QUICK REFERENCE GUIDE

November 1, 2019

View Item List

The *Item List* page is used to view items for a customer, either all items or items with a specific status. You can also use the Advanced Search option to filter your search to view a specific item.

Steps to complete:

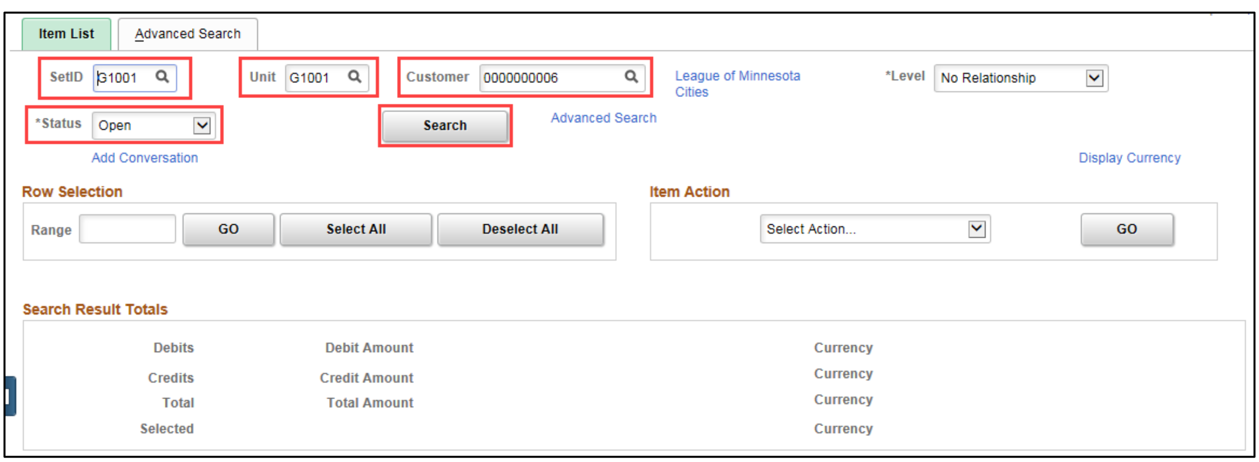
- Step 1: Search for Item List Information.
- Step 2: View the Item List – Detail 1 tab.
- Step 3: View Item Detail.
- Step 4: View Additional Detail tabs.

