



Print and Email Customer Statements Quick Reference Guide

Print and Email Customer Statements Overview

This Quick Reference Guide (QRG) is designed to walk a **Customer Billing Specialist** or **Contract Billing Specialist** through printing Customer Statements in Workday. Occasionally, a customer will ask to see everything on their account. The Customer Statement provides a full snapshot of the Customer's activity including invoices, invoice adjustments, and payment activity. By the end of this QRG, you will be able to successfully create a Customer Statement for printing and emailing.



Remember: The Customer ID will always start with "CST-" and the Customer Name has the Customer ID in parentheses at the end of the name. Ex. Dragonfly Inn (CST-00893). If you need to find the customer number, you can use the Find Customers with Facet Search report.

Procedure

On the Workday **Home** screen:

- 1. Type **Print Customer Statements** in the search field.
- 2. Select the Print Customer Statements task from the Search Results.

On the Print Customer Statements screen:

- 3. Complete the following required fields:
 - Company select the relevant company from the drop-down list.
 - Statement Date will auto-populate to current day's date. All activity up to this date will pull into the Customer Statement
- 4. Complete the following recommended field in the **Customer Selection Criteria** section to narrow down statement search.
 - Customers



All fields in the Customer Selection Criteria and Statement Creation Options are optional.

The Customer Name will always have the Customer number at the end. Ex. Dragonfly Inn (CST-00893).

5. Select **OK** to filter the results.

On the second **Print Customer Statements** screen:

- 6. Select the box on the left of the Customer Statement(s) to print and/or email.
- 7. Select **OK** to initiate the background process for generating Customer Statements.

On the Customer Statements Screen:

8. Select the **Refresh** button to refresh the screen until the **Percent Complete** bar is 100% complete.





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You will be able to email the Customer Statement through Workday if **Email** is listed in the **Delivery Type** column of the Customer Statement table. If **Email** is not listed and you want to email the Customer Statement through Workday, you will have to go back to the Customer and update the Document Delivery settings.

To email a Customer Statement to the Customer:

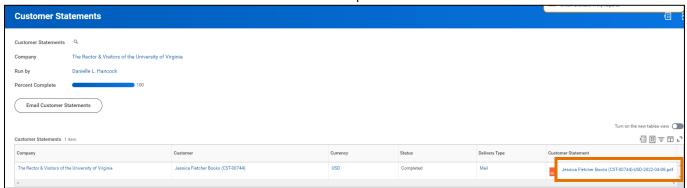
- 9. Select the Email Customer Invoice button to email the customer invoice.
- 10. Select the checkbox for the Customer Statements you want to email.
- 11. Select OK to confirm.



All emailed customer invoices will go to the Account Receivable Specialist in central finance for review before they get emailed to the customer.

To print or save a Customer Statement:

12. Select the link in the Customer Statement column to open the Customer Statement PDF.

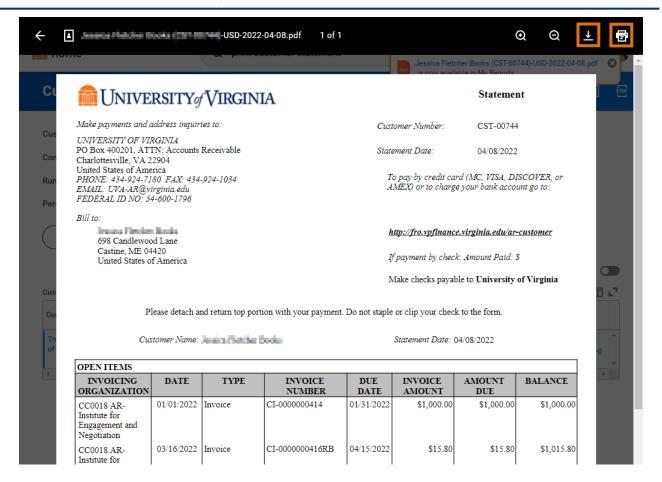


13. Select the print icon to print or the download icon to download a copy of the Customer Statement to your computer.





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You have successfully completed this task.