

# The University of Texas Rio Grande Valley<sup>TM</sup>

Accounts Receivable

## Customer Information – Account Overview

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# Objective

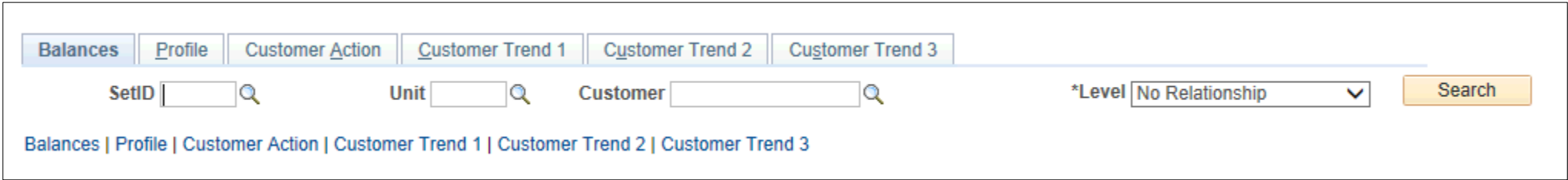
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***To Properly View  
Current Customer Information (Overview)  
in  
PeopleSoft 9.2  
Accounts Receivable Module  
by Explanation, Demonstration, & Practical Application***

# Navigation

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- Log in to PeopleSoft 9.2
- Fluid Tile: Program Mgmt, Billing & AR / Receivables / My Customers & Contacts / Account Overview
-  NavBar: Financials > Accounts Receivable > Customer Accounts > Customer Information > Account Overview



The screenshot shows a navigation bar with the following elements:

- Navigation tabs: Balances, Profile, Customer Action, Customer Trend 1, Customer Trend 2, Customer Trend 3.
- Search fields: SetID, Unit, Customer (each with a magnifying glass icon).
- Dropdown menu: \*Level No Relationship (with a downward arrow).
- Search button: Search.
- Breadcrumbs: Balances | Profile | Customer Action | Customer Trend 1 | Customer Trend 2 | Customer Trend 3.

# Customer Information - Account Overview

- Enter
  - SetID: UTRNS (1)
  - Unit: UTRNS (2)
  - Customer: enter if known (i.e., NSP00002) or Lookup icon (3)
  - Level: Defaults to 'No Relationship'

- Click Search (4)

The screenshot shows the 'Receivables' interface with the following elements:

- Header: Program Mgmt, Billing & AR (left) and Receivables (right)
- Navigation tabs: Balances, Profile, Customer Action, Customer Trend 1, Customer Trend 2, Customer Trend 3
- Search fields: SetID, Unit, and Customer, each with a magnifying glass icon.
- Level dropdown: \*Level No Relationship
- Search button: Search

Red arrows point to the search fields and the search button, labeled 1, 2, 3, and 4 respectively.

# Data Entry

- Customer Information displays with **Balance** as default view
- Click on **Profile** tab

**Program Mgmt, Billing & AR** **Receivables**

Balance **Profile** Customer Action Customer Trend 1 Customer Trend 2 Customer Trend 3

Setid UTRNS Unit UTRNS Customer NSP00002 Rio Grande Regional Hospital \*Level No Relationship Search

Add Conversation View/Update Conversations

**Most Recent Activity**

Item ID	Date	Amount	Currency
Item ID: NS-0000017-INV	05/18/2018	135,750.00	USD
Payment: 1845879-1	05/09/2018	2,500.00	USD

	Count	Amount	Currency
Pay History Days:		0.00	
Credit Limit:		0.00	USD
Balance:	5	362,400.50	USD
Past Due:	0	0.00	USD
Deductions:	0	0.00	USD
Disputed:	0	0.00	USD
Doubtful:	0	0.00	USD
Collection:	0	0.00	USD

# Data Entry

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- Click on **Item List** link

Unit        Customer

[View/Update Conversations](#)

[Item List](#)

[Unapplied Payments](#)

# Data Entry

- Review **Customer Item Inquiry** page pops up

The screenshot displays the 'Customer Item Inquiry' window. At the top, there are tabs for 'Balances', 'Profile', 'Customer Action', and three 'Customer Trend' tabs. The main area contains search filters for 'SetID', 'Unit', 'Customer', and '\*Level'. Below the filters are buttons for 'Search' and 'Advanced Search'. A 'Row Selection' section includes a 'Range' input, 'GO', 'Select All', and 'Deselect All' buttons. An 'Item Action' section has a 'Select Action...' dropdown and a 'GO' button. The 'Item List' section features a table with columns: Seq Nbr, Select, Item, Line, Activities, Conv, Conversation Exists?, Unit, Customer ID, Status, Terms, Entry Type, Entry Reason, Due, Days Late, and Bal. Below the table is a 'Search Result Totals' summary table.

