UVA Finance

Accounts Receivable (AR) Training Guide

Finance Outreach & Compliance

http://foc.virginia.edu

Table of Contents

AR-Accounts Receivable

The **Accounts Receivable** module provides integrated receivables processing and management for the University.

There are four functional areas of processing and managing receivables:

- Transaction creation and maintenance
- Customer creation and maintenance
- Entering and applying receipts
- Collections

After completing this course, online help (http://training.foc.virginia.edu/CC-T&TUsingOnlineHelpinIS/index.html) is available within the Integrated System.

This section of the training illustrates querying AR data.

Viewing AR Data

You can view Accounts Receivable data from within the AR module.

You cannot make any changes to data in the AR module while logged in as an AR Viewer.

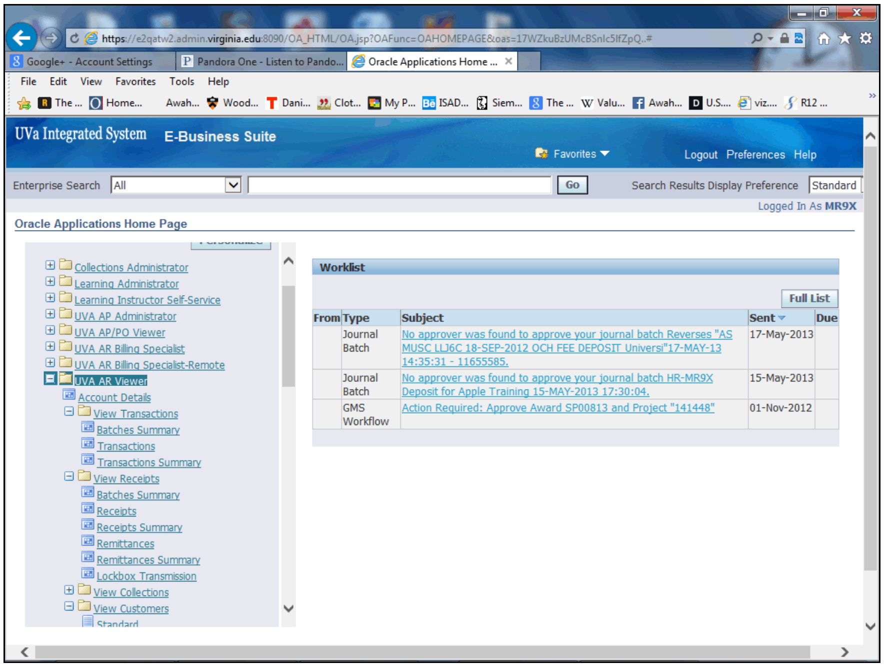
See the Accounts Receivable Module - Training Guide (https://ubicommunity.virginia.edu/docs/DOC-1411-accounts-receivable-module-training-guide) on the UBI Community for information related to reporting on AR data.

Finding AR Transactions

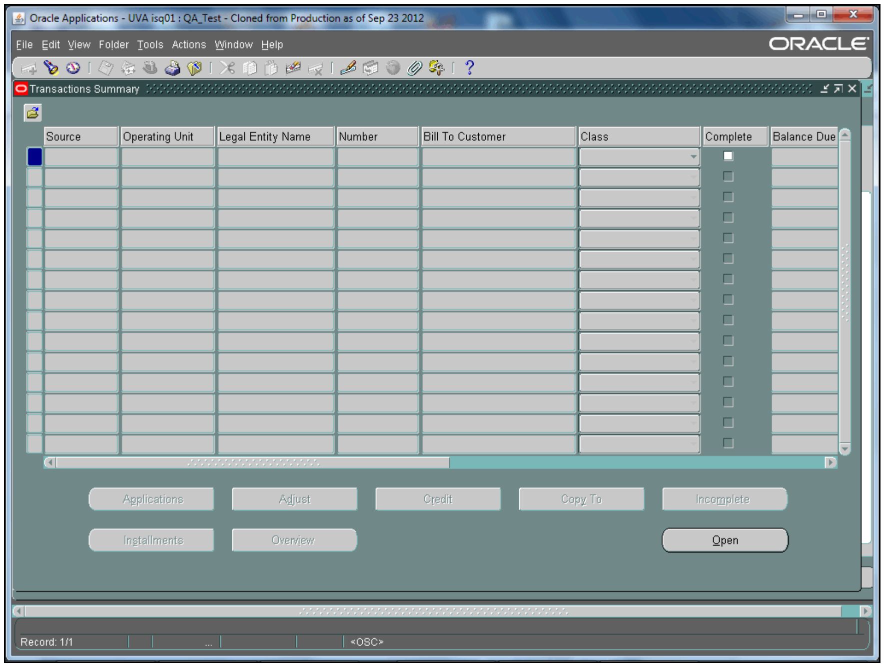
Procedure

Any AR responsibility may follow this method for finding AR transactions.

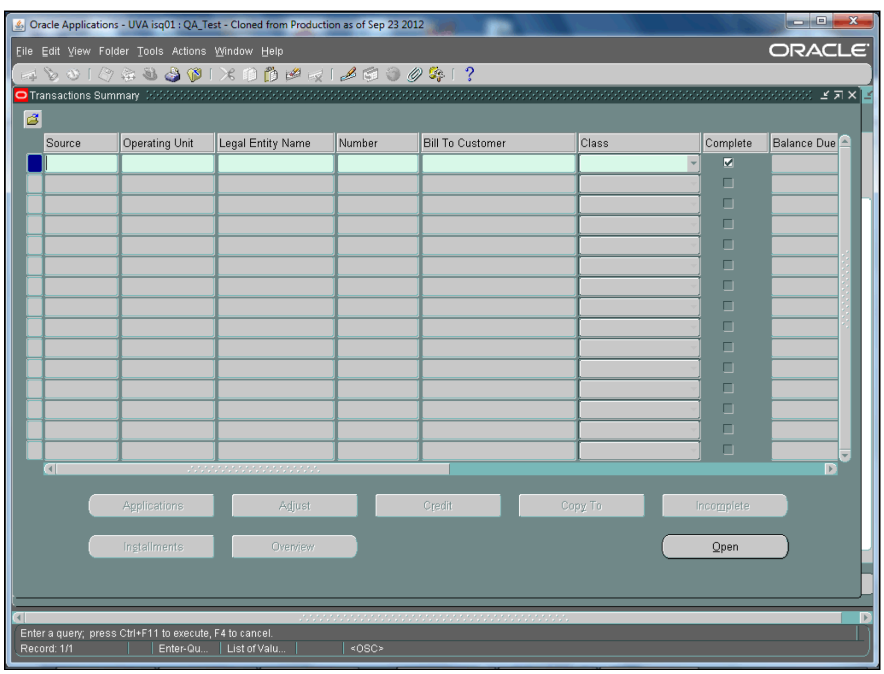
However, when logged in as an AR Viewer you may not make any changes to data in the module.

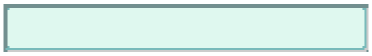


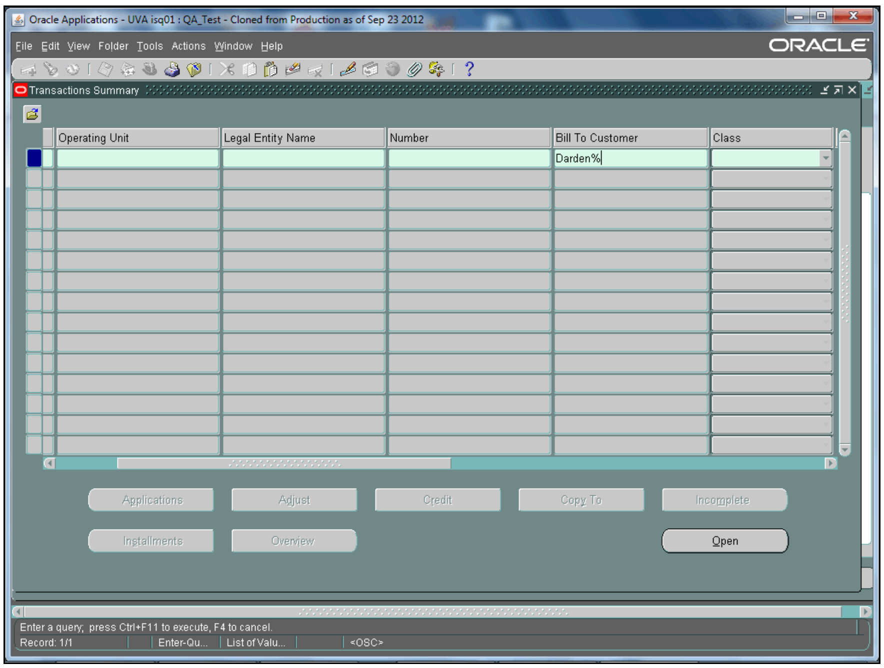
Step	Action
1.	Expand AR Viewer or any other AR Responsibility that you have. If you know details like the transaction number or the exact name of the customer and the date of the transaction you can use the Transaction link. Otherwise you can search using transaction summary. Here we illustrate a query where details are not known. Click the **Transactions Summary** link.

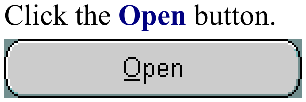


Step	Action
2.	Use this option when you are not sure of the exact customer name or the date of the transactions. Initiate a query by pressing**[F11]** on the keyboard.



Step	Action
3.	Notice the color change in the first row's cells. This indicates you are in query mode. Click in the **Bill To Customer** field. 
4.	Enter the desired information into the **Bill To Customer** field. Enter "**Darden%**".



Step	Action
5.	Note: You could abandon the query by clicking F4 on the keyboard. Press **[Ctrl+F11]** to execute the query.
6.	This query returns all transactions for any data and any Bill To Customer with "Darden" in the customer name. The first invoice is selected. Click the **Open** button. 

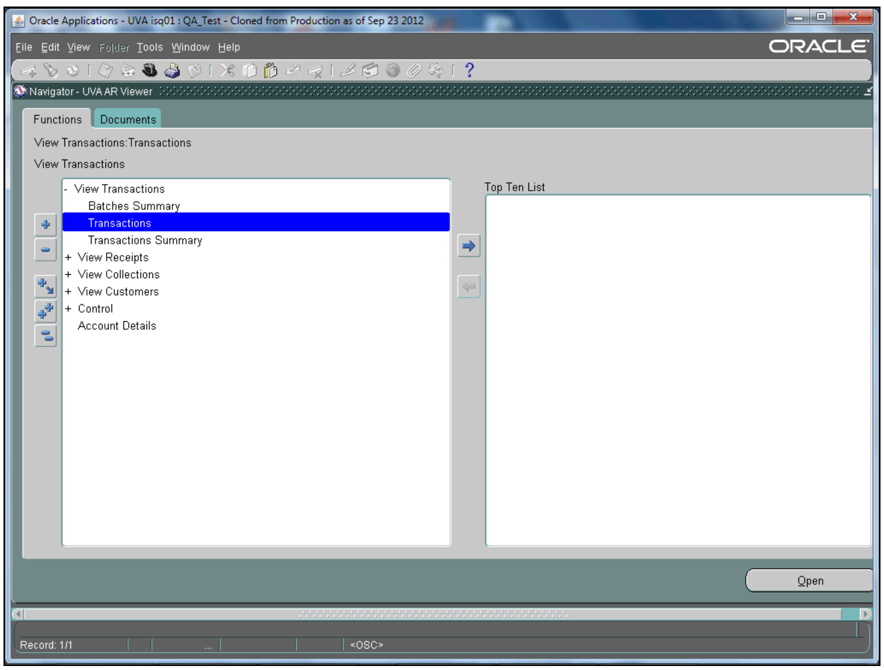
Step	Action
7.	Here you can see all details of the transaction selected. You can explore the transaction further by clicking buttons; Line Items, Distributions or Sales Credits. **End of Procedure.**

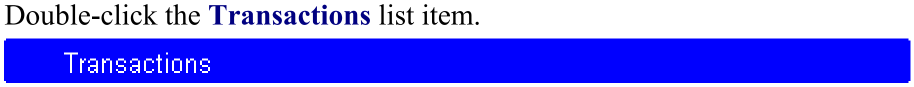
Finding a Particular Transaction

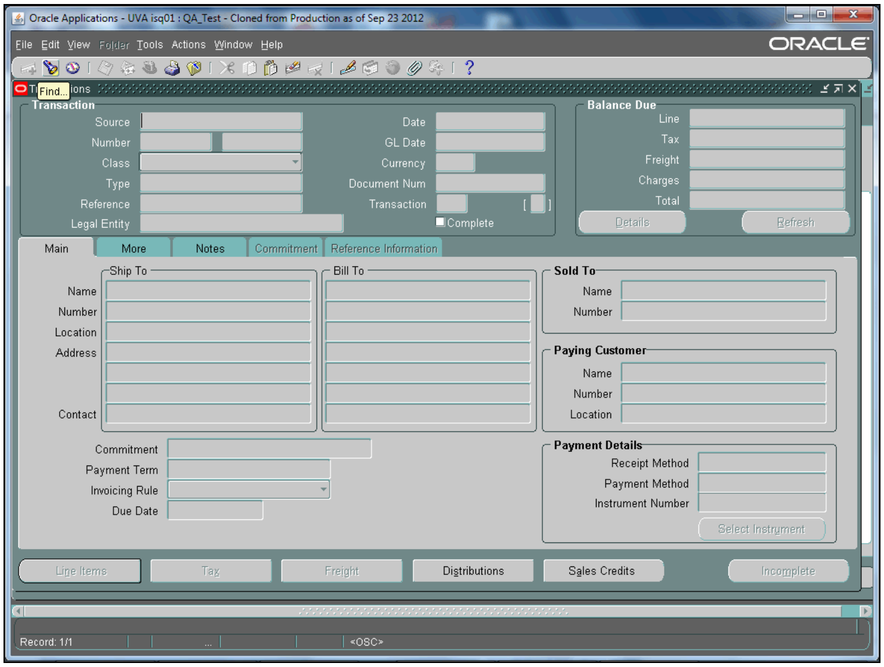
Procedure

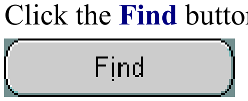
Departmental employees may run queries on the AR module when logged in as AR Billing Specialist or as AR Viewer.

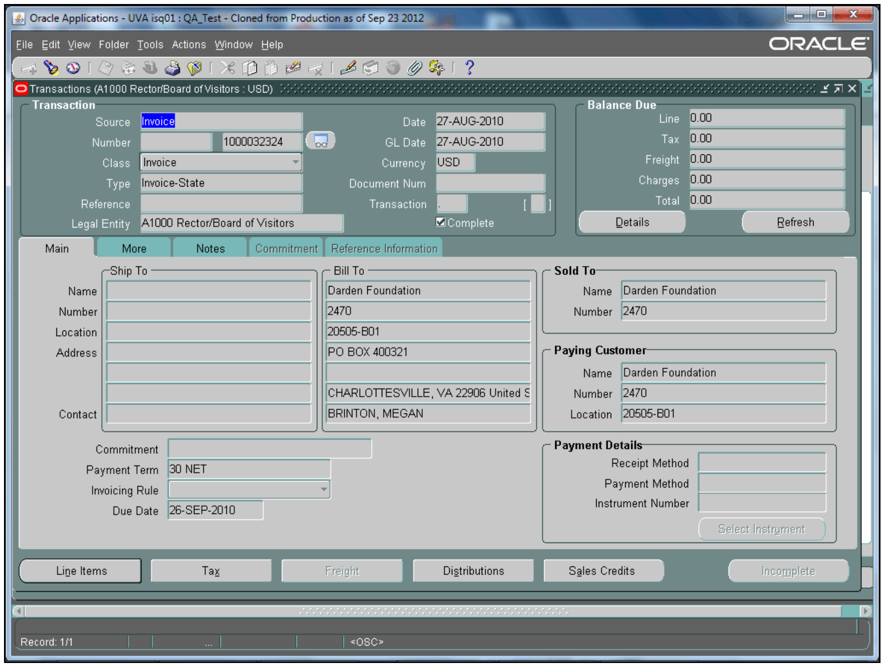
When logged in as AR Viewer you may not make changes in the module.



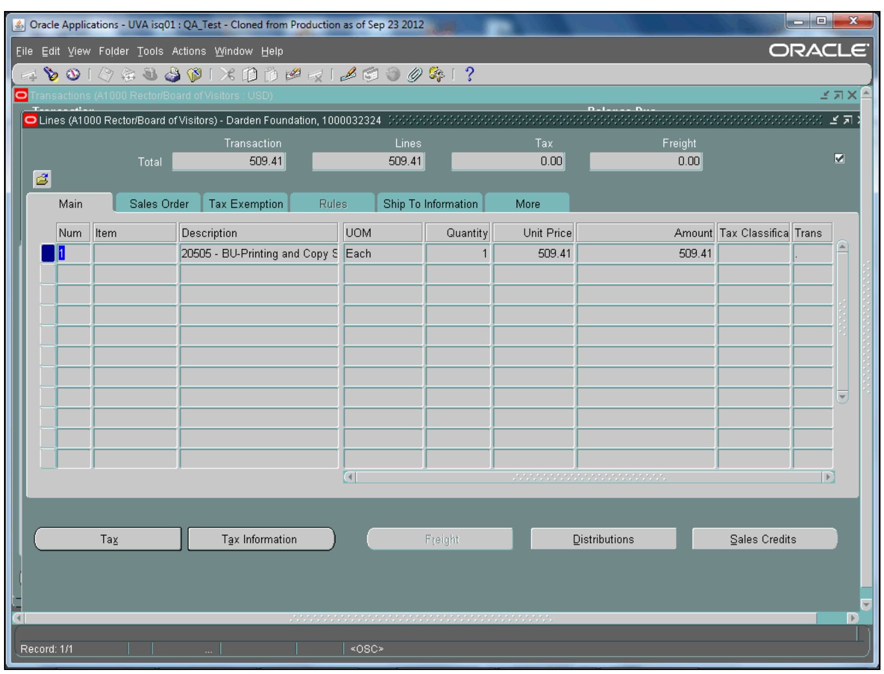
Step	Action
1.	Double-click the **Transactions** list item. 



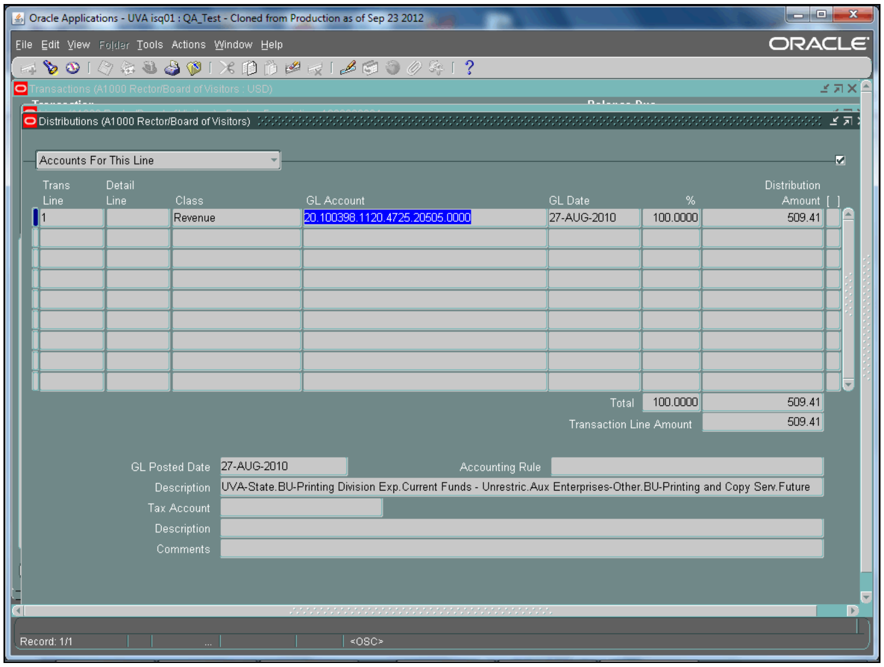
Step	Action
2.	The flashlight icon represents FIND on the menu bar. Click **Find** on the menu bar. 
3.	The wildcard (%) followed by the last five (5) digits of the transaction number have been entered for you. Select the one that begins with a one (1). All the transactions beginning with a five (5) are Sponsored Programs transactions. Click the **OK** button. 
4.	The transaction number was copied into the right field by clicking TAB on the keyboard once. Click the **Find** button. 



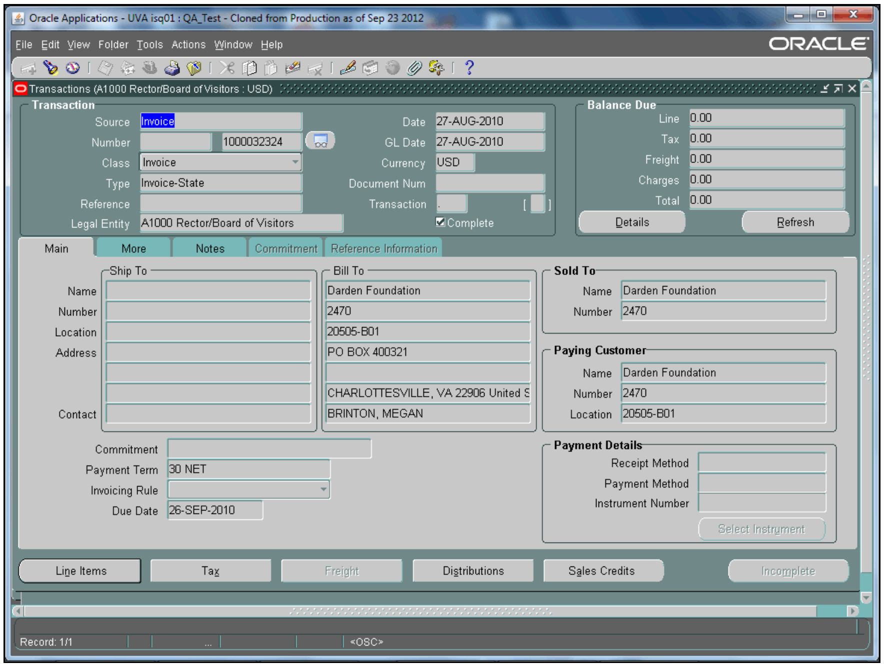
Step	Action
5.	Review the transaction. Click the **Line Items** button.



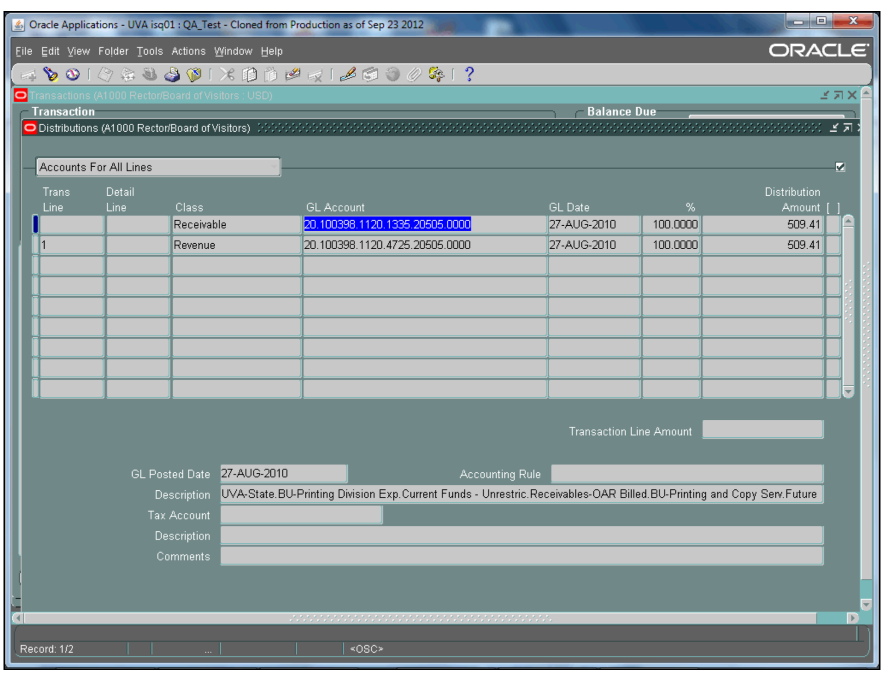
Step	Action
6.	Click the **Distributions** button. 



Step	Action
7.	This view shows the GL Account for the line. The entire line was revenue for the GL Account shown. The Object Code is 4725. Click the **Window** menu. 
8.	Select among the open windows. In this case we selected Transactions.



Step	Action
9.	You can continue to review the transaction. Click the **Distributions** button. 



Step	Action
10.	This view of the Distributions shows accounts for all lines. NOTE the RECEIVABLE line. The Object Code is always 1335 for receivables. Click the **Window** menu. 
11.	Click the **Transactions (A1000 ...)** option. 
12.	This concludes the topic. **End of Procedure.**

AR-Accounts Receivable

At the end of this section, you will be able to:

- Create an invoice
- Edit an existing customer-Adding a site for your Org
- Create a new customer

Note: Even though you create invoices in the Integrated System (IS), your invoice will be mailed and checks will be collected by Central Accounting.

Invoicing a Customer of UVA

Accounts Receivable is UVA's process for billing customers.

When a department at the University delivers a service or a product to an outside entity (such as a foundation) an invoice must be created for your organization. If your organization is not listed in the Location list for the customer. **STOP** and abandon invoice and refer to the topic "Creating an Account for an Existing Customer."

The invoice you create must include the following:

- Description of what was sold or bought by the customer
- Accounting information to inform Central Accounting which General Ledger (GL) string (or account) receives the payment.

