SHERKETYERP

Payments and follow-ups

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Payments and follow-ups

Payments record liquidity movements received from or sent to a customer or vendor. Follow-ups organise actions for customers whose invoices are overdue. Use **Payments** to
record and confirm a payment, and use the Follow-Ups destinations to define collection actions,
review overdue customers, send letters or emails, and analyse follow-up activity.

If you need to…	Go to
Record or review a payment	Record a payment and work overdue follow-ups
Define overdue-payment actions	Record a payment and work overdue follow-ups
Review customers with overdue amounts	Record a payment and work overdue follow-ups
Send follow-up letters or emails	Handle payment and follow-up variations
Continue with customer and invoice records	Customers, products, and invoices
Continue with journal and bank activity	Accounting journals and bank activity
Review wider accounting reports	Reports and audit work

Before you start

Prerequisites

Have this ready	Why it matters
The customer or vendor connected to the payment	The payment form displays **Customer** for customer payments and **Vendor** for vendor payments.
The journal and payment method	**Journal** and **Payment Method** are part of the payment details.
The follow-up plan and its actions	The plan supplies the actions used for overdue invoices.

Have this ready	Why it matters
Access to the required accounting group	Some payment and follow-up controls are restricted to accounting groups.
A draft payment when confirming a payment	**Confirm** appears while the payment is in draft.
An overdue amount when working a customer follow-up	**Print Overdue Payments** and **Send Overdue Email** appear when the amount due is greater than zero.

Find and open a payment or follow-up destination

Payments and follow-ups are the accounting destinations for recording receipts and payments,
organising overdue-payment work, and reviewing follow-up activity.

1. Open **Accounting**.
2. Choose the destination that matches your task.

If you need to…	Choose
Record customer payments	**Customers** > **Payments**
Review follow-up activity	**Follow-Ups** > **Follow-ups Analysis**
Define follow-up levels	**Follow-up Levels**
Work customers with overdue amounts	**Follow-Ups** > **Do Manual Follow-Ups**
Send follow-up letters and emails	**Follow-Ups** > **Send Letters and Emails**

Result: The selected Accounting destination is the surface for the task you chose.

Understand the payment and follow-up screens

A follow-up level is a set of actions triggered after an invoice passes its due date; when a
customer has several overdue invoices, the actions for the most overdue invoice are used.

Payment details

Field label	Area
Date	Payment list

Field label	Area
Name	Payment list
Journal	Payment list and payment form
Payment Method	Payment list and payment form
Customer	Payment list and customer payment form
Amount in Currency	Payment list
Payment Currency	Payment list
Amount	Payment list and payment form
Status	Payment list
Vendor	Vendor payment form
Date	Payment form
Memo	Payment form
Bank details	**Customer Bank Account**, **Vendor Bank Account**, **Company Bank Account**, and **Destination Journal** when their conditions apply.
Form actions	**Confirm**, **Reset To Draft**, **Cancel**, **Request Cancel**, **Mark as Sent**, **Unmark as Sent**, and **Refund**.

The payment list is read-only. Its header provides **Confirm**. The payment form uses the
payment state to decide which actions appear: **Confirm** is for draft payments, while the
other actions depend on the payment state, cancellation settings, and payment method.

Follow-up levels and actions

Use the level's delay and actions to match the response to how severely a customer's invoice is
overdue.

Area	Fields and controls
Level	The level name, **Company**, and **Follow-up Steps**.

Area	Fields and controls
Step timing	The number of **Days overdue** before the step runs.
Manual action	**Manual Action**, **Assign a Responsible**, and **Manual action note**.
Email action	**Send an Email** and **Email Template**.
Letter or email action	**Send a Letter or Email** and the letter or email introduction.

The **Manual Action** group appears when **Manual Action** is selected. The **Send an Email** group appears when **Send an Email** is selected. The **Send a Letter or Email** group appears when either email or letter sending is selected.

Manual follow-ups

The manual follow-up list is read-only for creation and deletion. It shows the customer, next-action information, responsibility, due dates, follow-up level, and amounts due.

Area	Fields and controls
Customer row	**Customer**, **Earliest due date**, **Latest follow-up level**, **Amount overdue**, and **Amount due**.
Next action	**Responsible**, the next-action date, and **Next action**.
Notes and history	**Payment note** and the transaction history.
Actions	**Print Overdue Payments**, **Send Overdue Email**, and **→ Mark as Done**.

Follow-up analysis and sending

Follow-ups Analysis uses **Follow-up Level**, **Latest Follow-up Month**, and **Balance** for its analysis. **Send Letters and Emails** has a send date and a follow-up level where those fields are available, plus **Send emails and generate letters** and **Cancel**.

