UNIVERSITY OF MISSOURI

PeopleSoft End User Training

ACCOUNTS RECEIVABLE AND BILLING

TRAINING PARTICIPANT GUIDE

PEOPLESOFT FINANCIALS 9.0
ACCOUNTS RECEIVABLE AND BILLING
UPDATED APRIL 17, 2013
ORIGINAL ED. - NOVEMBER 2008

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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.

System Setup

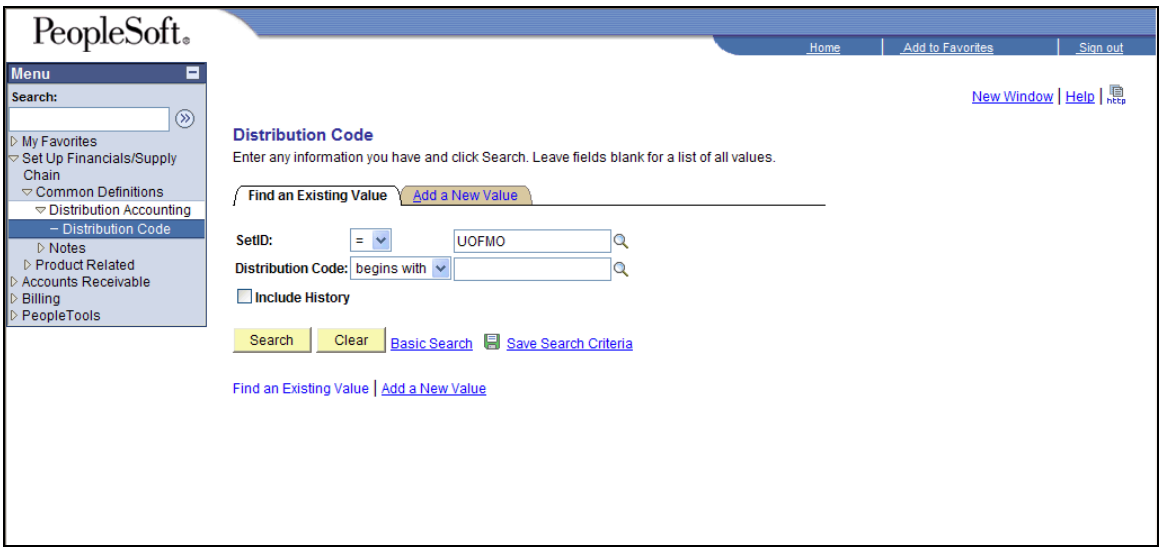
If your operation does a lot of billing, the procedures and system setups in this lesson may be done to save time when invoicing, by creating processes that automatically populate invoice data.

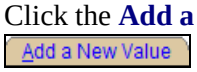
Create Revenue Distribution Codes

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.

Procedure

Navigation: Set Up Financials/Supply Chain > Common Definitions > Distribution Accounting > Distribution Code



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

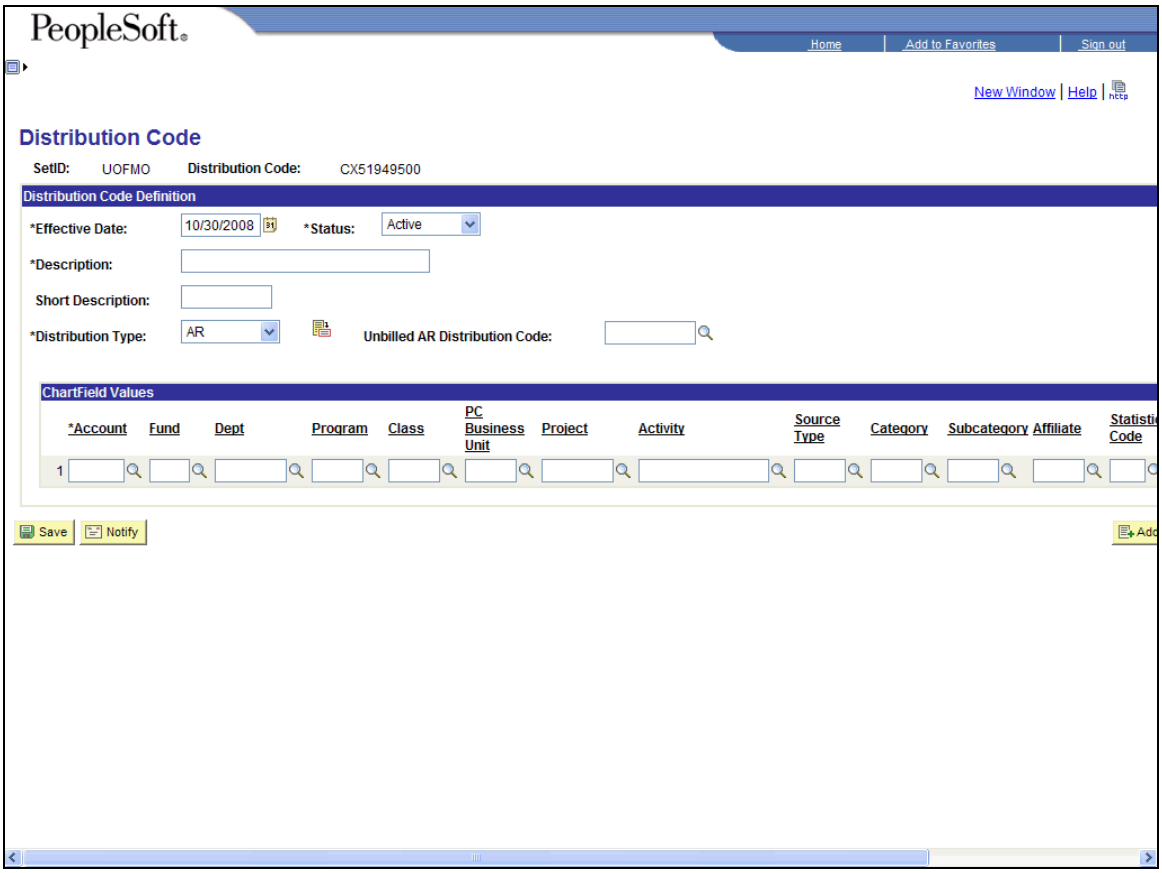
Step	Action
2.	The **SetID** defaults to UOFMO. Retain the default. Enter the desired information for the **Distribution Code** field. For this training example, enter "**CX51949500**".

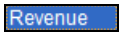
The Revenue Distribution Code must ALWAYS include your 5-digit MoCode, such as CX519. The code can also include the first 5 digits of the PeopleSoft revenue account number (e.g., CX51949500).

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 e-mail to your accounting office with the distribution code and the correct project_id.

Step	Action
3.	Click the **Add** button.



Step	Action
4.	The **Distribution Code** page will display. Change the **Effective Date** to the first day of the month. For this training example, click the **Choose a date** button.
5.	Click the **1** link (first day of the month).
6.	Enter the desired information into the **Description** field. For this training example, enter "**Disability Services**".
7.	Enter the desired information into the **Short Description** field. For this training example, enter "**Voc Rehab**".
8.	Click to display the **Distribution Type** list.
9.	Click the **Revenue** list item. 

Step	Action
10.	Enter the ChartFields that your Revenue Distribution Code will represent. Enter or select the desired information for the **Account** field. For this training example, enter "**495000**".

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.

Step	Action
11.	Enter or select the desired information for the **Fund** field. For this training example, enter "**0000**".
12.	Enter or select the desired information for the **Dept** field. For this training example, enter "**C1325004**".
13.	Enter or select the desired information for the **Program** field. For this training example, enter "**0**".
14.	Enter or select the desired information for the **Class** field. For this training example, enter "**0**".
15.	In the **PC Business Unit** field, enter or select the business unit that will use the distribution code. For this training example, enter "**COLUM**".
16.	Enter or select the desired information for the **Project** field. For this training example, enter "**00**".
17.	Leave the fields to the right of the **Project** field blank.
18.	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.

Step	Action
19.	You have successfully completed the procedure for creating a Revenue Distribution Code. **End of Procedure.**

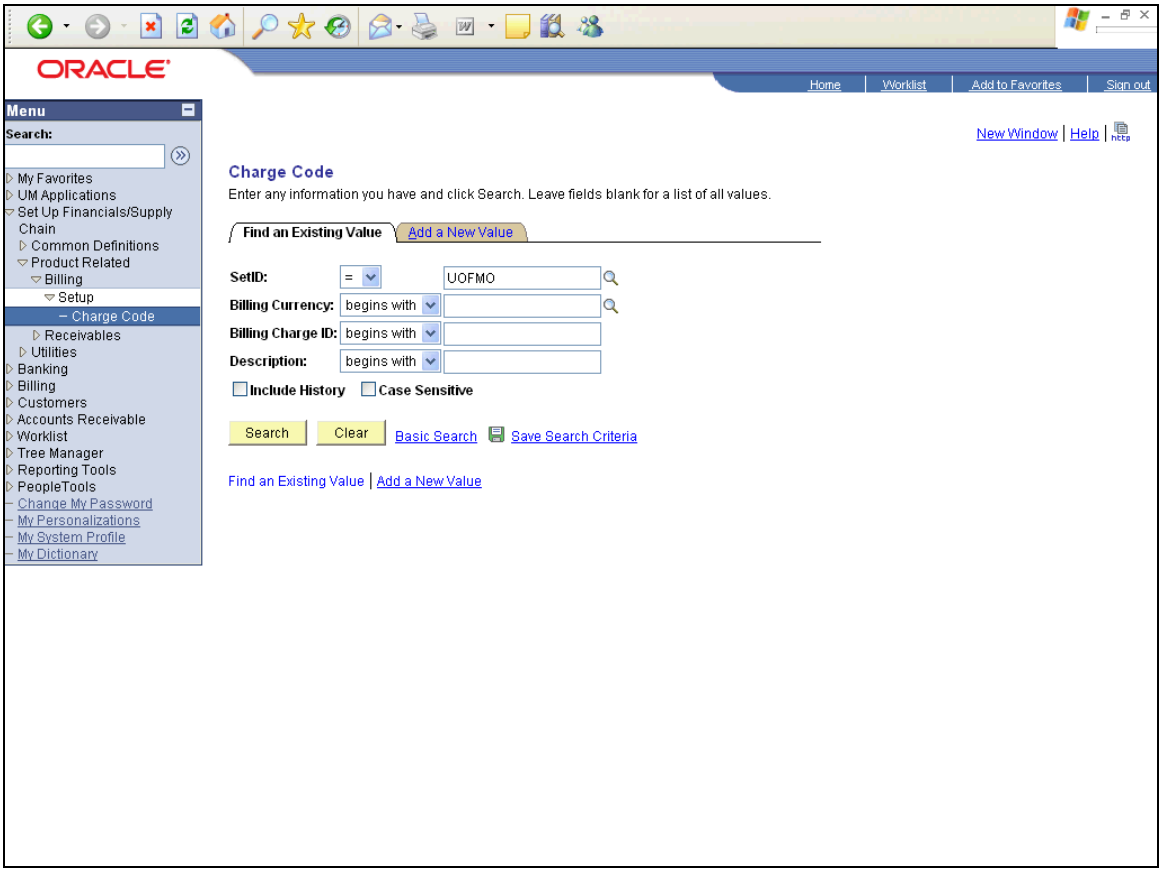
Create Charge Codes

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.

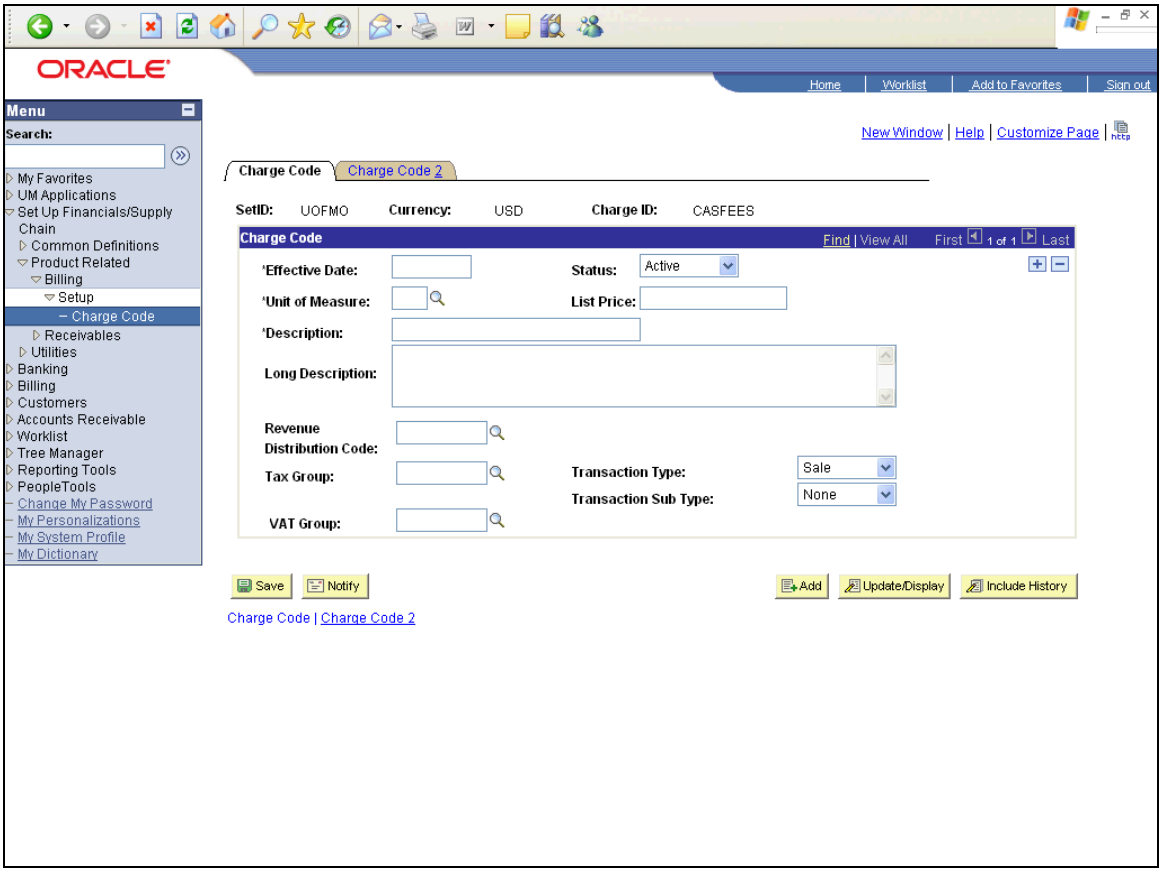
Information that defaults to an invoice from a Charge Code can be overridden for added flexibility.

Procedure

Navigation: Set Up Financials/Supply Chain > Product Related > Billing > Setup > Charge Code



Step	Action
1.	Click the **Add a New Value** tab. Add a New Value
2.	Always accept the defaults of UOFMO for the **SetID** field and USD for the **Billing Currency** field.
3.	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. For this training example, enter "**CASFEES**" to represent Columbia Accounting Services Fees.
4.	Click the **Add** button. Add



Step	Action
5.	The **Charge Code** page will appear. Enter the first day of the current month into the **Effective Date** field. For this training example, enter "**12/01/2007**".
6.	Enter or select the desired information for the **Unit of Measure** field. For this training example, enter "**EA**".
7.	Entering a **List Price** is optional. You may want to do so if the price of the item is always the same.
8.	Enter the desired information into the **Description** field. The Description prints on the invoice. For this training example, enter "**Student Consultations**".
9.	Entering a **Revenue Distribution Code** is optional but will save time by populating the ChartField string also when a Charge Code is selected.
10.	Do not make entries in or change the fields below the **Revenue Distribution Code** field. 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.

Step	Action
11.	You have successfully completed the procedure for creating a Charge Code. **End of Procedure.**

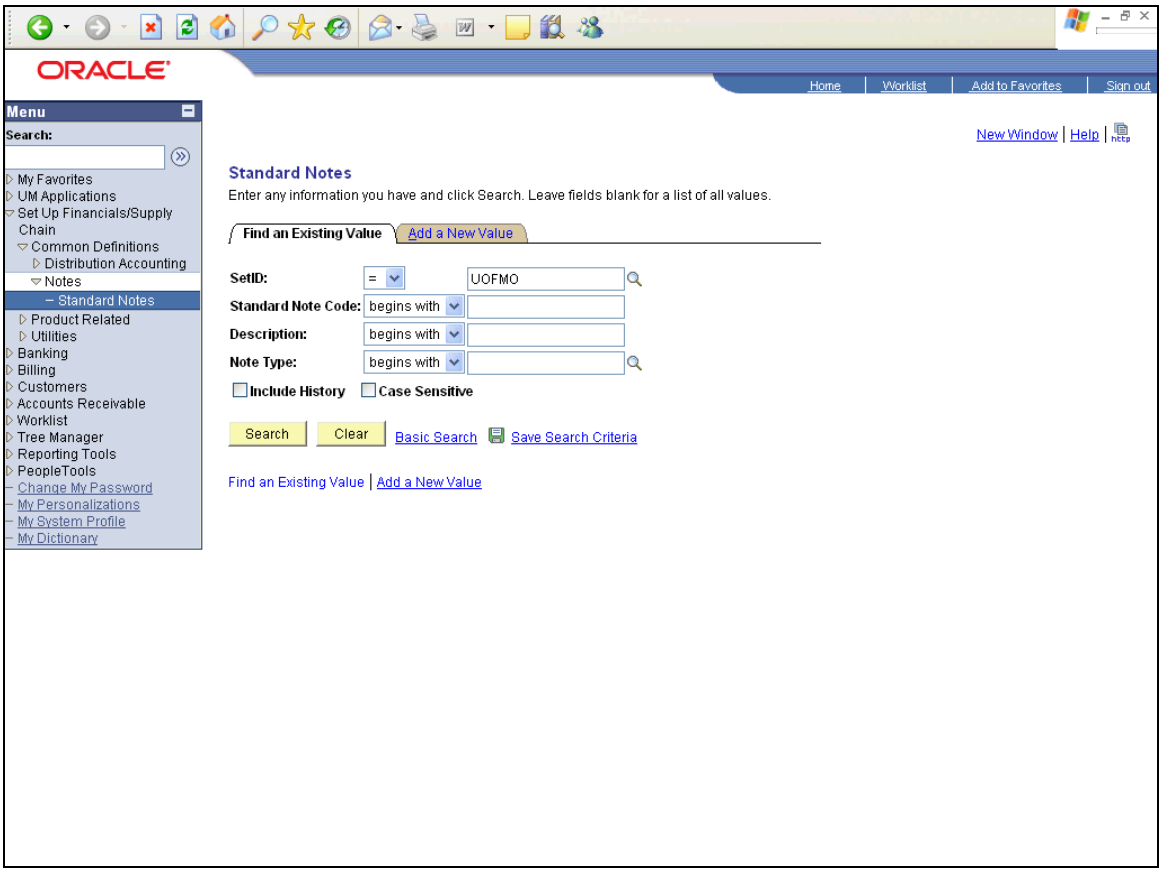
Set Up Standard Notes

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.

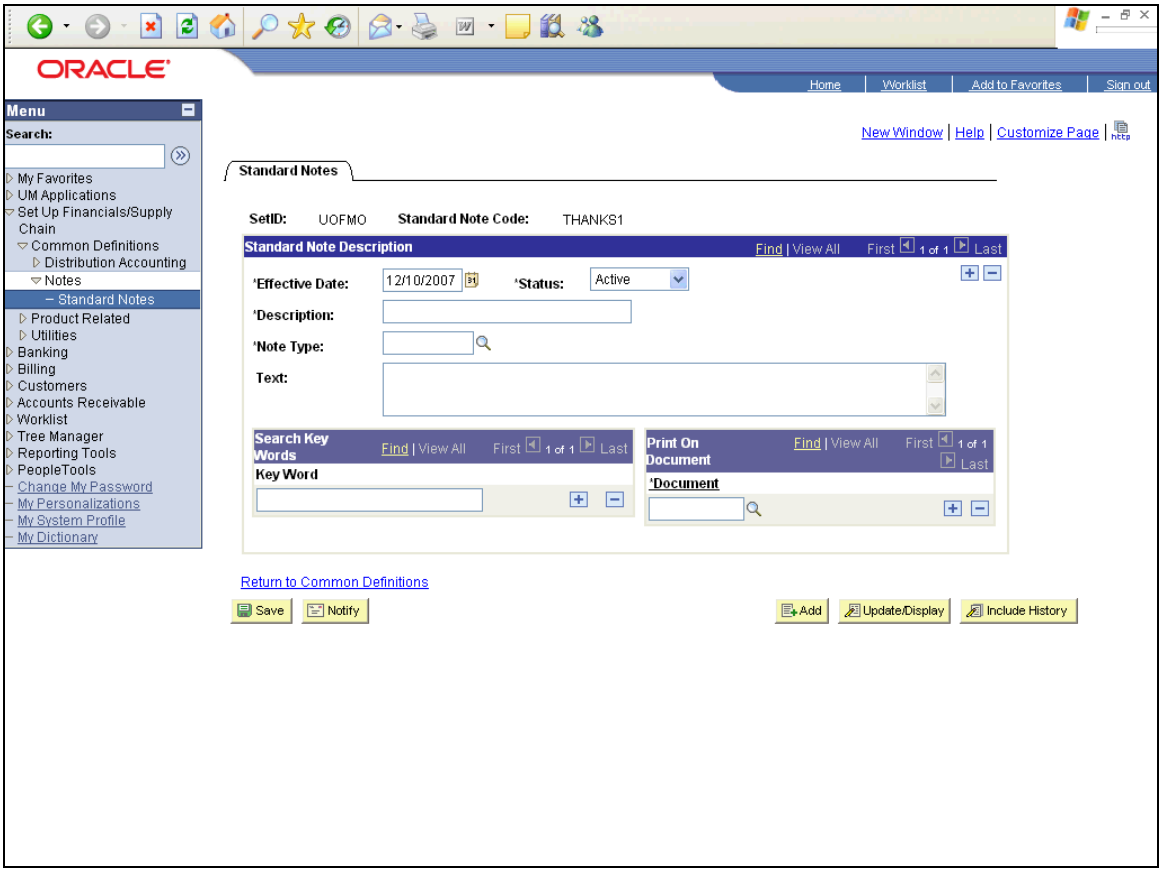
In Billing, you can view notes associated with customers by clicking the Notes button that appears beside other command buttons at the top of the panels in Bill Entry and Bill Inquiry.

Procedure

Navigation: Set Up Financials/Supply Chain > Common Definitions > Notes > Standard Notes



Step	Action
1.	Click the **Add a New Value** tab.
2.	Enter or select the appropriate **SetID**. For this training example, accept the default. Enter a name into the **Standard Note Code** field. For this training example, enter "**THANKS1**".
3.	Click the **Add** button.



Step	Action
4.	The **Standard Notes** page will display. Change the effective date to the first day of the current month. Click the **Choose a date** button.

Step	Action
5.	Click the **1** link.
6.	Enter the desired information into the **Description** field. For this training example, enter "**Thanks**".
7.	Enter or select the **Note Type**. For this training example, click the **Look up Note Type** button.
8.	Click on **Standard** in the **Note Type** column.
9.	Enter the desired information into the **Text** field. This information will print on the invoice. Enter "**Thank you for using our services**".

You can enter up to 254 characters of text in the **Text** field. More text can be added by inserting rows.

Step	Action
10.	Click the **Document** button.
11.	Click on the **Invoice** link in the **Document Code** column.
12.	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.

Step	Action
13.	**End of Procedure.**

Customers

Request a New Customer or Update an Existing Customer

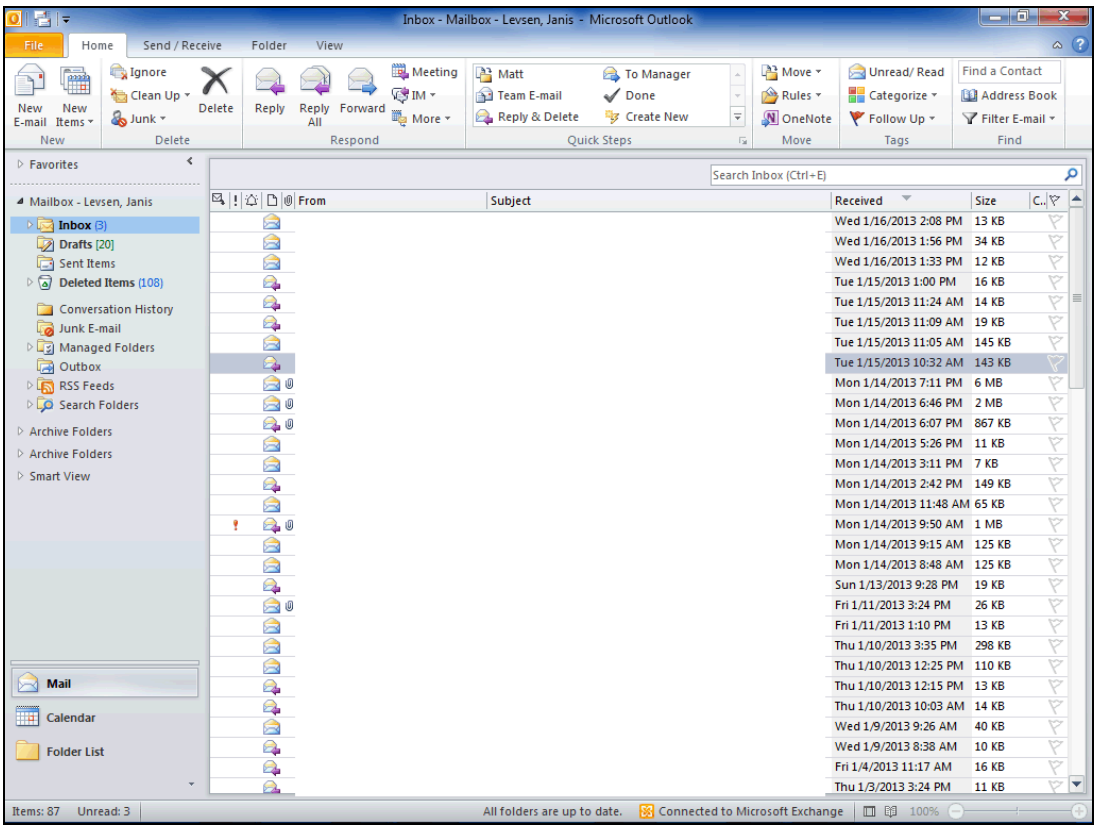
When a customer is not present in the system, you will need to request the customer be added before an invoice can be created. The Customer Request Form in Microsoft Outlook needs to be completed to make this request. The form may also be used to update customer information.

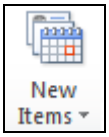
The accounting office will use the Customer Request Form to verify that a customer does not already exist in PeopleSoft and will then use the information provided to establish a new customer number. If additional information is required, you will be notified via e-mail. When the customer number has been established in PeopleSoft, the Customer Request Form will be returned via e-mail with the customer's number.

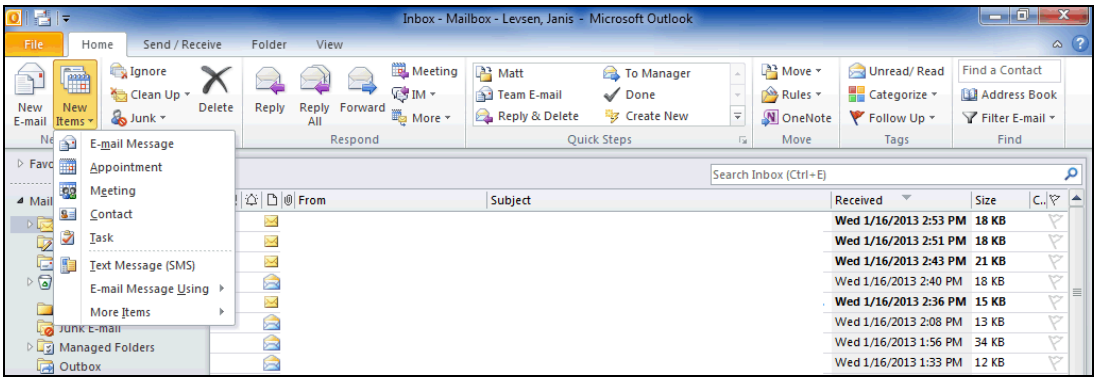
8899XXXXXX customers are not to be used except by the Office of Sponsored Programs.

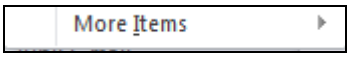
Note: If a customer is tax exempt, the department should request a copy of the customer's tax exempt certificate and send it to the accounting office to keep on file. The customer's tax ID number should be obtained if possible.

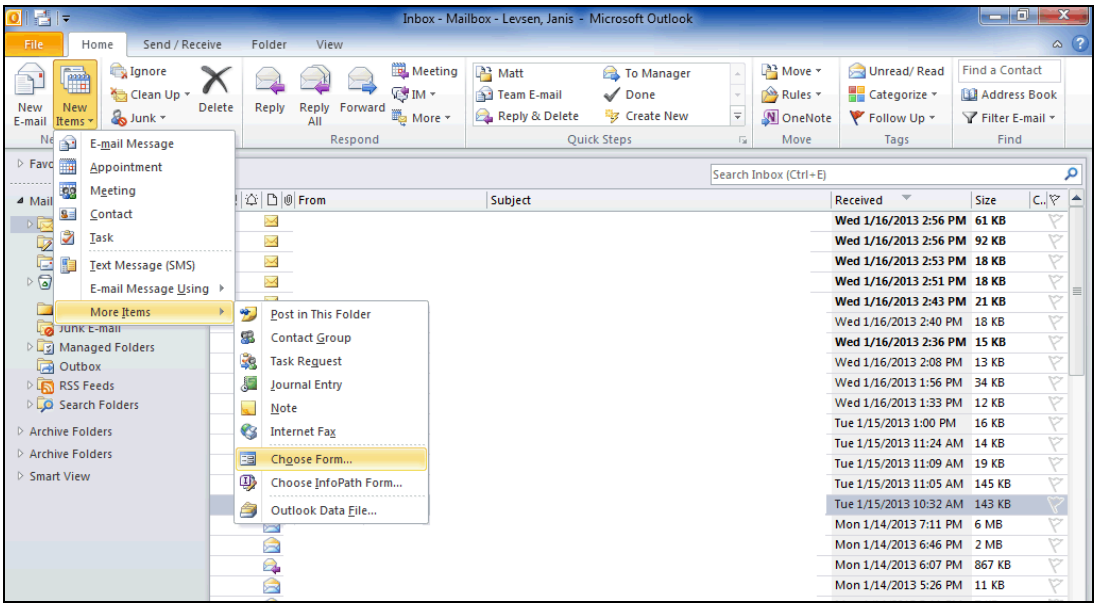
Procedure

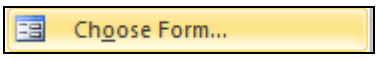


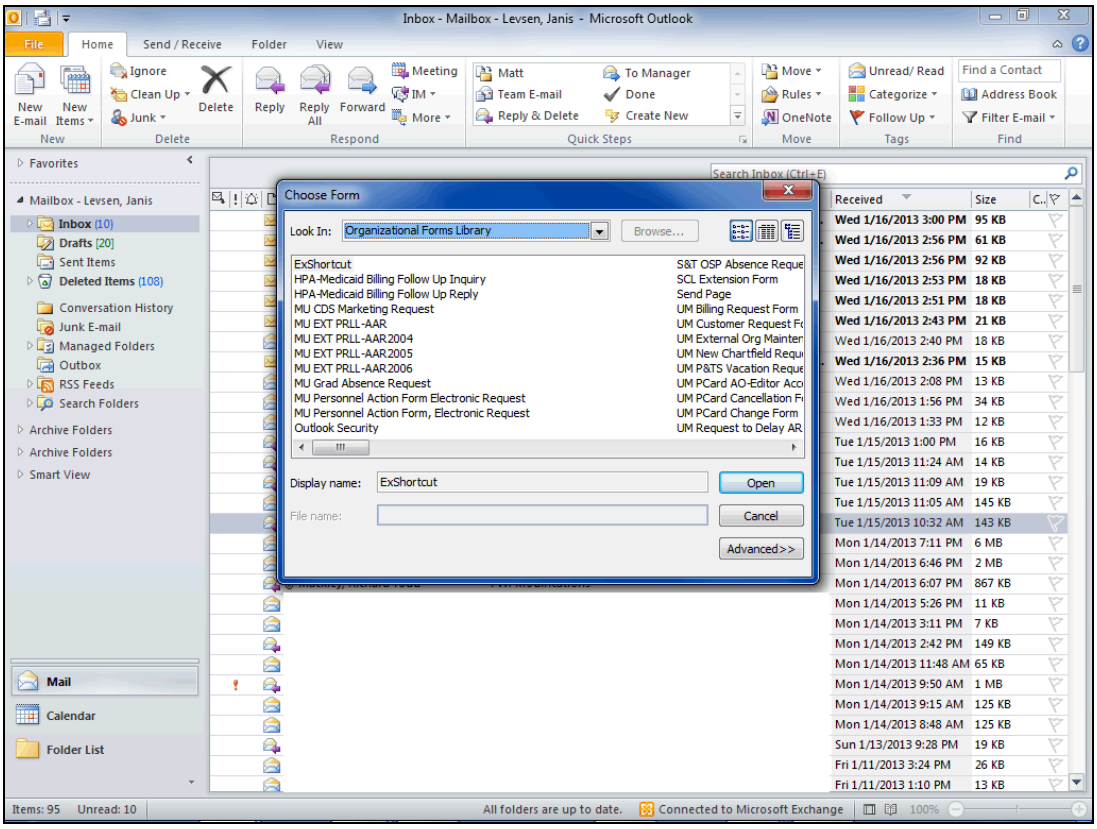
Step	Action
1.	From Microsoft Outlook, you will need to create a message using the Customer Request Form. On the **Home** tab, click the **New Items** button. 



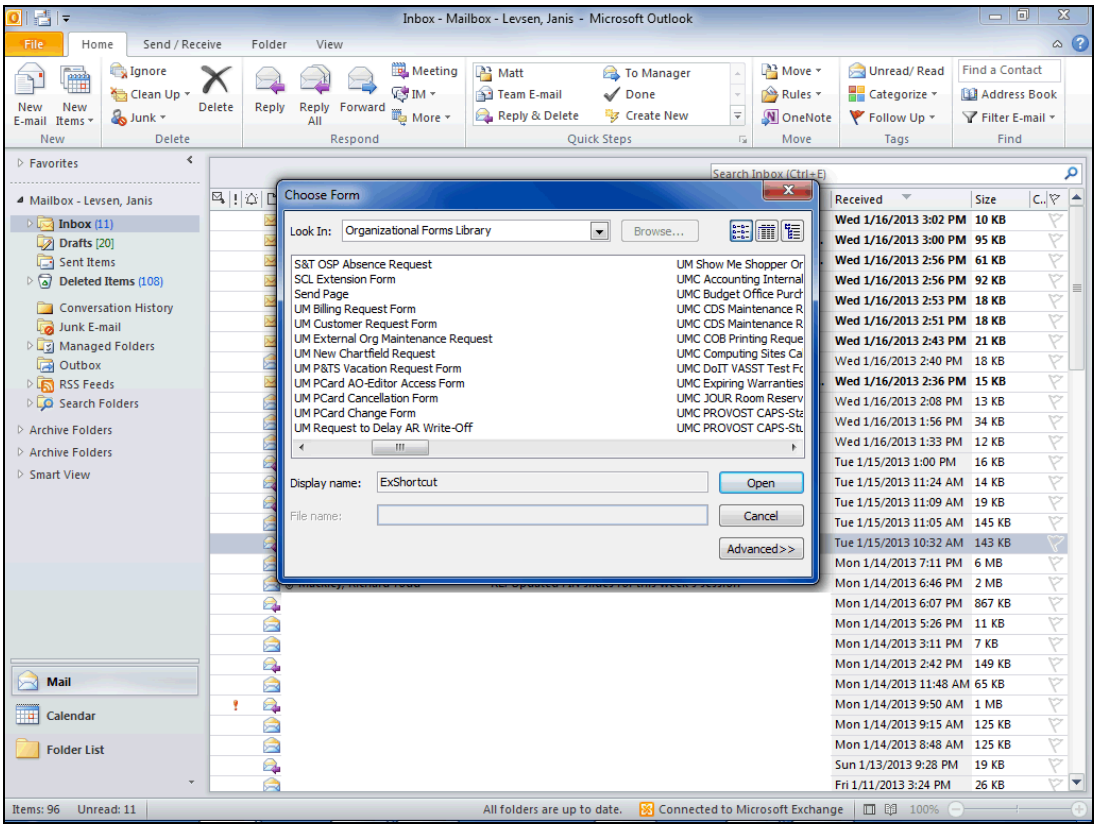
Step	Action
2.	Click the **More Items** menu. 



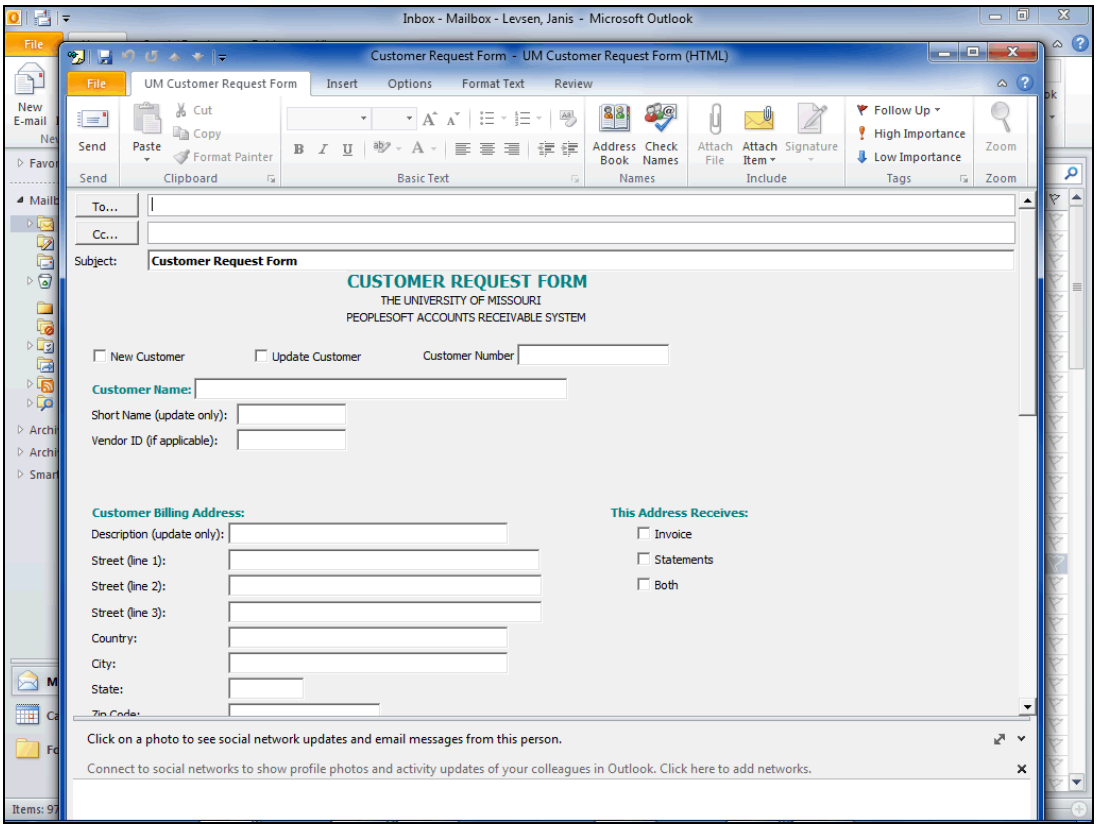
Step	Action
3.	Click the **Choose Form...** menu. 



