QUICK REFERENCE GUIDE

February 20, 2024

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

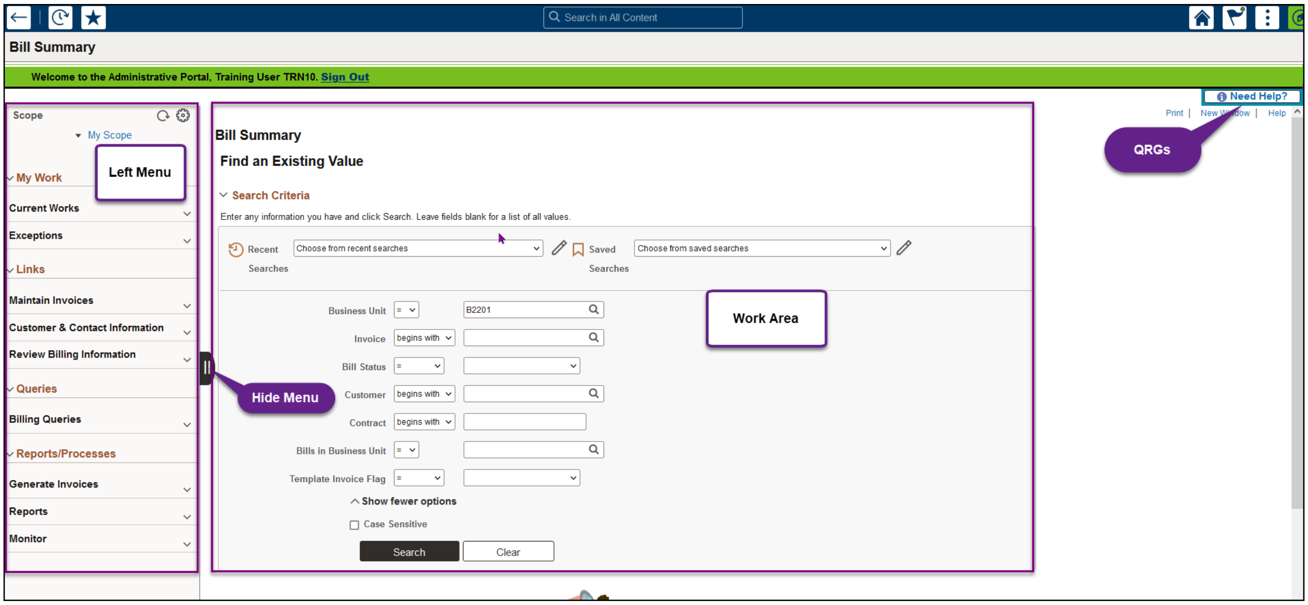
Access the Billing WorkCenter

1. Navigate to the Billing WorkCenter.

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

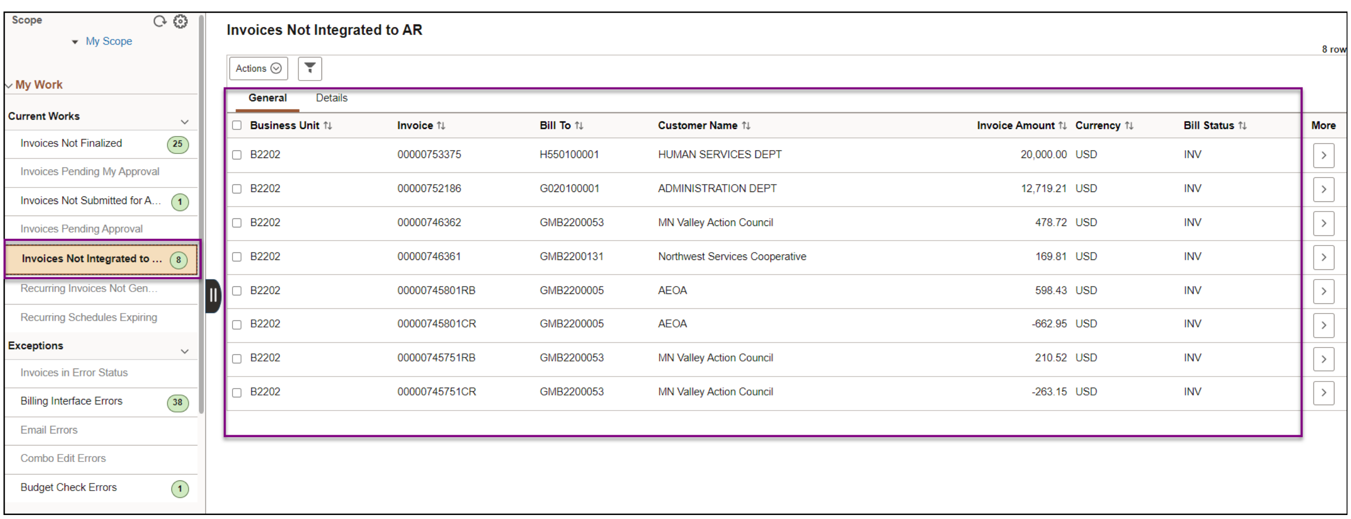
The Billing WorkCenter includes two panes. The Left Menu pane and the Work Area pane (right side).

