## Table of Contents

**Credit and Receivables Policy** ................................. 1-1
**Oracle 11i – Receivables** ........................................ 1-2
**Objectives** ............................................................... 1-3
**Oracle 11i - Abbreviations** ....................................... 1-4
**Agenda** .................................................................. 1-5
**Credit and Receivables Policy**................................. 1-6
**Summary** ................................................................. 1-7

**AR Invoices - Debtor Inquiries** ................................. 2-1
**Agenda** ................................................................. 2-2
**Query a Customer** .................................................. 2-3
**Request a change to Customer Details** ..................... 2-5
**Summary** ................................................................. 2-7

**AR Invoices - Invoice Entry** .................................... 3-1
**Agenda** ................................................................. 3-2
**Create a Debtor Invoice Batch** ................................ 3-3
**Create Debtor Invoices – Transaction Header** .......... 3-5
**Create Debtor Invoices – Main Tab** ......................... 3-7
**Create Debtor Invoices – More Tab** ......................... 3-8
**Create Invoice Lines** .............................................. 3-10
**Create Revenue Distribution Lines** ......................... 3-12
**Completing your Invoice** ....................................... 3-13
**Demonstration & Practice** ...................................... 3-15
  **Demo & Practice - Enter and Complete an Invoice** ... 3-16
  **Solution - Enter and Complete an Invoice** ............... 3-18
**Summary** ................................................................. 3-22

**AR Invoices - Invoice Print** .................................... 4-1
**Agenda** ................................................................. 4-2
**Print Invoices** ....................................................... 4-3
**Printed Invoice** ...................................................... 4-5
**Demonstration & Practice** ...................................... 4-6
  **Demonstration & Practice - Printing Invoices** .......... 4-7
  **Solution – Printing Invoices** ................................. 4-8
**Summary** ................................................................. 4-10

**AR Invoices - Invoice Inquries** ............................... 5-1
**Agenda** ................................................................. 5-2
**Inquire on a Debtors Invoice** .................................. 5-3
**Demonstration & Practice** ...................................... 5-5
  **Demonstration & Practice - Debtors Invoice Inquiry** .. 5-6
  **Solution – Inquire on an Invoice** ......................... 5-7
**Summary** ................................................................. 5-9
**Agenda** ................................................................. 5-10
**Reports** ................................................................. 5-11
**Summary** ................................................................. 5-13
**Where to Now?** ..................................................... 5-15
Credit and Receivables Policy

Chapter 1
Oracle 11i – Receivables
Objectives

After completing this course, you should be able to:

- Understand how the Credit and Receivables policy affects you.
- Query and view Customer Information
- Request a new customer to be created
- Request customer information to be amended
- Enter a Debtor Invoice
- Print Invoices
- Inquire on a Debtor’s Invoice
- View Receivables Reports

Objectives


Faculties and Centres can now enter their own debtor invoices. One major benefit is that invoices can be printed off immediately after you have entered the invoice and any changes to the invoice can be made immediately by the person who entered it.
Common Abbreviations

During this training session and future training sessions you will come across some standard menu path abbreviations that are used through the Oracle 11i documentation.

**Some common abbreviations used in this course:-**

- (M) = Menu
- (B) = Button
- (Help) = Oracle Online Help Screens
- (N) = Navigator
- (I) = Icon
- (T) = Tab
- LOV = List of Values
- (H) = Hyperlink
Agenda

FINANCE AND BUSINESS SERVICES CENTRE

- Understand how the Credit and Receivables policy affects you.
- Query and view Customer Information
- Request a new customer to be created
- Request customer information to be amended
- Enter a Debtor Invoice
- Print Invoices
- Inquire on a Debtors Invoice
- View Receivables Reports
Credit and Receivables Policy

FINANCE AND BUSINESS SERVICES CENTRE

- The University's normal credit terms are 30 days from the date of the invoice, otherwise action may be taken through debt collectors (dunning action).
- Invoices are generated when the revenue is due to be recognised (i.e. the money is credited to the project as soon as the invoice is raised – not when the cash is received).
- More detailed information can be found in the policy located at http://www.ecu.edu.au/GPPS/policies_db/tmp/ad045.pdf.

