Follow-up Letters

The Accounts Receivable module of PeopleSoft delivers a sample letter that will be modified to fit the University's business needs. Once the letter is set up, the only changes from one mailing to the next will be names, addresses, and dates, unless more fields are chosen to print on the letter. As a collector is documenting collection attempts in customer conversations, accounts can be marked to send a follow-up letter to the customer. The letter will remind the customer of the conversation that took place and the payment promise that was made. Accounts will be marked to send a follow-up letter by the collector, the generating and printing of the letter will be done via a nightly batch process. The letters will be printed out and sent from a central addressing and mailing department.

Follow-up Actions

Are set up in advance and are used to assign a follow-up action to a conversation, such as calling the customer again.

Follow-up User ID

Select user responsible for follow-up action.

Letter Code

PeopleSoft delivers the letter code "F." The letter will be customized, for example, to include a U of M logo.

Generate and Print Follow-up Letter

Generating and printing follow-up letters in PeopleSoft will be via a nightly batch process. A follow-up letter will be generated for customer accounts with a follow-up action, follow-up ID, letter code and contact ID listed on the Customer Conversation page.

Check for Printing Errors

User manually inspects printed letters for aesthetic errors and determines if a reprint is required. If a reprint is needed, the follow-up letters can be printed again. This is a separate process and does not involve generating the follow-up letters again.

Distribution of Letters

Recommendation – use a centralized addressing and mailing department to mail follow-up letters.

Printing Errors

User manually inspects printed letters for aesthetic errors and determines if a reprint is required. If a reprint is needed, the follow-up letters can be printed again. This is a separate process and does not involve generating the follow-up letters again.

K:\EFS-Phase2\Accounts Receivable and Billing Subproject\To Be Process Flows\Level 1 Wednesday, April 16, 2008 3:52:14 PM Page 1 of 1