# QUICK REFERENCE GUIDE

November 1, 2019

# 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

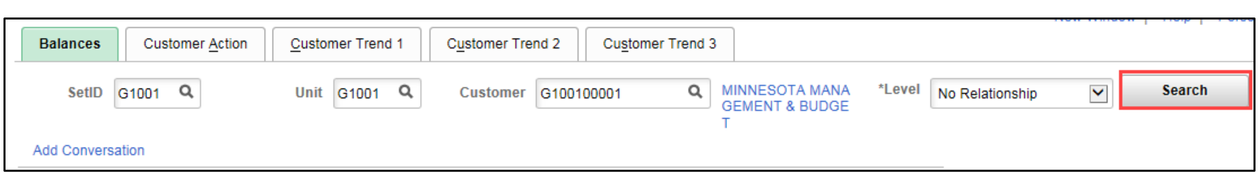
## Step 1: View the Customer Account Overview page

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

| Navigation Options | Navigation Path |
|---|---|
| **Navigation Collection** | Accounting, Accounts Receivable, Maintain Items.<br>The Create Worksheet page will display by default. |
| **WorkCenter** | Accounting, Accounts Receivable, Receivables WorkCenter, left-menu, Links section, Review Payments and Items, Account Overview. |

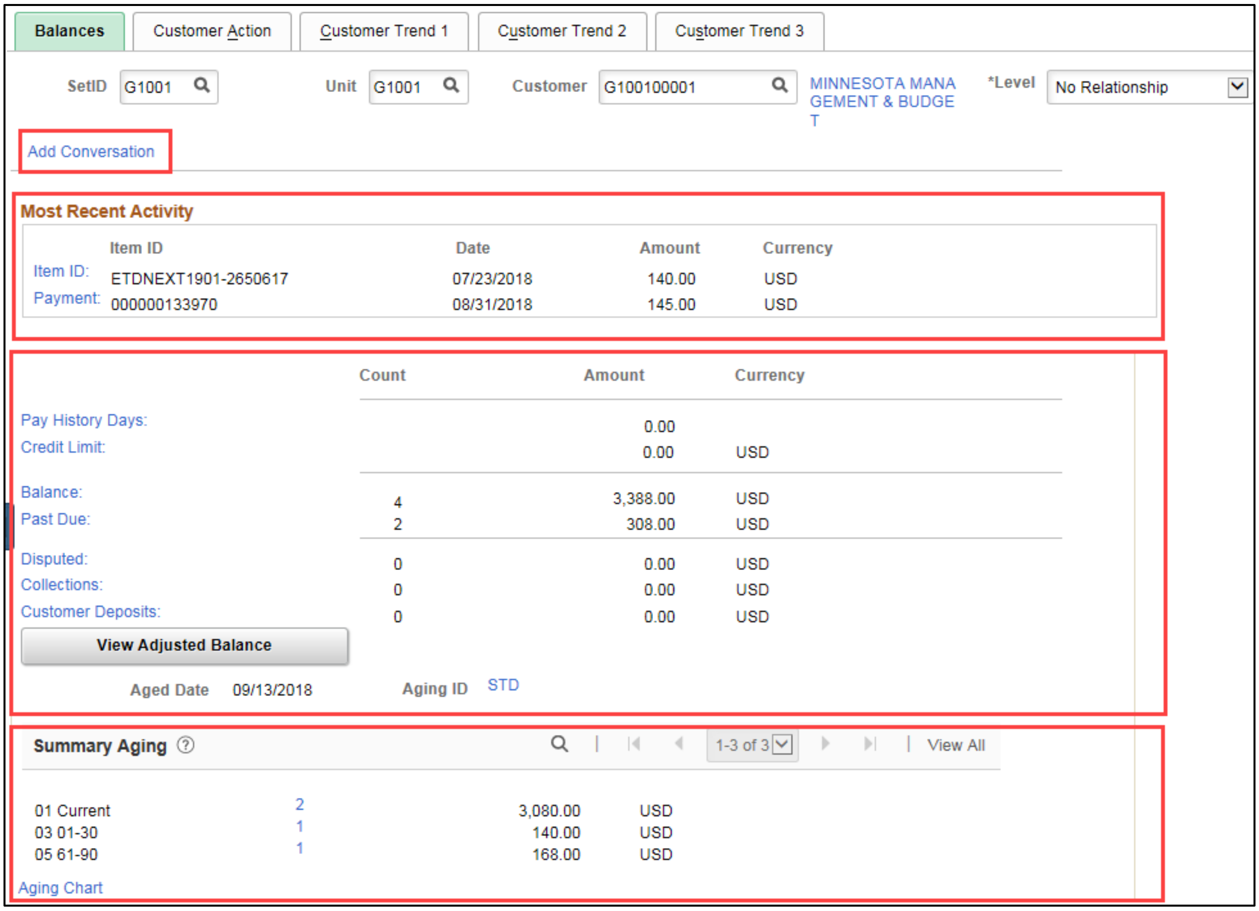
2. Accept the default *SetID* or enter the *SetID*. Normally the *SetID* and *Unit* will be the agency Business Unit.
3. Accept the default *Unit* or enter the *Unit*. Normally the *SetID* and *Unit* will be the agency Business Unit.
4. Enter *Customer ID* or click on the **Lookup** icon (magnifying 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.



