Billing & Accounts Receivable User Manual

PeopleSoft Financials V9.2

V1 | LAST UPDATED TUESDAY, 6 NOVEMBER 2018 | 0.1 FINAL

University of Auckland Financial Services, Level 9, Building 620, 49 Symonds Street, Auckland 1010

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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.

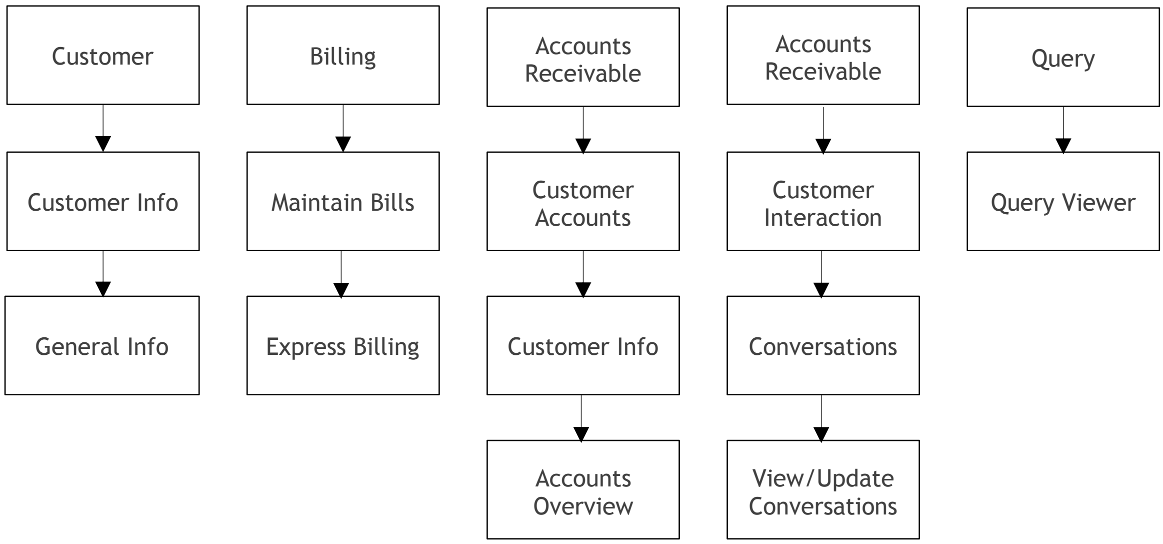
Related policy and guidelines

- https://www.staff.auckland.ac.nz/en/central-services/finance-and-purchasing/finance-user-manuals-and-guides.html
- https://www.auckland.ac.nz/en/about/the-university/how-university-works/policy-and-administration/finance/credit-management.html

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.

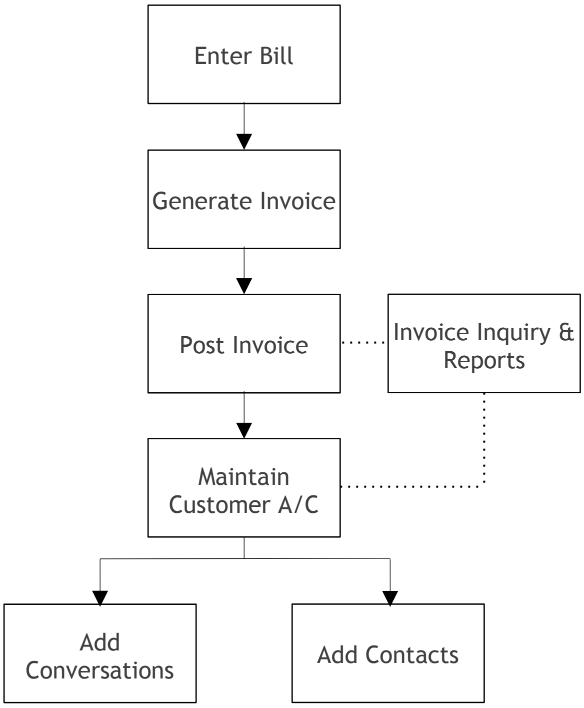


Billing

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 finalised. 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 – finalised and printed. A Bill can only be raised in a foreign currency to a specified customer account. Currencies default according to the customers selected. There are a couple of ways to Enter Bills:

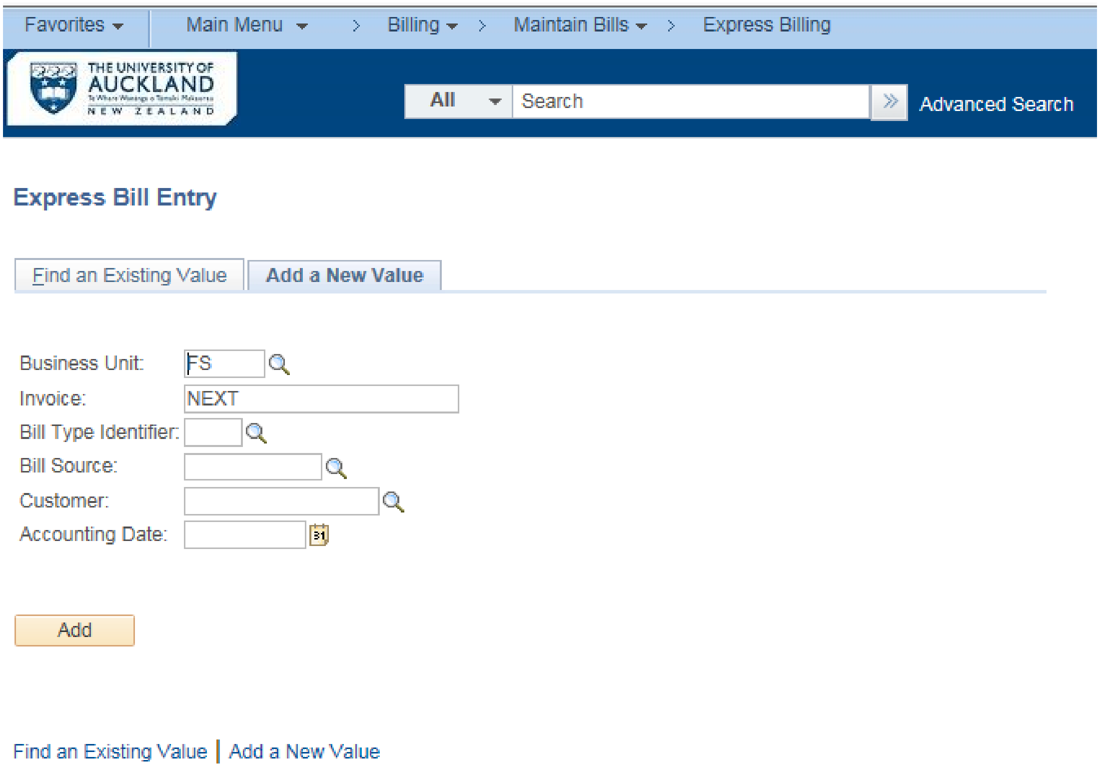
- Express Billing
- Copy Bills

Express Bills

To Enter a Bill using Express Billing, 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.



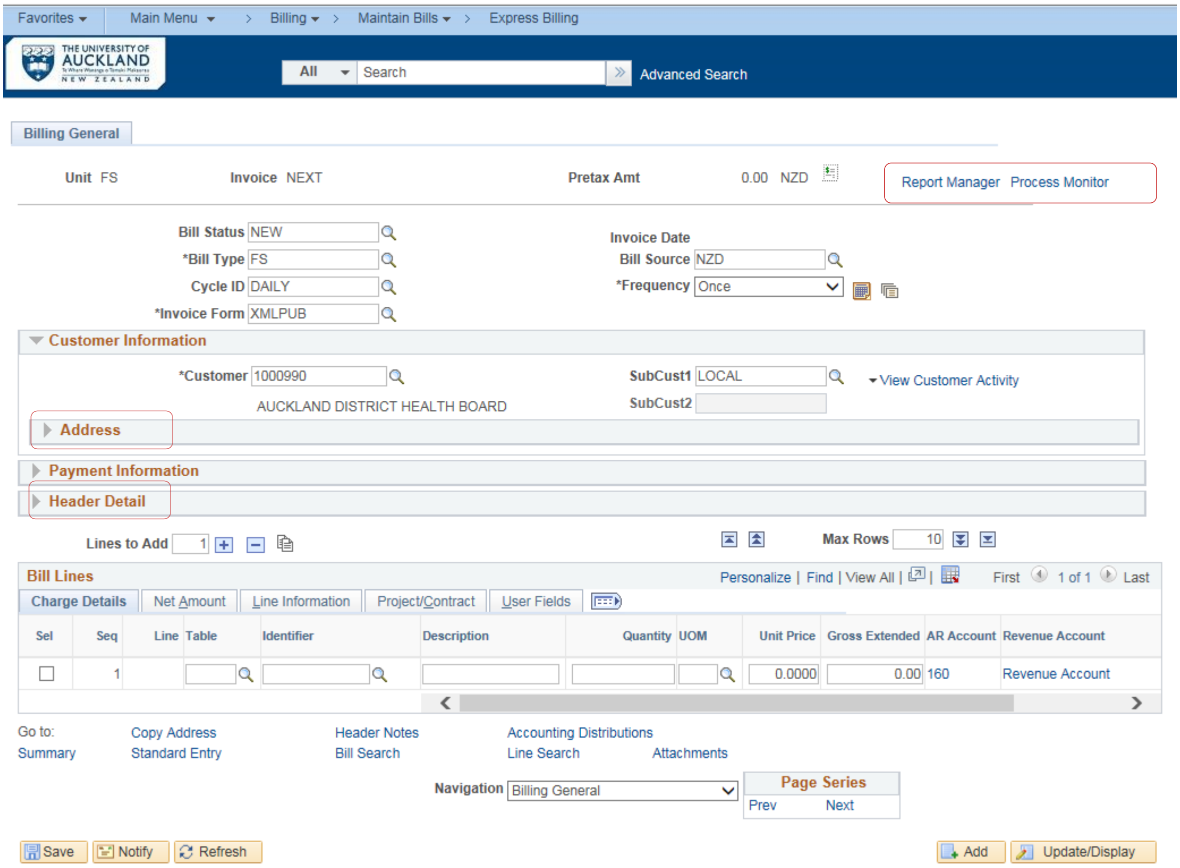
5. Select a **Business Unit** using the **Lookup** icon.

Note: Users will have a default Business Unit from their security setup.

6. Fill in the **Bill Type, Customer ID** 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 as '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 ID** 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. Using the **Lookup** icon, select the appropriate **Bill Source**.

Note: The Billing Source codes denotes the currency we expect to receive the invoice payment in. The Billing Source code will set the Remit To Bank details on the Bill. The general rules applied to Bill Source Codes are as follows:

- If the Bill currency is NZD the Bill Source is set to NZD then the bank details shown on the Payment Information section of the Bill will be as follows:
  - Remit To: ANZ
  - Bank Account: NZD

- If the Bill currency is AUD the Bill Source is set to AUD then the bank details shown on the Payment Information section of the Bill will be as follows:
    - Remit To: ANZFX
    - Bank Account: AUD

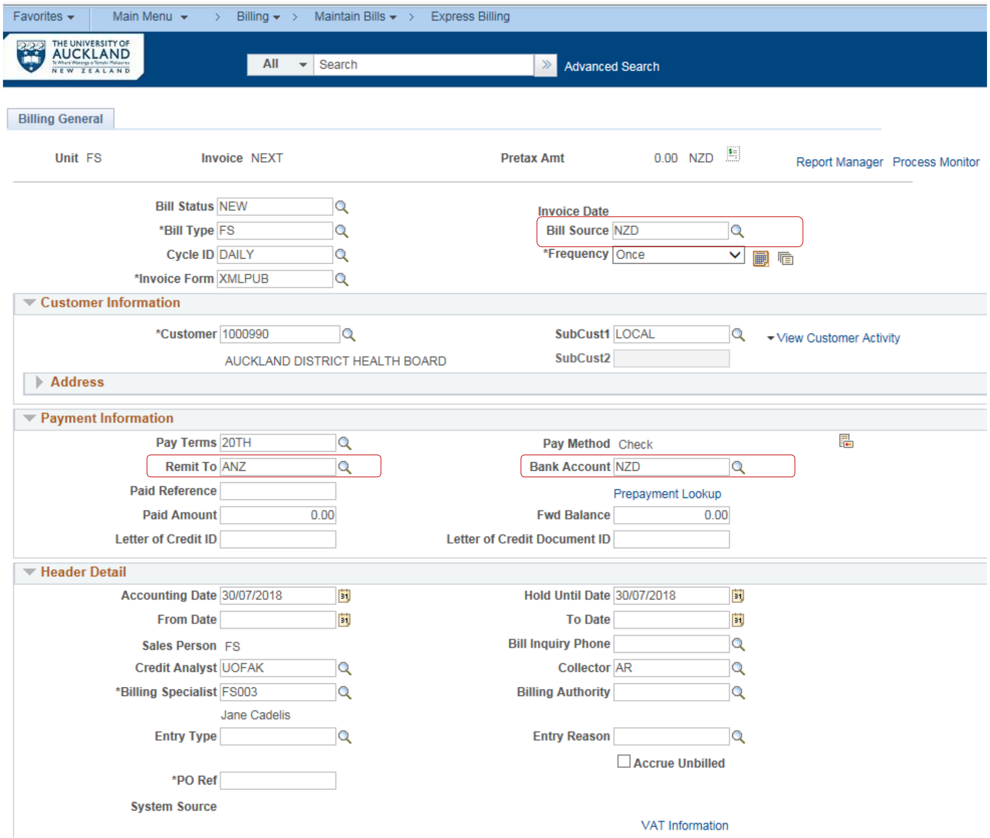
- If the Bill currency is EUR the Bill Source is set to EUR then the bank details shown on the Payment Information section of the Bill will be as follows:
    - Remit To: ANZFX
    - Bank Account: EUR

- If the Bill currency is GBP the Bill Source is set to GBP then the bank details shown on the Payment Information section of the Bill will be as follows:
    - Remit To: ANZFX
    - Bank Account: GBP

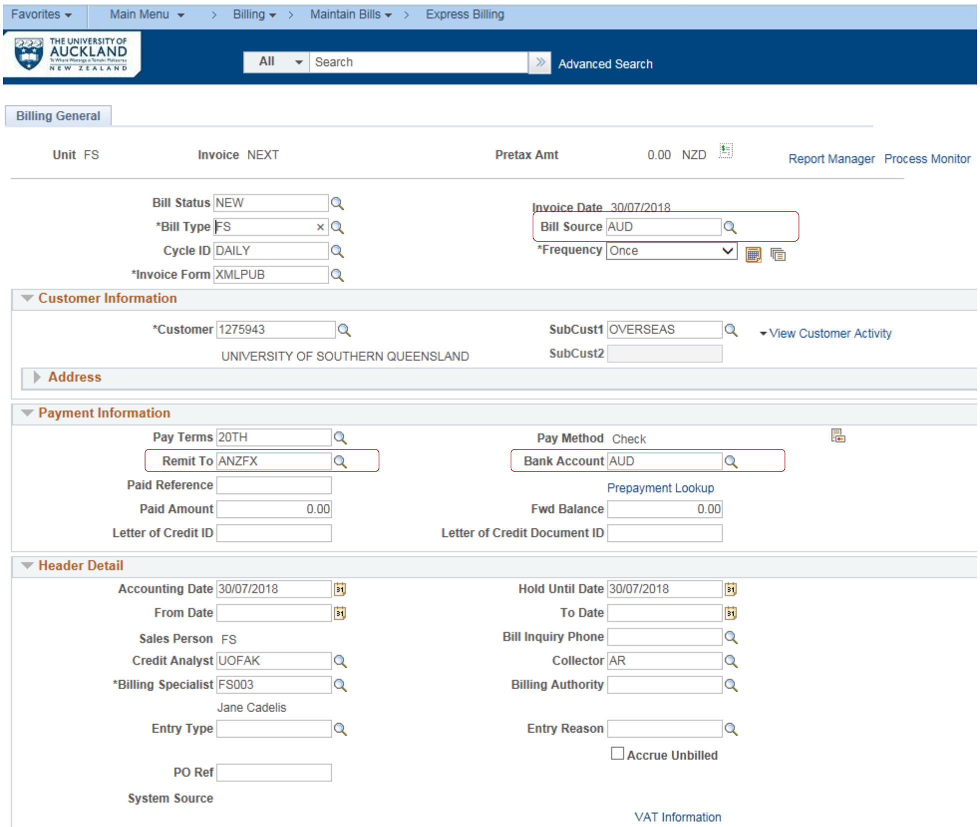
- If the Bill currency is USD the Bill Source is set to USD then the bank details shown on the Payment Information section of the Bill will be as follows:
    - Remit To: ANZFX
    - Bank Account: USD

- If the Bill currency is another foreign currency where we don’t hold a bank account then the Bill Source is set to NZD then the bank details shown on the Payment Information section of the Bill will be as follows:
    - Remit To: ANZ
    - Bank Account: NZD

Below is a page showing the relevant codes for a NZD invoice:



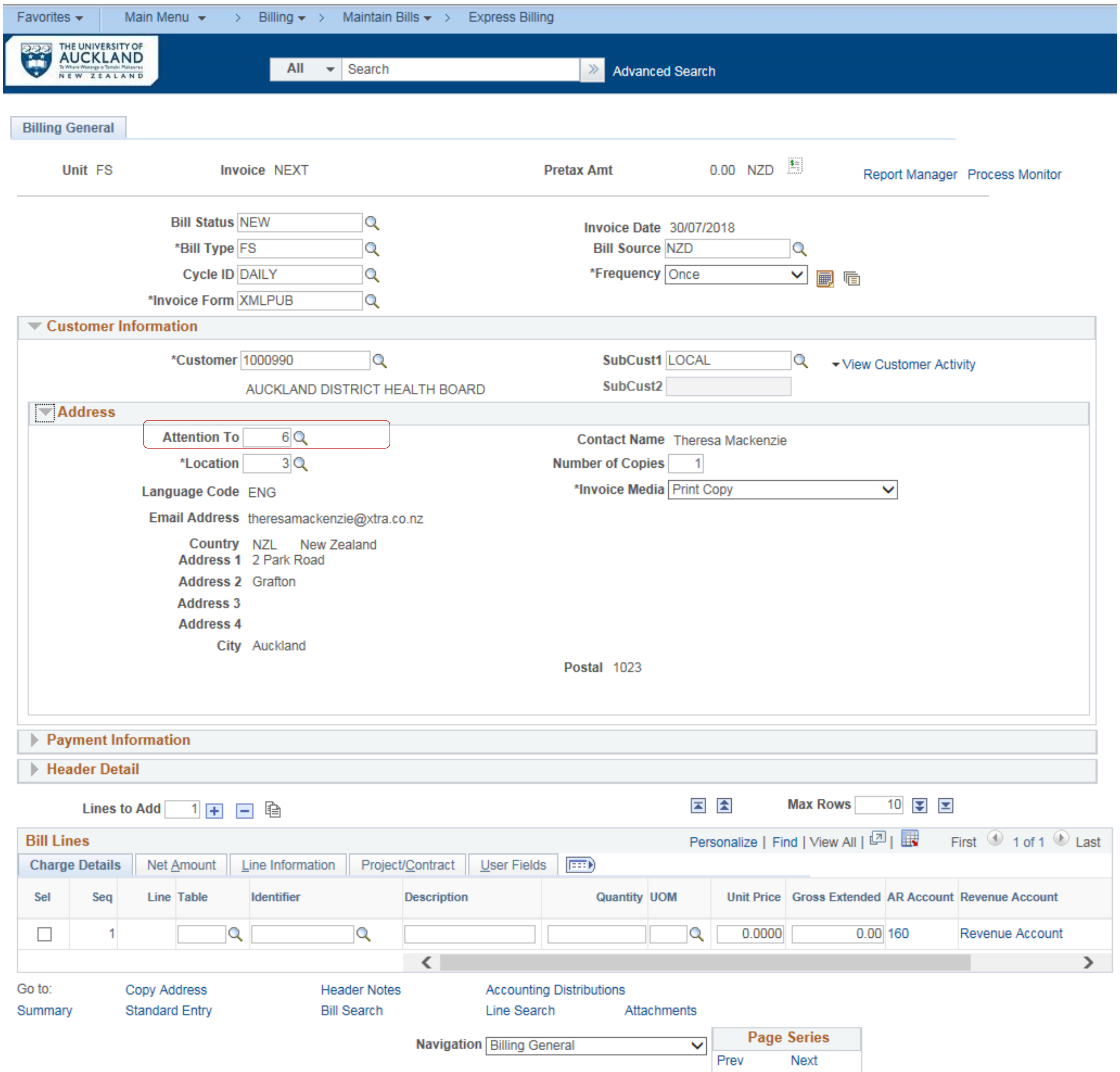
Below is a page showing the relevant codes for an AUD invoice:

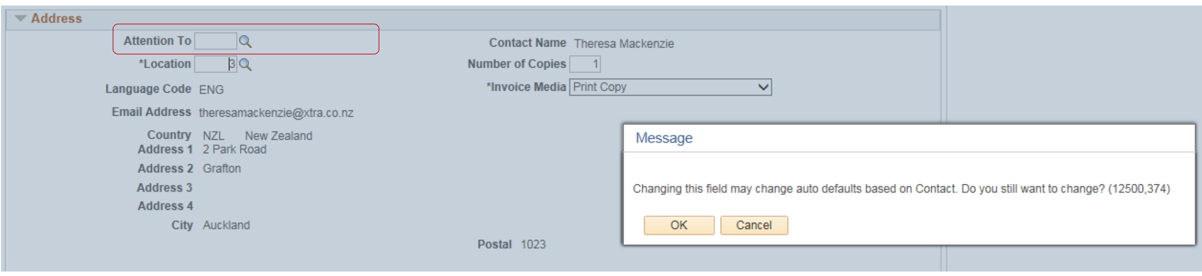


12. Click the **Address** expand section to check customer details to ensure the correct Customer has been selected.

Note: Only use 7 digit numbers. Use **Customer Maintenance Form FS-11** to request new customer being setup. Form is located on Financial Services' webpage.

