



# **Accounts Receivable (AR) Training Guide**

**Finance Outreach & Compliance**  
<http://foc.virginia.edu>

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## 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://ubicomunity.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

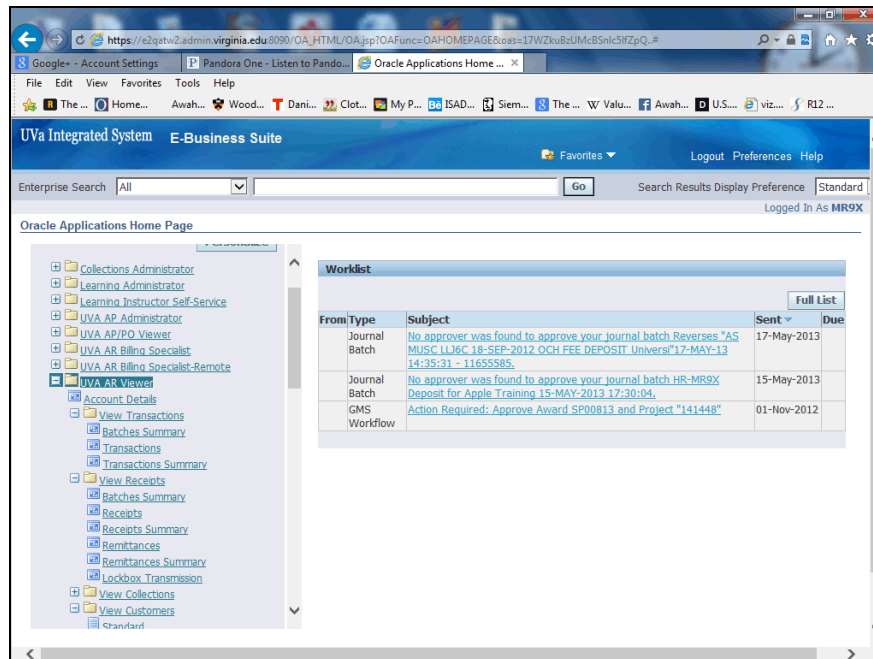
### Procedure

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.

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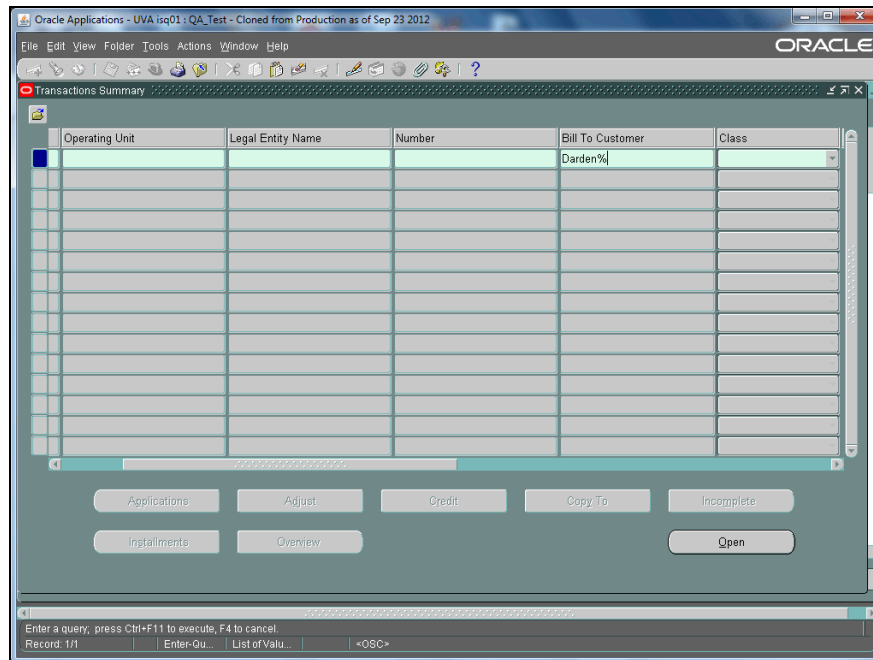
Step	Action
1.	<p>Expand AR Viewer or any other AR Responsibility that you have.</p> <p>If you know details like the transaction number or the exact name of the customer and the date of the transaction you can use the Transaction link. Otherwise you can search using transaction summary. Here we illustrate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

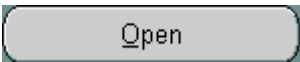
Step	Action
2.	<p>Use this option when you are not sure of the exact customer name or the date of the transactions.</p> <p>Initiate a query by pressing <b>[F11]</b> on the keyboard.</p>

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



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

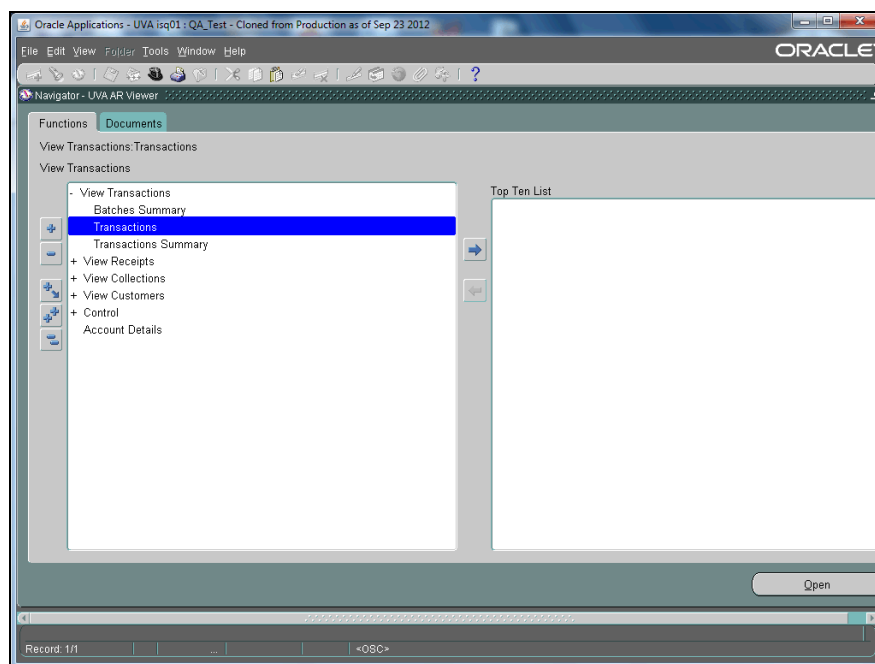
Step	Action
7.	<p>Here you can see all details of the transaction selected.</p> <p>You can explore the transaction further by clicking buttons; Line Items, Distributions or Sales Credits.</p> <p><b>End of Procedure.</b></p>

## 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.


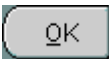
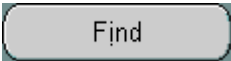
When logged in as AR Viewer you may not make changes in the module.



Step	Action
1.	<p>Double-click the <b>Transactions</b> list item.</p> <p><b>Transactions</b></p>

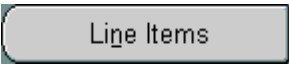
# Training Guide

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

The screenshot shows the 'Transaction' window in Oracle Applications. The window title is 'Oracle Applications - UVA isq01 : QA\_Test - Cloned from Production as of Sep 23 2012'. The main menu includes File, Edit, View, Folder, Tools, Actions, Window, and Help. The window is divided into several sections:

- Transaction Header:** Source (Invoice), Number (1000032324), Date (27-AUG-2010), GL Date (27-AUG-2010), Class (Invoice), Currency (USD), Type (Invoice-State), Document Num, Reference, Transaction, Legal Entity (A1000 Rector/Board of Visitors), and a 'Complete' checkbox.
- Balance Due:** Line (0.00), Tax (0.00), Freight (0.00), Charges (0.00), and Total (0.00).
- Main Tab:** Includes 'Ship To' and 'Bill To' information. 'Ship To' fields include Name, Number, Location, Address, and Contact. 'Bill To' fields include Name (Darden Foundation), Number (2470), Location (20505-B01), Address (PO BOX 400321), and City/State (CHARLOTTESVILLE, VA 22906 United S). 'Contact' is BRINTON, MEGAN. 'Commitment' is blank, 'Payment Term' is 30 NET, 'Invoicing Rule' is blank, and 'Due Date' is 26-SEP-2010.
- Sold To:** Name (Darden Foundation), Number (2470).
- Paying Customer:** Name (Darden Foundation), Number (2470), Location (20505-B01).
- Payment Details:** Receipt Method, Payment Method, and Instrument Number (with a 'Select Instrument' button).
- Buttons:** Line Items, Tax, Freight, Distributions, Sales Credits, and Incomplete.
- Status Bar:** Record 1/1, ... , <OSC>

Step	Action
5.	<p>Review the transaction.</p> <p>Click the <b>Line Items</b> button.</p> 

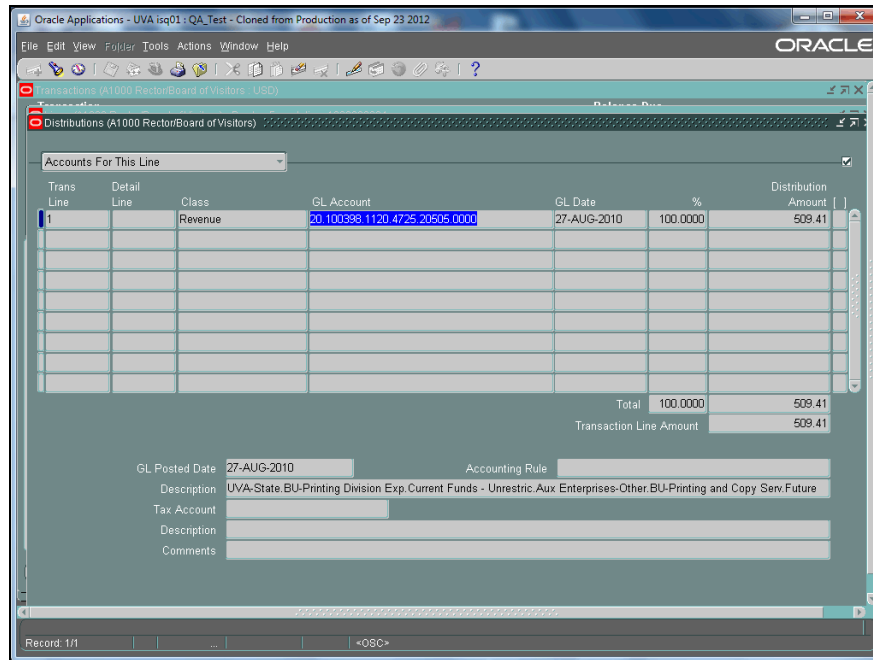
The screenshot shows the 'Lines' window in Oracle Applications. The window title is 'Oracle Applications - UVA isq01 : QA\_Test - Cloned from Production as of Sep 23 2012'. The main menu includes File, Edit, View, Folder, Tools, Actions, Window, and Help. The window is divided into several sections:

- Transaction Summary:** Transaction (1000032324), Lines (509.41), Tax (0.00), and Freight (0.00).
- Main Tab:** Includes 'Sales Order', 'Tax Exemption', 'Rules', 'Ship To Information', and 'More'.
- Table:** A table with columns: Num, Item, Description, UOM, Quantity, Unit Price, Amount, Tax Classifica, and Trans. The first row shows: 1, 20505 - BU-Printing and Copy S, Each, 1, 509.41, 509.41, and empty cells for Tax Classifica and Trans.
- Buttons:** Tag, Tax Information, Freight, Distributions, and Sales Credits.
- Status Bar:** Record 1/1, ... , <OSC>

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Step	Action
6.	Click the <b>Distributions</b> button. <div style="border: 1px solid black; padding: 2px; display: inline-block;">Distributions</div>



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 <b>Window</b> menu. <div style="border: 1px solid black; padding: 2px; display: inline-block;">Window</div>
8.	Select among the open windows. In this case we selected Transactions.

Oracle Applications - UVA isq01 : QA\_Test - Cloned from Production as of Sep 23 2012

File Edit View Folder Tools Actions Window Help

ORACLE

Transactions (A1000 Rector/Board of Visitors - USD)

**Transaction**

Source: Invoice  
Number: 1000032324  
Class: Invoice  
Type: Invoice-State  
Reference: A1000 Rector/Board of Visitors  
Legal Entity: A1000 Rector/Board of Visitors

Date: 27-AUG-2010  
GL Date: 27-AUG-2010  
Currency: USD  
Document Num:  
Transaction: [ ]  
Complete: [ ]

**Balance Due**

Line	0.00
Tax	0.00
Freight	0.00
Charges	0.00
Total	0.00

Details Refresh

Main More Notes Commitment Reference Information

**Ship To**

Name:  
Number:  
Location:  
Address:  
Contact:

**Bill To**

Name: Darden Foundation  
Number: 2470  
Location: 20505-B01  
Address: PO BOX 400321  
CHARLOTTESVILLE, VA 22906 United S  
BRINTON, MEGAN

**Sold To**

Name: Darden Foundation  
Number: 2470

**Paying Customer**

Name: Darden Foundation  
Number: 2470  
Location: 20505-B01

**Payment Details**

Receipt Method:  
Payment Method:  
Instrument Number:  
Select Instrument

Commitment:  
Payment Term: 30 NET  
Invoicing Rule:  
Due Date: 26-SEP-2010

Like Items Tax Freight Distributions Sales Credits Incomplete

Record: 1/1

Step	Action
9.	<p>You can continue to review the transaction.</p> <p>Click the <b>Distributions</b> button.</p> <p>Distributions</p>

Oracle Applications - UVA isq01 : QA\_Test - Cloned from Production as of Sep 23 2012

File Edit View Folder Tools Actions Window Help

ORACLE

Transactions (A1000 Rector/Board of Visitors - USD)

**Transaction**

**Distributions (A1000 Rector/Board of Visitors)**


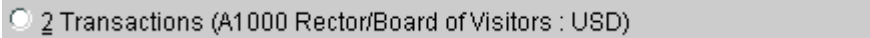
Accounts For All Lines

Trans Line	Detail Line	Class	GL Account	GL Date	%	Distribution Amount
1		Receivable	20.100398.1120.1335.20505.0000	27-AUG-2010	100.0000	509.41
		Revenue	20.100398.1120.4725.20505.0000	27-AUG-2010	100.0000	509.41

Transaction Line Amount

GL Posted Date: 27-AUG-2010  
Accounting Rule:  
Description: UVA-State.BU-Printing Division Exp.Current Funds - Unrestrict.Receivables-OAR Billed.BU-Printing and Copy Serv.Future  
Tax Account:  
Description:  
Comments:

Record: 1/2

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

## 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:

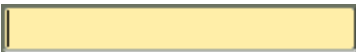
- Entity (State, Local, Outside Agency)
- Project (Revenue Project)
- Fund Source (associated with the Entity)
- Object Code (for the receivables line the Object Code will be 1335, revenue line will be appropriate to what you sold)
- Org (your Organization)

## 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.	<p>The <b>Transaction</b> page displays.</p> <p>To begin an invoice you must enter or select "Invoice" in the <b>Source</b> field.</p> <p>Click in the <b>Source</b> field.</p> 

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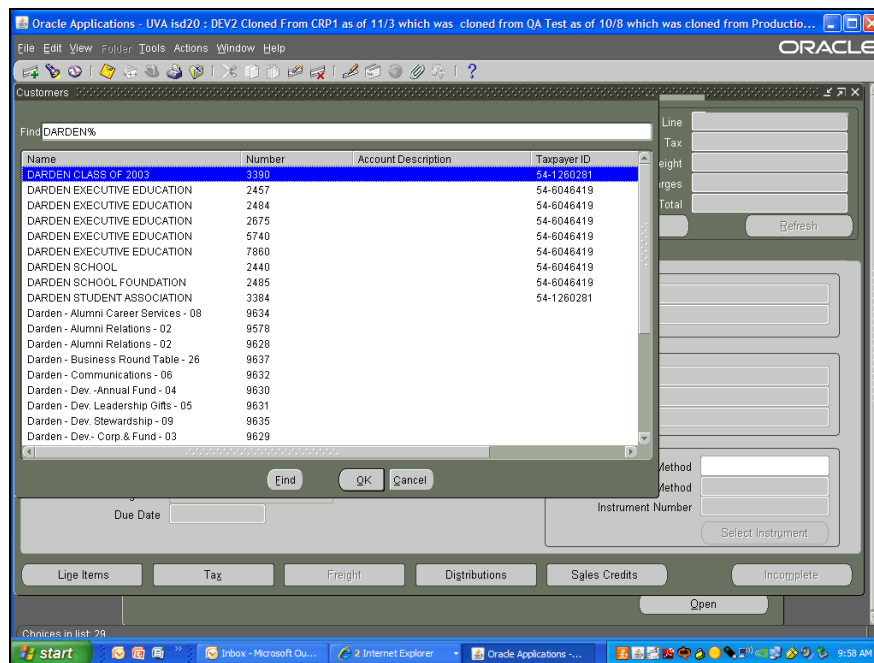
Step	Action
2.	Instead of typing out the whole word, you can select the first letter and press Tab. Enter the desired information into the <b>Source</b> field. Enter " <b>I</b> ".
3.	Once you press the Tab button a list of values will display. Press <b>[Tab]</b> .
4.	The type field defaults to <b>Invoice-Local</b> 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 <b>Type</b> field has been changed to <b>Invoice-State</b> for you.

