

QUICK REFERENCE GUIDE

November 1, 2019

View Customer Activity

This guide covers how to view the *Customer Activity* page for a customer.

Steps to complete:

- Step 1: Search for a Customer to View
- Step 2: Review History of Item Activity
- Step 3: View Item Detail
- Step 4: View Additional Activity tabs

Step 1: Search for a Customer to View

1. Navigate to the *Customer Activity* search page using the instructions below.

| Navigation Options | Navigation Path |
|-----------------------|---|
| Navigation Collection | Accounting, Accounts Receivable, Review Payments and Items, left-menu, Customer Activity. |

2. Accept the default *SetID* and *Unit* or select different options from the **Lookup** icon. Normally, the *SetID* and *Unit* will be the agency Business Unit.
3. Enter *Customer ID*.
4. Optionally, select *From* and *To* Accounting Dates.
5. Click the **Search** button. The **Item Activity** section displays information for the customer.

The screenshot shows a search interface with the following elements:

- Two tabs: "Item Activity" (active) and "Direct Journal".
- Search fields: "SetID" with value "G1001", "Unit" with value "G1001", and "Customer" with value "0000000006". Each field has a magnifying glass icon.
- A "Level" dropdown menu with the selected value "No Relationship".
- A "Search" button on the right.

Note: The **Direct Journal** tab is not being used by the State of MN.

Step 2: Review History of Item Activity

Review a history of item activity for a customer on the Activity 1 tab. Customer activity information displayed on the *Item Activity* page includes:

- Accounting Date, Item ID, and Line number.
- Entry type: IN –invoice; PY – payment; CR –credit; MT -- maintenance transaction; RF – refund; WO -- Write Off.
- Entry Reason, if applicable.
- Entry Amount.

| Acctg Date | Item ID | Line | Entry Type | Entry Reason | Entry Amount | Entry Currency | Unit |
|------------|---------------|------|------------|--------------|--------------|----------------|-------|
| 08/16/2018 | 00000491255 | 1 | IN | | 200.00 | USD | G1001 |
| 09/10/2018 | 00000491255 | 1 | MT | | -200.00 | USD | G1001 |
| 08/27/2018 | 00000491255CR | 1 | CR | | -200.00 | USD | G1001 |
| 09/10/2018 | 00000491255CR | 1 | MT | | 200.00 | USD | G1001 |
| 08/29/2018 | 00000491266 | 1 | IN | | 250.00 | USD | G1001 |
| 09/06/2018 | 00000491267 | 1 | IN | | 250.00 | USD | G1001 |
| 09/06/2018 | 00000491267 | 1 | PY | | -250.00 | USD | G1001 |

Step 3: View Item Detail

1. You can click on the *Item ID* link to view additional detail for the specific Item.

| Acctg Date | Item ID | Line | Entry Type | Entry Reason | Entry Amount | Entry Currency | Unit |
|------------|-------------|------|------------|--------------|--------------|----------------|-------|
| 08/16/2018 | 00000491255 | 1 | IN | | 200.00 | USD | G1001 |

- The Add/Update Item Details page (Item Maintenance) opens with the **Detail 1** tab displayed by default.

The screenshot displays the 'Item Maintenance' window with the following details:

- Header:** Unit G1001, Customer 000000006, League of Minnesota Cities, Item ID 00000491255, Line 1, Days Late -5, Status Closed (highlighted).
- Accounting Info:** Accounting Date 08/16/2018, Balance 0.00 USD, Billing Unit G1001, Entry Type IN, Original Amount 200.00 USD, Entry Reason, AR Dist Info AR.
- Discount Options:** Due Date 09/15/2018, Terms NET30, Discount Days, Discount Amount 0.00, Always Allow Discount (checkbox), As Of Date 08/16/2018, Posted 09/11/2018.
- Customer Relations:**
 - Dispute (highlighted), Reason, Date, Dispute Amount, Dispute
 - Deduction, Reason, Date
 - Doubtful
 - Collection (highlighted), Code, Date, Analyst DEFAULT, Default Credit Analyst Barb Boehmer, Collector DEFAULT, Sales Person DEFAULT, AR Specialist
- Payment/Draft Options:** Payment Method Check, Draft Type, Direct Debit Profile ID, Preapproved? (checkbox), Create Document? (checkbox), One Item per Draft? (checkbox).
- Other Options:** Revaluation Flag, Available for Netting.
- Item Creation/Update Details:** Created On 08/16/2018 4:10PM, Last Modified On 09/11/2018 11:26AM, Created By 01159534, Modified By 01159534.
- Buttons:** Split, Add Conversation, Invoice Attach(1), View Audit Logs, OK (highlighted), Cancel, Apply, Refresh.

