Accounts Receivable Inquiries at Western Financial Services

Accounts Receivable Office

6/15/2017
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Overview

Introduction to Accounts Receivable Inquiries at Western

There are various Accounts Receivable Inquiries available that help your unit/department track or follow up on invoices that have been issued by your department. You can reprint an invoice, view the billing information entered, view outstanding invoices, and find out when an invoice was paid.

All users of Western Financials who have account access have the ability to use the Accounts Receivable Inquiry reports and pages.

How to use this guide

This guide lays out the processes and steps required to view accounts receivable information in Western Financials.

The table of contents is clickable if you are viewing the guide in pdf format; click on a heading to be taken directly to that page.

Each step in a process is indicated by a number like this: 1

Helpful information is contained in boxes like this: Helpful information

Images are used to orient you to an entire screen or to help you locate a specific area on the screen related to a specific step.

Hyperlinks will allow you to navigate to content related to your specific step, and are indicated by blue underlined text. Make note of the page you are on before clicking the hyperlink so you can easily return to the current page.

Navigation pathways, like the one below, are shown at the start of a process and indicate where you need to go within Western Financials to perform the steps indicated.

Navigation: UWO Menu/UWO Accounts Receivable/

Resources You Need

Technology and Systems Access

You need to use a computer with an internet browser in order view the accounts receivable information, depending on your computer you may find one browser works better than another.
You need access to Western Financials as well. If you do not have Western Financials access complete the ITS Request for Access to Corporate Data form located on the Financial Services website, within the Financial Systems section, on the following web page:

http://uwo.ca/finance/forms/index.html

You do not need access to the Billing and the Accounts Receivable modules within Western Financials. Once you have access to Western Financials you will be able to inquire on billing invoices and outstanding accounts receivable invoices.

**Resources to Help You Use Western Financials**

If you are newer to Western Financials, you may find the resources listed in the table below help you navigate within the system and orient you to common terminology used.

<table>
<thead>
<tr>
<th>Resource Name</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Navigating Western Financials</td>
<td>A PDF document that outlines the various navigation elements of Western Financials.</td>
</tr>
<tr>
<td>Overview of Western Financials</td>
<td>A video that demonstrates how to navigate in Western Financials, as well as provides some key financial and system terms.</td>
</tr>
</tbody>
</table>

These resources are located in the Financial Systems section on the following webpage:

http://uwo.ca/finance/training_reference/index.html

**Billing Contacts**

The Accounts Receivable Office, a part of Treasury Services, within Western’s Financial Services Division, provides services to assist in the central collection of invoices issued to external customers by various departments on campus.

How to contact us:

University of Western Ontario  
Accounts Receivable Office Suite 6100  
Support Services Bldg. London, ON  
N6A 3K7

Phone: 519-661-3870  
Fax: 519-661-3829  
e-mail: accountsreceivable@uwo.ca

Staff: Rosemarie DeFrias  
Katherine Wojtowich

Financial Systems Help Desk  
Phone: 519-661-2111 ext.85432  
E-mail: finsys@uwo.ca
Accounts Receivable Inquiries

Viewing Accounts Receivable Reports

Overview

There are different reports you can view related to accounts receivables, from outstanding balances for a customer to accounting details about items invoiced. The steps below provide an overview of how to run a report. For details about the various reports and the purpose of each, refer to the Available Accounts Receivable Reports and Inquiry Pages section.

Steps to View Accounts Receivable Reports

Navigation: UWO Menu/UWO Accounts Receivable/AIR Customer/“Report Name”

1. Click on the Report you want to view.
   - E.g. Aging by Billing Unit

2. Enter an existing Run Control ID, and click Search.
   - Select a Run Control ID from the search list.
   - OR
   - Select Add a New Value,
     - enter a new Run Control ID such as ‘report’
       - Do not put spaces in the Run Control name
3 Enter the Report Parameters.

- E.g. *as of Date* to indicate what time period you want to view.

  ![As of Date: 21/09/2016](image)

- Or the *From & To Date, or Customer ID, or Bill Type* (same as billing unit), etc.

