

QUICK REFERENCE GUIDE

September 1, 2019

Billing WorkCenter

WorkCenters provide a centralized place where you can access frequently used pages, queries, processes, and reports. Options that you see in the WorkCenter depend on your security roles. You may see more or fewer options than shown in this guide.

The following Billing WorkCenter sections are covered in this guide:

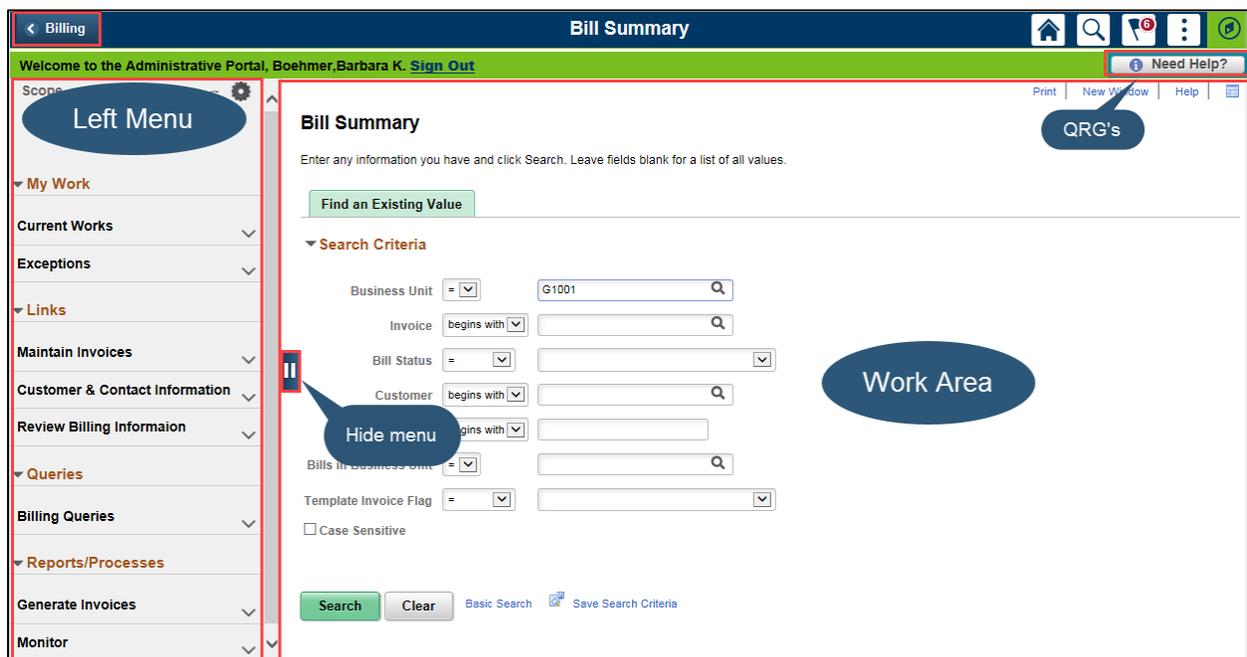
- **My Work** – View Current Work and Resolve Exceptions
- **Links** -- Access Frequently Used pages
- **Queries** – Run WorkCenter Queries
- **Reports/Processes** – Run Frequently Used Reports or Processes
- **Monitor** – Access the Process Monitor, Query Viewer, and Report Manager

Access the Billing WorkCenter

1. Navigate to the Billing WorkCenter as described below.

Navigation Option	Navigation Path
Billing WorkCenter	Accounting, Billing, Billing WorkCenter.

