

FSD

Finance One

User Manual

Accounts Receivable

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AR2.0 Invoice Entry

AR2.1 Manual Invoice Entry

This option is used for entering a single debtor invoice into Finance One.

Important

- Invoices are only created for external customers. If an amount is to be charged to another University Cost Centre, no invoice should be raised instead an internal journal needs to be created.
- No invoice should be coded to internal income codes (dissection codes beginning with a 7)
- Invoices should always be coded to income dissections.
- All invoices coded to asset dissections are passed (by staff in accounts) to the assets officer to check before being posted. A fixed asset disposal form must be attached.
- Debtor invoices should always be raised in New Zealand dollars. Other currencies are only used if there is a contract for services in that currency.
- If the GST rate code of E = exempt is used in the first line of the coding detail of the invoice, the invoice printed will exclude the word “Tax” from the title “Tax invoice” and the GST registration number will be hidden. Generally the only invoices that should use a rate code of E are invoices for donations (when they are unconditional gifts and the donor does not receive a direct identifiable benefit in the form of a supply of goods and services as a result of making the donation).

Sundry Debtors

- If the debtor is a “one off debtor” and not likely to be used again, the debtor details will be entered at the time of transaction entry (invoice entry) to the sundry debtor account (see AR2.3 for instructions on these).
- Always complete a Debtor Enquiry search so see if a Debtor account already exists.

Menu Path

- Log in as an OU AR Officer.
- Click on the Transaction Entry tab.

- From New window (blue panel on the left of the screen), select the format *AR Invoice (ARINVD)* (you may need to click More to display the picklist).

Input Screen

Data Entry Instructions

Invoice Header

- Invoice Number: Each new invoice number is automatically generated..
- Invoice Date: This is set to today's date and cannot be altered.
- Input the Debtor Number or select this by clicking on the drop down list.
- Select whether the invoice amounts are to be entered as GST inclusive (GST is automatically deducted from the invoice total) or GST exclusive (GST is added to the invoice total). The default is GST exclusive.
- Foreign Currency: If the debtor is enabled to be invoiced in a foreign currency, then four further fields are required to be completed:
 - Exchange Rate Date: This should always be the date of the debtor invoice.
 - Currency of Invoice: This defaults to *Base* (meaning the invoice amount is entered in NZ dollars), or *Foreign* (meaning the invoice amount is to be entered in a foreign currency).
 - Exchange Rate Table: This should always be set to *Spot* (All FX invoices should be converted to \$NZ using the "spot" daily exchange rates).
 - Currency Code: This is the currency in which the invoice is to be raised.
- Select the Invoice Type – is for reporting purposes and will be used when amalgamating similar invoice type groups on debtor statements. Please ensure that this is used.

7. Order #: Many debtors you are invoicing requires you quote an order number you should enter it here. It will print under the invoice number on the invoice.

Please ensure that this is always entered for invoices to the Accident Compensation Corporation so that receipts are able to be traced successfully.

8. Narrative: There are three fields of 40 characters (each) for an overall invoice description. The first two fields will automatically populate to the invoice print details.

The first narrative field also automatically makes up the statement description.

9. Due date: This will default to the default payment terms on the debtor account (20th of the month following invoice). It should not be altered without due reason.
10. Attention Over-ride: Contact name and or Department. This field is printed on the invoice and should be used at all times.
11. Scanned Image Filename: A scanned image may be attached to the invoice, e.g. supporting documentation to the invoice. This is helpful especially when a debtor requests a copy invoice.

Invoice Body

12. Ledger: This is the ledger chart the invoice is to be coded to. The default will be *GL* (General Ledger).
13. Account Number: Enter (or choose from the picklist) the account number where the invoice should be posted.
14. GST Code: This field defaults to *C* being GST at the current rate. If any other GST code is chosen, please check the detailed GST rules on the University web site to ensure that the rate chosen is correct. A link is provided to this website called *Link to Taxation Policy* under links to other functions. If the GST rate code of *E* = exempt is used in the first line of the coding detail of the invoice, the invoice printed will exclude the word “Tax” from the title “Tax invoice” and the GST registration number will be hidden. Generally the only invoices that should use a rate code of *E* are invoices for donations (when they are unconditional gifts and the donor does not receive a direct identifiable benefit in the form of a supply of goods and services as a result of making the donation).
15. Inclusive or Exclusive: Enter the amount to be allocated to this account code. This is either entered as a GST Inclusive amount or a GST exclusive amount.
16. Narrations: Three additional narrative fields are available for additional information per line of the invoice. The first 2 narrative fields default to the general narration input in the header. These may be altered if required. The

3rd narrative field defaults to the debtor name for reporting purposes and cannot be modified.

17. Analysis code: This is an additional field where cost centres can input additional information against a transaction for their own reporting purposes (not mandatory).
18. Employee ID: This field is not mandatory and is for cost centre's to record the employee number of the staff member to whom the transaction relates for their own reporting purposes. The selection of this name is from a drop- down list (*Ctrl L*) extracted from the Talent 2 HR systems.

Address details

19. Select the Address tab (next to Dissections). Review the default address details. If the invoice needs to be mailed to an alternative address, select the appropriate address code or request ACR to create a new address code. **Please do not manually add addresses or enter Payee Names or alter the Postal Name.**

Print details

20. Select the Print Details tab. This **must** be completed for every invoice. Choose *load default details* at the bottom of the screen to complete the fields required. If these are not loaded, the invoice cannot be reprinted from the debtor enquiry screen once it is posted.
21. The GST flag must be input in this area to the same flag as on the invoice body above. If this is not the same the invoice will produce an error when printed.
22. The description entered here is the **description printed on the invoice**. More invoice detail is better; this is where it should be entered, just add new rows as required.

