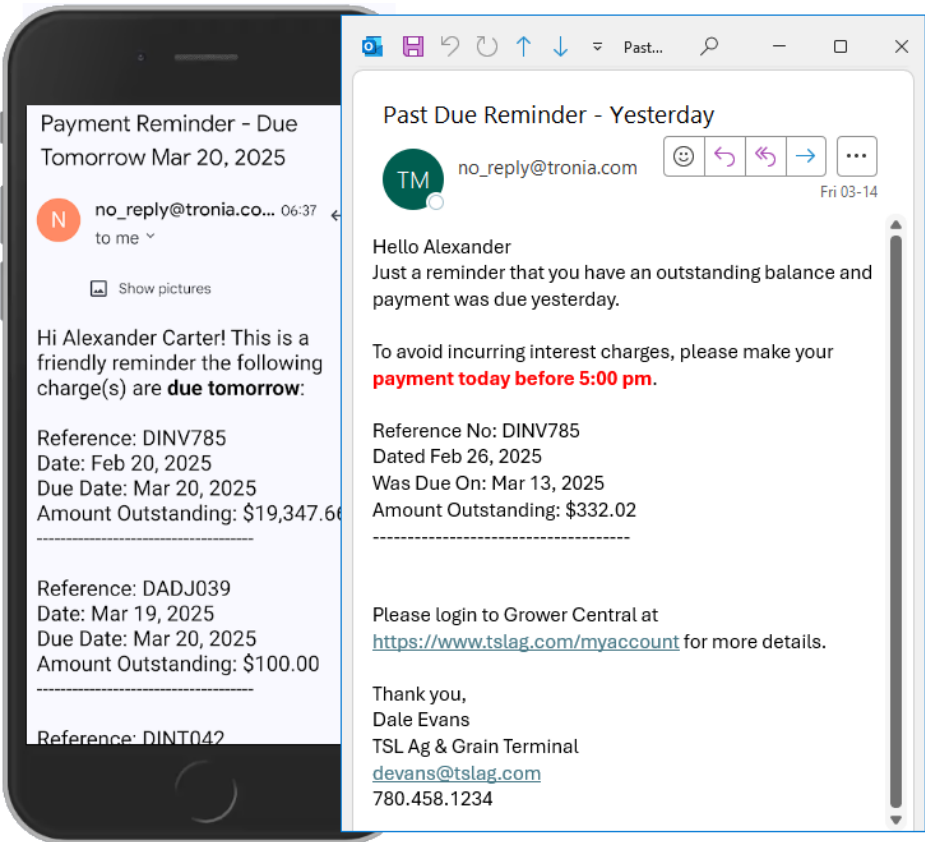


AR PAYMENT NOTIFICATIONS



With AR Payment Notifications, agrē can email reminders to your customers in the wee hours every morning both before and after charges are due

What You'll Find Procedure Heading:

Security 2

Notification Requirements 2

Setup – One-Time Tasks 3

 Managing Customers3

 Managing Payment Notifications4

 Add/Remove Customers8

Including Invoices 10

Reports & Exports 11

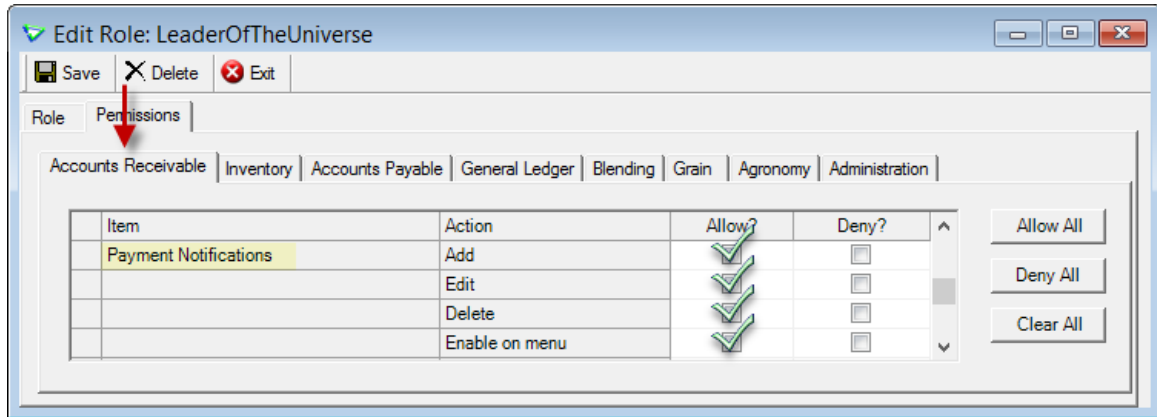
Security

After Tronia activates **Payment Notifications** in your agrē database, you'll see new tasks that require permission to manage them.

