Customer Invoices

USER GUIDE

This job aid will assist you in the creation, adjusting, and printing of customer invoices. If the customer you are billing is not listed in Workday or an address change is needed, fo rward those requests to ARQuestions@co.marathon.wi.us.

CREATE CUSTOMER INVOICE

1. Use the Workday Search field to open the ***Create Customer Invoice*** task.

2. Under Invoice Information, complete the fields below.

Company:	*County of Marathon*
Bill-To Customer:	Select the customer. This will auto-fill other field selections.
Invoice Date:	Select the invoice date.
Accounting Date:	If this should be posted to a different date, select that accounting date.
Invoice Type:	Select your department code.
Bill-To Address:	Confirm the billing address. To select a different address, click in this field and select **Bill-To Addresses**.

3. Under Additional Information, complete the fields below.

Payment Terms:	*Net 30*
Payment Type:	*Check*
Memo:	Enter a brief invoice description.

4. Under Account Information, complete the fields below.

Currency:	*USD*
Default Tax Code:	If the invoice should include tax, select *Wisconsin Sales Tax*.
Control Total Amount:	Enter the invoice total.

5. Scroll down to the **Invoice Lines** tab. Complete the corresponding transaction details for each invoice line.

Company:	*County of Marathon*
Sales Item:	If applicable, select the sales item. This will auto-fill other fields
Revenue Category:	Enter the revenue category.
Line Item Description:	Enter a description that should appear on the customer's invoice.
Quantity:	If a sales item was used, enter *1* or the number of items provided.
Unit of Measure:	If a quantity was entered, select *Each* or the corresponding unit of measure.
Unit Price:	If a sales item was used, enter the cost for each item or service.
Extended Amount:	Enter the amount for this line item.
Contract Line:	If applicable, select the customer contract.
Tax Applicability & Tax Code:	If applicable, select *Wisconsin Sales Tax*.
Memo:	Enter additional notes for this transaction, if needed. This will not appear on the invoice.
Grant:	DO NOT enter grant receivables through a normal invoice. Contact Season.Welle2@co.marathon.wi.us to go through this process.
Cost Center:	Select the cost center.
Fund:	Select the fund.
Additional Worktags:	If applicable, select the necessary worktags.

> ***Note:*** If this is the first time you are entering a customer invoice, we recommend following the **Edit Grid Preferences** instructions in the next section to customize the columns under the Invoice Lines tab.

6. If this invoice should be split between multiple lines, click the **Add Row** ⊕ icon to add additional invoice lines.

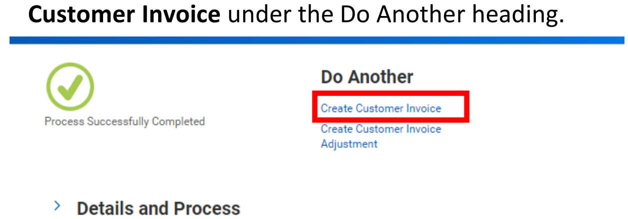
7. Select the **Attachments** tab. Attach corresponding documentation for the invoice.

8. Click **Submit**.

> ***Note:*** If an Alert or Error appears, click on that item to view the message. Correct the corresponding fields and click Submit again to continue.

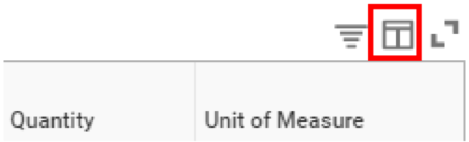
9. A message should appear stating the "Process Successfully Completed". If necessary, click **Details and Process** to review the entry.

   To enter another invoice from this screen, click **Create Customer Invoice** under the Do Another heading.



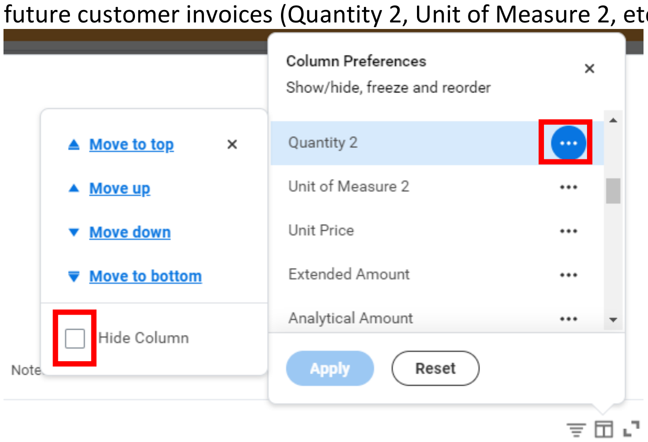
EDIT GRID PREFERENCES

On the Create Customer Invoice task, Workday allows users to customize the fields that appear under the Invoice Lines tab by using the **click to view/edit grid preferences** icon.