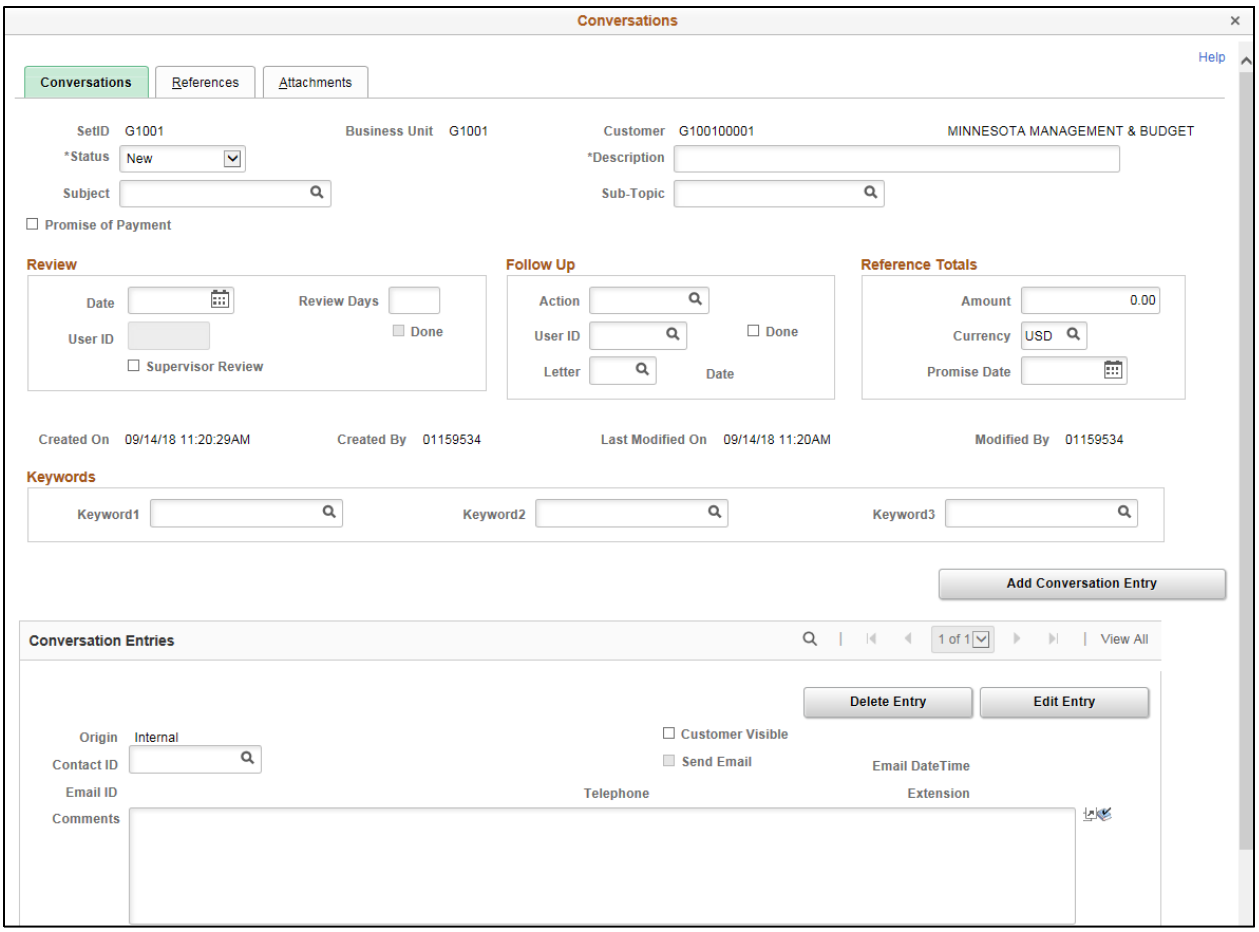
5. Click the **Search** button. The **Balances** tab of the *Account Overview* pages displays the most recent activity related to a customer and summarized aging information.