Not all users require permission to do all tasks, but at least one user should be allowed to do everything.

In order to **Manage Payment Notifications**, you'll need permission to:

- Accounts Receivable / **Payment Notifications** / **Add, Edit, Delete, Enable on Menu**



File > Security > Manage Roles

- Accounts Receivable / **Report – Payment Notifications Audit**
- Administration / **Export Data / Payment Notification Detail**

Notification Requirements

These **3 requirements** must be met before a customer will be sent a notification:

1. **Customer** has an **email** address
2. **Customer** is **flagged** to receive notifications
3. **Invoice** is **flagged** for inclusion in notifications

don't worry – *existing* transactions (invoices, account adjustments, and interest charges) will *not* be flagged for inclusion so your customers won't receive a flood of emails on the first night

Setup – One-Time Tasks

Now that you have permission, you'll have just a few setup tasks to complete.

Managing Customers

In order to be sent email notifications, customers must have:

- **Account Email**
- **Payment Reminders** checked to receive reminders before due
- **Late Payment Notifications** checked to receive reminders after due

As long as the customer has an **Account Email**, agrē can check the reminder boxes later when each notification is set up.

Accounts Receivable > Manage > Customers

Account Email(s): if the customer has **no email address**, **no email notifications** can be sent; if multiple addresses are listed, notifications are **emailed to first address only**

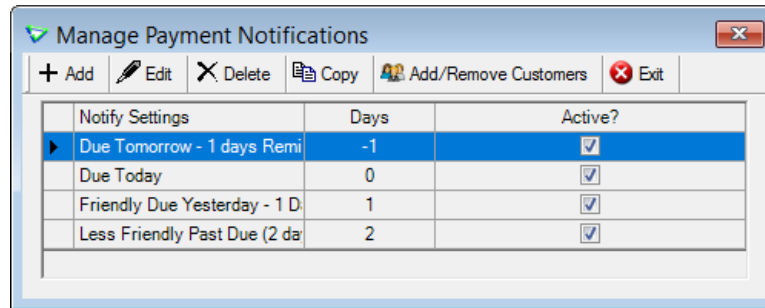
Include this customer in invoice payment notifications: includes invoices, adjustments, and interest charges

Payment Reminders: send emails in advance of due/chargeable dates
(Days *Before* due date reminders)

Late Payment Notifications: send emails after due/chargeable dates
(Days *After* due date reminders)

Managing Payment Notifications

Add as many **Payment Notifications** as you need, and customize the text for each.



Accounts Receivable > Manage > Payment Notifications

You can setup notifications for any number of days **before or after** the invoice due **date** (or chargeable date for interest and adjustments).

Each notification is **customised** by changing the **subject**, **header**, **body text**, and **footer**.

Notifications are **based on** comparison to a **single date**, **not a range** of dates.

For example the notification emailed for *1 Day Late* is not sent also for payments that are 2 days late and 3 days late, so your customer won't be getting spammed everyday for the same invoice - unless you want them to; then you would setup additional notifications for *2 Days Late* and *3 Days Late*.

You decide **which customers** are sent which notification(s) through **Add/Remove Customers**.

Remember emails can look different when delivered by different servers and viewed in different mail clients. What *you* see is not always what the customer gets.

