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

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 Credit & Collections department and provide the following information:

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

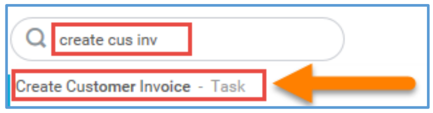
ADJUSTMENTS TO A CUSTOMER INVOICE

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 Credits and Collection department to request an adjustment.

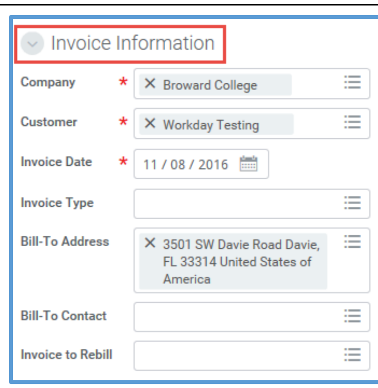
PROCESS FOR REVENUE COMING THROUGH CID

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 CID Crosswalk 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.

<table>
<tr><th colspan="2">Create Customer Invoices for Billing Installments</th></tr>
<tr><td>Step 1</td><td>Type Create Cus Inv in the search field and select Create Customer Invoice - Task


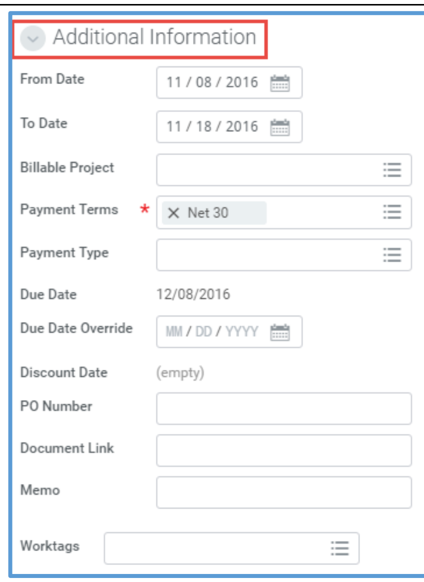
</td></tr>
<tr><td>Step 2</td><td>Invoice Information screen appears, fill in the information as listed below:

Invoice Information Section:
<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Company</td><td>Defaults automatically to Broward College</td></tr>
<tr><td>Customer</td><td>Select from the prompt ☰ icon or you may type it in the field if known (Note: if the customer does not appear, please contact Credit and Collection department to create a new customer in Workday)</td></tr>
<tr><td>Invoice Date</td><td>Defaults automatically to Current Date and can be changed if needed. Note: Workday uses this date to post the invoice to the first open ledger period</td></tr>
<tr><td>Invoice Type</td><td>Select from the prompt ☰ icon
✓ For transactions related to Institute of Public safety, select Institute of Public Safety
✓ For transactions related to facility rentals, select Facility Rentals
Note: The selection of the invoice type can determine the layout of the invoice</td></tr>
<tr><td>Bill-To Address</td><td>Populates automatically based on the customer selected</td></tr>
<tr><td>Bill-To Contact</td><td>Populates automatically if a contact is set to Default-Bill To Contact when the customer is created in WD</td></tr>
<tr><td>Invoice to Rebill</td><td>N/A – Leave Blank</td></tr>
</table>


</td></tr>
</table>

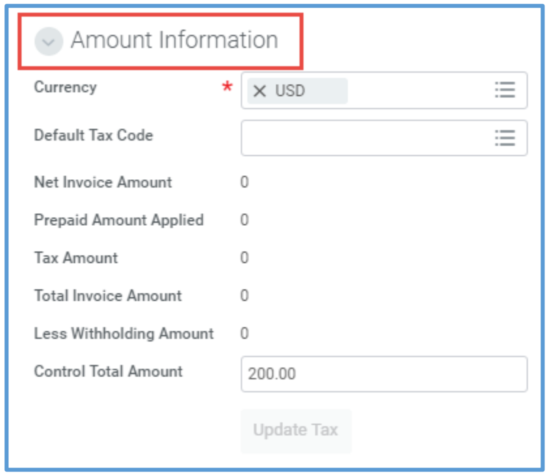
Additional Information Section:

Field	Description
From Date	Specify the **From Date** of the first installment
To Date	Specify either the **To Date** 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 icon
Payment Type	Select from the prompt 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 automatically populated **Due Date** 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 icon or if splitting worktags, they can be entered at the line item level in step 3 under the Worktags/Origin section. **Do not** enter worktags here if splitting.