    - Detailed descriptions of the information and links are provided in the upcoming steps.



## Step 2: Add Conversation

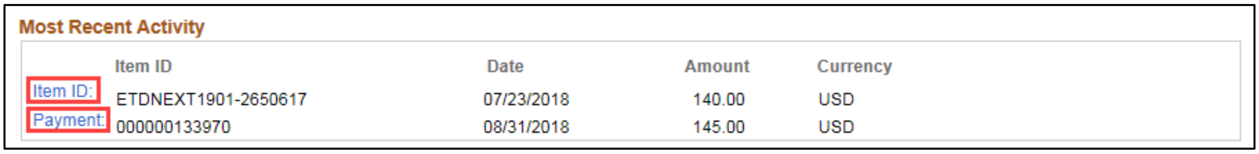
1. You can click on the *Add Conversation* link to add conversation. The *View/Update Conversations* page displays.
   - The *Conversations* page can help you keep track of ongoing discussions and conversations with customer contacts. You can create conservations that include invoice and payment issues 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

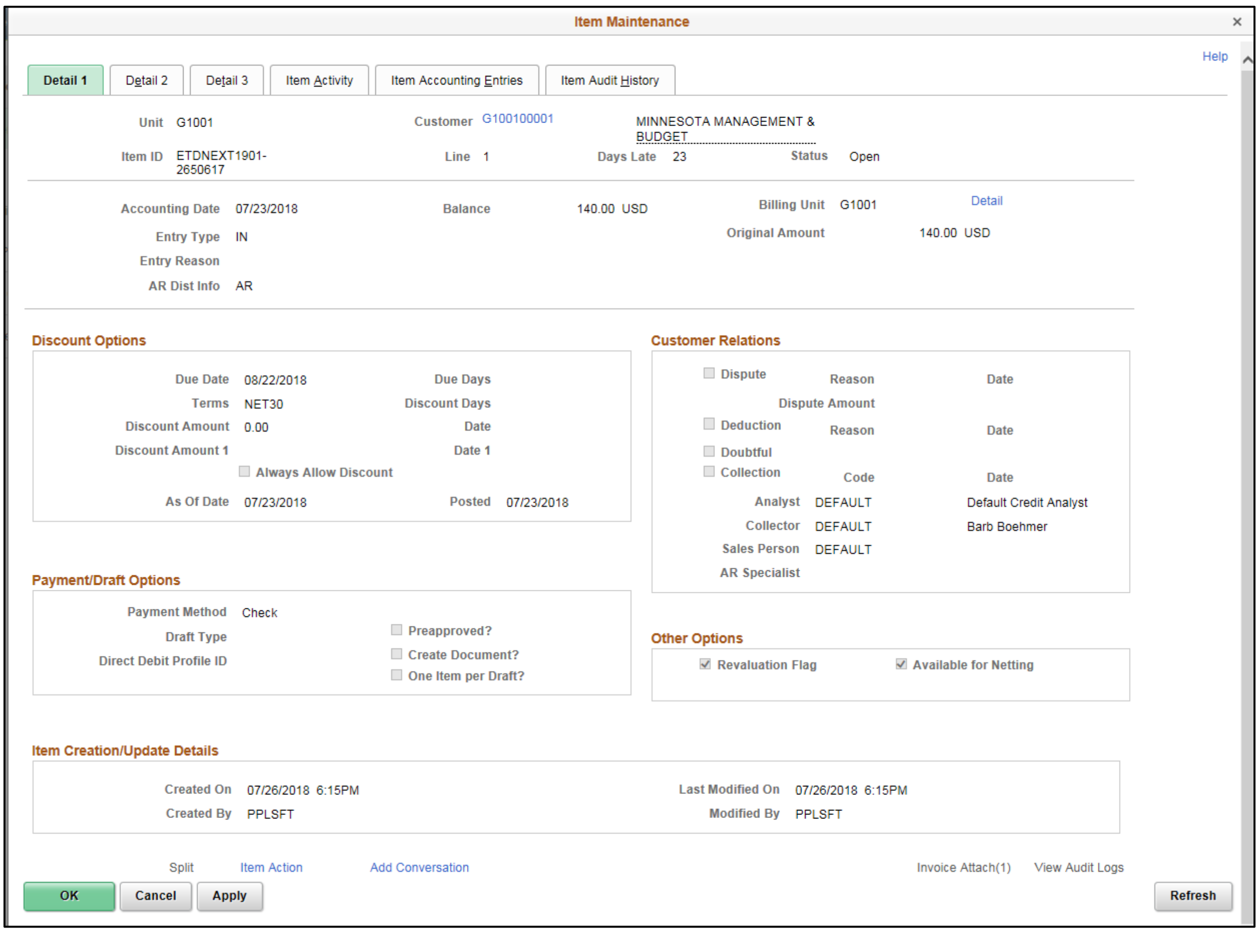
The **Most Recent Activity** section lists the most recent Item and Payment for the customer, including ID, Date, and Amount.



**Most Recent Activity**

| | Item ID | Date | Amount | Currency |
|---|---|---|---|---|
| Item ID: | ETDNEXT1901-2650617 | 07/23/2018 | 140.00 | USD |
| Payment: | 000000133970 | 08/31/2018 | 145.00 | USD |

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).



Item Maintenance

Help

Detail 1 | Detail 2 | Detail 3 | Item Activity | Item Accounting Entries | Item Audit History

Unit G1001 Customer G100100001 MINNESOTA MANAGEMENT & BUDGET
Item ID ETDNEXT1901-2650617 Line 1 Days Late 23 Status Open

Accounting Date 07/23/2018 Balance 140.00 USD Billing Unit G1001 Detail
Entry Type IN Original Amount 140.00 USD
Entry Reason
AR Dist Info AR

**Discount Options**
Due Date 08/22/2018 Due Days
Terms NET30 Discount Days
Discount Amount 0.00 Date
Discount Amount 1 Date 1
Always Allow Discount
As Of Date 07/23/2018 Posted 07/23/2018

**Customer Relations**
Dispute Reason Date
Dispute Amount
Deduction Reason Date
Doubtful
Collection Code Date
Analyst DEFAULT Default Credit Analyst
Collector DEFAULT Barb Boehmer
Sales Person DEFAULT
AR Specialist

**Payment/Draft Options**
Payment Method Check
Draft Type
Direct Debit Profile ID
Preapproved?
Create Document?
One Item per Draft?