Step	Action
6.	<p>Next, select <b>DARDEN FOUNDATION</b> as the customer for this invoice.</p> <p>Click in the <b>Bill To: Name</b> field.</p>

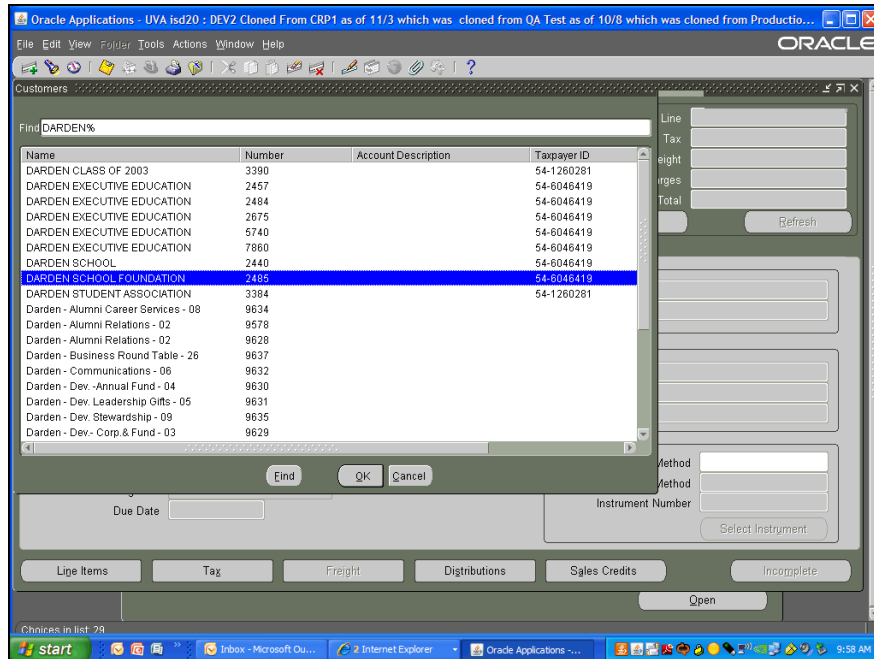
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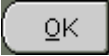
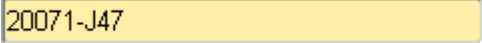


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Step	Action
7.	<p><b>Note:</b> This field is NOT case sensitive.</p> <p>You may search on partial name.</p> <p>Enter the desired information into the <b>Bill To: Name</b> field. Enter "<b>DARDEN</b>".</p>
8.	<p>Press Tab to display a list of values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





Step	Action
9.	<p>In this example select DARDEN SCHOOL FOUNDATION.</p> <p>Click the <b>DARDEN SCHOOL FOUNDATION</b> list item.</p> <p>DARDEN SCHOOL FOUNDATION      2485</p>

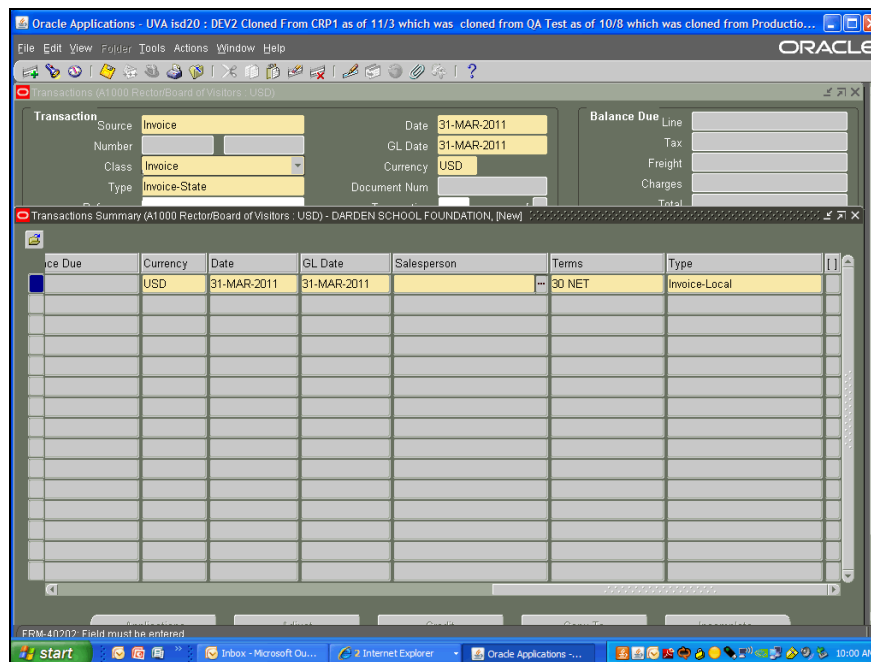


Step	Action
10.	Click the <b>OK</b> button. 
11.	The <b>Bill To</b> customer information auto-populates, including the location address.
12.	Click in the <b>Bill To: Location</b> field. 
13.	Click the <b>Bill To: Location</b> button. 
14.	<p>The <b>Location</b> is org in this example is 20495-B01 from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

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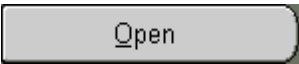
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Step	Action
16.	<p>Enter your organization number again in the <b>Transaction Summary</b> form.</p> <p>Click the <b>Line Items</b> button.</p> 
17.	<p>The <b>Transaction Summary</b> form displays.</p> <p>Enter your org number in the <b>Salesperson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




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

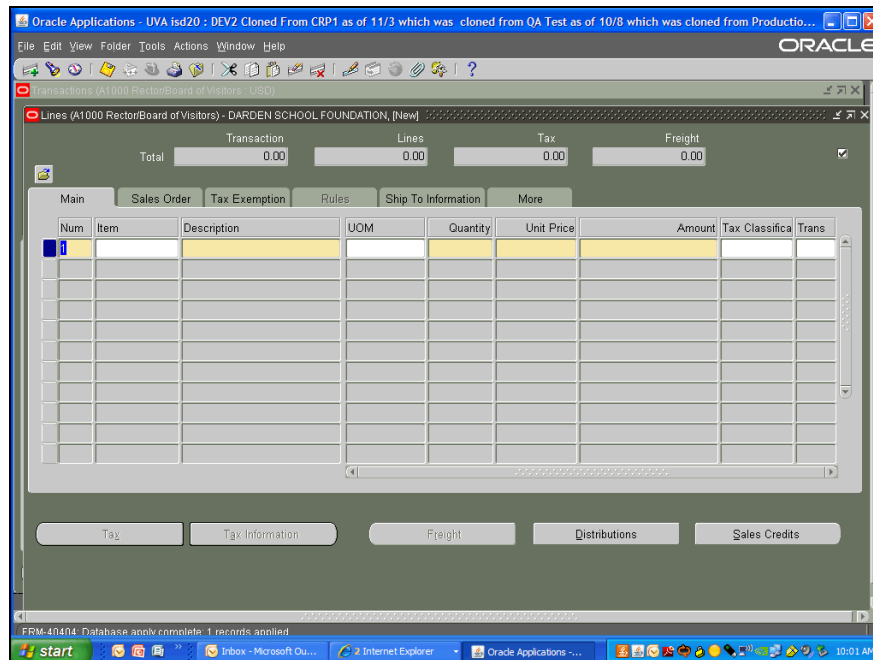
Invoice Due	Currency	Date	GL Date	Salesperson	Terms	Type
	USD	31-MAR-2011	31-MAR-2011	20495 - BU-Parking Operations	30 NET	Invoice-Local


Step	Action
20.	<p>Navigate to the <b>Line Items</b> page to enter the items on the invoice.</p> <p>Click the <b>Open</b> button.</p> 

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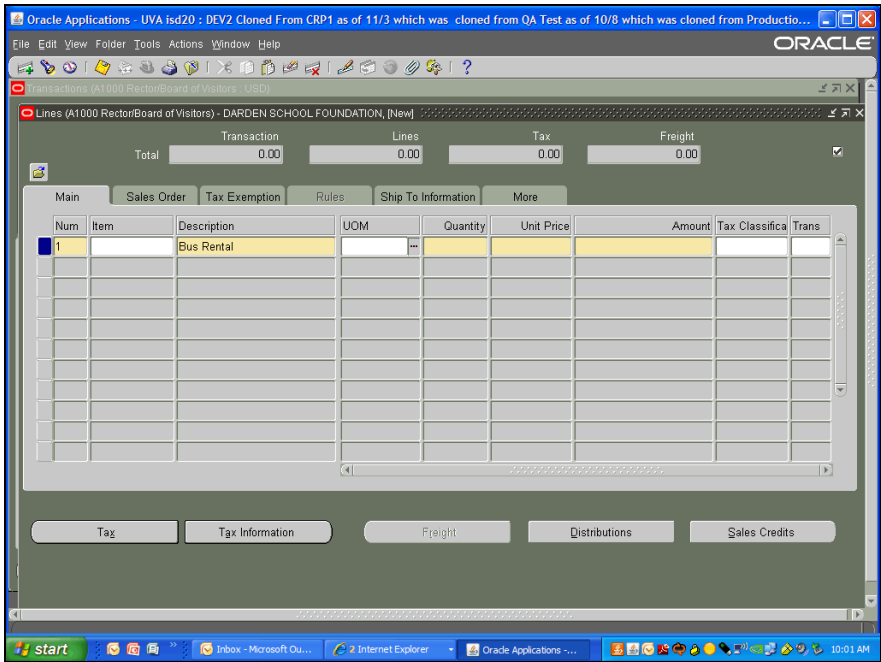
Step	Action
21.	<p>Note: This is the second time you click line items.</p> <p>Click the <b>Line Items</b> button.</p> 




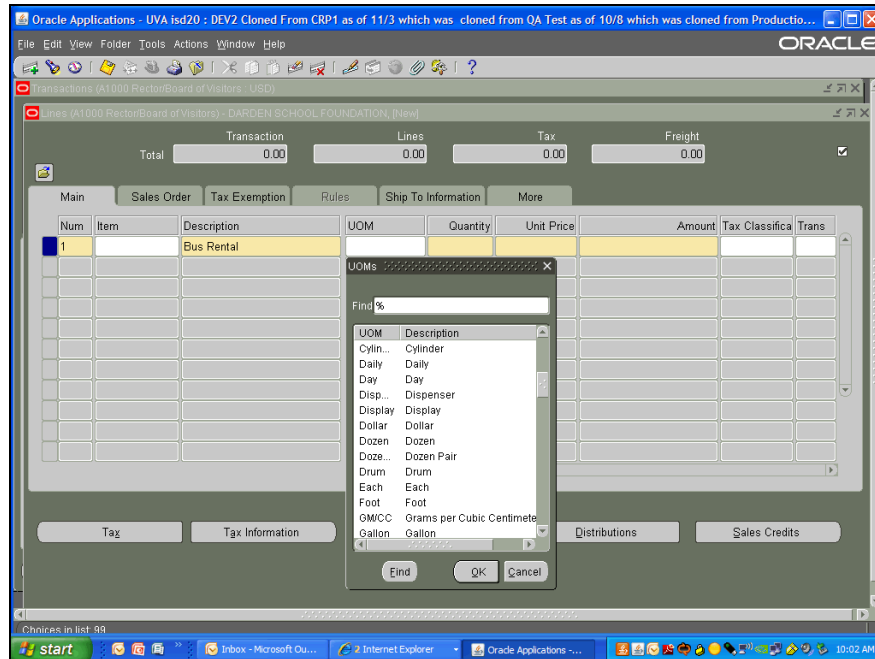
Step	Action
22.	<p>The <b>Lines</b> form displays.</p> <p>In this example the DARDEN SCHOOL FOUNDATION has rented a bus to go from the Darden School to the Rotunda on March 10, 2011.</p> <p><b>Note:</b> This information will display on the invoice that the customer receives so it is imperative that the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

Step	Action
23.	Enter the desired information into the <b>Description</b> field. Enter " <b>Bus Rental 10-MAR-11</b> ".

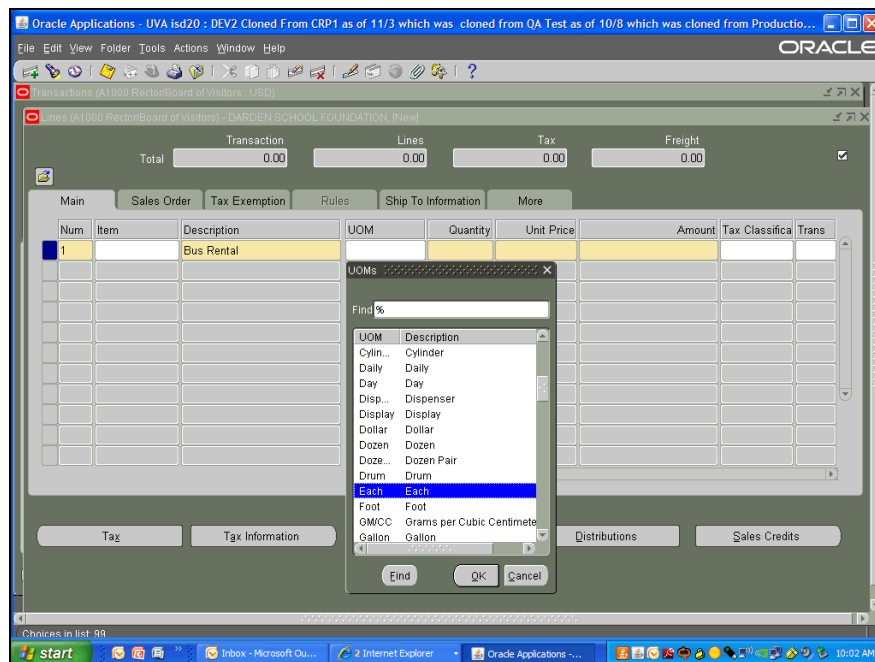
Step	Action
24.	Press <b>[Tab]</b> .



Step	Action
25.	<div>Search for the UOM (unit of measure).</div> <div>Click the <b>UOM</b> button.</div> <div></div>




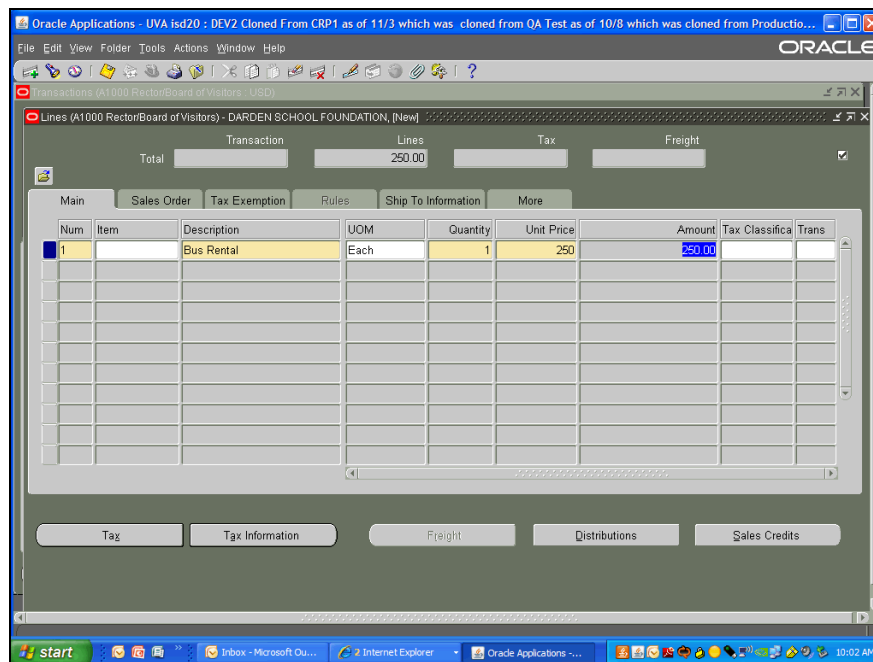
Step	Action
26.	<p>In this example, select <b>Each</b>.</p> <p>Click the <b>Each</b> list item.</p> <p>  Each    Each</p>




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



Step	Action
33.	Select the <b>Distributions</b> button to enter your GL string in the distributions window.  Click the <b>Distributions</b> button. 

