

AR-01 Generate Dunning Letters

Purpose

The purpose of this Quick Reference Guide (**QRG**) is to provide a step-by-step explanation of how to generate Dunning Letters in the North Carolina Financial System (**NCFS**).

Introduction and Overview

This QRG covers the generation of Dunning Letters in the NCFS which will enable you to generate and send Dunning letters to customers who have overdue invoices, debit memos, and/or credit memos.

User Tip

The following are prerequisites to generating Dunning letters:

1. Create Late Charges
2. Refresh Receivables Transactions for Customer Account Summaries
3. Collections Delinquency Management
4. Collections Scoring and Strategy Assignment

5. Update Collections Summary Data

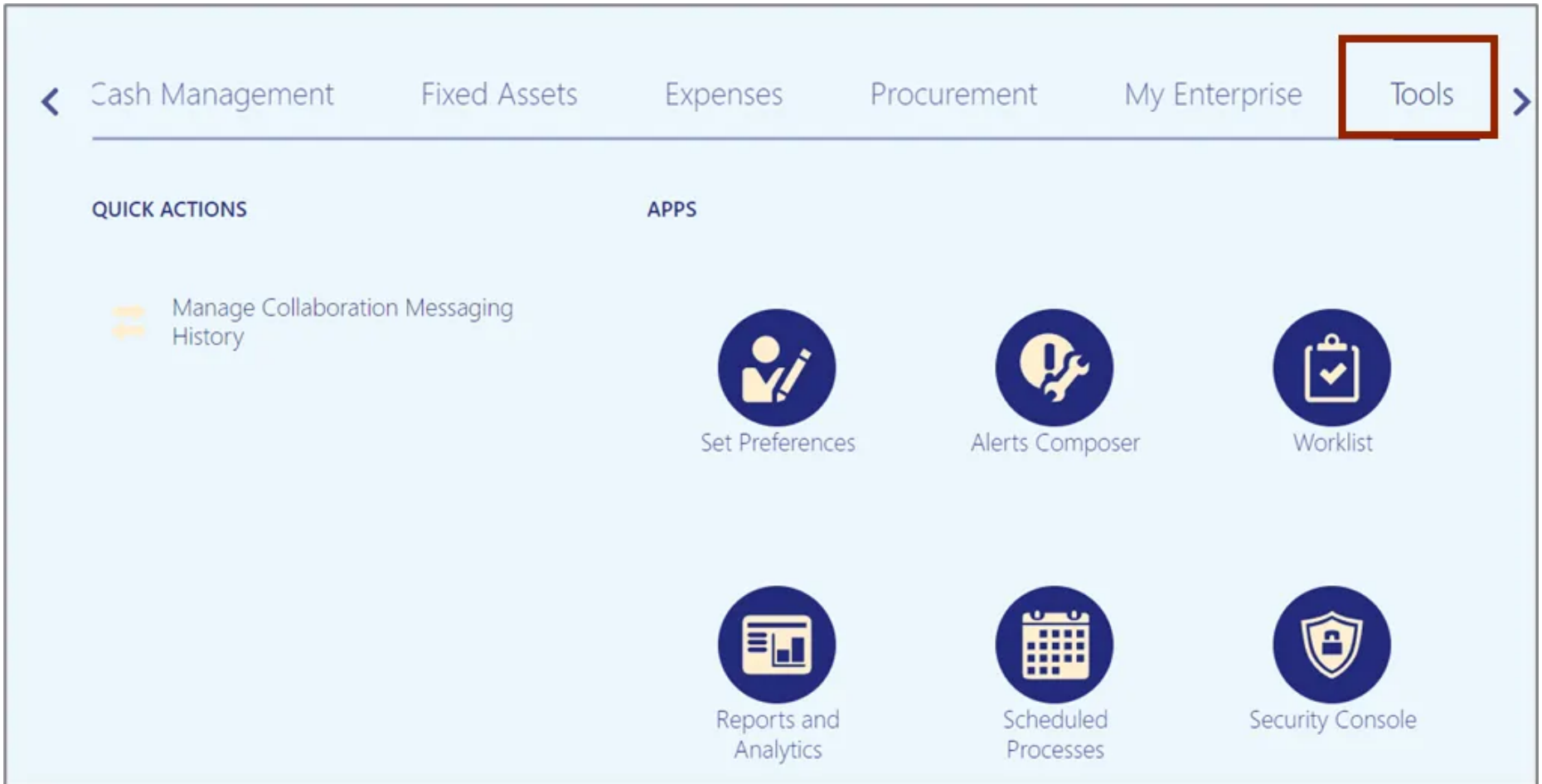
Generate Dunning Letters

To generate Dunning Letters in NCFS, please follow the steps below. There are 16 steps to complete this process.

Step 1. Log in to NCFS portal with your credentials to access the system.

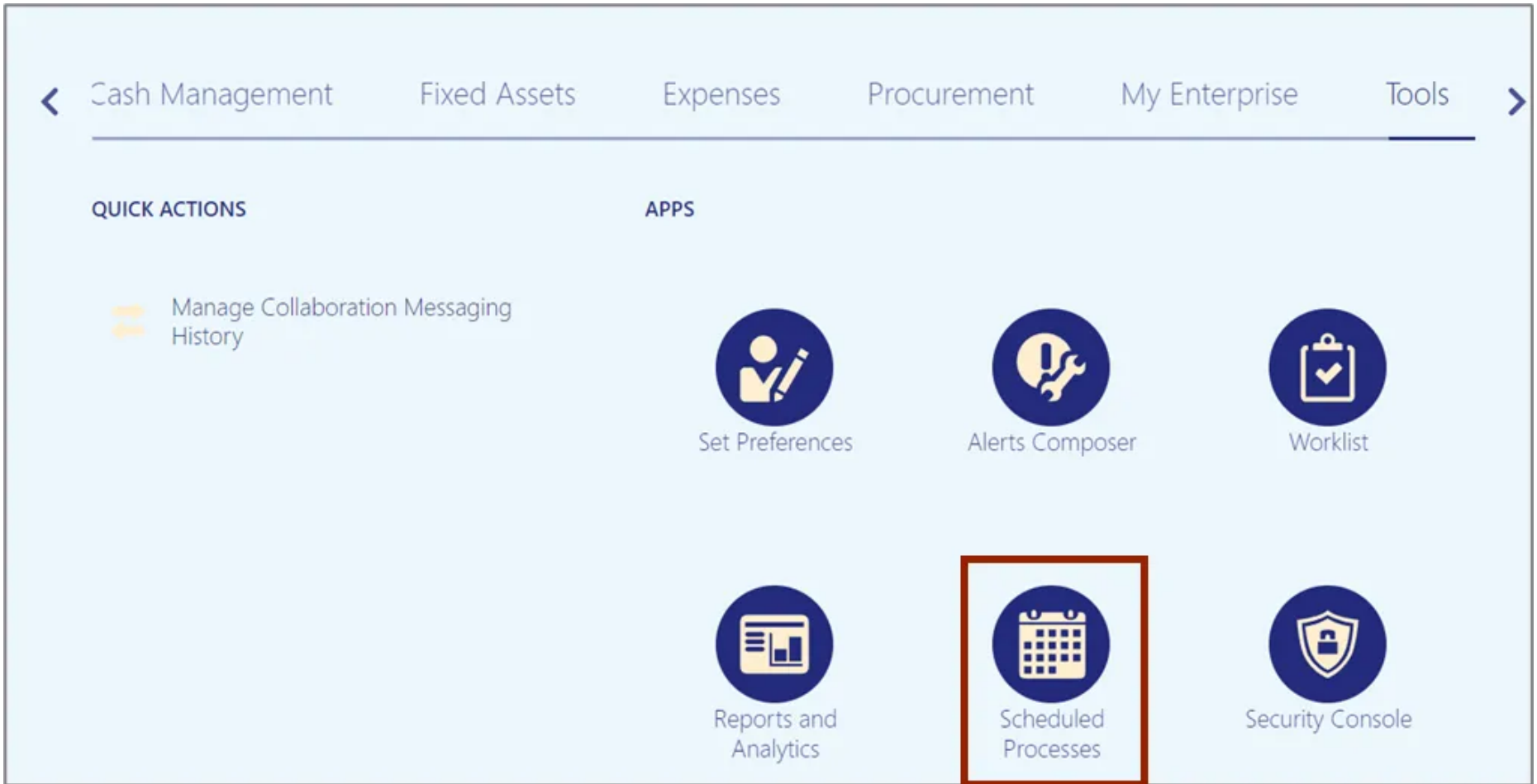
Step 2. On the **Home** page, click the **Tools** tab.

