

Create Customer Invoice & Adjustment – Bulk Upload Overview

This Quick Reference Guide (QRG) is designed to walk a **Customer Billing Specialist** or a **Customer Contract Specialist** through the process of creating customer invoices and adjustments in bulk. This task uses a spreadsheet template that you will integrate into Workday to help if you have multiple customer invoices and/or adjustments to create at the same time. To load the transaction file, users will need to [connect to the Workday SFTP server](#). By the end of this QRG, you will be able to successfully create customer invoices in bulk using the integration process in Workday.


 NOTE	Not all Customer Billing Specialists and Customer Contract Specialists inherently have this access to bulk upload customer invoices and adjustments. If you or your unit has never done this process, please reach out to askfinance@virginia.edu as there is technical set up required to use the Secure FX process and load a file.
--	--

Table of Contents

Complete Template for Bulk Customer Invoice/Adjustment Upload 1
 Upload Customer Invoice/Adjustment Template or Zip File in SFTP 4
 Review Log Message & Find Uploaded Customer Invoice/Adjustment..... 6

Complete Template for Bulk Customer Invoice/Adjustment Upload

1. Access the template for bulk upload in the [Customer Invoice Packet](#). You can find the template in the **Sample data and file** tab.
2. Double click the **excel icon** to open the template.

In the **Customer Invoice Bulk Upload** template:

3. Complete the following fields in the template. For further specifications and details, navigate to the **Customer Invoice Fields** tab in the **Customer Invoice Packet**.

Field Name	Required	Description
Invoice_Number	Yes	The source system invoice number. An Invoice Number unique to your external system or a sequence used for group invoice lines that fall under a single invoice header. This number will be stored in a Custom Object in Workday for reporting purposes. Ex. INV70003 Note: A Workday-generated Customer Invoice ID (e.g., CI-0000000451) will be assigned in the system.


Create Customer Invoices & Adjustments Bulk Upload– Quick Reference Guide

Related_Invoice_Number	Conditional	The original invoice reference number. For Adjustments only, the Original Invoice Reference number must be provided to have the adjustment connected to it. Ex. CI-0000000451
Source_System	Yes	The source system name. The Source System name will be stored in Custom Object in Workday for reporting purposes.
Transaction_Type	Yes	To define if the transaction is Invoice or an Adjustment. Type Invoice or Adjustment based on whether this is a Customer Invoice or Invoice Adjustment.
H_Company_ID	Yes	The Workday Company Reference ID. The invoicing Company. Ex. UVA_207
H_Customer_ID	Yes	The Workday Customer Reference ID. The ID for the Customer being invoiced (e.g., CST-00154).
H_Invoice_Date	Yes	The Invoice Date. Format: MM/DD/YY. The date of the invoice (recommended to be the creation date). This will be the date used for aging purposes.
H_Payment_Terms	No	Optional. By default, workday will automatically assign customer's default payment terms. To override default value, provide new Workday Payment Terms Reference ID. The number of days for which the Customer must pay within (e.g., Net_30, Net_60).
H_Bill_To_Address	No	An optional field, by default, Workday will automatically assign customer's default Bill To address. To override default value, provide new Workday Bill To address Reference ID. The Address the invoice should be physically mailed to.
H_Bill_To_Contact	Do Not Use	The Bill-To Contact for the invoice.
H_Memo	No	Text included in the Header Memo will be printed on the invoice (Contact information for your department could be included here).
H_PO_No	No	Optional: The Customer's Purchase Order (PO) Number associated with the goods/services provided.
Adjustment_Type	Conditional	Field will only be used for Adjustments. The integration will error if this field is populated, but the Adjustment Reason is blank. Type Debit or Credit .
Adjustment_Reason	Conditional	Field will only be used for Adjustments. The integration will error if this field is populated, but the Adjustment Type is blank.
Note	Conditional	Required for Adjustment. Workday validation requires a Note to be provided for Adjustments. This Note should further explain why the adjustment is being made for audit purposes. This is a required field for an adjustment.
Line_ID	Yes	A sequence to be used for each line added on a single customer invoice. Ex: 1,2,3,4
L_Company_ID	Yes	Workday Company Reference ID. The Company associated with the Customer Invoice Line's Revenue. Ex. UVA_207
L_Revenue_Category	Yes	The Revenue Category associated with the goods/services provided. Workday Revenue Category Reference ID. Ex: RC0090.
L_Item_Description	Yes	This is a required field. A description of the good/services provided. Each invoice line description will print on the resulting invoice.
L_Quantity	Yes	The number of goods/services provided.


