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.

<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, Item List.</td>
</tr>
<tr>
<td>WorkCenter</td>
<td>Accounting, Accounts Receivable, Receivables WorkCenter, left-menu, Links section, Review Payments and Items, Item List.</td>
</tr>
</tbody>
</table>

2. Enter Search Criteria as described below.

![Image of Item List page with search criteria fields and search options]
**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.

![Advanced Search Tab](image)

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.

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

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.
4. Click on the **Detail 5** tab.
   - The **Detail 5** page displays Purchase Order and Contract information, if applicable.

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.