Example - Due Tomorrow with [VARIABLES]

Payment Reminder - Due Tomorrow Feb 28, 2025

TM no_reply@tronia.com

Hi! This is a friendly reminder the follow

Reference: DINV785
Date: Feb 26, 2025
Due Date: Feb 28, 2025
Outstanding Amount: \$332.02

Reference: DADJ039
Date: Feb 27, 2025
Due Date: Feb 28, 2025
Outstanding Amount: \$100.00

Reference: DINT018
Date: Feb 27, 2025
Due Date: Feb 28, 2025
Outstanding Amount: \$11.70

Please login to Grower Central at <https://www.tslagandgrain.com/growercentral>

Thank you,
Dale Evans
TSL Ag & Grain Terminal
Dale.Evans@TSLAgAndGrain.com
780.458.1234

Annotations in image:

- to see what it will look like (points to the email preview)
- when to send? (points to the 'Send Notification' dropdown)
- to whom? (points to the 'Exclude Customer' checkboxes)
- single email or multiple? (points to the 'Combine Invoices' checkbox)
- email address converted to link if supported by mail client (points to the email address in the footer)
- URL converted to link if supported by mail client (points to the Grower Central URL in the footer)

Edit Due Tomorrow - 1 days Reminder

Save Test Email Exit

Description: Due Tomorrow - 1 days Reminder

Send Notification 1 days Before Due Date ☒ Active

☐ Exclude Customer with Unapplied Credits

☐ Exclude Customer with Prepay Balances

☒ Combine Invoices for same Customer

Email Notification

Subject: Payment Reminder - Due Tomorrow [DUE DATE]

Email Header Edit

Hi [FIRSTNAME] [LASTNAME]! This is a friendly reminder the following charge(s) are due tomorrow:

Email Body (Repeats for Combined Invoices) Edit

Reference: [REFNO]
Date: [TRANSDATE]
Due Date: [DUE DATE]
Amount Outstanding: [PMT]

Email Footer Edit

Please login to Grower Central at <https://www.tslagandgrain.com/growercentral> for more details.

Thank you,
Dale Evans
TSL Ag & Grain Terminal
Dale.Evans@TSLAgAndGrain.com

Use these Replace texts to reference data in the email:

[DUE DATE] = Due Date	[REFNO] = Reference Number
[TRANSDATE] = Transaction Date	[LASTNAME] = Customer's Last Name
[PMT] = Outstanding amount	[FIRSTNAME] = Customer's First Name

Description: description of payment notification

Send Notification: choose number of days *Before* or *After* Due Date (can be 0) (Invoices are based on Due Date, Account Adjustments and Interest Charges are based on Chargeable Date)

Exclude Customer with Unapplied Credits: don't send notifications to customers with \$0.01 or more of unapplied credits

Exclude Customer with Prepay Balances: don't send notifications to customers with \$0.01 or more of remaining prepay dollars

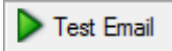
Combine Invoices for same Customer: combines invoices, adjustments, and interest charges in a single email; if unchecked, sends separate notification for each charge

Subject: supports [variables]

Email Body: supports [variables] and basic html, repeats if Combine Invoices is checked

Email Footer: supports [variables] and basic html

Test Email



Send a **Test Email** to preview the layout.

Payment Reminder - Due Tomorrow Jul 22, 2025

 no_reply@tronia.com
To: your-email@company.com 12:17 PM

 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Hi John Doe! This is a friendly reminder the following charge(s) are **due tomorrow**:

Reference: TSTRef 10001
Date: Jul 22, 2025
Due Date: Jul 22, 2025
Amount Outstanding: \$652.23

Reference: TSTRef 10002
Date: Jul 22, 2025
Due Date: Jul 22, 2025
Amount Outstanding: \$1,591.87

Please login to Grower Central at <https://www.tslagandgrain.com/growercentral>

Thank you,
Dale Evans
TSL Ag & Grain Terminal
Dale.Evans@TSLAgAndGrain.com
780.458.1234

Send Email

Send Exit

To... your-email@company.com

Cc...

Bcc...

Subject: Payment Reminder - Due Tomorrow Jul 22, 2025

Attached Report:

Additional Attachments

Hi John Doe! This is a friendly reminder the following charge(s) are **due tomorrow**:
Reference: TSTRef 10001
Date: Jul 22, 2025
Due Date: Jul 22, 2025
Amount Outstanding: \$652.23
Reference: TSTRef 10002
Date: Jul 22, 2025
Due Date: Jul 22, 2025
Amount Outstanding: \$1,591.87
Please login to Grower Central at <https://www.tslagandgrain.com/growercentral> for more details.
Thank you,
Dale Evans
TSL Ag & Grain Terminal
Dale.Evans@TSLAgAndGrain.com
780.458.1234

From: no_reply@tronia.com

NOTE: Email body will appear differently when received by an email client.

another reminder that mail servers translate things differently and what you see may not be exactly what the customer will see

The email will be yours by default (as long **From** or **Reply To** is checked) but can be changed to any address.

