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How to Use This Guide

HOW TO USE THIS GUIDE

This document was written for the University of Auckland Financial Services department, as a guide to using PeopleSoft Financials -Billing and Accounts Receivable module.

This document should be used in conjunction with the Introduction to PeopleSoft Financials Guide as a training aid for new staff and as a reference tool for experienced users.

All financial transactions carried out on behalf of the University of Auckland must be performed in accordance with the UoA Financial Policies and Procedures as listed in the Introduction Guide. Financial Policies and Procedures are available on the Financial Services website. All users of PeopleSoft Financials must have read the relevant Financial Policies and Procedures.

Throughout this guide:

All steps required to execute a task are numbered.
Additional information is bulleted.
Fields that do not need to be populated are not included in the numbered steps.
Additional Field descriptions are contained in Appendices.
Bolded text denotes a corresponding field or value within PeopleSoft.
Hyperlinks are underlined and coloured blue as visible within PeopleSoft.
Note: is used to inform of relevant information not covered in the steps.
OVERVIEW OF BILLING AND ACCOUNTS RECEIVABLE

Billing Process Diagram

The diagram below shows the common business functions used in Billing and Accounts Receivable at the University of Auckland.
BILLING

Invoice Processing Flow

The Invoice Processing flow starts with the input of Bills where customer information and invoice line details are added. A Bill can be printed only after it has been finalized. Once the invoice is generated the transaction is posted overnight to the General Ledger and the Accounts Receivable Ledger. Customer accounts and transactions can be reviewed and maintained using Inquiries, Reports and Conversations.
Billing

Maintain Bills

Enter Bills

An invoice consists of a Bill Header, Bill Lines and Accounting Distribution lines. Header and Line Notes can be added to the invoice if required. A Bill is created with a status of NEW, and must be changed to Ready (RDY) before the invoice can be generated – finalized and printed. A Bill can only be raised in a foreign currency to a specified customer account. Currencies are default according to the customers selected. There are a couple of ways to Enter Bills:

- Express Bills
- Copy Bills

Express Bills

To Enter a Bill using Express Bills, follow the steps below.

Steps:

1. From the Left Hand Navigation column click Billing.
2. Click Maintain Bills.
3. Click Express Billing.
4. Click the Add A New Value tab. The Express Bill Entry Page will appear.
5. Select a Business Unit using the Lookup icon.

**Note:** Users are default to their own business units.

6. Fill in the Bill Type, Customer number and Accounting Date

**Note:** these can also be filled in in the next page as detailed in the following steps

7. Click Add. The Billing General page will appear. The default status of the Bill is NEW, and the next Invoice Number is yet to be allocated.

8. Leave the status to 'NEW'.

**Note:** If you want to work on the invoice for longer than a day, select status HOLD by using the search icon and select 'HLD'.

9. Using the lookup icon, select the appropriate Bill Type for your Faculty or Department in the corresponding field if you have not entered in the front page

10. Enter a Customer number or search by using the lookup icon if you have not entered in the front page. The customers default payment settings will populate the remaining mandatory fields.

11. Click the Address expand section to check customer details to ensure the correct Customer has been selected.
Billing

**Note:** Only use 7 digit numbers. Use **Customer Maintenance Form** to request new customer being setup by emailing it to revenue-collect@auckland.ac.nz. Form is located on Financial Services’ webpage.

**Note:** See **Appendix A** for a full list of Billing Header Info page descriptions.

12. Click the **Header Detail** expand section, the **Header Detail** page will appear.
13. Enter the **Accounting Date** if you have not entered in the front page
14. Enter the PO reference in **PO Ref**
15. Enter your extension number in the **Bill Inquiry Phone** field

16. Collapse the **Header Details** section
17. In **Bill Lines** section, use the search icon to select **ID** in the **Table** field.

**Note:** See **Appendix A** for a full list of the Bill Lines page field descriptions.

18. Use the lookup icon to select the appropriate tax **Identifier** (GST or ZEROGST).
Billing

19. Enter a description of the bill line into the **Description** field. This will print on the invoice.
20. Enter the **Quantity** into the corresponding field.
21. The **UOM** defaults to EA (each). Override this if required.
22. Enter the dollar value per unit into the **Unit Price** field.
23. The **Gross Extended** field will calculate the value of the Goods or Services automatically.

**Note:** The GST will not be calculated and shown in the Gross Extended field until the finalisation process is run. If you want to check the tax information before finalisation see **Summary** hyperlink at the bottom.

24. To add another blank line to the Bill, enter a number in the **Lines to Add** box and Click the + icon. Complete the required fields in the new lines as above.
25. To copy Bill Lines tick the selected line to copy under **Sel**. Enter a number in the **Lines to Add** box and click the **Bill Line Copy Down** icon. The new bill lines will be copied with identical field values. Change the values in the new bill lines as appropriate.

**Note:** If a line is copied after Accounting Distributions have been allocated, the Bill Line and the Accounting Distributions will be copied.

