# **& BROWARD COLLEGE**

www.broward.edu

# **Customer Billings and Invoices**

#### **PURPOSE**

Workday considers customers to be a type of business entity and to record your sales and create receivables accounting you can use customer invoices. Triggers for invoice creation include the shipment of physical goods, the delivery of services, or the billing schedule for an ongoing project, subscription, or membership. You can print invoices to send to customers as necessary.

#### TASKS IN THIS JOB AID

<u>Create Customer Invoice for Billing Installments</u> <u>Print Invoice for Customer</u> <u>Find Customer Invoices</u> <u>Copy Customer Invoice</u> <u>Find Customer Payments</u> <u>How to Add Note or Maintain Collection</u>

## **CREATING A CUSTOMER IN WORKDAY**

Customers who do not exist in Workday need to be created in the system before an invoice can be created for them. If the customer does not exist in Workday, please contact the <u>Credit & Collections</u> department and provide the following information:

- Company Name
- Phone Number
- Address
- Email Address
- Company Point of Contact: First and Last Name

#### **ADJUSTMENTS TO A CUSTOMER INVOICE**

A customer invoice adjustment is created to decrease or increase the amount due to a customer. An adjustment is a new transaction, with its own document number, that is separate from but linked to the original invoice. Adjustments are also known as debit memos and credit memos. All customer invoice adjustments are processed by Credit and Collections; users must send an email to <u>Credits and Collection</u> department to request an adjustment.



### **PROCESS FOR REVENUE COMING THROUGH CID**

When a payment or a transaction is processed in CID it is integrated into Workday through integration files. Authorized users may view the revenue in Workday by running the BUD\_Budget to Actuals by Ledger report.

It is also important to note that in CID transactions are posted to a GLC and cost center. With the implementation of Workday Financials came a change in the cost center structure being used at the college. Please refer to <u>CID Crosswalk</u> job aid to understand cost center conversion and how to map the cost center used in CID to worktags when viewing the report listed above in Workday.

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	Create Custor	ner Invoices for Billing Installments
Step 1	Type <b>Create Cus I</b> Invoice - Task	Inv in the search field and select Create Customer
Step 2	Invoice Information below:	n screen appears, fill in the information as listed
	Field	Description
	Company	Defaults automatically to <i>Broward College</i>
	Customer	Select from the prompt ≡ icon or you may type it in the field if known ( <b>Note</b> : if the customer does not appear, please contact <u>Credit and Collection</u> department to create a new customer in Workday)
	Invoice Date	Defaults automatically to <i>Current Date</i> and can be changed if needed. <b>Note:</b> Workday uses this date to post the invoice to the first open ledger period
	Invoice Type	<ul> <li>Select from the prompt ≡ icon</li> <li>✓ For transactions related to Institute of Public safety, select Institute of Public Safety</li> <li>✓ For transactions related to facility rentals, select Facility Rentals</li> <li>Note: The selection of the invoice type can determine the layout of the invoice</li> </ul>
	Bill-To Address	Populates automatically based on the customer selected
	Bill-To Contact	Populates automatically if a contact is set to <u>Default-Bill To Contact</u> when the customer is created in WD
	Invoice to Rebill	N/A – Leave Blank
		Invoice Information         Company       *         X Broward College         Customer       *         X Workday Testing         Invoice Date       *         11 / 08 / 2016         Invoice Type         Bill-To Address         X 3501 SW Davie Road Davie,         FL 33314 United States of America         Bill-To Contact         Invoice to Rebill

