Objectives

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

- Look up customer information
- Look up contact information
- Create, modify, copy and finalize an Invoice
- Print a single pro forma Invoice
- Print a single final Invoice
- Print multiple pro forma and final Invoice

Content

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1. Administration

1.1 General and Contact Information

The Accounts Receivable Office is part of Treasury Services within the Financial Services Division for the University of Western Ontario.

The Accounts Receivable office provides a service of central collection of invoices issued to external customers by various departments on campus.

Departments produce official invoices for goods and services supplied to external customers by using the PeopleSoft Billing module. Departments receive credit for the official invoice in their accounts at time of issuance. Once the official invoice is created the PeopleSoft Accounts Receivable module keeps track of outstanding invoices. Payments are received in the Accounts Receivable Office and processed against the invoice.

How to contact us

- Mailing Address: 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: fin-aroffice@uwo.ca
- Staff: Rosemarie DeFrias
  Katherine Wojtowich
- Financial Services PeopleSoft Help Desk
  - Phone: 519-661-2111 ext.85432
  - E-mail: finsys@uwo.ca

Accounts Receivable Forms

Accounts Receivable Forms are available on the Financial Services Forms website under Accounts Receivable [http://www.uwo.ca/finance/forms/index.html](http://www.uwo.ca/finance/forms/index.html).

Official Invoice paper supplies

Final Invoices should be printed on white perforated invoice paper. Additional supplies of this paper can be obtained by contacting the Accounts Receivable Office.
1.2 Issuing Departments’ Responsibilities

- Extending credit privileges to customers has been delegated to the department involved. See Policies and Procedures 2.3 Accounts Receivable, section 3.00 http://www.uwo.ca/univsec/mapp[section2/mapp23.pdf

- Departments are responsible for preparing and issuing official invoices to external customers for goods and services supplied. The PeopleSoft Billing module is used to issue official invoices. Training is required before using the PeopleSoft Billing module. In order to be given access to create official invoices you must submit the Bill Type Set-Up/Update and Authorization Form to the Accounts Receivable Office. http://www.uwo.ca/finance/forms/index.html

- Disputes over the amount of an invoice will be referred to the issuing department for negotiation with the customer. Full or partial cancellation of an invoice will require that the Accounts Receivable Office prepare a credit note. The form to request a credit note is located on the web as noted above.

1.3 Follow Up on Outstanding Invoices

- Collection of general accounts receivable is the ultimate responsibility of the department or unit providing the goods or services. See Policies and Procedures 2.3 Accounts Receivable, section 5.00 http://www.uwo.ca/univsec/mapp[section2/mapp23.pdf

- The Accounts Receivable Office provides the following assistance for collection of outstanding invoices. A reminder notice is issued to the customer requesting payment when the outstanding invoice is 60 days overdue. Reminder notices continue until the invoice is collected. The reminder notice shows all invoices outstanding for the customer and finance charges at 1.5% per month on items over 30 days outstanding.

- When an invoice is 120 days overdue the Accounts Receivable Office issues a report to the Department. The report is issued several times during the year. It is at this time the Department must decide if the invoice is still valid or if it should be written off as un-collectable. If it is still valid the Department should be contacting the customer to find out when payment can be expected.

- Un-collectible invoices will be charged back to the issuing department. Invoices greater than $100.00 can be sent to the external collection agency for further collection. Any amounts collected will be returned to the issuing department net of service fees charged by the collection agency.
1.4 Terms of Payment

- Invoices are issued with payment terms of “On Receipt”, “2% net 10”, and “30 Days”.
- Invoices for Canadian customers should be issued in CAD funds. Invoices for US customers should be issued in USD funds. Invoices for Foreign customers should be issued in USD funds. Contact the Accounts Receivable office regarding use of other currencies.
- Cheque, Cash, VISA, and MasterCard are accepted in the Accounts Receivable Office.
- Wire transfers from Canadian, US and foreign customers are accepted.
- Electronic funds transfers are accepted.

