Queen's University

PeopleSoft: Accounts Receivable
Billing Approvers & Reviewing Invoices

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Overview

Invoicing in the PeopleSoft

- The Accounts Receivable (AR) module will only be used for external customers, internal customers should continue to pay by journal entry.
- The AR module will not be used for Agency related invoicing at this time; agency fund invoicing relates to revenue using any fund starting with 9xxxx.

Customers

- All customers and contacts will be added to the system by Financial Services; please send requests to the Accounts Receivable team (accounts.receivable@queensu.ca) using the template found on the website.
- Search for customer in system before submitting a request to have it entered.
- Selecting customers – ensure you use the correct contact and address location (found using the blue 'Address' link on 'Header – Info 1' tab).
- Most customers are set up with using the currency requested when set up was initially completed.

Credit Analyst

- Update the Credit Analyst field to reflect the user that will be responsible for invoice processing and collection. The name entered here will be displayed on the customer invoice as the person to contact for bill inquiries (on the 'Header-Info 1' tab)

Tax Rate

- Most customers will be set up as HST applicable; if your invoice should be exempt, you'll need to manually change; see 'Changing/Updating Tax Rate' section for details
- Customers with a USD or overseas address should already be tax exempt; always confirm by viewing the Pro Forma (preliminary) invoice.

Approval Process

The new AR module will automatically generate the journal entry (post the AR and corresponding revenue to the general ledger) an internal approval process is recommended, much like the internal journal entry approval we currently use. Entries should be reviewed and approved by a knowledgeable approver. Evidence of approval should be maintained.

- The staff member:
    - Creates the invoice
    - Saves the invoice in NEW status
    - Sends an email to approver attaching a copy of the Pro Forma invoice for approval including any supporting documentation
        - Both internal and external documents can be attached to the invoice to ensure all supporting documentation can be included together with the invoice itself
- The approver would review the invoice and supporting documentation:
    - If approved, the approver would move the invoice from NEW to RDY then clicks the invoice button to finalize invoice and send to customer. The approver would then reply to staff member that the invoice is approved, and the staff member goes into the system to download or print finalized invoice for their records (if required).
    - If not approved, the approver would reply to the staff member and identify changes that need to be made. The staff member makes the changes and starts the process again.

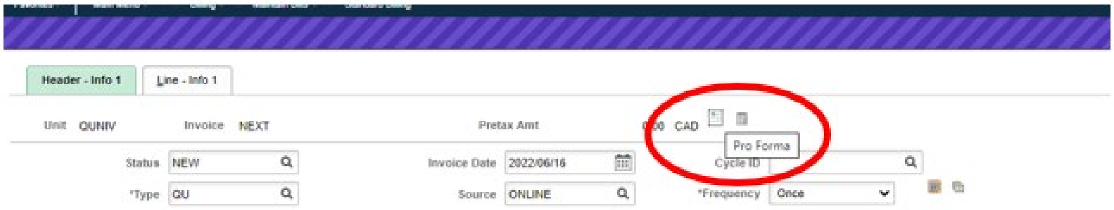
Please note that the process shown above is evolving and is subject to change as we ‘grow’ with the new AR module.

Collections

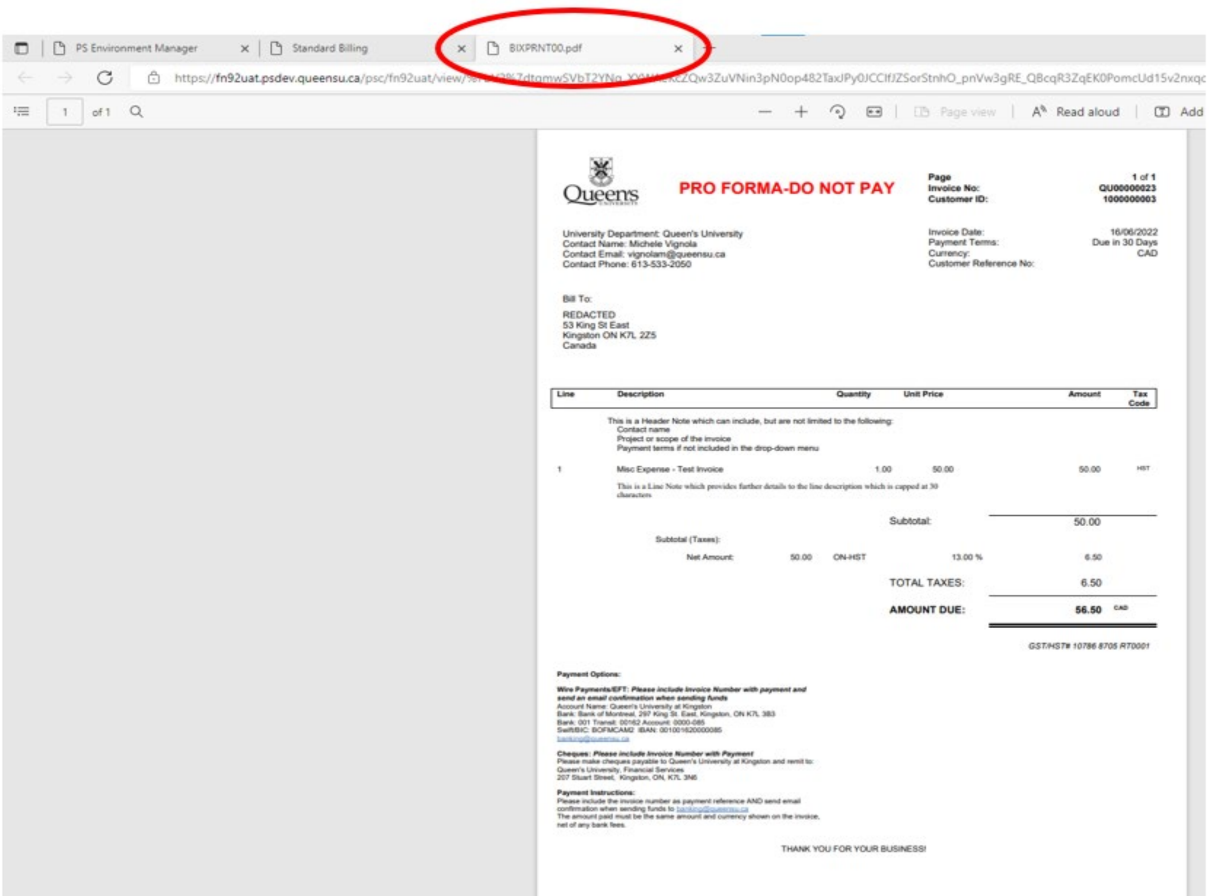
With the implementation of the AR Module, it is the responsibility of the department issuing the invoice to follow-up with their customers on outstanding items. Financial Services will be following up with Departments for explanations on items outstanding greater than 120 days.