Note: Contact Names can be updated on Invoices. The primary contact will always default to the Express Bill page if available. To enter a new contact name, blank out the '**Attention To**' field, a message will display, click **OK** and the '**Contact Name**' field will then be updateable. See relevant screen prints below:



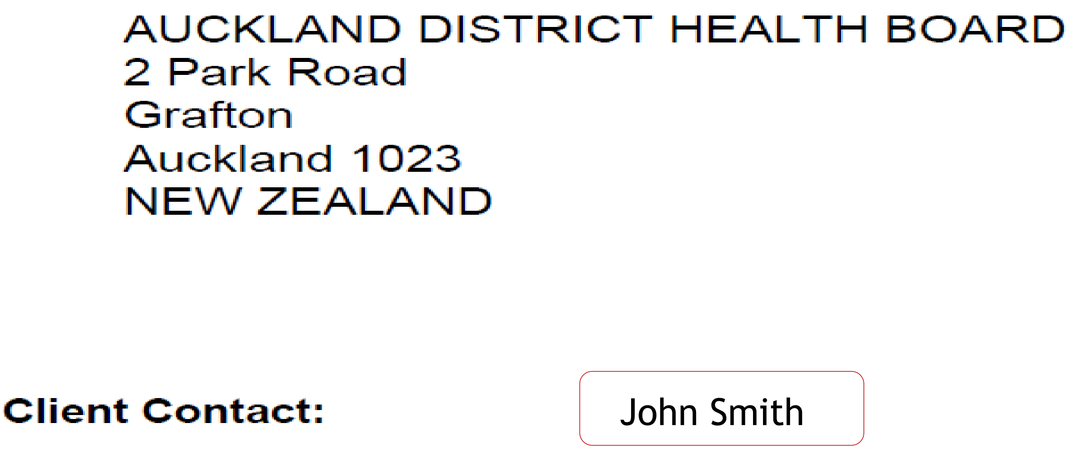



Address
Attention To
*Location 3
Language Code ENG
Email Address
Country NZL New Zealand
Address 1 2 Park Road
Address 2 Grafton
Address 3
Address 4
City Auckland
Postal 1023
Contact Name Theresa Mackenzie
Number of Copies 1
*Invoice Media Print Copy

- The Contact name can then be changed to a new value which will print on the invoice, see relevant pages below:


Address
Attention To
*Location 3
Language Code ENG
Email Address
Country NZL New Zealand
Address 1 2 Park Road
Address 2 Grafton
Address 3
Address 4
City Auckland
Postal 1023
Contact Name John Smith
Number of Copies 1
*Invoice Media Print Copy

- The contact name entered will now print on the invoice, see below:

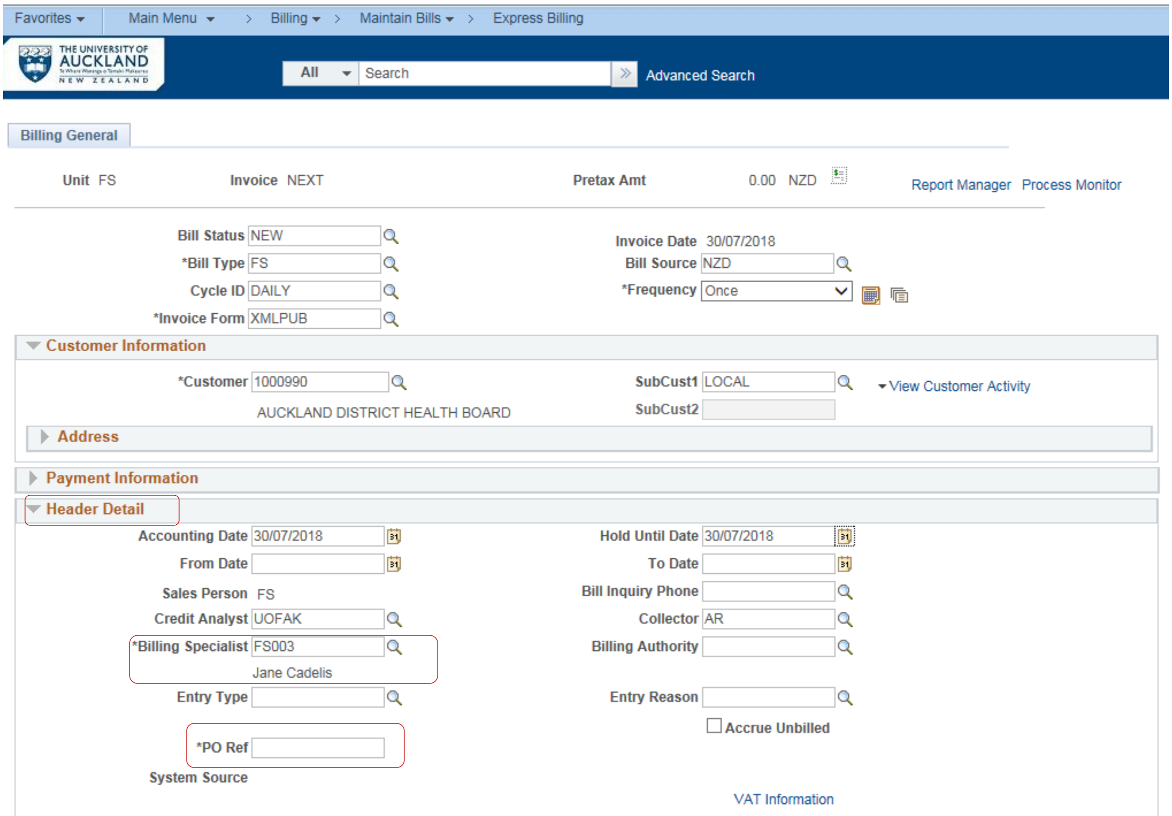

AUCKLAND DISTRICT HEALTH BOARD
2 Park Road
Grafton
Auckland 1023
NEW ZEALAND

Client Contact: John Smith

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

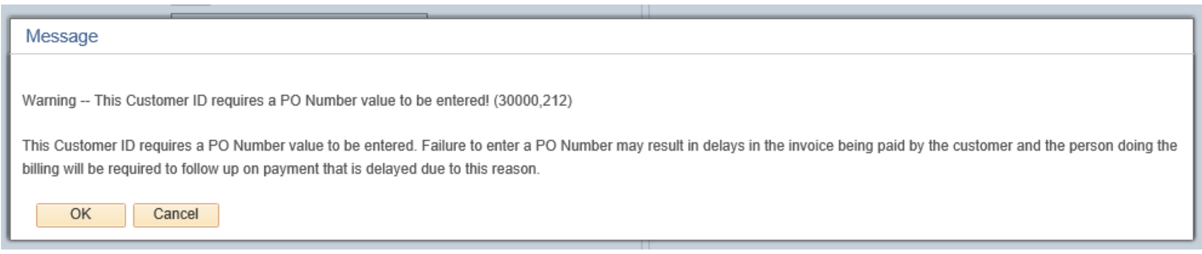
13. Click the **Header Detail** expand section, the **Header Detail** page will appear.
14. Enter the **Accounting Date** if you have not entered in the front page.
15. Enter **Billing Specialist**.

Note: The Billing Specialist code is mandatory on all invoices. This code holds the name of the person entering the Bill and holds additional details such as email address and telephone number which will print on the Invoice. Any new request for Billing Specialist codes to be setup can be channelled to the PeopleSoft SAS support team in the future. Below is the Billing Specialist code.



16. Enter the PO reference in **PO Ref.**

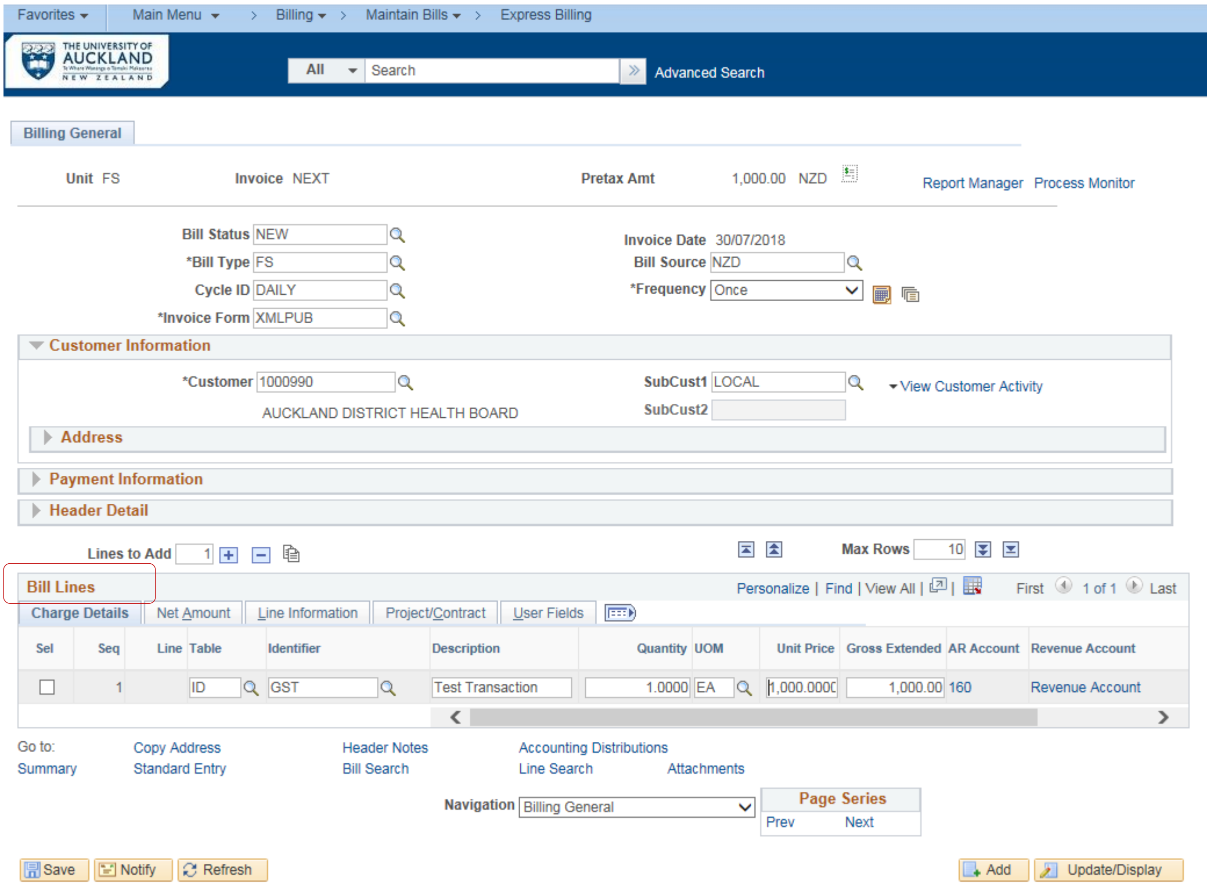
Note: Customer records can be setup to require a Purchase Order. In this case, if a Purchase Order number isn't entered, a warning message will be displayed asking for a Purchase Order Number to be entered before the invoice is finalised and printed. See warning message below:



Note: Not adding a Purchase Order Number on the invoice will not stop it from being processed. The Purchase Order number field should be entered in the PO Ref field in the Header Detail section of the Express Bill page.

17. Collapse the **Header Details** section.

18. 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.

19. Use the **Lookup** icon to select the appropriate tax **Identifier** (GST or ZEROGST).

20. Enter a description of the bill line into the **Description** field. This will print on the invoice.

21. Enter the **Quantity** into the corresponding field.

22. The **UOM** defaults to EA (each). Override this if required.

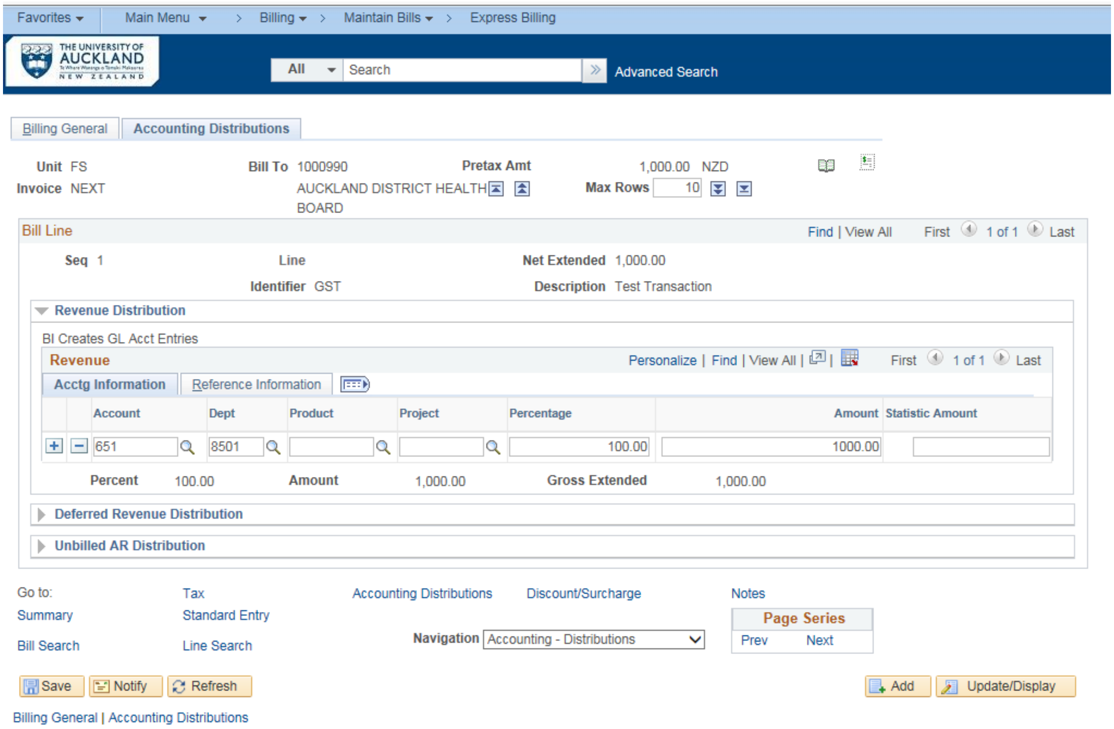
23. Enter the dollar value per unit into the **Unit Price** field.

24. Press **Enter**. 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. You need to save the bill before you can access the Summary hyperlink.

25. 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.

26. 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.

27. Click the Accounting Distribution hyperlink, the **Accounting Distribution** page will appear.

28. Enter the **Account** and **Dept** codes into the corresponding fields.

Note: There are few ways of accessing Accounting Distribution page. You can also access it by clicking Revenue Account hyperlink in Bill Lines or by clicking Next in the Page Series at the right bottom corner as well as choosing from the drop down **Navigation menu**.

29. If required enter **Product** and **Project** codes into the corresponding fields.

30. Click the **Refresh** icon. The **Amount** fields will default from the bill line details previously entered.

31. If required, add multiple **Accounting Distribution Lines** for the Bill line by clicking the **+ icon** in the **Bill Line Distribution** panel.

32. If you want to split the cost between accounts or departments, enter a **Percentage** into the corresponding field for each line.

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

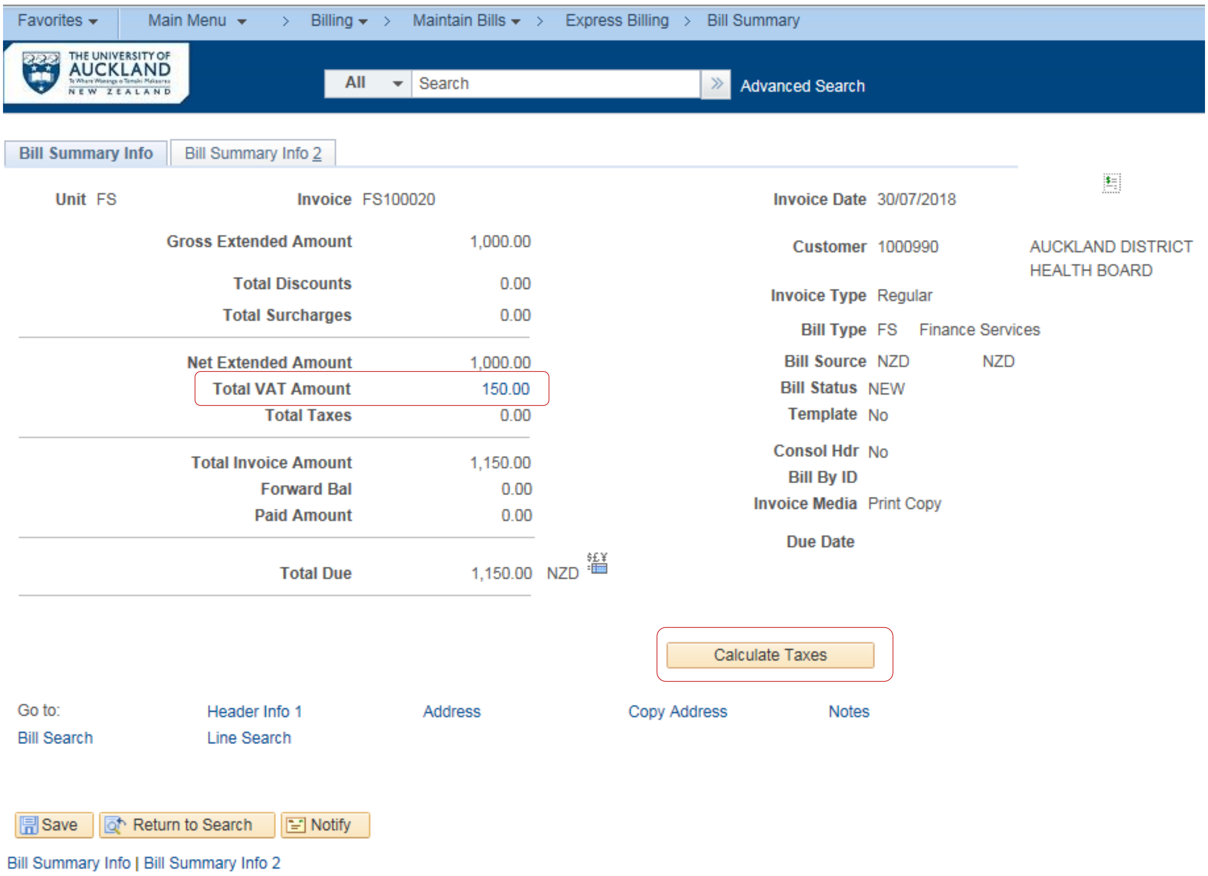
34. Click Next from the Page Series icon. The **Header Notes/Line Notes** page tab will appear. If you need to enter any header or line specific notes, they are entered on this page in the **Note Text** box. This tab can also be accessed by clicking the Header Notes hyperlink or selecting **Header-Note** option from **Navigation** drop down menu.

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

35. Go back to **Billing General** Page to change the status from New to Ready **'RDY'** and click **Save**. The next invoice number is allocated and appears on the Header.

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

37. 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.

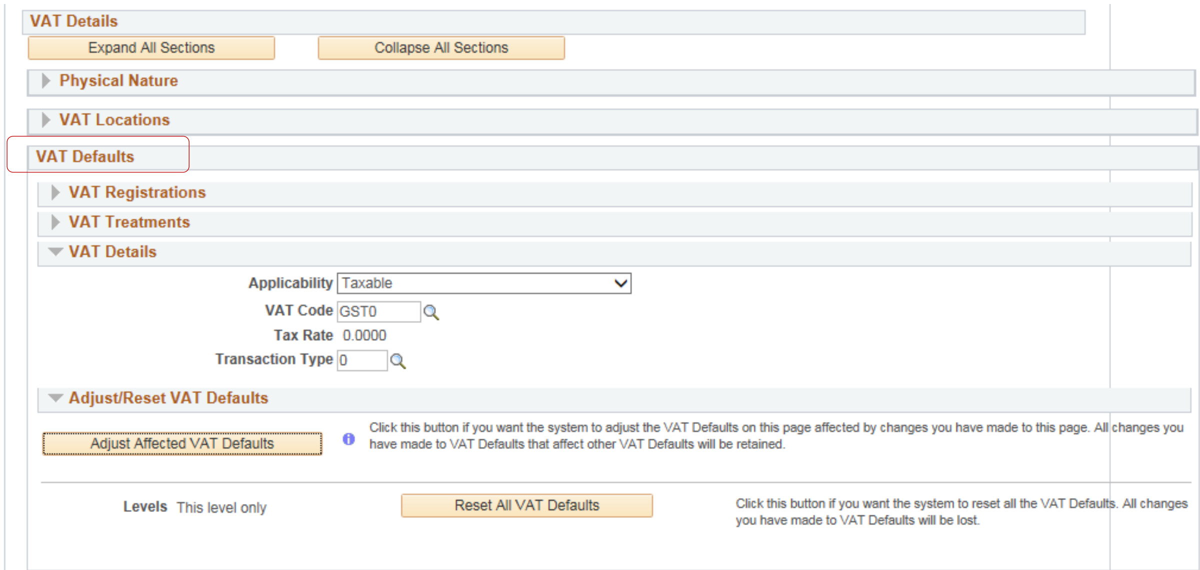


38. Click **Save**. Click **Express Billing** Tab to go back to the bill. The invoice can be finalised and printed. See Generate Invoices section.

Note: All foreign customers are defaulted 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 38.