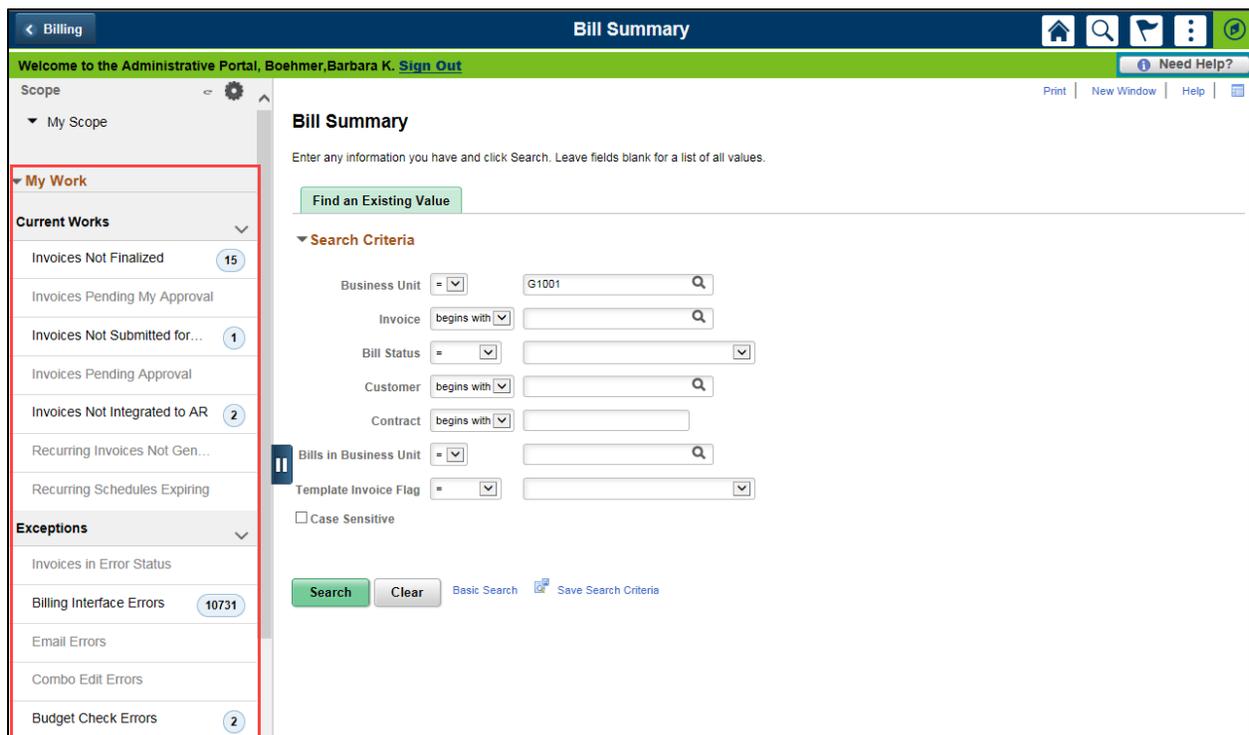
The Billing WorkCenter displays with the *Bill Summary* page opened in the **Work Area** by default (right side page).



- Expand the drop-downs in the **Left Menu** to select WorkCenter options.
- Click on the **Hide Menu** button to hide the **Left Menu**.
- Select the **Need Help?** button to access SWIFT QRG’s and Help Desk contact information (top right of page).

My Work – View Current Work and Resolve Exceptions

The **My Work** section contains inquiries that will help you identify work you need to do and transactions with issues that need to be resolved.



The **Current Works** section includes the inquiries described below. If the inquiry name is greyed out, no invoices were found. If there are results, the number of invoices found will be listed next to the inquiry name.

- Unless otherwise noted, staff who have the “AR-Billing Create”, “AR-Billing Specialist”, or “AR-Billing Supervisor” roles will see these inquiries.

Current Works Inquiry	Description
Invoices Not Finalized	Lists invoices that have not been run through the Single Action Invoice Process (SAIP). Refer to the “ Enter Bill with Standard Entry ” guide for instructions.
Invoices Pending My Approval	Lists invoices that are pending your approval.
Invoices Not Submitted for Approval	Lists invoices that have not been submitted for approval. Invoices that were denied will also display.

Current Works Inquiry	Description
Invoices Pending Approval	Lists invoices pending approval for the selected Business Unit.
Invoices Not Integrated to AR	Lists invoices that have not been successfully processed through SAIP. For example, a budget error may have occurred while running the SAIP or an error has been resolved and the invoice must be rerun through SAIP. Staff who have the “AR-Billing Specialist” or “AR-Billing Supervisor” role will see this option.
Recurring Invoices Not Generated	Lists recurring invoices that haven’t been generated. Refer to the “Create Recurring Bill” guide for information on running the Create Recurring Bills Process.
Recurring Schedules Expiring	Lists recurring schedules that are expiring. Refer to the “Create Recurring Bill” guide for information on extending the recurring bill schedule.

