

Accounts Receivable Inquiry

Objectives By the end of this session you will be able to:

- Run, Review and Print Accounts Receivable Reports
- Reprint Invoices as needed
- Inquire on Bills/Invoices, Customer Balances, Customer Items, and Customer Conversations

1.01 Accounts Receivable Reports

1. Navigate as follows

UWO Menu
UWO Accounts Receivable
A/R Customer



The screenshot shows the PeopleSoft interface. On the left is a 'Menu' sidebar with a search box and a tree view. The tree view is expanded to 'UWO Menu', which includes 'UWO Accounts Receivable', 'UWO Inquiries', 'UWO Journal Entry', and 'UWO PO Requisitions'. The main content area shows the 'Main Menu' with three folders: 'UWO Accounts Receivable', 'UWO Inquiries', and 'UWO Journal Entry'. The 'UWO Accounts Receivable' folder is expanded to show 'UWO Accounts Receivable' and 'A/R Customer'. The 'UWO Inquiries' folder is expanded to show 'GL Inquiry', 'Journal Inquiry', and 'Speedcode Inquiry'. The 'UWO Journal Entry' folder is expanded to show 'Journal Entry', 'Journal Print', and 'Journal Copy'. The 'UWO PO Requisitions' folder is expanded to show 'UWO PO Requisitions', 'Purchase Order Reprint', and 'Req Details by Building'. There is a '7 More...' link below the 'UWO PO Requisitions' folder.

- Click on Aging by Billing Unit



The screenshot shows the PeopleSoft interface for the 'A/R Customer' menu. On the left is a navigation menu with 'UWO Menu' expanded. The main area displays a grid of report options under the heading 'A/R Customer'. The 'Aging by Billing Unit' report is highlighted in blue.

A/R Customer		
Accounting Entries by BillType Accounting Entries by BillType	Accounting Entries by Invoice Accounting Entries by Invoice	Aging by Billing Unit Aging by Billing Unit
Aging by Customer Aging by Customer	Complete Aging by Billing Unit Complete Aging by Billing Unit	Complete Aging by Customers Complete Aging by Customers
Cust Conv-Follow Up by Date Cust Conv-Follow Up by Date	Customer Conversations Customer Conversations	Customer Payment History Customer Payment History
Customer Payments by Bill Type Customer Payments by Bill Type	Customer Payments by Cheque # Customer Payments by Cheque #	Customer Setup Report Customer Setup Report
Customers without SubCustomer Customers without SubCustomer	Outstanding Inv's by \$ Amount Outstanding Inv's by \$ Amount	Outstanding Inv's by BillType Outstanding Inv's by BillType
Outstanding Inv's by Customer Outstanding Inv's by Customer	Summ Compl't Aging by Bill Unit Summ Compl't Aging by Bill Unit	Summ Compl't Aging by Customer Summ Compl't Aging by Customer

- Search for an existing run control
OR Add a new value called **Report**
(you can use one run control to run all of the Accounts Receivable Crystal Reports)
- Enter **Report**
- Click OR Click

Aging by Billing Unit
Enter any information you have and click Search. Leave fields blank for a list of all values.

Search by: Run Control ID begins with

Case Sensitive

[Advanced Search](#)

[Find an Existing Value](#) | [Add a New Value](#)

Aging by Billing Unit

Find an Existing Value

Add a New Value

Run Control ID:

Add


6. Click
7. Fill in As Of Date (hint click on date beside field and use the calendar to choose your date)
8. Choose your Billing Unit (Bill Type)

(for the training database only use Bill Type 018)

Aging by Billing Unit

Run Control ID: Report

[Report Manager](#) [Process Monitor](#)

As of Date: 

Billing Unit:  Financial Services

9. Click on
10. Select Aging by Billing Unit
11. Check that Type = Window and Format = PDF



Process Scheduler Request

User ID: VP1 Run Control ID: Report

Server Name: [Dropdown] Run Date: 01/07/2005 [Calendar Icon]

Recurrence: [Dropdown] Run Time: 9:35:09AM [Reset to Current Date/Time]

Time Zone: [Dropdown]

Select	Description	Process Name	Process Type	*Type	*Format
<input checked="" type="checkbox"/>	Aging by Billing Unit	UFSAR045	Crystal	Window	PDF

OK Cancel

12. Click

A window will appear and the Report will be available for your review. You can choose to print it or save it as a file.