Additional GST Steps:

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

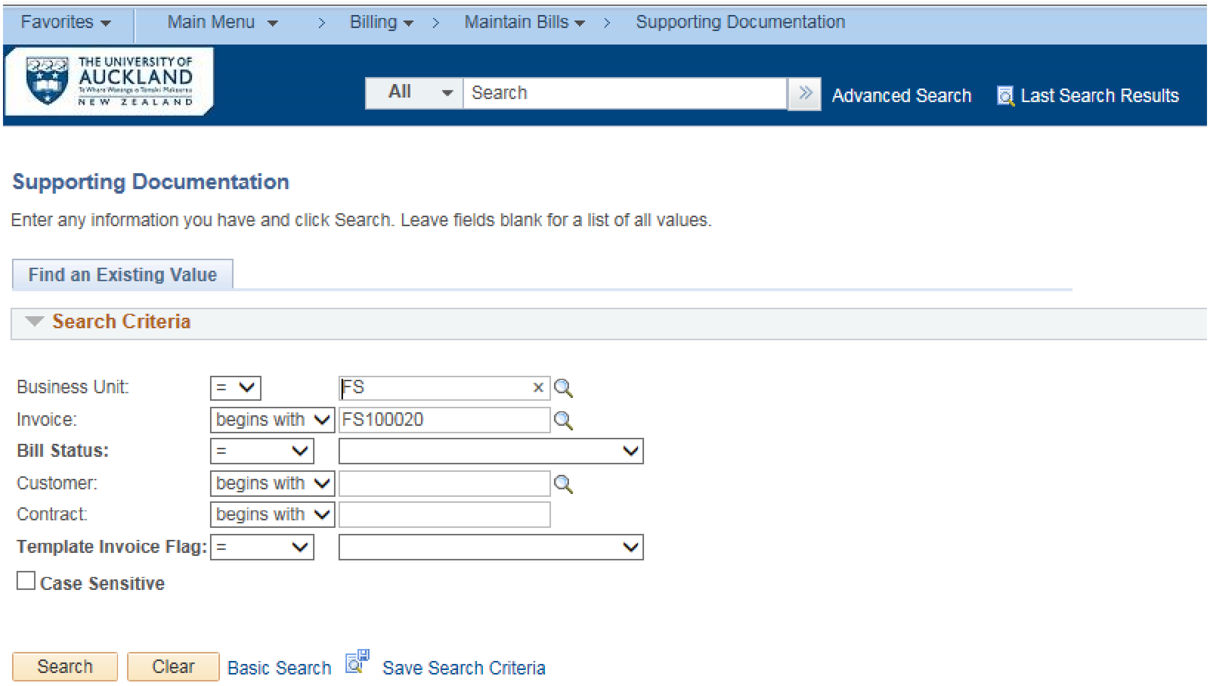


5. Go back to **Billing General** Page to change the status from New to Ready **'RDY'**.
6. Click **Save**. The next invoice number is allocated and appears on the Header. The invoice can be finalised and printed. See the Generate Invoices section.

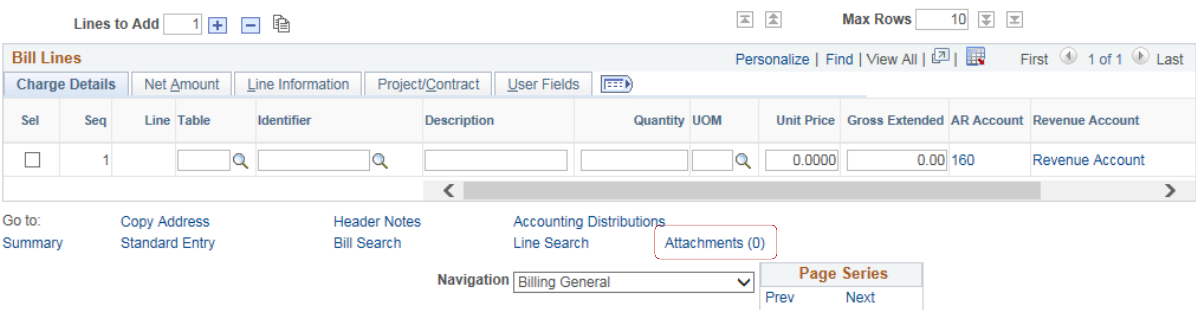
Adding an attachment to a bill/Supporting Documentation Steps:

1. Click the Attachments hyperlink at the bottom of the billing general tab. **Header Documentation** page will appear.
2. Click **upload**. A **File Attachment** window will appear.
3. Select a document you want to attach to the bill by clicking **Browse** and upload the document.
4. Enter a **document description** and click **Save**. You can view the attached document by clicking **View** button.
5. Select **Express Billing** Tab to go back to the Bill page.

Note: If you would like to view the attached documents in the future, access **Billing/Maintain Bills/Supporting Documentation**. Enter **Business unit** and **Invoice number**. Click **search**.



Note: Attachments to Bills have a number showing on the page against the Attachments hyperlink to denote the number of documents attached to a Bill.

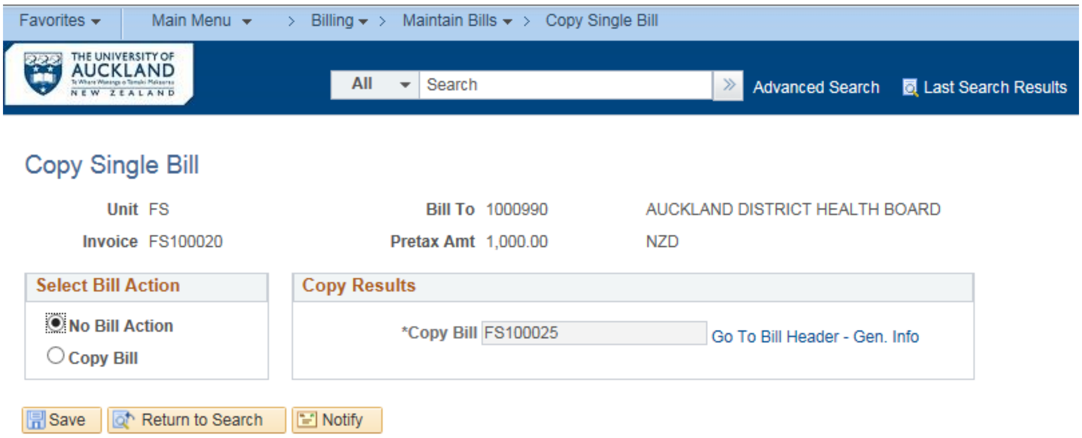


Copy Bills

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

Steps:

1. Access **Billing>Maintain Bills>Copy Single Bill**. The **Copy Single Bill** page will appear.
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 ID** 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**. The invoice can be finalised and printed. See the Generate Invoices section.

Generate Invoices

Finalisation

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

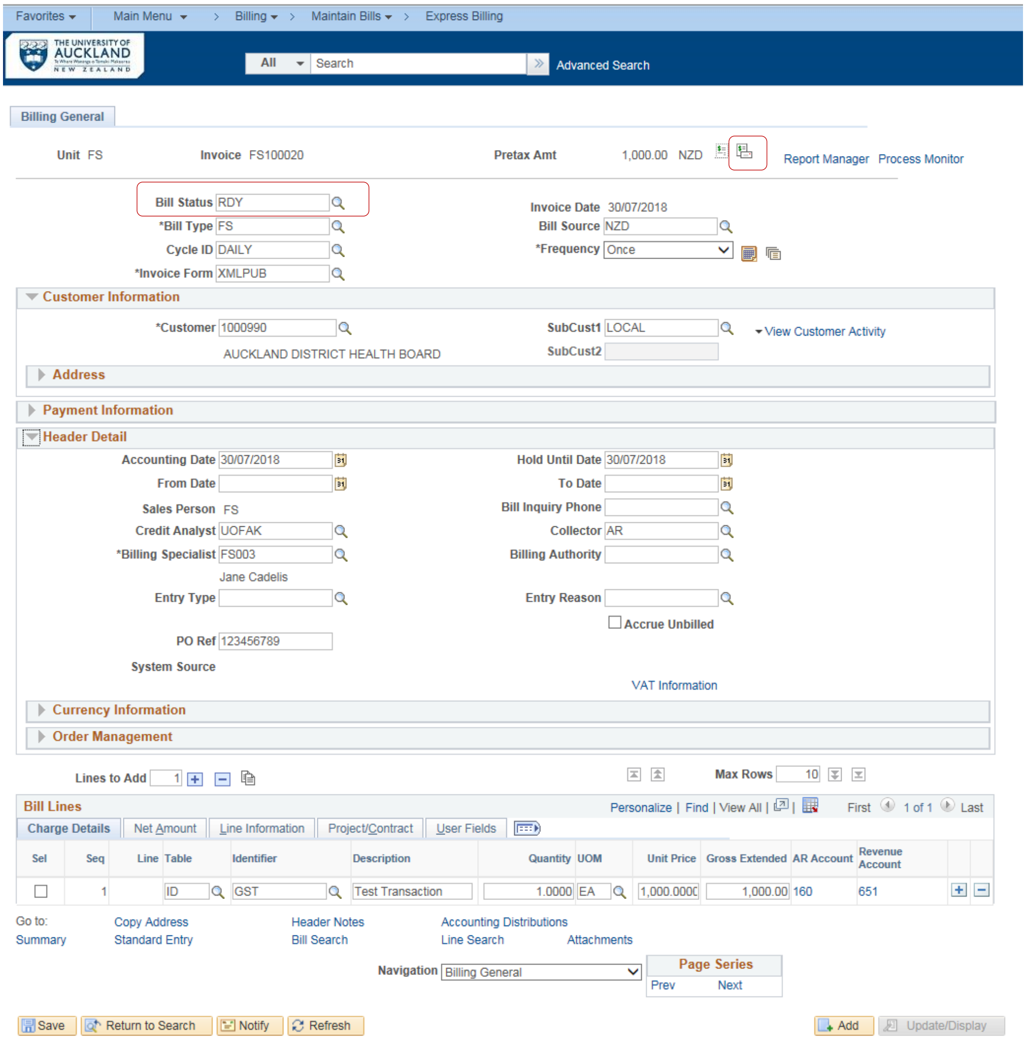
Steps:

1. If not already in the Invoice you want to finalise, click **Billing>Maintain Bills>Express Billing**. **Find an Existing Value** page will appear. Use the **Lookup** icon to select a **Business Unit** and an existing.

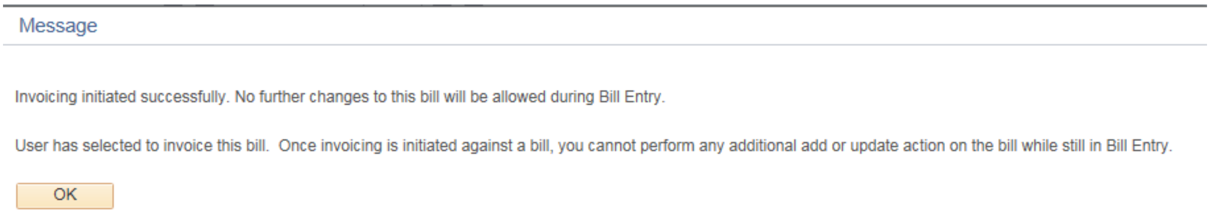
2. Click **Search.**

3. Change the Bill Status to Ready **'RDY'** if not already.

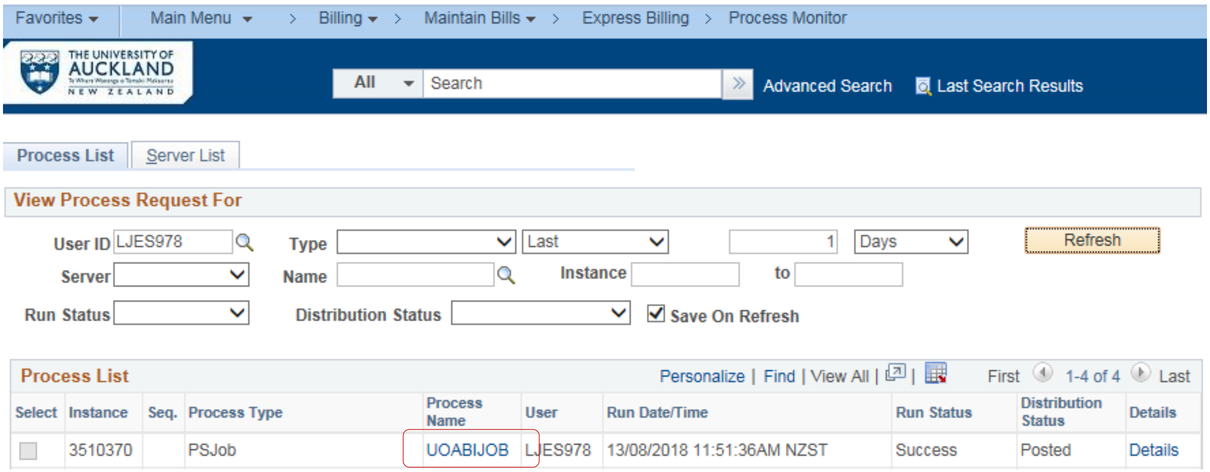
4. To run the invoice, click on the icon on the bill page.

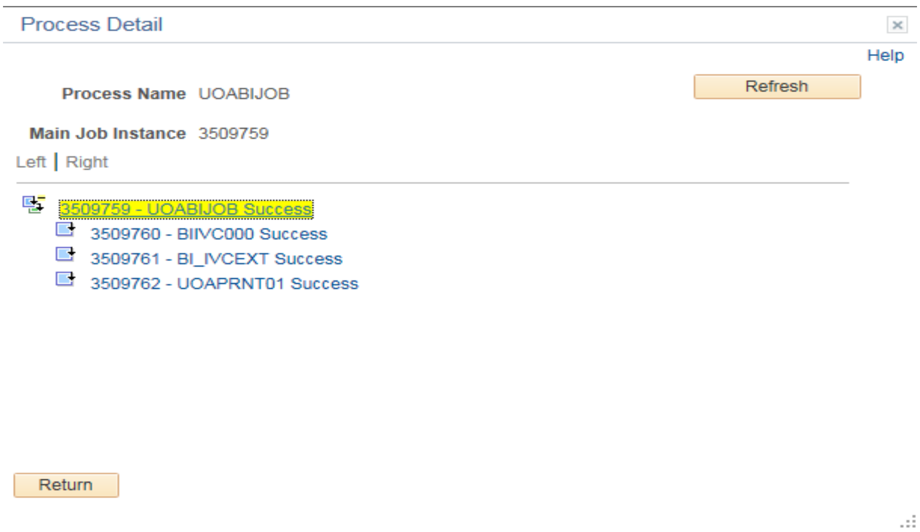


5. When you click on the icon the following message appears:

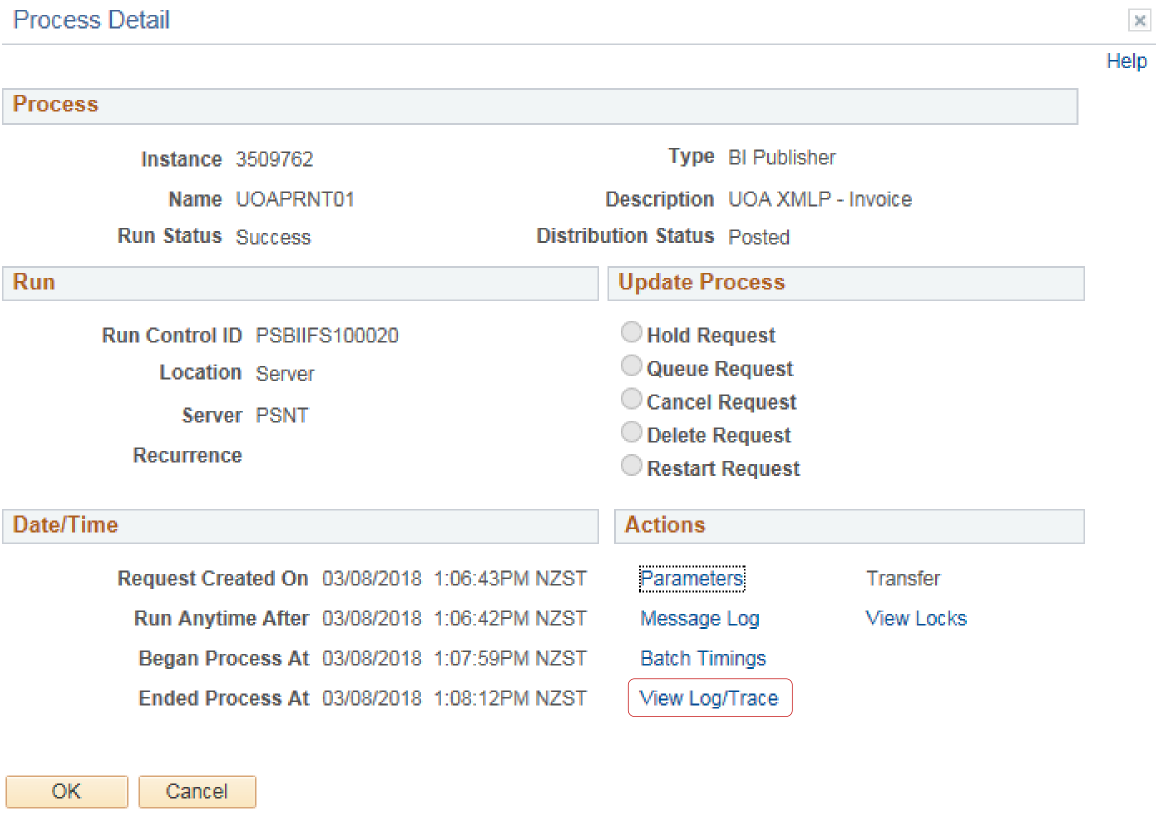


6. Click on the **OK** box.
7. Click the [Process Monitor]() hyperlink.
8. A new window **Process List** will appear. A PeopleSoft Job called **UOABIJOB** is submitted.
9. Click **Refresh** button periodically until the **Run status** changes from **Queued to Success.**
10. Click on the **UOABIJOB** process and the following page displays:

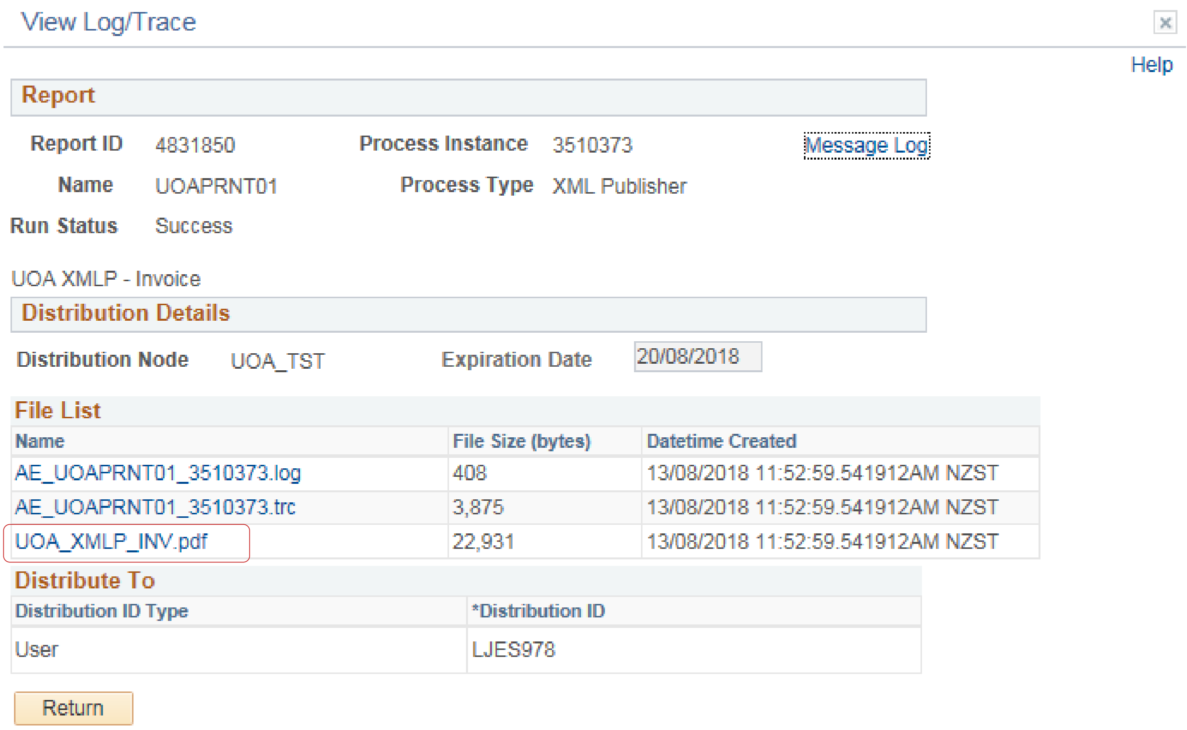




11. Click on the **UOAPRNT01** process.



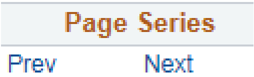
12. Click on **View Log/Trace** option.



13. Select **UOA_XMLP_INV.pdf** option to view the Tax Invoice and Print.

Note: The finalise and print process can be run together and submitted via an icon on the bill page.