You need to enter search parameters in order to generate the report. If you are unsure what to put into any of the fields, click on the magnifying glass to see a list of possible options.

4 Enter the Billing Unit.

  ![Billing Unit: 002](image)

Bill Unit is the number that represents the Western unit / department. Often referred to as Bill Type.

5 Click Run.

- You will be taken to the *Process Scheduler Request* window.

6 Check the box beside the ‘Report Name’.

<table>
<thead>
<tr>
<th>Process List</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select</td>
<td>Aging by Billing Unit</td>
</tr>
</tbody>
</table>
7 Select: *Window* from the Type drop down and *PDF* from the Format drop down.

8 *Click Ok.*

- A new window will open showing the report is in queue, and then that it is being processed.
  - After a few minutes the Report will pop-up in a third window.

It takes approximately 2-5 minutes for the report to display; the time depends upon the size of the report and number of other processes occurring at the same time.

Steps to access the invoice from Report Manager are listed in the [Retrieving a Report/Invoice from Report Manager](#) section.
Reprinting an Invoice

Overview

There may be times when you want to reprint an invoice, e.g. to send another copy to your contact; use the steps in the table below to reprint an invoice.

Steps to Reprint an Invoice

**Navigation:** Billing/Generate Invoices/Non-Consolidated/Reprint Invoices

1. **Enter an existing Run Control ID and click Search.**

![Search Screenshot]

- Select a *Run Control ID* from the search list.

OR

- Select *Add a New Value*.

  o Enter a new *Run Control ID* such as ‘reprintinvoice’,
    - Do not put spaces in the Run Control name.

  ![Add Screenshot]

  o Click *Add*.
2 Select *Invoice ID* in the Range Selection section.

When you select *Invoice ID* you will see all invoices within the range you entered (sequential) and that may include some which were NOT generated by your unit.

If the invoices you want to print are NOT sequential in number, reprint one invoice at a time to avoid printing another unit’s invoices.

3 Enter the *From Business Unit* value, typically this is UWO.

- The *To Business Unit* will automatically be populated.

4 Enter the first invoice number in the range in the *From Invoice* field; enter the last invoice in the range in the *To Invoice* field.

- Enter the same invoice number in the *From invoice* and *To Invoice* if you only wish to print one invoice.

5 Click the *Print Options* tab.
Check the boxes *Print Only Primary Copy* and *Use Current Effective Address*.

Click on the *Reprint Invoice* tab and then click on *Run*.

Ensure the *Select* box is checked in the Process List section.

Select *Window* from the Type drop down and *PDF* from the Format drop down.

Click *Ok*.

- A new window will open showing the report is in queue, and then being processed.
  - After a few minutes the Report will pop-up in a 3rd window.

It takes approximately 2-5 minutes for the report to display; the time depends upon the size of the report and number of other processes occurring at the same time.

Steps for accessing the invoice from Report Manager are listed in *Retrieving a Report/Invoice from Report Manager* section.
Reviewing Billing Information

Overview

This is used to view details for any invoice that has been saved in the system, regardless of the invoice status.

Steps to Review Billing Information

**Navigation:** Billing/Review Billing Information/Details

1. **Enter the Invoice Number you want to view, or**
   - Enter the start of an invoice number.
   - Click on an invoice from the Search Results list.
   - The Invoice Header – Info 1 window will open.
     - This window gives status of the invoice, the invoice amount, the customer’s name and date of the invoice.
Click on any of links in the Go to: section at bottom of the screen to access more information.

<table>
<thead>
<tr>
<th>Go to</th>
<th>Header Info 2</th>
<th>Address</th>
<th>Copy Address</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summary</td>
<td>Commit Ctrl!</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bill Search</td>
<td>Line Search</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Return to Non-Consolidated</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Click on the Line – Info 1 tab from the top of the screen to access line item information.

- Here you can find the line description, gross amounts, VAT, etc.

On the Line Info 1 tab you can click on any of the Go to: links to access more information.
Viewing Customer Accounts

Overview

This inquiry provides a summary of total outstanding invoices for a customer.