1.5 One Time Invoice Requests

- Some Departments do not have the need to issue invoices on a regular basis. For one-time invoices departments are urged to use the Invoice Request Form available on the Financial Services Forms website under Accounts Receivable http://www.uwo.ca/finance/forms/index.html

- The advantage of using the form are:
  o the Accounts Receivable Office will create an official invoice
  o the revenue is recognized as soon as the invoice is created
  o the customer receives an official invoice from Western
  o the Accounts Receivable Office does the cash handling
  o the Accounts Receivable Office sends reminder notices to the customer until the invoice is paid
  o the Accounts Receivable Office will contact the department if there is an issue with collection of the invoice
2. Navigation Overview

Customer Information
Navigation: Customers\Customer Information\General Information

Contact Information
Navigation: Customers\Contact Info

Create an Invoice
Navigation: Billing\Maintain\Standard Billing

3. Look up Customer and Contact Information

Customer Information
Navigation: Customers\Customer Information\General Information

It is best to use less when searching, for example, when searching for Huron University College use Huron. To search for Huron University College:
- Enter Huron in the Name field and click on Search.
- Search Results will appear at the bottom of the window. Scroll to find Huron University College, Sponsor/Customer WES000677. There may be several lines in the Search Results. Click on any of these links. The General Information window will open on the General Info tab.
- If the Customer you are looking for does not appear in the Search Results or Customer information needs to be updated, you can request the Accounts Receivable Office to add or update. The Customer Request/Update form is available on the Financial Services website http://www.uwo.ca/finance/forms/index.html
1. Sponsor/Customer Number: used to create invoices and review outstanding invoices. Customer numbers start with WES and Sponsors, used for ROLA Grants, start with RES.
2. Status – Active or InActive (not available to use)
3. Name: this will be printed on the invoice
4. Name 2: will not be printed on the invoice
5. Currency code: the invoice will default to this currency
6. Roles: set up by Accounts Receivable Office to be able to create invoices
7. Federal Attributes: not used
Customer Address Locations are at the bottom of the window. A customer can have multiple addresses. To view more addresses click View All or use the arrows to go through the address one at a time.

1. **Location:** a number is assigned sequentially to each Address Location
2. **Description:** brief info on the address, shows up when you look for customers when creating an invoice
3. **Effective Date:** this is when the address was added
4. **Status:** Active or Inactive (not available to use)
5. **Country, Address lines, City, Province/State, Postal:** this will print on the invoice
6. **Click** link to View Phone Information: phone and fax numbers for this address
Contact Information

Navigation: Customers\Contact Information

Enter the information you know for a Customer Contact. For example for Huron University College enter Huron in the Customer Name field and Accounts in the Contact Name field.

The Search Results will show several contacts.

Click on Contact ID 1602.

1. Contact Id: number used to identify various contacts
2. Effective Date: date added
3. Status: Active or Inactive (not available to use)
4. Name: contacts name, this prints on the invoice
5. Title: job name, this does not print on the invoice
6. Email Id: e-mail used to contact this person
7. This links the Contact to the Customer. Click Contact Customer Information link to go to Customer Information window (see next page)
8. Click Contact Phone and Type link to go to Contact Phone Information window (See next page)
The Customer tab shows basic information on the Customer associated with this Contact.

Phone Numbers are entered when a Customer and Contact are first set up and can be added at any time. Extensions are added when known.
4. **Create an Invoice and Print/Review Proforma Copy**

   **Navigation:** Billing\Maintain Bills\Standard Billing

1. **Business Unit** will default to UWO

2. **Enter** Bill Type Identifier for your unit (for training use Train1=001, Train2=002, etc)

   Bill Type numbers are created by Financial Services, Accounts Receivable. To request a Bill Type number for your department complete the Bill Type Request/Update form located at [Financial Services Forms](#) website.

3. **Enter** Customer Number WES001514

   Use the look-up icon ![image](#) to look up Bill Type or Customer Number.