- Notice the Billing WorkCenter displays the Bill Summary Find an Existing Value page in the Work Area by default.
- Select the **Black Navigation** bar to access or hide the Left Menu.
- Expand the various dropdowns in the Left Menu to select WorkCenter options.
- Select the **Need Help?** button to access SWIFT QRG's and Help Desk contact information. It is located in the top right corner of the page.



My Work – View Current Works and Resolve Exceptions

The **My Work** section contains two folders. The Current Works folder identifies invoices that are in progress and need to be completed. The Exceptions folder includes invoices with some type of error that require resolution. The type of work required is categorized by inquiries. When the inquiry becomes bold, there are invoices requiring that type of work. The number with the green background, tells you the number of invoices in that category. If there are no invoices for that category of work, the inquiry will be grayed out and without an active hyperlink. In this example, we selected the **Invoices Not Integrated to AR** inquiry. The inquiry name and number of invoices are in the left menu. The results are listed in the Work Area located to the right.

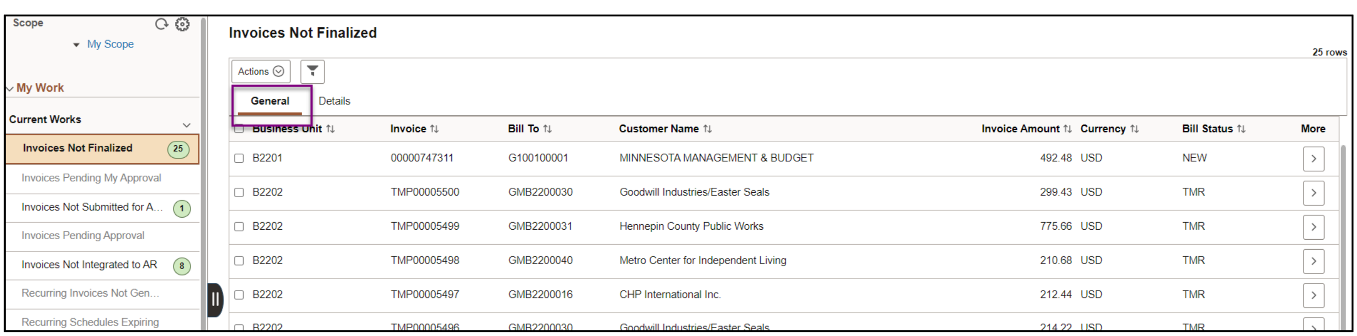


Current Works

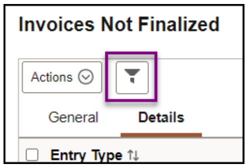
The **Current Works** folder includes several inquiries. The table below lists the inquiry name and describes the required work with links to resources. Unless otherwise noted, staff who have the “AR-Billing Create”, “AR-Billing Specialist”, or “AR-Billing Supervisor” roles will see these inquiries.