Steps to View Customer Accounts

**Navigation:** Accounts Receivable/Customer Accounts/Customer Information/Account Overview

1. **Enter the Sponsor /Customer number for the customer you want to view.**
   - Enter part of the number and click on the *magnifying glass* to do a search.

   ![Sponsor/Cust:](wes0006)

   - If you only enter part of a sponsor/customer number, e.g. WES0006, your search will result in a list, as in the example below.

   **Search Results**
<table>
<thead>
<tr>
<th>Sponsor/Customer</th>
<th>Short Name</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>WES000675</td>
<td>Human Res</td>
<td>Human Resources &amp; Skills Dev</td>
</tr>
<tr>
<td>WES000675</td>
<td>Human Res</td>
<td>Human Resources &amp; Skills Dev</td>
</tr>
<tr>
<td>WES000676</td>
<td>Flinders U</td>
<td>Flinders Univ. Of South Australia</td>
</tr>
<tr>
<td>WES000677</td>
<td>Huron Col</td>
<td>Huron University College</td>
</tr>
</tbody>
</table>

   - Select the Customer from the **Search Results** list.
     - Click the **Search** button

   OR

   - Click the *magnifying glass* and enter part of the Customer Name.

   ![Sponsor/Cust:](magnifying glass)

   - Click **Look Up**.
- Select the Customer from the search results.
  - Click the Search button.

- The customer account information window will open on the Balances tab.

The Balance and Past Due lines show the total items and total amount owing. The Summary Aging section shows the number of items and totals by number of days outstanding.
2 Click on the **Balance** or **Past Due** links.

- The *Item List* window will open.
  - This lists all invoices that are currently outstanding.

Invoices are called 'items' once they have been entered into the Accounts Receivable system.

3 Click on **Detail 2** tab and look at the **subCust1** column.

- This shows a list of the Bill Types (units) that have billed this customer.
  - From this list, click the invoice to get more details.
  - Click **cancel** to return to the previous window.
**Viewing Item Activity**

**Overview**

This shows an invoice, also called an item, billed to a customer, the status of the bill and amount billed.

**Steps to View Item Activity**

**Navigation:** Accounts Receivable/Customer Accounts/Item Information/View Update Item Details

1. **Enter the invoice number in the **Item ID** field.**

   ![Search Criteria](image1)

   Invoices are called ‘items’ once they have been entered into the Accounts Receivable system.

   - Click **Search**.
     - View the Invoice Balance.

     ![Balance: 153,569.56 CAD](image2)

2. **Click on the **Item Activity** tab.**

   ![Detail 1 Item Activity](image3)

   - View the **Entry Type** to see if the invoice has been paid (PY = paid).
- View the Deposit ID to see if Finance has deposited the funds.
  - If you do not see a Deposit ID then the funds have not been deposited.

Deposit ID is a number assigned by Financial Services. Once the cheque has been deposited, the cheque number or EFT reference will appear in the Payment ID field.
Viewing / Updating Customer Conversations

Overview

View customer conversations to see what types of contacts have been made by Accounts Receivable and the result of each.

- For example, promises to pay, requests for copies of invoices, disputes, will be listed.
- You should enter conversation information as well if you contact the customer about an invoice.
- For example, when you emailed a copy of invoice.

Steps to View / Update Customer Conversations

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

1. Enter the customer number in the **Cust ID** field.

   Cust ID: begins with [WES00677]

2. Scroll down to the **Search Results** list and click on the conversation you wish to review.

<table>
<thead>
<tr>
<th>Business Unit</th>
<th>Cust ID</th>
<th>Customer Name</th>
<th>Description</th>
<th>Conversation Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>UWO</td>
<td>WES000677</td>
<td>Huron University College test conversation</td>
<td>22/02/2016</td>
<td>New</td>
<td></td>
</tr>
<tr>
<td>UWO</td>
<td>WES000677</td>
<td>Huron University College T391785</td>
<td>03/03/2014</td>
<td>Closed</td>
<td></td>
</tr>
<tr>
<td>UWO</td>
<td>WES000677</td>
<td>Huron University College test</td>
<td>19/07/2011</td>
<td>Closed</td>
<td></td>
</tr>
</tbody>
</table>

3. To add a new conversation, from the **View Update Conversation** main screen:

   - Click **Add a New Value** tab, enter the customer number and click **Add**.

