

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. 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.

The screenshot shows a search interface with the following elements:

- Navigation tabs: Balances, Customer Action, Customer Trend 1, Customer Trend 2, Customer Trend 3.
- Search fields: SetID (G1001), Unit (G1001), Customer (G100100001).
- Level dropdown: *Level No Relationship.
- Search button: Search (highlighted with a red box).
- Page title: MINNESOTA MANAGEMENT & BUDGET.
- Link: Add Conversation.

SWIFT STATEWIDE INTEGRATED FINANCIAL TOOLS

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.

Balances

Customer Action

Customer Trend 1

Customer Trend 2

Customer Trend 3

SetID

Unit

Customer

MINNESOTA MANAGEMENT & BUDGET

*Level

[Add Conversation](#)

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

	Count	Amount	Currency
Pay History Days:		0.00	
Credit Limit:		0.00	USD
Balance:	4	3,388.00	USD
Past Due:	2	308.00	USD
Disputed:	0	0.00	USD
Collections:	0	0.00	USD
Customer Deposits:	0	0.00	USD

Aged Date 09/13/2018
Aging ID STD

Summary Aging 1-3 of 3 | View All

01 Current	2	3,080.00	USD
03 01-30	1	140.00	USD
05 61-90	1	168.00	USD

[Aging Chart](#)

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 conversations 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.

The screenshot shows the 'Conversations' form in the SWIFT system. The form is titled 'Conversations' and has tabs for 'Conversations', 'References', and 'Attachments'. It contains various input fields for metadata (SetID, Business Unit, Customer, Status, Description, Subject, Sub-Topic), a 'Promise of Payment' checkbox, and three main sections: 'Review' (with Date, Review Days, User ID, Supervisor Review), 'Follow Up' (with Action, User ID, Letter, Date), and 'Reference Totals' (with Amount, Currency, Promise Date). Below these are 'Created On', 'Created By', 'Last Modified On', and 'Modified By' fields, followed by three 'Keyword' input fields. An 'Add Conversation Entry' button is located at the bottom right of the form area. Below the form is a 'Conversation Entries' section with a search bar, navigation controls, and a list of entry details including Origin, Contact ID, Email ID, Telephone, Extension, and Comments. There are 'Delete Entry' and 'Edit Entry' buttons for each entry.

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

Unit G1001
Customer G100100001
MINNESOTA MANAGEMENT & BUDGET

Item ID ETDNEXT1901-2650617
Line 1
Days Late 23
Status Open

Accounting Date 07/23/2018

Entry Type IN

Entry Reason

AR Dist Info AR

Balance 140.00 USD

Original Amount 140.00 USD

Billing Unit G1001

Detail

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 Preapproved?

Draft Type Create Document?

Direct Debit Profile ID 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.

Item Activity From A Payment

Payment ID 000000133970 Payment Amount -145.00 Currency USD

*Display Amount Switch Payment Amount

Item Activity

Unit	Customer	Name	Item ID	Line	Entry Type	Reason	Payment Amount	Currency
G1001	G100100001	MINNESOTA MANAGEMENT & BUDGET	ETD365T1806-2624918	1	PY		-145.00	USD

Total Items 1 Total Amount -145.000 Currency USD

OK Cancel

- 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

	Count	Amount	Currency
Pay History Days:		0.00	
Credit Limit:		0.00	USD
Balance:	4	3,388.00	USD
Past Due:	2	308.00	USD
Disputed:	0	0.00	USD
Collections:	0	0.00	USD
Customer Deposits:	0	0.00	USD

[View Adjusted Balance](#)

Aged Date 09/13/2018 Aging ID STD

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.

Item List

SetID: G1001 | Unit: G1001 | Customer: G100100001 | MINNESOTA MANAGEMENT & BUDGET | *Level: No Relationship

*Status: Open

Row Selection

Range: | GO | Select All | Deselect All

Item Action

Select Action... | GO

Seq Nbr	Select	Item#	Activities	Line	Unit	Customer ID	Status	Item Balance	Terms	Entry Type	Entry Reason	Due	Days Late
1	<input type="checkbox"/>	2018-117-06-18COPY		1	G1001	G100100001	Open	1,540.00	NET30	IN		09/21/2018	-7
2	<input type="checkbox"/>	2018-117-06-18COPY2		1	G1001	G100100001	Open	1,540.00	NET30	IN		09/21/2018	-7
3	<input type="checkbox"/>	ETDNEXT1901-2650617		1	G1001	G100100001	Open	140.00	NET30	IN		08/22/2018	23
4	<input type="checkbox"/>	LR810000668		1	G1001	G100100001	Open	168.00	IMMED	IN		06/30/2018	76

Search Result Totals

Debits	4	Debit Amount	3,388.00	Currency	USD
Credits		Credit Amount		Currency	USD
Total	4	Total Amount	3,388.00	Currency	USD
Selected				Currency	

Cancel

- 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.