The **Exceptions** section includes inquiries described below. If the inquiry name is greyed out, no invoices were found. If there are results, the number of invoices found will be listed next to the inquiry name.

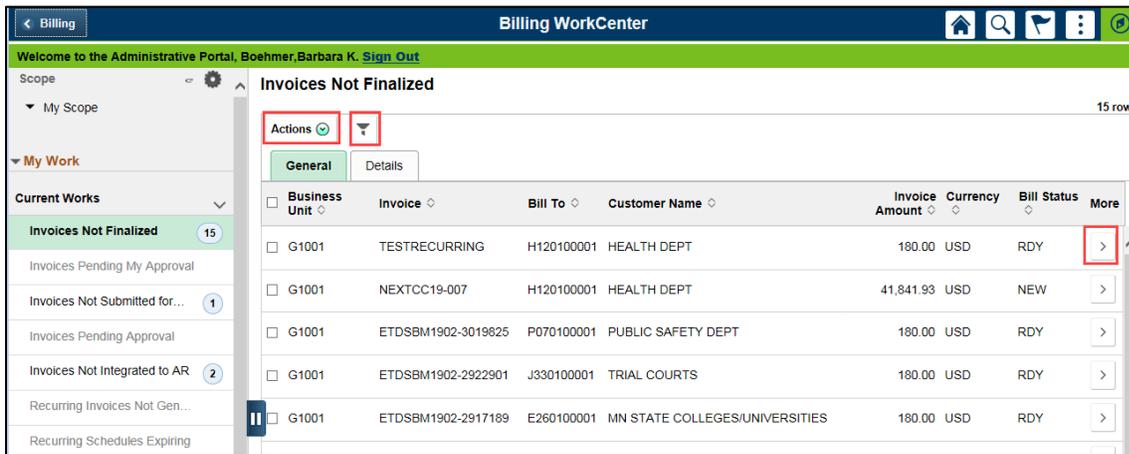
Note: These *exceptions* should be checked regularly to ensure that transactions are posted in a timely manner, customer records are correct, and Accounts Receivable reporting is accurate.

- Staff who have the “AR-Billing Specialist” or “AR-Billing Supervisor” role will see these inquiries.

Exceptions Inquiry	Description
Invoices in Error Status	Lists invoices in error status. Refer to the “Review Invoice Errors Inquiry” guide for more information.
Email Errors	Lists invoices that failed to be sent by email. This inquiry applies to agencies that are set up to email invoices.
Combo Edit Errors	Lists invoices with a Combo Edit Error. Refer to the “Correct Staged Accounting Errors” guide for more information.
Budget Check Errors	Lists invoices that have failed budget check. Refer to the “Correct Budget Check Errors” guide for more information.

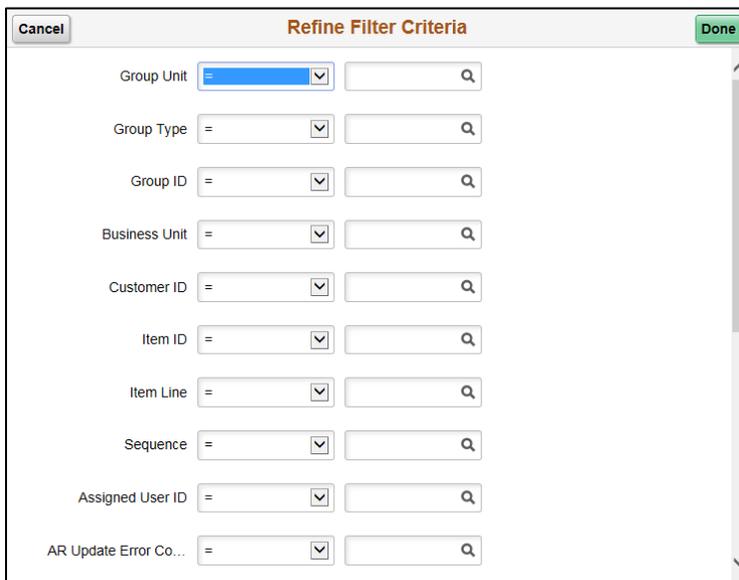
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1. When you select an inquiry, information is displayed on the **General** and **Detail** tabs. You can click on the **More** button at the end of the line to access the related page.