Config Options for User

Save Start Over Exit

User: jgre User Retrieve

Miscellaneous Default Location AR/AP Blending Reports **Email** Agronomy Advanced

Email Body Defaults Email Settings

Email: Dale.Evans@TSLAgAndGrain.com
someone@yourcompany.com

From ☒ CC ☐ BCC ☒ Reply To

Reply To only supports the first in a series of email addresses

Send Email

Send Exit

To... Dale.Evans@TSLAgAndGrain.com

Cc...

Bcc...

Subject: Payment Reminder - Due Tomorrow Jul 24, 2025

File > Config Options > User / Email // Email Body Defaults

Example – Due Yesterday with Bold Red Text

Past Due Reminder - Yesterday



no_reply@tronia.com
To your-email@company.com



1:13 PM

 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Hello John
Just a reminder you have an outstanding balance and payment was due yesterday.

To avoid incurring interest charges, please make your **payment today before 5:00 pm.**

Reference No: TSTRef 10001
Dated Jul 22, 2025
Was Due On: Jul 22, 2025
Amount Outstanding: **\$652.23**

Reference No: TSTRef 10002
Dated Jul 22, 2025
Was Due On: Jul 22, 2025
Amount Outstanding: **\$1,591.87**

Please login to Grower Central at <https://www.tsllag.com/myaccount>

Thank you,
Dale Evans
TSL Ag & Grain Terminal
devans@tsllag.com
780.458.1234

Email Notification

Subject
Past Due Reminder - Yesterday

Email Header [Edit](#)

Hello [FIRSTNAME]
Just a reminder you have an outstanding balance and payment was due yesterday.

To avoid incurring interest charges, please make your payment today before 5:00 pm.

Email Body (Repeats for Combined Invoices) [Edit](#)

Reference No: [REFNO]
Dated [TRANSDATE]
Was Due On: [DUE DATE]
Amount Outstanding: [PMT]

Email Footer [Edit](#)

Please login to Grower Central at **<https://www.tsllag.com/myaccount>** for more details.

Thank you,
Dale Evans
TSL Ag & Grain Terminal

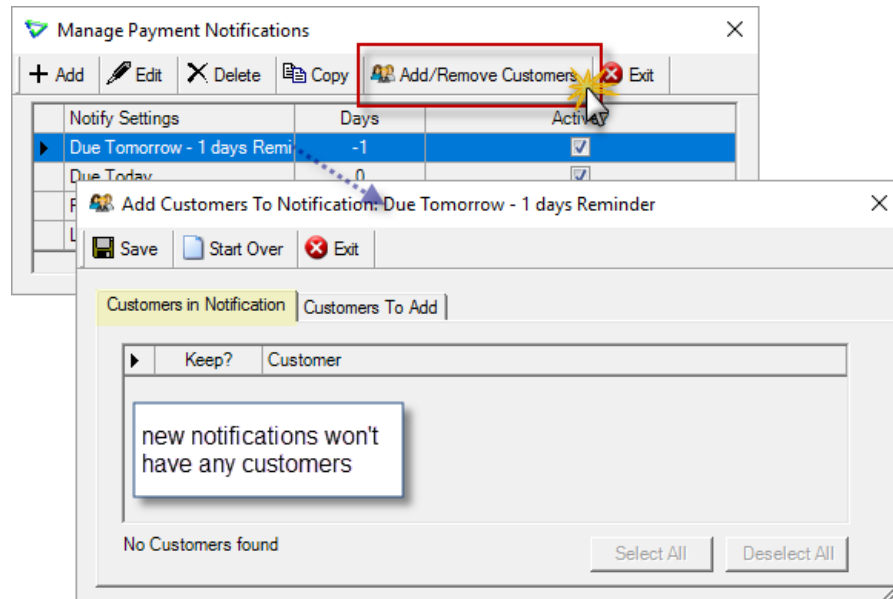
Sample Text

Hello [FIRSTNAME]
Just a reminder you have an outstanding balance and payment was due yesterday.

