Customer Accounts

Introduction | Course Objectives

After completing this course, you will be able to:

- Create a customer including how to add and edit Customer Contacts, and change Customer Summary

- Recognize when to use a customer invoice adjustment and when to credit and rebill an invoice

- Understand how to create, print, email, and adjust a Customer Invoice

- Create, print and email Customer Documents (including Consolidated Customer Invoice and Customer Statements)

- Request the creation of a Customer Portal Account

- Become aware of the reporting capabilities available for Customer Accounts

UNIVERSITY of VIRGINIA

Customer Accounts | What are the Benefits?

Structured Process
>>>>>>>>>>>>>

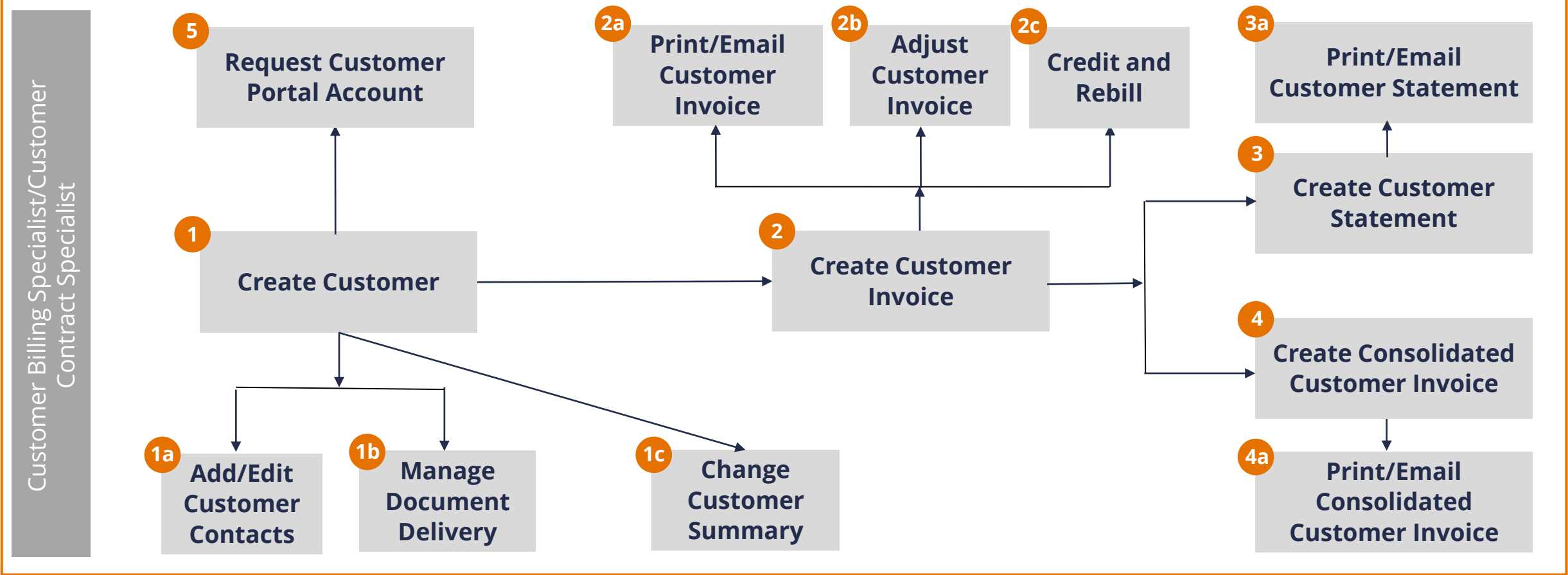**Ease in Documentation**
>>>>>>>>>>>>>

Customer Portal
>>>>>>>>>>>>>

Streamline Records
>>>>>>>>>>>>>

Customer Accounts | High-Level Process Overview

Customer Billing Specialist/Customer Contract Specialist

5 Request Customer Portal Account

1 Create Customer

1a Add/Edit Customer Contacts

1b Manage Document Delivery

1c Change Customer Summary

2 Create Customer Invoice

2a Print/Email Customer Invoice

2b Adjust Customer Invoice

2c Credit and Rebill

3 Create Customer Statement

3a Print/Email Customer Statement

4 Create Consolidated Customer Invoice

4a Print/Email Consolidated Customer Invoice

Customer Billing Specialist and *Customer Contract Specialist* *can perform all the above steps.*

UNIVERSITY of VIRGINIA

UVA**Finance**
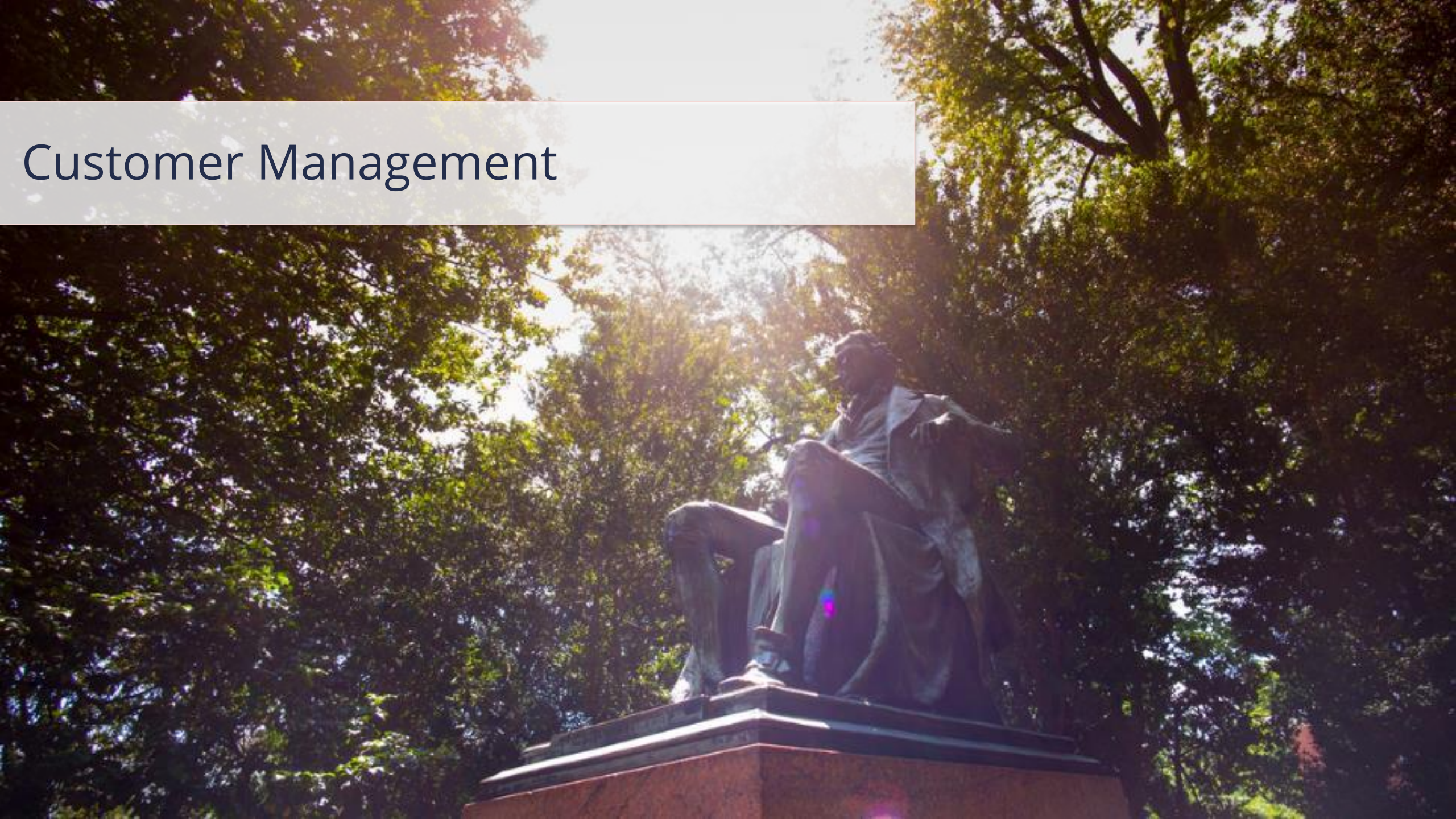
Customer Billing Specialist
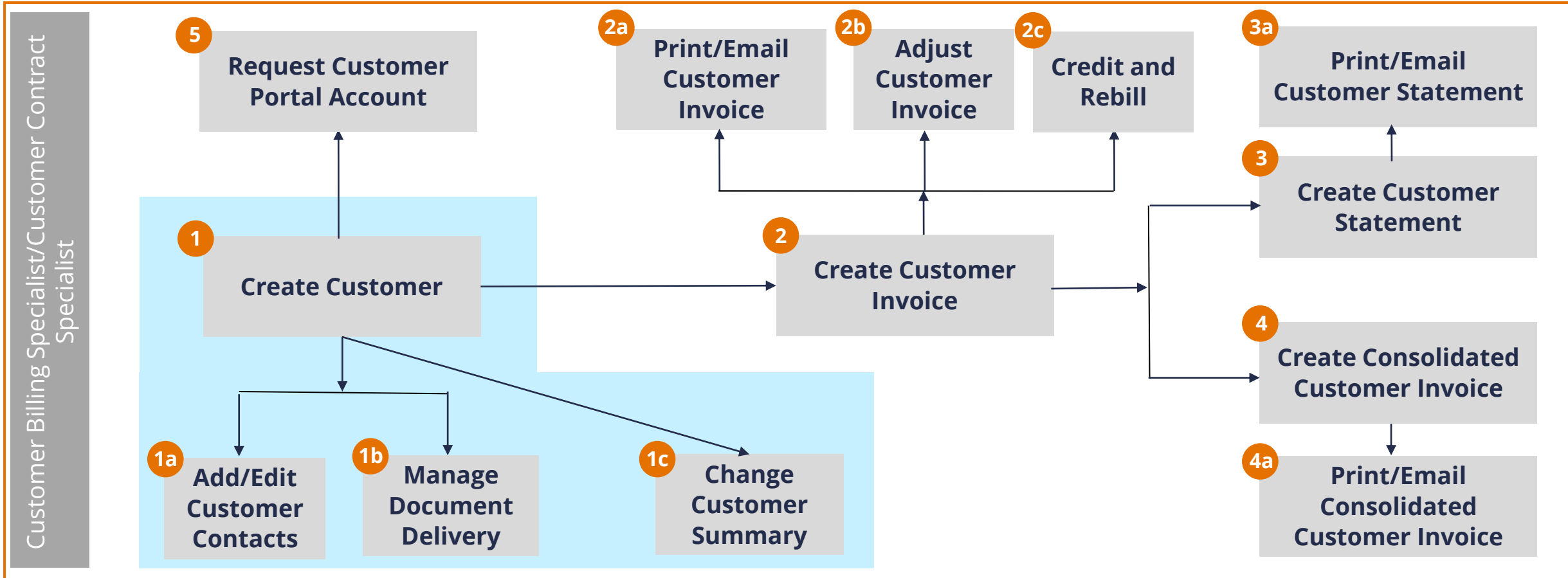

