Dunning Notices

As an accountant with Account Receivables responsibility, I want to send dunning notices to customers with overdue account status so I can recover money owed to my company, increasing cash on hand.

- I want to create a template of the dunning notice, so it is consistent in wording and tone, regardless of who sends them out.
- I want to have different templates for subsequent notices sent regarding the same overdue invoice. For instance, if I send out a notice because a customer is over 30 days overdue, and they still haven't paid it and it's now been 61 days, I want to send a second notice using a different template. (These are referred to as Levels.)
- I want to define a minimum and maximum number of days an invoice is overdue for each dunning level. (For instance, level 1 could be defined as more than 29 days and less than 60 days, level 2 as more than 59 days and less than 90, and so on.)
- I want a currency and an entity to be associated with each dunning level, so I don't accidentally send a notice out in the wrong language or refer to amount due in the wrong currency.
- I want to define a minimum amount a customer owes in order to be dunned, because I do not want to pester customers over mere pennies owed.
- I want the ability to attach or enclose the original invoice to the notice.
- I want the ability to attach or enclose a customer statement to the notice.
- I want the option to send dunning notices to customers by either email or by printing a document and mailing it.
  - If I send notices by email, I want to define the sender's email address.
- I want to specify the sender's name and phone number that will appear on the notice at the time I send it out, so I can change it as desired without altering the template.
- I want the ability to preview the notices prior to emailing or printing, so I can make corrections as necessary.
- I want the ability to track what notices have been sent, when they were sent, whether it was the first letter, second letter, and so on.
- I want to automatically select which customers receive the dunning notice by selecting the dunning notice level (i.e., second notification) and optionally filtering the customers by the entity the money is owed to (if my company is multi-entity).

Acceptance criteria:
- The dunning notices feature can be enabled by someone with AR configuration permissions.
- When assigning permissions to a user or user role, new options are included in the Accounts Receivable module:
  - printing or emailing dunning notices
  - adding, editing, and deleting dunning levels
  - viewing the dunning level list

    - viewing details for a dunning level
- When the dunning notice feature is enabled, the Admin user role is automatically assigned full permissions for all dunning notice capabilities specified above, plus two existing permissions necessary for setup, if they were not already granted:
    - Company permissions, Email templates (List, View, Add, Edit, Delete)
    - Platform Services permissions, Printed document templates ((List, View, Add, Edit, Delete)
- When the dunning notice feature is enabled, users (with permission) will have new options in the navigation:
    - Dunning levels (located in Accounts Receivable module, Setup tab, under More).
    - Dunning notices (located in Accounts Receivable module, All tab, under Invoices > Print or email).
- A user with permissions can create, edit, and delete dunning levels.
    - Multiple levels can be defined.
    - Required information:
        - Level name
        - Entity
        - Currency
        - Minimum days an invoice is arrears
        - Default template for printed dunning notices
    - Optional information:
        - Minimum invoice amount
        - Maximum invoice amount
        - Maximum days overdue
        - Default template for emailed dunning notices
        - Sequencing scheme to use when creating IDs for the notices
- A user with permissions can view a list of all dunning level objects on the Dunning Levels list.
    - A user can click through to see the detail screen for any dunning level object listed.
- A user with permissions can create, edit, and delete printed document templates for dunning notices.
- A user with permissions can create, edit, and delete email templates for dunning notices.
- Once the setup steps are complete, a user with permissions can print or email dunning notices to customers with overdue balances.
    - Required information:
        - Date parameters for selecting overdue invoices
        - Dunning level
        - Entity
        - Sender email address (when emailing notices)
        - Printed doc template (when printing notices)

  - A user sees a preview the information before printing or sending.
    - All recipients are listed, and email address are displayed if the notices will be emailed.
    - The user can choose to attach or print & enclose the original invoice.
      - The number of invoices attached is displayed, and they can be previewed.
    - The user can choose to attach or print & enclose a statement.
    - Parameters can be edited prior to printing or sending.
- A user with permissions can view a list of all sent dunning notices on the Dunning Notices list and can click through to see the detail screen for any object listed.
- A user with permissions can view a Customer detail record and navigate to a tab listing any dunning notices sent to that customer.
- A user with permissions can view Invoice list and see how many (if any) dunning notices were sent to the customer because that invoice was in arrears.
- A user with permissions can view a Invoice detail record and navigate to a tab listing dunning notices sent for that invoice.
  - A user can click through to view the detail of any dunning notice listed.