



Workday Finance, configured by a Chartered Accountant.

ABHAYJAISWAL.COM

■ WORKDAY FINANCE · STEP BY STEP

Exempt Customers and Customer Invoices from Dunning

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■ Purpose

This guide provides step-by-step instructions for exempting customers and customer invoices from the dunning process in Workday. This process allows for the exclusion of customers from all future dunning cycles, specific individual runs, or targeted invoices. By managing these exemptions, organizations can maintain precise control over collections communications.

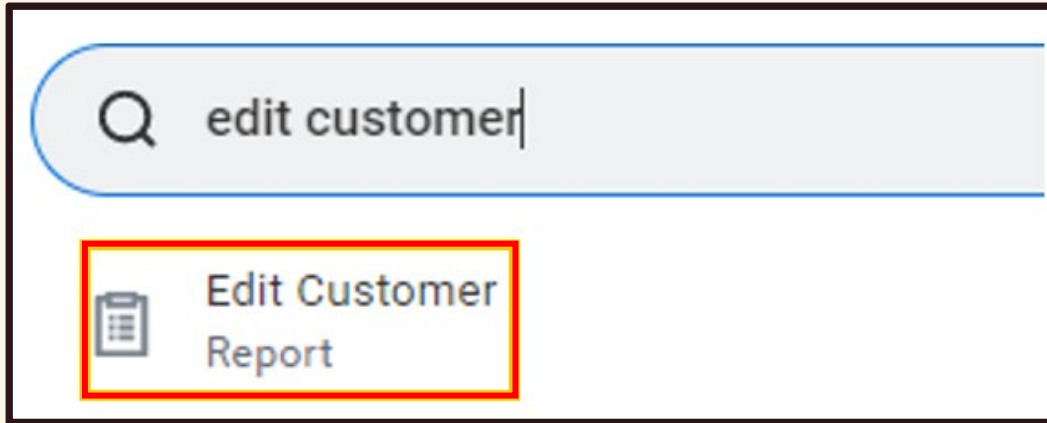
■ Prerequisites

To effectively *Exempt Customers from Dunning*, ensure the following:

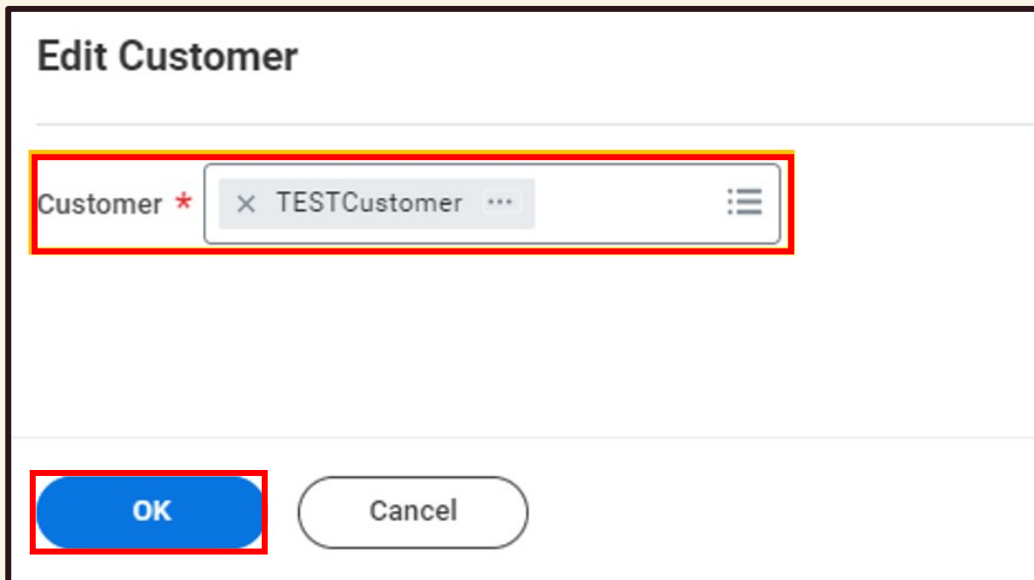
- You have the appropriate Workday Security role(s) (e.g. Accounts Receivable Specialist, Collection Manager)
- Configure *Security: Reports: Customer Documents* domain in the *Customer Accounts* Functional Area.
- Configure *Security: Manage: Customer Invoice* domain in the *Customer Accounts* Functional Area.
- Ensure Customer contacts, email address, and document delivery preferences are configured.