The GL string that you enter in the invoice will be:

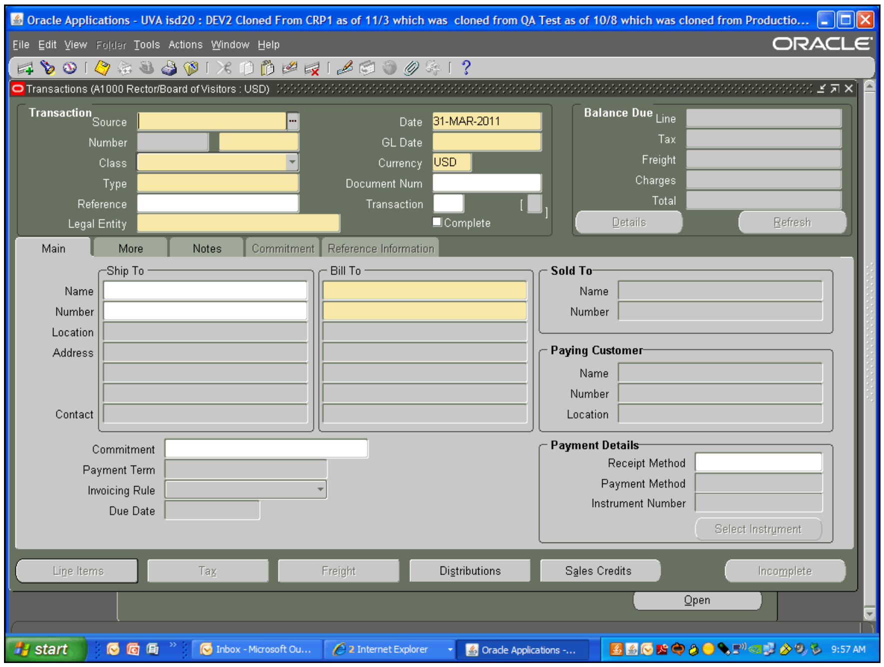
- Entity (State, Local, Outside Agency)
- Project (Revenue Project)
- Fund Source (associated with the Entity)
- Object Code (for the receivables line the Object Code will be 1335, revenue line will be appropriate to what you sold)
- Org (your Organization)

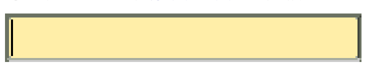
Procedure

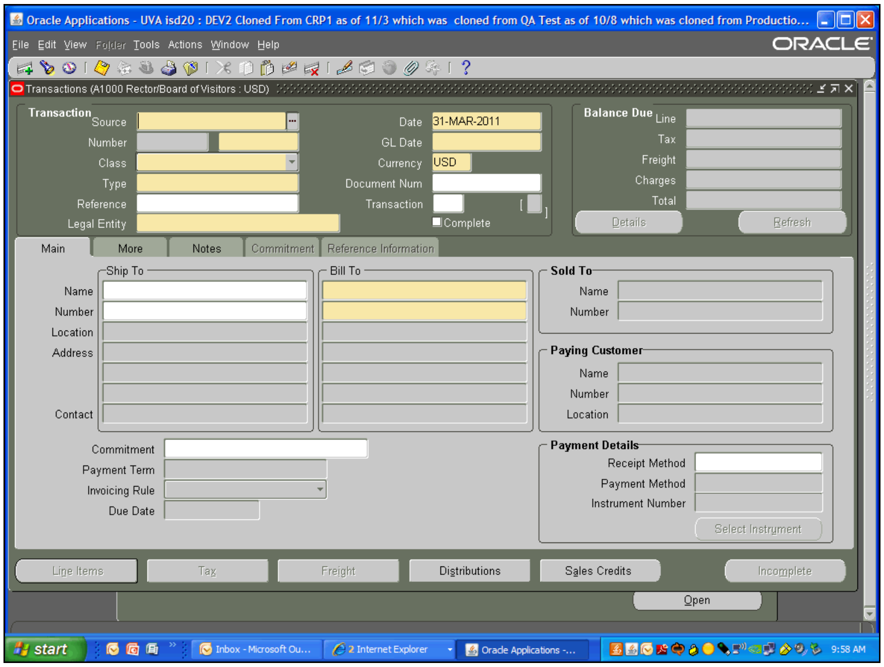
In this simulation you will create and complete an invoice to the customer, Darden School Foundation, for a bus they hired from Parking and Transportation.

You will also learn how to change an invoice before it is posted.

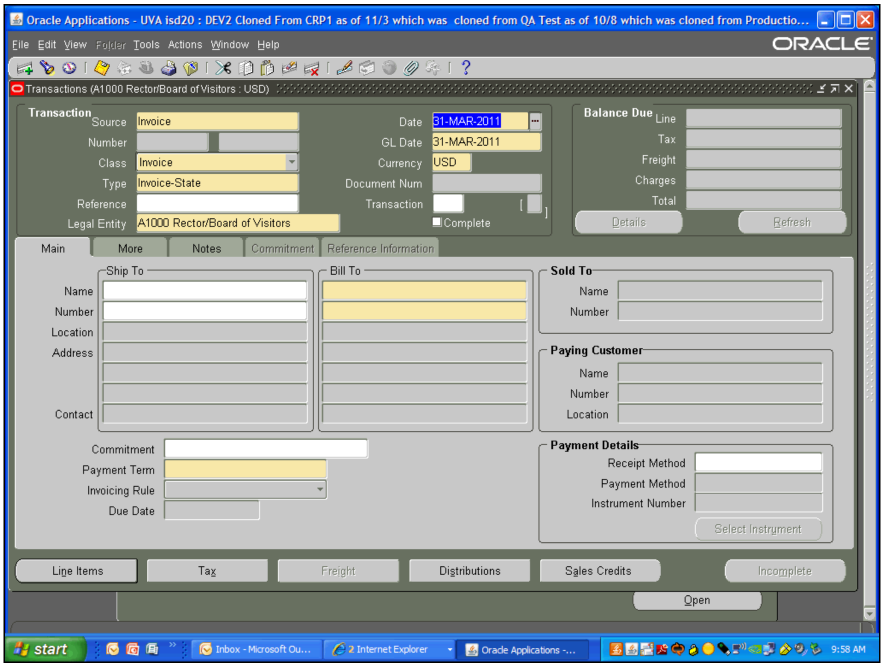
Begin by navigating from the E-Business Suite IS homepage to the AR **Transactions** form.



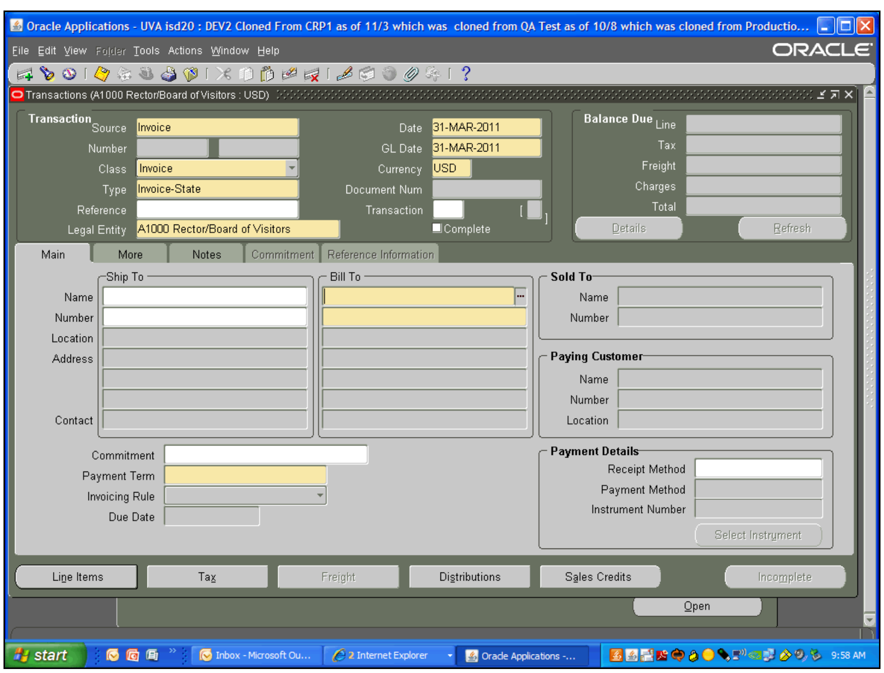
Step	Action
1.	The **Transaction** page displays. To begin an invoice you must enter or select "Invoice" in the **Source** field. Click in the **Source** field. 



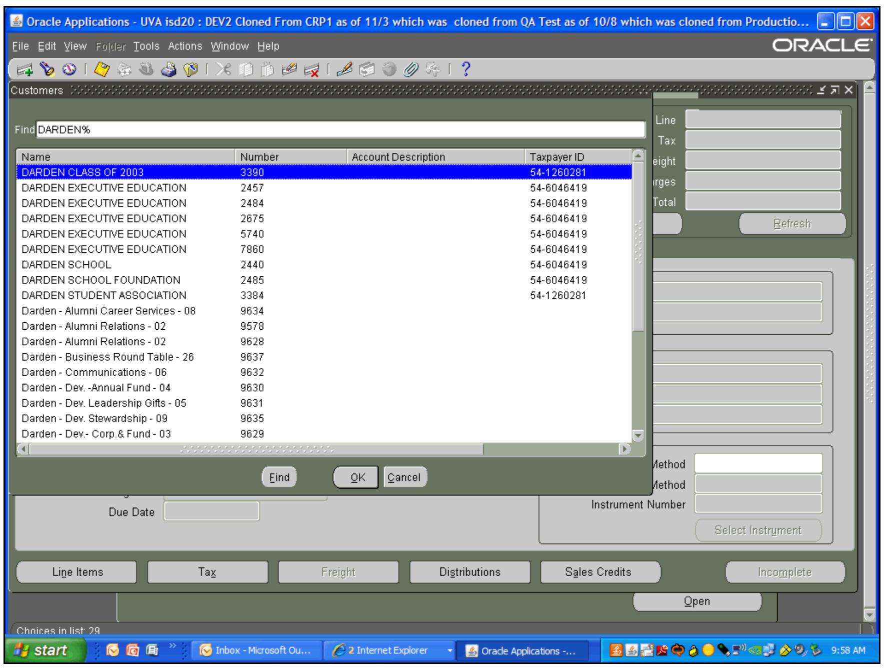
Step	Action
2.	Instead of typing out the whole word, you can select the first letter and press Tab. Enter the desired information into the **Source** field. Enter "**I**".
3.	Once you press the Tab button a list of values will display. Press **[Tab]**.
4.	The type field defaults to **Invoice-Local** and other header section fields are auto-populated. Depending on your General Ledger entity you might need to change to Invoice-State.
5.	For this simulation, the **Type** field has been changed to **Invoice-State** for you.



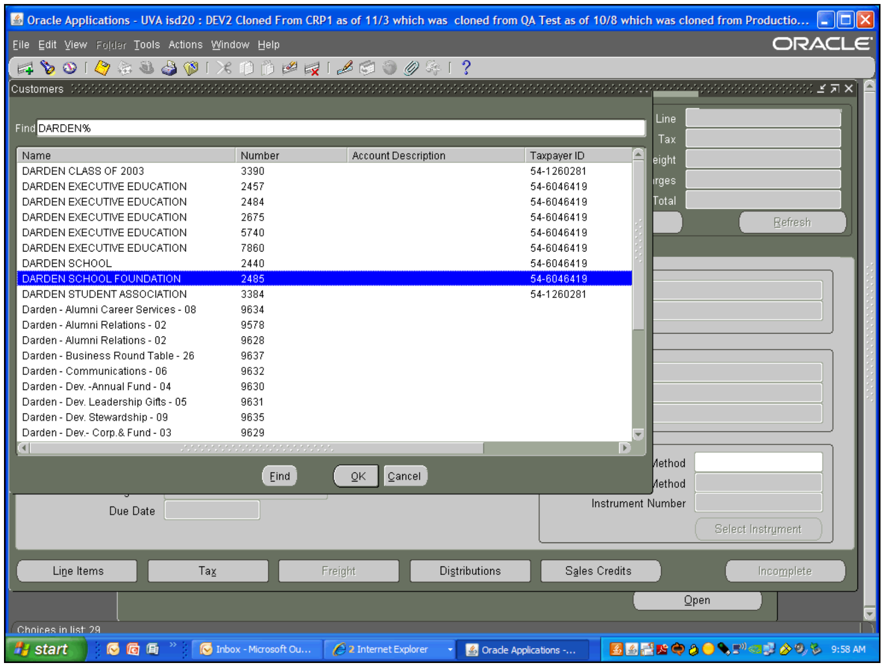
Step	Action
6.	Next, select **DARDEN FOUNDATION** as the customer for this invoice. Click in the **Bill To: Name** field. 

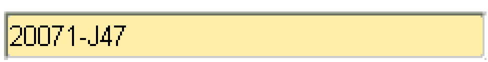
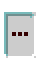


Step	Action
7.	**Note**: This field is NOT case sensitive. You may search on partial name. Enter the desired information into the **Bill To: Name** field. Enter "**DARDEN**".
8.	Press Tab to display a list of values that match DARDEN. Press **[Tab]**.

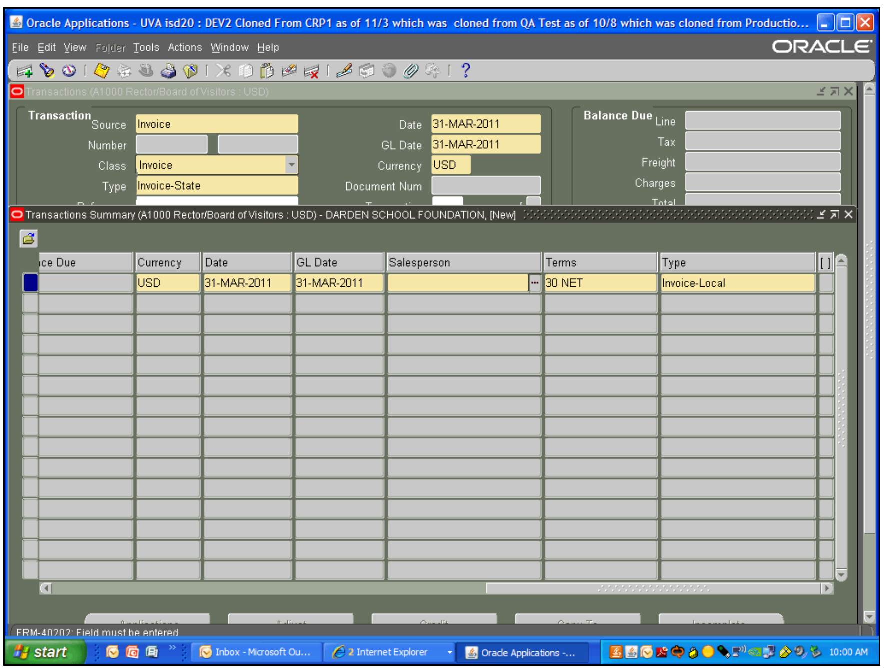


Step	Action
9.	In this example select DARDEN SCHOOL FOUNDATION. Click the **DARDEN SCHOOL FOUNDATION** list item. DARDEN SCHOOL FOUNDATION 2485

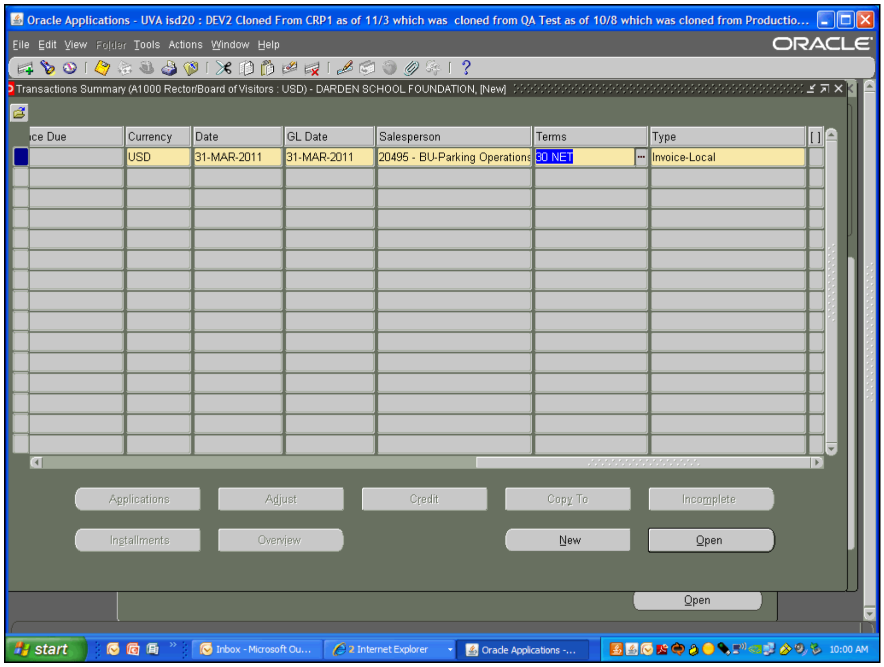


Step	Action
10.	Click the **OK** button. 
11.	The **Bill To** customer information auto-populates, including the location address.
12.	Click in the **Bill To: Location** field. 
13.	Click the **Bill To: Location** button. 
14.	The **Location** is org in this example is 20495-B01 from Parking and Transportation. Select this org from the list of values. If your Org is not in the Location list of values for your customer, **STOP** and add a site to the customer's record. To see how to add your org to the record, refer to the UPK topic entitled *Editing an Existing Customer to Add a Site for an Org.* Click the **20495-B01** cell.
15.	Click the **OK** button. 

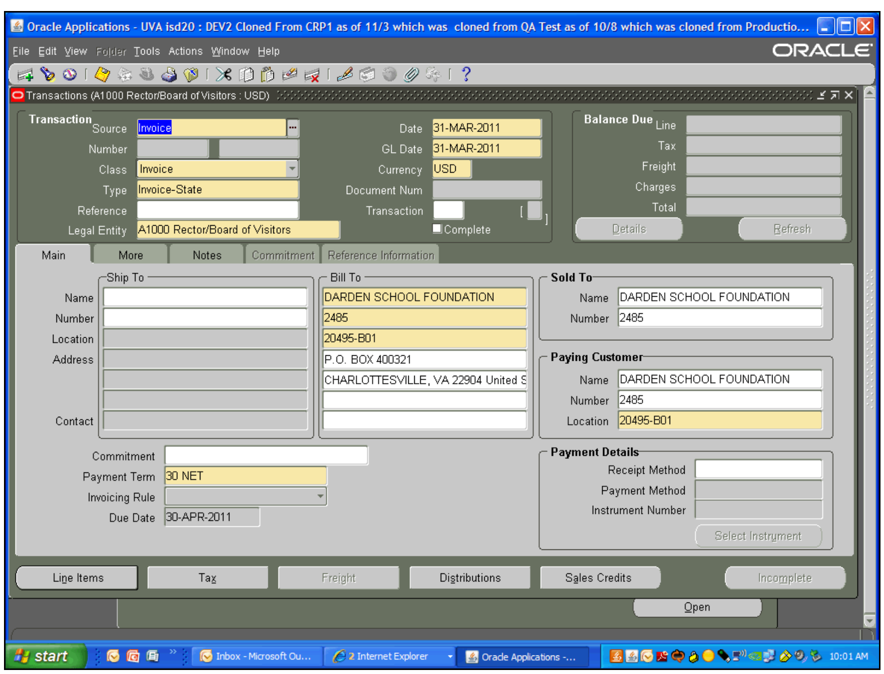
Step	Action
16.	Enter your organization number again in the **Transaction Summary** form. Click the **Line Items** button. 
17.	The **Transaction Summary** form displays. Enter your org number in the **Salesperson** field. Click in the **Salesperson** field. 



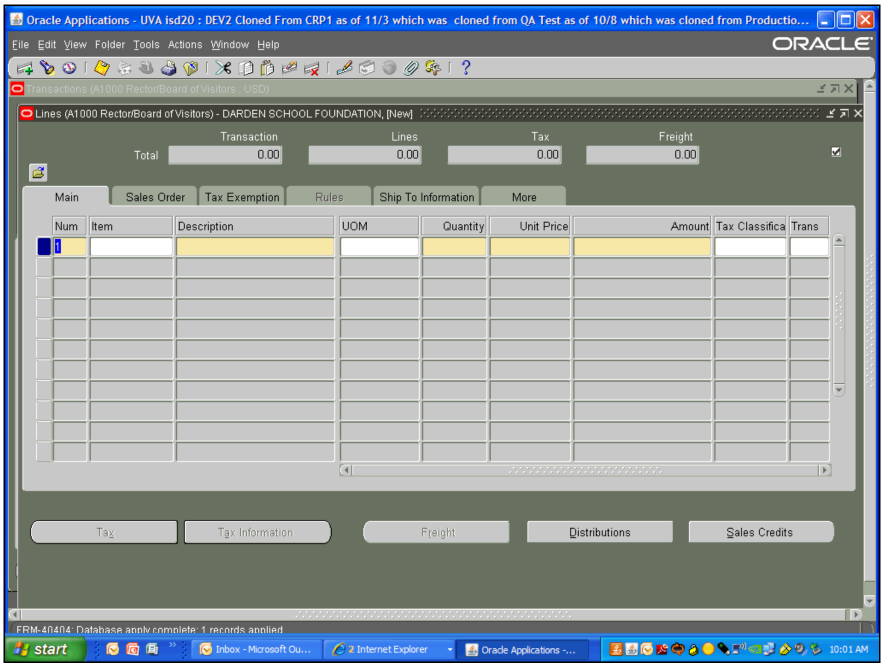
Step	Action
18.	Enter the desired information into the **Salesperson** field. Enter "**20495**".
19.	Press **Tab** for the field to populate the rest of the org name. Press **[Tab]**.



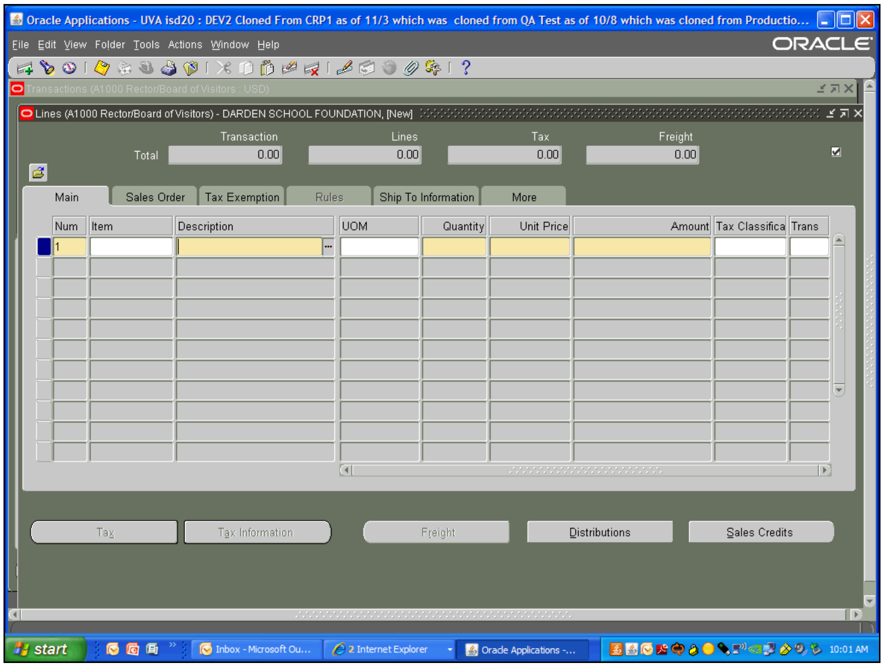
Step	Action
20.	Navigate to the **Line Items** page to enter the items on the invoice. Click the **Open** button. 



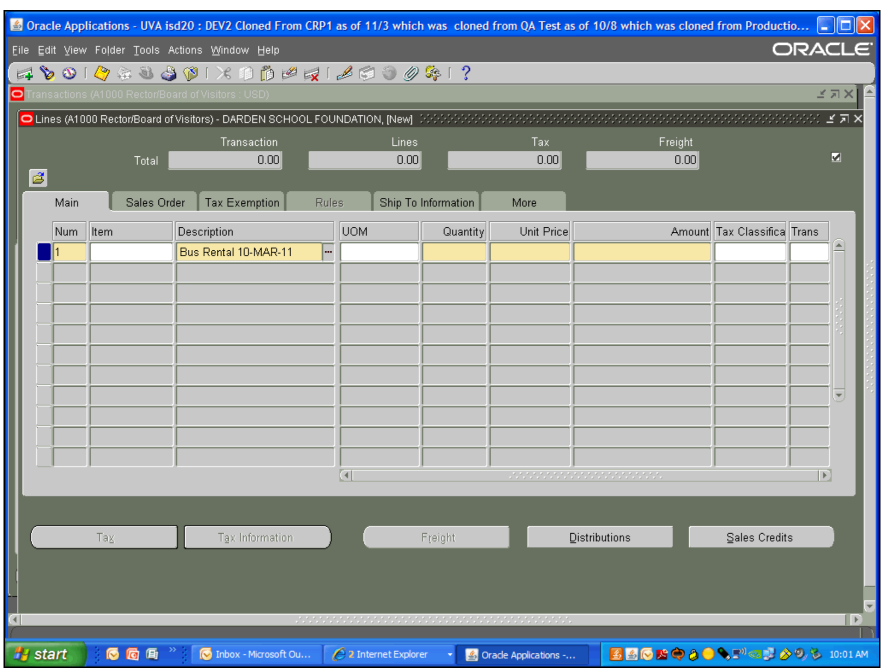
Step	Action
21.	Note: This is the second time you click line items. Click the **Line Items** button. 



