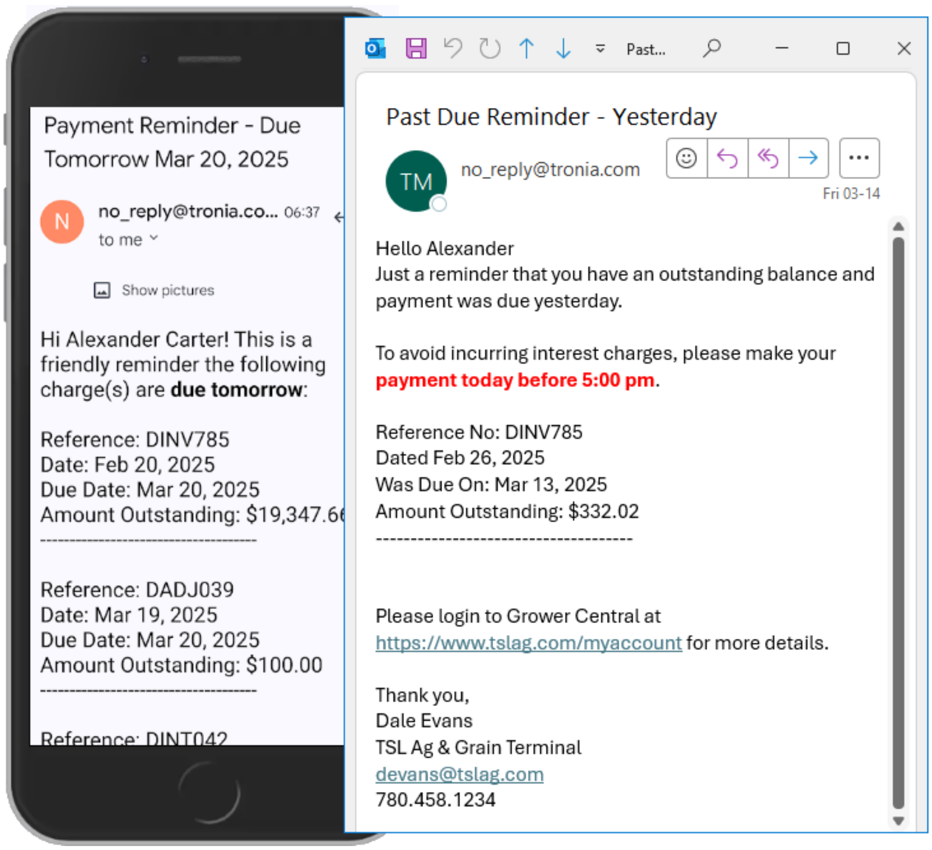
AR PAYMENT NOTIFICATIONS



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:

Last Updated: 2025.09.03

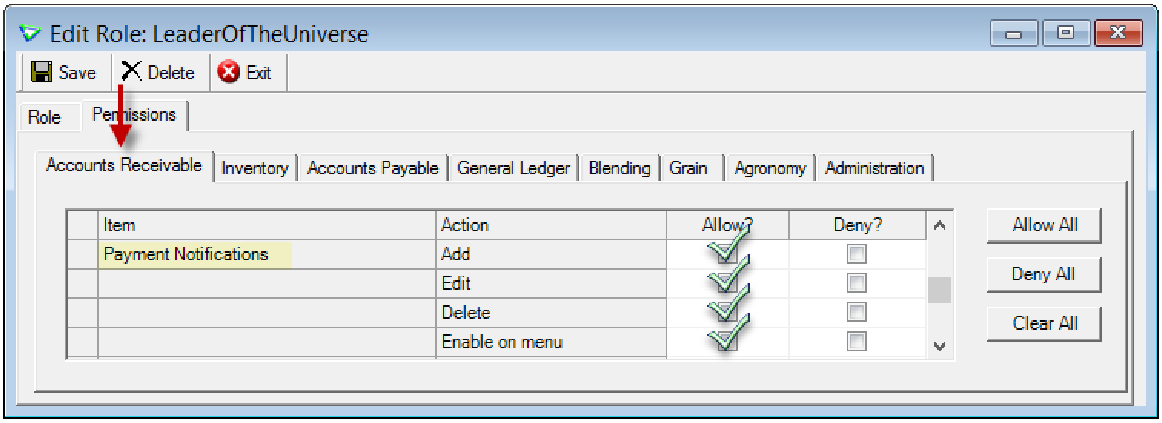
Security

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

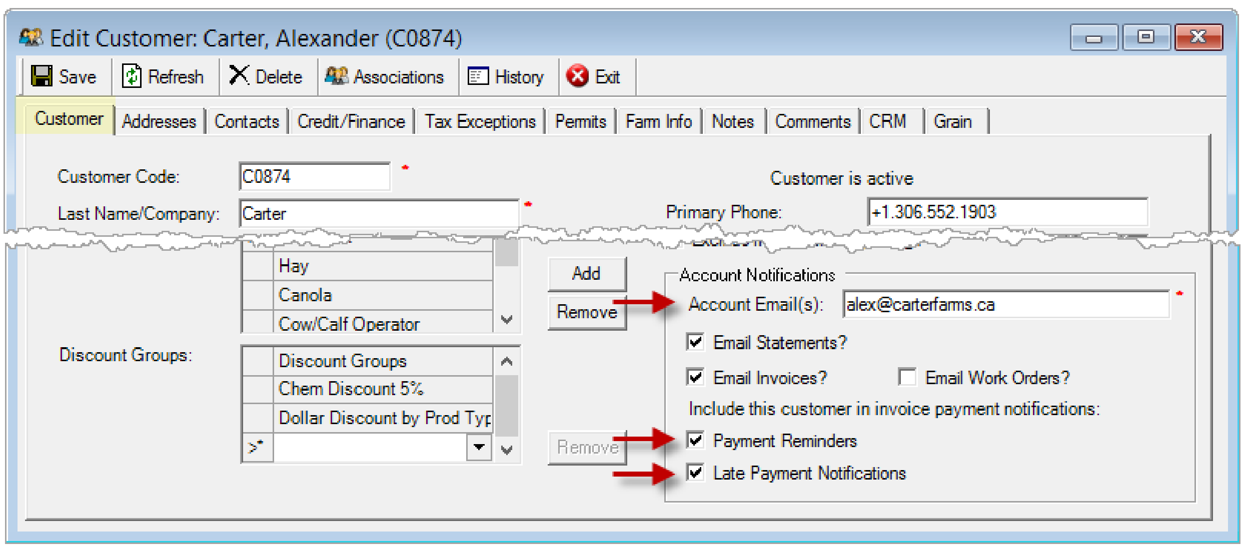
Now that you have permission, you'll have just a few setup tasks to complete.

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**

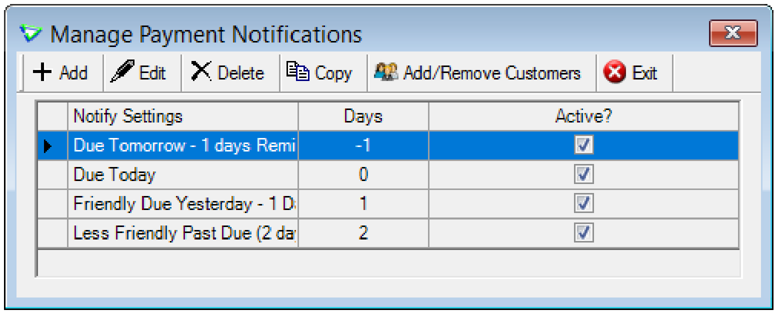
Include this customer in invoice payment notifications: includes invoices, adjustments, and interest charges

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**.