Create Customer Invoices & Adjustments Bulk Upload– Quick Reference Guide


L_UnitMeasure	Yes	The Unit of Measure associated with the goods/services provided (e.g., Each, Hour, etc.).
L_UnitPrice	Conditional	The Price per Unit Sold. If only a Quantity and Extended Amount are provided, Workday will calculate the Unit Price.
L_Extended_Amount	Conditional	The total amount of the invoice line. If only a Quantity and Unit Price are provided, Workday will calculate the Extended Amount. Note: If your items are taxable, see information below on how those amounts should be included on the integration.
L_Memo	Yes	Per custom validations, this is a required field. This text will be part of the associated Revenue Journal Line when running financial reports.
L_Cost_Center	Yes	The Cost Center for the Customer Invoice Line's Revenue. Workday Cost Center Reference ID. Ex: CC1234, MC-1234567.
L_Business_Unit	No	The Business Unit for the Customer Invoice Line's Revenue. Workday Business Unit Reference ID. Ex: BU01.
L_Fund	Yes	The Fund for the Customer Invoice Line's Revenue. Workday Fund Reference ID. Ex: FD001.
L_Designated	Yes	The Designated for the Customer Invoice Line's Revenue. Workday Designated Reference ID. Ex: DN000001.
L_Project	Do Not Use	Leave Blank.
L_Program	No	The Program for the Customer Invoice Line's Revenue. Workday Program Reference ID. Ex: PG00001.
L_Function	Yes	The Function for the Customer Invoice Line's Revenue. Workday Function Reference ID. Ex: FN123.
L_Activity	No	The Activity for the Customer Invoice Line's Revenue. Workday Activity Reference ID. Ex: AC12345.
L_Assignee	No	The Assignee for the Customer Invoice Line's Revenue. Workday Assignee Reference ID. Ex: 123456789
L_Internal_Reference	No	The Internal Reference for the Customer Invoice Line's Revenue. Workday Internal Reference ID. Ex: IRFM1234567890123.
L_Location	No	The Location for the Customer Invoice Line's Revenue. Workday Location Reference ID. Ex: FM_0580_01_141A.
L_Loan	No	The Loan for the Customer Invoice Line's Revenue. Workday Loan Reference ID. Ex: LN123.
L_Region	Do Not Use	Reserved for future use. Leave Blank
Attachments	No	Attachment name. For Attachments to print along with the Customer Invoice, the file must be a PDF. This must match the name of the file in the zip folder exactly for the invoice and the attachment to be matched. If there is more than 1 line on an invoice, put the attachment name on line 1 only.
Provide_To_Customer	No	Flag to indicate whether the attachment can be shared with the Customer. Type Y or N
Print_With_Invoice	No	Flag to indicate whether the attachment can be printed with the invoice. Validation: You cannot set the flag to yes for Print with Invoice if the Provide to Customer is set to No. Type Y or N

Create Customer Invoices & Adjustments Bulk Upload– Quick Reference Guide

 <p>NOTE</p>	<p>When editing the template, make sure to:</p> <ul style="list-style-type: none">• Delete the example data.• Leave the column headers as is – do not edit/change them.• Follow the correct format for each column as well as do not add or change column formatting (e.g., updating the column format from General to Numeric).• Save it as a CSV – not an Excel.
--	---


4. Select **File** tab at the topleft corner of the template.
5. Select **Save As** to save the file. Please ensure the file format is saved as a **CSV (not Excel)**.
6. Select a location to save the document.
7. Save the template file in the following format outlined in the **Customer Invoice File Details** tab from the Customer Invoice Packet.
8. If you would like to include attachments to your upload, review the following steps:
 - Navigate to the **Sample data and file** tab in the [Customer Invoice Packet](#).
 - Double click the zip file icon to open the zip folder.
 - Move your completed Customer Invoice template (CSV) & the attachment (PDF) into the zip file. Ensure the sample template and documents are deleted. The CSV file and attachment(s) should be in the same folder. The attachments should not be in their own folder inside the zip file.
 - Save & rename your zip file with the same naming convention listed in the Customer Invoice File Details tab of the Customer Invoice Packet.

