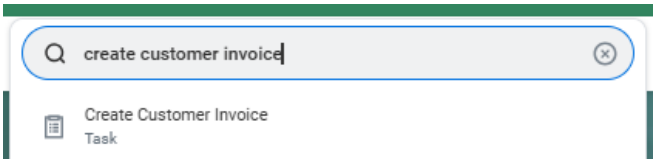


Customer Accounts/Revenue: Create Customer Invoice

Audience / Role	Customer Billing Specialist Award Contract Specialist Customer Collections Specialist
Description	This job aid provides instructions to create a customer invoice and invoice adjustment.

Create Customer Invoice

1	In the Search bar, enter Create Customer Invoice. In the search results, select the Create Customer Invoice task. 
2	Under Create Customer Invoice, complete the fields for this task. All required fields are indicated with a red asterisk. Under Invoice Information, enter the following into the fields: • Company – Select the company. • Bill-To Customer – Select the customer. • Sold-To Customer – Select the customer. • Invoice Date – Select the date of the invoice. • Accounting Date – Enter the date for this invoice. • Invoice Type – Enter the type of invoice based on the department. This is required. • Bill-To Address – Confirm the address is correct. • Bill-To Contact – Select the appropriate contact if available. • Invoice to Rebill – Leave blank.
3	Under Additional Information enter the following into the fields: • From Date – Optional will default if invoice is created from a contract. • To Date – Optional will default if invoice is created from a contract. • Billable Project – leave blank. • Payment Terms – Will default based on customer selected. Override if appropriate. • Payment Type – Will default based on customer selected. Override if appropriate. • Due Date – will default based on Invoice Type and Payment Terms selected. • Due Date Override – enter a different due date if applicable. Otherwise leave blank. • PO Number – populate with customer's PO number if provided. • Memo – Optional If all lines of the invoice will have the same Worktags enter the following in the invoice header:

Customer Accounts/Revenue: Create Customer Invoice

	• Cost Center – Select the appropriate Cost Center. • Fund – Select the appropriate Fund. • Program – select the appropriate Program if applicable. • Additional Worktags – Add additional worktags as needed. may be required when related to a Project/Task.
4	Under the Invoice Lines tab enter the following information: • Company – Line company will default to name of company. • Sales Item – select the appropriate sales item. This is required. • Revenue Category – Should default based on the sales item selected. Select the appropriate Revenue Category if no Sales Item was selected. • Line Item Description – enter an additional description if needed. This prints on the customer invoice. • Quantity – enter the appropriate quantity. • Unit of Measure – select the appropriate unit of measure. • Unit Price – Enter price of each unit/item. • Extended Amount – calculates based on Quantity times Unit Price. • Transaction, From, To Date – Optional for reference • Contract Line – Optional, leave blank. • Deferred Revenue – Optional, leave blank. • Tax fields – Leave blank. • Memo – Optional • Project – Populate if billing revenue for a project. • Cost Center – This should default based on the sales item chosen. If not, select the appropriate Cost Center. • Fund – This should default based on the sales item chosen. If not, Select the appropriate Fund. • Program – Select the appropriate Program. • Additional Worktags – Add additional worktags as needed. To add additional lines, select the + icon in the first column and repeat.
5	Under the Tax tab, Leave blank
6	Under the Currency Rate tab, Leave blank
7	Under the Interest and Late Fees tab, Add Interest and Late Fee rule, if applicable.
8	Under the Attachments tab, add any attachments relevant to the customer invoice. Click Select files>find and click on the file you want to attach>click open>Successfully Uploaded! message displays.

Customer Accounts/Revenue: Create Customer Invoice

	To add more than one attachment: Click Upload>find and click on the new file you want to attach>click open>Successfully Uploaded! message displays. To remove an attachment altogether, click the Trash Can icon.
9	Under the Notes tab, add any notes about the customer invoice.
10	Select Submit .
11	From Customer Invoice, select the Related Actions button. Select Customer Invoice, then select Print Customer Invoice. Select Refresh. When the invoice is ready, this button will change to Email Customer Invoice. The Print Run Type will show as Final, and Print Status is Completed. A PDF of the invoice is also available to be printed. Selecting email will immediately email the invoice if an email address is available.

What Happens Next?

- The customer invoice routes for review and approval.

Related Reports

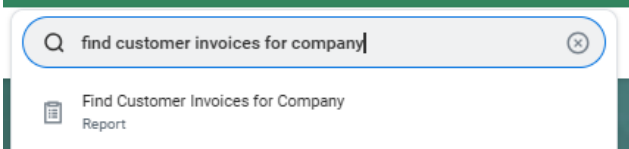
- Find Customer Invoices for Company
- Find Customers with Facet Search

Related Job Aids

- Create and Maintain Customers

Customer Accounts/Revenue: Create Customer Invoice

Create Customer Invoice Adjustment

1	In the Search bar, enter Find Customer Invoices for Company. In the search results, select the Find Customer Invoices for Company report. 
2	Under Find Customer Invoices for Company, select Company. Select OK.
3	The Find Customer Invoices for Company report displays. Enter additional search criteria as needed to refine the search. Locate and select customer invoice.
4	For the customer invoice, select the Related Actions button. Select Customer Invoice, then select Create Adjustment.
5	Under Create Customer Invoice Adjustment, enter the following into the fields: Enter the adjustment date. Identify the invoice type. • Credit (Decrease Amount Due) • Debit (Increase Amount Due) Adjustment Reason – Select the reason for the adjustment. Invoice Lines to Copy – Select All. Select OK.
6	Invoice header information will display populated from the originating invoice.
7	Invoice line information will display populated based on the originating invoice. Update the Unit or Extended amount to represent ONLY the amount that should be increased or decreased. The amount in this field will be netted against the invoice original amount.
8	Select Submit.

Customer Accounts/Revenue: Create Customer Invoice

What Next?

Happens

- The customer invoice adjustment routes for review and approval.
- Invoice Adjustment can be seen on original invoice in header as well as Activity tab once approved.

Related Reports

- Find Customer Invoices for Company
- Find Customers with Facet Search

Related Job Aids

- Create and Maintain Customers

DRAFT