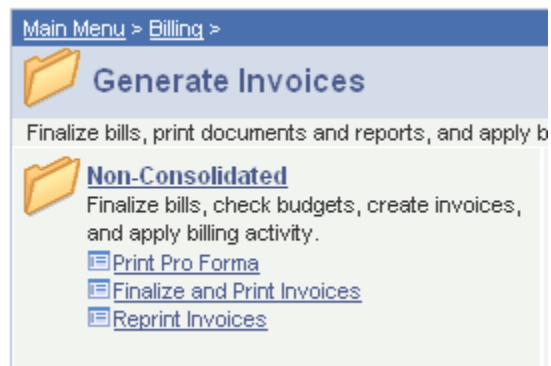
Item ID	Date	Entry Amount	Base Amount	Aged Base Amount				
				0-30	31-60	61-90	91-120	Over 120
UWO								
018 Financial Services								
WES000196 Univ. Of Texas								
T300070	01/07/2005	10,000.00 USD	12,722.31 CAD	12,722.31				
T300071	01/07/2005	10,000.00 USD	12,722.31 CAD	12,722.31				
T300072	01/07/2005	10,000.00 USD	12,722.31 CAD	12,722.31				
T300073	01/07/2005	25,000.00 USD	31,805.77 CAD	31,805.77				
WES000196	Univ. Of Texas	55,000.00	69,972.70	69,972.70				
WES000677 Huron University College								
T300063	01/05/2005	500.00 CAD	500.00 CAD	500.00				
T300064	01/05/2005	500.00 CAD	500.00 CAD	500.00				
T300065	01/05/2005	1,200.00 CAD	1,200.00 CAD	1,200.00				
T300075	01/07/2005	500.00 CAD	500.00 CAD	500.00				
T300076	01/07/2005	1,200.00 CAD	1,200.00 CAD	1,200.00				
T300078	01/07/2005	500.00 CAD	500.00 CAD	500.00				
T300079	01/07/2005	500.00 CAD	500.00 CAD	500.00				
T300080	01/07/2005	1,200.00 CAD	1,200.00 CAD	1,200.00				
WES000677	Huron University College	6,100.00	6,100.00	6,100.00				
WES001379 Healthcare Materials Mgmt Serv-SJHC								
T300062	01/05/2005	201.25 CAD	201.25 CAD	201.25				
T300066	01/05/2005	201.25 CAD	201.25 CAD	201.25				
T300067	01/05/2005	201.25 CAD	201.25 CAD	201.25				
T300068	01/05/2005	201.25 CAD	201.25 CAD	201.25				
T300069	01/05/2005	201.25 CAD	201.25 CAD	201.25				
T300077	01/07/2005	201.25 CAD	201.25 CAD	201.25				
T300081	01/07/2005	201.25 CAD	201.25 CAD	201.25				
T300082	01/07/2005	201.25 CAD	201.25 CAD	201.25				
T300083	01/07/2005	201.25 CAD	201.25 CAD	201.25				
T300084	01/07/2005	201.25 CAD	201.25 CAD	201.25				
WES001379	Healthcare Materials Mgmt Serv-SJHC	2,012.50	2,012.50	2,012.50				

A list of all the Accounts Receivable Reports with their description or use is available at the end of this document.

1.02 Reprint an Invoice

1. Navigate as follows

Billing
 Generate Invoices
 Non-Consolidated
 Reprint Invoices



2. Click on Reprint Invoices
3. Search for an existing run control
OR Add a new value called **ReprintInvoice**
(you can use one run control to run all of the Accounts Receivable Crystal Reports)
4. Enter **ReprintInvoice**

Click OR Click



Reprint Invoices

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#)

[Add a New Value](#)

Run Control ID:

Case Sensitive

[Basic Search](#)



[Save Search Criteria](#)

[Find an Existing Value](#) | [Add a New Value](#)

OR

Reprint Invoices

[Find an Existing Value](#)

[Add a New Value](#)

Run Control ID:

[Find an Existing Value](#) | [Add a New Value](#)