Step 1: Search for Item List Information

1. Navigate to the *Item List* page using one of the options below.

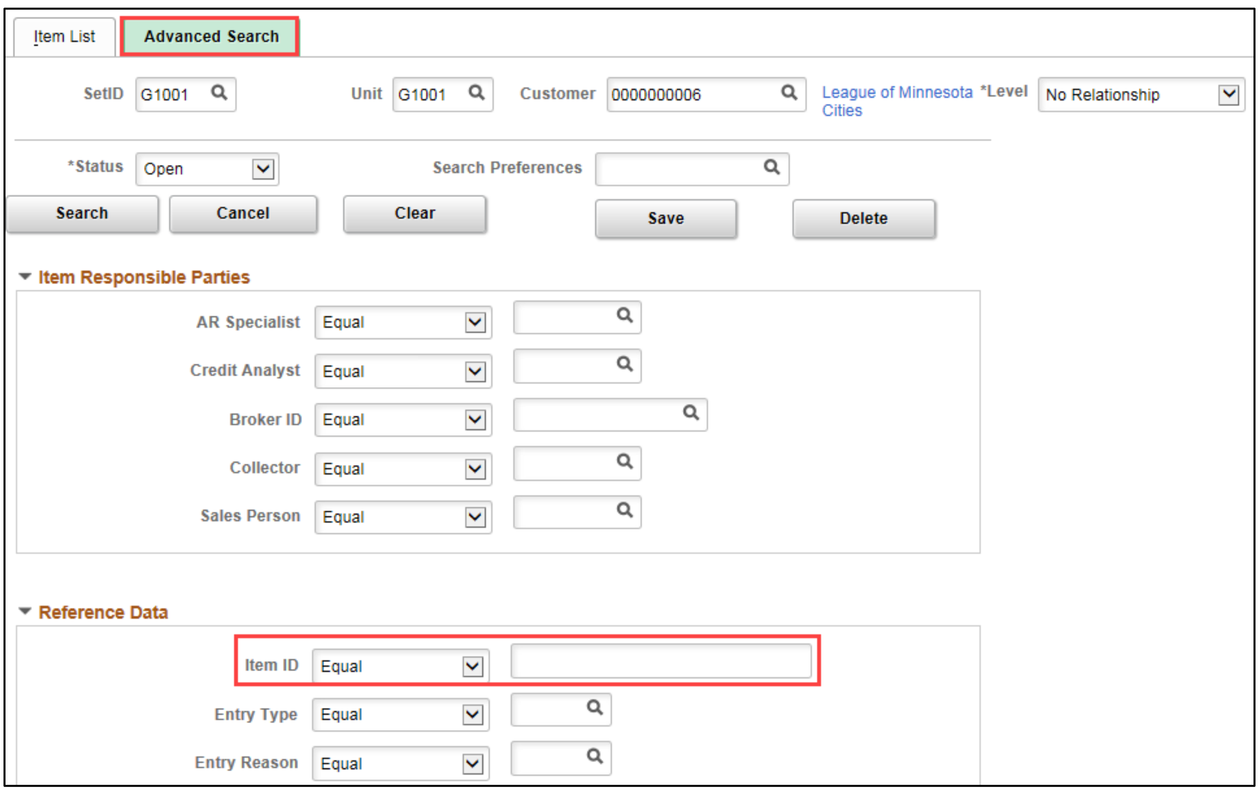
Navigation Options	Navigation Path
Navigation Collection	Accounting, Accounts Receivable, Review Payments and Items, left-menu, Customer Accounts, Item List.
WorkCenter	Accounting, Accounts Receivable, Receivables WorkCenter, left-menu, Links section, Review Payments and Items, Item List.

2. Enter Search Criteria as described below.



Field Name	Field Description
***SetID**	Accept the default SetID or enter a SetID. Normally the SetID and Unit will be the agency Business Unit.
***Unit**	Accept the default Unit or enter a Unit. This is the agency Business Unit.
Customer	Enter Customer ID or use the Lookup icon (magnifying glass) to search for a customer. **Note**: All customers in the selected SetID would display when the Customer field is left blank.
***Level**	Accept the default “No Relationship”.
***Status**	Accept the default “Open” or select a different Status. Options include: All, Open, Closed, Disputed, Collection, Last Conv, and Past Due.

3. Optionally, enter additional criteria on the **Advanced Search** tab. For example, enter a specific *Item ID* in the **Reference Data** section.