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Field	Description
From Date	Specify the <b>From Date</b> of the first installment
To Date	Specify either the <b>To Date</b> of the last installment
Billable Project	N/A – Leave Blank
	This information is only used by the Finance department.
Payment Terms	Select from the prompt $\equiv$ icon
Payment Type	Select from the prompt $\equiv$ icon
Due Date	Automatically calculated based on the invoice date and payment terms selected in previous fields
Due Date Override	Can be used to manually override the automatical populated <b>Due Date</b> in previous field
Discount Date	Leave Empty
PO Number	Enter the PO number if one is available
Document Link	N/A – Leave Blank
Memo	Enter name of the event and invoice number (if applicable)
Worktags	Can be selected here by clicking the prompt $\equiv$ icolor if splitting worktags, they can be entered at the line item level in step 3 under the <u>Worktags/Origin</u> section. <b>Do not</b> enter worktags here if splitting.
	Additional Information
	From Date 11 / 08 / 2016
	To Date 11 / 18 / 2016
	Billable Project
	Payment Terms * × Net 30
	Payment Type
	D D
	Due Date 12/08/2016
	Due Date 12/08/2016 Due Date Override MM / DD / YYYY
	Due Date 12/08/2016 Due Date Override MM / DD / YYYY  Discount Date (empty) PO Number
	Due Date     12/08/2016       Due Date Override     MM / DD / YYYY million       Discount Date     (empty)       PO Number
	Due Date     12/08/2016       Due Date Override     IMI / DD / YYYY IIII       Discount Date     (empty)       PO Number

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Amo	ount Informat	tion Section:
Fiel	d	Description
Curi	rency	Defaults automatically to USD
Defa	ault Tax Code	Leave Blank
Con	trol Total	Enter the total amount of the invoice
Amo	ount	
		Prepaid Amount Applied 0
		Tax Amount 0
		Total Invoice Amount 0
		Less Withholding Amount 0
		Update Tax
Step 3 Scrol	ll down to the I	Invoice Lines tab and complete information as
listec	below:	
	Invoice Lines	Tax Currency Rate Attachments Notes
	Invoice Lines 1 ite	em
	•	Line Order *Line Item Details
	$\oplus \bigcirc$	
		X broward College
		Sales Item
		Revenue Category
		Line Item Description
		Continued