   OR

   - Click **+Add** from within the **Conversation** window.
4. Enter Sponsor /Customer.
   - And then click Add.

5. Complete the Conversation and References tabs.

On the Conversation tab enter:

1. Description, input the invoice number here.
2. Sub-Topic, optional field to input additional overall notes about the conversation.
3. Contact ID, to indicate who you contacted.
4. Comments to capture the purpose and outcome.
   - Fields with an asterisk * are required.
On the *References* tab enter:

5. Enter the Qualifier as “I” for Item,
   - An invoice is called an ‘item’ once it is in the Accounts Receivable system.
6. Enter the invoice number in the Reference ID field.
7. The *Business Unit* and *Customer ID* will populate automatically when you press enter, or press the tab key on your keyboard.

- To add more invoices click the ‘+’
  - When you enter information on the *References* tab it creates a ‘conversation bubble’ in the *Item List* view so you will know that a conversation has been recorded.
    - Clicking on the ‘conversation bubble’ opens up the *Conversations* window.

6. **Click Save.**
Retrieving a Report/Invoice from Report Manager

Overview
All reports that you run, including invoices, will be put in the Report Manager. Reports and Invoices are kept for seven days before they are deleted from the Report Manager.

Steps to Retrieve a Report from Report Manager

Navigation: Reporting Tools\Report Manager

1. Click on the Administration tab to access and print invoices or reports.

2. Click on the ‘Report Name’ from the Description column.

   o The Invoice/Report will open in a new window.

For additional information about accessing reports, view the training guide ‘Report Manager and nVision Reports’ found in the Financial Systems section on the following web page:

   http://uwo.ca/finance/training_reference/index.html
# Available Accounts Receivable Reports and Inquiry Pages

The table below lists all of the Accounts Receivable reports available for you to view, as well as the purpose of each.

**Navigation**: UWO Menu/UWO Accounts Receivable/A/R Customer/’Report Name’

<table>
<thead>
<tr>
<th>Report</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting Entries by Bill Type</td>
<td>Summarizes the accounting entries for invoices by Bill Type for a specific period of time.</td>
</tr>
<tr>
<td>Accounting Entries by Invoice</td>
<td>Accounting entries for a specific invoice.</td>
</tr>
<tr>
<td>Aging by Billing Unit</td>
<td>All invoices outstanding by Billing Unit as at a specific date and shows the aging category (30, 60 90 days) for each invoice.</td>
</tr>
<tr>
<td>Aging by Customer</td>
<td>All invoices outstanding for a Customer as at a specific date and shows the aging category (30, 60 90 days) for each invoice.</td>
</tr>
<tr>
<td>Customer Conversations</td>
<td>Conversations by Customer for a specific time period. If the customer has contacted the Accounts Receivable office, we make notes of the conversation.</td>
</tr>
<tr>
<td>Customer Payment History</td>
<td>All payments for a Customer for a specific time period.</td>
</tr>
<tr>
<td>Customer Payments by Bill Type</td>
<td>All payment received for a Bill Type sorted by Customer for a specific time period.</td>
</tr>
<tr>
<td>Customer Payments by Cheque #</td>
<td>Payments by a specific cheque number.</td>
</tr>
<tr>
<td>Outstanding Inv’s by $ Amount</td>
<td>Current outstanding invoices by a range of dollar amounts.</td>
</tr>
<tr>
<td>Outstanding Inv’s by Bill Type</td>
<td>Current outstanding invoices by a specific Bill Type.</td>
</tr>
<tr>
<td>Outstanding Inv’s by Customer</td>
<td>Current outstanding invoices for a Customer.</td>
</tr>
</tbody>
</table>
The table below provides a summary of the Billing and Accounts Receivable Inquiry pages available for you to view, as well as the purpose of each.