**Other Options**
Revaluation Flag
Available for Netting

**Item Creation/Update Details**
Created On 07/26/2018 6:15PM Last Modified On 07/26/2018 6:15PM
Created By PPLSFT Modified By PPLSFT

Split Item Action Add Conversation Invoice Attach(1) View Audit Logs

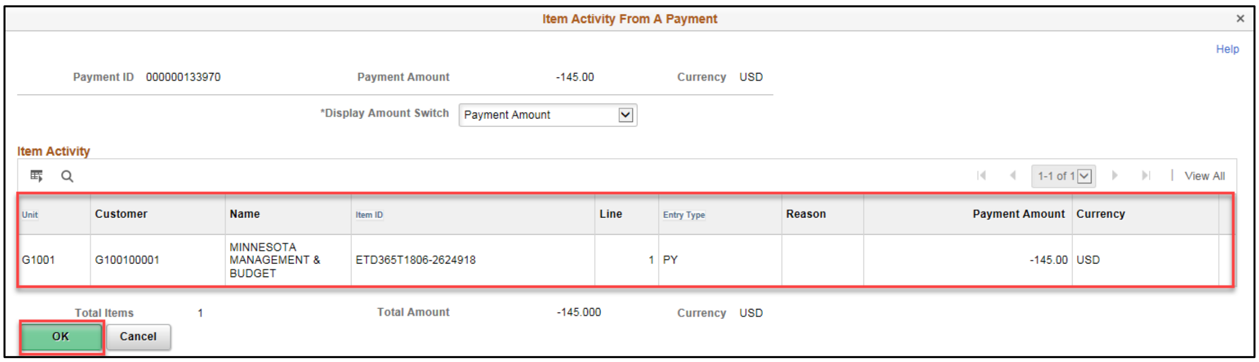
OK Cancel Apply Refresh

| Section | Description |
|---|---|
| **Header** | Displays the Business Unit, Item ID, Customer number and name, Days Late, and the Status of the Item. |
| **Discount Options** | Displays Due Date and Net Terms. **Note**: Discount is not being used by the State of MN. |

| Section | Description |
|---|---|
| **Payment/Draft Options** | Displays Payment Method of "Check". **Note:** Pay by Credit Card, Draft Type and Direct Debit are not being used by the State of MN. |
| **Item Creation/ Update Details** | Lists the Created and Last Modified dates, along with the ID of staff who created and modified. |
| **Customer Relations** | Provides ability to place an Item in Dispute or Collections. |

- 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.