Image



Step 3. Click the **Scheduled Processes** app.

Image



Step 4. On the **Schedule Processes Overview** page, click the **Schedule New Process** button.

Image

Overview ?

► Search Saved Search Last hour ▼

Search Results ?

View ☒ Flat List ☐ Hierarchy

Actions ▼ View ▼ **Schedule New Process** Resubmit Put On Hold Cancel Process Release Process View Log ↻

Name	Process ID	Status	Scheduled Time	Submission Time
No data to display.				

Step 5. On the *Schedule New Process* pop-up, enter **Send Dunning Letters** in the **Name** field. Alternatively, you can search from the drop-down choice list.

Image

Schedule New Process Search Last h

Type ☒ Job ☐ Job Set

Name ▼ Send Dunning Letters

Description Sends dunning letters to delinquent customers.

ime Sub

OK Cancel

Step 6. Click the **OK** button.

Image

Schedule New Process

Type ☒ Job ☐ Job Set

Name

Description Sends dunning letters to delinquent customers.

OK Cancel

Step 7. On the *Process Details* pop-up, select the applicable **Business Unit** and **Dunning Configuration Name** from the respective drop-down choice list.

In this example, we choose **0800 DEPARTMENT OF PUBLIC INSTITUTE** for the **Business Unit* drop-down choice list and **NC Aged Dunning** from the **Dunning Configuration Name* drop-down choice list.

Image

Process Details

 This process will be queued up for submission at position 1

Process Options

Advanced

Submit

Cancel

Name Send Dunning Letters

Description Sends dunning letters to delinquent customers.

☐ Notify me when this process ends

Schedule As soon as possible

Submission Notes

Basic Options

Parameters

* Business Unit 0800 DEPARTMENT OF PUBLIC INSTF ▼

* Dunning Configuration Name	NC Aged Dunning	▼
------------------------------	-----------------	---

From Customer Name

To Customer Name

From Customer Account Number

To Customer Account Number

From Collector Name ▼

To Collector Name ▼

Order By Customer

Country All ▼

Restart Process ID

Step 8. Click the **Submit** button.

Image

Process Details

 This process will be queued up for submission at position 1

Process Options

Advanced

Submit

Cancel

Name Send Dunning Letters

Description Sends dunning letters to delinquent customers. ☐ Notify me when this process ends

Schedule As soon as possible **Submission Notes**

Step 9. The *Confirmation* pop-up page is displayed with the **Process ID** number. Click the **OK** button.

Image

Process Details

 This process will be queued up for submission at position 1

Process Options

Advanced

Submit

Cancel

Name Send Dunning Letters

Description Sends dunning letters to delinquent customers. ☐

Schedule As soon as possible **Submission Notes**

Basic Options

Confirmation

 Process 2108110 was submitted.

OK

Step 10. The *Overview* page is displayed. Click the **Refresh** icon until the **Status** field displays **Succeeded**.

Image

Actions

▼

View

▼

Schedule New Process

Resubmit

Put On Hold

Cancel Process

Release Process

View Log



Name	Process ID	Status
Dunning Delivery	2079085	Succeeded
Send Dunning Letters	2079084	Succeeded
Rebuild Learning Item Stop Word Index	2079083	Wait
Rebuild Learning Item Stop Word Index	2079082	Succeeded

Step 11. Select **Send Dunning Letters** under the **Name** section.