Pro Forma – Draft Invoice

The Pro Forma (the preliminary invoice) will show how the invoice will look like before the invoice has been finalized, simply click the Pro Forma button on the 'Header – Info 1' tab.



The Pro Forma opens in a new window:



A visual examination of most items for review, except for the accounting revenue distribution, can be done by viewing the Pro Forma. However, we have included the steps related to each item in the 'Reviewing an Invoice' section following.

Reviewing an Invoice

For a quicker review process, please see the one page Quick Guide AR Module-Approver Steps document which identifies the items required for the review process.

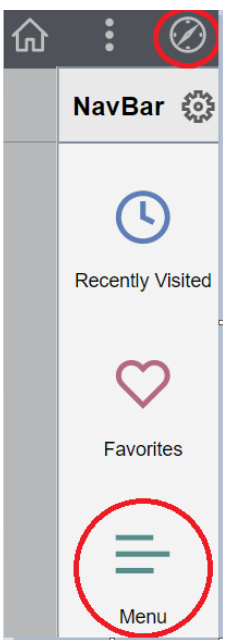
For a more thorough review process, please see items below:

Along with the regular items that need to be reviewed, you'll also need to review the following items:

- Credit Analyst User ID
- Header Info
    - Payment Terms
    - Purchase Order Number, if applicable
- Address and Contact Information
- Line Descriptions and Accounting Revenue Distribution
- Attachments

To start the review process, navigate to the main standard billing page:

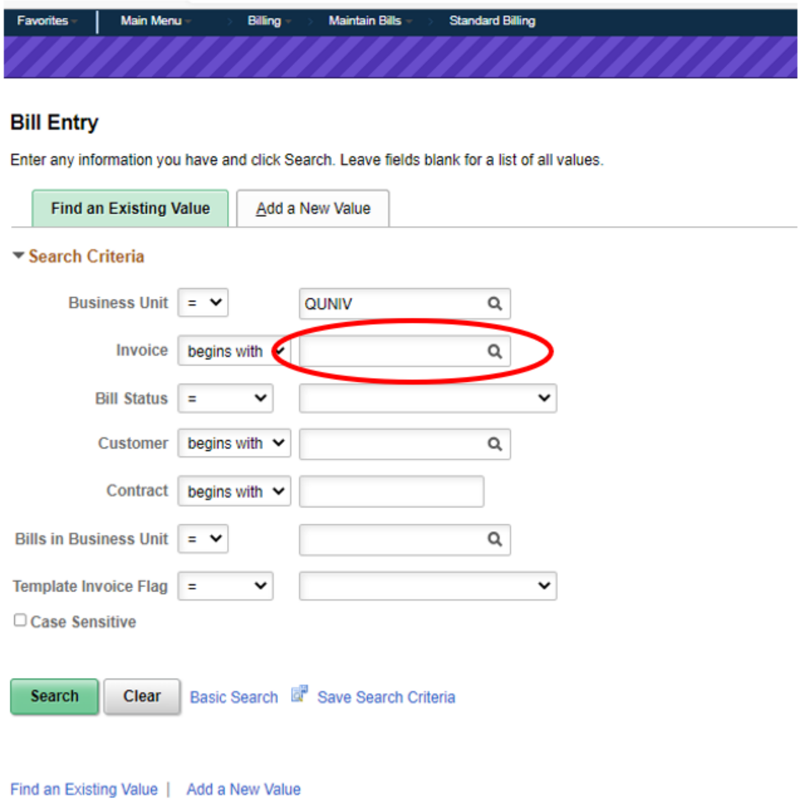
Open the NavBar and expand the Menu:



Navigate to:

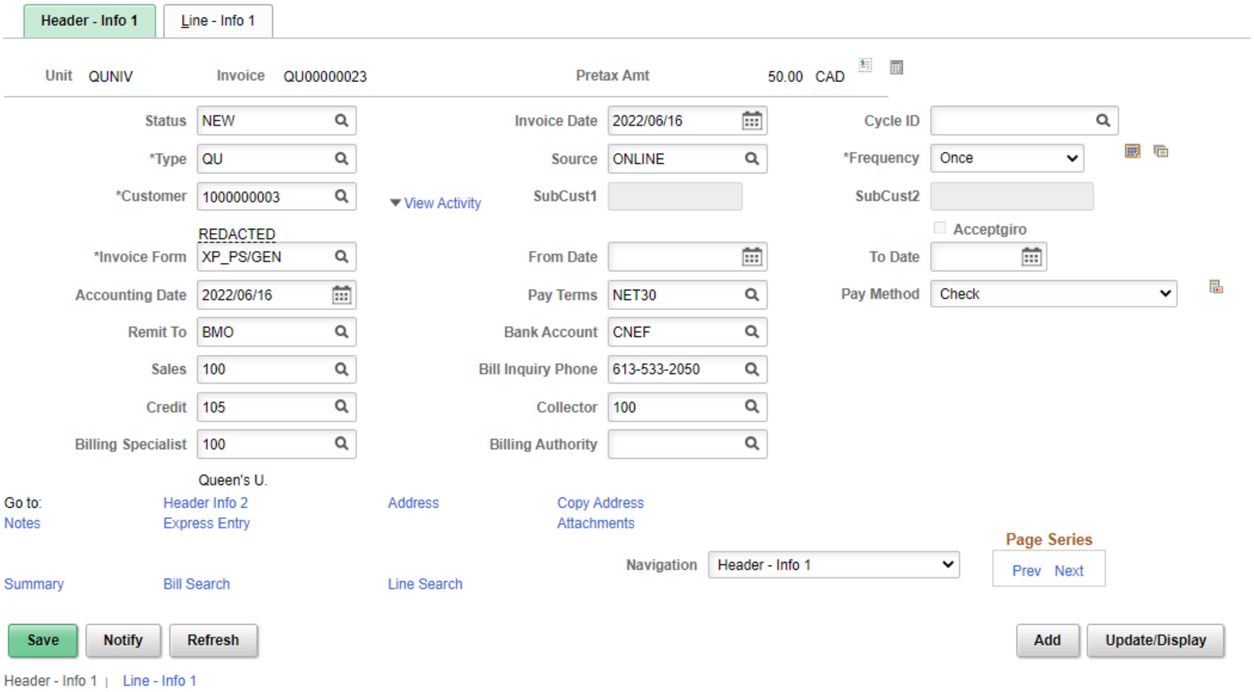
Menu > Billing > Maintain Bills > Standard Billing