Current Works Inquiries	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.
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.

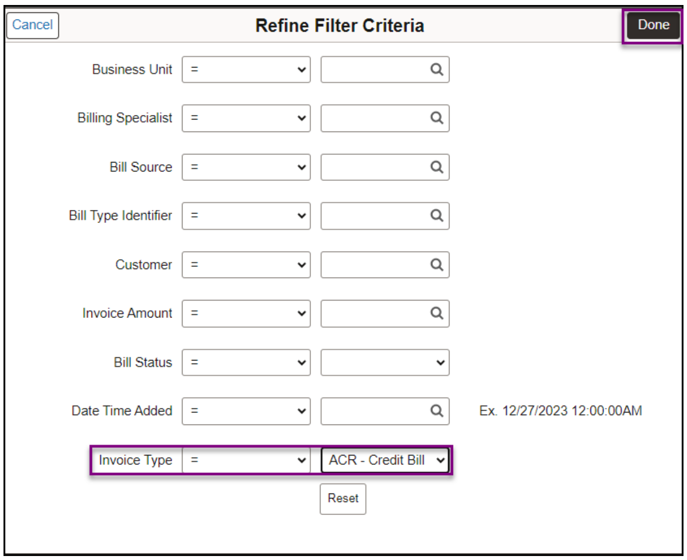
- When you select an inquiry from the Current Works folder, the General tab containing general information about the resulting invoices are displayed by default.



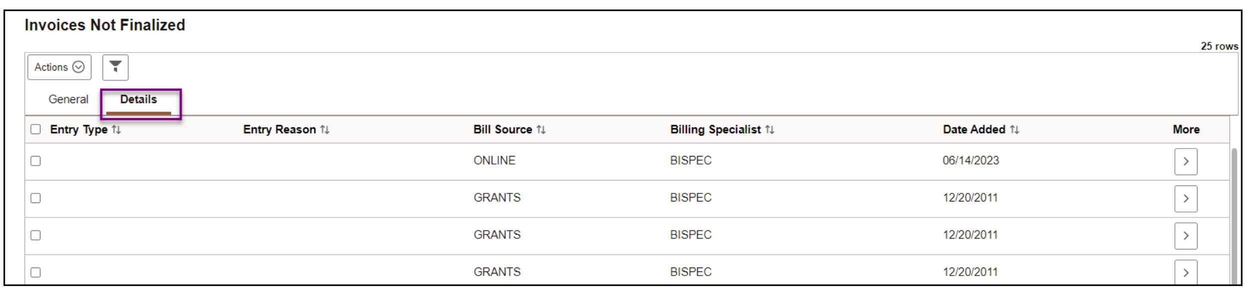
- You can select the **Filter** icon to narrow your results.



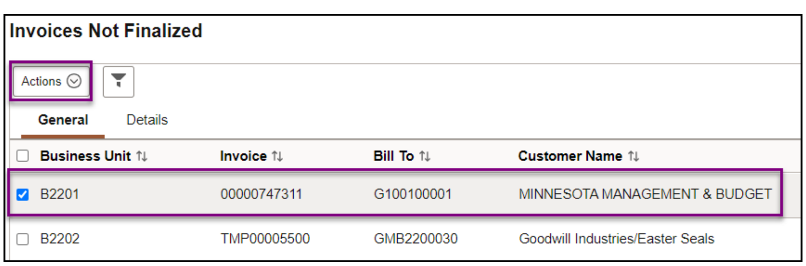
- The Refine Filter Criteria window displays. In this example, we narrow the results to Credit Bills. Select the **Done** button to update results.



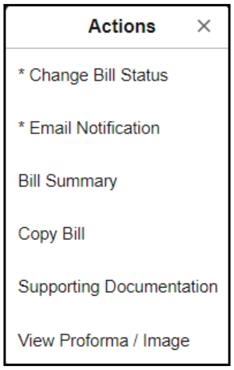
- You can select the **Details** tab to view additional information about the invoices.



