

End User

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Introduction

The goal of this tutorial is to help users learn the concepts and procedures used for Accounts Receivable and Billing.

At the end of this module, you will be able to perform the following:

- Perform system setup.
- Request a new customer or update an existing customer.
- Create an invoice.
- Create bill adjustments.
- Print an invoice.
- Enter payments.
- Manage credit processes.

Note: *The specific data (invoice numbers, etc.) in this training module were used for demonstration purposes and may not be available in the production instance.*

System Setup

The procedures and system setups in this lesson may be done to save time when invoicing, by creating processes that automatically populate invoice data.

Create Revenue Distribution Codes

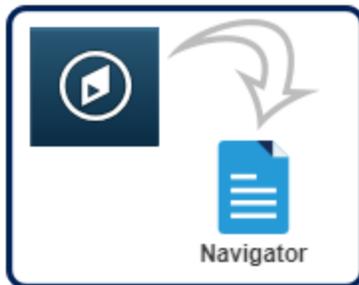
The Revenue Distribution Code is used to automatically populate the ChartField string associated with a billing charge line. It represents a valid combination of ChartFields used in crediting an operation. **The only required ChartField is the Account**, but the Fund, DeptID, Program, Class, Project/Grant, and PC Business Unit may be set up as part of the Revenue Distribution Code.

Navigation Options



Navigation Collection Tile

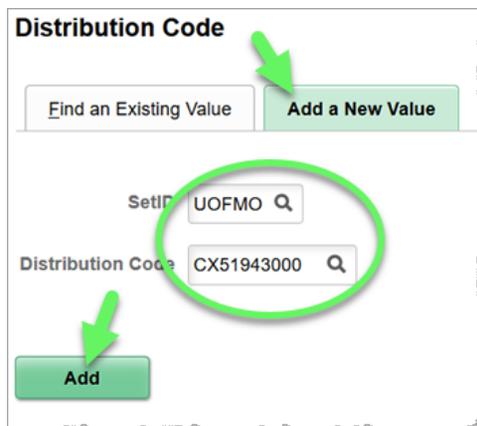
Billing | Billing Design | Revenue Distribution Code



NavBar:Navigator

Set Up Financials/Supply Chain | Common Definitions | Distribution Accounting | Distribution Code

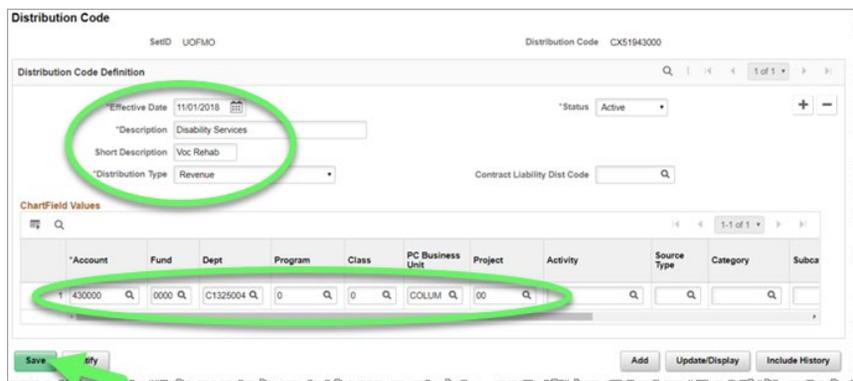
1. Click the **Add a New Value** tab.



- o Enter the appropriate ID in the **SetID** field.
- o Enter the appropriate code in the **Distribution Code** field.

The Revenue Distribution Code must ALWAYS include your 5-digit MoCode, such as CX519. The code can also include the first 5 digits of the PeopleSoft revenue account number (e.g., CX51949500).
 By establishing a distribution code name that includes the MoCode and account number, you are able to set up distribution codes for your DeptID that reflect the various types of revenue your department may receive.
 When creating a Revenue Distribution Code for a detail Project, use the project_id 00, complete the process, and send an email to your accounting office with the distribution code and the correct project_id.

- o Click the **Add** button.
2. Complete the following fields on the **Distribution Code** page.



- a. Change the **Effective Date** to the first day of the month.
- b. Enter the appropriate information into the **Description** field.
- c. Enter the appropriate information into the **Short Description** field.
- d. Expand the **Distribution Type** list and select the **Revenue** list item.
- e. Enter the **ChartField values** that your Revenue Distribution Code will represent.

Do not use taxable accounts in the ARBI system; always use a nontaxable account code. Using a taxable account results in loss of revenue to the operation because of the way tax works in this system. Discuss this with your accounting office if clarification is needed.

- f. Leave the fields to the right of the **Project** field blank.
- g. Click the **Save** button to save the information.

Changes can always be made at a later date using the Find an Existing Value page, inserting a row, changing the data, and saving.

END OF PROCEDURE.

Create Charge Codes

Charge Codes are used for billing any repetitive goods or services. They have predefined units of measure, pricing, descriptions, and revenue accounts. This allows for a minimum of data entry and greatly expedites invoice generation.

Information that defaults to an invoice from a Charge Code can be overridden for added flexibility.

Navigation Options



Navigation Collection Tile
Billing | Billing Design | Charge Code



NavBar:Navigator
Set Up Financials/Supply Chain | Product Related | Billing | Setup | Charge Code

1. Click the **Add a New Value** tab.

Charge Code

Find an Existing Value **Add a New Value**

SetID UOFMO

Billing Currency USD

Billing Charge ID CASFEES

Add

- a. Enter the appropriate ID in the **SetID** field.
 - b. Always use USD for the **Billing Currency** field.
 - c. The recommended naming convention for the **Billing Charge ID** (Charge Code) is the letter representing your campus, the initials of your department, then your code. **Note:** It is important for the charge code to be somewhat standardized for ease of use within your department. The **Billing Charge ID** prints on the invoice.
 - d. Click the **Add** button.
2. The **Charge Code** page appears. Complete the following fields:

Charge Code Charge Code 2

SetID UOFMO Currency USD Charge ID CASFEES

Charge Code 1 of 1 View All

*Effective Date 11/1/2018 Status Active

*Unit of Measure EA List Price

*Description Student Consultations

Long Description

254 characters remaining

Revenue Distribution Code

Tax Group Transaction Type Sale

VAT Group Transaction Sub Type None

Save Notify Add Update/Display Include History

Charge Code 1 Charge Code 2

- a. Enter the first day of the current month into the **Effective Date** field.

- b. Enter or select the desired information for the **Unit of Measure** field.
- c. Entering a **List Price** is optional. You may want to do so if the price of the item is always the same.
- d. Enter the desired information into the **Description** field. The Description prints on the invoice.
- e. Entering a **Revenue Distribution Code** is optional but will save time by populating the ChartField string also when a Charge Code is selected.
- f. Do not make entries in or change the fields below the **Revenue Distribution Code** field.
- g. Click the **Save** button.

Changes can always be made at a later date using the **Find an Existing Value** page, inserting a row, changing the data, and saving.

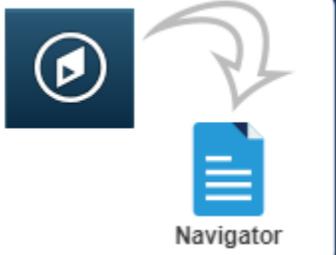
END OF PROCEDURE.

Set Up Standard Notes

Standard Notes contain information you want to reuse. For example, you might have a Standard Note announcing a seasonal promotion or a note to thank customers for a particularly large order. Although you can always write a note at the time an invoice is created, this topic shows you how to create a note that you can select when creating an invoice. This can save time if you will use notes frequently.

In Billing, you can view notes associated with customers by clicking the Notes button that appears beside other command buttons at the top of the panels in Bill Entry and Bill Inquiry.

Navigation Options

 <p>Billing</p>	<p>Navigation Collection Tile Billing Billing Design Standard Notes</p>
 <p>Navigator</p>	<p>NavBar:Navigator Set Up Financials/Supply Chain Common Definitions Notes Standard Notes</p>

1. Click the **Add a New Value** tab.

Standard Notes

Find an Existing Value | **Add a New Value**

SetID UOFMO

Standard Note Code THANKYOU

Add

- o Enter the appropriate ID in the **SetID** field.
- o Enter a name into the **Standard Note Code** field.
- o Click the **Add** button.

2. The **Standard Notes** page opens.

- a. Change the effective date to the first day of the current month.
- b. Enter the appropriate information into the **Description** field.
- c. Enter or select the **Note Type**.
- d. Enter the appropriate information into the **Text** field. This information will print on the invoice.
- e. Enter or look up the appropriate document code in the **Print On Document** section.
- f. Click the **Save** button.

NOTE: Changes can always be made at a later date using the Find an Existing Value page, inserting a row, changing the data, and saving.

END OF PROCEDURE.

Standard Notes

SetID UOFMO Standard Note Code THANKYOU

Standard Note Description

*Effective Date 11/01/2018 *Status Active

*Description Thanks

*Note Type STANDARD Standard Note Type

Text Thank you for using our services

222 characters remaining

Show on Collections Workbench

Search Key Words

Keyword

Print On Document

*Document INVC Invoice

Save **Notify** **Add** **Update/Display** **Include History**

Customers

The following topics describe the steps to Request New or Update Existing Customer and Customer Naming Convention Rules.

Request a New Customer or Update an Existing Customer

The Customer Request Form in PeopleSoft is used to request new customers and updates to existing customers. The form will require you to pick one of the following types of requests:

- **Add New Customer** - Create a new customer ID.
- **Add New Customer Address** - Add an additional address to an existing customer. (Ex: A customer has more than one location)
- **Update Customer Address** - Update a customer's current address. (Ex: A customer has moved to a new location)

Once submitted, the form routes to the accounting office for review. If additional information is required, the form is returned and you will be notified via email. When the form has been approved you will receive an email confirmation with the customer's ID number.

Customers with special prefixes (8899XXXXXX, EMPXXXXXXX, and RETXXXXXXX) are reserved for specific offices and should not be used by most billing specialists. A new customer ID will need to be created if you need to bill one of these customers.

***Note:** If a customer is tax exempt, the department should request a copy of the customer's tax exempt certificate and send it to the accounting office to keep on file. The customer's tax ID number should be obtained if possible.*

Navigation Options



Navigation Collection Tile
Billing | Customers | Add Customer Request Form



NavBar:Navigator
myForms WorkCenter | Add Customer Request Form

1. After opening the **Customer Request Form**, you must select the type of request.

- a. Select **Add New Customer** if you need to create a new Customer ID.

1. The **New Customer Information** section appears. Enter as much information as possible. Follow the [Customer Naming Convention Rules](#) for the customer names and addresses.

2. If invoices should be sent to a specific individual, you can set the **“Would you like to add a contact?”** toggle to **Yes**. An additional Customer Contact Information section appears. Enter as much information about the individual as possible. Their name will display in the ATTN TO: line on invoices.

b. Select **Add New Customer Address** if you need to add an additional address to an existing customer.

1. The **Customer ID** box appears. Enter or search for the Customer ID that needs to have an additional address added.

2. The **New Customer Address** section displays after a Customer ID is entered. Enter as much information as possible. Follow the [Customer Naming Convention Rules](#) for the customer names and addresses.
- c. Select **Update Customer Address** if you need to update an existing address. This should only be used if an address is incorrect or if a customer has moved to a new location.

1. The **Customer ID** and **Address Sequence Number** boxes appear. Enter or search for the Customer ID and address that needs to be updated.
2. The **Updated Customer Address** section displays after a Customer ID and address are entered. The fields load the current address information. Make any necessary updates or additions. Follow the [Customer Naming Convention Rules](#) for the customer names and addresses.
3. Enter any comments or special requests in the **Comments** field.
4. Click the **Submit** button.
5. The Results page displays to confirm that your form has been submitted successfully.

The Columbia Accounting Office reviews the request and approves the form or sends it back for additional information. Once the form is approved the customer is automatically created or updated and an email is sent to the requestor with the Customer ID.

END OF PROCEDURE.

Customer Naming Convention Rules for Name/Address Info

Departments need to be familiar with the naming convention rules in this section to find customers in the system.

The following contains standards for naming conventions used in the name and address fields necessary for the Customer conversion to PeopleSoft AR/BI module. The intent of these standards is to ensure that all converted customers and eventually new ones follow the same basic guidelines for naming conventions.

1. All CAPS are used for names and addresses. PeopleSoft is case sensitive.
2. Searching on the customer's long name is case sensitive; use all CAPS.
3. All Attention To's for individual names should be set up in the customer Contact panel for the BILL TO Primary address. They default when you create an invoice. It will print with the address on the invoice.
4. When entering an individual's name as a *customer*, follow the PeopleSoft standard of Last Name,First Name Middle Name or Initial (if middle name or initial is known). If only initials are provided for a first and middle name, they should be entered together, e.g.,
 - a. SMITH,LAURA SUE
 - b. SMITH,LAURA S
 - c. SMITH,L SUE
 - d. SMITH,LS
5. No titles on individual's names, e.g., Mr, Mrs, Ms, Miss, Dr, Prof.
6. No punctuation except when entering the comma between the Last and First name of an individual. Replace hyphens with spaces. All other punctuation should just be eliminated.
7. No spaces between initials, e.g., ABC DISTRIBUTING or PO BOX.
8. No acronyms.
9. Do not begin a customer's name with "a," "an," or "the."
10. Use the two-letter postal abbreviation for states listed in the Customer's Name.
11. If a customer's name does not fit within the 40-character PeopleSoft field, use the next line of the name field. (It is important if you have overflow to fill the first line up to 40 characters for search purposes in PS.)
12. If a company has a department or division, etc., that needs to be referenced, it should be made part of the name on the *first name line* up to 40 characters with overflow on the second name line. (It is important if you have overflow to fill the first line up to 40 characters for search purposes.)
13. Customer short name should be the first 10 characters (no spaces) of a customer's long name. If that short name has already been used, adjust the last characters.
14. Location Description on the Address Panel should be the City and the first line of the address (as much as possible).
15. If both a PO Box and a Street Address are provided, put the Street Address in the First Address line and the PO Box in the Second Address Line.
16. Use the following abbreviations for secondary address unit designators:
 - o Apartment: **APT**

- Unit: **UNIT**
- Building: **BLDG**
- Room: **RM**
- Floor: **FL**
- Department: **DEPT**
- Suite: **STE**

Abbreviate directionals with N, S, E, W, NE, NW, SE, or SW, unless the directional is the primary street name, e.g., NORTH AVE.

Enter Rural Route addresses with the letters RR and do not use the words Rural, Number, No., or #, e.g., RR 2 BOX 152.

Use the following abbreviations for suffixes:

- Avenue: **AVE**
- Boulevard: **BLVD**
- Highway: **HWY**
- Circle: **CIR**
- Court: **CT**
- Drive: **DR**
- Freeway: **FWY**
- Parkway(s): **PKWY**
- Place: **PL**
- Road: **RD**
- Street: **ST**
- Terrace: **TER**

City names should be spelled out in their entirety. However, if the name does not fit within the 30-character field provided by PeopleSoft, directionals within the name may be abbreviated.

Some customers are external to the University, but have an address that can be delivered by campus mail or by courier. In order for Campus Mail Services to sort them they need to be *easily identifiable*. **All customers with these types of addresses at UMR, UMSL, and UMKC should say COURIER in the *last address line* of the Address with a *DESIGNATION for the Campus*. For example “COURIER KC.”**

The screenshot shows the 'Address' tab of a PeopleSoft form. At the top, it displays 'SetID: UOFMC', 'Customer: NEXT', and 'MED STUDENTS ASSOC'. Below this, there are fields for 'Location: 1' and 'Descr: KANSAS CITY 1025 CONNALLY'. There are also checkboxes for 'Ship To Address', 'Correspondence Address', 'Bill To Address', and 'Sold To Address'. The 'Eff Date' is 05/22/2002, 'Status' is Active, and 'Language Code' is English. The 'Country' is USA (United States) and 'Tax Code' is empty. The address fields are: 'Address 1: 1025 CONNALLY', 'Address 2: [empty field circled in red]', and 'Address 3: COURIER KC'. There is also an 'Alternate Names' section with two empty fields. At the bottom, there are fields for 'City', 'County', 'State', and 'Postal', along with an 'In City Limit' checkbox.

