

Overview

This Quick Reference Guide (QRG) is designed to walk a **Customer Billing Specialist, Customer Contract Specialist, or Accounts Receivable Specialist** through the process of managing the document delivery options in Workday.

After a created customer has been approved, you will be prompted to setup document delivery if needed. If the customer wants to receive statements via mail, this process is not necessary. If your customer wants to receive statements or invoices via email, you will need to setup the document delivery options. Once your customer contacts have been added, you can begin to edit the document delivery options. This is the same process used to edit document delivery options.



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:

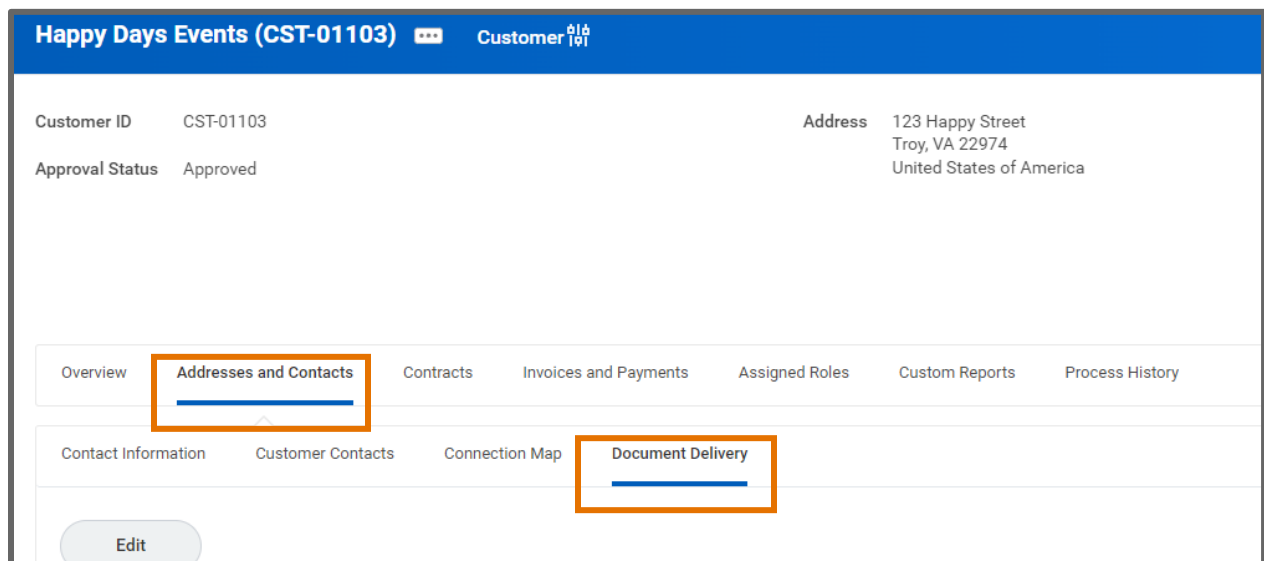
1. Type **Edit Customer** in the search field.
2. Select the **Edit Customer** task from the search results.

On the **Edit Customer** screen:

3. Type the customer’s name in the Customer field.
4. Click **OK**.

On the **Customer** screen:


5. Select **Addresses and Contacts** tab.
6. Select **Document Delivery** tab.



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7. Click **Edit**.

On the **Edit Document Delivery Options** Screen:


 <p>NOTE</p>	The only fields you should edit are in the table in the Document Delivery Options section. All other fields can be left blank.
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In the Customer Statement row:

8. Click in the box in the Delivery Type column.
9. Select **All**.
10. Select **Email, Mail** or both **Email and Mail**.

If you selected **Email** for Customer Statement, continue to Step 11. If not, skip to the next section.

11. Click in the box in the Email Recipients column.
12. Select checkbox of the Email Recipient(s) for the Customer Statement.


 <p>NOTE</p>	We suggest using Statement Contact Email . Statement Contact Emails were selected when the Bill-To Contact were setup. Customer Primary Email is on customer so if anyone else is using the customer this email address is shared.
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In the Customer Invoice row:

13. Click in the box in the Delivery Type column.
14. Select **All**.
15. Select **Email, Mail** or both **Email and Mail**.

If you selected **Email** for Customer Invoice, continue to Step 16. If not, skip to the next section.

16. Click in the box in the Email Recipients column.
17. Select checkbox of the Email Recipient(s) for the Customer Invoice.

 <p>NOTE</p>	We suggest using Bill-To Contact Emails on Invoice or Customer Primary Contact . Bill-To Contact Emails on Invoice were set up when the Bill-To Contact were set up. If you did not add Bill-To Contacts, you will want to use Customer Primary Contact .
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In the Dunning Letter row:


18. Click in the box in the Delivery Type column.
19. Select **All**.
20. Select **Email, Mail** or both **Email and Mail**.


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If you selected **Email** for Dunning Letter, continue to Step 14. If not, skip to the next section.

21. Click in empty box in the Email Recipients column in the Customer Invoice row.
22. Select checkbox of the Email Recipient(s) for the Dunning Letters.

 <p>NOTE</p>	<p>You may want to consider whether it is appropriate for your customer to receive emailed dunning letters. For example, if your customer provides you with an Accounts Payable email address used for automated processing of invoices, they may not want to also receive dunning letters to that email. For those cases, you would want to setup Customer Invoices to be delivered via email but not Dunning Letters.</p>
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 <p>CAUTION</p>	<p>If you set up your Bill-To contacts to receive emailed dunning letters, the dunning letter will summarize ALL the customer activity - not just your Bill-to contact specific invoices.</p>
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 <p>NOTE</p>	<p>You are not required to select a Delivery Type or Email Recipient for the three Document Types, Customer Statement, Customer Invoices, and Dunning Letters.</p> <p>Customer Invoices and Dunning letters will be sent based on selections made during the invoicing process. If you want the ability to email the invoice, you will need to mark Email as a Delivery Type in the Customer Invoice row of the table. These preferences can be changed later if delivery instructions from your customer change.</p>
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23. Click **OK**.
24. Click **Done**.

You have successfully completed this task.