Oracle Applications - UVA Isd20 : DEV2 Cloned From CRP1 as of 11/3 which was cloned from QA Test as of 10/8 which was cloned from Production...

File Edit View Folder Tools Actions Window Help

Transactions (A1000 Rector/Board of Visitors - USD)

Distributions (A1000 Rector/Board of Visitors)

Accounts For This Line

Trans Line	Detail Line	Class	GL Account	GL Date	%	Distribution Amount	
1		Revenue	10.100381.1120.20495.0000	31-MAR-2011	100.0000	250.00	
						Total	100.0000
						Transaction Line Amount	250.00

GL Posted Date: Accounting Rule:

Description:

Tax Account:

Description:

Comments:

FRM-40404 Database apply complete: 1 records applied

start Inbox - Microsoft Outlook 2 Internet Explorer Oracle Applications - ... 10:03 AM

Step	Action
34.	Click the <b>Accounts For This Line</b> list.

Oracle Applications - UVA Isd20 : DEV2 Cloned From CRP1 as of 11/3 which was cloned from QA Test as of 10/8 which was cloned from Production...

File Edit View Folder Tools Actions Window Help

Transactions (A1000 Rector/Board of Visitors - USD)

Distributions (A1000 Rector/Board of Visitors)

Accounts For This Line

Accounts For All Lines

Line	Line	Class	GL Account	GL Date	%	Distribution Amount	
1		Revenue	10.100381.1120.20495.0000	31-MAR-2011	100.0000	250.00	
						Total	100.0000
						Transaction Line Amount	250.00

GL Posted Date: Accounting Rule:

Description:

Tax Account:

Description:

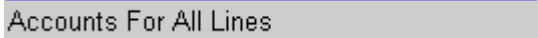




Comments:

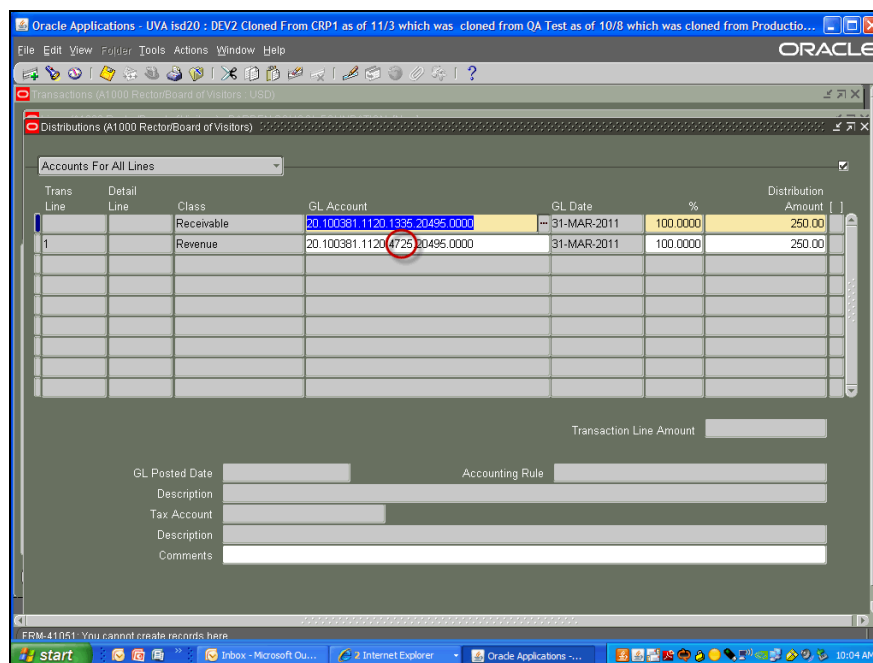
FRM-40404 Database apply complete: 1 records applied


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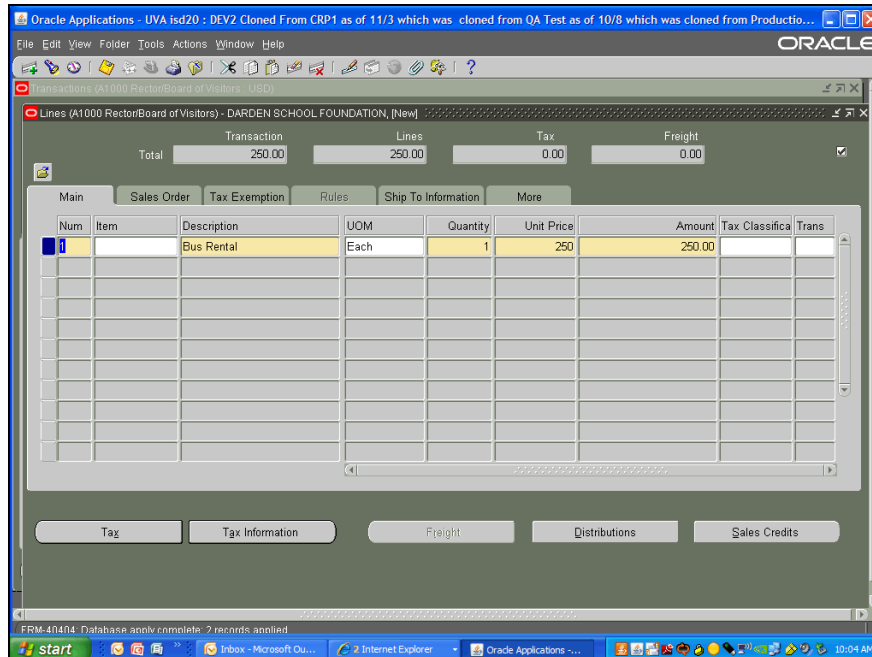
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Step	Action
35.	Click the <b>Accounts For All Lines</b> list item. 
36.	In this example the GL string for org 20495 was stored in the AR Module by ISDS administrator.  If your GL string is not stored you will enter it in the Receivables line with 1335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



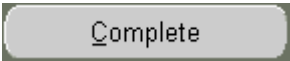
Step	Action
42.	<p>The <b>Object Code</b> appears in the GL revenue string.</p> <p>Click the <b>Close</b> button for the Distributions form.</p> 



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

# Training Guide

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

Oracle Applications - UVA Isd20 : DEV2 Cloned From CRP1 as of 11/3 which was cloned from QA Test as of 10/8 which was cloned from Productio...

File Edit View Folder Tools Actions Window Help

Transactions (A1000 Rector/Board of Visitors : USD)

Transaction Source: Invoice Date: 31-MAR-2011 Balance Due Line: 250.00  
 Number: 1000032691 GL Date: 31-MAR-2011 Tax: 0.00  
 Class: Invoice Currency: USD Freight: 0.00  
 Type: Invoice-State Document Num: Charges: 0.00  
 Reference: Transaction: Total: 250.00  
 Legal Entity: A1000 Rector/Board of Visitors Complete

Main More Notes Commitment Reference Information

Ship To: DARDEN SCHOOL FOUNDATION  
 Number: 2495  
 Location: 20495-B01  
 Address: 20495  
 P.O. BOX 400321  
 CHARLOTTESVILLE, VA 22904 United States  
 Contact:

Bill To: DARDEN SCHOOL FOUNDATION  
 Number: 2495  
 Location: 20495-B01

Sold To: DARDEN SCHOOL FOUNDATION  
 Number: 2495  
 Location: 20495-B01

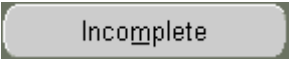
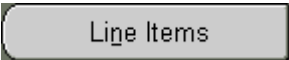

Paying Customer: DARDEN SCHOOL FOUNDATION  
 Number: 2495  
 Location: 20495-B01

Payment Details: Receipt Method: Payment Method: Instrument Number: Select Instrument

Commitment: Payment Term: 30 NET Invoicing Rule: Due Date: 30-APR-2011

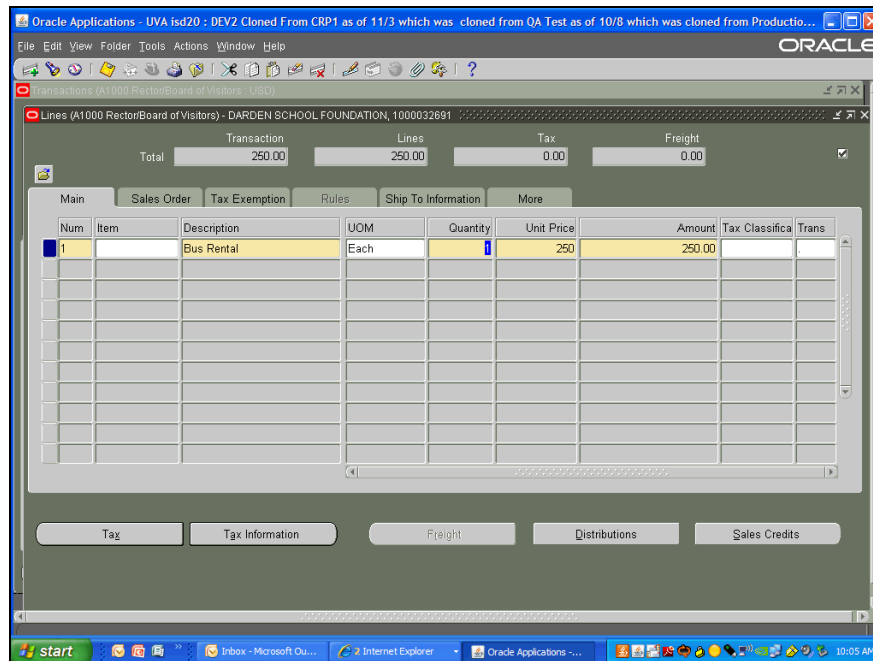
Line Items Tag Freight Distributions Sales Credits Incomplete Open



FRM-40406 Transaction complete: 1 records applied: all records saved


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

# Training Guide

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

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

## 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.

# Training Guide

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Customers

Customer Type: Person

Search

Simple Search

First Name:   
Last Name: Marbury  
Registry ID:   
Account Number:   
Account Description:   
Tax Registration Number:   
Taxpayer ID:   
Account Type:   
Customer Class:   
Customer Category:

Reference:   
Address Line 1:   
Address Line 2:

Go Clear

Create

Select	Name	Registry ID	Address	Country	Primary URL	Status
<input checked="" type="radio"/>	Patricia Marbury	13686				Active

Accounts

Status: Active  
Go

Create Account

Account Number Account Description Profile Class Primary Bill To Address Status Details

No results found.

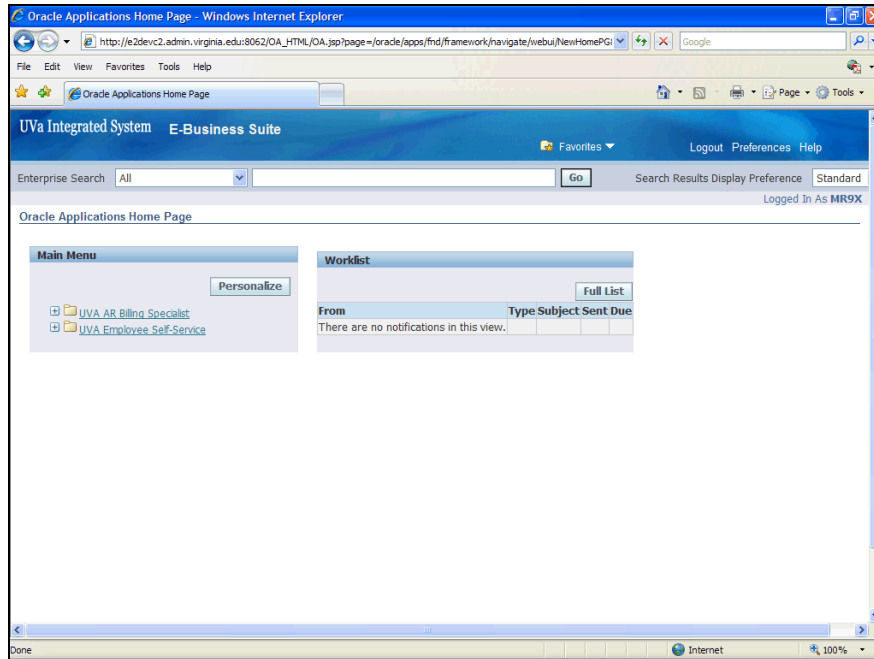
## Procedure


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

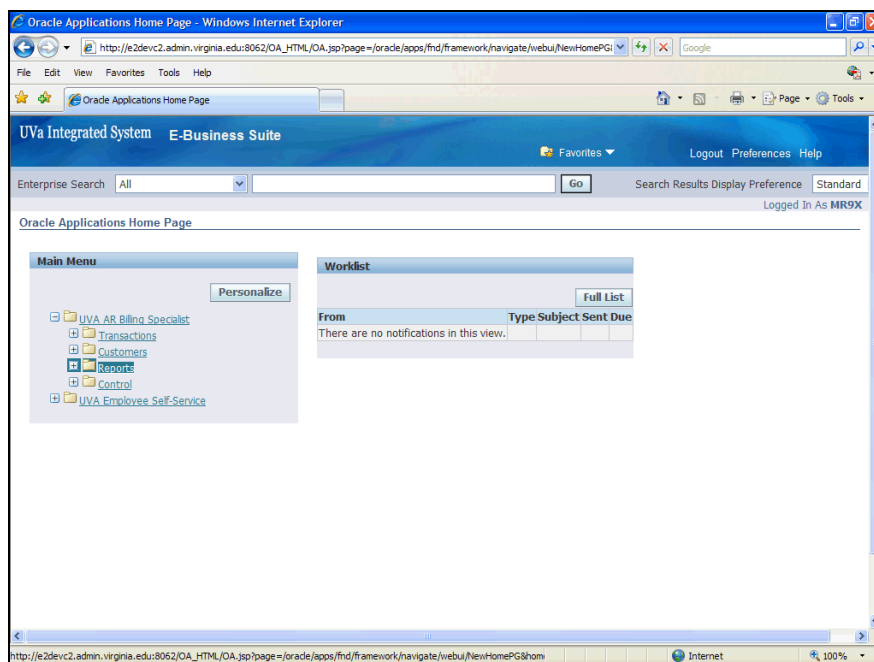
You will add details for your location. The first detail you will add will be under the **PROFILE** tab.

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

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





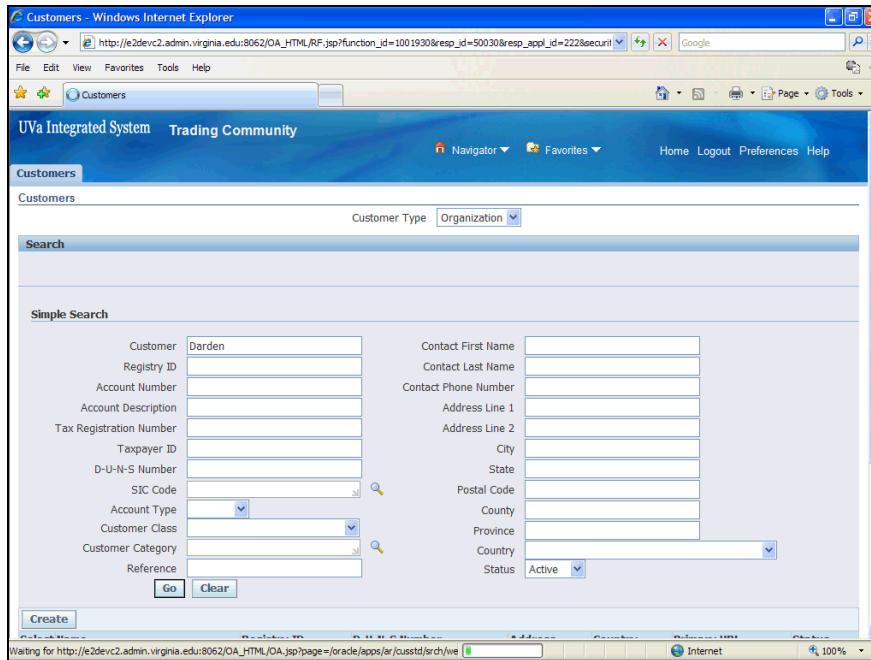
Step	Action
2.	<p>Begin by navigating to the <b>Customer</b> search page.</p> <p>Click the <b>expand</b> button.</p> 




## Training Guide

Error! No text of specified style in document.