Step	Action
4.	Ensure Organizational Forms Library is selected in the **Look In** field. Scroll to find the **UM Customer Request Form**. Click the right scroll button to scroll to the right.



Step	Action
5.	Click the **UM Customer Request Form** list item. UM Customer Request Form
6.	Click the **Open** button. Open



Step	Action
7.	The **Customer Request Form** will display. Complete the form and send the email to UMCACCTGACCTREC@missouri.edu. The Columbia Accounting Office creates the customer and will send you an email message providing the new customer number or informing you that the update has been made.
8.	You have successfully completed the procedure to request a new customer or update an existing customer. **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 will be 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 will 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 will 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:

Apartment:	APT	Unit:	UNIT
Building:	BLDG	Room:	RM
Floor:	FL	Department:	DEPT
Suite:	STE		

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

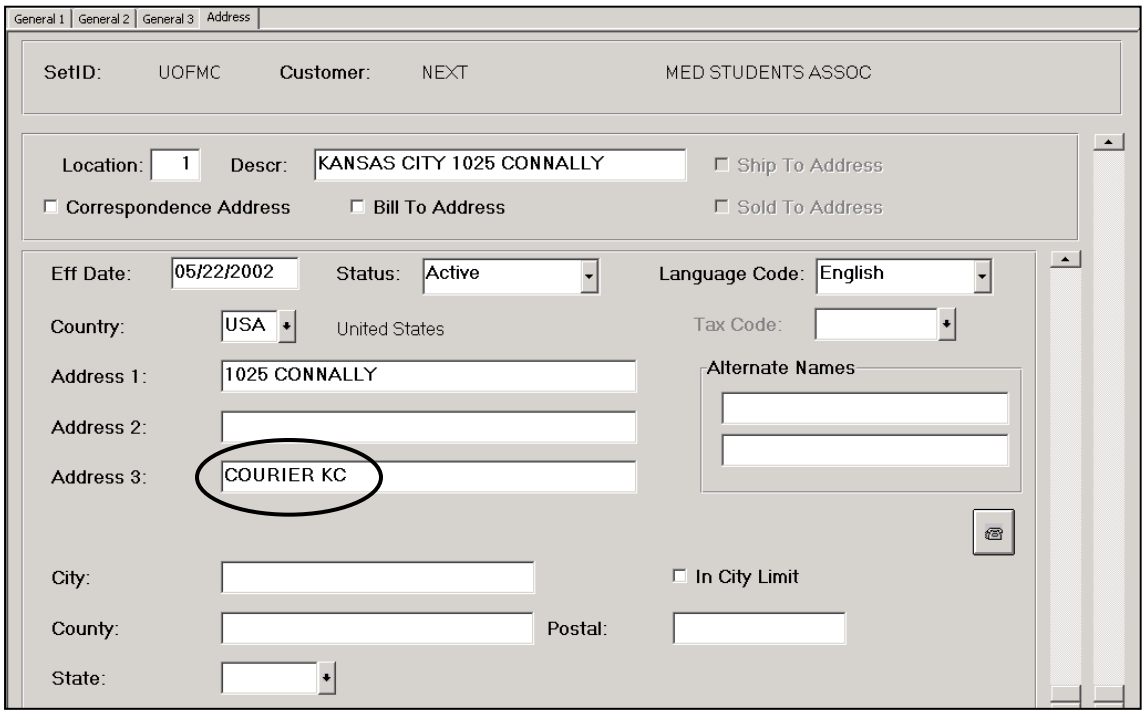
18. Enter Rural Route addresses with the letters RR and do not use the words Rural, Number, No., or #, e.g., RR 2 BOX 152.

19. Use the following abbreviations for suffixes:

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

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

21. 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."** (See the example in the screenshot below.) There is no need to put the city, state, or zip in the address. Since everything will print in Columbia, other campuses will have to say "COURIER." Columbia customers will say "CAMPUS MAIL."



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

NEW ADDITION:

*Litigation	LITI

23. 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		

24. 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.

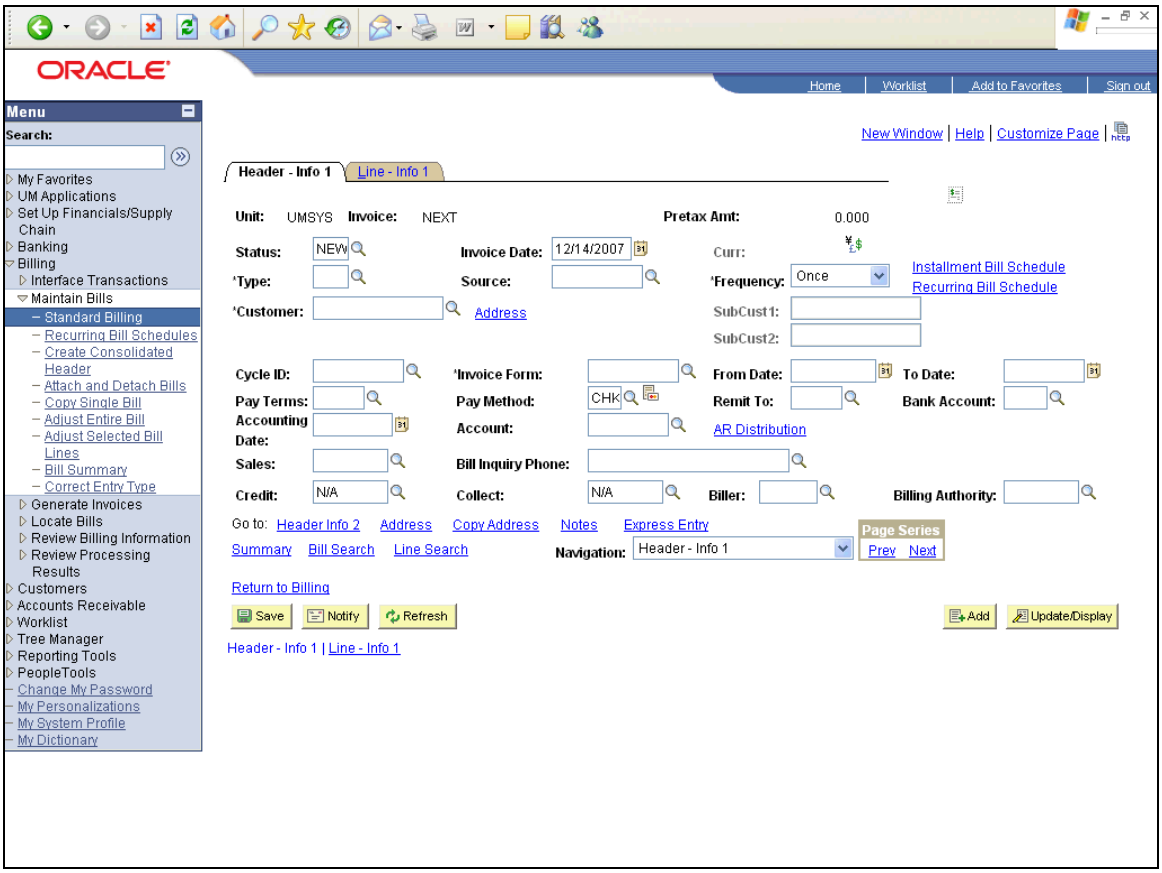
Entering Bills

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.

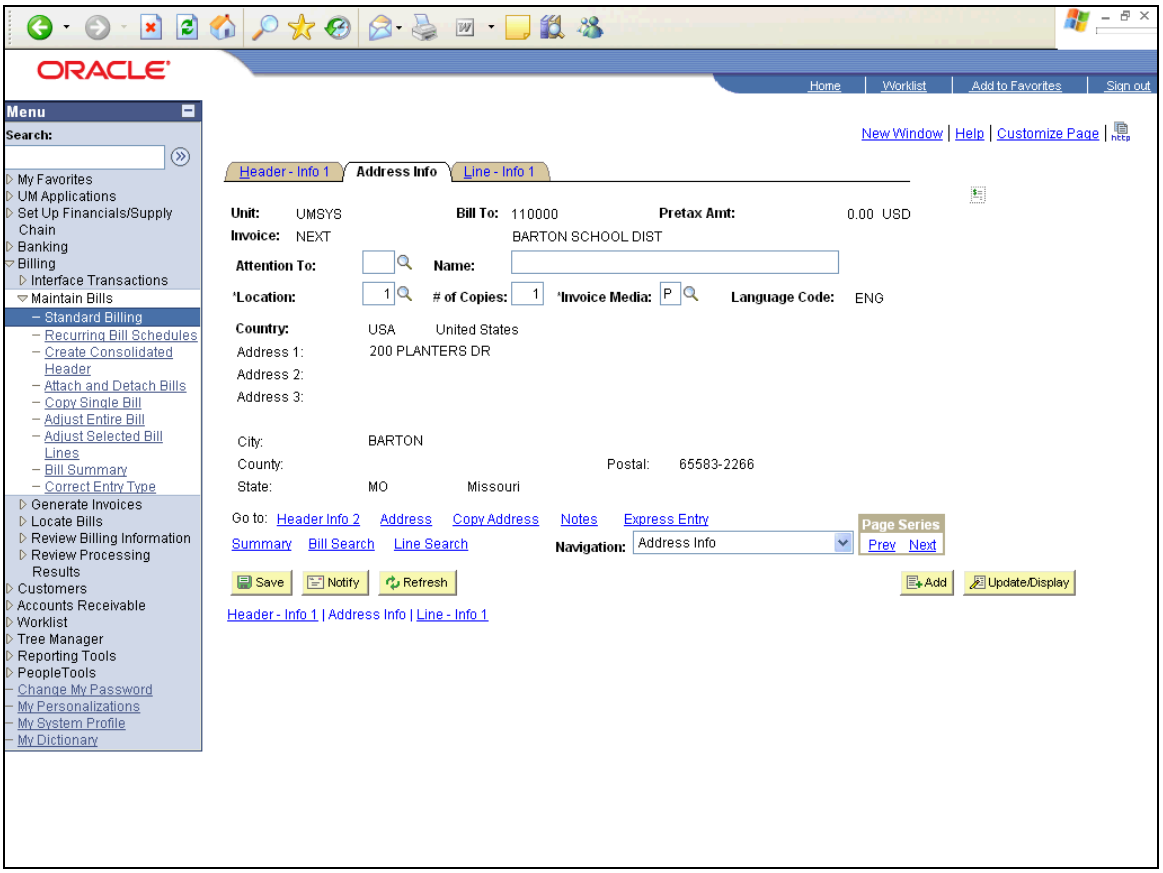
Understanding the Billing Page Series

Procedure

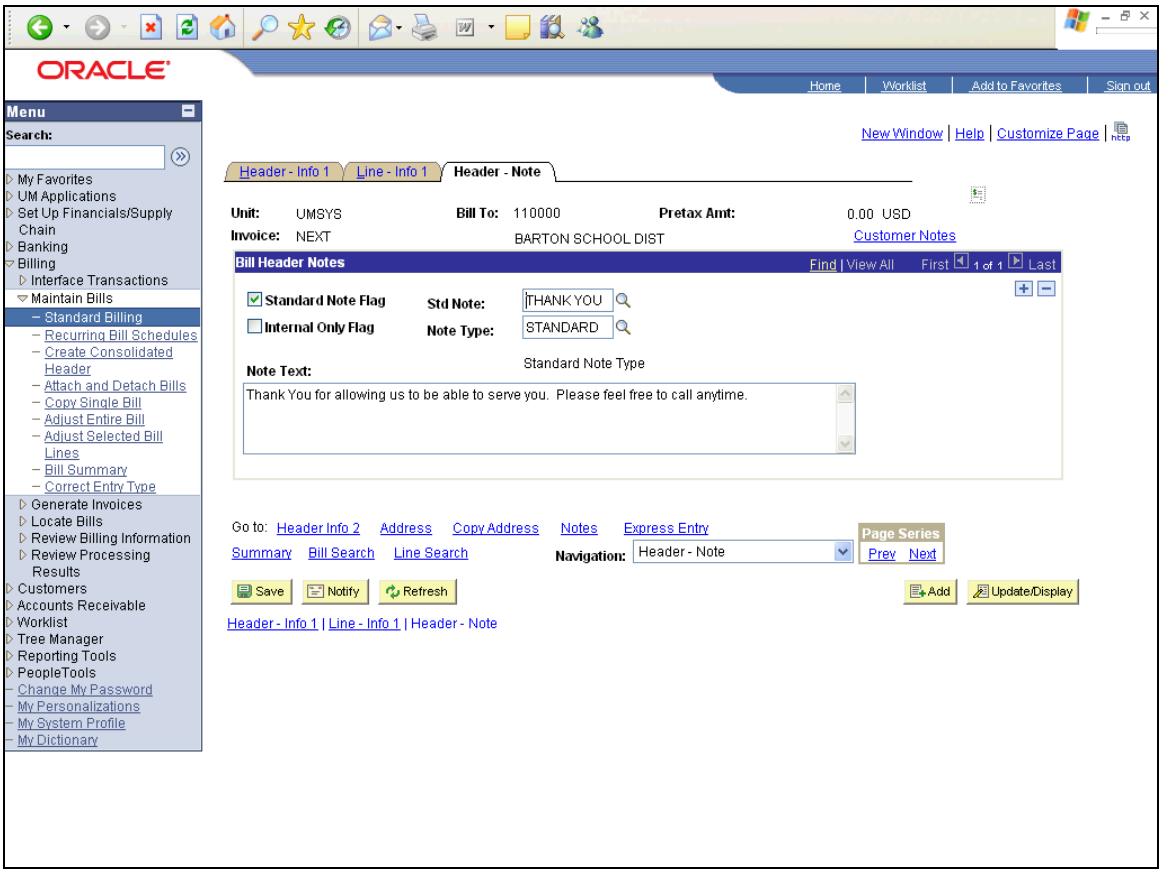
Step	Action
1.	The Bill Entry module consists of many pages and options. A shortcut "Page Series" has been set up to access only the pages that our University will be using to create invoices. In the lower right of each page in the Bill Entry series, you will see a **Page Series** box that allows you to access pages in a specific order. Pages that you will be using to create an invoice are in a series that can be accessed by clicking "Next." To access a previous page, click "Prev."



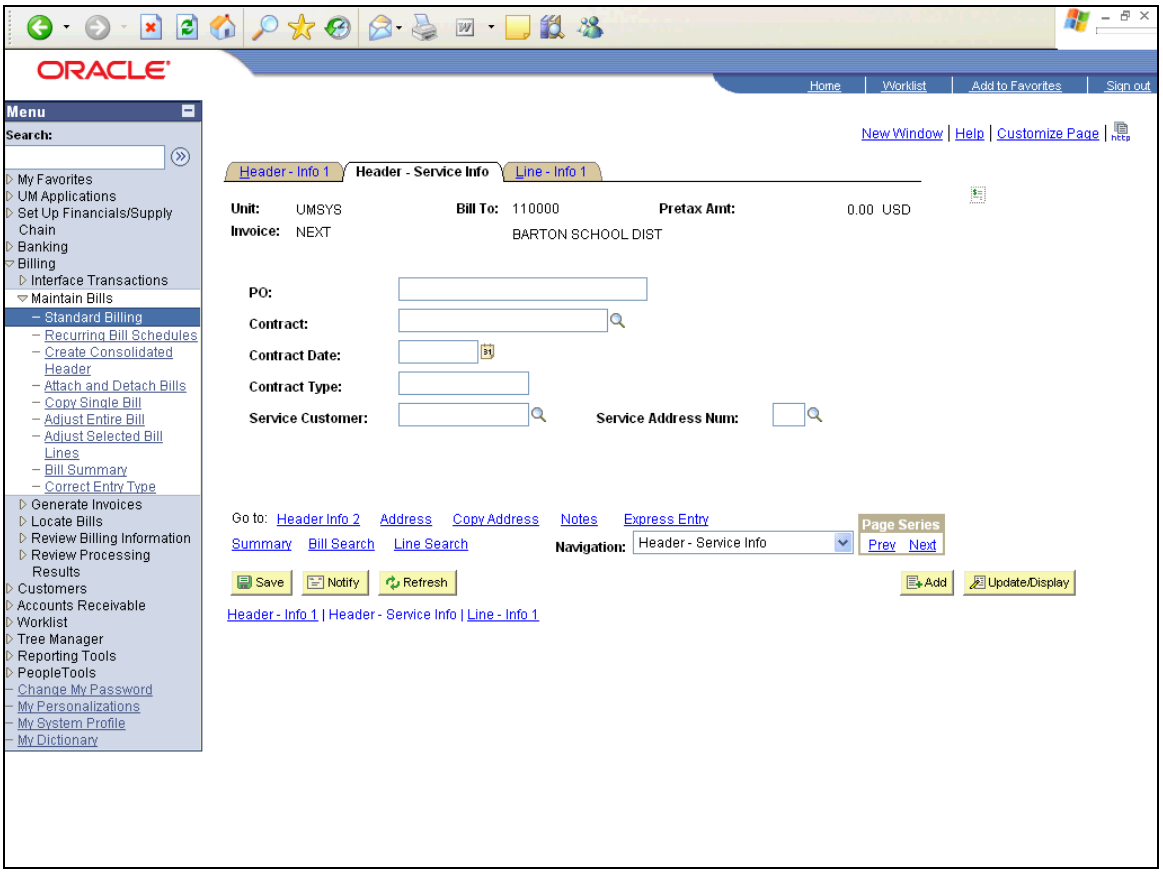
Step	Action
2.	**Parts of an Invoice** An invoice has two parts: a header and lines. The header includes information that pertains to the entire bill, and line information pertains to the specific items that have been purchased. **Header Data** Bill header data pages include the following four pages (in order of page series setup): 1. **Header - Info 1** - Enables you to record bill type, customer, and the billing operation



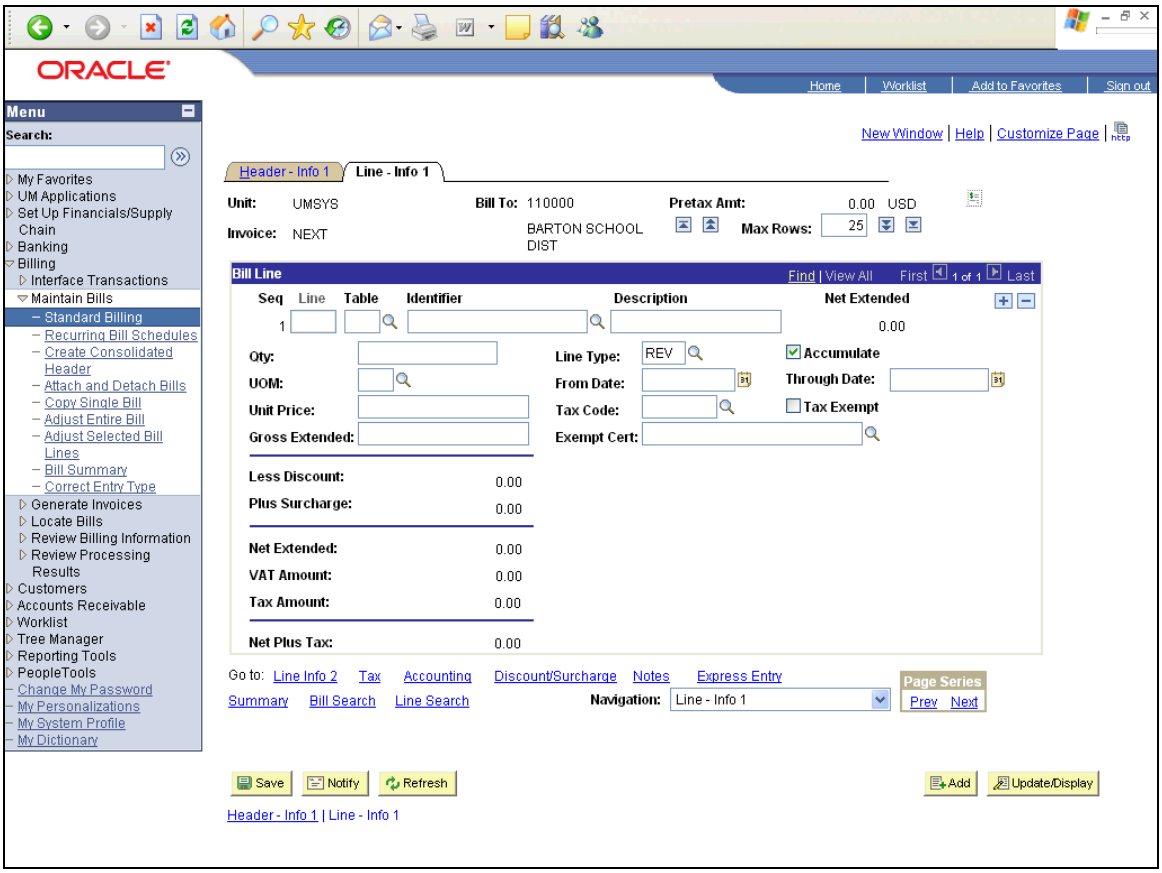
Step	Action
3.	2. **Address Info -** Enables you to review mailing address information and change the location code, if necessary



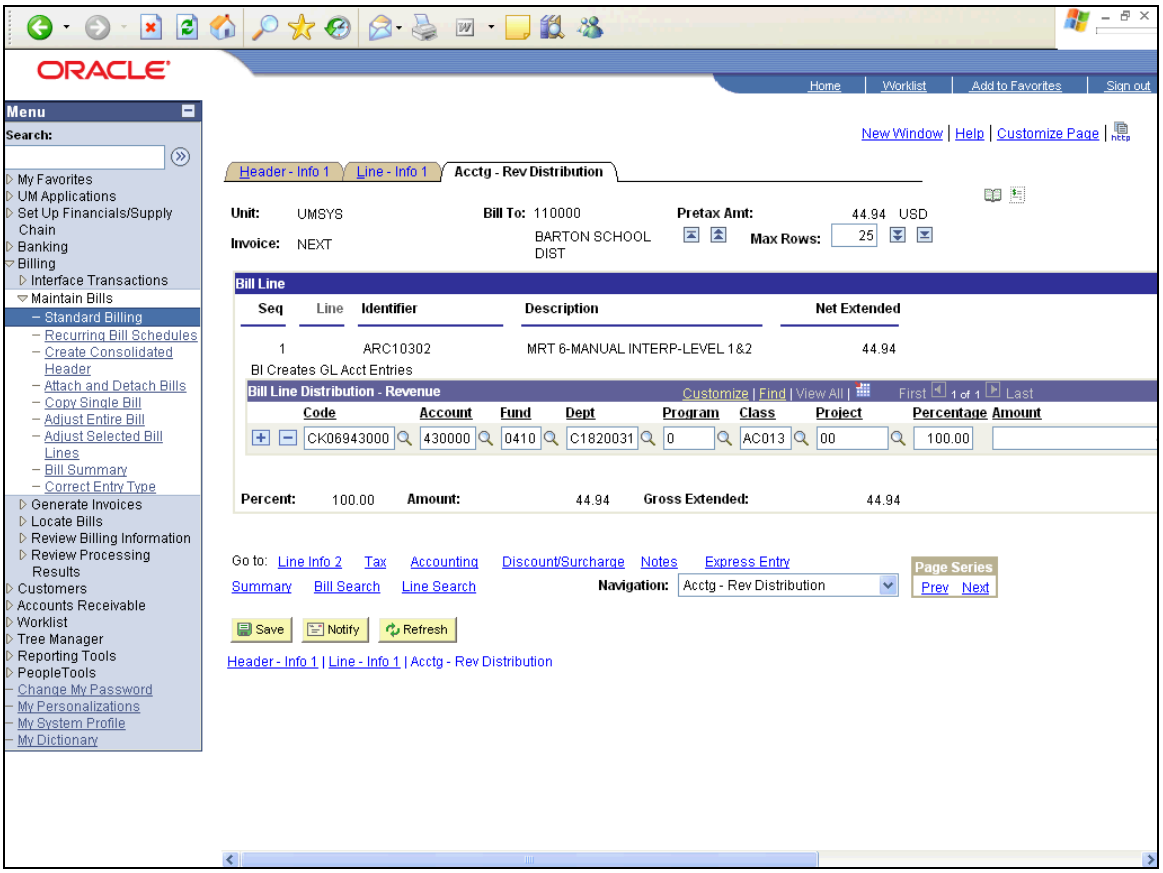
Step	Action
4.	3. **Header - Note** - Enables you to add internal notes or notes to be printed on the invoice that pertains to the entire bill



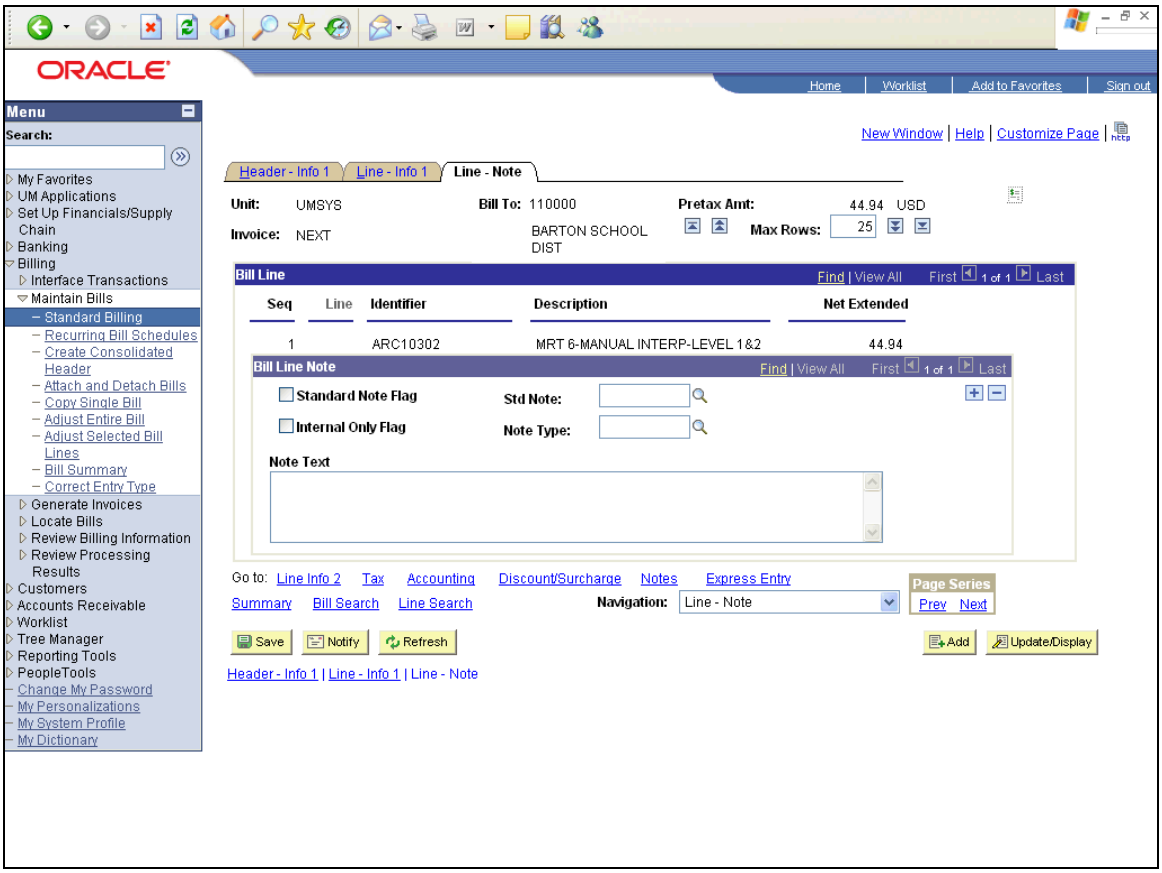
Step	Action
5.	4. **Header - Service Info** - Enables you to enter a customer's PO number if you have one



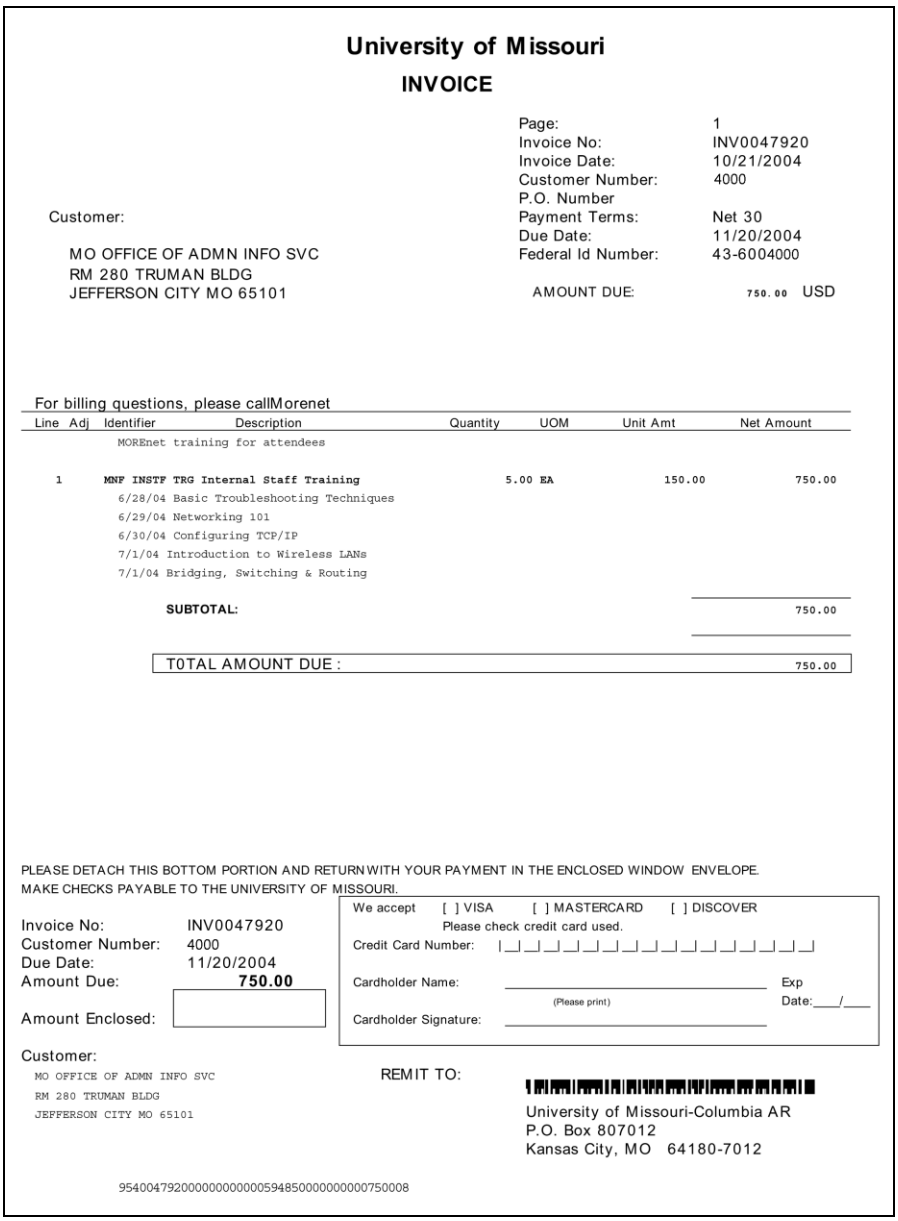
Step	Action
6.	**Line Data** Bill line data pages include the following three pages (in order of page series setup): 1. **Line - Info 1** - Enables you to record required charge information such as product, quantity, and price



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



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



University of Missouri

INVOICE

Page: 1
Invoice No: INV0047920
Invoice Date: 10/21/2004
Customer Number: 4000
P.O. Number
Payment Terms: Net 30
Due Date: 11/20/2004
Federal Id Number: 43-6004000

Customer:

MO OFFICE OF ADMN INFO SVC
RM 280 TRUMAN BLDG
JEFFERSON CITY MO 65101

AMOUNT DUE: 750.00 USD

For billing questions, please callMorenet

Line	Adj	Identifier	Description	Quantity	UOM	Unit Amt	Net Amount
			MOREnet training for attendees				
1		MNF INSTF TRG	Internal Staff Training	5.00	EA	150.00	750.00
			6/28/04 Basic Troubleshooting Techniques				
			6/29/04 Networking 101				
			6/30/04 Configuring TCP/IP				
			7/1/04 Introduction to Wireless LANs				
			7/1/04 Bridging, Switching & Routing				

SUBTOTAL: 750.00

T0TAL AMOUNT DUE : 750.00

PLEASE DETACH THIS BOTTOM PORTION AND RETURN WITH YOUR PAYMENT IN THE ENCLOSED WINDOW ENVELOPE.
MAKE CHECKS PAYABLE TO THE UNIVERSITY OF MISSOURI.

Invoice No: INV0047920
Customer Number: 4000
Due Date: 11/20/2004
Amount Due: **750.00**
Amount Enclosed:

We accept [ ] VISA [ ] MASTERCARD [ ] DISCOVER
Please check credit card used.
Credit Card Number: |_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|
Cardholder Name: _____ Exp Date:___/___
(Please print)
Cardholder Signature: _____

Customer:
MO OFFICE OF ADMN INFO SVC
RM 280 TRUMAN BLDG
JEFFERSON CITY MO 65101

REMIT TO:
University of Missouri-Columbia AR
P.O. Box 807012
Kansas City, MO 64180-7012

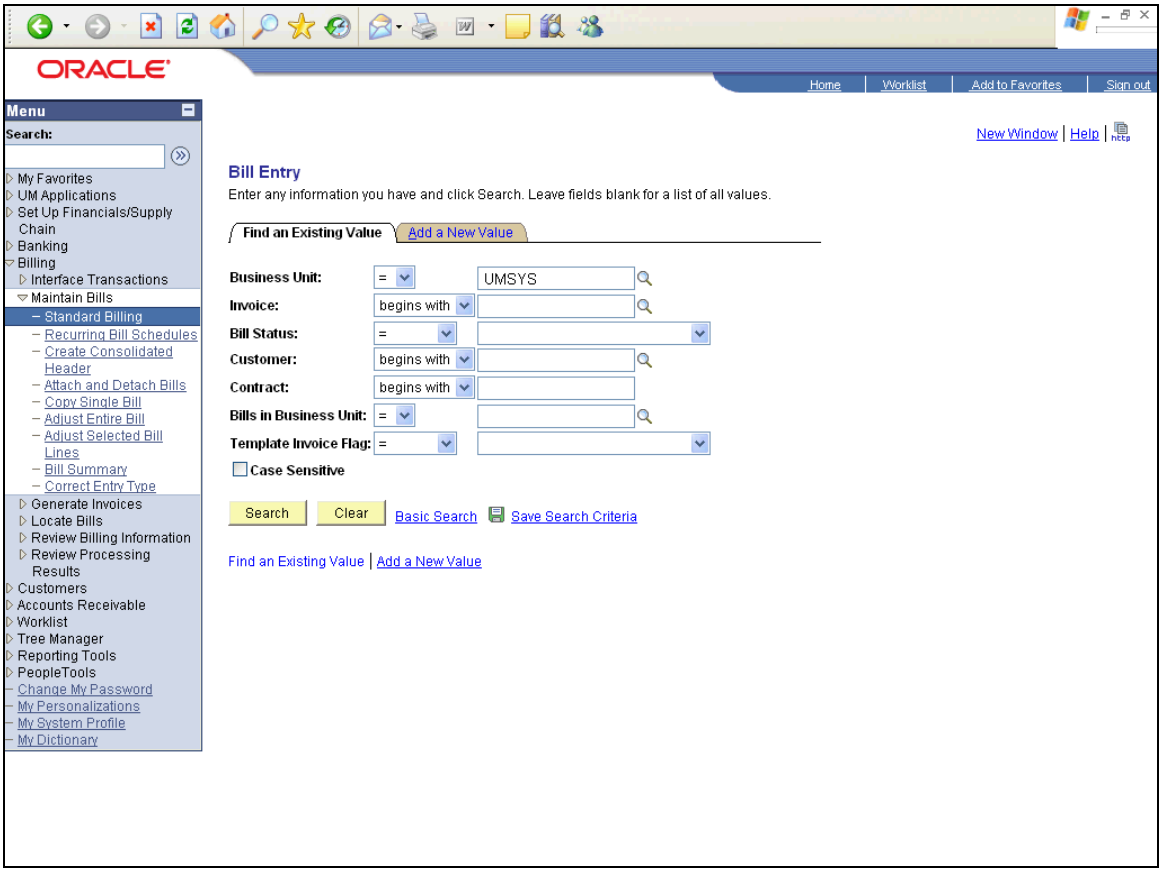
954004792000000000005948500000000750008

Step	Action
9.	This is an example of an invoice when it is printed out.
10.	**End of Procedure.**

Create an Invoice

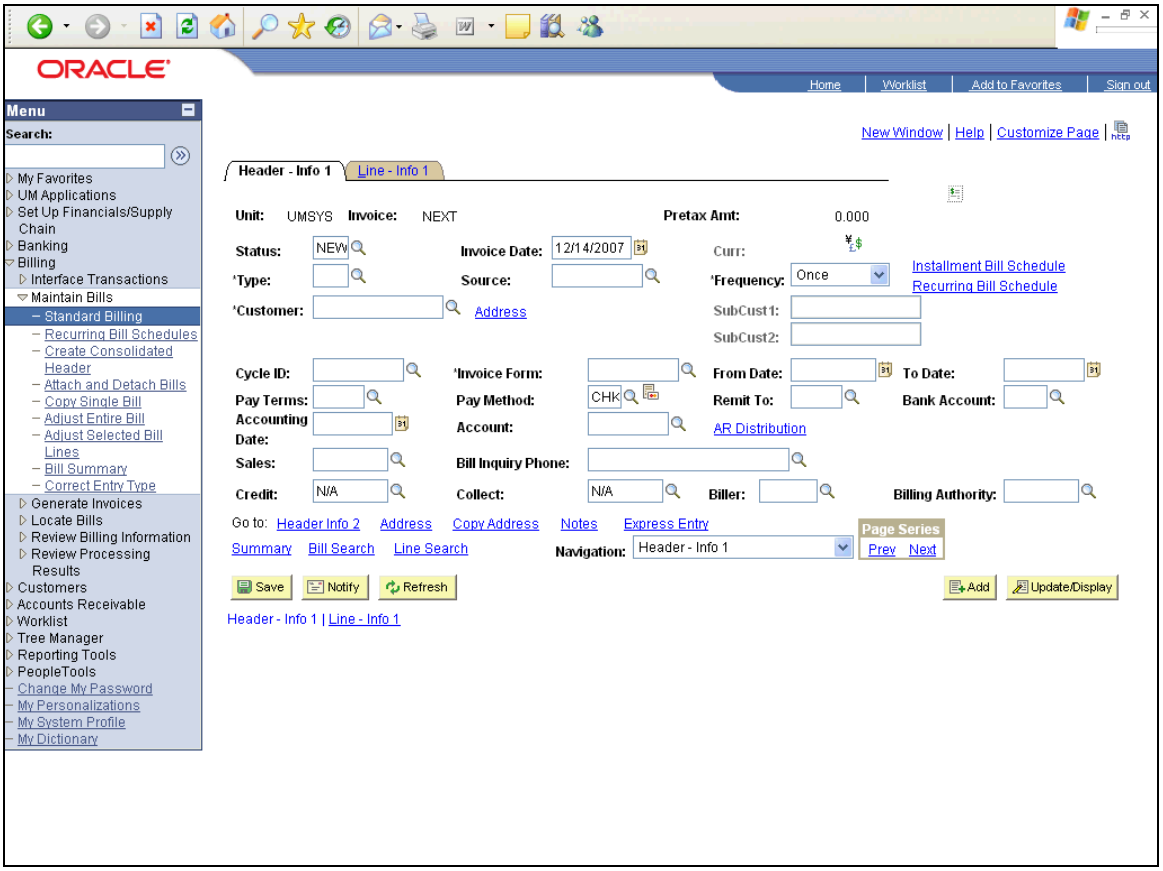
Procedure

Navigation: Billing > Maintain Bills > Standard Billing



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

Step	Action
2.	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. For this exercise, retain the default. Accept the default "NEXT" so that the system will assign this invoice the next sequential invoice number. Click the **Add** button. Add



Step	Action
3.	The **Header - Info 1** tab will display. Accept the default (current date) in the **Invoice Date** field. Enter or select the bill **Type** for your operation. For this training example, enter "**COP**".