Note: You can use the Page Series buttons displaying on the bottom right hand of the Billing pages to move through the different Billing pages. See the Prev and Next buttons shown below:



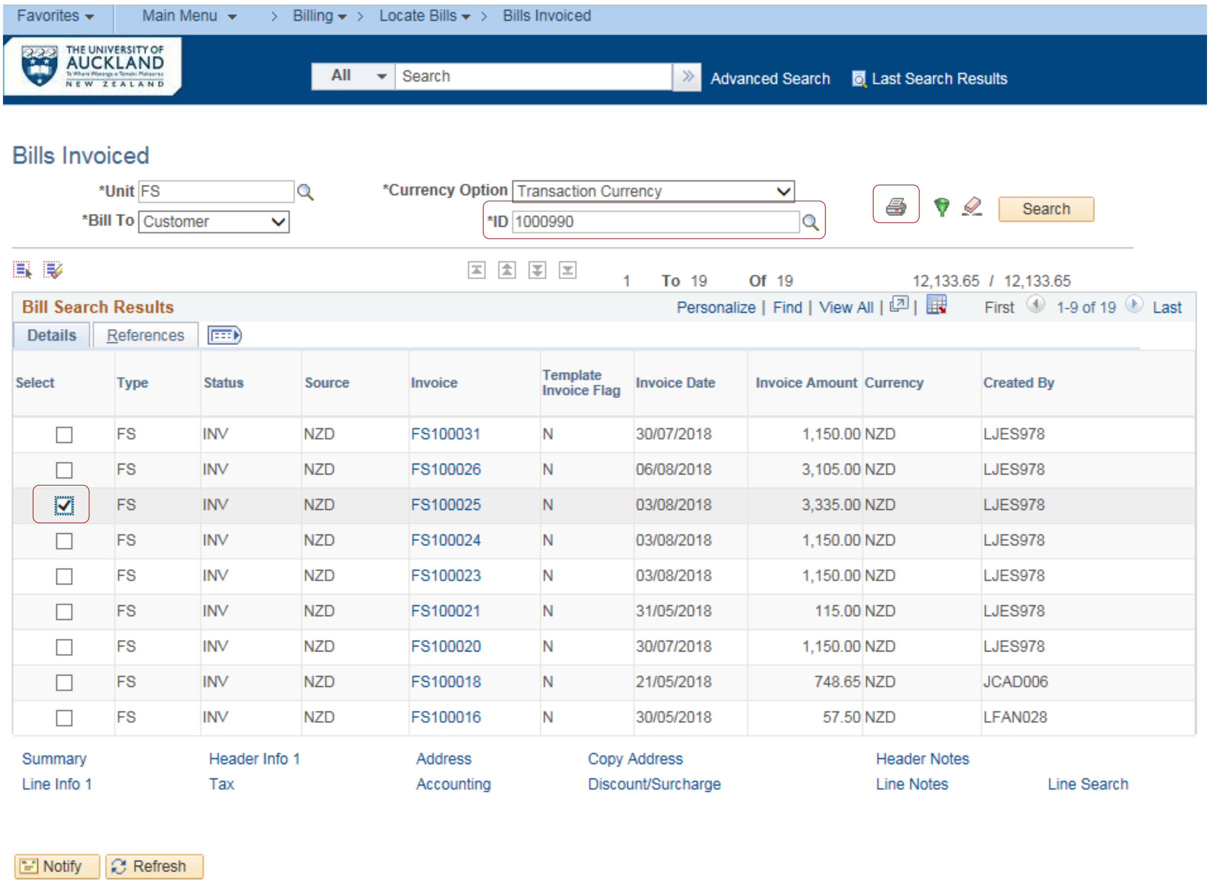
Invoice Reprints

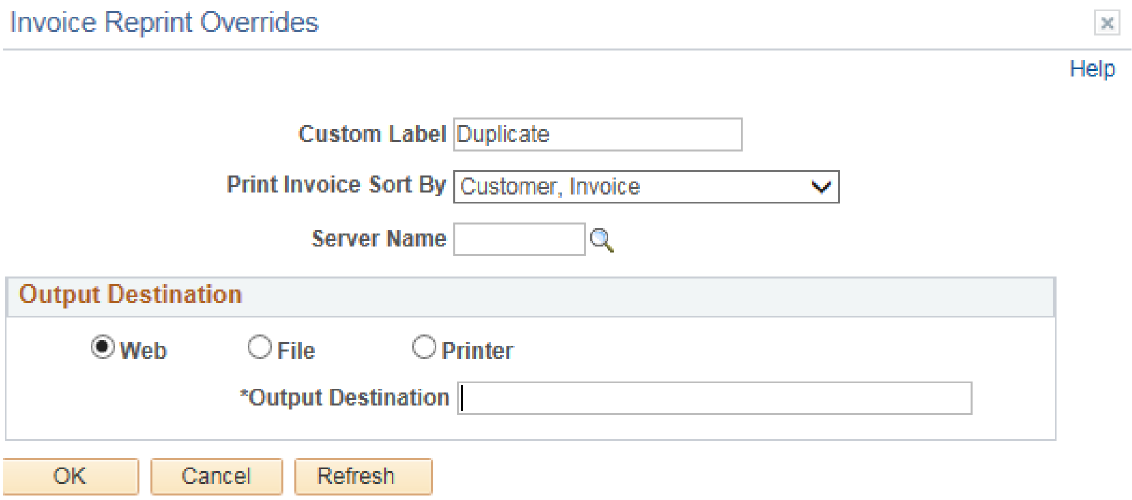
The following steps are to be followed for re-printing of invoices.

Option 1

Steps:

1. Access **Billing>Locate Bills>Bills Invoiced.**
2. Enter **Customer ID** number and click **Search.**
3. Select the item you wish to re-print.
4. Click on the button and a new window page, **Invoice Reprint Overrides** will display.

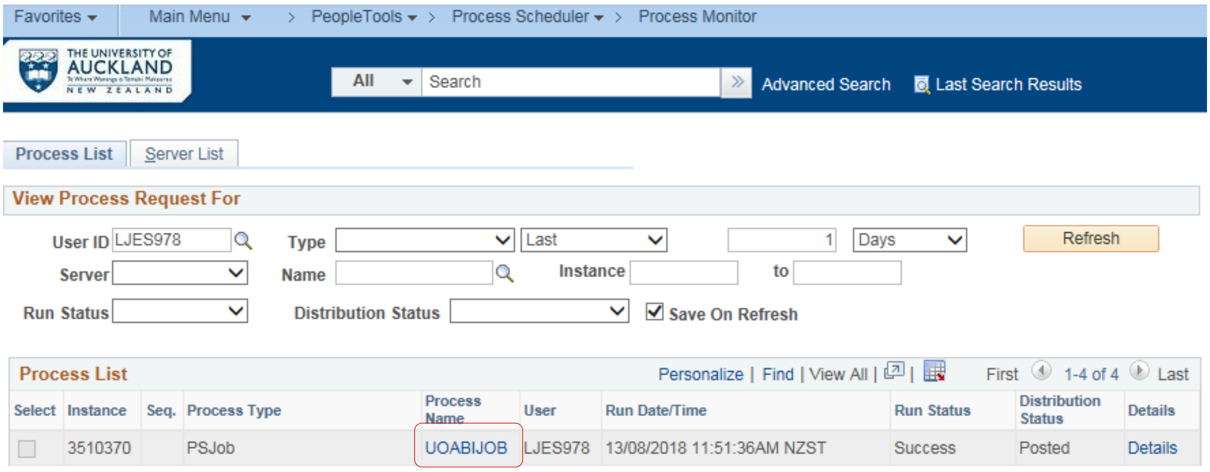




Note: The output destination must always be set to Web.

5. Select **Output Destination** to Web and then click **OK** button. A process called **'UOABIJB2'** is run.

6. Access the bill within the Process Monitor: **People Tools>Process Scheduler>Process Monitor**. Click on the process name **of UOABIJB2** and follow the Generate Invoice steps 7 to 13.



Option 2

Steps:

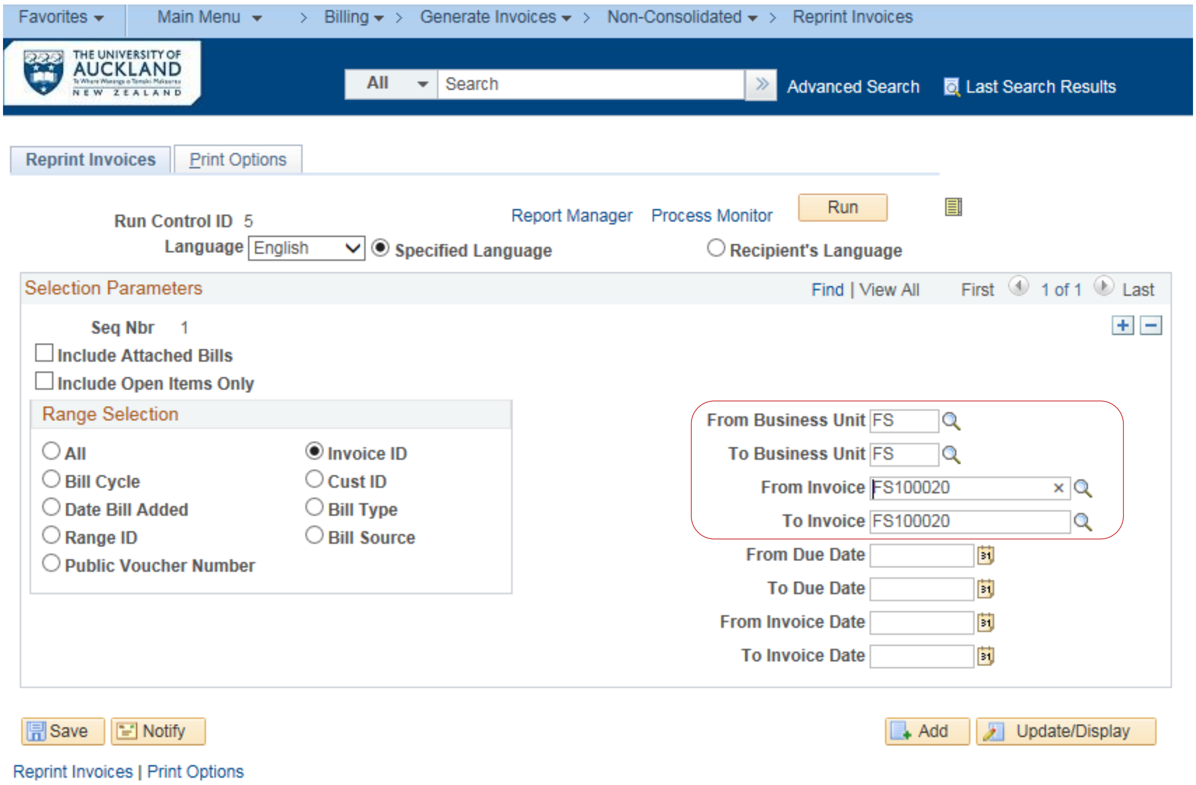
1. Access **Billing>Generate Invoices>Non-Consolidated>Reprint Invoices**. The **Invoice Register Run Control** page will appear.

2. Click **Add A New Value**.

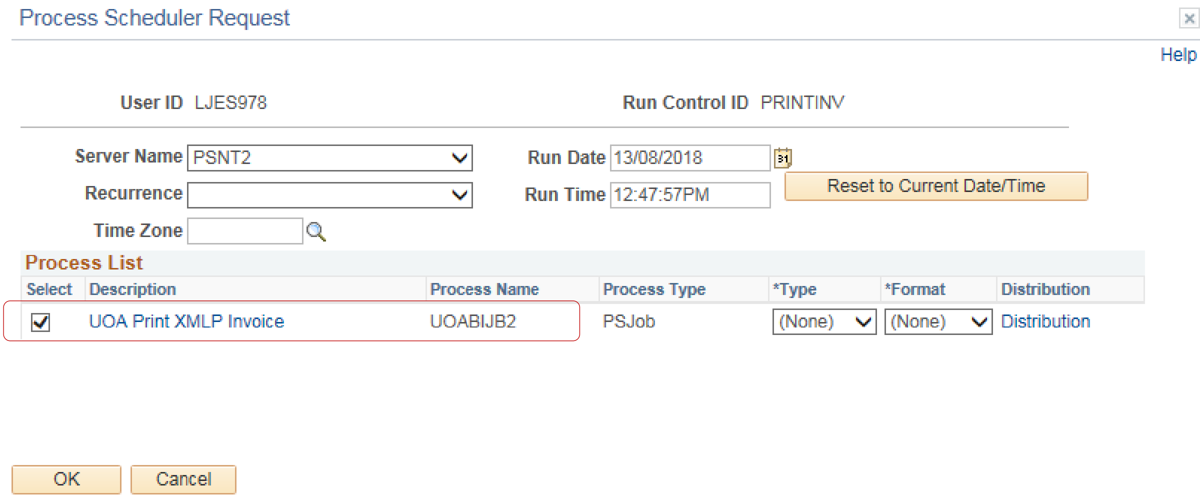
3. In the **Run Control** field, type PRINTINV.

4. Click **Add**. The **Reprint Invoice** page will appear.

5. Select a **Business Unit** and **Invoice Number** using the **Lookup** icon.



6. Click **Run**. The **Process Scheduler Request** page will appear. A process called **UOABIJB2** is run.

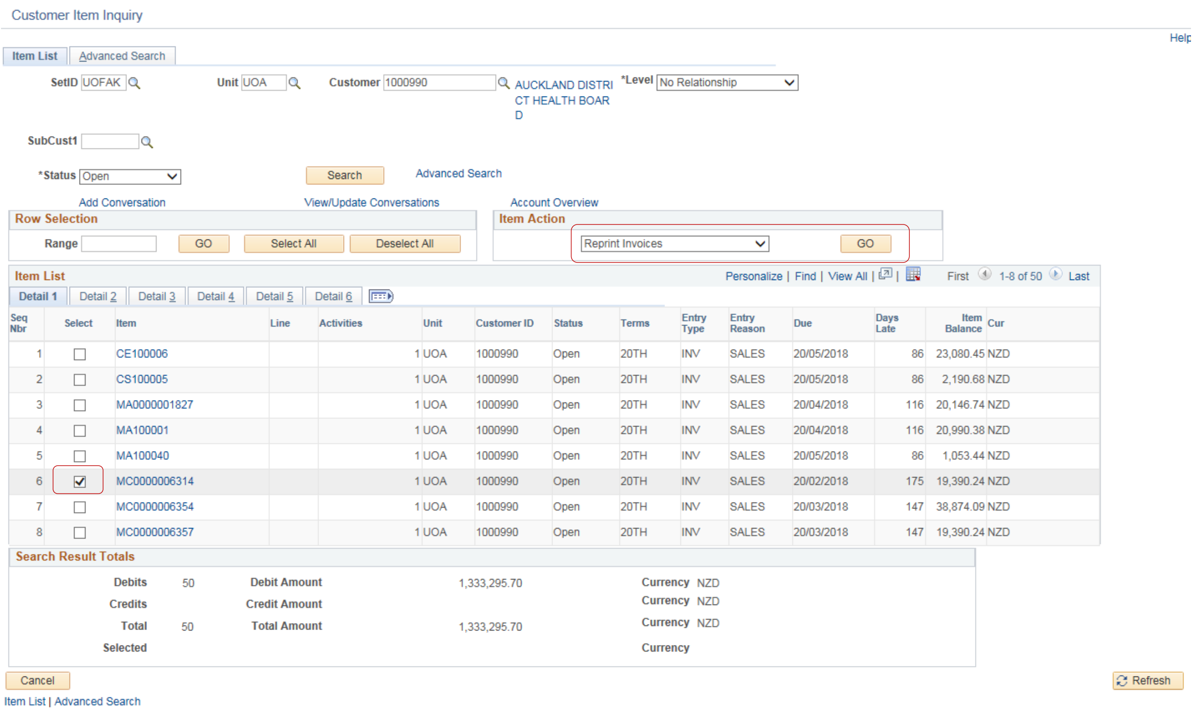


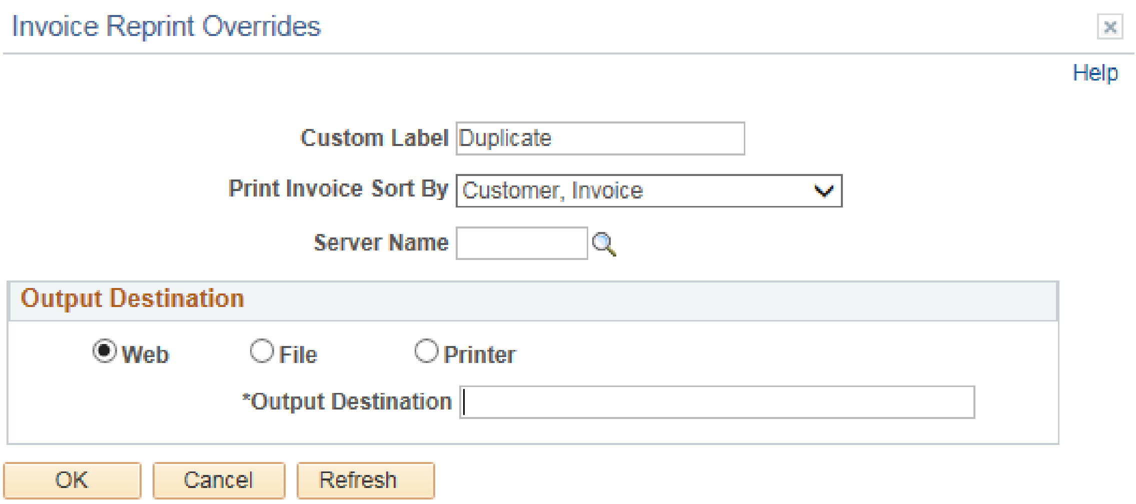
7. Use the **Server Name** drop down box to select PSNT2.
8. Place a checkmark beside the report you wish to print.
9. Click **OK**.
10. The **Process Instance Number** will be displayed under the **Run** button.
11. Click the Process Monitor hyperlink. Follow the Generate Invoice steps 7 to 13.

Option 3

Steps:

1. Access **Main Menu>Accounts Receivable>Customer Accounts>Customer Information>Account Overview.**
2. Select the **Unit as 'UOA'** which is the AR Business Unit and enter a valid **Customer ID**. Click **Search.**
3. Click the **Profile** tab, then click Item List hyperlink. **Customer Item Inquiry** page will appear.
4. Select the **Item** you wish to reprint and select the **'Reprint Invoices'** option as the Item Action. Then click on the **GO** button. The **Invoice Reprint Overrides** page will appears.
5. Ensure the **Output Destination** says Web then click on the **OK** button. A process called **UOABIJB2** is run.





Note: Reprinted Invoices/Credit Notes will have the wording ‘REPRINT’ printed on the document. See example below:

The University of Auckland
Revenue Collections
Private Bag 92019
Victoria Street West
Auckland 1142
NEW ZEALAND

Website: www.auckland.ac.nz
GST Number: 10-010-381

TAX INVOICE REPRINT

AUCKLAND DISTRICT HEALTH BOARD
2 Park Road
Grafton
Auckland 1023
NEW ZEALAND

Invoice No: SA100039
Invoice Date: 21/03/2018
PO Ref:
Page No: 1
Customer No: 1000990

Billing Contact: Lisa Solanki
Email Address: l.solanki@auckland.ac.nz
Telephone: 09 923 2925

Client Contact: Theresa Mackenzie

Line	Bill Line Description	Qty	UOM	Unit Cost	Net Amount	GST Amount	Total Amount
	Header Note Details - aaaaaaaaaaaaaaaaaaaaaaaaaa						
1	Consultancy Fee	1	EA	1,000.00	1,000.00	150.00	1,150.00
	Header Note Details - aaaaaaaaaaaaaaaaaaaaaaaaaa						
	Payment Due Date: 20/04/2018		**Total**	**NZD**	**$1,000.00**	**$150.00**	**$1,150.00**

Terms: Unless otherwise stated in your contract, payment is due 20th of the following month after invoice date.

Please remit payments directly to our bank account quoting your payment details shown below:

Particulars (Invoice No)	Code (Customer Name)	Reference (Customer ID)
S A 1 0 0 0 3 9	A U C K L A N D D I S	1 0 0 0 9 9 0

Beneficiary Name: The University of Auckland
Bank Name: ANZ Bank New Zealand Limited
Bank Address: Cnr Queen and Victoria Streets
Auckland 1142
New Zealand

Swift Code: ANZBNZ22
Account Number: 01-1839-0818777-00

Please email remittance advice to : revenue-collect@auckland.ac.nz

Payments by credit card can be made by calling +64 9 923-9475. These payments will incur a 1.8% merchant service charge fee.

AMOUNT DUE: $1,150.00 NZD

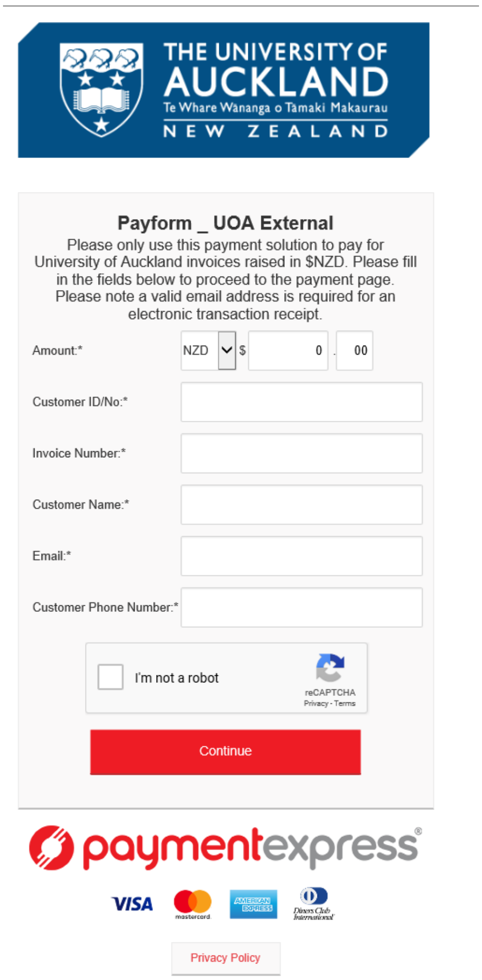
Note: Once an invoice is finalised any future printing of the invoice will show the wording ‘REPRINT’.

Note: Payment Link for Credit Card as the method of payment. The payment link will display at the bottom of the invoice for NZD related invoices as follows:

Please email remittance advice to : revenue-collect@auckland.ac.nz

Payments by credit card can be made by clicking this link Pay by Credit Card. These payments will incur a 1.8% merchant service charge fee.

- When customers click on the Pay by Credit Card link the following page displays.