5. Click **Add**
6. Enter Business Unit = **UWO**
7. Enter Invoice you want to print in the From Invoice box = **T300001**
8. Tab out of field, the To Invoice box will now be filled in

Reprint Invoices | [Print Options](#)

Run Control ID: ReprintInvoice [Report Manager](#) [Process Monitor](#) **Run**

Language: Specified Recipient's

Selection Parameters Find | View All First 1 of 1 Last

Seq Nbr: 1 + -

Range Selection

Invoice ID

Bill Type

Business Unit:

From Invoice:

To Invoice:

Include Open Items Only

[Reprint Invoices](#) | [Print Options](#)

9. Click on **Run**

Process Scheduler Request

User ID: TRAIN10 Run Control ID: ReprintInvoice

Server Name: Run Date:

Recurrence: Run Time:

Time Zone:

Select	Description	Process Name	Process Type	*Type	*Format	
<input checked="" type="checkbox"/>	Print Portrait Invoices	BIIVCPN	SQR Report	<input type="button" value="Window"/>	<input type="button" value="PDF"/>	<input type="button" value="🔍"/>

13. Ensure Print Portrait Invoices is Selected

14. Change Type to **Window**

15. Ensure Format = PDF



16. Click

A window will appear and the Invoice will be available for your review. You can choose to print it or save it as a file.

<p>Please Remit To: University of Western Ontario Accounts Receivable Office Room 220, Stevenson-Lawson Bldg London, ON N6A 5B8</p>	<p>Page: 1 Invoice No: T300001 Invoice Date: 01/03/2005 Customer Number: WES000677 Payment Terms: On Receipt Due Date: 01/03/2005</p>
<p>Bill To: Huron University College Accounts Payable 1349 Western Rd. London ON N6G 1H3 Canada</p>	<p>Ship To:</p>

AMOUNT DUE:	\$ 500.00	CAD
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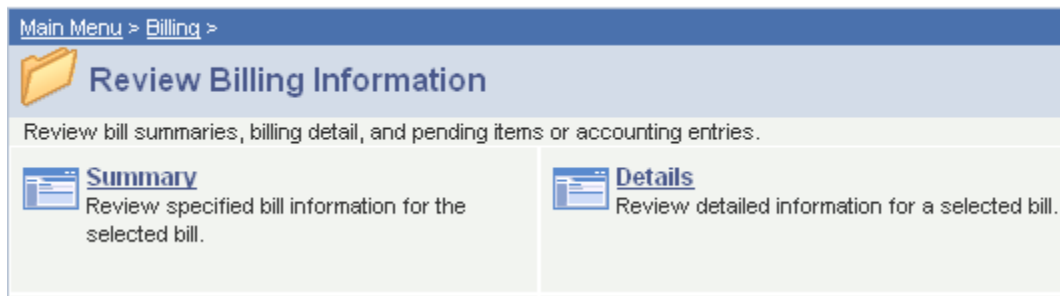
REMITTANCE ADVICE	PLEASE RETURN WITH PAYMENT	\$ _____
		Amount Remitted

INVOICE						
Line	Description	Quantity	Unit of Measure	Unit Price	Amount	GST/ HST PST
<i>From 01-JAN-2005 to 31-JAN-2005</i>						
1	Winter Maintenance	1.00		500.00	500.00	
TOTAL AMOUNT DUE :					500.00	CAD

1.04 Review Billing Information

1. Navigate as follows

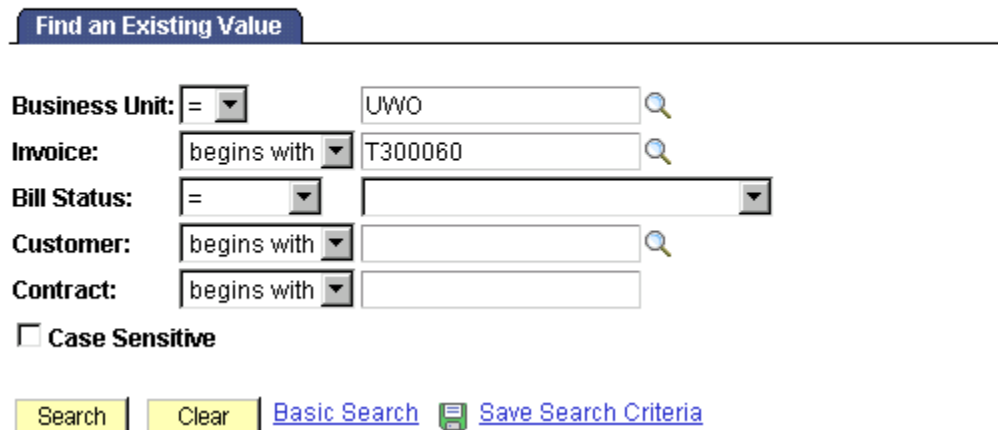
Billing
Review Billing Information
Details