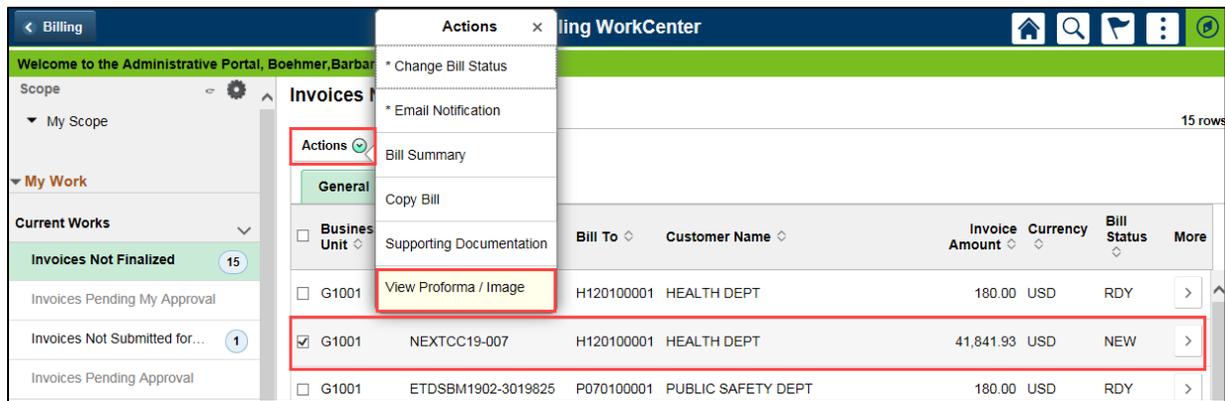
2. To limit the transactions displayed, click on the Filters () icon and complete the *Refine Filter Criteria* page.

- The filter options available depend on the exception inquiry selected.
- After entering your filter criteria, select the **Done** button to apply the criteria or the **Cancel** button to return to the list without setting a filter.
- Use the **Reset** button to remove a filter you have applied.



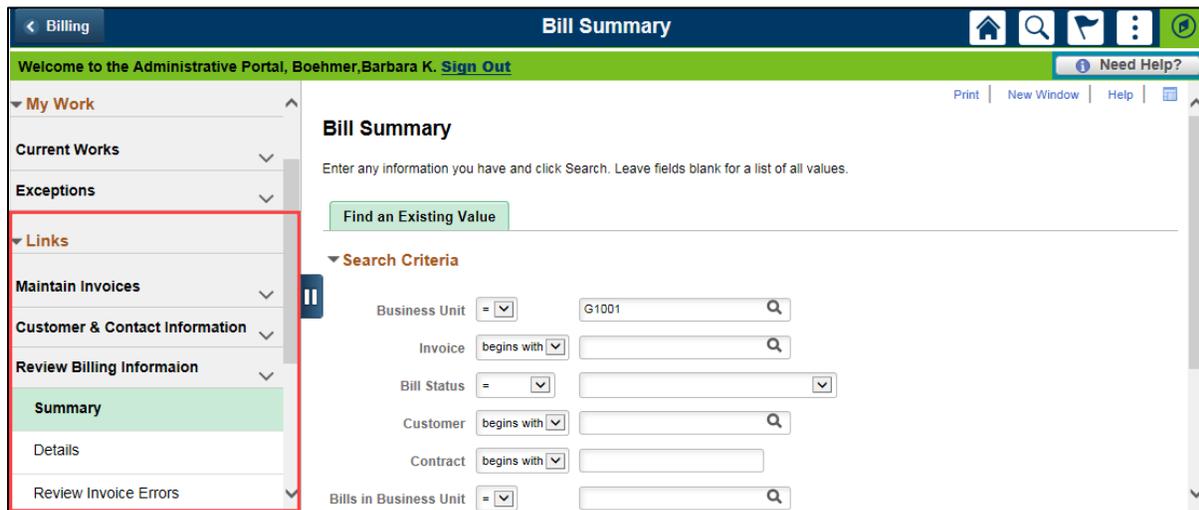
3. Some inquiries enable you to perform an action on an invoice displayed in the listing. To perform an action, select an entry in the list and select an option from the drop-down **Actions** menu.