Enter the invoice number and click 'Search'



The invoice information will open in the Standard Billing screen with two main tabs:

- Header – Info 1
  - This tab feeds the user's (staff member) identification, customer and contact information as well as the payment terms which will appear at the top of the invoice
- Line – Info 1
  - This tab displays the line-item descriptions, quantities and amounts as well as the link to the revenue distribution tab


Header - Info 1
Line - Info 1
Unit QUNIV
Invoice QU00000023
Pretax Amt 50.00 CAD
Status NEW
*Type QU
*Customer 1000000003
REDACTED
*Invoice Form XP_PS/GEN
Accounting Date 2022/06/16
Remit To BMO
Sales 100
Credit 105
Billing Specialist 100
Queen's U.
View Activity
Invoice Date 2022/06/16
Source ONLINE
SubCust1
From Date
Pay Terms NET30
Bank Account CNEF
Bill Inquiry Phone 613-533-2050
Collector 100
Billing Authority
Cycle ID
*Frequency Once
SubCust2
Acceptgiro
To Date
Pay Method Check
Go to:
Header Info 2
Address
Copy Address
Notes
Express Entry
Attachments
Page Series
Prev Next
Navigation Header - Info 1
Summary
Bill Search
Line Search
Save
Notify
Refresh
Add
Update/Display
Header - Info 1 | Line - Info 1

‘Header – Info 1’ tab

Credit Analyst User ID

Ensure that the Credit Analyst User ID; which identifies the person who created the invoice and feeds the contact’s name, email, and phone number for the top of the invoice has been changed from the default of 100.

The user changes this by selecting their specific credit analyst user ID (‘Credit’ field) by clicking on the magnifying glass and selecting their name. Their credit analyst user ID appears instead of their name.

On the Pro Forma the information looks like the following:


University Department: Queen's University
Contact Name: Michele Vignola
Contact Email: vignolam@queensu.ca
Contact Phone: 613-533-2050

Payment terms

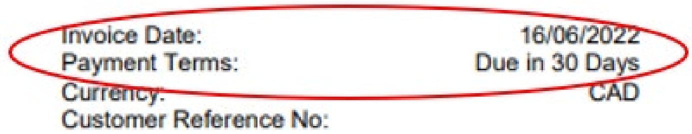
The payment terms (Pay Terms) available are:

Net 0	Due immediately
Net 30	Due in 30 Days
Net 60	Due in 60 Days
Net 90	Due in 90 Days

The default is set at Net 30.

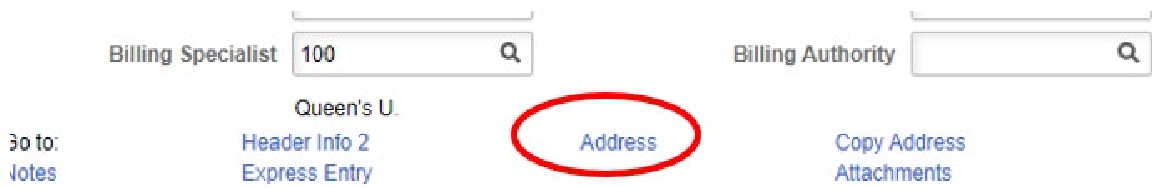
If you require a different payment term due to a contract, for example, the user will need to enter the terms in the Header Note which appears at the top of the body of the invoice. The ‘Pay Terms’ cannot be left blank and will continue to indicate the default of Net 30.

On the Pro Forma the payment terms can be found in the top right-hand corner:

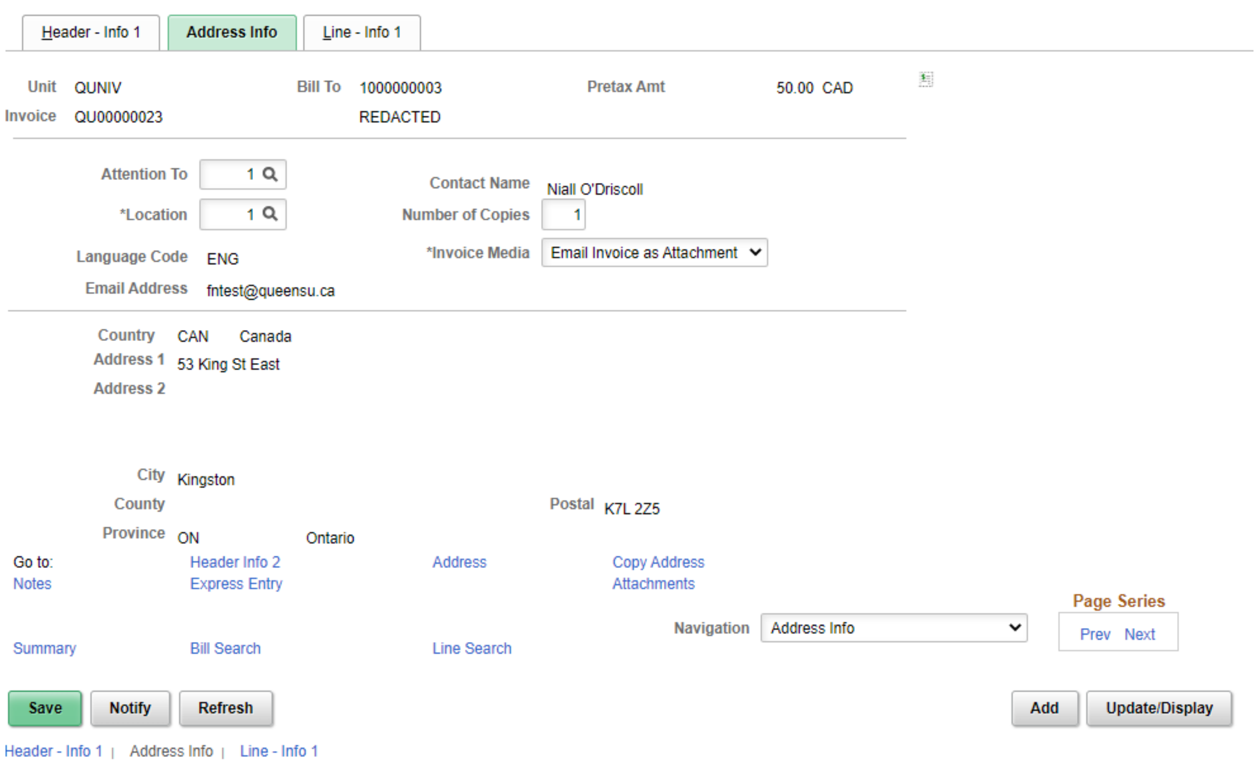


Customer Address/Contact Information

To ensure that the correct address (location) and contact have been selected, click on the blue Address link near the bottom of the screen in the middle.



A new tab (Address Info) opens:



The contact (attention to) name can be changed using the magnifying glass; the selected contact name and email address will be displayed.

Please note: The contact's name will not appear in the address section of the invoice; if required, it would need to be included in the Header Note of the invoice.

The address (location) can be selected the same way; the selected address will be displayed.

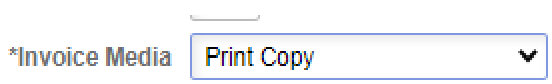
This screen also allows you to select **how** you want the invoice to be sent to the customer in the 'Invoice Media' field.

Available Options:

- Have the invoice emailed automatically to the customer when the invoice has been finalized (Email Invoice as Attachment)
- Print or download the invoice to attach and send from the staff member's email address (Print Copy)

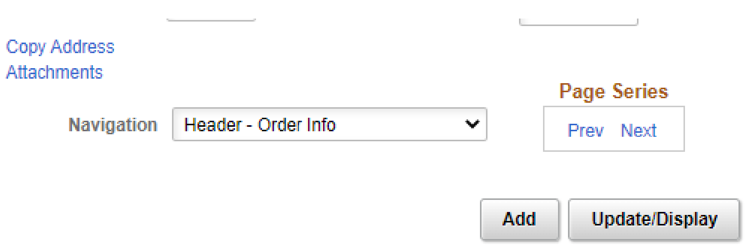
The default is set to have then invoice emailed to the customer using the contact email address as selected.

To send the invoice from a staff member's email or to send to numerous individuals, use the drop-down menu to select 'Print copy' so the finalized invoice can be downloaded.



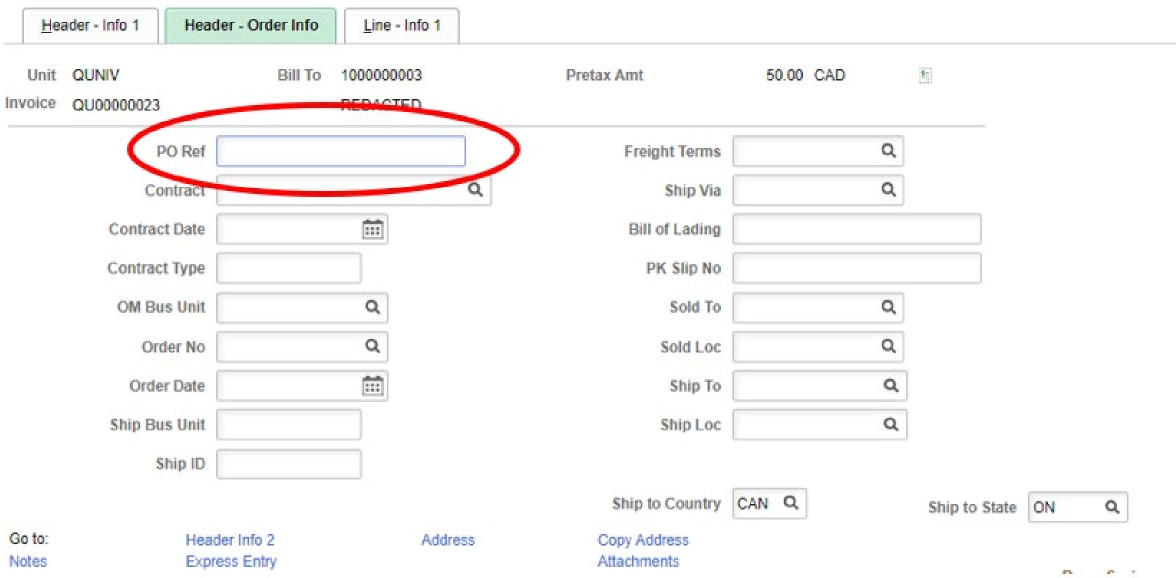
Purchase Order Number – Customer Reference No.

To review the purchase order number, if applicable, on the 'Header – Info 1' tab use the 'Navigation' field drop-down near the bottom on the right and select 'Header – Order Info'

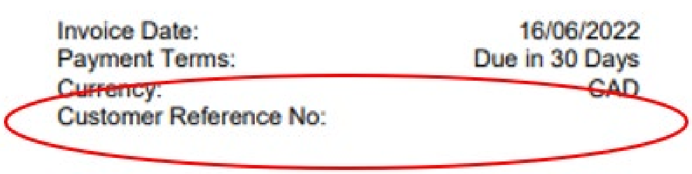


This opens a new, tab, ‘Header – Order Info’:

Review that the purchase order number in the ‘PO Ref’ field is correct. Note that on the invoice, the PO number is referred to as the ‘Customer Reference No.’.



On the Pro Forma it can be found in the top right-hand corner:



Header and Line Notes

Header notes deliver information related to the entire invoice where line notes provide further detail for a specific line item. Each note has a maximum count of 254 characters, if more space is required, extra notes (both header and line) can be added.

