# FREQUENTLY ASKED QUESTIONS (FAQ's)

These questions and answers were developed based on questions raised by both trainers and end users. This list will be updated periodically as new questions arise, or if clarification of the answers is necessary.

## BILLING

**Q. Why can I not find my customer number? I am doing control-F4 like we did in class? What should I do if my customer is not listed in the customer master file?**

*A. Sometimes when looking for a customer it is easy to put in too much information. If you type in the entire customer name and it is not set up* <u>*exactly*</u> *that way in the customer masterfile the system will come back with a message letting you know it has no customers by that name. Often it is easier to type in just the first part of the name or the first few letters and then scroll through the customers until you find the one you are looking for. It is also important to make sure you have used capitals, where required, as this field is case sensitive. If the customer you are looking for is not listed in the customer masterfile a 'Customer Request' form is available in the procedures or on the web site (*www.uwo.ca/finance/people*/). This should be completed and forwarded to Katherine Wojtowich at the Accounts Receivable Office.*

**Q. There are two of us who bill for our unit type. How do I change the 'Biller' on the invoice header panel to my name?**

*A. Use the drop down box beside the 'Biller' field to determine if your name has been set up in the table. If it is there you can double click on your name and it will appear in the 'Biller' field and on the invoice. If not, contact Katherine Wojtowich to have your name added.*

**Q. When I click on the down arrow for a ship to location on the Order Management Billing panel I get a list of locations. How do I know the address for each of these locations?**

*A. The old INV system did not have a customer master file. Therefore we had to build one using data extracted from the database that was kept in the Accounts Receivable Office. During the conversion process the 'ship to' addresses could not be collected. We are in the process of fixing this and the various addressed by location should be displayed shortly. If you require an address location to be updated in order to prepare an invoice contact Katherine Wojtowich in the Accounts Receivable office.*

**Q. Do I have to fill in the 'From/To Date in the invoice header?**

*A. This is an optional field. If you do choose to use it the dates from this field will print out above the line detail on the invoice.*

**Q. What should I do if my line description is longer than the 30 characters available in the field?**

*A. The 'Bill Line – Note' panel can be used for additional comments. These notes will appear below the description line. Keep in mind that a long line note may stretch across the invoice so you may want to use a hard return (enter key) when typing the note in to improve the print presentation*

**Q. What is the difference between a revenue distribution code and an identifier code?**

*A. Revenue distribution codes predefine the revenue chartfields you frequently use. Identifier codes (also called charge codes) are used for any repetitive goods or services you may bill for. They have predefined descriptions, pricing, units of measure and revenue distribution codes. These help to reduce the amount of data you will need to enter. If you require additional codes of either type contact Katherine Wojtowich in the Accounts Receivable Office.*

**Q. How do I get the PeopleSoft chartfield combination for an old account number?**

*A. You may have noticed in your FL00 menu a new inquiry screen option called 'PS'. If you select this option and put in the old 'FL' account or 'FR' research grant number the system will provide you with the new PeopleSoft chartfields. If you are already in the billing program you can minimize your screen and use the 'QWS3270 PLUS' icon to access the old system.*

**Q. What is the purpose of the Bill Summary?**

*A. The Bill Summary provides a snapshot of the invoice. It is here that the header and line information you have entered is combined to complete the invoice. It is also where you calculate the taxes, if applicable, and can view the status of the invoice (eg. printed, posted etc).*

**Q. Is it a problem if I forgot to calculate the taxes on the Bill Summary? I indicated on the lines that taxes apply.**

*A. Taxes should be calculated on the Bill Summary panel in order to appear on the invoice. Remember to save the panel after you have calculated the taxes. The invoice print program will also calculate the taxes but it is recommended that it be done on the Bill Summary panel.*

**Q. Can I make the font bigger on the invoices I print out?**

*A. No, PeopleSoft is configured to reference an internal printer font already set up within your printer. This internal font will vary from printer to printer.*

**Q. Why do I get a report with zeros on it instead of an invoice when I try to print my final invoice?**

*A. This usually occurs when the invoice status has not been changed from 'NEW' to 'RDY' to signify to the system this is a final invoice. Be sure to save the invoice again after you make the status change.*

**Q. I have several invoices which need to have the status changed from 'NEW' to 'RDY'. Is there any way to do them all at once or do I need to do them one by one?**

*A. You can do them all at once using the Bill Status Change option under Process. This will change the status of all the bills for your unit type at one time and produce a report for you to review.*

**Q. Why won't the system let me change the status on my invoice from 'NEW' to 'RDY' so I can print my final invoice?**

A. *PeopleSoft will not let the invoice status be changed if there is a problem with the invoice. Often this occurs because the accounting entries do not balance. Check to ensure you have completed the accounting entries in the 'Bill Line – Account Distribution' panel for <u>each</u> line.*

**Q. How does the invoice accounting information from my bill get into the system.**

A. *Unlike the INV program where you had to upload the invoices, the accounting information now crosses over into the Accounting system through the nightly maintenance the day the final bill is printed.*

**Q. Since we no longer get an account distribution report like we did with the INV program how do I check the chartfield distribution for an invoice?**

A. *You can check the account distribution on the system the day after you have printed off the final invoice. This is done using the Inquiry option and choosing Bill Inquire.*

**Q. I clicked on the red 'X' icon and lost my invoice. Can I get it back?**

A. *It depends on if you have already saved the invoice. If you have you can use the Update/Display option to look up the invoice. If you have not previously saved the entry you will have lost the invoice.*

**Q. Can I reprint an invoice?**

A. *Yes, the 'Reprint Invoices' option is found under 'Process'. After you have set up the process just enter your Business Unit (usually UWO) and the invoice number. If you are sending the reprint to the customer be sure to make note of it using customer conversations.*

**Q. What is the procedure to cancel an invoice?**

A. *Invoices, once issued, must either be 'adjusted' or a credit note issued. They cannot be cancelled per se. If you require an invoice to be 'cancelled' you will need to send the details to Katherine Wojtowich in the Accounts Receivable Office.*

**Q. How do I refund money to a customer?**

A. *Refund requests should always be referred to the Accounts Receivable Office. If the goods have been returned, invoiced in error, pricing corrections etc. you should send the details to adjust the invoice to Katherine Wojtowich in the Accounts Receivable Office. Refunds will be reviewed on a customer by customer basis.*

**Q. Why doesn't the "Ship To" information on the Order Management Panel print on my proforma invoice?**

A. *The program is currently set to print "Ship To" addresses only on final invoice.*

**Q. How should I get in touch with Katherine Wojtowich in the Accounts Receivable Office?**

*A. Katherine can be reached either by email at* Klwojtow@julian.uwo.ca *or by phone at extension 3870. The Accounts Receivable Office is located in the Stevenson Lawson Building, Room 220.*