Management of Credit and Receivables policy

The Management of Credit and Receivables policy can be found at http://www.ecu.edu.au/GPPS/policies_db/tmp/ad045.pdf.
After completing this section, you should have learnt how:

- Understand how the Credit and Receivables policy affects you.
- Query and view Customer Information
- Request a new customer to be created
- Request customer information to be amended
- Enter a Debtor Invoice
- Print Invoices
- Inquire on a Debtors Invoice
- View Receivables Reports
AR Invoices - Debtor Inquiries

Chapter 2
Agenda

FINANCE AND BUSINESS SERVICES CENTRE

- Understand how the Credit and Receivables policy affects you.
- **Query and view Customer Information**
- **Request a new customer to be created**
- **Request customer information to be amended**
- **Enter a Debtor Invoice**
- **Print Invoices**
- **Inquire on a Debtors Invoice**
- **View Receivables Reports**
Query a Customer

Requesting a new Customer

Query your customer to ensure that a customer exists. When you are typing in your query you can use wildcards (%) to ensure that you select customers that are similar. If you are unable to locate your customer you will need to complete a form to have the customer created on the system prior to entering any invoices. The form is located on the FBSC Financial Services web page http://www.fbsc.ecu.edu.au/rev/html/forms.cfm

Query a Customer:-

1. (N) Inquiries > Debtor Inquiry (AR).
2. (I) Use the torch or F11 (query mode) to find your customer
3. Enter Search criteria. You can use the wildcard (%) if you’re not sure of the spelling or other criteria. The more information you put into the search criteria, the fewer records will be returned. If you want to search for a person, you need to change the Customer Type to Person or leave it blank.
4. (B) Find, or if F11 query mode used (B) Ctrl F11 to execute the search.
5. If your customer is not showing on the list you will need to get a customer created. Please complete the form at the link above and send through to the Senior Finance Officer Receivables at FBSC.

Note: In the screenshot above, the search has been done using F11 query mode to find University of WA by searching University%
Requesting a change to a customer

If your customer details have changed, you need to have them amended prior to entering an invoice, so that the correct information appears on the invoice and the customer details are correct in the database for any future dealings with the company.

There can be multiple addresses, contact people and business purposes for a customer account.

To have customer details changed email a member of the FBSC Revenue Accounting Team whose contact details are available at:-

Query on customer details:-
1. (N) Inquiries > Debtor Inquiry (AR)
2. (I) Use the Torch and LOV (List of Values) or F11 (query mode) to find your customer.
3. Enter search criteria. You can use wildcards (%) if you’re not sure of the spelling etc. The more information you put into the search criteria, the fewer records will be returned.
4. (B) Find, or if F11 mode used, (B) Ctrl F11 to execute the search.
5. Select your customer and if you used the Torch search feature (B) Ok, then (B) Find, then (B) Ok, then (B) Open.
   If you used the F11 query mode (B) Open.
6. Select the address of the customer that you want to use.

7. (B) Open

8. Check the customer details. If they are incorrect, you will need to get them amended prior to creating your invoice.

9. If the address you want to use is not listed, please contact the Revenue Team on http://www.fbsc.ecu.edu.au/main/html/rev_contacts.cfm
Summary

After completing this section, you should have learnt how to:

- Understand how the Credit and Receivables policy affects you.
- Query and view Customer Information
- Request a new customer to be created
- Request customer information to be amended
- Enter a Debtor Invoice
- Print Invoices
- Inquire on a Debtors Invoice
- View Receivables Reports
Agenda

- Understand how the Credit and Receivables policy affects you.
- Query and view Customer Information
- Request a new customer to be created
- Request customer information to be amended
- **Enter a Debtor Invoice**
  - Print Invoices
  - Inquire on a Debtors Invoice
  - View Receivables Reports
Create a Debtor Invoice Batch

Note: It is an ECU requirement that you do not create invoices on the first day of each month due to month end processes.