Invoice finalization

23. Check the prepared invoice to ensure the details are correct. If any errors are encountered, these should be corrected before continuing. Once the invoice is correct, select Save and Print. If a number of invoices have been input, the box print all documents should be ticked so all invoices will print.
24. Transmit/Print Document screen: The invoice **must** be printed at this stage as this is the **only** time an original invoice can be printed. (All invoices printed after this point will be clearly marked as copies).
25. Choose the transmission method for the invoice. If ticking Print, ensure a printer name is showing. If emailing check the email address is shown.
26. Press Print.

27. Check the invoice for errors.

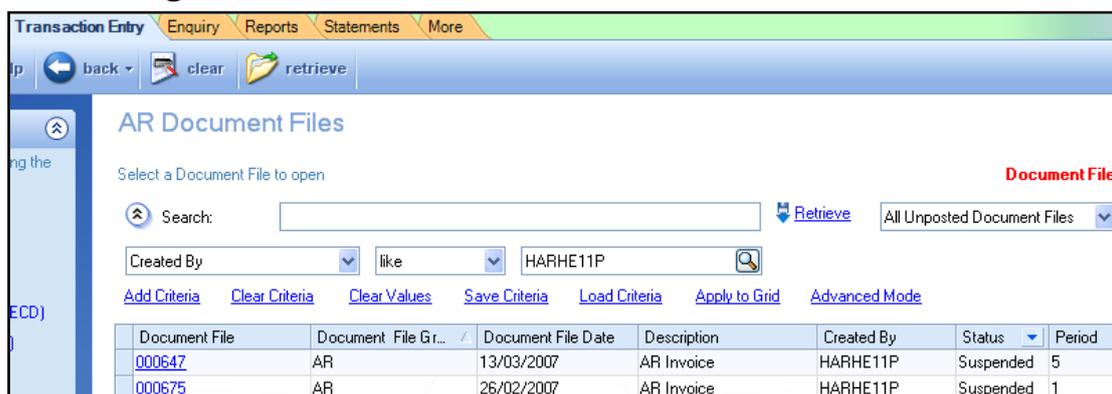
Errors

28. Void document: If after printing the **Accepted** invoice (but before the invoice is Authorized (Posted to the ledger) in Finance One, and there are errors, the invoice should be voided and corrected. **This process cancels the original invoice number and reallocates a new invoice number to your invoice (Please DO NOT sent the first/voided invoice)** all other invoice details remain.
29. To void your invoice, call up the invoice, select Suspend for Amendment (blue menu left of screen). Select void the current document and type a reason for this. E.g. “incorrect amount on invoice”.
30. Make all the necessary corrections to your invoice, then, follow the invoice finalization steps above.
31. Once an invoice has been Authorized (Posted), the invoice can only be reversed, by way of a credit note, and a new invoice entered.

Invoice acceptance

32. Once the invoice is checked and no errors were found, select the Accept option. The invoice **must not be sent to the debtor** before it has been posted to the ledger by the Accounts Receivable department in FSD.
33. Accepted invoices are regularly reviewed and if they are found to be ok, they will be posted to the ledger.

Only mail invoice to customer when it has been posted to the ledger



34. To check whether your invoice has been posted, go to the Transaction Entry tab and select *All Unposted Document Files* and using the search criteria Search: choose *Created by, like and your user name*. Click on retrieve and you will view any invoices input by you not yet Posted to the ledger.
35. A status of *suspended* means you have not accepted the invoice you entered, the invoice can be altered in a suspended status. But it must be **accepted**

before it will be reviewed for Posting.

Suspended documents must not remain suspended for more than several days; they must be either deleted or accepted.

36. Once your invoice has been posted to the ledger, you may mail/email to the debtor.

Alerts

37. A further way to easily see which of your invoices remains unposted is to set up an alert on your home page.

38. Go to the home tab



39. Click on Configure alerts displayed at the bottom of the *alerts portlet* on the left hand side of the screen.
40. Scroll down to the *Accounts Receivable – Debtors section* of the Alert Portlet Configuration Screen

Alert Portlet Configuration

Email Notification Configuration

Condition for Alert Notification:*

Alert Configuration

Use the links below to indicate which Alerts you wish to see. Use the configure links to alter the configuration of an individual Alert.

Accounts Receivable - Debtors

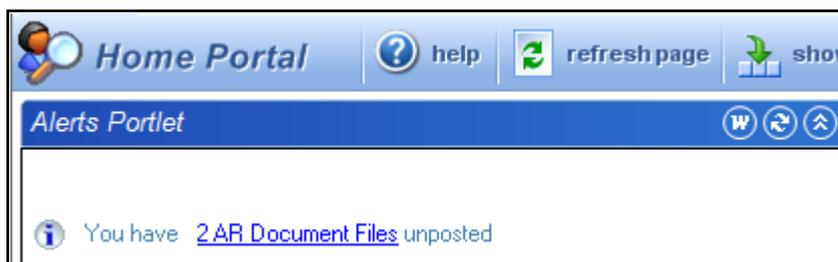
Debtors over Credit Limit	Activate
AR Payments that are Due	Activate
AR Unapplied Credits	Activate
AR Invoices raised in the Last Month	Activate
AR Receipts taken in the Last Month	Activate
AR Credit Notes raised in the Last Month	Activate
AR Adjustment Notes raised in the Last Month	Activate
AR Journals raised in the Last Month	Activate
My Unposted AR Document Files	Activate
AR Unposted Document Files	Activate
My Unposted Receipts	Activate
AR Unposted Receipts	Activate
AR Notes to Review	Activate
AR Accounts with >90 day balances	Activate
AR Accounts with >90 day balances	Activate

OK Cancel

41. Click on the word [Activate](#) beside the item *My Unposted Document Files*. The word *Activate* will now change to *DeactivateConfigure*

My Unposted AR Document Files [Deactivate](#) [Configure](#)

42. Click on OK to save the changes
43. On your Alerts Portal, you should now have an item similar to the picture below. This alert message will remain every time you log on and will alert you as to how many AR Document files (unposted invoices) you have.