4. Click the **Search** button**.** The **Item List** section displays the Items matching your search criteria.

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

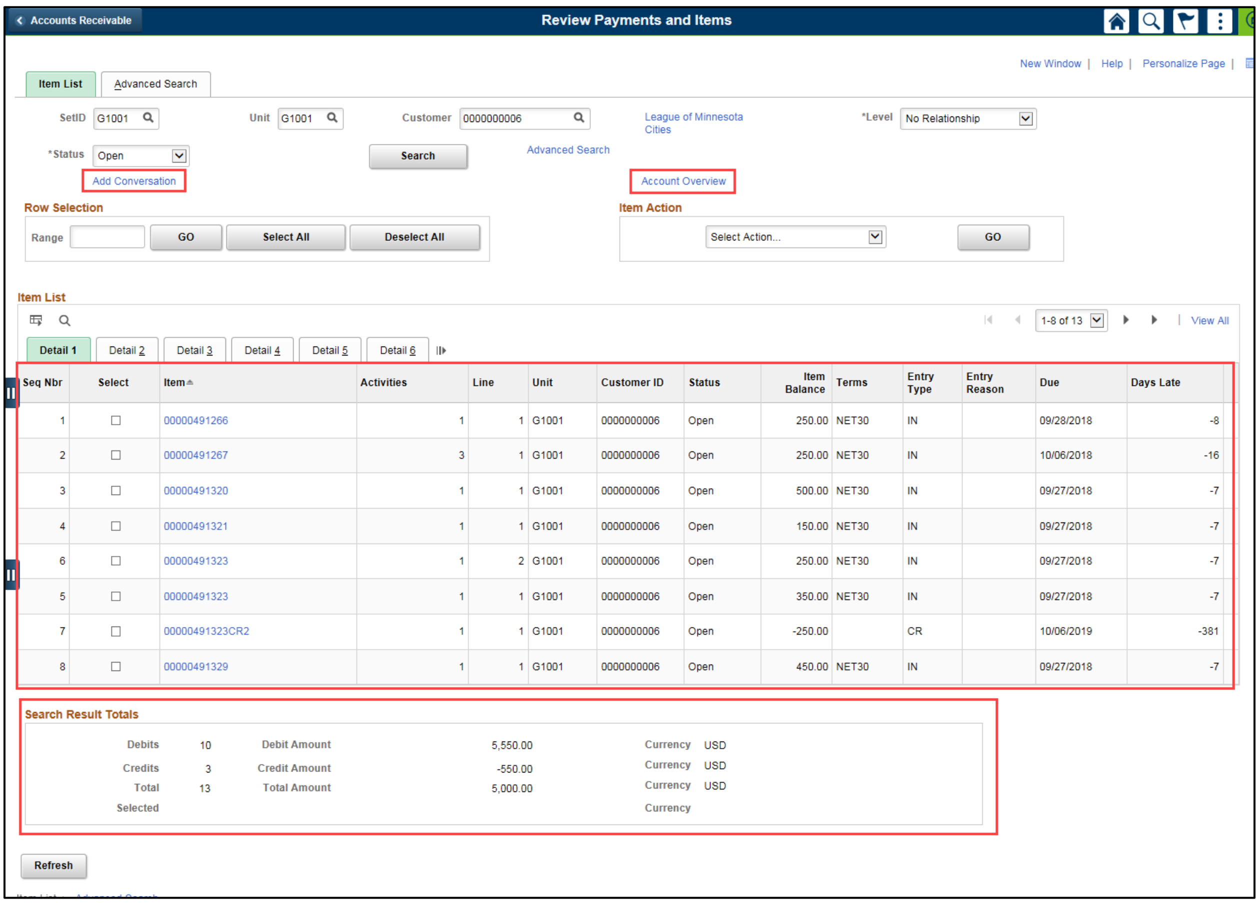
Step 2: View the Item List – Detail 1 tab

The **Item List** section displays with the Detail 1 tab selected by default.

1. You can use the links in the header to look up additional information for the customer and add conversations:

   - Click on the *Add Conversation* link to add a conversation. Refer to the Add/Update Customer Conversations guide for detailed instructions.

   - *Click* on the *Account Overview* to view the most recent activity and summary balances for items that are open, past due, disputed or in collections, along with aging information. Refer to the "View Customer Account Overview" guide for more information.



2. The **Detail 1** tab of the **Item List** section displays the following information:

   - Item Number, Item line number, Number of activities performed, Business Unit, Customer ID, Item Status, and Net Terms.

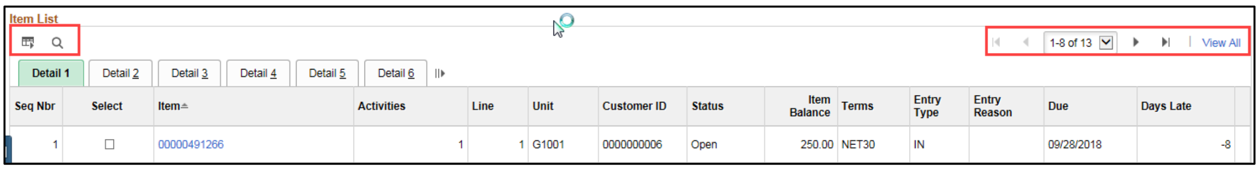
   - Entry Type: IN – invoice; OC – overdue charge; CR – credit; RC – refund credit; PY – payment.

   - Entry Reason: WOC – write off credit; WOD – write off debit; REFND – refund; NSF – non-sufficient funds; FIN – finance charge.

   - Due Date (determined by the invoice date and pay terms) and Days Late.