Customer Contract Specialist

Customer Management

Customer Management | High-Level Process Overview

Customer Billing Specialist/Customer Contract Specialist

5 Request Customer Portal Account

1 Create Customer

1a Add/Edit Customer Contacts

1b Manage Document Delivery

1c Change Customer Summary

2 Create Customer Invoice

2a Print/Email Customer Invoice

2b Adjust Customer Invoice

2c Credit and Rebill

3 Create Customer Statement

3a Print/Email Customer Statement

4 Create Consolidated Customer Invoice

4a Print/Email Consolidated Customer Invoice

Customer Billing Specialist and ***Customer Contract Specialist*** *can perform all the above steps.*

Create Customer | Key Terms

Term	Definition
Customer	Type of business entity which may be referenced on journals and operational transactions, such as customer invoices. In Workday, Customers are separate objects from Sponsors.
Customer Contacts	The point of contact for a given Customer Account. A single customer may have multiple contacts. Customer Contacts can be used as Bill-To Contacts on invoice and setup to receive customer documents.
Customer Documents	Encompasses Customer Invoices, Dunning Letters, Customer Statements, and Consolidated Customer Invoices

UNIVERSITY *of* VIRGINIA

UVAFinance

Customer Invoice

Customer Statement

Consolidated Customer Invoice

Dunning Letter

Customer Invoice

A customer invoice enables you to record a sales event and create receivables accounting.

The invoice layout is the same for the different companies, but there are different addresses and images for Academic Division, Wise and Southwest Higher Ed Center.

Create Customer | Customer Documents

Customer Invoice

Customer Statement

Consolidated Customer Invoice

Dunning Letter

Customer Statement

A customer statement is a snapshot of all the customer's activity including, invoices, invoice adjustments, and payment activity.

It is used on an as-needed basis

UNIVERSITY of VIRGINIA

Statement

Make payments and address inquiries to:

UNIVERSITY OF VIRGINIA
PO Box 400201, ATTN: Accounts Receivable
Charlottesville, VA 22904
United States of America
PHONE: 434-924-7180 FAX: 434-924-1034
EMAIL: UVA-AR@virginia.edu
FEDERAL ID NO: 54-600-1796

Bill to:

Mystery Incorporated
13 Mystery Van Way
Coolville, OH 45723
United States of America

Customer Number:	CST-00811
Statement Date:	04/14/2022

To pay by credit card (MC, VISA, DISCOVER, or AMEX) or to charge your bank account go to:

http://fro.vpfinance.virginia.edu/ar-customer

If payment by check: Amount Paid: $

Make checks payable to **University of Virginia**

Please detach and return top portion with your payment. Do not staple or clip your check to the form.

Customer Name: Mystery Incorporated   Statement Date: 04/14/2022

OPEN ITEMS

INVOICING ORGANIZATION	DATE	TYPE	INVOICE NUMBER	DUE DATE	INVOICE AMOUNT	AMOUNT DUE	BALANCE
CC0498 FI-VP Finance	03/16/2022	Invoice	CI-0000000415	04/15/2022	$240.00	$200.00	$200.00
CC0498 FI-VP Finance	03/21/2022	Invoice	CI-0000000481RB	04/20/2022	$50.00	$50.00	$250.00
CC0498 FI-VP Finance	04/08/2022	Invoice	CI-0000000665	05/08/2022	$500.00	$500.00	$750.00
CC0498 FI-VP Finance	04/08/2022	Invoice	CI-0000000666	05/08/2022	$450.00	$450.00	$1,200.00
CC0498 FI-VP Finance	04/08/2022	Invoice	CI-0000000667	05/08/2022	$1,000.00	$1,000.00	$2,200.00

Current	1-30	31-60	61-90	91+	On Account	Unapplied Payments	Amount Due
$2,200.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$2,200.00

UNIVERSITY of VIRGINIA

UVAFinance

Create Customer | Customer Documents

Customer Invoice

Customer Statement

Consolidated Customer Invoice

Dunning Letter

Consolidated Customer Invoice

A Customer Document that consolidates outstanding Customer Invoices into one document that can be sent to the Customer and used to apply payment against.

This helps simplify presentation and payment.

Create Customer | Customer Documents

Customer Invoice

Customer Statement

Consolidated Customer Invoice

Dunning Letter

UNIVERSITY of VIRGINIA

PO Box 400201, ATTN: Accounts Receivable
Charlottesville, VA 22904
United States of America

Addams Family Ltd.
800 Spooky Street
Richmond, VA 23225
United States of America

04/15/2022

Re: Past Due Notice

To Whom It May Concern,

Please note that the invoice(s) listed below are past due and require immediate payment. You may reach me at 434-924-7180 to discuss any questions you may have.

Customer Number: CST-00787

Invoice Number	PO Number	Invoice Date	Due Date	Days Late	Invoice Amount	Amount Due
CI-0000000524		03/01/2022	03/31/2022	15	$1,687.26	$1,687.26
CI-0000000594		03/01/2022	03/31/2022	15	$3,752.34	$3,752.34
					Total	$5,439.60

Your prompt attention to this matter will be greatly appreciated.

Regards,

Andrew Moomaw

Andrew Moomaw
UVA Accounts Receivable
434-924-7180
UVA-AR@virginia.edu

Dunning Letter

Dunning letters are created to remind customers about the status of open invoices.

Dunning Letters are sent at 15, 30, & 45 days past due.

UNIVERSITY of VIRGINIA

UVAFinance

Create Customer | Key Process Changes

Customer Creation Business Process

>>>>>>>>>>>>>>

Customer Records and Sponsor Data

>>>>>>>>>>>>>>

Print Copies of Emailed Invoices

>>>>>>>>>>>>>>

Create Customer | Process Overview

Overview for creating a customer in Workday:

| 1 | Initiate Create Customer Task | 2 | Enter Customer Details | 3 | Submit Task | 4 | Routes for Approval | 5 | Setup Document Delivery & Contacts |

Customer Billing Specialist Or Customer Contract Specialist

Customer Billing Specialist Or Customer Contract Specialist

Customer Billing Specialist Or Customer Contract Specialist

Customer Administrator

Customer Billing Specialist Or Customer Contract Specialist

UNIVERSITY of VIRGINIA

UVAFinance

Create Customer | Best Practices

Ensure Customers are not Duplicates – Before initiating the **Create Customer** task, make sure you are not creating a duplicate customer. You can do this by using the **View Customer** report to check if the customer already exists. To access the **View Customer** report, type the customer's name in the **Customer** field and select **OK**. If the customer already exists, then the customer's record will display once you click **OK**. *Please Note: If you enter a **duplicate customer's name** when initiating the **Create Customer** task, you will receive an **alert** requesting you to enter a business entity that isn't already in use for a customer.*

Create Customer from Business Entity – If a customer already exists as a **Supplier** in Workday, you can use the contact information from the **Supplier** file when creating the customer by using the **Create Customer from Business Entity** field. Use the prompt to select the required file from the drop-down.

Address, Email Address, Telephone – Under the **Contact Information** tab, you are required to enter an **Address** and a **Phone number** or **Email Address.** If you try to submit the task without entering information in these fields, you will receive an error and will not be able to proceed. *Please Note: When filling out the **Phone** and **Address** section, ensure to select the Primary checkbox against one of your contacts. At least one contact needs to be marked as primary, or else you will receive an error and will not be able to proceed.*

Create Customer | Best Practices

Payment Terms – Under the **Payment Details** tab, make sure to enter the **payment terms** for your customer as this is a required field. If you try to submit the task without entering information in this fields, you will receive an error and will not be able to proceed.

Status field – This field will auto-populate. The **Reason** and **Reason Description** fields that will be used only if you are **changing** the status from **Active**.

Customer Category – This field will auto-populate based on selections made on the previous screen.

Restricted to Companies, Customer Group, Children & Customer Security Segment – These fields should be left blank.

Edit Customer | When to Set-up Document Delivery & Contacts?

If you want to:

Send customer documents via email

Send mail to a specific person at a company

UNIVERSITY of VIRGINIA

UVAFinance

Important Customer Contact Information

Maitland Hardware (CST-00826) ••• Customer

Customer ID CST-00826	
Approval Status Approved	

Address 4 Main Street
Deep River, CT 06417
United States of America

+1 (814) 5559998

✉ Info@maitlandhardware.com

🔗 Navigate Customer Hierarchy

Overview | **Addresses and Contacts** | Contracts | Invoices and Payments | Assigned Roles | Custom Reports | Process History

Contact Information | **Customer Contacts** | Connection Map | Document Delivery

[Add] [Set Up Bill-To Contacts]

Turn on the new tables view ⬤

2 items

Contact	Primary Bill-To Contact	Bill-To Contact	Default Bill-To Contact	Phone Number	Email Address	Email Documents	Comments		
Adam Maitland	No	No	No		✉ adam@maitlandhardware.com			Edit	Remove
Barbara Maitland	No	No	No		✉ Barbara@maitlandhardware.com			Edit	Remove

UNIVERSITY *of* VIRGINIA

UVA**Finance**

Important Customer Contact Information

Edit Bill-To Contacts

Business Entity Maitland Hardware

2 items

Contact	Primary Bill-To Contact	Default Bill-To Contact		Email Address	Email Documents	Comment
Adam Maitland	☐	☐				
			✉	adam@maitlandhardware.com		
Barbara Maitland	☐	☐				
			✉	Barbara@maitlandhardware.com		

☐ Customer Invoice

☐ Customer Statement

☐ Dunning Letter

UNIVERSITY of VIRGINIA

UVA**Finance**

Important Customer Contact Information

Maitland Hardware (CST-00826) ••• **Customer**

Customer ID	CST-00826	
Approval Status	Approved	

Address
4 Main Street
Deep River, CT 06417
United States of America

+1 (814) 5559998

✉ Info@maitlandhardware.com

🔗 Navigate Customer Hierarchy

Overview   **Addresses and Contacts**   Contracts   Invoices and Payments   Assigned Roles   Custom Reports   Process History