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.

4.	Enter or select the desired information for the **Customer** field. For this training example, enter "**110000**".

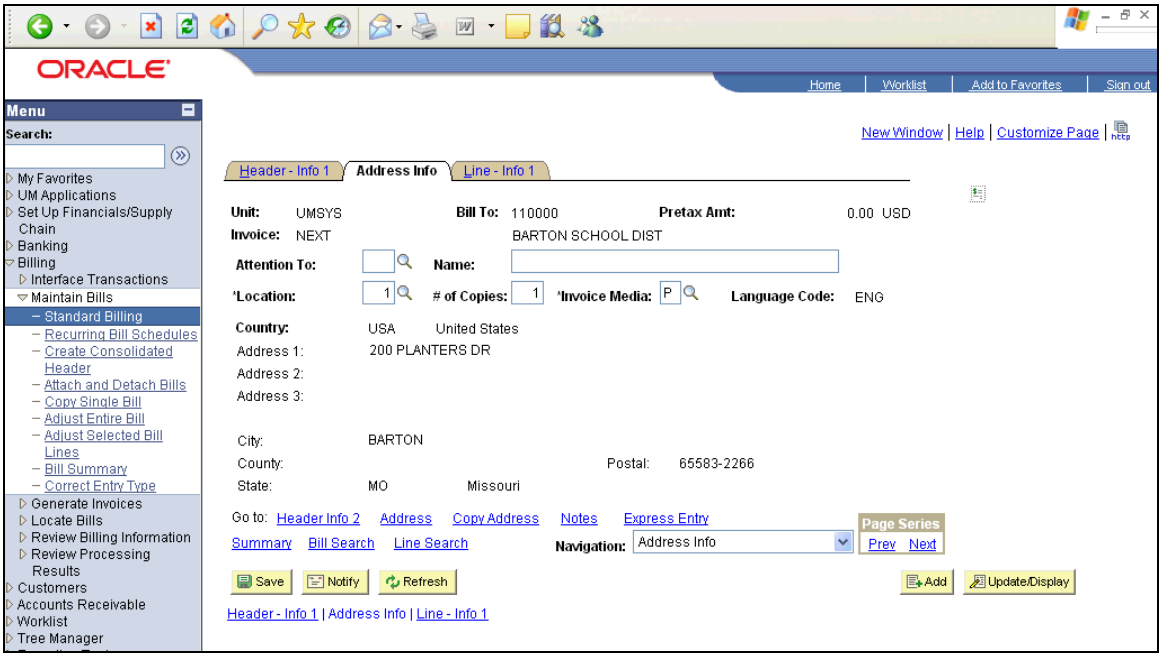
If the customer has not been created, a Customer Request Form will need to be submitted and a customer number assigned before proceeding. (See the "Create a New Customer or Update an Existing Customer" topic for instructions.)

Do not use customers that start with 8899XXXXXX because they are used by the Office of Sponsored Programs only.

Step	Action
5.	For larger operations, the **Biller** field will default in when you select your **Type**. Other operations must populate the **Biller** field by using the lookup feature and selecting the Billing Specialist. **Note:** The biller (Billing Specialist) will need to be set up by your accounting office prior to using it. The biller operation name and phone number print on the invoice. Click the **Look up Biller** button.
6.	Click an entry in the **Billing Specialist** column. For this training example, click on **CASRESCT**.

Step	Action
7.	After the Biller is entered, several other fields are automatically populated and others are blank. Do not change or fill in these fields. Click the **Next** link in the **Page Series** box (lower right corner of page). Next

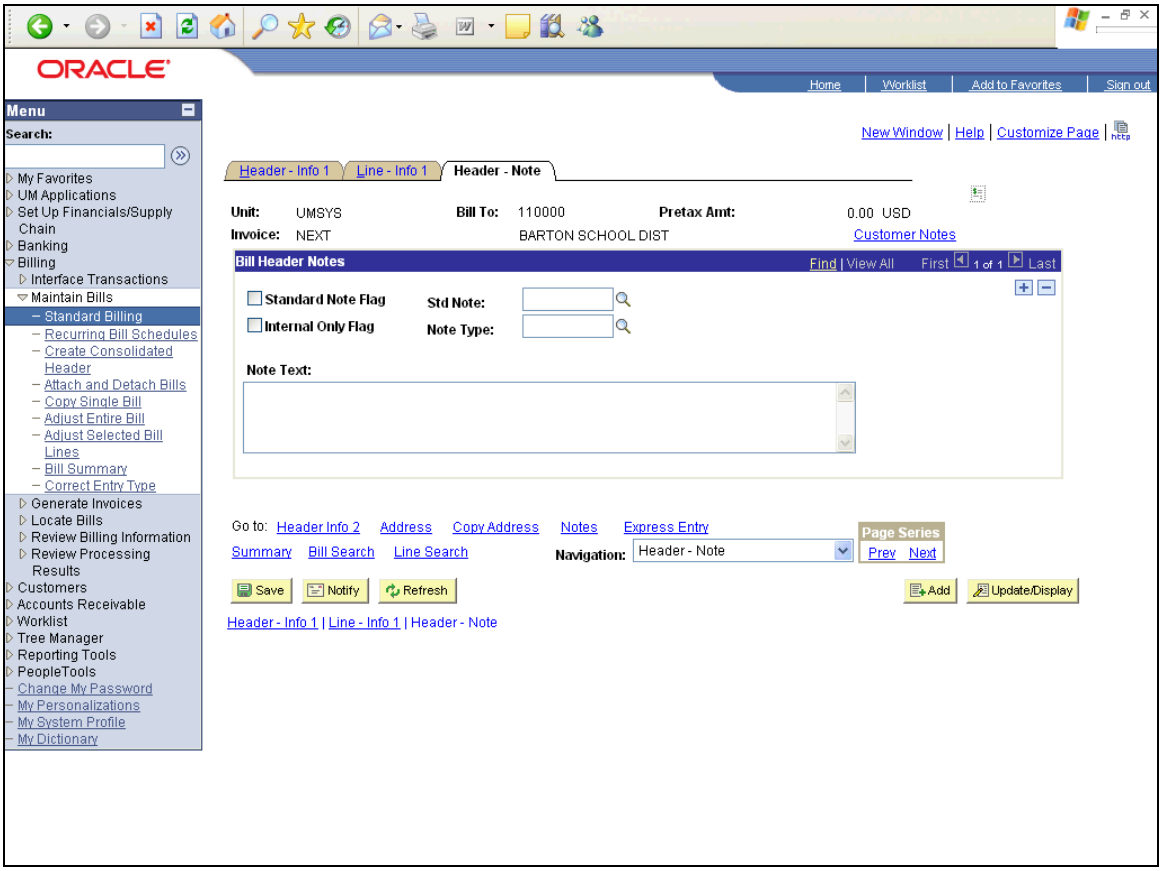
The **Sales** field defaults as "N/A" (unless it is associated to the Biller), but it can be used for tracking purposes. Contact the accounting office about setting up a person's name in the system to select for this field. It will not print on the invoice.

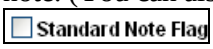


Step	Action
8.	The **Address Info** tab will display. Verify that the address is correct. If not, you can use the lookup feature for the **Location** field to select another location. If there is a contact name set up for this customer, you can enter it or select it using the lookup feature for the **Attention To** field. Click the **Next** link. Next

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.



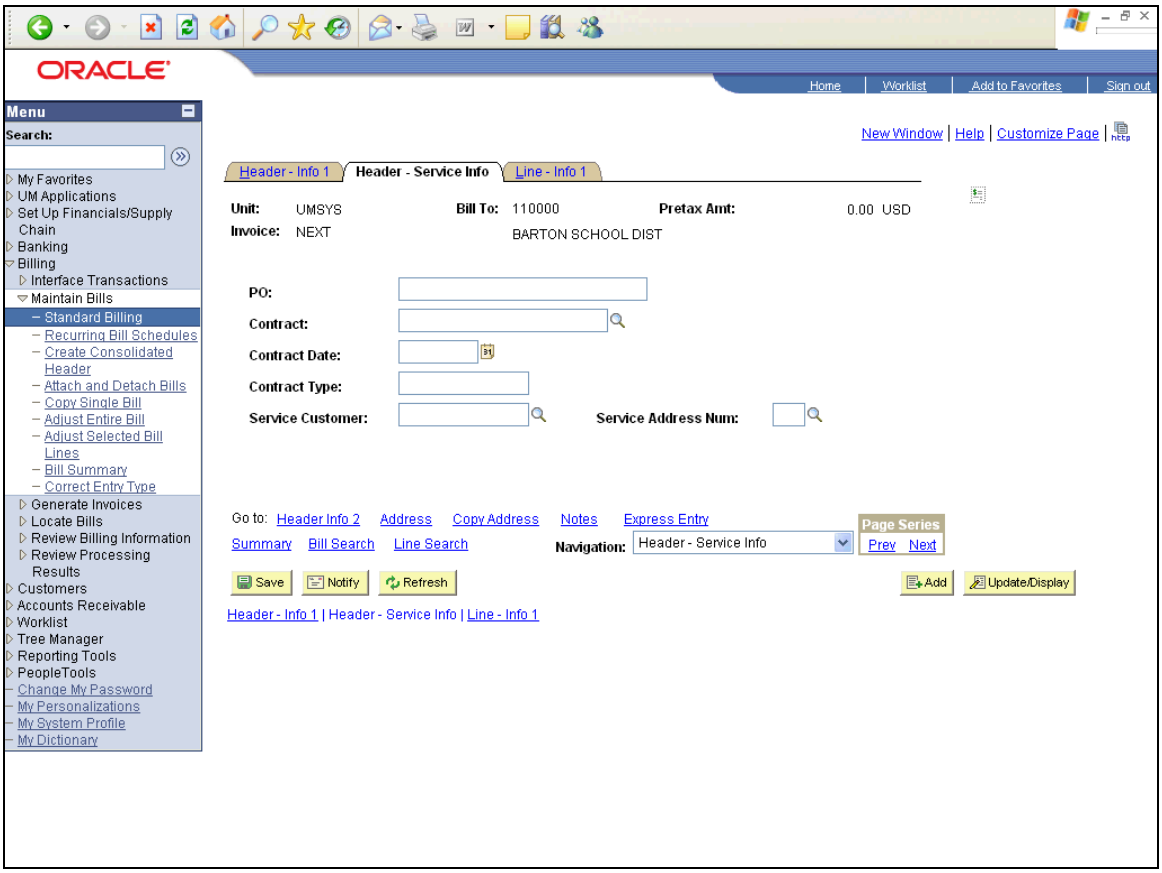
Step	Action
9.	The **Header - Note** tab will display. Header notes appear at the top of the invoice and should provide information that pertains to the entire bill. For this training example, click the **Standard Note Flag** option to add a standard note. (You can also add manual and internal notes.) 

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.)

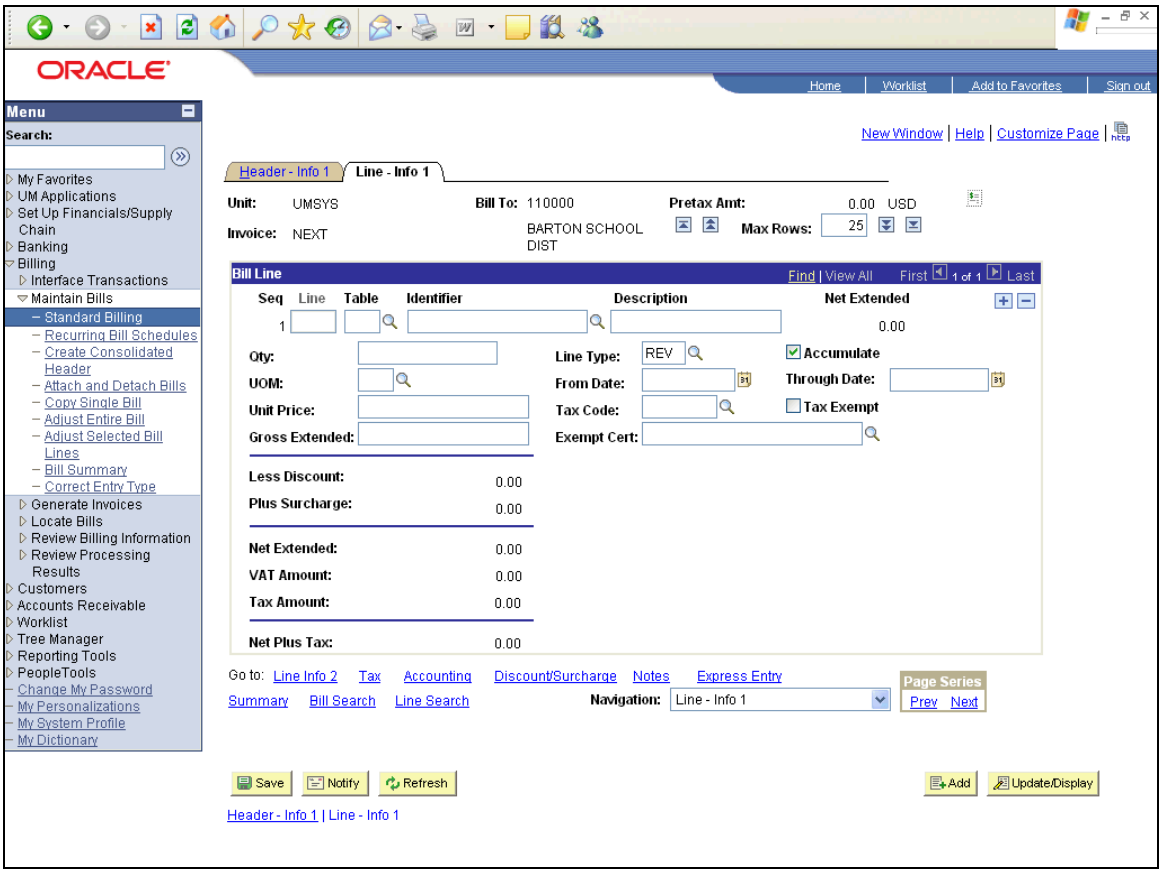
When entering notes on the **Header - Notes** tab, it is important to remember that these notes will appear only if selected on an invoice. If you need to set up a standard note to select when you do an invoice, please refer to the "Set Up Standard Notes" topic in the System Set Up lesson.

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.

Step	Action
10.	Click the **Look up Std Note** button.
11.	Search for the desired note. For this training example, click on the **THANK YOU** entry in the **Standard Note Code** column.
12.	The note now appears in the **Note Text** field. Click the **Next** link.



Step	Action
13.	The **Header - Service Info** tab will display. If the customer provided a purchase order number, enter it in the **PO** field. For this training example, enter "**345119**".
14.	Do not use the other fields. Click the **Next** link. Next

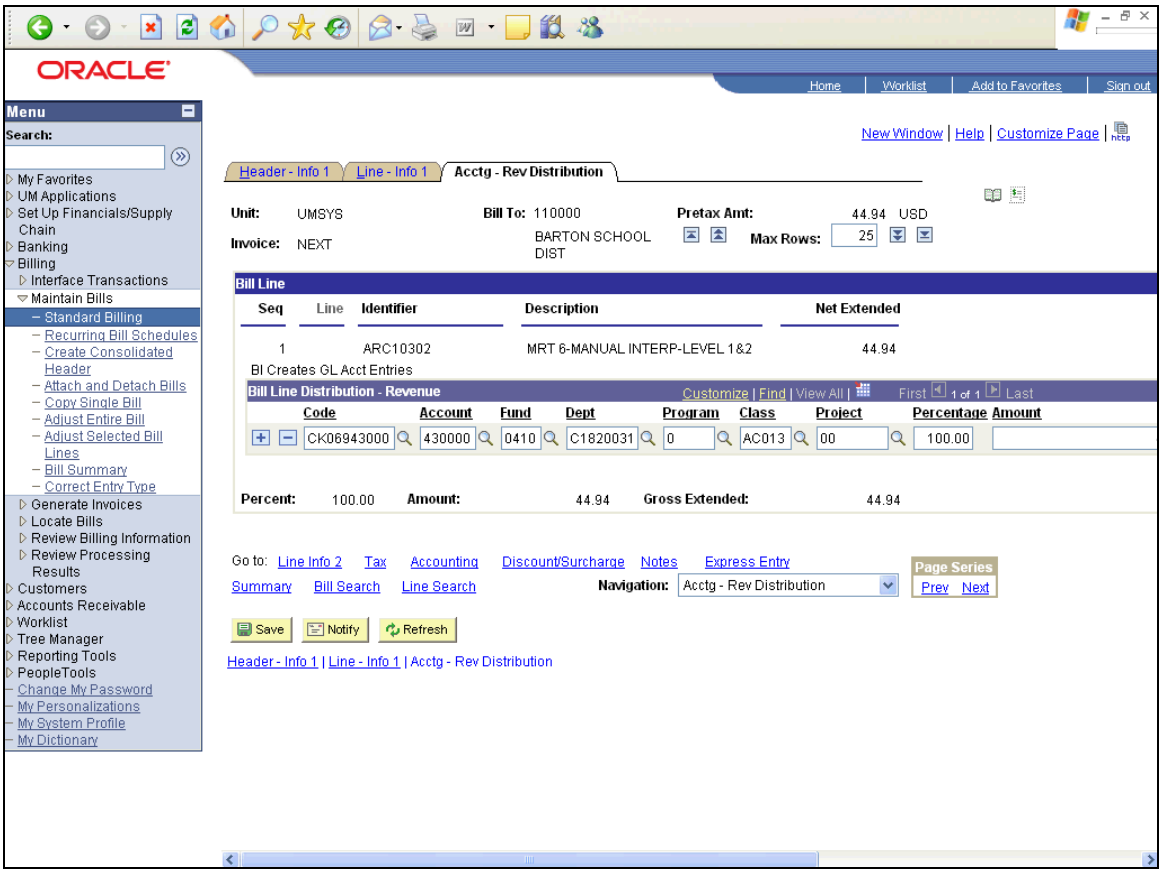


Step	Action
15.	The **Line - Info 1** tab will display. There are two ways to enter items for billing: manually enter items or define items ahead of time and select them from a stored table of items. These predefined items are called charge codes. For this training example, you will select a charge code (Charge ID). Click the **Look up Table** button.

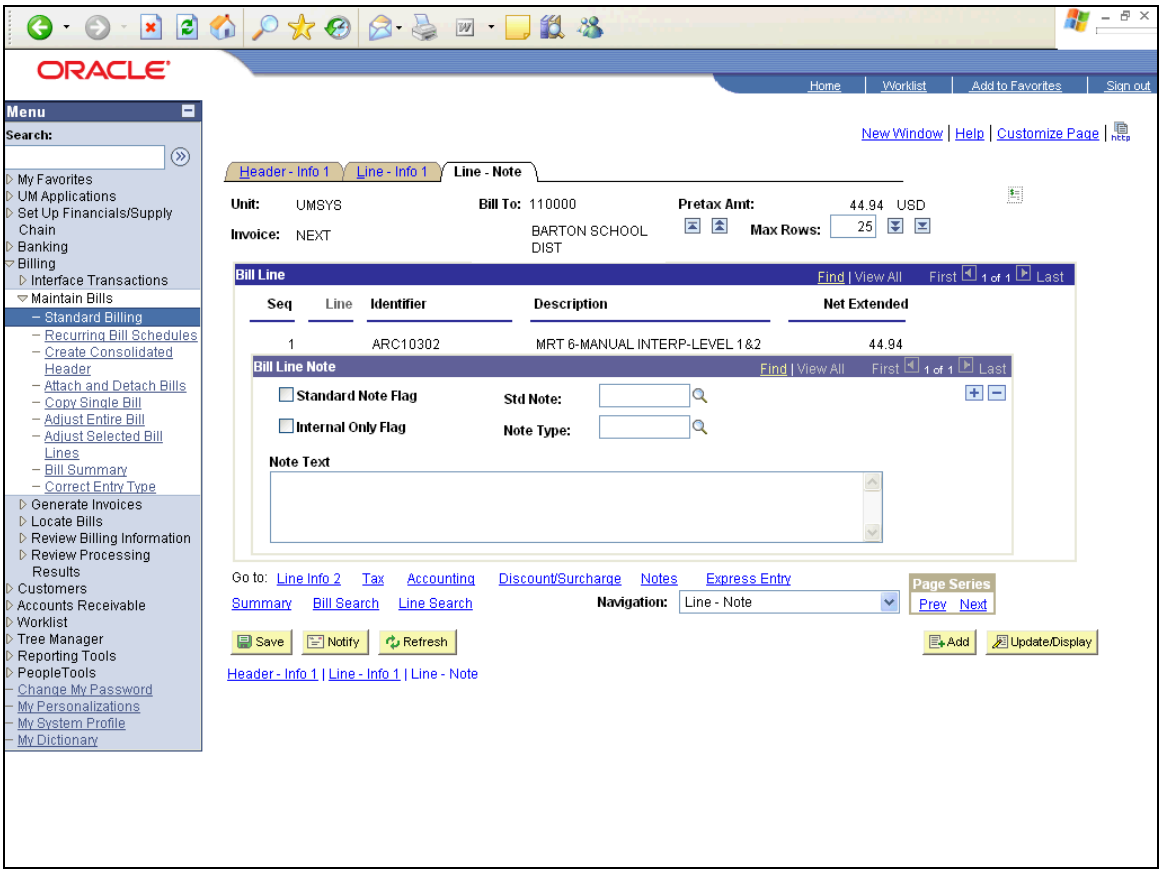
Select charge code: Use this method if you will be billing repetitively for goods and services, and you have created charge codes for your items. (See the "Create Charge Codes" topic in the System Set Up lesson for instructions.)

Enter manually: To manually enter items for billing, enter data for the **Description**, **Qty**, **UOM**, and **Unit Price** fields.

Step	Action
16.	Click the **PS/Billing Charge Id** link.
17.	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. For this training example, click the **Look up Identifier** button.
18.	Search by entering the first two or three characters of your Charge ID in the **Identifier** field. For this training example, enter "**ARC**".
19.	Click the **Look Up** button.
20.	Click the desired entry in the **Identifier** column. For this training example, click on **ARC10302**.
21.	The **Description**, **UOM**, 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 information into the **Qty** field. For this training example, enter "**1**".
22.	If tax is to be charged, use the **Tax Code** lookup feature to select the tax code. Tax will print on the invoice but not display on the **Line - Info 1** tab. If an item, service, or customer is tax exempt, do nothing (i.e., do not fill in any of the fields).
23.	Click the **Next** link.
24.	The **Acctg - Rev Distribution** tab will display. 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.
25.	To split revenue in multiple ChartFields, use the plus sign button to the left of the ChartField string.



Step	Action
26.	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 **Next** link. Next

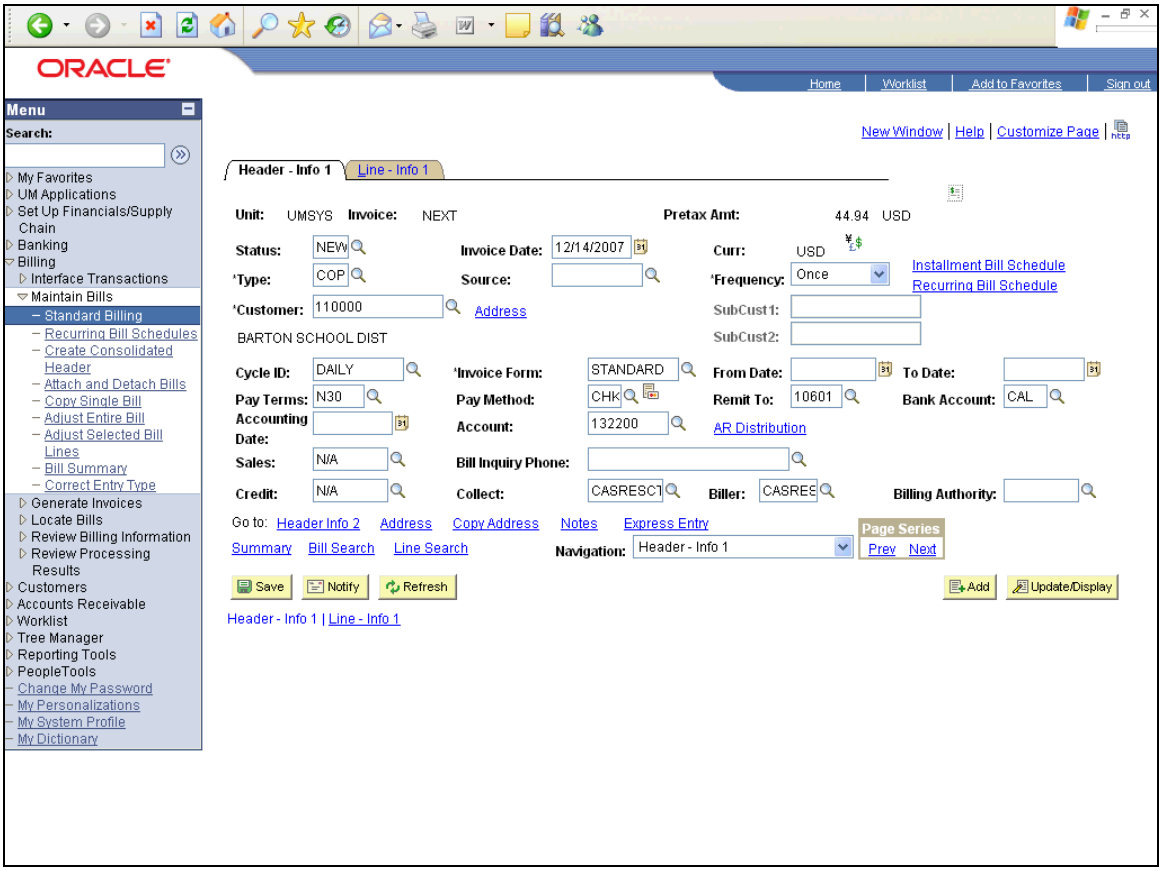


Step	Action
27.	The **Line - Note** tab will display. This tab allows you to enter a standard or manual note that will show on the invoice underneath a billing item or an internal note regarding the line that will not print on the invoice. (The instructions for entering line notes are the same as for entering header notes.) Click the **Next** link. Next

The three types of line 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.

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).



Step	Action
28.	All of the pages in the series are now complete and you are returned to the first page in the series. Click the **Look up Status** button to search for the ready to invoice status.

Any invoices still in New status will automatically change to ready (RDY) and process each night. If there are no edits or budget check errors, the invoice will be processed.

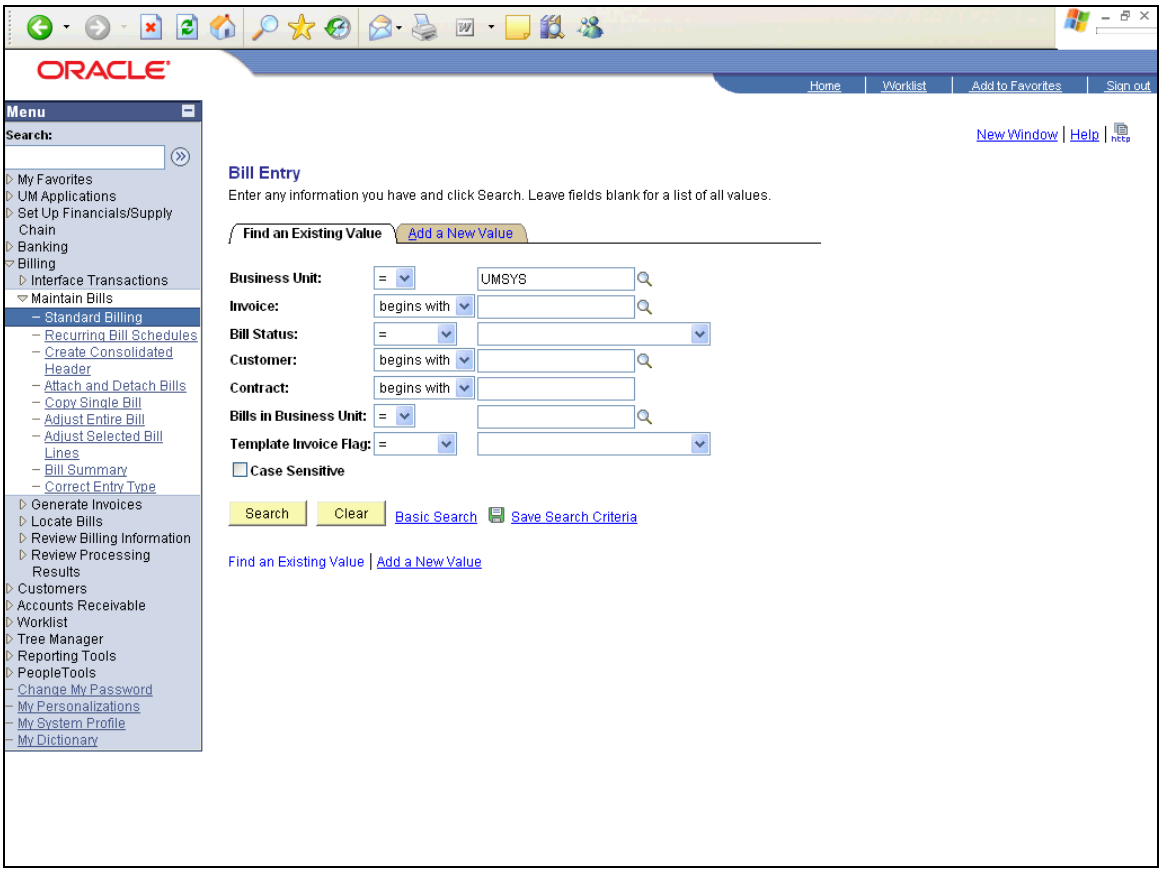
Step	Action
29.	Click the **Ready to Invoice** link. **Note:** Doing this will initiate some edit checks, and it will let you know what needs to be fixed.
30.	Click the **Save** button to save the invoice.
31.	An invoice number has been assigned automatically. You may want to write down the invoice number to refer to it later.
32.	You have successfully completed the procedure for creating an invoice. **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.

Procedure

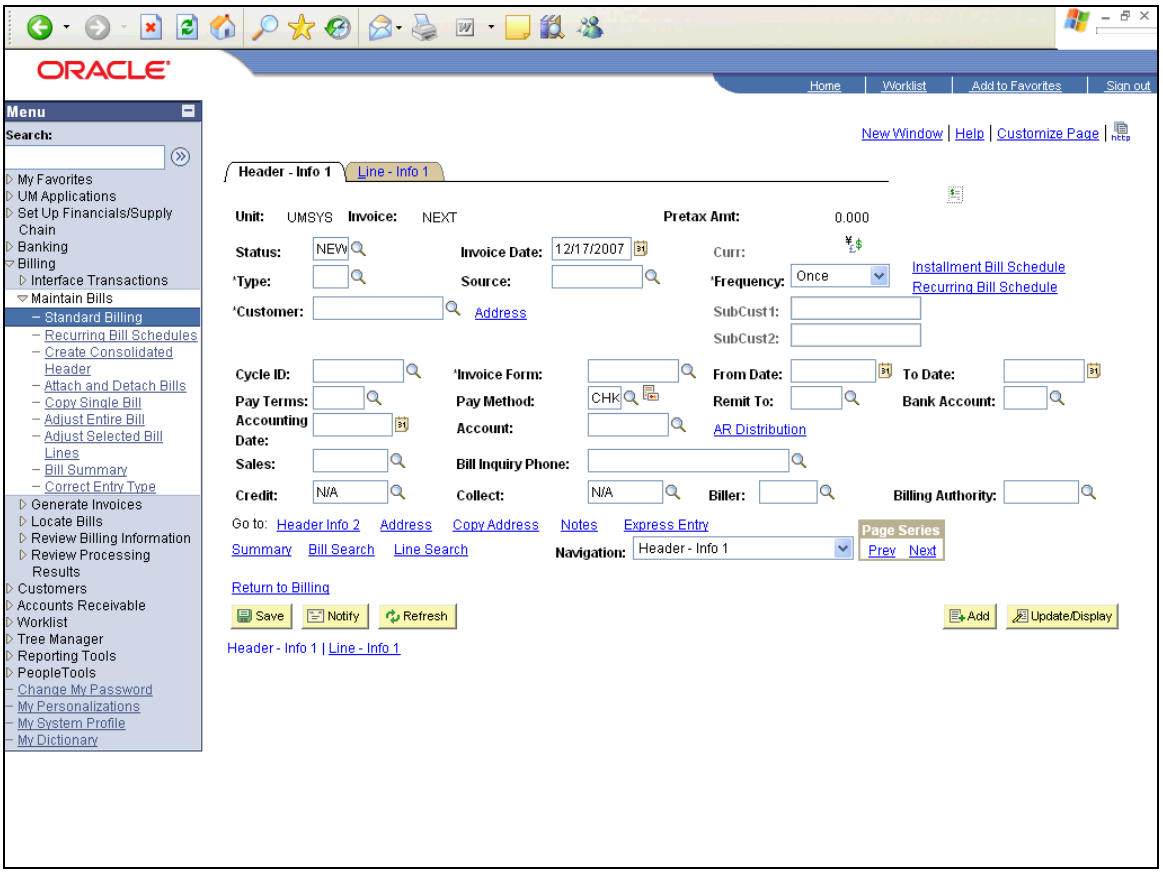
Navigation: Billing > Maintain Bills > Standard Billing



Step	Action
1.	Setting up a recurring bill template involves the same steps as creating an invoice along with some additional steps. Click the **Add a New Value** tab.

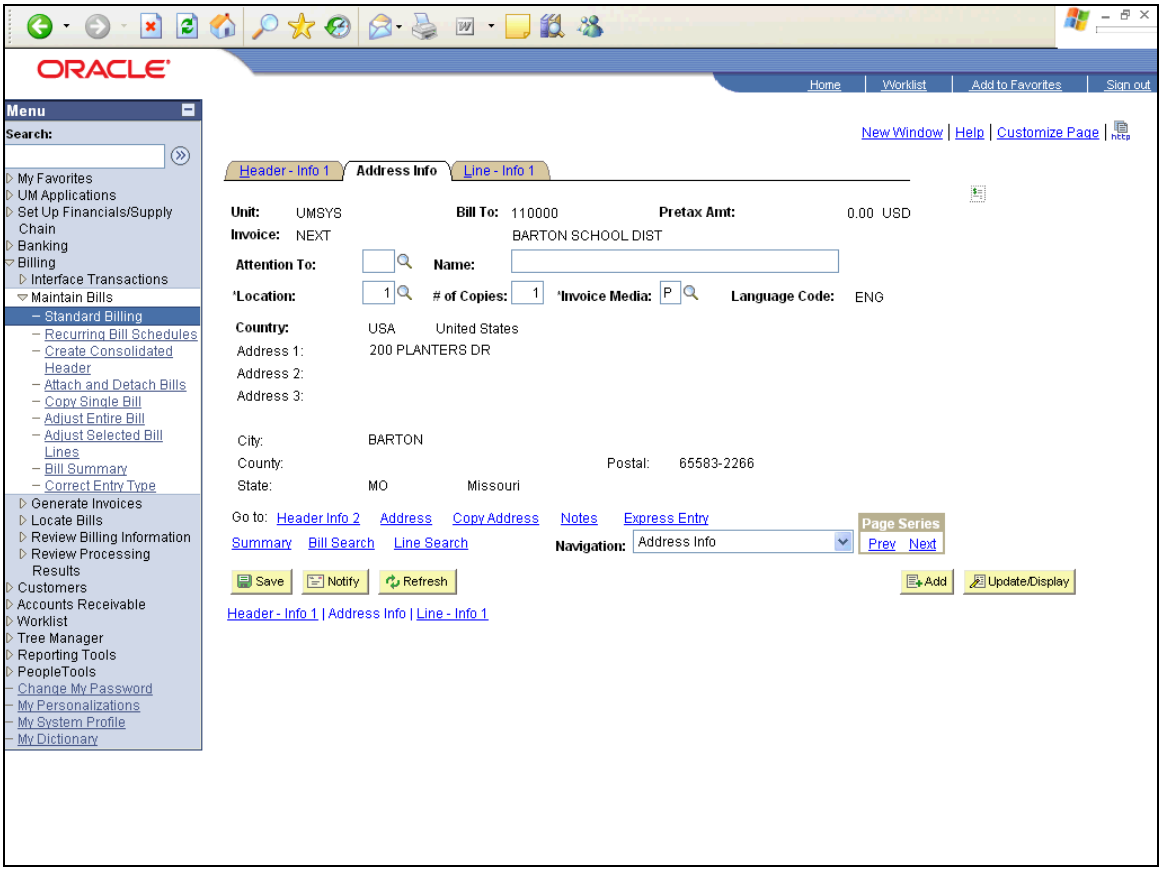
For more detailed steps and information about creating an invoice, see the "Create an Invoice" topic.