<table>
<thead>
<tr>
<th>Page in Western Financials</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reprint an Invoice</td>
<td>Reprint an invoice to send to a customer by email or to save as a file copy.</td>
</tr>
<tr>
<td><strong>Navigation:</strong> Billing/Generate Invoices/Non-consolidated/Reprint Invoices</td>
<td></td>
</tr>
<tr>
<td>Billing Summary</td>
<td>To view the Summary for an invoice. This tells you the total dollars for the invoice, the status of it, any taxes, and who issued it. Click on the <strong>Header Info 1</strong> link to get additional information on the invoice.</td>
</tr>
<tr>
<td><strong>Navigation:</strong> Billing/Review Billing Information/Summary</td>
<td></td>
</tr>
<tr>
<td>Billing Details</td>
<td>To view the details of the invoice including the customer address, the line description and the accounting for the line. Use the links to look at the various pages.</td>
</tr>
<tr>
<td><strong>Navigation:</strong> Billing/Review Billing Information/Summary</td>
<td></td>
</tr>
<tr>
<td>Billing Adjustment History</td>
<td>To view the adjustments to an invoice once it has been issued for full cancelations or partial cancelations of the invoice.</td>
</tr>
<tr>
<td><strong>Navigation:</strong> Billing/Review Billing Information/Summary</td>
<td></td>
</tr>
<tr>
<td>Billing Review Line History</td>
<td>To view the adjustment to an invoice for a partial cancelation.</td>
</tr>
<tr>
<td><strong>Navigation:</strong> Billing/Review Billing Information/Summary</td>
<td></td>
</tr>
<tr>
<td>Customer Account Overview</td>
<td>To view a summary of total outstanding invoices for a customer.</td>
</tr>
<tr>
<td><strong>Navigation:</strong> Accounts Receivable/Customer Accounts/Customer Information/ Account Overview</td>
<td></td>
</tr>
<tr>
<td>Customer Payments</td>
<td>To view Payments for a customer for a selected time period.</td>
</tr>
<tr>
<td><strong>Navigation:</strong> Accounts Receivable/Customer Accounts/Customer Information/Payments</td>
<td></td>
</tr>
<tr>
<td>Customer Items/Invoice List</td>
<td>To view List of items/invoices outstanding for a customer.</td>
</tr>
<tr>
<td><strong>Navigation:</strong> Accounts Receivable/Customer Accounts/Item Information/Item List</td>
<td></td>
</tr>
<tr>
<td>Item/Invoice Details</td>
<td>To view when the invoice was issued and determine if the invoice is still outstanding. The item activity tab gives the reference for the Deposit ID and Payment ID (cheque # or EFT reference).</td>
</tr>
<tr>
<td><strong>Navigation:</strong> Accounts Receivable/Customer Accounts/Item Information/View/Update Item Details</td>
<td></td>
</tr>
<tr>
<td>Item/Invoice Billing Data</td>
<td>Gives a summary of the invoice with line descriptions, header notes and billing address.</td>
</tr>
<tr>
<td><strong>Navigation:</strong> Accounts Receivable/Customer Accounts/Item Information/Item Billing Data</td>
<td></td>
</tr>
<tr>
<td>Item/Invoice Activity From a Group</td>
<td>Gives summary information on the Billing and Maintenance groups that are processed daily.</td>
</tr>
<tr>
<td><strong>Navigation:</strong> Accounts Receivable/Customer Accounts/Item Information/Item Activity From a Group</td>
<td></td>
</tr>
<tr>
<td>Page in Western Financials</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Item/Invoice Activity Summary</td>
<td>Gives a summary of the invoice including Balance, when invoice (INV) was created and when payment (PY) was received.</td>
</tr>
<tr>
<td>Customer Conversations</td>
<td>To view conversation we have had with a customer.</td>
</tr>
<tr>
<td>Item/Invoice Activity From a Payment</td>
<td>Gives invoices paid on a cheque, EFT, wire or credit card payment.</td>
</tr>
</tbody>
</table>

**Navigation:**
- Accounts Receivable/Customer Accounts/Item Information/Item Activity Summary
- Accounts Receivable/Customer Interactions/Conversations/View/Update Conversations
- Accounts Receivable/Receivables Update/Posting Results-Payments /Item Activity From a Payment