---

Contact Information   **Customer Contacts**   Connection Map   Document Delivery

(Add)   (Set Up Bill-To Contacts)

Turn on the new tables view ⬤

2 items

Contact	Primary Bill-To Contact	Bill-To Contact	Default Bill-To Contact	Phone Number	Email Address	Email Documents	Comments		
Adam Maitland	No	Yes	No		✉ adam@maitlandhardware.com	Customer Invoice Customer Statement		Edit	Remove
Barbara Maitland	No	Yes	No		✉ Barbara@maitlandhardware.com	Customer Invoice Customer Statement		Edit	Remove

UNIVERSITY of VIRGINIA

UVA**Finance**

Important Document Delivery Options

Important Document Delivery Options

Customer Statement

Edit Document Delivery Options

Customer   Maitland Hardware (CST-00826)

Document Language Preferences

Preferred Locale   [select one ▼]

Preferred Language   (empty)

Document Delivery Options

3 items

Document	Delivery Type	
Customer Statement	✕ Email ⋯	☰
Customer Invoice	✕ Email ⋯ ✕ Mail ⋯	☰
Dunning Letter	✕ Mail ⋯	☰

☐ All Customer Contact Emails

☐ Customer Primary Email

☐ Statement Contact Emails

Search

Important Document Delivery Options

Customer Invoice

Edit Document Delivery Options

Customer   Maitland Hardware (CST-00826)

Document Language Preferences

Preferred Locale   [select one ▼]

Preferred Language   (empty)

Document Delivery Options

3 items

Document	Delivery Type	
Customer Statement	× Email ···	
Customer Invoice	× Email ···	
	× Mail ···	
Dunning Letter	× Mail ···	

☐ All Customer Contact Emails

☐ Bill-To Contact Emails on Invoice

☐ Customer Primary Email

☐ Invoice Contact Emails

Search

UNIVERSITY *of* VIRGINIA

UVA**Finance**

Make Changes to Customer Information | Overview

Customer changes can be made using two different tasks:

1 | **Edit Customer Task**

- Use this task to edit the customer related information such as **Customer Contacts, Addresses, Document Delivery options**, etc.

- For example, when the customer requests a change to their primary contact or method of document delivery access the **Edit Customer** task.

2 | **Change Customer Summary Task**

- Use this task to edit customer summary details such as **Customer Name**, **Status**, **Customer Category, etc**.

- For example, when a customer requests a name change access the **Change Customer Summary** task to edit the customers name.

UNIVERSITY *of* VIRGINIA

UVA**Finance**

Edit Customer | Process Overview

Below is the high-level process flow for editing customer:
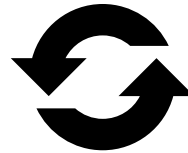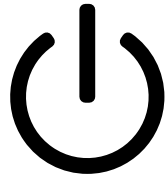
1 Initiate Edit Customer Task → **2** Edit the Information → **3** Submit Task

Customer Billing Specialist
Or
Customer Contract Specialist

Customer Billing Specialist
Or
Customer Contract Specialist

Customer Billing Specialist
Or
Customer Contract Specialist

Edit Customer | Best Practices

To Start – You can edit an existing customer by searching **Edit Customer** and selecting the **Edit Customer** task.

Contact Information – Under the **Addresses and Contacts** tab, you can find the **Contact Information** sub-tab. In this section, you can add, remove, or make edits to the customer's **phone**, **address**, **email**, **instant messenger**, or **web address**. *Note: An Email must be added to the Customer Contact if you want to email this contact any documents including invoices or statements.*

Bill-To Contacts – Under the **Addresses and Contacts** tab, you can find the **Customer Contacts** sub-tab. In this section you can make edits to the **Bill-To Contacts** by selecting the **Set Up Bill-To Contacts** option. From there you can make edits to the **Primary Bill-To Contact, Default Bill-To Contact, Email Documents,** or **Comments** fields. *Note: You can edit **Bill-To Contacts** only if the **Bill-To Contacts** were setup at the time of customer creation.*

Document Delivery – Under the **Addresses and Contacts** tab, you can find the **Document Delivery** sub-tab. In this section you can edit the **Document Language Preferences**, **Document Delivery Options** (delivery type and email recipients), **Electronic Invoicing Details**, and **Alternate Names**.

UVAFinance

Important Document Delivery Options (Contd.)

Here are the things you should keep in mind while selecting delivery options for each customer document:

Customer Statement > Email Recipient – For **Customer Statements**, select an **Email Recipient** that is the same as that customer's **Bill-To Contact**.

Customer Invoice > Email Recipient – For **Customer Invoices,** select an **Email Recipient** that is the same as the customer's **Bill-To Contact** or the customer's **Primary Contact**. *Please Note: If you did not add **Bill-To Contacts** at the time of the customer creation, then you should use the customer's **Primary Contact's email address**.*

Dunning Letter > Email Recipient – For **Dunning Letters**, you may want to consider whether it is appropriate for your customer to receive this type of Customer Document via email. For example, if your customer provides you with an accounts payable email address used for automated processing of invoices, they may not want to also receive dunning letters to that email. In such cases, consider having the dunning letters delivered via mail (not email).

UNIVERSITY *of* VIRGINIA

UVA**Finance**

Change Customer Summary | Process Overview

Below is the high-level process flow for changing customer summary:

1 Initiate Change Customer Summary task

2 Change the Status and/or Name as Required

3 Submit Task

4 Routes for Approval

Customer Billing Specialist
Or
Customer Contract Specialist

Customer Billing Specialist
Or
Customer Contract Specialist

Customer Billing Specialist
Or
Customer Contract Specialist

Customer Administrator

UNIVERSITY of VIRGINIA

UVA**Finance**

# Change Customer Summary | Best Practices

🔍 **Search –** Type **Change Customer Summary** in the search field and select the task.

👥 **Change Customer Summary fields –** On the **Change Customer Summary** screen, you may change the following information as necessary:

- **Customer Name –** This field will auto-populate with the existing customer name.

- **Status –** This field will auto-populate with the existing customer status. You may change that status from these options: **Active**, **Hold**, or **Inactive**. *Please Note: If you are changing this status to **Inactive** and there are invoices from this customer, Workday will give you an alert to verify that you want to change the status to **Inactive**.*

- **Reason –** This field is **required** when **changing the status**. Select the appropriate reason for changing the status based on the following options: **Acquired**, **Bankrupt**, **Data Entry Error**, **Delinquent**, **Out of Business**, or **Reactivation**. If you do not see the appropriate reason, please reach out to **Central AR**.

Customer Group, **Restricted to Companies,** & **Customer Security Segment –** These fields should be left **blank**.
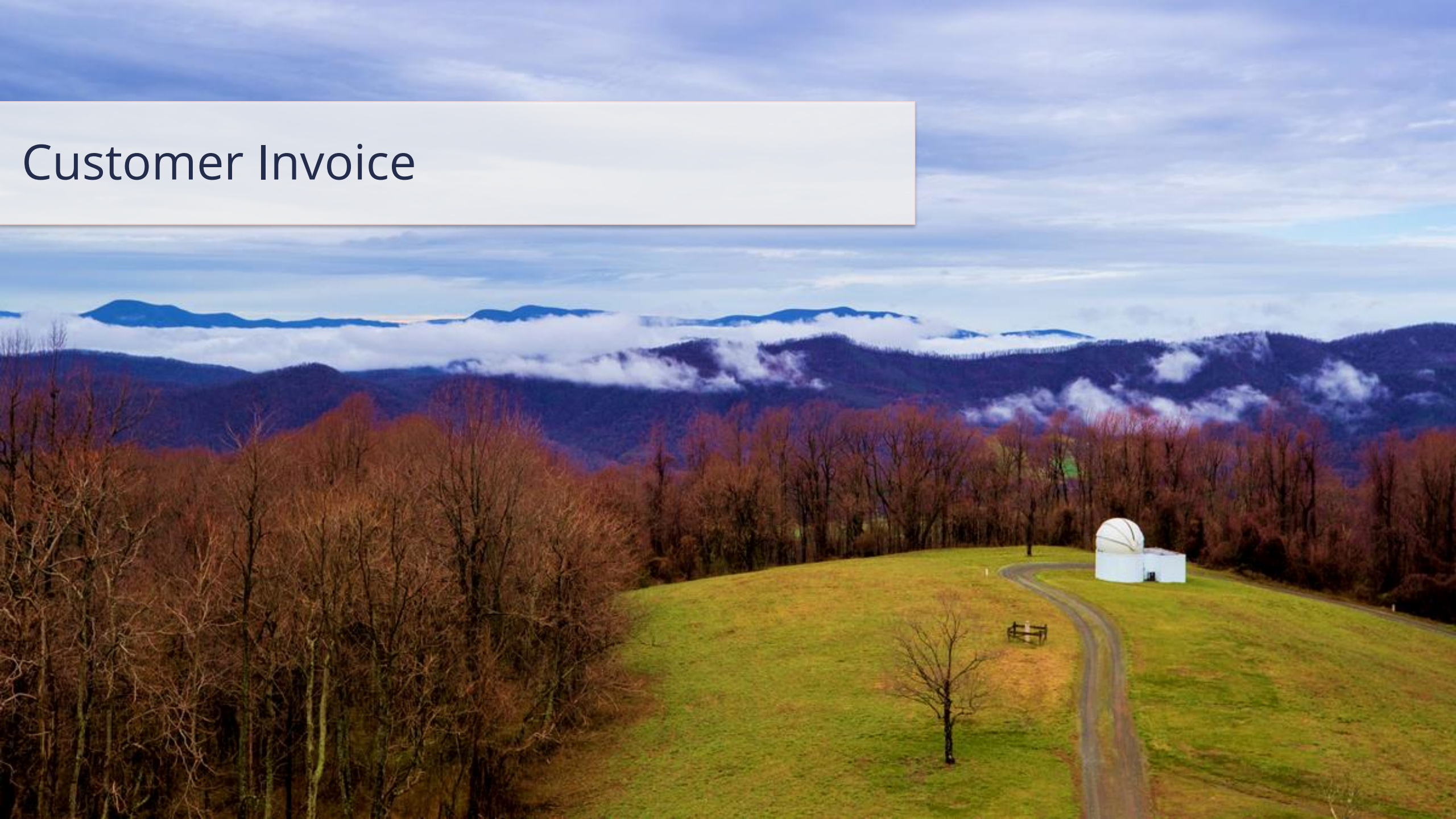
UNIVERSITY *of* VIRGINIA   UVA**Finance**