Invoices must be entered in batches. Fields that are mandatory will show in yellow on the screen, these fields must be completed. Differences between the control totals and the actual totals alert you to data entry errors, missing or lost transactions, or duplicate entries. In addition, by grouping your related transactions in a batch, transactions can share default attributes such as transaction type, transaction source, and payment terms. You can only delete a batch if it does not contain any transactions.

Batch Status:-
A batch has a status that indicates whether it is complete. A batch can have one of the following statuses:

- **New**: This is a new batch, and it has not yet been saved. After you save, you can change the status to Out of Balance, Open, or Closed.

- **Out of Balance**: The actual count and amount of transactions in this batch do not equal the control count and amount.

- **Open**: The actual count and amount equal your control count and amount.

- **Closed**: The actual count and amount match the control count and amount.
Attention: Receivables does not update the batch status automatically. After you enter transactions, navigate to the Status field in the Transaction Batches window and enter a status, or select one from the list of values.

To create a batch of debtor transactions:-
1. ECU AR Invoices User > Enter AR Invoices.
2. As Automatic Batch Numbering has been activated, Receivables will assign a batch name when you save after entering your control details.
3. Enter the Batch and GL Date for this batch. The default batch date is the current date, but you can change it. The default GL Date is the current date. The GL Date you enter must be in an Open or Future period. The batch and GL dates provide default dates for transactions that you add to this batch.
4. Enter the batch Currency. The default is AUD, but you can change the currency to either USD, SGD, GBP or EUR.
5. Enter the total number of transactions in this batch in the Control Count field, then enter the total dollar amount of transactions in this batch in the Control Amount field.
6. CTRL-S to save.
7. Note down the batch number as it is shown in the Batch Number field. You will need this later to print your invoices and for any queries.
8. To add transactions to this batch, choose (B) Transactions.
Create Debtor Invoices – Transaction Header

Use the Transaction window to enter your invoices. You can query and update your transactions in this window and quickly view the balance due on a transaction, and drill down to view more details in the Balances window.

Credit Memos must be entered via the Revenue Accounting Team. Credit Memo Applications forms are available on the Revenue Web Site at the following URL http://www.fbsc.ecu.edu.au/rev/html/forms.cfm.

To complete the Invoice Transaction Header:-
1. Source, Class, Date, GL Date and Currency will all default from your Debtor Invoice Batch information. Number and Document Number will be assigned by Oracle once the invoice has been saved.
2. Type will default to Trade Invoice, but this can be changed if needed.
3. Complete the Inv Requestor field (Name and Extn No – e.g. Bob Smith x2222). This is to assist FBSC direct any queries to the correct area. This is a Mandatory field. Please enter information that will assist with handling queries.
4. Funding Source. If you enter an invoice regarding Research, please select the appropriate funding source. This will assist the Research Management team to be able to quickly and easily retrieve information. Click in the Descriptive Flexfield (4) and you will be prompted to enter the Funding Source or use the LOV (List of Values) to find the correct source. In
the LOV you can search on the code or description. If your invoice is not a Research invoice, please ignore this field.

5. Click into the Name field under the Bill To section to enter your customer details.
1. Enter a Bill-to Customer Name for this transaction. If the bill-to customer has a primary bill-to location, then Receivables defaults the location and address. If no primary bill-to location exists for the customer, however, then you must select a valid bill-to location from the list of values. If you wish to enter another location, click on the Address field and select the LOV, a selection of other bill-to address for the customer will appear, select the correct customer address.

2. Enter the ship-to customer (optional).

3. A Salesperson has been defaulted from the Customer set-up so will not need to be amended.

4. Enter the Payment Term for this transaction. Receivables calculates the Due Date based on the payment term and date of this transaction. If you enter a split payment term, the due date is the date when the first instalment is due. The payment term defaults from the customer, based on the profile class. You can change this to another payment term i.e. 30 days.
Create Debtor Invoices – More Tab

1. (T) More.
2. You can update the fields to provide additional information to your customer and to assist with any queries that may occur.