There is no need to put the city, state, or zip in the address. Since everything prints in Columbia, other campuses have to say “COURIER.” Columbia

customers say "CAMPUS MAIL."

The following are common words used in customer names. For consistency, the standard abbreviations for these words should be used even if space is not an issue. These are the only words to be abbreviated. All other words must be spelled out. *These abbreviations have been added for AR/BI.

Administration	ADMN	Information	INFO
*Academy	ACAD	Institute	INST
Agriculture	AG	International	INTL
American	AMER	Kansas City	KC
Associate(s)	ASSOC	Laboratory	LAB
Association	ASSN	Library	LIB
Biology(ical)	BIO	Limited	LTD
Building	BLDG	*Litigation	LITI
*Bureau	BUR	Management	MGMT
Center	CTR	Manufacturing	MFG
Chemistry(ical)	CHEM	Marketing	MKTG
Columbia	COL	Medical	MED
Commission	COMM	*Memorial	MEM
Company	CO	National	NATL
Cooperative	COOP	Nutritional	NUTR
Corporation	CORP	Production	PROD
County	CTY	Professional	PRO
Department(al)	DEPT	*Protection	PROT
Development(al)	DEV	Psychology	PSYCH
Diagnostic	DIAG	Publication/Publishing	PUB
District	DIST	*Region(al)	REG
Division(al)	DIV	Rehabilitation	REHAB
Economic	ECON	*Resource(s)	RES
Education	EDUC	*Saint	ST
*Elementary	ELEM	Saint Louis	STL
Employment	EMPL	Science(s)	SCI
Engineer(ing)	ENGR	*Secondary	SEC
Environment(al)	ENV	Service(s)	SVC
Equipment	EQUIP	Society	SOC
Executive	EXEC	*State	ST
Extension	EXT	System(s)	SYS
Federal/Federated	FED	Technical(ology)	TECH
Foundation	FNDTN	United States	US
General	GEN	University	UNIV
Government	GOVT	*Veteran's Administration	VA
Hospital	HOSP	Veterinary(ian)	VET
Incorporated	INC	*Volunteer	VOL
*Independent	INDEP		

Use the two-letter postal abbreviation for states in the State field.

Alaska	AK	Montana	MT
Alabama	AL	North Carolina	NC
Arkansas	AR	North Dakota	ND
American Samoa	AS	Nebraska	NE
Arizona	AZ	New Hampshire	NH
California	CA	New Jersey	NJ
Colorado	CO	New Mexico	NM
Connecticut	CT	Nevada	NV
District of Columbia	DC	New York	NY
Delaware	DE	Ohio	OH
Florida	FL	Oklahoma	OK
Georgia	GA	Oregon	OR
Guam	GU	Pennsylvania	PA
Hawaii	HI	Puerto Rico	PR
Iowa	IA	Rhode Island	RI
Idaho	ID	South Carolina	SC
Illinois	IL	South Dakota	SD
Indiana	IN	Tennessee	TN
Kansas	KS	Texas	TX
Kentucky	KY	Utah	UT
Louisiana	LA	Virginia	VA
Massachusetts	MA	Virgin Islands	VI
Maryland	MD	Vermont	VT
Maine	ME	Washington	WA
Michigan	MI	Wisconsin	WI
Minnesota	MN	West Virginia	WV
Missouri	MO	Wyoming	WY
Mississippi	MS		

The zip code should be entered as zip+4 if the additional four digits are known. When using the additional four digits, a hyphen should be used, e.g., 12345-1234.

END OF PROCEDURE.

Entering Bills

When a service or product is provided by the University to another organization, a bill/invoice must be entered into the PeopleSoft Billing Module by the department. Once the entry is made, it will be run through a daily process of edit and budget checking. If the process is without error, an invoice will be generated and mailed out from a central location.

Billing Page Series

Navigation Options

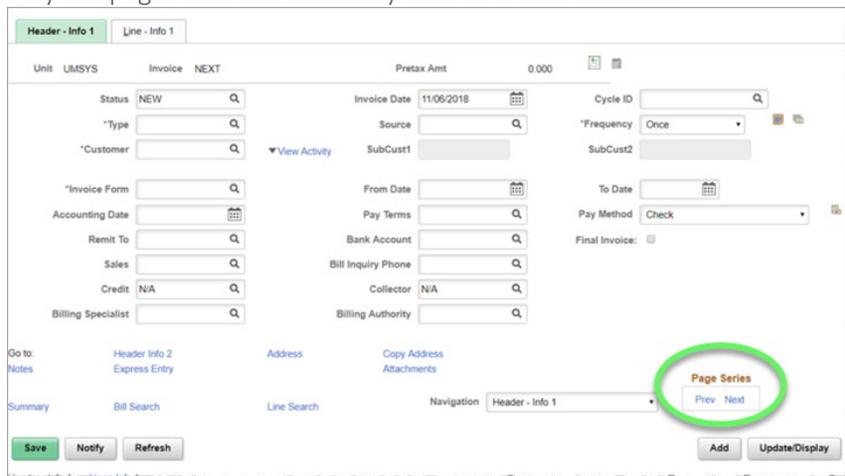


Navigation Collection Tile
Billing | Create Billing Invoices | Standard Billing



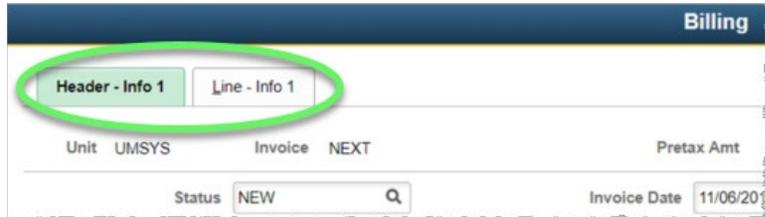
NavBar:Navigator
Billing | Maintain Bills | Standard Billing

1. The **Bill Entry** module consists of many pages and options. **Page Series** links, included in the lower right of each page in the Bill Entry series, access only the pages that the university uses to create invoices.



2. Parts of an Invoice

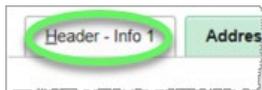
An invoice has two parts: a header and lines. The header includes information that pertains to the entire bill, and line information pertains to the specific items that have been purchased.



3. Header Data

Bill header data pages include the following four pages (in order of page series setup):

1. **Header - Info 1** - Enables you to record bill type, customer, and the billing operation.



2. **Address Info** - Enables you to review mailing address information and change the location code, if necessary.



3. **Header - Note** - Enables you to add internal notes or notes to be printed on the invoice that pertains to the entire bill.



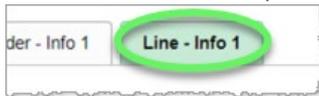
4. **Header - Service Info** - Enables you to enter a customer's PO number if you have one.



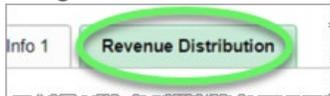
4. **Line Data**

Bill line data pages include the following three pages (in order of page series setup):

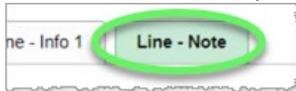
1. **Line - Info 1** - Enables you to record required charge information such as product, quantity, and price.



2. **Acctg - Rev Distribution** - Enables you to specify general ledger account distribution information for each bill line.



3. **Line - Note** - Enables you to add internal or printed notes for each item that is billed.



Create an Invoice

Navigation Options

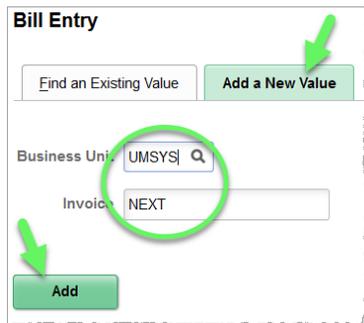


Navigation Collection Tile
Billing | Create Billing Invoices | Standard Billing



NavBar:Navigator
Billing | Maintain Bills | Standard Billing

1. Click the **Add a New Value** tab.



- a. The **Business Unit** must be the same as the ChartField string that will be receiving revenue.
 - b. For the **Invoice** field, accept the default **NEXT** so that the system assigns this invoice the next sequential invoice number.
 - c. Click the **Add** button.
2. Complete the following fields on the **Header - Info 1** tab.

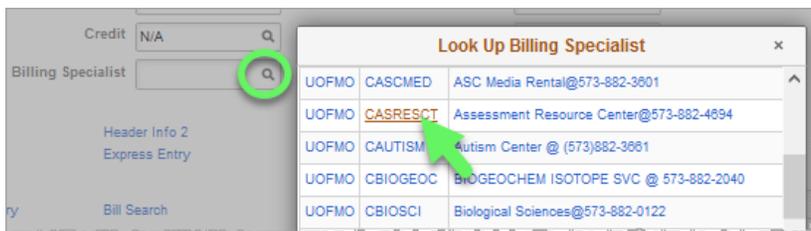
- a. Accept the default (current date) in the **Invoice Date** field.
- b. Enter or select the bill **Type** for your operation.

Bill Type is used to default several fields on the **Header - Info 1** tab. Unless your department does a lot of invoices, use the standard bill type for your campus: COLUM - COP, HELTH - HTH, HOSPT - HOS, KCITY - KCL, ROLLA - ROL, STLOU - STL, UMSYS - COP, UOEXT - COP. Work with your campus accounting office if you need a specific bill type.

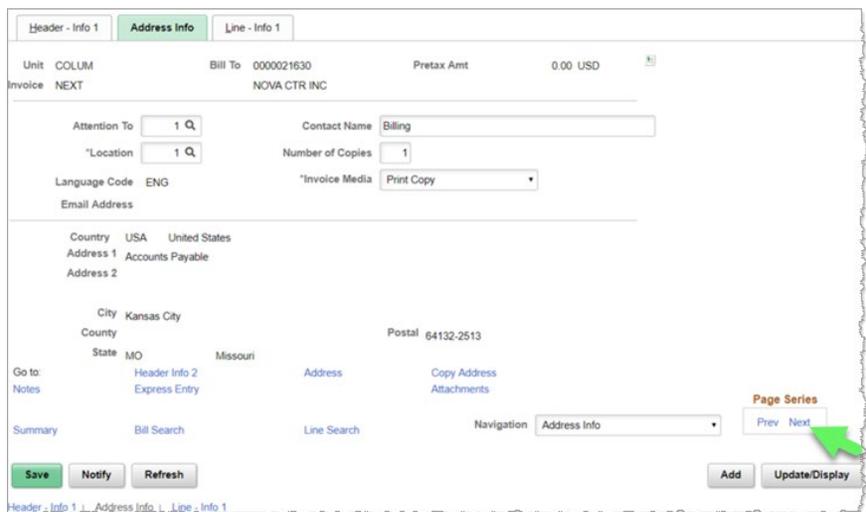
- c. Enter or select the desired information for the **Customer** field.

If the customer has not been created, a Customer Request Form will need to be submitted and a customer number assigned before proceeding. (See the "Create a New Customer or Update an Existing Customer" topic for instructions.)
Do not use customers that start with 8899XXXXXX or RETXXXXXXX. These customers are only to be used by Campus Grants Offices and Retirement/Payroll.

- d. For some departments, the **Billing Specialist** field will default in when you select your **Type**. Other departments must populate the **Billing Specialist** field by using the lookup feature and selecting it.



- e. The **Sales** field defaults as "N/A" (unless it is associated to the Billing Specialist), but it can be used for tracking purposes. Contact the accounting office about setting up a person's name in the system to select for this field. It will not print on the invoice.
 - f. After the Billing Specialist is entered, several other fields are automatically populated and others are blank.
Do not change or fill in these fields.
 - g. Click the **Next** link in the **Page Series** box (lower right corner of page).
3. The **Address Info** tab opens.



- a. Verify that the address is correct.
- b. If the address is not correct, use the lookup feature for the **Location** field to select another location.
- c. If there is a contact name set up for this customer, you can enter it or select it using the lookup feature for the **Attention To** field.

Location field: Most customers will have one customer number and only one location number (address). Larger customers that have a main address, as well as several other addresses will have one customer number but several other location numbers to select from. **Note:** The location/address shown as a default is Location 1 for each customer. This is the customer's primary location.

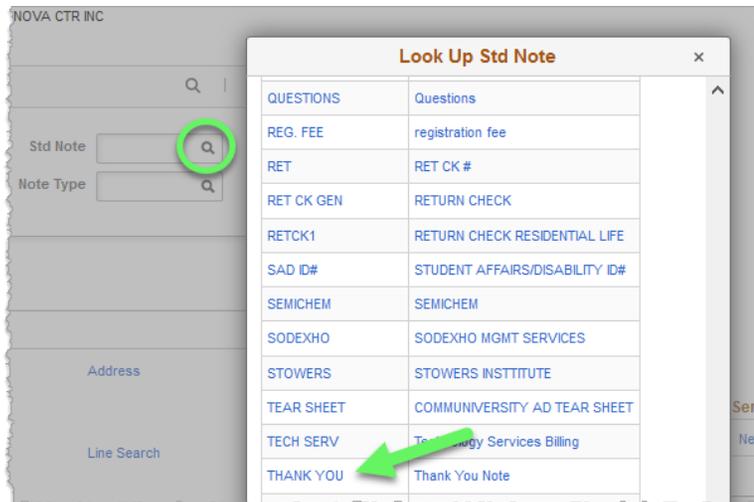
Attention To field: Contacts can be added for selection with the Customer Request Form in Outlook. Besides selecting or entering a contact name that has already been set up, you can enter a different name if desired. This will print on the invoice. **Note:** If data is entered in the Attention To field, it will override the second name line of the customer if there is one.

- d. Click the Page Series **Next** link.
4. The **Header - Note** tab opens.

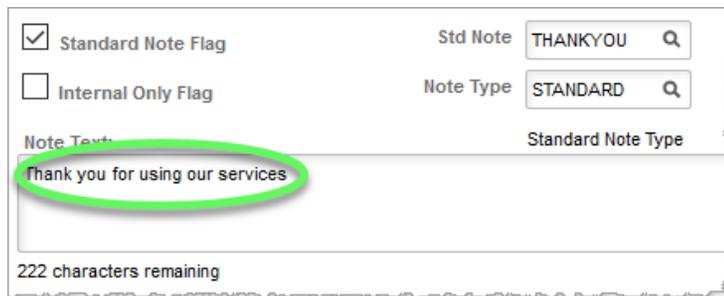
Header notes appear at the top of the invoice and should provide information that pertains to the entire bill.

- a. Select the **Standard Note Flag** option to add a standard note. (You can also add manual and internal notes.)

- b. Click the **Std Note** lookup feature and click the link of the desired note in the **Look Up Std Note** dialog window that appears.



- c. The selected note appears in the **Note Text** field.



- d. Click the Page Series **Next** link.

Header notes typically include thank you for purchase notes, announcements of sales, return policies, holiday greetings, and other such general information. (The other place you may make notes is on the bill lines. Line notes apply to only one item.)

When entering notes on the **Header - Notes** tab, it is important to remember that these notes will appear only if selected on an invoice. If you need to set up a standard note to select when you do an invoice, please refer to the "Set Up Standard Notes" topic in the System Set Up lesson.

The three types of header notes are the following:

- 1) **Standard:** These notes are already set up in the system for you to select. Click the **Standard Note Flag** check box to select it and select the standard note.
- 2) **Manual:** These are notes that are entered manually. Type the note in the **Note Text** field.
- 3) **Internal:** These notes **will not** print on the invoice. Click the **Internal Only Flag** check box to select it and use the lookup feature to select a note or type a note in the **Note Text** field.