Step	Action
2.	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. For this exercise, retain the default. Click the **Add** button.

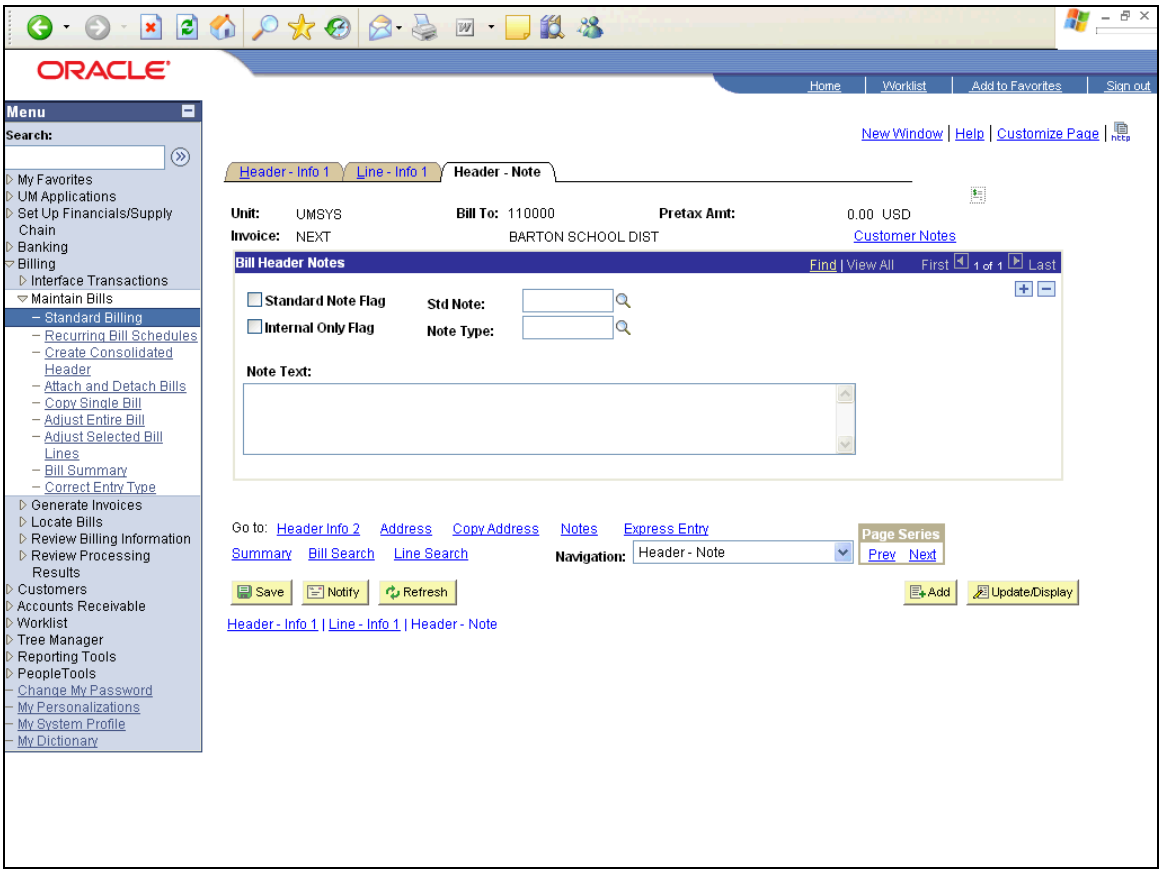


Step	Action
3.	Enter or select the bill **Type** for your operation. For this training example, enter "**COP**".
4.	Enter or select the desired information for the **Customer** field. For this training example, enter "**110000**".
5.	Enter or select the desired information for the **Biller** field. For this training example, enter "**CASRESCT**".
6.	The **Cycle ID** and then the **Frequency** (in that order) must be selected to set up a recurring invoice template. Click the **Look up Cycle ID** button.
7.	For this training example, click on **QRTLY** link in the **Billing Cycle Identifier** (Cycle ID) column.

Step	Action
8.	Click the **Recurring** list item in the **Frequency** drop-down list. **Note:** The frequency must be set for Recurring. For other cycles, contact your accounting office. Recurring
9.	Remember that this is a template and the information you enter will be on each of the bills. Click the **Next** link to continue with the recurring invoice template. From this point forward, the steps are the same as the Create an Invoice procedure. Next

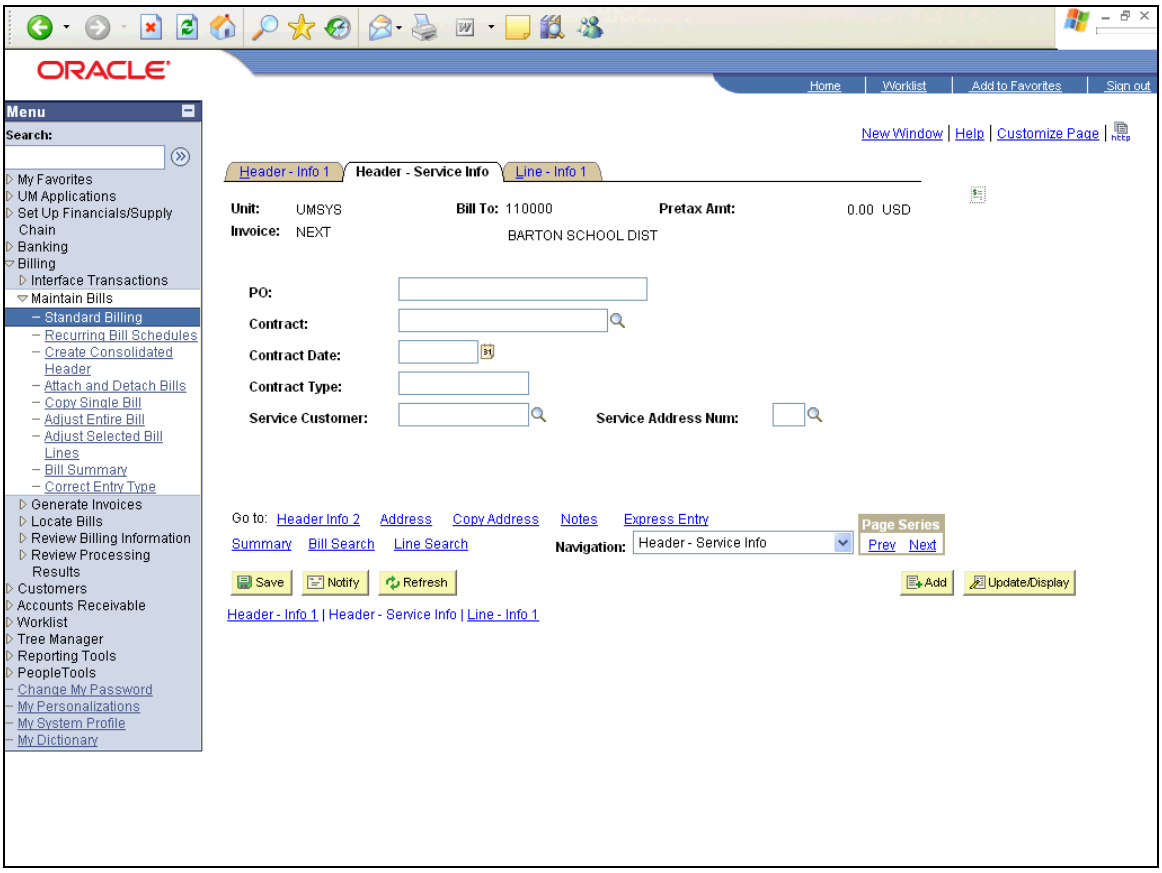


Step	Action
10.	On this page, you verify that the address is correct and add a contact name in the **Attention To** field, if desired. Click the **Next** link. Next

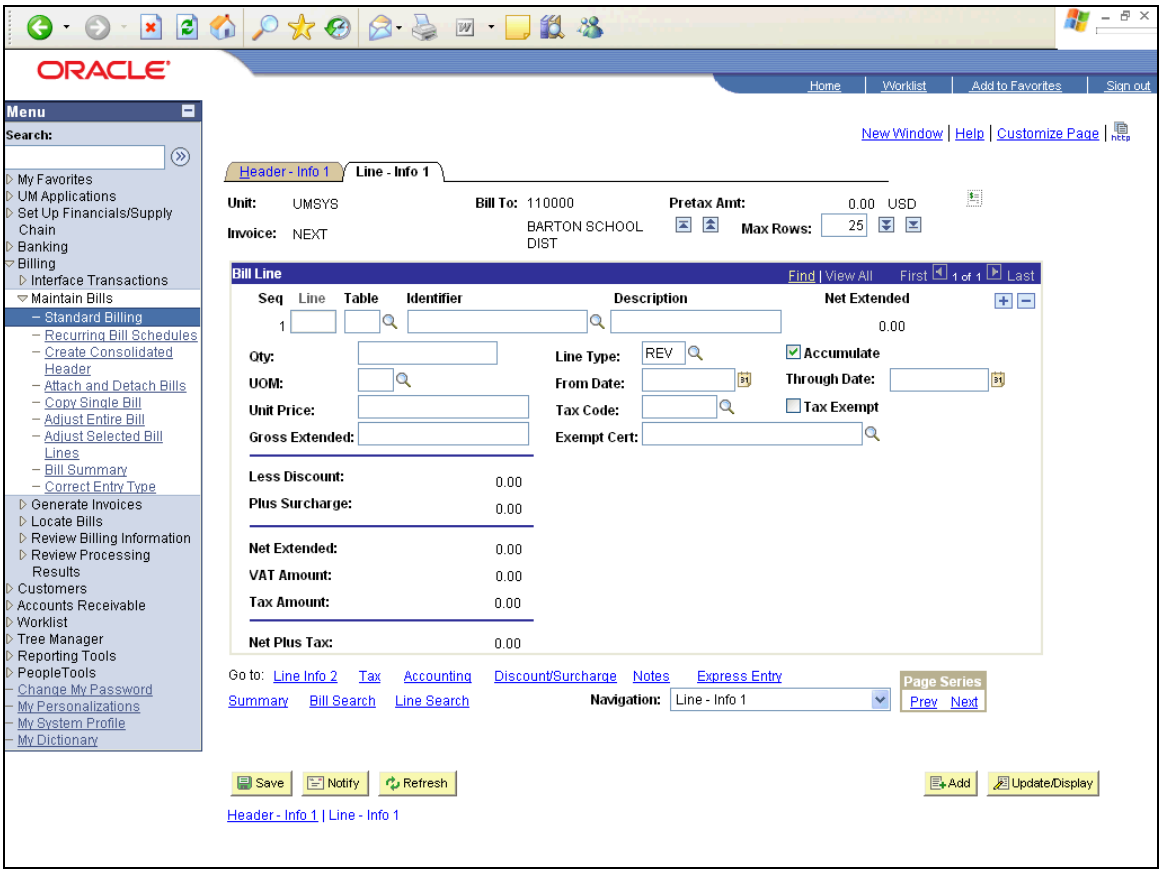


Step	Action
11.	For this training example, click the **Standard Note Flag** option to add a standard note. Standard Note Flag
12.	Click the **Look up Std Note** button.
13.	For this training example, click on **THANK YOU** in the **Standard Note Code** column. THANK YOU

Step	Action
14.	Click the **Next** link. Next

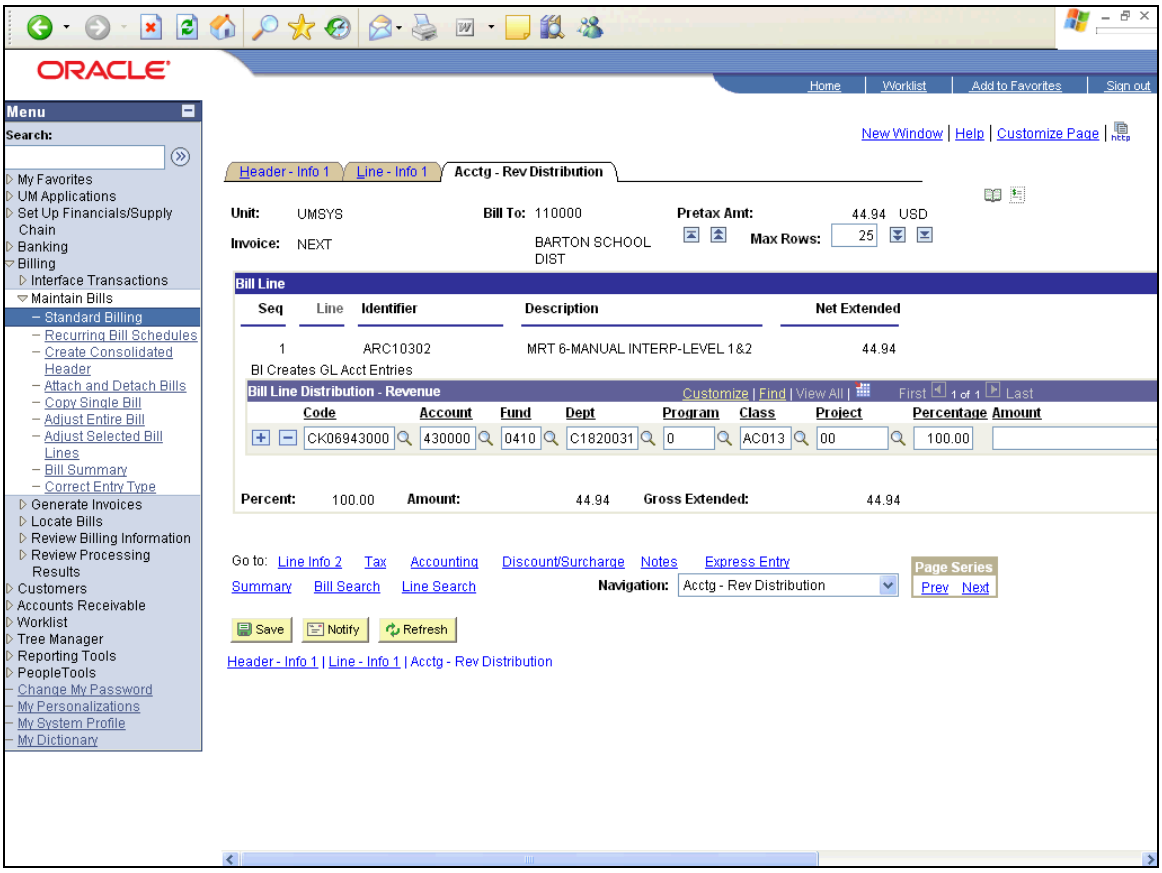


Step	Action
15.	If the customer provided a purchase order number, enter it into the **PO** field. For this training example, enter "**345119**".
16.	Click the **Next** link. Next

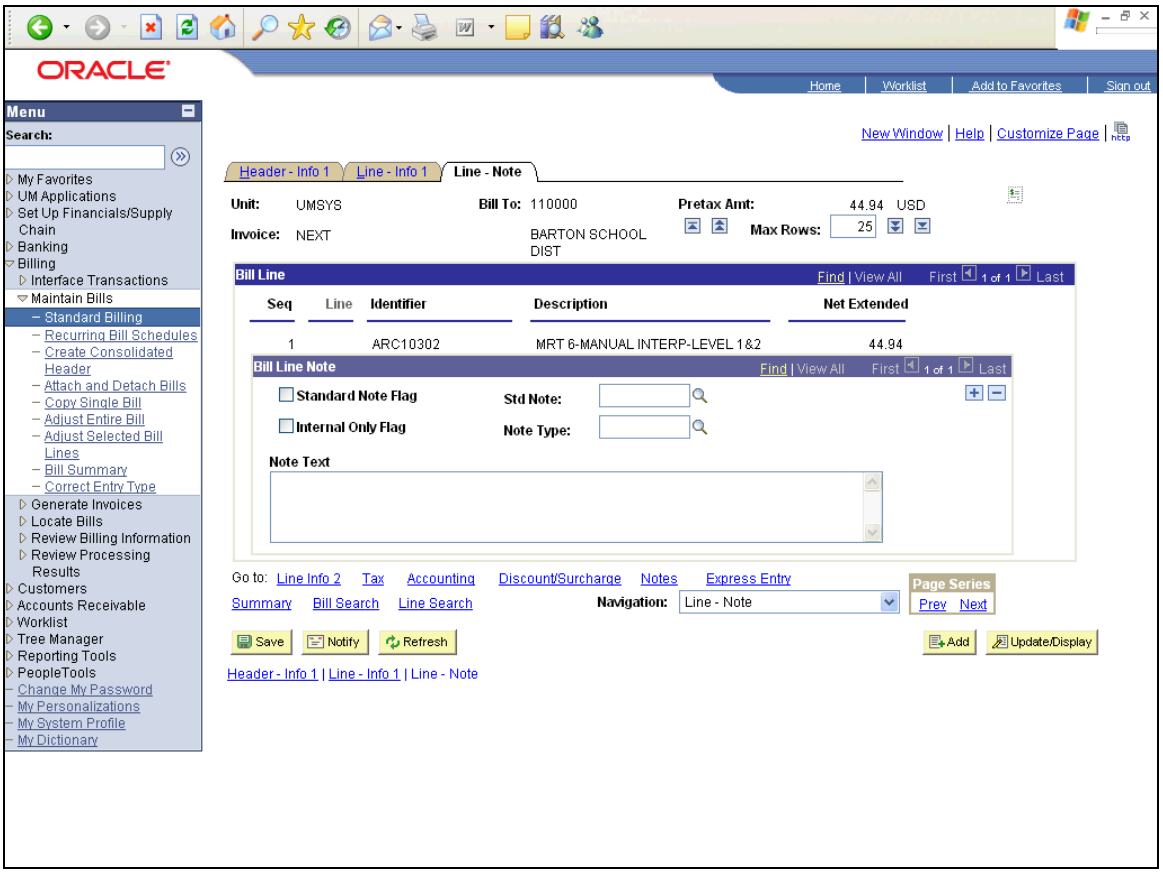


Step	Action
17.	For this training example, you will select a charge code. Click the **Look up Table** button.
18.	Click the **PS/Billing Charge Id** link. PS/Billing Charge Id
19.	For this training example, you want to add the Charge ID for your operation. Click the **Look up Identifier** button.
20.	Search by entering the first two or three characters of your Charge ID in the **Identifier** field. For this training example, enter "**ARC**".
21.	Click the **Look Up** button. Look Up
22.	Click the desired entry in the **Identifier** column. For this training example, click on **ARC10302**. ARC10302
23.	Enter the desired information into the **Qty** field. For this training example, enter "**1**".

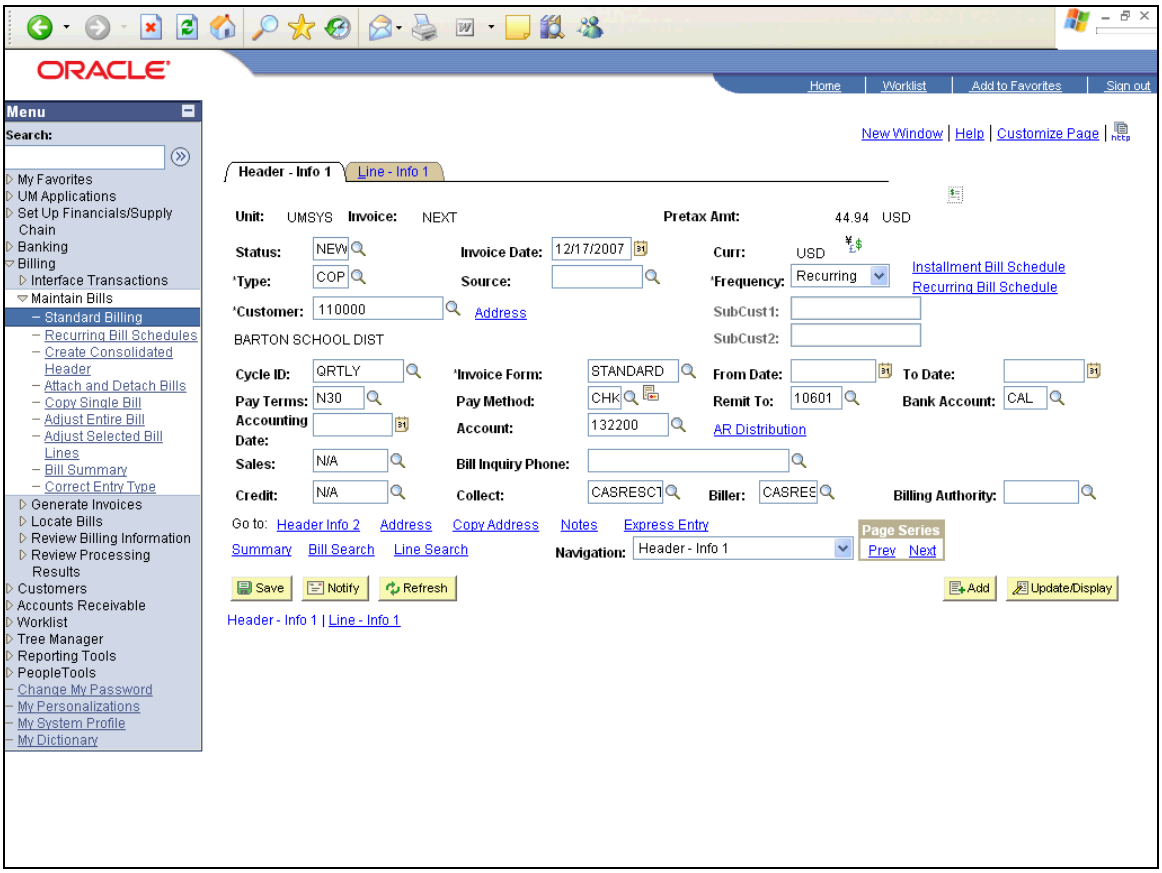
Step	Action
24.	Click the **Next** link. Next



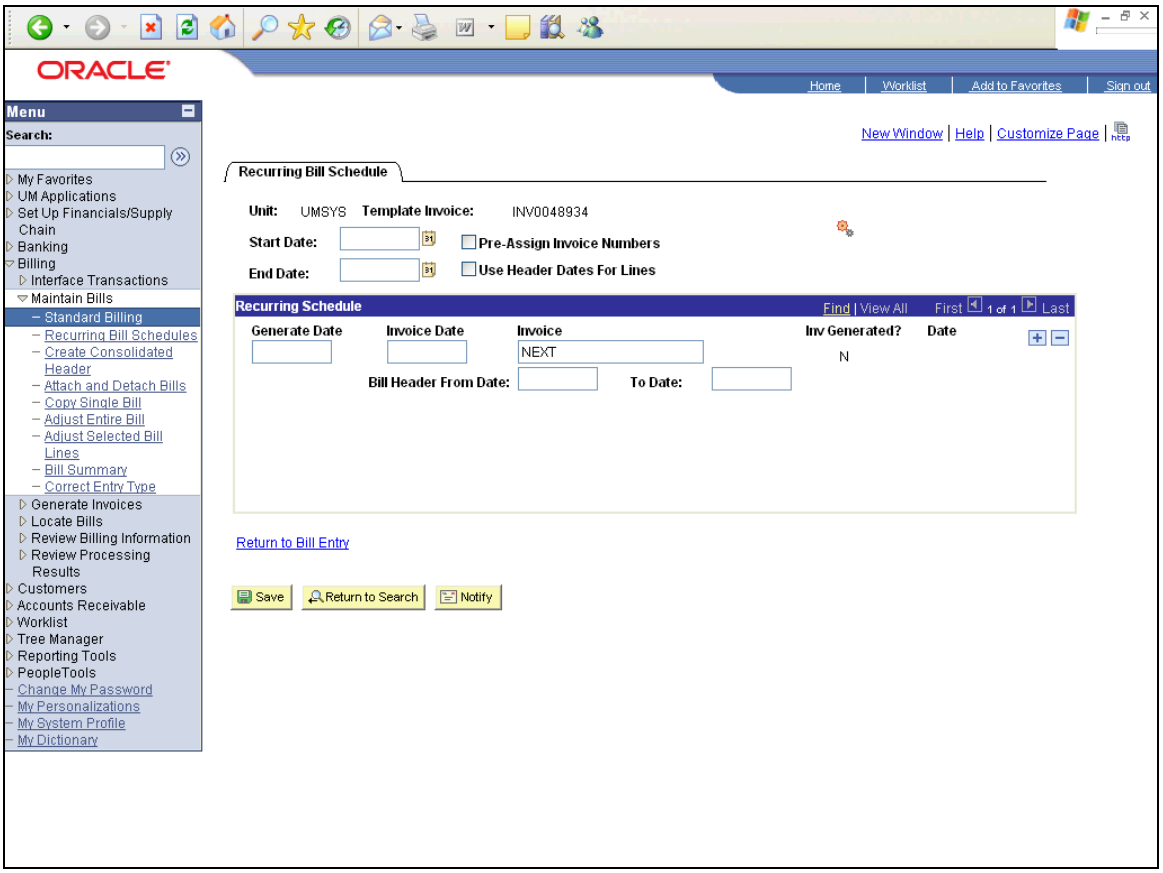
Step	Action
25.	Verify the ChartField string is populated correctly. Click the **Next** link. Next



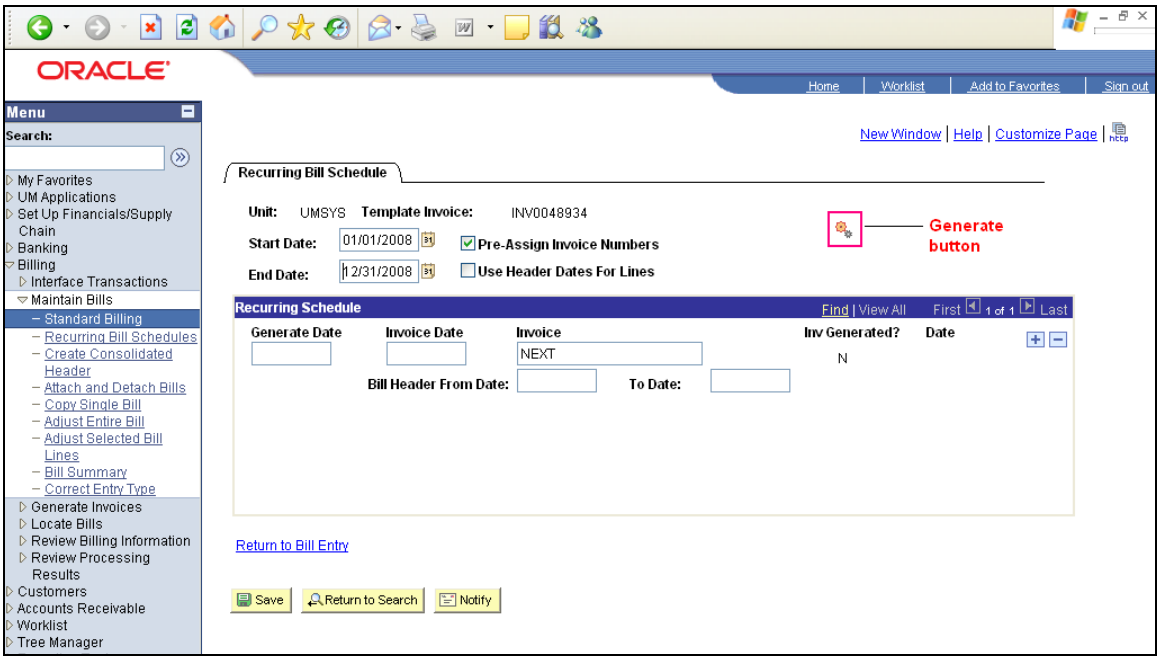
Step	Action
26.	This tab allows you to enter a standard or manual note about a line item that will show on the invoice or an internal note that will not print on the invoice. Click the **Next** link. Next



Step	Action
27.	Click the **Save** button. Save
28.	Click the **Recurring Bill Schedule** link. Recurring Bill Schedule



Step	Action
29.	The **Recurring Bill Schedule** page will display. Enter the start date and end date to establish the period for the recurring billing. Enter or select the desired information for the **Start Date** field. For this training example, enter "**01/01/2008**"
30.	Enter or select the desired information for the **End Date** field. For this training example, enter "**12/31/2008**".
31.	Click to select the **Pre-Assign Invoice Numbers** option. **Note:** The template and the recurring invoices generated by the template will have different numbers. ☐ Pre-Assign Invoice Numbers

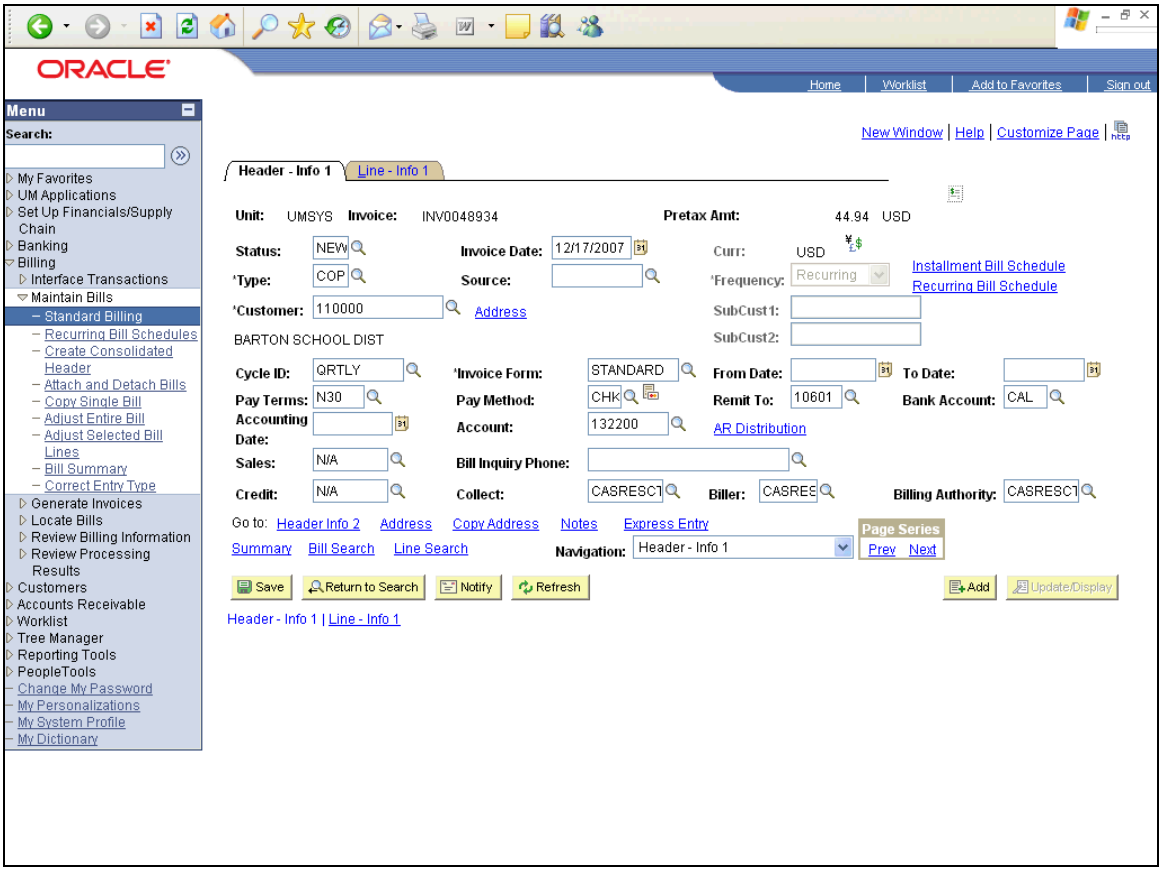


32.	Click the **Generate Rev. Rec. Schedule** button to generate the billing cycle.
33.	View and update the appropriate fields and make any necessary changes. PeopleSoft populates all the fields based on current information and extends the recurring billing for the period that you select. When all information is correct, click the **Save** button to replace "NEXT" with a pre-assigned invoice number. Save

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.