More Tabbed Regions that may be updated:-

- **Comments**: Any comments about this transaction. This information prints on the customers Invoice so it would be useful to add your contact information if there are any queries.

- **Cross Reference**: The transaction to relate to this invoice. This field is optional. You can choose any transactions that are assigned to your bill-to customer or a selected customer. If you enter a cross reference transaction number and then change your bill-to customer, Receivables will erase the value in this field.

- **PO Date**: The purchase order date for this transaction. Receivables displays a warning message if the purchase order date is later than the transaction date. This field is for reference only and is not validated by Receivables.

- **PO Number**: The purchase order number for this transaction. This field is for reference only and is not validated by Receivables.

- **PO Revision**: The purchase order revision number for this transaction. This field is for reference only and is not validated by Receivables.
Print Date: The date on which this transaction was last printed.
Special Instructions: Any special instructions for this transaction. You can enter up to 240 characters.
Create Invoice Lines

1. (B) Line Items.
2. (T) Main. You do not need to access any of the other tabs in this window.
3. Enter the Description, Unit of Measure (optional), Quantity, Unit Price and Tax Code for each item. Receivables automatically calculates the total Amount for each line.
4. Save your work. When you save your work, you will receive an error message advising that you need to correct the revenue account assignment. (B) OK to clear the error message.

Lines Window Field Reference:-

- **Num**: This will default when you enter the Lines window.
- **Item**: This field is optional and is not used by ECU.
- **Description**: The description for this invoice line. Receivables prints the description on the invoice.
- **UOM**: This field is optional. You are able to select the appropriate unit of measure from the LOV.
- **Qty**: Enter the quantity.
- **Unit Price**: The unit selling price for this invoice line item. Price is always exclusive of GST, this will be added later if required.
- **Amount**: This field is the calculation of Quantity x Unit Price
Tax Code: Enter the appropriate tax code. If you are unsure, please refer to the handout provided, or contact the FBSC Tax/Treasury Team.

Header Information

Total (Transaction): The sum of all lines, tax, and freight amounts for this transaction. This amount includes any inclusive and exclusive tax.

Total (Lines): The sum of all lines for this transaction. This amount does not include tax.

Total (Tax): The sum of all applicable tax for your transaction lines. This amount includes any inclusive and exclusive tax.
Create Revenue Distribution Lines

1. Enter the GL Account. You can click in the GL Account field and enter the flexfield, or you can click on the LOV to select the accounts as per the screen above. This must be a **revenue** account code (begins with 1xxx). If you enter an invalid flexfield combination you will receive an error message advising you are attempting to use an invalid code eg. salary account.

2. (B) OK.

3. Save your work.

4. If you need to enter further invoice lines, return to the Lines window and arrow down to enter the next invoice line.

5. If you wish to complete your invoice for printing, return to the Invoice Transaction window.
Completing your Invoice

Before you can complete a transaction in Receivables, you must ensure that all required information for that transaction type has been entered.

After you enter all required information (header, lines, distributions etc), you can change a transaction’s status to Complete in the Transaction window. When you complete an invoice, Receivables creates payment schedules based on the payment terms and invoice date you specified and includes the invoice in the standard aging and collection process.

You can incomplete an invoice and amend the information prior to the invoice being transferred to the General Ledger. Once the Incomplete/Complete button is greyed out, it means the information has been transferred to the General Ledger and you must contact the FBSC Revenue Team for any changes to be made.

Validation for completing a standard transaction:-

- The invoice must have at least one line.
- The GL date of the invoice must be in an Open or Future period.
- The invoice sign must agree with the creation sign of the transaction type.
- The sum of distributions for each line must equal the invoice line amount.
- If the Calculate Tax field for the transaction type is set to Yes, tax is required for each line (except lines of type Charges).
• All the activity date ranges for the setup values (for example, payment terms) must be valid for the invoice date.

