
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.

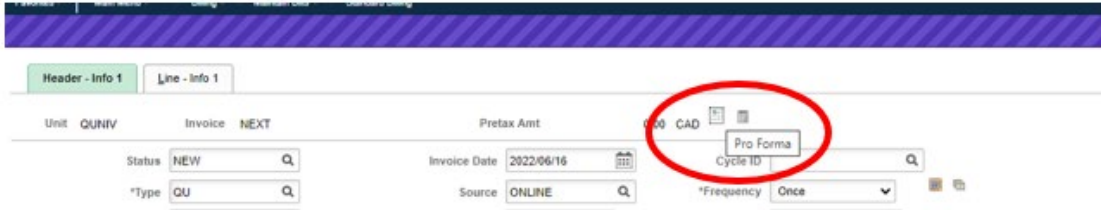
Please note that the process shown above is evolving and is subject to change as we 'grow' with the new AR module.

Collections

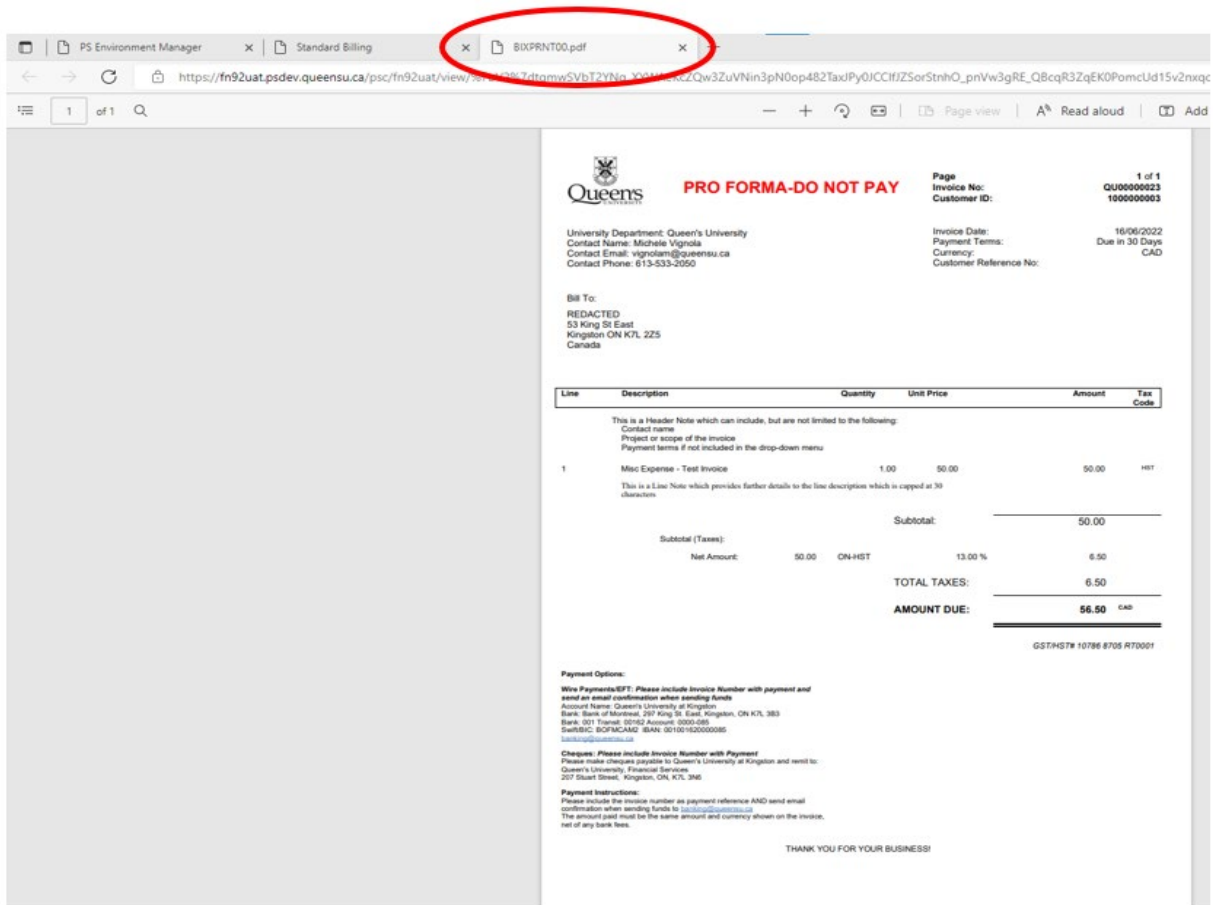
With the implementation of the AR Module, it is the responsibility of the department issuing the invoice to follow-up with their customers on outstanding items. Financial Services will be following up with Departments for explanations on items outstanding greater than 120 days.