Item Maintenance

Unit: G1001 | Customer: G100100001 | MINNESOTA MANAGEMENT & BUDGET

Item ID: 2018-117-06-18COPY | Line: 1 | Days Late: -7 | Status: Open

Accounting Date: 09/22/2018 | Balance: 1,540.00 USD | Billing Unit: G1001 | Detail

Entry Type: IN | Original Amount: 1,540.00 USD

Entry Reason: AR Dist Info: AR

Discount Options

Due Date: 09/21/2018 | Due Days: | Terms: NET30 | Discount Days: | Discount Amount: 0.00 | Date: | Discount Amount 1: | Always Allow Discount: | As Of Date: 09/22/2018 | Posted: 09/06/2018

Customer Relations

Dispute Reason Date
Dispute Amount
 Deduction Reason Date
 Doubtful
 Collection Code Date
Analyst: DEFAULT | Default Credit Analyst: Barb Boehmer
Collector: DEFAULT
Sales Person: DEFAULT
AR Specialist

Payment/Draft Options

Payment Method: Check | Draft Type: | Preapproved?:
Direct Debit Profile ID: | Create Document?:
One Item per Draft?:

Other Options

Revaluation Flag | Available for Netting

Item Creation/Update Details

Created On: 08/22/2018 1:53PM | Last Modified On: 09/06/2018 2:30PM
Created By: 01106579 | Modified By: 01159534

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

OK | Cancel | Apply | Refresh

- 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.

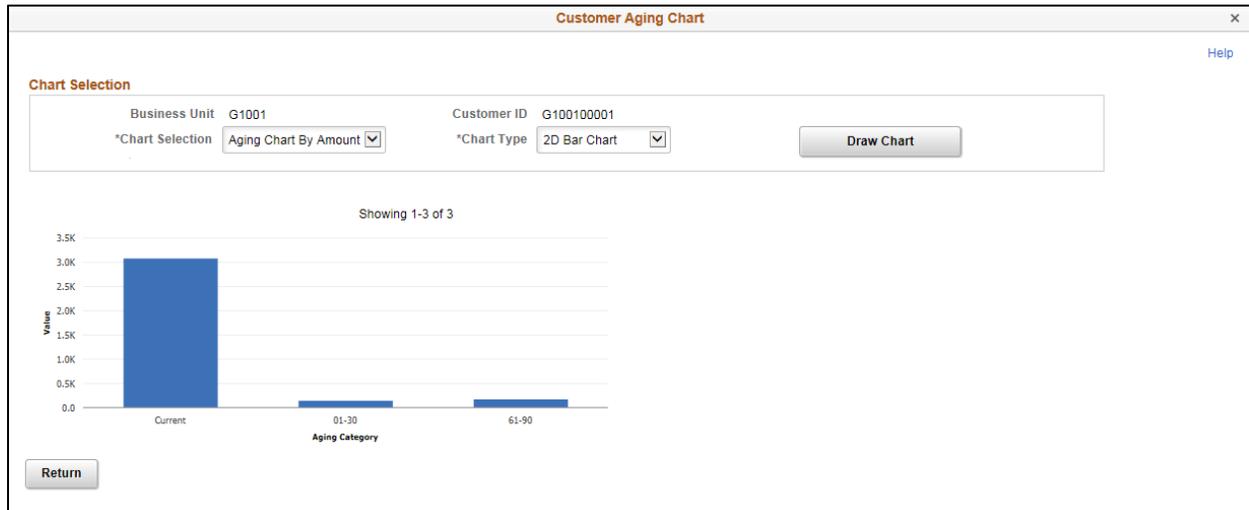
Field	Description
01 Current	2 3,080.00 USD
03 01-30	1 140.00 USD
05 61-90	1 168.00 USD

- The Summary Aging grid includes the below information.

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

SWIFT STATEWIDE INTEGRATED FINANCIAL TOOLS

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.