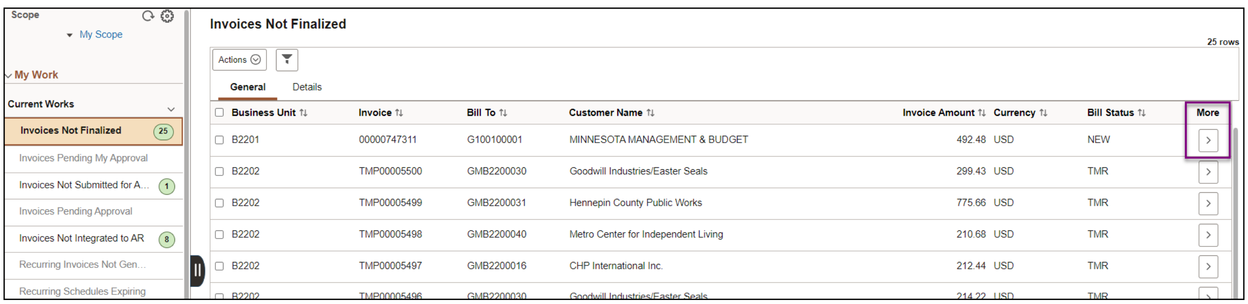
- If you want to take an action on an invoice, select the checkbox for the invoice and select the **Actions** dropdown.



- You can choose a variety of actions, such Change Bill Status or Copy Bill. SWIFT will take you to the necessary page to begin the action.



- You can choose the **More** arrow on any of the invoices to take you directly Bill Entry pages, where you can make modifications if the bill hasn't yet been invoiced.

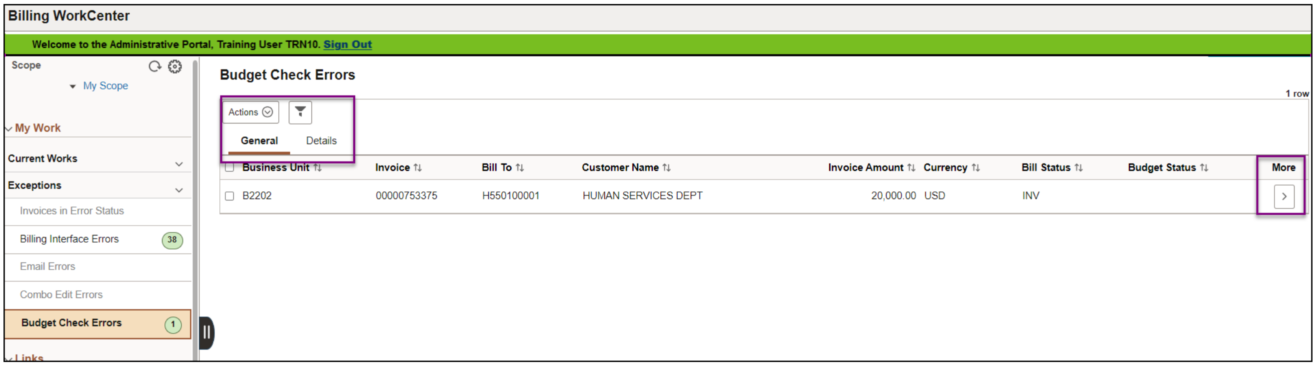


Exceptions

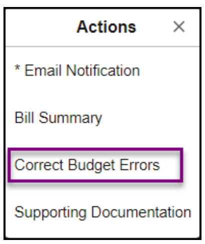
The **Exceptions** folder includes several inquiries. The table below lists the inquiry name and includes a description of the exception and links to resources for resolution. These exceptions should be checked regularly to ensure that transactions are posted in a timely manner, customer records are 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.