Step	Action
3.	Click the <b>expand</b> button. 
4.	Click the <b>Standard</b> link.
5.	The Customers Search page displays.  <b>Note:</b> The customer type is Organization.  The customer "Darden" has been entered for you.  Click the <b>Go</b> 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 <b>DARDEN SCHOOL FOUNDATION</b> option. 

Step	Action
8.	Scroll down to see the <b>Create Site</b> section.

The screenshot shows the 'Customer Account' web application in Internet Explorer. The 'Account Sites' tab is selected. Below the navigation tabs, there are input fields for 'Status' (set to 'Active'), 'Purpose', 'Operating Unit', 'Address Line 2', 'State', 'Country', 'Site Number', 'Address Line 1', and 'City'. A 'Go' button is located below these fields. Below the 'Go' button is a 'Create Site' button. Below the 'Create Site' button is a table of existing sites.

Address	Mailstop	Country	Purposes	Operating Unit	Site Number	Status	Details	Remove
P.O. Box 7726, Attn: Gene Meoni, CHARLOTTESVILLE, 22906		United States	Bill To	A1000 Rector/Board of Visitors	15345	Active		
20495, P.O. BOX 400321, CHARLOTTESVILLE, VA 22904		United States	Bill To	A1000 Rector/Board of Visitors	4266	Active		
20071-A33, ATTN: Marie Pace, P.O. Box 7243, CHARLOTTESVILLE, VA 22906		United States	Bill To	A1000 Rector/Board of Visitors	5217	Active		
20071-H05 Linda Welden, P.O. BOX 6550, CHARLOTTESVILLE, VIRGINIA 22906		United States	Bill To	A1000 Rector/Board of Visitors	11636	Active		
20071-H45 attn: Keith Crawford, P.O. Box 6550, CHARLOTTESVILLE, 22906		United States	Bill To	A1000 Rector/Board of Visitors	12243	Active		
20071,109 P.O. Box 7726, CHARLOTTESVILLE, 22906		United States	Bill To	A1000 Rector/Board of Visitors	13346	Active		
P. O. Box 7263, ATTN: Jackie Silbering, CHARLOTTESVILLE, VIRGINIA 22906		United States	Bill To	A1000 Rector/Board of Visitors	14664	Active		

Step	Action
9.	Click the <b>Create Site</b> button.
10.	Click the <b>Create Address</b> button.
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 <b>Location</b> field.

# Training Guide

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Address

Geography Code Override

Context Value

**Account Site Details**

Operating Unit: A1000 Rector/Board of Visitors

Category

Territory

Translation

EDI Location

Reference

Context Value

**Business Purposes**

Context Value

Purpose	Location	Bill To	Location	Primary	Remove
Bill To				<input type="checkbox"/>	<input type="checkbox"/>

Add Another Row

Cancel Back Finish

Privacy Statement Customers Home Logout Preferences Help

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Step	Action
13.	Click in the <b>Location</b> field. <div></div>

Address

Geography Code Override

Context Value

**Account Site Details**

Operating Unit: A1000 Rector/Board of Visitors

Category

Territory

Translation

EDI Location

Reference

Context Value

**Business Purposes**

Context Value

Purpose	Location	Bill To	Location	Primary	Remove
Bill To				<input type="checkbox"/>	<input type="checkbox"/>

Add Another Row

Cancel Back Finish

Privacy Statement Customers Home Logout Preferences Help


Copyright (c) 2006, Oracle. All rights reserved.

Step	Action
14.	Enter the desired information into the <b>Location</b> field. Enter " <b>20030-B01</b> ".

The screenshot shows the 'Create Account Site' web application running in Internet Explorer. The browser's address bar shows a URL from a development environment. The form has several sections:

- Address Section:** Includes fields for 'Addressee', 'Geography Code Override', and 'Context Value'.
- Account Site Details Section:** Includes dropdowns for 'Operating Unit' (set to 'A1000 Rector/Board of Visitors'), 'Category', 'Territory', and 'Translation'. There is also a 'Reference' text field and an 'EDI Location' field.
- Business Purposes Section:** Contains a table with columns: 'Purpose', 'Location', 'Bill To Location', 'Primary', and 'Remove'. The first row has 'Bill To' set to '20030-B01' in the 'Location' column. Below the table is an 'Add Another Row' button.

At the bottom of the form are 'Cancel', 'Back', and 'Finish' buttons. The footer includes a 'Privacy Statement' link and copyright information for Oracle 2008.






Step	Action
15.	Click the <b>Finish</b> button. 


# Training Guide

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The screenshot shows the 'Customers' page in the UVA Integrated System. The page is titled 'Site: 476830' and displays the following information:

- Organization Name:** DARDEH SCHOOL FOUNDATION
- Registry ID:** 2485
- Account Number:** 11073
- Address:** P.O. Box 400321 CHARLOTTESVILLE, VA 22904
- Account Site Information:** Site Name and Alternate Name fields.
- Site Details:** A tabbed interface with the following tabs: Site Details, Business Purposes, Communication, Payment Details, Profile, Profile Amounts, and Late Charges.
- Profile Tab:** The 'Profile' tab is selected, showing the following fields:
  - Site Number: 476830
  - \* Country: United States
  - \* Address Line 1: P.O. Box 400321
  - Address Line 2: (empty)
  - Address Line 3: (empty)
  - Address Line 4: (empty)
  - \* City: Charlottesville
  - County: Albemarle
  - State: VA
  - Province: (empty)

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

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

## 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.

The screenshot shows the Oracle Customers search interface. At the top, 'Customer Type' is set to 'Person'. The search results table shows one entry: 'Patricia Marbury' with Registry ID 13688 and Status 'Active'. Below the table, in the 'Accounts' section, the 'Status' dropdown is set to 'Active' and the 'Create Account' button is highlighted with a red box. A text box overlay explains that searching for a 'Person' customer type will find names of UVA employees, but no customer account exists in AR, so a new account will be created.

### Procedure


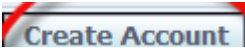
Open the Customers/Standard form.

Search for the Customer Type "Person."

# Training Guide

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The screenshot shows the 'UVA Integrated System Receivables' interface. At the top, there's a navigation bar with 'UVA Integrated System', 'Receivables', and links for 'Home', 'Logout', 'Preferences', and 'Help'. Below this is a 'Customers' section with a 'Customer Type' dropdown set to 'Organizational Person'. A 'Search' section contains a 'Simple Search' form with various input fields: First Name, Last Name, Registry ID, Account Number, Account Description, Tax Registration Number, Taxpayer ID, Account Type (dropdown), Customer Class (dropdown), Customer Category, Reference, Address Line 1, Address Line 2, City, State, Postal Code, Province, Country (dropdown), and Status (Active checkbox). There are 'Go' and 'Clear' buttons at the bottom of the search form. Below the search form is a table with columns: Select Name, Registry ID, Address, Country, Primary URL, and Status. The table currently shows 'No search conducted.'

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

UVA Integrated System Receivables

Customers > Create Account

Name **Margaret Reitz** Registry ID **656355** Cancel Continue

**Account Information**

Account Description  Account Type **Extern**

Profile Class **DEFAULT** Reference

Context Value (1) **OS** Office of Sponsored Programs

Agency  Sub Agency

**Address**

Country  Purpose  Go

**All Addresses**

Create Address

Select Address	Country	Identifying	Purpose
----------------	---------	-------------	---------

Step	Action
4.	Click the <b>Context Value</b> list item and select the blank entry instead of the default, OSP.
	OS <input type="text"/>

UVA Integrated System Receivables

Customers > Create Account

Name **Margaret Reitz** Registry ID **656355** Cancel Continue

**Account Information**

Account Description  Account Type **Extern**

Profile Class **DEFAULT** Reference

Context Value (1)

**Address**

Country  Purpose  Go

**All Addresses**

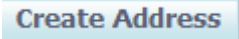

Create Address

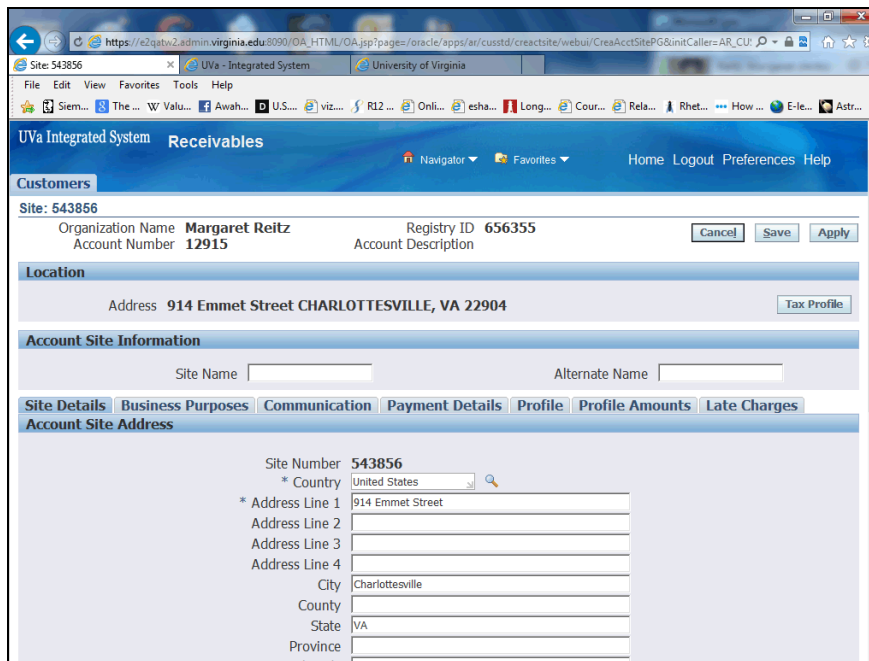
Select Address	Country	Identifying	Purpose
1403 Holland CK RD, LOUISA, VA 23093	United States	<input checked="" type="checkbox"/>	Bill To

Cancel Continue

## Training Guide


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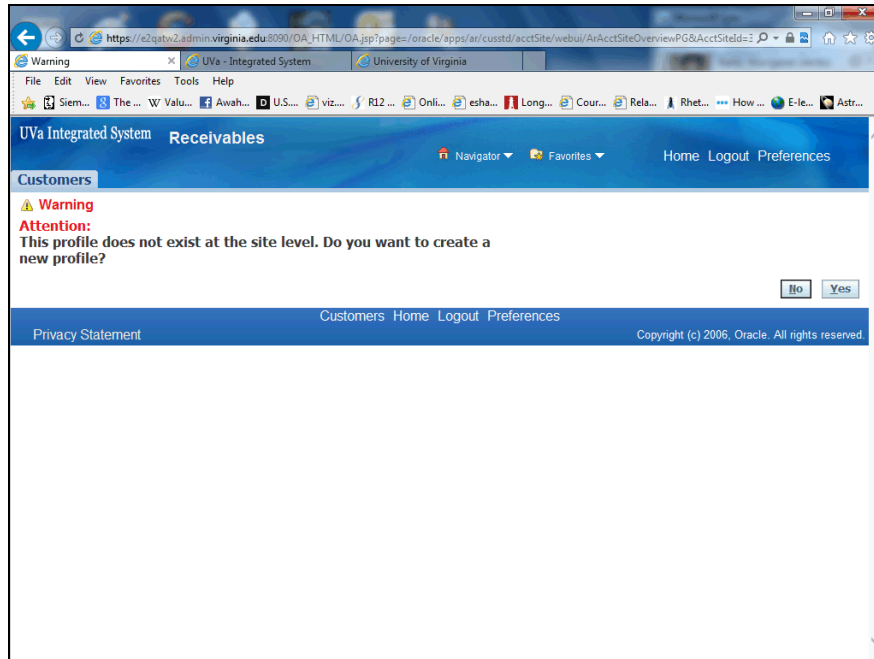
Step	Action
5.	<p>You will enter the address even if it already exists.</p> <p>Click the <b>Create Address</b> button.</p> 
6.	<p>The address has been entered for you.</p> <p>Press <b>[Enter]</b> to continue.</p>
7.	<p>At the bottom of the address window is the Business Purposes block.</p> <p>In this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




The screenshot shows the 'UVA Integrated System Receivables' interface. The 'Customers' tab is selected, and the 'Account Site Address' form is displayed. The form includes the following fields and values:

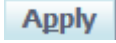
- Site:** 543856
- Organization Name:** Margaret Reitz
- Registry ID:** 656355
- Account Number:** 12915
- Account Description:**
- Location:**
  - Address:** 914 Emmet Street CHARLOTTESVILLE, VA 22904
- Account Site Information:**
  - Site Name:**
  - Alternate Name:**
- Site Details:**
  - Site Number:** 543856
  - \* Country:** United States
  - \* Address Line 1:** 914 Emmet Street
  - Address Line 2:**
  - Address Line 3:**
  - Address Line 4:**
  - City:** Charlottesville
  - County:**
  - State:** VA
  - Province:**

Step	Action
9.	<p>Click the <b>Profile</b> link.</p> 



Step	Action
10.	Click the <b>Yes</b> button. 

The screenshot shows the "Credit and Collection" section of the Oracle UVA Integrated System web interface. The page title is "UVA Integrated System Receivables". Below the title bar, there is a "Customers" tab. The "Site: 543856" is selected. The "Organization Name" is "Margaret Reitz", the "Registry ID" is "656355", and the "Account Number" is "12915". The "Location" section shows the "Address" as "914 Emmet Street CHARLOTTESVILLE, VA 22904". The "Account Site Information" section shows the "Site Name" and "Alternate Name" fields. The "Site Details" tab is selected, and the "Profile Class" is "DEFAULT". The "Credit and Collection" section shows the "Collector" as "Virginia Spro", the "Credit Rating" as "A", the "Credit Classification" as "A", the "Review Cycle" as "12", the "Account Status" as "A", the "Risk Code" as "A", and the "Tolerance (%)" as "0". The "Collectible (%)" field is empty. The "Credit Analyst" field is empty. The "Last Credit Review" field is empty. The "Next Credit Review" field is empty, with a note "(example: 23-May-2013)".

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

## 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)

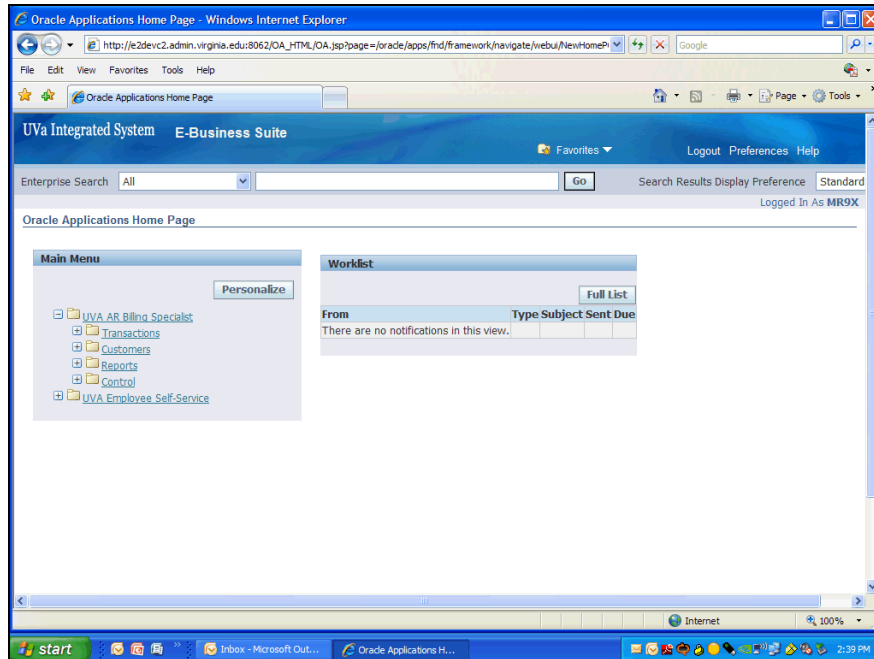
A crucial element in creating a customer is setting up the profile. PROFILE is critical to the customer receiving notices of billing.