26. Click the **Account** hyperlink, the **Accounting Rev Distribution** page will appear.
27. Enter the **Account** and **Dept** codes into the corresponding fields.
28. If required enter **Product** and **Project** codes into the corresponding fields.
29. Click the **Refresh** icon. The **Amount** fields will default from the bill line details previously entered.
30. If required, add multiple Accounting Distribution Lines for the Bill line by clicking the + icon in the Bill Line Distribution panel.
31. If you want to split the cost between accounts or departments, enter a **Percentage** into the corresponding field for each line.

32. Click the **Refresh** icon, the **Amount** fields will recalculate based on the percentage entered. The total of all lines should equal 100%.

33. Click **Next** from the **Page Series** icon. The **Header Notes/Line Notes** page tab will appear. If you need to enter any header or line specific notes, they are entered on this page in the **Note Text** box.

**Note**: Header Notes appear on the top of the invoice and Line Notes appear on the bottom of each line.

34. Go back to **Billing General** Page to change the status from New to Ready ‘RDY’.

35. Click the **Summary** hyperlink at the bottom of the page. The **Bill Summary Info 2** page will appear.

36. Click on **Calculate Taxes** tab. The GST portion of the bill will appear in the **Total VAT Amount** field. Make sure the GST amount is correct for the bill.

37. Click **Save**. The next invoice number is allocated and appears on the **Header**. The invoice can be finalised and printed. See the Generate Invoices section.

**Note**: All foreign customers are default to NO GST. If GST needs to be charged on an invoice for a foreign customer, complete the additional steps below to ensure GST is correct; otherwise save as per step 37.
Billing

Additional GST Steps:

1. From the Navigation drop down menu, select Line-VAT.

   Navigation: Line - VAT Info

2. Click on VAT Details to expand the section

3. In the section of VAT Details, use the lookup icon in the VAT Code field to select GST and in the Transaction Type field to select GST

4. Click the Adjust Affected VAT Defaults tab and Save

5. Go back to Billing General Page to change the status from New to Ready ‘RDY’

6. Click Save. The next invoice number is allocated and appears on the Header. The invoice can be finalised and printed. See the Generate Invoices section.
Billing

Copy Bills

To improve efficiency in creating bills, you can copy a similar existing bill and alter it.

Steps:

2. Use the lookup icons to select a Business Unit and an existing Invoice ID to copy.
3. Click Search. If more than one match is listed, click the hyperlink of the invoice you wish to copy.
4. In the Select Bill Action panel, select the Copy Bill radio button.
5. Click Save. The Bill number for the new Bill will be displayed in the Copy Bill field.
6. Click the Go to Bill Header - Gen Info hyperlink. The Billing General page will appear displaying the new bill in Status NEW with a blank invoice date.
7. Change the Customer No if required. Click OK to confirm.
8. Go to Header Detail section to enter the Accounting Date
9. Make any further required changes to the Header and/or Lines sections.
10. Go back to Billing General page to change the status to RDY.
11. Click Save.

Change Status of Bills

In order to generate actual invoices, the status of the bills must be Ready (RDY). There are two options for changing bill Status. The First is to manually set the status in Bill Entry (see Bill Entry section). The second option is to run a process to change the status of single or multiple bills.

Steps:

2. Select **Add a New Value**.
3. Enter a run control name e.g. ‘Status’ in to the **Run Control ID** field.
4. Click **Add**. The **Status Change** page will appear.

5. In the **From Status** panel, select a status you want changed e.g. New or Hold.
6. In the **To Status** panel, select a new bill status from the drop down menu.
7. Use the Radio buttons to confirm a **range selection** i.e. Invoice ID.
8. Use the lookup icon to select the appropriate **Business Unit**.
9. Enter the Invoice ID range into the **From Invoice** and **To Invoice** fields.
11. Select the **PSNT** server from the drop down box in the **Server Name** field.
12. Place a checkmark beside the Invoice Status Change under the Process List.
13. Click **OK**. The **Process Instance Number** will be displayed under the **Run** button.
14. Click the **Process Monitor** hyperlink.
15. Click the **Refresh** icon periodically until your Run Status displays as Success.
16. Click the **Details** hyperlink.
17. Click the **View Log/Trace** hyperlink.
18. Select the **.pdf** file. Adobe Acrobat will open to display the full list of Status Changed Bills. Save or print as required.
Billing

Generate Invoices

Finalization

The finalization process changes the status of Bill(s) from RDY to INV and calculates the GST component. If errors in a bill are found after finalization, a Credit Note must be raised. To finalize a single invoice or a batch of invoices follow the steps below:

Steps:
1. Click Billing/Generate Invoices/Non Consolidated/Finalize and Print Invoices. The Finalize and Print Run Control page will appear. Click Add a New Value.
2. Type the name of the run control in the Run Control ID field. Click Add.
3. The Finalize and Print page appears. Select a Business Unit in the corresponding field.
4. In the Range Selection panel, use Invoice ID radio button.
5. Enter a single invoice number into the From Invoice and To Invoice fields or enter a range of invoice numbers.

