View/Update Item Details

This guide covers the View/Update Item Details pages. You can use these pages to see dispute or collection information, the original bill information, the activities related to an item (payment, maintenance transaction, etc.), the accounting entries, and audit history.

Steps to complete:

- Step 1: Search for View/Update Item Details Information.
- Step 2: View the Detail 1 tab.
- Step 3: View the Detail 2 tab.
- Step 4: View Item Activity tab.
- Step 5: View Item Accounting Entries tab.
- Step 6: View Revenue Estimate pages.
- Step 7: Use the Links to Add/View Additional Bill Information

Step 1: Search for View/Update Item Details Information

1. Navigate to the View/Update Item Details page using one of the options below:

<table>
<thead>
<tr>
<th>Navigation Options</th>
<th>Navigation Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>Navigation Collection</td>
<td>Accounting, Accounts Receivable, Review Payments and Items, left-menu, Customer Accounts, View/Update Item Details.</td>
</tr>
<tr>
<td>WorkCenter</td>
<td>Accounting, Accounts Receivable, Receivables WorkCenter, left-menu, Links section, Review Payments and Items, View/Update Item Details.</td>
</tr>
</tbody>
</table>

Note: You can also view the View/Update Item Detail page by clicking on the Item ID from various inquiries, including Item List.

2. At the View/Update Item Details page, enter search criteria as described below.

- You will need to enter either a Customer ID or an Item ID and then include additional search criteria as desired.
<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Business Unit</td>
<td>Accept the default Business Unit or select a different Business Unit.</td>
</tr>
<tr>
<td>Customer ID</td>
<td>Enter a Customer ID.</td>
</tr>
<tr>
<td>Item ID</td>
<td>Enter an Item ID.</td>
</tr>
<tr>
<td>Item Line</td>
<td>Enter an Item Line.</td>
</tr>
<tr>
<td>Item Status</td>
<td>Enter an Item Status.</td>
</tr>
</tbody>
</table>

**View/Update Item Details**

Enter any information you have and click Search. Leave fields blank for a list of all values.

3. Click on the **Search** button.

4. Select an entry in the **Search Results** section if necessary. The **View/Update Item Details** page displays.
Step 2: View the Detail 1 tab

The Detail 1 tab displays by default.

1. View the Detail 1 page item information including:
   - Business Unit, Customer ID and name, Item Number, Item line number, Days Late, Item Status, Accounting Date, Balance amount and Original Amount.
   - Entry Type: IN – invoice; OC – overdue charge; CR – credit; RC – refund credit; PY – payment.
   - Entry Reason: WOC – write off credit; WOD – write off debit; REFND – refund; NSF – non-sufficient funds; FIN – finance charge.
   - The Customer Relations section is used to place the Item in Dispute or Collections. Refer to the “Place AR Item in Dispute or Collections” guide for instructions.
2. You can click on the **Detail** link to view the *AR Billing Inquiry* page in a new window.

3. View the *AR Billing Inquiry* page containing the following information:
   - Invoice Information: Unit, Invoice number and date, Bill Type, Source, Status, Customer ID and name, Invoice Amount, Location, Terms.
   - Invoice Line Information: Line Number, Identifier (Charge Code), Description, Quantity, Unit of Measure, Unit Price, and Gross Extended Amount.
   - Go To links to view the Bill Header Notes, Bill To Address, and Bill Header – Projects Information.

4. Close the Window (X) to return to the *View/Update Item Details* page.
Step 3: View the Detail 2 tab

1. Click on the Detail 2 tab and view the information.

2. The Detail 2 tab displays item information including:
   - Purchase Order details
   - Contract details
   - Detail link to view the AR Billing Inquiry page described in Step 1.

Note: Product Information section is not being used by the State of MN.