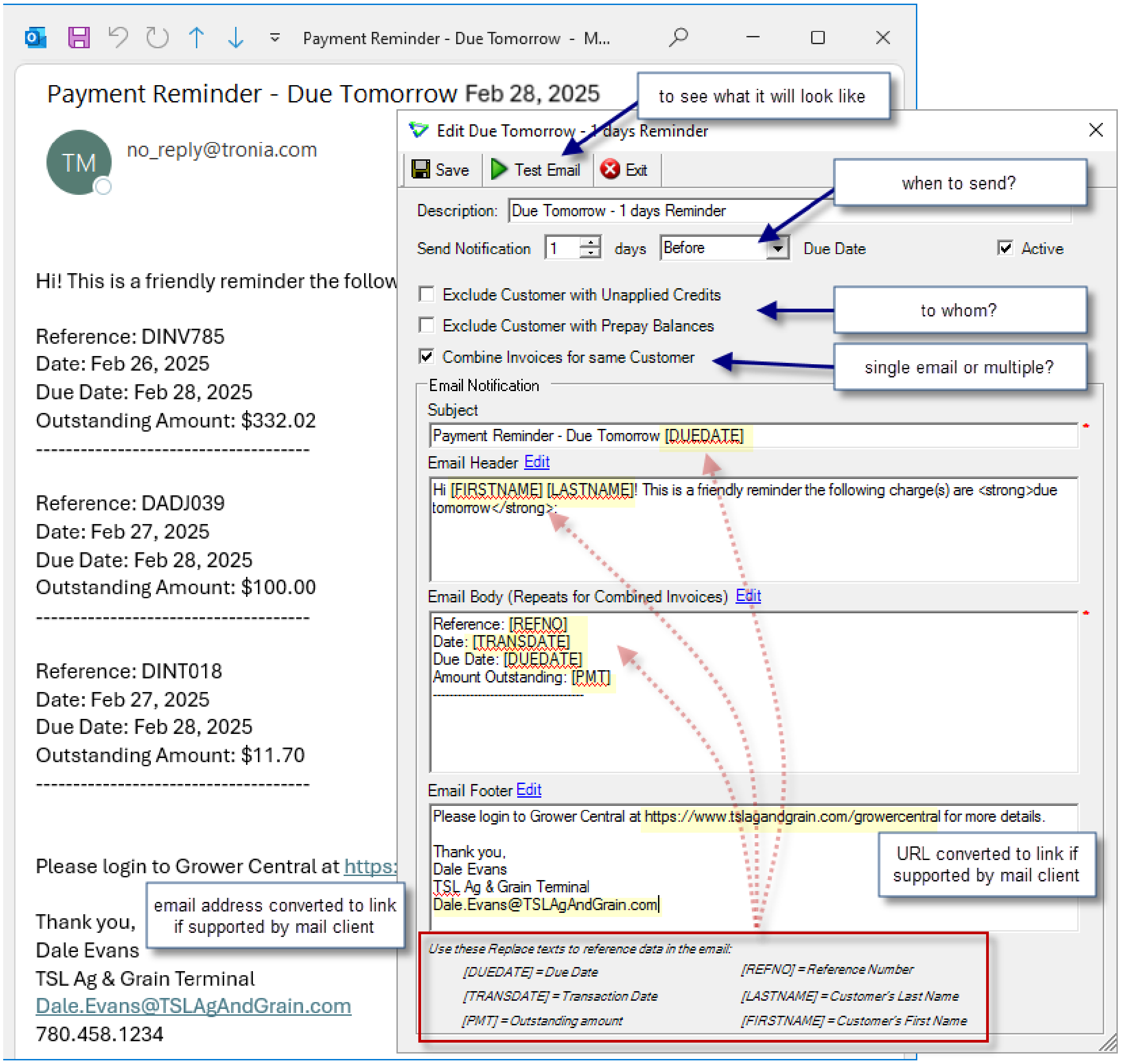
Notifications are **based on** comparison to a **single date, not a range** of dates.

> 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]



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

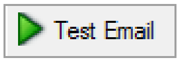