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Column	Field	Description
Line Item	Company	Defaults automatically to Broward College
Details	Sales	Select from the prompt $\equiv$ icon or you may
	Item	type it in the field if known ( <b>Note</b> : In the
		event that the sales item that you are
		looking for is not listed, please leave sales
		item blank and use revenue category only
		(see below). Additionally, notify the Credits
		and Collections department)
	Revenue	Select from the prompt $\equiv$ icon or you may
	Category	type it in the field if known (Note: select
		revenue category based on what ledget
		account the transaction should route to. For
		exampe: misc revunes = 48900, use of
		college facilites =46400, rental of college
		facilities = 46/00 (varies))
	Line Item	Enter billing details reated to what's being
	Descripton	טווופם מד ווחפ ופעפו
		Amounts
		Quantity
		0
		Unit of Measure
		selectione
		Quantity 2 0
		Quantity 2 0
		Quantity 2 0 Unit of Measure 2 select one
		Selectione       Quantity 2       0       Unit of Measure 2       selectione
		Quantity 2 0 Unit of Measure 2 select one
		Quantity 2 0 Unit of Measure 2 select one
		Quantity 2 0 Unit of Measure 2 select one Unit Price 0.00 Extended Amount 0.00
Column	Field	Select one   Quantity 2   0   Unit of Measure 2   select one   Unit Price   0.00   Extended Amount   0.00    Extended Amount    0.00    Extended Amount    0.00    Extended Amount    0.00    Extended Amount    0.00    Extended Amount    0.00
<b>Column</b> Amounts	<b>Field</b> Quantity	Select one     Quantity 2     0     Unit of Measure 2     select one     Unit Price   0.00     Extended Amount   0.00     Description   Enter number of quantities   Enter number of quantities
<b>Column</b> Amounts	Field Quantity Unit of	unit of Measure 2 select one Unit of Measure 2 select one Unit Price 0.00 Extended Amount 0.00 Description Enter number of quantities Select from the drop down ∨ menu
<b>Column</b> Amounts	Field Quantity Unit of Measures	select one       ✓         0       ✓         Unit of Measure 2       ✓         select one       ✓         Unit Price       ✓         0.00       ✓         Extended Amount       ✓         0.00       ✓         Enter number of quantities       ✓         Select from the drop down ✓ menu       ✓         N/(A       Leave Black
<b>Column</b> Amounts	Field Quantity Unit of Measures Quantity	vuentity2 0 Unit of Measure2 select one 0.00 Extended Amount 0.00 Description Enter number of quantities Select from the drop down ∨ menu N/A - Leave Blank
<b>Column</b> Amounts	Field Quantity Unit of Measures Quantity 2	select one       ✓         unit of Measure 2       ✓         select one       ✓         unit Price       ✓         0.00       ✓         Enter number of quantities       ✓         Select from the drop down ∨ menu       N/A - Leave Blank         N/A - Leave Blank       N/A - Leave Blank
<b>Column</b> Amounts	Field Quantity Unit of Measures Quantity 2 Unit of Measures	Description   Extended Amount   0.00   Enter number of quantities   Select from the drop down ~ menu   N/A - Leave Blank   N/A - Leave Blank
<b>Column</b> Amounts	Field Quantity Unit of Measures Quantity 2 Unit of Measures 2	vertication         Quantity2         0         Unit of Measure 2         select one         void         Description         Enter number of quantities         Select from the drop down ∨ menu         N/A - Leave Blank         N/A - Leave Blank
<b>Column</b> Amounts	Field Quantity Unit of Measures Quantity 2 Unit of Measures 2 Extended	Perform         Quantity2         Quantity2         Quantity2         Perform         Select one         Quantities         Select from the drop down ∨ menu         N/A - Leave Blank         N/A - Leave Blank         N/A - Leave Blank         N/A - Leave Blank
<b>Column</b> Amounts	Field Quantity Unit of Measures Quantity 2 Unit of Measures 2 Extended Amount	Perform         Quantity2         0         Unit of Measure 2         eelect one         Unit Price         0.00         Extended Amount         0.00         Enter number of quantities         Select from the drop down ~ menu         N/A - Leave Blank         N/A - Leave Blank         N/A - Leave Blank         Enter the total amount for that line item



	-				
Column	Field		Description		
Additional	Transa	iction	Enter the date of s	servic	e/rental
Information	Date From [	Jato	Entor the date of	convic	o/rontal start dato
	To Dat		Enter the date of s	servic	
	Analyt	ical			
	Amour	nt			
	Contra	ict			
	Line				
	Deferr	ed		_	
	Reven	ue	N/A –	Leav	e Blank
	Тах				
	Applica	ability			
		ode			
		nung			
			Additional Information		
		т.,.			
		mm 7 DD 7			
		From Date			
		MM / DD /	YYYY 🛗		
		To Date			
		MM / DD /	YYYY 🚞		
		Appletical	Amount		
			Amount		
		0.00			
		Contract Li	ne		
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		Deferred R	evenue		
		Tax Applica	ability		
				≣	
		Tax Code			
				=	
		Withholdin	g Tax Code		
				:=	
		L			