5. The **Header - Service Info** tab opens.

The screenshot shows the 'Header - Service Info' tab in the PeopleSoft Billing system. The form includes the following fields and controls:

- Unit: UMSYS, Invoice: NEXT, Bill To: 0000021630, Pretax Amt: 0.00 USD, NOVA CTR INC
- PO: [Empty text box]
- Contract: [Text box with search icon]
- Contract Date: [Date picker]
- Contract Type: [Text box]
- Service Customer: [Text box with search icon]
- Service Address Num: [Text box with search icon]
- Navigation: Header - Service Info (dropdown), Prev, Next (Page Series)
- Buttons: Save, Notify, Refresh, Add, Update/Display

- a. If the customer provided a purchase order number, enter it in the **PO** field.

The close-up shows the PO field with the value 345119 entered.

- b. Do not use the other fields.
- c. Click the Page Series **Next** link.

6. The **Line - Info 1** tab opens.

There are two ways to enter items for billing: manually enter items or define items ahead of time and select them from a stored table of items called charge codes.

- o **Enter manually:** To manually enter items for billing, enter data for the **Description**, **Quantity**, **Unit of Measure**, and **Unit Price** fields.

- o **Select charge code:** Use this method if you will be billing repetitively for goods and services, and you have created charge codes for your items. (See the [Create Charge Codes](#) topic for instructions.)



- Click the **Table** lookup feature.
- Click the **PS/Billing Charge Id** link.
- As an option, you can enter or select the Charge ID for your operation for the **Identifier** field. *Note: The identifier prints on the invoice.*
Click the **Identifier** lookup feature.



- Search by entering the first two or three characters of your Charge ID in the **Identifier** field.



- e. When you locate the appropriate entry, click its link in the **Identifier** column.

ARC10004	02/16/2003	MRT6 PARENT/TEACH CONF-PKG 25	EA	19	CK06
ARC10301	01/16/2003	MRT 6 - T/B-GROUP ADMIN-LEV 2	EA	88.81	CK06
ARC10302	01/16/2003	MRT 6-MANUAL INTERP-LEVEL 1&2	EA	44.94	CK06
ARC11001	01/16/2003	STAFF ASSESSMENT QUESTIONNAIRE	EA	.55	CK07

- f. The **Description**, **Unit of Measure**, and **Unit Price** default from the **Identifier** field. (The description prints on the invoice and is a required field.) *Note: All defaults can be overridden by typing over them.* Enter the desired quantity into the **Qty** field.

Table ID Identifier ARC10302 Description MRT 6-MANUAL INTERP-LEVEL 1&2

Quantity 15

Unit of Measure EA

Unit Price 44.94

Gross Extended 0.00

From Date

To Date

Line Type REV Accumulate

Tax Code Tax Exempt

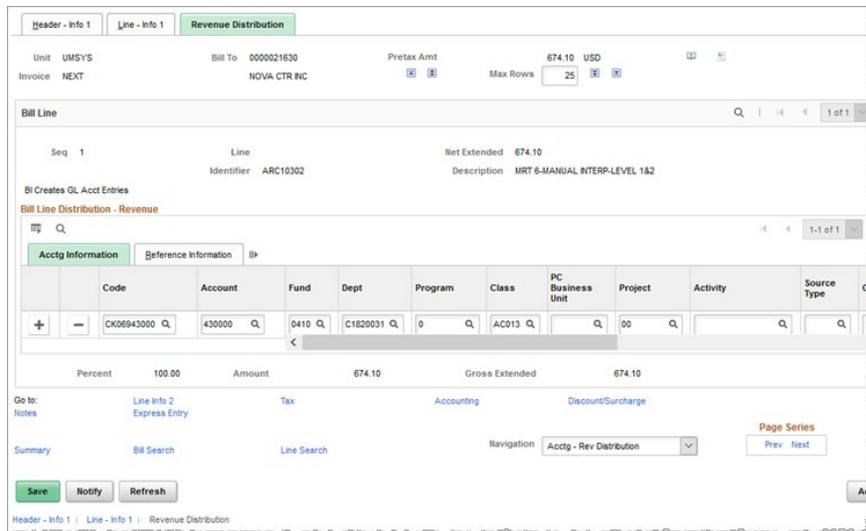
- g. If tax needs to be charged, refer to the next topic, [Calculate Taxes](#), for instructions.
- h. To add more lines, click the plus sign button in the upper right corner of the **Bill Line** section.

1 of 1 | View All

+

- i. Click the Page Series **Next** link.

7. The **Revenue Distribution** tab opens.



- The required fields may already be populated if the revenue distribution code is tied to the Charge ID for the item.
- If the fields are not already populated, use the lookup feature for the **Code** field to search for the revenue distribution code or type in the ChartField strings.
- To split revenue in multiple ChartFields, use the plus sign button to the left of the ChartField string.
- Scroll to the right as needed and use the arrows to navigate to the other billing lines, if there is more than one.
- Click the Page Series **Next** link.

8. The **Line - Note** tab opens.

This tab allows you to enter a standard or manual note that will show on the invoice underneath a billing item or an internal note regarding the line that will not print on the invoice. (The instructions for entering line notes are the same as for entering header notes.)

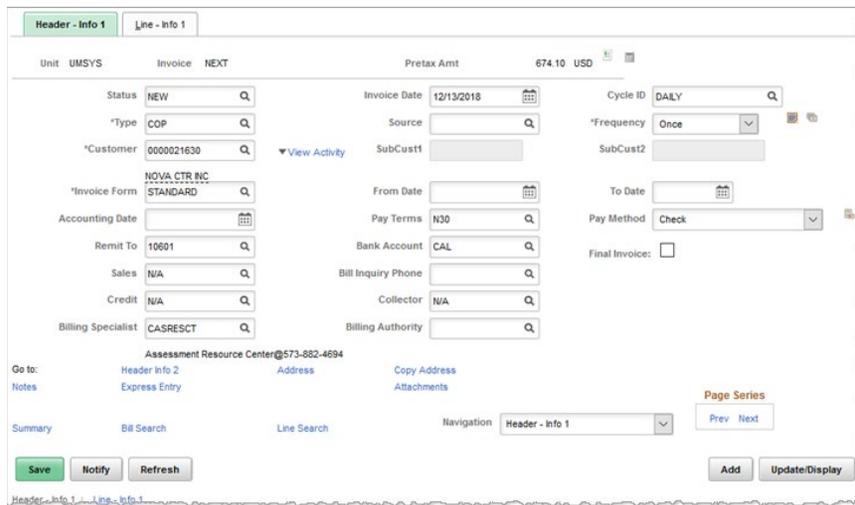
The three types of line notes are as follows:

- 1) **Standard:** These notes are already set up in the system for you to select. Click the **Standard Note Flag** check box to select it and select the standard note.
- 2) **Manual:** These are notes that are entered manually. Type the note in the **Note Text** field.
- 3) **Internal:** These notes **will not** print on the invoice. Click the **Internal Only Flag** check box to select it and use the lookup feature to select a note or type a note in the **Note Text** field.

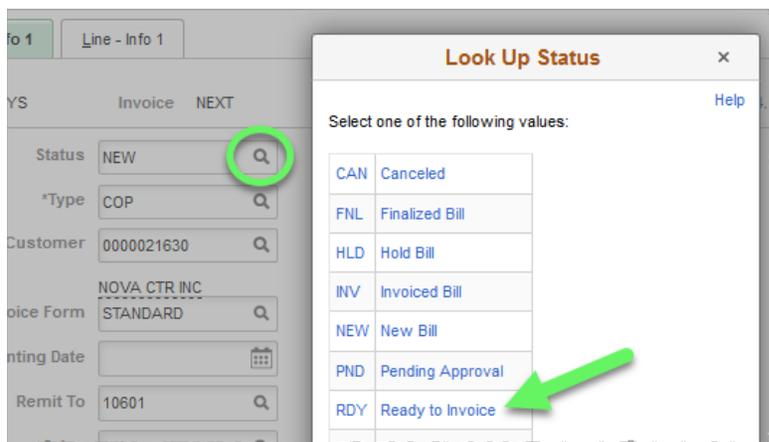
Note: Make sure you are on the line that you want to make a note for! Up to three notes can be created for each line on the invoice by inserting lines on the inside scroll bar.

If there is a scroll bar on the right side of the page, you may need to scroll down to see other lines of the invoice (if there are multiple invoice lines).

9. Click the Page Series **Next** link.
10. All of the pages in the series are now complete and you are returned to the first page in the series.



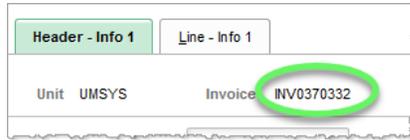
11. Click the **Status** lookup feature and select the **Ready to Invoice** link in the dialog window that appears.



Note: Doing this will initiate some edit checks, and it will let you know what, if anything, needs to be fixed.

12. Click the **Save** button to save the invoice.

13. An invoice number is assigned automatically. You may want to write down the invoice number to refer to it later.



Header - Info 1		Line - Info 1	
Unit	UMSYS	Invoice	INV0370332

END OF PROCEDURE.

Calculate Taxes

If you need to charge taxes on an invoice, follow the steps in this procedure.

Navigation Options



Navigation Collection Tile
Billing | Create Billing Invoices | Standard Billing



NavBar:Navigator
Billing | Maintain Bills | Standard Billing

1. Select or enter the desired invoice number for the **Invoice** field and click the **Search** button.

Express Bill Entry
Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value | **Add a New Value**

Search Criteria

Business Unit = UMSYS

Invoice begins with **INVI**

Bill Status =

Customer begins with

Contract begins with

Bills in Business Unit =

Template Invoice Flag =

Case Sensitive

Search | **Clear** | [Basic Search](#) | [Save Search Criteria](#)

2. The **Header - Info 1** page displays. Click the **Line - Info 1** tab.

Header - Info 1 | **Line - Info 1**

Unit COLUM | Bill To 00

3. Enter the tax code using the **Tax Code** lookup feature. In the Tax Code lookup dialog window, click the link of the appropriate Tax Code.

Line type REV

Tax Code **Q** Tax Exempt

4. Click the **Save** button.

Save | **Return to Search**

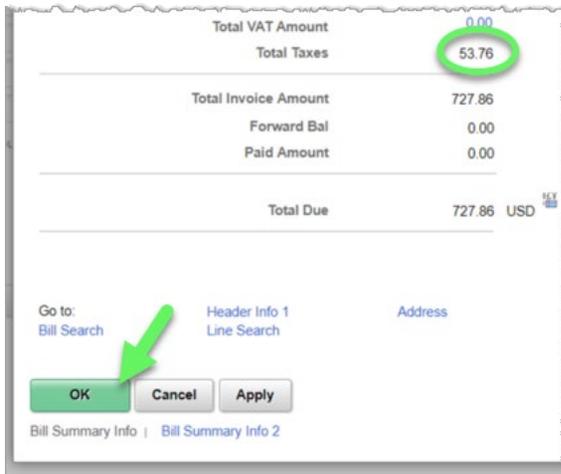
- Click the **Header – Info 1** tab at the top of the page.



- The **Header – Info 1** page appears. Click the **Calculate Taxes** button.



- The taxes appear to the right of **Total Taxes** and will be added to the total due for the invoice. Click the **OK** button.



END OF PROCEDURE.

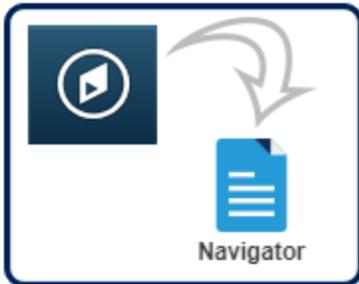
Add Invoice Attachments

Attachments can be added after invoices have been saved and an invoice number is assigned. Attachments are for internal purposes only and will not be sent to customers.

Navigation Options



Navigation Collection Tile
 Billing | Create Billing Invoices | Standard Billing



NavBar:Navigator
 Billing | Maintain Bills | Standard Billing

1. Select or enter the desired invoice number for the **Invoice** field and click the **Search** button.

Bill Entry

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value
Add a New Value

▼ Search Criteria

Business Unit = ▼ UMSYS Q

Invoice begins with ▼ Q

Bill Status = ▼ ▼

Customer begins with ▼ Q

Contract begins with ▼

Bills in Business Unit = ▼ Q

Template Invoice Flag = ▼ ▼

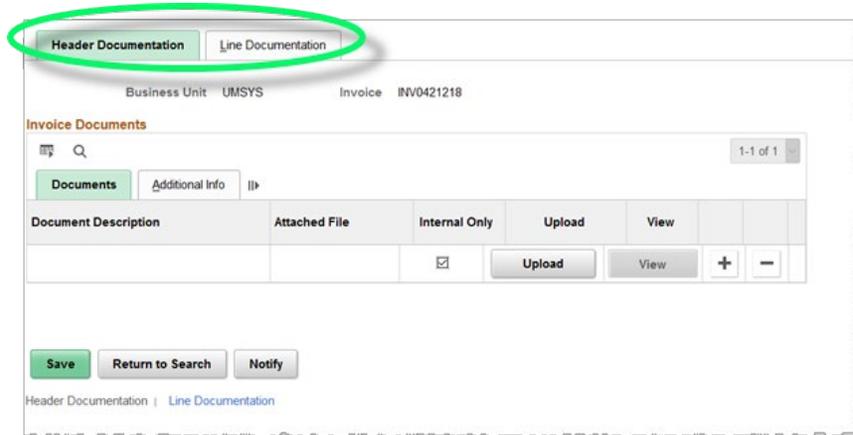
Case Sensitive

Search
Clear
Basic Search 📌 Save Search Criteria

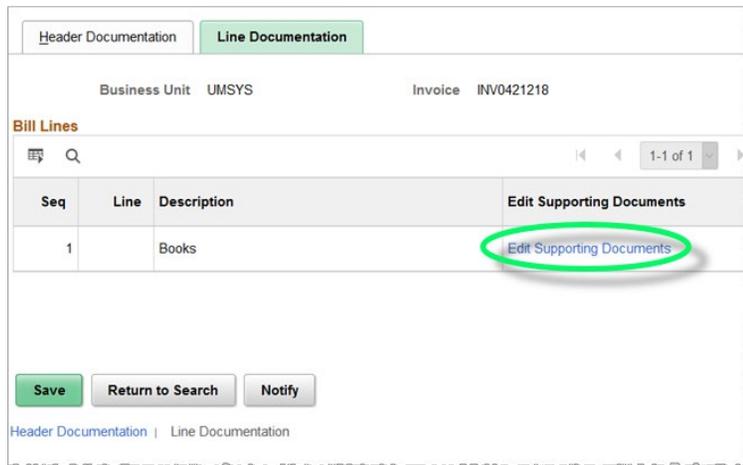
2. Select the **Attachments** link near the bottom of the **Header - Info 1** page that opens.

The screenshot shows the 'Header - Info 1' page in PeopleSoft Financials. The 'Header - Info 1' tab is highlighted with a green circle. The page displays various fields for invoice information, including Unit (UMSYS), Invoice (INV0421218), Pretax Amt, Status (NEW), Invoice Date (10/29/2020), *Type (COL), Source, *Customer (0000044297), SubCust1, *Invoice Form (STANDARD), From Date, Accounting Date, Pay Terms (N30), Remit To (10601), Bank Account (CAL), Sales (N/A), Bill Inquiry Phone, Credit (N/A), Collector (AACCTFSS), Billing Specialist (AACCTFSS), Billing Authority (AACCTFSS), and Actgng/Fiscal Share Serv573-882-7054. The 'Go to:' section includes links for Notes, Header Info 2, Express Entry, Address, Copy Address, and Attachments. The 'Attachments' link is highlighted with a green arrow. At the bottom, there are buttons for Save, Notify, and Refresh, and a breadcrumb trail for Header - Info 1 | Line - Info 1.

- The **Supporting Documentation** page opens in a new browser tab. The page defaults to the **Header Documentation** section, but you can select the **Line Documentation** page tab to add attachments at the Line level.