Seq Nbr	Select	Item	Line	Activities	Conv	Conversation Exists?	Unit	Customer ID	Status	Terms	Entry Type	Entry Reason	Due	Days Late	Bala
1	<input type="checkbox"/>	NS-000006-INV			1	Y	UTRNS	NSP00002	Open	N30	INV	NSP	06/06/2018	-6	40,00
2	<input type="checkbox"/>	NS-000008-INV			2	Y	UTRNS	NSP00002	Open	N30	INV	NSP	06/07/2018	-7	4,90
3	<input type="checkbox"/>	NS-000012-INV			1		UTRNS	NSP00002	Open	N30	INV	NSP	06/07/2018	-7	46,00
4	<input type="checkbox"/>	NS-000016-INV			1		UTRNS	NSP00002	Open	N30	INV	NSP	06/13/2018	-13	135,75
5	<input type="checkbox"/>	NS-000017-INV			1		UTRNS	NSP00002	Open	N30	INV	NSP	06/15/2018	-15	135,75

Search Result Totals			
Debits	5	Debit Amount	362,400.50
Credits		Credit Amount	
Total	5	Total Amount	362,400.50
Selected		Currency	USD

# Data Entry

- Select a SEQ NBR that you want **Item Action** completed
- Click on Dropdown in **Item Action** box
  - Dropdown list of item action appears.
  - After selecting the items of interest in the list you could then perform any of the items on the list (Generate a Dunning Letter, Generate An Open Item report, etc.)
  - Click **GO** button

Seq Nbr	Select	Item
1	<input type="checkbox"/>	NS-0000006-IN
2	<input type="checkbox"/>	NS-0000008-C
3	<input type="checkbox"/>	NS-0000008-IN

The screenshot shows a software interface with a header 'Hospital' and a section 'Account Overview'. The 'Item Action' dropdown menu is open, displaying the following options: 'Generate A Dunning Letter', 'Generate An Open Item Report', 'Multi-item Update', 'Pay by Credit Card', 'Reprint Invoices', 'Select Action...' (highlighted), 'Tie To A New Conversation', 'Tie to the Last Conversation', and 'View Items and Item Activity'. A 'GO' button is visible to the right of the dropdown menu.



# Data Entry

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- Clicking on CANCEL button will return you to the ACCOUNT REVIEW screen.




# Navigate

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## Customer Payments Inquiry

- Financials > Accounts Receivable > Customer Accounts > Customer Information > Payments

**Customer Payments**

SetID        Unit        Customer       

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From Date        To Date  

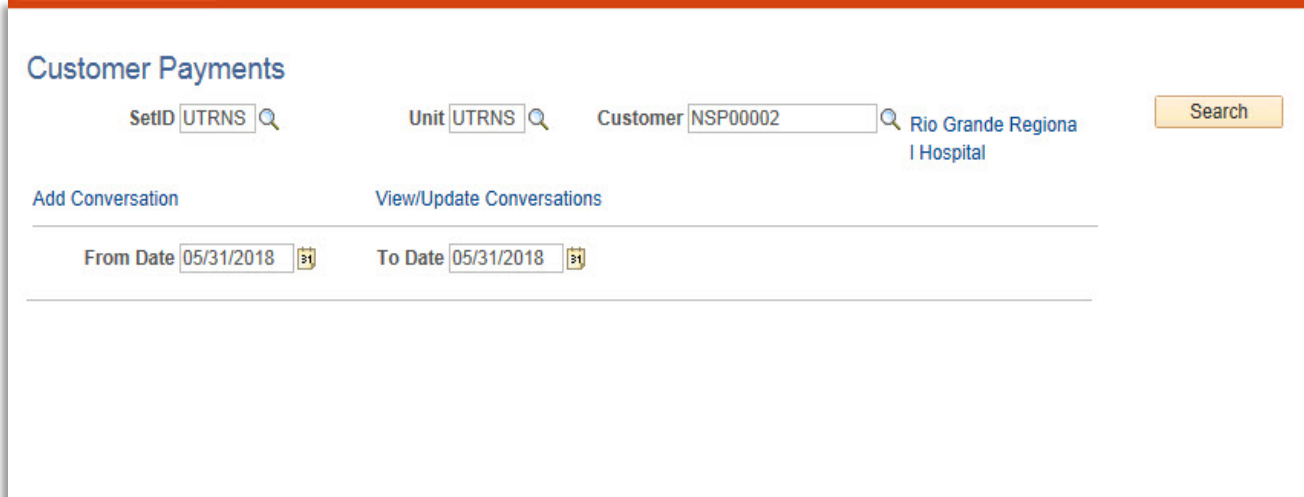
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# Data Entry