Combine Invoices for same Customer: combines invoices, adjustments, and interest charges in a single email; if unchecked, sends separate notification for each charge

Subject: supports [variables]

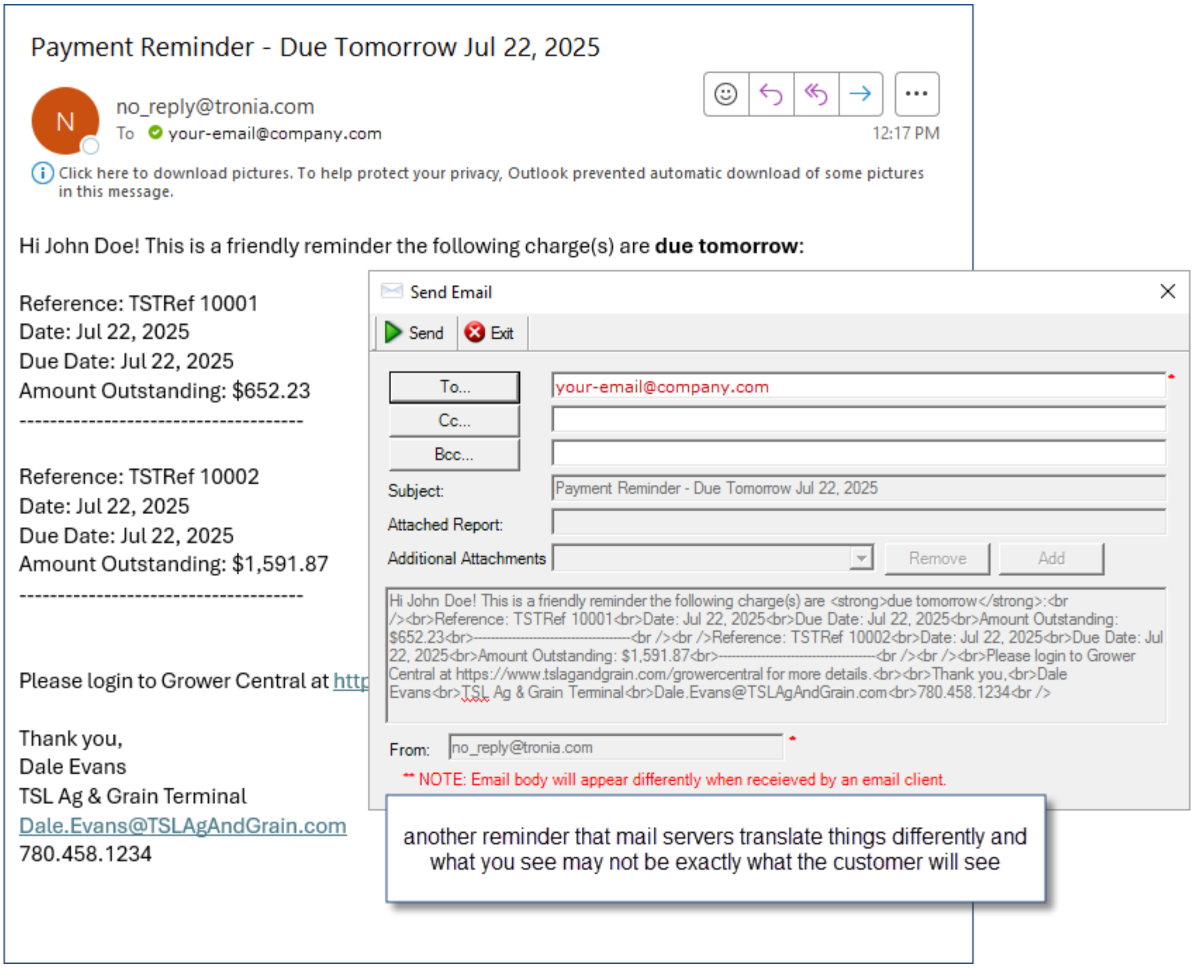
Email Body: supports [variables] and basic html, repeats if Combine Invoices is checked