- Header level attachments can be added using the **Upload** button on the Header Documentation tab. A short file description can be added in the **Document Description** field if desired.
- Line level attachments can be added using the **Edit Supporting Documents** link on the Line Documentation page.



- When you are finished adding attachments, click the **Save** button.

END OF PROCEDURE.

Set Up a Recurring Bill Template

Recurring bills are bills that can be reproduced on a schedule and are identical. By using recurring bills, you can avoid retyping the same information into the system month after month or week after week for recurring billing activity such as rental invoices or standing purchase orders. Currently, the billing cycle template allows you to create recurring bills on a monthly, quarterly, semiannual, or annual cycle.

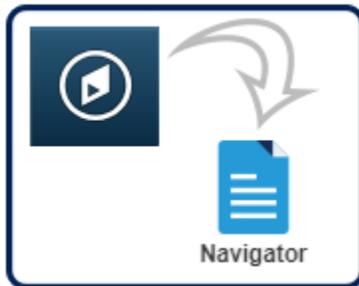
Note: If you do not establish the recurring bill during invoice input and the overnight updating process has **not** run, you can still select your bill and set it up as a recurring bill template. **Remember: Once the overnight process has run, you cannot use a billing to create a recurring invoice.**

Navigation Options



Navigation Collection Tile

Billing | Create Billing Invoices | Standard Billing



NavBar:Navigator

Billing | Maintain Bills | Standard Billing

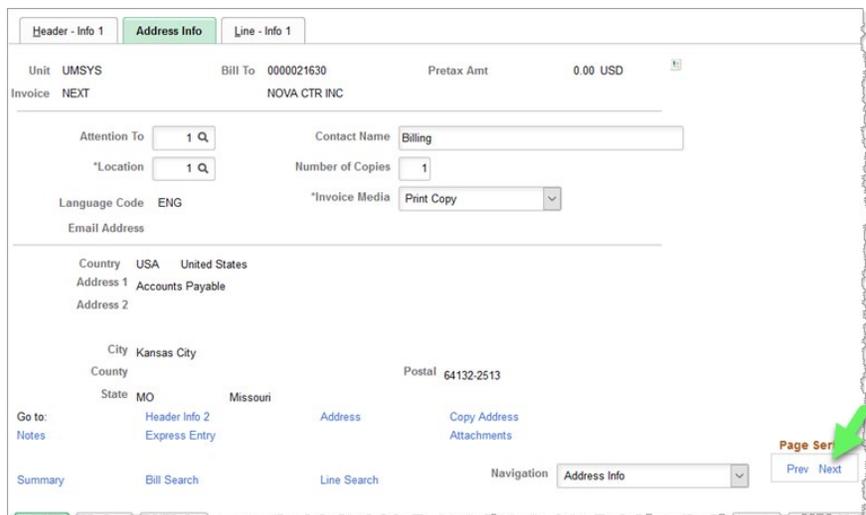
Setting up a recurring bill template involves the same steps as [creating an invoice](#) along with some additional steps.

1. Click the **Add a New Value** tab.

- a. The **Business Unit** will default based on the user's sign on. It must be the same as the ChartField string that will be receiving revenue.
 - b. Click the **Add** button.
2. The **Header - Info 1** page opens.

- a. Enter or select the bill **Type** for your operation.
- b. Enter or select the desired information for the **Customer** field.
- c. Enter or select the desired information for the **Billing Specialist** field.
- d. The **Cycle ID** and then the **Frequency** (in that order) must be selected to set up a recurring invoice template.

- e. Click the **Cycle ID** lookup feature and then in the dialog window that appears, click the appropriate Cycle ID link in the **Billing Cycle Identifier** (Cycle ID) column.
 - f. Expand the **Frequency** list and select **Recurring**. *Note: The frequency must be set for Recurring. For other cycles, contact your accounting office.*
 - g. Remember that this is a template and the information you enter will be on each bill generated with this template.
 - h. Click the **Next** link to continue with the recurring invoice template.
3. The **Address Info** page opens.



- a. Verify that the address is correct.
- b. Add a contact name in the **Attention To** field, if desired.
- c. Click the **Next** link.

4. The **Header - Note** page opens.

The screenshot shows the 'Header - Note' page. At the top, there are tabs for 'Header - Info 1', 'Line - Info 1', and 'Header - Note'. Below the tabs, the following information is displayed: Unit: UMSYS, Invoice: NEXT, Bill To: 0000021630, Pretax Amt: 0.00 USD, and NOVA CTR INC. The 'Customer Notes' section is active, showing a search bar and '1 of 1' results. A note is added with the following details: 'Standard Note Flag' is checked, 'Std Note' is 'THANK YOU!', and 'Note Text' is 'THANK YOU FOR YOUR BUSINESS!'. The 'Page Se' button is highlighted with a green arrow.

- a. Add a standard note if desired.
- b. Click the **Next** link.

5. The **Header - Service Info** page opens.

The screenshot shows the 'Header - Service Info' page. At the top, there are tabs for 'Header - Info 1', 'Header - Service Info', and 'Line - Info 1'. Below the tabs, the following information is displayed: Unit: UMSYS, Invoice: NEXT, Bill To: 0000021630, Pretax Amt: 0.00 USD, and NOVA CTR INC. The 'Header - Service Info' section is active, displaying the following fields: PO (345119), Contract, Contract Date, Contract Type, Service Customer, and Service Address Num. The 'Page Se' button is highlighted with a green arrow.

- a. If the customer provided a purchase order number, enter it into the **PO** field.
- b. Click the **Next** link.

6. The **Line - Info 1** page opens.

- a. Enter information for a charge code, if desired.
- b. Click the **Next** link.

7. The **Revenue Distribution** page opens.

- a. Verify the ChartField string is populated correctly.
- b. Click the **Next** link.

8. The **Line - Note** page opens.

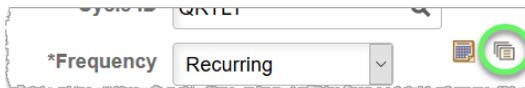
- a. If desired, enter a standard or manual note about a line item that will show on the invoice or an internal note that will not print on the invoice.
- b. Click the **Next** link.

9. The **Header - Info 1** page reopens.

a. Click the **Save** button.



b. Click the **Recurring Bill Schedule** icon (located to the right of the Frequency field).



10. The **Recurring Bill Schedule** page opens.

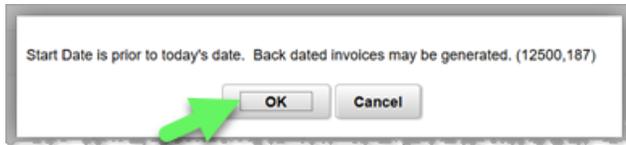
a. Enter the start date and end date to establish the period for the recurring billing.

b. Click to select the **Pre-Assign Invoice Numbers** option.

Note: The template and the recurring invoices generated by the template will have different numbers.

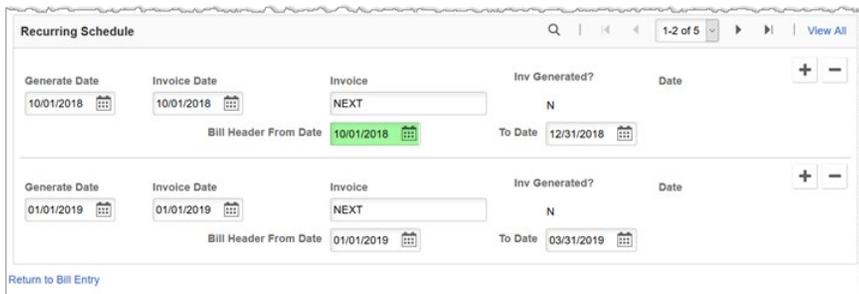
c. Click the **Generate Rev. Rec. Schedule** button to generate the billing cycle.

- d. If the Start Date entered was before the current month, a message about back dating appears.



Click the OK button.

- e. PeopleSoft populates all the fields based on current information and extends the recurring billing for the period that you select. View and update the appropriate fields and make any necessary changes. **Make sure the first Invoice Date is within the current month or is a date further in the future.**



If you generate a schedule and if you change the end date to be further in the future than originally defined, the Extend button appears on the page. This button allows you to generate the additional recurring bill dates and pre-assigned invoice numbers. Selecting Generate does not create the recurring bills. Instead, you generate a schedule of dates and pre-assigned invoice numbers, if indicated, for the Generate Recurring Bills process. **The recurring bills are then created during the nightly processing based on the Generate Date on the Recurring Bills Schedule page.** When the **Inv Generated?** status on this page is Y (Yes), this means that the bills have been created and are waiting with a status of RDY (Ready) to be finalized and printed.

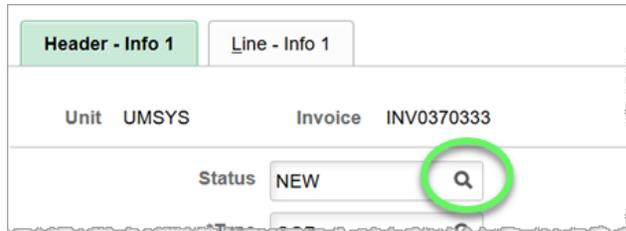
- f. When all information is correct, click the Save button to replace "NEXT" with a pre-assigned invoice number.



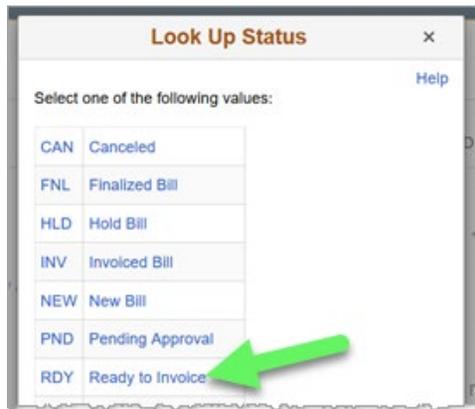
- g. Click the Return to Bill Entry link.



11. The **Header - Info 1** tab opens again. Click the **Status** lookup feature.



12. In the **Look Up Status** dialog window, click the **Ready to Invoice** link.



13. Click the **Save** button.



14. Your invoices will be generated based on the **Generate Date** on the **Recurring Bill Schedule** page.

END OF PROCEDURE.

Manage a Recurring Bill Template

A recurring bill template can be accessed by the normal billing process. This access allows you to adjust the Recurring Bill Schedule. The recurring schedule controls the period of time during which the recurring bill will be issued. If the time frame changes, the adjustment is made by accessing the recurring bill template, changing the date range on the Recurring Bill Schedule, and regenerating the recurring bill cycle.

Navigation Options



Navigation Collection Tile

Billing | Create Billing Invoices | Standard Billing



NavBar:Navigator

Billing | Maintain Bills | Standard Billing

1. Use the **Find an Existing Value** tab to search for your billing template.

Bill Entry

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value Add a New Value

Search Criteria

Business Unit =

Invoice begins with

Bill Status =

Customer begins with

Contract begins with

Bills in Business Unit =

Template Invoice Flag =

Case Sensitive

[Basic Search](#) [Save Search Criteria](#)

- a. Enter or select the desired information for the **Customer** field.
*Note: If you do not know your customer number, selecting **Recurring Bill** from the **Template Invoice Flag** list and clicking the **Search** button will list all templates currently on file.*
- b. Select the **Recurring Bill** list item in the **Template Invoice Flag** list.
- c. Click the **Search** button.

2. The **Header - Info 1** tab for the selected invoice opens.

a. Click the **Recurring Bill Schedule** icon (located to the right of the Frequency field).



b. The **Recurring Bill Schedules** page opens.

1. Change the **Start Date** and **End Date** fields as needed.

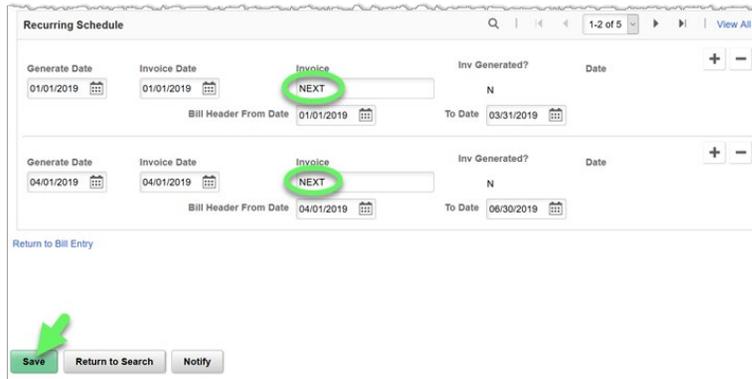
Note: If a recurring invoice has been generated, PeopleSoft will only allow you to change the End Date. If an invoice has not been generated, you may change both dates.

2. Click the **Re-generate Recurring Bill Schedule** button.

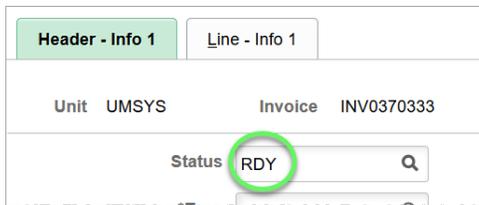
3. PeopleSoft issues a warning that all unbilled lines will be adjusted. Click the **OK** button.



4. The system defaults back to "NEXT" for invoice numbers.



5. Click the **Save** button to reassign the recurring invoice numbers.
 6. Click the **Return to Bill Entry** link to go back to the original invoice.
- c. Ensure the **Status** is RDY (Ready to Invoice).



END OF PROCEDURE.

Hold or Cancel an Invoice

After you enter and save an invoice, the status of the invoice will remain RDY. Each evening all invoices in New or RDY status will automatically process. If you do not want an invoice to process, change the status to HOLD (HLD) and save. When you decide you are ready for it to process, change the invoice date and the status to Ready and re-save. The system will delete invoices with an invoice date of 30 days prior.

Navigation Options



Navigation Collection Tile

Billing | Create Billing Invoices | Standard Billing



NavBar:Navigator

Billing | Maintain Bills | Standard Billing

1. Conduct a search using the **Find an Existing Value** tab to find the invoice you want to put on hold.

Find an Existing Value | [Add a New Value](#)

▼ **Search Criteria**

Business Unit = ▼ UMSYS 🔍

Invoice begins with ▼ INV037 🔍

Bill Status = ▼

Customer begins with ▼

Contract begins with ▼

Bills in Business Unit = ▼

Template Invoice Flag = ▼

Case Sensitive

Search | **Clear** | [Basic Search](#) | [Save Search Criteria](#)

- a. Enter all or part of the Invoice number in the Invoice field.
- b. Click the **Search** button.
- c. Select the appropriate invoice from the search results that appear below the search fields.

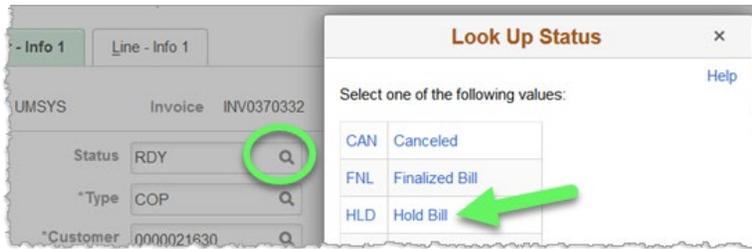
Search Results

[View All](#)

Business Unit	Invoice	Invoice Type	Bill Type
UMSYS	INV0370333	Regular	COP
UMSYS	INV0370332	Regular	COP
UMSYS	INV0370288	Regular	UMS

[Find an Existing Value](#) | [Add a New Value](#)

2. The invoice's **Header - Info 1** page opens.
 - a. Click the **Status** lookup feature and select the **Hold Bill** link to hold the bill, or the **Canceled** link to cancel the bill.



- b. Click the **Save** button to complete the status change.



END OF PROCEDURE.

Bill Adjustments

Bills can be adjusted the day they are created by using the update/display feature on the Billing page. This lesson covers the methods for adjusting invoices that have already been processed.