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.

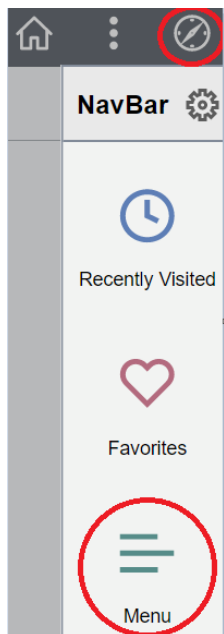
For a more thorough review process, please see items below:

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 screenshot shows the 'Standard Billing' search interface. At the top, there is a navigation bar with 'Favorites', 'Main Menu', 'Billing', 'Maintain Bills', and 'Standard Billing'. Below this is the 'Bill Entry' section with the instruction: 'Enter any information you have and click Search. Leave fields blank for a list of all values.' There are two buttons: 'Find an Existing Value' and 'Add a New Value'. A 'Search Criteria' section is expanded, showing several search fields: 'Business Unit' (set to '= QUNIV'), 'Invoice' (set to 'begins with' and circled in red), 'Bill Status' (set to '='), 'Customer' (set to 'begins with'), 'Contract' (set to 'begins with'), 'Bills in Business Unit' (set to '='), and 'Template Invoice Flag' (set to '='). There is also a 'Case Sensitive' checkbox. At the bottom, there are buttons for 'Search', 'Clear', 'Basic Search', and 'Save Search Criteria'. Below the search area, there are links for 'Find an Existing Value' and 'Add a New Value'.

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

Invoice Date 2022/06/16

Cycle ID

*Type QU

Source ONLINE

*Frequency Once

*Customer 1000000003

View Activity

SubCust1

SubCust2

REDACTED

*Invoice Form XP_PS/GEN

From Date

To Date

Accounting Date 2022/06/16

Pay Terms NET30

Pay Method Check

Remit To BMO

Bank Account CNEF

Sales 100

Bill Inquiry Phone 613-533-2050

Credit 105

Collector 100

Billing Specialist 100

Billing Authority

Queen's U.

Go to:
Notes

Header Info 2
Express Entry

Address

Copy Address
Attachments

Summary

Bill Search

Line Search

Navigation Header - Info 1

Page Series

Prev Next

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.



The image shows a screenshot of a form with three rows. Each row has a label on the left, a text input field in the middle, and a magnifying glass icon on the right. The first row is labeled 'Sales' and contains the value '100'. The second row is labeled 'Credit' and contains the value '105'. The third row is labeled 'Billing Specialist' and contains the value '100'. A red oval is drawn around the 'Credit' row, highlighting the '105' value.

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.

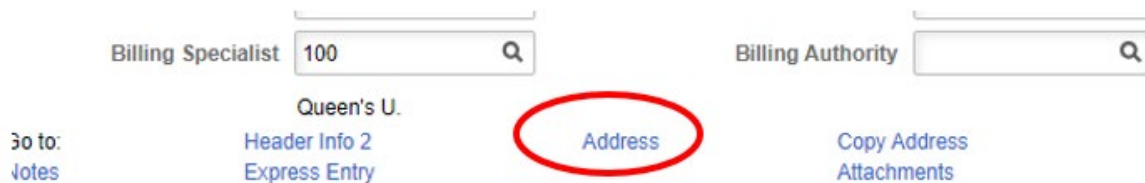
If you require a different payment term due to a contract, for example, the user will need to enter the terms in the Header Note which appears at the top of the body of the invoice. The 'Pay Terms' cannot be left blank and will continue to indicate the default of Net 30.