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Column       Field       Description         Memo       Memo       Use to enter additional billing details. Be sure to include invoice number (if applicable). If you are purchasing an advertisement, please specify the date/month of advertisement.         Image: specify the date/month of advertisement.       Image: specify the date/month of advertisement.         Image: specify the date/month of advertisement.       Image: specify the date/month of advertisement.         Image: specify the date/month of advertisement.       Image: specify the date/month of advertisement.         Image: specify the date/month of advertisement.       Image: specify the date/month of advertisement.         Image: specify the date/month of advertisement.       Image: specify the date/month of advertisement.         Image: specify the date/month of advertisement.       Image: specify the date/month of advertisement.         Image: specify the date/month of advertisement.       Image: specify the date/month of advertisement.         Image: specify the date/month of advertisement.       Image: specify the date/month of advertisement.         Image: specify the date/month of advertisement.       Image: specify the date/month of advertisement.         Image: specify the date/month of advertisement.       Image: specify the date/month of advertisement.         Image: specify the date/month of advertisement.       Image: specify the date/month of advertisement.         Image: specify the date/month of advertisement.       Image: specif	Column       Field       Description         Memo       Memo       Use to enter additional billing details. Be sure to include invoice number (if applicable). If you are purchasing an advertisement, please specify the date/month of advertisement.         Image: Column       Field       Description         Worktags/Origin       Worktags       Can be selected here by clicking the prompt = icon         Billable Project       Phase Task       N/A - Leave Blank	Column       Field       Description         Memo       Memo       Use to enter additional billing details. Be sure to include invoice number (if applicable). If you are purchasing an advertisement, please specify the date/month of advertisement.         Image: state of the second stat	Column       Field       Description         Memo       Memo       Use to enter additional billing details. Be sure to include invoice number (if applicable). If you are purchasing an advertisement, please specify the date/month of advertisement.         Image: transform of advertisement of advertisement.       Image: transform of advertisement.         Vorktags/Origin       Field       Description         Worktags/Origin       Worktags       Can be selected here by clicking the prompt ≡ icon         Billable       Project       N/A – Leave Blank         Phase       Task       Image: transform			
Memo       Use to enter additional billing details.         Be sure to include invoice number (if applicable). If you are purchasing an advertisement, please specify the date/month of advertisement.         Image: Column       Field       Description         Worktags/Origin       Worktags       Can be selected here by clicking the prompt ≡ icon         Billable       Project       N/A – Leave Blank         Phase       Task       Image: Jorigin	Memo       Use to enter additional billing details. Be sure to include invoice number (if applicable). If you are purchasing an advertisement, please specify the date/month of advertisement.         Column       Field       Description         Worktags/Origin       Worktags       Can be selected here by clicking the prompt ≡ icon         Billable Project       N/A - Leave Blank         Phase Task       Task	Memo       Use to enter additional billing details. Be sure to include invoice number (if applicable). If you are purchasing an advertisement, please specify the date/month of advertisement.         Image: Column       Field       Description         Worktags/Origin       Worktags       Can be selected here by clicking the prompt ≡ icon         Billable Project       Phase Task       N/A - Leave Blank         Image: Vorgin       Worktags / Origin         Image: Vorgin       Worktags / Origin	Memo       Use to enter additional billing details. Be sure to include invoice number (if applicable). If you are purchasing an advertisement, please specify the date/month of advertisement.         Image: Column       Field       Description         Worktags/Origin       Worktags       Can be selected here by clicking the prompt ≡ icon         Billable       Project       N/A - Leave Blank         Image: Project       Task       Image: Project         Billable       Project       N/A - Leave Blank	Column	Field	Description
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Worktags/Origin     Worktags     Can be selected here by clicking the prompt ≡ icon       Billable     Project     N/A - Leave Blank       Phase     Task	Worktags/Origin     Worktags     Can be selected here by clicking the prompt ≡ icon       Billable     Project     N/A - Leave Blank       Phase     Task	Worktags/Origin       Worktags       Can be selected here by clicking the prompt ≡ icon         Billable       Project       N/A - Leave Blank         Phase       Task       Image: Complement of the prompt is icon         Worktags / Origin       Worktags / Origin       Image: Complement of the prompt is icon	Worktags/Origin       Worktags       Can be selected here by clicking the prompt = icon         Billable       Project       N/A - Leave Blank         Phase       Task       Image: Selected here by clicking the prompt = icon         Worktags       Task       Image: Selected here by clicking the prompt = icon         Billable       Project       N/A - Leave Blank         Worktags / Origin       Image: Selected here by clicking the project         Billable       Image: Selected here by clicking the project       Image: Selected here by clicking the project	Column	Field	Description
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Billable Project	Billable Project	Phase	Phase :=			
Billable Project	Billable Project	Phase	Phase :=			
Billable Project Employed Herein Her	Billable Project	Phase Task	Phase Task		Task	



