

AR.070.030 – PROCESSING FOLLOW UP LETTERS

Purpose	<ul style="list-style-type: none"> • To process AR Follow Up letters. • To identify the steps in processing AR Follow Up letters.
Description	In order to process Follow Up Letters, users will apply two steps: The first step is to perform the AR Follow Up Letters Extract. After this is completed, the second step is to create and print AR Follow Up Letters and Crystal Reports.
Security Role	BOR_AR_REPORTS
Dependencies/ Constraints	None
Additional Information	None

Procedure

Below are step by step instructions on how to process Follow Up letters.

Step	Action
1.	Click the NavBar icon.
2.	Click the Menu icon.
3.	Click the Accounts Receivable link.
4.	Click the Customer Interactions link.
5.	Click the Customer Follow-Up Letter link.
6.	Click the Add a New Value tab.
7.	Enter " FOLLOW_UP " in the Run Control ID field.
8.	Click the Add button.
9.	Click the Run button.
10.	Click the Select checkbox.
11.	Click the OK button.
12.	Click the Process Monitor link.
13.	Click the Refresh button.
14.	Click the Go back to Customer Follow-Up Letter link.
15.	Click the Run button.
16.	Click the Select checkbox.
17.	Click the OK button.
18.	Click the Process Monitor link.
19.	Click the Refresh button.
20.	Click an entry in the Details column.
21.	Click the View Log/Trace link.
22.	Click an entry in the Name column.
23.	Click the Close button.
24.	Click the Return object.