Record a payment and work overdue follow-ups

Confirm a draft payment

Prerequisites

- You have a draft payment open.

- The customer or vendor, amount, date, journal, payment method, and memo are correct.

Steps

1. Review **Customer** or **Vendor**.
2. Review **Amount**.
3. Review **Date**.
4. Review **Memo**.
5. Review **Journal**.
6. Review **Payment Method**.
7. Select **Confirm**.

Result: The payment leaves the draft path and the payment form shows the actions available
for its resulting state.

Maintain a follow-up level

Prerequisites

- You have opened **Follow-up Levels**.
- You know the number of overdue days and the action the level must assign.

Steps

1. Open a follow-up level.
2. Review the level name.
3. Review **Company** when working in a multi-company setup.
4. Set the follow-up step's **Days overdue** value.
5. Select the action that matches the follow-up situation.

Situation	Select
A person must act	**Manual Action**
The step must send an email	**Send an Email**
The step must prepare a letter or email introduction	**Send a Letter or Email**

6. Complete the fields that appear for the selected action.

Result: The selected follow-up actions and their conditional fields appear in the follow-up
level form.

Record the next action for an overdue customer

Prerequisites

- You have opened **Do Manual Follow-Ups**.
- The customer has an amount due greater than zero.

Steps

1. Open the customer row.
2. Review **Earliest due date**, **Latest follow-up level**, **Amount overdue**, and **Amount due**.
3. Select a **Responsible** person.
4. Enter the next-action date.
5. Enter the action in **Next action**.
6. Enter context in **Payment note**.
7. Select → **Mark as Done** after the action is complete.

Result: The action is complete.

Handle payment and follow-up variations

Use the branch that matches the record and the action you need to perform.

Your situation	What to use
The payment is from a customer	Use **Customer** and the customer bank-account conditions.
The payment is for a vendor	Use **Vendor** and the vendor bank-account conditions.
The payment moves money between journals	Select the internal-transfer option and complete **Destination Journal**.
A bank account is required	Complete the applicable bank-account field before confirming.
You need to assign a person	Select **Manual Action**, then complete **Assign a Responsible** and **Manual action note**.
You need to send an email	Select **Send an Email**, then choose **Email Template**.
You need to prepare a letter or email	Select **Send a Letter or Email**, then complete the introduction.

Your situation	What to use
The customer's email address is missing	The system displays `Email not sent because of email address of partner not filled in`.

1. Open **Send Letters and Emails** when the follow-up level actions are ready.
2. Review the follow-up level and date fields shown in the dialog.
3. Select **Send emails and generate letters**.

Result: Follow-up emails are sent, letters are generated, and manual actions are set per
customer according to the defined follow-up levels.

Resolve payment and follow-up errors

What you see	What it means	What to do
`Your description is invalid, use the right legend or %% if you want to use the percent character.`	The follow-up description contains an invalid legend or percent character.	Correct the description's legends or use `%%` for a percent character.
`The partner does not have any accounting entries to print in the overdue report for the current company.`	The customer has no accounting entries eligible for the overdue report in the current company.	Review the customer's accounting entries and current-company context.
`There is no followup plan defined for the current company.`	No follow-up plan exists for the current company.	Define a follow-up level and its actions before printing the overdue report.
`The followup plan defined for the current company does not have any followup action.`	The current company's follow-up plan has no follow-up action.	Add a follow-up action to the plan.
`Email not sent because of email address of partner not filled in`	The customer's email address is missing.	Complete the customer's email address, then use **Send Overdue Email** again.
`Printed overdue payments report`	The overdue payments report was printed.	Continue with the follow-up work for the customer.

Out of scope

These messages belong to the **Send Letters and Emails** flow:

Message	Owning page
`Follow-up letter of`	**Send Letters and Emails**
`will be sent`	**Send Letters and Emails**
`email(s) sent`	**Send Letters and Emails**
`letter(s) in report`	**Send Letters and Emails**

Know what happens next

After you select **Confirm**, the payment leaves draft state. The form then exposes the actions
that apply to the resulting payment state, including **Reset To Draft**, **Cancel**, **Request Cancel**, **Mark as Sent**, **Unmark as Sent**, and **Refund** when their conditions apply.

After you select **Send emails and generate letters**, the follow-up process sends emails, generates letters, and sets manual actions according to the follow-up levels.

Use Customers, products, and invoices for the customer
and invoice records that supply overdue-payment work. Use Accounting journals and bank
activity for the journal and bank continuation.
Use Reports and audit work for broader accounting reporting.