Finance: Customer Invoices – Create, Find, Print, and Copy

PURPOSE

Workday considers customers to be a type of business entity and to record your sales and create receivables accounting you can use customer invoices. Triggers for invoice creation include the shipment of physical goods, the delivery of services, or the billing schedule for an ongoing project, subscription, or membership. You can print invoices to send to customers as necessary.

CREATING A CUSTOMER IN WORKDAY

Customers who do not exist in Workday need to be created in the system before an invoice can be created for them. If the customer does not exist in Workday, please contact the Accounts Receivable department and provide the following information:

- Company Name
- Phone Number
- Address
- Email Address
- Company Point of Contact: First and Last Name

ADJUSTMENTS TO A CUSTOMER INVOICE

A customer invoice adjustment is created to decrease or increase the amount due to a customer. An adjustment is a new transaction, with its own document number, that is separate from but linked to the original invoice. Adjustments are also known as debit memos and credit memos. All customer invoice adjustments are processed by Credit and Collections; users must send an email to the Accounts Receivable department to request an adjustment.

PROCESS FOR REVENUE COMING THROUGH PANTHERNET

When a payment or a transaction is processed in Panthernet it is integrated into Workday through integration files.

TASKS WITHIN THIS JOB AID

- Create Customer Invoice
- Find Customer Invoice – 3 ways
- Print Invoice for Customer or Email Invoice
- Copy Customer Invoice
- Find Customer Payments
- Find Customer & Edit Addresses and Contacts
- Create Customer

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Create Customer Invoices

1. Type **Create Cus Inv** in the search field and select **Create Customer Invoice -** Task

2. **Create Customer Invoice** screen appears, fill in the information as listed below:

Field	Description
Company *	Defaults to Palm Beach State College
Bill-To Customer *	Type the name of the Customer and press enter. Or you can choose the drop-down menu.
Invoice Date *	Defaults automatically to Current Date and can be changed if needed. ***Note:*** Workday uses this date to post the invoice to the first open ledger period
Invoice Type	Always choose Customer
Bill-To-Address	Address will default
Bill-To-Contact	N/A – Leave Blank
Invoice to Rebill	N/A – Leave Blank

Continued on next page…

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3. **Additional Information –** only add information if applicable. Change payment terms as needed.
   Note: In the Memo field, add notes if needed. For example, "Spring Dual Enrollment Billing Spring 20182"

4. **Invoice Lines**

Sales Item	You must choose Sales Item OR Revenue Category. If you choose Sales Items, then click on the drop-down and then Sales Items by Item Group > and then choose your option from there
	Note: Once you choose a Sales Item, other fields will auto-populate like Cost Center, Business Unit, etc.
Revenue Category	If you did not choose a Sales Item, then instead, you must choose a Revenue Category from the drop-down menu. And then choose the Cost Center and applicable Worktags (if they do not default.) Worktags include Business Unit, Function, Fund, Program
Quantity *	Enter the total quantity
Unit of Measure	Choose the correct unit of measure
Tax Applicability *	You MUST choose Insurance Surcharge if it is a COBRA invoice, otherwise leave it blank
Tax Code	You MUST choose Insurance Surcharge (2%) if it is a COBRA invoice, otherwise leave it blank

Note: To create another Invoice Line, click the ⊕, or to remove an Invoice Line, click on the ⊖

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Notice the Extended Amount automatically calculates

*Line Item Details | Amounts

Company *
× Palm Beach State College

Sales Item
× Dual Enrollment Credit Hour

Revenue Category
Grants/Contr - Counties - Non-Financial

Line Item Description
Dual Enrollment Credit Hour

Quantity *
700

Unit of Measure
Hour

Quantity 2
0

Unit of Measure 2
select one

Unit Price
71.98

Extended Amount
50,386.00

5. **Amount Information –** (scroll back up to the top)

Amount Information

Currency *	× USD
Default Tax Code	
Net Invoice Amount	50,386.00
Prepaid Amount Applied	0.00
Tax Amount	0.00
Total Invoice Amount	50,386.00
Less Withholding Amount	0.00
Control Total Amount	50,386.00

Update Tax

Default Tax Code	You MUST choose Insurance Surcharge (2%) if it is a COBRA invoice, otherwise leave it blank
Control Total Amount	Manually enter the Net Invoice Amount in this field

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6. Click on the **Attachments tab** and attach needed documentation, such as school listing for Dual Enrollment billings.
7. Click on the **Notes** tab and then the . Add notes in the **Note Content** section
8. Review all the information and then click **Submit**
9. The next screen will appear displaying the next approver. Click on expand **Details and Process** and note the Customer Invoice number. Click on **Process** tab to view the progress of the approval path and the remaining process.

See example below

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CREATE CUS

Create Customer Invoice

Invoice Information

Company * Palm Beach State College

Bill-To Customer * Palm Beach County School Board

Sold-To Customer Palm Beach County School Board

Invoice Date * 05 / 22 / 2018

Invoice Type Customer

Bill-To Address 3300 Forest Hill Blvd Suite C- 201 West Palm Beach, FL 33406 United States of America

Bill-To Contact

Invoice to Rebill

Additional Information

From Date MM / DD / YYYY

To Date MM / DD / YYYY

Billable Project

Payment Terms * Net 30

Payment Type

Due Date 06/21/2018

Due Date Override MM / DD / YYYY

Discount Date (empty)

PO Number

Document Link

Memo Spring Dual Enrollment Billing 20182

Amount Information

Currency * USD

Default Tax Code

Net Invoice Amount 50,386.00

Prepaid Amount Applied 0.00

Tax Amount 0.00

Total Invoice Amount 50,386.00

Less Withholding Amount 0.00

Control Total Amount 50,386.00

Update Tax

Invoice Lines | Tax | Currency Rate | Attachments | Notes

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Invoice Lines | Tax | Currency Rate | Attachments | Notes