44. By clicking on the underlined words [2 AR Document Files](#), you will be taken directly to the actual invoices that remain unposted.
45. Once your invoice has been posted, you may mail it to your debtor.

AR2.3 Manual Invoice Entry to Sundry Debtor Account

This option is used for entering a single one off debtor invoice in Finance One.

Debtor statements are automatically produced for individual invoices within these sundry debtor accounts. A debtor statement for each transaction still owing is produced and sent monthly.

The following sundry debtor accounts have been set up. The account changes yearly and follows the format, 9, 9 (99yy#) the last two digits of current year then # for account. Eg For 2011 #s are

- 99119 Sundry debtors – General
- 99118 Sundry debtors – Library
- 99117 Sundry debtors – Travel Insurance
- 99116 Sundry debtors – Surgical Services
- 99115 Sundry debtors – PhysEd
- 99104 Sundry debtors – UniPrint
- 99113 Sundry debtors – ITS

Important

- If the debtor is a “one off debtor” and not likely to be used again, the sundry debtor account should be used.
- A search of existing debtor accounts must be completed before raising a sundry invoice.
- The invoice format ARSINV must be used when creating a sundry invoice.

- Sundry invoices can be raised in NZ dollars only.
- Invoices are only created for external customers. If an amount is to be charged to another University Cost Centre, then an internal journal should be created.
- Invoices should always be coded only to external income dissections (dissection codes beginning with a 1)
- No invoice should be coded to internal income codes (dissection codes beginning with a 7)
- Account numbers change yearly and previous years are closed. Please only use account numbers for the current calendar year.

Menu Path

- Log in as an OU AR Officer
- Click on the Transaction Entry tab.
- From New window (blue panel on the left of the screen), select the format *AR Sundry Invoice (ARSINV)* (you may need to click More to display the picklist).

Input Screen

AR Sundry Invoice

Invoice No.	IN073811	Date	12/11/2010	Period	7	Exch. Rate Date	12/11/2010
Ledger	RD	Debtor No.		Inclusive		Base	
Invoice Type	ARSINV	Order #		Exch. Rate Table	SPOTAP	Currency Code	NZD
Amount	0.00	Base	0.00	Foreign	0.00	Exchange Rate	1.000000
Exclusive	0.00		0.00		0.00		
GST	0.00		0.00		0.00		

Debtor Name: Narrative:

Address 1:

Address 2:

Attention Override:

Due Date: Separate Invoice: Yes

Dissections		Address	Print Details	Attachments				
Ledger	Account Number	Account Number	Description	GST Code	Inclusive	Exclusive	GST	Narrative
*								

Data Entry Instructions

1. All options outlined in the manual invoice entry (AR2.1) section should be followed. The additional information is required for invoices created to a sundry debtor account.
2. Select the Debtor No. by clicking on the drop down list (sundry debtors - have an account number beginning with a 99..).
3. Debtor Name is the individual, organization, company, society, party being

charged i.e. party responsible for paying the invoice.

4. Address fields. All Sundry Debtor invoices must be addressed to the Debtors residential address, this applies to University staff members and student debtors also. There are only two fields for the address; addresses may need to be shortened.
5. Narrative: There are three fields of 40 characters (each) for an overall invoice description. The first field (line 1) will automatically populate to the invoice print details. Importantly the first narrative field also automatically makes up the statement description

Please enter the debtors phone/email contact details into the third narrative field. (invoice header - does not print on invoice)

6. Attention over-ride: Contact details, name and or department must be entered.
7. Address tab: Not available on a sundry debtor invoice as the address details are entered separately.
8. Print details tab: This must be completed for every invoice. The description fields entered here is the **description printed on the invoice**. If the description is the same as the first line of the narrative you can select Load Default Details at the bottom of the screen which will complete the fields with the first line of the narrative.

Invoice detail: More detail is better and this is where it should be entered. Arrow down within the narrative cell to get a new line to continue typing. As long as the values on the new lines are not touched or altered, they will not print on the invoice.

9. Attachments tab: Attachments containing relevant invoicing information can be attached and stored in Finance One. Can be additional invoice information for the debtors, order forms, registration forms.
10. The GST flag must be altered to reflect the same flag as entered on the invoice body above.
11. Check the prepared invoice to ensure the details are correct. Then choose Save and Print. If any errors are encountered, these should be corrected before continuing.
12. Document Transmit/Print screen: The invoice must be printed at this stage. If there are any errors on the document, they should have already been corrected. The option to reprint the original invoice after this point is available, but the invoice printed will be clearly marked as a copy of the original invoice.
13. Once the invoice is checked, select the option Accept. The invoice however should not be mailed to the debtor until it has been posted to the ledger by the Accounts Receivable office in FSD.

14. Errors: If after checking, there are errors on the invoice and the invoice has not been posted, the invoice should be voided and re-entered (see instructions in AR2.1).
15. Accepted invoices are regularly reviewed and if they are found to be OK, they will be posted to the ledger.
16. Once the invoice has been posted to the ledger it can be mailed/mailed to the Debtor.

AR2.4 Manual Invoice Entry of an Itemised Invoice

This option is used for entering an itemised invoice to Finance One. Trust shares purchased will use this format with the units being the number of shares.