Customer Invoice

Customer Accounts | High-Level Process Overview

Customer Billing Specialist/Customer Contract Specialist

5 Request Customer Portal Account

1 Create Customer

1a Add/Edit Customer Contacts

1b Manage Document Delivery

1c Change Customer Summary

2 Create Customer Invoice

2a Print/Email Customer Invoice

2b Adjust Customer Invoice

2c Credit and Rebill

3 Create Customer Statement

3a Print/Email Customer Statement

4 Create Consolidated Customer Invoice

4a Print/Email Consolidated Customer Invoice

Customer Billing Specialist and *Customer Contract Specialist* *can perform all the above steps.*

UNIVERSITY *of* VIRGINIA

UVAFinance
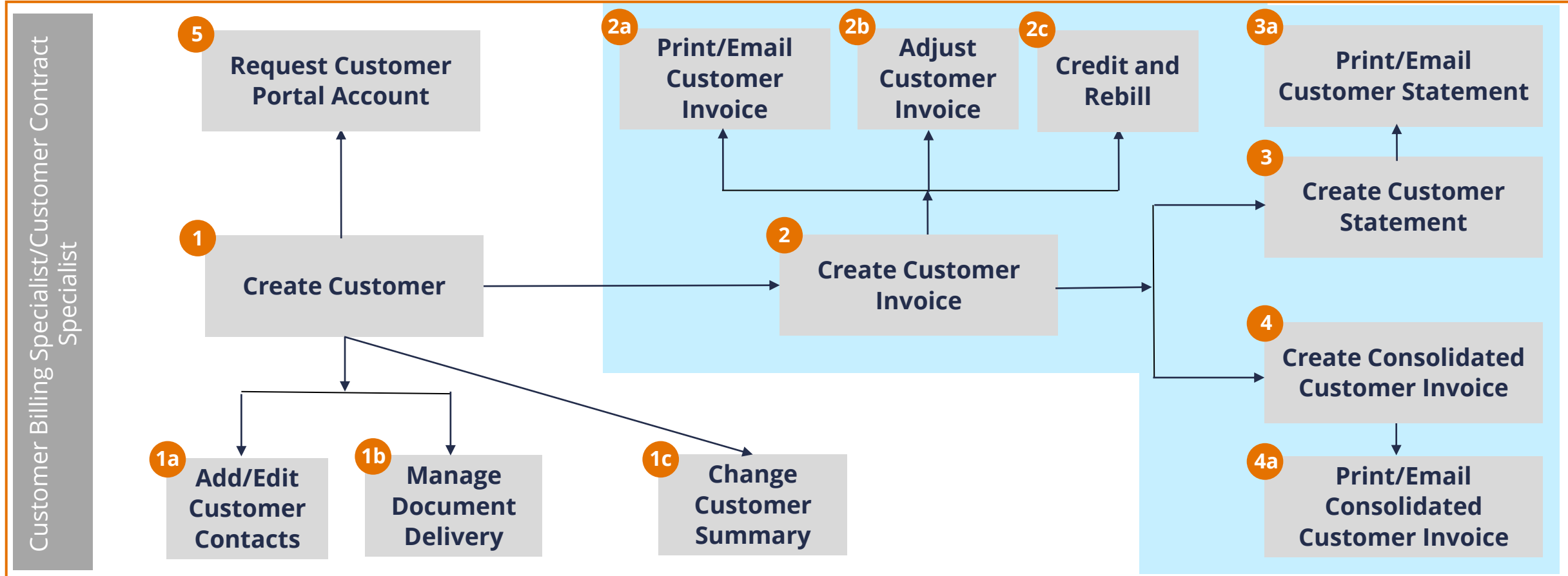
Customer Invoice | Key Terms

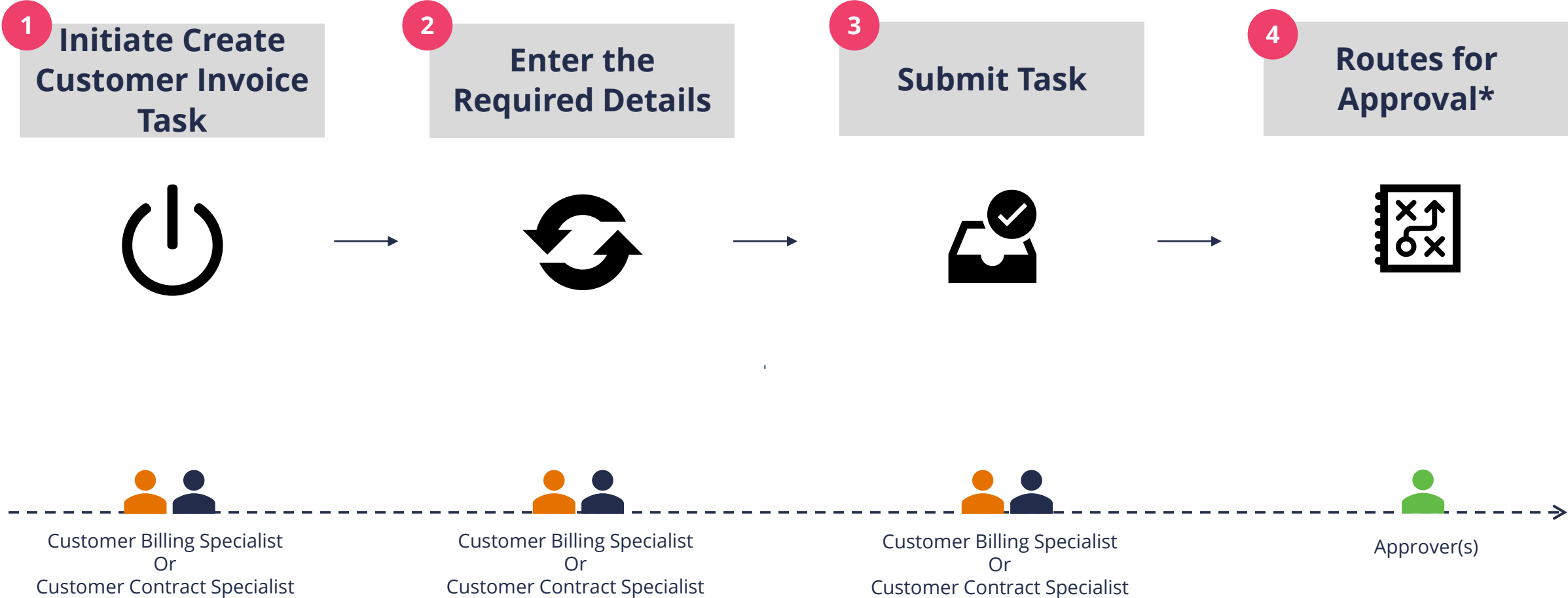| Term	Definition
Revenue Category	Used on a Customer Invoice to describe the type of revenue and used to derive the revenue ledger account.
Sales Item	Goods and services that you sell to customers and used for customer invoices.
Invoice Adjustment	A new transaction with its own document number that is separate from, but linked to, the original invoice and is used to decrease or increase the amount owed by a customer.
Credit and Rebill	A task that allows you to credit an original invoice and then create a new rebill invoice all in a single step.

UNIVERSITY *of* VIRGINIA

UVAFinance

Access to Customer Documents

>>>>>>>>>>>>>

UNIVERSITY of VIRGINIA

UVA**Finance**

Create Customer Invoice | Process Overview

Below is a process overview for creating a customer invoice:

1 Initiate Create Customer Invoice Task	**2** Enter the Required Details	**3** Submit Task	**4** Routes for Approval*

Customer Billing Specialist
Or
Customer Contract Specialist

Customer Billing Specialist
Or
Customer Contract Specialist

Customer Billing Specialist
Or
Customer Contract Specialist

Approver(s)

UNIVERSITY *of* VIRGINIA

UVAFinance

Create Customer Invoice | Approval Routing

Below is the approval routing process upon submission of the **Create Customer Invoice** task:

UVA Wise → **Accounts Receivable Specialist**

Expenditure Credit Revenue Category → **Cost Center Manager**

Create Customer Invoice | Sales Tax

Workday provides the ability to enter **sales tax** at time of invoice creation.

Tax Applicability → Taxable

Tax Code → **Enter the zip code where the bill is being created.**

Ship-To Address	Tax Applicability	Tax Code	Withholding Tax Code
	✕ Taxable ⋯ ☰	✕ Albemarle County ⋯ ☰ - 22904 (5.3%)	☰

Invoice Lines Tax Currency Rate Attachments Notes

Invoice Lines 1 item

Create Customer Invoice | Best Practices

Bill-To Customer, Payment Terms, and Currency – These fields are required prior to submitting or you will receive an **error**.

ⓘ 1 Error	View All

Invoice Lines – Ensure to fill out the required worktag fields such as **Fund** and **Cost Center** for each invoice or you will receive an **error**. *Please Note: You should not use Gift or Grant for Customer Invoices and ensure your invoice line is not zero or you will receive an error.*

Attachments – If you want to add an attachment for documentation purposes or if any supporting document needs to be sent to the Customer along with the invoice, it can be added to the Attachments tab.