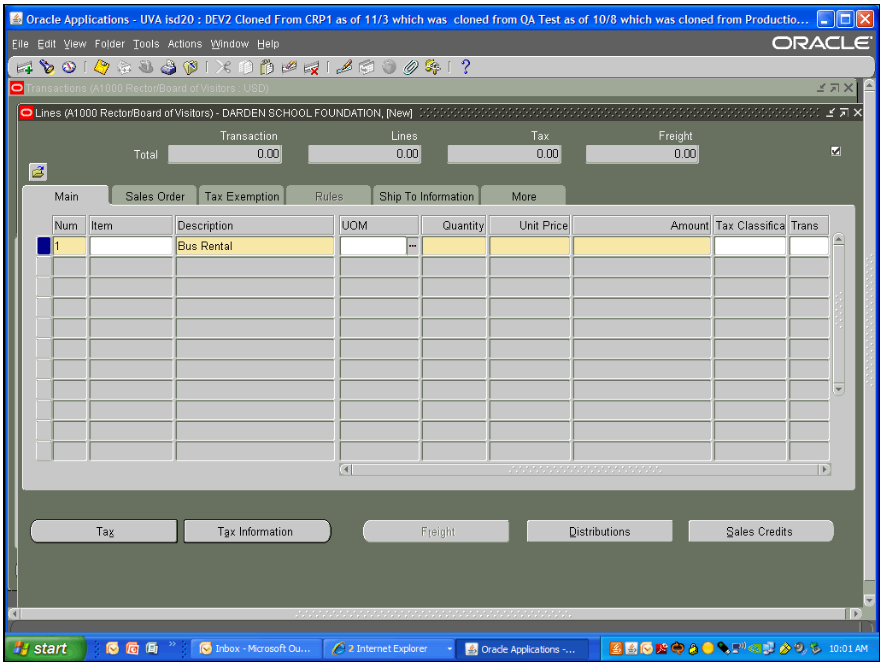
Step	Action
22.	The **Lines** form displays. In this example the DARDEN SCHOOL FOUNDATION has rented a bus to go from the Darden School to the Rotunda on March 10, 2011. **Note:** This information will display on the invoice that the customer receives so it is imperative that the pertinent information be entered in the **Description** field. Click in the **Description** field. 

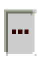


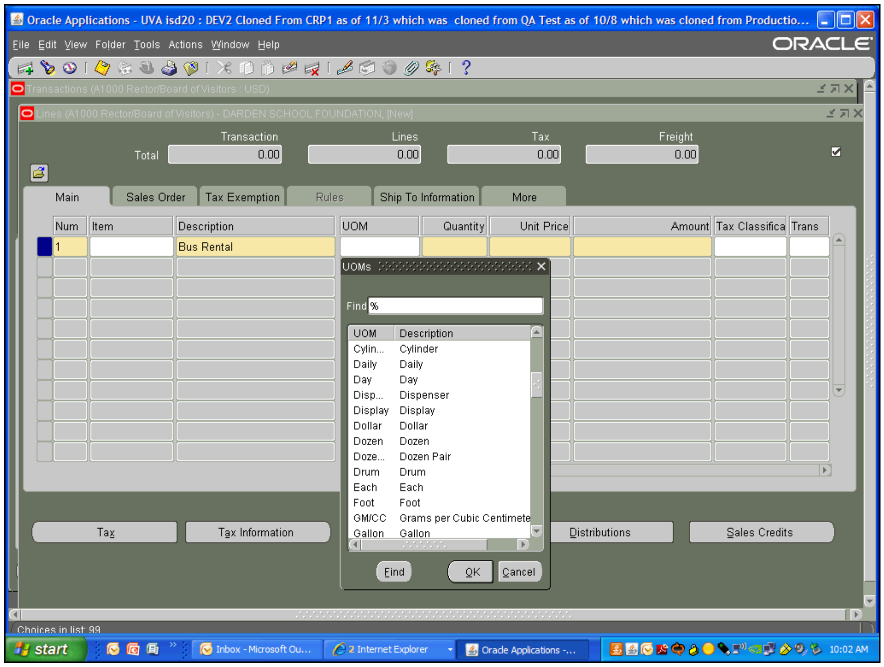
Step	Action
23.	Enter the desired information into the **Description** field. Enter "**Bus Rental 10-MAR-11**".



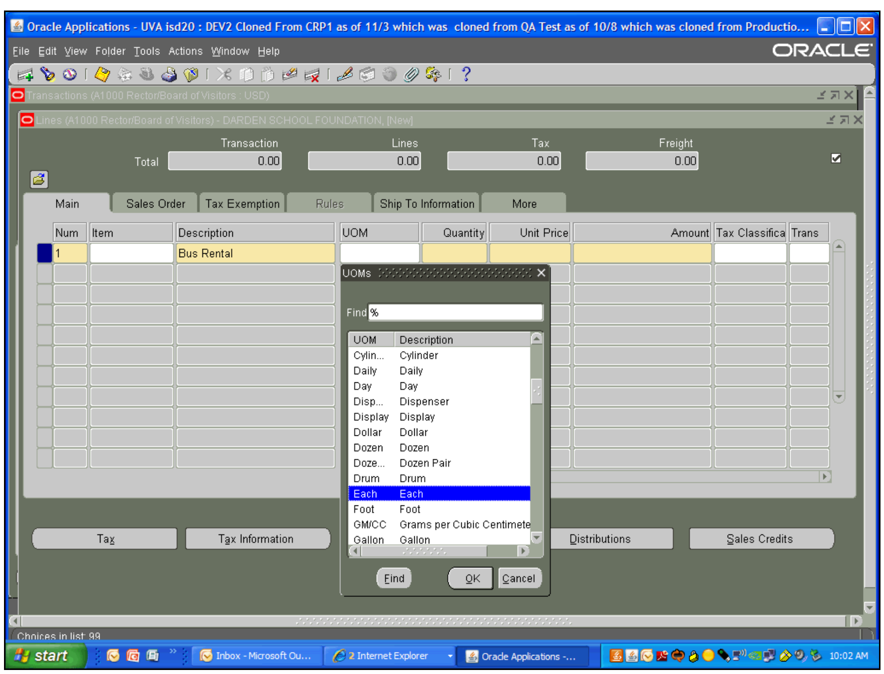
Step	Action
24.	Press **[Tab]**.



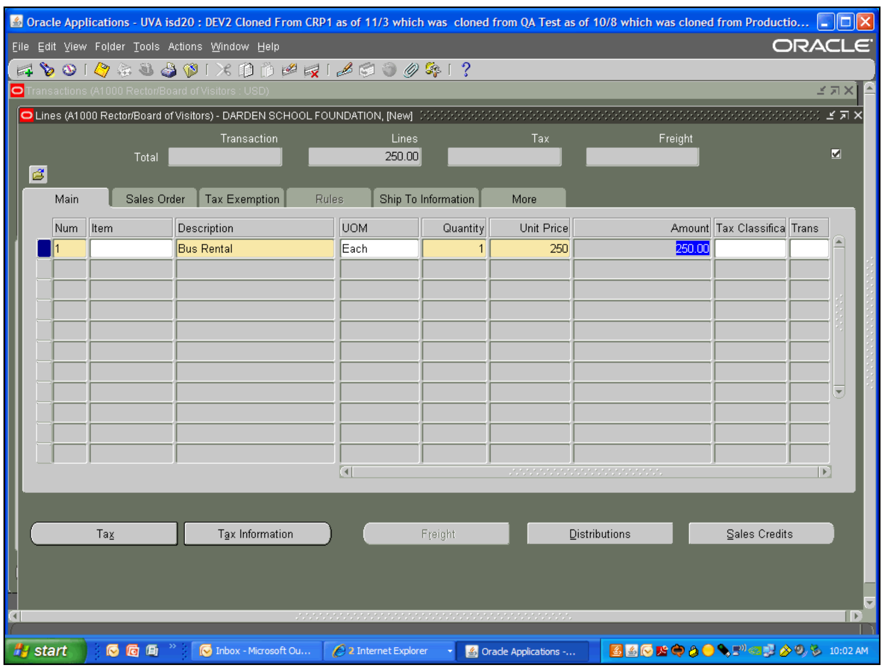
Step	Action
25.	Search for the UOM (unit of measure). Click the **UOM** button. 



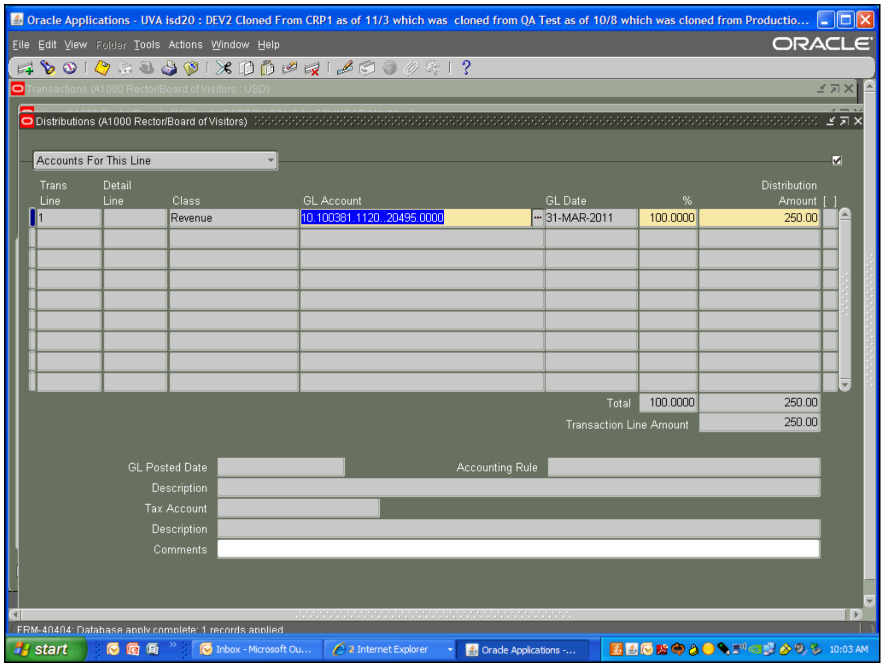
Step	Action
26.	In this example, select **Each**. Click the **Each** list item. Each Each



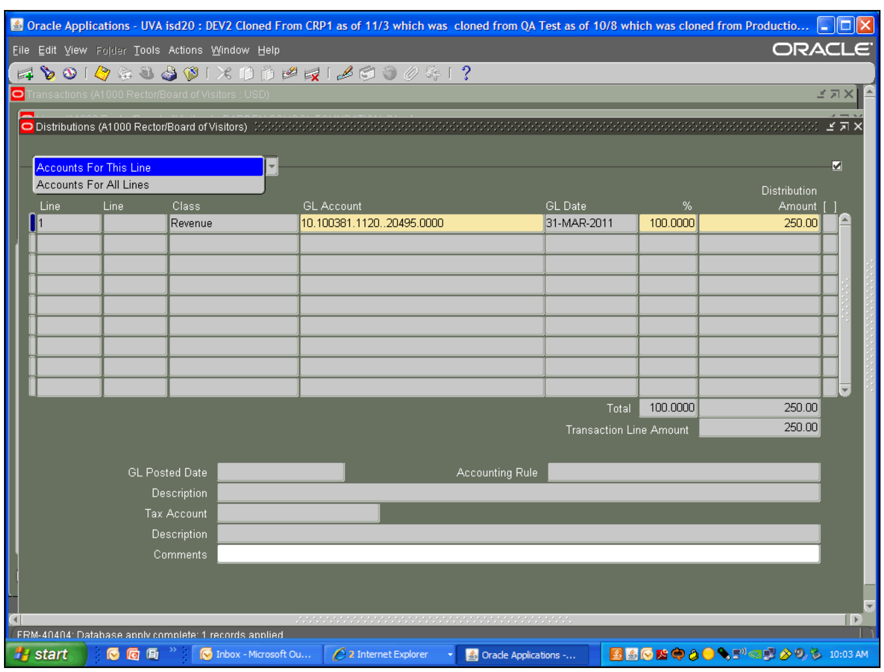
Step	Action
27.	Click the **OK** button. 
28.	Enter the desired information into the **Quantity** field. Enter "**1**".
29.	Press **[Tab]**.
30.	Do not enter a dollar sign when entering the **Unit Price**. Enter the desired information into the **Unit Price** field. Enter "**250**".
31.	Press **[Tab]**.
32.	The amount will calculate automatically.



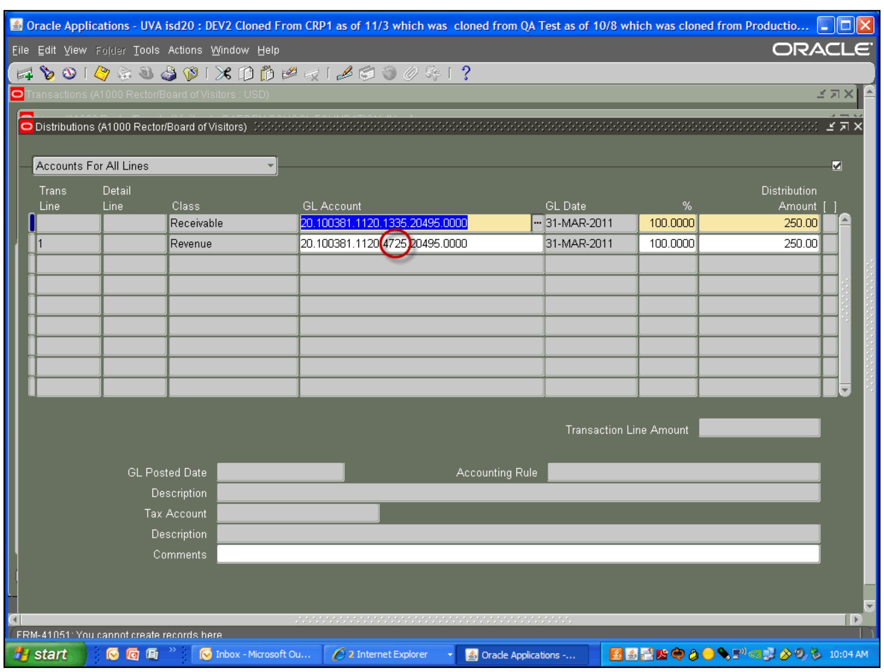
Step	Action
33.	Select the **Distributions** button to enter your GL string in the distributions window. Click the **Distributions** button. 



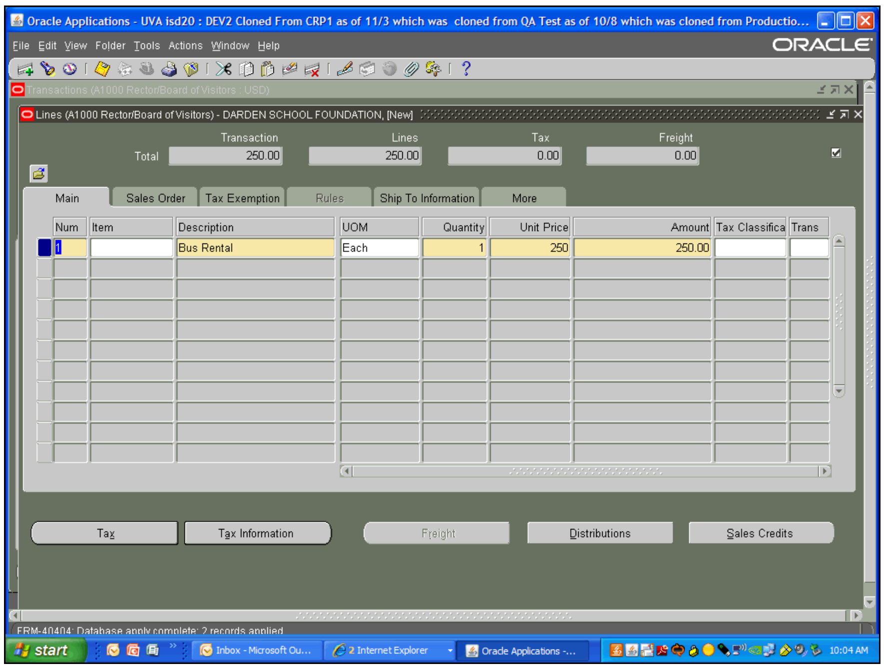
Step	Action
34.	Click the **Accounts For This Line** list. 



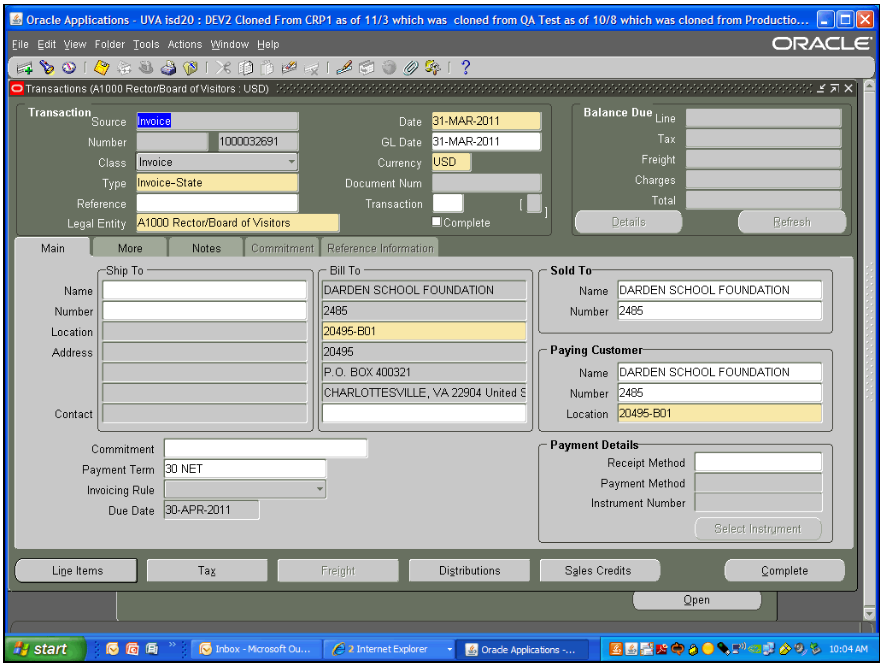
Step	Action
35.	Click the **Accounts For All Lines** list item. Accounts For All Lines
36.	In this example the GL string for org 20495 was stored in the AR Module by ISDS administrator. If your GL string is not stored you will enter it in the Receivables line with 1335 as the object code, and in the Revenue line with the appropriate object code for your invoice.
37.	Click in the **GL Account** field. 20.100381.1120..20495.0000
38.	Enter the object code in the revenue field. Click the ellipsis (...) to view the **GL Accounting** flexfield. ...
39.	Click in the **Object Code** field.
40.	Enter the desired information into the **Object Code** field. Enter "**4725**".
41.	Click the **OK** button. OK



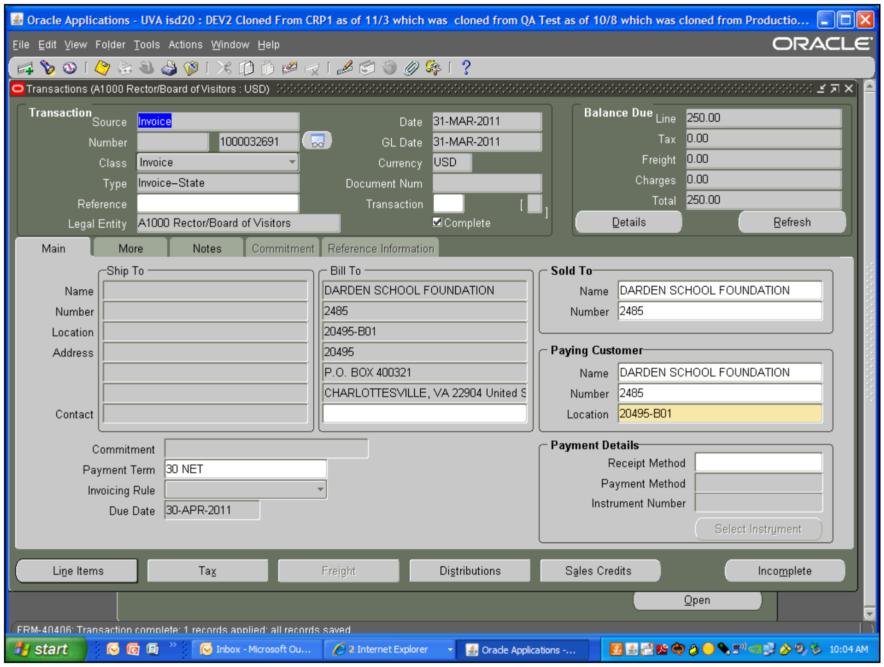
Step	Action
42.	The **Object Code** appears in the GL revenue string. Click the **Close** button for the Distributions form. 



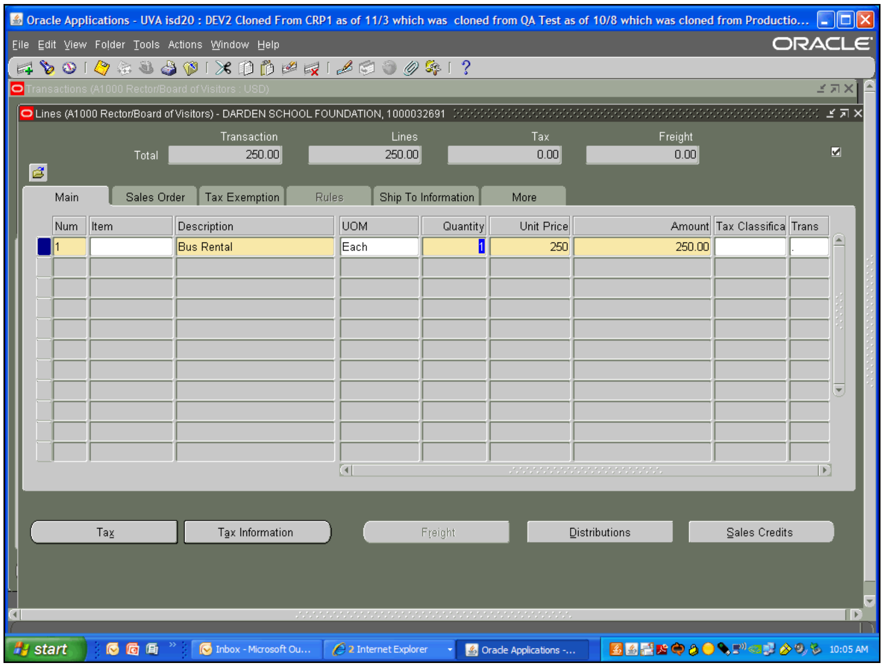
Step	Action
43.	Click the **Close** button for the Lines form. 
44.	The invoice number displays in the second segment of the number field. Record the transaction # so that you can easily search for it later.



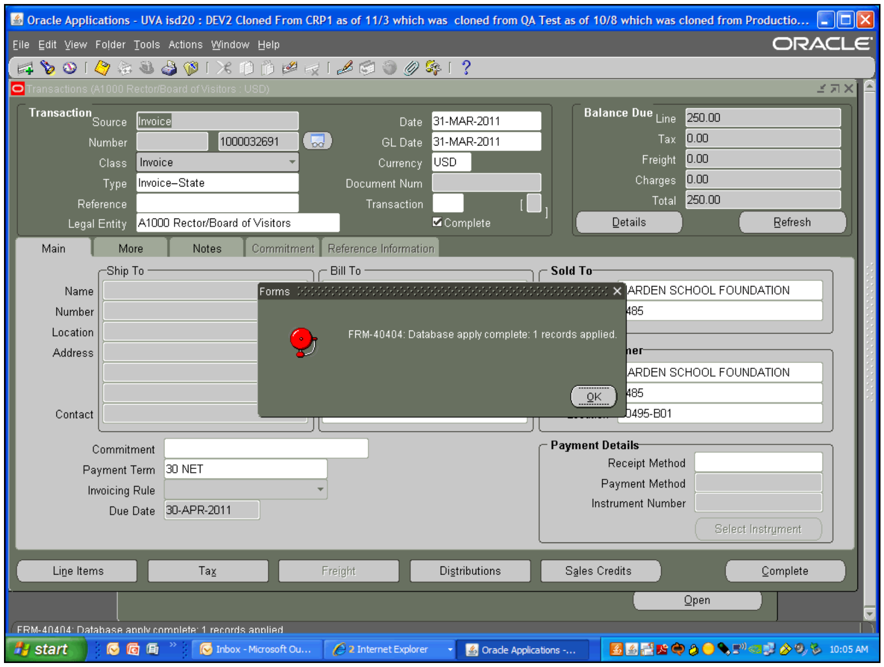
Step	Action
45.	Click the **Complete** button to complete the entry. The button will change to "Incomplete". Completed transactions are posted to the GL overnight. 
46.	If you need to change the transaction, you must make correction before it posts to the General Ledger. To correct errors after an invoice has been posted, please refer to UPK Section *Correcting Transactions in AR.*



Step	Action
47.	In this example you will change the "Quantity" field. Note: In this example the invoice has not posted. Click the **Incomplete** button. 
48.	Click the **Line Items** button. 
49.	Click in the **Quantity** field. 



Step	Action
50.	Enter the desired information into the **Quantity** field. Enter "**2**".
51.	Press **[Tab]**.
52.	Press **[Tab]**.
53.	Notice the amount change to 500. Note: Be sure the description is adequate to include the change.
54.	Click the **Close** button. 
55.	Click the **Complete** button. 



Step	Action
56.	Click the **OK** button. 
57.	Our invoice is now for $500.00.
58.	You have completed the simulation for Creating an Invoice. **End of Procedure.**

Creating an Account for an Existing Customer

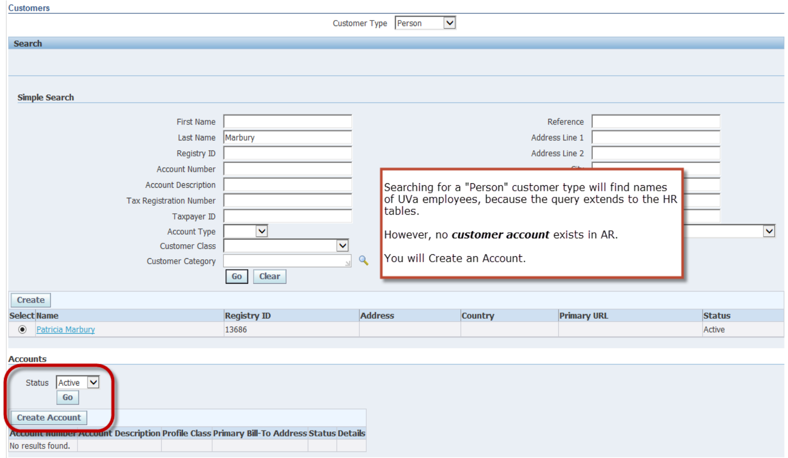
Customers

In the Accounts Receivable module each customer of the University would ideally have only one customer record. Therefore, the first step is searching for an existing customer record before you create a new one.