Important

- This option is only available to users who regularly invoice debtors on a per item basis.
- If the debtor is a “one off debtor” or a cash sale and not likely to be used again, the sundry debtor account should be used. This debtor is only available to staff in Financial Services.
- Invoices are only created for external customers. If an amount is to be charged to another University Cost Centre, then a journal should be created.
- No invoice should be coded to internal income codes (dissection codes beginning with a 7)
- Item codes are set up by the system administrator. Item codes are grouped by item types. If these are required, please contact the system administrator in Financial Services Division to get these set up.
- Enquiries on how many items have been sold over a period etc have to be performed from the debtors ledger.

Menu Path

- Log in as an OU AR Officer
- Click on the Transaction Entry tab
- From New window (blue panel on the left of the screen), select the format *AR Item Code Invoice (ARINVI)* (you may need to click More to display the picklist).

AR2.5 Manual Invoice Entry of a Group of Invoices

This option is used for entering a group of debtors invoices into Finance One.

A number of invoices can be grouped together and processed in one document file. This is not generally recommended because all entries will show as one total on some of the enquiry screens. Also each invoice cannot be posted individually, they must always be posted as a group therefore if there is an error with one invoice, all of the invoices will not be able to be posted until the error is resolved.

If a Cost Centre regularly enters many invoices which will remain basically the same month after month (e.g. property rents), the invoices may be grouped together in one file. This file can then be copied and used as a base for invoices the following month. (see AR2.6)

Important

- Invoices are only created for external customers. If an amount is to be charged to another University Cost Centre, no invoice should be raised instead an internal journal needs to be created.
- No invoice should be coded to internal income codes (dissection codes beginning with a 7)
- Invoices should always be coded to income dissections.
- All invoices coded to asset dissections are passed (by staff in accounts) to the assets officer to check before being posted. A fixed asset disposal form must be attached.
- Debtor invoices should always be raised in New Zealand dollars. Other currencies are only used if there is a contract for services in that currency.

Sundry Debtors

- If the debtor is a “one off debtor” or a cash sale and not likely to be used again, the debtor details will be entered at the time of transaction entry (invoice entry) to the sundry debtor account (see AR2.2 for instructions on these). This debtor is only available to staff in Financial Services.

Menu Path

- Log in as an OU AR Officer.
- Click on the Transaction Entry tab.
- From New window (blue panel on the left of the screen), select the format *AR Invoice (ARINVD)* (you may need to click More to display the picklist).

Input Screen

AR Invoice

Invoice No.	IN073811	Date	12/11/2010	Period	7	Exch. Rate Date	12/11/2010
Ledger	RD	Debtor No.		Inclusive		Base	
Invoice Type		Order #		Exch. Rate Table		SPOTAP	
Amount	0.00	Base	0.00	Foreign	0.00	Currency Code	NZD
Exclusive	0.00		0.00		0.00	Exchange Rate	1.000000
GST	0.00		0.00		0.00		
Narrative							
Due Date		Attention Override					

Dissections	Address	Print Details	Attachments					
Ledger	Account Number	Account Number Description	GST Code	Inclusive	Exclusive	GST	Narrative	
*								

Data Entry Instructions

Invoice

1. All instructions for entering invoices as outlined in the manual invoice entry section (AR2.1) should be followed. The following additional items are required for multiple invoice entry.
2. Enter the first invoice as outlined in section AR2.1.

Invoice finalisation

3. Check the first invoice to ensure the details are correct. If any errors are encountered, these should be corrected before continuing. Once the invoice is correct, select Save and Clear. This will save the invoice and open the second document window. An indicator will appear on the top right hand side of the screen to indicate that there are 2 invoices in the file and that you are now looking at the second of the two invoices. 

Document Transmit/Print

<p style="margin: 0;">Transmit Options</p> <p><input checked="" type="radio"/> Original</p> <p><input type="radio"/> Copy</p>	<p><input type="radio"/> Current Document</p> <p><input checked="" type="radio"/> All Documents 1 unprinted documents</p> <p><input type="radio"/> Selected Documents</p>
<div style="display: flex; align-items: center;"> <input style="width: 150px;" type="text"/> to <input style="width: 150px;" type="text"/> </div>	

4. Once all the invoices have been input, select Save and Print. All invoices can now be printed together. The box print all documents should be ticked so all invoices will print. The invoices **must** be printed at this stage as this is the **only** time an original invoice can be printed. (all invoices printed after this point will be clearly marked as copies).
5. Choose the transmission method for the invoice. If ticking Print, ensure a printer name is showing. If emailing check the email address is shown.
6. Press Print.
7. Check the invoices for errors.
8. Once the invoices are checked and no errors are found, select the Accept option. The invoices however should not be mailed to the debtors until they have been posted to the ledger by the Accounts Receivable office in FSD.
9. FSD Accounts Receivable staff will regularly review all invoices accepted but not posted, and if they are found to be OK, they will be posted to the ledger.
10. To check whether your invoice file has been posted, go to the Transaction Entry tab and select *All Unposted Document Files* and click on Retrieve. The files listed here are invoices you have accepted but have not yet been posted by the staff in accounts receivable. Once your invoice file has been posted, it will disappear from this screen. Using the search criteria Created by for your user name you will view any invoices input by you that have not yet been posted.
11. To see a list of all invoices you have entered, select *All Document Files* from the drop down box and Retrieve. If your invoice has a status of “posted” then it has been accepted by the staff in Accounts Receivable.
12. Once your invoice file has been posted by the staff in FSD Accounts, you may mail the invoices to the debtor

AR4.0 Credit Note Entry

AR4.1 Manual Credit Note Entry

This option is used for entering a single credit note to Finance One. Credit notes must always be linked to the original invoice. By using the wizard explained below, the credit note will be linked and allocated to the original invoice thus any enquiries on the invoice will automatically show both the original invoice and the credit note.