- The **Action** options available will be different depending on the inquiry selected.
- Some actions allow you to select multiple invoices.



Links -- Access Frequently Used pages

- The **Links** section includes links to frequently used pages.



Expand the folders listed below to access the pages:

- Maintain Invoices:** Standard Billing, Adjust Entire Bill, Copy Single Bill, Create Recurring Bills, and Delete Canceled Bill pages.
- Customer & Contact Information:** Customer General Information and Contact Information pages.
- Review Billing Information:** Bill Summary, Billing Details, and Review Invoice Errors pages.

Queries – Access WorkCenter Queries

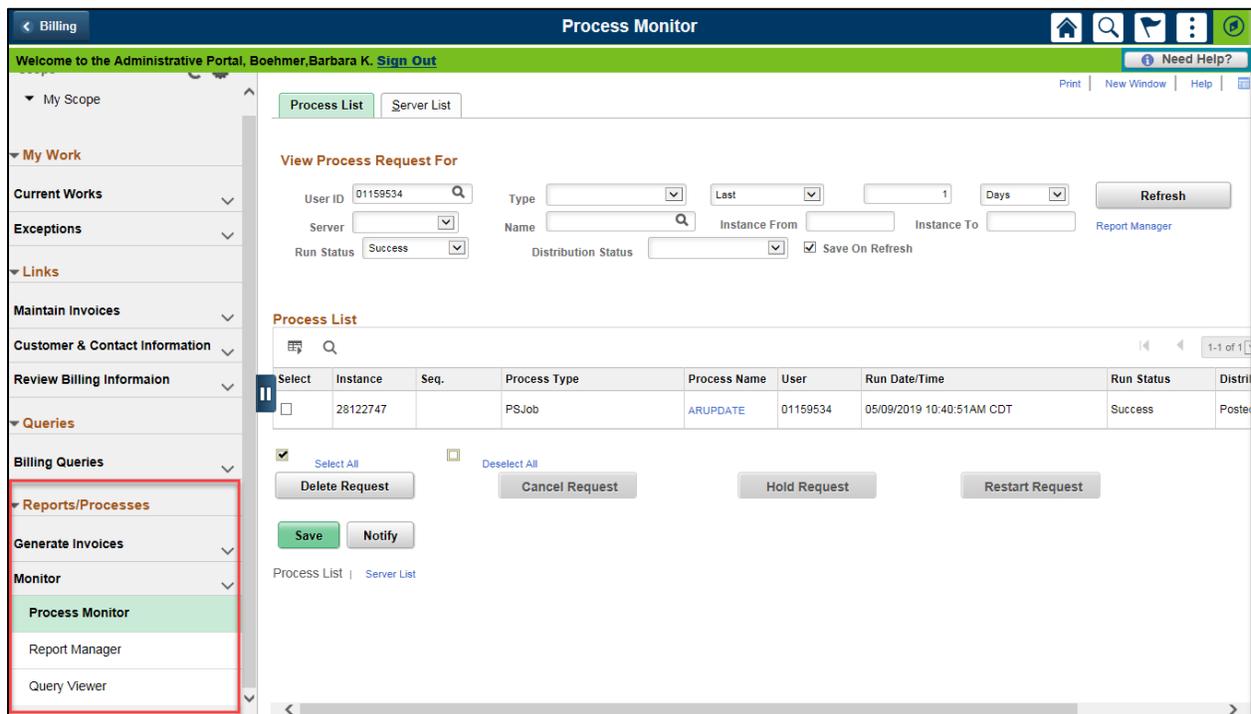
Queries have been selected to display in the **My Queries** section.

- When you select a query, the parameter page displays on the right where you can enter parameters and run the query.
- You can also access the *Query Viewer* page to run your favorite queries or to search for any available query. The page is available in the **Monitor** folder under the **Reports/Processes** section.

Reports/Processes – Run Frequently Used Reports or Processes

Expand the **Generate Invoices** folder in the **Reports/Processes** section to access the following pages:

- Single Action Invoice Process, Reprint Invoices, Correct Budget Check Errors, Billing Invoice Exceptions, and Process Billing Interface pages.



Monitor – Access the Process Monitor, Query Viewer, and Report Manager

The **Monitor** folder under the **Reports/Processes** section (shown above) provides access to the Process Monitor, Report Manager, and Query Viewer.