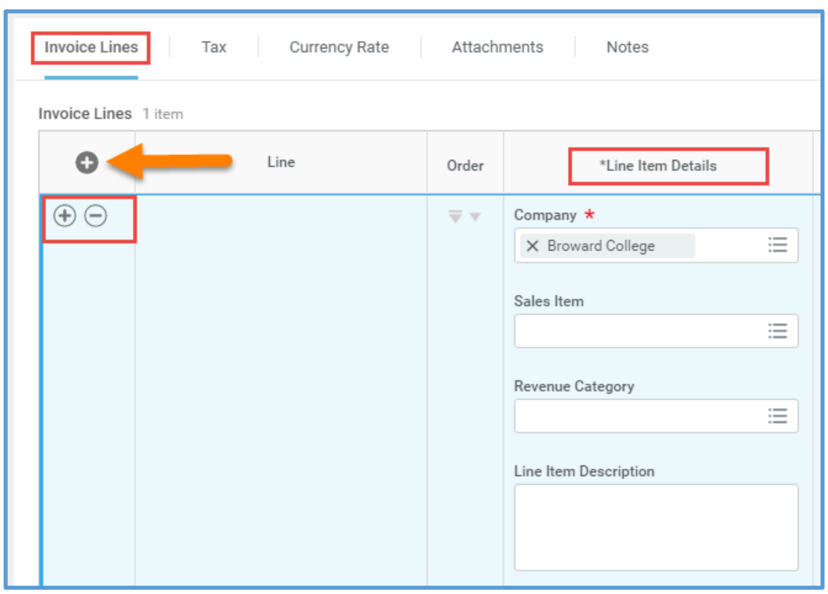
Amount Information Section:

Field	Description
Currency	Defaults automatically to USD
Default Tax Code	Leave Blank
Control Total Amount	Enter the total amount of the invoice



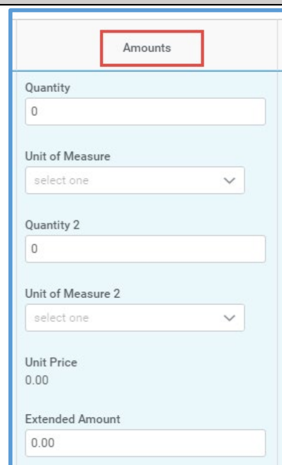
Step 3

Scroll down to the **Invoice Lines** tab and complete information as listed below:



Continued

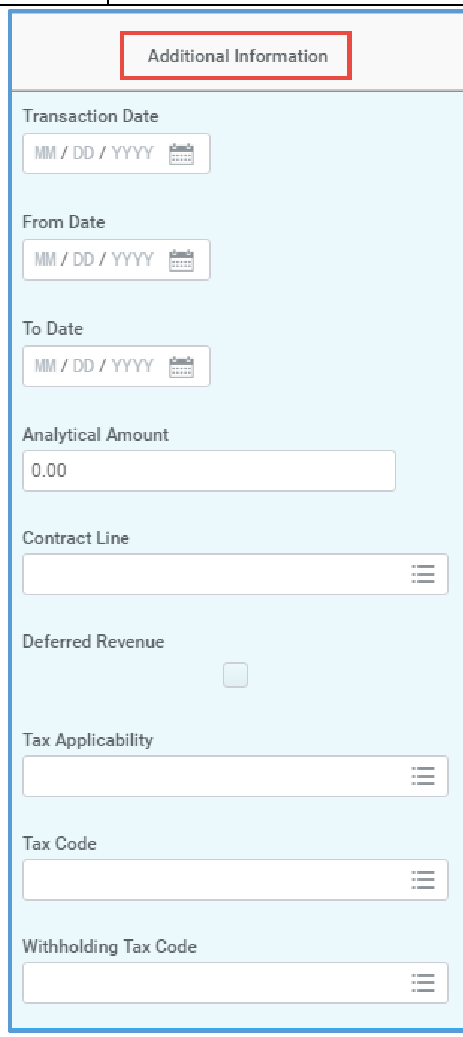
Column	Field	Description
Line Item Details	Company	Defaults automatically to *Broward College*
	Sales Item	Select from the prompt ≡ icon or you may type it in the field if known (**Note**: In the event that the sales item that you are looking for is not listed, please leave sales item blank and use revenue category only (see below). Additionally, notify the Credits and Collections department)
	Revenue Category	Select from the prompt ≡ icon or you may 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 = 46700 (varies))
	Line Item Descripton	Enter billing details reated to what's being billed at line level