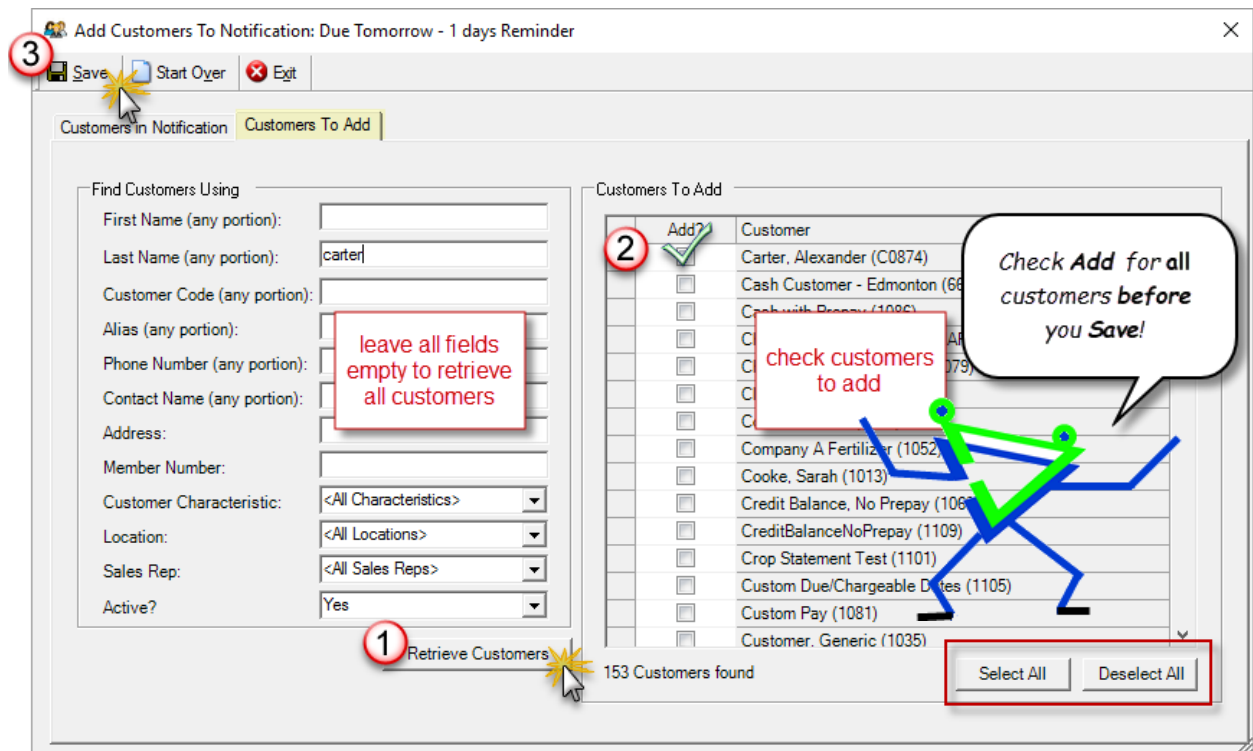
To avoid incurring interest charges, please make your payment today before 5:00 pm.

Add/Remove Customers

Notifications are created with an empty “send to list”. You decide who is sent each one.