2. Enter T300060

Bill Inquiry

Enter any information you have and click Search. Leave fields blank for a list of all values.




3. Click on 

This will take you to the Header Info 1 page. The bill/invoice are separated into a Header section and a Line section. The pages related to the header are grouped together while the pages relating to the Line are grouped together. You can move around to different pages to get the information you are looking for.



Header - Info 1 | **Line - Info 1**

Unit: UWO **Invoice:** T300060 **Invoice Amt:** 500.00 CAD 
Status: INV **Invoice Dt:** 01/05/2005
Type: 018 **Source:** **Frequency:** Once
Customer: WES000677 [Address](#) **SubCust1:** 018
 Huron University College **SubCust2:**
Cycle ID: ON-DEMAND **Invoice Form:** STANDARD **From Date:** 02/01/2005 **To Date:** 02/28/2005
Pay Terms: IMMED **Pay Method:** CHK **Remit To:** MNTRL **Bank Account:** CDN
Acctg Date: 01/05/2005 **Account:** 012510 [AR Distribution](#)
Sales: 018 **Bill Inquiry Phone:** 519/661-3870
Credit: AROFFIC **Collect:** AROFFICE **Bill:** WOJTOWIC **Billing Authority:**

Go to: [Header Info 2](#) | [Address](#) | [Copy Address](#) | [Notes](#)

[Summary](#) | [Bill Search](#) | [Line Search](#) | [Commit Cntrl](#)

Header - Info 1


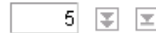
Page Series
[Prev](#) [Next](#)

 [Return to Search](#)  [Notify](#)  [Refresh](#)

[Header - Info 1](#) | [Line - Info 1](#)

4. Click on **Line - Info 1**

Header - Info 1 | **Line - Info 1**

Unit: UWO **Bill To:** WES000677 **Invoice Amt:** 500.00 CAD 
Invoice: T300060 Huron University College **Max Rows:** 5 

Seq	Line	Identifier	Description	Net Extended
1	1		Winter Maintenance	500.00
Quantity:		1.0000	Line Type: REV	<input checked="" type="checkbox"/> Accumulate
Unit of Measure:			From/To Dt: 02/01/2005 02/28/2005	
Unit Price:		500.0000	Tax Code:	<input type="checkbox"/> Tax Exempt
Gross Extended:		500.00	Exempt Cert:	
Less Discount:		0.00		
Plus Surcharge:		0.00		
Net Extended:		500.00		
VAT Amount:		0.00		
Tax Amount:		0.00		
Net Plus Tax:		500.00		

Go to: [Line Info 2](#) | [Tax](#) | [Accounting](#) | [Discount/Surcharge](#) | [Notes](#)


[Summary](#) | [Bill Search](#) | [Line Search](#) | [Commit Cntrl](#)

Line - Info 1

Page Series
[Prev](#) [Next](#)

You can also access the Bill Summary information from this group of pages.

5. Click on [Summary](#)

Bill Summary Info		Bill Summary Info 2	
Unit:	UWO	Invoice:	T300060
Gross Extended Amount:	500.00	Invoice Date:	01/05/2005 
Total Discounts:	0.00	Customer:	WES000677 Huron University College
Total Surcharges:	0.00	Invoice Type:	Regular
Net Extended Amount:	500.00	Bill Type:	018 Finance Department
Total VAT Amount:	0.00	Bill Source:	
Total Taxes:	0.00	Bill Status:	INV
Total Invoice Amount:	500.00	Template:	No
Forward Bal:	0.00	Consol Hdr:	No
Paid Amount:	0.00	Bill By ID:	
Total Due:	500.00 CAD	Due Date:	01/05/2005
		Date Bill Added:	01/05/2005 5:19PM