Email Footer: supports [variables] and basic html

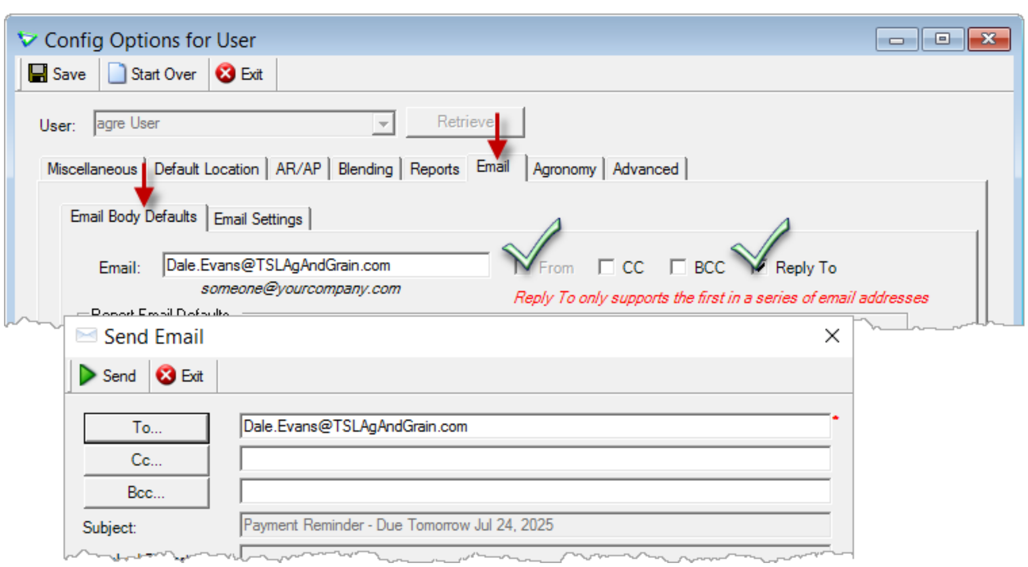
Test Email



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

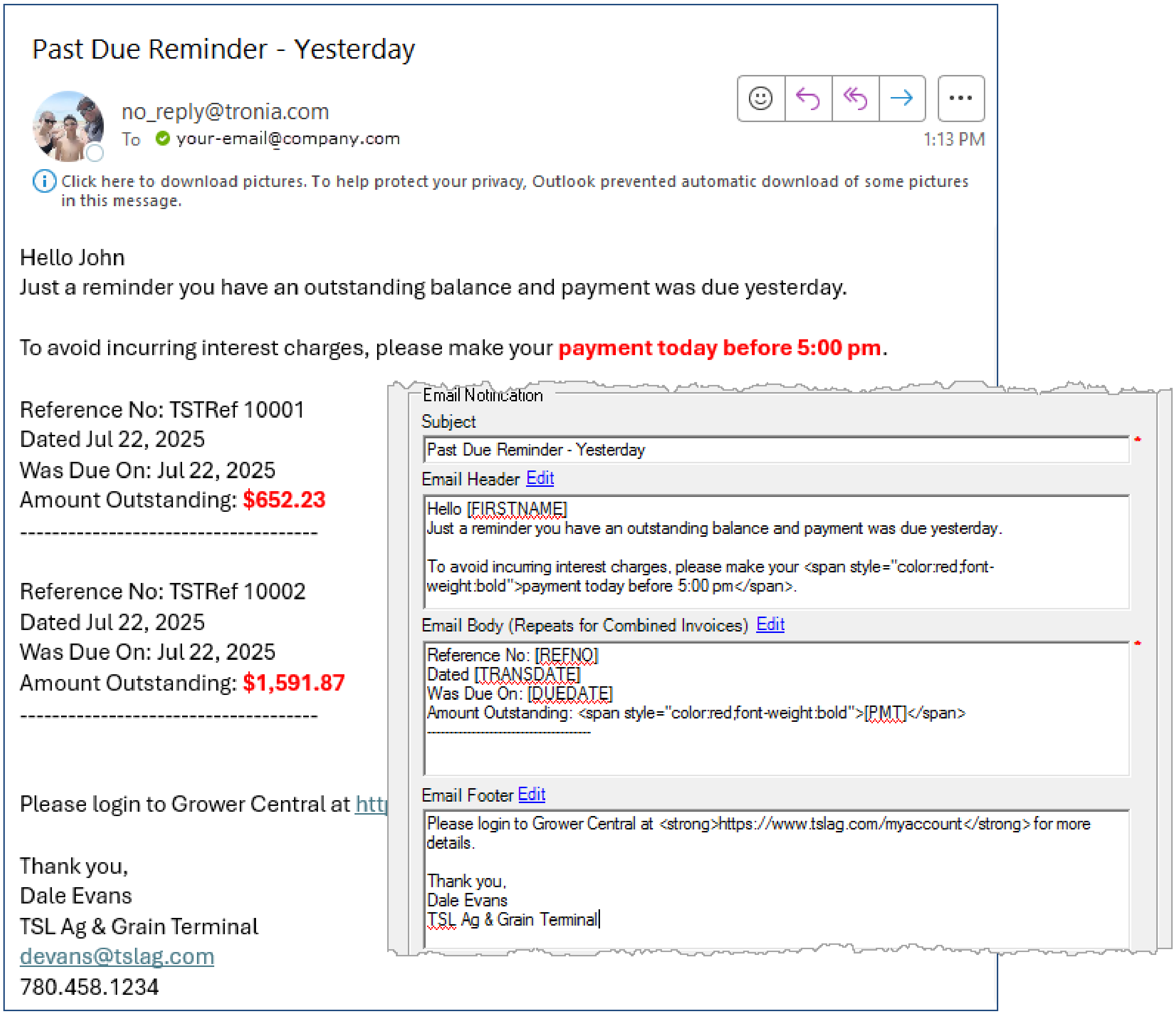


The email will be yours by default (as long ***From*** or ***Reply To*** is checked) but can be changed to any address.