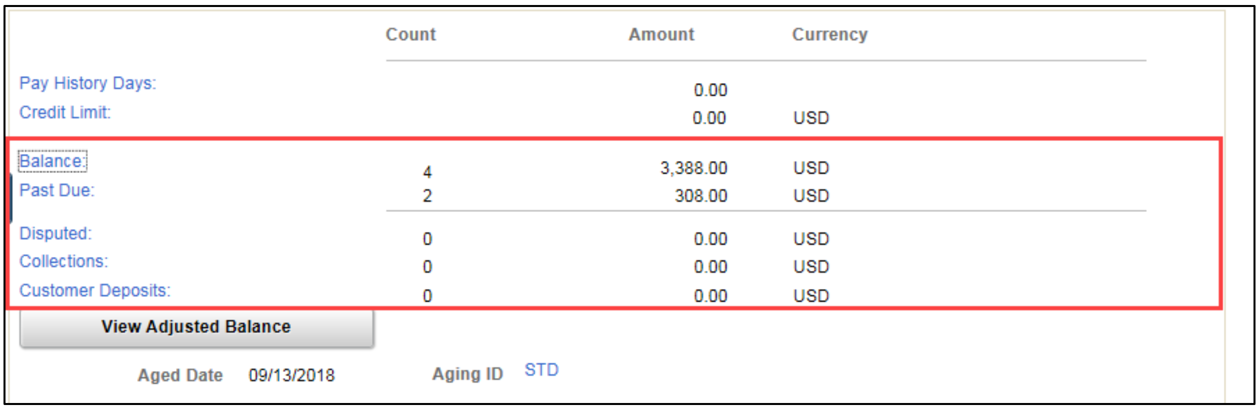



- The header shows the Payment ID that was entered when creating the deposit and the amount.
- The **Item Activity** section displays the Business Unit, Customer ID, Customer Name, Item ID, Line number, Entry Type, Reason, if required, Payment Amount and type of currency.
- Click **OK** to return to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

## Step 4: View Balance Information

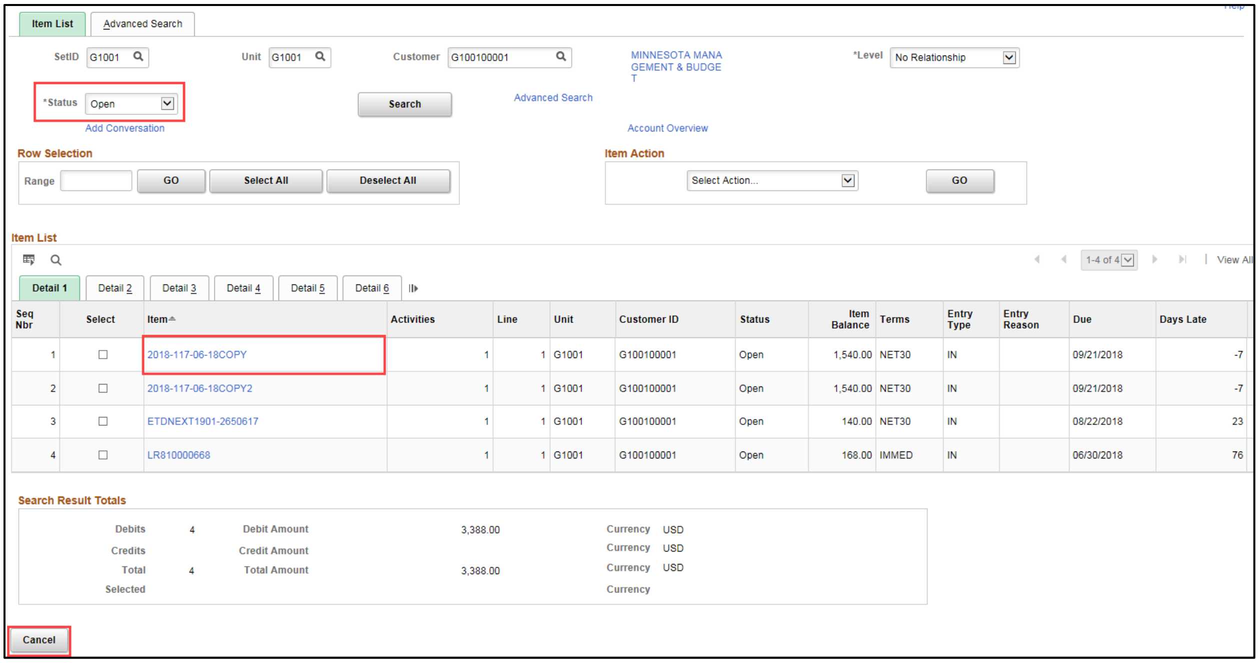
The next section lists summary information for the Customer's account including the number of Items and the total amount for the Status selected:

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

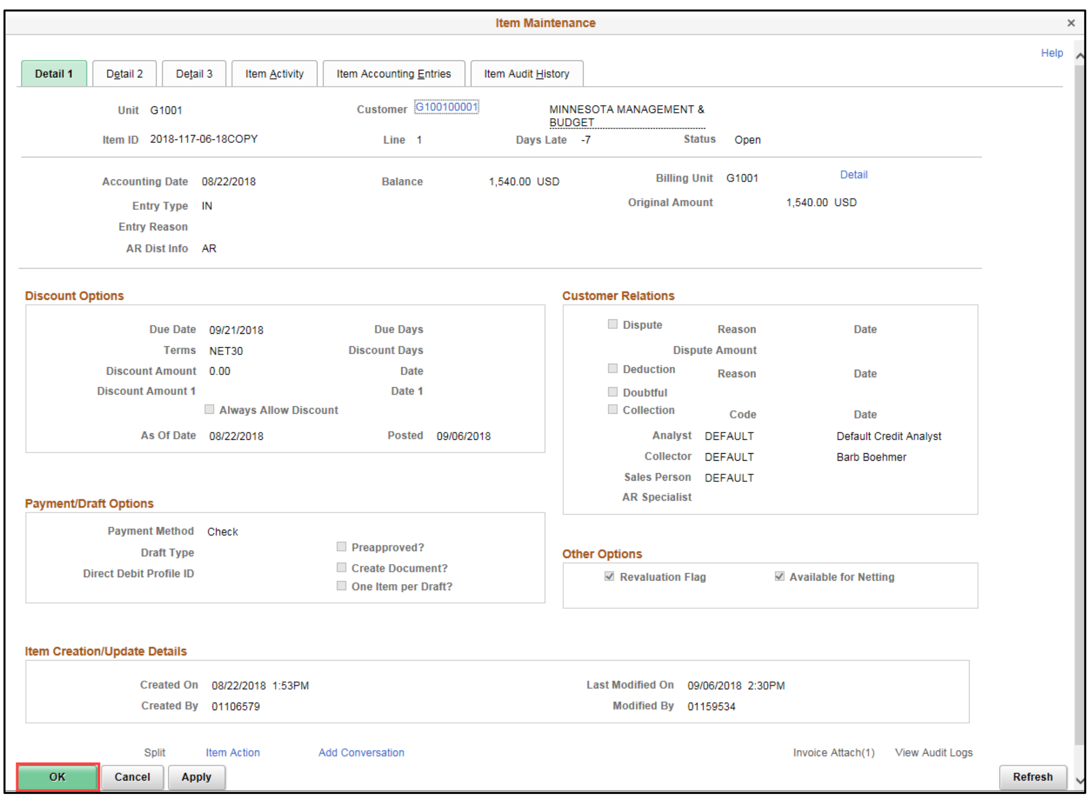



1. You can click on the links to view the *Customer Item Inquiry* page showing the *Item List* with Items matching the Status selected. In the example below, we have selected the *Balance* link.

   - 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.

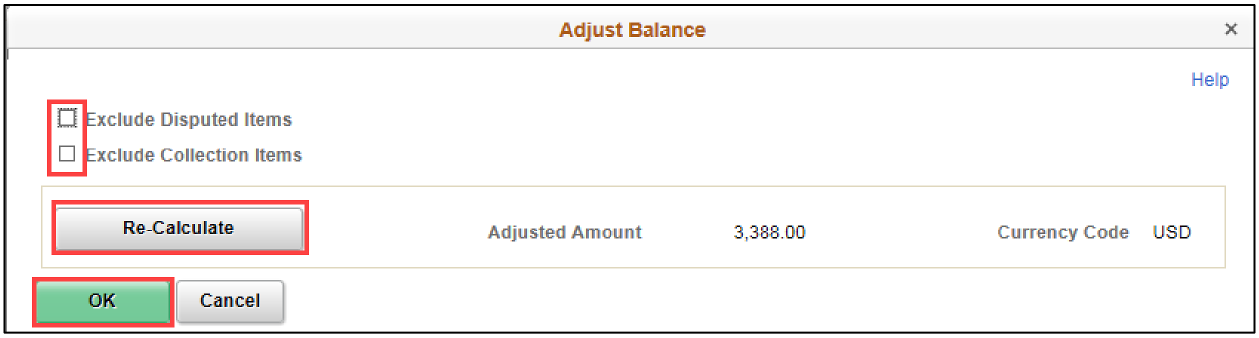



- Click on the **OK** button to return to the *Customer Item Inquiry* page.
- Click on the **Cancel** button to return to the *Account Overview Balances* page.