Note: A range of invoices can be finalized for a particular Bill Type by selecting the Bill Type radio button or All radio button.
6. Click the Bills to be Processed icon to the right of the Run button to view a list of all invoices selected for finalization.
7. Return to the previous page and save the page. The run control is then saved.
8. Click **RUN** to start the invoice finalization process. The process scheduler request page will appear.

![Process Scheduler Request](image)

9. Use the **Server Name** drop down box to select **PSUNX**.
10. Place a checkmark beside the **Pre-process and Finalization** in the Process List.
11. Click **OK**. The **Process Instance Number** will be displayed under the Run button.
12. Click the **Process Monitor** hyperlink.
13. Click **Refresh** button periodically until the run status for your process instance number is **Success**.

**Note:** You can now print the crystal invoice as shown in the next section.

### Print a Crystal Invoice

The following steps are to be followed for printing and re-printing of invoices.

**Steps:**

1. Access **Billing/Generate Invoices/Reports/Print UOA Crystal Invoices**. The Print Crystal Invoices Run Control search page will appear.
2. Click the **Add A New Value** page tab.
3. Enter a unique **Run Control ID** such as PRINTINV.
4. Click **Add**. The Run Control parameters page appears.
5. Enter the billing **Business Unit** in the corresponding field.
6. Enter or use the lookup icon to select an invoice number in the **Start Invoice** field.
Billing

7. Enter or use the lookup icon to select an invoice number in the **End Invoice** field. 
**Note:** If you are only printing one invoice, these two numbers will be the same.

8. Click **Save**. This run control can be used next time.
10. Use the **Server Name** drop down box to select PSNT.
11. Job of **UOA Crystal Invoice** should have been selected.
12. Click **OK**.
13. A **Process Instance Number** will be displayed under the **Run** button. You can track the progress of this process instance on the process monitor.
14. Click the **Process Monitor** hyperlink.
15. Click **Refresh** button periodically until the job status is **Success** and distribution status is **Posted**.
16. Click the **Details** hyperlink to view the invoices.
17. Click the **View/Log Trace** hyperlink to obtain the file list produced.
18. Click the **.PDF** file to view the invoice. The invoice file will open in Adobe Acrobat. Scroll down the page to view all invoices printed.
19. Click the **Print** icon in the Adobe toolbar to print the invoice(s). (Click on File icon in the Adobe toolbar and choose ‘send’, ‘page by email’ to email the invoice.)

**Print an Invoice Register**

The Invoice Register prints a list of Invoices raised between the date ranges selected.

**Steps:**
1. Access **Billing/Generate Invoices/Reports/Invoice Register**. The Invoice Register Run Control page will appear.
2. Click **Add A New Value**.
3. In the **Run Control** field, type PRINTINV.
4. Click **Add**. The **Invoice Register** page will appear.
5. Select a Business **Unit** using the Look up icon.
6. Use the Calendar icon to select a **Start** date for the invoice list.
7. Use the Calendar icon to select an **End** date for the invoice list.

9. Use the **Server Name** drop down box to select PSNT2.
10. Place a checkmark beside the report you wish to print.
11. Click **OK**.
12. The **Process Instance Number** will be displayed under the **Run** button.
13. Click the **Process Monitor** hyperlink.
14. Click Refresh button until the Process Instance number displays a Run Status of **Success** and Distribution Status of **Posted**.
15. Click the **Details** hyperlink to view the invoice register report.
16. Click the **View/Log Trace** hyperlink to obtain the file list produced.
17. Click the **.pdf** file. Adobe will open to displaying the report.
18. Click the **Print** icon to print invoice register report or **email** the invoice by choosing **send the page by email**

**Report Manager**

Reports and crystal invoices can be accessed from Report Manager up to 65 days after the report was run. After this period reports are cleared. Use Report Manager as follows:

**Steps:**

1. Access Reporting Tool/Report Manager, the List page appears.
2. Click the Administration tab. A list of recently run reports appears.
3. If required, filter the list by entering a date the report was created or range of Instance numbers. Click Refresh.
4. Click the hyperlink of the report you want to view. The report will open.
Billing

Review Billing Info

The Bill Summary page provides you with a snapshot of your Bill Header and Lines information. It is useful for checking the Bill Status and Processing Status at any time.

Bill Summary – Before Finalization

You can check the tax information on an invoice before you finalize it by accessing the Bill Summary pages. The tax totals displayed are estimates until Finalization is run.

Steps:

2. Use the lookup icons to select a Business Unit and an existing Invoice ID.
3. Click Search. The Bill Summary Info page will appear.
4. Click the Calculate Taxes icon. A GST estimate displays in the Total VAT amount field.
5. Check the bill details displayed, Customer, Amounts and Bill Status.
6. Click the Bill Summary Info 2 page tab. The check boxes are ticked to show processing phase for the bill. For example, VAT applied or Invoice Printed.