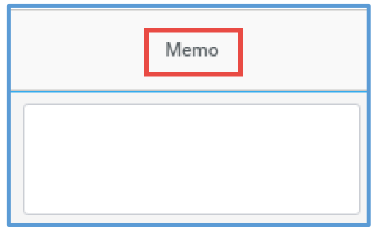


Column	Field	Description
Amounts	Quantity	Enter number of quantities
	Unit of Measures	Select from the drop down ⌄ menu
	Quantity 2	N/A - Leave Blank
	Unit of Measures 2	N/A - Leave Blank
	Extended Amount	Enter the total amount for that line item

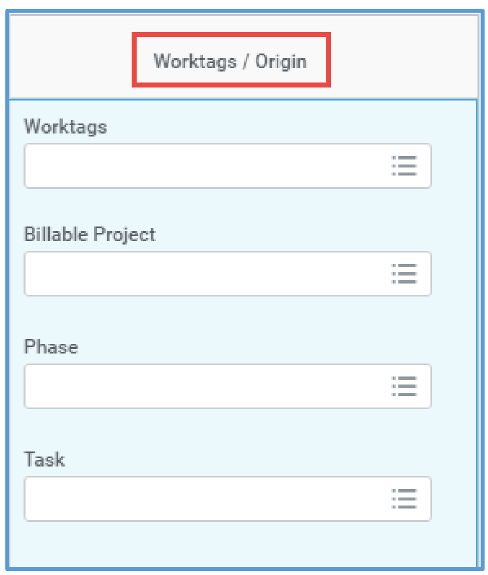
Continued

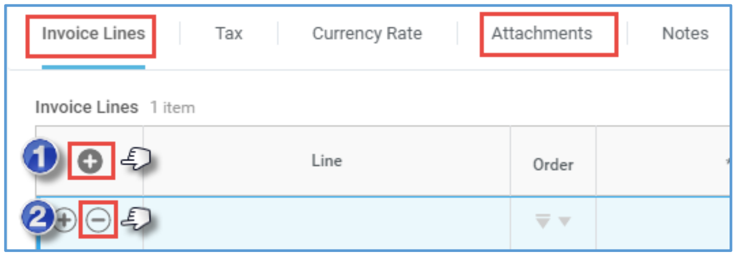
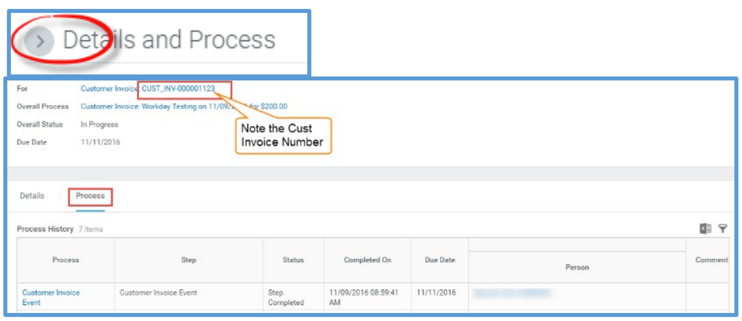
Column	Field	Description
Additional Information	Transaction Date	Enter the date of service/rental
	From Date	Enter the date of service/rental start date
	To Date	Enter the date of service/rental end date
	Analytical Amount	**N/A – Leave Blank**
	Contract Line	
	Deferred Revenue	
	Tax Applicability	
	Tax Code	
	Withholding Tax Code	



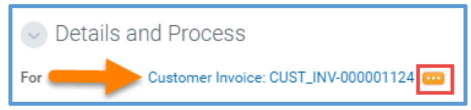
Column	Field	Description
Memo	Memo	Use to enter additional billing details. Be sure to include invoice number (if applicable). If you are purchasing an advertisement, please specify the date/month of advertisement. 

