

# Running the Debtors

04/08/2025 11:52 am BST

## Summary

The Debtors Screen is used to correlate a list of clients who owe money at the end of each month. This facility can be used to produce statements, invoices and chase up letters/emails for debtors.

In addition, the Debtors Screen is used to manage [Surcharges and Early Settlement Discount](#).

## Details

### View Debtors

To access the Debtors Screen, select 'Finance' from the Primary Navigation menu on the lefthand side and select 'Debtors'.

### Run Debtors

1. Specify your Client Criteria using a combination of filters:

Parameter	Default Setting
From & To	Client's Surname ('From' 0 'To' zzz will show all clients).
Category	The Client's registered <a href="#">Client Category</a> .
Debt Level	'Less than' or 'Greater than' a specified figure. Leave blank to not apply this filter.
Client Site	The Client's registered site.
Last Payment Date	Filter out any clients that have made a payment since the date specified.
Ignore All / None	Checking this box will tick every client's 'Ignore' column. Unchecking this box will do the reverse.
Exclude Bad Debtors	If checked, any clients with the account category ' <a href="#">Is Bad Debtor</a> ' assigned will be filtered out.
Client Type	Filter Clients by All, Charity or Non-Charity.
Account Categories	Filter by Clients registered with a specific <a href="#">Account Category</a> . This also includes 'undefined' for any clients without an account category assigned.
Account Type	Filter by All, HCP or Non-HCP account transactions.

Include Credit Accounts	If enabled, Creditors are included in the Debtors list.
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## 2. Specify your Date and Period criteria.

Current Period From Date = The date you are running your Debtors from.

Period 1 = Usually set to one month i.e. 30 days.

Period 2 = Usually set to the previous month i.e. 60 days.

Period 3 = Usually set to the following month i.e. 90 days.

The screenshot shows the 'Debtors' management interface. At the top, there are buttons for 'Reset', 'Run', 'Run for clients with outstanding insurance', 'Print Debtors List', 'Print Labels', 'Statements and Invoicing Options', 'Chase up Letters', and 'Export to CSV'. Below these, there's a 'Debtors' section with filters for 'From', 'To', 'Category', and 'Debt Level'. The 'From' field is set to '0' and 'To' is 'zzz'. 'Category' is 'All' and 'Debt Level' is 'Less than'. There are also checkboxes for 'Ignore All/None', 'Exclude Bad Debtors', 'Add Surcharge', and 'Calculate ESD'. The 'Client Site' is 'Esher'. The 'Last Receipt Date' is empty. The 'Client Type' is 'All' and 'Account Categories' is '[All]'. The 'Run ID' is empty. On the right, there are four columns for periods: 'Current Period', 'Period 1', 'Period 2', and 'Period 3'. Each column has a 'Run Date' field and a 'Days' field. 'Current Period' has 'Run Date' '24/07/2025' and 'Days' '30'. 'Period 1' has 'Run Date' '24/06/2025' and 'Days' '30'. 'Period 2' has 'Run Date' '25/05/2025' and 'Days' '60'. 'Period 3' has 'Run Date' '25/04/2025' and 'Days' '90'. At the bottom, there are checkboxes for 'Commit Early Settlement Discounts' and 'Include Credit Accounts' (which is checked).

By default, the billing periods are set to 30 days but it is possible to amend these according to your requirements e.g. so that the date is the last day of each month respectively.

To change the dates for 'Current', 'Period 1', 'Period 2' and/or 'Period 3', either type directly into the 'Days' fields (e.g. changing 30 to 31) or you can use the date calendar to select specific dates to define each period.

Note: The last used period days are stored in your user profile, for example, if your debtor periods are always 7, 14 and 21 days, the system will remember this preference.

## 3. Once you have specified the above criteria, the next step is to run the debtors using one of the following options:

'Run' = Runs debtors using the criteria specified showing all debt.

or

'Run for Non Paid Insurance Items Only' = Runs debtors using the criteria specified but only shows insurance debt.