**Bill Entry**

![Find an Existing Value](addNewValue)

- **Business Unit:** UWO
- **Invoice:** NEXT
- **Bill Type Identifier:** 002
- **Customer:** WES001514

   ![Add](add)

   ![Find an Existing Value](addNewValue)

4. **Click** Add to create a new invoice and you will go to the Header window with the Header – Info 1 tab open
1. Invoice starts out as NEXT and will display the Invoice Number once you save
2. Status: NEW = New Bill; RDY= Ready to Invoice, CAN = Canceled, INV = Invoiced Bill
3. Invoice Date will default to system date when the invoice is Finalized. This can be changed to any date during the current accounting period
4. Customer Name - Point at the name and the address will show in separate box
5. Invoice Form is always STANDARD
6. Accounting Date will fill in once invoice is processed
7. From/To Date is used when doing a monthly, quarterly or annual invoice. This will print on the invoice. For example, first of the month to end of the month.
8. Pay Terms defaults to IMMED and can be changed. Click on the Look-up icon to see list of choices
9. Bill Inquiry Phone defaults from the Bill Type. This can be changed to your phone number
10. Biller will default to the Biller attached to the Bill Type. This can be changed to your name once you are set up as a Biller
Other Fields on this window

- Type your Bill Type number
- Remit To is always MNTRL for Bank of Montreal
- Sales is your Bill Type number
- Credit is always AROFFIC, as the Corporate Accounts Receivable office does the cash handling
- Source is always blank
- Bank Account defaults according to the customers currency
- Collector is always AROFFICE, as the Corporate Accounts Receivable office does the collections
- Cycle ID defaults in from the Bill Type
- Frequency is always Once
- SubCust2 is always blank
- Pay Method defaults from the Customer

Links to other windows with links back to the Header-Info 1 tab:

- Header Info 2 has the currency rate for an invoice
- Address - the address and contact can be changed on this page
- Copy Address - can be used if you need to send a copy of the invoice to a different address
- Notes are printed on the invoice to give the customer additional information
- Summary gives the overall summary information for the invoice and calculates taxes. Search criteria must be entered
- Bill Search can be used to locate other invoices
- Line Search can be used to locate other lines on an invoice

Navigation: the drop down box shows the pages that can be accessed for creating invoices
On the **Header – Info 1** tab enter the **From Date:** and **To Date:** first of a month to end of a month.

Invoice items are added on the **Line-Info** tabs. An invoice may have multiple line items and each will be entered on its own line info tab.

1. **Click** the **Line – Info 1** tab to enter a line item
2. **Enter** Test Invoice in the Description field
3. **Enter** $1000.00 in the Gross Extended field. After you move to another page, look-up a value or save the Quantity and Unit Price fields will be filled in.
4. **Click** Save. An invoice number will be assigned.
5. **Click** on VAT info.
6. Click on Get VAT Details then click on

7. Look-up the VAT Code

8. Select Harmonized Sales Tax which is 13%.

9. Click

10. Return to Line – Info 1
11. Click Accounting link
12. Enter the Speed Code and Account or the Account, Fund, Dept, Program or Project numbers. (for Training use Speed Code HK11 and Account 550000)

13. The Percentage for this first line will default to 100%.

14. Click Save – the invoice number will be assigned

15. Click the Summary link
16. Click to calculate taxes.

17. Click Save.

18. Click Proforma icon
   Three windows will appear for the three processes. Proforma will be in one of the windows. Review the Proforma on the screen or print if required to look for errors before printing a final invoice.
   Close the 3 windows

19. Click Header Info 1 link to return to Invoice detail. Make any necessary corrections. You can run the Proforma Invoice as many times as you need to ensure all corrections are complete.
5. **Change Status of an Invoice and Print Final Invoice**

   Once all corrections are completed save the invoice and change the status to RDY (Ready to Invoice)

   1. **Click** on Header 1.

   2. **Change** Status to RDY.

   3. **Click** on Save.