Column	Field	Description
Worktags/Origin	Worktags	Can be selected here by clicking the prompt ≡ icon
	Billable Project	**N/A – Leave Blank**
	Phase	
	Task	

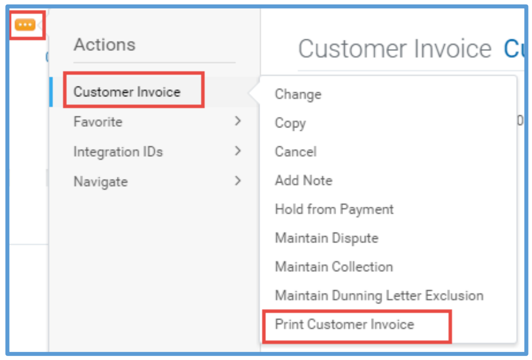


Step 4	– To add another **Invoice Line**, click icon – To remove an **Invoice Line**, click icon 
Step 5	Click on the **Attachments** tab to attach documents (**required**). **Note:** All invoices must have the following documentation when applicable: Board of Trustee approval of transaction, signed contract, and any other supporting documentation. Refer to How to Attach Documents 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 icon to expand **Details and Process** and note the Customer Invoice number. Click on **Process** tab to view the progress of the approval path and the remaining process. 

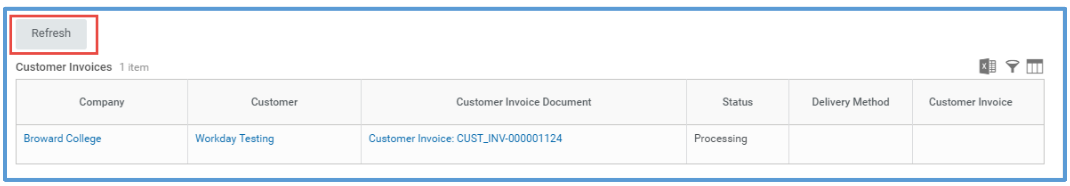
<table>
<tr><th colspan="2">Print Invoice for Customer</th></tr>
<tr><td colspan="2">An invoice can be printed to give to the customer even when it is still going thru the approval process. To print, please follow steps listed below</td></tr>
<tr><td>Step 1</td><td>Click on the related actions icon (located next to the invoice number) under Details and Process

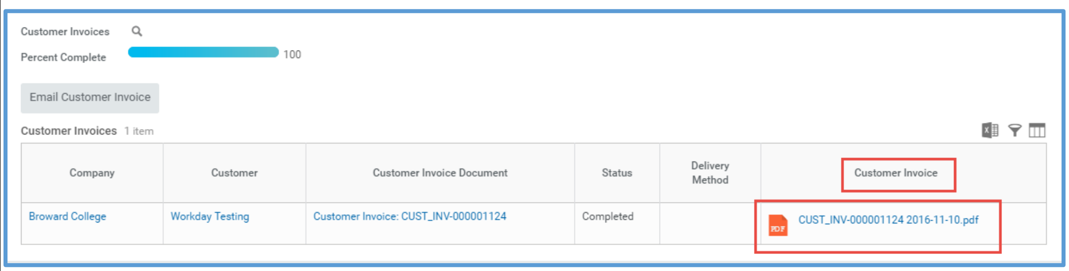


</td></tr>
<tr><td>Step 2</td><td>Rest your cursor on Customer Invoice and click on Print Customer Invoice

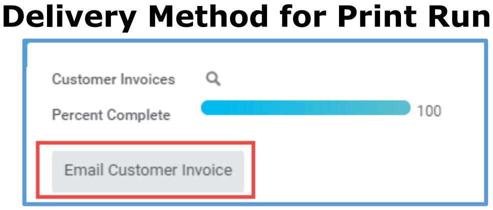


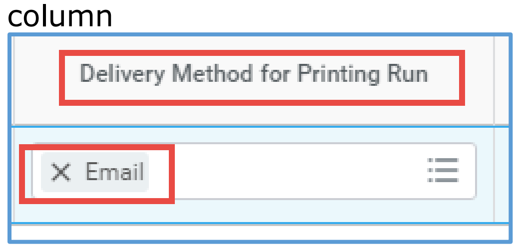
</td></tr>
<tr><td>Step 3</td><td>Click on Refresh until a PDF invoice appears in the Customer Invoice field





