



Collections Workbench

Navigation

Main Menu > Accounts Receivable > Collections Workbench

View Invoices

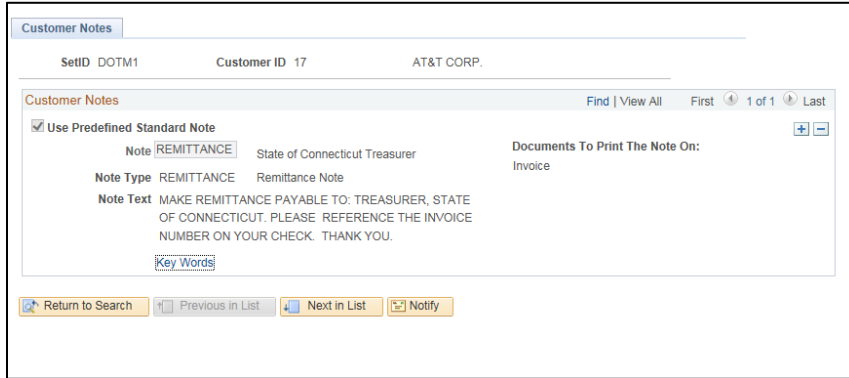
1. To view an invoice using the **Collections Workbench** enter the SETID, Unit, and or Customer. Note: The page will default to no relationship.

The screenshot shows the 'Collections Workbench' search interface. The 'SetID', 'Unit', and 'Customer' input fields are highlighted with red boxes. The '*Level' dropdown menu is set to 'No Relationship'. Other fields include Contract, Contract Line, Contract Type, Billing Specialist, Billing Authority, and Reference Award Number. A 'Search' button is present, along with options for 'Display Currency', 'Add Conversation', and 'Personalize Content'. A navigation bar at the bottom includes 'Items', 'Aging', 'Payments', 'Correspondence', and 'Conversations'. A note at the bottom states: 'Customer, Contract, Billing Specialist, Billing Authority, or Reference Award Number must be part of the search criteria in order to search the data.'

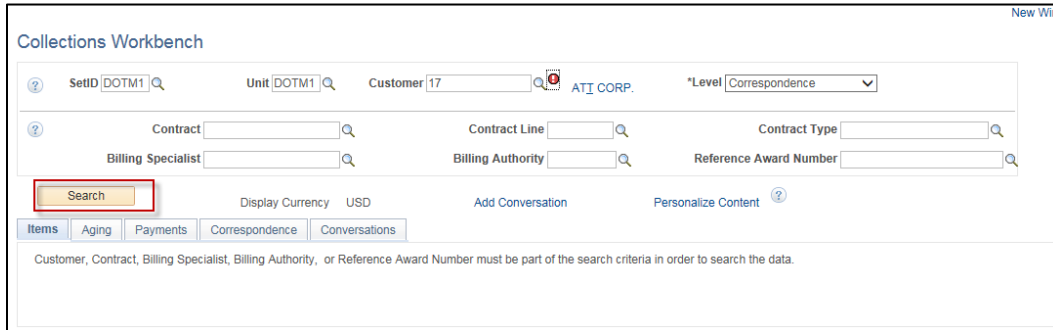
2. After entering the Customer field, a red symbol will appear to the right of the entry box. Click the **Red Symbol**.

This screenshot shows the same 'Collections Workbench' search interface, but now the 'Customer' field contains the text '17' and a red circular symbol with a white exclamation mark is visible to its right. The '*Level' dropdown menu is now set to 'Correspondence'. The 'SetID' field contains 'DOTM1' and the 'Unit' field also contains 'DOTM1'. The 'Contract' field contains 'ATI CORP.'. The 'Search' button and other interface elements remain the same as in the previous screenshot.

3. A new window will open with **Customer Notes**. Exit out of the window to return to the **Collections Window**.



4. Click **Search** to populate **Customer Details** and the **Items** tab.



5. **Customer Details** will show the existing balance. Tab through **Items**, **Aging**, and **Payments**.

Collections Workbench

SetID [DOTM1] Unit [DOTM1] Customer [17] ATI CORP *Level [Correspondence]

Contract Contract Line Contract Type

Billing Specialist Billing Authority Reference Award Number

Search Display Currency USD Add Conversation Personalize Content

Customer Details

Bill To Address 1 ATTN: MARK P. BURGHART **Balance 3,122.82** Primary Contact

Bill To City WALLINGFORD Past Due 3,122.82 Contact Title

Bill To State CT Credit Limit 0.00 Contact Phone

Last Payment Date 12/16/2015 Risk Score Contact EMail

Last Payment Amount 12,374.63 Broken Promises 0 Last Statement Date 03/10/2016

Items Aging Payments Correspondence Conversations

Status [Open] GO Filter Items Account Overview

Row Selection Range: e.g.: 1-9 GO Select All Deselect All Item Action Choice: Select Action GO