Note: Access the Bill Header, Lines and Notes via the hyperlinks at bottom of page.
Billing

Bill Summary – After Finalization

You can check the tax information on an invoice after finalization by accessing the Bill Summary pages. The tax totals displayed are finalized and Bill Status is INV.

Steps:

2. Use the lookup icons to select a Business Unit and an existing Invoice ID populate as many of the other search fields as you can.
3. Click Search. The Bill Summary Info page will appear.
4. Check the bill details displayed, amounts, VAT, Customer and Bill Status.
5. Click the Bill Summary Info 2 page tab for more detail. The check boxes are ticked to show processing phase for the bill. For example, VAT applied, Invoice Printed, General Ledger entries created, and Accounts Receivable updated.

Note: The Header, Lines and Notes for the bill can be accessed via the hyperlinks on the bottom of the Bill Summary Info pages or via the Left Hand Navigation column.
Credit Adjustments

Credits can be processed to adjust the value of either the entire Bill or individual lines on a Bill. Depending on your requirements, there are three options for processing credit adjustments:

- **Credit Entire Bill** – Use Adjust Entire Bill function to credit the entire invoice
- **Full Credit Bill Line(s)** – Use Credit Line function to credit the total value of one or more lines of a Bill
- **Partial Credit Bill Line** – Use Net Adjustment Only function to reduce the value of one or more lines on a Bill by creating a partial credit

**Note:** Please also note that journals, rather than credit adjustments, are the appropriate tool for making any required changes to the general ledger coding on posted Bills.

Credit Entire Bill

**Steps:**

2. Enter a **Business Unit** or use the lookup icons to select one.
3. Enter the **Invoice ID** for the bill you want to credit. **Note:** If you do not know the Invoice number, search for it by entering the Business Unit only and clicking search. Narrow search results by selecting a Customer using the lookup icon in the Customer field.
4. Click **Search**. The Adjust Entire Bill page appears. The Customer and Invoice details for the bill to be credited are displayed in the header.
Billing

5. Under **Select Bill Adjustment** select the **Credit Entire Bill** radio button.

6. Click **Save**. The **select an Adjustment Reason** message will appear.

7. Click **OK**. Choose a credit reason from the **Adjustment Reason** lookup icon.

8. Click **Save**. The **Adjustment Results** box is greyed out and shows the credit bill number allocated.

9. Click the **Header Info 1** hyperlink beside the Credit Bill number. The **Billing General** page for the credit bill is displayed. The default status for the credit bill is **RDY**. All other fields default from the original bill.

10. Confirm the **Pretax Amt** has defaulted to show as a negative (credit) amount.

11. Enter the **Accounting Date** in the **Header Detail** section.

12. Click the **Next** hyperlink in the page **Series** box. The **Header Notes** page appears.

13. Enter a reason for raising a credit note into the Bill Header **Note Text** box. This reason applies to the entire bill.

14. Click **Save**. A saved message returns in the top right of the page. The credit note is saved.

15. Click the **Approvals** hyperlink at the bottom of the page. The **Approvals** page will appear.
16. Fill in the Comment filed in the Approvals page with a detailed reason of the credit note and click Submit for Approval. The credit note will be work flowed to the Business Unit finance manager for approval.
17. Approvals status can be reviewed by going back to the Approvals page. The Approval Monitor hyperlink can provide the information of where the approval is sitting with.

18. Once a credit note is approved by the Finance Manager, the billing user will be sent an email to confirm the credit note is ready to be finalized.

Note: A credit note can only be finalized once it has been approved by the Finance Manager.
Billing

Credit Entire Line(s)

Steps:

2. Enter a Business Unit or use the lookup icons to select one.
3. Enter the Invoice ID for the bill you want to adjust.

Note: If you do not know the invoice number, search for it by entering the Business Unit only and clicking search. Narrow search results by selecting a Customer using the lookup icon in the Customer field.

4. Click Search. The Adjust Selected Bill Lines page appears. The Customer and Invoice details for the bill to be adjusted are displayed in the header. Click View All to see all the lines.