Note: Customers can enter the relevant payment details in this link. Note the Payment link is only applicable to NZD invoices. The link will not display on foreign currency invoices or credit notes. For Draft invoices the link displays but is not available to be used.

Note: If a customer is not able to receive/open the PDF version of the invoice, the link below can be sent to them: External https://sec.paymentexpress.com/pxaccess/pxpay/payform?userid=UOARevenueCollection_External

Review Billing Info

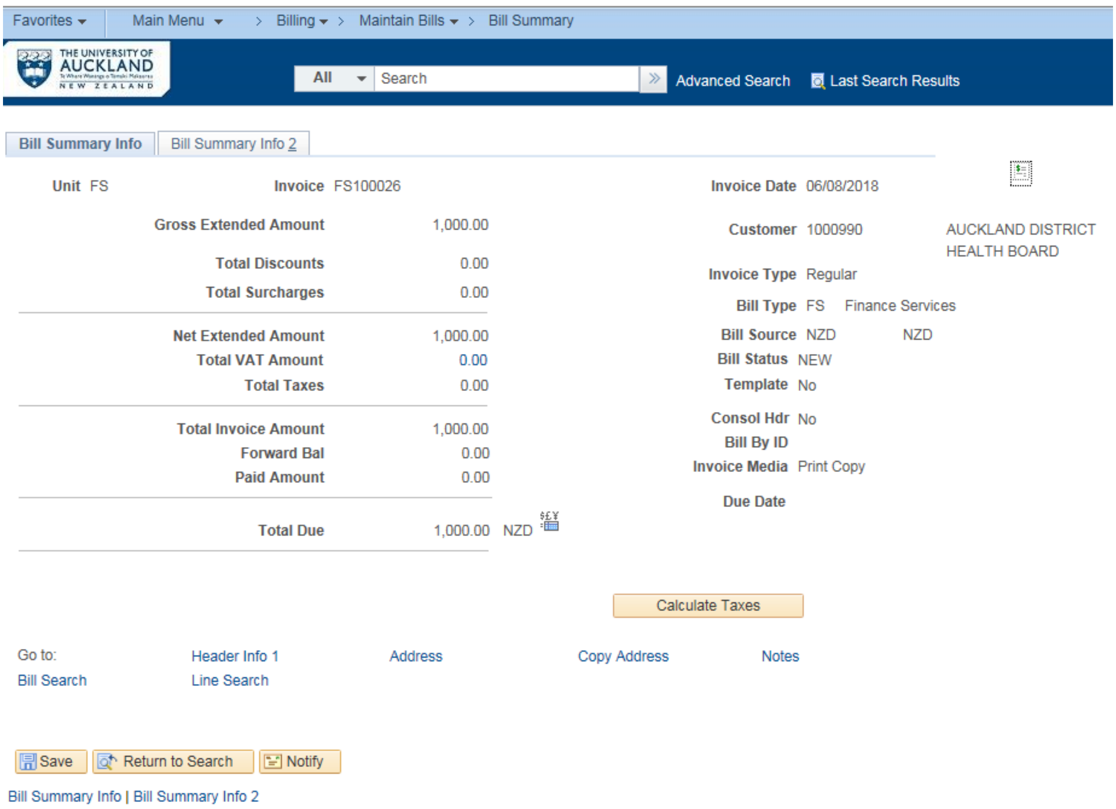
The Bill Summary page provides you with a snapshot of your Bill Header and Lines information. It is useful for checking the Bill Status and Processing Status at any time.

Bill Summary – Before Finalisation

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

Steps:

1. Access **Billing>Maintain Bills>Bill Summary**. The **Bill Summary search** page will appear.
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.

Generating Pro-Forma or Draft Invoice

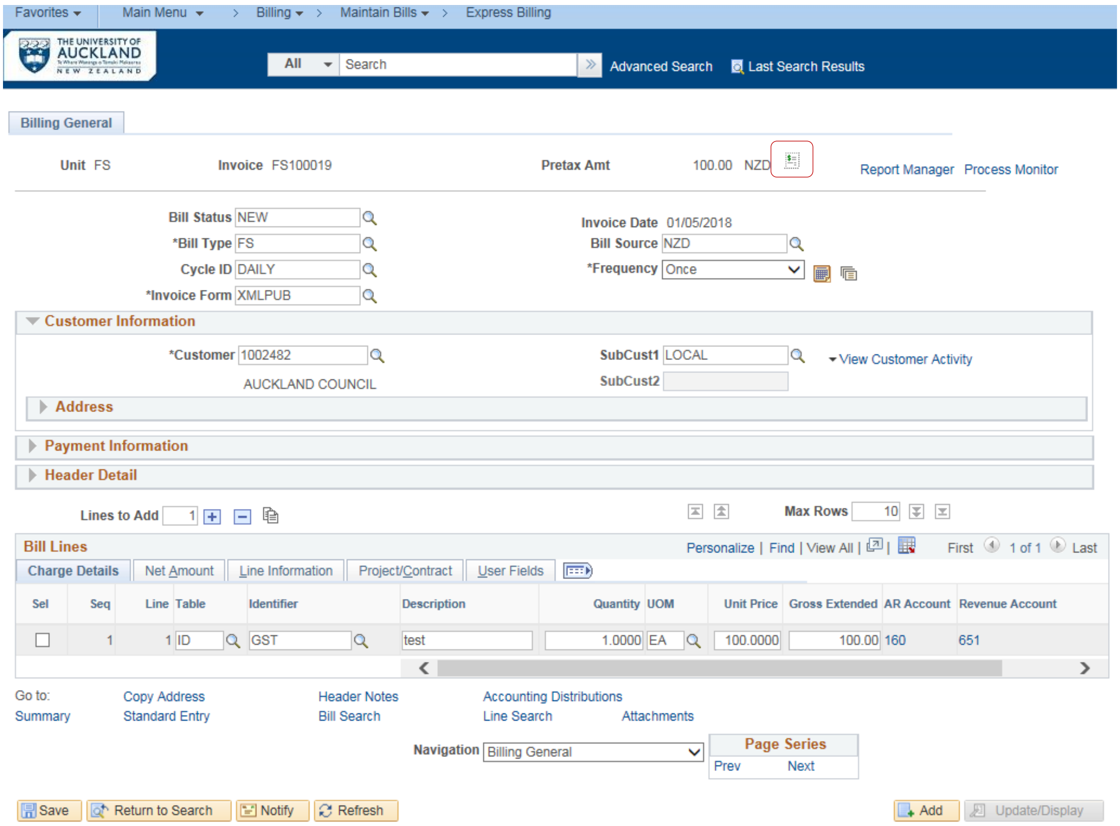
A Pro-forma or Draft invoice can be run multiple times and is typically run to verify the layout of the invoice before finalising it. Changes can be made to the invoices if required. A Pro-forma or Draft invoice can be produced any time, this can be submitted via an icon on the Bill page.

Note: A Pro-forma or Draft invoice can be run if the Bill Status field has a value of either 'RDY' for Ready, 'NEW' for New or 'HLD' for Hold.

Note: Once a Pro-forma or Draft invoice is run you must exit the relevant Bill page and call it back up if you want to finalise and print the invoice.

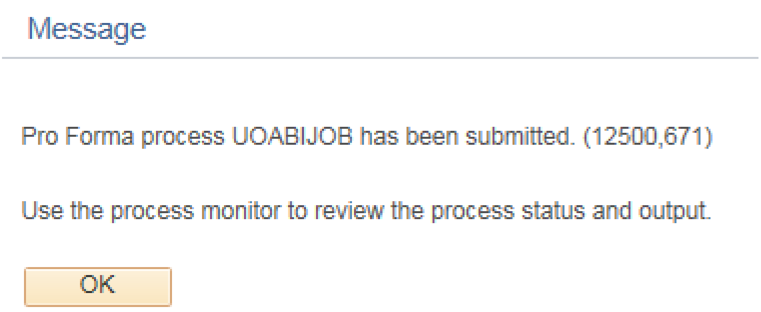
Steps:

1. Access **Billing>Maintain Bills>Express Billing**. The **Express Bill Entry** page will appear.
2. Use the **Lookup** icons to select a **Business Unit** and an existing **Invoice ID**/or follow the step for a new bill.
3. Click **Search. The Billing General** page will appear.
4. To run the Pro-forma or Draft invoice click on the **Pro Firma** icon on the Bill page.



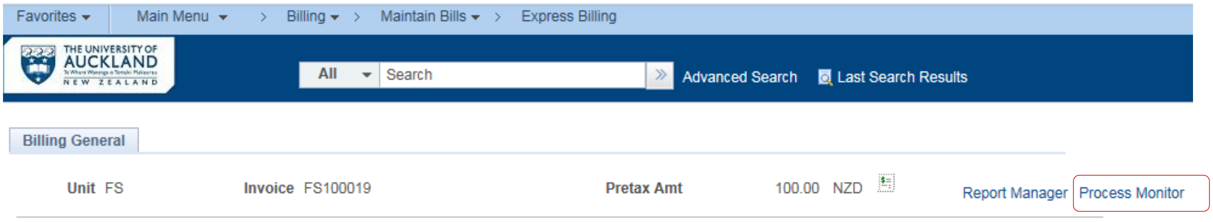
Note: Pro-forma or Draft invoices should not be sent out to third parties, they are NOT Tax invoices. They should only be used for internal purposes to check the way the Bill will print out.

5. When you click Pro Forma icon, the following message appears. Click **OK**. A PeopleSoft Job called **UOABIJOB** is submitted.

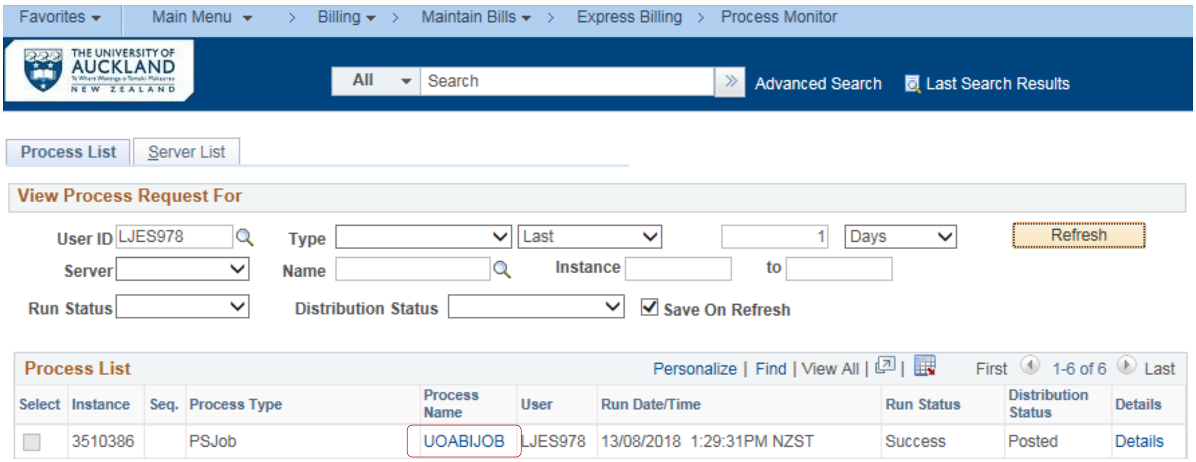


Note: If you wish, you then can watch the process run by clicking on the Process Monitor option that now appears on the Bill page.

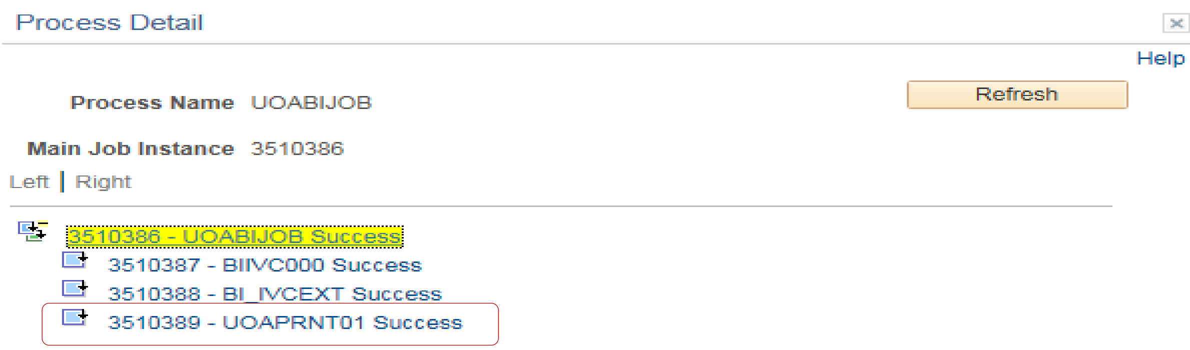
6. Click Process Monitor hyperlink. **Process List** will appear.



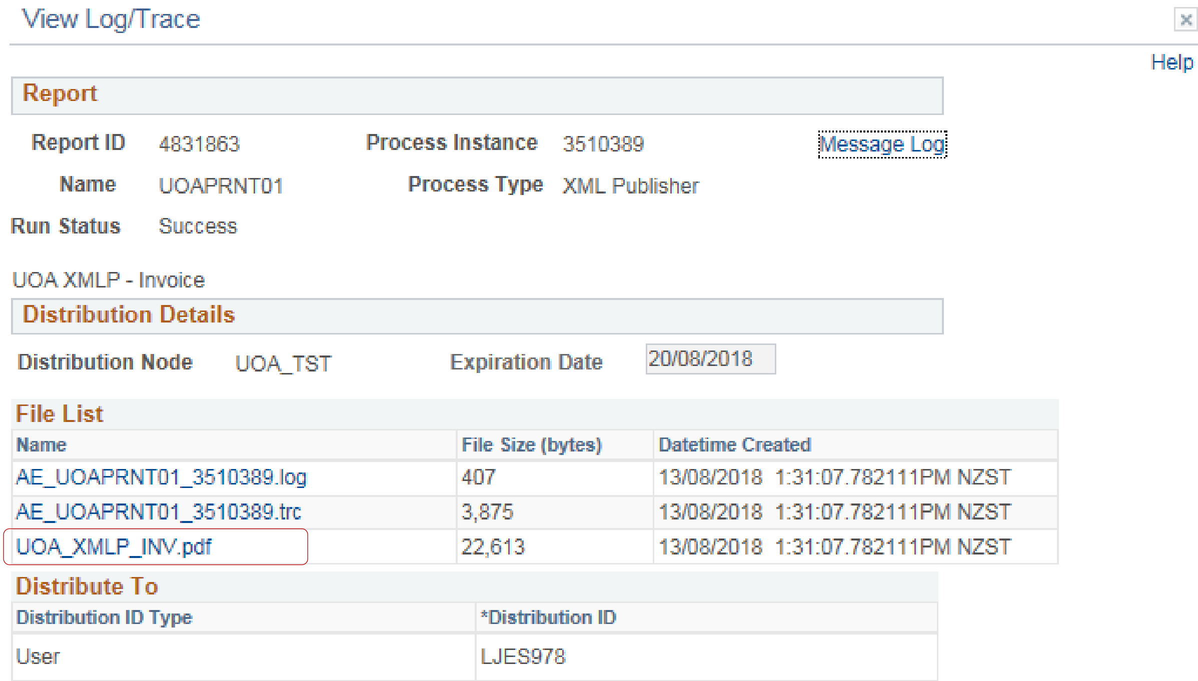
7. Click on the UOABIJOB hyperlink.



8. Click on the **UOAPRNT01** process then **View Log/Trace** options.



9. Click on **UOA_XMLP_INV.pdf** option to view the Pro-forma/Draft invoice.



Note: The Pro-forma/Draft invoice can also be run using the following navigation:

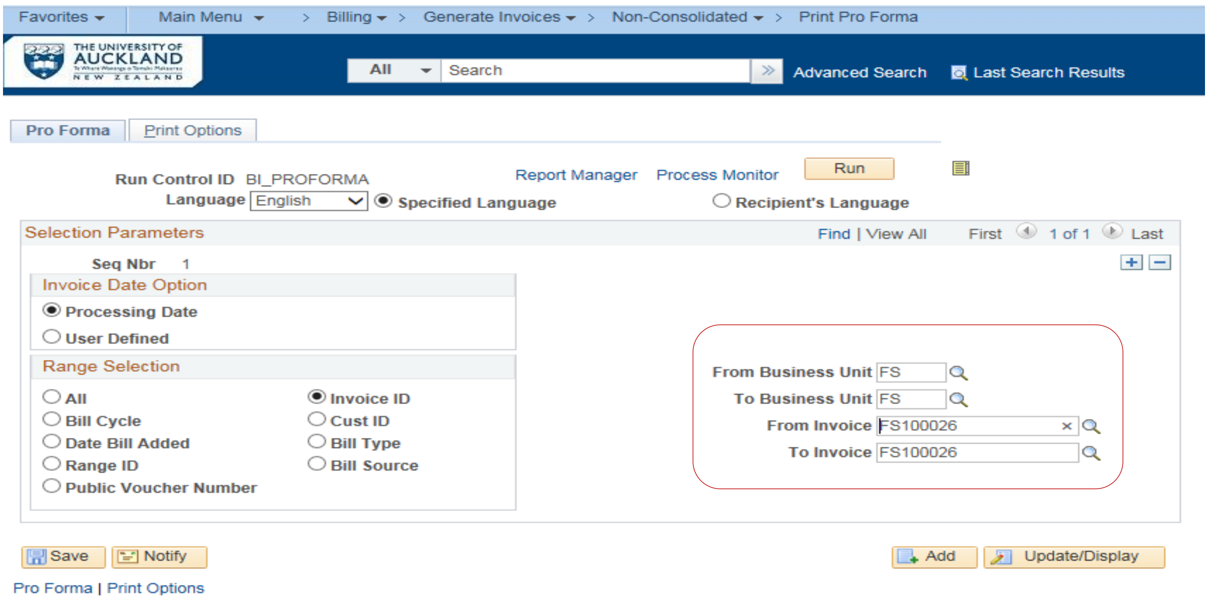
Steps:

1. Access **Billing>Generate Invoices>Non-Consolidated>Print Pro Forma**. **Pro Forma** page will appear.

2. Click **Add a New Value**. Enter Run Control ID: 'BI_PROFORMA'. Click **Add**.

Note: Create a new Run Control ID the first time you use this eg: 'BI_PROFORMA'. Once created you can use this for all processes in the future.

3. Using **Lookup** icon, select the **Business Unit** and the **Invoice Number**.



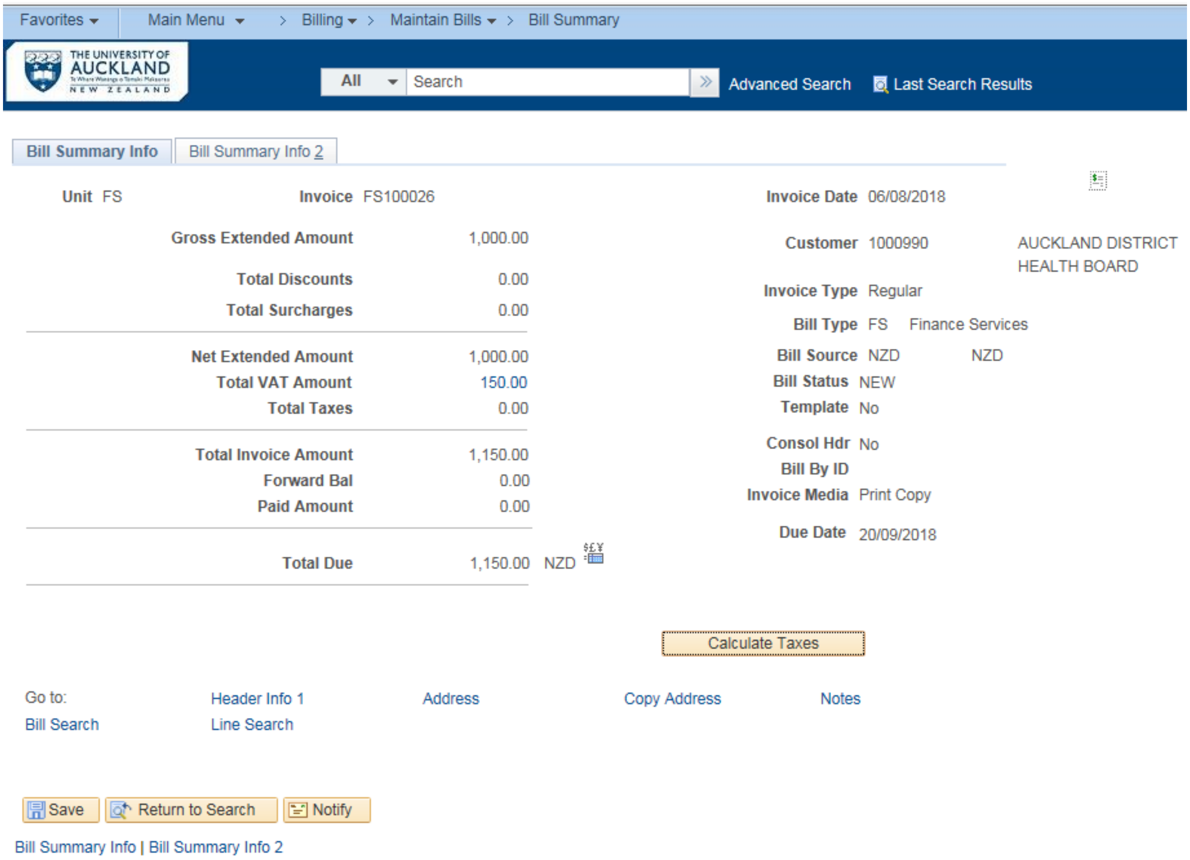
4. Click **Run** button. The **Process Scheduler Request** window will appear.
5. Select **UOABIJOB** and click **OK** box to run the process.
6. Follow Process Monitor steps to view Pro-forma/Draft Invoice.