Bills can be adjusted and credited by using PeopleSoft pages to save both time and effort. To adjust or credit an invoice, use the **Adjust Bill** page. This method also leaves a trail in PeopleSoft so that you can see any adjustments or credits made to an invoice. All of these generate invoices that are sent to the customer. **Adjustments that are not sent to the customer can be done by the accounting offices only.**

***Note:** Please contact Accounts Receivable in your accounting office if the types of credit adjustments discussed in this lesson do not meet your needs.*

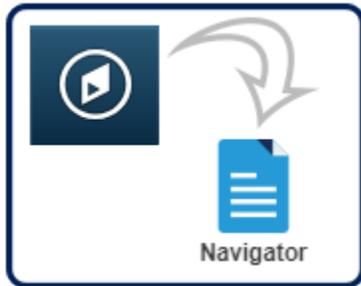
Credit an Entire Bill (No Rebilling)

Procedure In the Adjust Entire Bill function, the Credit Entire Bill option allows you to create a credit of the entire invoice.

Navigation Options



Navigation Collection Tile
Billing | Create Billing Invoices | Adjust Entire Bill



NavBar:Navigator
Billing | Maintain Bills | Adjust Entire Bill

1. Conduct a search using the **Find an Existing Value** tab to find the invoice you want to put on hold.

Adjust Entire Bill
Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

▼ **Search Criteria**

Business Unit =

Invoice begins with

Customer begins with

Contract begins with

Case Sensitive

Search **Clear** [Basic Search](#) [Save Search Criteria](#)

- a. Enter the invoice number that you want to credit into the **Invoice** field.
 - b. Click the **Search** button.
2. The **Adjust Entire Bill** page for the selected invoice opens.

Adjust Entire Bill

Unit **UMSYS** Bill To **0000041428** **GOGETTER INC**

Invoice **INV0367022** Invoice Amt **1,000.00** **USD**

Select Bill Adjustment Action

No Bill Action

Credit Entire Bill

Credit & Rebill

Adjustment Results

*Credit Bill **NEXT**

Rebill Bill **NEXT** Header Info 1

Rebill Default Action

Retain Original Invoice Value

Use Current Customer Value

Adjustment Reason

Save **Return to Search** **Notify** **Refresh**

- a. Check the information to confirm that this is the correct invoice.
- b. Click the **Credit Entire Bill** option.
- c. Enter or select the appropriate reason in the **Adjustment Reason** field.

- d. Click the **Save** button.
3. An invoice number appears in the **Credit Bill** field; this is a credit of the original bill. The original invoice number will print on this credit, so the customer will know what the credit is for.

To 000041428 GOGETTER INC
amt 1,000.00 USD

Adjustment Results

*Credit Bill INV0370344 [Header Info 1](#)
Rebill Bill NEXT [Header Info 1](#)

If you want to put an additional note on the credit invoice, click the **Header Info 1** link. Otherwise, the transaction is complete.

END OF PROCEDURE.

Credit an Entire Bill and Rebill

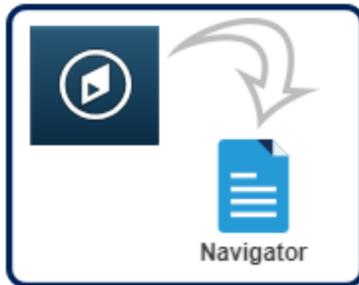
In the Adjust Entire Bill function, the Credit and Rebill option allows you to create a credit of the original invoice and a rebill invoice with one action. For example, you could use this option when the bill's quantity or customer is incorrect. Once the new bill has been created, you can make any corrections required to bill correctly. The credit bill is created with a status of RDY (Ready) and the rebill is created with a status of NEW (New Bill).

Navigation Options



Navigation Collection Tile

Billing | Create Billing Invoices | Adjust Entire Bill



NavBar:Navigator

Billing | Maintain Bills | Adjust Entire Bill

1. Conduct a search using the **Find an Existing Value** tab to find the invoice you want to put on hold.

Adjust Entire Bill
Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Business Unit = Q

Invoice begins with Q

Customer begins with Q

Contract begins with

Case Sensitive

Search **Clear** [Basic Search](#) [Save Search Criteria](#)

- a. Enter the invoice number that you want to credit into the **Invoice** field.
 - b. Click the **Search** button.
2. The **Adjust Entire Bill** page for the selected invoice opens.

Adjust Entire Bill

Unit **UMSYS** Bill To **0000035222** **SIEMENS INDUSTRY INC**

Invoice **INV0366664** Invoice Amt **592.17** **USD**

Select Bill Adjustment Action

No Bill Action

Credit Entire Bill

Credit & Rebill

Adjustment Results

*Credit Bill

Rebill Bill Header Info 1

Rebill Default Action

Retain Original Invoice Value

Use Current Customer Value

Adjustment Reason Q

Save **Return to Search** **Notify** **Refresh**

- a. Check the information to confirm that this is the correct invoice.
- b. Click the **Credit & Rebill** option.
- c. Enter or select the appropriate reason in the **Adjustment Reason** field.
- d. Click the **Save** button.

3. Two new invoice numbers have been created.

Adjust Entire Bill

Unit UMSYS Bill To 0000035222 SIEMENS INDUSTRY INC
 Invoice INV0366664 Invoice Amt 592.17 USD

Select Bill Adjustment Action

No Bill Action
 Credit Entire Bill
 Credit & Rebill

Adjustment Results

*Credit Bill INV0370345 [Header Info 1](#)
 Rebill Bill INV0370346 [Header Info 1](#)

Rebill Default Action

Retain Original Invoice Value
 Use Current Customer Value

Adjustment Reason

- a. The invoice number in the **Credit Bill** field is the credit invoice and it will reference the number of the original invoice for the customer.
- b. The invoice number in the **Rebill Bill** field is an exact duplicate of the original invoice, so it will need to be corrected.
- c. Click the **Header Info 1** link to the right of the **Rebill Bill** field to make corrections to the rebill invoice.

4. A new browser tab or window opens with the rebill information displayed.

The screenshot displays the 'Header - Info 1' window in PeopleSoft Financials. The interface is organized into several sections:

- Unit and Invoice Information:** Unit: UMSYS, Invoice: INV0370346, Pretax Amt: 592.17 USD.
- Status and Dates:** Status: NEW, Invoice Date: 12/13/2018, Cycle ID: DAILY.
- Customer and Billing Information:** *Type: UMS, *Customer: 0000035222 (SIEMENS INDUSTRY INC), *Invoice Form: STANDARD, Remit To: 10601, Sales: N/A, Credit: N/A, Billing Specialist: AFLW.
- Payment and Billing Details:** Source, *Frequency: Once, SubCust1, SubCust2, From Date, To Date, Accounting Date, Pay Terms: N30, Pay Method: Check, Bank Account: CAL, Final Invoice: , Bill Inquiry Phone, Collector: AFLW, Billing Authority: AFLW.
- Address and Navigation:** Billing Address: TECH PARK FLW AT 573/882-7054. Navigation buttons include Save, Return to Search, Notify, Refresh, Add, and Update/Display.

- The rebill, which is a copy of the original bill, must be updated so that the new bill will be correct. Navigate to the page(s) that need to be corrected, make corrections, and click the **Save** button. (Both the credit and the rebill will process nightly **with new invoice numbers.**)
- When finished, close the tab or window.

END OF PROCEDURE.

Invoice Printing

The following topics cover printing pro forma invoices and reprinting invoices, as well as how to copy a previously invoiced bill.

Print a Pro forma Invoice

A pro forma is not a formal invoice but is an "advance" of the actual invoice. The pro forma says clearly, "Please do not pay from this Pro forma. This is not an official invoice. An official invoice will be mailed within 24 hours." Pro formas can be used to mail with additional documentation required for the billing or for viewing and editing an invoice you created before it has been processed and posted. The pro forma invoice will not have the payment coupon on it.

Since you are producing a sample invoice, you can generate a pro forma anytime after you save an invoice. Printing pro formas also enables you to view the invoice and correct errors before bills go through the overnight process. Pro formas only print the day you create the invoice and before the overnight processing. **Remember: Once billings go through the updating process, you cannot make changes to them, so corrections must be done the same day.** After that you would have to process an adjustment invoice.

Navigation Options



Navigation Collection Tile

Billing | Create Billing Invoices | Standard Billing



NavBar:Navigator

Billing | Maintain Bills | Standard Billing

1. Navigate to the **Bill Entry** search page.

Bill Entry
 Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value | Add a New Value

Search Criteria

Business Unit = UMSYS

Invoice begins with **INV0370332**

Bill Status =

Customer begins with

Contract begins with

Bills in Business Unit =

Template Invoice Flag =

Case Sensitive

Search | Clear | Basic Search | Save Search Criteria

- a. In the **Find an Existing Value** tab, enter or search for an invoice number in the **Invoice** field.
 - b. Click the **Search** button.
2. The **Header - Info 1** page for the selected invoice opens.

Header - Info 1 | Line - Info 1

Unit UMSYS Invoice INV0370332 Pretax Amt 674.10 USD

Status HLD | Invoice Date 11/13/2018 | Cycle ID DAILY

Type COP | Source | Frequency Once

Customer 000021630 | SubCust1 | SubCust2

Invoice Form NOVA CTR INC | From Date | To Date

Accounting Date | Pay Terms N30 | Pay Method Check

Remit To 10601 | Bank Account CAL | Final Invoice:

Sales N/A | Bill Inquiry Phone | Collector CASRESCT

Credit N/A | Billing Authority CASRESCT

Billing Specialist CASRESCT

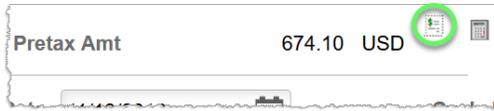
Assessment Resource Center@573-882-4694 | Assessment Resource Center@573-882-4694

Go to: Notes | Header Info 2 | Express Entry | Address | Copy Address | Attachments

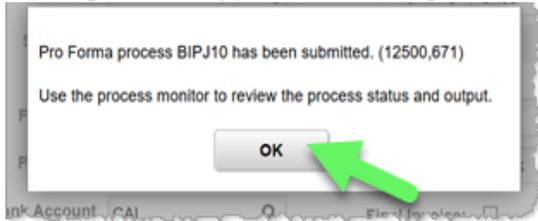
Summary | Bill Search | Line Search | Navigation: Header - Info 1 | Page Series: Prev Next

Save | Return to Search | Notify | Refresh | Add | Update/Display

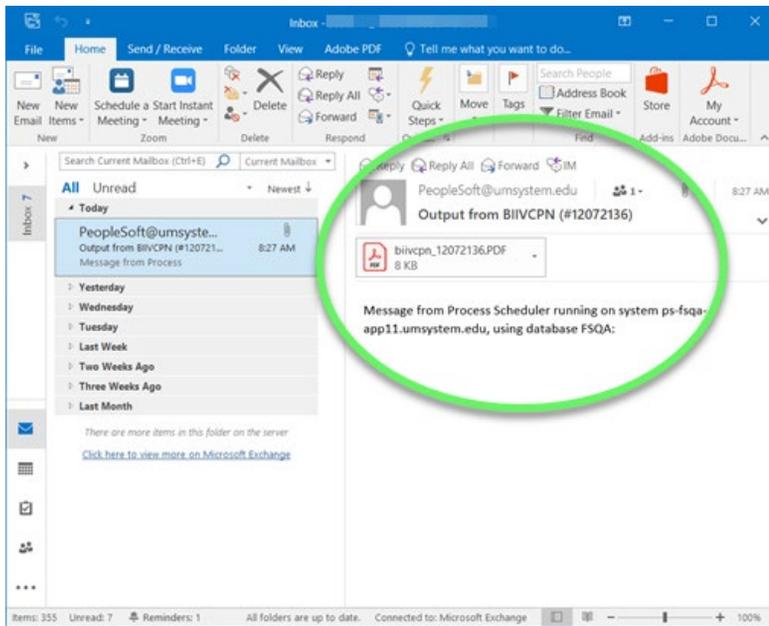
- a. Click the **Pro Forma** icon (located to the right of the Pretax Amt near the top of the page).



- b. A dialog window appears, confirming that the Pro Forma process has been submitted. Click the **OK** button.



- c. You will receive an email with a PDF of the invoice attached momentarily. Use the PDF to print the pro forma.



END OF PROCEDURE.

Finalize and Print an Invoice

There are various situations where invoices do not need to be printed and mailed to the customer. Invoices in Ready (RDY) status can be finalized and printed in order to prevent them from being mailed. This can be useful for foreign customers, credit invoices, or customers that prefer to receive invoices via email.

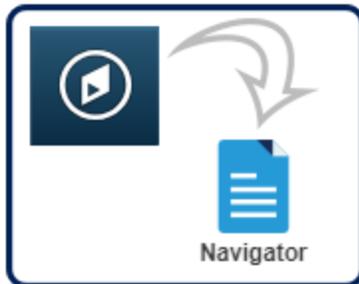
Once finalized, a PDF copy of the invoice will be emailed to the user. The invoice will not be mailed so it is the responsibility of the user to provide a copy to the customer if needed. **Note that no further changes can be made to finalized invoices.** An adjustment invoice will need to be processed if changes are necessary.

Navigation Options



Navigation Collection Tile

Billing | Create Billing Invoices | Standard Billing



NavBar:Navigator

Billing | Maintain Bills | Standard Billing

1. Navigate to the **Find an Existing Value** tab on the **Bill Entry** search page.

Bill Entry
Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value | Add a New Value

▼ **Search Criteria**

Business Unit = ▼ UMSYS 🔍

Invoice begins with ▼ **a** 🔍

Bill Status = ▼

Customer begins with ▼ 🔍

Contract begins with ▼

Bills in Business Unit = ▼ 🔍

Template Invoice Flag = ▼

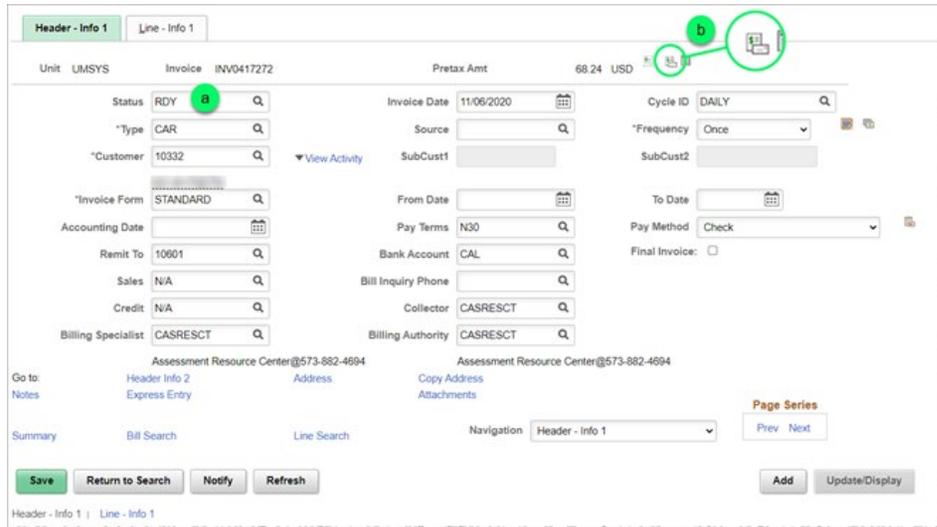
Case Sensitive

b Search | Clear | Basic Search 📄 | Save Search Criteria

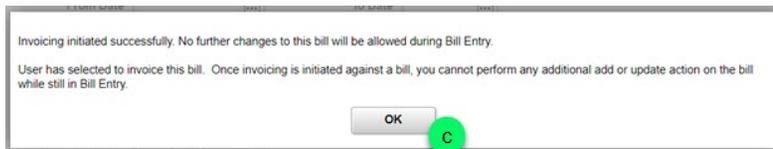
[Find an Existing Value](#) | [Add a New Value](#)

- a. Enter or search for an invoice number in the **Invoice** field.
- b. Click the **Search** button.