   4. **Click** Invoice icon.
5. Click the OK button.

Three windows will appear for the processes. The Invoice will be one of the windows. Print the Invoice on Invoice paper. (white paper with a perf at the top for the tear off return section of the Invoice). You can save the Invoice as a pdf to attach to an email.

Close the three windows.
6. **Copy and Modify a Bill**

**Navigation:** Billing\Maintain Bills\Copy Single Bill

1. **Enter** the invoice number you want to copy. (T371271)

2. **Click** Search.

   **Copy Single Bill**

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

   [Search form with fields filled with example values]

3. **From** Select Bill Action **select** Copy Bill

   [Copy Single Bill form with selected action and results]

4. **Click** Save
5. A new Invoice number will be assigned.

6. Write this number here __________

7. To modify this copy you can navigate through the Billing menus or click Go to Bill Header – Gen Info link.

8. Clicking the link will open the Standard Billing window on the Header – Info 1 tab and you may make modifications.

9. Add or change the From Date and To Date.
10. Click Notes link and enter Note Text

11. Select Note Type HEADER

12. Click the plus sign to add another note and this time select Note Type FOOTER

13. From the Navigation drop down list select Header – Order Info

14. In the PO: field enter purchase order number (suppliers may require this reference on the invoice)

15. Enter Ship To as WES000677

16. Enter Ship to Location as 6 which is Library
17. **Change Description** to New Invoice

18. Click plus sign to add a new line

19. **Enter Description** Special Charges

20. **Enter** Quantity 2, Unit of Measure EA (Each) and Unit Price $1000.00 or **Gross Extended**: amount $2000
21. **Click Accounting** link

22. **Enter** the account information and ensure the **Percent** equals 100 and the **Amount** and **Gross Extended** equals $2000

You can split by percent or by amount.

23. **Click Save**

7. **Cancel an Invoice**

If an invoice has not been finalized (Status NEW or RDY) you can cancel the invoice on the **Header – Info 1** tab.

If an invoiced has been finalized (Status FNL) complete the **Invoice Cancel/Write-off** form on the Financial Service website, and forward to the Accounts Receivable Office.

**Navigation:** Billing\Maintain Bills\Standard Billing

1. **Click Find an Existing Value** tab or link
2. Enter the invoice number and click Search

3. Change Status to CAN

4. Click Save

8. Print Multiple Pro Forma Invoices

This process allows you to review the invoices before they are finalized.

**Navigation:** Billing\Generate Invoices\Non-Consolidated\Print Pro Forma

1. Click **Add a New Value** tab or link

2. Enter a new Run Control ID ‘proforma’ and click Add

3. Select **Range Selection** by **Bill Type**

4. Enter **From Business Unit, To Business Unit** (will automatically fill in) and **Bill Type**. For training purposes use bill Type 001.
5. Click on **Print Options** tab or link

6. Select **Print Invoice Sort By, Customer, Invoice**

7. Check box by **Print Only Primary Copy**
8. Click **Pro Forma** tab

9. Click **Run**. This will open the **Process Scheduler Request** window.

10. Check box beside **Proforma & Print**

11. Select **Type** Window and **Format** PDF

12. Click **OK**

13. Review the result on the screen or print. If the report does not appear go to **Report Manger** to view the report.

14. Make corrections to the invoices as needed.
9. Change Status of Multiple Invoices

**Navigation:** Billing\Maintain Bills\Change Status of Bills

You can change the status of one Bill, a range of Bills or by your Bill Type.

1. Search and select an existing Run Control ID or select **Add a New Value**, enter a new Run Control ID such as ‘BillStatusChange’ and click Add.

2. Ensure the **From Status** is New and the **To Status** is Ready Bill

3. You can change Bill Status by a range of Invoice IDs or by Bill Type. Select Invoice ID

4. In this example enter the From Invoice and To Invoice numbers

5. **Click** Run

   ![Change Status of Bills](image)

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

7. **Check** box beside the Invoice Status Change.

