


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.

 NOTE	<p>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.</p>
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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**

 NOTE	<p>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).</p>
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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.

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On the **Customer Statements** Screen:


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



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:

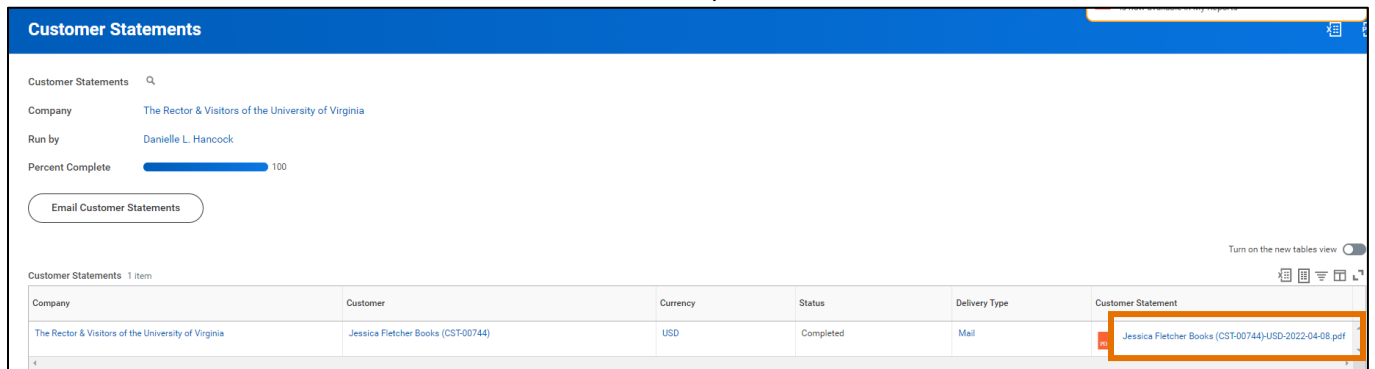
9. Select the **Email Customer Invoice** button to email the customer invoice.
10. Select the checkbox for the Customer Statements you want to email.
11. Select **OK** to confirm.



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.



The screenshot shows the 'Customer Statements' interface. At the top, there's a search bar and filters for 'Company' (The Rector & Visitors of the University of Virginia) and 'Run by' (Danielle L. Hancock). A 'Percent Complete' bar is at 100%. Below that is an 'Email Customer Statements' button. The main table has the following data:

Company	Customer	Currency	Status	Delivery Type	Customer Statement
The Rector & Visitors of the University of Virginia	Jessica Fletcher Books (CST-00744)	USD	Completed	Mail	Jessica Fletcher Books (CST-00744);USD-2022-04-08.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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Statement

Make payments and address inquiries to:

UNIVERSITY OF VIRGINIA
 PO Box 400201, ATTN: Accounts Receivable
 Charlottesville, VA 22904
 United States of America
 PHONE: 434-924-7180 FAX: 434-924-1034
 EMAIL: UVA-AR@virginia.edu
 FEDERAL ID NO: 54-600-1796

Customer Number: CST-00744

Statement Date: 04/08/2022

To pay by credit card (MC, VISA, DISCOVER, or AMEX) or to charge your bank account go to:

<http://fro.vpfinance.virginia.edu/ar-customer>

Bill to:

Jessica Fletcher Books
 698 Candlewood Lane
 Castine, ME 04420
 United States of America

If payment by check: Amount Paid: \$

Make checks payable to **University of Virginia**

Please detach and return top portion with your payment. Do not staple or clip your check to the form.

Customer Name: Jessica Fletcher Books *Statement Date:* 04/08/2022

OPEN ITEMS							
INVOICING ORGANIZATION	DATE	TYPE	INVOICE NUMBER	DUE DATE	INVOICE AMOUNT	AMOUNT DUE	BALANCE
CC0018 AR-Institute for Engagement and Negotiation	01/01/2022	Invoice	CI-0000000414	01/31/2022	\$1,000.00	\$1,000.00	\$1,000.00
CC0018 AR-Institute for	03/16/2022	Invoice	CI-0000000416RB	04/15/2022	\$15.80	\$15.80	\$1,015.80

You have successfully completed this task.