

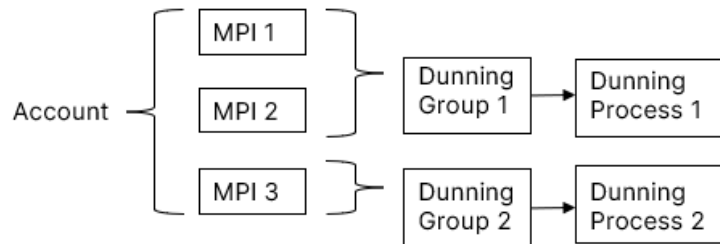
Introduction to Dunning




Learning Objective

Dunning is a process used for handling past due balances on delinquent accounts. The goal of the Dunning modules is to provide an overview of the dunning process within Aria Billing Cloud and how dunning functions for one or more master plan instances, or MPIs.

Below is an example of an Account with three MPIs that are covered by two separate dunning processes:



In the above scenario, it is important to note that the association of Billing Groups with Dunning Groups for MPIs in an account can be independent of each other. This means that Billing Groups can be associated with MPIs 1 and 2-3 respectively, but Dunning Groups can be associated with MPIs 1-2 and 3 as shown.

 **Quick Tip:** The status degrade date corresponds with Step 1 of the dunning process. CSRs can manipulate this date to change when the next dunning process step will occur.

Statuses

Any of the following three dunning states can be associated with an MPI:

State	Definition
No dunning	Account is in good standing.
In Progress	Due to non-payment, a dunning process has been initiated.
Completed	<ul style="list-style-type: none">Services related to that MPI are suspended.Services related to other MPIs in its dunning group are suspended.

Major Takeaways

- You can manage dunning groups, and specify which MPIs are assigned to each dunning group, by navigating to the Dunning Groups page of an account (**Accounts > Plans > Dunning Groups**).
- By default, an MPI in dunning (with a Dunning State of “In Progress”) cannot be cancelled. This behavior can be modified under **Configuration > Payments > Payment Settings**. Change the value from “Do Not Allow” to “Allow.”
- If you take an MPI out of dunning, but no payment is made against the overdue statement, the account will simply enter the dunning process again.