■ Exempt a Customer from Dunning

- Search for *Edit Customer* and select the related report.

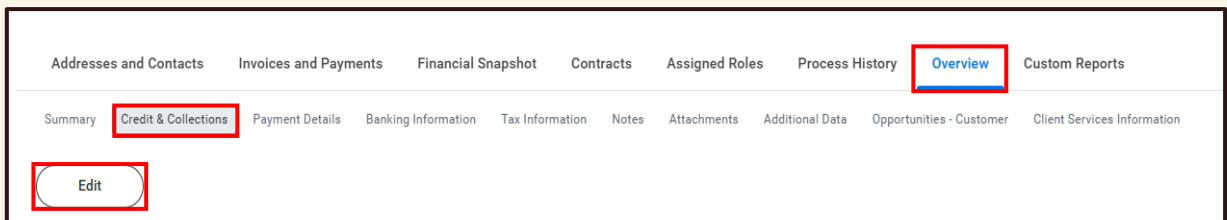


- Select the customer in the *Customer* field.
- Click *OK*.

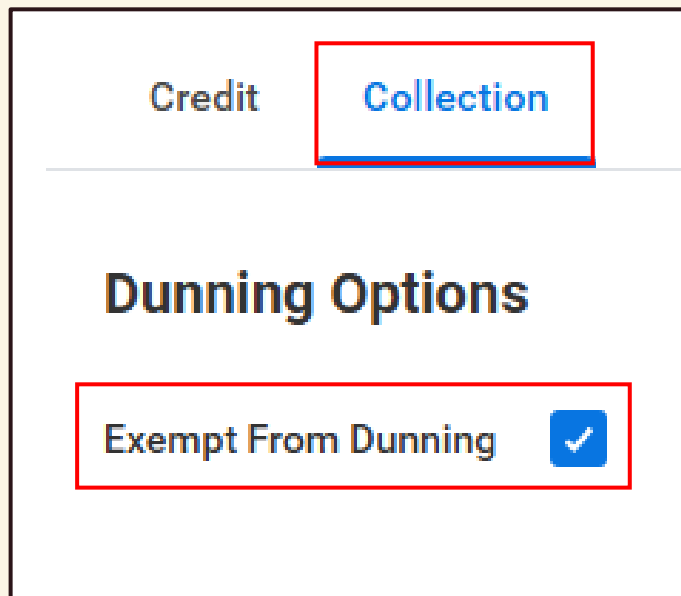




- Select the *Overview* tab.
- Select the *Credit & Collections* sub tab.
- Click *Edit*.

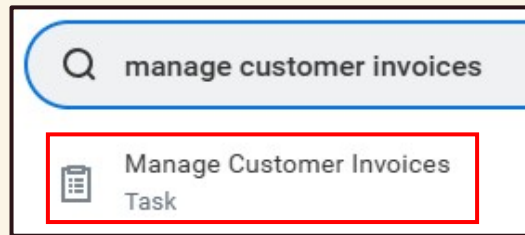


- Select the *Collection* tab.
- Check the *Exempt From Dunning* checkbox.
- Click *Submit*.