Step	Action
34.	Click the **Return to Bill Entry** link. Return to Bill Entry



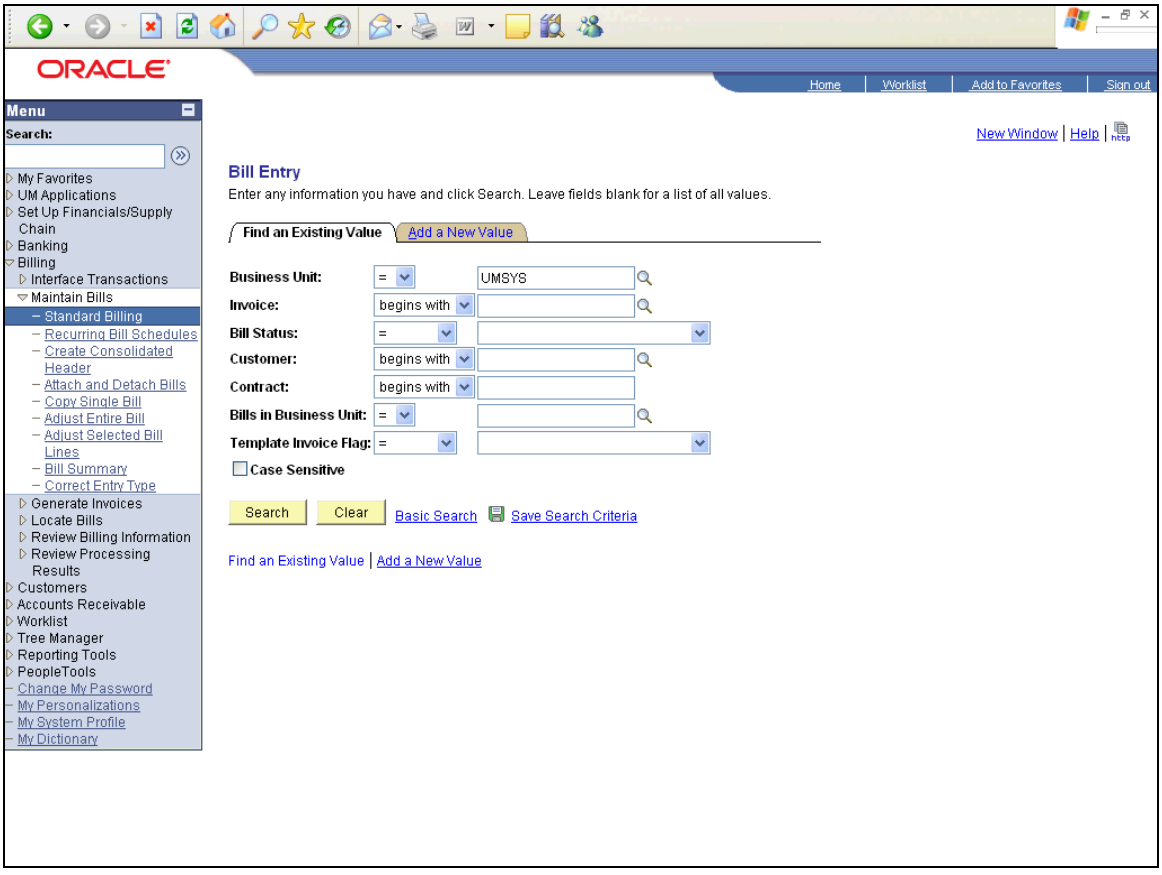
Step	Action
35.	The **Header - Info 1** tab will display again. Click the **Look up Status** button.
36.	Click the **Ready to Invoice** link.
37.	Click the **Save** button.
38.	You have successfully completed the procedure for setting up a recurring bill template. Your invoices will be generated based on the **Generate Date** on the **Recurring Bill Schedule** page. **End of Procedure.**

Set Up Recurring Bill after Entering Invoice but Prior to Post

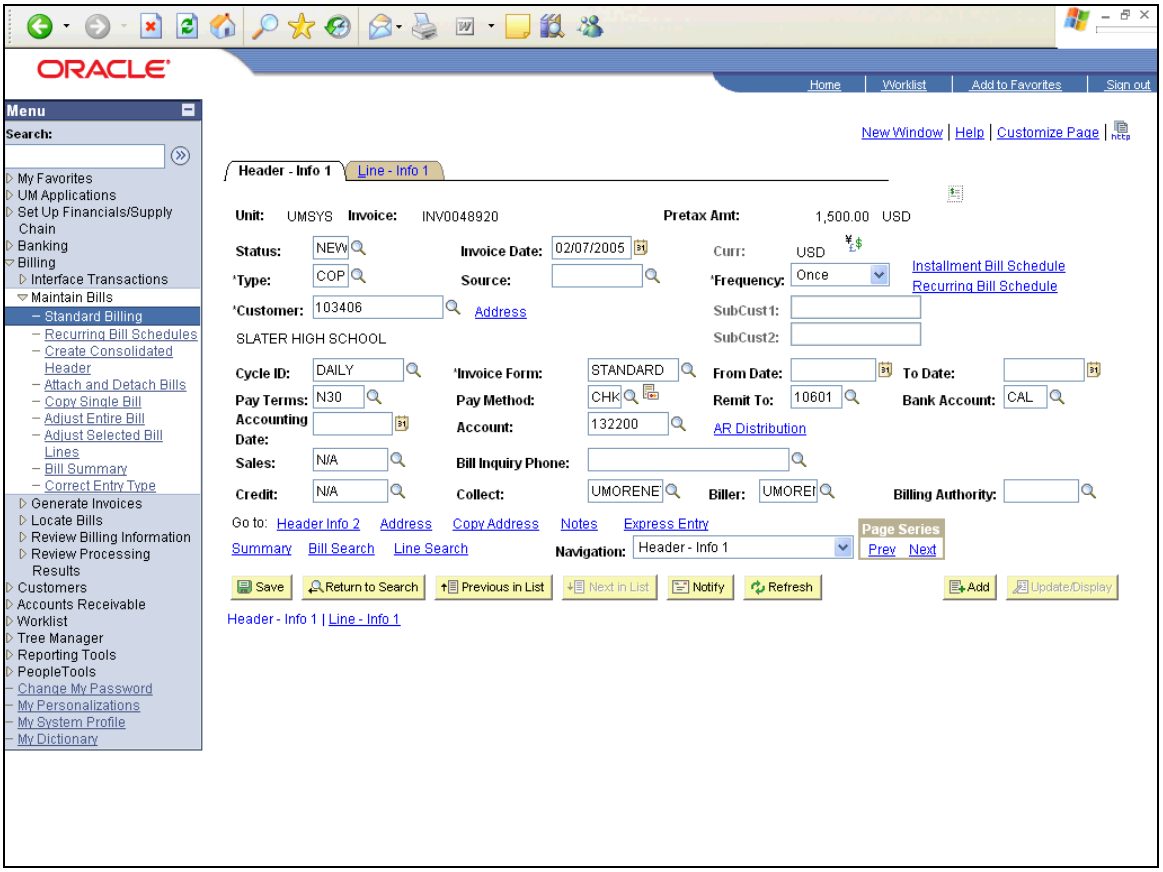
If you do not establish the recurring bill during invoice input and the overnight updating process has **not** run, you can still select your bill and set it up as a recurring bill template. **Remember: Once the overnight process has run, you cannot use a billing to create a recurring invoice.**

Procedure

Navigation: Billing > Maintain Bills > Standard Billing



Step	Action
1.	Instead of selecting the **Add a New Value** page, use the **Find an Existing Value** page to look for the bill that you want to use to create a recurring invoice. For this training example, search based on the invoice number. Enter "**INV004**" into the **Invoice** field..
2.	Click the **Search** button. Search
3.	For this training example, click on **INV0048920** in the **Invoice** column. INV0048920



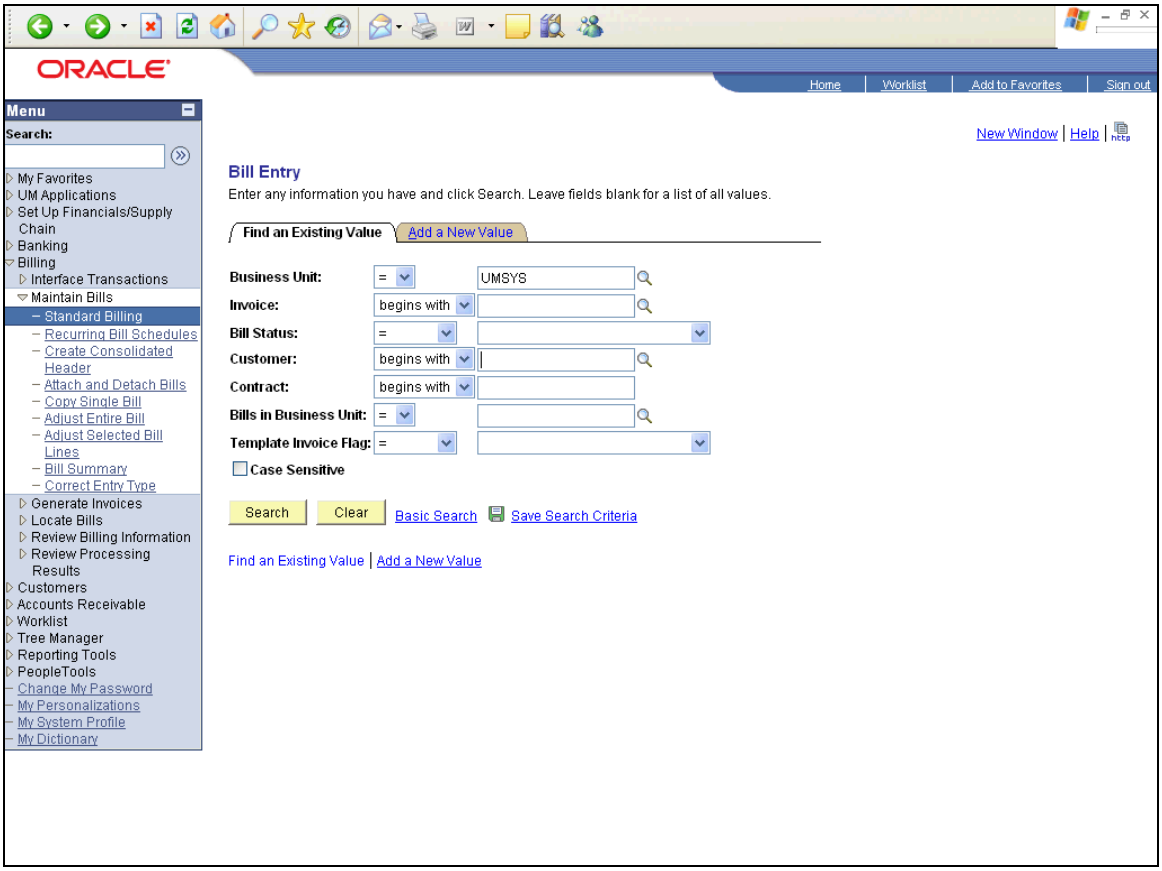
Step	Action
4.	Follow the steps for creating a recurring bill template. Refer to the "Set Up a Recurring Bill Template" topic for instructions.
5.	**End of Procedure.**

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.

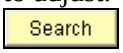
Procedure

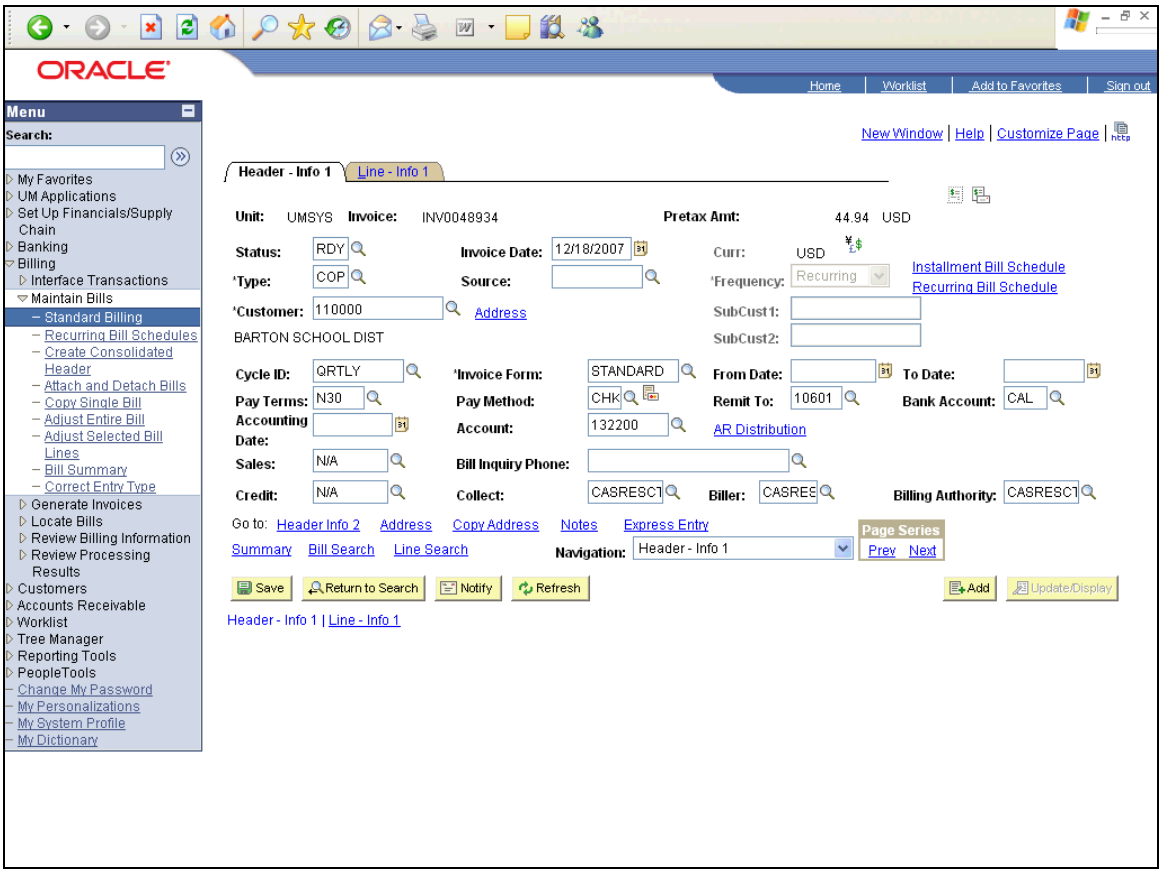
Navigation: Billing > Maintain Bills > Standard Billing
OR
Navigation: Billing > Maintain Bills > Recurring Bill Schedules



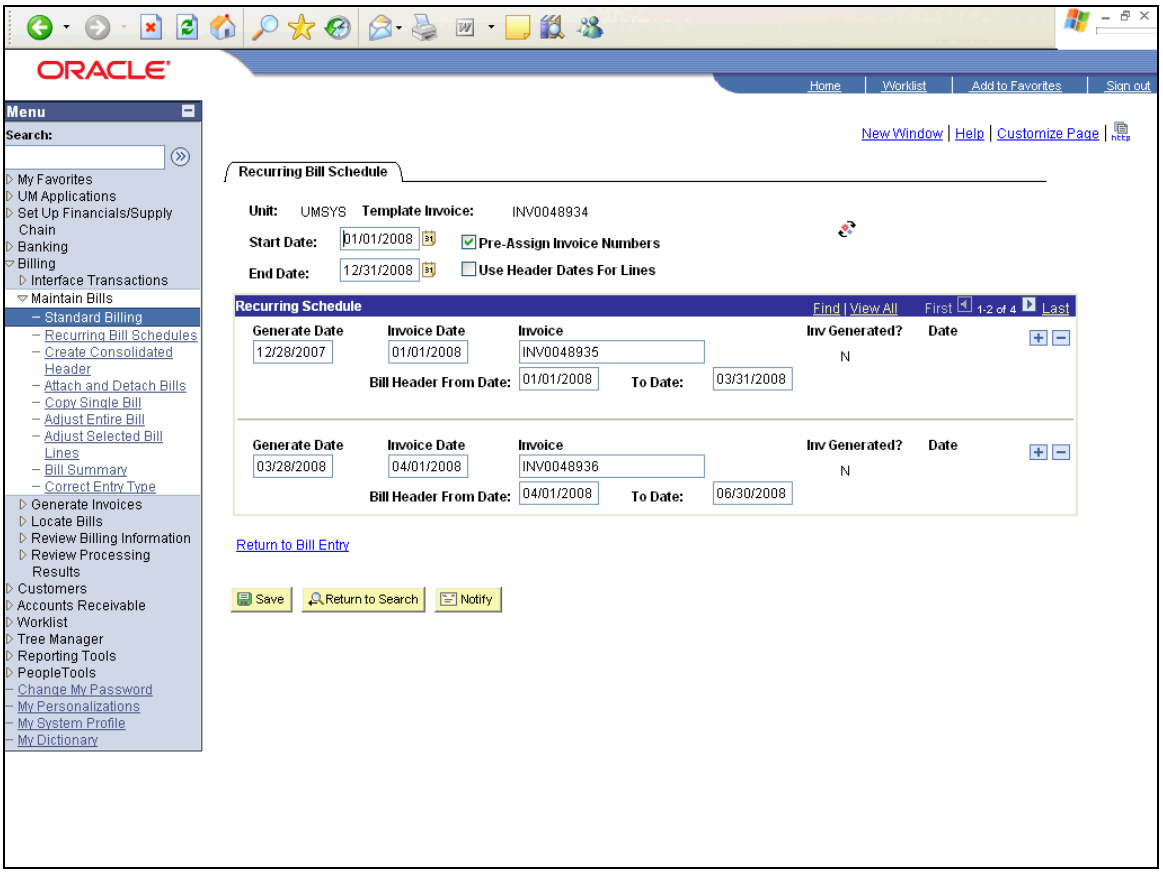
Step	Action
1.	Use the **Find an Existing Value** tab to search for your billing template. Enter or select the desired information for the **Customer** field. For this training example, enter "**110000**".

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.

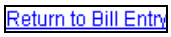
Step	Action
2.	Click the **Recurring Bill** list item in the **Template Invoice Flag** list.
3.	Click the **Search** button and then double click on the template that you would like to adjust. 



Step	Action
4.	The **Header - Info 1** tab for the invoice will display. Click the **Recurring Bill Schedule** link. Recurring Bill Schedule



Step	Action
5.	Change the **Start Date** and **End Date** fields as needed. For this training example, change the start date to "**06/01/2008**". **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.
6.	Enter the desired information into the **End Date** field. For this training example, enter "**06/30/2009**".
7.	Click the **Re-generate Recurring Bill Schedule** button.
8.	PeopleSoft issues a warning that all unbilled lines will be adjusted. Click the **OK** button. OK
9.	The system defaults back to "NEXT" for invoice numbers. Click the **Save** button to reassign the recurring invoice numbers. Save

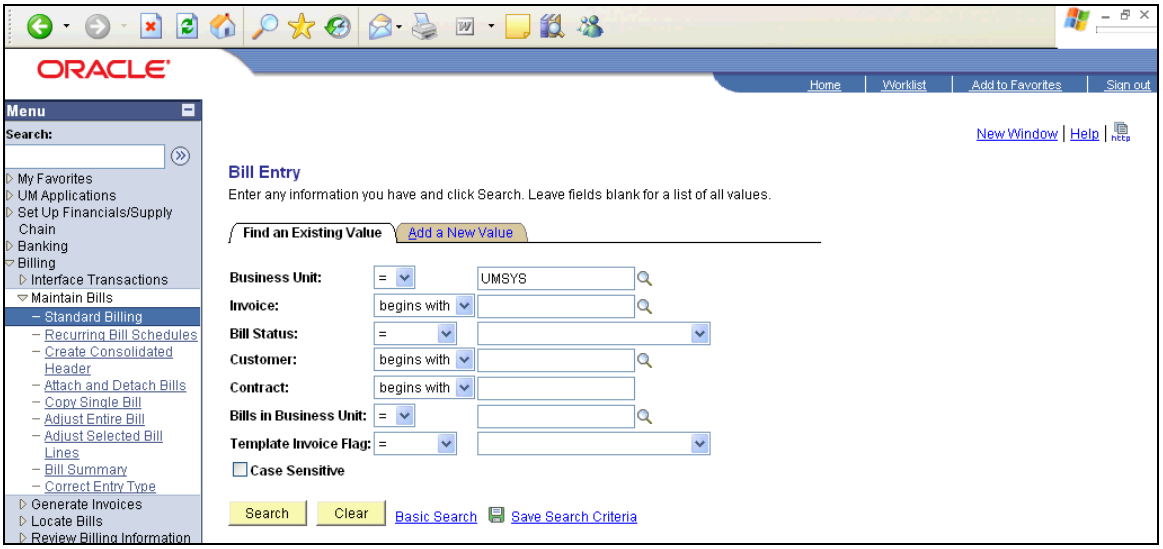
Step	Action
10.	Click the **Return to Bill Entry** link to go back to the original invoice. 
11.	Ensure the **Status** is RDY (Ready to Invoice).
12.	You have successfully completed the procedure to manage a recurring bill template. **End of Procedure.**

Hold or Cancel an Invoice

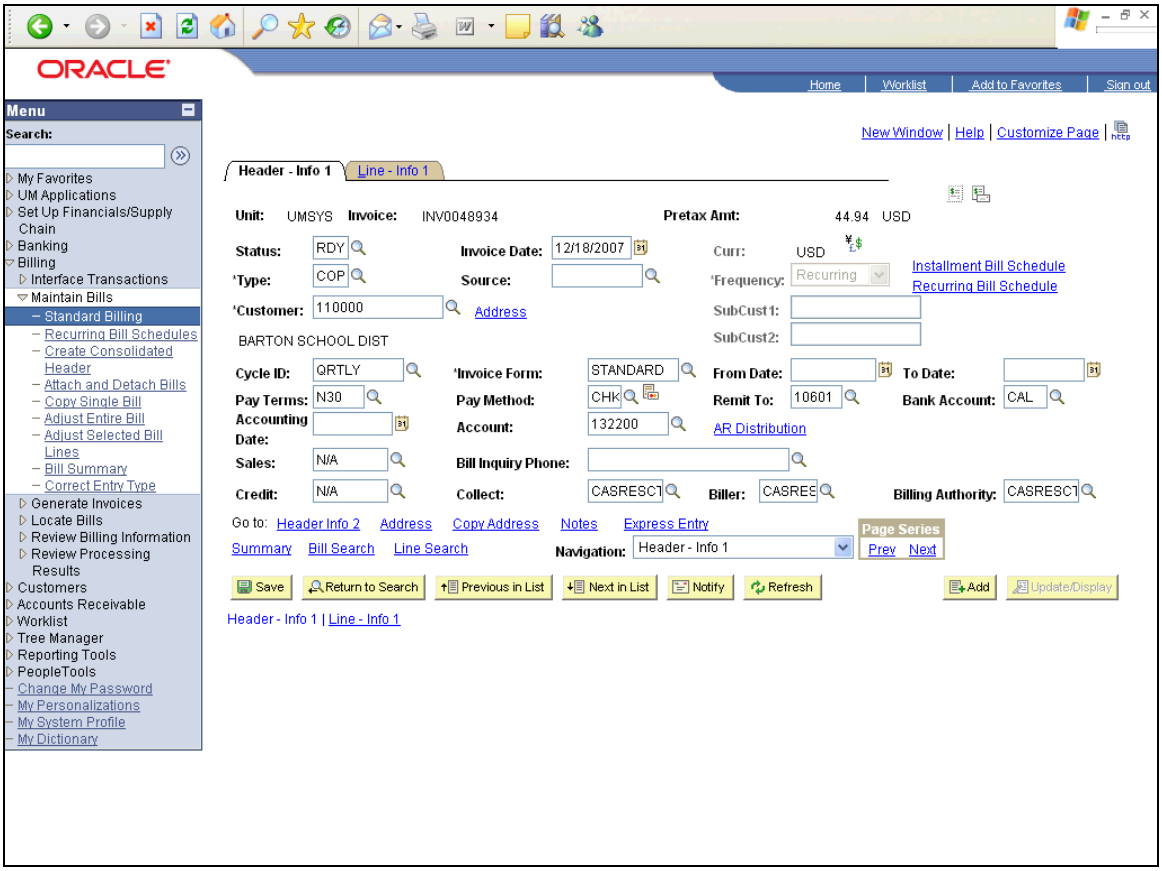
After you enter and save an invoice, the status of the invoice will remain RDY. Each evening all invoices in New or RDY status will automatically process. If you do not want an invoice to process, change the status to HOLD (HLD) and save. When you decide you are ready for it to process, change the invoice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

Procedure

Navigation: Billing > Maintain Bills > Standard Billing



Step	Action
1.	Conduct a search using the **Find an Existing Value** tab to find the invoice you want to put on hold. Enter the desired information into the **Invoice** field. For this training example, enter "**INV004**".
2.	Click the **Search** button. Search
3.	For this training example, click the **INV0048934** link in the **Invoice** column. INV0048934



Step	Action
4.	The invoice's **Header - Info 1** information will display. Click the **Look up Status** button.
5.	To keep an invoice from being processed, click the **Hold Bill** link.
6.	Click the **Save** button to complete the status change. **Note:** To cancel an invoice after the invoice number has been assigned, change the status to CAN and re-save.
7.	You have successfully completed the procedure for changing the status of a NEW or RDY invoice to HLD (Hold) or CAN (cancel). **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 either the **Adjust Bill** or the **Adjust Selected Bill Lines** page. These methods also leave 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.**

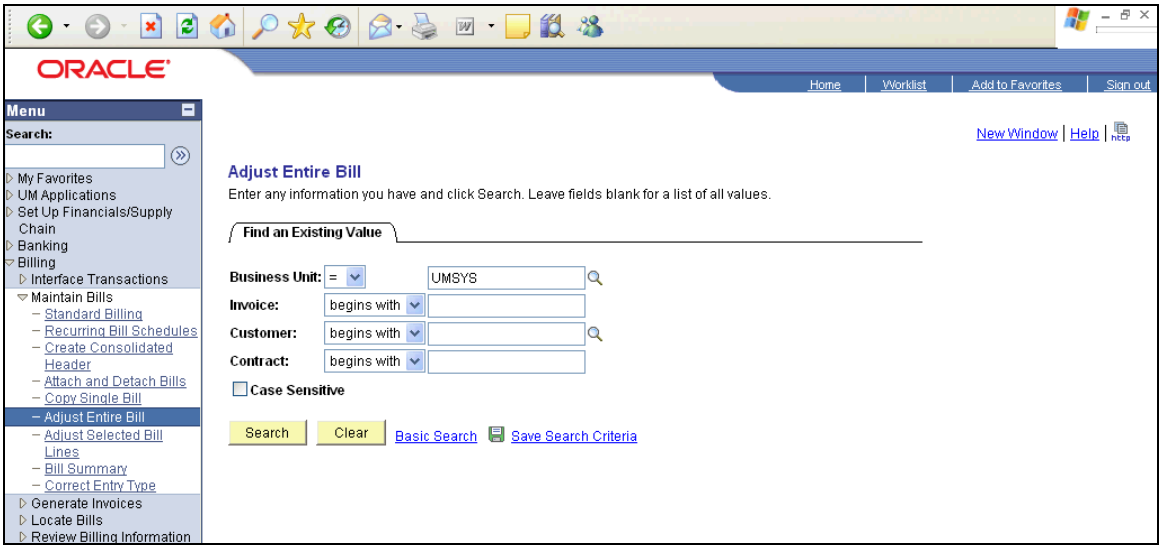
Note: Please contact Accounts Receivable in your accounting office if the types of credit adjustments discussed in this lesson do not meet your needs.

Adjust Entire Bill - Credit an Entire Bill (No Rebilling)

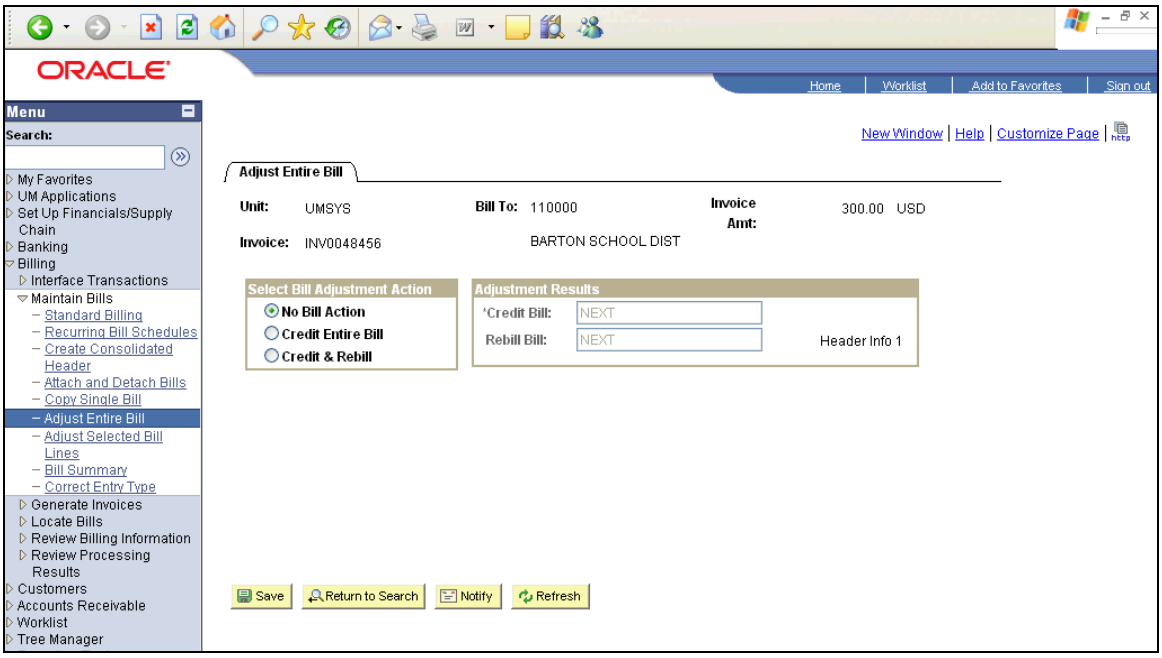
In the Adjust Entire Bill function, the Credit Entire Bill option allows you to create a credit of the entire invoice.

Procedure

Navigation: Billing > Maintain Bills > Adjust Entire Bill



Step	Action
1.	Enter the invoice number that you want to credit into the **Invoice** field. For this training example, enter "**INV0048456**".
2.	Click the **Search** button. Search



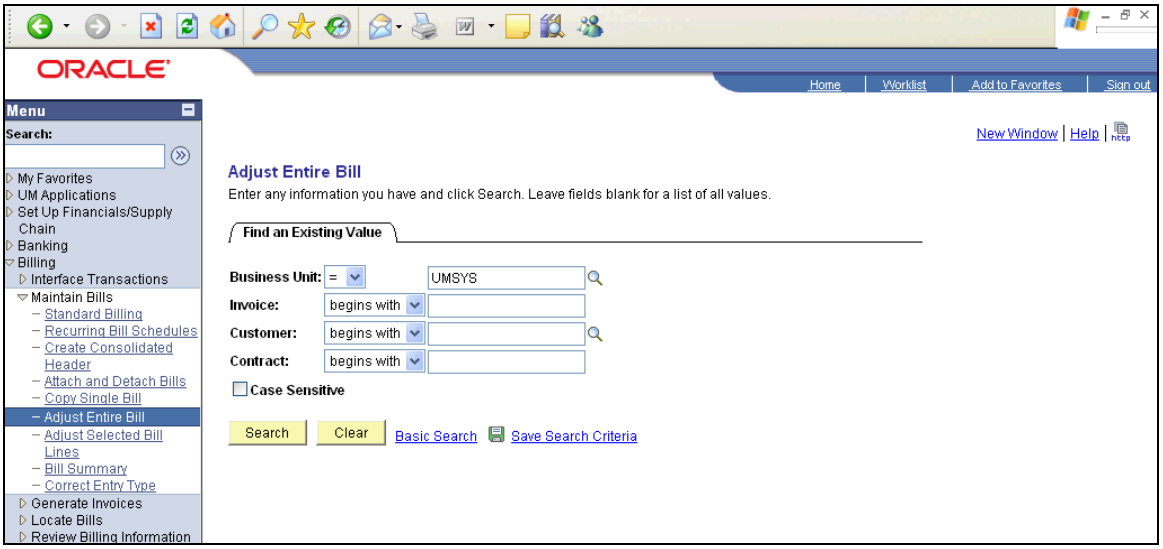
Step	Action
3.	Check the information to confirm that this is the correct invoice. Click the **Credit Entire Bill** option. Credit Entire Bill
4.	Click the **Save** button. Save
5.	An invoice number appears in the **Credit Bill** field; this is a credit of the original bill. The original invoice number will print on this credit, so the customer will know what the credit is for.
6.	If you want to put an additional note on the credit invoice, click the **Header Info 1** link. Otherwise, the transaction is complete.
7.	You have successfully completed the procedure for crediting an entire bill (no rebill). **End of Procedure.**

Adjust Entire Bill - Credit an Entire Bill and Rebill

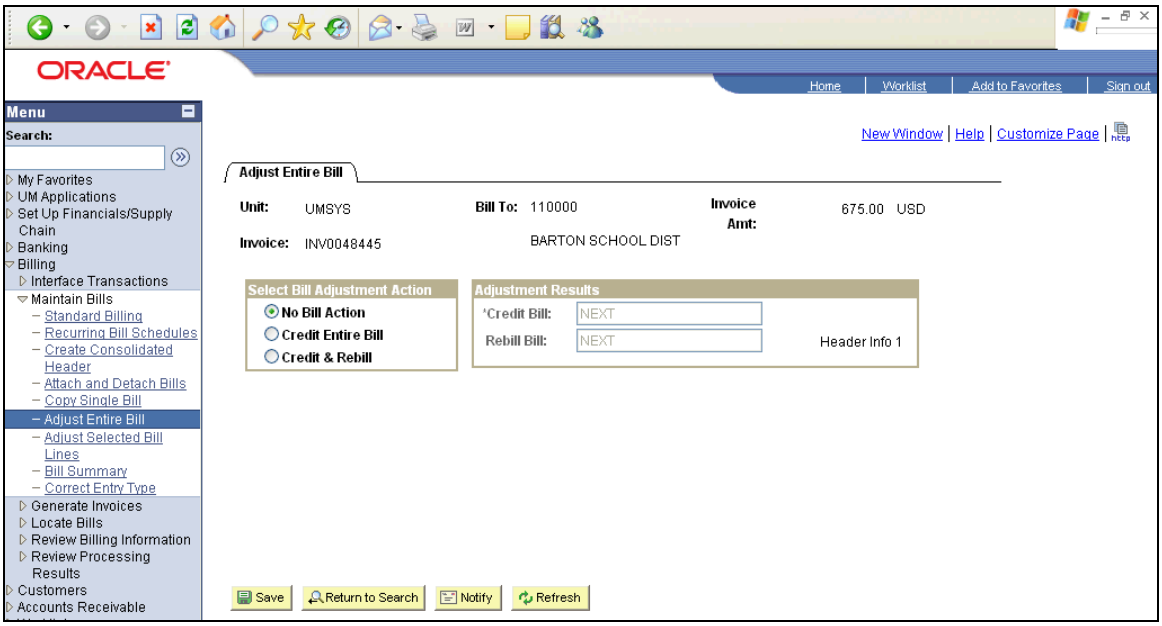
In the Adjust Entire Bill function, the Credit and Rebill option allows you to create a credit of the original invoice and a rebill invoice with one action. For example, you could use this option when the bill's quantity or customer is incorrect. Once the new bill has been created, you can make any corrections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

Procedure

Navigation: Billing > Maintain Bills > Adjust Entire Bill



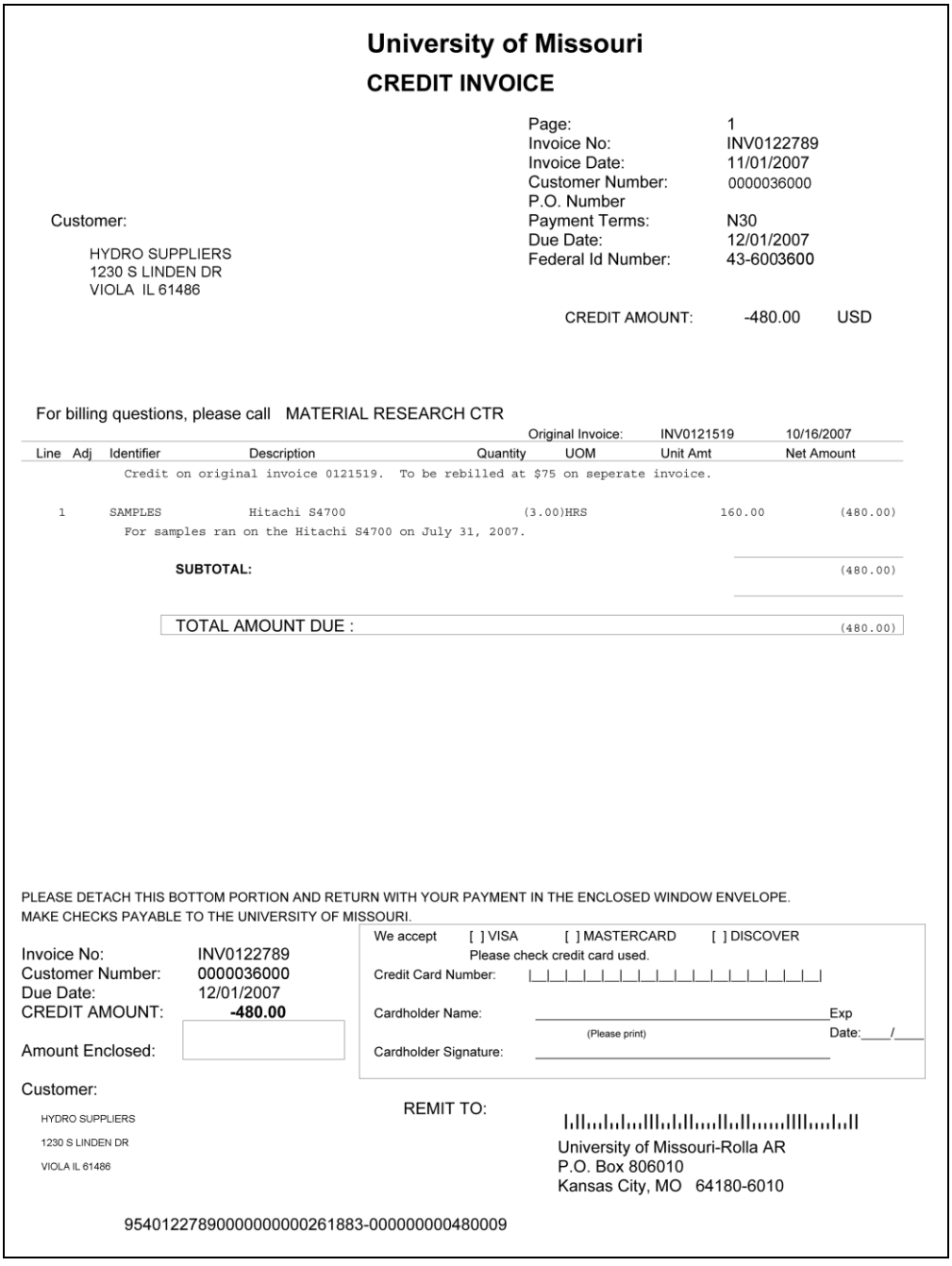
Step	Action
1.	Enter the invoice number that you would like to credit and rebill into the **Invoice** field. For this training example, enter "**INV0048445**".
2.	Click the **Search** button. Search



Step	Action
3.	Check the information to confirm that this is the correct invoice. Click the **Credit & Rebill** option. Credit & Rebill
4.	Click the **Save** button. Save
5.	Two new invoice numbers have been created. 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. The invoice number in the **Rebill Bill** field is an exact duplicate of the original invoice, so it will need to be corrected.
6.	Click the **Header Info 1** link to the right of the **Rebill Bill** field to make corrections to the rebill invoice. Header Info 1
7.	A new window with the rebill will display. **The rebill, which is a copy of the original bill, needs to be updated so that the new bill will be correct.** You will need to navigate to the page(s) that need to be corrected, make corrections, and click on the **Save** button. (Both the credit and the rebill will process nightly **with new invoice numbers**.) When finished, you click on the X in the upper right-hand corner of the window to close it.

Step	Action
8.	You have successfully completed the procedure for crediting an entire bill and rebilling. **End of Procedure.**

The following is a sample of a credit invoice produced using the Credit & Rebill option.



University of Missouri

CREDIT INVOICE

Page: 1
Invoice No: INV0122789
Invoice Date: 11/01/2007
Customer Number: 0000036000
P.O. Number
Payment Terms: N30
Due Date: 12/01/2007
Federal Id Number: 43-6003600

Customer:

HYDRO SUPPLIERS
1230 S LINDEN DR
VIOLA IL 61486

CREDIT AMOUNT: -480.00 USD

For billing questions, please call MATERIAL RESEARCH CTR

Original Invoice: INV0121519 10/16/2007

Line	Adj	Identifier	Description	Quantity	UOM	Unit Amt	Net Amount
			Credit on original invoice 0121519. To be rebilled at $75 on seperate invoice.				
1		SAMPLES	Hitachi S4700	(3.00)	HRS	160.00	(480.00)
			For samples ran on the Hitachi S4700 on July 31, 2007.				

SUBTOTAL: (480.00)

TOTAL AMOUNT DUE : (480.00)

PLEASE DETACH THIS BOTTOM PORTION AND RETURN WITH YOUR PAYMENT IN THE ENCLOSED WINDOW ENVELOPE.
MAKE CHECKS PAYABLE TO THE UNIVERSITY OF MISSOURI.

Invoice No: INV0122789
Customer Number: 0000036000
Due Date: 12/01/2007
CREDIT AMOUNT: **-480.00**

Amount Enclosed:

We accept [ ] VISA [ ] MASTERCARD [ ] DISCOVER
Please check credit card used.
Credit Card Number: |_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|
Cardholder Name: _____ Exp Date:____/____
(Please print)
Cardholder Signature: _____

Customer:

HYDRO SUPPLIERS
1230 S LINDEN DR
VIOLA IL 61486

REMIT TO:

University of Missouri-Rolla AR
P.O. Box 806010
Kansas City, MO 64180-6010

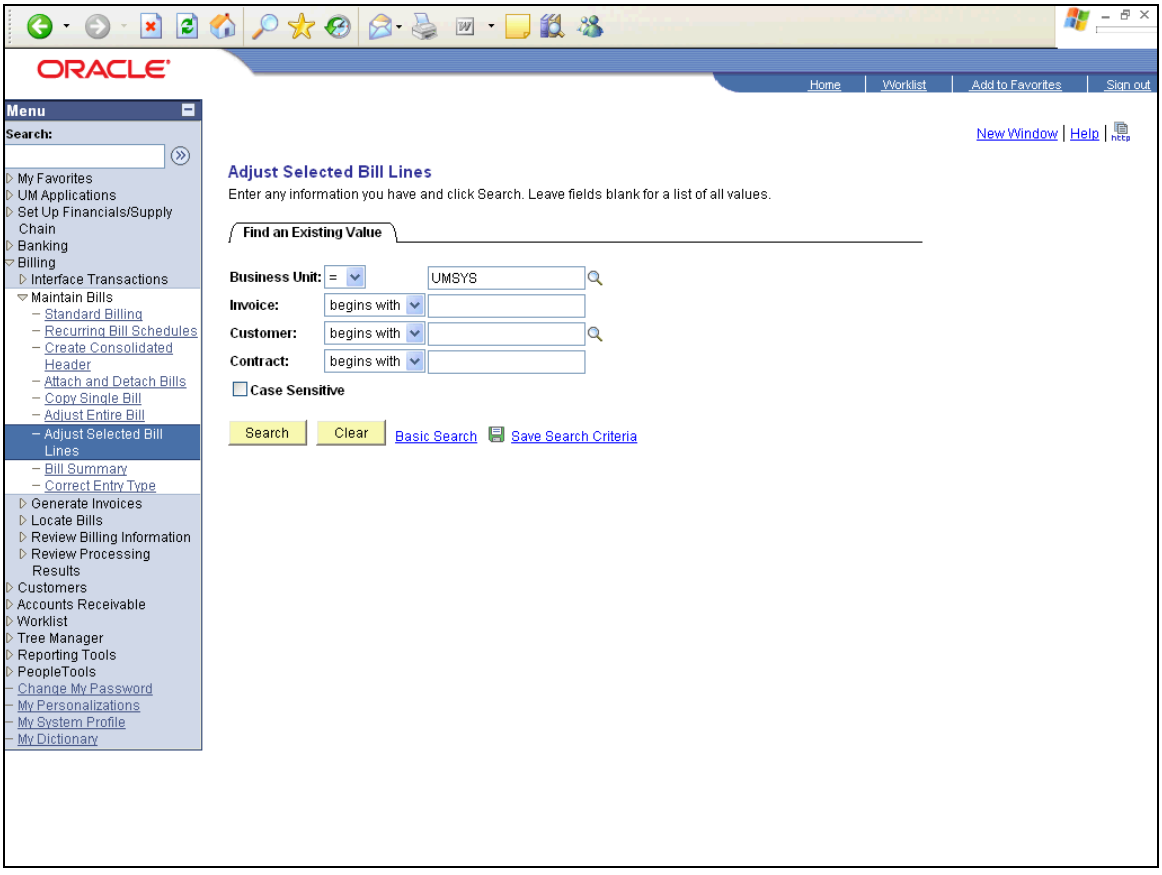
95401227890000000000261883-000000000480009

Adjust Selected Bill Lines - Create a Reversal and Rebill

Within the Adjust Selected Bill Lines function, the Create Reversal and Rebill option allows you to credit one item on an invoice instead of the entire invoice. The credit/rebill will show a credit for the original item and the corrected charge to rebill.