Search for customers by their **Customer Type**- either ***Organization*** or ***Person***. The screenshot below shows searching for a Person.

Beginning in June 2013, AR person-type queries for customers will search both the UVA IS Human Resources records and the customer tables in the AR module. The result is that in Employee names will be returned in the preliminary query you run before creating new customer records where the customer type is "Person."

When you do business with a Customer of the University you create an Account for the existing customer in the form of a Bill-To site for your organization. The format for the Bill-To location is your org#-B01 where B01 stands for the first Bill-To site for your organization. If you need to invoice a current or former employee, ***create a customer account*** for the existing employee name. Do not create a new customer.



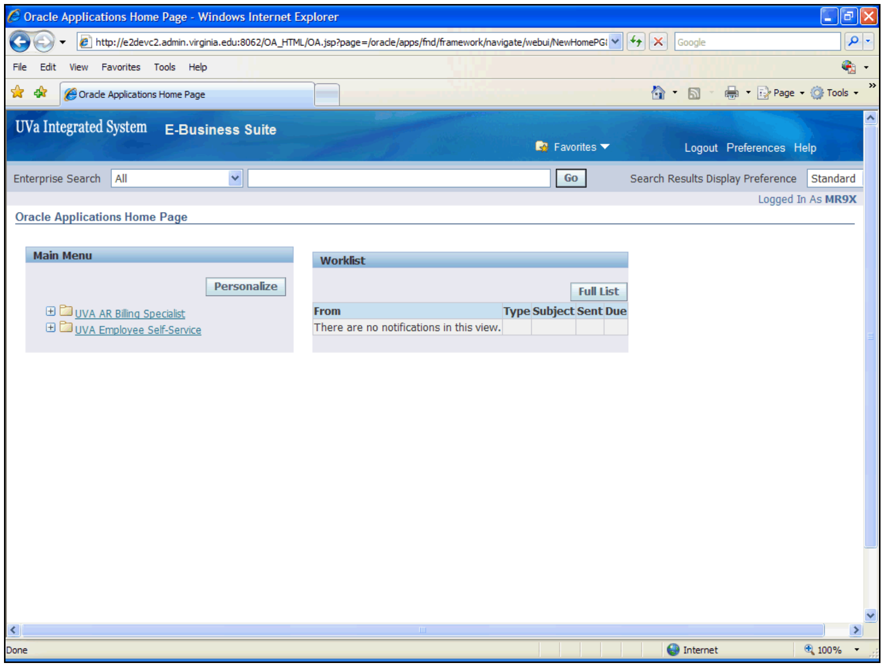
Procedure

In this simulation you will add a Bill To location to an existing customer.

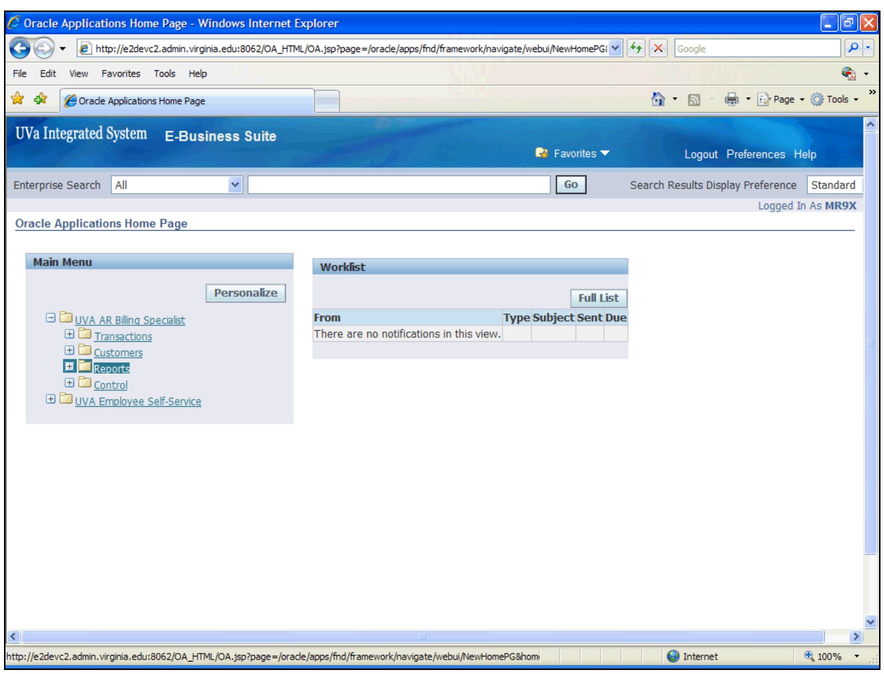
You will add details for your location. The first detail you will add will be under the **PROFILE** tab.

The details you add under the PROFILE tab are critical to the customer receiving notices of billing.

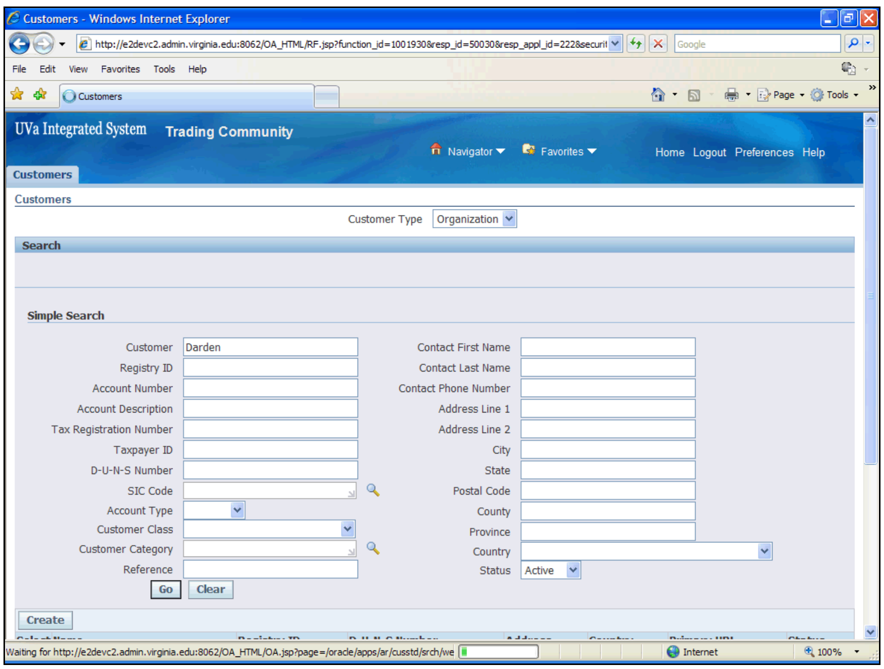
Step	Action
1.	For this example we have attempted to create an invoice for the Darden School Foundation, but the organization, 20030, does not exist in the **Bill To Locations** drop down list. Now you will add the organization, 20030-B01 to the customer DARDEN SCHOOL FOUNDATION.



Step	Action
2.	Begin by navigating to the **Customer** search page. Click the **expand** button. 

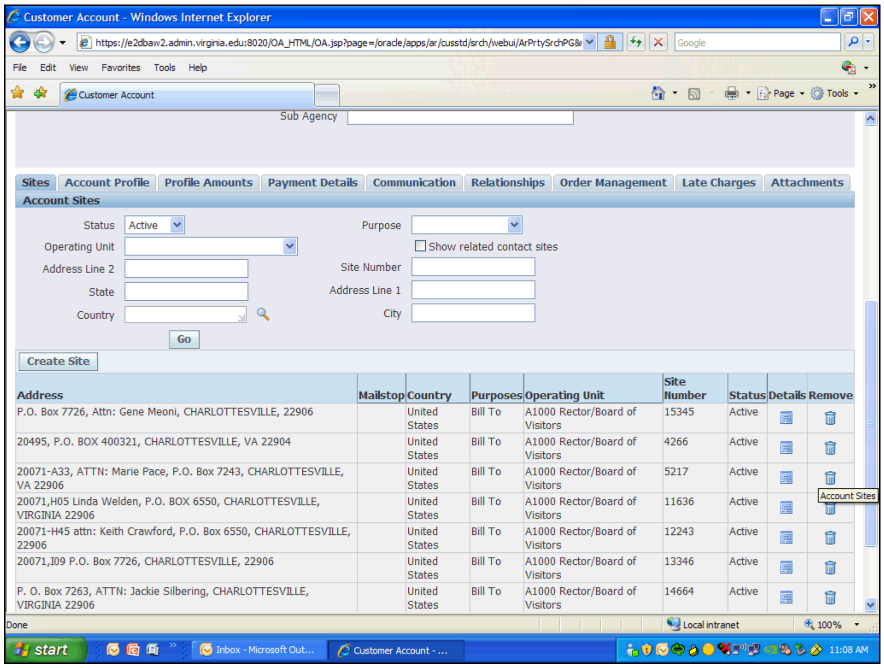


Step	Action
3.	Click the **expand** button. 
4.	Click the **Standard** link.
5.	The Customers Search page displays. **Note:** The customer type is Organization. The customer "Darden" has been entered for you. Click the **Go** button. 

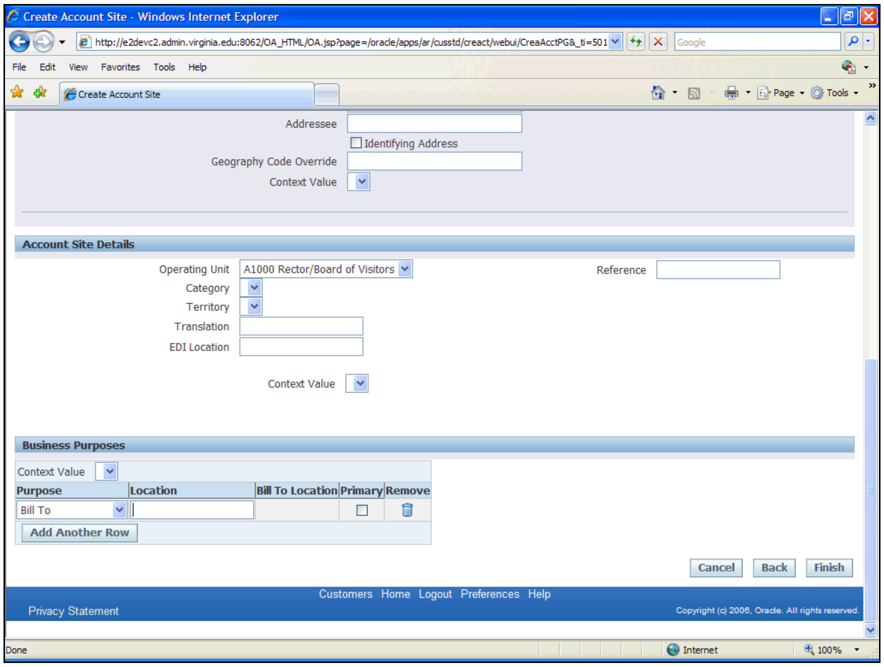


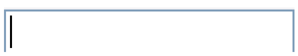
Step	Action
6.	Click the scrollbar to scroll down to see the search results.
7.	The list of the query results for "Darden" displays. You will select the DARDEN SCHOOL FOUNDATION. Click the **DARDEN SCHOOL FOUNDATION** option. 

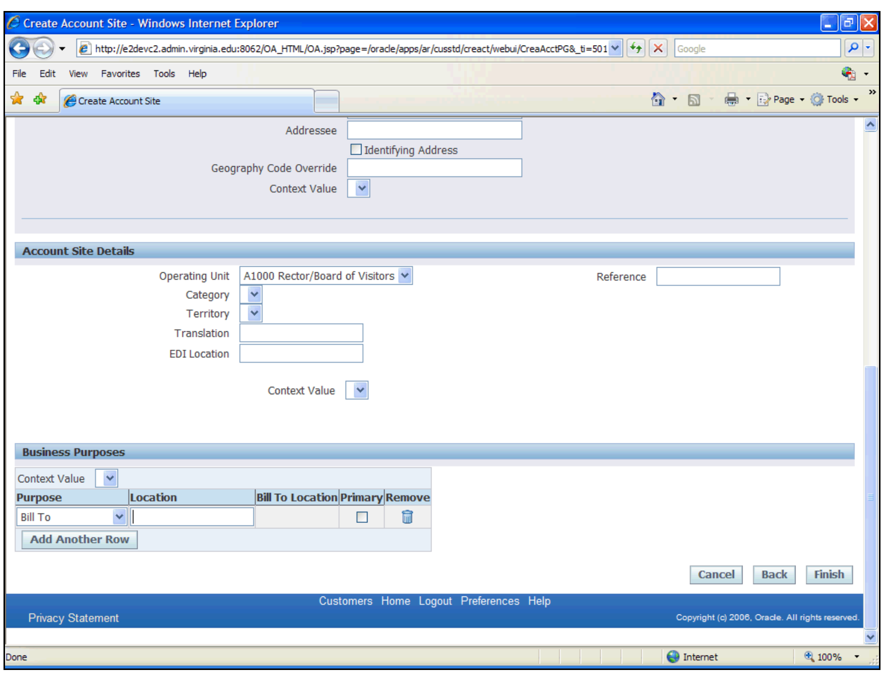
Step	Action
8.	Scroll down to see the **Create Site** section.



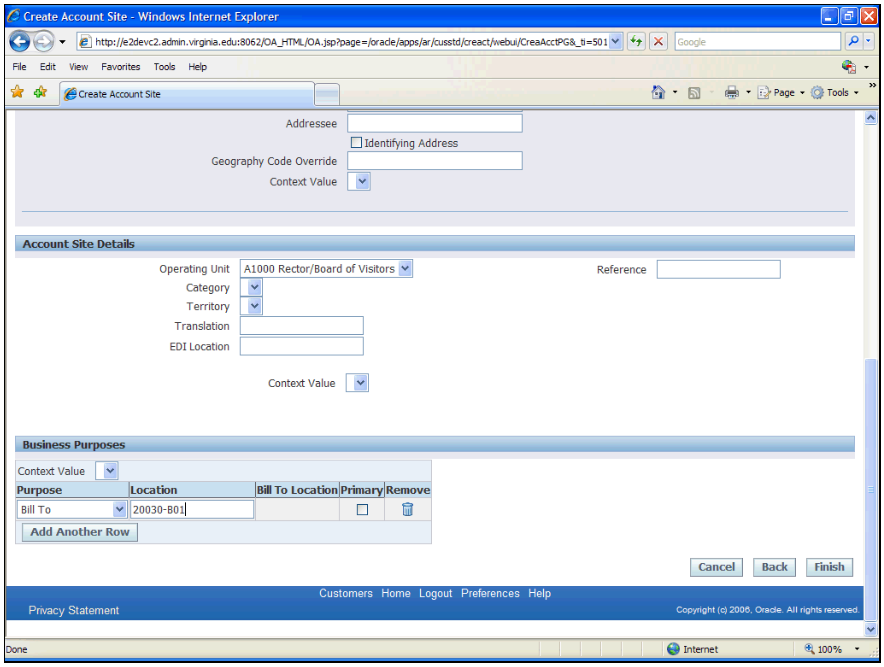
Step	Action
9.	Click the **Create Site** button. Create Site
10.	Click the **Create Address** button. Create Address
11.	In this example the address has been entered for you.
12.	Click to scroll down to the bottom of the page to see the **Location** field.



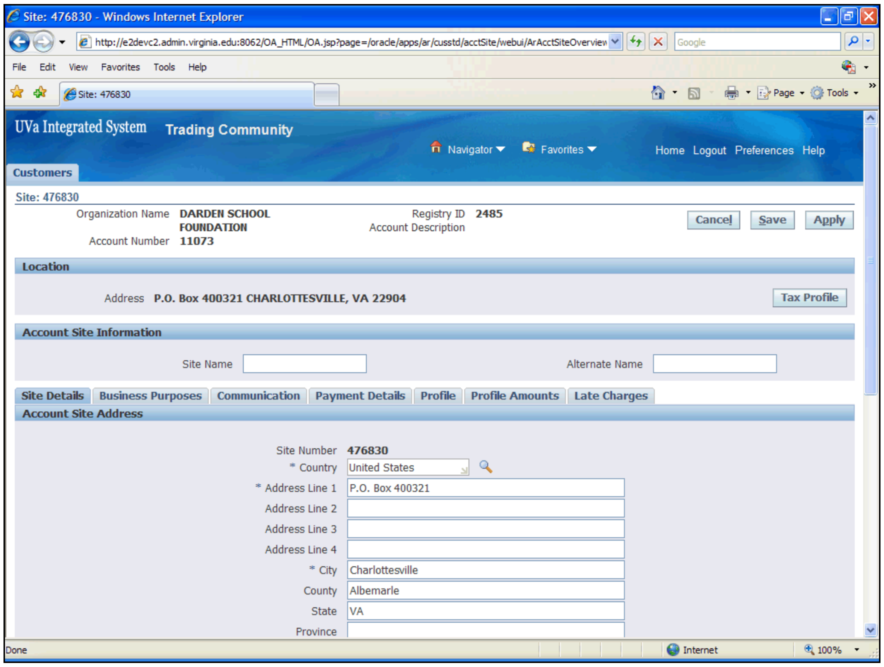
Step	Action
13.	Click in the **Location** field. 



Step	Action
14.	Enter the desired information into the **Location** field. Enter "**20030-B01**".



Step	Action
15.	Click the **Finish** button. 



Step	Action
16.	Click the **Save** button. 
17.	Click the **Apply** button. 
18.	Click the **Profile** link. The details you add under the **PROFILE** tab are critical to the customer receiving notices of billing. 
19.	Click the **Yes** button. 
20.	The accountant's name will automatically populate. In the Credit and Collection window the accountant's name populates the ***Collector*** field. The details you add under the **PROFILE** tab are critical to the customer receiving notices of billing.
21.	Click the **Save** button. 

Step	Action
22.	Click the **Apply** button. Apply
23.	You have completed the simulation for Editing an Existing Customer to Add a Site for Your Org. **End of Procedure.**

Creating an Account for a UVA Employee Customer

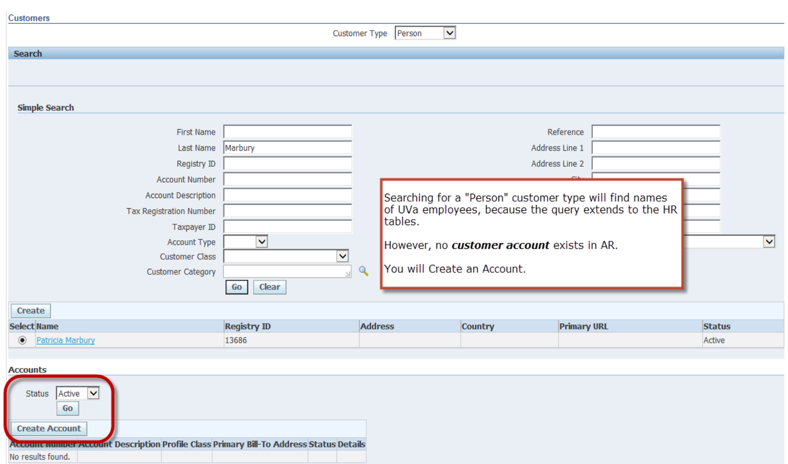
Customers

In the Accounts Receivable module each customer of the University would ideally have only one customer record. Therefore, the first step is searching for an existing customer record before you create a new one.

Search for customers by their **Customer Type**- either ***Organization*** or ***Person***. The screenshot below shows searching for a Person.

Beginning in June 2013, AR person-type queries for customers will search both the UVA IS Human Resources records and the customer tables in the AR module. The result is that in Employee names will be returned in the preliminary query you run before creating new customer records where the customer type is "Person."

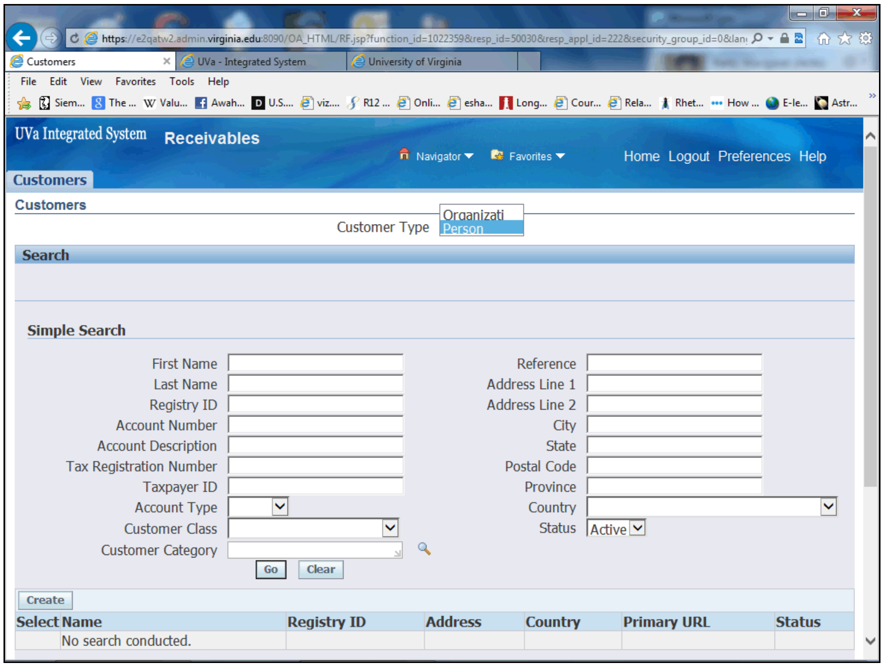
When you do business with a Customer of the University you create an Account for the existing customer in the form of a Bill-To site for your organization. The format for the Bill-To location is your org#-B01 where B01 stands for the first Bill-To site for your organization. If you need to invoice a current or former employee, ***create a customer account*** for the existing employee name. Do not create a new customer.

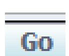
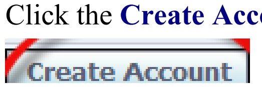


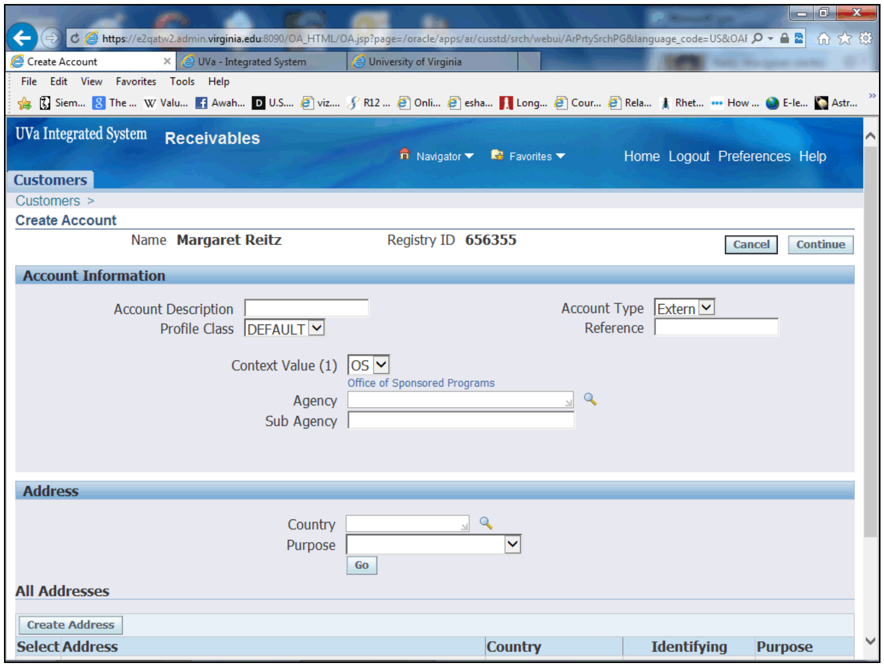
Procedure

Open the Customers/Standard form.

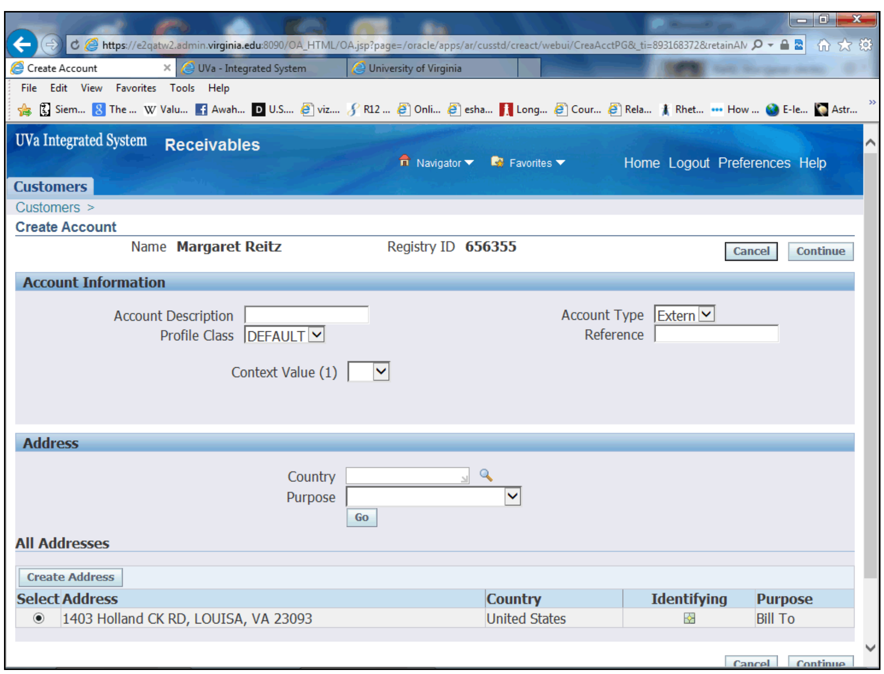
Search for the Customer Type "Person."