Go to: [Header Info 1](#) [Address](#) [Copy Address](#) [Notes](#)
[Bill Search](#) [Line Search](#)

[Return to Search](#) [Notify](#)

[Bill Summary Info](#) | [Bill Summary Info 2](#)

1.04 Customer Accounts

- Navigate as follows

Accounts Receivable
Customer Accounts
Customer Information
Account Overview

[Balances](#) | [Profile](#) | [Customer Action](#) | [Customer Trend 1](#) | [Customer Trend 2](#) | [Customer Trend 3](#)

SetID:
 Unit:
 Customer:
 *Level:

[Balances](#) | [Profile](#) | [Customer Action](#) | [Customer Trend 1](#) | [Customer Trend 2](#) | [Customer Trend 3](#)

- Enter Customer WES000677

To search for a customer here you can click on the magnifying glass and type in **Huron U** in the Name 1 field. You will notice the search is no longer case sensitive.

- Click on

[Balances](#) | [Profile](#) | [Customer Action](#) | [Customer Trend 1](#) | [Customer Trend 2](#) | [Customer Trend 3](#)

SetID:
 Unit:
 Customer: [Huron University College](#)
 *Level:

SubCust1:

[Add A Conversation](#)
[View/Update Conversations](#)
[Pay by Credit Card](#)

Most Recent Activity				
	Item ID	Date	Amount	Currency
Item ID:	T300080	01/07/2005	1,200.00	CAD
Payment:	15055	01/07/2005	1,700.00	CAD

	Count	Amount	Currency
Pay History Days:		0.00	
Credit Limit:		0.00	
Balance:	8	6,100.00	CAD
Past Due:	8	6,100.00	CAD

The Balances page gives you the Most Recent Activity, the Balance and Past Due totals along with the Summary Aging totals.

4. Click on either [Balance:](#) OR [Past Due:](#)

This takes you to the item list page that gives all the invoices that are currently outstanding. You can change the Status box and do a new search to find other invoices/items. The Details 1 to 6 give more info on the invoice/item.

Item List | [Advanced Search](#)

SetID: Unit: Customer: [Huron University College](#) *Level: [Advanced Search](#)

SubCust1:

*Status: [Add A Conversation](#) [View/Update Conversations](#) [Account Overview](#)

Row Selection | **Item Action**

Range: |

Item List | [Customize](#) | [Find](#) | [View All](#) | 1-8 of 8

	Item	Line	Activities	Unit	Customer ID	Status	Terms	Entry Type	Entry Reason	Due	Days Late	Item Balance	Cur
1	T300063			1 UWO	WES000677	O	IMMED	INV		01/05/2005	6	500.00	CAD
2	T300064			1 UWO	WES000677	O	IMMED	INV		01/05/2005	6	500.00	CAD
3	T300065			1 UWO	WES000677	O	IMMED	INV		01/05/2005	6	1200.00	CAD
4	T300075			1 UWO	WES000677	O	IMMED	INV		01/07/2005	4	500.00	CAD
5	T300076			1 UWO	WES000677	O	IMMED	INV		01/07/2005	4	1200.00	CAD
6	T300078			1 UWO	WES000677	O	IMMED	INV		01/07/2005	4	500.00	CAD
7	T300079			1 UWO	WES000677	O	IMMED	INV		01/07/2005	4	500.00	CAD
8	T300080			1 UWO	WES000677	O	IMMED	INV		01/07/2005	4	1200.00	CAD

Search Result Totals

Debits:	8	Debit Amount:	6,100.00	Currency:	CAD
Credits:		Credit Amount:		Currency:	CAD
Total:	8	Total Amount:	6,100.00	Currency:	CAD

1.05 Item Information

1. Navigate as follows

Accounts Receivable
Customer Accounts
Item Information
Item List

2. Enter Customer WES000677

3. Click on

This is the same page that we were just on with a different way to navigate to it.