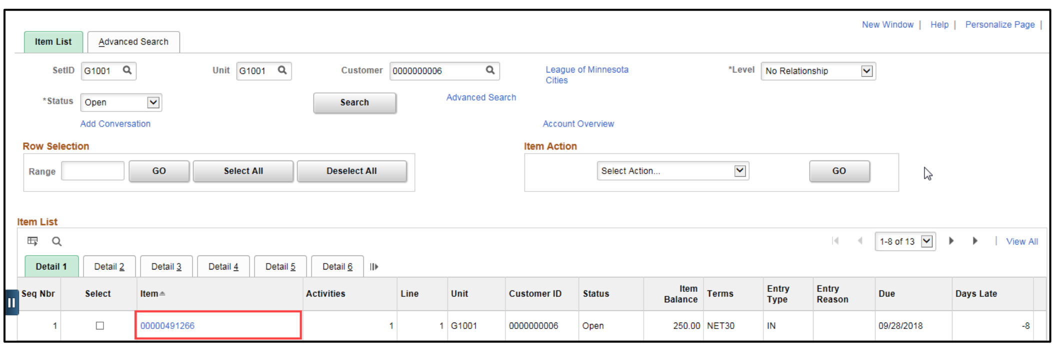
- Item Balance
- Search Result Totals displays number of Debits/Credits for the selected customer

3. You can use the options in the **Item List** section header to work with the list:
    - Click on the **Action Grid** menu to Personalize, Zoom the Item List, or download the list to Excel.
    - Use the **Arrow** keys to scroll through the entries or select the **View All** link to see all of the items in the list.
    - Click on the **Magnifying Glass** to search for an Item in the list.