Header Notes

Can include, but are not limited to:

- Contact name
- Project or scope of the invoice
- Payment terms, if not included in the drop-down

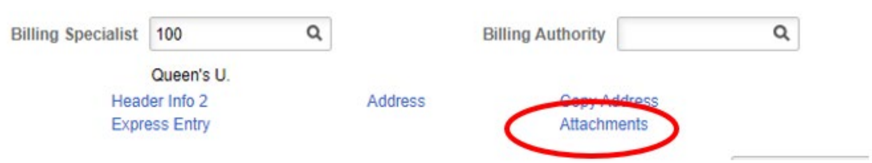
Line Notes

Since the line description is limited in length (30 characters) it may be necessary to add a line note which provides further details.

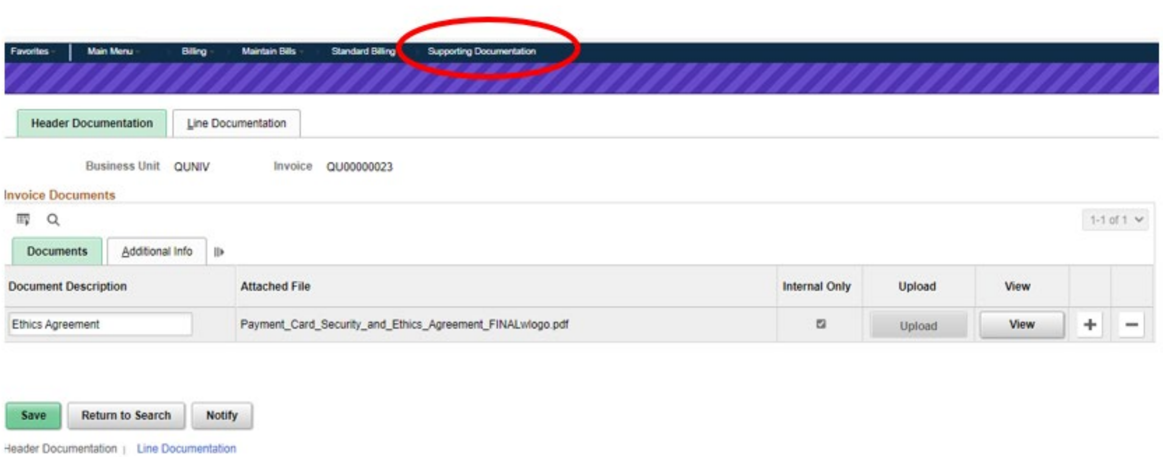
Attachments

Both internal and external attachments can be added to an invoice. Internal are for review purposes only where external are meant for the customer.

To view attachments, click the blue ‘Attachments’ near the bottom of the screen:

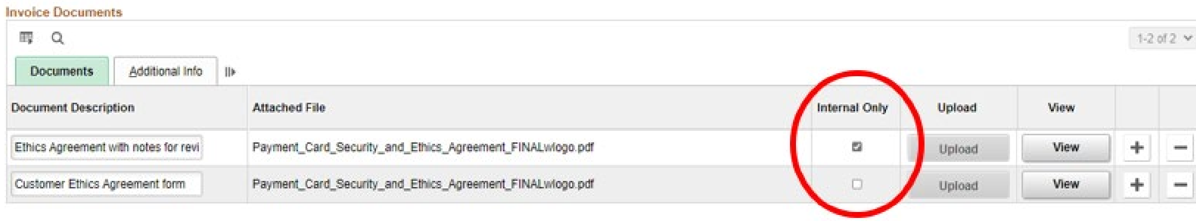


This opens a new ‘Supporting Documentation’ window:



As an example, the screenshot above indicates that one internal (‘Internal Only’ checkbox selected) attachment has been provided for review purposes.

If an external document had been included the ‘Internal Only’ checkbox would be clear.

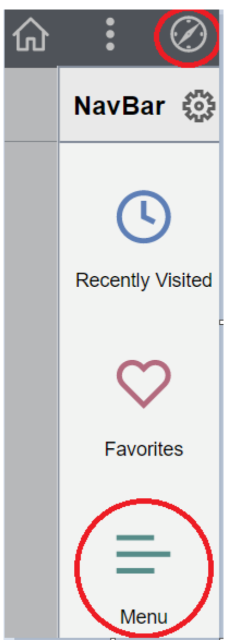


Please note that while the ‘Document Description’ field name can be added and changed (default is blank), the name of the attachment included in the email sent to the customer will be the ‘Attached File’ name and not the ‘Document Description’ name.

To return to the invoice, simply close the Supporting Documentation window. .

To find/view attachments associated with an invoice after invoice creation or for further review:

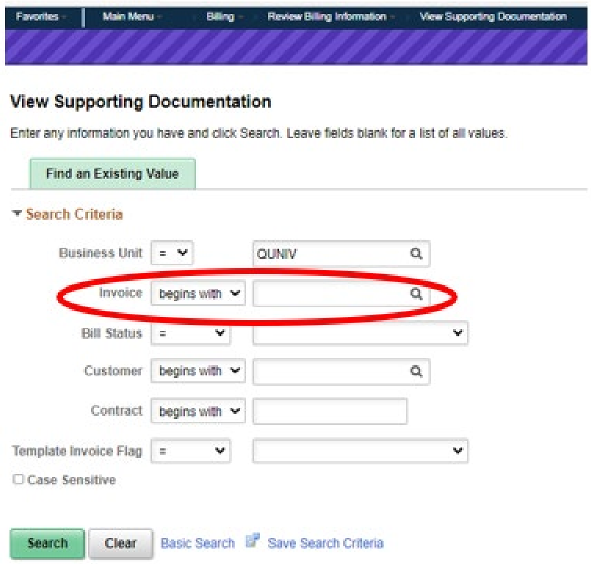
Open the NavBar and expand the Menu:



Navigate to:

Menu > Billing > Review Billing Information > View Supporting Documentation

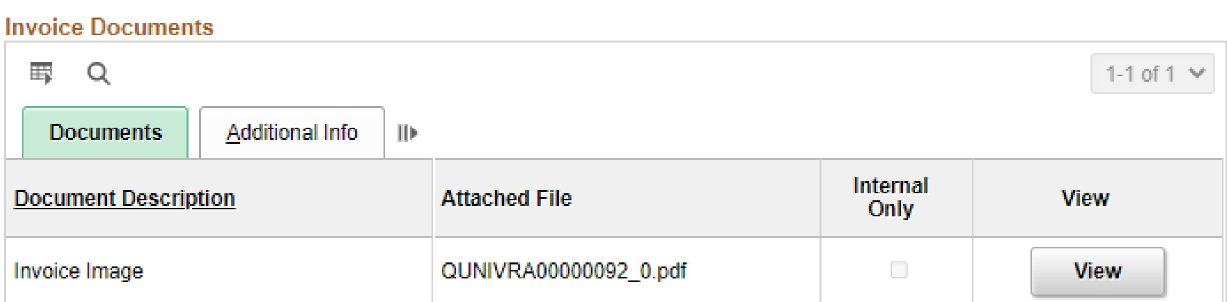
Enter the invoice number and click ‘Search’



In this example, there are two internal only attachments; click on the ‘View’ button to review.

Document Description	Attached File	Internal Only	View
Ethics Agreement with notes for review	Payment_Card_Security_and_Ethics_Agreement_FINALwlogo.pdf	☑	View
Customer Ethics Agreement form	Payment_Card_Security_and_Ethics_Agreement_FINALwlogo.pdf	☑	View

Please note: Even if there are no attachments added to an invoice that after the invoice has been finalized (moved to invoice status) the invoice image itself will always show as an attachment when searching.

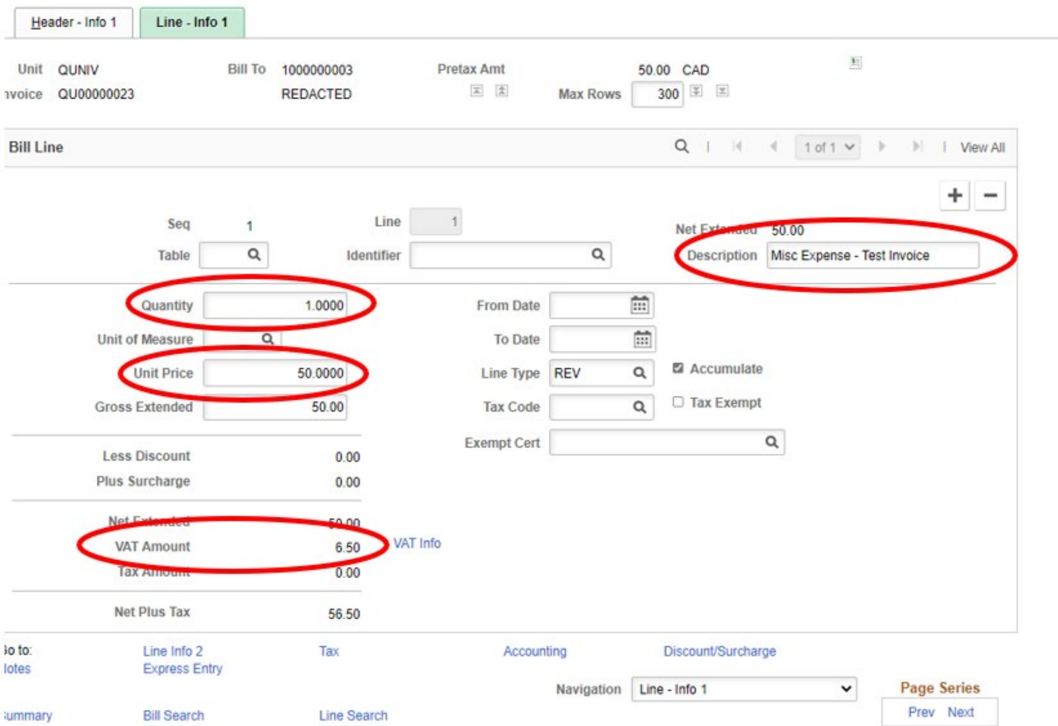


Document Description	Attached File	Internal Only	View
Invoice Image	QUNIVRA00000092_0.pdf	☐	View

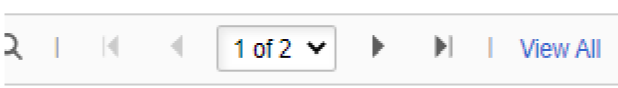
‘Line – Info 1’ tab

Line Items and Accounting Revenue Distribution

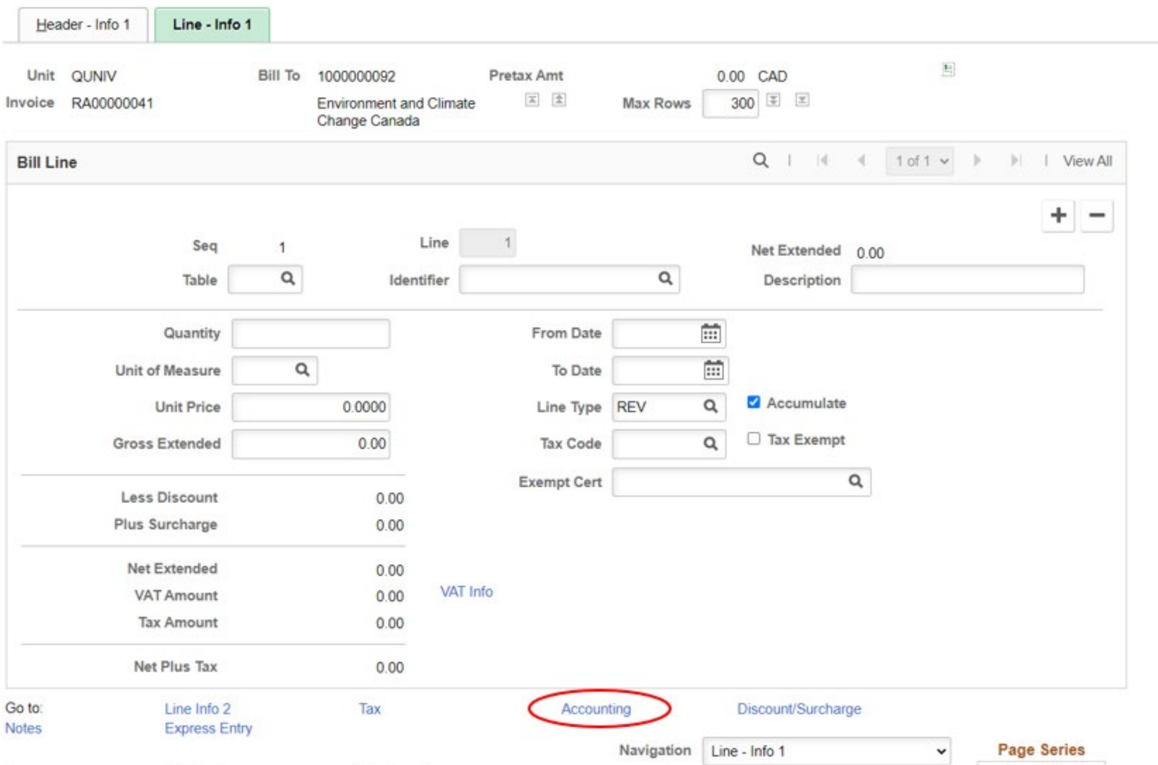
To review line item descriptions, quantities, amounts, and taxes click on the ‘Line – Info 1’ tab.