Bill Summary – After Finalisation

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

Steps:

1. Access **Billing>Review Billing Information>Summary**. The **Bill Summary search** page will appear.
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. 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.

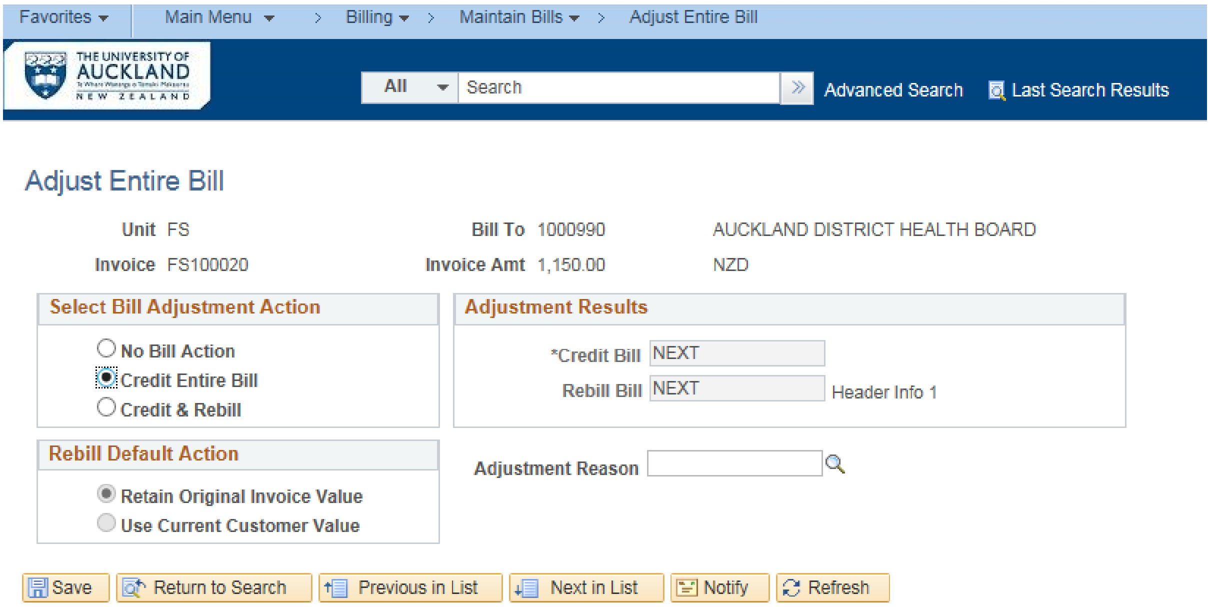
Credit Entire Bill

Steps:

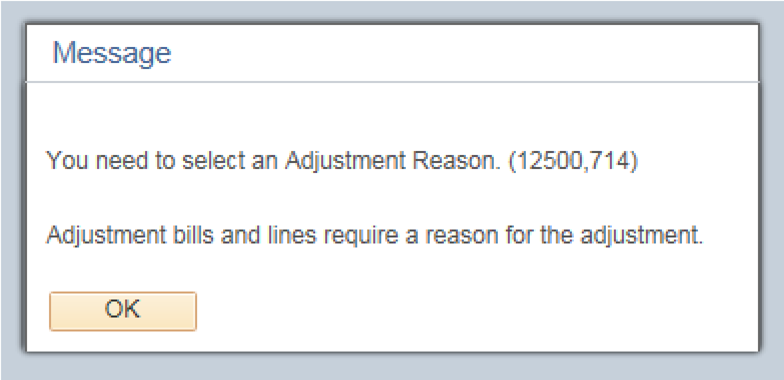
1. Access **Billing>Maintain Bills>Adjust Entire Bill**. The **Adjust Entire Bill** search page will appear.
2. Enter a **Business Unit** or use the **Lookup** icons to select one.
3. Enter the **Invoice ID** for the bill you want to credit.

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.

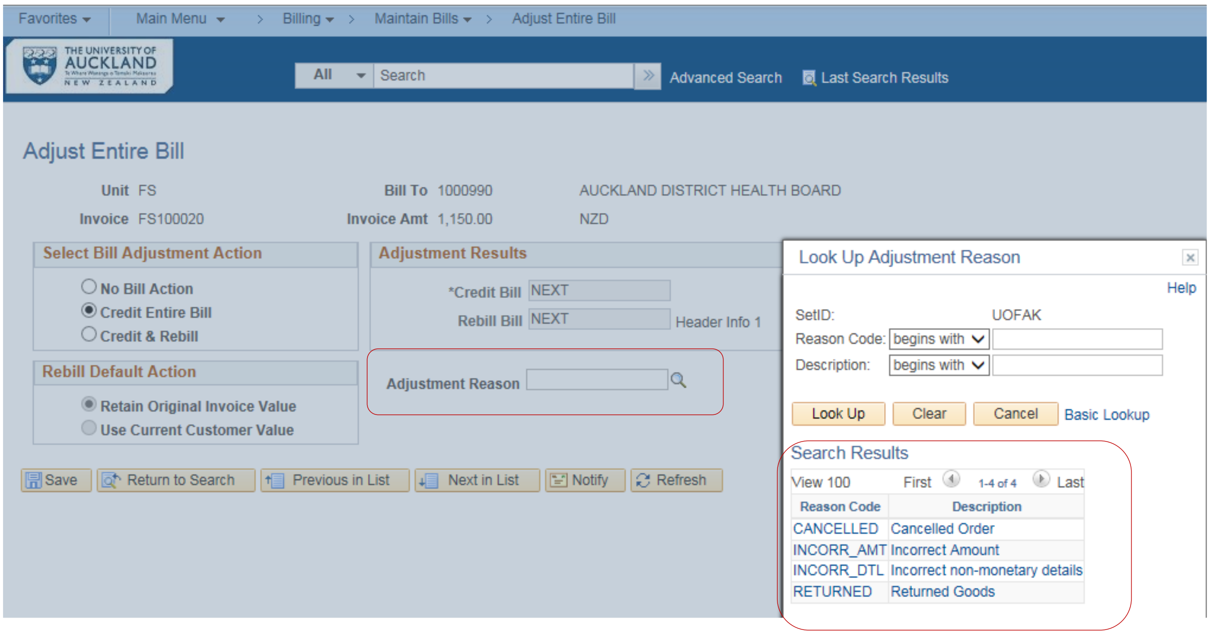
4. Click **Search**. The **Adjust Entire Bill** page appears. The Customer and Invoice details for the bill to be credited are displayed in the header.



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.

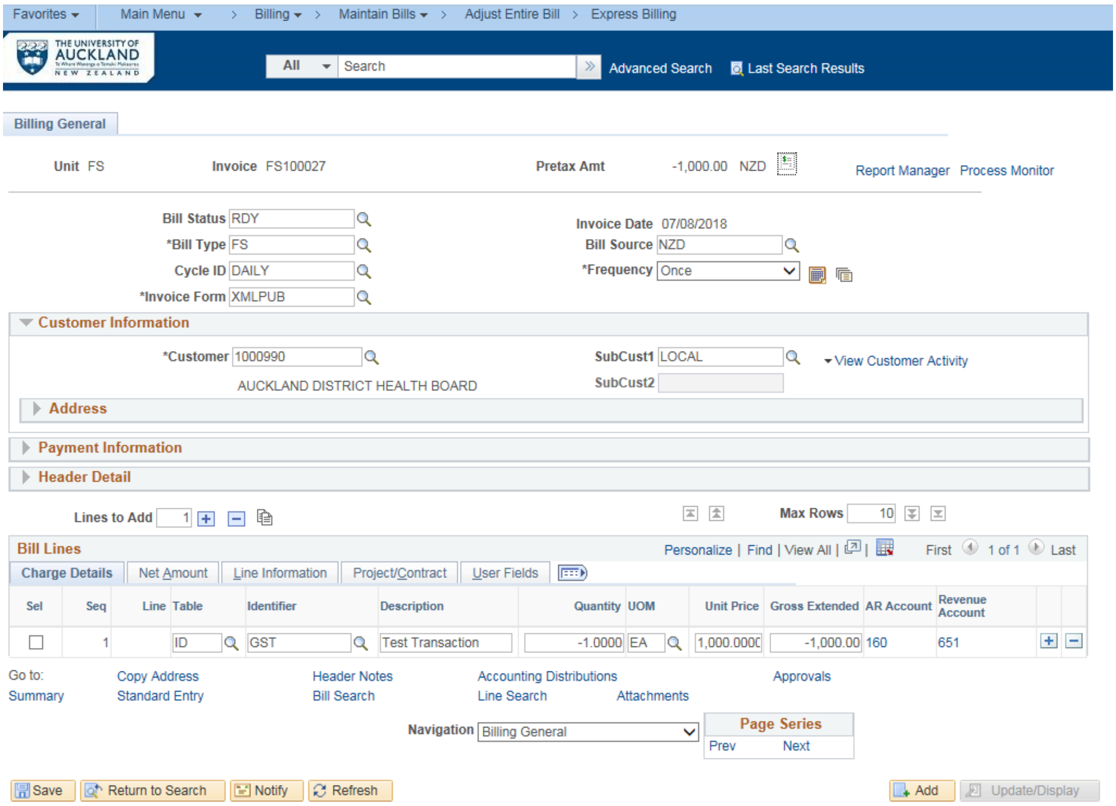
11. Enter the **Accounting Date** in the Header Detail section.

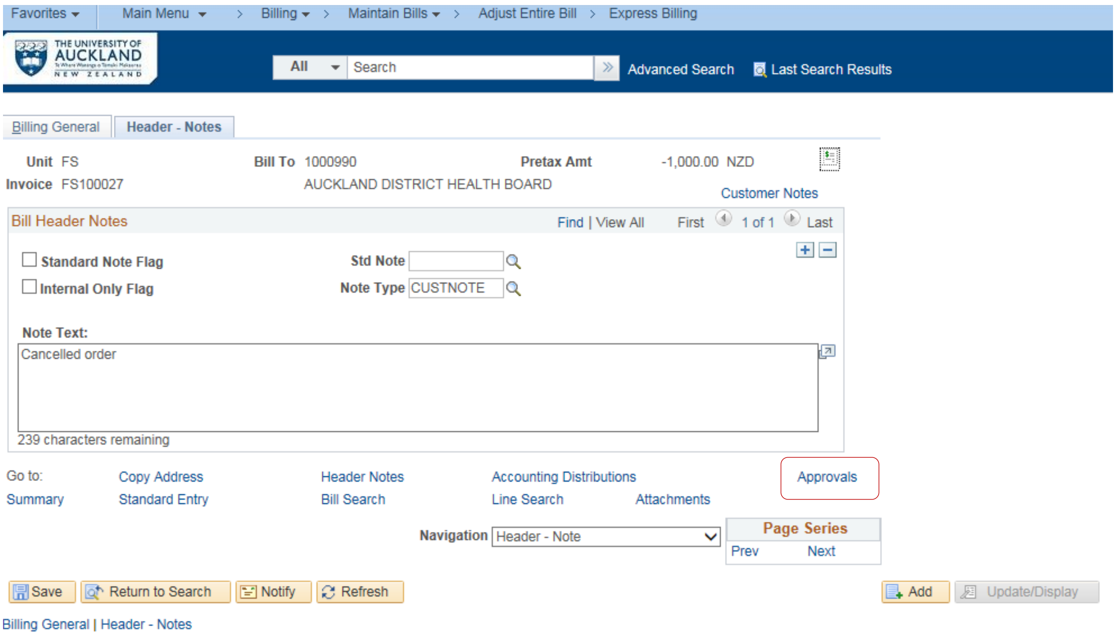
12. Click the Next hyperlink in the Page Series box. The **Header Notes** page appears.

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

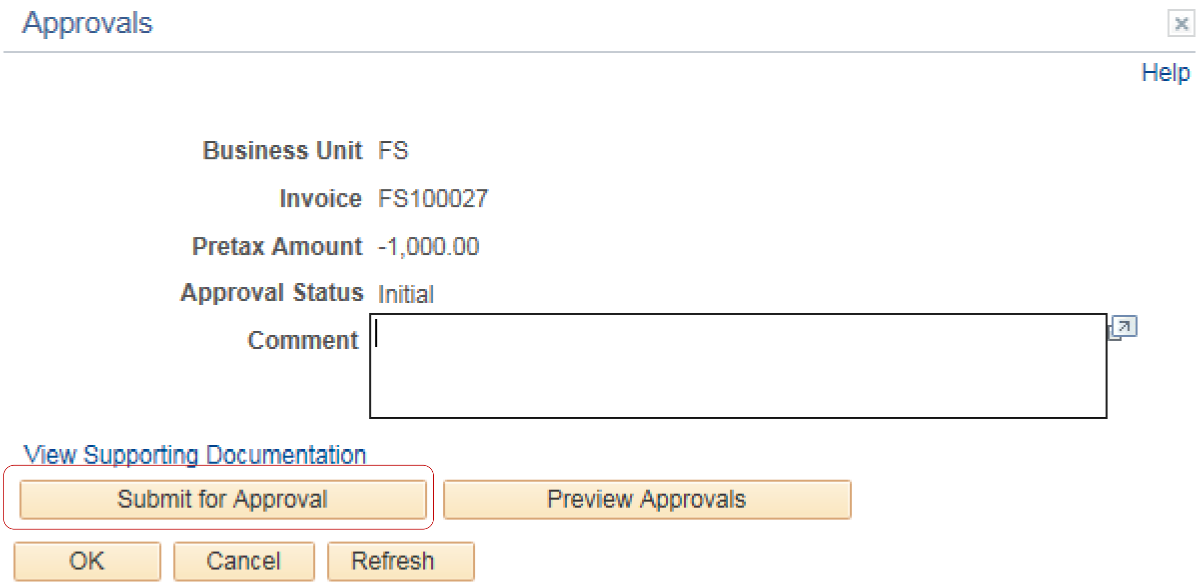
14. Click **Save**. A saved message returns in the top right of the page. The credit note is saved.

15. Click the Approvals hyperlink at the bottom of the page. The **Approvals** page will appear.

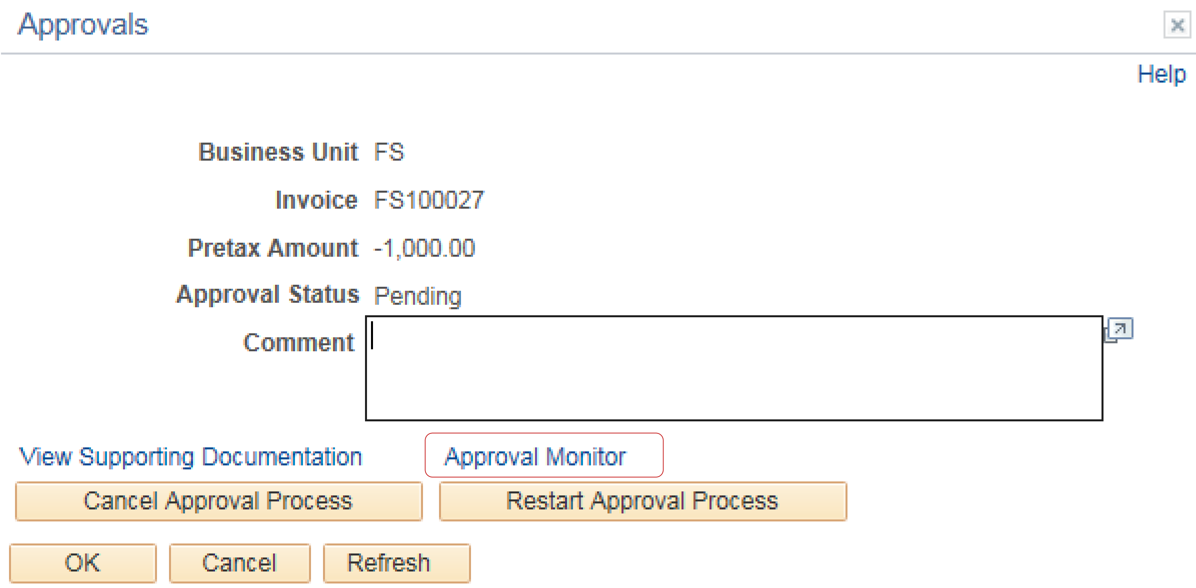




16. Fill in the **Comment** filed in the **Approvals** page with a detailed reason of the credit note and click **Submit for Approval**. Click **OK**. The credit note will be work flowed to the Business Unit finance manager for approval.



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 finalised.

19. To finalise the credit note, follow generate invoice - finalisation steps: click the Invoice icon on the bill page, top right corner.

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

Credit Entire Line(s)

Steps:

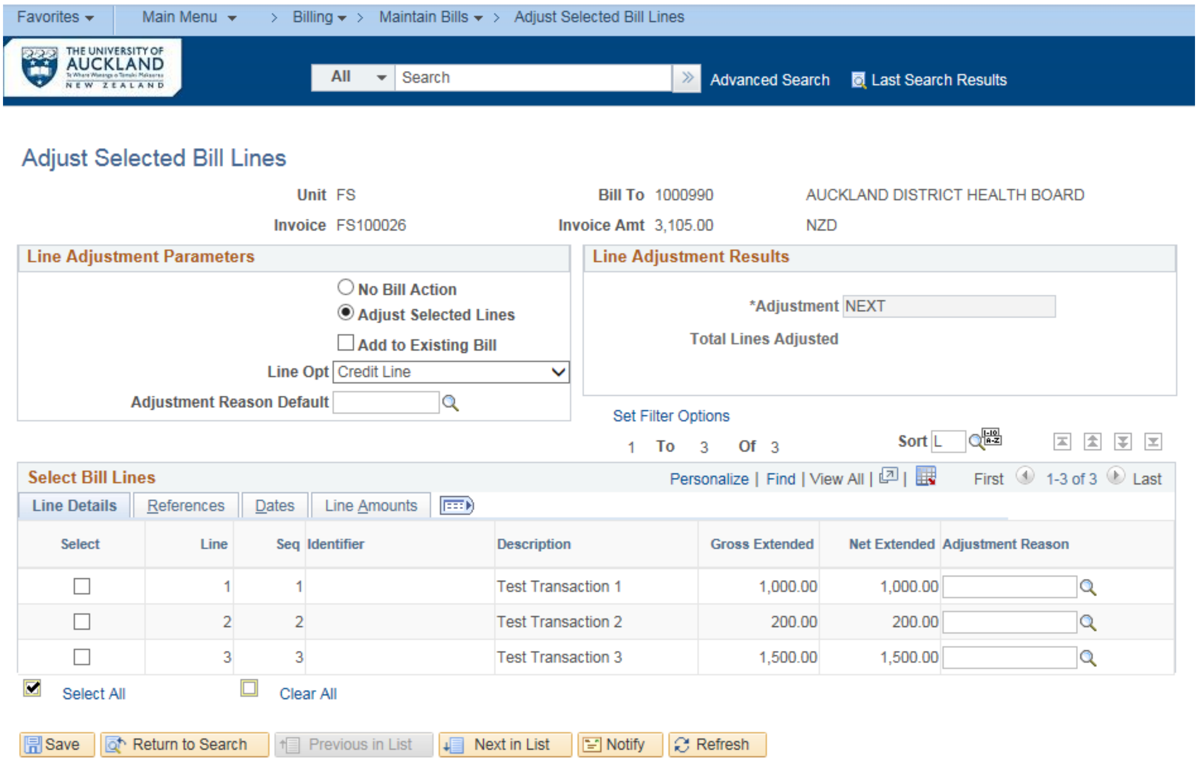
1. Access **Billing>Maintain Bills>Adjust Selected Bill Lines**. The **Adjust Selected Bill Lines search** page will appear.

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.