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

Example – Due Yesterday with Bold Red Text



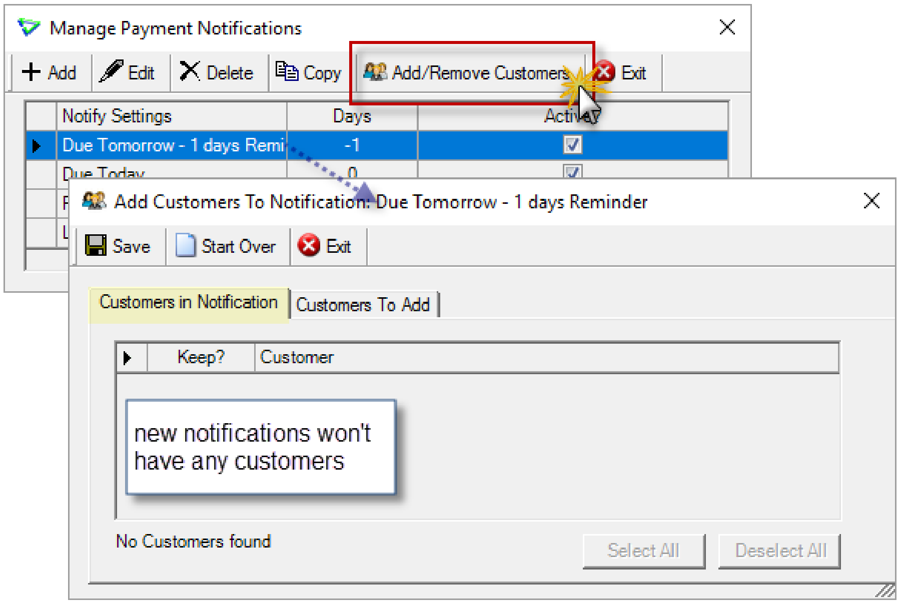
Sample Text

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

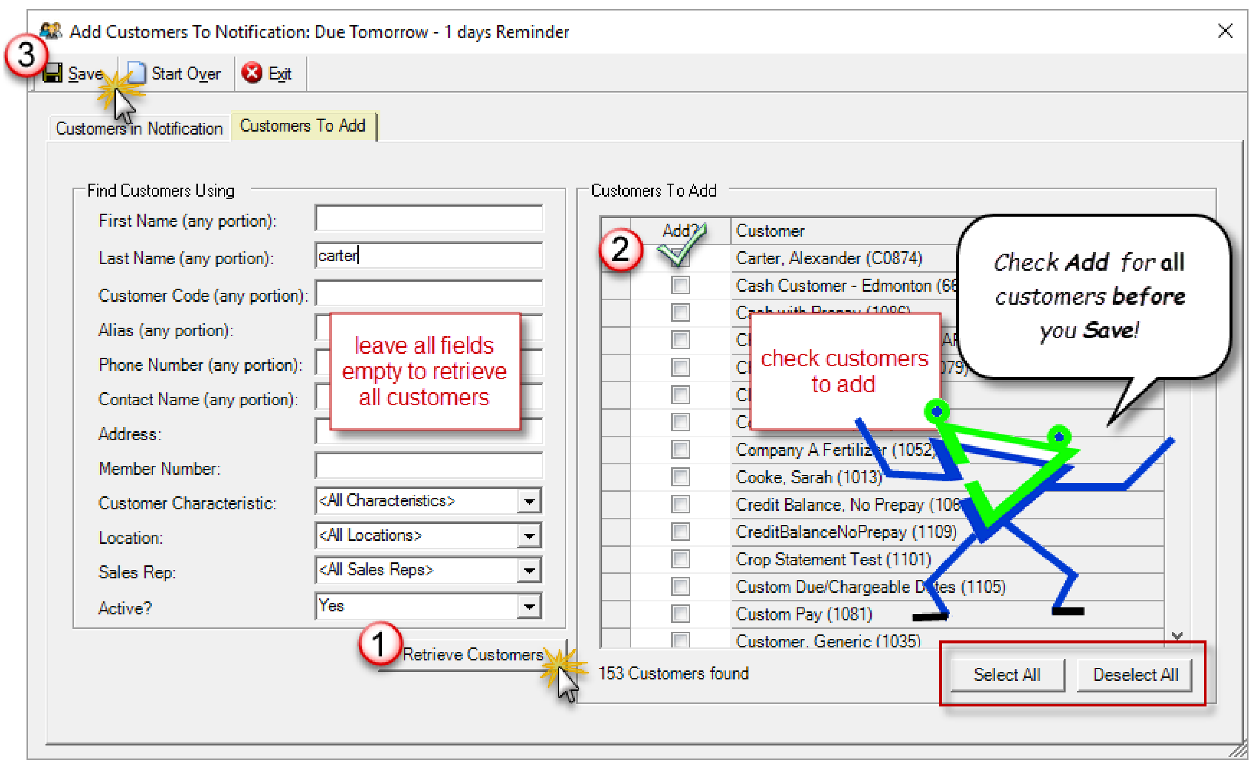
To avoid incurring interest charges, please make your payment today before 5:00 pm.

Add/Remove Customers

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



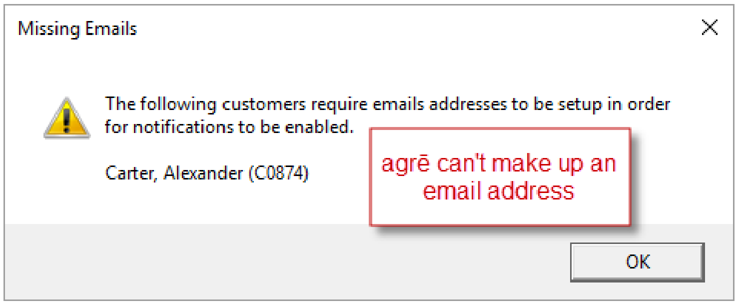
Switch to **Customers to Add**, **check** all who should receive this notification, then **Save**.