Invoice Lines 1 Item

Line	Order	*Line Item Details	Amounts	Additional Information	Memo	Worktags / Origin
		Company * Palm Beach State College	Quantity * 700	Analytical Amount 0.00		Grant
		Sales Item Dual Enrollment Credit Hour	Unit of Measure Hour	Transaction Date MM / DD / YYYY		Gift
		Revenue Category Grants/Contr - Counties - Non-Financial	Quantity 2 0	From Date MM / DD / YYYY		Cost Center CC0001 Revenue-District
		Line Item Description Dual Enrollment Credit Hour	Unit of Measure 2 select one	To Date MM / DD / YYYY		Business Unit BU90 District
			Unit Price 71.98	Contract Line		*Additional Worktags Function: FX00 Excluded; Fund: FD100 Operating; Program: PG001 Unallocated Programs (Rollup)
			Extended Amount 50,386.00	Deferred Revenue		
				Tax Applicability		Billable Project
				Tax Code		Phase

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Find Customer Invoice – 3 ways

There are three ways to find and view status of **Customer Invoices**:

1. **ARCHIVE TAB**
   Access your Workday Inbox **>** click on the **Archives** tab > find the customer invoice and click on it

   Note: Archives tab displays items from last 30 days only

2. **USE FIND CUSTOMER INVOICES – Report**
   - Type **Find Customer Invoice** in the search field and select **Find Customer Invoice – Report**
   - **Customers** – enter the customer's name here and press enter to find it
   - Click **OK**
     Note: All Invoices for the Customer will appear here
   - Click on the customer invoice number (blue hyperlink) located in the **Customer Invoice** to view details

3. **MANUALLY TYPE CUSTOMER INVOICE NUMBER**
   Type in the customer invoice number in the search field as CI000XXX **>** Press Enter **>** select All of Workday (on the left-hand side) **>** select the customer invoice

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Print Invoice for Customer or Email Invoice

1. See **Find Customer Invoice** section above to find Invoice
2. Click on the ••• button
3. **Customer Invoice > Print Customer Invoice**

4. Click the **Refresh** button until the PDF appears
5. Click on the PDF (blue hyperlink) to print or save the invoice
6. From here, do you want to email the invoice?

If…	Then…
Yes	Click **Email Customer Invoice** button and continue to the next step
No	Print and mail the PDF

7. Review the information, and click **OK**

Copy Customer Invoice

Create a customer invoice by copying an existing invoice as the starting point. The **Copy** option helps you create complex invoices with multiple lines that have similar information as the existing invoice.

1. See **Find Customer Invoice** section above to find Invoice. Find the invoice that closely relates to the current invoice you are trying to create
2. Click on the related actions ••• icon (located next to the invoice number)
3. Hover the cursor over **Customer Invoice** and click on **Copy**
4. Copy Customer Invoice screen appears, look over the invoice and make any necessary changes
   Note: Some of the common changes are dates, total amount, payment type, payment terms, supporting documents attachment, memo and line item description.
5. Click on the **Attachments** tab to remove existing attachment(s) and replace with new documents (**required**).
   Note: All invoices must have the following documentation when applicable: Board of Trustee approval of transaction, signed contract, and any other supporting documentation.
6. Review all the information entered and click **Submit** for the invoice to go through the approval process

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Note: The next screen will appear displaying the next approver. Click on expand icon to expand **Details and Process** and note the new Customer Invoice number. Click on **Process** tab to view the progress of the approval path and the remaining process.

Find Customer Payments

1. Type **Fin Cust Pay** in the search field and select **Find Customer Payments**
2. Enter **Customer**
3. Click **OK**
4. Click on magnifying glass to find the Customer Invoice number under "Payable Document" column

Find Customer & Edit Addresses and Contacts

1. Type Find Customers in the search field and press enter (must have an "s" on customers)
2. Search on customer name
3. Click on spy glass (located next to the customer name)
4. Click on the **Addresses and Contacts** tab to view mailing address and email address, click on **Edit** to change/add
   Note: Notify the appropriate Accounts Receivable representative to make any changes
5. Click on **Document Delivery** tab to see what their default delivery is set to – Email or Mail. If it's blank, it's mail.
   Note: Notify the appropriate Accounts Receivable representative to make any changes.

Create Customer

1. Type **Crea Cust** in the search field and select **Create Customer -** Task
2. **Customer Name** * – Type Customer's Name
3. **Customer Category** * – choose a category
   Note: choose Employee/Former Employee for COBRA and Retiree insurance
4. **Customer Group** – choose applicable groups
5. **Payment Terms** – choose Net 30, or terms needed
6. **Default Tax Code** – blank unless COBRA then choose Insurance Surcharge (2%) or if a taxable entity then choose Florida Sales Tax (7%)
7. Select **Accept These Currencies** and choose Preferred Currencies > USD
8. **Default Currency** – choose Preferred Currencies > USD
9. Click **OK**

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10. Click on **Contact Information** tab and add Address (Note: address is required) add Phone number, Address, Email and Web Address if you have them.
    Note: Make sure to click the Primary box in each area

11. Under **Address**, in the Use For field, add items listed below

12. Click **Submit**

13. Review the customer you just set up. In the Search field, type the Customer's name you just created and press enter. Make sure to click on All of Workday on the left-hand side.

14. Click on the **Customer**

15. Click on **Addresses and Contacts** tab

16. Click on **Document Delivery**

17. Click **Edit**

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18. If email is available, choose these options:

19. Click **OK**

Revision Date	Description of Change	Author
5/23/18	Initial release	ERP Team
6/22/18	Reviewed by Finance	LM

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