8. **Click** OK
9. Review the result on the screen or print. If the report does not appear go to Report Manger to view the report.

10. Finalize and Print Finalized Invoices

This process will finalize Bills/Invoices with status of Ready to Invoice (RDY) and print invoices.

Navigation: Billing\Generate Invoices\Non-Consolidated\Finalize and Print Invoices

1. Click **Add a New Value** tab or link

2. Enter a new Run Control ID ‘Invoices’ and click Add

3. Select **Range Selection, Invoice ID or Bill Type**

4. Enter Invoice ID or Bill Type
5. Click **Print Options** tab.

6. Change Selection Parameters or leave as default.

7. Ensure box beside **Print Only Unprinted Invoices** remains checked and **EDI Invoice Options**: is Print Only.

8. Click **Finalize and Print** tab
9. Click Run This will open the **Process Scheduler Request** window

10. Check box beside **Finalize & Print**

11. Select **Type** Window and **Format** PDF

   **Process Scheduler Request**

   ![Process Scheduler Request Window](image)

   - **User ID:** EGRAY28
   - **Run Control ID:** invoices
   - **Server Name:**
   - **Run Date:** 06/23/2011
   - **Run Time:** 11:45:52AM
   - **Recurrence:**
   - **Run Time Zone:**

   **Process List**

   - **Description:** Pre-process & Finalization
   - **Process Name:** BINVC00
   - **Process Type:** Application Engine
   - **Type:** Web
   - **Format:** TXT
   - **Distribution:**

   - **Description:** Print Portrait Invoices
   - **Process Name:** BINCPN
   - **Process Type:** SGR Report
   - **Type:** Web
   - **Format:** PDF
   - **Distribution:**

   - **Description:** Finalize and Print
   - **Process Name:** BJ06B01
   - **Process Type:** PSJob
   - **Type:** Window
   - **Format:** PDF
   - **Distribution:**

12. Click OK

   The invoice will be in PDF format. Use white invoice paper, with the perf for the top of the Invoice, provided from the Accounts Receivable Office. If you prefer you can save the file and attach as an e-mail.

11. **Report Manager**

   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 **Report Manager**.

   **Navigation:** Reporting Tools\Report Manager

   You may notice as you are using various windows that there is a link to the Report Manager on many windows. The link appears as **Report Manager**. Clicking on this link goes to the same location as the navigation above.

   ![Explorer](image)

   - **Explorer**
   - **List**
   - **Administration**
   - **Archives**

   ![General and Month End Reports](image)

   - **General**
   - **Month End Reports**

   The Report Manager contains 4 tabs. Use the **Administration** tab to access and print invoices.
Explorer Tab
This tab contains all your reports organized in folders. There are many folders on this page, however you will see only the ones that contains reports you have access to.

General Folder  This folder will contain the reports that you have run. As you have worked through these training sessions most of your reports have been run to a Window. Copies of all these report have also been stored in the General folder. These reports will be named based on the report that was run and the run date/time. Reports are deleted after 7 days.

Month End Reports Folder  This folder will contain the month end financial nVision reports by department.

List Tab
This tab contains the same reports as the Explorer tab however reports are displayed from newest to oldest. As well a Report Description is provided.

Administration Tab
This tab is similar to the List Tab however contains additional functionality to enable you to select reports and delete them. The list can be reordered by clicking on the column headers such as, Request Date/Time or Description. Check on the Report Name under Description to open a report or invoice.

Archives Tab  Not used.
12. HST and GST Rates

You may be required to charge HST for goods and services provided in Ontario.

If you are invoicing other provinces for goods and services you may need to charge HST or GST applicable to that province. Prince Edward Island, New Brunswick, Newfoundland and Nova Scotia are all provinces that have HST (see map below). All other provinces and territories should be charged GST only.

Refer to the University HST web site for further information and links to other resources. [http://www.uwo.ca/finance/HST/](http://www.uwo.ca/finance/HST/)