2. The **Header - Info 1** page for the selected invoice opens.



- a. If needed, change the **Status** to RDY (Ready) and press Save.
- b. Click the **Invoice** icon (located between the Pro Forma and Calculate Taxes buttons near the top of the page).
- c. A dialog window appears, confirming that the Finalize and Print process has been submitted. Click the **OK** button.



3. You will receive an email with a PDF of the invoice attached momentarily. The invoice will not be mailed.

END OF PROCEDURE.

Reprint Invoices

The easiest way to reprint an invoice is with the Review Bill (Reprint Single) page in PeopleSoft. Invoices can be printed here only after processing, so they can be reprinted the day after they are created.

Navigation Options



Navigation Collection Tile

Billing | Review/Print Invoices | Review Bill (Reprint Single)



NavBar:Navigator

Billing | Review Billing Information | Details

1. Navigate to the **Bill Inquiry** search page.
 - a. In the **Find an Existing Value** tab, enter or search for an invoice number in the **Invoice** field.

*Note: If you do not know the invoice number, you can use the **Customer** field on the **Review Bill (Reprint Single)** search page to help identify the invoice.*
 - b. Click the **Search** button.

Bill Inquiry
 Enter any information you have and click Search. Leave fields blank for a list of all values

Find an Existing Value

Search Criteria

Business Unit = UMSYS

Invoice begins with **INV0369709**

Bill Status =

Customer begins with

Contract begins with

Case Sensitive

Search **Clear** Basic Search Save Search Criteria

2. The **Header - Info 1** page for the selected invoice opens. This is a read-only version of the invoice data entry page.

myFinance **Billing** New Window | Help | Personalize Page

Header - Info 1 | Line - Info 1

Unit COLUM Invoice INV0369709 Invoice Amt 1,670.29 USD

Status	INV	Invoice Date	10/23/2018	Cycle ID	DAILY
Type	CUP	Source		Frequency	Once
Customer	0000029245	SubCust1		SubCust2	
Invoice Form	SEMO HEALTH NETWORK	From Date	04/01/2018	To Date	04/30/2018
Accounting Date	10/23/2018	Pay Terms	N30	Pay Method	Check
Remit To	10601	Bank Account	CAL	Final Invoice:	<input type="checkbox"/>
Sales	N/A	Bill Inquiry Phone	573-882-8184		
Credit	N/A	Collect	CRADIOLO		
Billing Specialist	CRADIOLO	Billing Authority	CRADIOLO		
	RADIOLOGY @ (573) 882-8184				

Go to: Header Info 2 Address Copy Address Notes

Summary Commit Cntrl

Bill Search Line Search

Header - Info 1

Page Series: Header - Info 1 (Prev Next)

Return to Search **Notify** **Refresh**

Header - Info 1 | Line - Info 1

- a. Click the **Reprint Invoice** icon (located to the right of the Invoice Amt near the top of the page).



- b. A dialog window appears, confirming that the reprint process has been submitted. Click the **OK** button.



- c. You will receive an email with a PDF of the invoice attached momentarily.

END OF PROCEDURE.

Reprint Multiple Invoices

If you need to print a number of invoices, the Reprint Multiple Invoices page may be more expeditious than using the Review Bill (Reprint Single) page. Invoices can be printed here only after processing, so they can be reprinted the day after they are created.

Navigation Options



Navigation Collection Tile
 Billing | Review/Print Invoices
 | Reprint Multiple Invoices



NavBar:Navigator
 Billing | Generate Invoices |
 Non-Consolidated | Reprint
 Invoices

1. Navigate to the **Reprint Invoices** page.

Reprint Invoices

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value | **Add a New Value**

▼ **Search Criteria**

Run Control ID begins with

Case Sensitive

Search | **Clear** | [Basic Search](#) | [Save Search Criteria](#)

[Find an Existing Value](#) | [Add a New Value](#)

The screenshot shows the 'Reprint Invoices' interface. At the top, there are two tabs: 'Find an Existing Value' (highlighted with a green circle 'a') and 'Add a New Value'. Below the tabs is a 'Search Criteria' section with a dropdown menu set to 'begins with' and an adjacent text input field (highlighted with a green circle 'b'). There is also a 'Case Sensitive' checkbox. At the bottom of the search criteria section are buttons for 'Search' (highlighted with a green circle 'c'), 'Clear', 'Basic Search', and 'Save Search Criteria'. At the very bottom of the page, there are links for 'Find an Existing Value' and 'Add a New Value'.

- a. Select the **Find an Existing Value** tab.
- b. Enter a **Run Control ID***.
- c. Click the **Search** button.

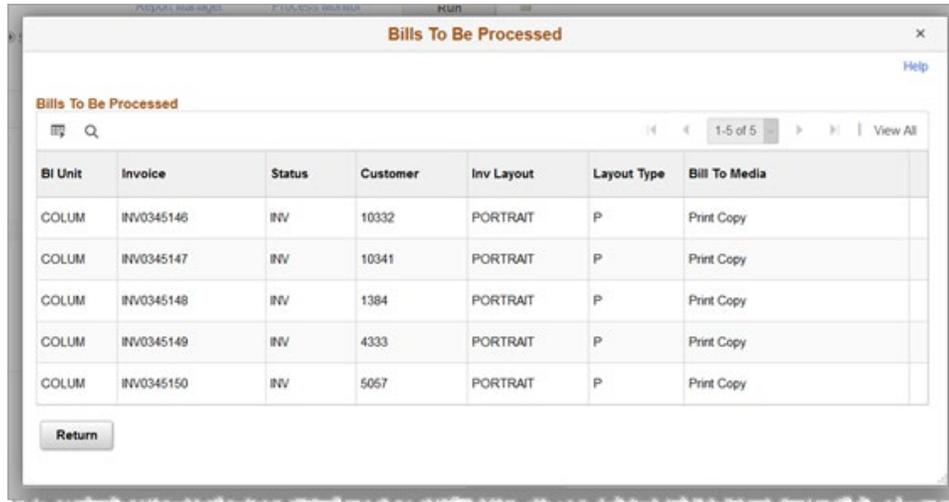
***Note:** The first time a user reprints multiple invoices, the user will have to use the **Add a New Value** tab to add a **Run Control ID**. A **Run Control ID** is a report name that users create (Ex: "Reprint_Invoices"). Click the **Add a New Value** tab and enter the desired **Run Control ID**.

2. The **Reprint Invoices** page opens. There are a number of options available to filter invoices. The most common options are Invoice ID and Cust ID.

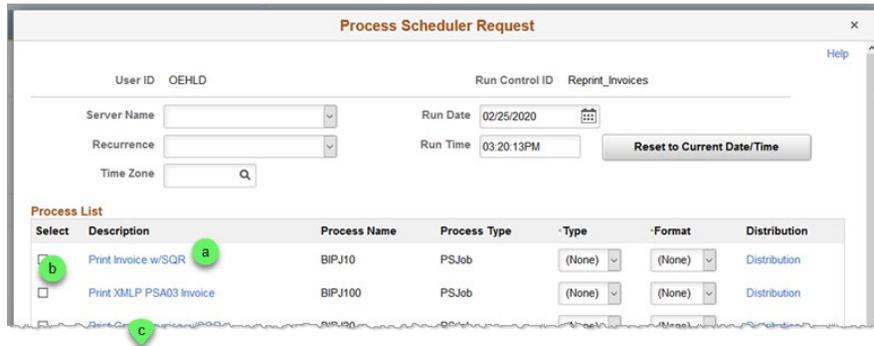
The screenshot shows the 'Reprint Invoices' interface. At the top, there are tabs for 'Reprint Invoices' and 'Print Options'. Below the tabs, there are fields for 'Run Control ID' (set to 'Reprint_Invoices'), 'Language' (set to 'English'), and a 'Run' button. A 'Selection Parameters' section contains a 'Range Selection' table with radio buttons for 'Invoice ID' (selected), 'Cust ID', 'Bill Type', and 'Bill Source'. To the right of this table are input fields for 'From Invoice' (INV0345146) and 'To Invoice' (INV0345150). At the bottom, there are 'Save', 'Notify', 'Add', and 'Update/Display' buttons.

- a. For this example, select **Invoice ID**.
- b. Enter the desired range of invoices in the **From Invoice** and **To Invoice** fields.
- c. If you wish to only print unpaid invoices, select the **Include Open Items Only** checkbox.

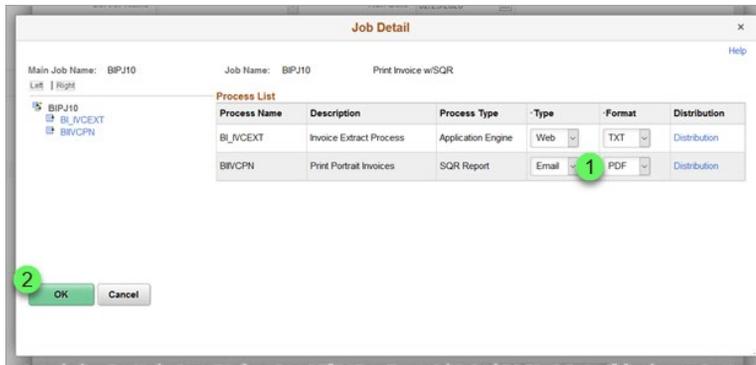
- d. Click the yellow button on the top right of the screen to view a list of the invoices that will be printed. This is a good way to confirm that you have entered the correct search criteria before running the reprint process. (Click the **Return** button to close the preview window.)



- e. Press the **Run** button.
3. The **Process Scheduler Request** dialog window appears. See the instructions below for first-time setup or skip to step **3b** if you have previously reprinted multiple invoices.



- a. The first time a user reprints multiple invoices, they must set output criteria. Click the blue **Print Invoice w/SQR** link in the Description column to open the **Job Detail** dialog window. (If reprinting grants invoices use Print Grants Invoice w/SQR.)



1. Locate the **Print Portrait Invoices** process and set the **Type** to Email and the **Format** to PDF.
 2. Click **OK** to close the dialog window.
- b. Check the box next to **Print Invoice w/SQR**.
- c. Click the **OK** button at the bottom of the window.
4. You will receive PDF copies of the invoices via email.

END OF PROCEDURE.

View Invoice Attachments

Invoice attachments can be viewed at any time after they are saved during the bill entry process.

Navigation Options



Navigation Collection Tile

[Billing](#) | [Review/Print Invoices](#) | [View Supporting Documentation](#)



NavBar:Navigator

[Billing](#) | [Review Billing Information](#) | [View Supporting Documentation](#)

1. On the **View Supporting Documentation** page, select or enter the desired invoice number for the **Invoice** field and click the **Search** button.

View Supporting Documentation
Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Business Unit =

Invoice begins with

Bill Status =

Customer begins with

Contract begins with

Template Invoice Flag =

Case Sensitive

[Basic Search](#)

2. The page defaults to the **Header Documentation** section, but you can select the **Line Documentation** page tab to view attachments at the Line level. To download an attachment in either section, select the attachment's **View** button.

Header Documentation | **Line Documentation**

Business Unit UMSYS Invoice INV0421218

Invoice Documents

1-1 of 1

Documents | Additional Info

Document Description	Attached File	Internal Only	View
	Header_Attachment.docx	<input checked="" type="checkbox"/>	<input type="button" value="View"/>

[Header Documentation](#) | [Line Documentation](#)

END OF PROCEDURE.

View Invoice Attachments

Invoice attachments can be viewed at any time after they are saved during the bill entry process.

Navigation Options



Navigation Collection Tile

[Billing](#) | [Review/Print Invoices](#) | [View Supporting Documentation](#)



NavBar:Navigator

[Billing](#) | [Review Billing Information](#) | [View Supporting Documentation](#)

1. On the **View Supporting Documentation** page, select or enter the desired invoice number for the **Invoice** field and click the **Search** button.

2. The page defaults to the **Header Documentation** section, but you can select the **Line Documentation** page tab to view attachments at the Line level. To download an attachment in either section, select the attachment's **View** button.

View Supporting Documentation
Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Business Unit =

Invoice begins with

Bill Status =

Customer begins with

Contract begins with

Template Invoice Flag =

Case Sensitive

[Basic Search](#) [Save Search Criteria](#)

Header Documentation | **Line Documentation** ←

Business Unit UMSYS Invoice INV0421218

Invoice Documents

1-1 of 1

Documents | Additional Info | ▶

Document Description	Attached File	Internal Only	View
	Header_Attachment.docx	<input checked="" type="checkbox"/>	<input type="button" value="View"/>

Header Documentation | [Line Documentation](#)

END OF PROCEDURE.

Copy a Single Bill

You can select a previously invoiced bill to be copied. This can save data entry time if you have a bill that is an exact duplicate of a bill or if you are billing for items invoiced at a prior date and you need to make a few minor changes. You can copy any bill, regardless of status. The only information that does not copy is the bill status, invoice date, and invoice number.

Navigation Options



Navigation Collection Tile
 Billing | Create Billing Invoices | Copy Single Bill



NavBar:Navigator
 Billing | Maintain Bills | Copy Single Bill

1. Navigate to the **Copy Single Bill** search page.

- a. Enter or search for an invoice number in the **Invoice** field.
 - b. Click the **Search** button.
2. The **Copy Single Bill** page opens.

- a. Select the **Copy Bill** option.
- b. Click the **Save** button.

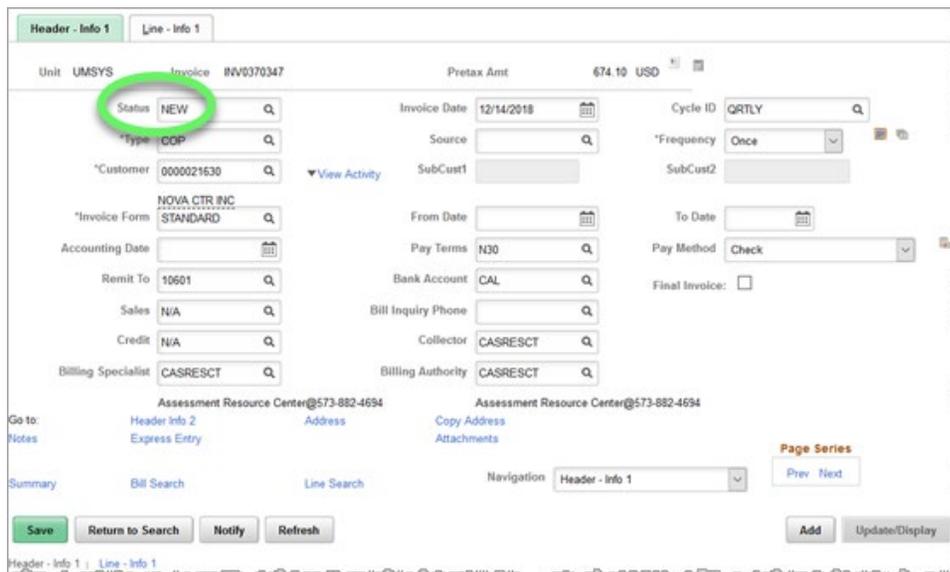
- c. A copy of the bill has been generated and the **Copy Results** box populates with the new invoice number.



- d. Click the **Go To Bill Header - Gen. Info** link to access this page of your new bill.



- 3. A copy of the invoice opens in a new browser tab or window.



- a. You can enter a new invoice date and make other necessary changes.
- b. The copied invoice's **Status** defaults to NEW. If you do not want the invoice to print automatically during the nightly update cycle, change the invoice **Status** to HLD (Hold) and be sure to save your changes.

END OF PROCEDURE.

Entering Payments

Customers make payments as compensation for services or products they have received from the University. Payments will be made to a lockbox at the bank, where a deposit is made into a University account, and fed with information regarding the payments that were made, back to the University. This in turn automatically updates the Accounts Receivable system. Deposits may also have to be made for payments sent directly to the University.