UNIVERSITY of VIRGINIA

UVAFinance

Adjust Customer Invoice | Overview

There are two ways to adjust an invoice:

Invoice Adjustment

Credit & Rebill

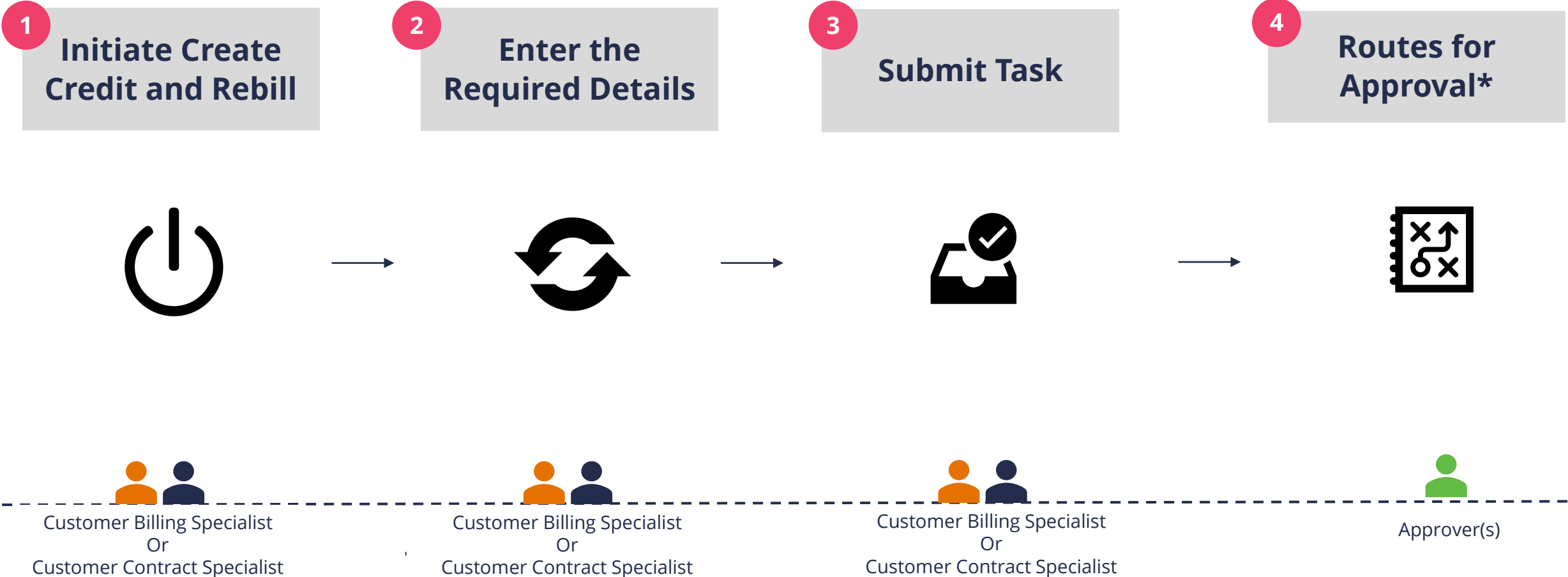# Customer Invoice Adjustment | Process Overview

Below is the process overview for adjusting a customer invoice:

1 Initiate Create Customer Invoice Adjustment Task

2 Enter the Required Details

3 Submit Task

4* Routes as a To-Do Task

*Only if the adjustment reason is **Refund**.*

Customer Billing Specialist
Or
Customer Contract Specialist

Customer Billing Specialist
Or
Customer Contract Specialist

Customer Billing Specialist
Or
Customer Contract Specialist

Customer Payment Specialist

UNIVERSITY of VIRGINIA

UVAFinance

Credit and Rebill | Process Overview

Below is the process overview to credit and rebill an invoice:

1 **Initiate Create Credit and Rebill**

2 **Enter the Required Details**

3 **Submit Task**

4 **Routes for Approval***

Customer Billing Specialist
Or
Customer Contract Specialist

Customer Billing Specialist
Or
Customer Contract Specialist

Customer Billing Specialist
Or
Customer Contract Specialist

Approver(s)

UNIVERSITY _of_ VIRGINIA

UVA**Finance**

Adjust Customer Invoice | Overview

Adjust Customer Invoice | Overview

Invoice Adjustment for CI-0000000671CR

Invoice	Consolidated Invoice	Company	Customer	Customer Status	Invoice Status	Adjustment Reason	Invoice Type	Invoice Date	Invoice Amount	Amount Due
Customer Invoice: CI-0000000672RB		The Rector & Visitors of the University of Virginia	Hawkins National Laboratory (CST-00746)	Active	Approved		Invoice - Non-Sponsored	04/14/2022	25,000.00	25,000.00
Customer Invoice Adjustment: CI-0000000671CR		The Rector & Visitors of the University of Virginia	Hawkins National Laboratory (CST-00746)	Active	Approved	Created in Error	Invoice - Non-Sponsored	04/14/2022	(1,000.00)	0.00
Customer Invoice Adjustm... CI-0000000672CR		The Rector & Visitors of the	Hawkins National Laboratory (CST-00746)	Active	Approved	Price Adjustment	Invoice - Non-Sponsored	04/14/2022	(5,000.00)	0.00

Customer Invoice Adjustment: CI-0000000671CR

Credit & Rebill for CI-0000000672

| Invoice	Consolidated Invoice	Company	Customer	Customer Status	Invoice Status	Adjustment Reason	Invoice Type	Invoice Date	Invoice Amount	Amount Due
Customer Invoice: CI-0000000672RB		The Rector & Visitors of the University of Virginia	Hawkins National Laboratory (CST-00746)	Active	Approved		Invoice - Non-Sponsored	04/14/2022	25,000.00	25,000.00
Customer Invoice Adjustment: CI-0000000672CR			al Laboratory	Active	Approved	Price Adjustment	Invoice - Non-Sponsored	04/14/2022	(5,000.00)	0.00

Customer Invoice: CI-0000000672RB

Customer Invoice Adjustment: CI-0000000672CR

UNIVERSITY of VIRGINIA

UVA Finance

Customer Invoice Adjustment | Best Practices

🔍 **To Start** – Search **Create Customer Invoice Adjustment** and select the task. You can also start the process by selecting the Related Actions of the actual Customer Invoice. If you do not know the invoice number, search **Find Customer Invoices for Company** in Workday.
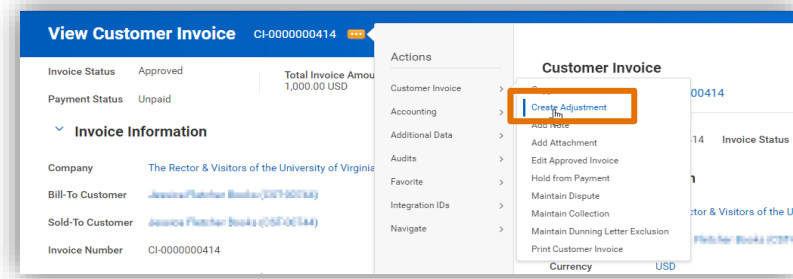
Create Customer Invoice Adjustment Page – On the Create Customer Invoice Adjustment page, the following fields are required: **Bill-To Customer**, **Adjustment Reason**, **Payment Terms**, and **Currency**. If you try to submit the task without entering information in these fields, you will receive an error and will not be able to proceed.

- **Apply Adjustment Immediately** – This checkbox can be selected if the adjustment is a **Credit (Decrease Amount Due)** and the invoice that displays in the Related Invoices fields (optional) is in the **same currency** as the adjustment.

Customer Invoice Adjustment | Best Practices

Adjustment Lines, Attachments, & Notes –

- **Adjustment Lines Tab –** Under the Adjustment Lines Tab, fill out the required worktag fields such as **Fund** & **Cost Center** or you will receive an error and will not be able to proceed. *Please Note: You should **not** use **Gift** or **Grant** for Customer Invoices.*

- **Notes Tab –** Under the Notes tab, **add notes** as they are **required** on a Customer Invoice Adjustment for **Audit Purposes**.

- **Attachments Tab –** Under the Attachment tab, drag and drop any supporting documentation (that needs to be sent to the customer along with the invoice) to the field or select the Select Files button to browse your documents.

UNIVERSITY *of* VIRGINIA

UVA**Finance**

Credit and Rebill | Best Practices

Invoice Number – The **Invoice Number** is needed to initiate the **Credit and Rebill** task. If you do not know the invoice number, you can access the **Find Customer Invoices for Company** report. Use the **Related Actions** menu next to the **Invoice** title to open the invoice and view the **Invoice Number.** *Please Note:* *At times, the Invoice title itself may include the Invoice Number.*
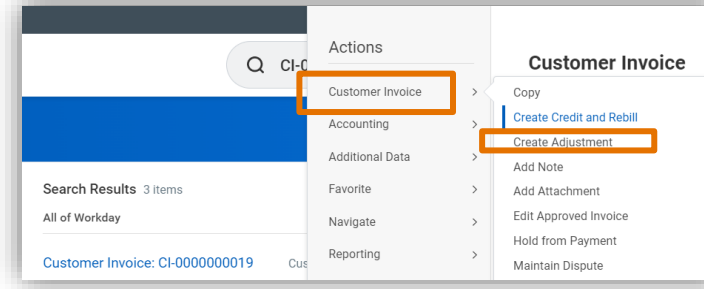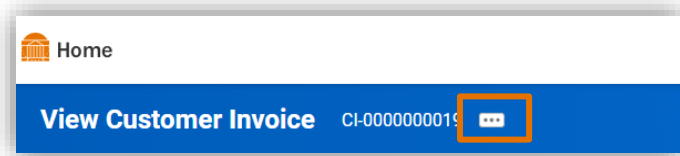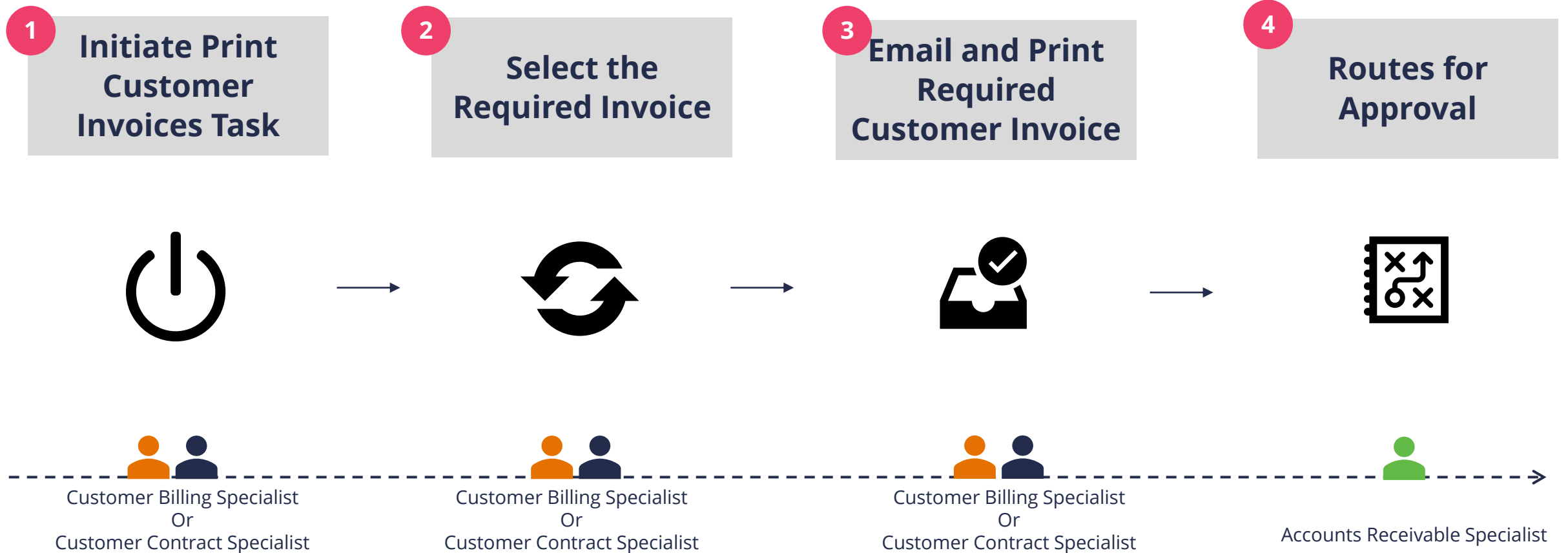

Invoice Lines – Under the Invoice Lines section, select the All radio-button to copy the adjustment to all invoice lines.