## 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.

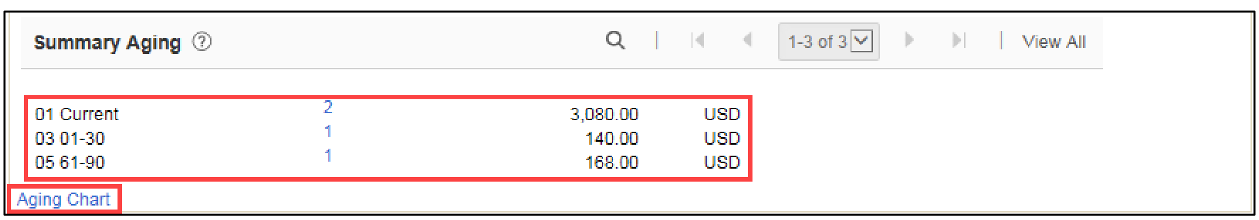



2. Select the Exclude Disputed Items and/or the Exclude Collections Items checkbox.
3. Click the **Re-Calculate** button to view the Adjusted Amount.
4. Click the **OK** button to return to the *Account Overview Balances* page to view additional links.

   **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.

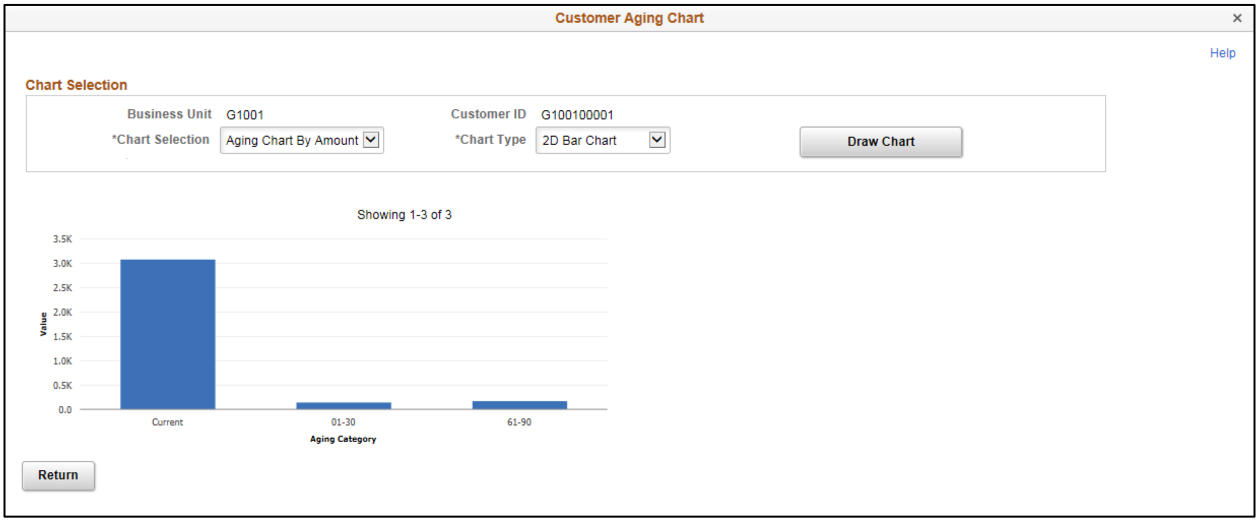



- The Summary Aging grid includes the below information.

| Field | Description |
|---|---|
| **Aging Grid Category** | The Aging Grid includes:<br>-01: Current<br>-03: 01-30<br>-05: 61-90 |
| **Count** | The number of Items in the Aging Grid Category. |
| **Amount** | The total amount in the Aging Grid Category. |

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.




- 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.

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