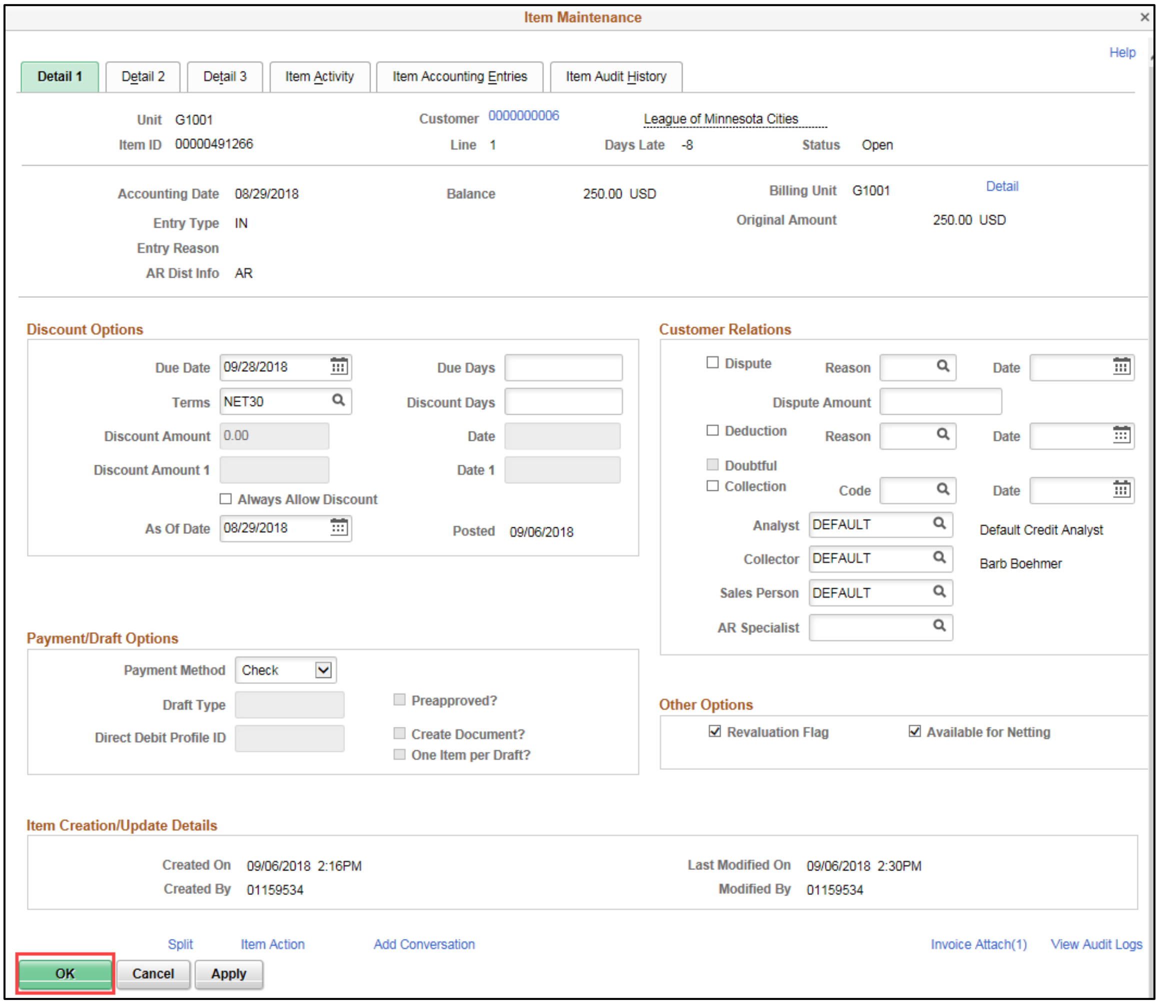


Step 3: View Item Detail

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



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



- 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.

3. Click **OK** to return to the *Customer Activity* page with **Activity 1** tab displayed.

Step 4: View Additional Detail Tabs

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

1. Click on the **Detail 2** tab. The Detail 2 page displays item information including:
   - Customer Name.
   - Default Credit Analyst, Sales Person, and Collector.

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Detail 1 | Detail 2 | Detail 3 | Detail 4 | Detail 5 | Detail 6

Seq Nbr	Select	Item	Cur	Customer Name	Credit Analyst	Collector	Specialist
1	☐	00000491266	USD	League of Minnesota Cities	DEFAULT	DEFAULT	
2	☐	00000491267	USD	League of Minnesota Cities	DEFAULT	DEFAULT	

2. Click on the **Detail 3** tab. The *Detail 3* page displays:
   - Dispute information
   - Collection information

Item List

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Detail 1 | Detail 2 | Detail 3 | Detail 4 | Detail 5 | Detail 6

Seq Nbr	Select	Item	Dispute	Dispute Date	Deduction	Deduction Date	Ref Reason	Promotion Code	Claim No	Claim Date	Collection	Collection Date
1	☐	00000491266										
2	☐	00000491267										

3. Click on the **Detail 4** tab. Detail 4 page displays item information related to account aging (if applicable) including:
   - Original Item Amount, Accounting Date, As of Date.
   - **Note:** Discount is not being used by the State of MN.
   - Pay Method, Aging Category, Dunning Date, Statement Date.

Detail 1 | Detail 2 | Detail 3 | Detail 4 | Detail 5 | Detail 6

Seq Nbr	Select	Item	Orig Item Amt	Accounting Date	As Of Date	Discount Amount	Discount Date	Pay Method	Aging Category	Doubtful	Dun Date	Statement Date
1	☐	00000491266	250.00	08/29/2018	08/29/2018			CHK	01	N		
2	☐	00000491267	250.00	09/06/2018	09/06/2018			CHK		N		

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4. Click on the **Detail 5** tab.

   - The *Detail 5* page displays Purchase Order and Contract information, if applicable.

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Detail 1 | Detail 2 | Detail 3 | Detail 4 | Detail 5 | Detail 6

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Seq Nbr	Select	Item	Document	PO	PO Line	Order No	Contracts Business Unit	Contract	Contract Line	Contract Type	Reference Award Number
1	☐	00000491266									
2	☐	00000491267									

5. Click on the **Detail 6** tab. The *Detail 6* page displays the last time there was activity associated with an item.
   Note: Examples of item activity include: payments, credits or worksheets created.

Item List

Detail 1 | Detail 2 | Detail 3 | Detail 4 | Detail 5 | Detail 6

Seq Nbr	Select	Item	BI Unit	Invoice	Invoice Date	Balance - Base Currency	Last Activ Dt	Letter	Address	AG Number	Created On	Created By
1	☐	00000491266	G1001	00000491266	08/29/2018	250.00	08/29/2018		1		09/06/2018 2:16PM	01159534
2	☐	00000491267	G1001	00000491267	09/06/2018	250.00	09/19/2018		1		09/06/2018 2:16PM	01159534