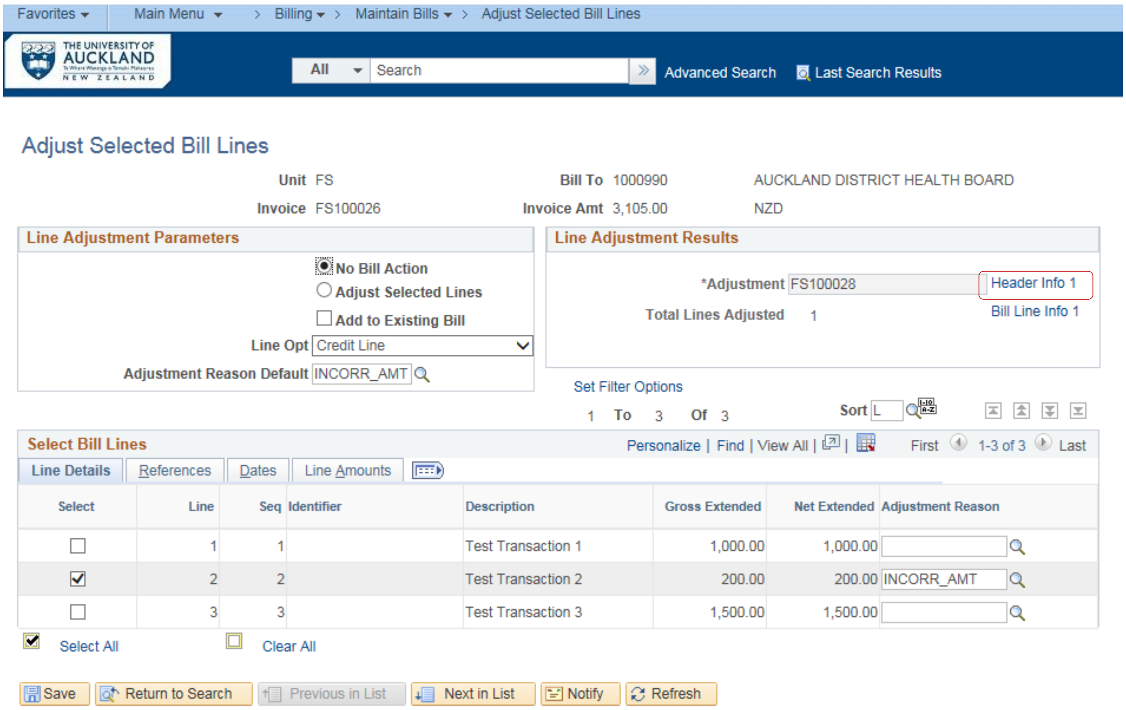


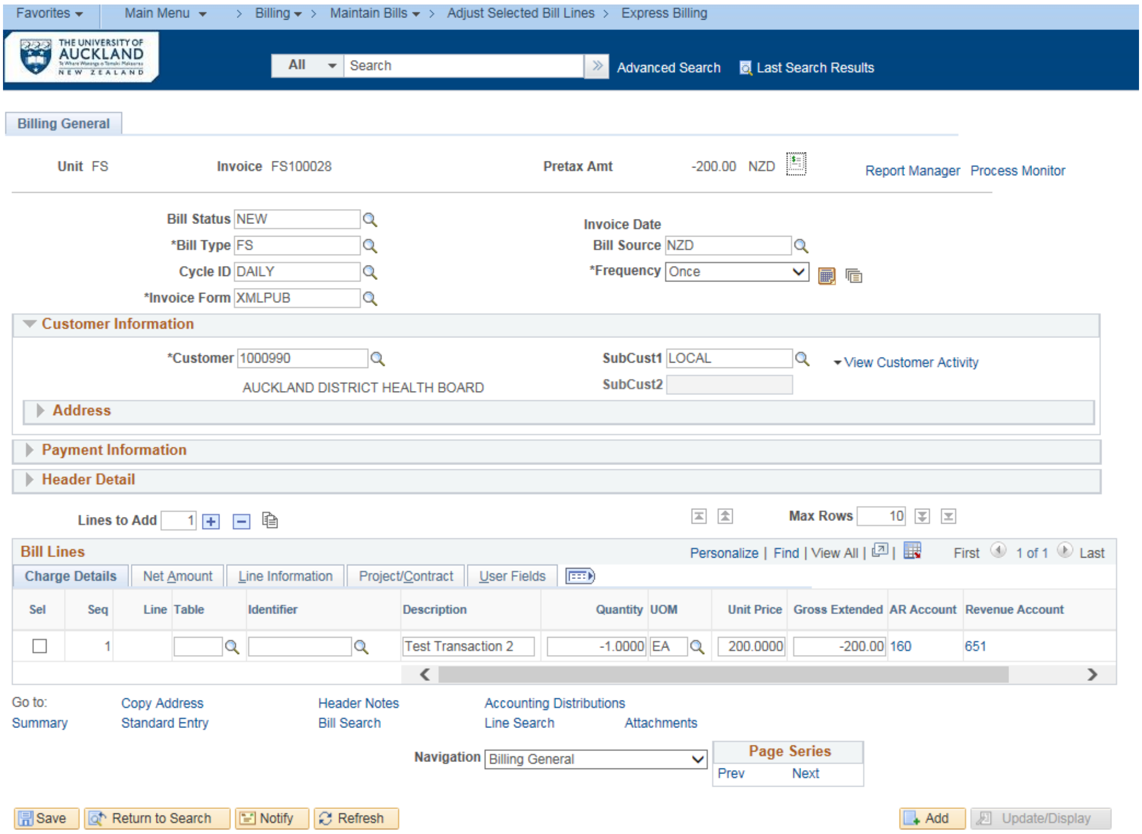
5. Under **Line Adjustment Parameters** select **Adjust Selected Lines radio** button. Do NOT tick the **Add to Existing Bill** box and click on **OK**.

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** in the Header Detail section.

10. Go back to Billing 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.

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 finalised.

19. To finalise the credit note, follow generate invoice - finalisation steps: click the Invoice icon on the bill page, top right corner.

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

Partial Line Credits

Steps:

1. Access **Billing>Maintain Bills>Adjust Selected Bill Lines**. The **Adjust Selected Bill Lines search** page will appear.

2. Enter a **Business Unit** or use the **Lookup** icons to select one.

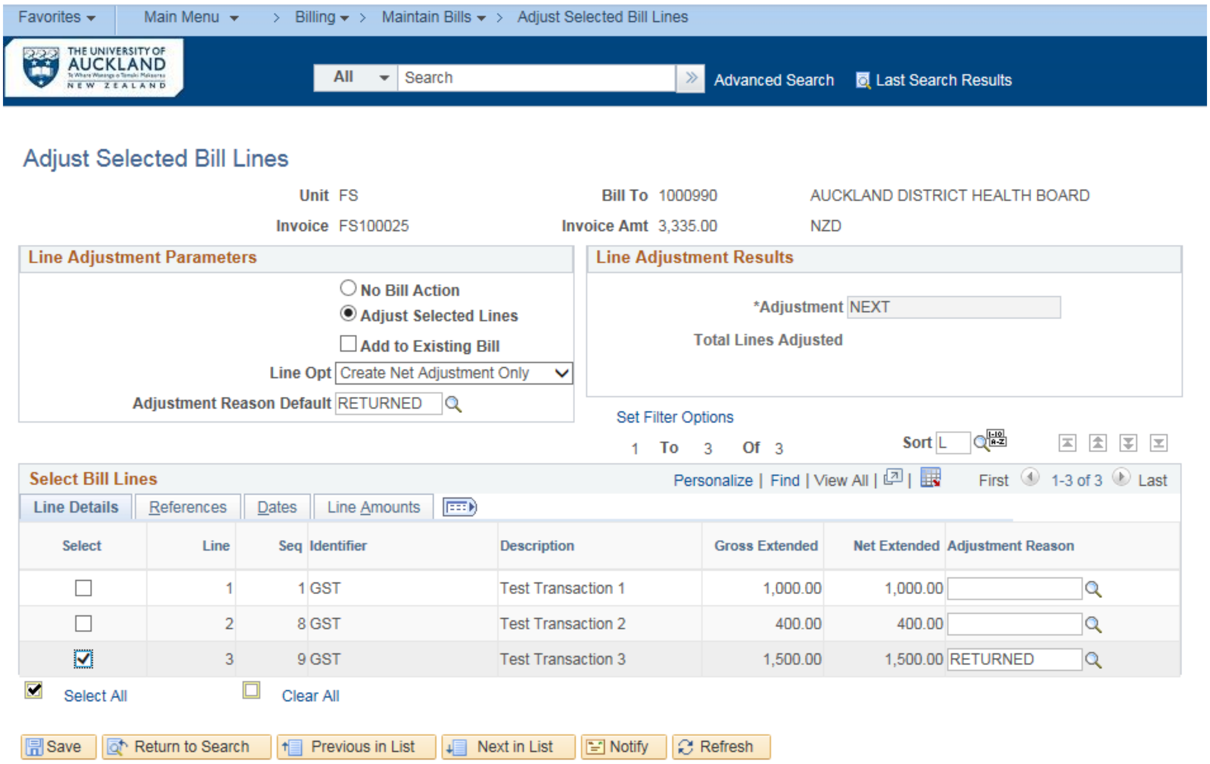
3. Enter the **Invoice ID** for the bill you want to adjust.

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.

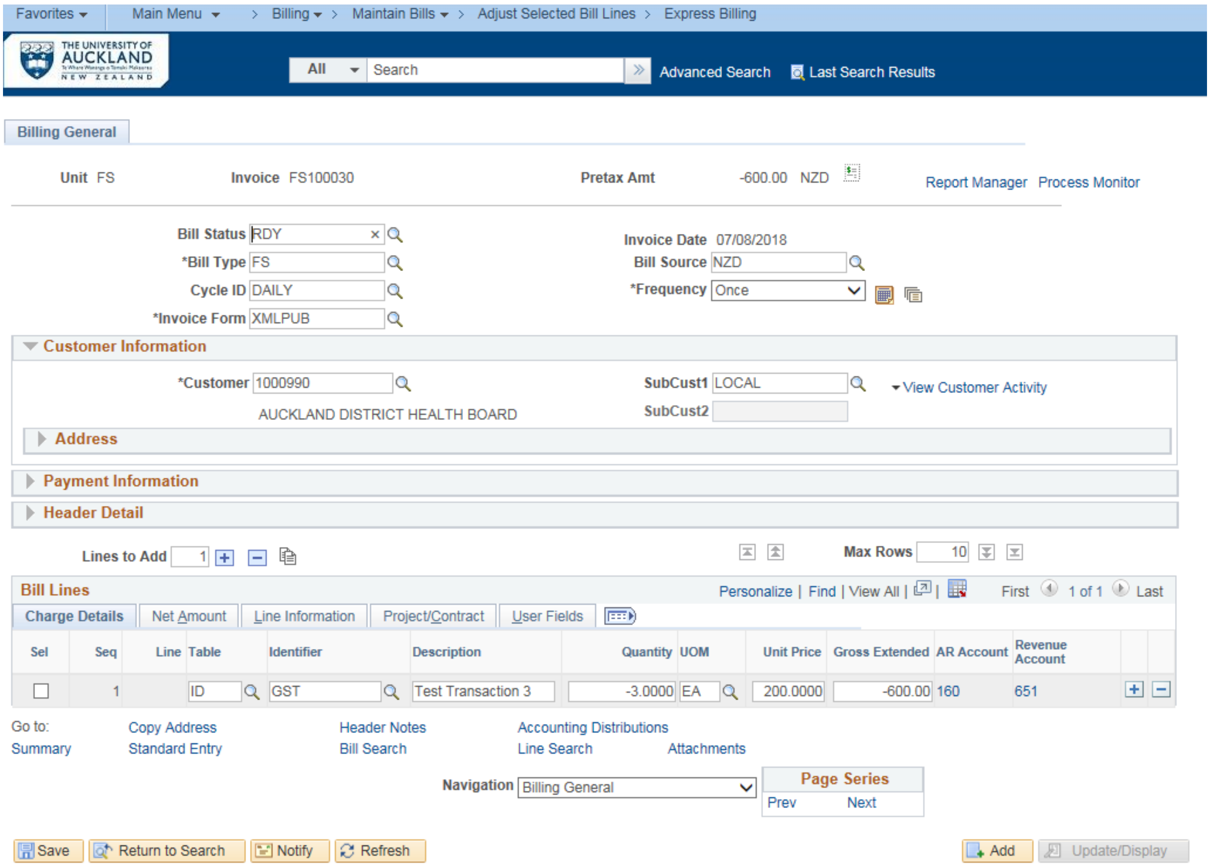
16. Fill in the **Comment** filed in the **Approvals** page with a detailed reason of the credit note and click **Submit for Approval**. The credit note will be work flowed to the Business Unit finance manager for approval.

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 finalised.

19. To finalise the credit note, follow generate invoice - finalisation steps: click the Invoice icon on the bill page, top right corner.

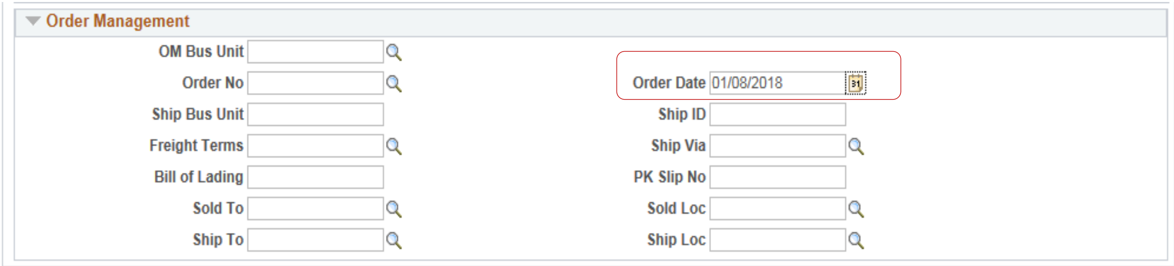
Note: A credit note can only be finalised once it has been approved by the Finance Manager.



Additional Notes to Short Courses

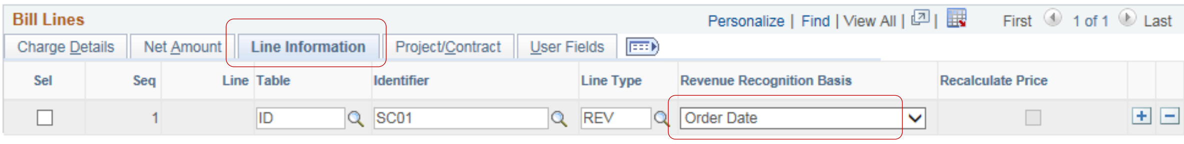
For bill type ES – Executive Programmes 2, additional steps have been created to meet the deferred revenue requirements. Based on the Express Bill steps, the following steps are to be followed for all the ES bills.

1. Under **Header details** click **Order Management** and select an Order Date – this date is the actual course date.



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

3. **Line Information** -click on **Line Information tab**. Revenue recognition basis is selected as Order Date. This will decide if a deferred revenue journal needs to be created.



Note: 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.

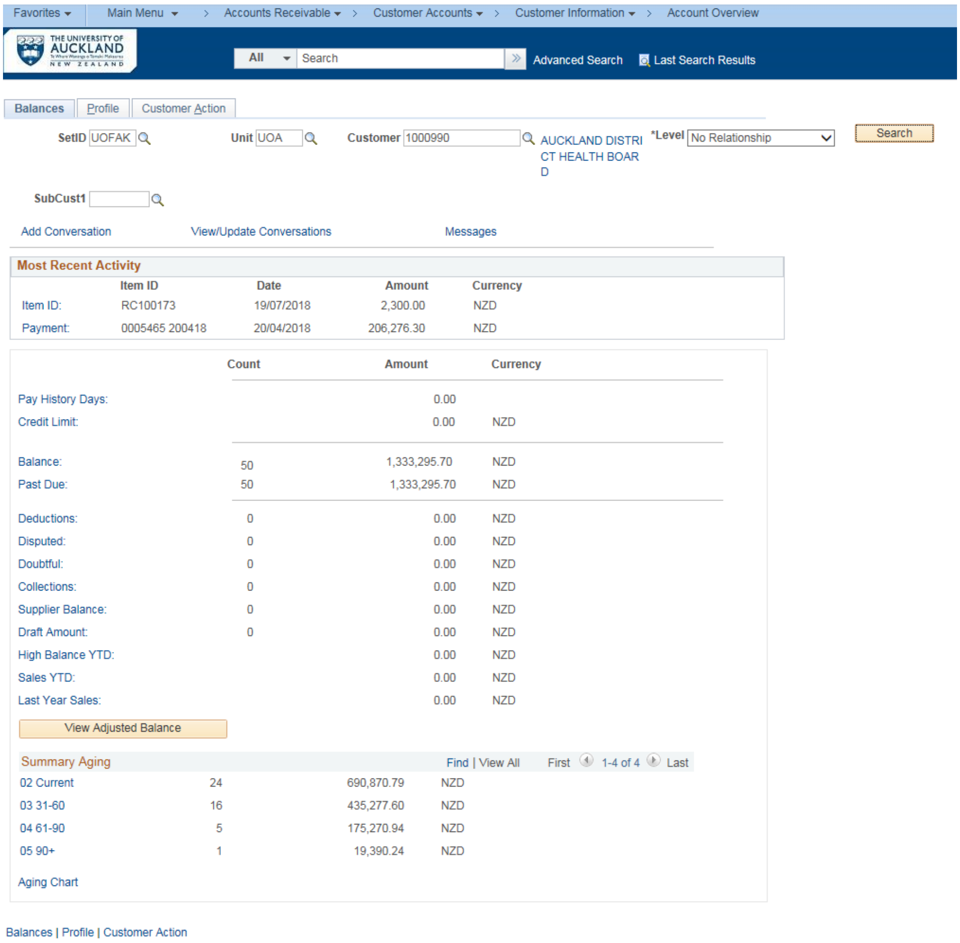
Customer Accounts

View Outstanding Invoices on an Account

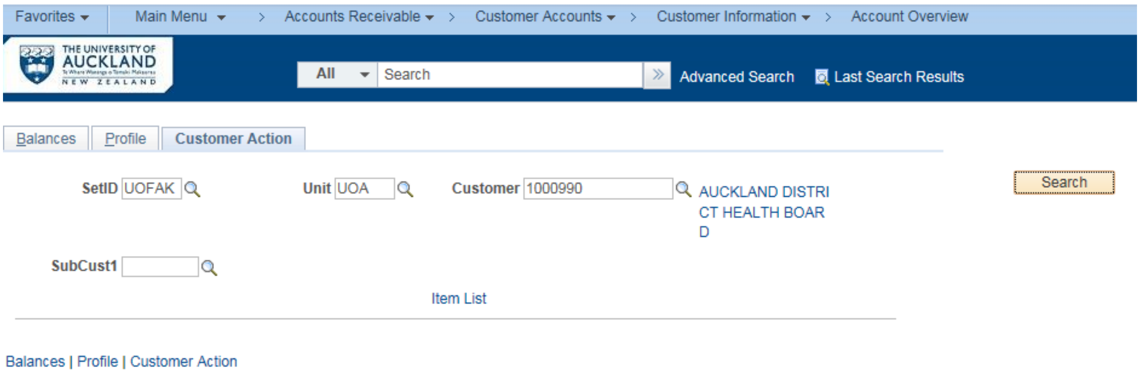
Users can go to customer accounts to view outstanding invoices.

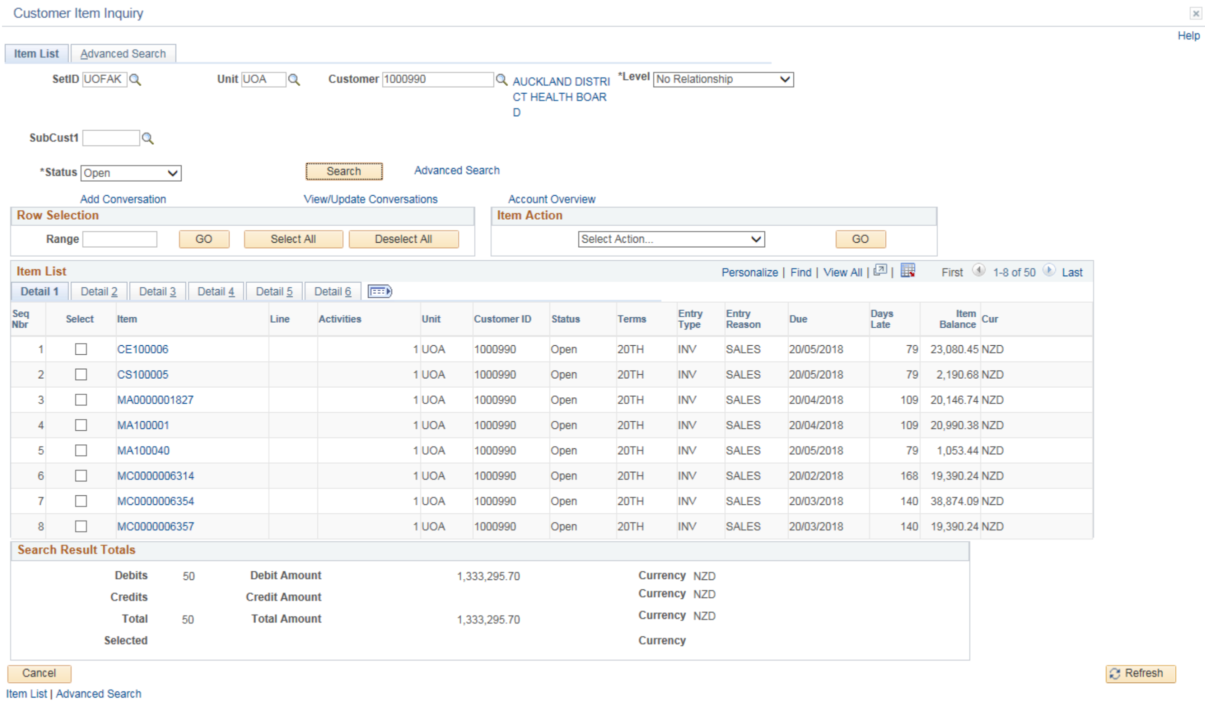
Steps:

1. Access **Accounts Receivable>Customer Accounts>Customer Information>Account Overview**.
2. Enter a **Unit of UOA**.
3. Type the **Customer ID** 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.
6. Click **Search** on the **Customer Action** page. The Item List hyperlink will appear.





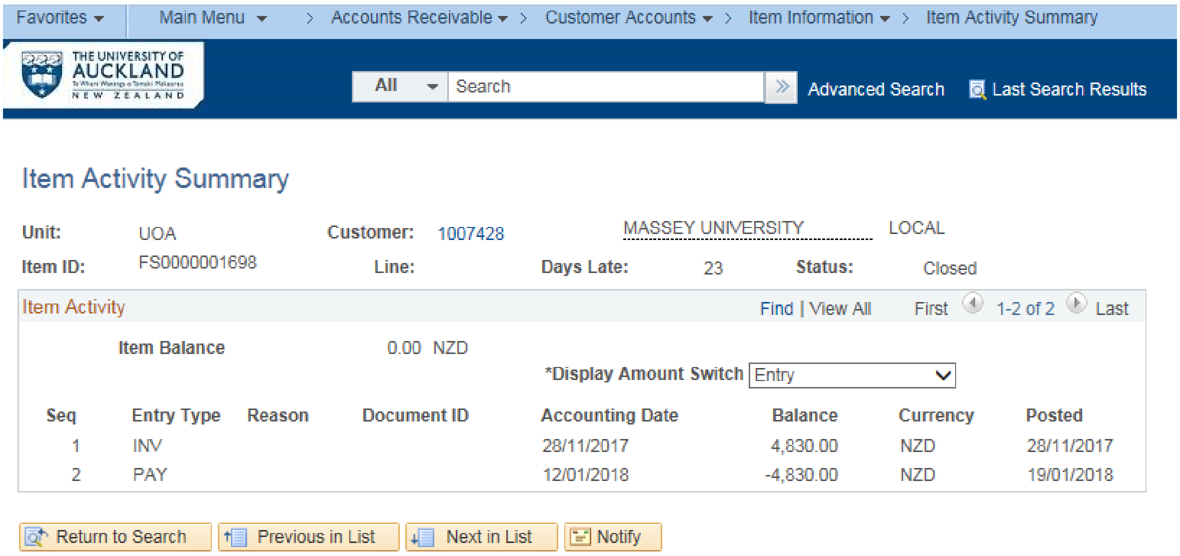
7. Click the Item List link. A new window will open with a list of outstanding invoices for the customer.
8. Use the drop down box to change the *Status from Open to All.
9. Click **Search**. A list of all invoices ever charged to the customer will be displayed.