- Credit notes are entered using a similar screen to the invoice entry screen.
- Care should be taken when entering credit notes into the system. The original invoice must have been already been entered into Finance One.
- Credit notes are only created for external customers. If an amount is to be refunded to another University Cost Centre, then a journal should be created.
- No credit note should be coded to internal income codes (dissection codes beginning with a 7)
- All credit notes coded to asset dissections are passed (by Accounts Receivable staff) to the assets officer to check before being posted.
- Credit notes for itemised invoices can only be done via itemised credit note entry.

Menu Path

- Log in as an OU AR Officer
- Click on the Transaction Entry tab
- From the New window (blue panel on the left of the screen), select the format *AR Credit Note (ARCRND)* (you may need to click More to display the picklist).

Input Screen

AR Credit Note

CR Note No. Date Period Exch. Rate Date

Ledger Debtor No. Inclusive Base

Original Inv #

Amount Base Foreign Exch. Rate Table

Exclusive Currency Code

GST Exchange Rate

Narrative

Reason Attention Override

Dissections | [Address](#) | [Print Details](#) | [Attachments](#) |

Ledger	Account Number	Account Number Description	GST Code	Inclusive	Exclusive	GST	Narrative
*							

Data Entry Instructions

Credit Note Header

1. Credit note number: Each new credit note number is automatically generated by Finance One with the next available number.
2. Select Create Entry from Document Actions in the blue panel on the left of the screen.
3. Select Find Document by Reference or Find Document by Transaction. Finding the document by reference allows users to input the actual invoice number that requires the credit note. Finding the document by transaction allows users to select the debtor, and then from the list of invoices coded to that debtor, select the invoice requiring the credit.
4. Enter or find the *original AR invoice number*. This is the original invoice that is now being reversed by way of credit note. Select the invoice number.
5. The following wizard will appear.

AR Credit Note

CR Note No. CN009499 Date 2/02/2012 Period 2 Exch. Rate Date 2/02/2012

Ledger RD Debtor No. 11299 Canterbury District Health Board Inclusive Base

Original Inv #

Amount 31,594.00 Base 31,594.00 Foreign 31,594.00 Exch. Rate Table SPOTAP

Exclusive 27,473.04 27,473.04 27,473.04 Currency Code NZD

GST 4,120.96 4,120.96 4,120.96 Exchange Rate 1.000000

Narrative CDHB contribution to Salaries Training

Reason Attention Override: Melanie Brown

Ledger	Account Number	Account Number Description	GST Code	Inclusive	Exclusive	GST	Narrative
I GL	10.WF.C03.1431.00	Sale -Services	C	31,594.00	27,473.04	4,120.96	CDHB contribution to Salaries

6. *Tick Reverse Document signage.* This will reverse the invoice creating the credit note entries.
7. If the credit note is for a portion of the original invoice only, *tick* the Change Document value box and input the value of the credit note.
8. ***DO NOT TICK*** Allocate created Document to original Document. This will link the credit note to the original invoice and pre-populate the credit note. The credit note document date will default to today's date. Click OK

AR Credit Note

CR Note No. CN009499 Date 2/02/2012 Period 2 Exch. Rate Date 2/02/2012

Ledger RD Debtor No. 11299 Canterbury District Health Board Inclusive Base

Original Inv #

Amount 31,594.00 Base 31,594.00 Foreign 31,594.00 Exch. Rate Table SPOTAP

Exclusive 27,473.04 27,473.04 27,473.04 Currency Code NZD

GST 4,120.96 4,120.96 4,120.96 Exchange Rate 1.000000

Narrative CDHB contribution to Salaries Training

Reason Attention Override: Melanie Brown

Ledger	Account Number	Account Number Description	GST Code	Inclusive	Exclusive	GST	Narrative
I GL	10.WF.C03.1431.00	Sale -Services	C	31,594.00	27,473.04	4,120.96	CDHB contribution to Salaries

Credit note entry

9. All details entered on the original invoice will now populate the blank credit note form i.e. debtor number, narratives and account dissections. This ensures that the credit note is credited to exactly the same accounts as the original invoice.
10. Enter a Reason for the credit note from the drop down list.

11. All amounts entered on credit notes (using the credit note format) will appear as positive on the screen. The format dictates that these amounts are actually credits when printing the credit note and when posting it to the ledger.
12. Account Code: The account codes from the original invoice are shown. These should not be changed as the credit note should always be coded back to the account codes where the original invoice was coded.
13. Inclusive/Exclusive: The amounts from the invoice are shown as GST inclusive or GST exclusive amounts. Again these amounts should not be changed as they should reflect the original invoice.
14. Narrations: Three additional narrative fields are available for additional information per line of the credit note. The 3rd narrative field defaults to the debtor name for reporting purposes and cannot be modified.
15. Analysis code: Cost centres can use this to provide additional information against a transaction (not mandatory).
16. Employee ID: This field is not mandatory and is for cost centre's to record the employee number of the staff member to whom the transaction relates. The selection of this name is from a drop- down list (*Ctrl L*) extracted from the Talent 2 HR system.
17. Select the Address tab and review the default address details. If this credit note is to be mailed to an alternative address, then this should be entered here.
18. Select the Print Details tab. This **must** be completed for every Credit Note. Choose Load Default Details at the bottom of the screen to complete the fields required. If these are not loaded, the Credit Note cannot be reprinted from the debtor enquiry screen once it is posted. The GST flag must be input in this area to the same flag as on the Credit Note body above.
19. Due to performance issues with the current University hardware resulting in Finance One 'Timing Out' during the applying of credit notes to invoices the Accounts Receivable staff will perform this function.

