Create Customer Invoice Overview

When billing someone outside the University for goods or services provided by the University, a customer invoice needs to be created. The first step is to Create a Customer. Once the Customer is active in Workday, an invoice can be created.

This Quick Reference Guide (QRG) is designed to walk a **Customer Billing Specialist** or a **Customer Contract Specialist** through the process of creating a customer invoice in Workday.

Procedure

On the Workday **Home** screen:

1. Type **Create Customer Invoice** in the search field.
2. Select **Create Customer Invoice** task from the Search Results.

On the **Create Customer Invoice** screen:

3. Complete the following required fields in the **Invoice Information**, **Additional Information**, and **Amount Information** header sections:
   - **Company** – select the relevant company from the drop-down list.
   - **Bill-To Customer** – select the relevant customer for whom the invoice will be generated.
   - **Invoice Date** – will auto-populate with the current date and can be left as is.
   - **Invoice Type** – will auto-populate upon completion of **Company** field.
   - **Sold-To Customer** - will auto-populate upon completion of **Bill-To Customer** field.
   - **Bill-To Address** - will auto-populate upon completion of **Bill-To Customer** field but can be changed.
   - **Bill-To Contact** - may auto-populate upon completion of **Bill-To Customer** field and the customer setup, but can be changed, added, or removed.
   - **Payment Terms** - will auto-populate upon completion of **Bill-To Customer** field.
   - **Currency** - will auto-populate upon completion of **Bill-To Customer** field.

NOTE	All other fields in the **Invoice Information**, **Additional Information**, and **Amount Information** columns above are optional. A few you may want to use: • **From Date & To Date** is for internal reporting - does not show on invoice. • **PO Number** does show on the invoice. • **Due Date Override** will override the listed Due Date. • **Document Link** allows you to link to external sites. • **Control Total** can be used to ensure you have invoiced the total amount.

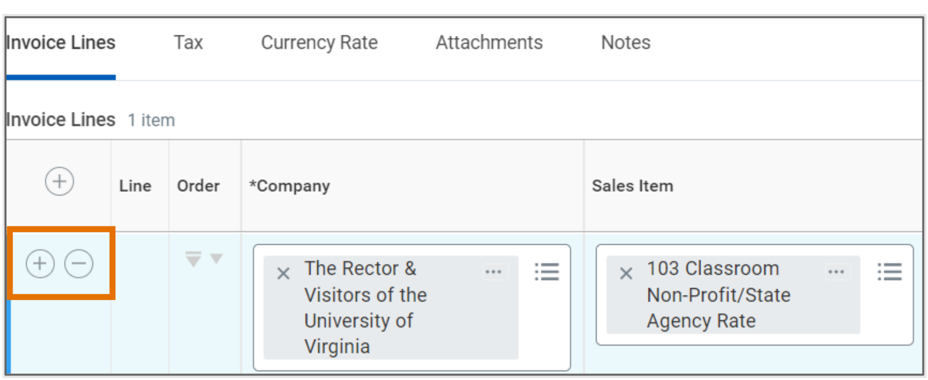
Under the **Invoice Lines** tab:

4. Complete the following required fields on the first **Invoice Line**:
    - **Company** – will auto-populate from the header.
    - **Sales Item** – select the relevant sales item from the drop-down list. (Only for units that chose to add sales items)
    - **Revenue Category** – select the relevant revenue category (or will auto-populate if Sales Item was selected).
    - **Line Item Description** – type a description of the line item (or will auto-populate based on completion of the **Sales Item** field). This will be printed on the invoice.
    - **Quantity** – enter the quantity.
    - **Unit of Measure** – select the relevant unit of measure from the drop-down list.
    - **Extended Price** – type the total price of the items.
    - **Memo** – type a description. This will show in the accounting journal.
    - **Designated** – select a relevant designated worktag for the invoice.
    - **Fund** – will auto-populate upon completion **Designated.**
    - **Cost Center** – select the relevant cost center for the invoice.
    - **Additional Worktags** – Business Unit will auto-populate upon completion of **Cost Center** field. You can add more optional worktags.

NOTE	All other fields in the **Invoice Lines** tab are optional. You should not use **Gift** or **Grant** for Customer Invoices.

NOTE	If you are billing for items where sales tax is involved, complete the following fields: • **Tax Applicability** – select the relevant item from the drop-down list. • **Tax Code** – type zip code of area billing from and press Enter.

5. Add or remove an invoice line (if needed) by selecting the **(+)** and **(-)** icons, respectively.



NOTE	The **Tax**, **Currency Rate**, **Attachments** & **Notes** tabs are optional. If you want to add an attachment for documentation purposes or if any supporting document needs to be sent to the Customer along with the invoice, it can be added to the **Attachments** tab.

6. Select **Submit**.

NOTE	UVA Academic and Southwest Higher Education Center has no approval routing for this task. UVA Wise invoices will route to the Accounts Receivable Specialist for approval. The invoices will be printed or emailed the next day by the central Customer Accounts team. The invoice will be printed and mailed or emailed depending on the Customer's Document Delivery setup.

You have successfully completed this task.