

## 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
<b>Navigation Collection</b>	Accounting, Accounts Receivable, Review Payments and Items, left-menu, Customer Accounts, Item List.
<b>WorkCenter</b>	Accounting, Accounts Receivable, Receivables WorkCenter, left-menu, Links section, Review Payments and Items, Item List.

2. Enter Search Criteria as described below.

The screenshot shows the 'Item List' search interface. At the top, there are two tabs: 'Item List' (selected) and 'Advanced Search'. Below the tabs, there are several search criteria fields: 'SetID' with value 'G1001', 'Unit' with value 'G1001', and 'Customer' with value '000000006'. To the right, there are dropdown menus for 'League of Minnesota Cities' and '\*Level' set to 'No Relationship'. Below these is a '\*Status' dropdown set to 'Open' and a 'Search' button. There are also links for 'Add Conversation' and 'Display Currency'. Below the search area, there are 'Row Selection' controls (Range, GO, Select All, Deselect All) and 'Item Action' controls (Select Action..., GO). At the bottom, there is a 'Search Result Totals' section with a table:

Search Result Totals		
Debits	Debit Amount	Currency
Credits	Credit Amount	Currency
Total	Total Amount	Currency
Selected		Currency

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

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

The screenshot shows the 'Advanced Search' interface with the following details:

- Search Criteria:** SetID: G1001, Unit: G1001, Customer: 0000000006, League of Minnesota Cities, \*Level: No Relationship, \*Status: Open.
- Item Responsible Parties:** AR Specialist, Credit Analyst, Broker ID, Collector, Sales Person (all set to 'Equal').
- Reference Data:** Item ID (highlighted), Entry Type, Entry Reason (all set to 'Equal').
- Buttons:** Search, Cancel, Clear, Save, Delete.

- 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.

- 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.

The screenshot shows the 'Review Payments and Items' interface. At the top, there are search filters for SetID (G1001), Unit (G1001), Customer (0000000006), and League of Minnesota Cities. Below these are buttons for 'Add Conversation' and 'Account Overview'. The main area contains a table with 13 columns: Seq Nbr, Select, Item#, Activities, Line, Unit, Customer ID, Status, Item Balance, Terms, Entry Type, Entry Reason, Due, and Days Late. The table lists 8 items, mostly with 'Open' status and 'NET30' terms. Below the table is a 'Search Result Totals' summary box showing 10 Debits, 3 Credits, and a Total of 13 items with a Total Amount of 5,000.00.

Seq Nbr	Select	Item#	Activities	Line	Unit	Customer ID	Status	Item Balance	Terms	Entry Type	Entry Reason	Due	Days Late
1	<input type="checkbox"/>	00000491266		1	G1001	0000000006	Open	250.00	NET30	IN		09/28/2018	-8
2	<input type="checkbox"/>	00000491267		3	G1001	0000000006	Open	250.00	NET30	IN		10/06/2018	-16
3	<input type="checkbox"/>	00000491320		1	G1001	0000000006	Open	500.00	NET30	IN		09/27/2018	-7
4	<input type="checkbox"/>	00000491321		1	G1001	0000000006	Open	150.00	NET30	IN		09/27/2018	-7
6	<input type="checkbox"/>	00000491323		1	G1001	0000000006	Open	250.00	NET30	IN		09/27/2018	-7
5	<input type="checkbox"/>	00000491323		1	G1001	0000000006	Open	350.00	NET30	IN		09/27/2018	-7
7	<input type="checkbox"/>	00000491323CR2		1	G1001	0000000006	Open	-250.00		CR		10/06/2019	-381
8	<input type="checkbox"/>	00000491329		1	G1001	0000000006	Open	450.00	NET30	IN		09/27/2018	-7

Search Result Totals			
Debits	10	Debit Amount	5,550.00
Credits	3	Credit Amount	-550.00
Total	13	Total Amount	5,000.00
Selected			

- 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.

Seq Nbr	Select	Item #	Activities	Line	Unit	Customer ID	Status	Item Balance	Terms	Entry Type	Entry Reason	Due	Days Late
1	<input type="checkbox"/>	00000491266		1	G1001	0000000006	Open	250.00	NET30	IN		09/28/2018	-8

## Step 3: View Item Detail

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

Seq Nbr	Select	Item #	Activities	Line	Unit	Customer ID	Status	Item Balance	Terms	Entry Type	Entry Reason	Due	Days Late
1	<input type="checkbox"/>	00000491266		1	G1001	0000000006	Open	250.00	NET30	IN		09/28/2018	-8

- 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.
- 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.

Item List							
Seq Nbr	Select	Item #	Cur	Customer Name	Credit Analyst	Collector	Specialist
1	<input type="checkbox"/>	00000491266	USD	League of Minnesota Cities	DEFAULT	DEFAULT	
2	<input type="checkbox"/>	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												
Seq Nbr	Select	Item #	Dispute	Dispute Date	Deduction	Deduction Date	Ref Reason	Promotion Code	Claim No	Claim Date	Collection	Collection Date
1	<input type="checkbox"/>	00000491266										
2	<input type="checkbox"/>	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.

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	<input type="checkbox"/>	00000491266	250.00	08/29/2018	08/29/2018			CHK	01	N		
2	<input type="checkbox"/>	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.

Item List

1-8 of 13 | View All

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

Seq Nbr	Select	Item #	Document	PO	PO Line	Order No	Contracts Business Unit	Contract	Contract Line	Contract Type	Reference Award Number
1	<input type="checkbox"/>	00000491266									
2	<input type="checkbox"/>	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	<input type="checkbox"/>	00000491266	G1001	00000491266	08/29/2018	250.00	08/29/2018			1	09/06/2018 2:16PM	01159534
2	<input type="checkbox"/>	00000491267	G1001	00000491267	09/06/2018	250.00	09/19/2018			1	09/06/2018 2:16PM	01159534