Image

Actions

▼

View

▼

Schedule New Process

Resubmit

Put On Hold

Cancel Process

Release Process

View Log

↺

Name	Process ID	Status
Dunning Delivery	2079085	Succeeded
Send Dunning Letters	2079084	Succeeded
Rebuild Learning Item Stop Word Index	2079083	Wait
Rebuild Learning Item Stop Word Index	2079082	Succeeded

Step 12. Scroll down to view the succeeded output and Deliver of the Dunning letter.

Image

Dunning Delivery, 2090714

Status Succeeded

Schedule Start 3/17/23 3:22 AM EDT

Parent ID 2090713

External Job Type BIP Job

External Job Status NA

Log

Attachment ESS_L_2090714

Output

Output & Delivery

XML Data Diagnostic Log Consolidated Output Republish

Status All

Rows 1-50 of 1191 [Next](#)

Output Name	Template	Format	Locale	Time Zone	Calendar	Status	Send	XML Data	Republish
▶ 2090714	NC60DaysOverdue...	PDF	English (United States)	(UTC-05:00) New York - Eastern Time (ET)		✓			
▶ 2090714	NC60DaysOverdue...	PDF	English (United States)	(UTC-05:00) New York - Eastern Time (ET)		✓			

Step 13. Click the **Republish** icon to view the Dunning letter.

Image

Dunning Delivery, 2090714

Status Succeeded

Schedule 3/17/23 3:22 AM
Start EDT

Parent ID 2090713

External Job Type BIP Job

External Job Status NA

Log

Attachment [ESS_L_2090714](#)

Output

Output & Delivery

XML Data Diagnostic Log Consolidated Output Republish

Status All

Rows 1-50 of 1191 [Next](#)

Output Name	Template	Format	Locale	Time Zone	Calendar	Status	Send	XML Data	Republish
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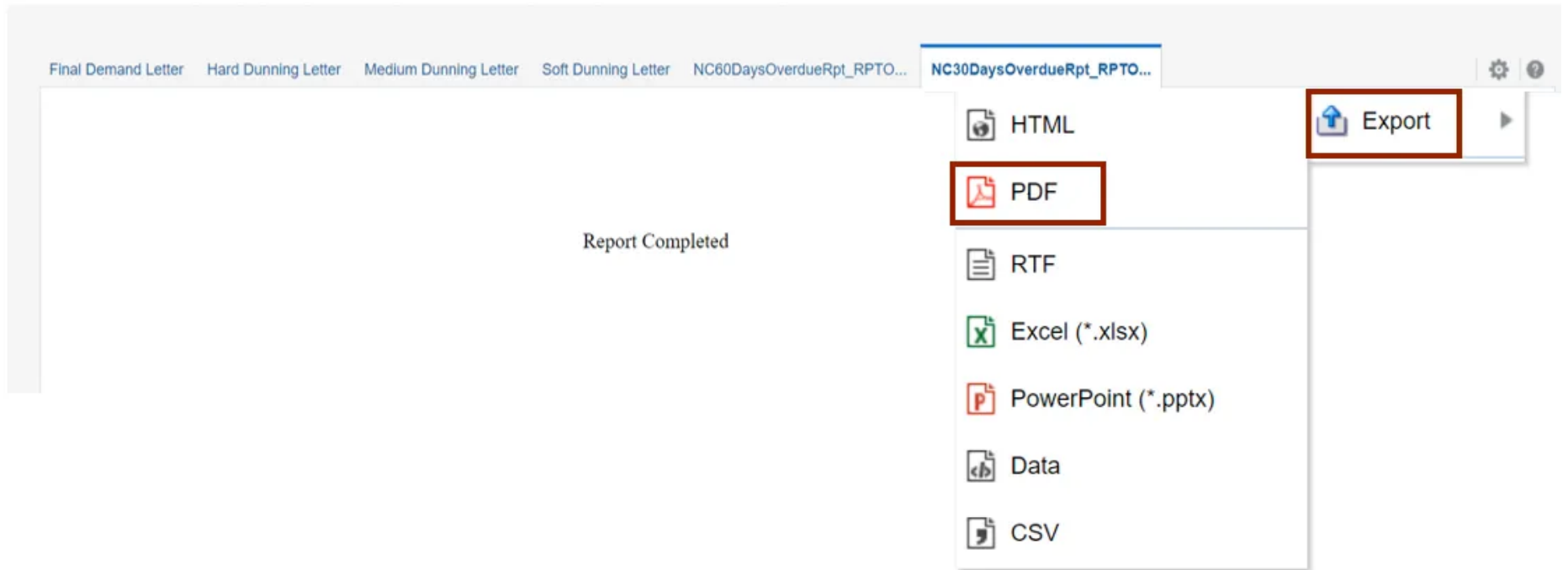
Step 14. Click the **Settings** icon.