### Procedure

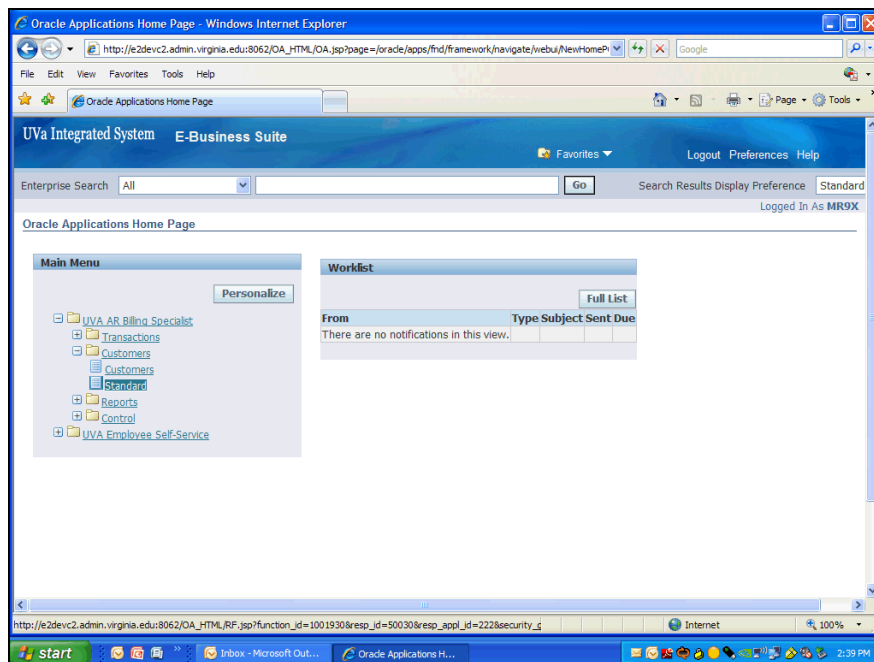
In this simulation you will see how to create a new customer in the AR module.

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.**







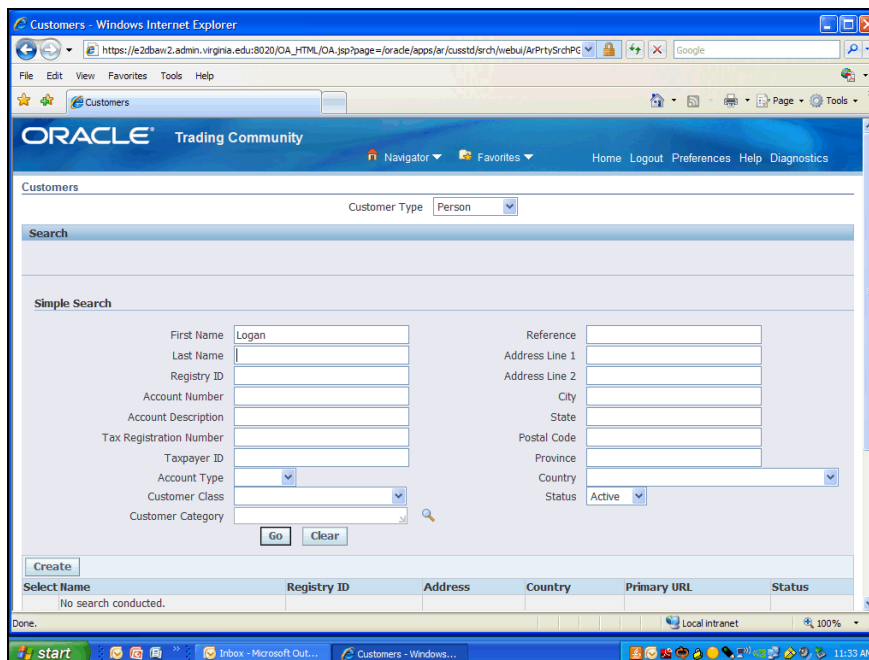
Step	Action
1.	<p>Begin by navigating to the <b>Customer</b>, Standard screen.</p> <p>Click the <b>Customers</b> link.</p> 



# Training Guide

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Step	Action
2.	Click the <b>Standard</b> link. 
3.	In this example you will search for Logan Evans, a person.  Change the default for <b>Customer Type</b> from "organization" to "person."  Click the <b>Customer Type</b> list. 
4.	Click the <b>Person</b> 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 <b>First Name</b> field. Enter " <b>Logan</b> ".
6.	Click in the <b>Last Name</b> field. 


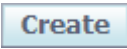



Step	Action
7.	Enter the desired information into the <b>Last Name</b> field. Enter " <b>Evans</b> ".

The screenshot shows the Oracle Trading Community interface in a Windows Internet Explorer browser. The page title is 'Customers'. The search form is titled 'Simple Search'. The 'Customer Type' dropdown is set to 'Person'. The search fields are as follows:

- First Name: Logan
- Last Name: Evans
- Registry ID: (empty)
- Account Number: (empty)
- Account Description: (empty)
- Tax Registration Number: (empty)
- Taxpayer ID: (empty)
- Account Type: (dropdown menu)
- Customer Class: (dropdown menu)
- Customer Category: (empty)
- Reference: (empty)
- Address Line 1: (empty)
- Address Line 2: (empty)
- City: (empty)
- State: (empty)
- Postal Code: (empty)
- Province: (empty)
- Country: (dropdown menu)
- Status: Active (dropdown menu)

At the bottom of the search form, there are 'Go' and 'Clear' buttons. Below the search form, there is a table with the following columns: Select Name, Registry ID, Address, Country, Primary URL, and Status. The table is currently empty, and a message 'No search conducted.' is displayed.

Step	Action
8.	Go initiates the search. Click the <b>Go</b> button. 
9.	Since <i>no results were found</i> create a new customer record. Click the <b>Create</b> 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 <b>First Name</b> field. 

# Training Guide

Error! No text of specified style in document.

Oracle Trading Community  
Create Person  
Customer Type PERSON  
Person Information  
TIP Only a first or last name is required.  
Prefix  
First Name  
Middle Name  
Last Name  
Suffix  
Email  
Context Value  
Account Information  
Account Description  
Profile Class  
Account Type  
Reference  
Context Value (1)  
Agency  
Sub Agency

Step	Action
12.	Enter the desired information into the <b>First Name</b> field. Enter " <b>Logan</b> ".

Oracle Trading Community  
Create Person  
Customer Type PERSON  
Person Information  
TIP Only a first or last name is required.  
Prefix  
First Name Logan  
Middle Name  
Last Name  
Suffix  
Email  
Context Value  
Account Information  
Account Description  
Profile Class  
Account Type  
Reference  
Context Value (1)  
Agency  
Sub Agency

Step	Action
13.	Click in the <b>Last Name</b> field. <input type="text"/>
14.	Enter the desired information into the <b>Last Name</b> field. Enter " <b>Evans</b> ".
15.	In the account information block change the <b>Context Value</b> to blank.  OSP is for sponsored programs only!  Do not leave OSP in the context value.  Click the <b>Context Value (1)</b> list. <input type="text" value="OSP"/>
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.

# Training Guide

Error! No text of specified style in document.

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

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

Windows Internet Explorer

https://e2dbw2.admin.virginia.edu:8020/OA\_HTML/OA.jsp?page=/oracle/apps/ar/cusstd/creatus/webui/ArCreC...

Create Person

Identifying Address

Context Value  Geography Code Override

Account Site Details

Operating Unit: A1000 Rector/Board of Visitors

Category:  Reference:

Territory:  Status: Active

Translation:

EDI Location:

Context Value:

Business Purposes

Purpose	Location	Bill To Location	Primary	Remove
Bill To	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="button" value="Remove"/>

Add Another Row

Cancel Save And Add Details Apply

Home Logout Preferences Help Diagnostics

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Done Local intranet 100%

start Inbox - Microsoft Out... Create Person - Wind...

Step	Action
24.	Click in the <b>Location</b> field. <div></div>

Windows Internet Explorer

https://e2dbw2.admin.virginia.edu:8020/OA\_HTML/OA.jsp?page=/oracle/apps/ar/cusstd/creatus/webui/ArCreC...

Create Person

Identifying Address

Context Value  Geography Code Override

Account Site Details

Operating Unit: A1000 Rector/Board of Visitors

Category:  Reference:

Territory:  Status: Active

Translation:

EDI Location:

Context Value:

Business Purposes

Purpose	Location	Bill To Location	Primary	Remove
Bill To	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="button" value="Remove"/>

Add Another Row

Cancel Save And Add Details Apply





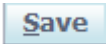
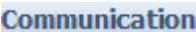

Home Logout Preferences Help Diagnostics

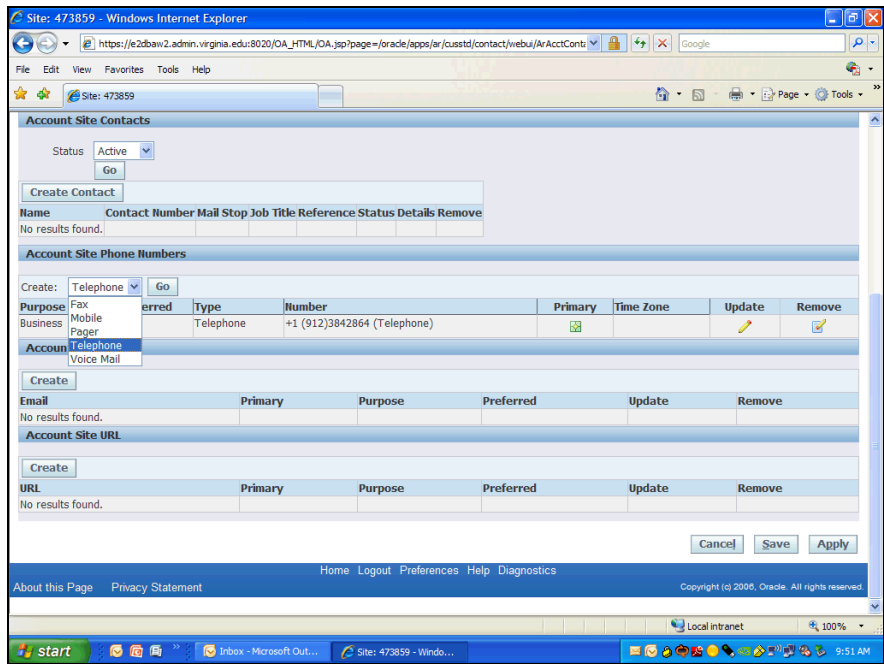
About this Page Privacy Statement

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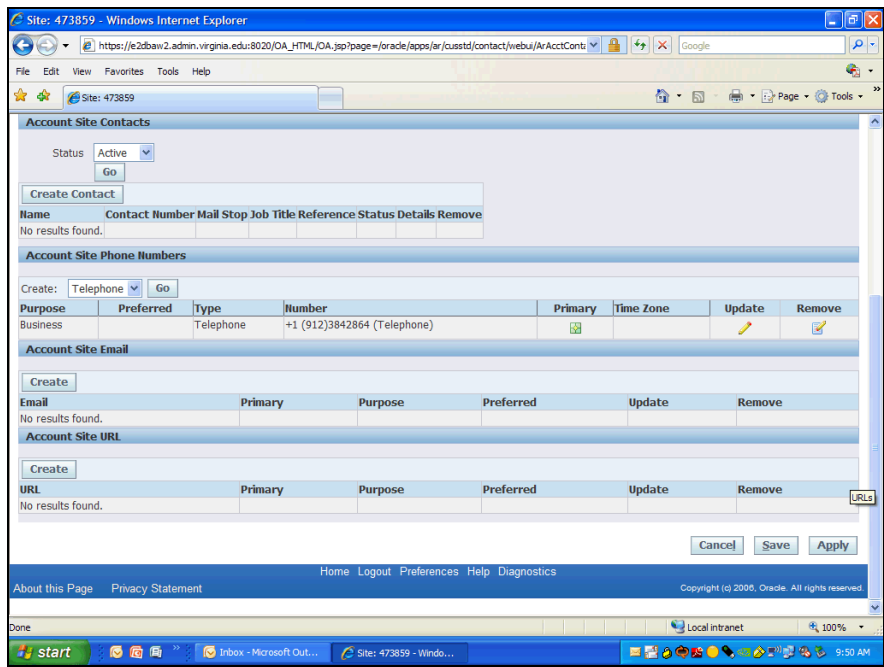
Done Local intranet 100%


start Inbox - Microsoft Out... Create Person - Wind...

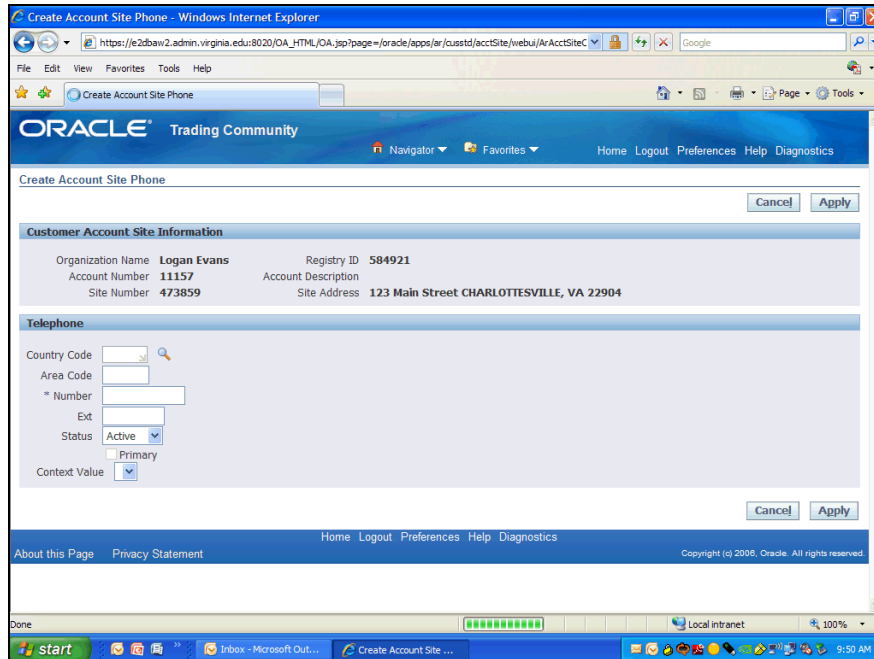
Step	Action
25.	Enter the desired information into the <b>Location</b> field. Enter " <b>20030-B01</b> ".
26.	<p>To save up to this point, Click the <b>Save And Add Details</b> button.</p> 
27.	<p>You will next add details to the <b>Bill To</b> site in this case 20030-B01.</p> <p>Click the <b>Details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




Step	Action
34.	Click the <b>Telephone</b> list item.



Step	Action
35.	Click the <b>Go</b> button. 



The screenshot shows a web browser window titled "Create Account Site Phone - Windows Internet Explorer". The address bar shows a URL starting with "https://e2dbaw2.admin.virginia.edu:8020/OA\_HTML/OA.jsp". The page header includes the Oracle logo and "Trading Community". Below the header, there are navigation links: "Home", "Logout", "Preferences", "Help", and "Diagnostics". The main content area is titled "Create Account Site Phone" and contains two sections: "Customer Account Site Information" and "Telephone". The "Customer Account Site Information" section displays the following details: Organization Name: Logan Evans, Registry ID: 584921, Account Number: 11157, Account Description: 123 Main Street CHARLOTTESVILLE, VA 22904, and Site Number: 473859. The "Telephone" section contains several input fields: "Country Code" (with a dropdown arrow), "Area Code" (with a dropdown arrow), "Number" (with a dropdown arrow), "Ext" (with a dropdown arrow), "Status" (set to "Active"), "Primary" (checkbox), and "Context Value" (with a dropdown arrow). There are "Cancel" and "Apply" buttons at the bottom of the "Telephone" section. The browser's status bar at the bottom shows "Done", "Local intranet", and "100%".

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

# Training Guide

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Step	Action
37.	Enter the desired information into the <b>Country Code</b> field. Enter "1".
38.	Click in the <b>Area Code</b> field. <input type="text"/>

Step	Action
39.	Enter the desired information into the <b>Area Code</b> field. Enter "912".
40.	Enter the desired information into the <b>Number</b> field. Enter "384-2864".