5. Under Line Adjustment Parameters select Adjust Selected Lines radio button. Do NOT tick the Add to Existing Bill box and click on OK.
6. Click on the Line Opt drop down box.
7. Click Credit Line from the drop down list. Chose an adjustment reason from the Adjustment Reason Default field. Tick the line you would like to credit and choose a reason from the Adjustment Reason field of the line and click on Save. A new invoice number appears under the Line Adjustment Results.
8. Click the Header Info 1 hyperlink beside the Credit Note number. The Billing General page for the credit bill is displayed. The default status for the credit bill is NEW. All other fields default from the original bill.
9. Enter the accounting date and type the reason of credit in Header Notes.
10. Go back to Bill General and change the status to RDY.
11. Click the Next hyperlink in the page Series box. The Header Notes page appears.
12. Enter a reason for raising a credit note into the Bill Header Note Text box. This reason applies to the entire bill.
13. Click Save. A saved message returns in the top right of the page. The credit note is saved.
14. Click the Approvals hyperlink at the bottom of the page. The Approvals page will appear.
15. Fill in the Comment filed in the Approvals page with a detailed reason of the credit note and click Submit for Approval. The credit note will be work flowed to the Business Unit finance manager for approval.
16. Approvals status can be reviewed by going back to the Approvals page. The Approval Monitor hyperlink can provide the information of where the approval is sitting with.
17. Once a credit note is approved by the Finance Manager, the billing user will be sent an email to confirm the credit note is ready to be finalized.

Note: A credit note can only be finalized once it has been approved by the Finance Manager.

Partial Line Credits

Steps:

2. Enter a Business Unit or use the lookup icons to select one.
3. Enter the Invoice ID for the bill you want to adjust.

**Note:** If you do not know the invoice number, search for it by entering the Business Unit only and clicking search. Narrow search results by selecting a Customer using the lookup icon in the Customer field.

4. Click **Search**. The Adjust Selected Bill Lines page appears. The Customer and Invoice details for the bill to be adjusted are displayed in the header. Click **View All** to see all the lines.

5. Under **Line Adjustment Parameters** select **Adjust Selected Lines** radio button. Do **NOT** tick the Add to Existing Bill box and click on OK.

6. Click on the **Line Opt** drop down box.

7. Click **Create Net Adjustment Only** from the drop down list. Chose an adjustment reason from both the **Adjustment Reason Default** field. Tick the line you would like to credit. Choose a reason from the Adjustment Reason field of the line and click on **Save**. A new invoice number appears under the **Line Adjustment Results**.

8. Click the **Header Info 1** hyperlink beside the Credit Note number. The **Billing General** page for the credit bill is displayed. The default status for the credit bill is NEW. All other fields default from the original bill.

9. Enter the accounting date in **Header Detail**.

10. In the **Bill Lines** section, change the **quantity** to a **negative** figure and enter the unit price of the reduced net value in the Unit Price field. Click **Refresh**, the **Gross extended amount** appears.

11. Change the bill status to **RDY**.

12. Click the **Next** hyperlink in the page **Series** box. The **Header Notes** page appears.
13. Enter a reason for raising a credit note into the Bill Header Note Text box. This reason applies to the entire bill.
14. Click Save. A saved message returns in the top right of the page. The credit note is saved.
15. Click the Approvals hyperlink at the bottom of the page. The Approvals page will appear.
16. Fill in the Comment filed in the Approvals page with a detailed reason of the credit note and click Submit for Approval. The credit note will be work flowed to the Business Unit finance manager for approval.
17. Approvals status can be reviewed by going back to the Approvals page. The Approval Monitor hyperlink can provide the information of where the approval is sitting with.
18. Once a credit note is approved by the Finance Manager, the billing user will be sent an email to confirm the credit note is ready to be finalized

**Note:** A credit note can only be finalized once it has been approved by the Finance Manager.
Billing

Additional Notes to Short Courses

For bill type ES, additional steps have been created to meet the deferred revenue requirements. Based on the Express Bill steps, the following steps are to be followed for all the ES bills.

1. Identifier – SC01 is designed for the standard identifier for all ES invoices. By choosing this identifier account code is default to 625.

![Image of Bill Lines with Identifier SC01 highlighted]

2. User Fields – scroll down to the last tap of Bill Lines and click on User Fields. The course date is to be entered in the User Date field. This will decide if a deferred revenue journal needs to be created.

![Image of User Fields with User Date 24/05/2013 highlighted]

3. Standard Note – some default notes have been designed for ES invoices. Use the lookup icon in the Bill Header Notes page to choose the relevant note.

![Image of Bill Header Notes with Standard Note Flag and ATTENDEE selected]

Once the course has started, a journal will be created by AR between the deferred revenue and current sales account codes.
ACCOUNTS RECEIVABLE

Accounts Receivable holds all the information about customer account balances. It is possible to view customer accounts, outstanding invoices, payment details and customer conversations.

Customer Accounts

View Outstanding Invoices on an Account

Users can go to customer accounts to view outstanding invoices.

Steps:

2. Enter a Unit of UOA.
3. Type the Customer number into the corresponding field. Use the lookup icon if required.
4. Click Search. The customer name and customer Most Recent Activity page will appear.
5. Click the Customer Action tab.
7. Click the Item List link. A new window will open with a list of outstanding invoices for the customer.
8. Use the drop down box to change the *Status from Open to All.
9. Click Search. A list of all invoices ever charged to the customer will be displayed.