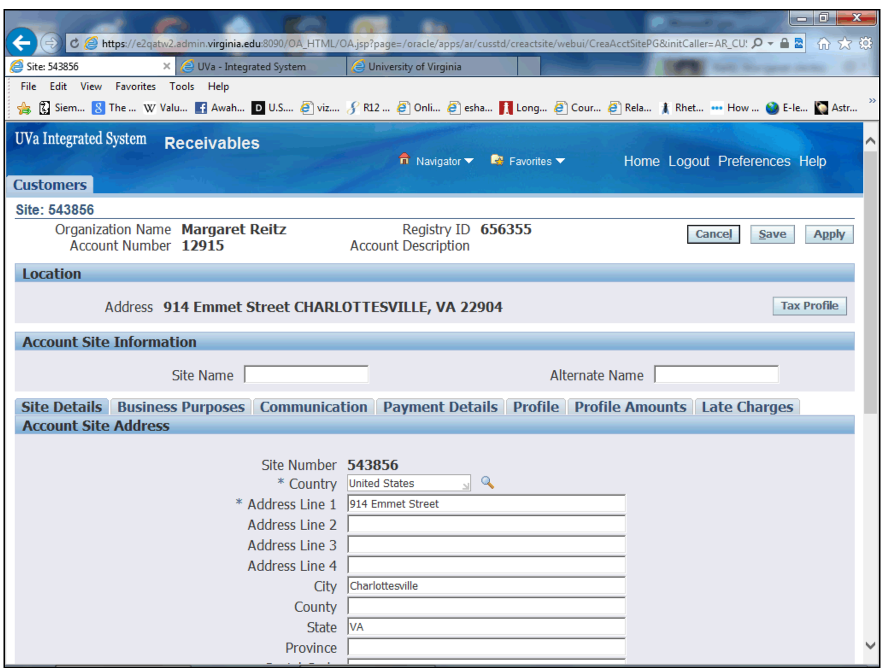
Step	Action
1.	In this example we are searching for a person who is an employee at UVA. Enter the desired information into the **Last Name** field. Enter "**Reitz**".
2.	Click the **Go** button. 
3.	The employee exists in the system as a **Customer**. Click the **Create Account** button. 



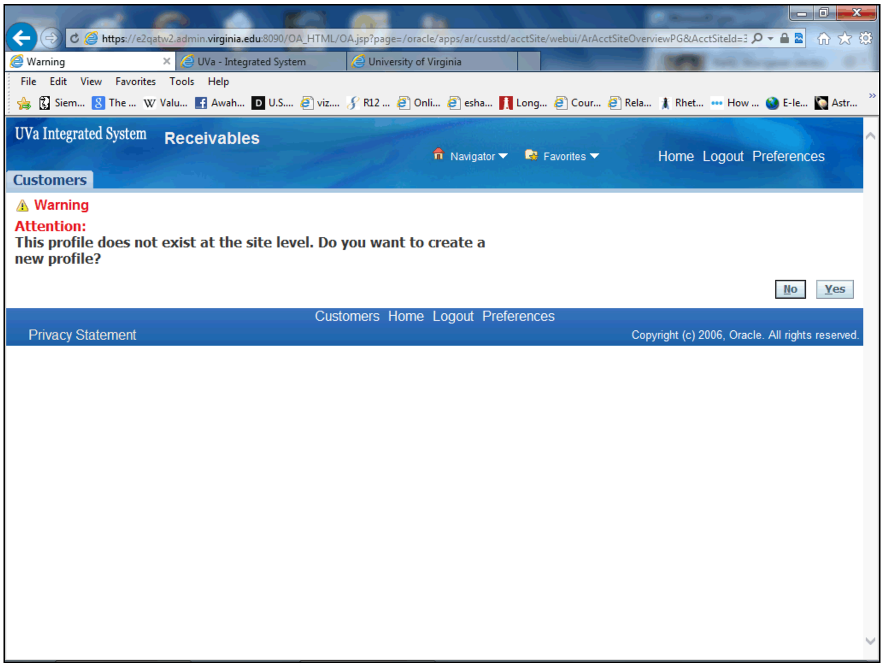
Step	Action
4.	Click the **Context Value** list item and select the blank entry instead of the default, OSP. 



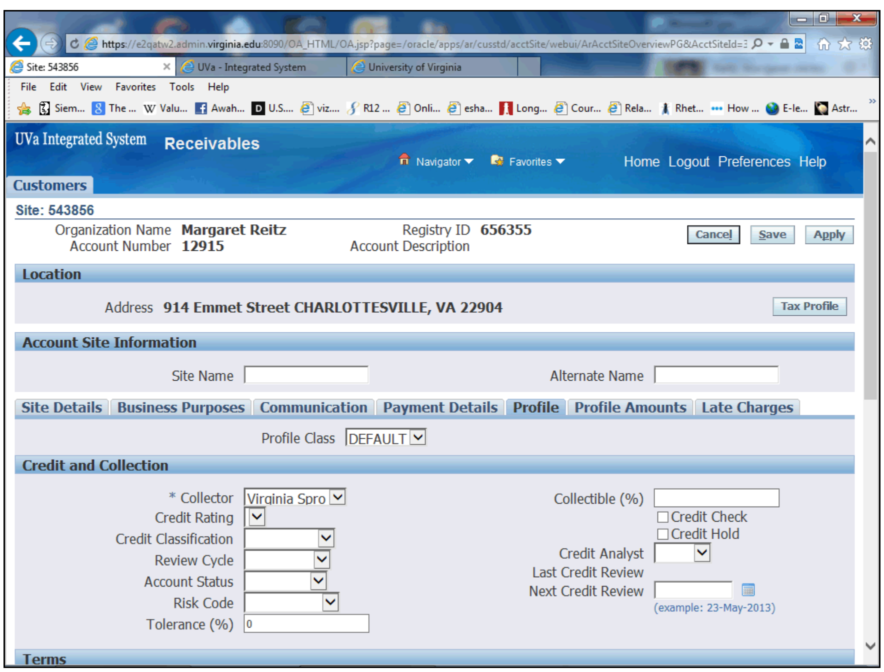
Step	Action
5.	You will enter the address even if it already exists. Click the **Create Address** button. Create Address
6.	The address has been entered for you. Press **[Enter]** to continue.
7.	At the bottom of the address window is the Business Purposes block. In this case the site is for Org 20020. You will use your own Org # to set up your Bill To Location. Enter the Org- B01 into the **Location** field. Enter "**20020-B01**".
8.	Click the **Finish** button. Finish



Step	Action
9.	Click the **Profile** link. Profile



Step	Action
10.	Click the **Yes** button. 



Step	Action
11.	Click the **Apply** button. 
12.	Always use the existing Customer record to create accounts for your organization. **End of Procedure.**

Establishing a New Customer Record

If after a thorough search you determine that no record exists for your customer in the IS AR module you will establish the account by creating a ***Customer Record*** - specifying whether it is for an Organization or for a Person - and creating an account for them.

You will then add a site to the new customer record for your business purpose. In most cases your business purpose will be ***bill to*** and the format will be your organization number followed by - B01.

- (Example: 20030-B01)

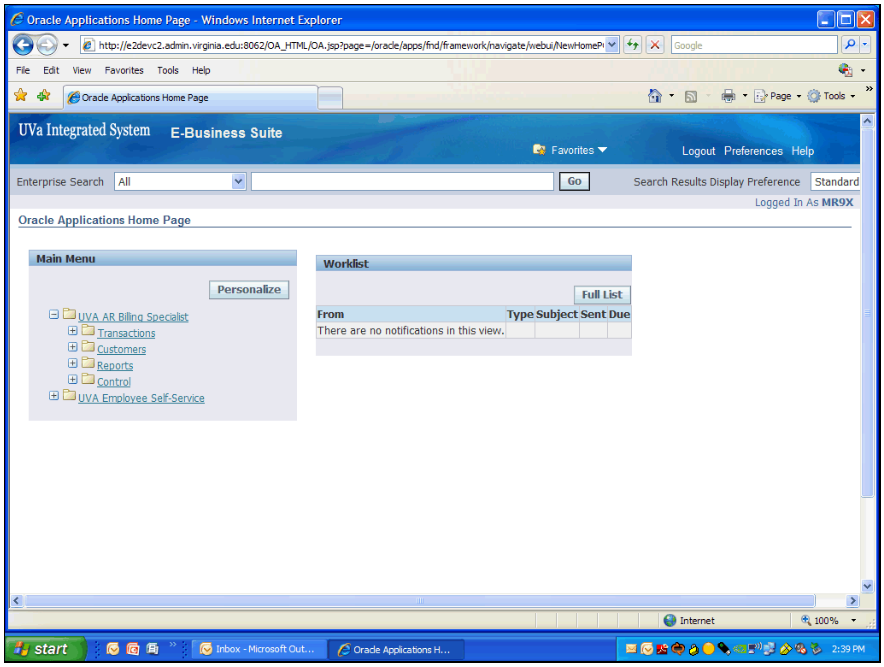
A crucial element in creating a customer is setting up the profile. PROFILE is critical to the customer receiving notices of billing.

Procedure

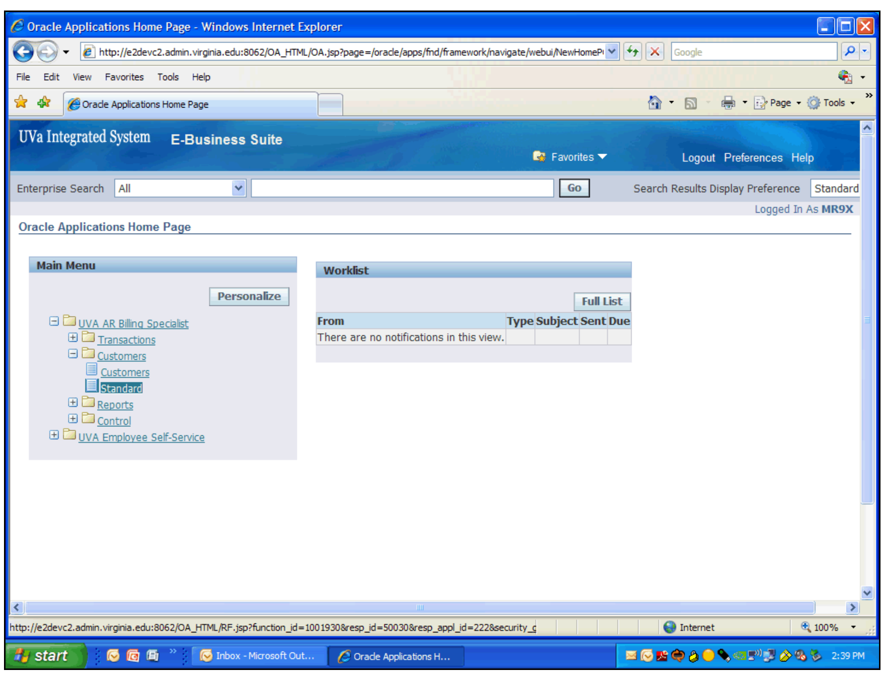
In this simulation you will see how to create a new customer in the AR module.

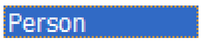
1. Search for the customer.
2. If the customer is not found create a customer record.
3. Enter the name and address.
4. Enter the Site information for your organization.
4. Add details. The first detail you will add will be under the **PROFILE** tab.

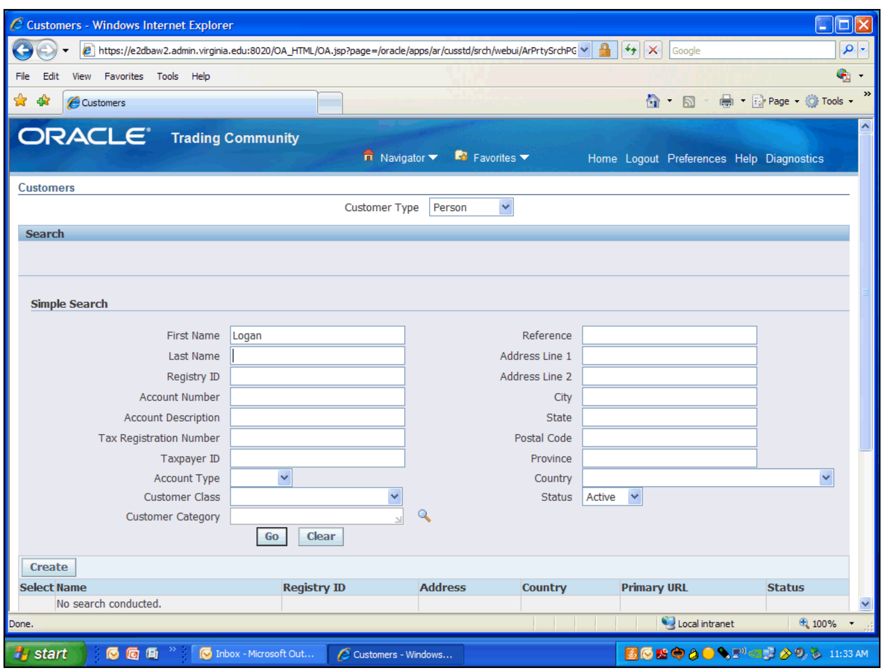
The details you add under the PROFILE tab are critical to the customer receiving notices of billing.



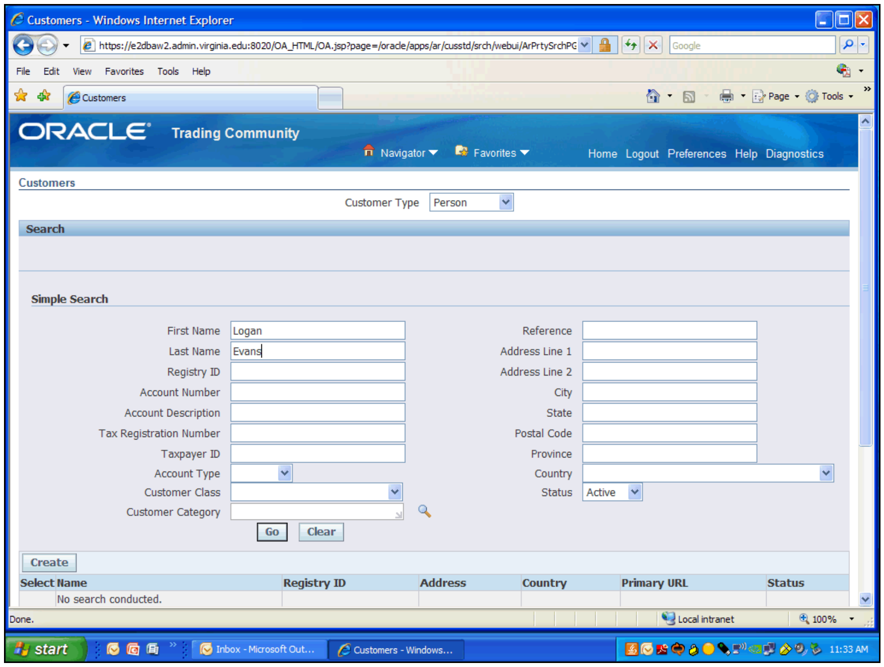
Step	Action
1.	Begin by navigating to the **Customer**, Standard screen. Click the **Customers** link.



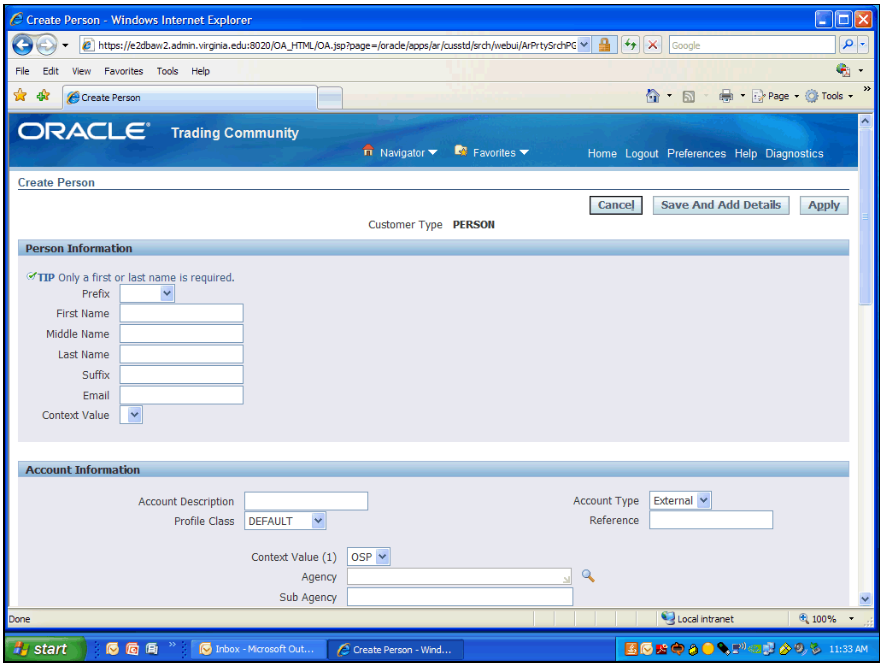
Step	Action
2.	Click the **Standard** link. 
3.	In this example you will search for Logan Evans, a person. Change the default for **Customer Type** from "organization" to "person." Click the **Customer Type** list. 
4.	Click the **Person** list item. 
5.	The simple search for a person displays criteria appropriate for finding an individual rather than for finding an organization. Enter the desired information into the **First Name** field. Enter "**Logan**".
6.	Click in the **Last Name** field. 



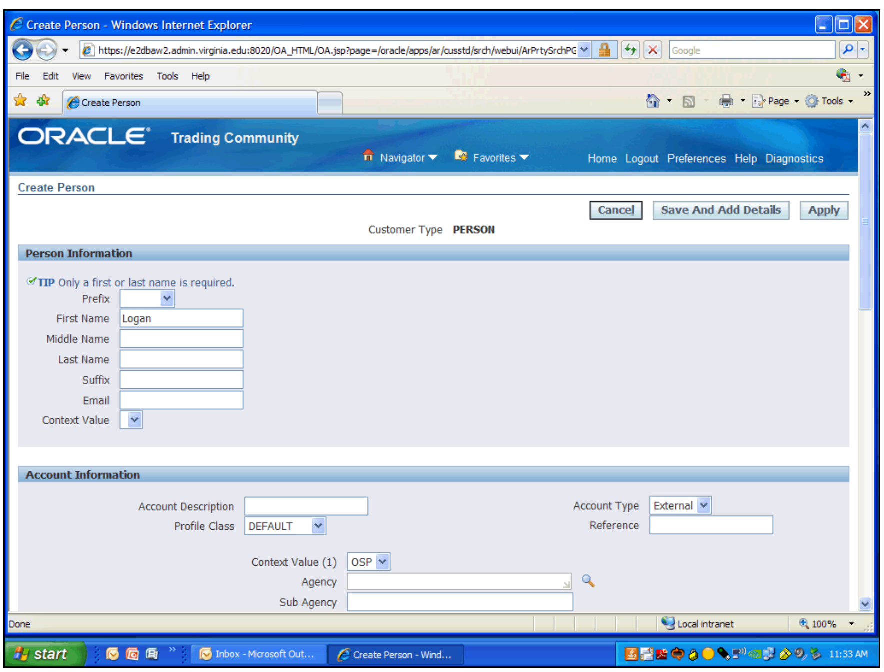
Step	Action
7.	Enter the desired information into the **Last Name** field. Enter "**Evans**".



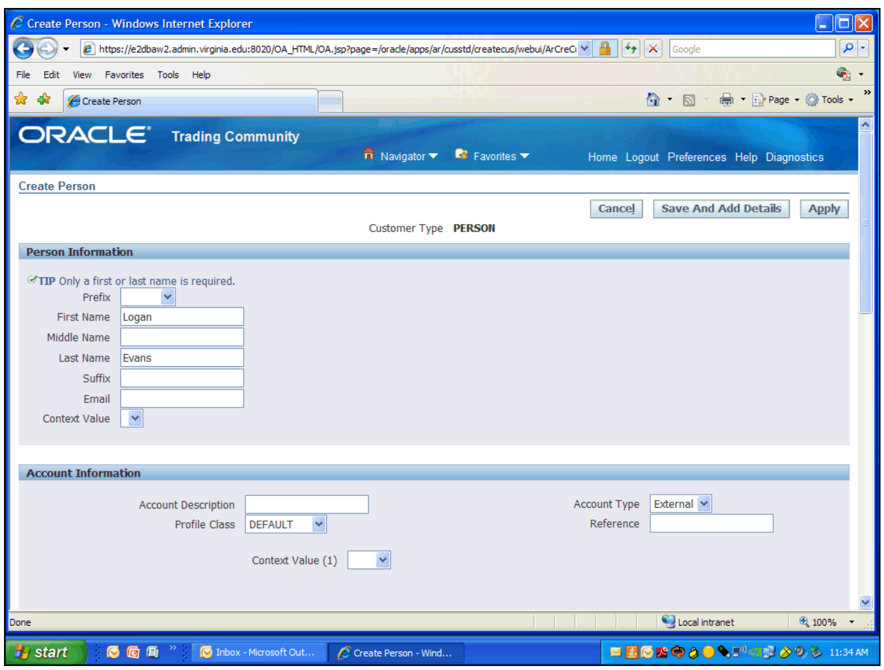
Step	Action
8.	Go initiates the search. Click the **Go** button. 
9.	Since ***no results were found*** create a new customer record. Click the **Create** button. 
10.	A tip will display that indicates only a first or last name is required. Do not follow this TIP. Instead enter a first and a last name.
11.	Click in the **First Name** field. 



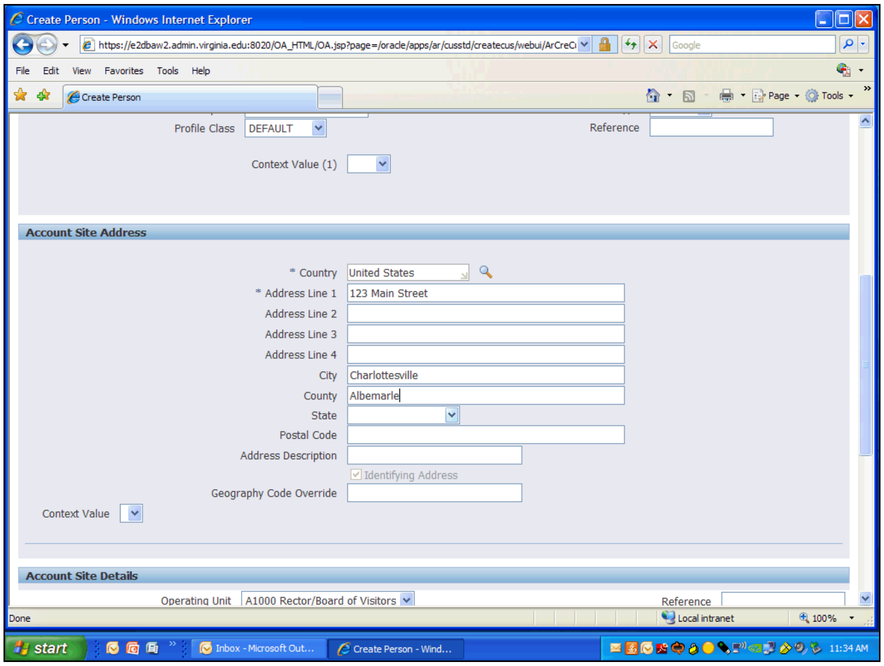
Step	Action
12.	Enter the desired information into the **First Name** field. Enter "**Logan**".



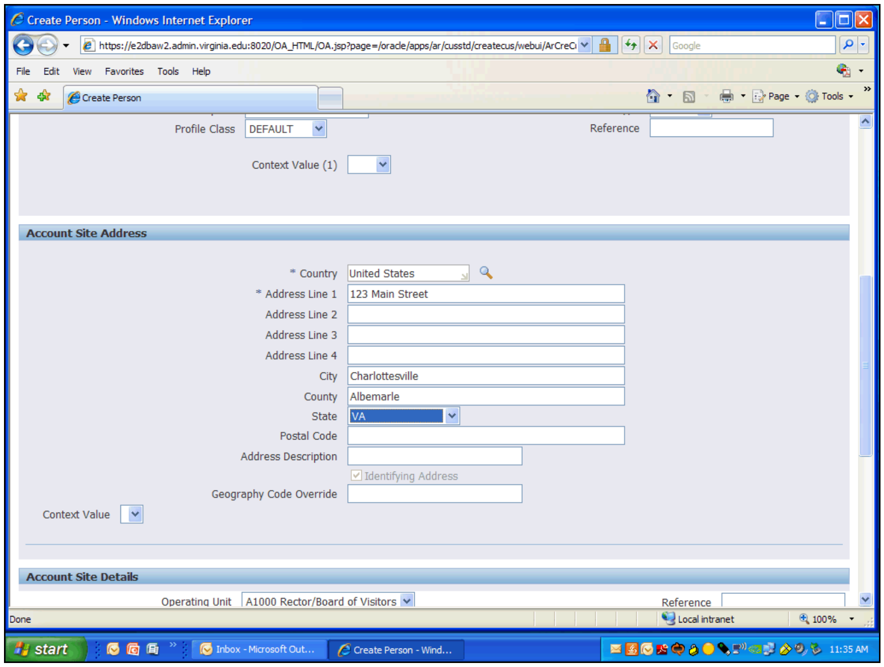
Step	Action
13.	Click in the **Last Name** field. 
14.	Enter the desired information into the **Last Name** field. Enter "**Evans**".
15.	In the account information block change the **Context Value** to blank. OSP is for sponsored programs only! Do not leave OSP in the context value. Click the **Context Value (1)** list. 
16.	Click the blank list item.



