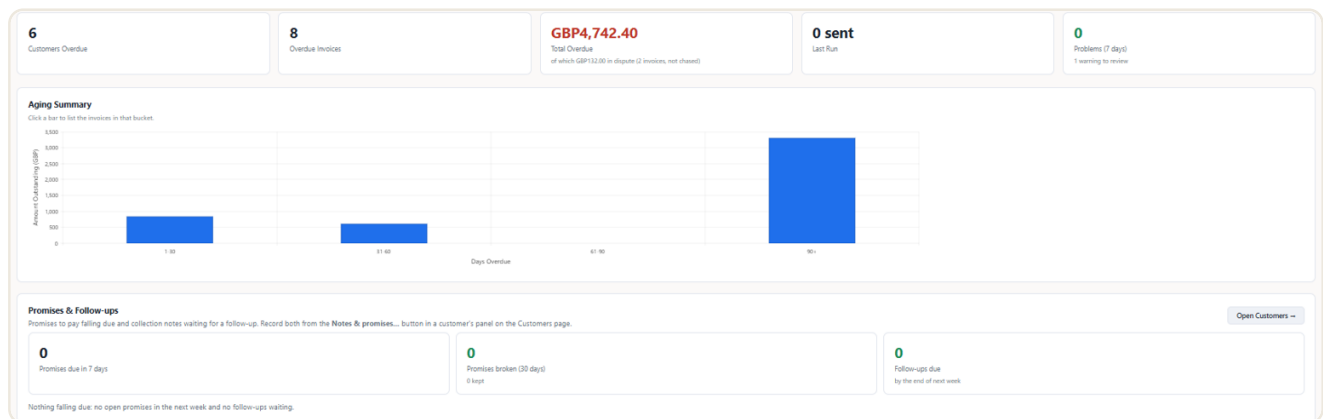


Web Control Dunning

Bring structure to invoice reminders with configurable stages, customer-specific controls and scheduled dunning runs in NetSuite.

A structured approach to credit control.



Dunning dashboard: overdue balances, invoice ageing and follow-up visibility. Example data shown.

Configure reminder stages

Set days-overdue thresholds and assign policies to customers. Levels are evaluated from the highest threshold down, so the highest qualifying stage applies. Negative thresholds support pre-due courtesy reminders.

Tailor customer emails

Build templates from friendly pre-due reminders through to final demands. Use dynamic fields for customer name, outstanding balance, invoice listing, days overdue, account number and subsidiary.

MANUAL AND SCHEDULED RUNS

Run dunning on your schedule

Run dunning manually or schedule daily, weekly or monthly processing, with subsidiary-specific schedules where applicable.

Keep control. Handle exceptions.

Adapt the approach for each customer

Use customer exclusions and pause-until dates when an account needs a different approach. Override the policy or email address and add additional recipients to reflect customer-specific arrangements.

Set your operating controls

Configure the default policy, grace period and minimum overdue balance. Set the grouping method and email caps, and use the master pause control when processing needs to stop.

Manage sending settings

Configure test mode, sending identity and the reply-to address as part of the module's global settings.

Configure escalation

Associate each reminder level with its email template. Where enabled, a customer is automatically placed on credit hold when the relevant level is reached during a dunning run.

Make stages visible

Low, Medium, High and Final severity labels provide colour coding on the dashboard. These labels do not change when notices are sent; timing follows the configured thresholds.

See what needs attention

The dashboard brings together overdue customer and invoice counts, outstanding balances and invoice ageing, alongside promises to pay and follow-ups.

See Web Control Dunning in action

Contact Web Control to arrange a demonstration and discuss your credit control requirements.

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