Note: Detail 3 tab is not used by the State of MN.
Step 4: View the Item Activity tab

1. Click on the **Item Activity** tab to view the activities for the Item.

![Item Activity Tab Screenshot]

2. View the **Item Activity** section which displays activities for the item. The information provided will vary, depending on the Entry Type activity, such as Invoice (INV), Payment (PY), etc. Information for activities shown in the above print screen includes:

   - Activity Sequence Number, Accounting Date, Posted Date of the activity.
   - Group ID link refers to the number of the group where this item was included. Clicking on the link will move you to a list of all transactions in that group number.
   - Item Amount.
   - The Payment (PY) activity includes payment information including the Deposit ID, and the Payment ID. You can click on the Payment ID to view the **Item Activity From Payment** page. Refer to the “View Item Activity From a Payment” guide for more information.

3. You can use the **Arrow** keys, **View All** and **Find** options in the Item Activities header to view additional activities for the item.
Step 5: View the Item Accounting Entries Tab

1. Click on the Item Accounting Entries tab.
   - The Accounting Information tab displays ChartFields for the Item activity.
   - You’ll need to scroll to the right to view all of the fields.

2. Click on the Line Information tab to view the Journal ID and Date posted to the General Ledger (AR side)

3. Click on the Document tab to view information within a document. For example, if this was a credit invoice, the original invoice ID would be displayed.

   Note: The Journal Reference Information tab is not being used by the State of MN.
4. Click on the *Item Creation/Update Details* tab to view the date and ID of the person or process that created and modified the Item Activity.

**Step 6: View Revenue Estimate pages**

1. Click on the *Revenue Estimate* link to view the *Revenue Estimate by Activity* page.
The Revenue Estimate by Activity page displays in a new Window. In this example, we are viewing a payment item activity.

- The Item Activity section displays fields, including the Item Activity Sequence number, Accounting, Posted Date, Entry type (PY), Reason, Group Type, Group ID, Deposit Unit, Deposit ID and Payment ID.

- The Revenue Estimate section displays the below fields:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
</table>
| **Status**      | Status values include:  
|                 | - Gen by BI – original invoice – budget information is held in Billing (Good)  
|                 | --No Effect – hit a Balance Sheet Account (Good)  
|                 | --Processed – perfect (Good)  
|                 | --No Item Revenue – Grant GM Journal is not complete/not updated collected revenue Budget (Bad)  
|                 | --Skip – original Invoice Budget in Error or Not Budget Checked yet. -----  
|                 | --Not updated collected Budget (Bad)  
| **Budget Status** | Budget Status values include:  
|                 | --Bypass – (Good) because it hit the Balance Sheet Account  
|                 | --Error – (Bad)  
|                 | --Not Ckd’d – has not yet been budget checked  
|                 | --Valid – (Good)  


<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rev Estimate</td>
<td>This value is determined by the Status and Budget Status results. Values include: Collected; None</td>
</tr>
</tbody>
</table>

- The **Revenues** detail section displays the amount, Budget Date, Budget Status, and ChartFields for the item activity on the Amounts and ChartFields tabs. Use the Scroll bar to view all of the information.

2. Click on the **Revenue Line Source** icon (magnifying glass next to the line number) to open a new window and move to the **Review Entries by Invoice** page.

3. View the Review Entries by Invoice page which includes the information described below. You’ll need to use the Scroll Bar to view all of the information.
### Step 7: Use the Links to Add/View Additional Bill Information

You can use the links at the bottom of the page to view and update additional Item information. Below is a table that describes the links.

<table>
<thead>
<tr>
<th>Go To: Link</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Split</td>
<td>This is not used in Minnesota.</td>
</tr>
<tr>
<td>Item Action</td>
<td>Enter an Action on the Item Action page.</td>
</tr>
<tr>
<td>Add Conversation</td>
<td>Add a Conversation. Refer to the “Add/Update Customer Conversations” guide for more information.</td>
</tr>
<tr>
<td>View/Update Conversation</td>
<td>View or update existing conversations. Refer to the “Add/Update Customer Conversations” guide for more information.</td>
</tr>
<tr>
<td>Invoice Attach (*)</td>
<td>View Billing Invoice Attachments.</td>
</tr>
<tr>
<td>Audit Logs</td>
<td>View the Audit Logs for an invoice to learn when the invoice was created, edited, finalized, or adjusted. Close the new window (X) to return to the Bill Summary page.</td>
</tr>
</tbody>
</table>