Item List

Seq Nbr	Select	Item	Line	Activities	Conv	Conversation Exists	Unit	Customer ID	Status	Terms	Entry Type	Entr Reas
1	<input type="checkbox"/>	RG200752D12	1	2		Y	DOTM1	17	Open	IMMED	IN	EXT

Search Result Totals

Customer Details

Bill To Address 1 ATTN: MARK P. BURGHART Balance 3,122.82 Primary Contact

Bill To City WALLINGFORD Past Due 3,122.82 Contact Title

Bill To State CT Credit Limit 0.00 Contact Phone

Last Payment Date 12/16/2015 Risk Score Contact EMail

Last Payment Amount 12,374.63 Broken Promises 0 Last Statement Date 03/10/2016

Items **Aging** Payments Correspondence Conversations

Customer Balances

Balance 3,122.82	High Balance	0.00	Balance Date 06/17/2011
Past Due 3,122.82	High Past Due	0.00	Past Due Date

Aged Date 09/13/2013 Aging ID STD New Balance

Customer Aging

Aging Category	Aging Amount	Currency	Aging Count
06 121+	15,497.45	USD	1

Items Aging **Payments** Correspondence Conversations

On Account 0.00 Prepayments 0.00 Credit Memos 0.00

Filter Payment Payments in Process Unapplied Payments Drafts Direct Debits Search

Outstanding Payments

Deposit Unit	Customer	Deposit ID	Payment Method	Status	Accounting Date	Entered Date	Payment Amount	Currency	Base Amount	Base Currency	Bank Account #	External Bank ID	As
Totals													
Total Payments			0	Amount		0.000							

From Date [10/03/2016] To Date [10/03/2016] Search

Complete Payments

More Info	Deposit Unit	Deposit ID	Customer	Payment Sequence	Payment ID	Payment Method	Accounting Date	Payment Amount	Payment Currency	Base Amount	Currency Code
	DOTM1	49624	17	1	158_11809	Check	02/20/2009	614.98	USD	614.98	USD
	DOTM1	137225	17	1	114_71346806	Check	12/16/2015	12,374.63	USD	12,374.63	USD

Totals

Payment Count 2 Total 12,989.61 USD

Payment Performance

Fiscal Year	Accounting Period	Weighted Average Days	Amount	Currency
		0.000	0.000	

- From the **Correspondence** tab, click the **More Info** icon. This will open a light box for **Review Statements**.

The screenshot shows two side-by-side panels. The left panel is titled 'Statement History' and contains a search bar for 'Statement Number' and 'Statement Date'. Below is a table of statements:

More Info	Statement Number	Statement Date	Amount	Currency
	6629	03/10/2016	3,122.82	USD
	4564	04/30/2013	15,497.45	USD
	4446	12/18/2012	15,497.45	USD
	4422	12/12/2012	15,497.45	USD
	4425	12/12/2012	15,497.45	USD
	4424	12/12/2012	15,497.45	USD

The right panel is titled 'Dunning History' and contains a search bar for 'Dunning Number' and 'Dunning Date'. Below is a table with one entry:

More Info	Dunning Number	Dunning Date	Amount	Currency
			0.000	

- Note: **Review Statements** will only show you one statement at a time. This is noted by the statement number. Click **Cancel** to return to the **Collections Workbench**.

The screenshot shows a 'Review Statements' dialog box. At the top, it displays 'SetID DOTM1', 'Correspondence Customer 17', and 'AT&T CORP.'. The 'Statement Number' field is highlighted with a red box and contains '6629'. The 'Statement Date' is '03/10/2016'. Below is a summary table:

Subtotals by Currency and Locations		Find View All First 1 of 1 Last	
Subtotal	3,122.82 USD	Current Balance	3,122.82 USD
Converted Subtotal	0.000	Converted Current Balance	0.000
Location 2 MAIN		Balance Forward	0.000
Type Open Item			

Below the summary is a 'Details' table:

Item ID	Line	Item Statement Amount	Item Current Amount	Entry Type	Unit	Customer ID	Short Name	DR
1RG200752D12	1	3,122.82 USD	3,122.82 USD	IN	DOTM1	17	AT&T	N

A 'Cancel' button is located at the bottom left of the dialog.

- Should there be a dunning letter associated with this customer, they can be accessed by clicking **More Info** under the **Dunning History** menu.

The screenshot shows the same two panels as in the first image. In the 'Dunning History' panel, the 'More Info' icon for the single entry is highlighted with a red box.

- Click the **Conversations** tab to prompt the **Conversations** menu. Click **More Info** to access the **Conversations** light box for that particular statement.