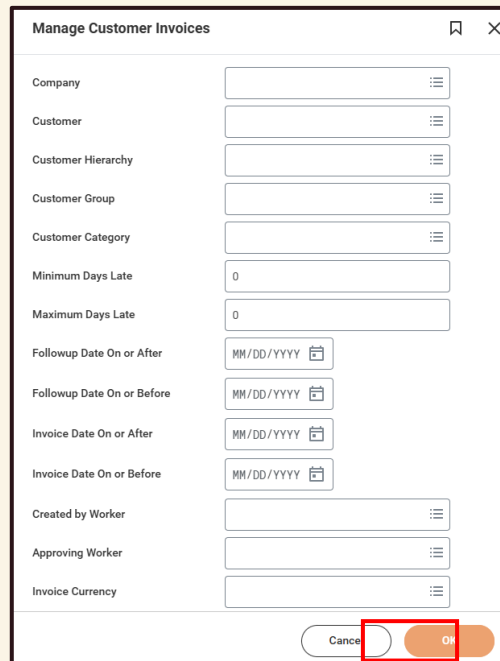


■ Exclude a Specific Invoice

- Search for *Manage Customer Invoices* and select the related task.



- Populate the fields with criteria as needed to search for invoices.
- Click *OK*.



A screenshot of the 'Manage Customer Invoices' form. The form has a title bar with a bookmark icon and a close icon. It contains several input fields for filtering invoices: Company, Customer, Customer Hierarchy, Customer Group, Customer Category, Minimum Days Late (set to 0), Maximum Days Late (set to 0), Followup Date On or After (MM/DD/YYYY), Followup Date On or Before (MM/DD/YYYY), Invoice Date On or After (MM/DD/YYYY), and Invoice Date On or Before (MM/DD/YYYY). There are also fields for Created by Worker, Approving Worker, and Invoice Currency. At the bottom right, there are two buttons: 'Cancel' and 'OK'. The 'OK' button is highlighted with a red rectangular box.



- Populate the **required** field of *Select Action* (e.g. Exclude from Dunning Letter).
- Select the invoice(s) you would like to exclude, or *Select All* if you would like all invoices excluded.
- Populate the *Followup Date* and any other relevant information.
- Click *OK*.

Select Action *

Exclude from Dunning Letter ▼

select one

Add Followup Date and Note

Put in Dispute

Remove from Dispute

Put in Collection

Remove from Collection

Hold from Payment

Remove Hold from Payment

Include in Dunning Letter

Exclude from Dunning Letter

Updates to

Note Content

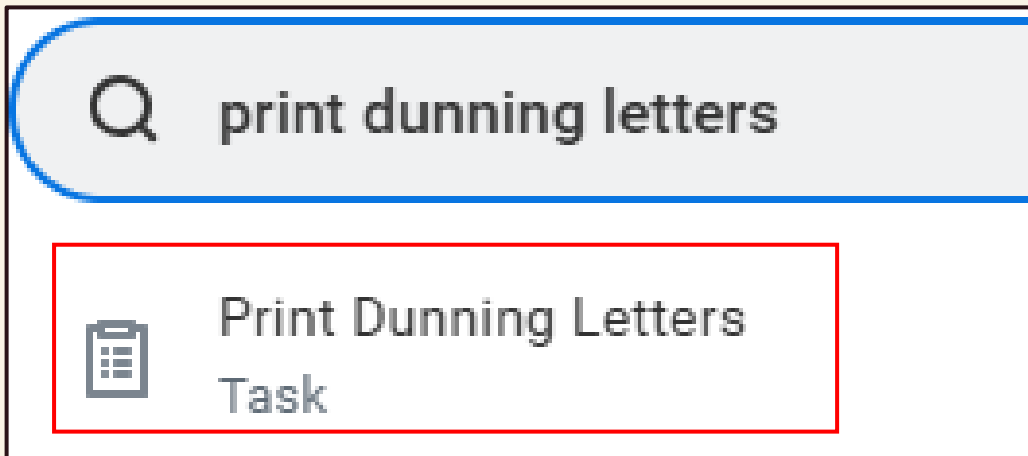
Select All

☐

Select All ☐								
3 of 441 items								
Select	Invoice Number	Consolidated Invoice	Customer	Company	Followup Date	Invoice Date	Due Date	Days Late
☒	15106		Demo Customer	Global Modern Services, Inc. (USA)	02/02/2026 	12/09/2024	12/19/2024	404

■ Exclude Invoice(s) from a Single Dunning Run

- Search for *Print Dunning Letters* and select the related task.