Image



Step 15. Click the *Export* drop-down choice list, then select **PDF**.

Image



Step 16. View the Dunning Letter in PDF format.

Image



NCDHHS

03/17/2023

1CONNECT LLC
1CONNECT LLC
C/O DHHS OFFICE OF THE CONTROL
RALEIGH NC 27699 2022

Subject: Courtesy Reminder
- Health Assessment Desk Audit FYE 9/30/19
- Cost Settlement Desk Audit FYE 9/30/19
Provider #: NPI #1619281144
Customer ID 50162

Records of the Department of Health and Human Services (DHHS), Office of the Controller indicate your Medicaid account is past due. Please immediately remit the current amount balance listed below. The current amount due includes the principal, a 10% penalty on the principal amount and interest accrued at 5% annually (.417% per month).

We will initiate recoupment of the Medicaid share \$ of the amount indicated below from your pending Medicaid claims on the next available check write. The Non-Medicare share \$ must be submitted by you; however, if you are no longer filing Medicaid claims you are responsible for submitting the entire balance due.

The North Carolina General Assembly has defined in law (G.S. 147-86.23) interest and penalties shall be charged on all past due accounts receivable from the due date until the date payment is made. Consistent with NC G.S. 105.241.21, this law requires State agencies to assess interest charges at a rate set semi-annually by the Department of Revenue and impose a 10% penalty on all accounts owed.

We will continue to assess interest on your account at the rate of 5% per year (.417 % per month), until your account is paid in full. Additionally, the Office of State Controller's Accounts Receivable policy requires DHHS to refer accounts 60 days past due to the Office of the Attorney General or a collection agency. Your account is more than sixty (60) days past due and is in the process of being forwarded to the appropriate agency for collection.

We have attempted to recoup funds from your Medicaid claims; however, you are responsible for submitting payment if you are no longer filing claims. As of the date of this letter, we have not been successful in recouping the balance due.

Remit To
DHHS HEALTH BENEFITS
2022 MAIL SERVICE CENTER
Raleigh NC 27609 2022

We will continue to assess interest on your account at the rate of 5% per year (.417 % per month), until your account is paid in full. Additionally, the Office of State Controller's Accounts Receivable policy requires DHHS to refer accounts 60 days past due to the Office of the Attorney General or a collection agency. Your account is more than sixty (60) days past due and is in the process of being forwarded to the appropriate agency for collection.

Transaction	Account	Bill To	Due Date	Original Amount	Current Amount	Finance Charges	Currency	Legal Entity
0313P12819A R	19126	80995	01/28/2013	20,249.87	20,249.87	0.00	USD	NC DHHS HEALTH BENEFITS
0413P12819A R	19126	80995	01/28/2013	5,577.81	5,577.81	0.00	USD	NC DHHS HEALTH BENEFITS
1113P12819A R	19126	80995	01/28/2013	5,456.55	5,456.55	0.00	USD	NC DHHS HEALTH BENEFITS
1213P12819A R	19126	80995	01/28/2013	5,517.18	5,517.18	0.00	USD	NC DHHS HEALTH

Wrap-Up

Generate Dunning Letters using the steps above, for any late charges like overdue invoices, debit memos, and/or credit memos.

Additional Resources

- Virtual Instructor-Led Training (VILT)
 - [AR101: Collections Management](#)

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