Complete an invoice:-
1. Verify that all requirements for completing this type of transaction are met (see above).
2. (B) Complete. Note: When you complete a transaction, the button name changes from Complete to Incomplete. If you click on the button again, Receivables changes the transaction status back to Incomplete (unless the transaction was posted to GL or now has activity, such as a receipt application against it; in this case you cannot change the status). The field in the Invoice Transaction Header called Complete, will be checked once you have completed the invoice.
3. Save your work.

Note: You cannot print your invoice unless you complete it.

Note: Once you have entered and Completed all your transactions, please ensure the control totals of the batch balance. Then you can amend the batch status to Closed.
Demonstration & Practice

**FINANCE AND BUSINESS SERVICES CENTRE**

- Create a Debtor Invoice
- Print an Invoice
Demo & Practice - Enter and Complete an Invoice

Overview

In this practice you will:-

- Create an Invoice batch for two invoices.
- Enter two invoices.
- Complete the invoices.

Assumptions

- You must have access to the Training database to complete this practice.
- Where XX is referenced, you will use the number shown on the training terminal you are using.

Tasks

Log on to the System
- Username = trainXX
- Password = trainXX
- Responsibility = ECU AR Invoice User

1. Enter an invoice batch:-

<table>
<thead>
<tr>
<th>Source</th>
<th>Comments</th>
<th>Count</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>ECU Invoice</td>
<td>XX Test Batch</td>
<td>2</td>
<td>1375</td>
</tr>
</tbody>
</table>

2. Enter an invoice for University of WA, select Location Research Services (3046)
   - Inv Requester: XX ext 9999 (where XX is your initials and 9999 is your extension)
   - Complete any of the other fields you require i.e. Special Instructions or Comments.

<table>
<thead>
<tr>
<th>Line #</th>
<th>Description</th>
<th>UOM</th>
<th>Qty</th>
<th>Unit Price</th>
<th>Tax</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Provision of Research Seminar</td>
<td>Hour</td>
<td>3</td>
<td>250</td>
<td>GST(10%)</td>
</tr>
</tbody>
</table>

   - Enter Revenue distribution information 85050.1820.1302.RA.06.01

3. Save and Complete the Invoice.

4. Keep a record of the Invoice No.______________________________ (you will need it in a future Practice Exercise, and it’s a good habit to get into)

5. Enter an invoice for Adam Nolton
   - Type: Student Invoice
   - Inv Requester: XX ext 9999 (where XX is your initials and 9999 is your extension)
– Complete any of the other fields you require

<table>
<thead>
<tr>
<th>Line #</th>
<th>Description</th>
<th>UOM</th>
<th>Qty</th>
<th>Unit Price</th>
<th>Tax</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Emergency Student Loan</td>
<td>Each</td>
<td>1</td>
<td>500</td>
<td>Free-GST</td>
</tr>
</tbody>
</table>

– Enter Revenue distribution information 79905.2821.0203.SS.02.01.

6. Save and Complete the Invoices.

7. Keep a record of the Invoice No. ________________________________ (you may need it in a future Practice Exercise, and it’s a good habit to get into)

8. Close the Transaction window.

9. Update the Batch Status to Closed. This must be done manually.

10. Keep a record of the Batch No. ________________________________ (you will need it in a future Practice Exercise, and it’s a good habit to get into)
Solution - Enter and Complete an Invoice

Responsibility: ECU AR Invoices User

(N) > Enter AR Invoices

1. Source: ECU Invoice.

2. Batch Date/GL Date: Leave the current date as the default.

3. Comments: Put in a description, this is a free text field.

4. Enter 2 in the Control Count and 1375 in the Control Amount. Note down your batch number __________________________

5. (B) Transactions
   - The Class and Type default based on the type of Invoice Batch you select.
   - Inv Requester: XX (where XX is your name) and your telephone extension.
   - Select a Funding source for Criminology Research (1201). (B) OK.