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

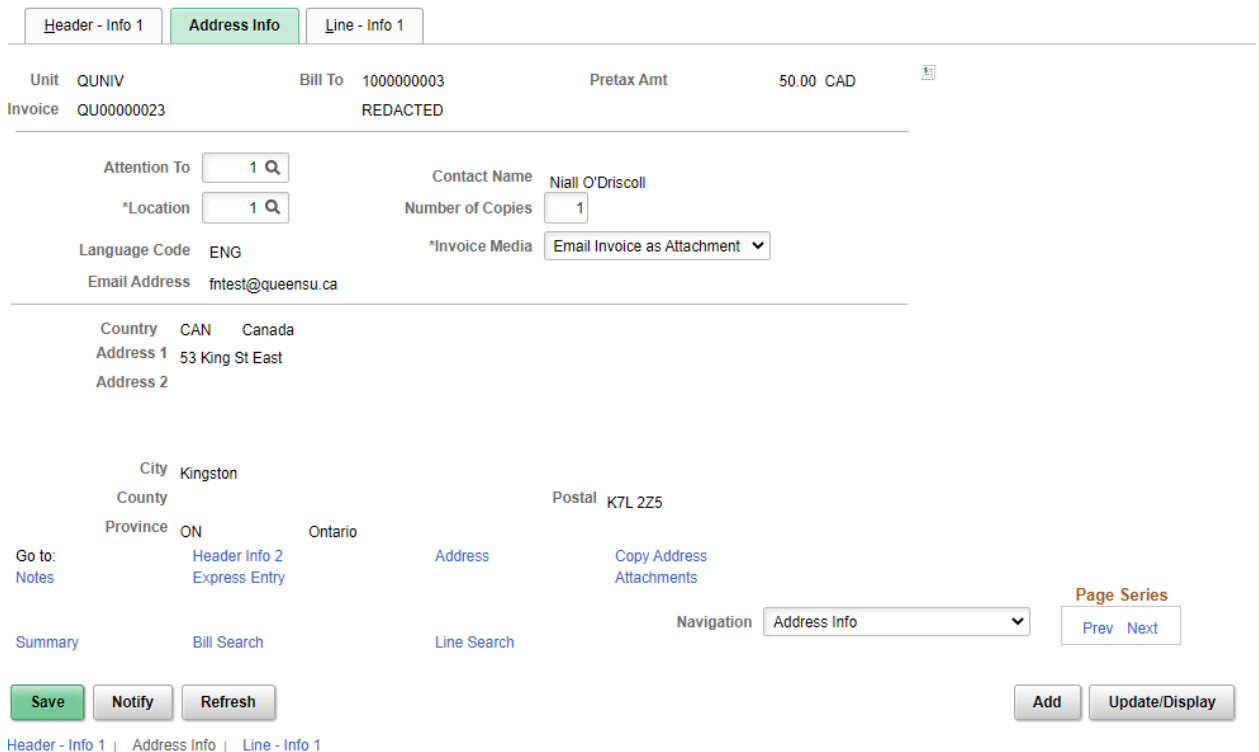


Customer Address/Contact Information

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.

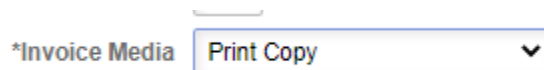
This screen also allows you to select **how** you want the invoice to be sent to the customer in the 'Invoice Media' field.

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.

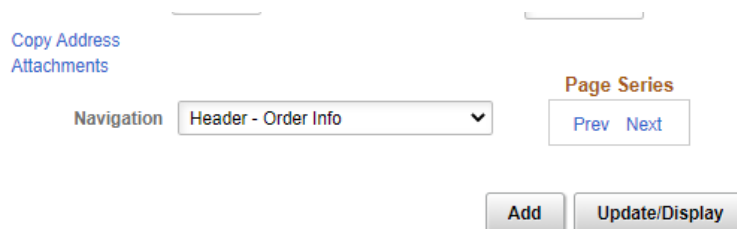
To send the invoice from a staff member's email or to send to numerous individuals, use the drop-down menu to select 'Print copy' so the finalized invoice can be downloaded.



*Invoice Media Print Copy

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'



Copy Address Attachments

Navigation Header - Order Info

Page Series Prev Next

Add Update/Display

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.'.