Credit Note finalization

20. Check the prepared Credit Note to ensure the details are correct. If any errors are encountered, these should be corrected before continuing. Once the Credit Note is correct, select Save and Print.
21. Transmit/Print Document screen: The Credit Note **must** be printed at this stage as this is the **only** time an original Credit Note can be printed. (all Credit Notes printed after this point will be clearly marked as copies).

22. Choose the transmission method for the credit note. If ticking Print, ensure a printer name is showing. If emailing check the email address is shown.
23. Press Print.
24. Check the printed Credit Note for errors.
25. Once the Credit Note is checked and no errors are found, select Accept. The Credit Note however should not be mailed to the debtor until it has been posted to the ledger by Accounts Receivable in FSD.
26. Accounts Receivable staff will regularly review all Credit Notes accepted but not posted, and if they are found to be OK, they will be posted to the ledger.
27. To check whether your Credit Note has been posted, go to the Transaction Entry tab and select *All Unposted Document Files* and click on Retrieve. The files listed here are Credit Notes you have accepted but have not yet been posted by the staff in accounts receivable. Once your Credit Note has been posted, it will disappear from this screen. Using the search criteria Created by for your user name you will view any invoices input by you that have not yet been posted.
28. To see a list of all Credit Notes you have entered, select All Document Files from the drop down box and Retrieve. If your Credit Note has a status of “posted” then it has been accepted by the staff in Accounts Receivable.
29. Once your Credit Note has been posted by the staff in accounts receivable, you may mail it to your debtor.

Errors

30. Void document: If after printing the credit note (but before accepting the credit note in Finance One), there are any errors on the document, the credit note should be voided and corrected. This process cancels the original credit note number and reallocates a new credit note number to your credit note. All other details on the credit note remain. To void the credit note, go back into the credit note, then select Void Document from the blue menu on the left of the screen. Select the option to void the current document and type a reason for this. This will usually be something like “incorrect amount on credit note”.
31. Make all the necessary corrections to your Credit Note, then, follow the Credit Note finalization steps above.
32. If errors are found after the credit note has been Posted, the credit note will have to be reversed, by way of another invoice, and a new credit note entered.

AR4.2 Adjustments (Journals)

This option is used for making adjustments (journals) to debtor accounts. These debtor adjustments look similar to debtor invoices and can be printed and mailed to debtors if required.

Adjustments will only be available to staff in the accounts receivable section of Financial Services. Please contact them if you would like an adjustment to be processed.

AR4.3 AR to AP Refund

This option is used for making adjustments between debtor and creditor accounts. These debtor adjustments look similar to debtor invoices and can be printed and mailed to debtors if required.

Adjustments will only be available to staff in the Accounts Receivable section of Financial Services. Please contact them if you would like an AR to AP Refund to be processed.

AR7.0 Enquiries and Reprints

AR7.1 Accounts Receivable Ledger Enquiries

This option is used for enquiries on individual debtor accounts in Finance One.

Menu Path

- Log in as an OU AR Officer
- Click on the Enquiry tab

Input Screen

Accounts Receivable Balances

Ledger Name:* AR Debtors [Show foreign currency balances](#)
Foreign currency balances may take some time to calculate for high volume accounts.

Enter search criteria and click retrieve

Search: [Retrieve](#) [Saved Search](#) Only show accounts/commitments with a balance

Account Number like [Add Criteria](#) [Clear Criteria](#) [Clear Values](#) [Save Search](#) [Load Search](#) [Apply to Grid](#)

Account Number	Long Description	Account Balance	Commitments (NZD)	Total Balance (NZD)	Description
11299	Canterbury District Health Bd	1,106,255.15	-31,059.48	1,075,195.67	Canterbury Dist

Transaction Listing

Ledger Name:* AR Debtors

Debtor:* Canterbury District Health Bd
A consolidated account can also be entered eg 1-Q-@@@

Search: [Retrieve](#) Status: All Periods

Date	Reference	Type	Period	Outstanding Amt (NZD)	Allocated Amt (NZD)	Original Amt (NZD)	Due Date	Ageing	Narrative
12/08/2009	IN052496	GENINV	0	14,717.28	0.00	14,717.28	20/09/2009	> 92 days	Christine M.
28/10/2009	IN057354	GENINV	0	27.50	0.00	27.50	20/11/2009	> 92 days	Room boo.
23/12/2009	RC065496	ARREC	0	-111.50	-31,405.67	-31,517.17		Unapp. Credit	VARIOUS I
26/02/2010	IN069181	GENINV	4	-0.01	8,286.05	8,286.04	31/05/2010	Unapp. Credit	Reimburse.
8/03/2010	IN065521	GENINV	4	37.00	0.00	37.00	20/04/2010	> 92 days	Prof. Roak.
12/03/2010	RC072857	ARREC	3	-288.56	0.00	-288.56		Unapp. Credit	IN065308
15/03/2010	IN066017	GENINV	4	93.00	0.00	93.00	20/04/2010	> 92 days	Emergency.
29/03/2010	IN067287	SMSINV	3	990.00	1,093.21	2,083.21	20/04/2010	> 92 days	2010 Tuitio
1/04/2010	RC079107	ARREC	5	-990.00	0.00	-990.00		Unapp. Credit	EXTRA PA.
13/04/2010	IN068172	SMSINV	4	3,050.00	0.00	3,050.00	20/05/2010	> 92 days	2010 Tuitio
13/04/2010	IN068042	GENINV	4	92.50	0.00	92.50	20/05/2010	> 92 days	Prof. Roak.
15/04/2010	IN068291	GENINV	4	4,656.04	0.00	4,656.04	20/05/2010	> 92 days	Profession..
16/04/2010	IN068385	SMSINV	4	4,230.96	0.00	4,230.96	20/05/2010	> 92 days	2010 Tuitio
16/04/2010	IN068388	SMSINV	4	4,143.96	0.00	4,143.96	20/05/2010	> 92 days	2010 Tuitio
20/04/2010	CN006206	ARCRND	4	-4,656.04	0.00	-4,656.04	20/05/2010	Unapp. Credit	Profession..
21/04/2010	IN068690	PROPINV	4	38,293.37	0.00	38,293.37	30/04/2010	> 92 days	Rental for.
22/04/2010	IN068825	GENINV	4	18.50	0.00	18.50	20/05/2010	> 92 days	Meeting 16
22/04/2010	IN068768	GENINV	4	169.50	0.00	169.50	20/05/2010	> 92 days	CDHB/CC..
27/04/2010	IN069156	GENINV	4	31,594.42	0.00	31,594.42	20/05/2010	> 92 days	CDHB Con.
28/04/2010	IN069253	GENINV	4	4,620.93	0.00	4,620.93	20/05/2010	> 92 days	Reimburse.