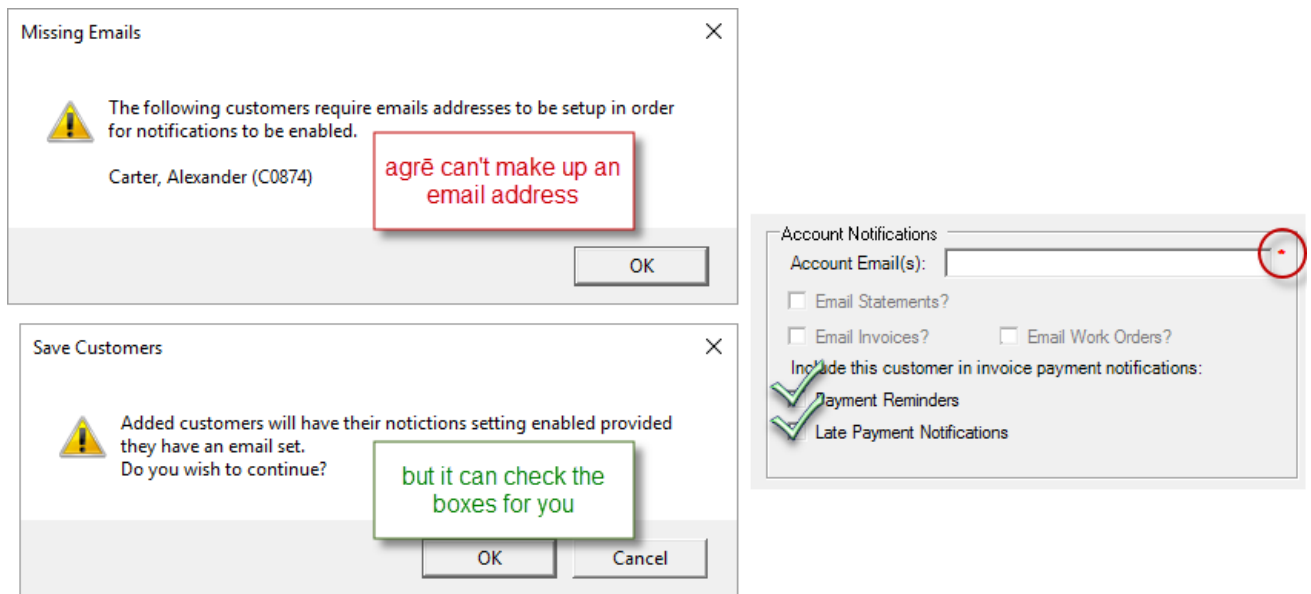
Switch to **Customers to Add**, check all who should receive this notification, then **Save**.



it might be faster to **Select All**, then uncheck those you *don't* want notified

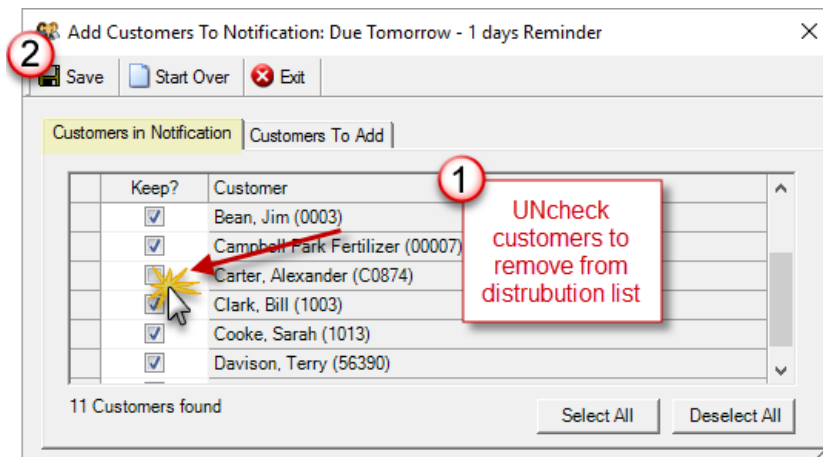
Click **Save** to close the form.

agrē will add them to **Customers in Notification** list and, as long as the customer has an email address, will make sure the corresponding notification box on their customer account is checked.



without an email address, no notifications can be sent

To stop customers from receiving a notification, switch to **Customers in Notification**, *uncheck* all customers who should no longer receive this notification email, then **Save**.



Including Invoices

New **Invoices** will have **Include this invoice in payment notifications** checked by default, but it can be unchecked if you don't want any notifications sent for this particular invoice.

Accounts Receivable > Invoices

You can edit **existing invoices** and check **Include** if you want it to trigger a notification for an old invoice.