1.06 Item Activity

1 Navigate as follows






Accounts Receivable
Customer Accounts
Item Information
View/Update Item Detail

2 Enter Item(invoice) Id. T300060

Item Maintenance

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Business Unit:	=	UWO	
Customer ID:	begins with		
Item ID:	begins with	T300060	
Item Line:	=		
Item Status:	=		
Credit Analyst:	begins with		
Collector:	begins with		
Purchase Order Reference:	begins with		
Document ID:	begins with		
Bill of Lading:	begins with		

Case Sensitive

[Basic Search](#)  [Save Search Criteria](#)

3 Click on



Detail 1	Detail 2	Detail 3	Item Activity	Item Accounting Entries	Item Audit History
Unit: UWO	Customer: WES000677	Huron University College		018	
Item ID: T300060	Line:	Days Late: 2	Status: Closed		
Accounting Date: 01/05/2005		Entry Type: INV	Billing Unit: UWO	Detail	
Balance: 0.00	CAD	Entry Reason:	Original Amount: 500.00	CAD	
AR Distribution Code: AR					

Discount Options		Customer Relations	
Due Date: 01/05/2005	Due Days: <input type="text"/>	<input type="checkbox"/> Dispute	Reason: <input type="text"/> Date: <input type="text"/>
Terms: IMMED	Discount Days: <input type="text"/>	<input type="checkbox"/> Deduction	Dispute Amount: <input type="text"/>
Discount Amount: <input type="text"/>	Date: <input type="text"/>	<input type="checkbox"/> Doubtful	<input type="checkbox"/> Collection
Discount Amount 1: <input type="text"/>	Date 1: <input type="text"/>	<input type="checkbox"/> Code: <input type="text"/>	Date: <input type="text"/>
<input type="checkbox"/> Always Allow Discount		Analyst: AROFFIC	Accounts Receivable-Katherine Wojtowich
As Of Date: 01/05/2005	Posted: 01/07/2005	Collector: AROFFICE	Katherine Wojtowich, CGA
Payment/Draft Options		Sales Person: 018	Katherine Wojtowich
Payment Method: Check	<input type="checkbox"/> Preapproved?	AR Specialist: <input type="text"/>	
Draft Type: <input type="text"/>	<input type="checkbox"/> Create Document?	Other Options	
Direct Debit Profile ID: <input type="text"/>	<input type="checkbox"/> One Item per Draft?	<input checked="" type="checkbox"/> Revaluation Flag	
		<input checked="" type="checkbox"/> Available for Netting	

The invoice balance is 0.00 so it is no longer outstanding.

4 Click on Item Activity tab

Detail 1	Detail 2	Detail 3	Item Activity	Item Accounting Entries	Item Audit History
Unit: UWO	Customer: WES000677	Huron University College		018	
Item ID: T300060	Line:	Days Late: 2	Status: Closed		
Balance: 0.00		CAD			
Item Activities Find View All First 1-2 of 2 Last					
Sequence: 1	Accounting Date: 01/05/2005	Posted Date: 01/05/2005			
Entry Type: INV	Reason:	Worksheet Reason:		Voucher ID:	
Document:	Amount: 500.00		CAD		
Group Unit: UWO	Group ID: 38512	Billing			
Sequence: 2	Accounting Date: 01/07/2005	Posted Date: 01/07/2005			
Entry Type: PY	Reason:	Worksheet Reason:		Voucher ID:	
Document:	Amount: -500.00		CAD		
Group Unit: UWO	Group ID: 38515	AR Payments			
Deposit Unit: UWO	Deposit ID: 2004A07X	Payment ID: 15055			

You can tell if the invoice is outstanding, if it has been paid, the payment batch, and cheque number.

1.07 Customer Conversations

1 Navigate as follows












Accounts Receivable
Customer Interactions
Conversations
View Update Conversations

2 Enter Customer Number **WES000677**


Conversations

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value **Add a New Value**

SetID:	=	UWO	
Cust ID:	begins with	wes000677	
Customer Name:	begins with		
Conversation Date:	=		
Status:	=		
Item ID:	begins with		
Invoice:	begins with		
Contract:	begins with		
Document ID:	begins with		
Bill of Lading:	begins with		
Purchase Order Reference:	begins with		
Payment ID:	begins with		

Case Sensitive

Search **Clear** [Basic Search](#)  [Save Search Criteria](#)

3 Click on Search



The Accounts Receivable Office uses the conversations area to make note of any contact with customers for copies of invoices, disputes over invoices, promises to pay, etc.