The screenshot shows a web browser window titled 'Create Account Site Phone - Windows Internet Explorer'. The URL is 'https://e2dbaw2.admin.virginia.edu:8020/OA\_HTML/OA.jsp?page=/oracle/apps/ar/custstd/acctSite/webui/ArAcctSiteC'. The page header includes the Oracle logo and 'Trading Community'. The main content area is titled 'Create Account Site Phone' and contains a form with the following sections:

- Customer Account Site Information:**
  - Organization Name: Logan Evans
  - Account Number: 11157
  - Site Number: 473859
  - Registry ID: 584921
  - Account Description:
  - Site Address: 123 Main Street CHARLOTTESVILLE, VA 22904
- Telephone:**
  - Country Code: 1
  - Area Code: 912
  - \* Number: 384-2864
  - Ext:
  - Status: Active (dropdown menu)
  - Primary: ☐
  - Context Value: (dropdown menu)

At the bottom right of the form are 'Cancel' and 'Apply' buttons. The footer includes 'About this Page', 'Privacy Statement', and 'Copyright (c) 2000, Oracle. All rights reserved.'

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

## 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.

# Training Guide

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## 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.

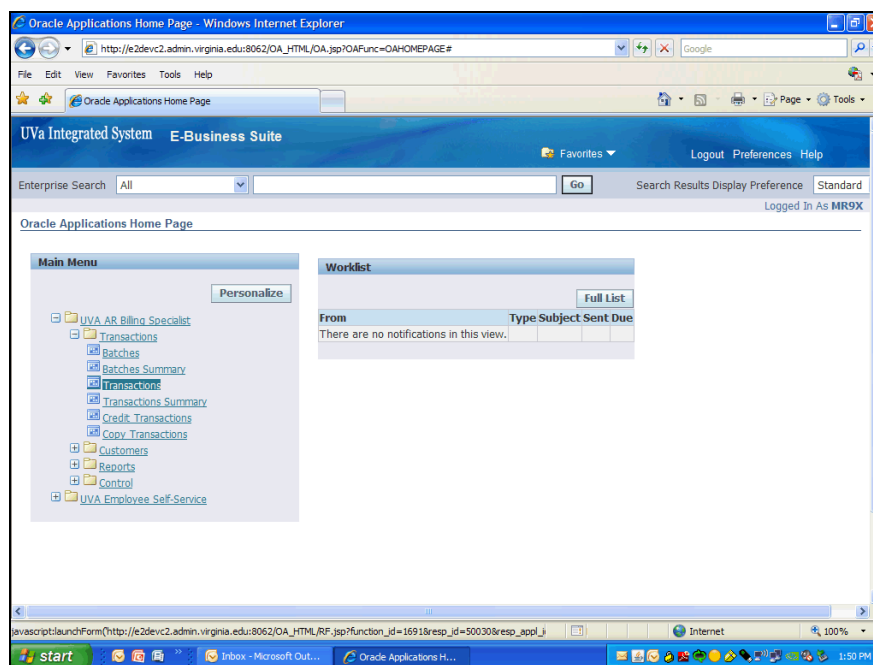
After you have created your credit memo, you will send an email to Central Accounting (UVA-AR@virginia.edu) with the following information:

- 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 <b>Transactions</b> page.  Click the <b>Transactions</b> link.


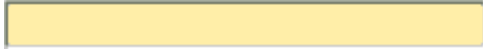

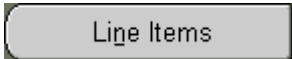
The screenshot shows the Oracle Applications 'Transactions' form. The 'Source' field is highlighted in yellow. The form includes sections for Transaction details, Balance Due, Ship To/Bill To/Sold To information, and Payment details.


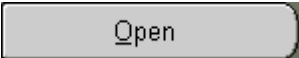
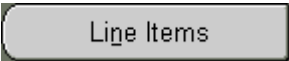
Step	Action
2.	<p>In this example you will use the <b>CR Memo</b> for the Source.</p> <p>Click in the <b>Source</b> field.</p> <div style="border: 1px solid black; height: 20px; width: 230px; margin: 5px 0;"></div>

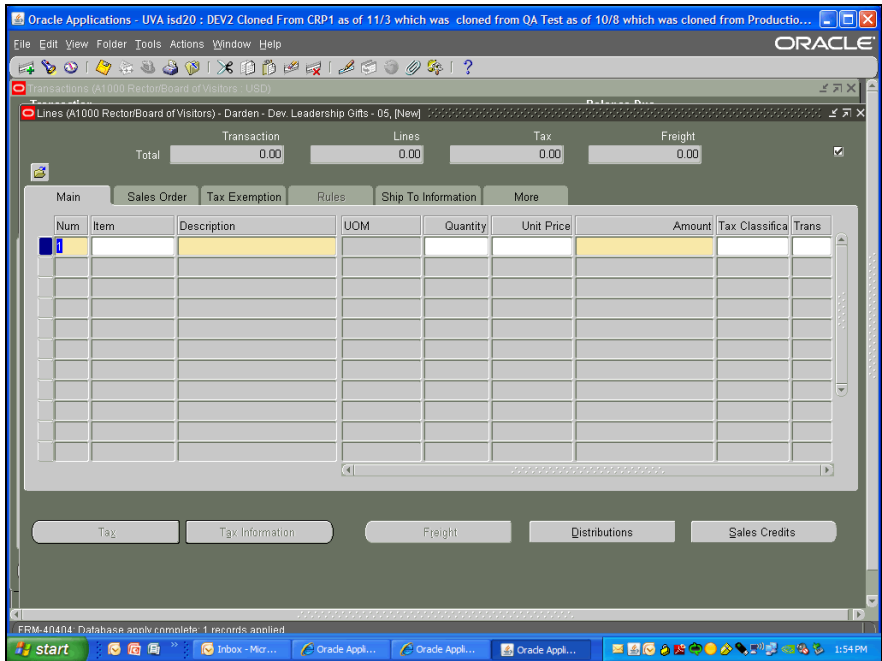
The screenshot shows the Oracle Applications 'Transactions' form with a dropdown menu open for the 'Source' field. The dropdown lists various source types, with 'CR Memo' selected. The date is set to 07-APR-2011.

## Training Guide

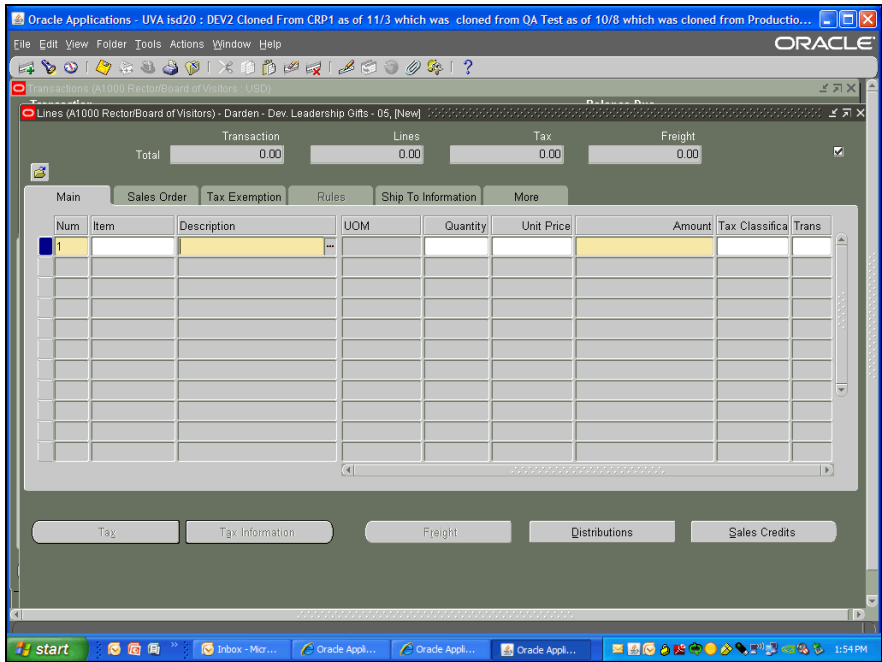
Error! No text of specified style in document.



Step	Action
3.	<p>You will select <b>CR Memo</b> from the list. (This has been selected for the simulation).</p> <p>Click the <b>OK</b> button.</p> 
4.	<p>The <b>Reference number</b> is the paid invoice number and for this simulation has been entered for you.</p> <p>Next you will select Darden - Dev. Leadership Gifts as the customer for this invoice.</p>
5.	<p>Note: This field is NOT case sensitive.</p> <p>You can search on partial name.</p> <p>Click in the <b>Bill To: Name</b> field.</p> 
6.	<p>Enter the desired information into the <b>Bill To: Name</b> field. Enter "<b>Darden%</b>".</p>
7.	<p>To display a list of vales that match <b>Darden</b>, press <b>[Tab]</b>.</p>
8.	<p>In this example you will select Darden - Dev. Leadership Gifts.</p> <p>Click the <b>Darden - Dev. Leadership Gifts</b> cell.</p> <p>Darden - Dev. Leadership Gifts - 05</p>
9.	<p>Click the <b>OK</b> button.</p> 
10.	<p>To navigate to the Transaction summary page.</p> <p>Click the <b>Line Items</b> button.</p> 

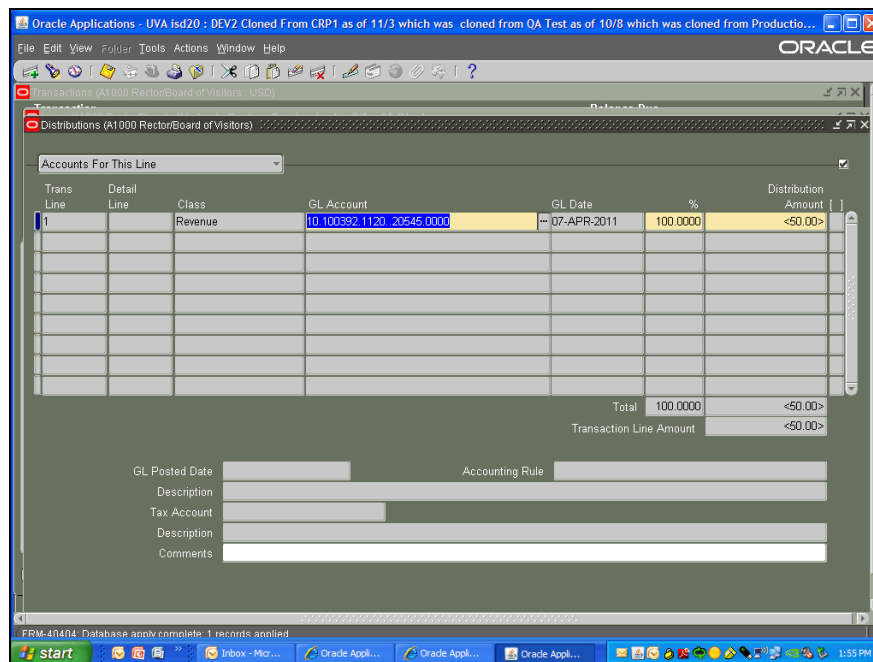
Step	Action
11.	<p>The Transaction Summary form displays.</p> <p>Enter your org number in the Salesperson field.</p> <p>Click in the <b>Salesperson</b> field.</p> 
12.	Enter the desired information into the <b>Salesperson</b> field. Enter " <b>20545</b> ".
13.	Press <b>[Tab]</b> .
14.	<p>Click the <b>Open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




Step	Action
16.	<p>The <b>Line Items</b> page displays. You will select the reason for the refund, quantity, and unit price.</p> <p>Click in the <b>Description</b> field.</p> <div></div>



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



Step	Action
24.	Click the <b>Accounts For This Line</b> list. 

# Training Guide

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The screenshot shows the Oracle Applications interface for 'Distributions (A1000 RectorBoard of Visitors - USD)'. The 'Accounts For This Line' dropdown menu is open, and 'Accounts For All Lines' is selected. The table below shows the distribution details for line 1.

Line	Line	Class	GL Account	GL Date	%	Distribution Amount
1		Revenue	10.100392.1120.20545.0000	07-APR-2011	100.0000	<50.00>
Total						100.0000
Transaction Line Amount						<50.00>


Below the table, there are fields for 'GL Posted Date', 'Accounting Rule', 'Description', 'Tax Account', 'Description', and 'Comments'.

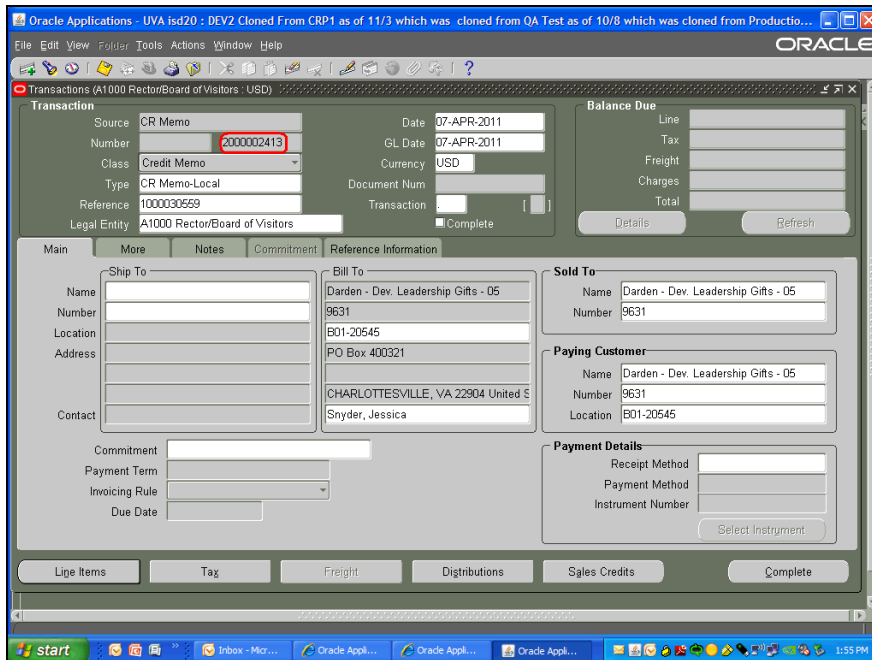
Step	Action
25.	Click the <b>Accounts For All Lines</b> list item. <b>Accounts For All Lines</b>

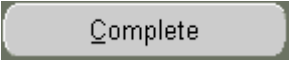
The screenshot shows the Oracle Applications interface for 'Distributions (A1000 RectorBoard of Visitors - USD)'. The 'Accounts For All Lines' dropdown menu is open, and 'Accounts For All Lines' is selected. The table below shows the distribution details for line 1.

Trans Line	Detail Line	Class	GL Account	GL Date	%	Distribution Amount
		Receivable	10.100392.1120.1335.20545.0000	07-APR-2011	100.0000	<50.00>
1		Revenue	10.100392.1120.20545.0000	07-APR-2011	100.0000	<50.00>
Transaction Line Amount						<50.00>

Below the table, there are fields for 'GL Posted Date', 'Accounting Rule', 'Description', 'Tax Account', 'Description', and 'Comments'.

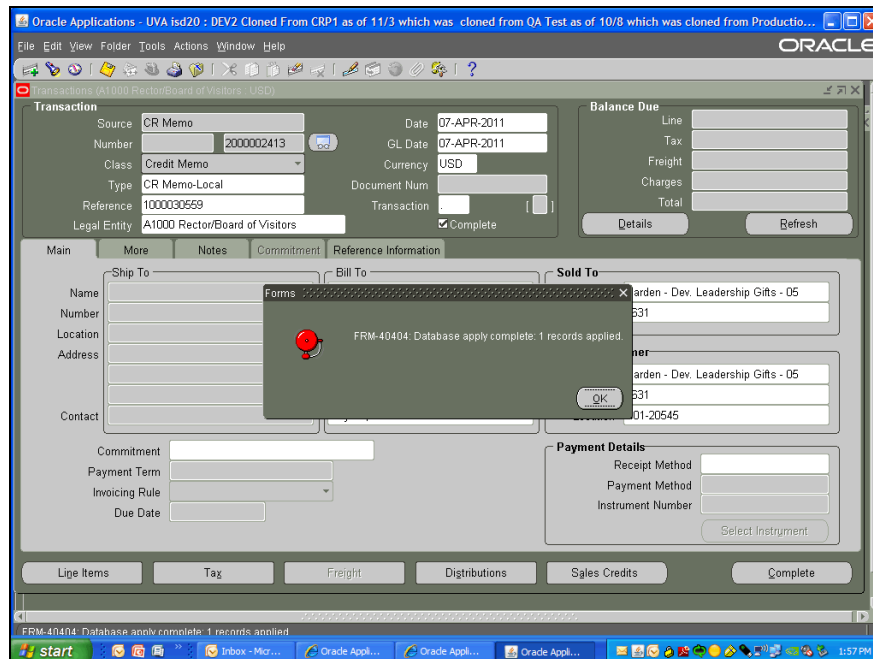
Step	Action
26.	Enter the missing <b>Object code</b> into the <b>GL Account</b> revenue string. Enter " <b>4736</b> ".
27.	Click the <b>Close</b> . 