Header - Info 1 | **Header - Order Info** | Line - Info 1

Unit QUNIV Bill To 1000000003 Pretax Amt 50.00 CAD

Invoice QU00000023 **REDACTED**

PO Ref

Contract

Contract Date

Contract Type

OM Bus Unit

Order No

Order Date

Ship Bus Unit

Ship ID

Freight Terms

Ship Via

Bill of Lading

PK Slip No

Sold To

Sold Loc

Ship To

Ship Loc

Ship to Country CAN Ship to State ON

Go to: Notes Header Info 2 Express Entry Address Copy Address Attachments

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

Invoice Date: 16/06/2022
Payment Terms: Due in 30 Days
Currency: CAD
Customer Reference No:

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

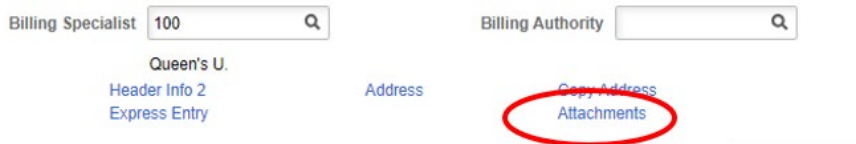
Line Notes

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

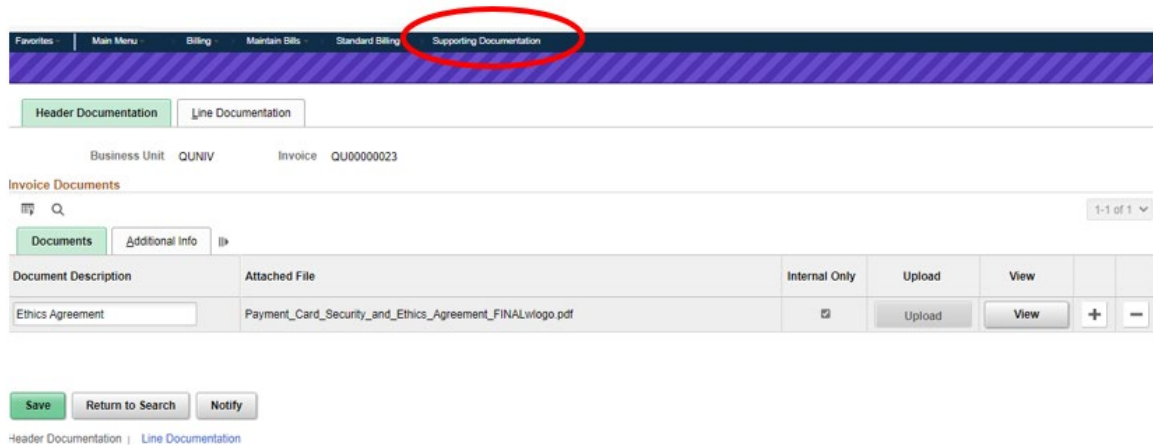
Attachments

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:

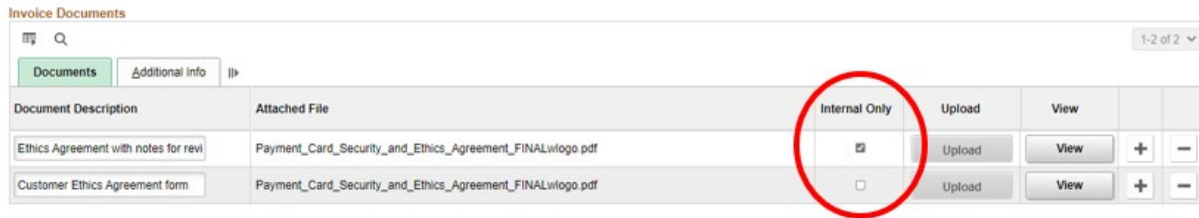


This opens a new 'Supporting Documentation' window:



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.