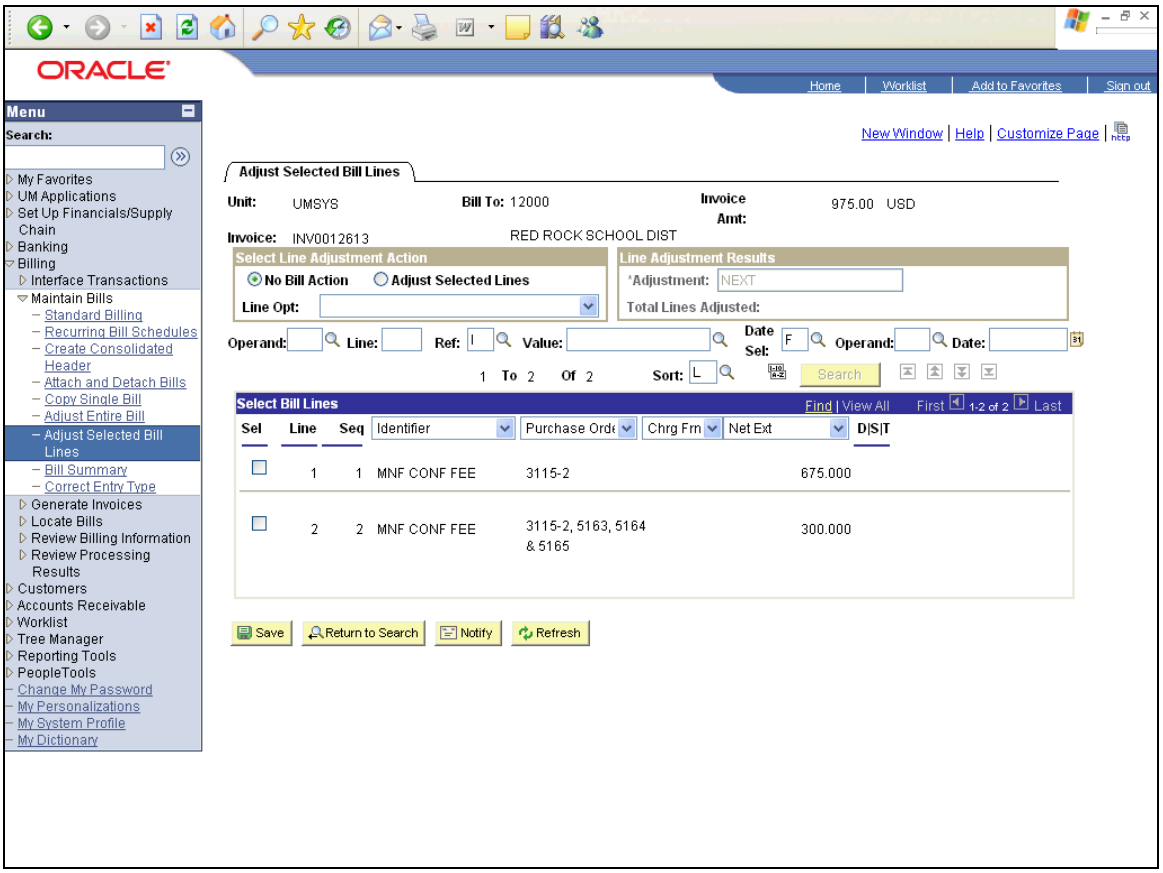
Procedure

Navigation: Billing > Maintain Bills > Adjust Selected Bill Lines

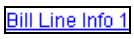


Step	Action
1.	Enter the number of the invoice that you want to adjust into the **Invoice** field. For this training example, enter "**INV0012613**".

Step	Action
2.	Click the **Search** button. Search



Step	Action
3.	The **Adjust Selected Bill Lines** page will display. Click the **Adjust Selected Lines** option. Adjust Selected Lines
4.	Click the **Cancel** button. Cancel
5.	Click the **Create Reversal and Rebill** list item in the **Line Opt** drop-down list. Create Reversal and Rebill
6.	Select the line you want to adjust. For this training example, click on the **Sel** box to the left of the first line item. ☐

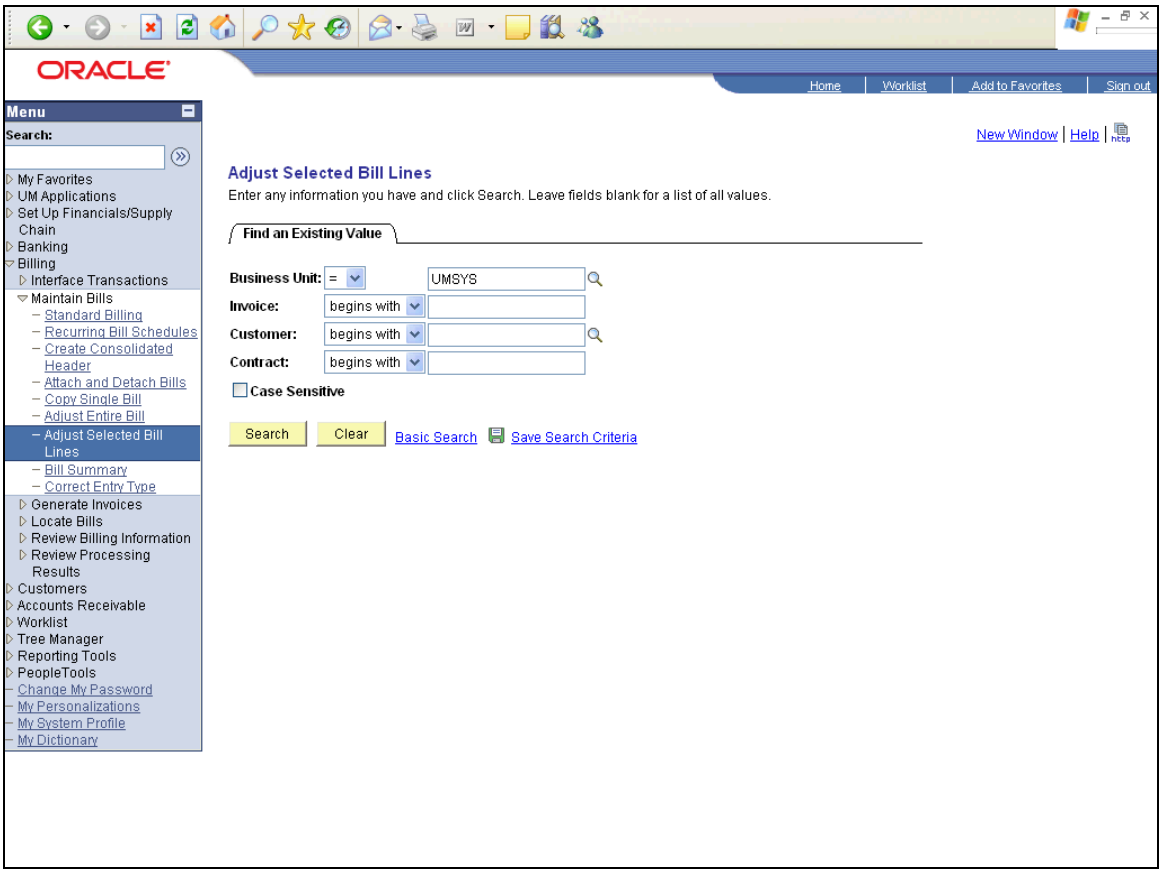
Step	Action
7.	Click the **Save** button.
8.	An invoice number for the adjustment is generated.
9.	Click the **Bill Line Info 1** link to view the lines on the new invoice. 
10.	You correct this page; it will be the rebill line. The new invoice will have a credit line and a rebill line. When finished, you click the **Save** button and click the X in the upper right-hand corner of the window to close it. **Note:** The original invoice number will print on the invoice, but you may want to add additional notes to the invoice at this time.
11.	You have successfully completed the procedure for creating an invoice with a credit for a selected line and a rebill for that line all on the same invoice. **End of Procedure.**

Adjust Selected Bill Lines - Create Credit Invoice for One Line

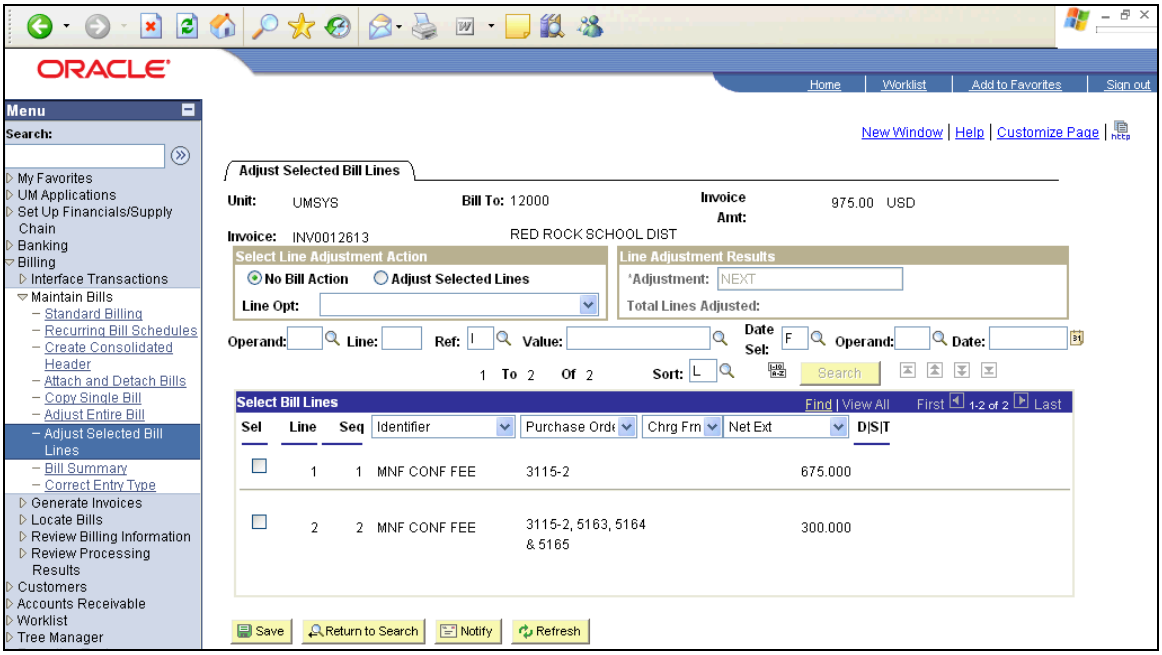
Within the Adjust Selected Bill Lines function, the Credit Line option allows you to credit one line of an invoice rather than the entire invoice.

Procedure

Navigation: Billing > Maintain Bills > Adjust Selected Bill Lines

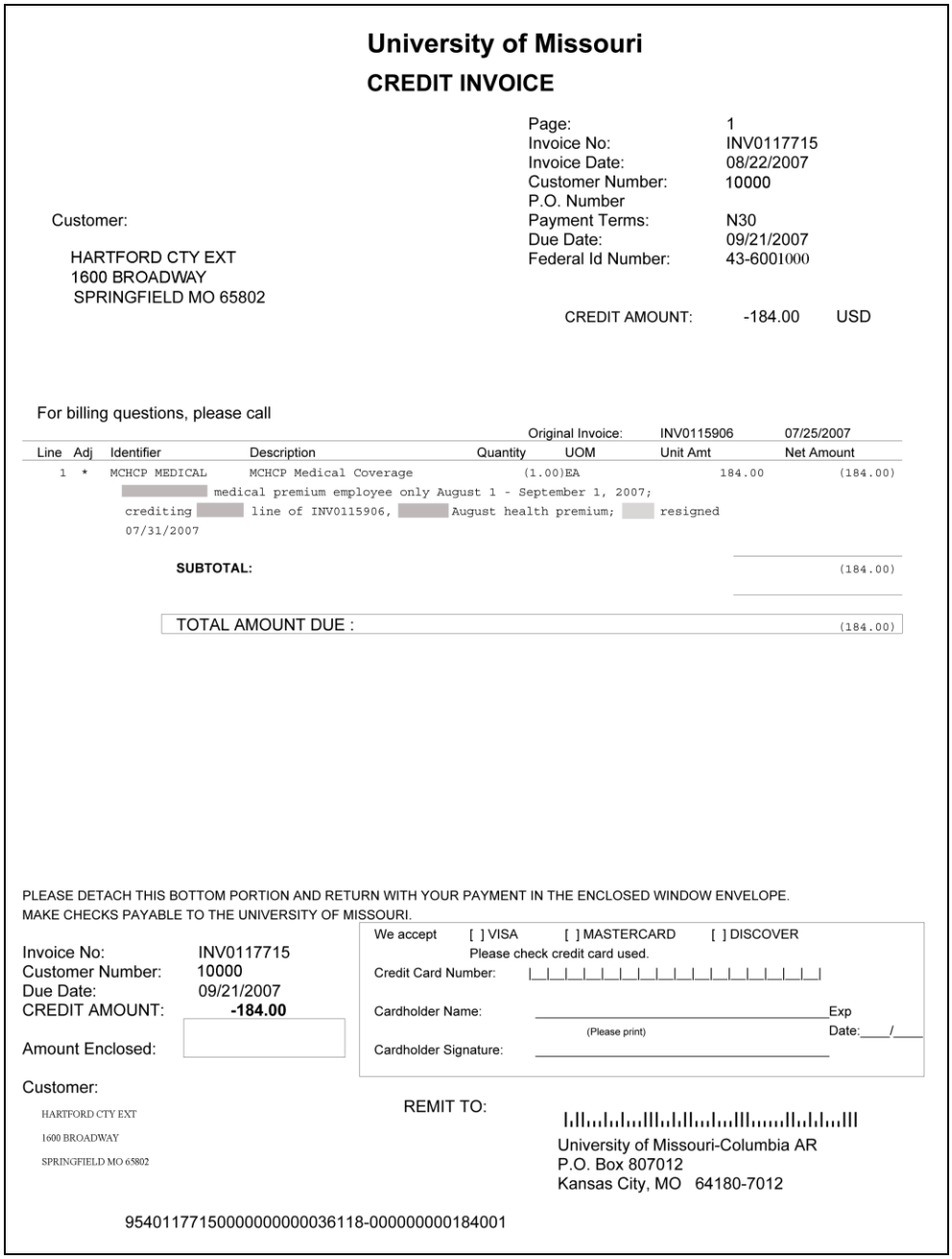


Step	Action
1.	Enter the number of the invoice that you want to adjust into the **Invoice** field. For this training example, enter "**INV0012613**".
2.	Click the **Search** button. Search



Step	Action
3.	The **Adjust Selected Bill Lines** page will display. Click the **Adjust Selected Lines** option. Adjust Selected Lines
4.	Click the **Cancel** button. Cancel
5.	Click the **Credit Line** list item in the **Line Opt** drop-down list. Credit Line
6.	Select the line item(s) that you want to credit. For this training example, click on the **Sel** box to the left of the second line item.
7.	Click the **Save** button. Save
8.	An invoice number is generated for the credit invoice.
9.	The credit will be posted and sent to the customer with the nightly process. It will reference the original invoice number when it prints out for the customer. If additional comments are needed, navigate to the invoice by clicking the **Bill Line Info 1** link or **Header Info 1** link to go into the invoice pages. Make any changes and resave.
10.	You have successfully completed the procedure for creating a credit invoice for selected line item(s). **End of Procedure.**

The following is a sample of a credit invoice produced using the Credit Line option.



University of Missouri

CREDIT INVOICE

Page: 1
Invoice No: INV0117715
Invoice Date: 08/22/2007
Customer Number: 10000
P.O. Number
Payment Terms: N30
Due Date: 09/21/2007
Federal Id Number: 43-6001000

Customer:

HARTFORD CTY EXT
1600 BROADWAY
SPRINGFIELD MO 65802

CREDIT AMOUNT: -184.00 USD

For billing questions, please call

Original Invoice: INV0115906 07/25/2007

Line	Adj	Identifier	Description	Quantity	UOM	Unit Amt	Net Amount
1	*	MCHCP MEDICAL	MCHCP Medical Coverage	(1.00)	EA	184.00	(184.00)

[redacted] medical premium employee only August 1 - September 1, 2007; crediting [redacted] line of INV0115906, [redacted] August health premium; [redacted] resigned 07/31/2007

SUBTOTAL: (184.00)

TOTAL AMOUNT DUE : (184.00)

PLEASE DETACH THIS BOTTOM PORTION AND RETURN WITH YOUR PAYMENT IN THE ENCLOSED WINDOW ENVELOPE.
MAKE CHECKS PAYABLE TO THE UNIVERSITY OF MISSOURI.

Invoice No: INV0117715
Customer Number: 10000
Due Date: 09/21/2007
CREDIT AMOUNT: **-184.00**

Amount Enclosed:

We accept [ ] VISA [ ] MASTERCARD [ ] DISCOVER
Please check credit card used.
Credit Card Number: |__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|
Cardholder Name: _____ Exp Date:____/____
(Please print)
Cardholder Signature: _____

Customer:

HARTFORD CTY EXT
1600 BROADWAY
SPRINGFIELD MO 65802

REMIT TO:

University of Missouri-Columbia AR
P.O. Box 807012
Kansas City, MO 64180-7012

9540117715000000000000036118-000000000184001

Invoice Printing

Print a Proforma Invoice

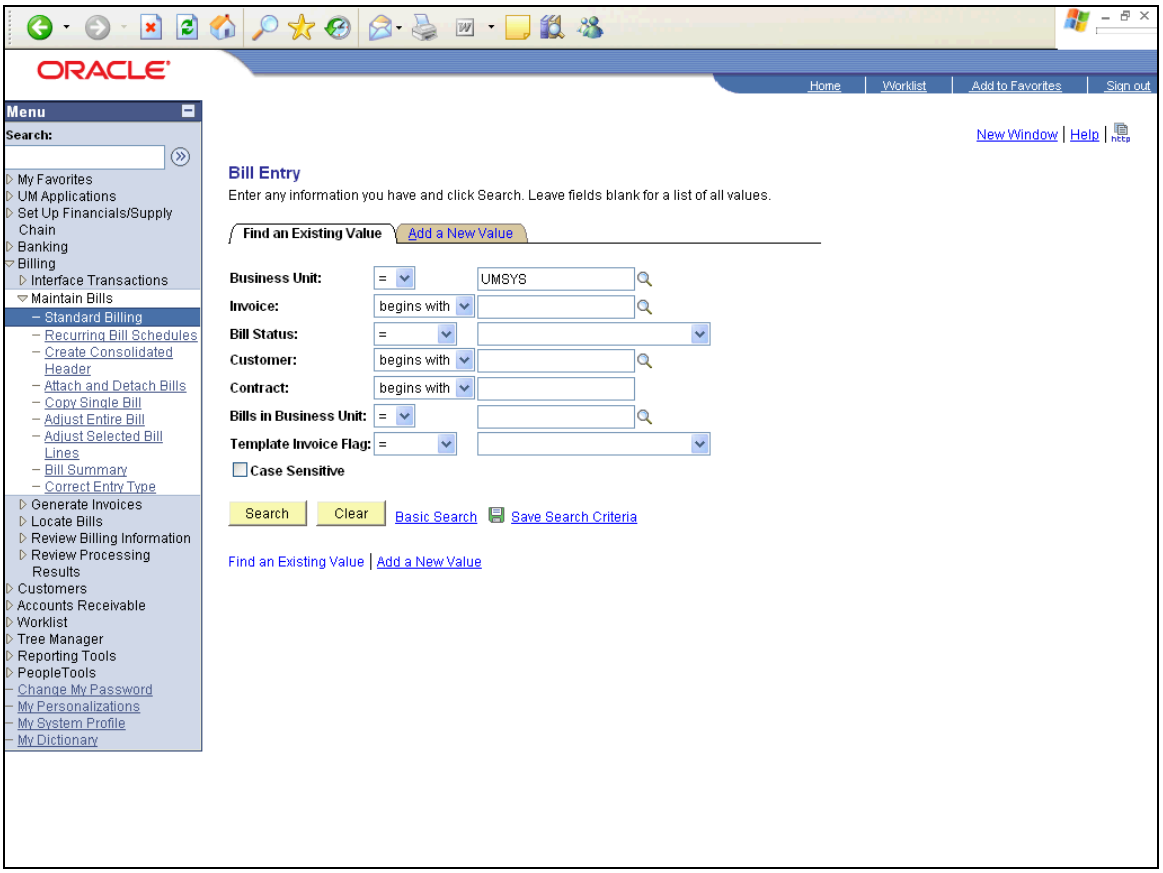
A proforma is not a formal invoice but is an "advance" of the actual invoice. The proforma says clearly, "Please do not pay from this Proforma. This is not an official invoice. An official invoice will be mailed within 24 hours." Proformas can be used to mail with additional documentation required for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

Since you are producing a sample invoice, you can generate a proforma anytime after you save an invoice. Printing proformas also enables you to view the invoice and correct errors before bills go through the overnight process. Proformas 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.

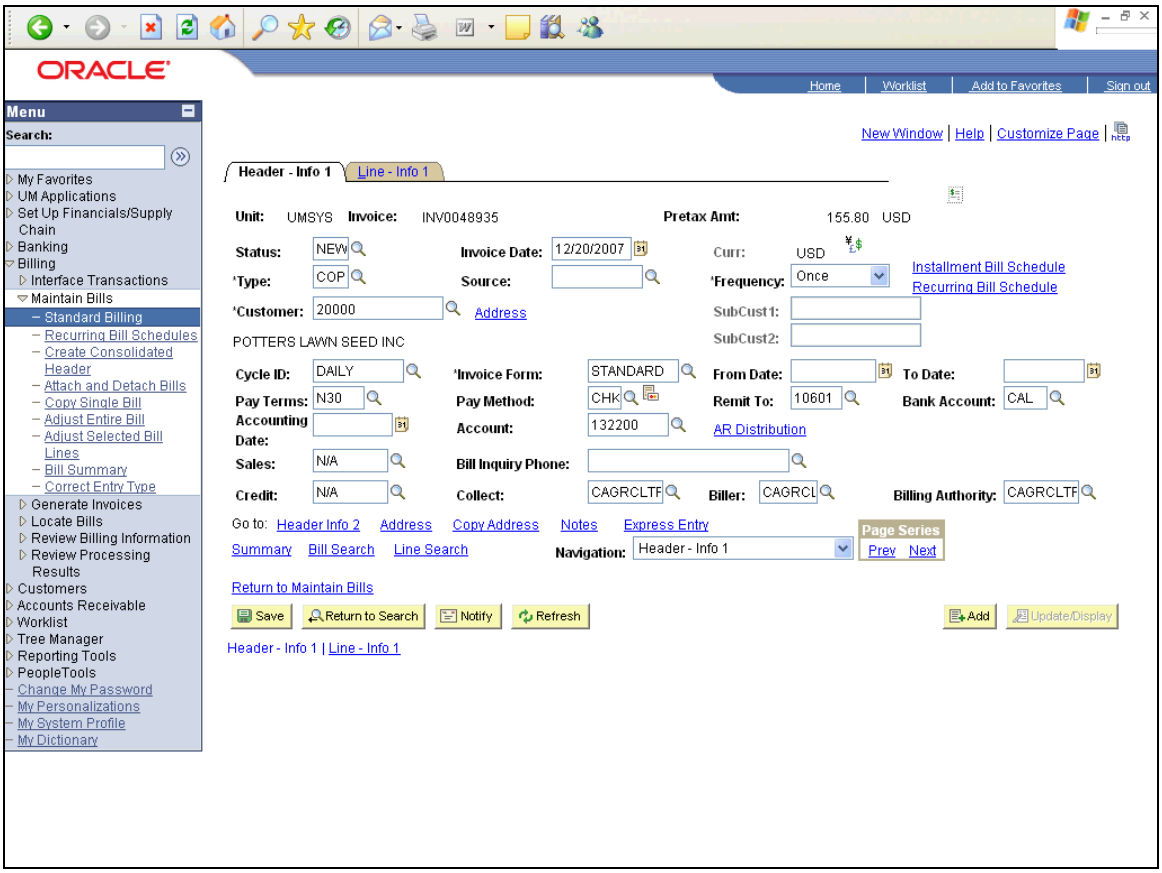
Procedure

For invoice with taxes, begin by navigating to:
Billing > Maintain Bills > Standard Billing

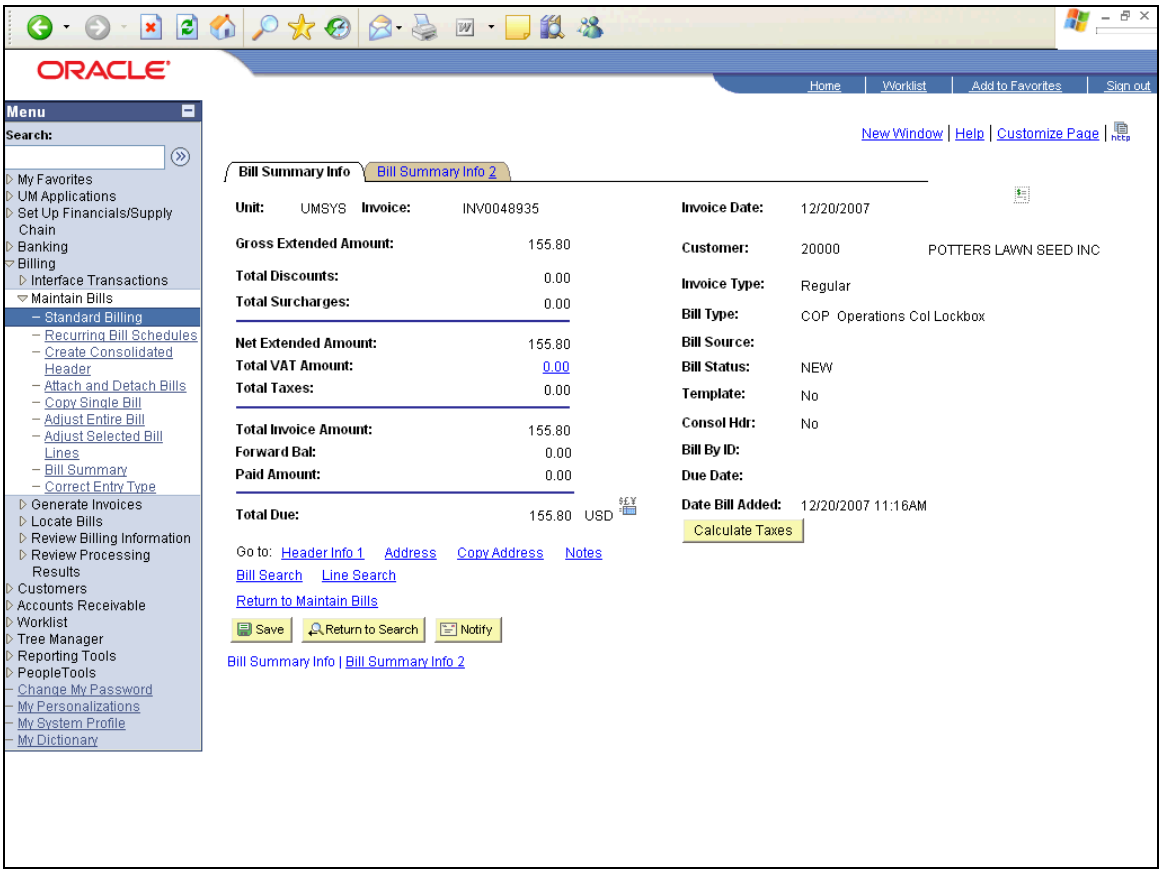
For invoice without taxes, begin by navigating to:
Billing > Generate Invoices > Non-Consolidated > Print Pro Forma
(Starts at step 6 in this procedure.)



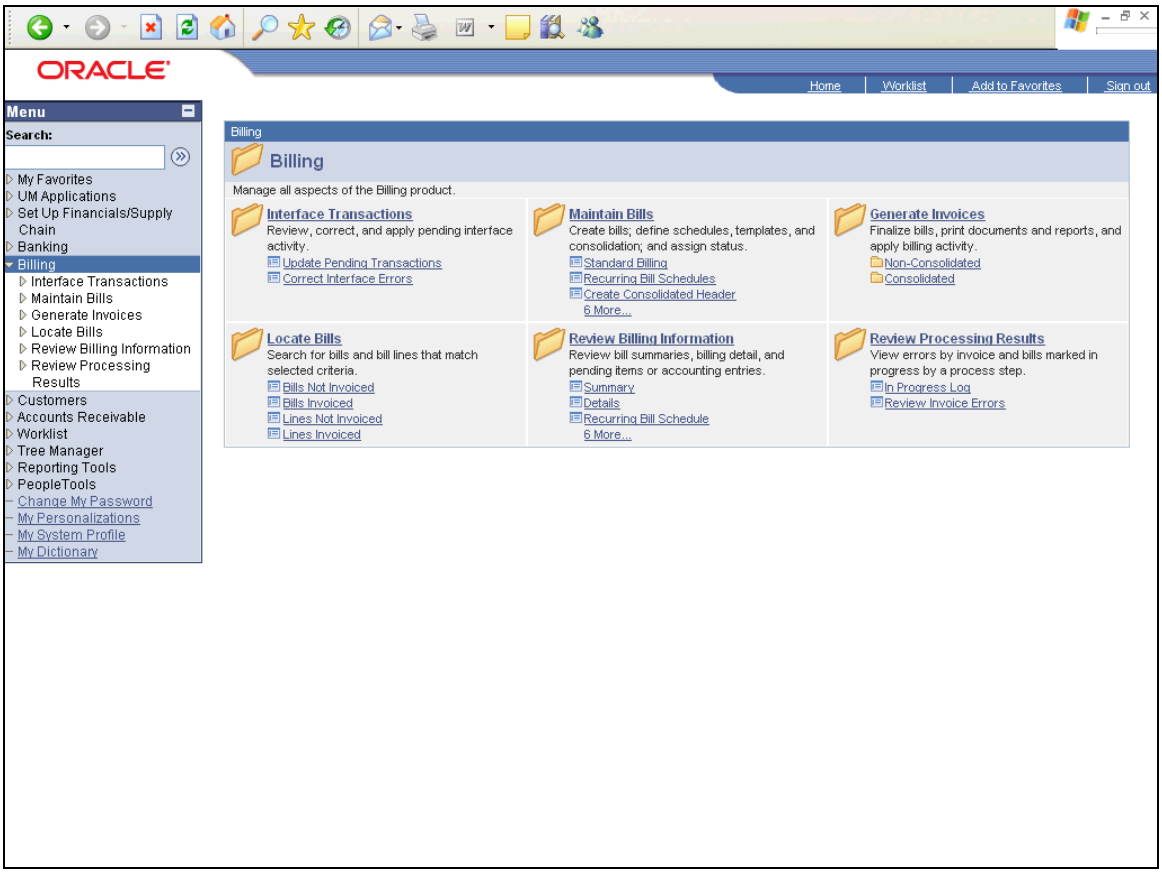
Step	Action
1.	Enter the number for the invoice you want to print into the **Invoice** field. For this training example, enter "**INV0048935**". **Note:** These beginning steps are performed if the invoice has taxes. If the invoice does not have taxes, skip these steps and navigate to the **Pro Forma** page (step 6).
2.	Click the **Search** button. Search



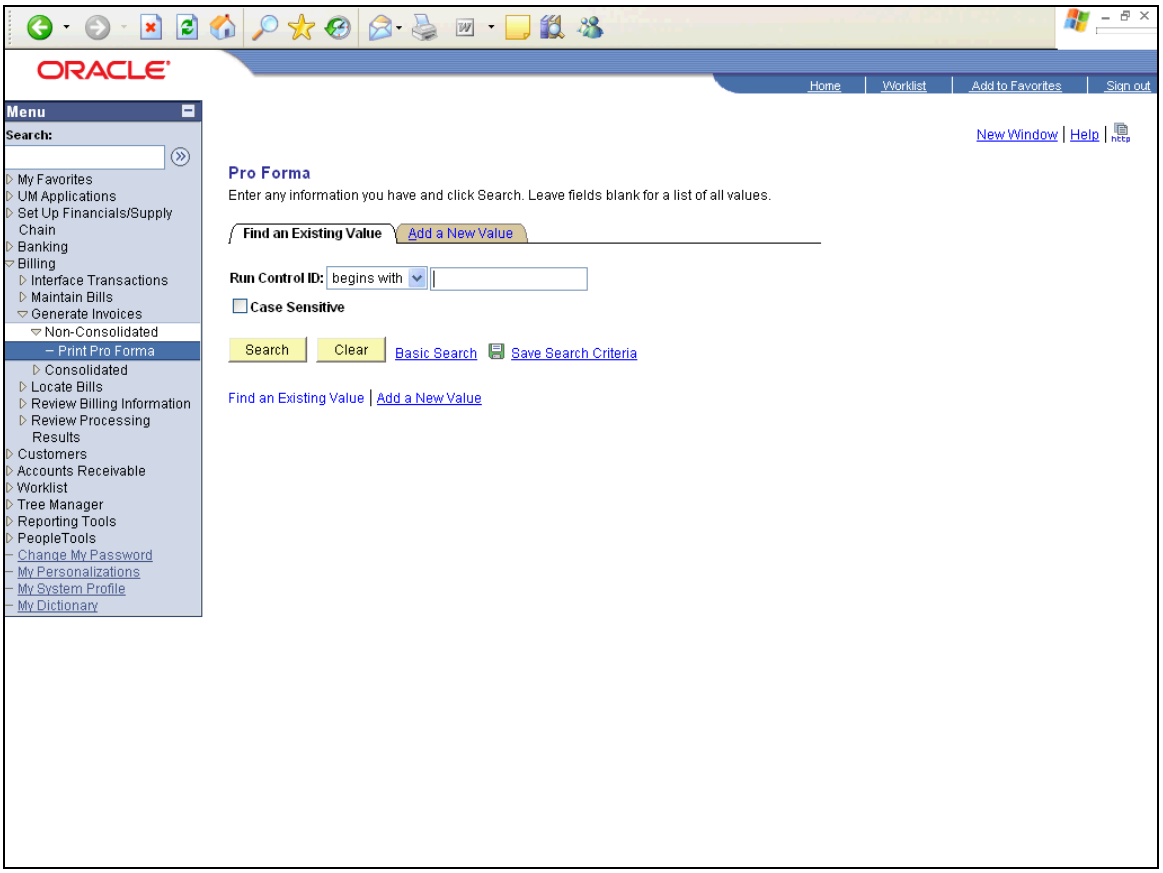
Step	Action
3.	The **Header - Info 1** page for the invoice will display. Click the **Summary** link. Summary



Step	Action
4.	Click the **Calculate Taxes** button. Calculate Taxes
5.	Click the **Save** button. Save
6.	You are now ready to print a proforma of the invoice. Click the **Billing** link. Billing



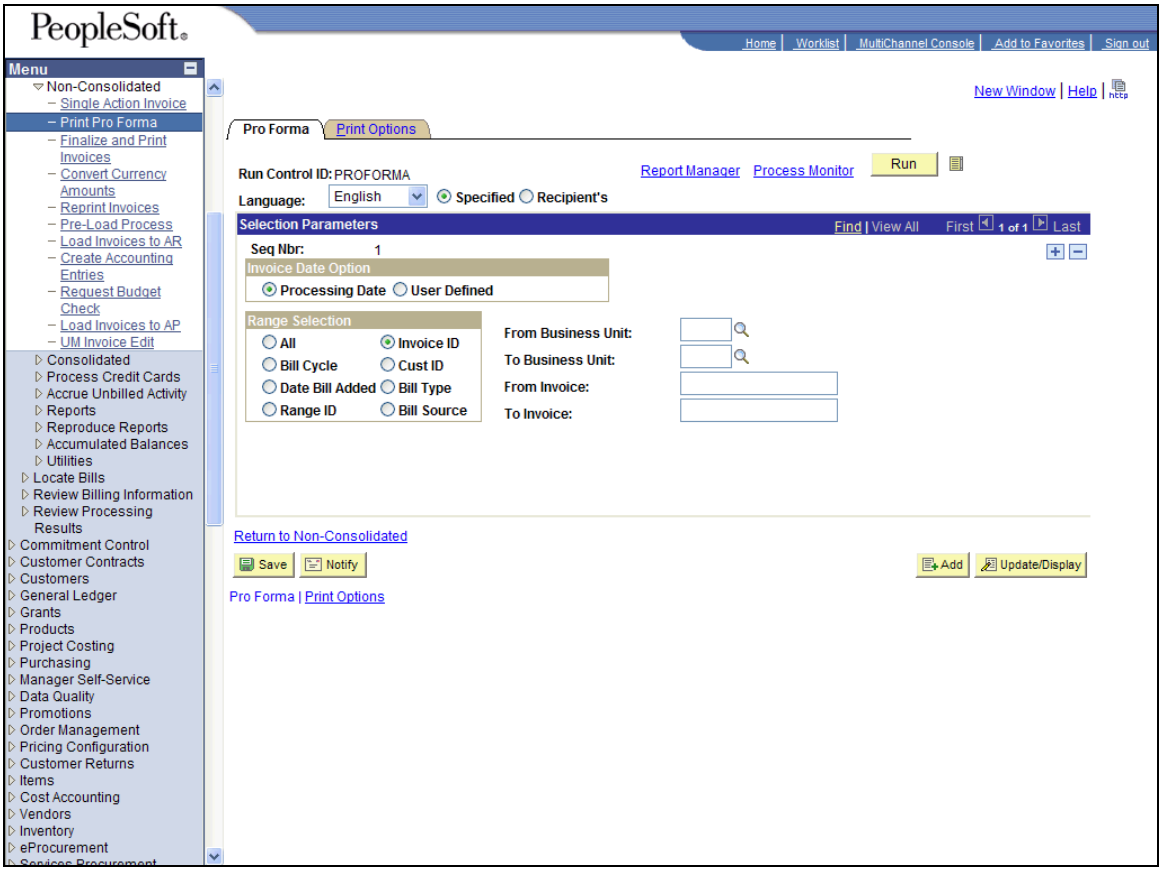
Step	Action
7.	Click the **Generate Invoices** link.
8.	Click the **Non-Consolidated** link. Non-Consolidated
9.	Click the **Print Pro Forma** link. Print Pro Forma



Step	Action
10.	The **Pro Forma** page will display. If you are generating a proforma for the first time, you will need to create a run control. Click the **Add a New Value** tab. Add a New Value
11.	Enter the desired information into the **Run Control ID** field. For this training example, enter "**PROFORMA**".