</td></tr>
<tr><td>Step 4</td><td>Click on the PDF (blue hyperlink) to print or save the invoice</td></tr>
<tr><td>Step 5</td><td>To email the invoice to customer or contact, click on the Email Customer Invoice tab and select Email from the prompt in the Delivery Method for Print Run column





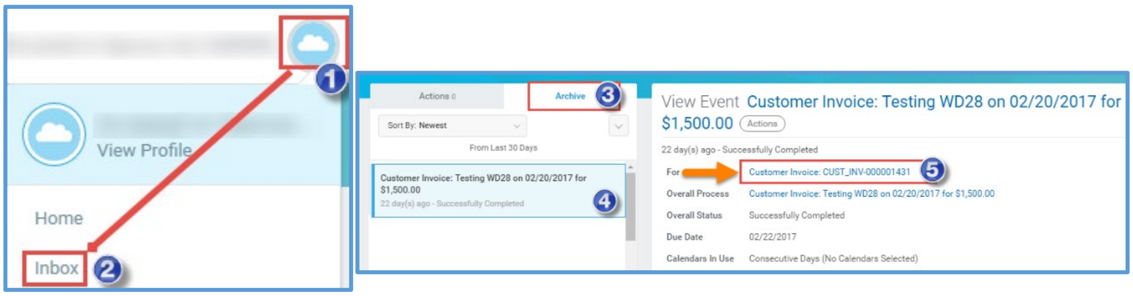
</td></tr>
</table>

Find Customer Invoices

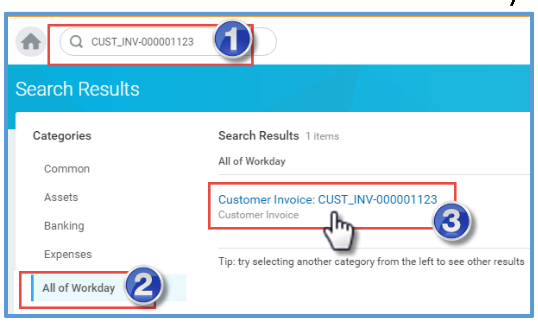
There are three ways to find and view status of **Customer Invoices**:

1. Access your Workday Inbox **>** click on the **Archives** tab > find the customer invoice **>** click on the **Customer Invoice Number** (blue hyperlink) listed by **For**

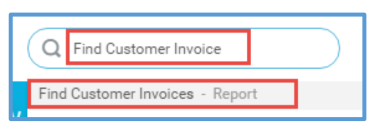
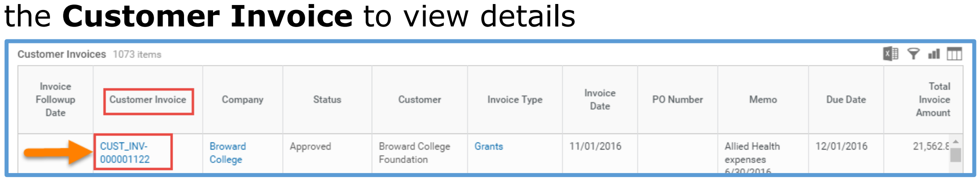
   Note: Archives tab displays items from last 30 days only



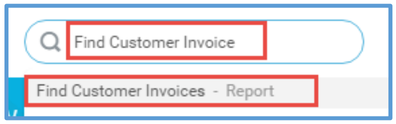
2. Type in the customer invoice number in the search field as CUST_INV-00000XXXX **>** Press Enter **>** select All of Workday **>** select the customer invoice