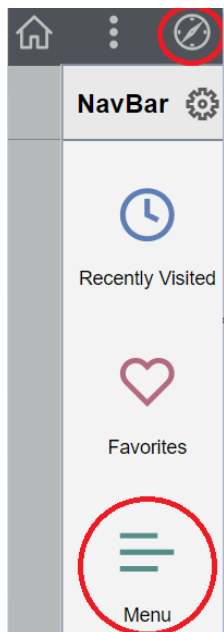
Document Description	Attached File	Internal Only	Upload	View		
Ethics Agreement with notes for revi	Payment_Card_Security_and_Ethics_Agreement_FINALwlogo.pdf	<input checked="" type="checkbox"/>	Upload	View	+	-
Customer Ethics Agreement form	Payment_Card_Security_and_Ethics_Agreement_FINALwlogo.pdf	<input type="checkbox"/>	Upload	View	+	-

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'

[Favorites](#) | [Main Menu](#) | [Billing](#) | [Review Billing Information](#) | [View Supporting Documentation](#)

View Supporting Documentation

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#)

▼ Search Criteria

Business Unit =

Invoice begins with

Bill Status =

Customer begins with

Contract begins with

Template Invoice Flag =

Case Sensitive

[Basic Search](#)

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

Invoice Documents

1-2 of 2

Documents Additional Info

Document Description	Attached File	Internal Only	View
Ethics Agreement with notes for review	Payment_Card_Security_and_Ethics_Agreement_FINALwlogo.pdf	<input checked="" type="checkbox"/>	<input type="button" value="View"/>
Customer Ethics Agreement form	Payment_Card_Security_and_Ethics_Agreement_FINALwlogo.pdf	<input checked="" type="checkbox"/>	<input type="button" value="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.

Invoice Documents

1-1 of 1

Documents Additional Info

Document Description	Attached File	Internal Only	View
Invoice Image	QUNIVRA00000092_0.pdf	<input type="checkbox"/>	<input type="button" value="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.

The screenshot displays the 'Line - Info 1' tab with the following details:

- Unit:** QUNIV
- Bill To:** 1000000003
- Pretax Amt:** 50.00 CAD
- Invoice:** QU00000023
- REDACTED**
- Max Rows:** 300

Bill Line (1 of 1) | View All

Seq: 1 | Line: 1 | Net Extended: 50.00

Table: [Search] | Identifier: [Search] | Description: Misc Expense - Test Invoice

Quantity: 1.0000

Unit of Measure: [Search]

Unit Price: 50.0000

Gross Extended: 50.00

Less Discount: 0.00

Plus Surcharge: 0.00

Net Extended: 50.00

VAT Amount: 6.50 (VAT info)

Tax Amount: 0.00

Net Plus Tax: 56.50

From Date: [Calendar] | To Date: [Calendar]

Line Type: REV | Accumulate: | Tax Exempt:

Tax Code: [Search] | Exempt Cert: [Search]

Navigation: Line - Info 1 | Page Series: [Prev] [Next]

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.

Navigation: 1 of 2 | View All

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

Header - Info 1 | **Line - Info 1**

Unit QUNIV Bill To 100000092 Pretax Amt 0.00 CAD
 Invoice RA00000041 Environment and Climate Change Canada Max Rows 300

Bill Line 1 of 1 View All

Seq 1 Line 1 Net Extended 0.00
 Table [Q] Identifier [Q] Description [Q]

Quantity [] From Date []
 Unit of Measure [Q] To Date []
 Unit Price 0.0000 Line Type REV [Q] Accumulate
 Gross Extended 0.00 Tax Code [Q] Tax Exempt
 Exempt Cert [Q]

Less Discount 0.00
 Plus Surcharge 0.00

Net Extended 0.00
 VAT Amount 0.00 VAT Info
 Tax Amount 0.00
 Net Plus Tax 0.00

Go to: Line Info 2 Tax **Accounting** Discount/Surcharge
 Notes Express Entry

Navigation Line - Info 1 Page Series

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

Header - Info 1 | Line - Info 1 | **Revenue Distribution**

Unit QUNIV Bill To 100000092 Pretax Amt 0.00 CAD
 Invoice RA00000041 Environment and Climate Change Canada Max Rows 300

Bill Line 1 of 1 View All

Seq 1 Line 1 Net Extended 0.00
 Identifier Description

BI Creates GL Acct Entries

Bill Line Distribution - Revenue

[Q] 1-1 of 1 View All

Acctg Information Reference Information

	Code	Fund	Dept	Account	Program	Class	Project	Fund Affil	Percentage	Amount	Budget Dat
+	-	[Q]	10000 [Q]	15501 [Q]	460001 [Q]	[Q]	[Q]	[Q]	[Q]	0.00	[Q]
Percent	0.00	Amount	0.00	Gross Extended	0.00						

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.