Attachments Tab – Under the Attachment tab, drag and drop any supporting documentation (that needs to be sent to the customer along with the invoice) to the field or select the Select Files button to browse your documents.

Print and Email Customer Invoice | Process Overview

Below is the process overview for printing and emailing customer invoices:

1 **Initiate Print Customer Invoices Task**

2 **Select the Required Invoice**

3 **Email and Print Required Customer Invoice**

4 **Routes for Approval**

Customer Billing Specialist
Or
Customer Contract Specialist

Customer Billing Specialist
Or
Customer Contract Specialist

Customer Billing Specialist
Or
Customer Contract Specialist

Accounts Receivable Specialist

UNIVERSITY of VIRGINIA

UVAFinance

Print and Email Customer Invoice | Print Run Type

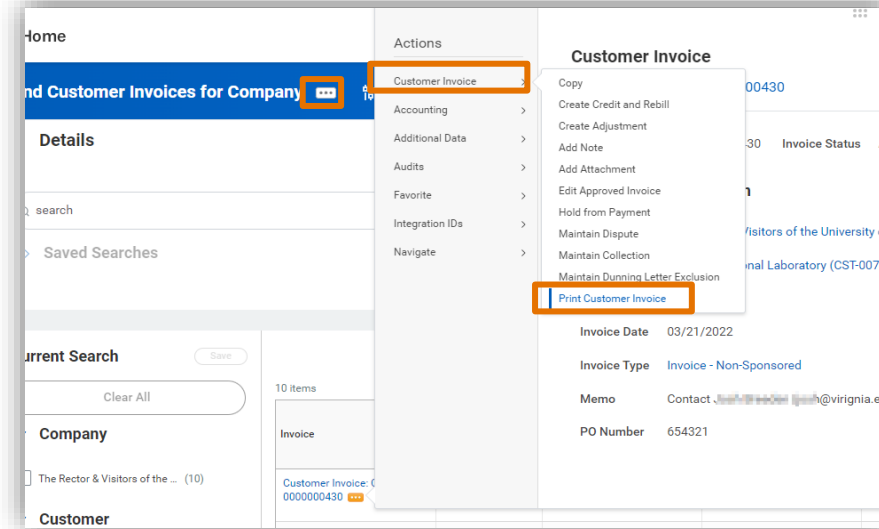**IMPORTANT!** Check to see if it was the first print or if it is a copy.

Print Run Type: –

- **Final** - first invoice print run, and you are responsible to distribute the document to the customer.
- **Copy -** already been printed/emailed to the customer.

Print and Email Customer Invoice | Best Practices

To Start – You can search the **customer invoice number** (e.g., CI-0000000427) or **Find Customer Invoices for Company** in Workday. Complete any of the fields on the Customer Invoice for Company screen to narrow your search results. Once found, select the **Related Actions** button next to the customer invoice number that you want to print or email

Print Customer Invoice Screen – On the Print Customer Invoice screen, select the Refresh button as it will refresh the screen until the Percent Complete is 100% complete.

- **Print Run Type** – This is a field within the Customer Invoices Table that is going to tell if it is an initial print, or if it is a copy. **For Final**, this indicates you created the first invoice print run, and you are responsible to distribute the document to the customer. *Please Note: This invoice will not print in the next day's batch run by Central Finance.* **For Copy**, this indicates the invoice that has already been printed/emailed to the customer and you created a copy of the invoice. You can use this PDF to print and mail or for your records.
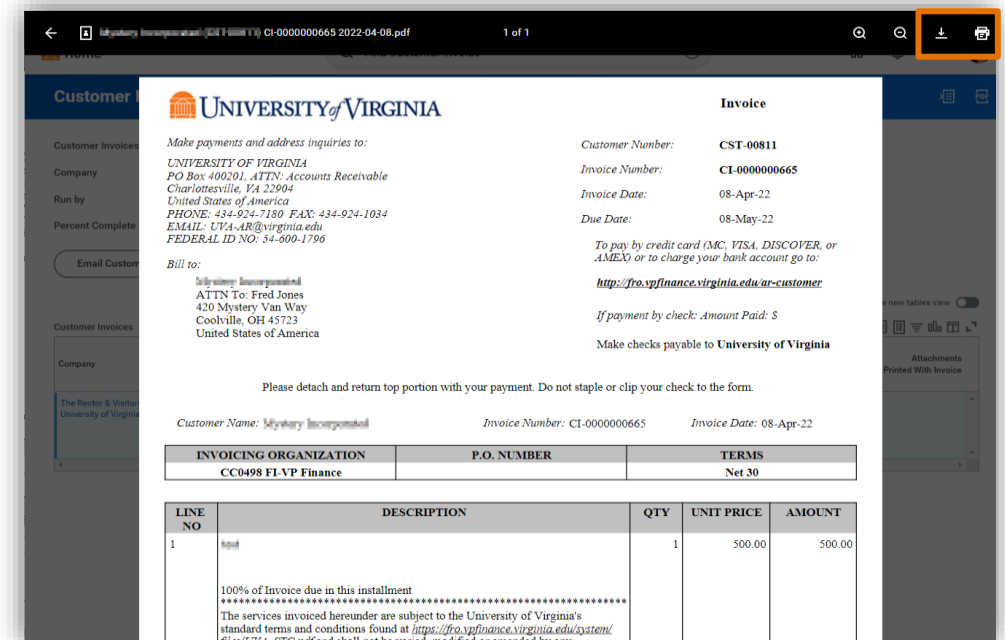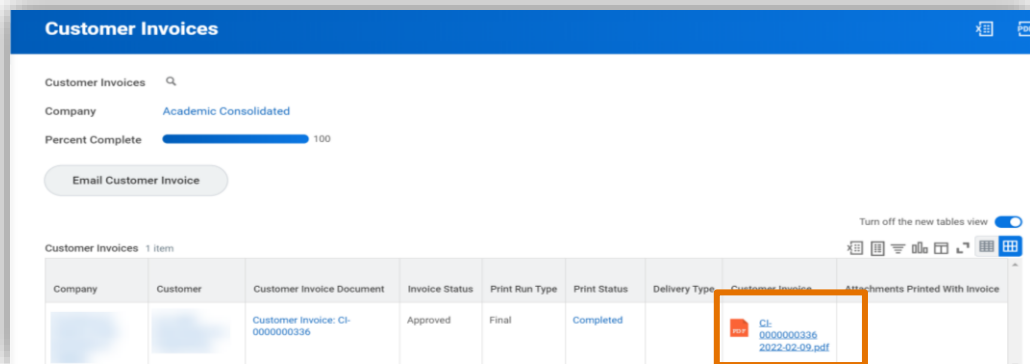
Print and Email Customer Invoice | Best Practices

Refresh – Once you selected Refresh and the percent complete is 100%, you will now be able to select the **PDF invoice**.

PDF Customer Invoice – Select the PDF in which you will then be able to select the **print icon** to print the invoice or the **download icon** to download a copy to your computer. *Please Note: The information you provide in the header of the customer invoice will appear in the Comments or Specialist Instructions section of the document.*
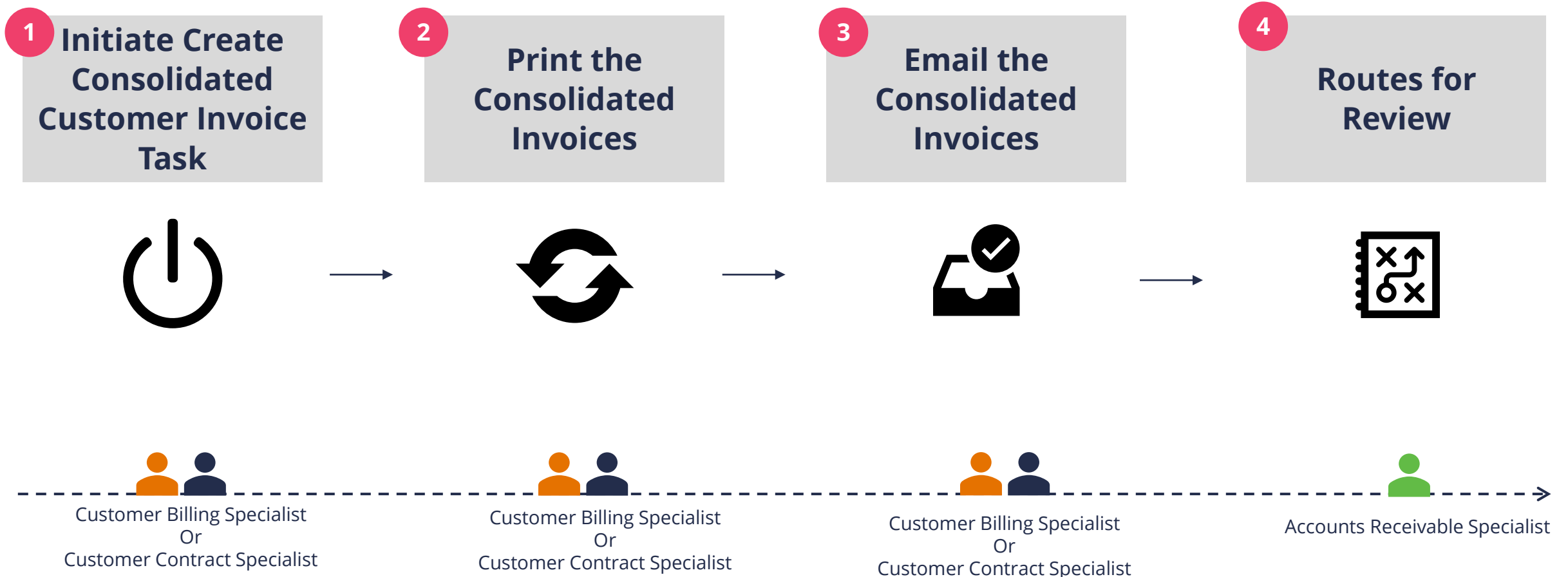

Email Customer Invoice – On you selected Refresh and the percent complete is 100%, you can then select the **Email Customer Invoice button**. This will then take you to the Confirm to Start Customer Invoice Email Process Screen. *Please Note: If the delivery methods were not set up correctly, you will receive an alert that will ask you to remediate prior to continuing.*

Email Consolidated Customer Invoice | Process Overview

Below is the simplified process flow to email consolidated customer invoices to selected customers:

| 1 | Initiate Create Consolidated Customer Invoice Task | → | 2 | Print the Consolidated Invoices | → | 3 | Email the Consolidated Invoices | → | 4 | Routes for Review |

Customer Billing Specialist
Or
Customer Contract Specialist

Customer Billing Specialist
Or
Customer Contract Specialist

Customer Billing Specialist
Or
Customer Contract Specialist

Accounts Receivable Specialist

UNIVERSITY *of* VIRGINIA

UVA**Finance**

Email Consolidated Customer Invoice | Best Practices

To Start – You can search **Create Consolidated Customer Invoice** in Workday and select the task.