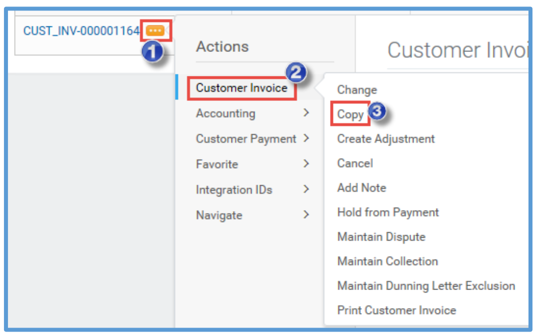
3. **Use Find Customer Invoice – Report**

Step 1	Type **Find Customer Invoice** in the search field and select **Find Customer Invoice - Report** 
Step 2	*Find Customer Invoice* 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 **Customer Invoice** to view details 

<table>
<tr><th colspan="2">Copy Customer Invoices</th></tr>
<tr><td colspan="2">Create a customer invoice by copying an existing invoice as the starting point. The Copy option helps you create complex invoices with multiple lines that have similar information as the existing invoice.</td></tr>
<tr><td>Step 1</td><td>Type Find Customer Invoice in the search field and select Find Customer Invoice - Report



</td></tr>
<tr><td>Step 2</td><td>Find Customer Invoice screen appears, search customer’s name in the Customers field from the prompt ≡ icon or you may type it in the field</td></tr>
<tr><td>Step 3</td><td>Click OK</td></tr>
<tr><td>Step 4</td><td>Find the invoice that closely relates to the current invoice you are trying to create</td></tr>
<tr><td>Step 5</td><td>Click on the related actions icon (located next to the invoice number)</td></tr>
<tr><td>Step 6</td><td>Rest your cursor on Customer Invoice and click on Copy

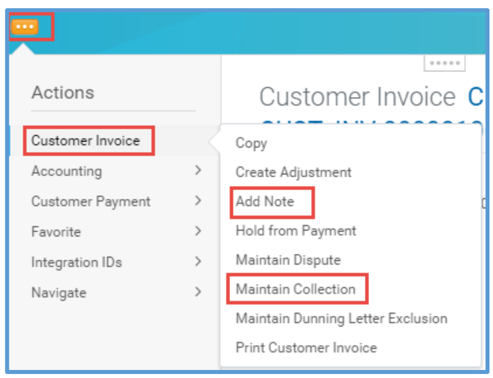


</td></tr>
<tr><td>Step 7</td><td>Copy Customer Invoice screen appears, look over the invoice and make any necessary changes

Note: Some of the common changes are dates, total amount, payment type, payment terms, supporting documents attachment, memo and line item description.</td></tr>
<tr><td>Step 8</td><td>Click on the Attachments tab to remove existing attachment(s) and replace with new documents (required).

Note: All invoices must have the following documentation when applicable: Board of Trustee approval of transaction, signed contract, and any other supporting documentation. Refer to How to Attach Documents job aid for detailed instructions.</td></tr>
<tr><td>Step 9</td><td>Review all the information entered and click Submit for the invoice to go through the approval process
Note: A new number will automatically be assigned to your invoice. Note the Customer Invoice number for future reference.</td></tr>
</table>

<table>
<tr><th colspan="2">Find Customer Payments</th></tr>
<tr><td>Step 1</td><td>Find Customer Invoice (for assistance, follow the steps listed under find customer invoice section)</td></tr>
<tr><td>Step 2</td><td>Scroll down to invoice line and click on the Activity tab to view payment information

</td></tr>
<tr><th colspan="2">How to Add Note or Maintain Collection</th></tr>
<tr><td>Step 1</td><td>Find Customer Invoice (for assistance, follow the steps listed under find customer invoice section)</td></tr>
<tr><td>Step 2</td><td>Click on the related actions icon next to the invoice number</td></tr>
<tr><td>Step 3</td><td>Rest your cursor on Customer Invoice and click on approprate value (Add Note or Maintain Customer Invoice Collection)

</td></tr>
<tr><td>Step 4</td><td>Complete as listed below:
<table>
<tr><td>To Add Note</td><td>1. Click on Add Note
2. Enter a Followup Date (not required)
3. Enter a Note Content
4. Click OK</td></tr>
<tr><td>To Maintain Customer Invoice Collection</td><td>1. Click Maintain Collection
2. Check the desired check boxes in the Maintain section
3. Enter a Note Content
4. Click OK</td></tr>
</table></td></tr>
</table>