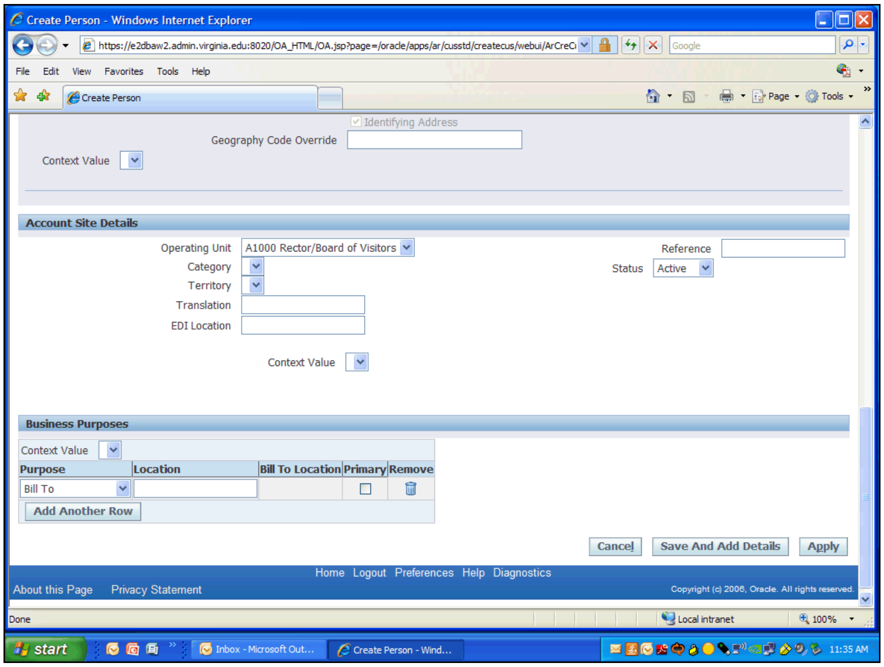
Step	Action
17.	Next scroll down to the bottom of the window and enter the address. Click the scrollbar.
18.	For the country, United States should default. If the country does not populate, or if the country is not correct for your entry, you must search for the country and select it.



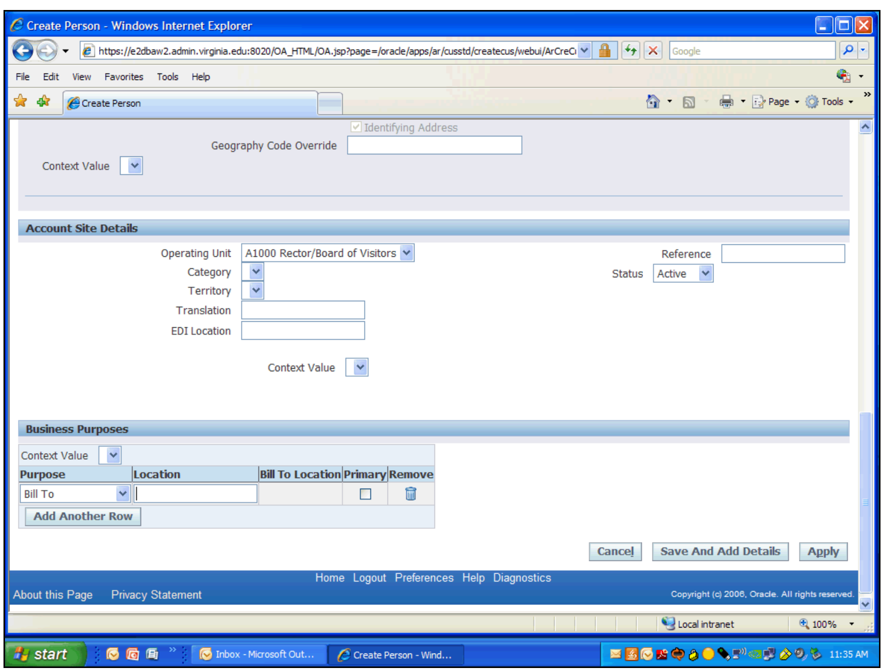
Step	Action
19.	In this example the address information has been entered for you. Press **[Tab]**.
20.	Make sure the state abbreviation is correct. No periods and no spaces are accepted. Enter the desired information into the **State** field. Enter "**VA**".



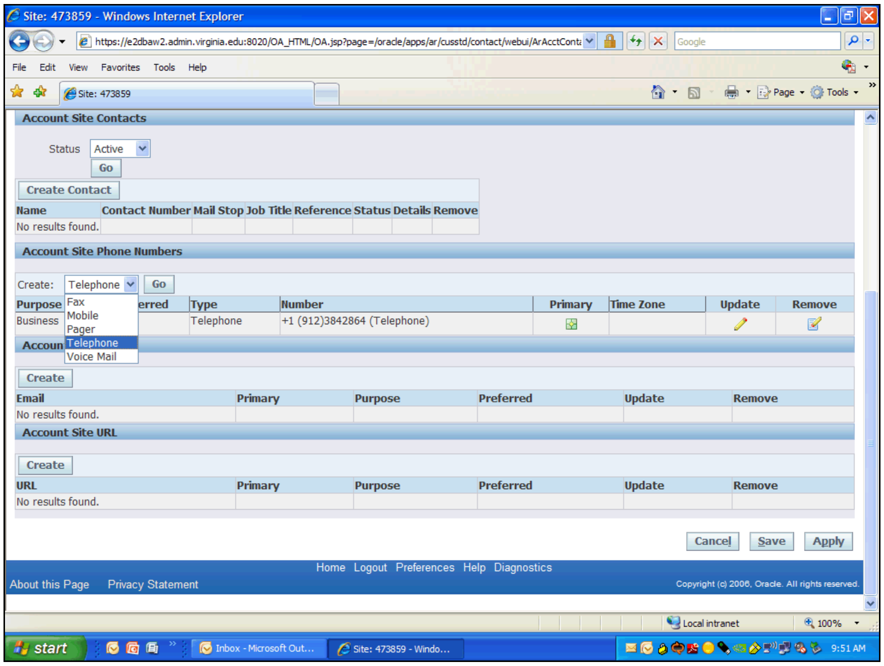
Step	Action
21.	Click in the **Postal Code** field. 
22.	Enter the desired information into the **Postal Code** field. Enter "**22904**".
23.	Scroll down to the bottom of the page to enter the **Bill To** location, which is your Organization number-B01. For example: 10000-B01 is the bill to location for the president's office. Click the scrollbar.



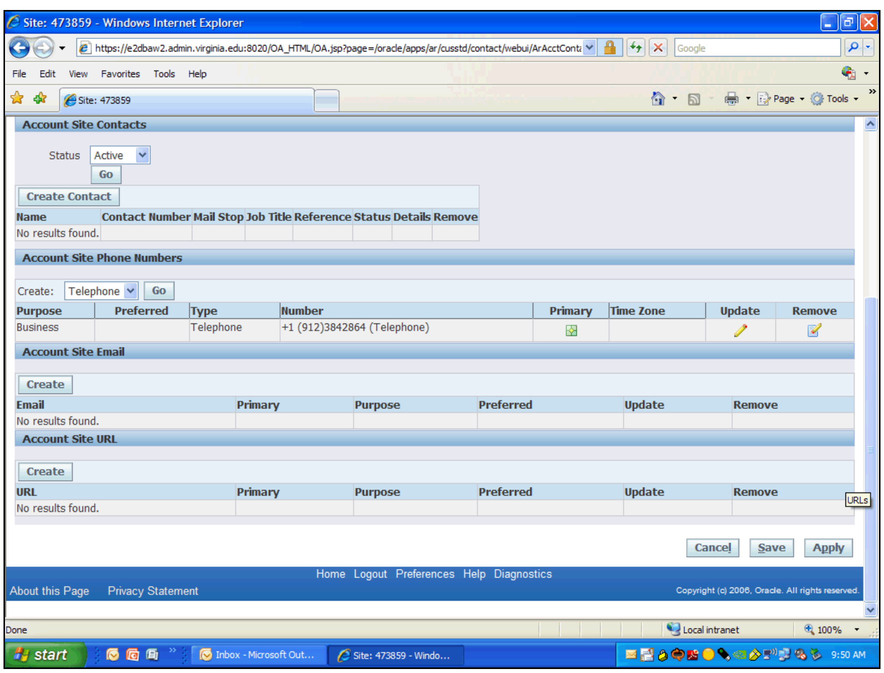
Step	Action
24.	Click in the **Location** field. 



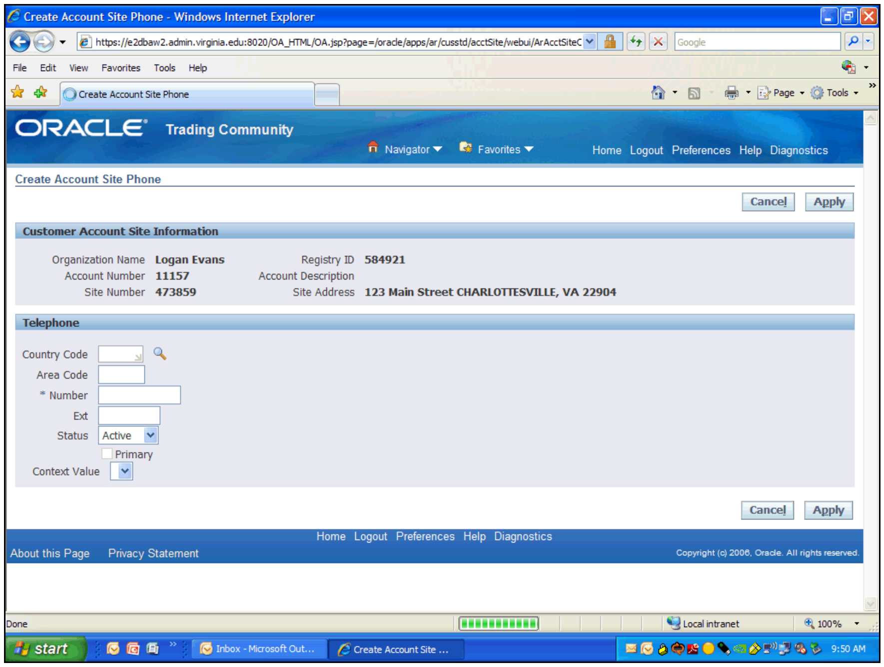
Step	Action
25.	Enter the desired information into the **Location** field. Enter "**20030-B01**".
26.	To save up to this point, Click the **Save And Add Details** button. Save And Add Details
27.	You will next add details to the **Bill To** site in this case 20030-B01. Click the **Details** button.
28.	The first detail you will add will be under the profile tab. **The details you add here are critical to the customer receiving notices of billing.** Click the **Profile** tab. Profile
29.	Each UVA organization has only 1 site. **A profile includes information for the central accounting person in charge of sending out invoices including dunning (collection) invoices.** A profile needs to be added to each site. Click the **Yes** button. Yes
30.	When you click **yes** the ***Credit and Collection*** information populates. Virginia Sprouse is the person in central accounting who sends out your invoices. Her name populates automatically as ***Collector***. She will also send dunning letters when appropriate.
31.	Click the **Save** button. Save
32.	If you have additional contact information for a customer such as the email address and phone number, you add this information in the Communication tab. In this example you will add a phone number for this site. Click the **Communication** tab. Communication
33.	Click the **Create:** list.



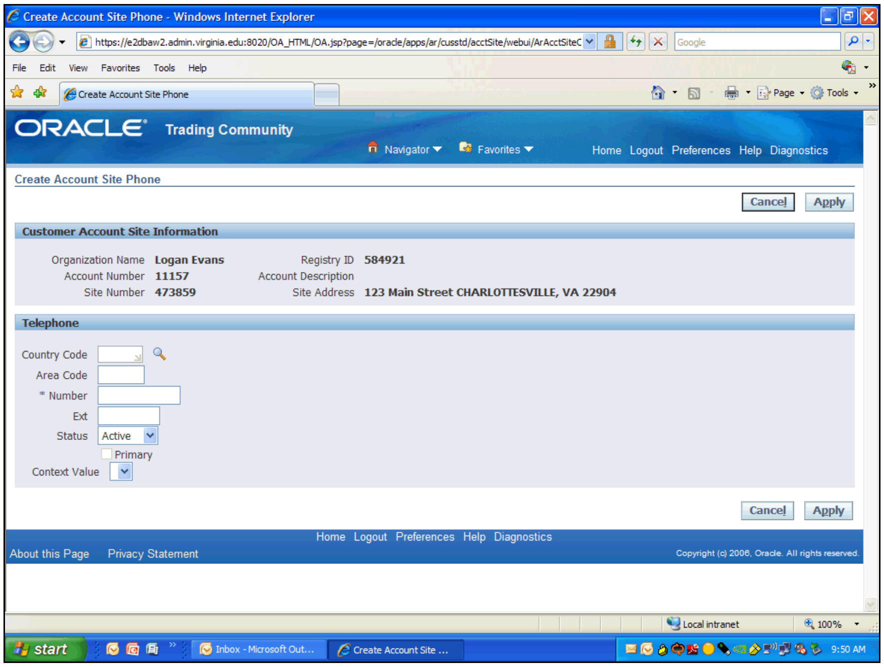
Step	Action
34.	Click the **Telephone** list item. 



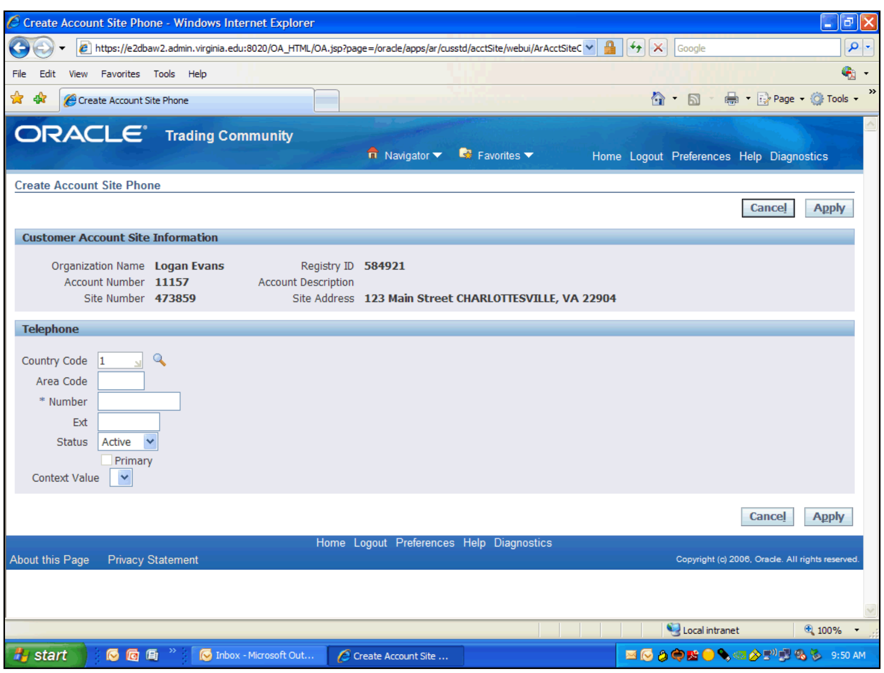
Step	Action
35.	Click the **Go** button. 



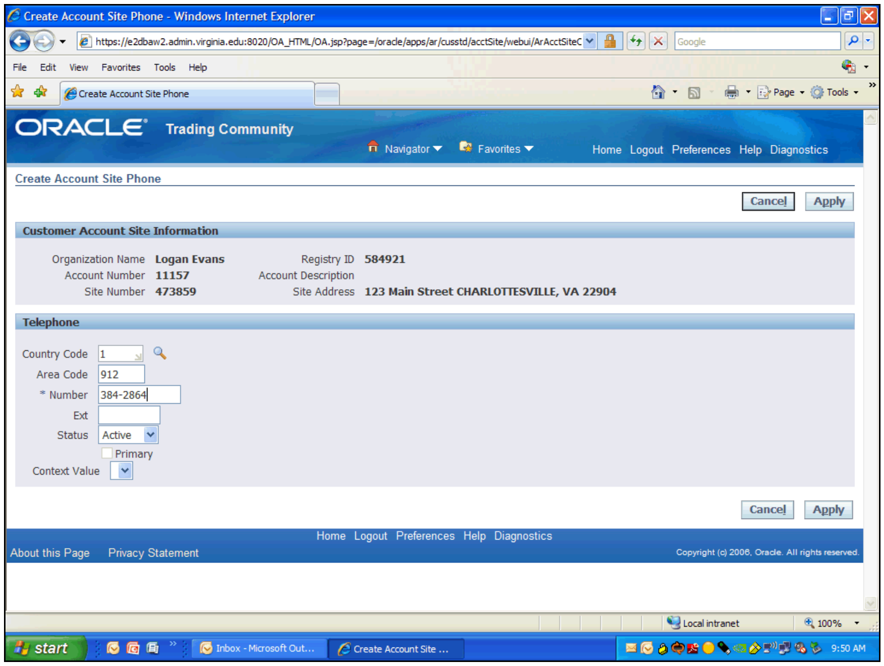
Step	Action
36.	The first field in the telephone section is the country code. The country code for US is 1. Click in the **Country Code** field. 

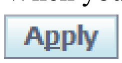


Step	Action
37.	Enter the desired information into the **Country Code** field. Enter "**1**".
38.	Click in the **Area Code** field. 



Step	Action
39.	Enter the desired information into the **Area Code** field. Enter "**912**".
40.	Enter the desired information into the **Number** field. Enter "**384-2864**".



Step	Action
41.	When you are done entering the communication details, click the **Apply** button. 
42.	Click the **Save** button. 
43.	You have completed the simulation for creating a new customer. **End of Procedure.**

Correcting Transactions in AR

At the end of this section, you will be able to:

- Create a Credit Memo - Refund for **paid** invoices
- Credit part of an **unpaid** invoice
- Credit an entire **unpaid** invoice

Note: If you under-invoice a customer, you will create a new invoice for the remaining amount.

Creating a credit memo-Refund

If a customer has paid and needs a refund for any reason you will create a **Credit Memo** in the AR module.

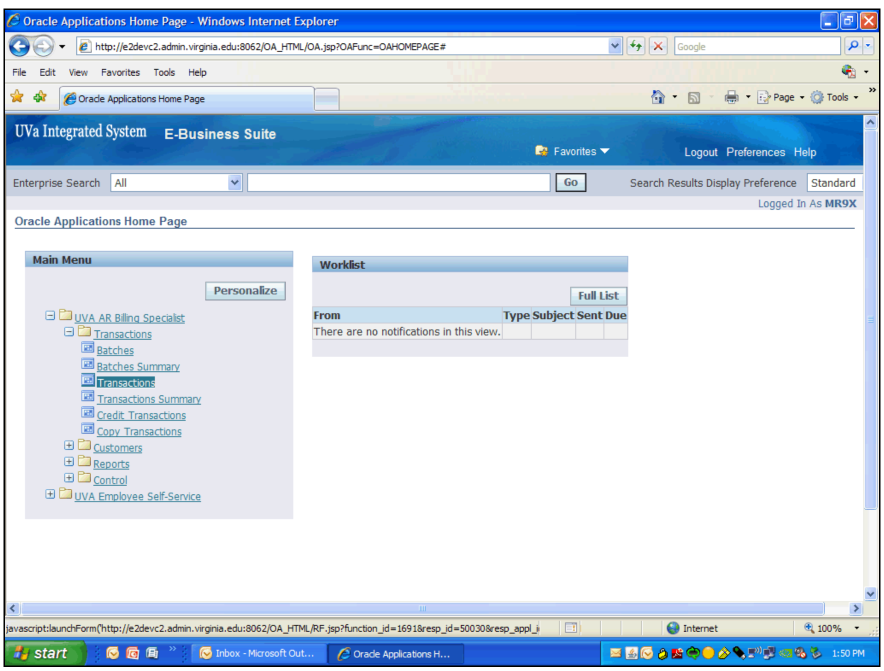
After you have created your credit memo, you will send an email to Central Accounting (UVA-AR@virginia.edu) with the following information:

- Credit Memo number (which you will get when you create the credit memo)
- Whether the credit should be cash or a credit to account
- A brief reason for the refund.

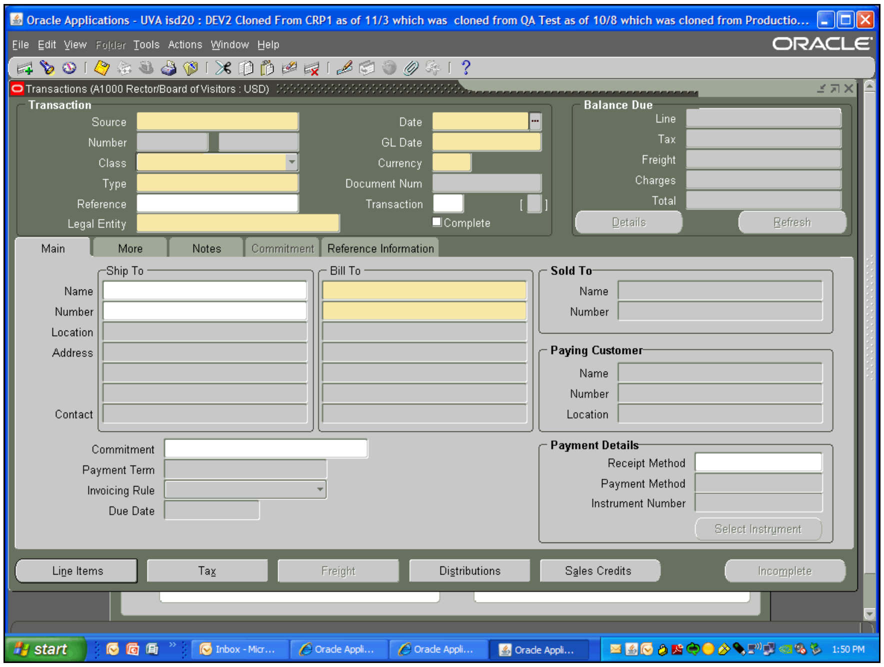
Central Accounting will send the customer a check for cash refunds, or they will apply a credit to the account depending on what the customer wants.

Procedure

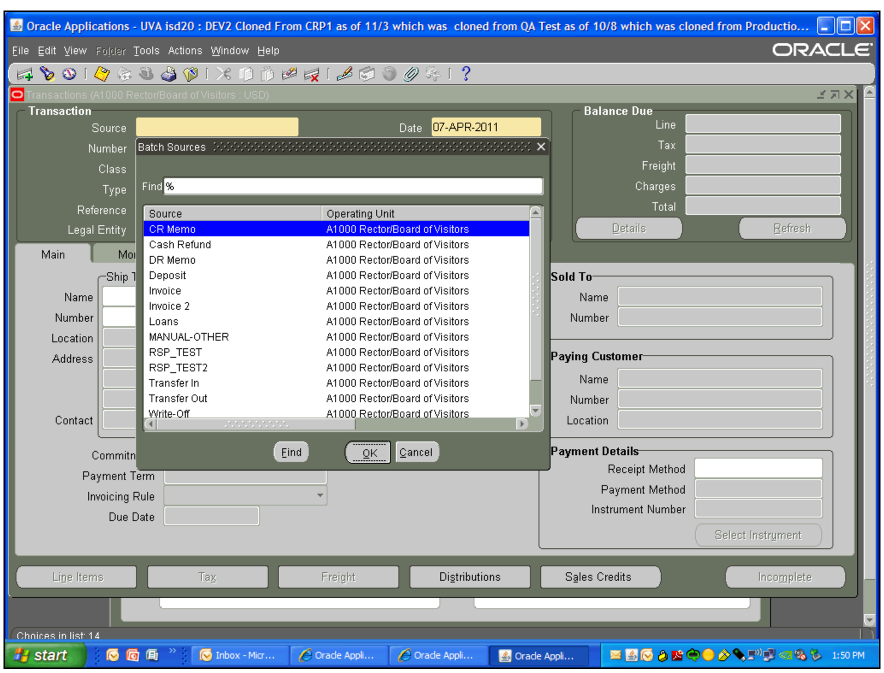
In this simulation you will complete a Credit Memo to refund $50.00 to the customer.

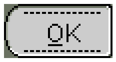


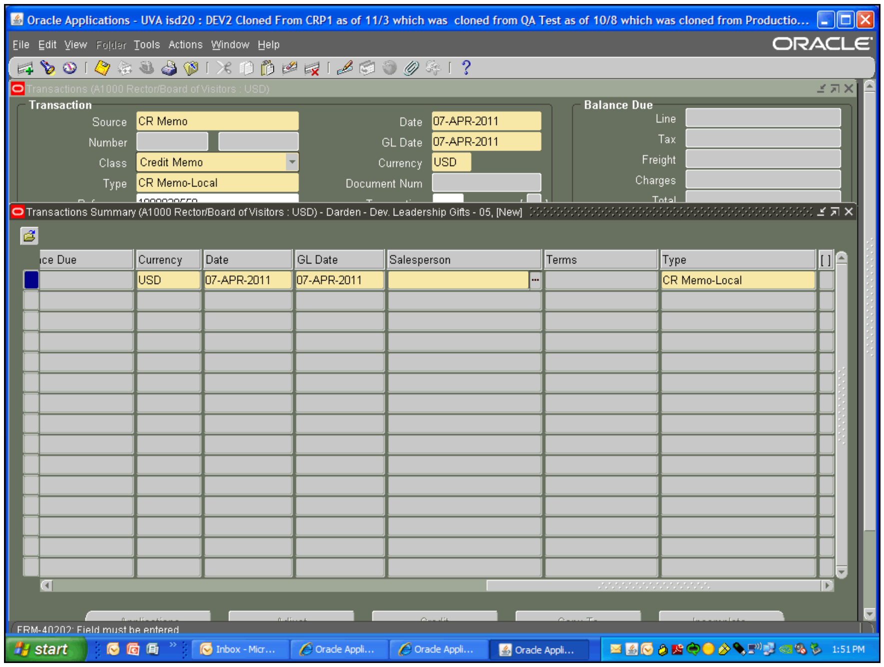
Step	Action
1.	Begin by navigating to the **Transactions** page. Click the **Transactions** link.