6. (T) Main
   - Select University of WA for the Ship-To and Bill-to sites. Select Research Services (3046) as the Location.
   - Hint: You can use the % Wildcards and also the LOV to assist with your searching.
   - By selecting this customer, payment terms default in from the Customer record.

7. (T) More
   - Enter Purchase Order information #1234
   - Enter Special Instructions information eg Attendees: Joe Bloggs Jane Doe, Dick Harry
   - Enter Comments

8. (B) Line Items

9. Enter Item.
   - Description: Provision of Research Seminar
   - UOM: Hour
   - Qty: 3
   - Unit Price: 250
   - Tax Code: GST (10%)

10. Ctrl-S or (I) Save.

11. You will receive an error asking for the Revenue Account, (B) OK.

12. (B) Distributions.

13. Enter the Revenue Account.
   - 85050.1820.1302.RA.06.01
14. Ctrl-S or (I) Save.

15. Close the Distribution window.

   – **Note:** You can enter more lines for your invoice if you require.

17. (B) Complete.

18. Make a note of your Invoice No. ________________________________ (you will need it in a future Practice Exercise, and it’s a good habit to get into)

19. (I) New or click in the Invoice Source field and Down-Arrow.

20. For your second transaction:-
   – Type: Student Invoice. This will default to Trade Invoice, but you can select Student Invoice from the LOV.
   – Inv Requester: XX (where XX is your name) and your telephone extension.

21. (T) Main
   – Select Adam Nolton in the Bill-to site.
   – By selecting this Bill-to site, the payment terms default in from the Student record.

22. (T) More
   – Enter Special Instructions information.
   – Enter Comments.

23. (B) Line Items.

24. Enter Item.
   – Description: Emergency Student Loan.
   – UOM: Each
   – Qty: 1
   – Unit Price: 500
   – Tax Code: Free-GST

25. Ctrl-S or (I) Save.

26. You will receive an error asking for the Revenue Account, (B) OK.

27. (B) Distributions.

28. Enter the Revenue Account.
   – 79905.2821.0203.SS.02.01

29. Ctrl-S or (I) Save.


31. Close the Line Items window.

32. (B) Complete.
33. Make a note of your Invoice No. ____________________________ (you may need it in a future Practice Exercise, and it’s a good habit to get into)

34. Close the Transaction window.

35. Update the Batch Status to Closed.
Summary

After completing this section, you should have learnt how to:

- Understand how the Credit and Receivables policy affects you.
- Query and view Customer Information
- Request a new customer to be created
- Request customer information to be amended
- Enter a Debtor Invoice
- Print Invoices
- Inquire on a Debtors Invoice
- View Receivables Reports
Agenda

FINANCE AND BUSINESS SERVICES CENTRE

- Understand how the Credit and Receivables policy affects you.
- Query and view Customer Information
- Request a new customer to be created
- Request customer information to be amended
- Enter a Debtor Invoice
- **Print Invoices**
  - Inquire on a Debtors Invoice
  - View Receivables Reports
Print Invoices

The Print Invoices window lets you generate invoices to send to your customers. You can preview the transactions that will print by selecting the Invoice Print Preview program. The Print Date field in the Transactions window shows you the last time a transaction was printed.

To print your transactions:-

1. ECU AR Invoices User > Report Requests > Run Standard Report > (B) OK.
2. Enter the Name of the print program, or select from the list of values. Choose from the following:

   **Invoice Print Batch of Invoices**: Print a single batch of transactions, regardless of whether you have already printed it. You specify the batch to print in the Parameters window. Receivables does not include transactions with a print status of 'Do Not Print', or that are incomplete.

   **Invoice Print Selected Invoices**: Print specific transactions, regardless of whether you have already printed them. You can limit your printout by entering a range of dates, transaction numbers, a specific transaction type, transaction class, customer class and a specific customer. You can also select to print only open invoices.
Receivables does not include any transactions with a print status of 'Do Not Print' or that are incomplete.