 <p>NOTE</p>	<p>If you have multiple attachments for a single transaction, it is recommended to combine your documents into one single PDF.</p>
--	--

 <p>CAUTION</p>	<p>The integrations team should test the file before you upload into production for the first time. If your unit has not used the customer invoice bulk upload process before, contact askfinance@virignia.edu so the integration team can help.</p>
---	---

Upload Customer Invoice/Adjustment Template or Zip File in SFTP

9. Connect to the **SFTP Server** in **SecureFX**.

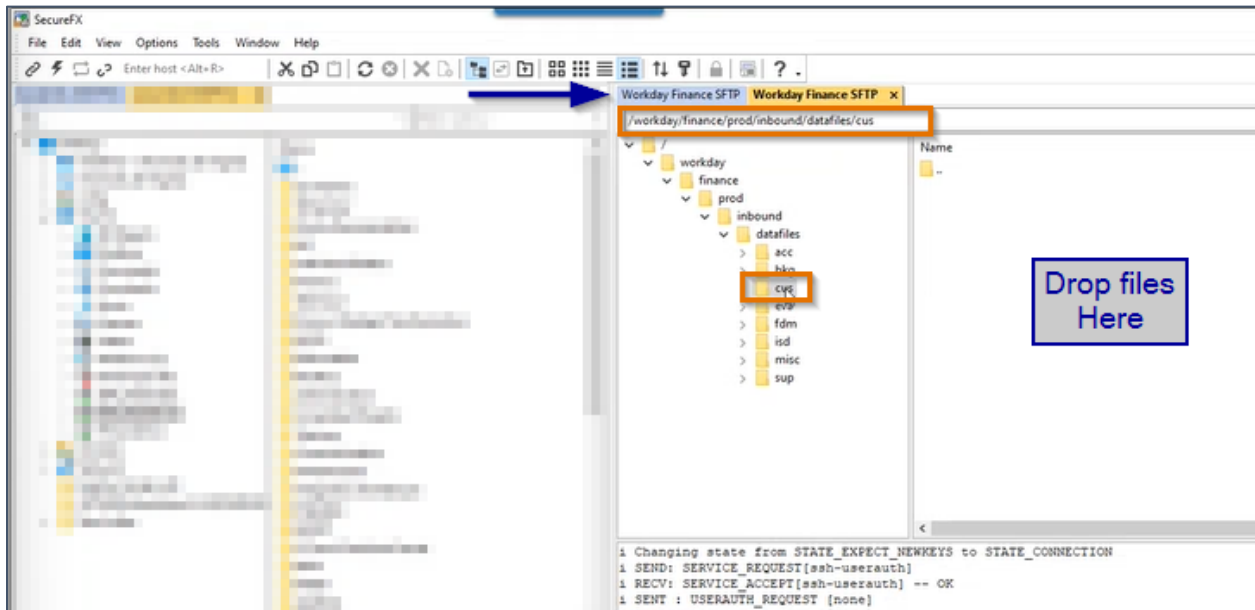
 <p>NOTE</p>	<p>For steps on how to gain access to the Workday SFTP Server and how to connect to it, refer to How to Access the Workday SFTP Server.</p>
--	---