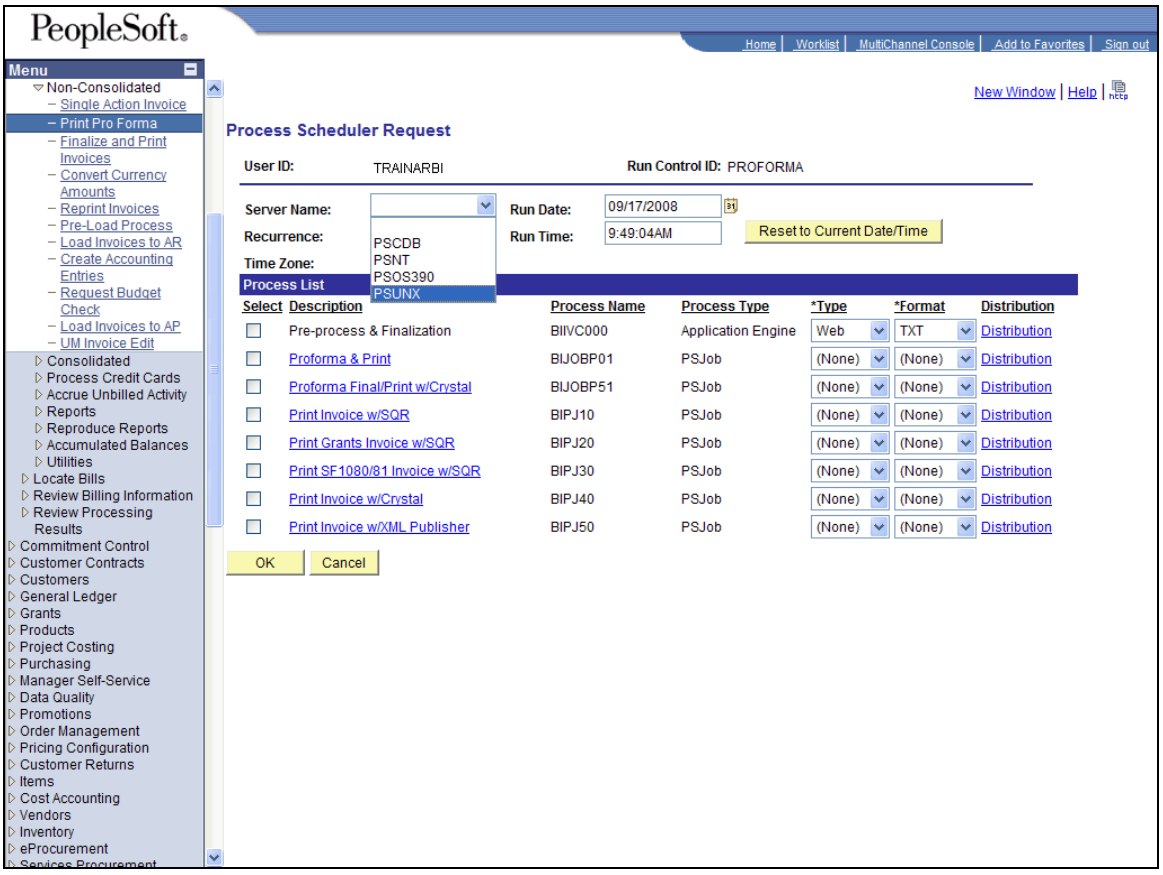
The Run Control ID is an operator-specific control that will trigger the invoice printing process. The maximum number of characters for a Run Control ID is 8. After adding a Run Control ID, you can search for it and use it the next time you want to print a proforma.

Step	Action
12.	Click the **Add** button. Add



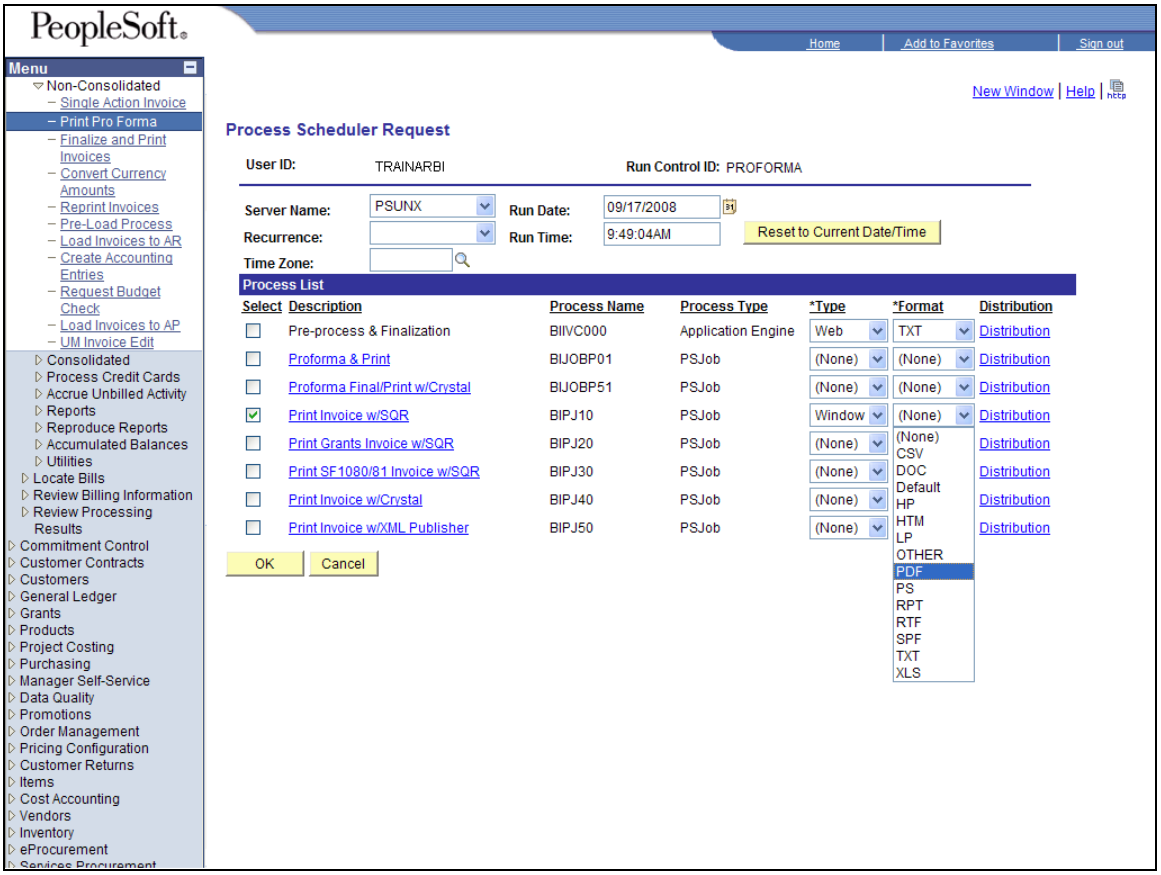
Step	Action
13.	The Proforma Selection Parameters page will display. Enter or select the information for the **From Business Unit** field. For this training example, enter "**UMSYS**".
14.	Press [Tab].
15.	The **To Business** Unit field is populated. Change if needed. Enter the number of the invoice you want to print into the **From Invoice** field. For this training example, enter "**INV0048935**". **Note:** The invoice numbers you enter must be formatted as INVXXXXXXX (INV + 7 digits).
16.	Press [Tab].
17.	The **To Invoice** field populates with the invoice number you entered. Change the number if you want to print a range of invoices.

Step	Action
18.	Retain the defaults on the other fields. Once you have established a proforma run control, the parameters established during your prior entries will be populated. They can be modified at any time. Click the **Run** button. Run

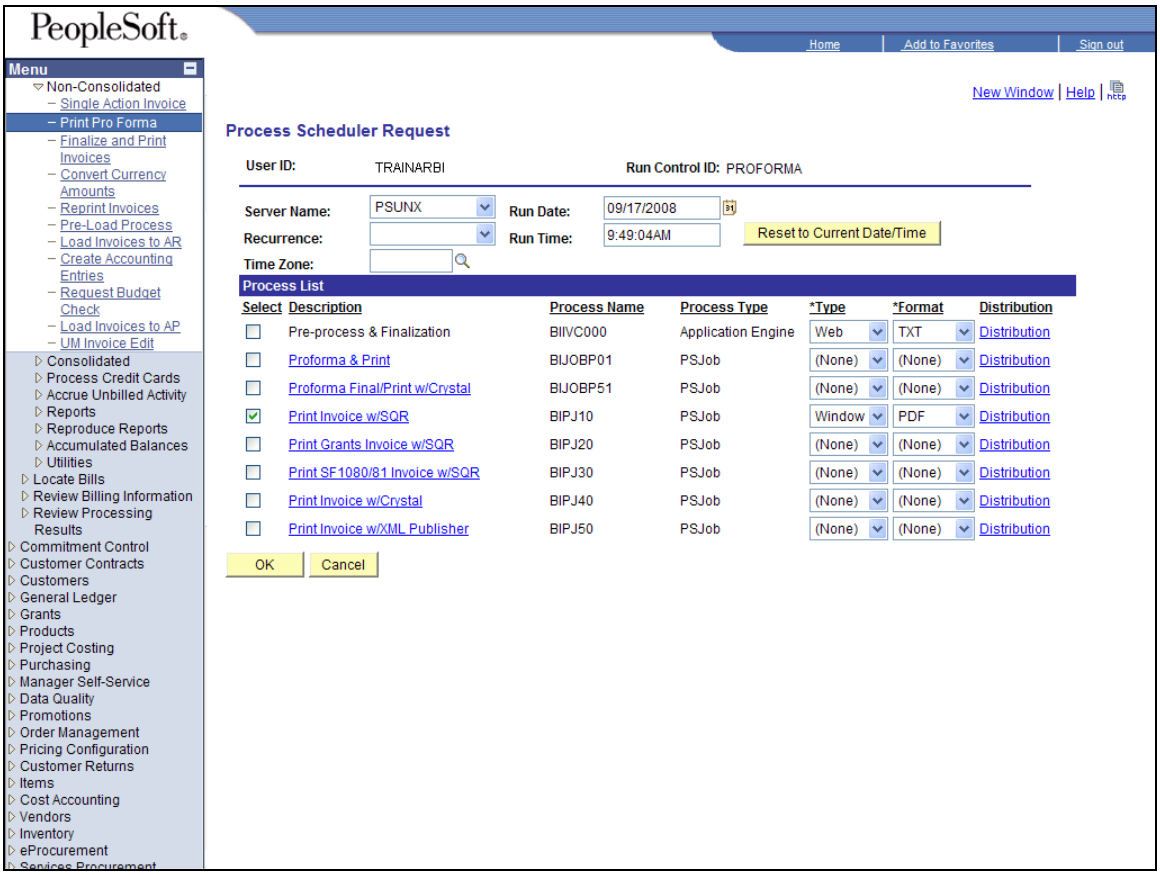


Step	Action
19.	The **Process Scheduler Request** page will display. Click the **PSUNX** list item in the **Server Name** drop-down list. PSUNX
20.	Select **Print Invoice w/SQR** by clicking the check box to the left of it. ☐

Step	Action
21.	The **Type** parameter is the output method for the proforma. For this training example, click the **Window** list item in the **Type** drop-down list. Window



Step	Action
22.	Click the **PDF** list item in the **Format** drop-down list. PDF



Step	Action
23.	Click the **OK** button to start the report process. OK
24.	A window opens and displays "Queued," "Processing," and then "Success." Then the proforma displays for viewing or printing.

If you use software that blocks pop-up advertisements, you will have to disable it to view and print your invoices. Pop-ups should not be blocked for any PeopleSoft URLs.

Step	Action
25.	You have successfully completed the procedure for printing a proforma invoice. **End of Procedure.**

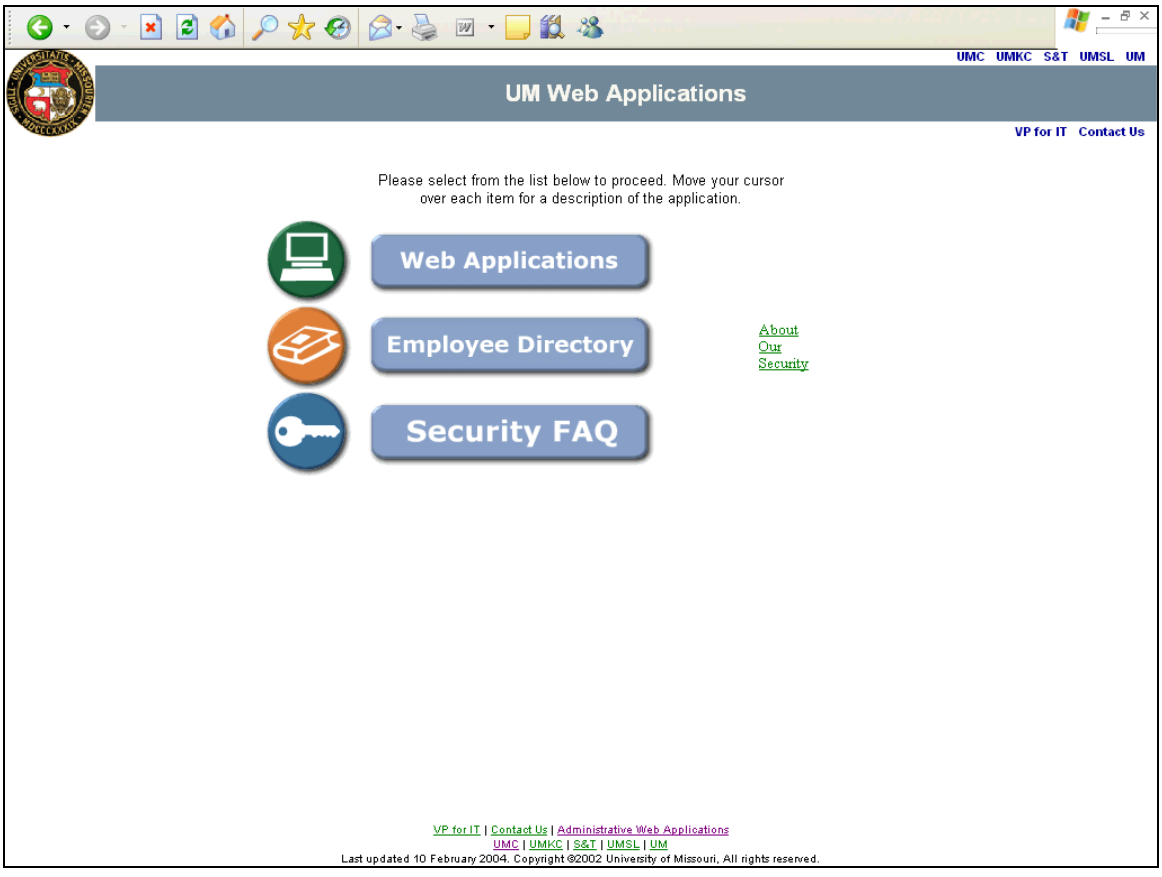
Reprint Invoices Using PS Search Options

The easiest way to reprint an invoice is with the PS Search Options application. This application can be accessed using Internet Explorer on the Administrative Web Applications site (formerly MIS Web Applications) at https://webapps.umsystem.edu/. Invoices can be printed here only after processing, so they can be printed the day after they are created.

Link for Administrative Web Applications site (https://webapps.umsystem.edu/)

Procedure

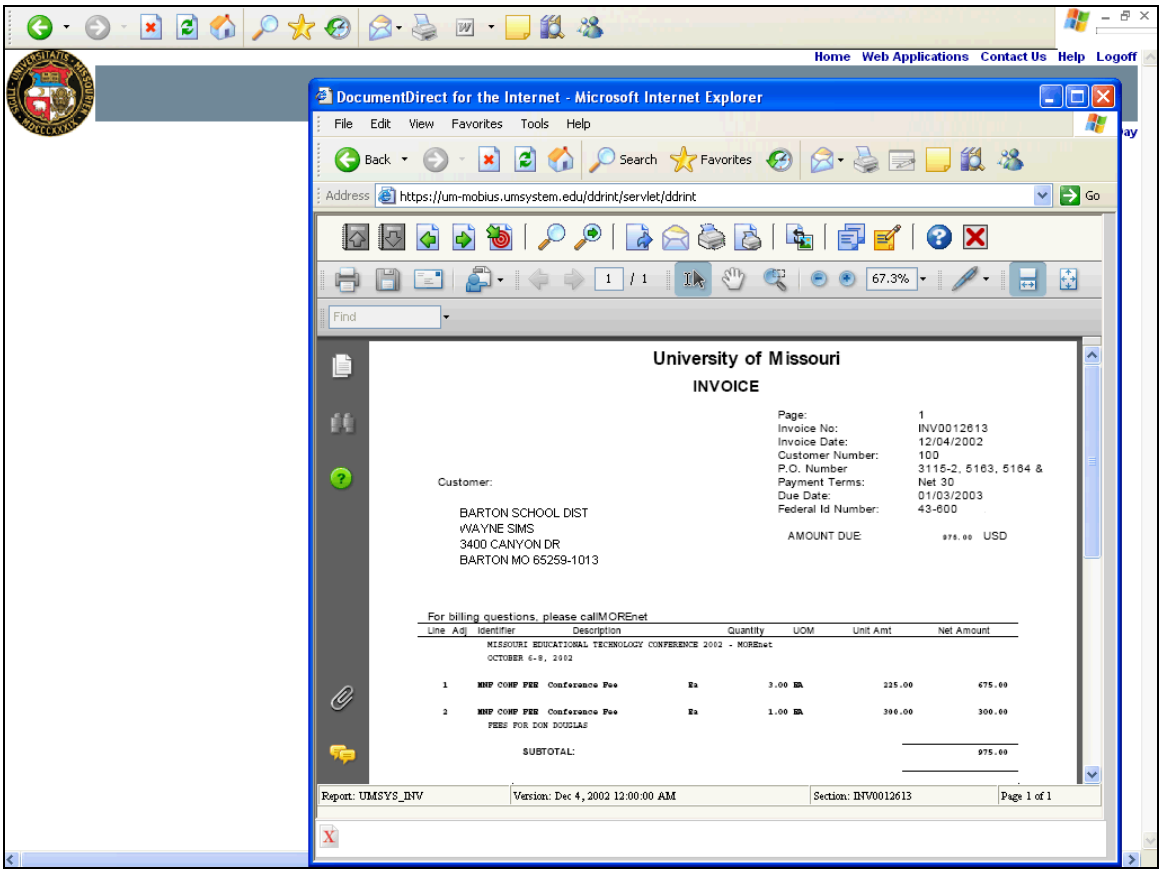
Navigation: Using Internet Explorer, go to https://webapps.umsystem.edu/.



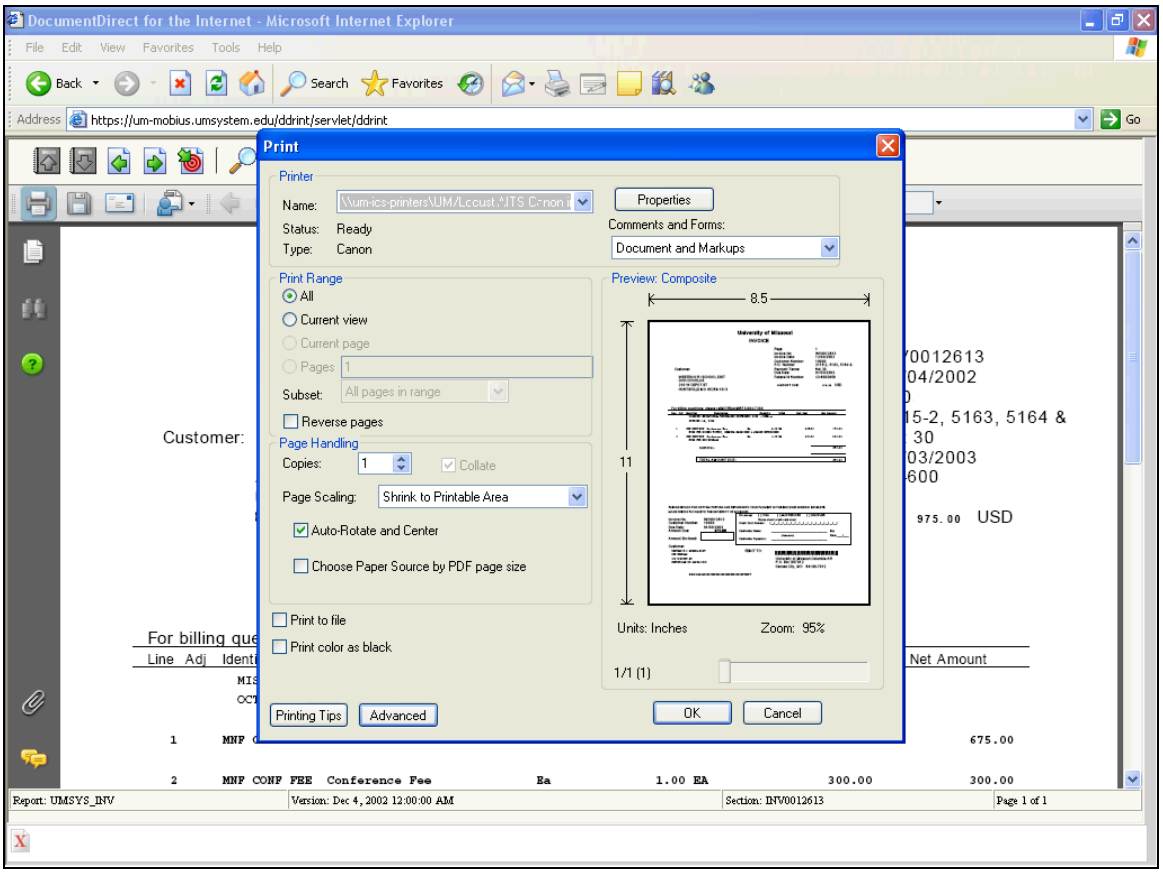
Step	Action
1.	Click the **Web Applications** button and then log in using your User ID and password.
2.	A list of links for various Web applications will display. Click the **PS Search Options** link. **Note:** The links available on this page will vary depending on your security access.
3.	Enter the invoice number that you want to print into the **Look for** field. For this training example, enter "**INV0012613**". **Note:** You must enter all 10 characters of the invoice number.
4.	Click the **AR/BI Invoice Number** list item in the **in** drop-down list.

If you do not know the invoice number, you can leave the **Look for** field blank, choose **AR/BI Invoice Number** for the **in** field, and click submit. An **AR/BI Invoice Search** page will display that provides alternative search criteria. See the "Print an Invoice When You Do Not Know the Invoice Number" topic for instructions.

Step	Action
5.	Click the **Submit** button.



Step	Action
6.	The invoice will display in a new browser window. Click the **Maximize/Restore** button in the upper right of the browser window to maximize the window containing the invoice.
7.	In the second row of icons at the top of the page, click the printer icon at the left (next to disk icon).



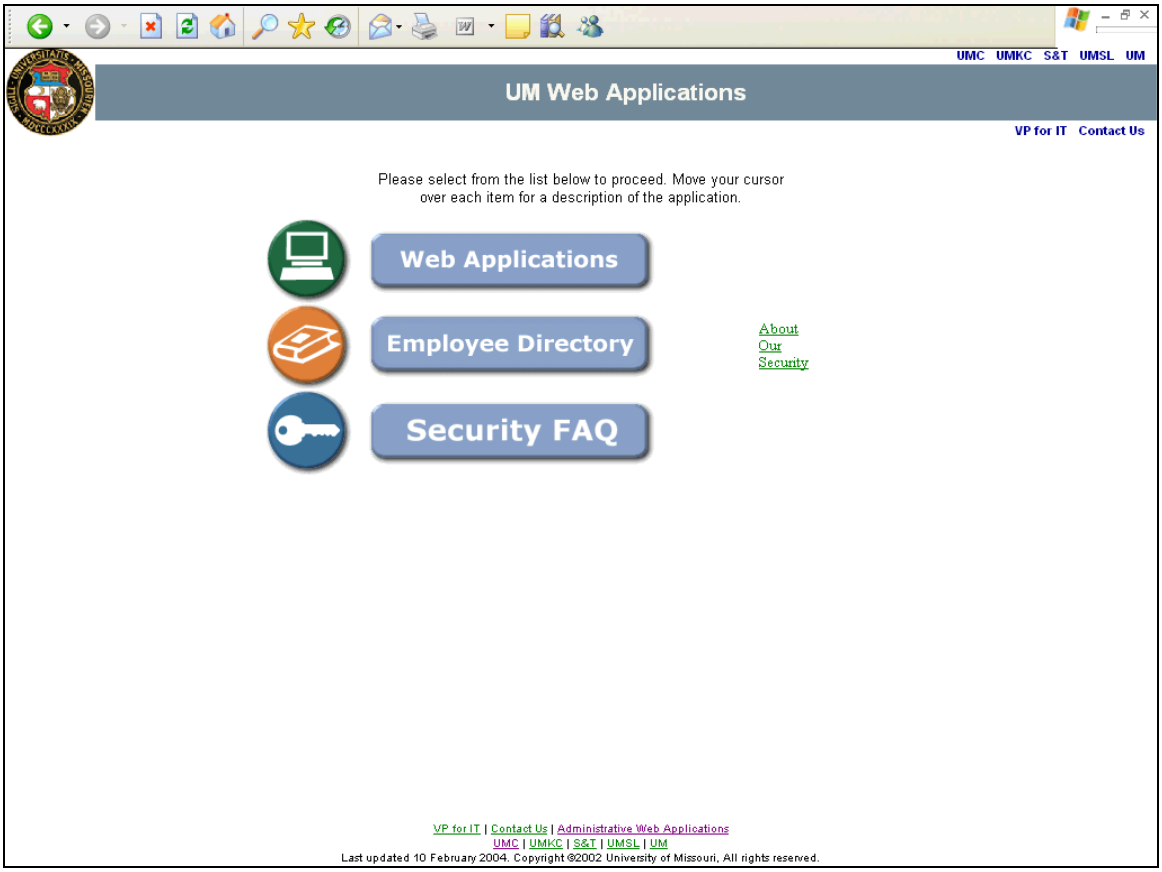
Step	Action
8.	The **Print** dialog box for your printer will display. Ensure the settings are correct and click the **OK** button to print the invoice. OK
9.	You have successfully completed the procedure for reprinting an invoice using PS Search Options. **End of Procedure.**

Print an Invoice When You Do Not Know the Invoice Number

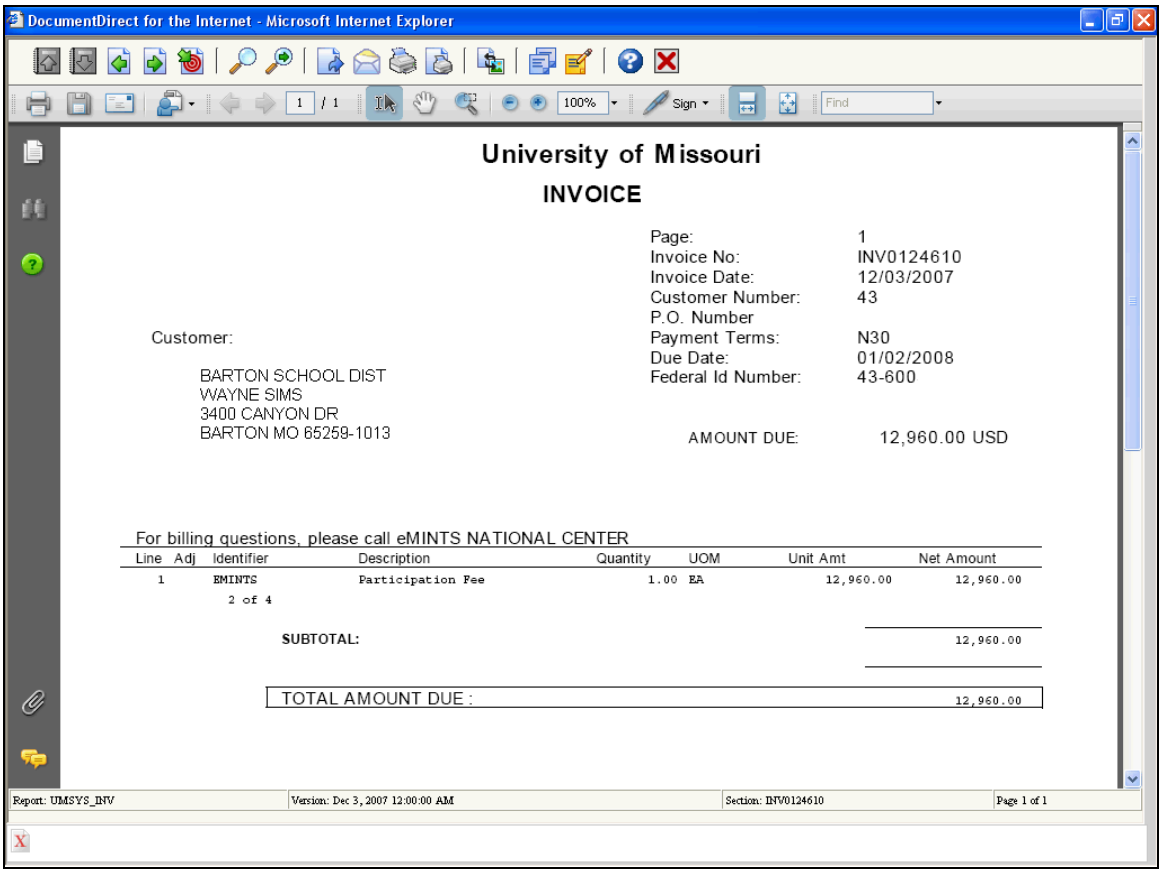
When you do not know the invoice number of the invoice that you want to reprint, PS Search Options on the Administrative Web Applications site (https://webapps.umsystem.edu/) provides an alternative search method to locate the invoice.

Procedure

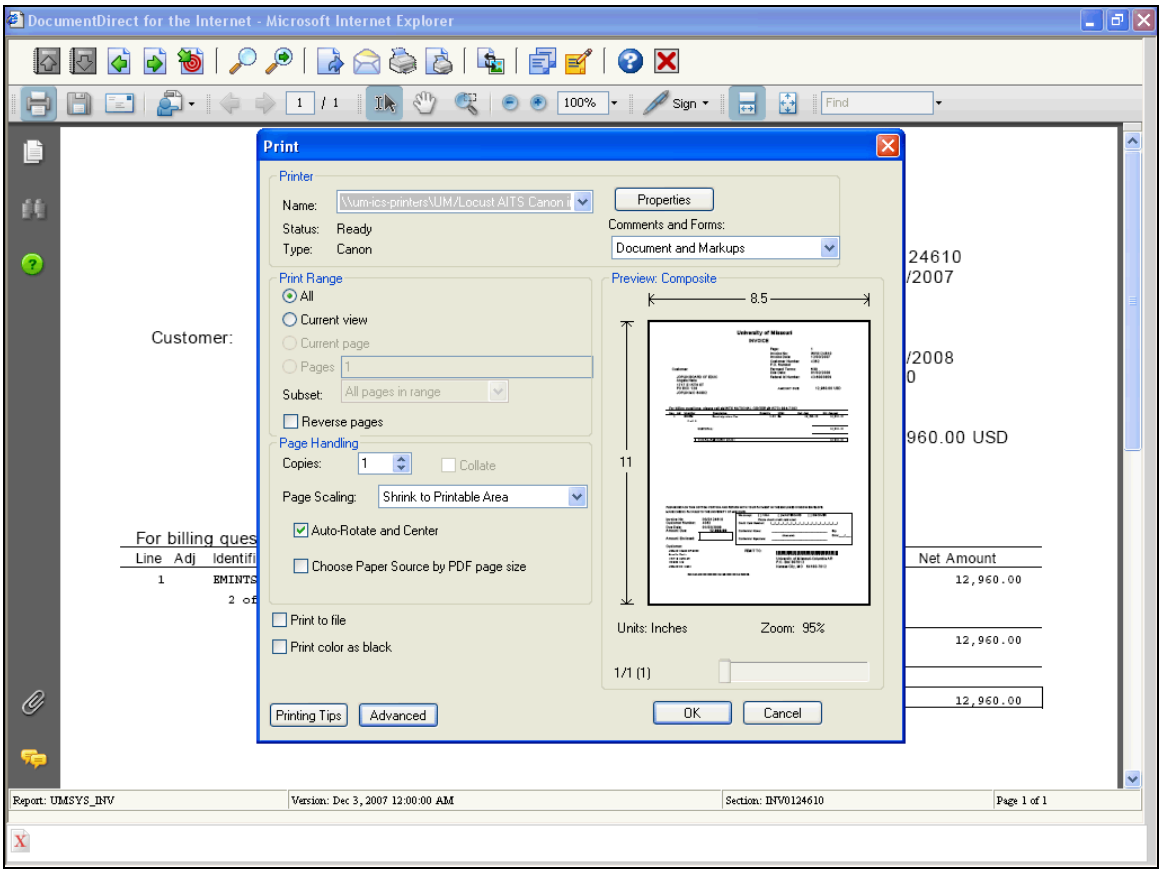
Navigation: Using Internet Explorer, go to https://webapps.umsystem.edu/.



Step	Action
1.	Click the **Web Applications** button and then log in using your User ID and password.
2.	A list of links for various Web applications will display. Click the **PS Search Options** link.
3.	Click the **AR/BI Invoice Number** list item in the **in** drop-down list.
4.	Click the **Submit** button.
5.	Select the correct **Business Unit**. For this training example, click the **UMSYS** list item.
6.	Select the month of the invoice date for the **Month** field. For this training example, click the **December** list item.
7.	Select the year of the invoice date for the **Year** field. For this training example, click the **2007** list item.
8.	Click the **go** button to submit the search criteria.
9.	A list of invoices matching your search criteria will display. Find the invoice you want to print and click the invoice link. For this training example, click the **INV0124610** link.



Step	Action
10.	The invoice will display in a new browser window. In the second row of icons at the top of the page, click the printer icon at the left (next to disk icon).