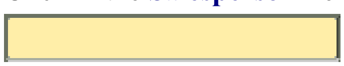


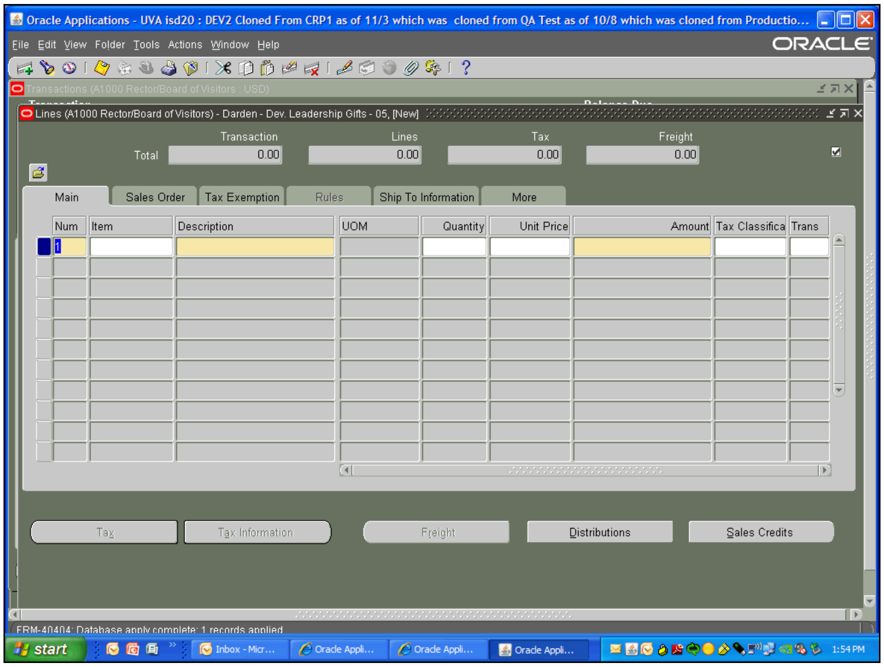
Step	Action
2.	In this example you will use the **CR Memo** for the Source. Click in the **Source** field. 

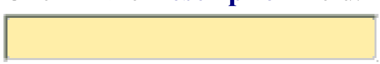


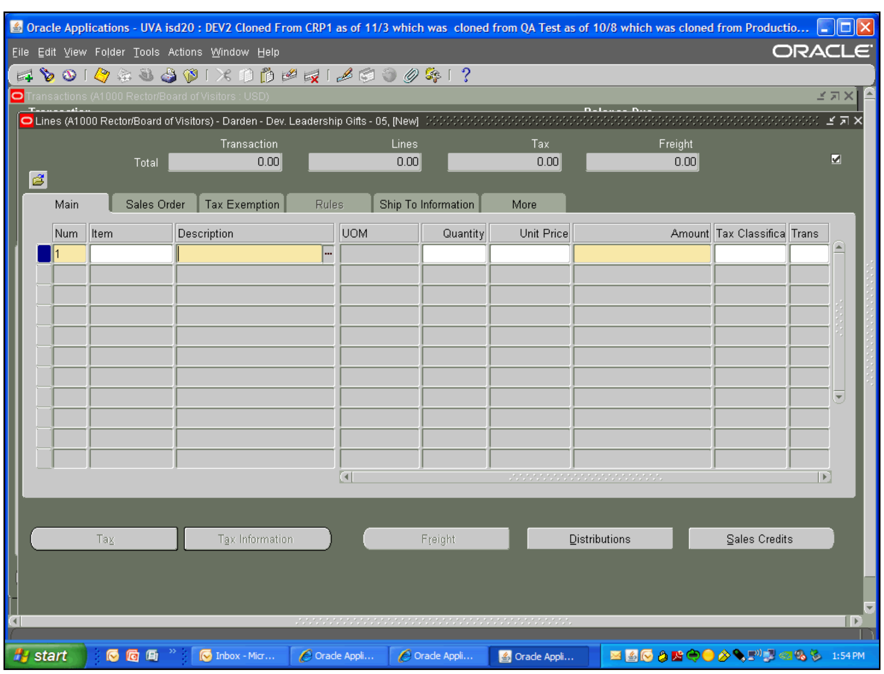
Step	Action
3.	You will select **CR Memo** from the list. (This has been selected for the simulation). Click the **OK** button. 
4.	The **Reference number** is the paid invoice number and for this simulation has been entered for you. Next you will select Darden - Dev. Leadership Gifts as the customer for this invoice.
5.	Note: This field is NOT case sensitive. You can search on partial name. Click in the **Bill To: Name** field. 
6.	Enter the desired information into the **Bill To: Name** field. Enter "**Darden%**".
7.	To display a list of vales that match **Darden,** press **[Tab]**.
8.	In this example you will select Darden - Dev. Leadership Gifts. Click the **Darden - Dev. Leadership Gifts** cell. 
9.	Click the **OK** button. 
10.	To navigate to the Transaction summary page. Click the **Line Items** button. 



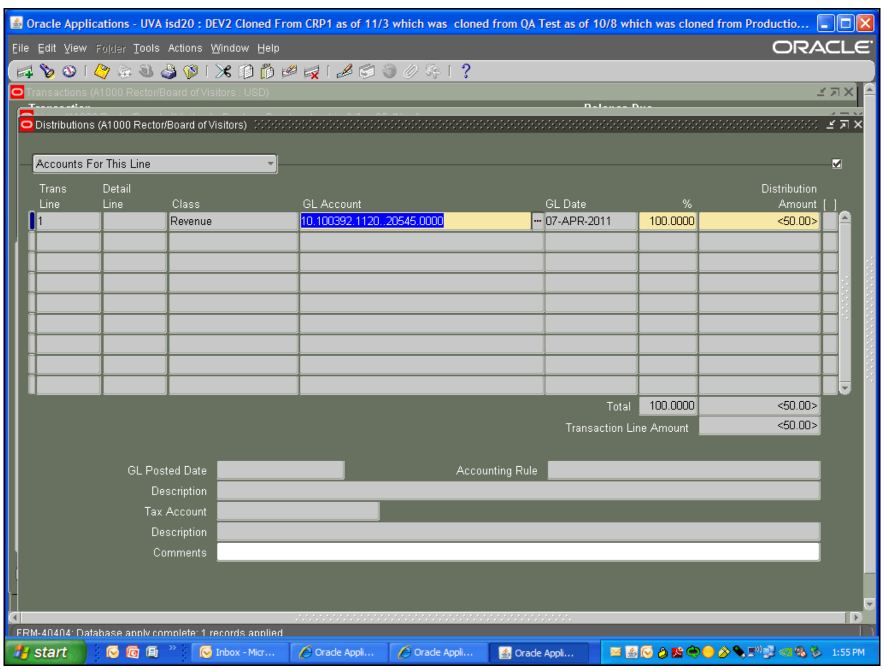
Step	Action
11.	The Transaction Summary form displays. Enter your org number in the Salesperson field. Click in the **Salesperson** field. 
12.	Enter the desired information into the **Salesperson** field. Enter "**20545**".
13.	Press **[Tab]**.
14.	Click the **Open** button. 
15.	Click the **Line Items** button AGAIN. 



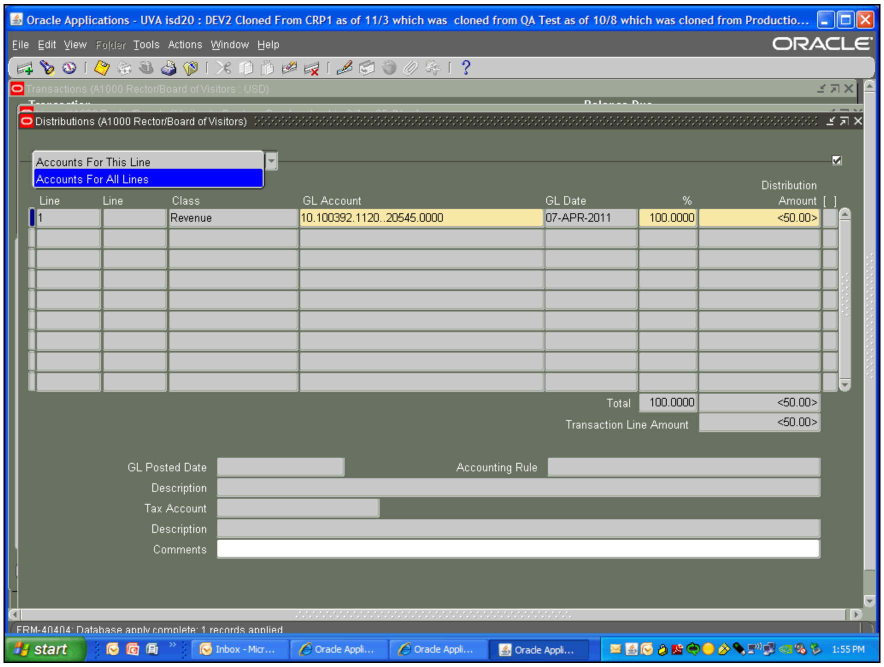
Step	Action
16.	The **Line Items** page displays. You will select the reason for the refund, quantity, and unit price. Click in the **Description** field. 



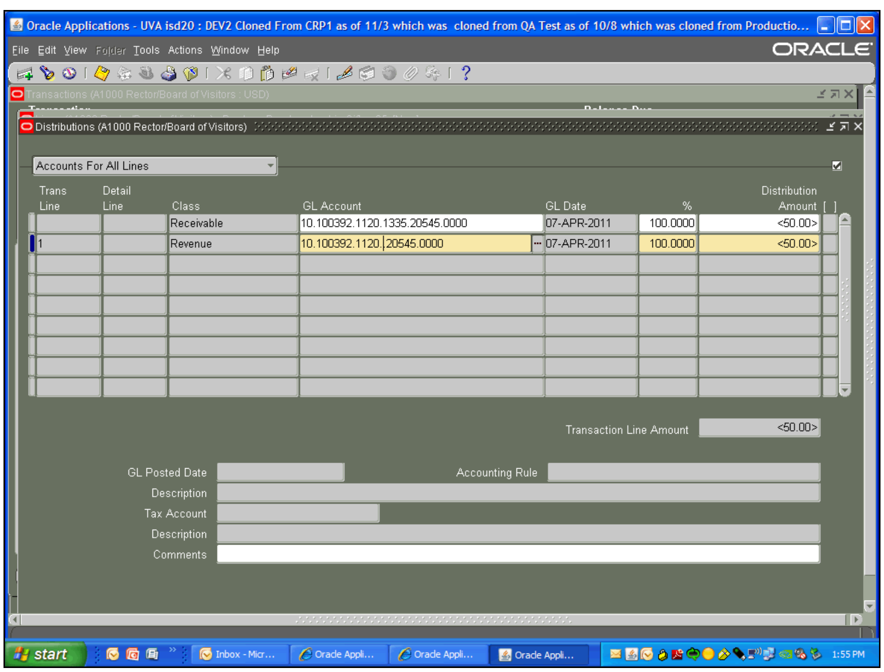
Step	Action
17.	Click the **List of values** item.
18.	**Incorrect Billing** was selected for you from the list of values.
19.	Enter the desired information into the **Quantity** field. Enter "**1**".
20.	Press **[Tab]**.
21.	**Remember to put a minus sign in front of the unit price.** Enter the desired information into the **Unit Price** field. Enter "**-50**".
22.	Press **[Tab]**.
23.	Click the **Distributions** button. Distributions



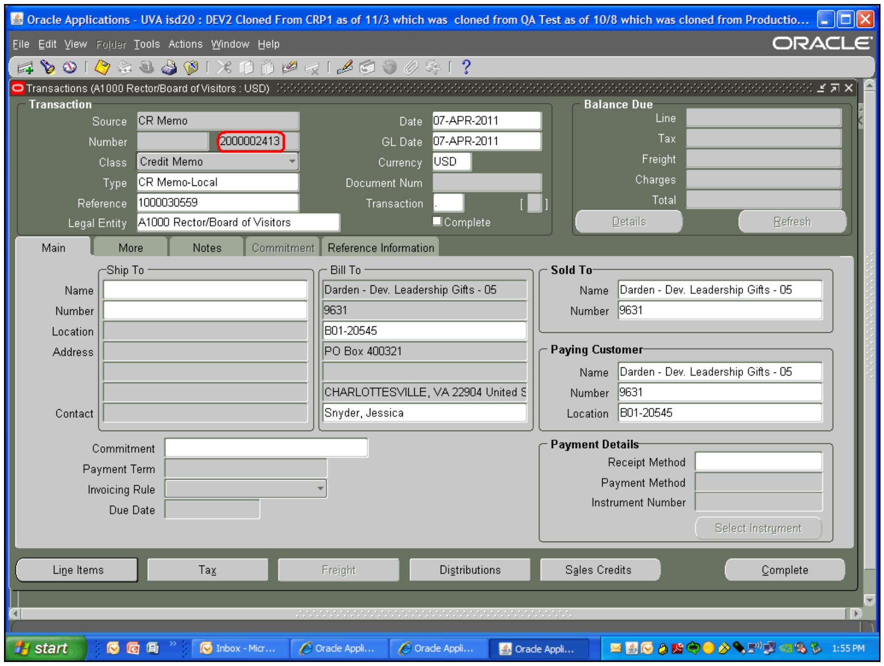
Step	Action
24.	Click the **Accounts For This Line** list.



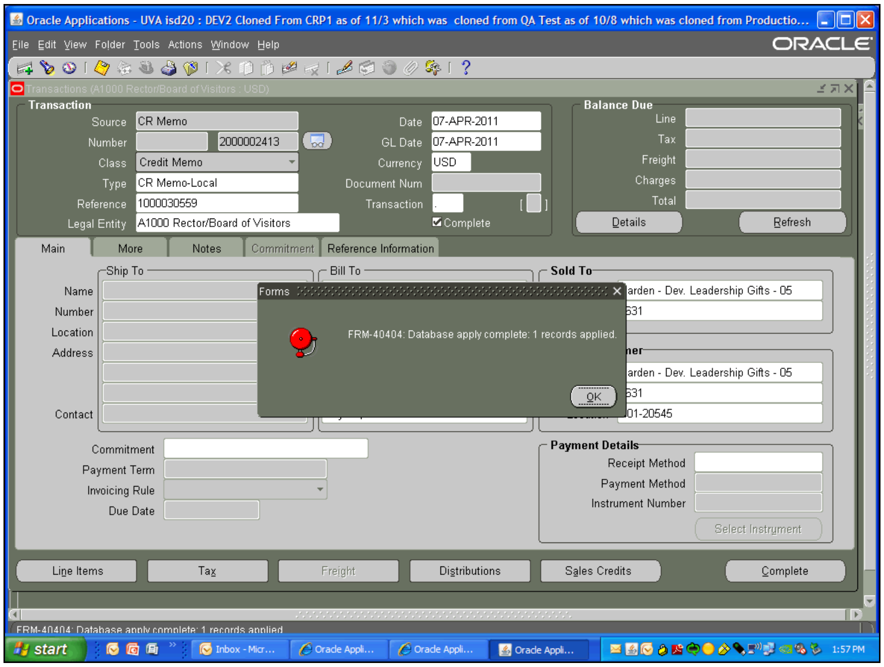
Step	Action
25.	Click the **Accounts For All Lines** list item. Accounts For All Lines



Step	Action
26.	Enter the missing **Object code** into the **GL Account** revenue string. Enter "**4736**".
27.	Click the **Close**. 



Step	Action
28.	Before you complete the credit memo record the Credit Memo #. Click the **Complete** button. 



Step	Action
29.	Click the **OK** button. 
30.	Click the **Save** button. 
31.	Click the **Close** button. 
32.	Send an email to UVA-AR@virginia.edu and include the following information: 1. Credit memo # 2. State that this should be refunded to the customer 3. Provide a brief explanation for the refund. If the credit should be applied to an outstanding or future invoice, provide the following information in the email: 1. Credit Memo number 2. The Invoice number to which the credit will be applied if you have it.
33.	You have completed the simulation for creating a credit memo. **End of Procedure.**

Crediting part of an Unpaid Invoice

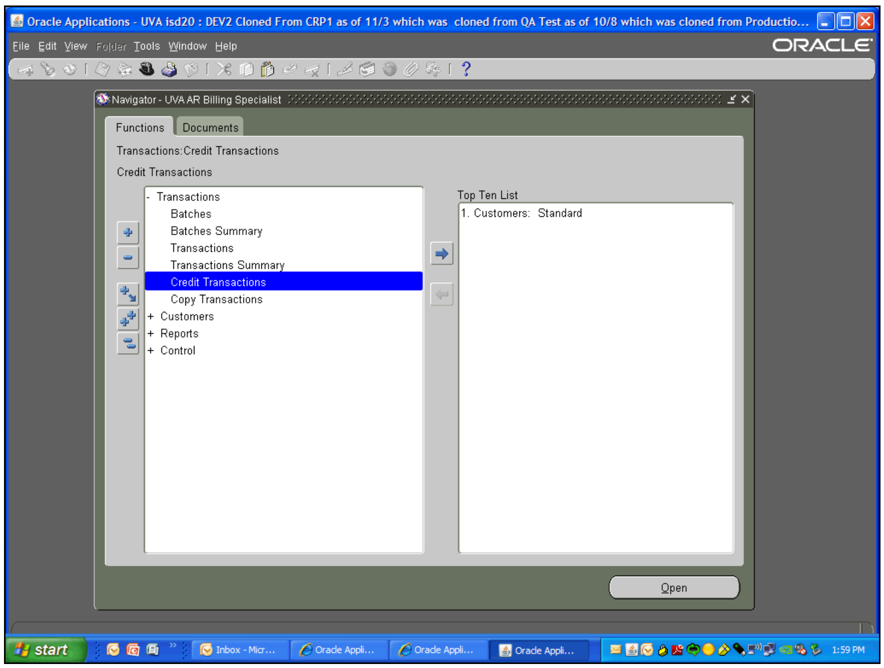
If a customer who has not yet paid requires a credit you will create a **Credit Transaction** in the AR module.

Create a partial credit to an invoice by:

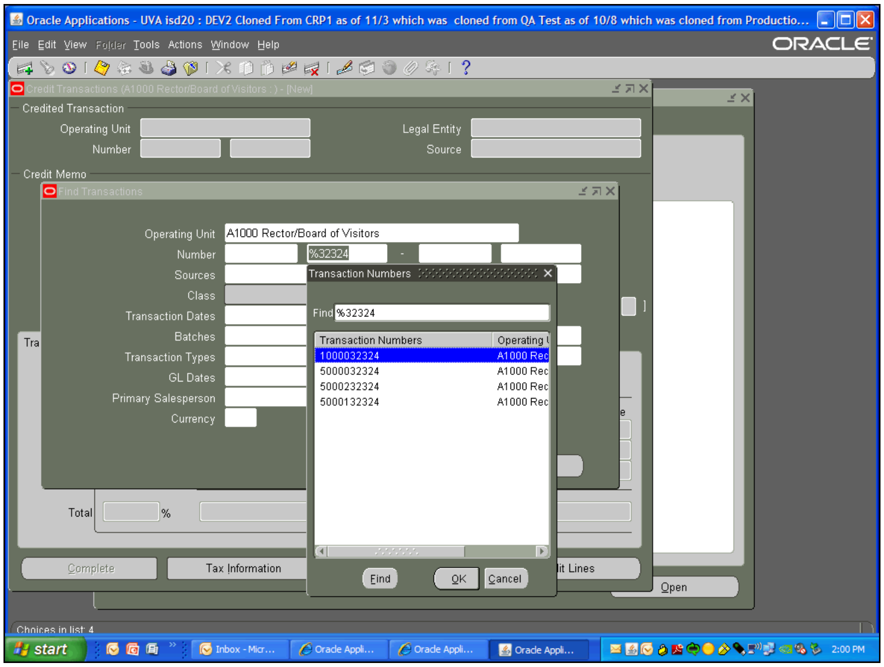
- Searching for the transaction number (the invoice that needs crediting)
- Select the reason for the credit
- Enter Credit lines
- Enter the amount as a negative number
- Complete the transaction

Procedure

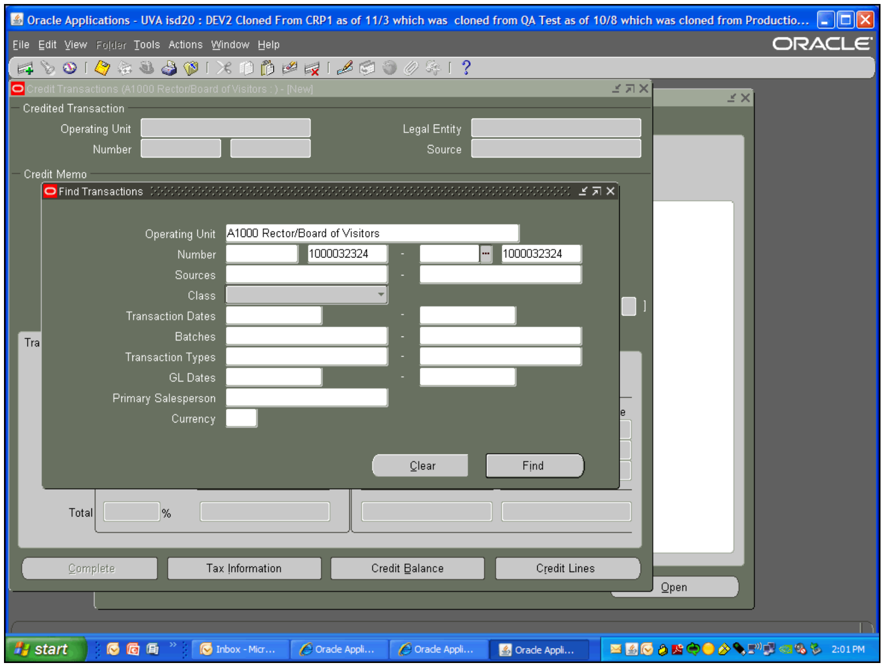
In this simulation you will credit a portion of an unpaid invoice.

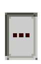


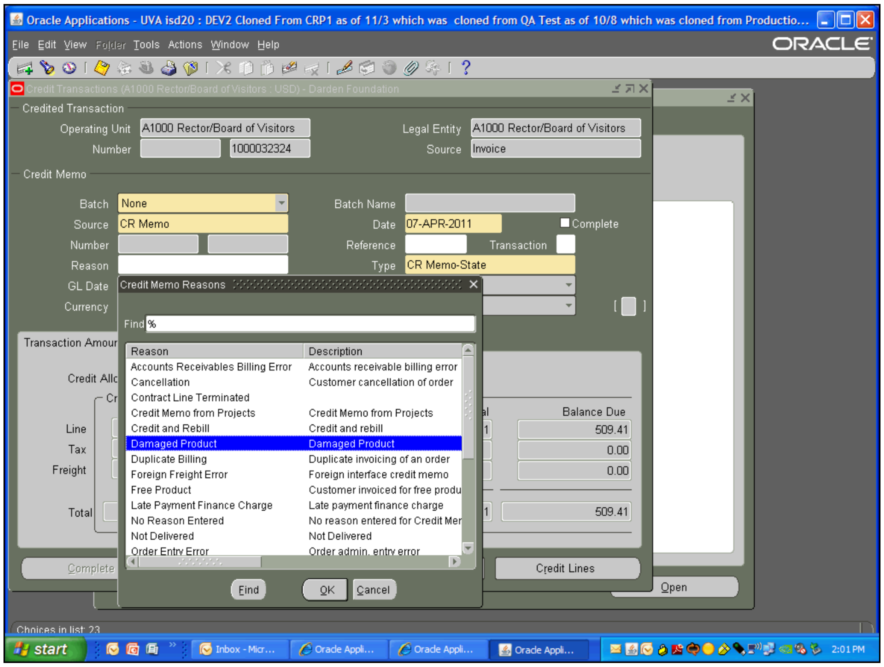
Step	Action
1.	Begin by navigating to the find **Credit Transaction**s page to search for a invoice to credit. Double-click the **Credit Transactions** list item. Credit Transactions



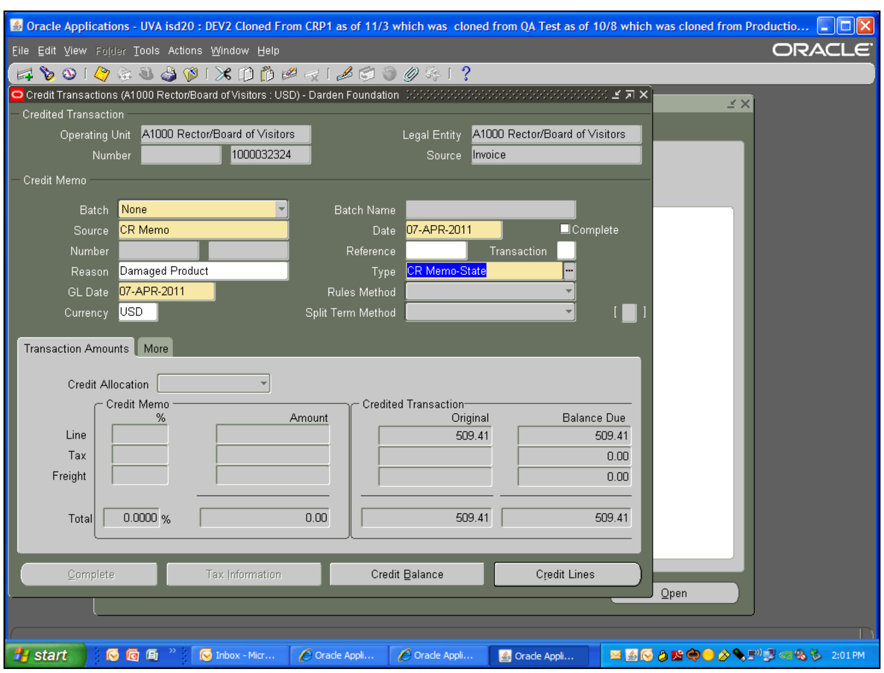
Step	Action
2.	In this example a partial search, % followed by the last 5 digits of the invoice number, has been executed for you. Select the correct invoice and click ok. **Note:** The Transaction Numbers beginning with 5 are OSP transactions. Click the **OK** button. 