Data Entry Instructions

1. Choose the ledger you wish to enquire on. This is *ARDBT* for AR debtors.
2. In the Search field, either key the debtor number or part of the debtor name. Use the search function to narrow down the search. Use of the wildcard % key aids when only part of a name or address is known, e.g. Description like B% in the criteria will provide a list of all debtors beginning with B
3. Click on the Retrieve button to populate the list.
4. If you are unable to find a debtor you may need to untick the box *only show accounts/commitments with a balance*.
5. Double clicking on a debtor will take you to a list of outstanding items on that account.
6. Using the Links To Other Functions menu items from the blue panel at the left of the screen, provides other standard enquiry items such as account details, period balances and transaction listings.
7. Using the Transaction Listing window, users can double click on transactions down through the levels to the lowest level where transaction details are available.
8. Debtors can be ordered by account balance to provide a list of debtors with a credit balance.

Adding attachments to AR invoices

Attachments may now be added to all document formats. The function allows the user to navigate to the source of the file and save it onto the Finance One system in the designated folder.

Click on the Attachment tab and then the paperclip icon that appears in the choices on the right of the screen (not shown) Choose the 2010 Gen Attachments from the pop up box that appears when the paperclip is chosen.

The screenshot shows the 'AR Sundry Invoice' form with the 'Attachments' tab selected. The form contains various fields for invoice details such as Invoice No., Date, Ledger, and Amount. At the bottom, there is a table for 'Attachments' with columns for Attachment Name, Date, Extension, Attachment Type, and Notes. A pop-up menu is visible on the right side of the table, with '2010 Gen Attachments' and 'Note' options. The '2010 Gen Attachments' option is circled in red.

Clicking on the 2010 Gen Attachments will open up a Windows Explorer box to be used to navigate to the file location of the attachment. Click on the file to be added as an attachment. It is possible to add as many attachments as needed.

Adding a Note to an AR Document

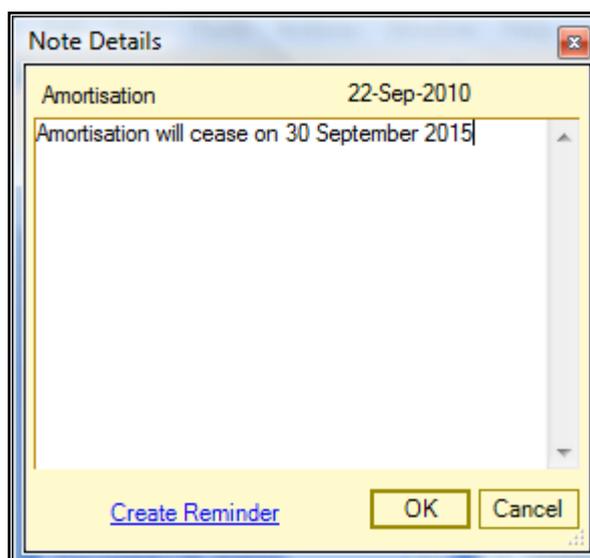
Adding a unique note to the transaction is also possible by selecting the Note option that presents when the attachment icon is clicked. Notes are entered in the pop up window that is shown below.

The screenshot shows a 'Note Details' pop-up window. It has a title bar with a close button. Inside, there is a text area with 'New Note' and a date field set to '22-Sep-2010'. At the bottom, there are three buttons: 'Create Reminder', 'OK', and 'Cancel'.

Begin by giving the note a title. Tab to the date field and then tab once more to get to the body of the note.

The Note option is used to supply supplementary information about the transaction, an answer to an enquiry about the transaction, comments from a phone conversation or anything thought useful that could not be fully explained in the narration fields on the document format.

Click OK when finished.



AR7.2 Finding and Printing a Copy of an Invoice, Credit Note or Receipt

This option is used for re-printing a copy of an invoice, credit note or receipt posted to a debtor account.

Important

- The word “Copy” will appear on the invoice, credit note or receipt to comply with GST regulations

Menu Path

- Log in as an OU AR Officer
- Click on the Enquiry tab.