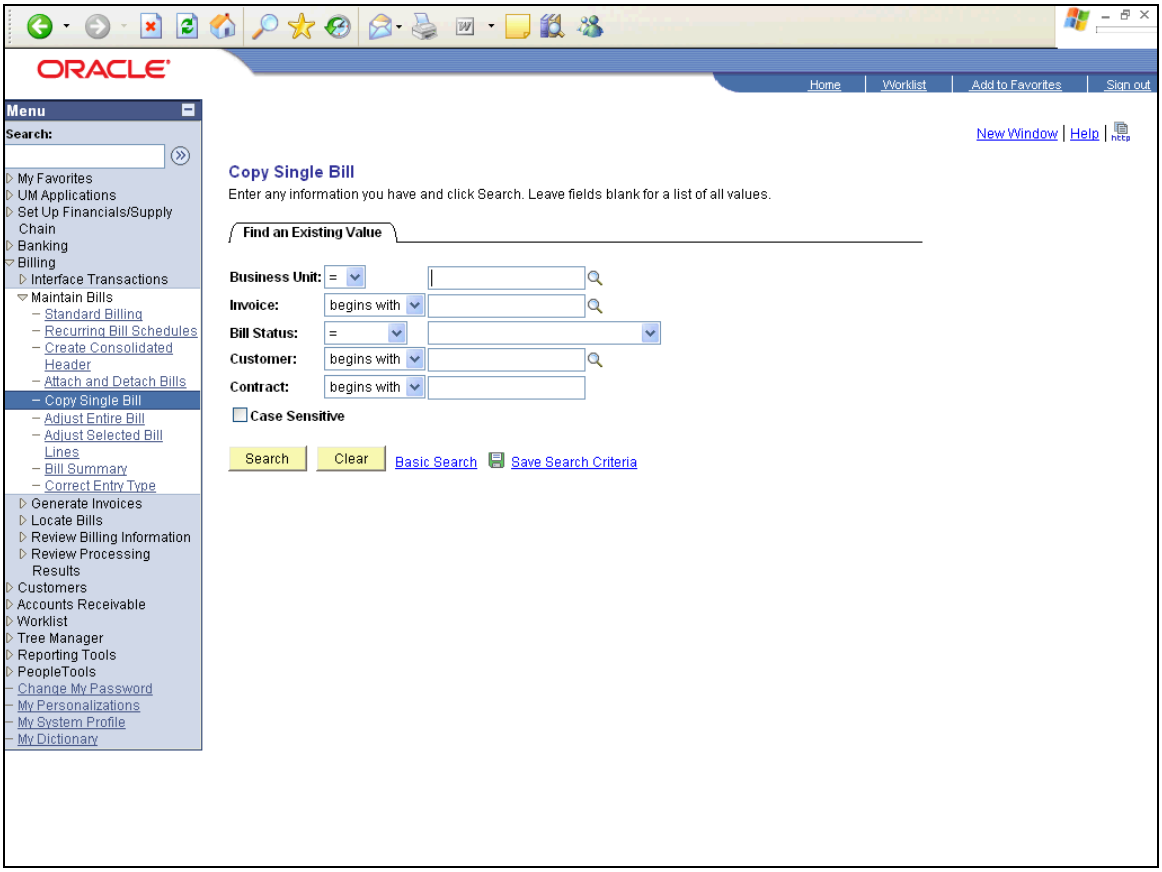
Step	Action
11.	The **Print** dialog box for your printer will display. Ensure the settings are correct and click the **OK** button to print the invoice. OK
12.	You have successfully completed the procedure for searching for an invoice and printing it when you do not know the invoice number. **End of Procedure.**

Copy a Single Bill

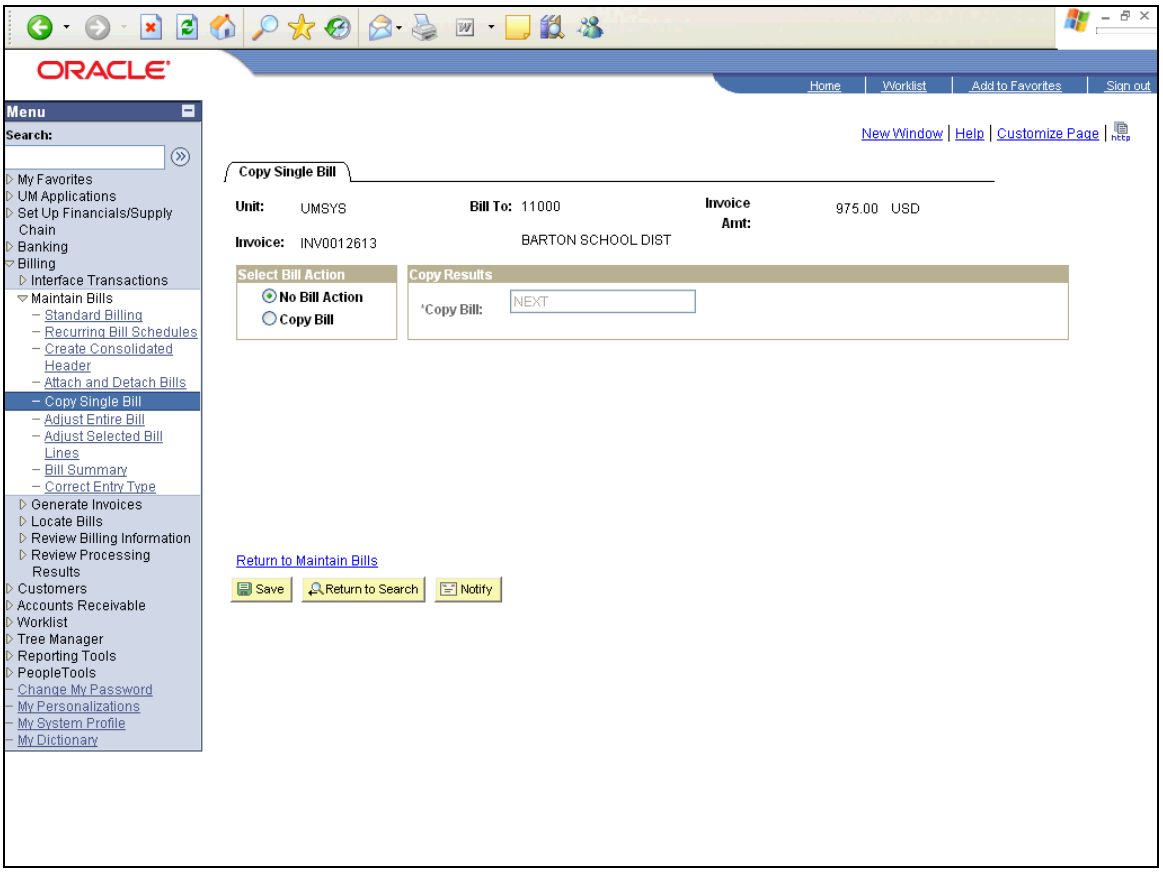
You can select a previously invoiced bill to be copied. This can save data entry time if you have a bill that is an exact duplicate of a bill or if you are billing for items invoiced at a prior date and you need to make a few minor changes. You can copy any bill, regardless of status. The only information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

Procedure

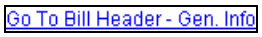
Navigation: Billing > Maintain Bills > Copy Single Bill



Step	Action
1.	Enter the desired information into the **Business Unit** field. For this training example, enter "**UMSYS**".
2.	Enter the number of the invoice you want to copy into the **Invoice** field. For this training example, enter "**INV0012613**".
3.	Click the **Search** button. Search



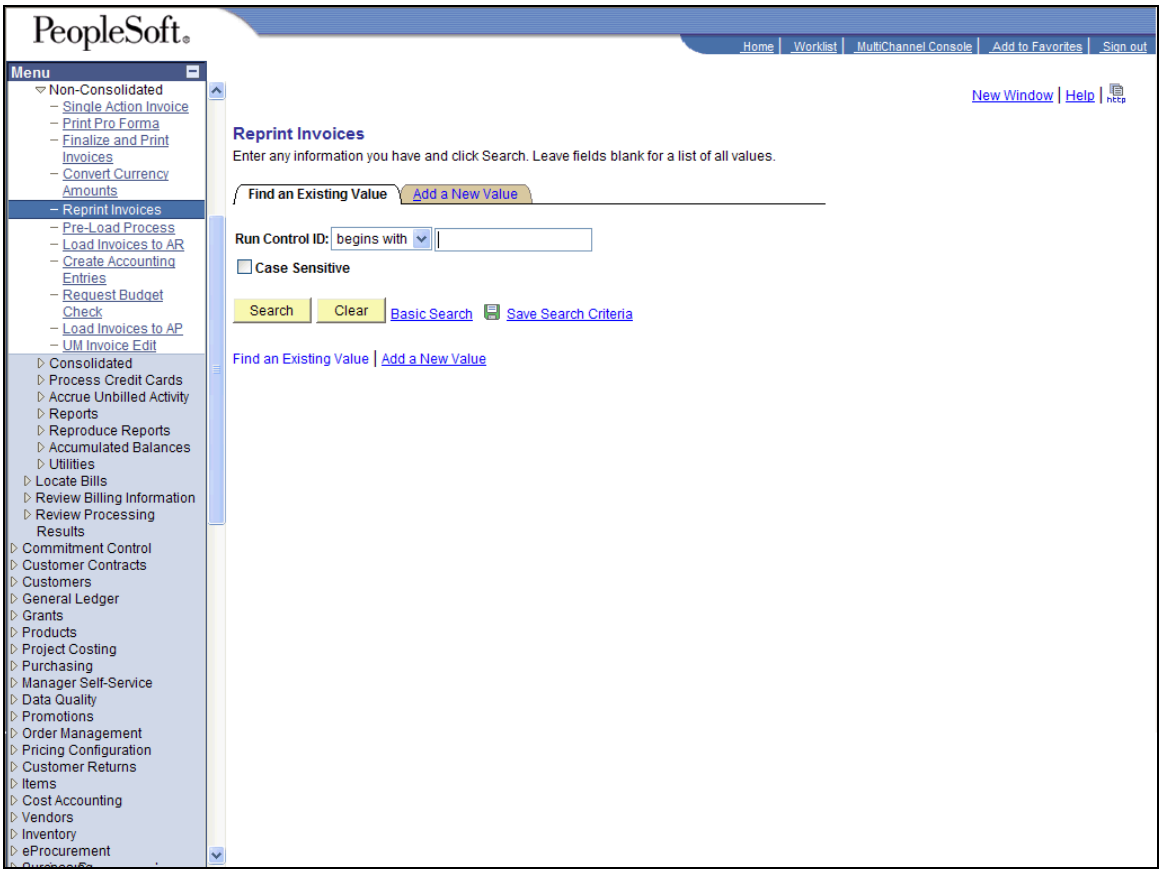
Step	Action
4.	Click the **Copy Bill** option. Copy Bill
5.	Click the **Save** button. Save
6.	A copy of the bill has been generated and the **Copy Results** box populates with the new invoice number.

Step	Action
7.	Click the **Go To Bill Header - Gen. Info** link to access this page of your new bill. 
8.	The copy of the invoice will display. You can enter a new invoice date and make other necessary changes.
9.	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).
10.	You have successfully completed the procedure for copying a single bill. **End of Procedure.**

Print a Range of Invoices

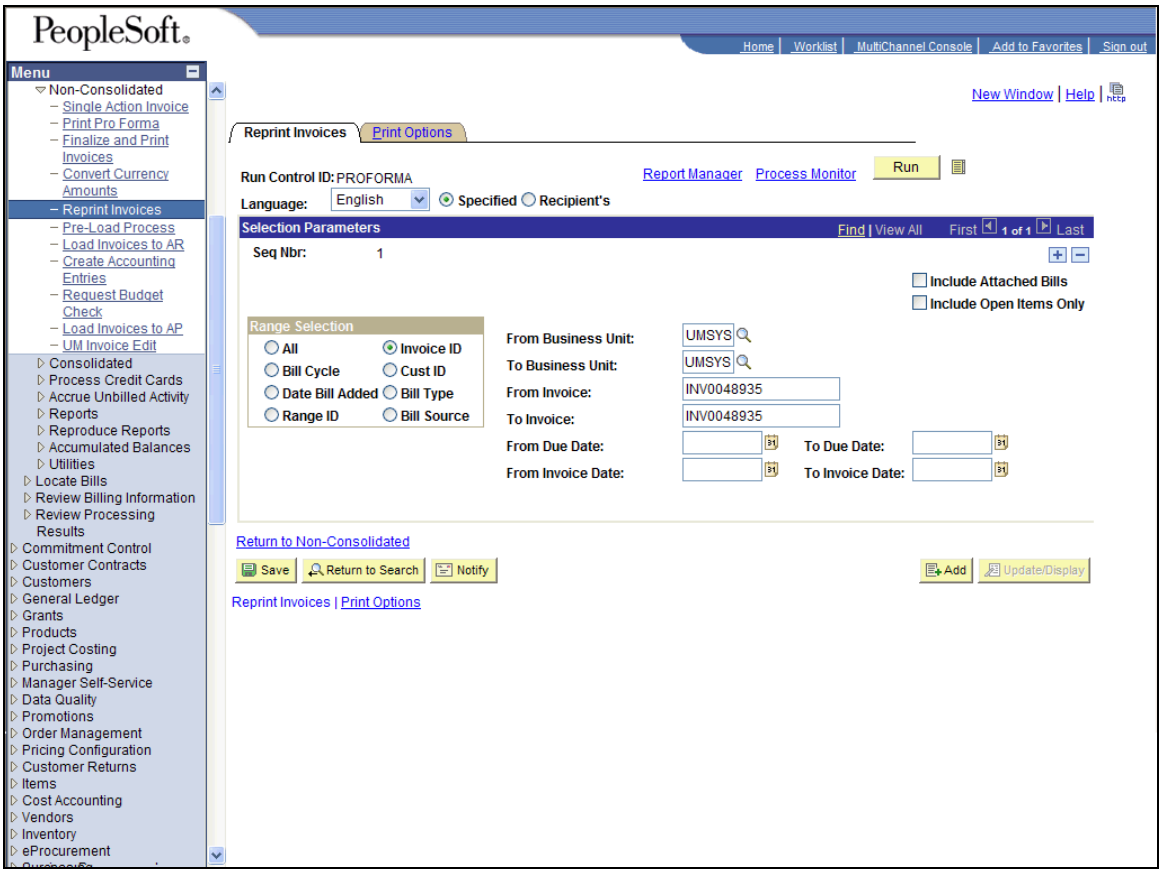
Procedure

Navigation: Billing > Generate Invoices > Non-Consolidated > Reprint Invoices

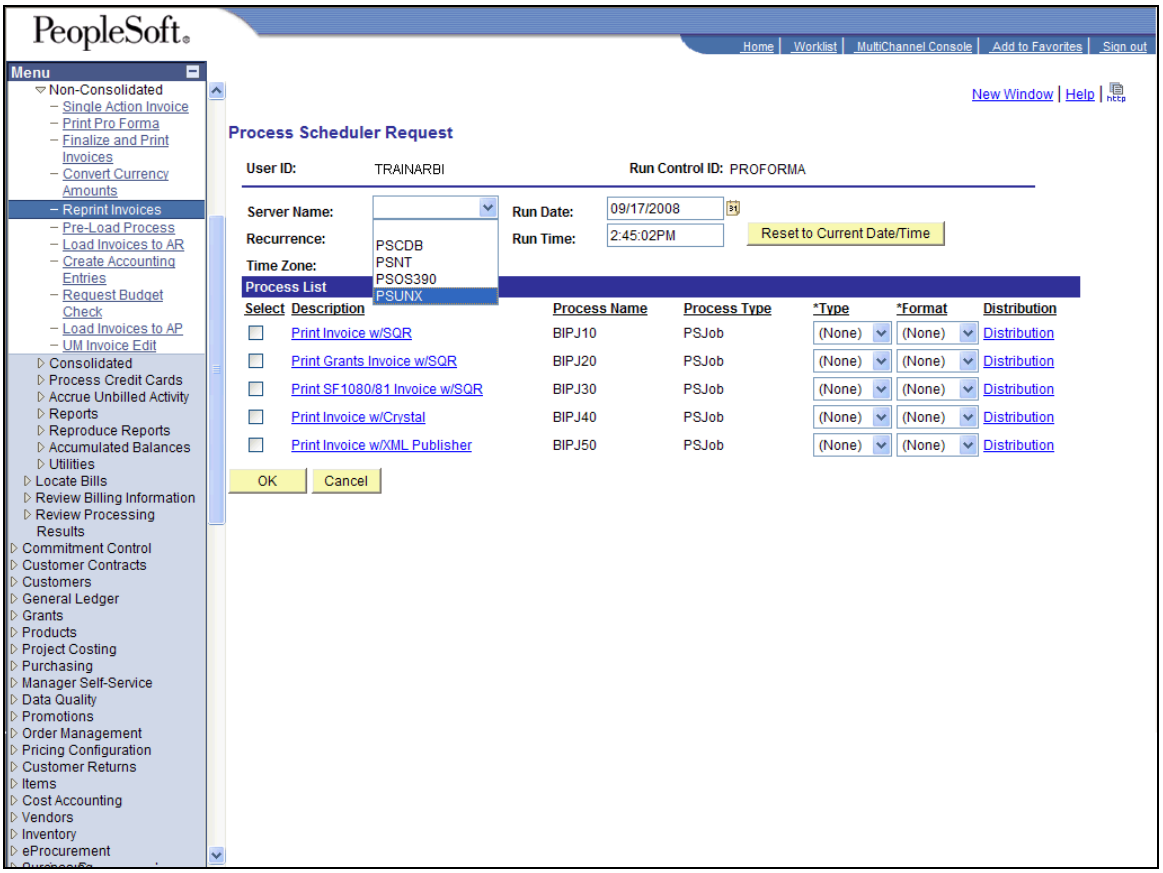


Step	Action
1.	Enter your run control into the **Run Control ID** field. (If you need to establish a run control, see the "Print a Proforma Invoice" topic for instructions.) For this training example, enter "**PROFORMA**".

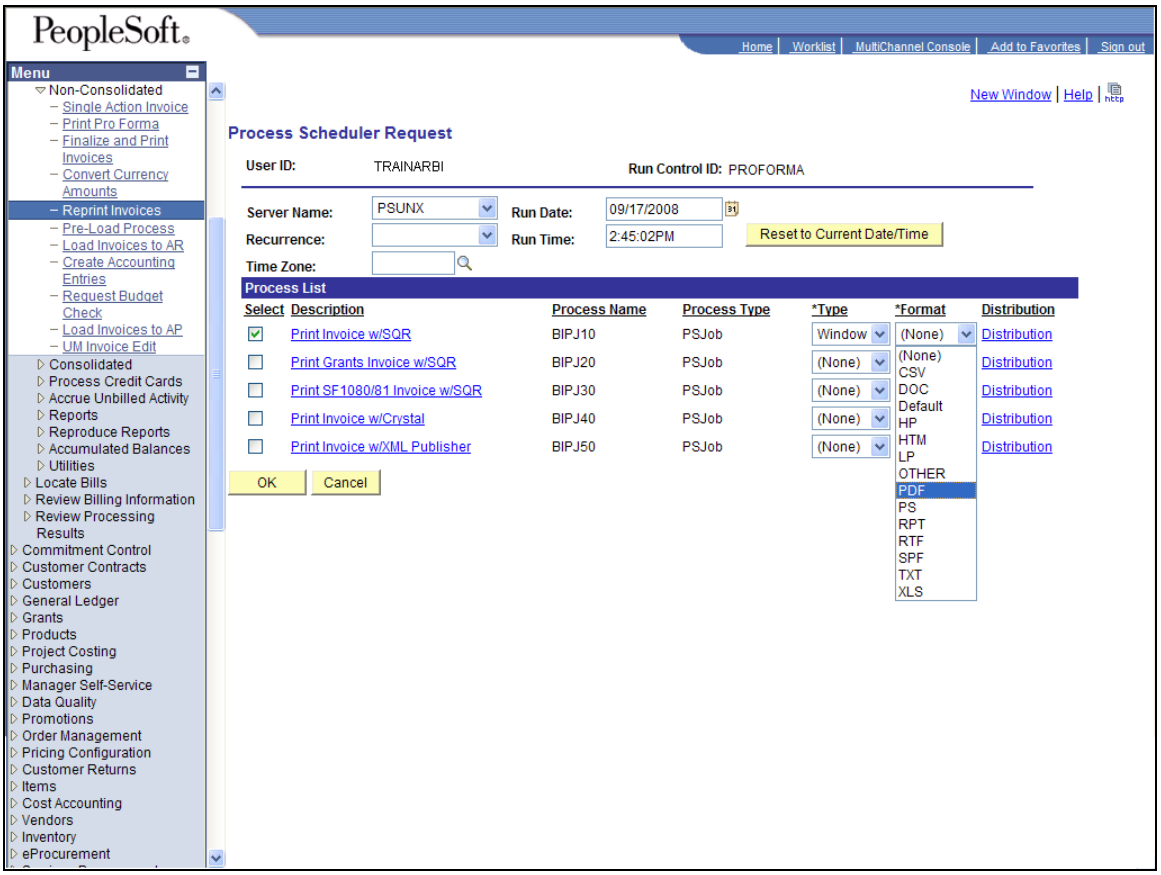
Step	Action
2.	Click the **Search** button. Search



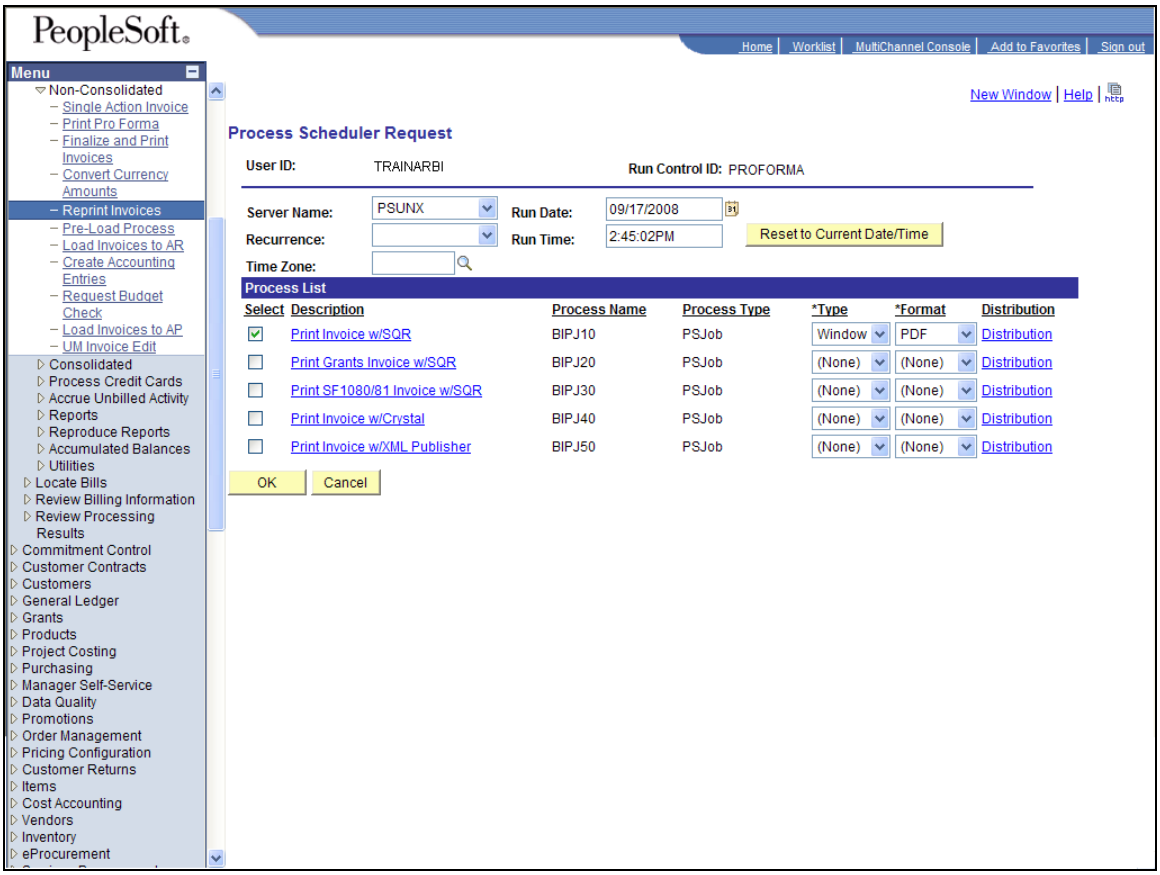
Step	Action
3.	The Pro Forma Selection Parameters tab of your run control will display. You can change any selection parameters as needed. Enter the lowest invoice number that you want to print into the **From Invoice** field. For this training example, enter "**INV0048936**".
4.	Enter the highest invoice number that you want to print into the **To Invoice** field. For this training example, enter "**INV0048939**".
5.	Click the **Run** button. Run



Step	Action
6.	The **Process Scheduler Request** page will display. Click the **PSUNX** list item in the **Server Name** drop-down list. PSUNX
7.	Select **Print Invoice w/SQR** by clicking the check box to the left of it. ☐
8.	Click the **Window** list item in the **Type** drop-down list. Window



Step	Action
9.	Click the **PDF** list item in the **Format** drop-down list. PDF



Step	Action
10.	Click the **OK** button to start the report process. OK
11.	A window opens and displays "Queued," "Processing," and then "Success." Then the proforma invoices display for viewing or printing.

If you use software that blocks pop-up advertisements, you will have to disable it to view and print your invoices. Pop-ups should not be blocked for any PeopleSoft URLs.

Step	Action
12.	You have successfully completed the procedure for printing a range of invoices. **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 unrecognizable 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 page of the Division of IT 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 invoices'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 PS Search Options.
3. Contact customers to request payments on past due invoices.
    a. 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 that lists items 150 days or older to be written-off after 180 days (365 days for OSPA), based upon the dates of the original invoices. (This report will be on PS Search Options. Until then the accounting offices will notify departments of invoices to be written off so they can be reviewed by the departments.
5. Request that particular items not be written-off due to extenuating circumstances and/or customer history.

Accounting/Grant Department's Responsibilities
Campus accounting offices will perform the following oversight functions:
Grant offices will perform only the items marked with a *.

1. Review and follow up on the lockbox daily exception report.
    a. 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.

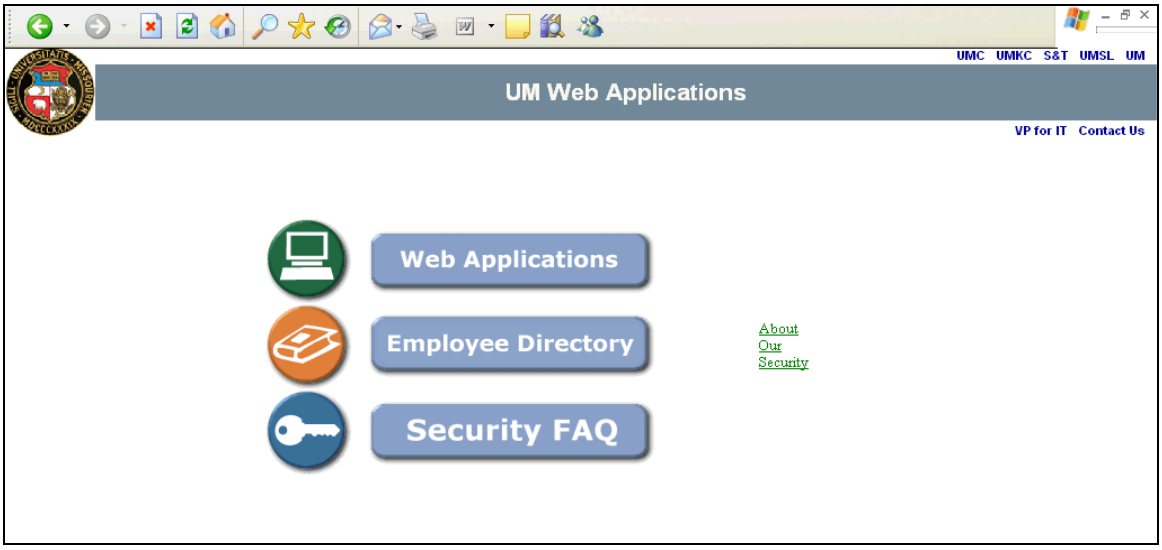
5. *Establish an allowance for uncollectible accounts receivable by fund at the end of each fiscal year based upon a percentage of the accounts receivable year-end balance.
6. *Process write-offs.
7. *Submit unpaid customer invoices > $100.00 to the collection agency.
8. *Maintenance of customer account balances.

View or Print Age Analysis Reports

One of the tools available in PeopleSoft to assist in the credit management process is the aging report. Aging reports are generated at the second or third day of the calendar month and are available under PS Search Options on the Web. Campus departments may also use the inquiry panels to inquire on customer balances.

Procedure

Navigation: Using Internet Explorer, go to https://webapps.umsystem.edu/.



Step	Action
1.	Click the **Web Applications** button and then log in using your User ID and password.

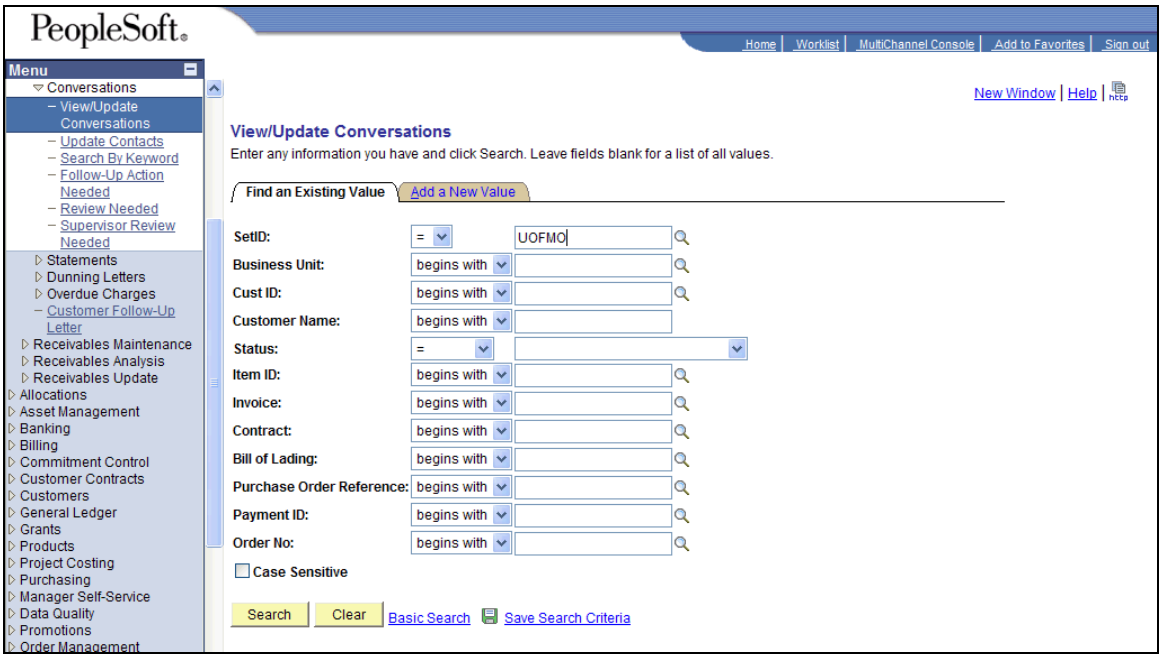
Step	Action
2.	A list of links for various Web applications will display. Click the **PS Search Options** link. **Note:** The links available on this page will vary depending on your security access.
3.	Click the **AR/BI Aging Report** list item in the **in** drop-down list.
4.	Click the **Submit** button.
5.	The **Report Type** options are 1) **Detail**, which shows the detail information for all invoices for a customer, and 2) **Summary**, which shows aging by customer for an operation, but no invoice number or details are given. For this training example, click the **DETAIL** list item in the **Report Type** drop-down list.
6.	Aging Reports are based on the Billing Specialist "Biller" that is used when you invoice. To select the Billing Specialist, click the drop-down list and scroll as needed to find the name of the operation. For this training example, click on the **CAGRCLTR** list item.
7.	Click the **go** button to submit the search.
8.	The aging report will display in a separate browser window. You can click on the forward and backward buttons (arrow buttons) at the upper left of the page to view the report.
9.	To print the report, click on the printer icon at the top of the page. Click the **Print Pages** button.
10.	The Print dialog box will display. Adjust the settings as needed and click on the **Print** (printer icon) button.
11.	Another window will display that confirms that the report is printing.
12.	You have successfully completed the procedure for viewing and printing an age analysis report. **End of Procedure.**

View or Update Conversations

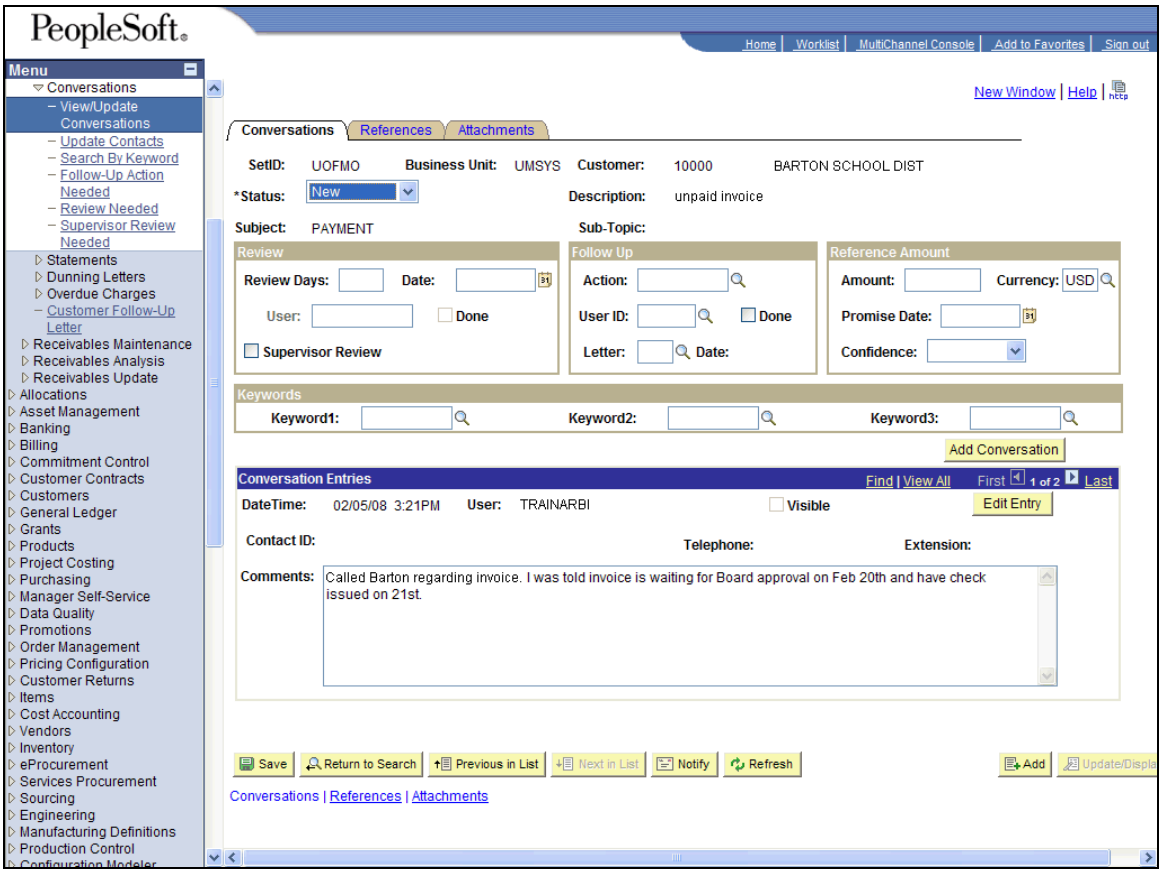
Periodically, information will be obtained relating to a particular customer. In order to disseminate this information to all parties in contact with this customer, comments are to be added to the customer via the Conversation panel.

Procedure

Navigation: Accounts Receivable > Customer Interactions > Conversations > View/Update Conversations



Step	Action
1.	Enter search criteria for the customer whose conversation you wish to view or update. For this training example, enter "**10000**" into the **Cust ID** field.
2.	Click the **Search** button to view any conversation entries. Search



Step	Action
3.	The **Conversations** page will display. Click the **Add Conversation** button to add a new entry. Add Conversation
4.	A blank **Comments** box appears for you to add a new comment. **Note:** The **Visible** check box must be selected. You click the **Save** button when your entry is complete.
5.	You have successfully completed the procedure to view or update customer conversations. **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 8, 2002

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

Re: Customer Account #1943

Invoice Date	Invoice #	PO #	Amount	Billing Department
8/28/02	INV0004165	020834	282.08	Printing Services@573-882-5945
8/28/02	INV0004273	020801	6,547.08	Printing Services@573-882-5945
9/01/02	INV0006541	021769	3,670.30	Printing Services@573-882-5945
8/24/02	INV0003795	020836	66.25	ExtentionPublications@573-882-7216
9/02/02	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 8, 2002

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

Re: Customer Account #1943

Invoice Date	Invoice #	PO #	Amount	Billing Department
8/28/02	INV0004165	020834	282.08	Printing Services@573-882-5945
9/02/02	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.

2. If you are unable to remit the full amount, please contact the Billing Department listed next to the outstanding invoice to make satisfactory arrangements for payment by installments.

3. Should you have any reason to believe this is not a just and lawful claim, 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 8, 2002

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

Re: Customer Account #1943

Invoice Date	Invoice #	PO #	Amount	Billing Department
8/28/02	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 PS Search Options. It is updated every Friday at noon. To delay a write-off of an invoice the Request to Delay AR Write-Off 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.

Request to Delay AR Write-Off Form

To delay a write-off, please use the Request to Delay A/R Write-Off form. To access the form electronically, go to MS Outlook and select: File > New > Choose Form. Highlight UM Request to Delay Write-Off and click Open.

Complete the form in its entirety and e-mail it to your Campus Accounting department (see addresses below) no later than the 15th of the month after the item appears on your Monthly A/R Pending Write-Off Report. If approved, the invoice write-off will be delayed for one month only. **Note:** A new form must be submitted and approved if additional one-month write-off extensions are required. If not approved, the write-off will be performed by the end of the current month.

UMC:	Select from your e-mail box UMC **ACCTG ACCT REC**. If you are off campus and need an actual e-mail address it is: **umcacctga@missouri.edu.**
UMHS:	UMHS Hospital Accounting or UMHSHOSPITALACCOUNTING@HEALTH.MISSOURI.EDU
UMKC:	UMKCARFolder or UMKCARFOLDER@UMKC.EDU
UMR:	UMR Accounting A/R Billing or ARBILL@UMR.EDU
UMSL:	UMSL Cashiers or UMSLCASH@MSX.UMSL.EDU
UM System:	UM System AR Requests or ARREQUESTS@UMSYSTEM.EDU

Appendix—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:

1) ARBI_JOURNAL_LOOKUP - This query prompts you for the journal number for an ARBI transaction, e.g., AR0# or BI0 #, to find out what invoice or reference numbers are included in that journal number.

2) 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.

3) BI_INVOICE_CANCEL_ADJUST - This query produces a list of all invoices that have either been cancelled or adjusted.

4) 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.)

5) 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.

6) CUSTOMER_BALANCES_UMKC - This query produces a list of current balances for all UMKC customers. This query may be modified to fit your campus.

7) CUSTOMER_CREDIT_BALANCES - This query produces a list of customers with credit balances. This would assist with refund processing.

8) CUSTOMER_LIST_ACTIVE - This query pulls up all active customers for ARBI.

9) AR_ACTIVITY_DEPTID - This query produces a list of all AR activity by DeptID for a particular Business Unit.

10) AR_ACTIVITY_TYPE - This query produces a list of all AR activity by Bill Type for a particular Business Unit.

11) 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:

1) 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.

2) BI_INVOICE_CANCEL_ADJUST - This query produces a list of all invoices that have either been cancelled or adjusted.

3) 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.

4) CUSTOMER_BALANCES_UMKC - This query produces a list of current balances for all UMKC customers. This query may be modified to fit your campus.

5) AR_ACTIVITY_DEPTID - This query produces a list of all AR activity by DeptID for a particular Business Unit.

6) AR_ACTIVITY_TYPE - This query produces a list of all AR activity by Bill Type for a particular Business Unit.

7) 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 PS Search Options on the MIS Web Applications Web site.

8) AR_PAYMENT_SEARCH - This query allows you to search for a payment by amount.

9) BILL_PAYMENT_SEARCH - This query allows you to search for an invoice amount in the event you do not know the invoice number.

10) PAYMENT_SEARCH_BY_CK_NUMBER - This query allows to you to search for a payment by entering the check number, which needs to be 15 characters starting with CK or CC.

11) PAYMENT_SEARCH_BY_CUSTID - This query allows you to search for all payments that have posted to the customer number.

12) ARBI_PROJECT_LOOKUP - This query provides the user with project end dates based on the active or inactive file in PS.

13) 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.

14) 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.

15) 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.

16) 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.

17) 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.

18) 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.