3. Enter print Parameters. For example, choose to Order By transaction number, customer, or postal code, enter a Transaction Class or Type, choose to print only Open Invoices, or enter a range of Transaction Numbers to print only transactions matching that criteria. Leave a field blank if you do not want to limit your printout to transactions matching that criteria. Suggestion: To print credit memos, set Open Invoices Only to No.

4. (B) OK.

5. (B) Submit. Receivables displays the request ID for this submission. You can use this number to view the status of your request in the View Concurrent Requests window. Once your request has completed you are now able to print the invoices.

6. (B) Refresh.

7. Click on the Invoice request that has a parent value and has completed (you may need to (B) Refresh more than once).

8. (B) View Output.

9. You are now able to print the invoice on plain A4 paper using Adobe Acrobat. If you do not have Adobe Acrobat installed, please contact the IT Helpdesk to have it installed on your machine.

Note: You cannot print your invoice unless you have first completed it.
View of Printed Invoice

If there is no output for your request, query your Transaction batch, check the control totals and go into Transactions and ensure all invoices are Completed.
Demonstration & Practice

Create a Debtor Invoice
Print an Invoice
Demonstration & Practice - Printing Invoices

Overview

In this practice you will:-

- Print the invoices you created in the previous exercise.

Assumptions

- You must have access to the Training database to complete this practice.
- Where XX is referenced, you will use the number shown on the training terminal you are using.

Tasks

Log on to the System
- Username = trainXX
- Password = trainXX
- Responsibility = ECU AR Invoice User

1. Print the invoice batch you created in the previous exercise.
Solution – Printing Invoices

Responsibility: ECU AR Invoice User

(N) > Report Requests > Run Standard Report

1. Select the radio button for Single Request.

2. (B) OK.

3. Select “Invoice Print Batch of Invoices” Report from the list of values.

4. Enter your Batch Number.

5. (B) OK.

6. (B) Submit.

7. (B) Refresh Data.

8. (B) View Output.

9. You are now able to print the invoices on plain A4 paper.
After completing this section, you should have learnt how to:

- Understand how the Credit and Receivables policy affects you.
- Query and view Customer Information
- Request a new customer to be created
- Request customer information to be amended
- Enter a Debtor Invoice
- Print Invoices
- Inquire on a Debtors Invoice
- View Receivables Reports
AR Invoices - Invoice Inquiries

Chapter 5
Agenda

FINANCE AND BUSINESS SERVICES CENTRE

- Understand how the Credit and Receivables policy affects you.
- Query and view Customer Information
- Request a new customer to be created
- Request customer information to be amended
- Enter a Debtor Invoice
- Print Invoices
- **Inquire on a Debtors Invoice**
- View Receivables Reports
Inquire on a Debtors Invoice

You can inquire on an individual invoice or invoices for a specific customer.

To review detailed information about a transaction:-
1. (N) Inquiries > Debtor Invoice (AR).
2. Enter selection criteria in the Find Account Details window i.e. Invoice Number, Due Date, Status, Customer Details, Amounts etc.
3. (B) Find.
4. Select the transaction to view.
To review detailed information about a transaction:-

1. Select the transaction to view.
2. You can either use the scroll bar to move across the page, or select an option using the buttons below: (B)

   - Dunning History – shows record of all dunning letters sent for this transaction
   - Call – shows records of all collections calls made regarding this invoice
   - Transaction Overview – brief overview of the transaction
   - Details – shows details of Lines, Tax, Distributions and any Sales Credits
   - Dispute History – record of any disputes on the transaction
   - Adjust – list of any adjustments made relating to this invoice
   - Balances – details of balances of transaction
   - Activities – details of any collection activities for this invoice

**Note: You cannot make any changes to an invoice from the Inquiries menu.**
• Inquire on a Debtor Invoice
Demonstration & Practice - Debtors Invoice Inquiry

Overview

In this practice you will:-

- Inquire on a Debtors Invoice.