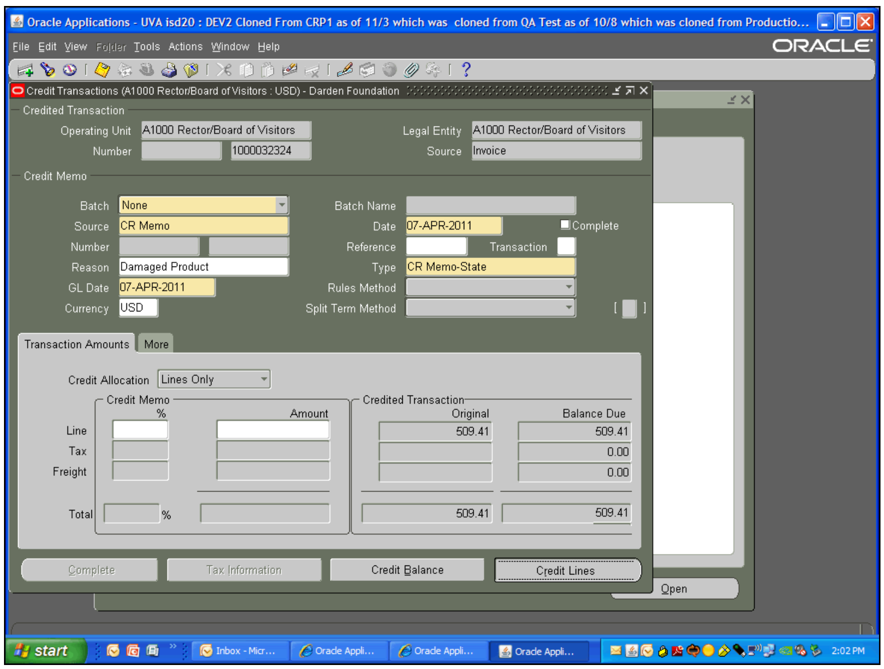
Step	Action
3.	Click the **Find** button. 
4.	The **Credit Transactions** page displays where you will document the reason for the credit. Click the **Reason** button. 
5.	In this case you will select Damaged Product. Click the **Damaged Product** list item. Damaged Product



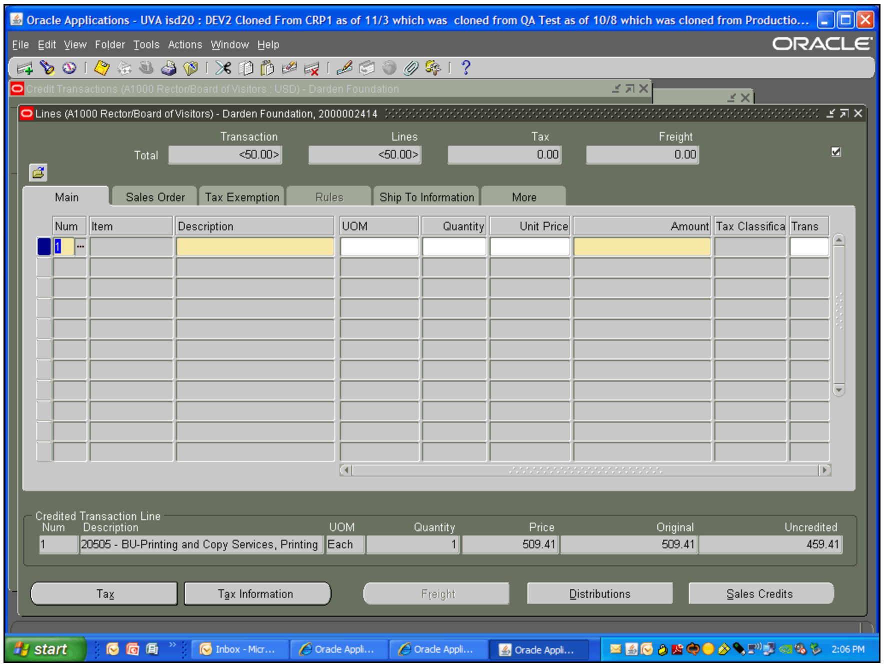
Step	Action
6.	Click the **OK** button. 

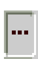


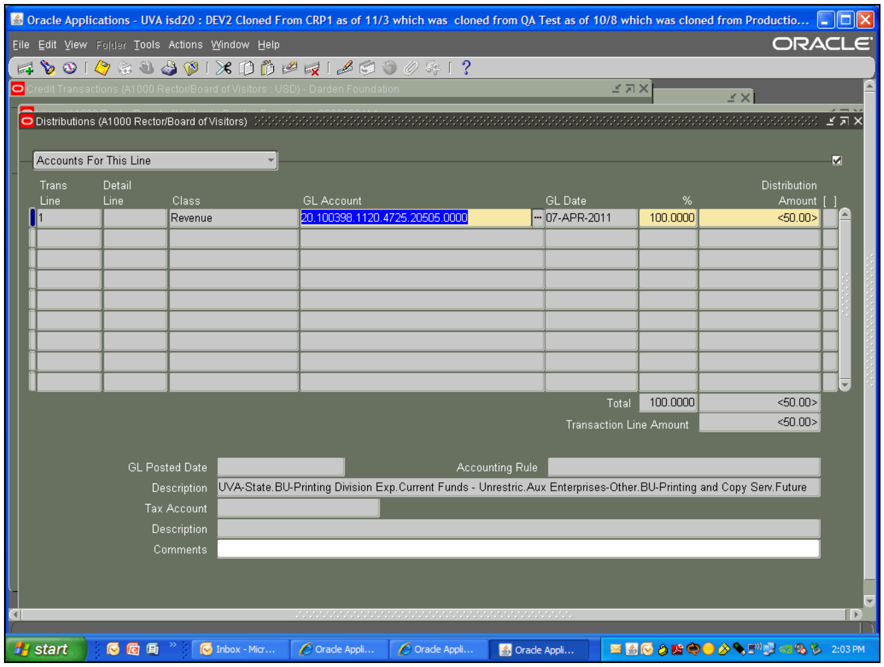
Step	Action
7.	In the Transaction Amounts tab you will select the Credit Allocation to display **Lines Only**. Click the **Credit Allocation** list.
8.	Click the **Lines Only** list item. Lines Only



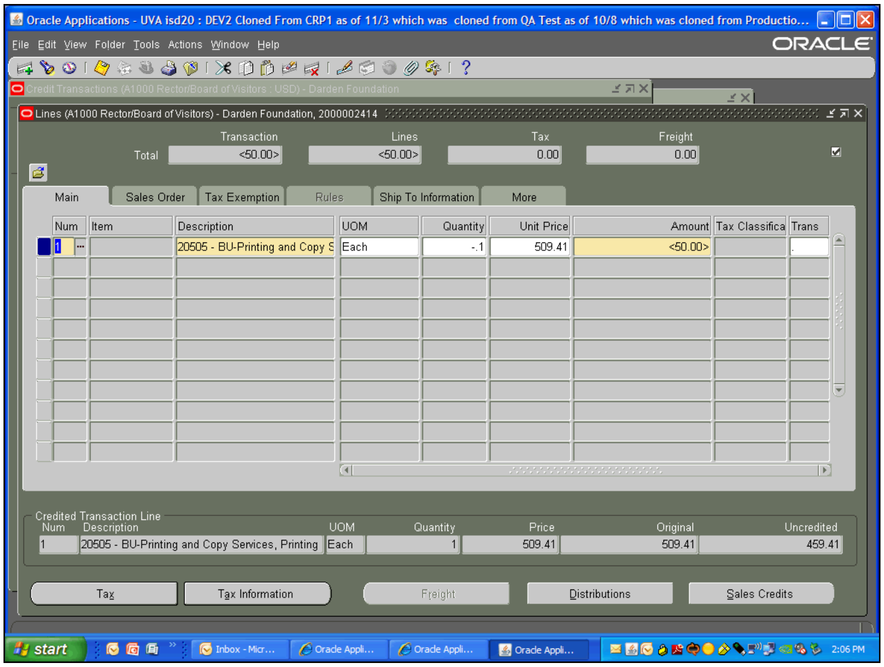
Step	Action
9.	The Credit Lines button takes you to the Lines page. Click the **Credit Lines** button. Credit Lines
10.	In this example there is only one line.

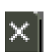


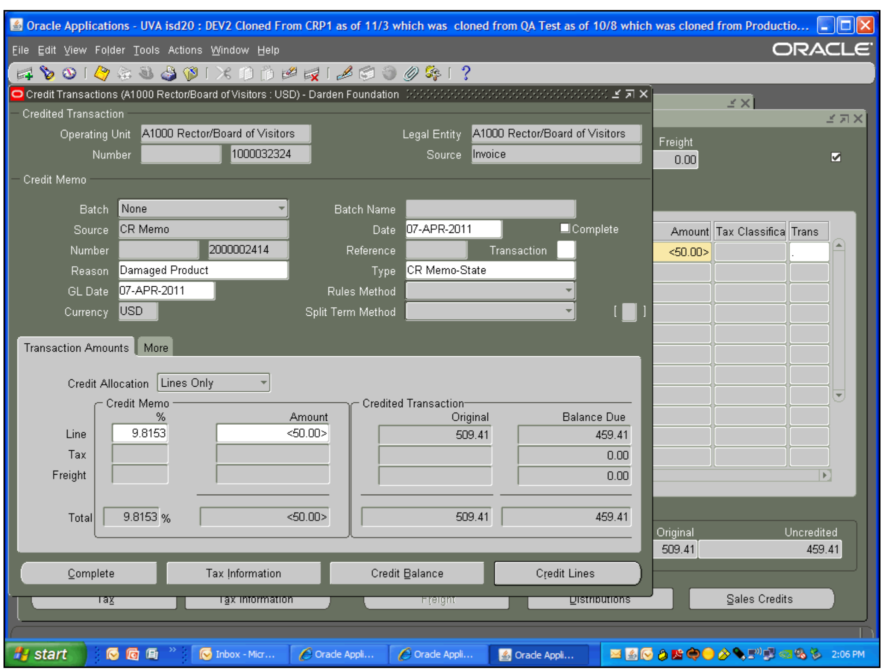
Step	Action
11.	If there are multiple lines in the invoice you select the line you need to credit. Click the **Line** button. 
12.	Once you select the line the **Description** field populates.
13.	**In the amount field you will enter the amount for credit as a negative number.** In this example -50 has been entered for you.
14.	By clicking on the Distributions button the GL string, accounting information, for this invoice will display. Click the **Distributions** button. 



Step	Action
15.	Click the **Accounts For This Line** list.
16.	Click the **Accounts For All Lines** list item. 
17.	Click the **Save** button. 
18.	Click the **Close** button. 



Step	Action
19.	Click the **Close**. 



Step	Action
20.	Click the **Complete** button. 
21.	You have completed the simulation for crediting part of an unpaid invoice. **End of Procedure.**

Crediting an Entire Unpaid Invoice

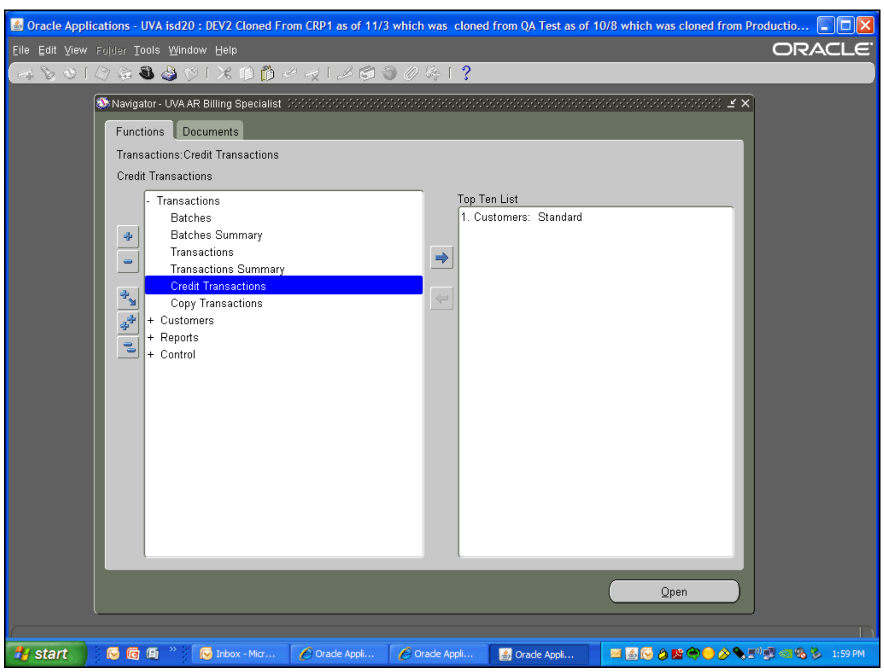
If a customer has not paid an invoice and requires a credit for the entire invoice you will create a **Credit Transaction**.

Create a complete credit to an invoice by:

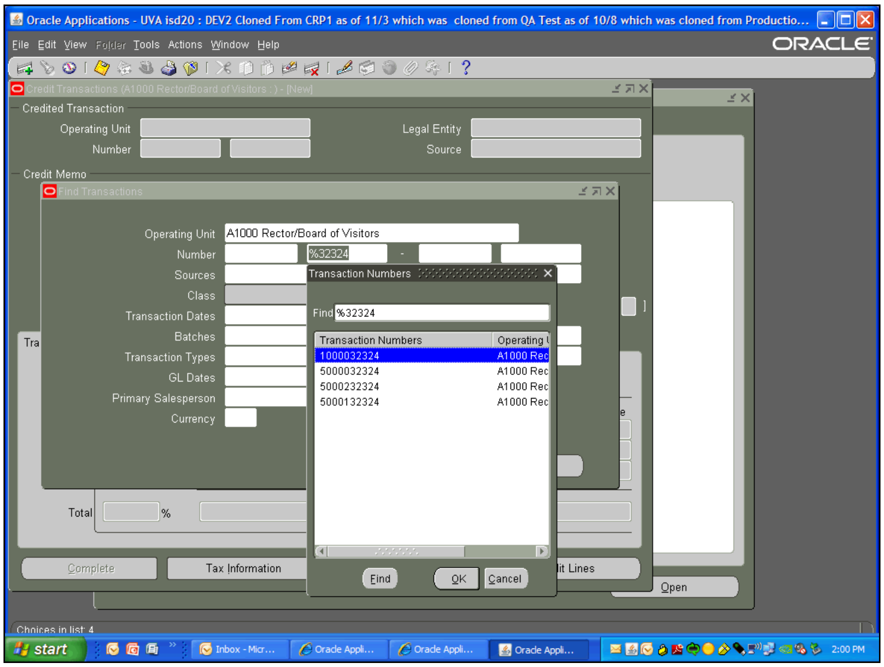
- Searching for the transaction number (the invoice that needs crediting)
- Select the reason for the credit
- Enter Credit lines
- Credit Balance (button)
- Complete the transaction.

Procedure

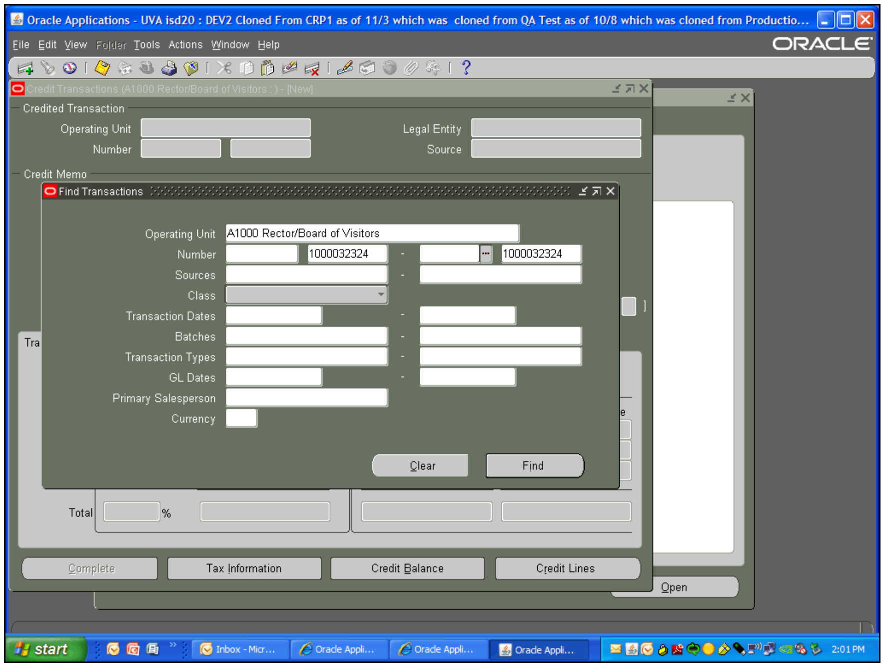
In this simulation you will credit an entire unpaid invoice.



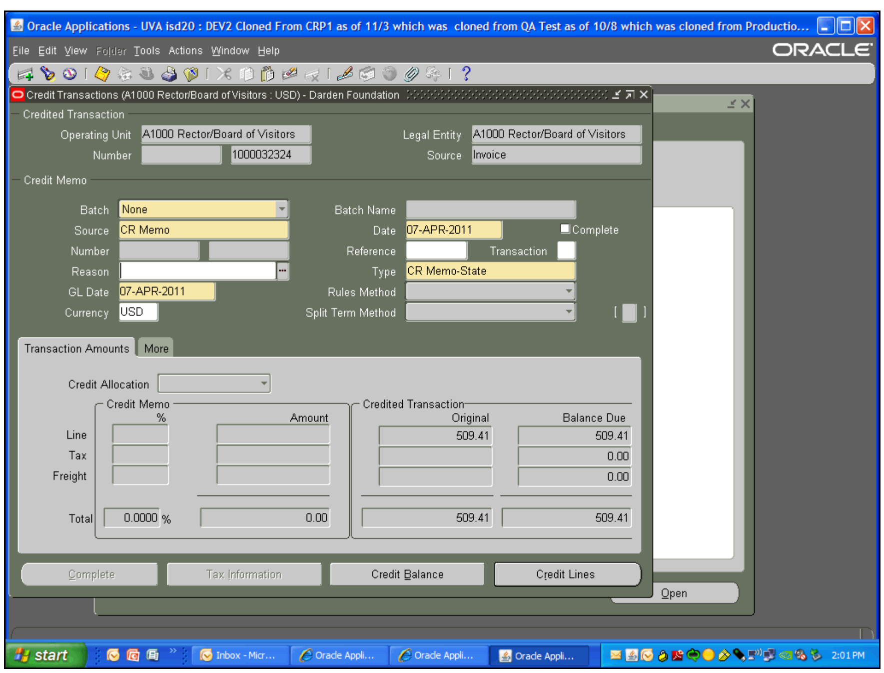
Step	Action
1.	Begin by navigating to the find **Credit Transactions** page to search for a invoice to credit. Double-click the **Credit Transactions** list item. 



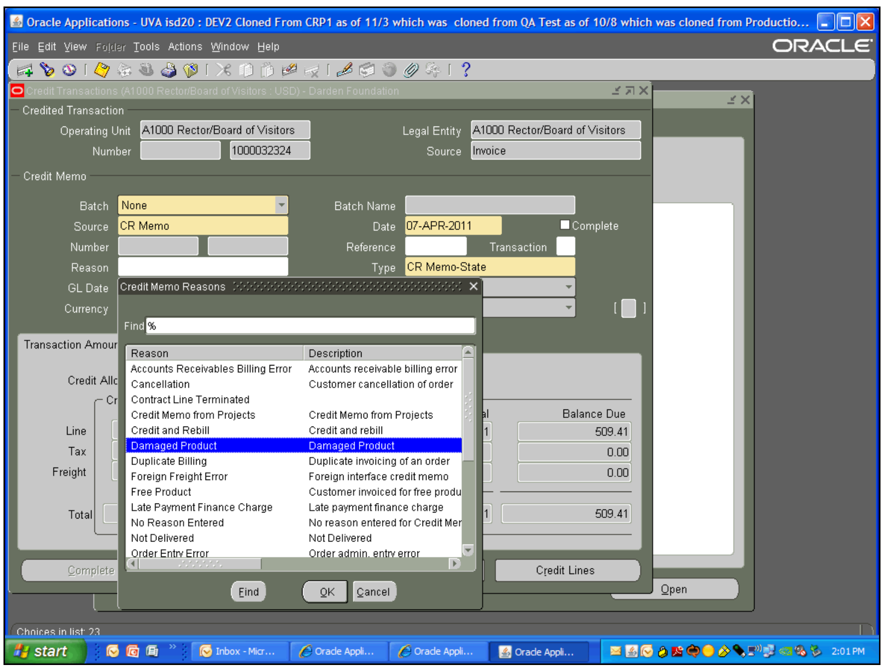
Step	Action
2.	In this example, a partial search, percent followed by the last 5 digits of the invoice number, has been executed for you. Select the correct invoice and click ok. **Note:** The Transaction Numbers beginning with 5 are OSP transactions. Click the **OK** button. 



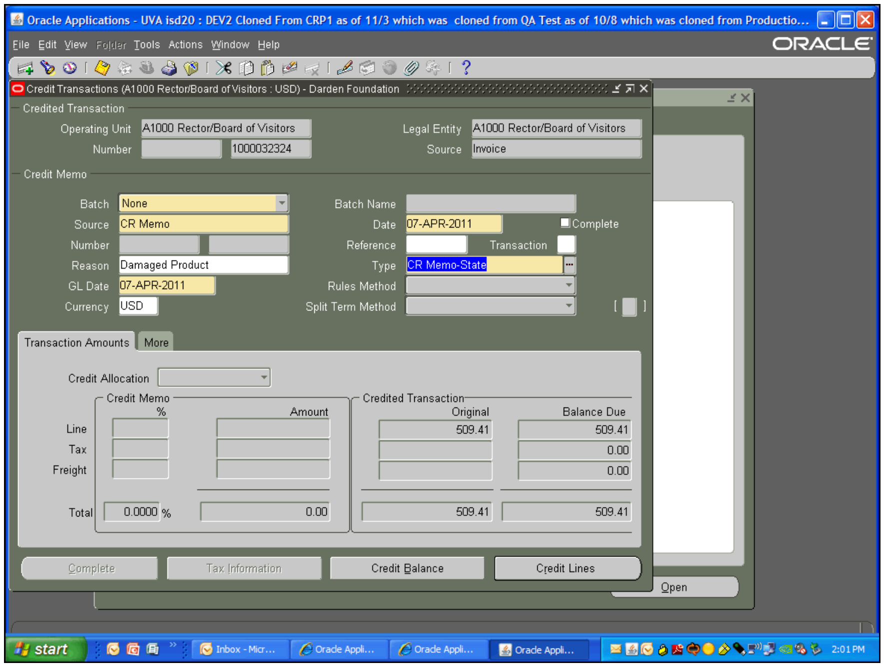
Step	Action
3.	Click the **Find** button. 



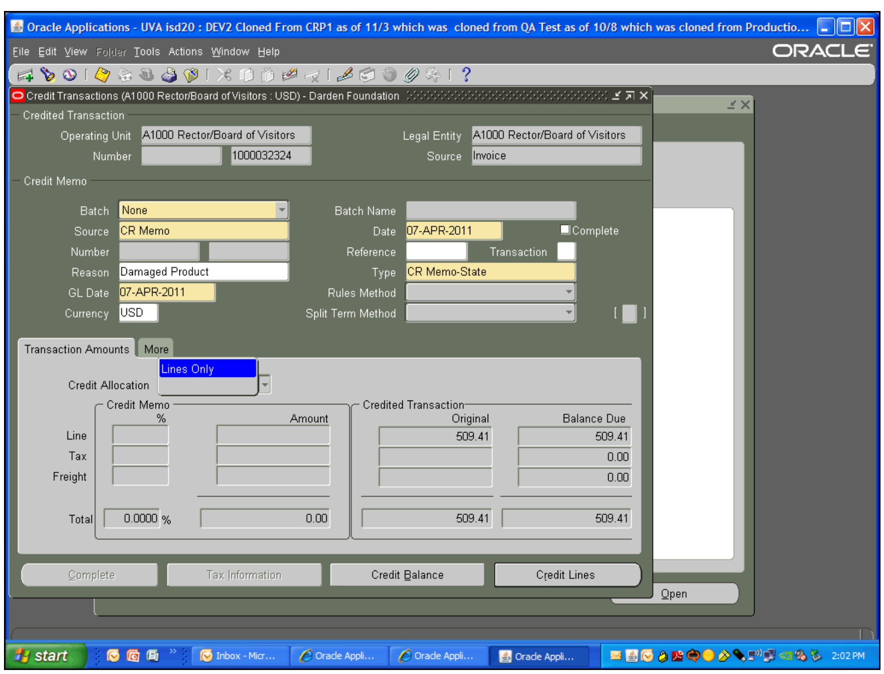
Step	Action
4.	The **Credit Transactions** page displays where you will document the reason for the credit. Click the **Reason** button. ...
5.	In this case you will select Damaged Product. Click the **Damaged Product** item. Damaged Product Damaged Product



Step	Action
6.	Click the **OK** button. OK



Step	Action
7.	In the Transaction Amounts tab you will select the Credit Allocation to display **Lines Only**. Click the **Credit Allocation** list.



Step	Action
8.	Click the **Lines Only** list item. Lines Only
9.	To credit the whole unpaid transaction click the **Credit Balance** button. Credit Balance
10.	When you select yes the amount to be credited auto populates. Click the **Yes** button. Yes
11.	Click the **OK** button. OK
12.	Click the **Complete** button. Complete
13.	You have completed the simulation for crediting an entire unpaid invoice. **End of Procedure.**