More Info	Unit	Cust ID	Created By	Description	Conversation Date	Status	Number of Entries	Attachments	Subject	Subject Topic	Amount Referenced	Promise Date	Promise Status
	DOTM1	17	BernotasA	COLLECTION EFFORTS	12/10/2012	Open	2	N	MISCELLANEOUS	MISCELLANEOUS	15,497.45		None
	DOTM1	17	BernotasA	COLLECTION EFFORTS	08/31/2011	Open	1	N	MISCELLANEOUS	MISCELLANEOUS	31,515.45		None

Conversations

Conversations | References | Attachments

SetID DOTM1 Business Unit DOTM1 Customer 17 AT&T CORP.
 *Status **Open** Description COLLECTION EFFORTS
 Subject MISCELLANEOUS MISCELLANEOUS Sub-Topic MISCELLANEOUS MISCELLANEOUS

Promise of Payment

Review Date Review Days User ID Done Supervisor Review

Follow Up Action User ID Done Letter Date

Reference Totals Amount 3,122.82 Currency USD Promise Date

Created On 12/10/12 11:39:02AM Created By BernotasA Last Modified On 07/29/16 9:14AM Modified By PPLSFT

Keywords Keyword1 Keyword2 Keyword3

Conversation Entries Find | View All | First 1 of 2 Last

Contact ID
 Email ID
 Telephone
 Extension
 Comments 06-13-13 - ACCOUNT PLACED WITH EOS CCA.

Created On 06/18/13 10:29AM Created By BernotasA Last Modified On 07/29/16 9:14AM Modified By PPLSFT

Conversations | References | Attachments

- To add attachments to a specific conversation, like an PDF invoice, click the **Attachments** Tab. Note: *The process follows the same path as Adding Attachments for all other modules.*

Conversations

Conversations | References | **Attachments**

SetID DOTM1 Business Unit DOTM1 Customer 17 AT&T CORP.
 Date 12/10/2012 Description COLLECTION EFFORTS Status Open
 Subject MISCELLANEOUS Subject Topic MISCELLANEOUS

Document Attachments Personalize | Find | View All | First 1 of 1 Last

Attached File	Description
<input type="text"/>	<input type="text"/>

Conversations | References | Attachments

Email Invoice Copies

1. Click the **Items** tab.
2. Select **Detail 7** under the **Item List** menu.
3. Click the **Select** box to check an invoice.

Customer Details

Bill To Address 1 ATTN: MARK P. BURKHART
 Bill To City WALLINGFORD
 Bill To State CT
 Last Payment Date 12/16/2015
 Last Payment Amount 12,374.63

Balance 3,122.82
 Past Due 3,122.82
 Credit Limit 0.00
 Risk Score
 Broken Promises 0

Primary Contact
 Contact Title
 Contact Phone
 Contact EMail
 Last Statement Date 03/10/2016

Items | Aging | Payments | Correspondence | Conversations

Status Open GO Filter Items Account Overview

Row Selection Range e.g.: 1-9 GO Select All Deselect All Item Action Choice ...Select Action GO

Item List

Seq Nbr	Select	Item	BI Unit	Invoice	Invoice Date	Consol. Unit	Consol. Inv	Balance - Base Currency	Curr	Last Activ Dt	Letter
1	<input checked="" type="checkbox"/>	RG200752D12	DOTM1	RG200752D12				3,122.82 USD	USD	12/16/2015	

Search Result Totals

	Count	Debit Amount	Credit Amount	Total Amount	Selected Amount
Debits	1			3,122.82 USD	
Credits				USD	
Total	1			3,122.82 USD	
Selected	1			3,122.82 USD	

4. Click the **Invoice** number to prompt the **AR Billing Inquiry** page.
5. Click **Notify**.

AR Billing Inquiry

Invoice

Unit DOTM1 Invoice RG200752D12 Invoice Date 08/26/2012
 Bill Type RG Source MISC Status INV Billing Currency USD
 Customer 17 AT&T CORP. Invoice Amount 15,497.45
 Location 2 MAIN Total Sales/Use Tax 0.00
 Terms IMMED Total VAT Amount 0.00

Invoice Lines

Line Identifier	Description	Quantity UOM	Unit Price	Gross Extended	Net Plus Tax
1	FINAL AUDIT - REIMBURSEMENT	1.0000 EA	15,497.4500	15,497.45	0.000

Bill Header Notes Bill To Address Bill Header - Projects Information

Go To Select a Bill Inquiry Page

View in Base Currency

Return to Search Notify

6. A copy of the invoice may be sent through this navigation. Click **OK** to send the notification and exit the page. Click **Cancel** to exit the page without sending a notification. Click **Apply** to send the notification and remain on the page.

Workflow Notification Help

Send Notification

Type names or email addresses in the To, CC, or BCC fields, using a semi-colon as a separator.
Click LOOKUP RECIPIENT to search for a name. Click DELIVERY OPTIONS to view or change the method of the send.

Notification Details Lookup Recipient

To:

CC:

BCC:

Priority:

Subject:

Template: Workflow Notification

Priority: %NotificationPriority

Date Sent: 2016-10-03

Message:

RichText

Click OK to send this notification and exit this page. Click Cancel to exit this page without sending a notification.
Click Apply to send this notification and remain on this page.