Step	Action
28.	Before you complete the credit memo record the Credit Memo #.  Click the <b>Complete</b> button. 

# Training Guide

Error! No text of specified style in document.



Step	Action
29.	Click the <b>OK</b> button. 
30.	Click the <b>Save</b> button. 
31.	Click the <b>Close</b> button. 
32.	Send an email to UVA-AR@virginia.edu and include the following information: <ul style="list-style-type: none"> <li>1. Credit memo #</li> <li>2. State that this should be refunded to the customer</li> <li>3. Provide a brief explanation for the refund.</li> </ul> <p>If the credit should be applied to an outstanding or future invoice, provide the following information in the email:</p> <ul style="list-style-type: none"> <li>1. Credit Memo number</li> <li>2. The Invoice number to which the credit will be applied if you have it.</li> </ul>
33.	You have completed the simulation for creating a credit memo. <b>End of Procedure.</b>

## Crediting part of an Unpaid Invoice

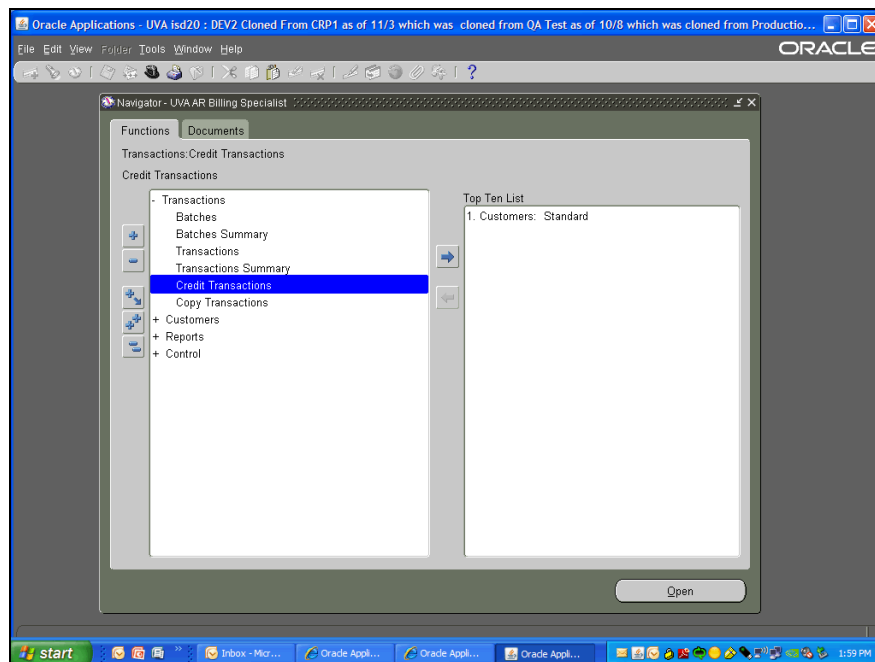
If a customer who has not yet paid requires a credit you will create a **Credit Transaction** in the AR module.

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

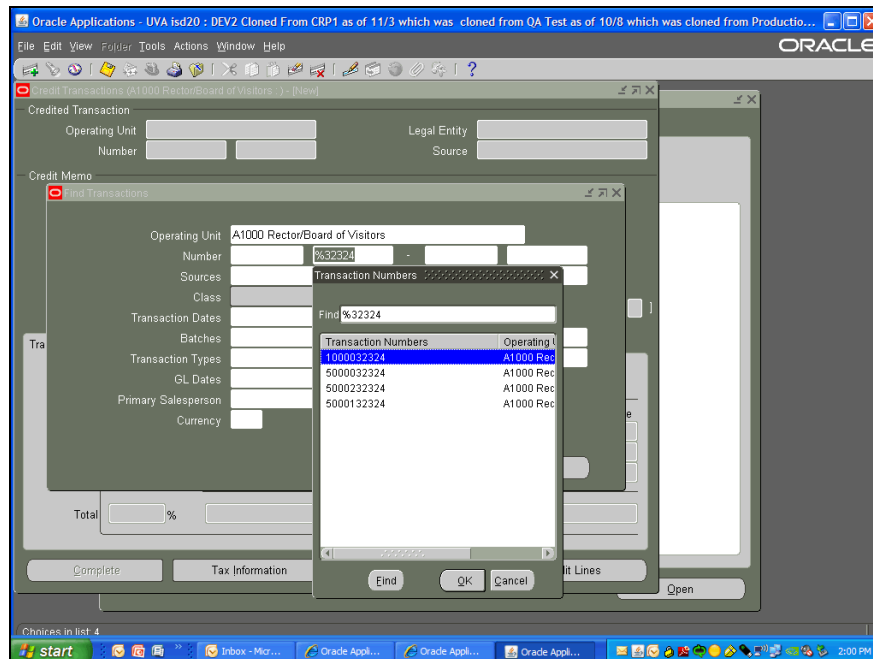
In this simulation you will credit a portion of an unpaid invoice.

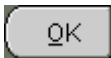


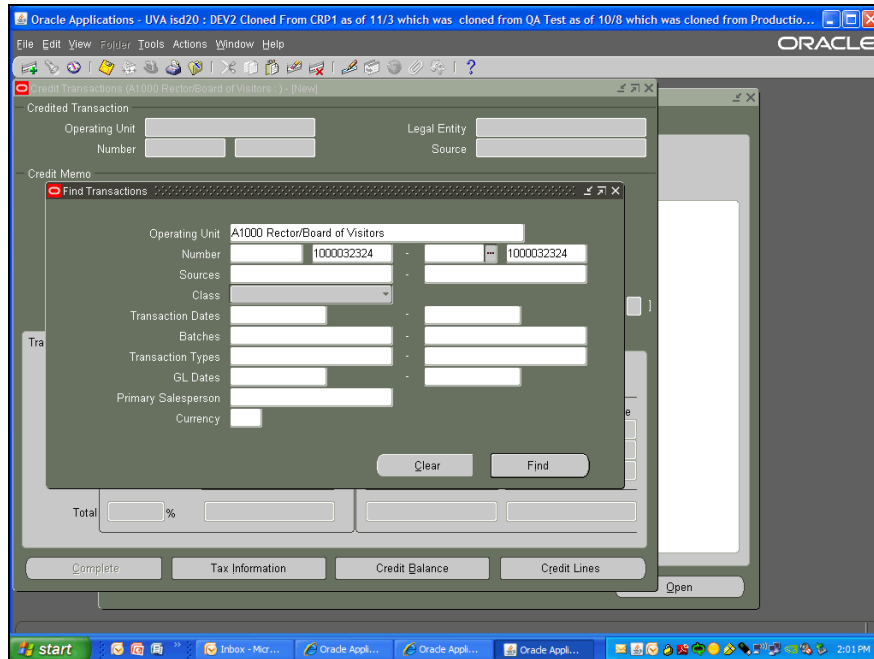
Step	Action
1.	<p>Begin by navigating to the find <b>Credit Transactions</b> page to search for a invoice to credit.</p> <p>Double-click the <b>Credit Transactions</b> list item.</p> <p><b>Credit Transactions</b></p>



# Training Guide

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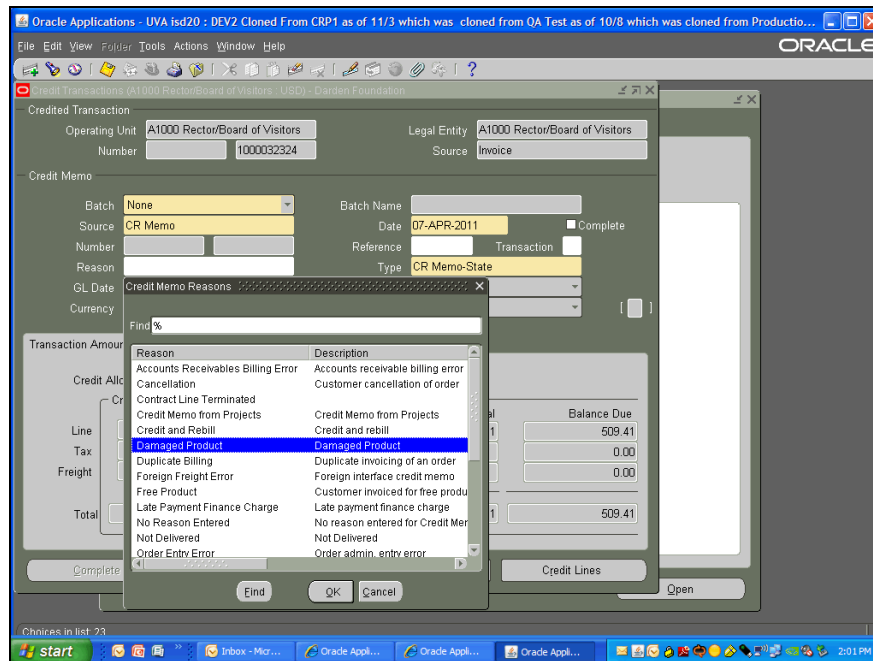
Step	Action
2.	<p>In this example a partial search, % followed by the last 5 digits of the invoice number, has been executed for you.</p> <p>Select the correct invoice and click ok.</p> <p><b>Note:</b> The Transaction Numbers beginning with 5 are OSP transactions.</p> <p>Click the <b>OK</b> button.</p> 

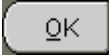


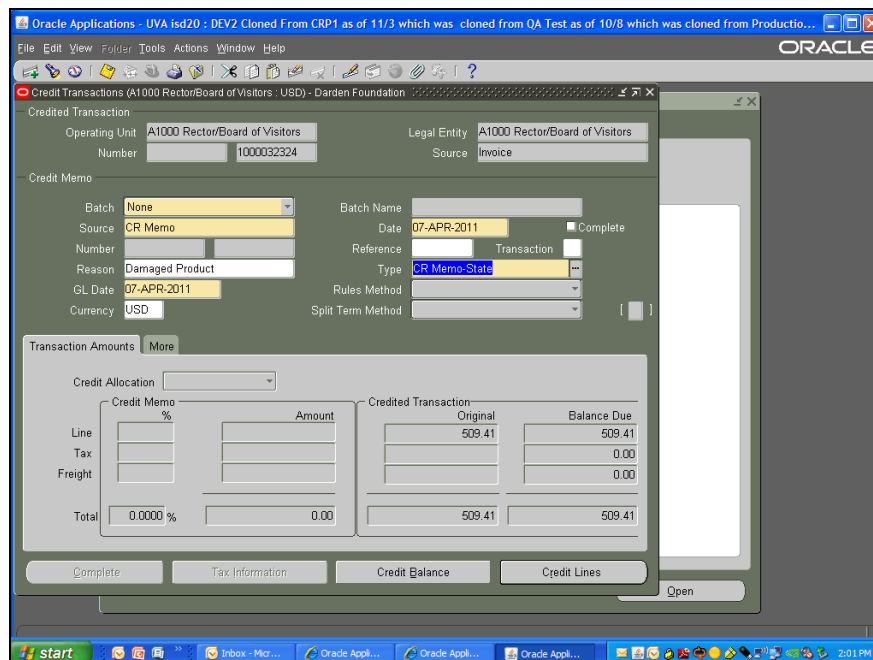
Step	Action
3.	Click the <b>Find</b> button. 
4.	The <b>Credit Transactions</b> page displays where you will document the reason for the credit.  Click the <b>Reason</b> button. 
5.	In this case you will select Damaged Product.  Click the <b>Damaged Product</b> list item. Damaged Product



# Training Guide

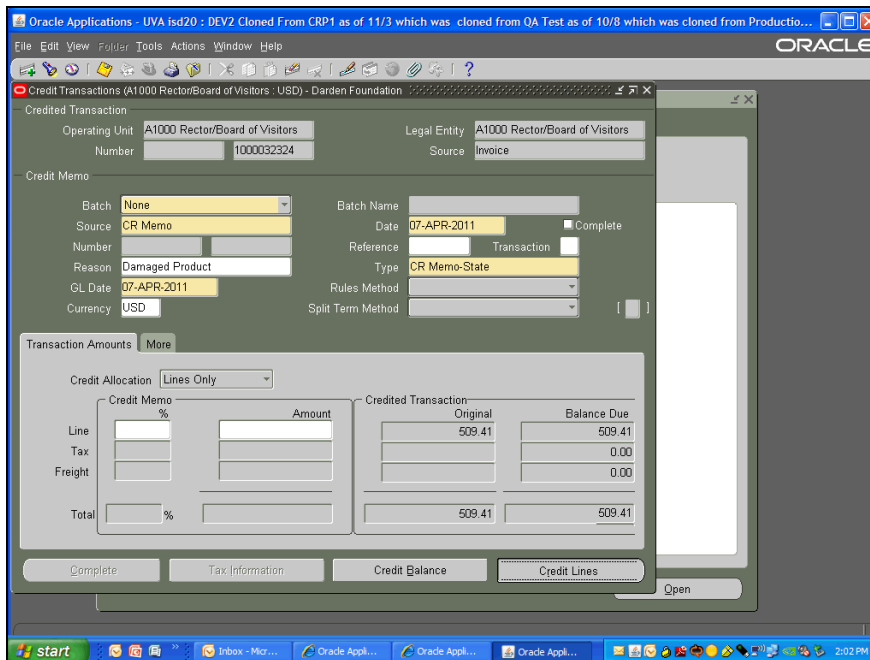
Error! No text of specified style in document.



Step	Action
6.	Click the <b>OK</b> button. 



Step	Action
7.	<p>In the Transaction Amounts tab you will select the Credit Allocation to display <b>Lines Only</b>.</p> <p>Click the <b>Credit Allocation</b> list.</p> 
8.	<p>Click the <b>Lines Only</b> list item.</p> 



Oracle Applications - UVA isd20 : DEV2 Cloned From CRP1 as of 11/3 which was cloned from QA Test as of 10/8 which was cloned from Production...