- Populate the **required** fields including *Company*, *Dunning Level Group*, and *Dunning Levels*.

Optional: Populate any additional search filters.

- Click *OK*.

Print Dunning Letters

Print Dunning Letters Criteria

Company *

×

Global Modern Services, Inc. (USA)

...

⋮

Dunning Level Group *

×

Standard

⋮

Dunning Levels *

×

Level 2

×

Level 1

⋮

Customer Selection Criteria

Customers

⋮

Customer Hierarchy

⋮

Customer Groups

⋮

Customer Categories

⋮

Customers to Exclude

⋮

Customer Status

⋮

Default Payment Type

⋮

Preferred Delivery Type

⋮

OK

Cancel



- Select the Customer to generate the *Dunning Letters*.
- Click *OK*.

Search Criteria

Company

Global Modern Services, Inc. (USA)

Dunning Level Group

Standard

Dunning Levels

Level 1

Level 2

Other Criteria

Generate Associated Invoice PDFs

☐

Group Dunning Letters for Mailing

☒

Dunning Letters

1 of 22 items | 22 selected

	Customer	Customer ID	Customer Status	Customer Group	Customer Category	Customer Hierarchy	Count of Invoices	Amount Due	Currency
☒	Customer								
☒	Krusty Krab	C-0180	Active		Hospitality		7	11,666.69	USD

Company

Global Modern Services, Inc. (USA)

Run by

Teresa Serrano

Percent Complete

0

Refresh

- Click *Refresh* until *Percent Complete* is at 100.



- In *Dunning Letters* tab, review the Dunning Letter(s)
- Select *Email Dunning Letters*

CompanyGlobal Modern Services, Inc. (USA)

Run byTeresa Serrano

Percent Complete100

Dunning Letters

Dunning Letters for Mailing

Email Dunning Letters

Dunning Letters 31 Items

Customer	Locale	Currency	Status	Delivery Type	Dunning Level	Dunning Letter
Krusty Krab	English (United States) - en_US	USD	Completed		Level 1	 Dunning Letter-Krusty Krab-USD-2026-01-27.pdf



- Select the *Delivery Method*.
- Click *OK*.

2 of 31 items			
Dunning Letter Printing Run	Customers for Printing Run	Delivery Method	Documents
Dunning Letter-Krusty Krab-USD-2026-01-27	Krusty Krab	Search	 Dunning Letter-Krusty Krab-USD-2026-01-27.pdf
Dunning Letter-Krusty Krab-USD-2026-01-27	Krusty Krab	☐ Email	 Dunning Letter-Krusty Krab-USD-2026-01-27.pdf
		☐ Mail	

■ Common Errors and Resolutions

Issue	Description	Resolution
Duplicate Dunning Letter Emails	Duplicate emails are sent for different dunning levels. This is a current limitation of the business process framework.	Run the <i>Print Dunning Letter</i> task separately for each dunning level.
All Customers Receive Dunning Levels Instead Of the Intended Exclusion	When configuring the <i>Dunning Letter Email Event</i> business process, there can be a prompt that if left blank will result in all dunning letters being sent to every customer.	In <i>Dunning Letter Email Event</i> business process, ensure the <i>Repeat On</i> prompt is set correctly.

■ Best Practices

- Review **Dunning Level Groups**. Access *Create Dunning Level Group* task to configure dunning levels appropriately and ensure they align with the customers that will be exempt.
- Be aware of Customer's **document delivery preference**. Ensure customers who want letters emailed have email configured as a preferred delivery method.
- After setting **exclusions**, conduct tests to verify the correct customers and invoices are excluded from the dunning run.
- Maintain and regularly **review the list of exempted customers** to ensure it remains current and relevant based on their payment behaviors and preferences.



Thank You

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