Assumptions

- You must have access to the Training database to complete this practice.
- Where XX is referenced, you will use the number shown on the training terminal you are using.

Tasks

Log on to the System

- Username = trainXX
- Password = trainXX
- Responsibility = ECU AR Invoice User

1. (N) Inquiries > Debtor Invoice (AR)

2. Enter the parameters for the invoice you want to find;

<table>
<thead>
<tr>
<th>Transaction #</th>
<th>Customer</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>10003212</td>
<td>University of WA</td>
<td>Closed</td>
</tr>
</tbody>
</table>

3. (B) Find

4. What was the Due Date for this Invoice? _______________________________

5. What is the Balance Due on this Invoice? _______________________________

6. Who is the Reference for this Invoice? _________________________________

7. What flexfield is the Revenue for this invoice being credited to?

8. __________________________________________________________________

9. What was the GL date and receipt number of the payment for this transaction?

10. __________________________________________________________________
Solution – Inquire on an Invoice

Responsibility: ECU AR Invoices User

(N) > Inquiries > Debtor Invoice (AR)

1. Enter the parameters for the invoice you want to find:
   - Enter 10003212 as the Trans Num

2. (B) Find.

3. What was the Due Date for this Invoice?
   Hint: Look on the Customer Account screen. 15-Nov-06

4. What is the Balance Due on this Invoice?
   Hint: Scroll across on the Customer Account screen $0.00

5. Who is the Reference for this Invoice?
   Hint: (B) Transaction Overview Swee Chow

6. What flexfield is the Revenue for this invoice being credited to?
   Hint: (B) Details, (B) Distributions 21005.9211.2650.TB.06.01

7. What was the GL date and receipt number of the payment for this transaction?
   Hint: (B) Activities 16-Nov-06, Receipt# JO01205701
Summary

After completing this section, you should have learnt how to:

- Understand how the Credit and Receivables policy affects you.
- Query and view Customer Information
- Request a new customer to be created
- Request customer information to be amended
- Enter a Debtor Invoice
- Print Invoices
- Inquire on a Debtors Invoice
- View Receivables Reports
Agenda

F I N A N C E  A N D  B U S I N E S S  S E R V I C E S  C E N T R E

• Understand how the Credit and Receivables policy affects you.
• Query and view Customer Information
• Request a new customer to be created
• Request customer information to be amended
• Enter a Debtor Invoice
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Reports

**Account Status Report**
Use this report to review your customer accounts. For each customer in your Account Status report, the report displays all open debit items, credit items, and total balance due in your functional currency.

**Aging – 4 and 7 Bucket Reports**
Use the Receivables Aging – 4 Bucket and the Aging – 7 Bucket reports to review information about your open items within either four or seven aging buckets. These reports can print both detail and summary information about your customer’s current and past due invoices and debit memos. Receivables also gives you the option to see credit memos, on–account credits, unidentified payments, and on–account and unapplied cash amounts. Aging reports show detail and summary information about open items.

**Billing and Receipt History Report**
Use this report to review a detailed list of transactions for the date range that you specify. You can also see all the activities against each transaction. This report prints one line for each activity against the transaction.
Customer Credit Snapshot Report
Use this report to see an overview of your customer’s credit history. This report provides aging, customer credit history, and a brief look at the last transactions Receivables recorded for this customer. Customer Listing Detail and Summary Reports

To run a Receivables Report:-
1. (N) ECU AR Invoices User > Report Requests > Run Standard Report
2. (Radio Button) Single Request
3. (B) Ok
4. Use the LOV to find the report you want to run. Highlight the report by clicking on it
5. (B) Ok.
6. Complete the parameters for your report
7. (B) Ok
8. (B) Submit
9. (B) View Output once request has completed
After completing this course, you should have learnt how to:

- Understand how the Credit and Receivables policy affects you.
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