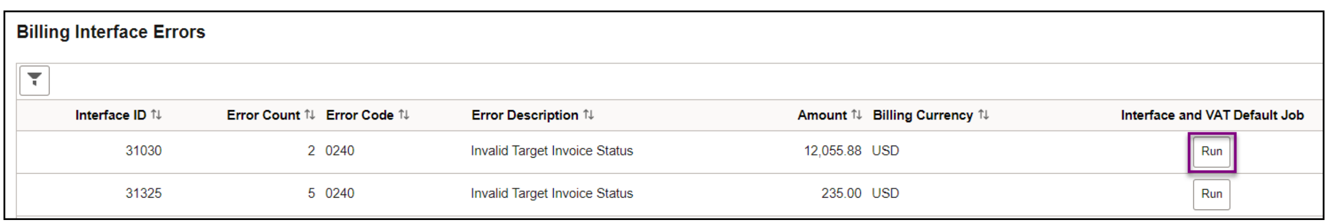
- The inquiries in the Exception include similar functionality and navigation as in the Current work folder. When you select an inquiry, information is displayed on the **General** and **Detail** tabs. You can choose Filters or Actions. You can also select the **More** button at the end of the line when available to access the Bill Entry pages.



- The options available to you depend on the Exception inquiry you are viewing. For example, the Action list includes the ability to Correct Budget Errors when Budget Check Errors inquiry is selected and active.



- Or the Billing Interface Errors inquiry allows you to rerun the Billing Interface Process by selecting the **Run** button.



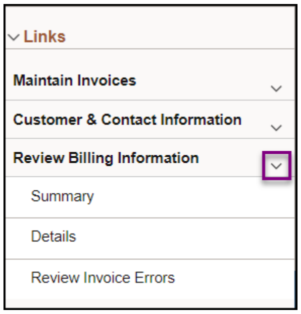
Links – Access Frequently Used Pages

The **Links** section includes three folders, Maintain Invoices, Customer & Contact Information, and Review Billing Information. These folders can be expanded to link to frequently used pages.

- The **Maintain Invoices** folders includes Standard Billing, Adjust Entire Bill, Copy Single Bill, Create Recurring Bills, and Delete Canceled Bill pages.
- The **Customer & Contact Information** folder includes Customer General Information and Contact Information pages.

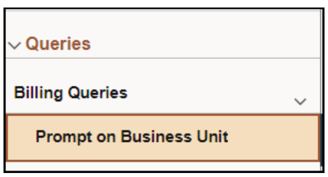
- The **Review Billing Information** folder includes Bill Summary, Billing Details, and Review Invoice Errors pages.

To expand a folder, select the drop-down arrow to access the available pages.

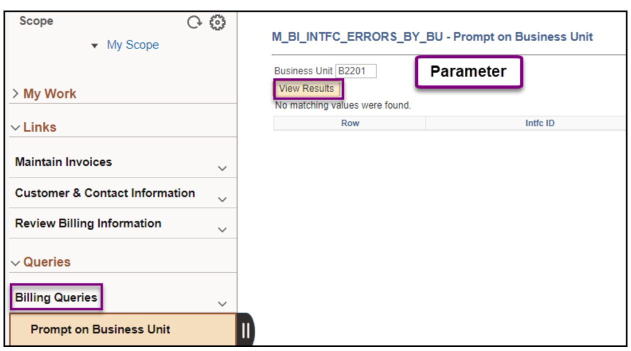


Queries – Access WorkCenter Queries

The **Queries** section contains one folder, Billing Queries. You can expand the folder to view available queries. In the Billing WorkCenter, one query is available and that is a query to find billing interface errors.



- When you select a query, the parameter page displays on the right where you can enter parameters and run the query.



- Other queries are available in the Query Viewer. You can access the Query Viewer by expanding the Monitor folder under the Reports/Processes section.

Reports/Processes – Frequently Used

The **Reports/Processes** section includes three folders, Generate Invoices, Reports, and Monitor. You can expand these folders to access reports and processes frequently used and to monitor the progress of those reports and processes.

- The **Generate Invoices** folder includes Single Action Invoice Process, Reprint Invoices, Correct Budget Check Errors, Billing Invoice Exceptions, and Process Billing Interface pages. Expand this folder to request one of these processes.
- The **Reports** folder contains the Invoice Register report. This report allows you to generate an invoice register by Customer or by Invoice ID.
- The **Monitor** folder provides direct access to the Process Monitor, the Report Manager, and the Query Viewer.