13th Avenue South
Chicago, IL 60603-0776

Dear Sir/Madam

Re: Account Number AARONFIT0001

31 - 60 Days	\$0.00
61 - 90 Days	\$0.00
91 - 120 Days	\$0.00
121 - 150 Days	\$0.00
Total	\$25,613.13

As indicated in previous correspondence the sum of \$0.00 remains unpaid outside our 30 day terms. Should there be any queries relating to this account please contact me, otherwise we request your immediate payment.

Should your payment have already been sent, please disregard this letter.

Sincerely

Lesson User 1

CN_Mail_Merge05

05/30/2002

Aaron Fitz Electrical
11403 13th Avenue South
Chicago, IL 60603-0776

Dear Sir/Madam

Re: Account Number AARONFIT0001
Overdue balance \$25,613.13

As we have had no response to our previous request, we now notify you that unless the above amount is received by us within 7 days of the date of this letter, we will place your account in the hands of solicitors who will commence legal proceedings without further notice.

Sincerely,

Lesson User 1

User-Defined Letter

05/30/2002

Attn: Bob Fitz
Aaron Fitz Electrical
11403 13th Avenue South
Chicago, IL 60603-0776

Dear Bob Fitz.

Our records show that the following invoices are outstanding:

SLS11012	02/20/1999	\$4,523.70
SLS11015	02/26/1999	\$833.33
SLS20000	02/26/1999	\$2,461.00
SLS11016	03/01/1999	\$5,000.00
STDINV2227	05/12/2002	\$171.10
STDINV2228	05/12/2002	\$128.30
STDINV2252	05/12/2002	\$5,702.69
DM20005	02/26/1999	\$2,500.00
FC20010	01/23/1999	\$20.00
SVC1000	07/12/1998	\$468.70
SVC1001	11/06/1998	\$2,155.79
SVC11004	02/11/1999	\$1,859.63
SVC11013	02/25/1999	\$2,356.89

The total amount outstanding is \$28,181.13.
Please arrange prompt payment of these documents.

Sincerely,

Lesson User 1
Collections Manager
The World Online, Inc.
555-555-1515
lessonuser1@twoinc.com