Confirm Invoice Payment

Steps:
1. Access Accounts Receivable/Customer Accounts/Item Information/Item Activity Summary
2. Type UOA into the Business Unit field.
3. Type the Invoice Number into the Item ID field.
4. Click Search. Item Activity page will appear. Sequence 1 shows the item information and Sequence 2 shows the payment/credit information.

Note: Sequence 2 will only show if the invoice has been paid, credited or written off to bad debt. Entry Type decides if it has been paid, credited or written off.
Accounts Receivable

Customer Conversations

This function is used by both Billing Clerks and staff in Financial Services to exchange information about contact with customers. It is essential that any information shared with a customer about a particular invoice is recorded.

Add a Conversation

Steps:
1. From the Left Hand Navigation column, access Accounts Receivable/Customer Interactions/Conversations/View/Update Conversations.
2. Click Add A New Value.
3. Type UOFAK into the Set ID field.
4. Type in the Customer No you wish to add a conversation to.
5. Click Add.
6. From the Conversations tab, use the lookup icon to select a Subject.
7. Use the lookup icon to select a Sub-topic.
8. Type the Invoice number the conversation relates to and a brief Description of the conversation into the corresponding field.

Note: If a conversation relates to a particular Invoice number, adding that Number to the Description field will make it easier to locate when Reviewing Conversation.

9. Type a full description of the conversation and the relevant Invoice Number/s into the Comments field.
10. Click Save. The Conversation will save in status New.

Review a Conversation

Steps:
2. Click Find An Existing Value.
3. Type UOFAK into the Set ID field.
4. Type the Customer Number you wish to search on into the Cust ID field.
5. Click Search. A list of conversations for that customer will appear.
6. Click on the conversation you wish to view.

Note: Once the issue has been resolved, use the drop down box to change the status to Closed. Save the change.
Queries

QUERY REPORTING TOOL

Run an Existing Accounts Receivable Query

Steps:
2. Choose Query Name in the Searched By drop box.
3. In the free text search field, type ‘UOA_AR’.
4. Click Search. A list of existing Accounts Receivable queries displays.
5. Click the Run hyperlink of the query you wish to use. For this example, select the Run to HTML alongside the query “UOA_AR_UNPAID_INVS_BY_INV_NO”. A new window opens and parameter fields will be displayed if required.
6. Enter the parameters for your query as prompted. The example shown below is a Debtors unpaid Invoices query.

Note: ‘%’ can be used as a wildcard for partial number searches.

![Query Results](image)

7. Click the View Results icon. The query results will display on the screen. This example shows Unpaid Invoices By Invoice Number.
8. To select a different query, close this window and return to the main page.
9. To run the query with different parameters, change the parameter fields, then click the View Results icon. The results are refreshed on the page.
10. To save the results, click the Excel Spreadsheet hyperlink. The results are displayed in the browser in excel format. You must save as an excel file by selecting File/Save As from the browser toolbar. Select a file directory, File Name, and ensure the file type selected is .xls. Open the excel application and retrieve this excel file in the normal manner to use/manipulate the query.
11. Click the browser back arrow to return to the query results screen.
Queries

Run an Existing Billing Query

Steps:

2. Choose Query Name in the Searched By drop box.
3. In the free text search field, type ‘UOA_BI’.
4. Click Search. A list of existing Billing queries displays.
5. Click the Run hyperlink of the query you wish to use. For this example, select the Run to HTML alongside the query “UOA_BI_INVOICES_BY_BU”. A new window opens and parameter fields will be displayed if required.
6. Enter the parameters for your query as prompted. The example shown below is an Invoice Status query.

7. Click View Results icon. The query results will display on the screen. This example shows a list of invoices raised within the period for the Business Unite selected.
8. To select a different query, close this window and return to the main page.
9. To rerun the query with different parameters, change the parameter fields, click the View Results icon. The results are refreshed on the page.
10. To save the results, click the Excel Spreadsheet hyperlink. The results are displayed in the browser in excel format. You must save as an excel file by selecting File/Save As from the browser toolbar. Select a file directory, File Name, and ensure the file type selected is .xls. Open the excel application and retrieve this excel file in the normal manner to use/manipulate the query.
11. Click the browser back arrow to return to the query results screen.
## APPENDIX A Field Descriptions

Billing General page fields’ descriptions:

**Note:** * denotes required field.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit</td>
<td>Your Business Unit – see Appendix B for a complete list</td>
</tr>
<tr>
<td>Invoice</td>
<td>Defaults to Next until invoice is saved, then displays Invoice ID</td>
</tr>
<tr>
<td>Pre tax Amount</td>
<td>Total of all bill lines before tax</td>
</tr>
<tr>
<td>Status</td>
<td>Displays current status of the bill. Defaults to New</td>
</tr>
<tr>
<td>Invoice Dt</td>
<td>Date of invoice. Defaults to the Accounting Date</td>
</tr>
<tr>
<td><em>Type</em></td>
<td>A Bill Type code that represents your faculty or department</td>
</tr>
<tr>
<td>Source</td>
<td>Determines the source of bill entry. Defaults to ONLINE</td>
</tr>
<tr>
<td><em>Frequency</em></td>
<td>Only relevant to Recurring Bills. Determines the frequency of bill generation. Defaults to Once.</td>
</tr>
<tr>
<td><em>Customer</em></td>
<td>Lookup displays a list of Customers of the UoA</td>
</tr>
<tr>
<td>Address</td>
<td>Access to view the customer address page</td>
</tr>
<tr>
<td>SubCust1</td>
<td>Local, Overseas or Research customers</td>
</tr>
<tr>
<td>Cycle ID</td>
<td>Determines the schedule for bill generation. Defaults to DAILY</td>
</tr>
<tr>
<td><em>Invoice Form</em></td>
<td>Defaults to Crystal. Denotes the file format of a printed invoice</td>
</tr>
<tr>
<td>From Date</td>
<td>Denotes the date that services were provided from</td>
</tr>
<tr>
<td>To Date</td>
<td>Denotes the date that services were provided to</td>
</tr>
<tr>
<td>Pay Terms</td>
<td>Denotes the terms of payment as agreed with the customer. Defaults to the 20TH</td>
</tr>
<tr>
<td>Pay Method</td>
<td>Defaults to CHK (Cheque). Denotes the payment method as agreed with the customer</td>
</tr>
<tr>
<td>Bank Code</td>
<td>Defaults to NZDA – Bank of New Zealand. All customer payments are deposited into the Bank of New Zealand</td>
</tr>
</tbody>
</table>
## Appendix A

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bank Account</strong></td>
<td>As above.</td>
</tr>
<tr>
<td><strong>Acctg Date:</strong></td>
<td>Date invoice is process to the General and Accounts Receivable Ledgers.</td>
</tr>
<tr>
<td><strong>Account</strong></td>
<td>To enter and display account and department chart fields for the bill</td>
</tr>
<tr>
<td><strong>Sales</strong></td>
<td>Field populates automatically</td>
</tr>
<tr>
<td><strong>Bill Inquiry Phone</strong></td>
<td>UoA contact number for customer account inquiries</td>
</tr>
<tr>
<td><strong>Credit</strong></td>
<td>Field populates automatically</td>
</tr>
<tr>
<td><strong>Collect</strong></td>
<td>Field populates automatically</td>
</tr>
<tr>
<td><strong>Biller</strong></td>
<td>Field populates automatically</td>
</tr>
<tr>
<td><strong>Billing Authority</strong></td>
<td>A billing specialist who is responsible for approving invoices</td>
</tr>
<tr>
<td><strong>Copy Address</strong></td>
<td>Access to view the courtesy customer address page</td>
</tr>
<tr>
<td><strong>Header Notes</strong></td>
<td>Access the Header Notes page. The note appears at the top of the invoice and relates to all lines of the invoice.</td>
</tr>
<tr>
<td><strong>Standard Entry</strong></td>
<td>Click to toggle between standard and express bill entry</td>
</tr>
<tr>
<td><strong>Summary</strong></td>
<td>Access to the bill summary page.</td>
</tr>
<tr>
<td><strong>Bill Search</strong></td>
<td>Hyperlink to the corresponding action in the Left Hand Navigation column.</td>
</tr>
<tr>
<td><strong>Line Search</strong></td>
<td>Hyperlink to the corresponding action in the Left Hand Navigation column.</td>
</tr>
<tr>
<td><strong>Table</strong></td>
<td>Identifier for Billing. Use ID identifier only</td>
</tr>
<tr>
<td><strong>Description</strong></td>
<td>Free text field to describe the bill line item ordered by the customer</td>
</tr>
<tr>
<td><strong>Identifier</strong></td>
<td>Tax indicator</td>
</tr>
<tr>
<td><strong>Quantity</strong></td>
<td>Free text field. Number of goods or services provided.</td>
</tr>
<tr>
<td><strong>UOM</strong></td>
<td>Unit Of Measure</td>
</tr>
<tr>
<td><strong>Unit Price</strong></td>
<td>Cost per unit of goods or services provided</td>
</tr>
<tr>
<td><strong>Gross Extended</strong></td>
<td>Total value of goods or services provided</td>
</tr>
<tr>
<td><strong>Lines to Add</strong></td>
<td>Used to add, subtract or copy lines from the bill</td>
</tr>
</tbody>
</table>
## APPENDIX B Business Units