Two Important Points

- Checks and other instruments made payable to the University (money orders, etc.) should be restrictively endorsed upon receipt.
- All funds should be deposited on the day received following established procedures unless the campus business office has approved less frequent deposits.

Understanding the Payment Life Cycle

The payment life cycle begins when the payment is received. The deposit may be entered electronically by lockbox interface or Accounts Receivable Cash Receipt Report – PS ARR. After the payments are posted, the customer account balances are updated nightly.

Lockbox Payments/Deposits

A lockbox is a bank account that our customers use to remit their payments. Our bank receives payments on our behalf, making the funds available to our organization as soon as the payments are processed by the bank. The advantage of a lockbox account is that the funds are available the same day the payment is received.

PeopleSoft allows the bank to electronically feed the deposit and payment information from the lockbox account into the PS AR Module. This eliminates the need for someone to manually enter the payment and deposit information into Receivables. The bank will make two deposits from each campus bank lockbox, one for all recognized customer payments and one for all unrecognized customer payments.

- **Recognized Customer Payments:** Commerce Bank will feed a file for each retail lockbox to AR to post all payments. The total dollar amount of the file will match the amount of the bank deposit. These are the payments received by the bank *with* the invoice remittance that can be scanned easily by the bank.
- **Unrecognized Customer Payments:** Commerce Bank will feed a file for each wholesale lockbox to AR to be posted by the Campus Accounting Departments. The total dollar amount of the file will match the amount of the bank deposit.

The Campus Accounting Departments are responsible for posting the payments to the correct customer account.

For instructions on how to enter the different types of ARR deposits, retrieve existing ARRs, and approve ARRs, refer to the Cash Receipts Reports (CRRs and ARRs) training materials on the General Ledger (www.umsystem.edu/ums/fa/finance-support-center/general_ledger) page of the training website.

Credit Management

The implementation of the PeopleSoft Accounts Receivable/Billing (AR/BI) Module provided an opportunity for the University of Missouri to establish a credit management policy for receivables originating from non-student billings. This management process begins with the issuance of the initial invoice to the customer and ends when payment is received from the customer or the invoice is written-off as uncollectible. The responsibility to create invoices and follow up on unpaid invoices on a monthly basis rests with campus departments. The campus accounting offices will perform an oversight function. The Grants Offices will handle grant customers.

An aging report indicating items over 180 days will be available to the department for review. The department can request to delay the write-off of particular items due to extenuating circumstances or customer history. Once an invoice is written-off, the item is forwarded to a collection agency. The amount written-off is charged to the original invoice's ChartField as a reduction of revenue.

Invoice Collection Procedures

Campus Department's Responsibilities

Campus departments who prepare billings to external customers will perform one or more of the following procedures, depending on the length of the collection cycle:

1. Create customer invoices using the AR/BI module.
2. Review the aged account receivable report at least once a month in FIN Search Options.
3. Contact customers to request payments on past due invoices. The department must contact the customer at least once within 90 days of the original invoice date if payment has not been received.
4. Review the Upcoming Write-off Report provided by the accounting offices. This report is a listing of items 150 days or older to be written-off after 180 days (365 days for OSPA), based upon the dates of the original invoices.
5. Request that particular items not be written-off due to extenuating circumstances and/or customer history.

Accounting/Grant Department's Responsibilities

1. Review and follow up on the lockbox daily exception report. Manually apply payments to appropriate invoices.
2. *Process refunds.
3. Generate, review, and send legal letters to external customers with outstanding invoices greater than 120 days.
4. At the beginning of each month, send a list of invoices for upcoming write-offs to campus departments.
5. *Establish an allowance for uncollectible accounts receivable by fund at the end of each fiscal year based upon a percentage of the accounts receivable year-end balance.
6. *Process write-offs.
7. *Submit unpaid customer invoices > \$100.00 to the collection agency.
8. *Maintenance of customer account balances.

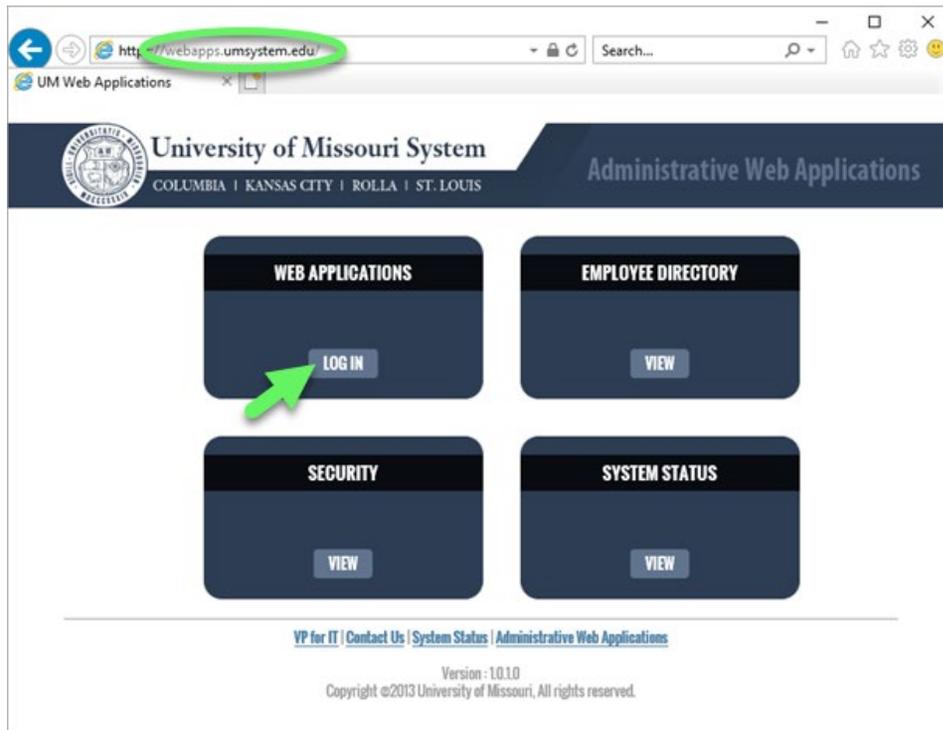
END OF PROCEDURE.

View or Print Aging Reports

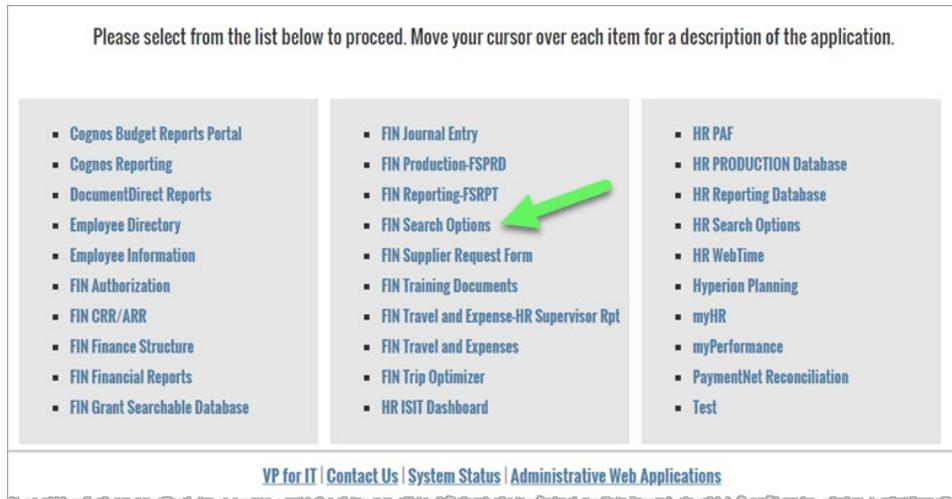
One of the tools available to assist in the credit management process is the aging report. Aging reports are available under FIN Search Options in Web Applications. The new aging report combines the functionality of the prior Billing Specialist and DIV/DEPT Node reports. The data is also refreshed each night rather than weekly as was the case with the prior reports.

Campus departments may also use the Receivables tile to inquire on customer balances.

1. Open a web browser and go to webapps.umsystem.edu.
2. Click the **Log In** button for **Web Applications** and then log in using your User ID and password.



3. A list of links for various web applications display.



Click the FIN Search Options link.

Note: The links available on this page will vary depending on your security access.

4. The FIN Search Options page opens.

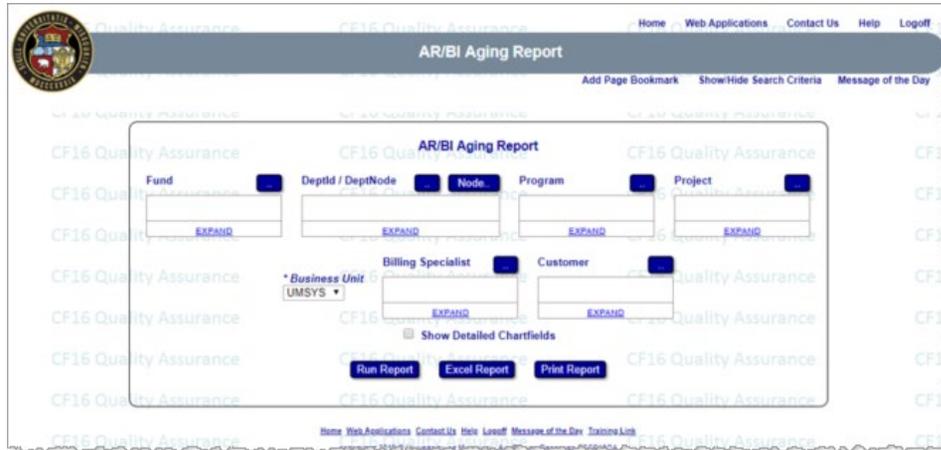


a. Expand the list menu and select the AR/BI Aging Report list item.



b. Click the Submit button.

5. The AR/BI Aging Report Search page opens.



- a. The report can be run using any combination of Business Unit, Fund, DeptID/DeptNode, Program, Project, Billing Specialist, or Customer. The search fields allow multiple criteria to be entered; for example, you could search using two customer IDs. To view results in a similar format to the prior aging reports use one of the following options:

1. **Billing Specialist**, enter the billing specialist ID or use the blue search button to search for your billing specialist.

The screenshot shows the 'AR/BI Aging Report' form. The 'Billing Specialist' field is highlighted with a green circle. Below the form is a table of invoice items.

NAME	ADDRESS	ITEM	DUE DATE	DAYS LATE	TERMS	DOCUMENT	AMOUNT
	Madison WI	INV0385140	03/23/2019	-14	N30		270.00
	Eden Prairie MN	INV0379783	03/23/2019	-14	N30		1,770.00
UTRITION AND HEALTH	Des Moines IA	INV0385161	03/15/2019	-6	N30		42,262.80
A	EDMONTON AB	INV0383470	02/24/2019	13	N30		75.40
A	EDMONTON AB	INV0384741	03/14/2019	-5	N30		189.00
C STATE UNIV	San Luis Obispo CA	INV0385131	03/15/2019	-6	N30		75.00

2. **DIV/DEPT NODE**, enter the node or use the blue Node search button to search the Department Tree for your desired node.

The screenshot shows the 'AR/BI Aging Report' interface. The 'DeptId / DeptNode' field is highlighted with a green circle. Below the search fields is a table with the following data:

NAME	ADDRESS	ITEM	DUE DATE	DAYS LATE	TERMS	DOCUMENT	AMOUNT
MARK	Overland Park KS	INV0376835	11/23/2018	106	N30		300.00
HEALTH AND WELLNESS	Bentonville AR	INV0377800	12/01/2018	98	N30		300.00
H SVC INC	Saint Joseph MO	INV0386475	04/06/2019	-28	N30		395.00
	N Kansas City MO	INV0385663	03/30/2019	-21	N30		4,175.00

- b. The aging report also allows for users to see the detailed chartfields for open AR items if desired. To do this click the Show Detailed Chartfields checkbox if desired.
- c. Click the **Run Report** button to submit the search.
- d. To download the report in an Excel format, press the **Excel Report** button.
- e. To print the report in a PDF format, press the **Print Report** button. Please note that a large amount of information is displayed in this report and the PDF format may not render well for paper printing.

END OF PROCEDURE.

View or Update Conversations

Periodically, information will be obtained relating to a particular customer. In order to disseminate this information to all parties in contact with this customer, comments are to be added to the customer via the Conversation panel.

Navigation Options



Navigation Collection Tile

Receivables | Collections | View/Update Conversations



NavBar:Navigator

Accounts Receivable | Customer Interactions | Conversations | View/Update Conversations

1. Navigate to the **View/Update Conversations** search page.

View/Update Conversations

Enter any information you have and click Search. Leave fields blank for a list of all values.

▼ **Search Criteria**

SetID =

Business Unit =

Cust ID begins with

Customer Name begins with

Status =

Item ID begins with

Invoice begins with

Contract begins with

Bill of Lading begins with

Purchase Order Reference begins with

Payment ID begins with

Order No begins with

Subject begins with

Subject Topic begins with

Promise Date =

Case Sensitive

[Basic Search](#)

- a. Enter the appropriate **Business Unit**.
- b. Enter the appropriate customer ID in the **Cust ID** field.
- c. Click the **Search** button.

2. The **Conversations** page displays.

The screenshot shows the 'Conversations' page in the PeopleSoft Financials system. The page is titled 'Receivables' and has three tabs: 'Conversations', 'References', and 'Attachments'. The 'Conversations' tab is active. The page displays various fields for a conversation entry, including SetID (UOFMO), Business Unit (UMSYS), Customer (000021660), and Description (ADDRESS TO 325 JESSE HALL). There are also sections for 'Review', 'Follow Up', and 'Reference Totals'. A 'Keywords' section has three input fields. A green arrow points to the 'Add Conversation Entry' button. Below this is a table for 'Conversation Entries' with a search bar and pagination. At the bottom, there are fields for Origin, Contact ID, Email ID, and Comments.

- Existing **Conversation Entries** appear lower on the page.
- Click the **Add Conversation Entry** button to add a new entry.
- Add a new comment in the blank **Comments** box that appears.
*Note: The **Customer Visible** check box must be selected.*
- Click the **Save** button when your entry is complete.

END OF PROCEDURE.

View Receivables Item Detail

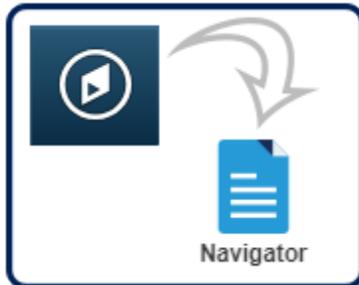
After an ARBI invoice or miscellaneous credit/debit memo is posted it is considered a receivable item can be reviewed in the Receivables module. This allows users to see open/closed status, current balance, and any item activity (payments, matches, write-offs, and refunds).