Input Screen

Transaction Listing

Ledger Name:* AR Debtors

Debtor:* F1train2

A consolidated account can also be entered eg 1-Q-@@@

Search: [Retrieve](#) Status: All Periods

Drag a column header here to group by that column

Date	Reference	Type	Due Date	Outstanding Amt (NZD)	Allocated Amt (NZD)	Original Amt (NZD)	Ageing	Narrative
1/02/2007	IN000133	ARINVD	1/03/2007	125.00	1,000.00	1,125.00	> 89 days	Rent for Dr Jim DSM
9/02/2007	IN000027	ARINVD	20/03/2007	-125.00	1,250.00	1,125.00	Unapp. Credit	reasearch into all so...
9/02/2007	IN000048	ARINVI	20/03/2007	1,300.00	0.00	1,300.00	> 61 days	As per telephone call
9/02/2007	RF000013	ARCRND	20/03/2007	50.00	0.00	50.00	> 61 days	Overpayment
9/02/2007	IN000082	ARINVD	20/03/2007	312.50	1,375.00	1,687.50	> 61 days	dummy invoice
14/02/2007	IN000087	ARINVD	20/03/2007	60,000.00	0.00	60,000.00	> 61 days	consulting fees
19/02/2007	IN000130	ARINVD	20/03/2007	225.00	0.00	225.00	> 61 days	Rent for weekly Frui...
20/02/2007	IN000134	ARINVD	20/03/2007	112,000.00	500.00	112,500.00	> 61 days	Prepaid income ie F...
21/02/2007	IN000131	ARINVD	26/03/2007	2,812.50	0.00	2,812.50	> 61 days	Rent for lecture thea...
21/02/2007	ARXJ000002	ARADJ		-5.00	0.00	-5.00	Unapp. Credit	To write off small ba...
22/02/2007	RC000056	ARREC		-125.00	0.00	-125.00	Unapp. Credit	
26/02/2007	RF000018	ARCRND	20/03/2007	50.00	0.00	50.00	> 61 days	Transfer credit bala...
1/03/2007	VT05185004	\$PCEXP		26.45	56.00	82.45	> 30 days	BESTOW GIFTS H...
5/03/2007	RC000073	ARREC		-200.00	-100.00	-300.00	Unapp. Credit	Debtor invoice1221...
13/03/2007	IN000166	ARINVI	30/04/2007	23,906.25	0.00	23,906.25	> 30 days	item invoice
16/03/2007	ARXJ000004	ARADJ		63.00	0.00	63.00	> 30 days	refund credit balance
16/03/2007	ARXJ000005	ARADJ		0.01	0.00	0.01	> 30 days	Write off small balan...
25/04/2007	IN000272	ARINVD	20/05/2007	1,237.50	0.00	1,237.50	Current	Testing Decriptive I...
30/04/2007	IN000322	LIBINV	20/05/2007	562.50	0.00	562.50	Current	test
30/04/2007	IN000331	PROPINV	20/05/2007	135.00	0.00	135.00	Current	test

Data Entry Instructions

1. Choose the ledger you wish to enquire on. This is *ARDBT* for general AR debtors.
2. In the Search field, either key the account number or use the search function to narrow down the search. Use of the wildcard % key aids when only part of a name or address is known, e.g. keying B% in the search field will provide a list of all debtors beginning with B
3. Click on the Retrieve button to populate the list.
4. Highlight the debtor account where the invoice or credit note was posted.
5. Using the Links To Other Functions menu items from the blue panel at the left of the screen, choose Transaction Listings.
6. Using the transaction listing window, locate the invoice or credit note you wish to reprint and double click on this document file.
7. Select Re-transmit Document Print to reprint a copy of the document. The word “copy – not original” will appear on all copies printed.

Additional Information - Data Entry

AR2.3 Manual Invoice Entry to Sundry Debtor Account

This option is used for entering a single one off invoice to a one off debtor in Finance One.

Manual invoice entry to Sundry debtor accounts will only be available to staff in the accounts receivable section of Financial Services. Please contact them if you would like to enter manual invoices for sundry debtors.

AR2.4 Manual Invoice Entry of an Itemised Invoice

This option is used for entering an itemised invoice to Finance One. These will need to be setup for each type of itemized invoice. Please contact Financial Services if you wish to have this setup.

See section 2.4 for details for invoice entry for itemised accounts.

AR2.5 Manual Invoice Entry of a Group of Invoices

This option is used for entering a group of debtor's invoices into Finance One.

A number of invoices can be grouped together and processed in one document file. This is not generally recommended because all entries will show as one total on some of the enquiry screens. Also each invoice cannot be posted individually, they must be always posted as a group. Therefore if there is an error with one invoice, all of the invoices will not be able to be posted.

See section 2.5 for details for manual invoice entry of a group of invoices.

AR2.6 Bulk Manual Invoice Entry Based on Previous Invoices Created

Basing a new invoice on a previous invoice or group of invoices issued reduces errors and saves time. This option is used for invoices typically to the same customer, for the same goods or services, but for varying monthly amounts and which reoccurs every month e.g. Property Services and ITS when invoicing external customers for monthly charges such as power or internet usage.

See section 2.4 for details for invoice entry for bulk invoice entry.

AR2.7 Recurring Invoice Entry

Recurring invoices are typically to the same customer, for the same goods or service, for the same amount and recur every month for a defined period of time e.g. a monthly rental invoice.

Recurring Invoice Entry is available to will only be available to staff in the accounts receivable section of Financial Services. Please contact them if you would like a recurring invoice to be set up.

AR2.10 Prepaid Revenue Invoice Entry

Prepaid revenue invoices are set up in circumstances where an invoice is raised and cash is received, but, for accounting purposes, the revenue is to be spread over a number of periods.

Prepaid Revenue Invoice Entry is will only be available to staff in the accounts receivable section of Financial Services. If you require this for a number of invoices please contact them.

AR7.2 Finding and printing a copy of an invoice, credit note or receipt

This option is used for re-printing a copy of an invoice, credit note or receipt posted to a debtor account.

See section 7.2 for details for reprinting an invoice or credit note.