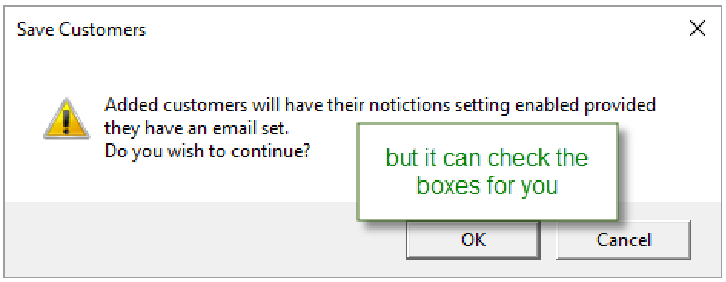


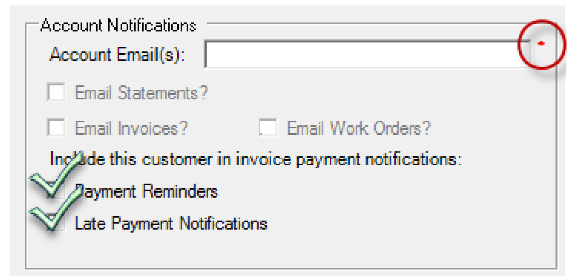
it might be faster to **Select All**, then uncheck those you *don’t* want notified

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.

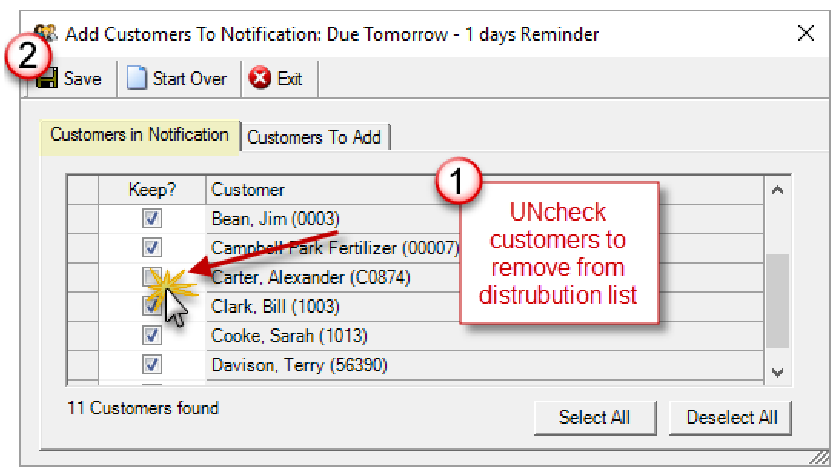






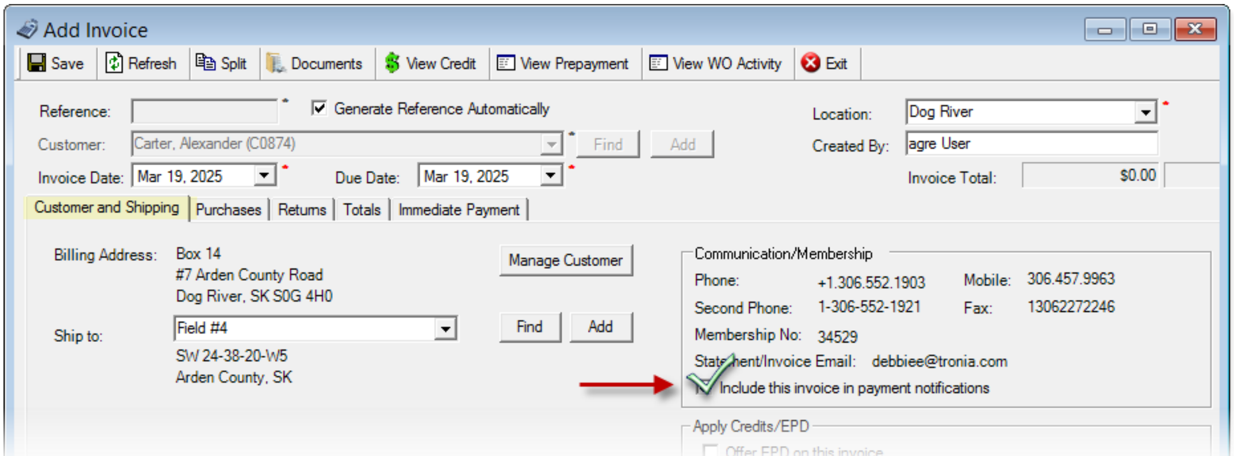
without an email address, no notifications can be sent

To stop customers from receiving a notification, switch to **Customers in Notification**, *un*check 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