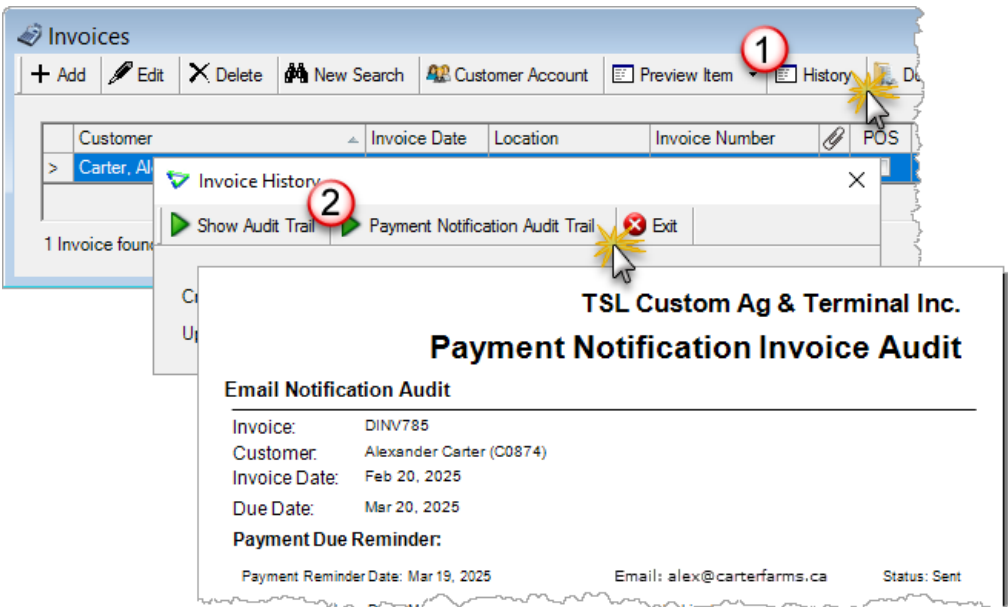
New **Adjustments** and **Interest Charges** are included by default, and **cannot be excluded**. Existing adjustments and interest charges cannot be edited to flag for inclusion.

And that's it. There's nothing more you need to do.

agreg takes over, and early every morning notifications are emailed based on the due/chargeable date.

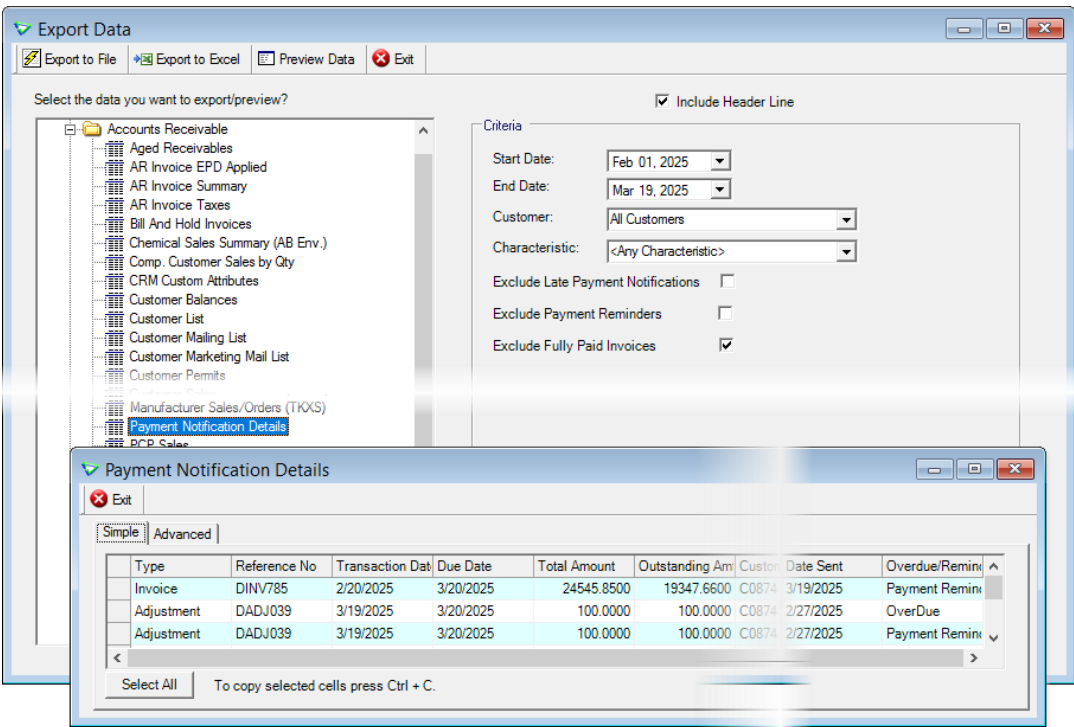
Reports & Exports

The **Payment Notification Invoice Audit** reports all payment reminders sent – before, on, and after the due/chargeable date.



Accounts Receivable > Invoices > History > Payment Notification Audit Trail

The **Payment Notification Details** data export keeps track too.



File > Exports > Data | Accounts Receivable | Payment