4 Today we will add a conversation. Click on Add A New Value

Conversations

[Find an Existing Value](#)

[Add a New Value](#)










SetID: 
 Customer ID: 

[Add](#)

[Find an Existing Value](#) | [Add a New Value](#)

5 Click on Add

6 Enter Subject, Description, Sub-topic, Keyword, Contact ID, and Comments.

Conversations	References	Attachments
SetID: UWO	Customer: WES000677 Huron University College	
Status: <input type="text" value="New"/>	Description: T300060	
Subject: INQUIRY	Sub-Topic: CALL	
Review Review Days: <input type="text"/> Date: <input type="text"/>  User: <input type="text"/> <input type="checkbox"/> Done <input type="checkbox"/> Supervisor Review	Follow Up Action: <input type="text"/>  User ID: <input type="text"/>  <input type="checkbox"/> Done Letter: <input type="text"/>  Date: <input type="text"/>	Reference Amount Amount: <input type="text"/> CAD Promise Date: <input type="text"/>  Confidence: <input type="text"/>
Keywords Keyword1: <input type="text" value="FAXCOPY"/>  Keyword2: <input type="text"/>  Keyword3: <input type="text"/> 		
Add Conversation		
Conversation Entries Find View All First <input type="text" value="1"/> of 1 Last		
DateTime: 02/21/05 11:33AM User: TRAIN48 <input type="checkbox"/> Visible Edit Entry		
Contact ID: <input type="text" value="1576"/>  Accounts Payable Telephone: 519/438-7224 Extension: 215		
Comments: <input type="text" value="faxed copy of invoice to 438-4309"/>		

7 Click on Save

You can enter conversations if customers call you inquiring about an invoice, or if you call them to find out when payment is expected. This will help the Accounts Receivable Office if the customer calls directly.

The following is a summary of the Reports accessible for Inquiry

Navigate as follows	UWO Menu
	UWO Accounts Receivable
	A/R Customer

Report	Description or use
Accounting Entries by Bill Type	Summarizes Invoices and the accounting entries for by Bill Type for a specific period of time
Accounting Entries by Invoice	Accounting entries for a specific invoice
Aging by Billing Unit	Gives all invoices outstanding by Billing Unit as at a specific date and shows the aging category for each invoice.
Aging by Customer	All invoices outstanding for a Customer as at a specific date and shows the aging category for each invoice.
Customer Conversations	Conversations by Customer for a specific time period. If the customer has contacted the Accounts Receivable office, we make notes of the conversation.
Customer Payment History	All payments for a Customer for a specific time period.
Customer Payments by Bill Type ***NEW***	All payment received for a Bill Type sorted by Customer for a specific time period
Customer Payments by Cheque #	Payments by a specific cheque number
Outstanding Inv's by \$ Amount	Outstanding invoices by a range of dollar amounts
Outstanding Inv's by Bill Type	Outstanding invoices by a specific Bill Type as of last night
Outstanding Inv's by Customer	Outstanding invoices for a Customer as of last night

The following is a summary of the Billing/Accounts Receivable Pages accessible for Inquiry

Navigate as follows	Billing
	Review Billing Information

Billing Page	Description or use
Details	To view details for an invoice saved in the system in any status. The Header pages are grouped together while the line pages are grouped as well
Summary	To view the Summary for an invoice. This tell you the total dollars for the invoice, the status of it, any taxes, and who issued it.

Navigate as follows	Accounts Receivable
	Customer Accounts
	Customer Information

Accounts Receivable Pages	Description or use
Account Overview	Summary of total outstanding invoices for a customer
Payments	Payments for a customer for a selected time period

Navigate as follows	Accounts Receivable
	Customer Accounts
	Item Information

Accounts Receivable Pages	Description or use
Item List	List of items for a customer
View/Update Item Details –Item Activity	Item activity by item/invoice number. Shows balance and payment information
Item Billing Date	Review item billing information
Item Activity From a Payment	Review a list of items posted by deposit numbers
Item Activity Summary	Review a single-line summary for each item related activity

Navigate as follows	Accounts Receivable
	Customer Interactions
	View/Update Conversations

Accounts Receivable Pages	Description or use
View /Update Conversations	To record or view any conversations with customers for things like faxed copies of invoices or disputes over amounts.