Setup Requirements

Control Table Setup

The control table settings define the number of days from the due date that you wish to send out letters to customers that are in arrears. NorthStar allows a utility to send up to three (3) different levels of 'warnings.'

Define the final customer levels by telling the system the number of days after the due date of the bill to process the warnings.

The system uses the number of days set in the control table to populate the date fields in *Account Gateway on the Service Details > Additional > Notices* table.

The *Notices* table determines if an account is overdue and which level of notice to run.

Setups > Setups > Standard > Control Table > Credit/Letter Tab

Final Accounts:

Level 1 is generally a friendly reminder.

Level 2 is a warning that if the account is not paid, it will be turned over to a debt collector.

Level 3 is the actual process of assigning the account to the debt collector agency.

Set each **Final Customer Notice** level to '1'.

Setting all three (3) levels to '1' will allow all final accounts that have a balance and are at least one day overdue to pull into the batch.

Note: Credit Control will only look at the current level to be eligible to pull into a Credit Control batch.

Number Of Days	
For application after final:	1
From overdue bill to reminder:	1
From overdue bill to final:	10
From overdue bill to final – remote:	10
From overdue bill to disconnection:	10
From overdue bill to disconnection – remote:	10
From final customer to first notice:	1
From final customer to second notice:	1
From final customer to debt collection:	1

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