<table>
<thead>
<tr>
<th>Business Unit</th>
<th>Description</th>
<th>Bill Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AF</td>
<td>Faculty of Arts</td>
<td>AF</td>
<td>Arts</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TH</td>
<td>Theology</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FB</td>
<td>Fale Booking</td>
</tr>
<tr>
<td>AI</td>
<td>Asian Institute</td>
<td>AI</td>
<td>Asia Institute</td>
</tr>
<tr>
<td>AS</td>
<td>Academic Services</td>
<td>CA</td>
<td>Academic Development</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CE</td>
<td>Continuing Education</td>
</tr>
<tr>
<td>AT</td>
<td>Creative Arts and Industries</td>
<td>AT</td>
<td>NICAI</td>
</tr>
<tr>
<td>BE</td>
<td>Business &amp; Economics</td>
<td>BE</td>
<td>Business &amp; Economics</td>
</tr>
<tr>
<td></td>
<td></td>
<td>EP</td>
<td>Executive Programmes 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ES</td>
<td>Executive Programmes 2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TS</td>
<td>Techsite Services</td>
</tr>
<tr>
<td>ED</td>
<td>Faculty of Education</td>
<td>ED</td>
<td>Education 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>EF</td>
<td>Education 2</td>
</tr>
<tr>
<td>EN</td>
<td>School of Engineering</td>
<td>EN</td>
<td>Engineering</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BN</td>
<td>Bio-engineering</td>
</tr>
<tr>
<td>ER</td>
<td>External Relations</td>
<td>ER</td>
<td>External Relations</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CM</td>
<td>Communications &amp; Marketing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SP</td>
<td>Schools Partnership Office</td>
</tr>
<tr>
<td>EX</td>
<td>Vice-Chancellor's Office</td>
<td>EX</td>
<td>Executive</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SH</td>
<td>Shared Services</td>
</tr>
<tr>
<td>FS</td>
<td>Financial Services</td>
<td>FS</td>
<td>Financial Services</td>
</tr>
<tr>
<td>HR</td>
<td>Human Resources</td>
<td>HR</td>
<td>Human Resources</td>
</tr>
<tr>
<td>IT</td>
<td>IT Services</td>
<td>IT</td>
<td>ITSS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CN</td>
<td>Data Networks</td>
</tr>
<tr>
<td>LB</td>
<td>Library</td>
<td>LB</td>
<td>Library</td>
</tr>
<tr>
<td>LW</td>
<td>Faculty of Law</td>
<td>LW</td>
<td>Law</td>
</tr>
<tr>
<td>MD</td>
<td>Medical and Health Sciences</td>
<td>MA</td>
<td>Administration Medicine</td>
</tr>
<tr>
<td></td>
<td></td>
<td>MC</td>
<td>Contracts</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BS</td>
<td>Biomedical Sciences</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CS</td>
<td>Clinical Sciences</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PH</td>
<td>Public Health</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SS</td>
<td>Support Services</td>
</tr>
</tbody>
</table>
# Appendix B

<table>
<thead>
<tr>
<th></th>
<th>Maidment Theatre</th>
<th>MT</th>
<th>Maidment Theatre</th>
</tr>
</thead>
<tbody>
<tr>
<td>PS</td>
<td>Property Services</td>
<td>PS</td>
<td>Property Services</td>
</tr>
<tr>
<td>RO</td>
<td>Research Office</td>
<td>RO</td>
<td>Research 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>RN</td>
<td>Research 2</td>
</tr>
<tr>
<td>SA</td>
<td>Student Administration</td>
<td>SA</td>
<td>Student Administration</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AR</td>
<td>Academic Registry</td>
</tr>
<tr>
<td></td>
<td></td>
<td>GC</td>
<td>Graduate Centre</td>
</tr>
<tr>
<td></td>
<td></td>
<td>IO</td>
<td>International Office</td>
</tr>
<tr>
<td>SC</td>
<td>Faculty of Science</td>
<td>SC</td>
<td>Science</td>
</tr>
<tr>
<td>ST</td>
<td>Student Services</td>
<td>ST</td>
<td>Careers Advisory</td>
</tr>
<tr>
<td>SU</td>
<td>Student Support</td>
<td>SU</td>
<td>Scholarships &amp; Financial Support</td>
</tr>
<tr>
<td>TR</td>
<td>Tamaki Registry</td>
<td>TR</td>
<td>Tamaki Registry</td>
</tr>
</tbody>
</table>
Appendix C

APPENDIX C Bill Status List

Any one of the following Statuses can be displayed in the Status field on the Bill Header. A user can manually adjust the status or it can be changed automatically by running a process.

<table>
<thead>
<tr>
<th>CAN</th>
<th>Canceled</th>
</tr>
</thead>
<tbody>
<tr>
<td>FNL</td>
<td>Finalized Bill</td>
</tr>
<tr>
<td>HLD</td>
<td>Hold Bill</td>
</tr>
<tr>
<td>INV</td>
<td>Invoiced Bill</td>
</tr>
<tr>
<td>NEW</td>
<td>New Bill</td>
</tr>
<tr>
<td>PND</td>
<td>Pending Approval</td>
</tr>
<tr>
<td>RDY</td>
<td>Ready to Invoice</td>
</tr>
<tr>
<td>TMP</td>
<td>Temporary Bill</td>
</tr>
<tr>
<td>TMR</td>
<td>Temporary Ready Bill</td>
</tr>
</tbody>
</table>