Navigation Options



Navigation Collection Tile

Receivables | Review Receivables Items | View/Update Item Details



NavBar:Navigator

Accounts Receivable | Customer Accounts | Item Information | View/Update Item Details

1. Navigate to the **View/Update Item Details** search page and complete the fields as follows.

View/Update Item Details

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

a Business Unit =

Customer ID begins with

Item ID begins with

b Item Line =

Item Status =

Credit Analyst begins with

Collector begins with

Purchase Order Reference begins with

Document ID begins with

Bill of Lading begins with

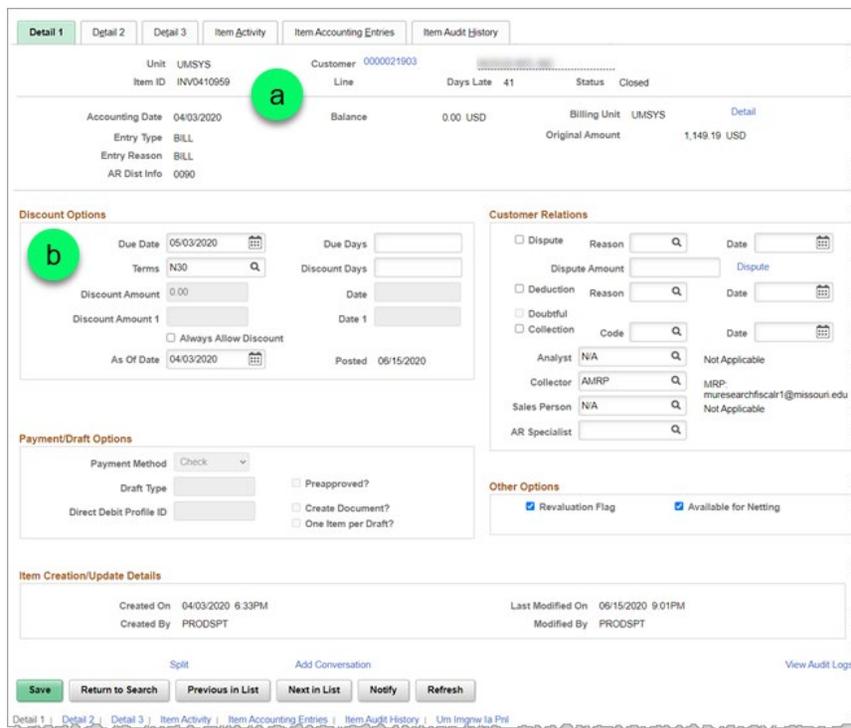
Contract begins with

Case Sensitive

c [Basic Search](#)

- a. Enter the appropriate **Business Unit**.
- b. Enter criteria in at least one additional field. Several common fields are listed below.
 1. Customer ID can be used to search for a specific customer.
 2. Item ID can be used to search for a specific invoice number or credit/debit memo.
 3. Item Status can be used to filter the results for open or closed items.
 4. Collector can be used to search for items created by a specific billing specialist/collector.
 5. Purchase Order Reference can be used to search for a specific customer PO.
 6. Contract can be used to search for a specific award number from the grants module.
- c. Click the **Search** button.

- The **View/Update Item Details** page groups and separates the selected item's content across the tabs that are displayed at the top of the page. The first tab, **Detail 1**, loads the item's basic information. Certain fields may be accessible or read-only depending on your access.



- Business Unit, Item ID, Customer ID, Days Late, Status, Balance, and Original Amount in the area under the tabs at the top of the page. An item is considered open if the balance is not zero. It will shift to closed once full payment is received, the item is matched with another item, uncollectable debt is written off, or credits are refunded.
- The Payment Terms, Due Date, and Collector/Billing Specialist can be viewed in the **Discount Options** section.

- Purchase Order number and customer address location can be viewed under the **Detail 2** tab.

Unit UMSYS Customer 0000021903
 Item ID INV0410959 Line Days Late 41 Status Closed

Balance 0.00 USD

Reference Information

Related Unit UMSYS
 Related Invoice INV0410959
 Related Invoice Date 04/03/2020
 Claim Date
 Claim Number
 Letter of Credit
 AG Number
 Service Purchase ID
 Subrog Case No

Document
 OM Business Unit
 Order Number
 Purchase Order
 Contracts BU
 Contract
 Contract Line
 Reference Reason BILL

Contacts & Shipping

Sales Person 2
 Broker
 Ship From Site
 Sold To Customer
 Ship To Customer
 Carrier ID
 Proof of Delivery
 Bill of Lading
 Location 1 SAINT CHARLES 20 RESEARCH PARK

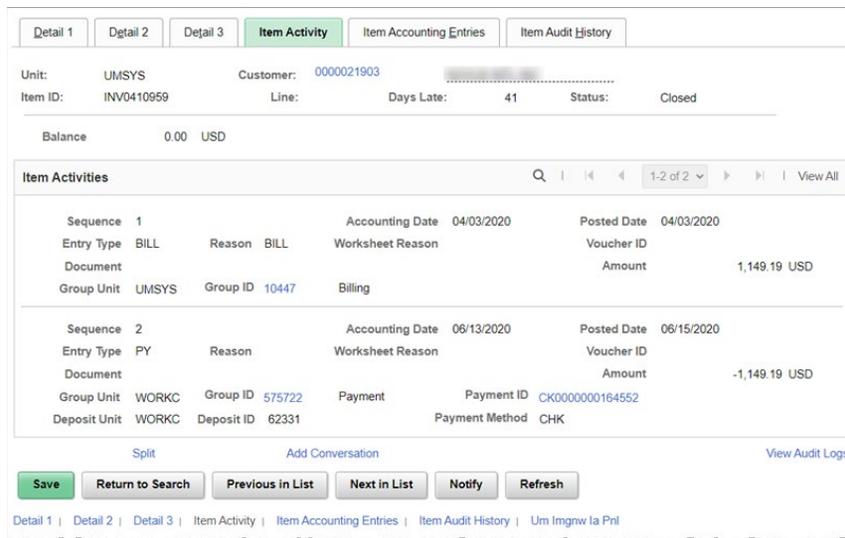
Product Information

Family
 Class
 Trade
 Division

Split Add Conversation View Audit Logs

Save Return to Search Notify Refresh

4. Click the **Item Activity** tab to view a listing of activity for the item.



- a. The first entry on this page will be the original invoice or debit/credit memo. If an invoice is in Open status, this may be the only entry.
- b. Subsequent entries may include payments, matches, write-offs, and refunds. Different information will be displayed for each type of activity. In this example a full payment has been received and the check number is shown. You can click the Group ID or Payment ID links to see any other items impacted by this activity. The most common example of this is a single payment that covers multiple invoices.

END OF PROCEDURE.

Collecting and Writing-Off a Customer Invoice

An invoice ages from the date of the invoice. In this section, sample late letters are shown for 60 days, 90 days, and 120 days past due.

Example 1 - Late Letter (60 days past due)

November 7, 2014

City of Columbia – Finance
 Attn: Accounts Payable
 PO Box 7236
 Columbia, MO 65205

Re: Customer Account #1943

Invoice Date	Invoice #	PO #	Amount	Billing Department
8/28/14	INV0004165	020834	282.08	Printing Services@573-882-5945
8/28/14	INV0004273	020801	6,547.08	Printing Services@573-882-5945
9/01/14	INV0006541	021769	3,670.30	Printing Services@573-882-5945
8/24/14	INV0003795	020836	66.25	ExtentionPublications@573-882-7216
9/02/14	INV0006826	021381	119.71	ExtentionPublications@573-882-7216

The invoice(s) listed above are PAST DUE.

1. If you recently paid the invoice(s) listed above, please disregard this notice. If the above list indicates you have unapplied credit memos or on-account payments (OA), please contact the Billing Department listed next to these items.
2. Should you have any reason to believe this is not a valid debt, please notify the Billing Department listed next to your outstanding invoice.

Sincerely,

University of Missouri

60-day Dunning Letter revised 12/04/02

Example 2 - Late Letter (90 days past due)

November 7, 2014

City of Columbia – Finance
 Attn: Accounts Payable
 PO Box 7236
 Columbia, MO 65205

Re: Customer Account #1943

Invoice Date	Invoice #	PO #	Amount	Billing Department
8/28/14	INV0004165	020834	282.08	Printing Services@573-882-5945
9/02/14	INV0006826	021381	119.71	ExtentionPublications@573-882-7216

2nd Notice: The invoice(s) listed above are PAST DUE.

1. If you recently paid the invoice(s) listed above, please contact the Billing Department listed next to the outstanding invoice IMMEDIATELY to resolve this issue. If the above list indicates you have unapplied credit memos or on-account payments (OA), please contact the Billing Department listed next to these items.
2. Should you have any reason to believe this is not a valid debt, please notify the Billing Department listed next to your outstanding invoice immediately after receiving this notice.

If we do not hear from you within 30 days, we will refer your account to the Legal Department of the University.

Sincerely,
 University of Missouri

Example 3 - Late Letter (120 days past due)

The following is an example of the legal letter that will be sent at 120 days.

November 7, 2014

City of Columbia – Finance
 Attn: Accounts Payable
 PO Box 7236
 Columbia, MO 65205

Re: Customer Account #1943

Invoice Date	Invoice #	PO #	Amount	Billing Department
8/28/14	INV0004165	020834	282.08	Printing Services@573-882-5945

Your invoice(s), as indicated above, for services rendered from the University of Missouri has been referred to the Legal Department of the University because of your nonpayment of this obligation.

This letter is your notification that the University is making demand for immediate payment of the amount indicated above. If you are unable to remit the full amount, it will be necessary for you to make satisfactory arrangements for payment by installments. However, an installment plan cannot be considered unless you make a substantial partial payment at this time.

Should you have any reason to believe that this is not a just and lawful claim, you should notify the Billing Department listed above within fifteen (15) days from the receipt of this letter stating the reason. Should you fail to contact the Billing Department by way of payment or installment proposal or provide justification for not owing this account, we shall proceed to take all necessary steps to protect the legal interest of the University of Missouri.

Sincerely,

Phillip J. Hoskins
 Counsel

PJH/kme

Legal letter ARBI revised 11/29/02

Invoice Write-Offs

The Campus Accounting departments will write-off invoices after 180 days of inactivity unless campus departments request otherwise. Grants will do write-offs after 365 days. The departments will review the Upcoming Write-off Report, which shows the number of days late for all invoices that are over 150 days late. This reminds the department of those invoices that are still open after all letters have been sent. The department reviews this list and makes any final effort at collection. At the end of the month all the invoices on the list will be written off.

Each month the departments can access their aging report in FIN Search Options. It is updated every Friday at noon. To delay a write-off of an invoice, a request must be completed and submitted by the 15th of the current month. If approved, the invoice write-off will be delayed for one month. If not approved, then the write-off will be performed by the end of the current month.

An allowance for Uncollectible Accounts, set up by fund, will be established every year. It is not to go against invoices but will represent a percentage of write-offs. Normal write-offs will offset the revenue credited for the original invoice.

END OF PROCEDURE.

Appendix A - ARBI Query Listing

Below is a list of queries designed to address ARBI reporting needs. The queries have been sorted into categories.

Note: If your offices would like to modify these queries to better suit your needs, please save them with a different name, so that the original query will not be corrupted. These are intended for use by everyone using ARBI.

Campus Accounting Offices

- ARBI_JOURNAL_LOOKUP - This query prompts you for the journal number for an ARBI transaction, e.g., ARO# or BIO #, to find out what invoice or reference numbers are included in that journal number.
- BI_INVOICES_NOT_PRINTED - This query produces a list of all non-cancelled invoices that have not been printed. This could mean the invoice has just been created, has a BCM error, or is in hold status. A prompt is used to select a particular Business Unit.
- BI_INVOICE_CANCEL_ADJUST - This query produces a list of all invoices that have either been cancelled or adjusted.
- BI_INV_OPERID - This query prompts for an invoice number and will return the Operator ID for an invoice. (This would be the creator or the last person to update an invoice.)
- BCM_ERRORS_BI - This query produces a list of all invoices containing BCM errors. These errors must be corrected prior the invoice printing or posting to the GL.
- CUSTOMER_BALANCES_UMKC - This query produces a list of current balances for all UMKC customers. This query may be modified to fit your campus.
- CUSTOMER_CREDIT_BALANCES - This query produces a list of customers with credit balances. This would assist with refund processing.
- CUSTOMER_LIST_ACTIVE - This query pulls up all active customers for ARBI.
- AR_ACTIVITY_DEPTID - This query produces a list of all AR activity by DeptID for a particular Business Unit.
- AR_ACTIVITY_TYPE - This query produces a list of all AR activity by Bill Type for a particular Business Unit.
- AR_OPEN_ONACCOUNT_ITEMS - This query prompts for a Business Unit and lists items with an OA prefix not in a closed status.

Either Campus Accounting Offices or Campus Departments

- BI_INVOICES_NOT_PRINTED - This query produces a list of all non-cancelled invoices that have not been printed. This could mean the invoice has just been created, has a BCM error, or is in hold status.
- BI_INVOICE_CANCEL_ADJUST - This query produces a list of all invoices that have either been cancelled or adjusted.
- BCM_ERRORS_BI - This query produces a list of all invoices containing BCM errors. These errors must be corrected prior to the invoice printing or posting to the GL.
- CUSTOMER_BALANCES_UMKC - This query produces a list of current balances for all UMKC customers. This query may be modified to fit your campus.
- AR_ACTIVITY_DEPTID - This query produces a list of all AR activity by DeptID for a particular Business Unit.
- AR_ACTIVITY_TYPE - This query produces a list of all AR activity by Bill Type for a particular Business Unit.
- AR_OPEN_ITEMS_BI_SPECIALIST - This query lists outstanding invoices and prompts by Billing Specialist. An alternative report would be the Aging Report located in the FIN Search Options on the Administrative Web Applications website.
- AR_PAYMENT_SEARCH - This query allows you to search for a payment by amount.
- BILL_PAYMENT_SEARCH - This query allows you to search for an invoice amount in the event you do not know the invoice number.
- PAYMENT_SEARCH_BY_CK_NUMBER - This query allows you to search for a payment by entering the check number, which needs to be 15 characters starting with CK or CC.
- PAYMENT_SEARCH_BY_CUSTID - This query allows you to search for all payments that have posted to the customer number.
- ARBI_PROJECT_LOOKUP - This query provides the user with project end dates based on the active or inactive file in PS.
- ARBI_WRITEOFFS - This query prompts for Business Unit and returns a list of all Write Offs and Reverse Write Offs done in PS. You may sort by Business Unit for locating the write-offs of an individual department. This query must be run in Production.
- AR_CUSTOMER_ACCOUNT - This query prompts for customer number and returns a list of invoices and OAs sorted by group ID. It is useful in identifying OA matches to invoices without having to use PS panels and also returns check numbers when the payment was directly applied. This may be beneficial when researching a customer's payment history for a breakdown by invoice. This query must be run in Production.
- ARBI_ALL_INVOICES_OPRID – This query prompts for Business Unit, Invoice Dates, and Operator ID and provides the user with a list of invoices created by the Operator ID within the time frame specified.
- AR_OPEN_INVOICES – This query provides the user with a current list of all open AR items in the system (not including on-accounts or credit invoices). This can be a useful tool when searching for an invoice solely by amount.
- AR_WORKC_LEDGER_BAL - This query is to be run monthly to determine which items remain in the BU WORKC at the end of every month. The items listed in the query results must be transferred to a campus Business Unit at the end of every month in order for the month to close with WORKC in balance. The Ledger query identifies the amount. The Customer query identifies the customer(s). The campuses are to run these queries periodically throughout the month to keep the balance at a minimum.
- CUSTOMER_BALANCE_BU - This query produces a list of current balances. The Business Unit is prompted; therefore, it can be used for any Business Unit. This query must be run in Production.

Appendix B - Express Bill Entry

An expedited invoice data entry screen is available for operations with established charge codes and revenue distribution codes. Express billing combines the standard bill entry pages to reduce the number of pages that you need to access when entering bills online. This page also works with the Copy Bill and Adjust Entire Bill features. Departments interested in using this page should contact their campus accounting offices for access and training.

Billing General

Unit: COLUM Invoice: INV0370291 Pretax Amt: 204.55 USD

Bill Status: NEW Invoice Date: 11/06/2018
 Bill Type: CAR Bill Source: [blank]
 Cycle ID: DAILY Frequency: Once
 Invoice Form: STANDARD

Customer Information

*Customer: 0000021640 SubCust1: [blank] SubCust2: [blank]
 MANATEE TECH INST
 Address: [blank]

Header Detail

Lines to Add: 5 Max Rows: 25

Set	Seq	Line	Table	Identifier	Description	Quantity	UOM	Unit Price	Gross Extended	Revenue Account
	1		ID	ARC12007	ITBS - S/B CORE BATT	5.0000	EA	5.60	28.00	430000
	2		ID	ARC10002	MRT 6 - STARTER KIT	1.0000	EA	176.55	176.55	430000

Navigation: Billing General Page Series: [Prev] [Next]

Buttons: Save, Notify, Refresh, Add, Update/Display

This is the end of the guide.