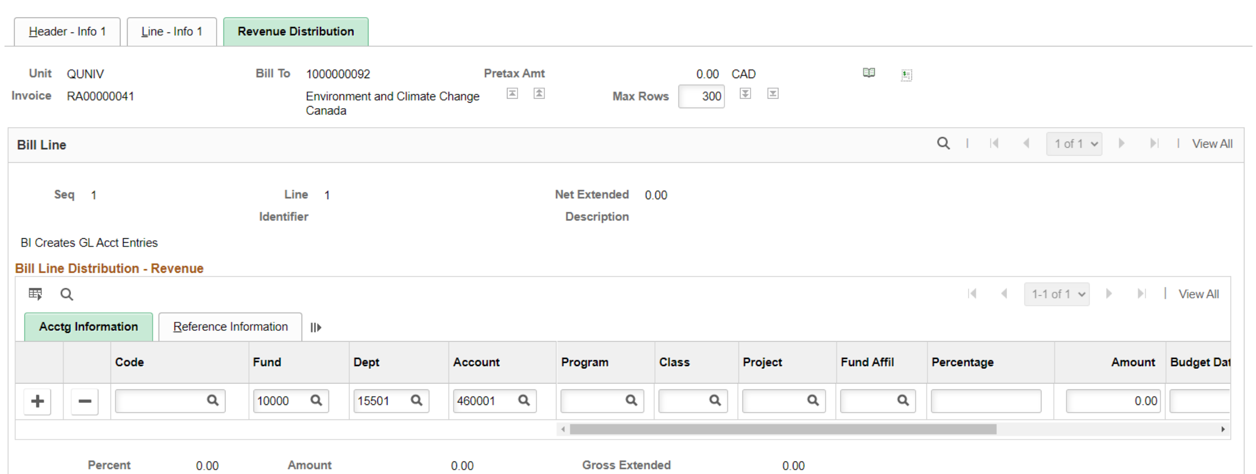
If there is more than one line item either use the page view buttons or click the blue ‘View All’ link to be able to scroll through each line item in one screen.



To review Accounting Revenue Distribution, click on the blue ‘Accounting’ link near the bottom in the middle.

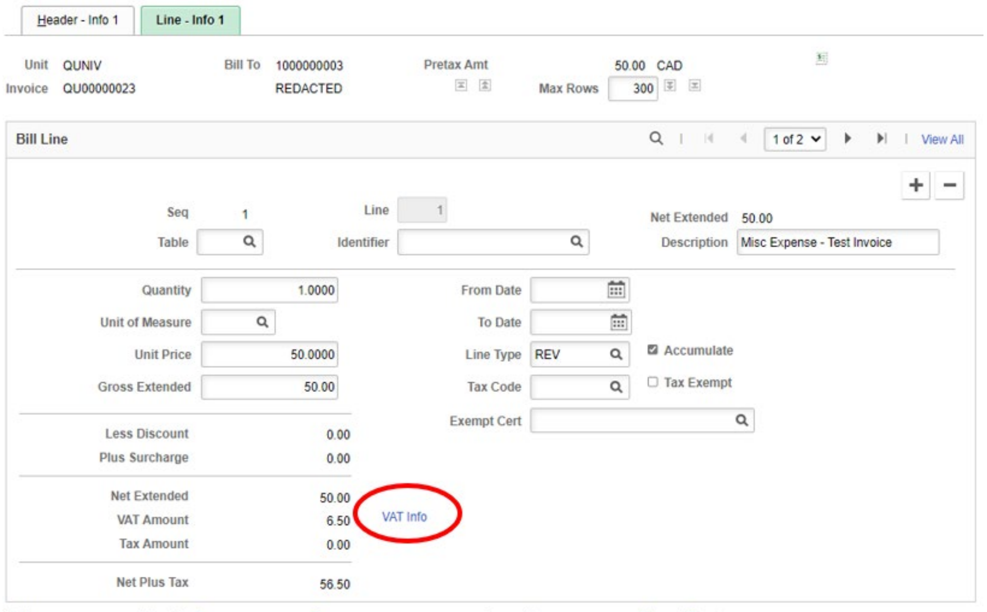


This opens a new window (Revenue Distribution) and the accounting revenue distribution (chartfield) code(s) entered can be reviewed:



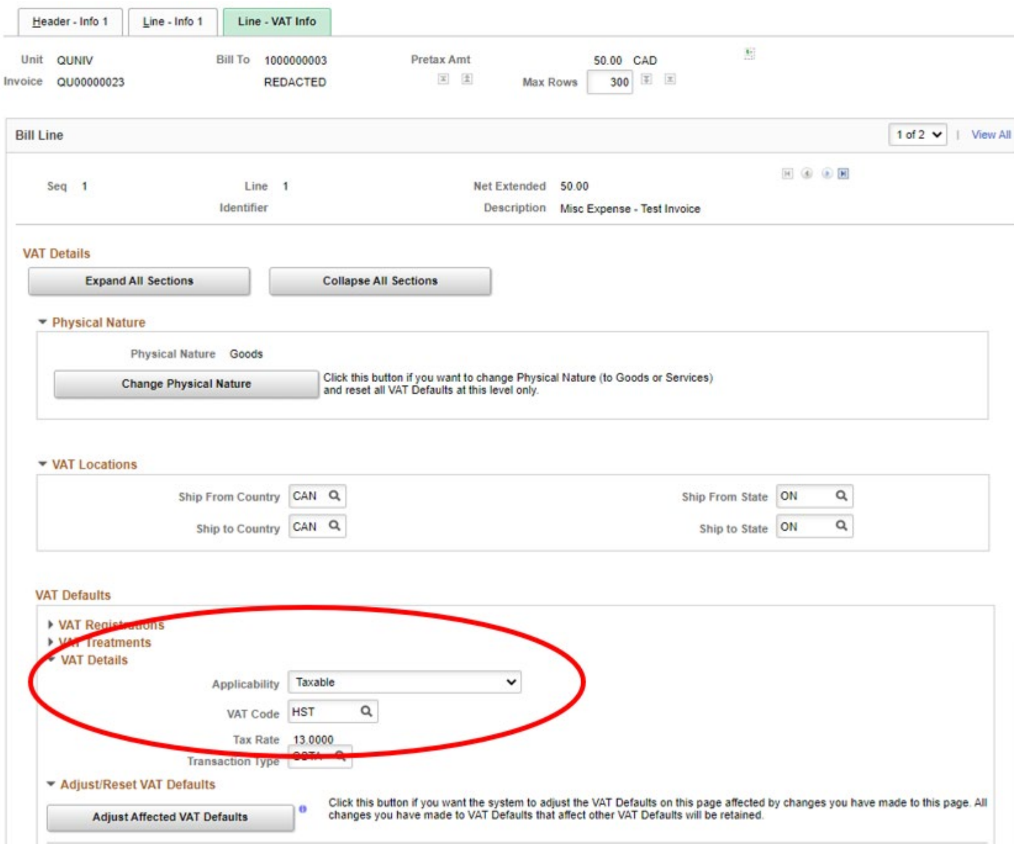
Taxes

The tax details can be viewed from the Pro Forma or by clicking the blue ‘VAT Info’ link from the ‘Line – Info 1’ tab.

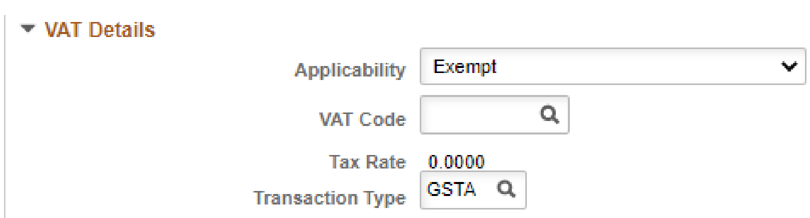


A new tab opens, Line – VAT Info:

- Click on the 'expand' button beside 'VAT Details' to see what 'applicability' has been selected.
- The 'Applicability' will generally be set to 'Taxable' with a tax rate of 13% for HST.



If Applicability has been changed to exempt for a US based customer, for example, you will see the following:



Changing the Invoice Status

Once the review is complete, the invoice will need to be moved to invoiced status. This is comprised of two steps:

- Changing the invoice to Ready (RDY) status
- Clicking the ‘Invoice’ button to finalize the invoice

To move the invoice from NEW to RDY status:

From the ‘Header - Info 1 tab’ select 

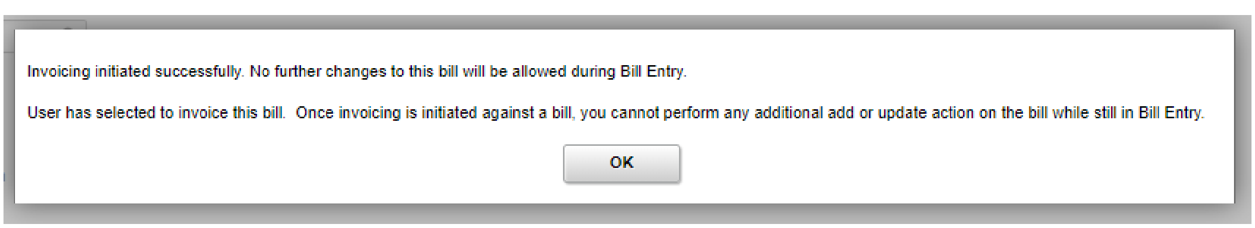
using the magnifying glass in the ‘Status’ field.

Before we click the ‘Save’ button, notice that there are only two buttons to the right of the dollar value in the top right hand.

Click the ‘Save’ button

There is now a third button in the middle. This is the ‘invoice’ button.

To finalize the invoice, click the ‘Invoice’ button. You’ll immediately receive the following pop-up message:

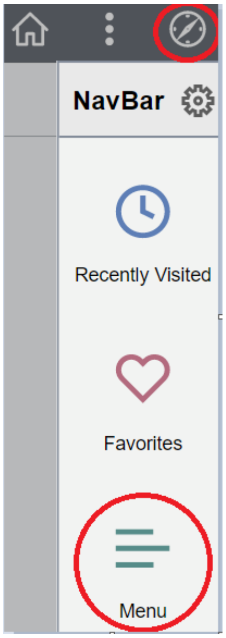


Click the ‘OK’ button.

Please note: that once the invoice button has been clicked **no further changes** can be made to the invoice.

To view the invoice after it has been finalized you can no longer use the same navigation; to view/download the finalized invoice use this navigation:

Open the NavBar and expand the Menu:



Navigate to:

Menu > Billing > Review Billing Information > Details

Enter the invoice number in the ‘Invoice’ field and click ‘Search’

Notes:

1. When an invoice is downloaded or sent to the customer automatically there is an extra ‘0’ at the end of the invoice number which we cannot delete. For example, if the invoice number is QU00000023 it will be downloaded/sent as QU00000023.0
    a. To correct this, our suggestion is to download and delete the extra ‘.0’ before saving it. You can even add customer name to make it easier to identify.
2. If you leave an invoice in RDY status the overnight process may automatically move it to INV status. Please ensure that you’ve finished your review before moving to RDY.