- The *Detail 1* page displays the Item Status (Open/Closed) in the header, and the **Customer Relations** section where Items can be placed in Dispute or Collections.
 - Refer to the [“Add/Update Item Details”](#) guide for more information.
- Click **OK** to return to the *Customer Activity* page with **Activity 1** tab displayed.

Step 4: View Additional Activity Tabs

More information is available on the Activity tabs 2-6.

- Click on the **Activity 2** tab. Information displayed includes:
 - Number of Activities for the item. Activities includes payments, credits, etc. You can click on the Item ID and click on the Item Activity tab to view more detail about the activities.
 - As of Date and Date Posted to customer’s account.
 - Processing Group ID and Group Type including: B – Billing; F – Overdue Charges; M -- Maintenance; and P – Payment.

| Acctg Date | Item ID | Customer | Activities | Posted Date | As Of Date | Group Type | Origin ID | Group Unit | Group ID | Sub Group ID |
|------------|---------------|------------|------------|--------------|------------|------------|-----------|------------|----------|--------------|
| 08/16/2018 | 00000491255 | 0000000006 | | 1 08/16/2018 | 08/16/2018 | B | PS_BI | G1001 | 21101 | |
| 09/10/2018 | 00000491255 | 0000000006 | | 2 09/11/2018 | 09/10/2018 | M | PS_AR | G1001 | 21151 | 99999 |
| 08/27/2018 | 00000491255CR | 0000000006 | | 1 09/06/2018 | 08/27/2018 | B | PS_BI | G1001 | 21106 | |

- Click on the **Activity 3** tab. Information displayed includes:
 - Deposit ID and Payment ID entered when creating the deposit.
 - Payment Sequence references the payment row when creating the deposit
 - Document and Document Line include information if applicable. For example, if the item was a credit, the original invoice ID would be displayed.
 - Purchase Order and PO Line information if applicable

| Acctg Date | Item ID | Deposit Unit | Deposit ID | Payment ID | Payment Sequence | Document | Document Line | Purchase Order | PO Line |
|------------|---------------|--------------|------------|------------|------------------|-------------|---------------|----------------|---------|
| 08/16/2018 | 00000491255 | | | | | | | | |
| 09/10/2018 | 00000491255 | | | | | | | | |
| 08/27/2018 | 00000491255CR | | | | | 00000491255 | 1 | | |
| 09/10/2018 | 00000491255CR | | | | | 00000491255 | 1 | | |
| 08/29/2018 | 00000491266 | | | | | | | | |
| 09/06/2018 | 00000491267 | | | | | | | | |
| 09/06/2018 | 00000491267 | G1001 | TRNDP001 | CK #1111 | 3 | | | | |

- Click on the **Activity 4** tab. Information displayed includes the Contract information, if applicable.

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| Acctg Date | Item ID | Contracts Business Unit | Contract | Contract Line | Billing Unit |
|------------|---------------|-------------------------|----------|---------------|--------------|
| 08/16/2018 | 00000491255 | | | | G1001 |
| 09/10/2018 | 00000491255 | | | | G1001 |
| 08/27/2018 | 00000491255CR | | | | G1001 |
| 09/10/2018 | 00000491255CR | | | | G1001 |

4. Click on the **Activity 5** tab. Customer Activity displayed on the *Activity 5* page includes:
- Default Credit Analyst, Sales Person, and Collector.
 - Unpost Reason Codes which include: BUDERROR -- Budget Error; WRGCUST -- Applied to Wrong Customer; WRGINV: Applied to the wrong invoice; NSF – Non-Sufficient funds.
 - Voucher ID, if applicable (Refunds).

Note: Activity 6 tab is not being used by the State of MN.