Step 4	<ul> <li>To add another Invoice Line, click          <ul> <li>icon</li> <li>To remove an Invoice Line, click              <ul></ul></li></ul></li></ul>
	Invoice Lines Tax Currency Rate Attachments Notes
	Invoice Lines 1 item
	€ Line Order
Step 5	Click on the <b>Attachments</b> tab to attach documents ( <b>required</b> ).
	<b>Note:</b> All invoices must have the following documentation when applicable: Board of Trustee approval of transaction, signed contract, and any other supporting documentation. Refer to <u>How to Attach</u> <u>Documents</u> job aid for detailed instructions.
Step 6	Review all the information entered and click Submit
Up Next	The next screen will appear displaying the next approver. Click on expand <a> icon to expand <b>Details and Process</b> and note the Customer Invoice number. Click on <b>Process</b> tab to view the progress of the approval path and the remaining process.</a>
	For         Customer Innoise         Clott, INV documentation           Overall Bature         In Progress         Note the Clust           Overall Bature         In Progress         Note the Clust           Due Date         11/11/2019         Note the Clust
	Process History 7 htmls
	Posena Brep Batua Completed On Due Date Person Comment
	Customer Invoice         Customer Invoice         Seep         11/09/2016 06:5941         11/11/2016           Event         Completed         Add         11/11/2016         III/11/2016         III/11/2016



	Print Invoice for Customer				
An invoice	e can be printed to give to the customer even when it is still going thru				
the approv	val process. To print, please follow steps listed below				
Step 1	Click on the related actions willicon (located next to the invoice				
	number) under <b>Details and Process</b>				
Step 2	Rest your cursor on <b>Customer Invoice</b> and click on <b>Print Customer</b>				
	Actions Customer Invoice Cu				
	Customer Invoice Change				
	Favorite > Copy 0				
	Navigate > Add Note				
	Hold from Payment				
	Maintain Dispute				
	Maintain Dunning Letter Exclusion				
	Print Customer Invoice				
Stop 3	Click on <b>Pofrosh</b> until a PDE invoice appears in the <b>Customer</b>				
Step 5	Invoice field				
	Refresh				
	Customer Invoices 1 item				
	Company Customer Customer Invoice Document Status Delivery Method Customer Invoice				
	Broward College Workday Testing Customer Invoice: CUST_INV-000001124 Processing				
	Customer Invoices Q Percent Complete 100				
	Email Customer Invine				
	Customer Invoices 1 item				
	Company Customer Invoice Document Status Delivery Customer Invoice				
	Proward College Workday Testing Customer Invices CLIST INV-000001124 Completed				
Step 4	Click on the PDF (blue hyperlink) to print or save the invoice				
Stop 5	To email the invoice to sustemer or contact, slick on the <b>Email</b>				
Step 5	Customer Invoice tab and select Fmail from the prompt in the				
	Delivery Method for Print Run column				
	Customer Invoices Q Delivery Method for Printing Run				
	Percent Complete				
	Email Customer Invoice × Email				
	Email Customer Invoice				

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	Find Customer Invoices				
There are thre	e ways to find and view status of <b>Customer Invoices</b> :				
<ol> <li>Access y custome hyperlink</li> </ol>	our Workday Inbox > click on the <b>Archives</b> tab > find the r invoice > click on the <b>Customer Invoice Number</b> (blue <) listed by <b>For</b>				
Note: A	renives tab displays items from last 30 days only				
Vie Home Inbox 2	Actions © Active @ Profile P				
2. Type in t 00000XX invoice	the customer invoice number in the search field as CUST_INV- (XX > Press Enter > select All of Workday > select the customer (@ (@ CUST_INV-00001123)				
	Search Results         Categories       Search Results       1 Items         Common       All of Workday         Assets       Customer Invoice: CUST_INV-000001123         Banking       Customer Invoice: Customer Invo				
3. Use Fine	d Customer Invoice – Report				
Step 1	Customer Invoice - Report				
Step 2	<i>Find Customer Invoice</i> screen appears, enter the desired criteria to search for the Customer Invoice				
Step 3	Click OK				
Step 4	Click on the customer invoice number (blue hyperlink) located in the <b>Customer Invoice</b> to view details				
	Followup Date         Customer Invoice         Company         Status         Customer         Invoice         PD Number         Memo         Due Date         Invoice Amount           CUST_INV- 0000001122         Broward College         Approved         Broward College Foundation         Grants         11/01/2016         Alled Health expenses 6/20/2016         21.562.6				