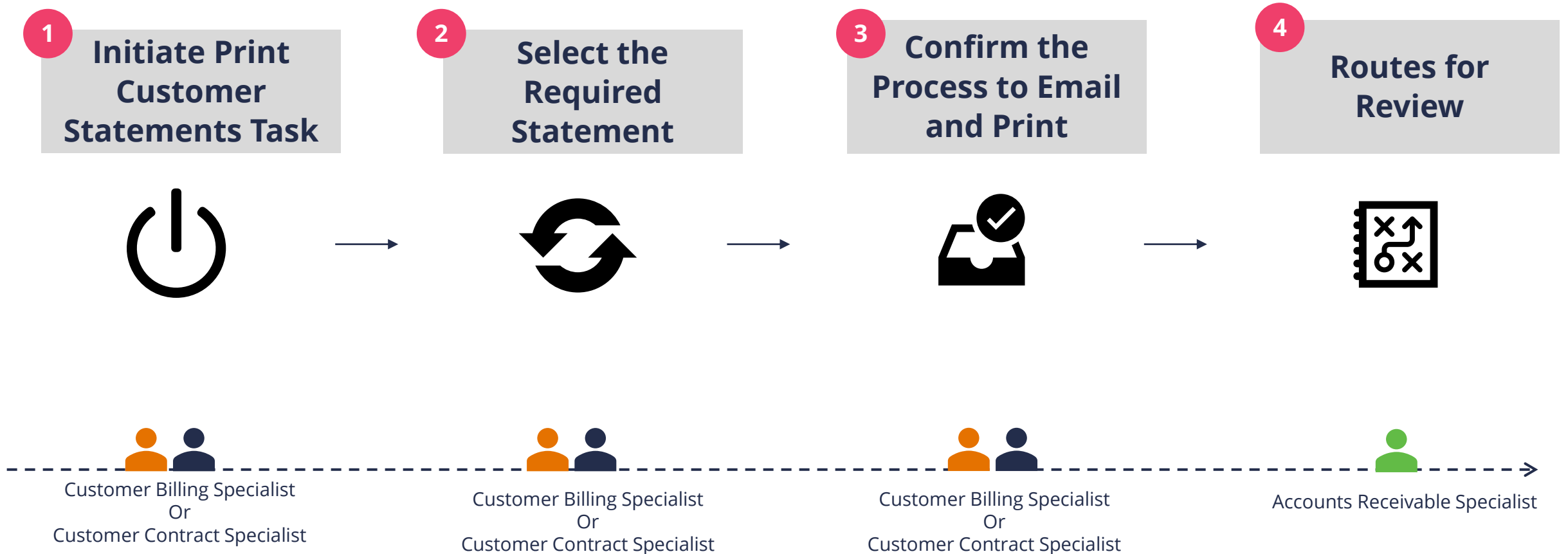**Create Consolidated Customer Invoice Screen** –

- Complete the following required fields: **Company, Customer, & Invoice Currency.** If you try to submit without entering information in these fields, you will receive an error and will not be able to proceed. ***Please Note:*** *Completing the additional optional fields will help to narrow down your search.*

- Select the box on the left of the Invoice Numbers(s) you want to consolidate and email and select OK.

Consolidated Invoice Screen – Before selecting the Done button, navigate to the **related actions** next to the Consolidated Invoice Number and select **Print**. This will allow you to follow the similar steps for printing and emailing a customer invoice.
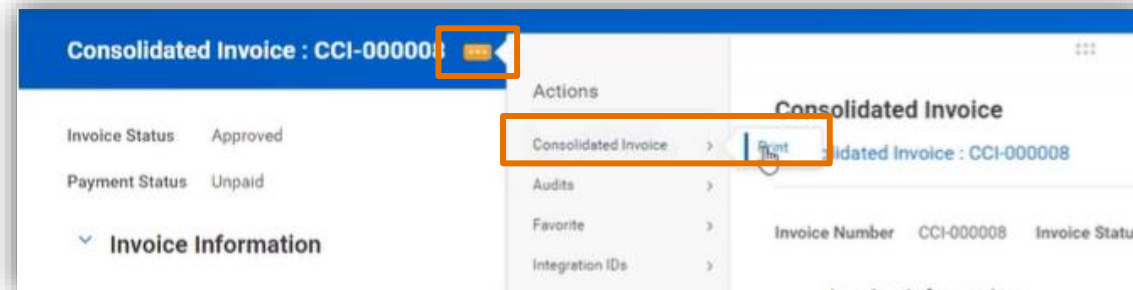
Print and Email Customer Statements | Process Overview

Below is the simplified process flow for printing and emailing customer statements:

1 Initiate Print Customer Statements Task

2 Select the Required Statement

3 Confirm the Process to Email and Print

4 Routes for Review

Customer Billing Specialist
Or
Customer Contract Specialist

Customer Billing Specialist
Or
Customer Contract Specialist

Customer Billing Specialist
Or
Customer Contract Specialist

Accounts Receivable Specialist

Print and Email Customer Statements | Best Practices

To Start – You can search **Print Customer Statements** in Workday and select the task.

Print Customer Statements Screen –

- Complete the following required fields: **Company & Statement Date.** If you try to submit without entering information in these fields, you will receive an error and will not be able to proceed. *Please Note:* *Completing the Customers field will help to narrow down your statement search.*

- Select the box on the left of the Customer Statement(s) to print and/or email. Select **OK** to then initiate the background process for generating Customer Statements.
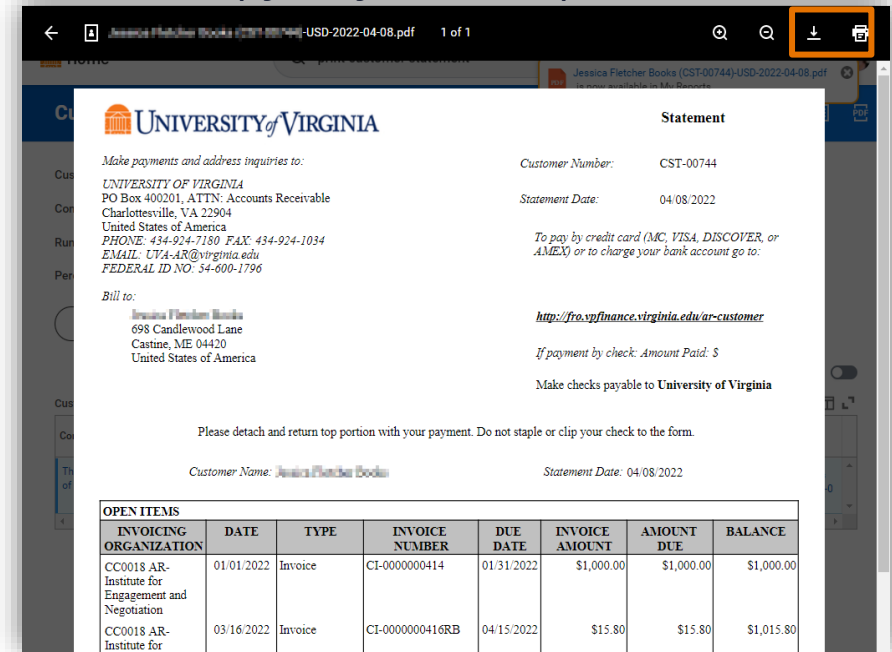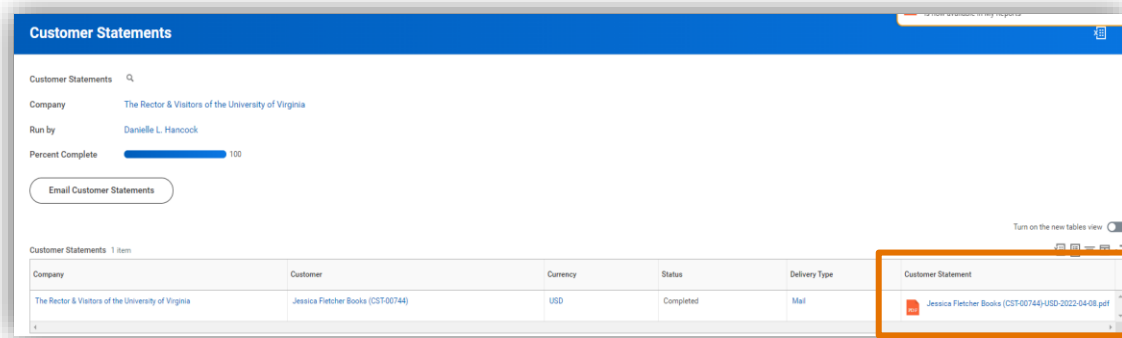
Print and Email Customer Statements | Best Practices

Refresh – Once you selected Refresh and the percent complete is 100%, you will now be able to select the **PDF customer statement**.

PDF Customer Statement – Select the PDF in which you will then be able to select the **print icon** to print the statement or the **download icon** to download a copy to your computer.