We strongly encourage that all users click this icon the first time they are entering a customer invoice to hide columns they do not anticipate using in the future.

To hide a column, click the Options ··· icon next to that field and select the **Hide Column** checkbox. We recommend that you hide all the optional columns that you will not use on future customer invoices (Quantity 2, Unit of Measure 2, etc.).



You can also rearrange the order that these columns appear under the Invoice Lines tab by grabbing a field and moving it up or down on the list.

Click **Apply** to save your preferences.

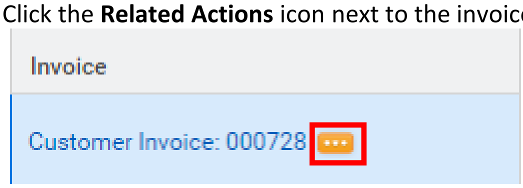
CREATE CUSTOMER INVOICE ADJUSTMENT

1. Use the Workday Search field to open the ***Find Customer Invoices for Company*** report.

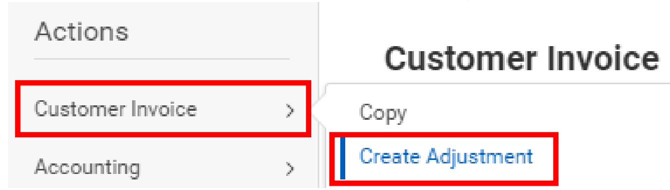
2. Enter the search parameters below. Click **OK**.

Company:	*County of Marathon*
Customers:	Select the customer.
Invoice Types:	Select your department code.

3. Click the **Related Actions** icon next to the invoice.



Then select **Customer Invoice** > **Create Adjustment**.

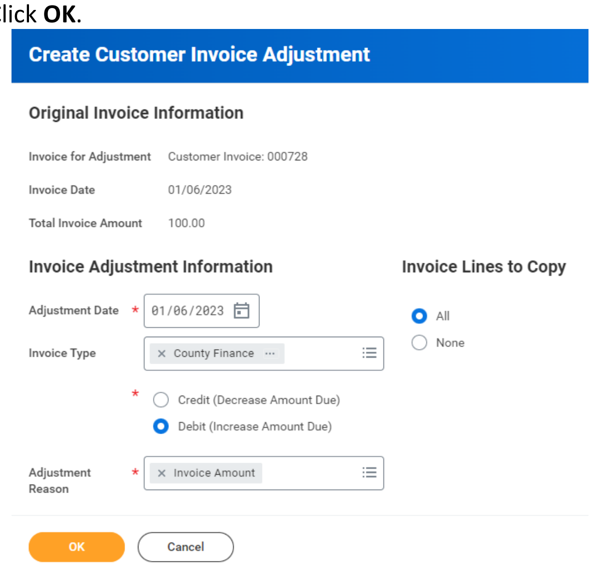


Note: The Create Customer Invoice Adjustment task can also be used to enter an invoice adjustment, but you will need to reenter the invoice information from scratch. Using the related actions allows you to copy details from the existing invoice.

4. Complete the fields below.

Adjustment Date:	Enter a date for the adjustment.
Invoice Type:	Select your department code.
Credit or **Debit:**	Select *Credit (Decrease Amount Due)* or *Debit (Increase Amount Due).*
Adjustment Reason:	Select a reason for the adjustment.
Invoice Lines to Copy:	*All*

5. Click **OK**.



6. Update the necessary fields for the adjustment.

   If the invoice amount is changing, enter the adjustment amount in the Control Total Amount field. Also, enter this amount in the Extended Amount field under the Adjustment Lines tab.

7. Select the **Attachments** tab. Attach corresponding documentation for the adjustment.

8. Click **Submit**.

PRINT CUSTOMER INVOICE

1. Use the Workday Search field to open the ***Print Customer Invoices*** task.

2. Under Print Customer Invoices Criteria, enter the **Company** *County of Marathon* and **Invoice Status** *Approved*.

3. Under Other Criteria, enter your department code in the **Invoice Type** field.

> ***Note:*** Use the other fields on this screen to filter your results further as needed. To reprint an invoice, select "Include Invoices Already Printed" next to Invoice Print Options.

4. Click **OK**.

5. Select the invoices you would like to print. Click **OK**.

6. Click the **Refresh** button to update the Percent Complete status as needed.

7. When Percent Complete reaches 100, a PDF invoice will appear in your Workday Notifications and at the bottom of the screen.

   If an email address is attached to the customer account, you can also click the **Email Customer Invoice** button to email a copy of the invoice to the customer.