File Edit View Folder Tools Actions Window Help

Credit Transactions (A1000 Rector/Board of Visitors : USD) - Darden Foundation

Credited Transaction

Operating Unit: A1000 Rector/Board of Visitors Legal Entity: A1000 Rector/Board of Visitors

Number: 1000032324 Source: Invoice

Credit Memo

Batch: None Batch Name: Date: 07-APR-2011 Complete

Source: CR Memo Reference: Transaction

Number: Reason: Damaged Product Type: CR Memo-State

GL Date: 07-APR-2011 Rules Method: Split Term Method:


Currency: USD

Transaction Amounts More

Credit Allocation: Lines Only

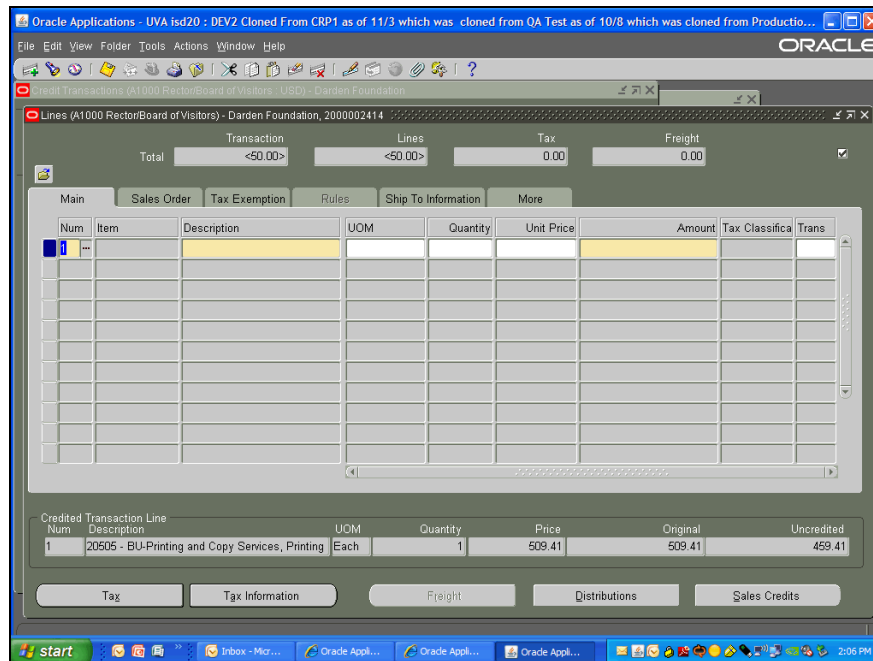
Line	Credit Memo %	Amount	Credited Transaction: Original	Balance Due
Tax			509.41	509.41
Freight				0.00
Total			509.41	509.41


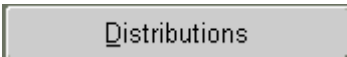
Complete Tax Information Credit Balance Credit Lines Open

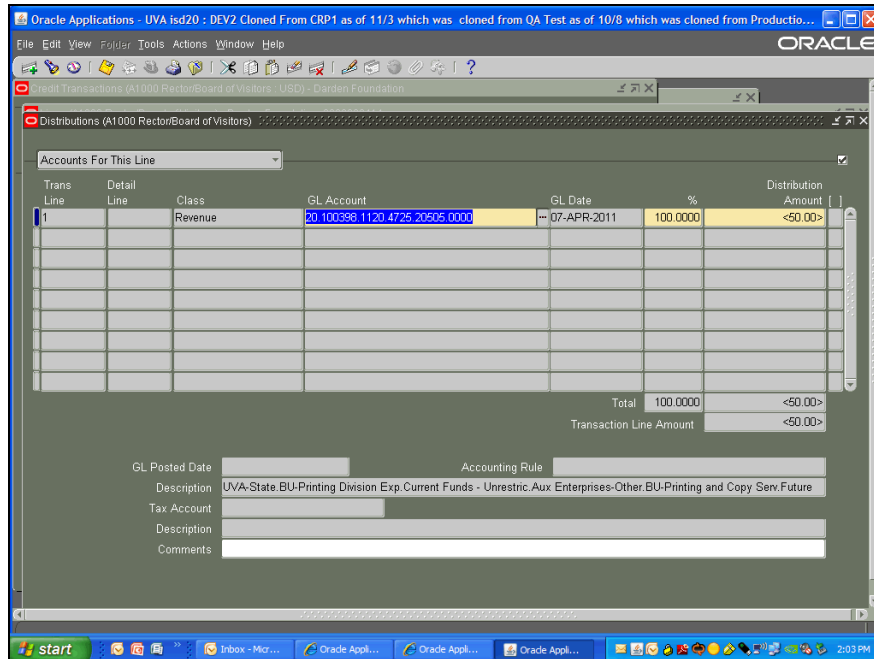
Step	Action
9.	<p>The Credit Lines button takes you to the Lines page.</p> <p>Click the <b>Credit Lines</b> button.</p> 
10.	<p>In this example there is only one line.</p>





# Training Guide

Error! No text of specified style in document.



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



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

# Training Guide

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Oracle Applications - UVA Isd20 : DEV2 Cloned From CRP1 as of 11/3 which was cloned from QA Test as of 10/8 which was cloned from Productio...

File Edit View Folder Tools Actions Window Help

Oracle

Credit Transactions (A1000 Rector/Board of Visitors : USD) - Darden Foundation

Lines (A1000 Rector/Board of Visitors) - Darden Foundation, 2000002414

Transaction	Lines	Tax	Freight
Total	<50.00>	<50.00>	0.00

Main Sales Order Tax Exemption Rules Ship To Information More


Num	Item	Description	UOM	Quantity	Unit Price	Amount	Tax Classifica	Trans
1		20505 - BU-Printing and Copy S	Each	1	509.41	<50.00>		

Credited Transaction Line

Num	Description	UOM	Quantity	Price	Original	Uncredited
1	20505 - BU-Printing and Copy Services, Printing	Each	1	509.41	509.41	459.41

Tag Tax Information Freight Distributions Sales Credits

start Inbox - M... Oracle Appl... Oracle Appl... Oracle Appl... 2:06 PM

Step	Action
19.	Click the <b>Close</b> . 

Oracle Applications - UVA Isd20 : DEV2 Cloned From CRP1 as of 11/3 which was cloned from QA Test as of 10/8 which was cloned from Productio...

File Edit View Folder Tools Actions Window Help

Oracle

Credit Transactions (A1000 Rector/Board of Visitors : USD) - Darden Foundation

Credited Transaction

Operating Unit A1000 Rector/Board of Visitors Legal Entity A1000 Rector/Board of Visitors

Number 1000032324 Source Invoice

Freight 0.00

Credit Memo

Batch None Batch Name

Source CR Memo Date 07-APR-2011 Complete

Number 2000002414 Reference Transaction

Reason Damaged Product Type CR Memo-State

GL Date 07-APR-2011 Rules Method

Currency USD Split Term Method

Transaction Amounts More


Credit Allocation Lines Only

Line	Credit Memo %	Amount	Credited Transaction Original	Balance Due
9.8153		<50.00>	509.41	459.41
Tax				0.00
Freight				0.00
Total	9.8153 %	<50.00>	509.41	459.41

Complete Tax Information Credit Balance Credit Lines

Tag Tax Information Freight Distributions Sales Credits

start Inbox - M... Oracle Appl... Oracle Appl... Oracle Appl... 2:06 PM

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

## Crediting an Entire Unpaid Invoice

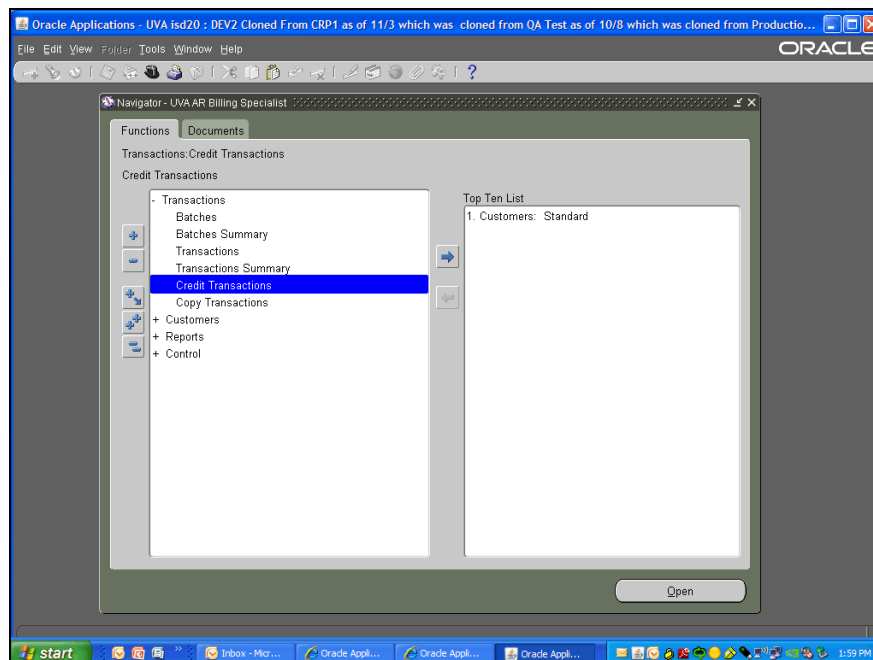
If a customer has not paid an invoice and requires a credit for the entire invoice you will create a **Credit Transaction**.

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

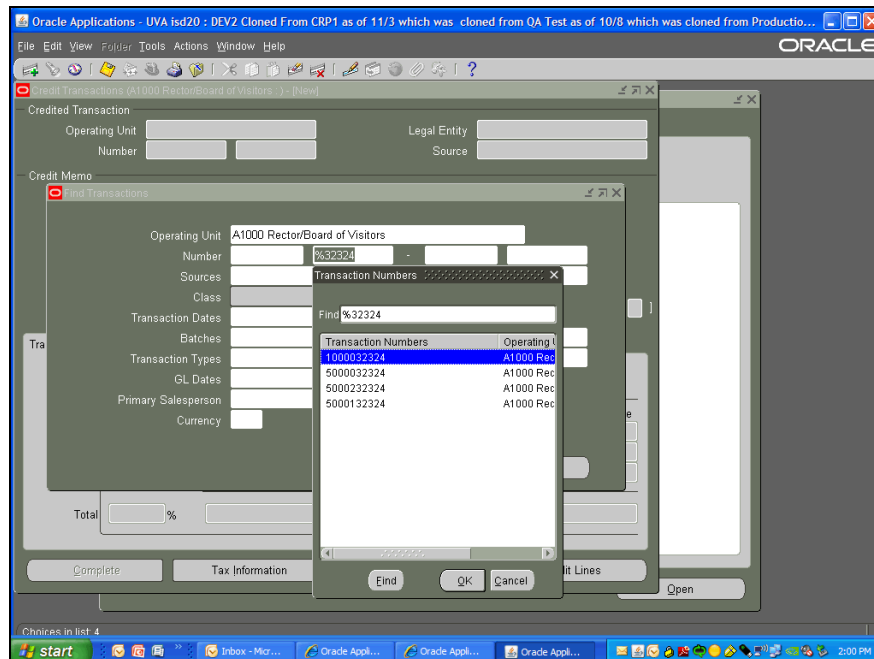
In this simulation you will credit an entire unpaid invoice.



# Training Guide


Error! No text of specified style in document.

Step	Action
1.	<p>Begin by navigating to the find <b>Credit Transactions</b> page to search for a invoice to credit.</p> <p>Double-click the <b>Credit Transactions</b> list item.</p> <p><b>Credit Transactions</b></p>



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

The screenshot displays the Oracle Applications interface. The main window is titled "Credit Transactions (A1000 Rector/Board of Visitors) -> (New)". It contains fields for "Operating Unit", "Number", "Legal Entity", and "Source". A "Credit Memo" section is also visible. Overlaid on this is a "Find Transactions" dialog box. This dialog has a search criteria section with fields for "Operating Unit" (set to "A1000 Rector/Board of Visitors"), "Number" (set to "1000032324"), "Sources", "Class", "Transaction Dates", "Batches", "Transaction Types", "GL Dates", "Primary Salesperson", and "Currency". Below these fields are "Clear" and "Find" buttons. At the bottom of the main window, there are buttons for "Complete", "Tax Information", "Credit Balance", "Credit Lines", and "Open". The Windows taskbar at the bottom shows the Start button and several open applications including "Inbox - Micro...", "Oracle Appli...", and "Oracle Appli...".

Step	Action
3.	Click the <b>Find</b> button. 

Oracle Applications - UVA isd20 : DEV2 Cloned From CRP1 as of 11/3 which was cloned on QA Test as of 10/8 which was cloned on Production...

File Edit View Folder Tools Actions Window Help

Credit Transactions (A1000 Rector/Board of Visitors : USD) - Darden Foundation

Credited Transaction

Operating Unit: A1000 Rector/Board of Visitors  
 Number: 1000032324  
 Legal Entity: A1000 Rector/Board of Visitors  
 Source: Invoice

Credit Memo

Batch: None  
 Source: CR Memo  
 Number:   
 Reason:   
 GL Date: 07-APR-2011  
 Currency: USD  
 Batch Name:   
 Date: 07-APR-2011 Complete  
 Reference: Transaction  
 Type: CR Memo-State  
 Rules Method:   
 Split Term Method: [ ]

Transaction Amounts More


Credit Allocation

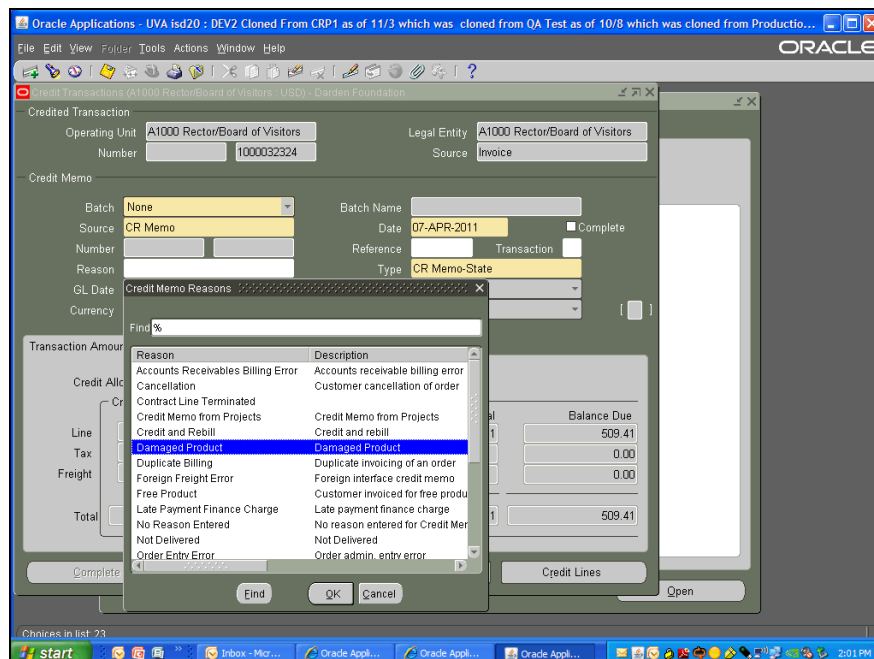
	Credit Memo %	Amount	Credited Transaction	Original	Balance Due
Line				509.41	509.41
Tax					0.00
Freight					0.00
Total	0.0000 %	0.00		509.41	509.41

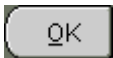
Complete Tax Information Credit Balance Credited Lines Open

# Training Guide

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Step	Action
4.	<p>The <b>Credit Transactions</b> page displays where you will document the reason for the credit.</p> <p>Click the <b>Reason</b> button.</p> 
5.	<p>In this case you will select Damaged Product.</p> <p>Click the <b>Damaged Product</b> item.</p> <div style="display: flex; justify-content: space-around;"> <span>Damaged Product</span> <span>Damaged Product</span> </div>



Step	Action
6.	<p>Click the <b>OK</b> button.</p> 

Oracle Applications - UVA isd20 : DEV2 Cloned From CRP1 as of 11/3 which was cloned from QA Test as of 10/8 which was cloned from Production...

Credit Transactions (A1000 Rector/Board of Visitors : USD) - Darden Foundation

Credited Transaction

Operating Unit: A1000 Rector/Board of Visitors, Legal Entity: A1000 Rector/Board of Visitors, Source: Invoice, Number: 1000032324

Credit Memo

Batch: None, Batch Name: , Date: 07-APR-2011, Complete: ☐, Source: CR Memo, Reference: , Transaction: ☐, Number: , Reason: Damaged Product, Type: CR Memo-State, GL Date: 07-APR-2011, Rules Method: , Currency: USD, Split Term Method:

Transaction Amounts | More

Credit Allocation:

Line	Credit Memo %	Amount	Credited Transaction: Original	Balance Due
Tax			509.41	509.41
Freight				0.00
Total	0.0000 %	0.00	509.41	509.41

Complete Tax Information Credit Balance Credit Lines Open

Step	Action
7.	<p>In the Transaction Amounts tab you will select the Credit Allocation to display <b>Lines Only</b>.</p> <p>Click the <b>Credit Allocation</b> list.</p> <p>▼</p>

Oracle Applications - UVA isd20 : DEV2 Cloned From CRP1 as of 11/3 which was cloned from QA Test as of 10/8 which was cloned from Production...

Credit Transactions (A1000 Rector/Board of Visitors : USD) - Darden Foundation

Credited Transaction

Operating Unit: A1000 Rector/Board of Visitors, Legal Entity: A1000 Rector/Board of Visitors, Source: Invoice, Number: 1000032324

Credit Memo

Batch: None, Batch Name: , Date: 07-APR-2011, Complete: ☐, Source: CR Memo, Reference: , Transaction: ☐, Number: , Reason: Damaged Product, Type: CR Memo-State, GL Date: 07-APR-2011, Rules Method: , Currency: USD, Split Term Method:

Transaction Amounts | More


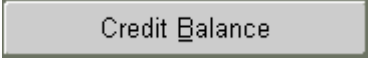
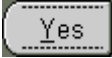


Credit Allocation: Lines Only

Line	Credit Memo %	Amount	Credited Transaction: Original	Balance Due
Tax			509.41	509.41
Freight				0.00
Total	0.0000 %	0.00	509.41	509.41

Complete Tax Information Credit Balance Credit Lines Open

## Training Guide

Error! No text of specified style in document.

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