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	Copy Customer Invoices			
Create a	a customer invoice by copying an existing invoice as the starting point.			
The <b>Cop</b> similar i	by option helps you create complex invoices with multiple lines that have nformation as the existing invoice			
Step 1	Type <b>Find Customer Invoice</b> in the search field and select <b>Find</b>			
	Customer Invoice - Report			
	O Find Customer Invoice			
	Find Customer Invoices - Report			
<u> </u>				
Step 2	Find Customer Invoice screen appears, search customer's name in the			
Sten 3	Click <b>OK</b>			
Step 3	Find the invoice that closely relates to the current invoice you are trying			
	to create			
Step 5	Click on the related actions 🚥 icon (located next to the invoice number)			
Step 6	Rest your cursor on Customer Invoice and click on Copy			
	CUST_INV-000001164 Actions			
	Customer Invoice Change			
	Accounting > Copy ③ Customer Payment > Create Adjustment			
	Favorite > Cancel Integration IDs > Add Note			
	Navigste > Hold from Payment Maintain Dispute			
	Maintain Collection Maintain Dunning Letter Exclusion			
	Print Customer Invoice			
Step 7	Copy Customer Invoice screen appears, look over the invoice and make			
	any necessary changes			
	Note: Some of the common changes are dates, total amount, payment			
	type, payment terms, supporting documents attachment, memo and line			
Step 8	Click on the <b>Attachments</b> tab to remove existing attachment(s) and			
Step 0	replace with new documents ( <b>required</b> ).			
	Note: All invoices must have the following decumentation when			
	applicable: Board of Trustee approval of transaction, signed contract,			
	and any other supporting documentation. Refer to How to Attach			
Stop 0	Documents job aid for detailed instructions.			
Step 9	through the approval process			
	<b>Note:</b> A new number will automatically be assigned to your invoice.			
	Note the Customer Invoice number for future reference.			



	Find Cus	stomer Payments
Step 1	Find Customer Invoice (for <u>customer invoice</u> section)	r assistance, follow the steps listed under <u>find</u>
Step 2	Scroll down to invoice line payment information	and click on the <b>Activity</b> tab to view
	Invoice Lines Receivables Distribution Line	e Distribution Attachments Activity Dispute/Collection Business Process
	How to Add No	te or Maintain Collection
Step 1	Find Customer Invoice (for <u>customer invoice</u> section)	r assistance, follow the steps listed under <u>find</u>
Step 2	Click on the related actions	s 🔤 icon next to the invoice number
Step 3	Rest your cursor on <b>Custo</b> (Add Note or Maintain Cus Actions Customer Invoice Accounting Customer Payment Favorite Integration IDs Navigate	comer Invoice and click on approprate value         tomer Invoice Collection)         Customer Invoice C         Copy         Create Adjustment         Add Note         Hold from Payment         Maintain Dispute         Maintain Dunning Letter Exclusion         Print Customer Invoice
Step 4	Complete as listed below:	
	To Add Note	<ol> <li>Click on Add Note</li> <li>Enter a Followup Date (not required)</li> </ol>
		<ol> <li>Enter a Note Content</li> <li>Click OK</li> </ol>
	To Maintain Customer Invoice Collection	<ol> <li>Click Maintain Collection</li> <li>Check the desired check boxes in the Maintain section</li> <li>Enter a Note Content</li> <li>Click OK</li> </ol>