## 4. Once you have selected one of the above options, a list of clients will be displayed.

## Viewing Debtors

Once the Debtors have been run, a list of clients will display along with details of their debt.

Clients with outstanding insurance debt are shown in the debtors screen with a tick in the column labelled 'Ins'.

## Surcharges and Early Settlement Discounts

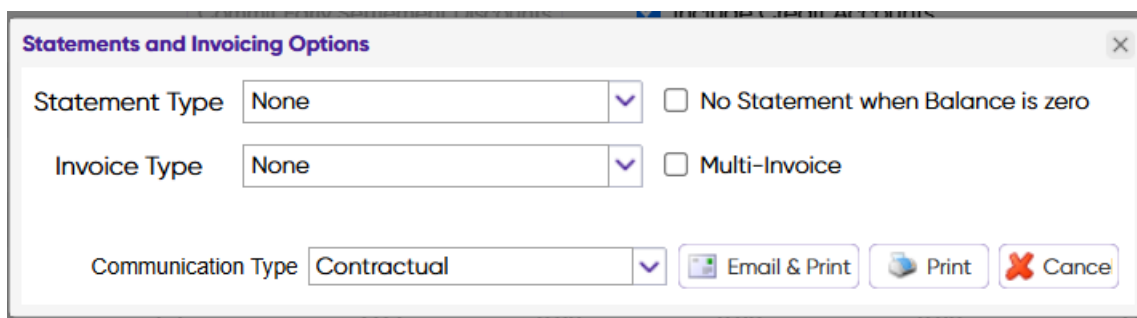
At this stage, surcharges and discounts for early settlement can be applied. For more information, see the section: [Surcharges and Early Settlement Discount](#)

## Exporting Debtors

The Debtors list can be printed using the 'Print Debtors List' button and it can also be exported as a CSV file using the 'Export to CSV' button.

## Sending Statements and/or Invoices

1. Select 'Statement and Invoicing Options'.
2. Once selected, the below window will open:



The screenshot shows a dialog box titled "Statements and Invoicing Options". It contains three dropdown menus: "Statement Type" (set to "None"), "Invoice Type" (set to "None"), and "Communication Type" (set to "Contractual"). To the right of the "Statement Type" dropdown is a checkbox labeled "No Statement when Balance is zero". To the right of the "Invoice Type" dropdown is a checkbox labeled "Multi-Invoice". At the bottom right, there are three buttons: "Email & Print" (with an envelope icon), "Print" (with a printer icon), and "Cancel" (with a red X icon).

- 4) Select a Statement Type (format of statement you wish to send) from the drop-down list.
- 5) Select an Invoice Type (Fully paid, Partially paid, Non-paid or All invoices) and select 'Multi Invoice to compile invoices for the same client (rather than an individual invoice for each invoice number).
- 6) Select 'Email & Print' (If you don't want to email, select 'Print).
- 7) Select the Chase up letter template you wish to send and Select 'Generate'.

Document Management

Search

File Name	
Debt Letter.docx	<input type="button" value="DOCX"/>
Period 1 Balances.docx	<input type="button" value="DOCX"/>
Period 2.docx	<input type="button" value="DOCX"/>

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Displaying 1 - 3 of 3

8) An 'Email to Debtors' window will appear with a list of clients with valid email addresses. Check the 'Email' column for the clients you wish to send an email to.

Email to Debtors

List of debtors to send email:

Email	Client Name	Email
<input checked="" type="checkbox"/>	Allen, B	ballen@test.co.uk
<input checked="" type="checkbox"/>	Ambery, A	amberyA@test.co.uk

No Email Options

Email Options

9) For clients with No email address registered (or deselected clients), select 'Print Statement/Invoices' and 'Print Letters' to generate chase up letters.

10) For clients with email addresses registered, select 'Email'.

11) The clients will now have been emailed their statements/invoices/chase up letters.

12) An entry will be added into the Communications tab displaying a date and time stamp they were sent a debtors chase up.