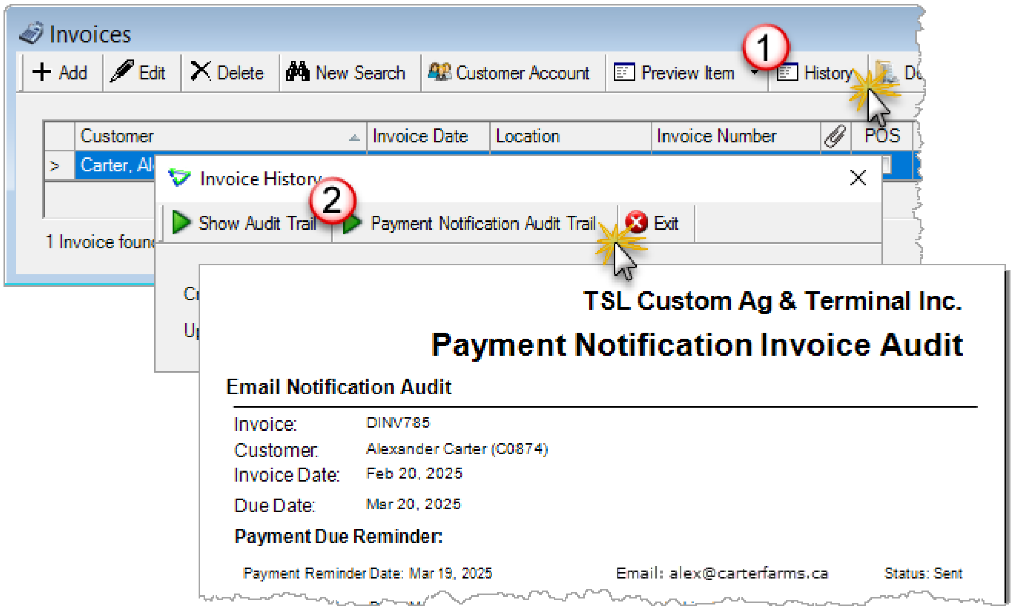
You can edit **existing invoices** and check ***Include*** if you want it to trigger a notification for an old invoice.

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

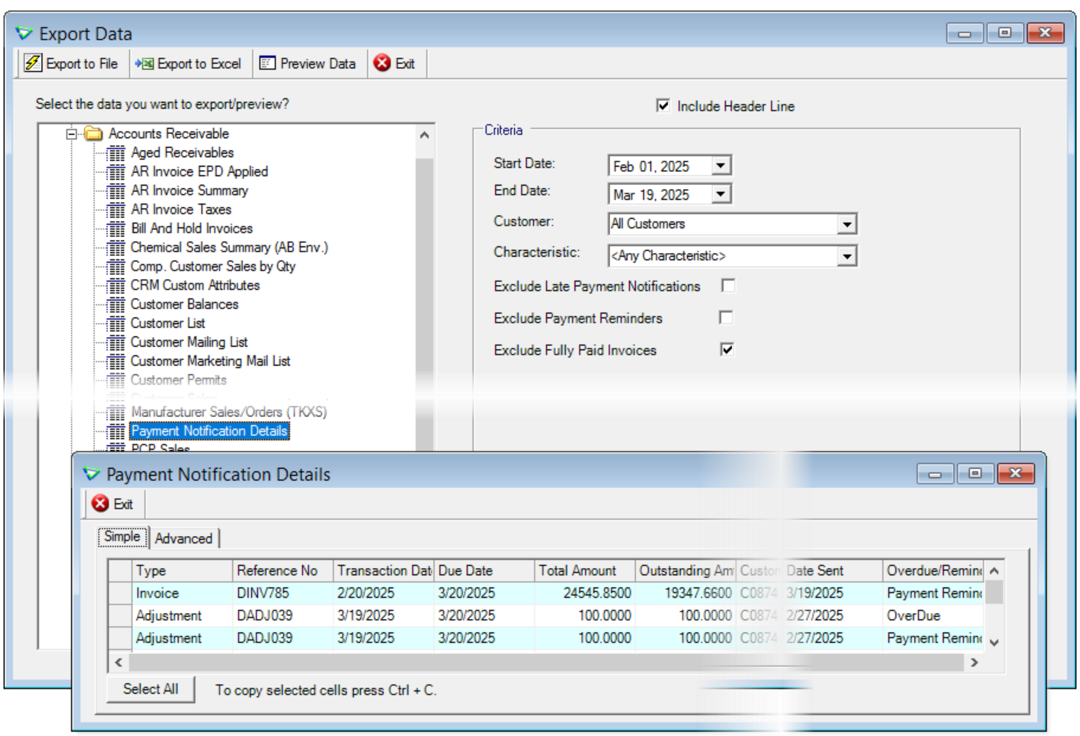
Reports & Exports

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