10. Navigate to the **Customer Invoice File Details** tab in the **Customer Invoice Packet**.


Create Customer Invoices & Adjustments Bulk Upload– Quick Reference Guide

11. Upload your updated Customer Invoice template or zip file to the following file location:

- /workday/finance/prod/inbound/datafiles/cus

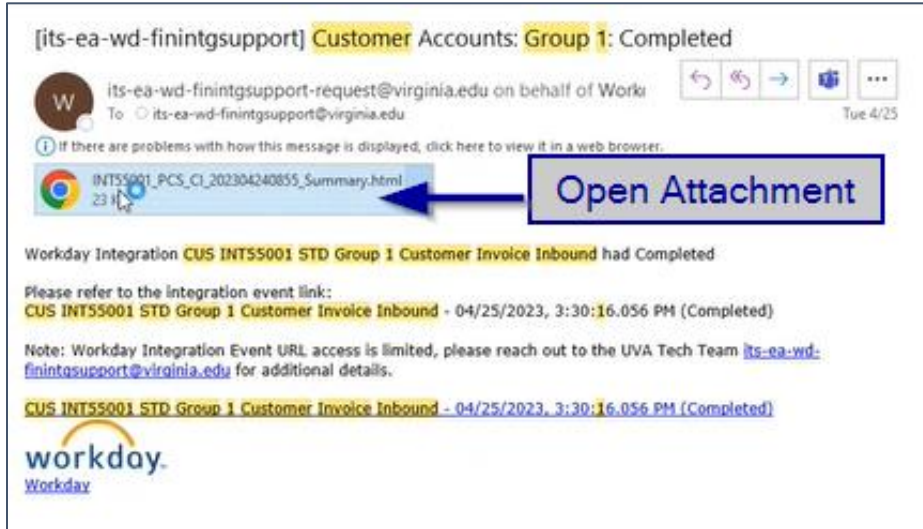


You have completed this task. You will receive an email notifying you if the integration was successfully completed or failed. If the status is updated to Completed, you have successfully completed this task. If status is listed as Completed with Errors, repeat Steps 1 – 11 to correct the errors and move the updated template to the SFTP file location. Integrations are scheduled to run from 8pm – 9pm in which you should receive an email notification by 9:30pm.

 <p>NOTE</p>	<p>The Integration Status can be one of the following statuses:</p> <ul style="list-style-type: none">• Completed – If your status is Completed, this indicates you have no errors and the integration was successful.• Completed with Errors – If your status is Completed with Errors, navigate to the Output Files attachment. Review the downloaded document and fix the errors in the template using the information under the Message Summary column.
--	--

Review Log Message & Find Uploaded Customer Invoice/Adjustment

12. To review your log message for further details, navigate to the Completed or Complete with Errors email and open the output attachment.



You can also access your output message from the following file location:

- /workday/finance/prod/inbound/logs/cus

13. If your Customer Invoice/Adjustment integration was **successful** (Completed):

- Navigate to the **All** tab to review details.
- In the Message Details column, you can copy and paste the **Workday Reference ID** in the Workday search bar to find your customer invoice or adjustment.

Details:		CRITICAL ERROR WARNING INFO DEBUG ALL <input type="text" value="Search..."/> Export to CSV					
<p>Reference ID: FM_CIW0_20220816_00001 Severity: INFO</p> <p>Message Summary</p> <p>Successfully created invoice for Customer CST-00006</p> <p>Message Details</p> <p>Successfully created Customer Invoice CI-000000694.</p>		Timestamp	Level	Reference ID	Message Summary	Message Details	
		2022-08-17T15:30:23.194	INFO	FM_CIW0_20220816_00001	Successfully created invoice for Customer CST-00006	Successfully created Customer Invoice CI-000000694.	
		2022-08-17T15:30:25.916	INFO	FM_CIW0_20220816_00002	Successfully created invoice for Customer CST-00008	Successfully created Customer Invoice CI-000000695.	
		2022-08-17T15:30:28.684	INFO	FM_CIW0_20220816_00003	Successfully created invoice for Customer CST-00027	Successfully created Customer Invoice CI-000000696.	
		2022-08-17T15:30:31.635	INFO	FM_CIW0_20220816_00004	Successfully created invoice for Customer CST-00032	Successfully created Customer Invoice CI-000000697.	
		2022-08-17T15:30:34.223	INFO	FM_CIW0_20220816_00005	Successfully created invoice for Customer CST-00035	Successfully created Customer Invoice CI-000000698.	

Create Customer Invoices & Adjustments Bulk Upload– Quick Reference Guide

14. If your Customer Invoice/Adjustment integration was unsuccessful (Completed with Errors):

- Navigate to the Error tab to review details.
- Click on each line to view message details.
- Make the appropriate corrections to your template.
- Remove any invoices (lines) that were successfully created.
- Repeat steps 1 – 11 until each invoice is successfully created.