View Customer Account Overview

The Account Overview page provides a central location to research information for a customer. You are able to analyze a customer's account at a high level. Summary balances (for example, Past Due, Disputed) are shown. It enables you to drill down to see item details that make up the balance.

Steps to complete:

- Step 1: View the Customer Account Overview page
- Step 2: Optionally, Add a Conversation
- Step 3: View Most Recent Activity
- Step 4: View Balance Information
- Step 5: View Adjusted Balance
- Step 6: View Summary Aging

Step 1: View the Customer Account Overview page

1. Navigate to the Account Overview page using one of the options below.

<table>
<thead>
<tr>
<th>Navigation Options</th>
<th>Navigation Path</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Navigation Collection</strong></td>
<td>Accounting, Accounts Receivable, Maintain Items. The Create Worksheet page will display by default.</td>
</tr>
<tr>
<td><strong>WorkCenter</strong></td>
<td>Accounting, Accounts Receivable, Receivables WorkCenter, left-menu, Links section, Review Payments and Items, Account Overview.</td>
</tr>
</tbody>
</table>

2. Accept the default SetID or enter the SetID. Normally the SetID and Unit will be the agency Business Unit.

3. Accept the default Unit or enter the Unit. Normally the SetID and Unit will be the agency Business Unit.

4. Enter Customer ID or click on the Lookup icon (magnifying glass) to search for a customer.

**Note:** Accept the default value “No Relationship”. This indicates that all customer roles will be reflected in the customer account information.
5. Click the Search button. The Balances tab of the Account Overview pages displays the most recent activity related to a customer and summarized aging information.
   - Detailed descriptions of the information and links are provided in the upcoming steps.
Step 2: Add Conversation

1. You can click on the Add Conversation link to add conversation. The View/Update Conversations page displays.
   - The Conversations page can help you keep track of ongoing discussions and conversations with customer contacts. You can create conservations that include invoice and payment issues that you are trying to resolve, as well as other customer inquiries. You can link a conversation to a specific AR item.
   - Refer to the “Customer Conversations” guide for detailed entry instructions.

2. To return to the Account Overview page without entering a conversation, click on Close (X).
Step 3: View Most Recent Activity

The **Most Recent Activity** section lists the most recent Item and Payment for the customer, including ID, Date, and Amount.

<table>
<thead>
<tr>
<th>Item ID</th>
<th>Date</th>
<th>Amount</th>
<th>Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>ETGNEXT1901-2650617</td>
<td>07/23/2018</td>
<td>140.00</td>
<td>USD</td>
</tr>
<tr>
<td>000000133970</td>
<td>08/31/2018</td>
<td>145.00</td>
<td>USD</td>
</tr>
</tbody>
</table>

1. You can click on the Item ID link to view detailed information for the Item. The Item Maintenance page displays with information described below. (This is a read only View/Update Item Details page).

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Header</td>
<td>Displays the Business Unit, Item ID, Customer number and name, Days Late, and the Status of the Item.</td>
</tr>
<tr>
<td>Discount Options</td>
<td>Displays Due Date and Net Terms. <strong>Note</strong>: Discount is not being used by the State of MN.</td>
</tr>
<tr>
<td>Section</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Payment/Draft Options</td>
<td>Displays Payment Method of “Check”. <strong>Note</strong>: Pay by Credit Card, Draft Type and Direct Debit are not being used by the State of MN.</td>
</tr>
<tr>
<td>Item Creation/ Update</td>
<td></td>
</tr>
<tr>
<td>Details</td>
<td>Lists the Created and Last Modified dates, along with the ID of staff who created and modified.</td>
</tr>
<tr>
<td>Customer Relations</td>
<td>Provides ability to place an Item in Dispute or Collections.</td>
</tr>
</tbody>
</table>

- Refer to the “View/Update Item Details” guide for a detailed description of the pages.
- Click OK to return to the Account Overview Balances page to view additional links.

2. Click on the Payment link to view recent payment information for a specific Item. The Item Activity From A Payment page displays.

- The header shows the Payment ID that was entered when creating the deposit and the amount.
- The Item Activity section displays the Business Unit, Customer ID, Customer Name, Item ID, Line number, Entry Type, Reason, if required, Payment Amount and type of currency.
- Click OK to return to the Accounts Overview Balances page to view additional links.
Step 4: View Balance Information

The next section lists summary information for the Customer’s account including the number of Items and the total amount for the Status selected:

- Balance (Items with “Open” Status)
- Past Due
- Disputed
- Collections

1. You can click on the links to view the Customer Item Inquiry page showing the Item List with Items matching the Status selected. In the example below, we have selected the Balance link.
   - The header displays the Item Status. In this example the Item Status is “Open”. The Item results will show all Open Items for the customer entered in the search criteria.
   - The Detail 1 tab displays, Line number, Item ID, the Number of Activities relating to the Item ID, Business Unit, Customer ID, Status, Terms, Entry Type (IN = invoice), Days Late, Item Balance, and Latest Date that any Activity happened.
   - Refer to the “View Item List” guide for detailed description of the information available.
You can click on the Item link to view additional detail for the specific Item. Refer to the “View/Update Item Details” guide for more information.

Click on the OK button to return to the Customer Item Inquiry page.

Click on the Cancel button to return to the Account Overview Balances page.
Step 5: View Adjusted Balance

You can view the customer balance after excluding Items in dispute and/or collections.

1. Click on the View Adjusted Balance button. The Adjust Balance page displays.

   ![Adjust Balance page]

2. Select the Exclude Disputed Items and/or the Exclude Collections Items checkbox.
3. Click the Re-Calculate button to view the Adjusted Amount.
4. Click the OK button to return to the Account Overview Balances page to view additional links.

   **Note:** Pay Balance by Credit Card is not being used by the State of MN.

Step 6: View Summary Aging

The Summary Aging grid has one line for each Aging Category. The grid is populated after the Aging process is run in the nightly batch.

![Summary Aging grid]

- The Summary Aging grid includes the below information.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aging Grid Category</td>
<td>The Aging Grid includes:</td>
</tr>
<tr>
<td></td>
<td>-01: Current</td>
</tr>
<tr>
<td></td>
<td>-03: 01-30</td>
</tr>
<tr>
<td></td>
<td>-05: 61-90</td>
</tr>
<tr>
<td>Count</td>
<td>The number of Items in the Aging Grid Category.</td>
</tr>
<tr>
<td>Amount</td>
<td>The total amount in the Aging Grid Category.</td>
</tr>
</tbody>
</table>
1. You can click on the Summary Aging category link to view items within that category. The Customer Item Inquiry page the Item List with the Items that total the aging category. Click on the Cancel button to return.

2. Click on the Aging Chart link to view a graphical representation.

3. Click on the Return button to return to the Account Overview Balances page.

- The Chart Selection defaults to “Aging by Amount”. You can change this to “Aging Chart by Count”.
- The Chart Type defaults to 2D Bar Chart. Many other options are available from the drop-down menu.