Email Customer Invoice – On you selected Refresh and the percent complete is 100%, you can then select the **Email Customer Statements button**. This will then take you to the Confirm to Start Customer Statement Email Process Screen. *Please Note: If the delivery methods were not set up correctly, you will receive an alert that will ask you to remediate prior to continuing.*

Customer Portal Account

Customer Accounts | High-Level Process Overview
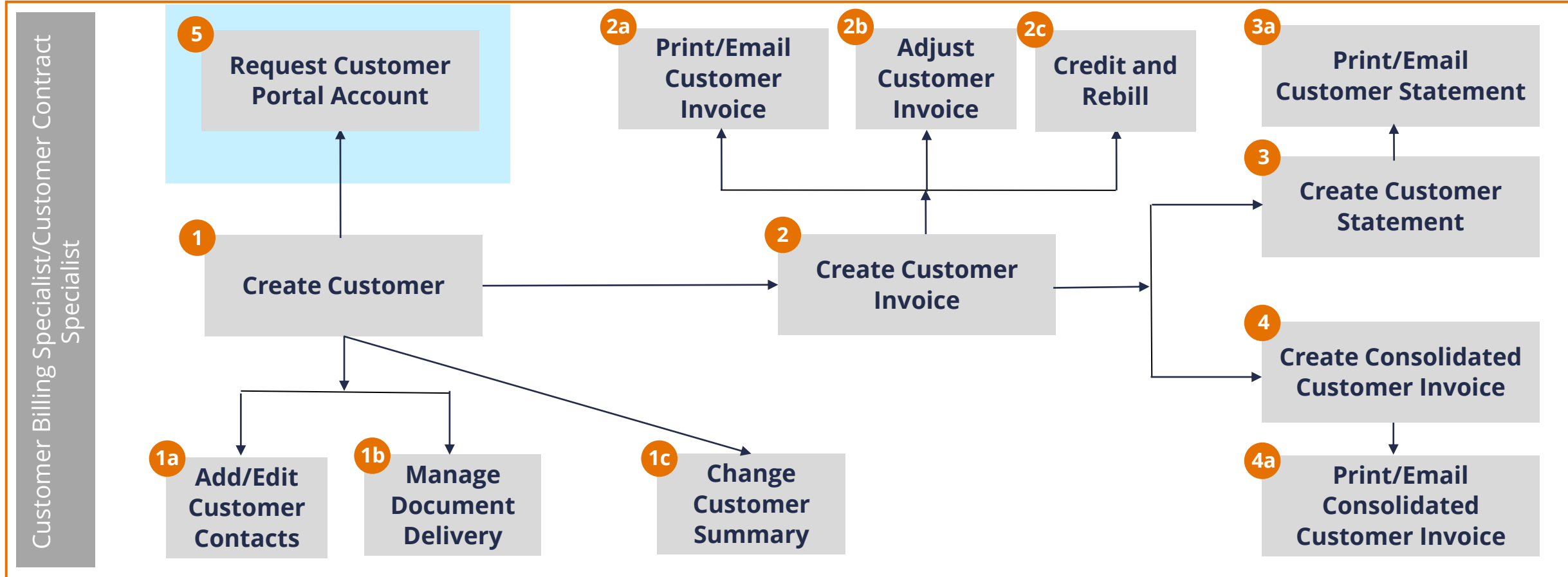
Customer Billing Specialist and *Customer Contract Specialist* can perform all the above steps.

Customer Portal Account | Overview

An external facing portion of Workday that allows Customers to access the PDFs of their Customer Documents, see recent payment activity, view outstanding invoices, and link to UVA's payment site.
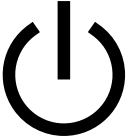
Access by request

Provides for self-service

Helps manage customer information

Customizable

UNIVERSITY *of* VIRGINIA

UVA**Finance**

Request Customer Portal Account | Process Overview

Below is a process overview for Customer Portal account creation.

| **1** Initiate Request | **2** Populate and Submit the Questionnaire | **3** Route for Approval | **3** Create Account | **4** Receive Confirmation |

Customer Billing Specialist Or Customer Contract Specialist

Customer Billing Specialist Or Customer Contract Specialist

Customer Administrator

Security Administrator

Customer Billing Specialist Or Customer Contract Specialist

UNIVERSITY of VIRGINIA

UVAFinance

Customer Accounts Reporting

Customer Accounts Reports

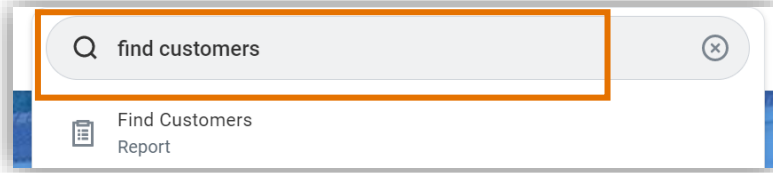Below is a list of key reports related to Customer Accounts that you can run in Workday.

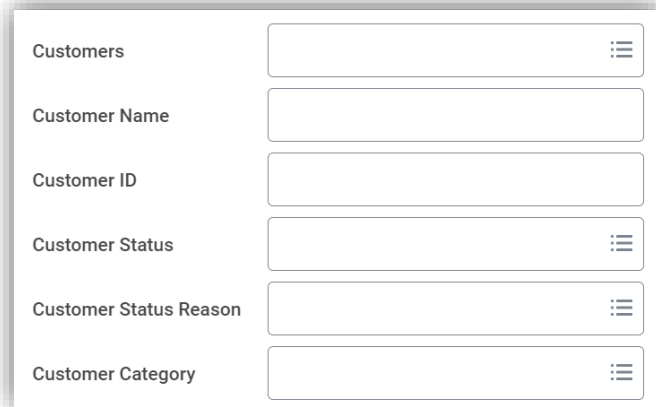| Report	Purpose
Find Customers with Facets Search	This report provides the ability to find customers based on key customer attributes such as customer name, status, customer category, customer group, payment type, payment terms, parent customer, etc.
View Customer Contacts	This report enables you to view all the contacts for the specified customer. From here you can add new contacts and edit or delete existing contacts.
Find Incomplete Customer Invoices	This report enables you to view all incomplete customer invoices. The report includes details such as the invoice or adjustment number, company, status, customer, invoice date, discount and due dates, amount, and what's missing (company, customer, due date, or missing terms).
Find Customer Invoices for Company	This report enables you to view customer invoices and returns 1 row per customer invoice.
Receivables Aging Detail Standard Report	This composite report enables the Account Receivable Specialists to access all details of past due invoices by reporting date and retrieves one row per open transaction.
Receivables Aging Summary Standard Report	This composite report enables the Account Receivable Specialists to access the summary of past due invoices by reporting date grouped by Customer.

Customer Accounts Reports (Contd.)

Below is a list of key reports related to Customer accounts that you can run in Workday.

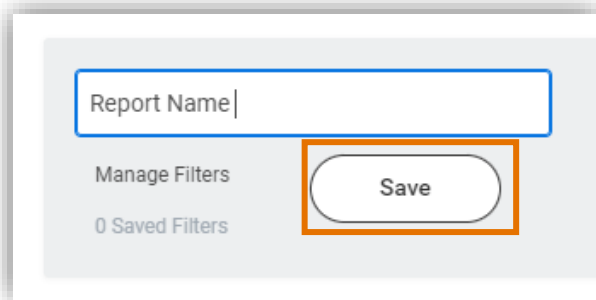| Report	Purpose
Customer Open Items	This report enables you to view any open items for the company. The report includes details such as the customer, transaction type, number, and date, the due date, aging days, original amount, payments applied, discount taken, write-off amount, and open balance. From the customer's related actions menu, you can find payments, deposits, invoices, write offs, and other details.
Find Customer Invoice Print Runs	This report enables you to see Invoice Prints and the included invoices for a company and date.
View Customer Statements	This report enables you to see all Customer Statements for a Company or a Customer.
Customer Receipts	This report is used for tracking receipts that have been applied to customer invoices over a given time frame. It helps review Customer Payments by Customer, Cost Center, Payment Type and Date.

Search the Report – To run a report in Workday, **search** the report name (e.g., Find Customers) and **select** the option.


Report Prompts – You will then be taken to a screen with multiple prompts. These fields allow you to **filter** criteria to **narrow down** your search and **display specific information**. You can use these prompts to **customize** your report to match your **specific needs**. *The available prompts will vary from one report to another.*

Save Report Prompt Filter Criteria – You may use the **exact same filter** criteria to run the **same report** frequently. Instead of manually selecting your filter criteria each time you run this report, Workday allows you to **save your prompt values** to **reduce** the effort of entering the same fields each time you run a report.

Customer Accounts Reports | Report Functionalities

Below are the key report functionalities in Workday:
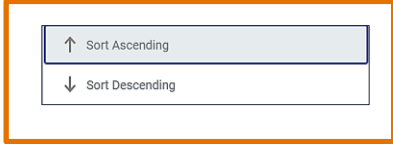
↑ Sort Ascending ↓ Sort Descending	**Sort -** Sorting is a process of arranging data in a meaningful order (i.e., in Ascending or Descending order) to analyze information more effectively.
	Filter - Filters can be used to narrow down data and view only required information in the report.
	Prompt - Prompt is the filter criteria that displays when you run a report. It allows you to choose the filter criteria by which you would like to narrow down the information.
	Charts - Charts icon can be used to convert a data from a table format to a chart format or vice-versa. You can reset the data displayed as per your requirements.
	Download/Print - Download a report in a PDF or an Excel format. Once you export a report in a PDF, you can print it easily using the print command.
	Reset - Use the Reset icon to customize your charts. The options will vary depending on the type of data and the type of chart. You can also use the Reset icon to reset the prompt settings of the report.

- **Report Notification –** When your report includes a large volume of data, it might take a while for Workday to generate the report.

  - You will see a **pop-up notification** asking you if you would like to be notified when the report is ready for you to view or if you would prefer to stay on the page and wait for the report results.

  - You can choose the **Notify me Later** option and continue with other work. Once the report is ready, you will receive a notification in Workday to view the report.

Course Wrap-Up | Course Summary

Now that you have completed this course you will be able to:

- Create a customer including how to add and edit Customer Contacts, and change Customer Summary

- Recognize when to use a customer invoice adjustment and when to credit and rebill an invoice

- Understand how to create, print, email, and adjust a Customer Invoice

- Create, print and email Customer Documents (including Consolidated Customer Invoice and Customer Statements)

- Request the creation of a Customer Portal Account

- Become aware of the reporting capabilities available for Customer Accounts

UNIVERSITY of VIRGINIA

Thank you!

askfinance@virginia.edu