Header - Info 1 | **Line - Info 1**

Unit QUNIV Bill To 1000000003 Pretax Amt 50.00 CAD
Invoice QU00000023 REDACTED Max Rows 300

Bill Line 1 of 2 View All

Seq 1 Line 1 Net Extended 50.00
Table [Q] Identifier [Q] Description Misc Expense - Test Invoice

Quantity 1.0000 From Date [Calendar]
Unit of Measure [Q] To Date [Calendar]
Unit Price 50.0000 Line Type REV [Q] Accumulate
Gross Extended 50.00 Tax Code [Q] Tax Exempt
Exempt Cert [Q]

Less Discount	0.00
Plus Surcharge	0.00
Net Extended	50.00
VAT Amount	6.50
Tax Amount	0.00
Net Plus Tax	56.50

[VAT Info](#)

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.

Header - Info 1 | Line - Info 1 | **Line - VAT Info**

Unit QUNIV Bill To 1000000003 Pretax Amt 50.00 CAD
Invoice QU00000023 REDACTED Max Rows 300

Bill Line 1 of 2 | View All

Seq 1 Line 1 Net Extended 50.00
Identifier Description Misc Expense - Test Invoice

VAT Details
Expand All Sections Collapse All Sections

Physical Nature Goods
Change Physical Nature Click this button if you want to change Physical Nature (to Goods or Services) and reset all VAT Defaults at this level only.

VAT Locations
Ship From Country CAN Ship From State ON
Ship to Country CAN Ship to State ON

VAT Defaults
VAT Registrations
VAT Treatments
VAT Details
Applicability Taxable
VAT Code HST
Tax Rate 13.0000
Transaction Type GSTA
Adjust/Reset VAT Defaults
Adjust Affected VAT Defaults Click this button if you want the system to adjust the VAT Defaults on this page affected by changes you have made to this page. All changes you have made to VAT Defaults that affect other VAT Defaults will be retained.

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

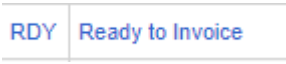
VAT Details
Applicability Exempt
VAT Code
Tax Rate 0.0000
Transaction Type GSTA

Changing the Invoice Status

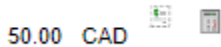
Once the review is complete, the invoice will need to be moved to invoiced status. This is comprised of two steps:

- 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.



50.00 CAD

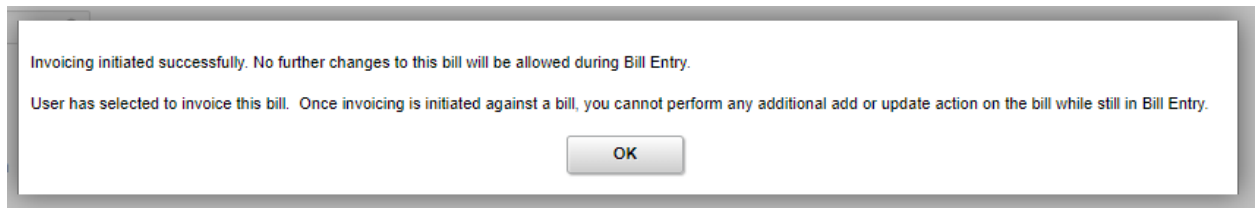
Click the 'Save' button

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



50.00 CAD

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

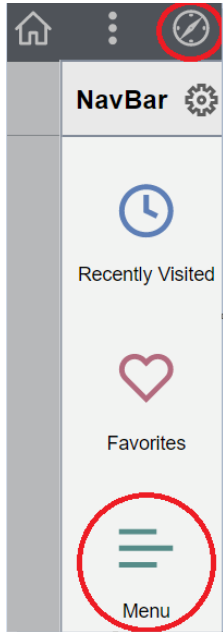


Click the 'OK' button.

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.