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.



Customer Conversations

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

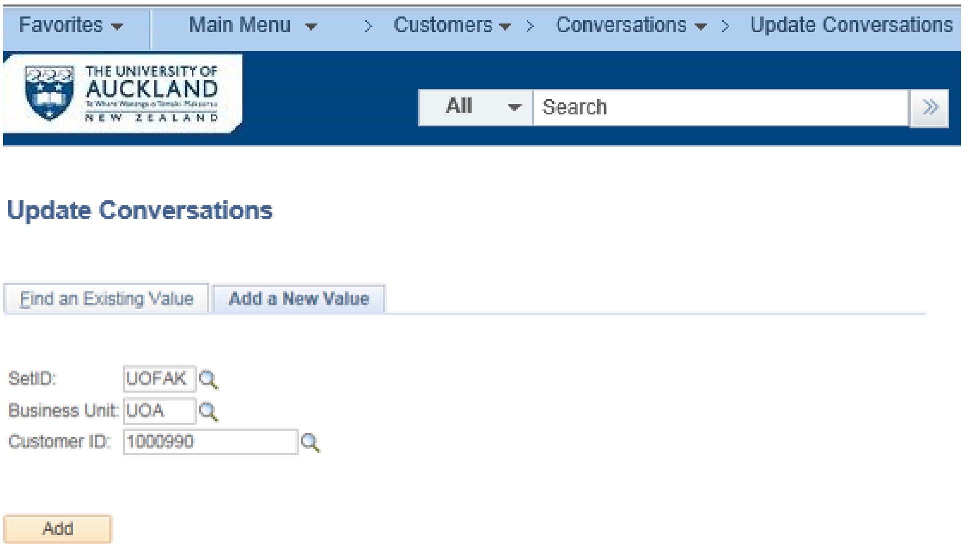
Add a Conversation

To enter a conversation please use one of the following navigation paths based on your access in PeopleSoft:

Option 1

Steps:

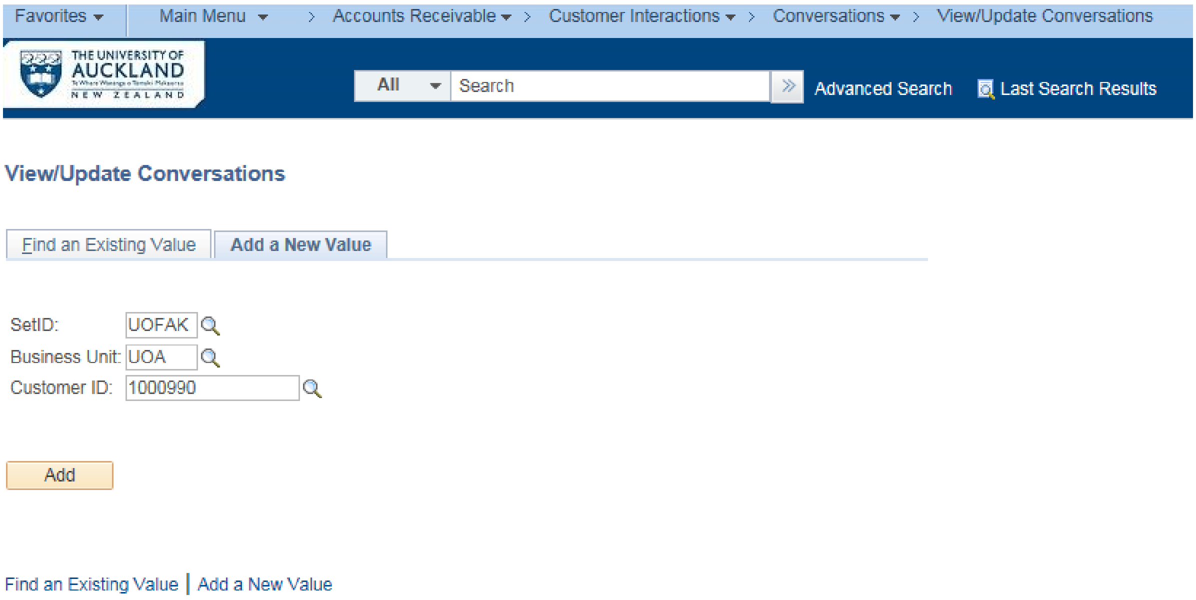
1. From the Left Hand Navigation column, access **Customers>Conversations>Update Conversations**.
2. Click **Add A New Value**.
3. Type UOFAK into the **Set ID** field and UOA into the **Business Unit** Field.
4. Type in the **Customer ID** you wish to add a conversation to.
5. Click **Add**.



Option 2

Steps:

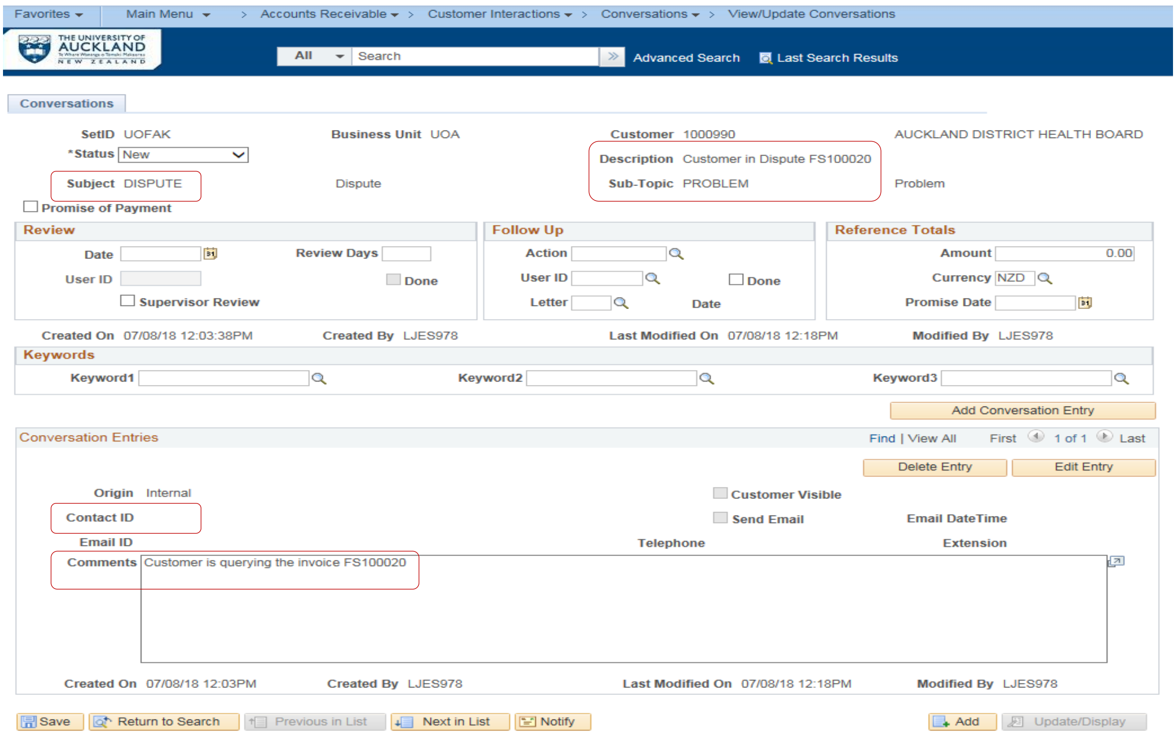
1. From the Left Hand Navigation column, access **Accounts Receivable>Customer Interactions>Conversations>View>Update Conversations.**
2. Click **Add A New Value**.
3. Type UOFAK into the **Set ID** field and UOA into the **Business Unit** Field.
4. Type in the **Customer ID** you wish to add a conversation 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.

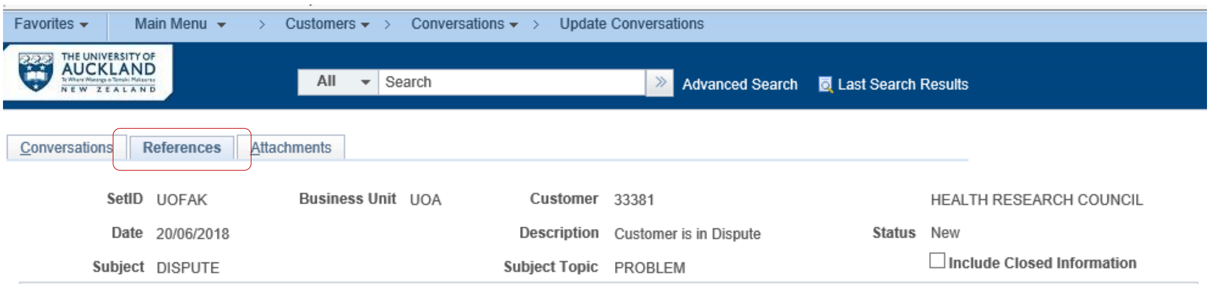


Note: The important information to enter on a conversation is as follows:

- **Description:** Enter the relevant description of what the conversation is about.
- **Subject:** Choose the relevant Subject of the conversation.
- **Sub-Topic:** Choose the relevant Sub-Topic of the conversation.
- **Contact ID:** Choose the Customer Contact ID relating to the conversation if available.
- **Comments:** Enter relevant Comments relating to the conversation.

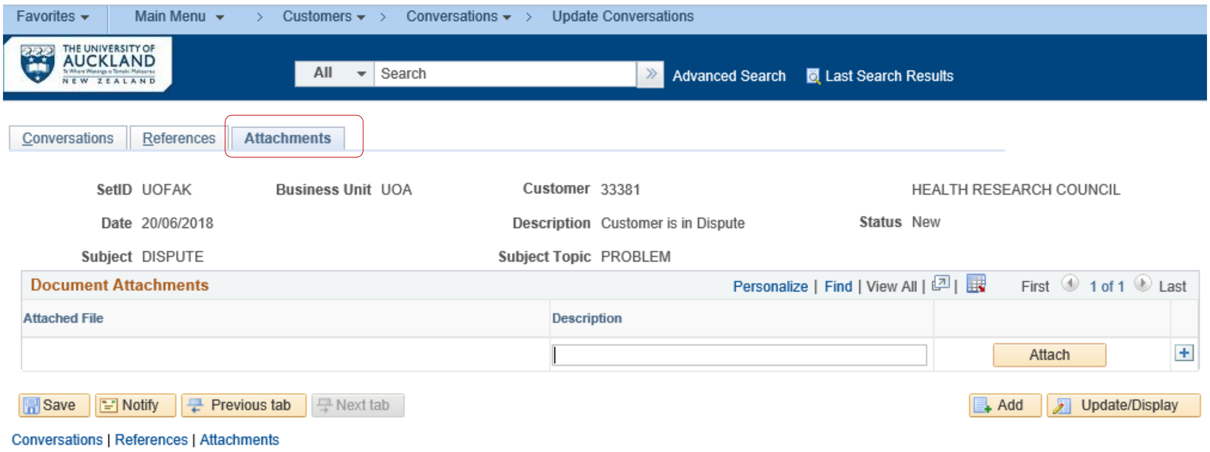
Note: The 

tab allows you to tie a conversation to invoices. Enter 'I' in the **Qualifier** field and then a relevant Invoice Number in the **Reference ID** field.



Note: The 

tab allows you to attach documents relating to the conversation. This is optional but should be used where applicable.



Review a Conversation

Steps:

1. Access **Accounts Receivable>Customer Interactions>Conversations>View>Update Conversations**.
2. Click **Find An Existing Value**.
3. Type UOFAK into the **Set ID** field and UOA into the **Business Unit** field.
4. Type the Customer ID 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.

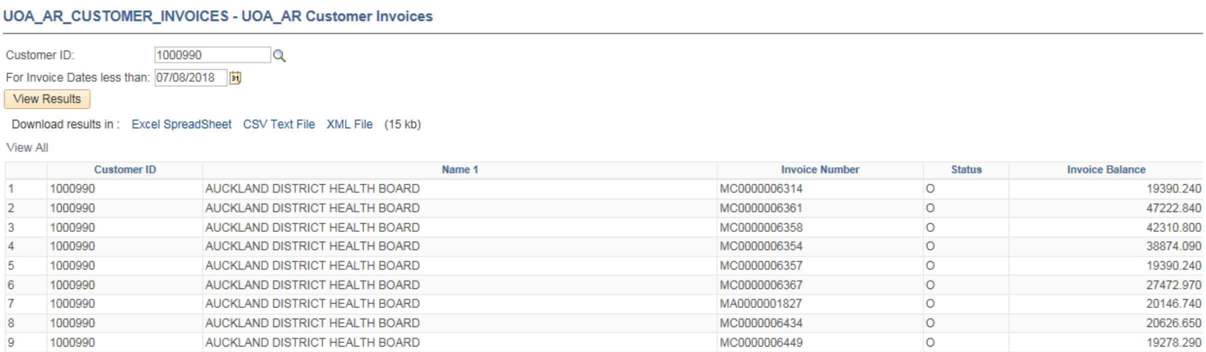
Query Reporting Tool

Run an Existing Accounts Receivable Query

Steps:

1. Access **Reporting Tools>Query>Query Viewer.** The **Query Viewer** page will appear.
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_CUSTOMER_INVOICES". 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 Customer Invoices query.

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


UOA_AR_CUSTOMER_INVOICES - UOA_AR Customer Invoices

Customer ID: 1000990
For Invoice Dates less than: 07/08/2018
View Results
Download results in : Excel SpreadSheet CSV Text File XML File (15 kb)
View All

	Customer ID	Name 1	Invoice Number	Status	Invoice Balance
1	1000990	AUCKLAND DISTRICT HEALTH BOARD	MC0000006314	O	19390.240
2	1000990	AUCKLAND DISTRICT HEALTH BOARD	MC0000006361	O	47222.840
3	1000990	AUCKLAND DISTRICT HEALTH BOARD	MC0000006358	O	42310.800
4	1000990	AUCKLAND DISTRICT HEALTH BOARD	MC0000006354	O	38874.090
5	1000990	AUCKLAND DISTRICT HEALTH BOARD	MC0000006357	O	19390.240
6	1000990	AUCKLAND DISTRICT HEALTH BOARD	MC0000006367	O	27472.970
7	1000990	AUCKLAND DISTRICT HEALTH BOARD	MA0000001827	O	20146.740
8	1000990	AUCKLAND DISTRICT HEALTH BOARD	MC0000006434	O	20626.650
9	1000990	AUCKLAND DISTRICT HEALTH BOARD	MC0000006449	O	19278.290

7. Click the **View Results** icon. The query results will display on the screen. This example shows Customer Invoices By Customer.
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.

Run an Existing Billing Query

Steps:

1. Access **Reporting Tools>Query>Query Viewer.** The **Query Viewer** page will appear.
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.

UOA_BI_INVOICES_BY_BU - Invoices by BU and date range

Business Unit: FS
From Date: 01/01/2018
To Date: 07/08/2018
View Results

Download results in : Excel SpreadSheet CSV Text File XML File (121 kb)

View All

	Invoice	Unit	Line	Acctg Date	User	Customer ID	Name	Currency	Amount	Total VAT Amnt	Account	Dept	Product	Project	Dtime Add
1	FS0000001718	FS	1	30/01/2018	XWAN035	1216251	AUCKLAND UNISERVICES LTD	NZD	7000.000	0.000	824	9167		3705716	30/01/2018 4:58:38PM
2	FS0000001719	FS	1	31/01/2018	SPRA735	1216251	AUCKLAND UNISERVICES LTD	NZD	577.320	0.000	703	8555			31/01/2018 10:50:41AM
3	FS0000001719	FS	2	31/01/2018	SPRA735	1216251	AUCKLAND UNISERVICES LTD	NZD	8297.470	0.000	725	8555			31/01/2018 10:50:41AM
4	FS0000001719	FS	3	31/01/2018	SPRA735	1216251	AUCKLAND UNISERVICES LTD	NZD	3083.340	0.000	848	8555			31/01/2018 10:50:41AM
5	FS0000001719	FS	4	31/01/2018	SPRA735	1216251	AUCKLAND UNISERVICES LTD	NZD	123191.500	0.000	848	8555			31/01/2018 10:50:41AM
6	FS0000001719	FS	5	31/01/2018	SPRA735	1216251	AUCKLAND UNISERVICES LTD	NZD	5175.820	0.000	848	8555			31/01/2018 10:50:41AM
7	FS0000001719	FS	6	31/01/2018	SPRA735	1216251	AUCKLAND UNISERVICES LTD	NZD	612.240	0.000	824	8555			31/01/2018 10:50:41AM

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.

Field	Description
Unit	Your Business Unit – see Appendix B for a complete list.
Invoice	Defaults to Next until invoice is saved, then displays Invoice ID.
Pre tax Amount	Total of all bill lines before tax.
Status	Displays current status of the bill. Defaults to New.
Invoice Dt	Date of invoice. Defaults to the Accounting Date.
*Bill Type	A Bill Type code that denotes the type of bill being processed.
Source	Determines the source of bill entry. Defaults to Customer Currency.
*Frequency	Only relevant to Recurring Bills. Determines the frequency of bill generation. Defaults to Once.
*Customer	Lookup displays a list of active UoA customers.
Address	Access to view the customer address page.
SubCust1	Local, Overseas or Research customers. Used for reporting purposes.
Cycle ID	Determines the schedule for bill generation. Defaults to DAILY.
*Invoice Form	Defaults to XMLPUB. Denotes the file format of a printed invoice.
From Date	Denotes the date that services were provided from.
To Date	Denotes the date that services were provided to.
Pay Terms	Denotes the terms of payment as agreed with the customer. Defaults to the 20th , representing due 20th of next month.
Pay Method	Defaults to Check (Cheque). Denotes the payment method as agreed with the customer.
Remit To	Defaults to ANZ for NZ customers and ANZFX for foreign customers - All customer payments are deposited into the ANZ Bank.
Bank Account	The currency expected to receive the invoice payment in.
Acctg Date	Date invoice is process to the General Ledger and Accounts Receivable modules.
Revenue Account	To enter and display Account/Department/Project chart fields for the bill.
Sales Person	Field populates automatically from Customer record.
Bill Inquiry Phone	UoA contact number for customer account inquiries.
Credit Analyst	Field populates automatically from Customer record.
Collector	Field populates automatically from Customer record.
Biller	Field populates automatically from Customer record.
*Billing Specialist	A billing specialist who is responsible for entering the Bill.

Billing Authority	Not used.
*PO Ref	Customer Purchase Order Number.
Copy Address	Access to view the courtesy customer address page.
Header Notes	Access the Header Notes page. The note appears at the top of the invoice and relates to all lines of the invoice.
Standard Entry	Click to toggle between standard and express bill entry.
Summary	Access to the bill summary page.
Bill Search	Hyperlink to the corresponding action in the Left Hand Navigation column.
Line Search	Hyperlink to the corresponding action in the Left Hand Navigation column.
Table	Identifier for Billing. Use ID identifier only.
Description	Free text field to describe the bill line item ordered by the customer.
Identifier	Tax indicator.
Quantity	Free text field. Number of goods or services provided.
UOM	Unit Of Measure.
Unit Price	Cost per unit of goods or services provided.
Gross Extended	Total value of goods or services provided.
Lines to Add	Used to add, subtract or copy lines from the bill.

APPENDIX B Billing Business Units and Bill Type Codes

Business Unit	Description	Bill Type	Description
AF	Faculty of Arts	AF FB TH	Arts Fale Booking Theology
AI	Asian Institute	AI	Asia Institute
AS	Academic Services	CA CE	Academic Development Continuing Education
AT	Creative Arts and Industries	AT FR	Appfa Faculty Fine Arts
BE	Business and Economics	BE ES	Business and Economics Executive Programmes 2
BN	Akl Bioengineering Institute	BN	Akl Bioengineering Institute
ED	Faculty of Education	ED EF	Faculty of Education Faculty of Education - Epsom
EN	School of Engineering	BN EN	Bio-Engineering Engineering
ER	External relations	CM ER SP	Communications and Marketing External Relations Schools Partnership Office
EX	Vice-Chancellor’s Office	EX SH	Executive Shared Services
FS	Financial Services	FS	Financial Services
HR	Human Resources	HR	Human Resources
IP	Institute Prof Legal Studies	IP	Institute Prof Legal Studies
IT	IT Services	CN IT	Data Network - ITSS ITSS
LB	Library	LB	Library
LG	Liggins	LG	Liggins
LW	Faculty of Law	LW	Law
MD	Medical and Health Science	BS CL CS MA MC OP PH SN SS	Biomedical Science Clinics Clinical Sciences Administration Medicine Contracts Optometry Population Health Nursing Support Services
MT	Maidment Theatre	MT	Maidment Theatre
PS	Property Services	PS	Property Services
ROC	Research Office	FP TM	Fixed Price Time and Materials
SA	Student Administration	AR GC IO RL SA	Academic Registry Graduate Centre International Office Commercial Services CL Student Administration
SC	Faculty of Science	SC	Science
ST	Student Services	ST	Careers Advisory
SU	Student Support	SU	Scholarships and Financial Support
TR	Tamaki Registry	TR	Tamaki Registry

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.

CAN	Canceled
FNL	Finalized Bill
HLD	Hold Bill
INV	Invoiced Bill
NEW	New Bill
PND	Pending Approval
RDY	Ready to Invoice
TMP	Temporary Bill
TMR	Temporary Ready Bill

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