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- Enter

- SetID: UTRNS
- Unit: UTRNS
- Customer: enter if known (i.e., NSP00002) or Lookup icon
- From Date: change to previous date (i.e., 01/01/2018)(defaults to today's date)
- To Date: (defaults to today's date)



The screenshot shows a web-based data entry form titled "Customer Payments". At the top, there are search fields for "SetID" (containing "UTRNS"), "Unit" (containing "UTRNS"), and "Customer" (containing "NSP00002"). To the right of the Customer field, the text "Rio Grande Regiona" and "I Hospital" is displayed. A "Search" button is located to the right of these fields. Below the search fields, there are two links: "Add Conversation" and "View/Update Conversations". At the bottom, there are date selection fields for "From Date" and "To Date", both containing "05/31/2018".

# Data Entry

- Click **Search** button
- **Customer Payments** page displays

**Customer Payments**

SetID  Unit  Customer

[Add Conversation](#) [View/Update Conversations](#)

From Date  To Date

Past Due: 0.00 USD Balance: 362,400.50 USD

\*Display Amount Switch





Payment Details								Personalize	Find	View All	First	1-3 of 3	Last
	More Info	Unit	Deposit ID	Seq	Payment ID	Acctg Date	Entry	Currency					
1		UTRNS	6	1	1845879-1	05/09/2018		USD					
2		UTRNS	2	1	1812351-1	05/08/2018	-7,500.00	USD					
3		UTRNS	1	1	1824501-1	05/08/2018	-100.00	USD					

Totals				
Payment Count	3	Total	-7,600.00	USD

# Data Entry – The Drill Down

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- Click **More Info** icon
- **Item Activity From a Payment** page displays (in new tab)

Payment Details			
	More Info	Unit	Deposit ID
1		UTRNS	14
2		UTRNS	6
3		UTRNS	2
4		UTRNS	1
<b>Totals</b>			

# Navigate

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## Outstanding Customer Payments Inquiry

- 📌 NavBar: Accounts Receivable > Customer Accounts > Customer Information > Outstanding Payments

Outstanding Customer Payments

SetID  🔍      Unit  🔍      Customer  🔍     

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\*Payment State  ▼

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# Data Entry

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- Enter
  - SetID: UTRNS
  - Unit: UTRNS
  - Customer: enter if known (i.e., NSP00002) or Lookup icon

## Outstanding Customer Payments

SetID        Unit        Customer       

[Add Conversation](#)      [View/Update Conversations](#)

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\*Payment State

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- Click **Search** button

# Data Entry

- A list of Outstanding Payments identified to the selected customer will appear.
- The search can be done on Payment State, these being:
  - All Outstanding Payments
  - Payments in Process Only
  - Unapplied Payments Only

The screenshot displays the 'Outstanding Customer Payments' interface. At the top, there are search filters for SetID (UTRNS), Unit (UTRNS), and Customer (NSP00002) for Rio Grande Regional Hospital. Below the filters are links for 'Add Conversation' and 'View/Update Conversations'. A dropdown menu for '\*Payment State' is set to 'All Outstanding Payments'. Summary statistics show a Balance of 362,400.50 USD, Past Due of 0.00 USD, Last Posted Amount of 2,500.00 USD, Last Posted Payment of 1845879-1, and Date of 05/09/2018. A '\*Display Amount Switch' is set to 'Entry'. The main table, titled 'Outstanding Payments', has columns for More Info, Unit, Deposit ID, Payment ID, Status, Acctg Date, Amount, and Currency. It contains one row with Payment ID 1845879-1, Unit UTRNS, Deposit ID 6, Status Ident, Acctg Date 05/09/2018, Amount 2,500.00, and Currency USD. A 'Totals' section at the bottom shows 'Total Payments' as 1 and 'Amount' as USD2,500.00.

More Info	Unit	Deposit ID	Payment ID	Status	Acctg Date	Amount	Currency
1 1845879-1	UTRNS	6	1845879-1	Ident	05/09/2018	2,500.00	USD

Totals	
Total Payments	1
Amount	USD2,500.00



# Data Entry – The Drill Down

- Click **More Info** icon

Outstanding Payments			
	More Info	Unit	Deposit ID
1	1845879-1	UTRNS	6
Totals			
			Total Payment

- **Payment Status** page displays (in new tab)
  - Necessary content should be populated
  - Click **Search** button

**Payment Status**

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#)

▼ **Search Criteria**

Deposit Unit =  🔍

Deposit ID begins with  🔍

Payment Sequence =

Payment ID begins with

User ID begins with

Assigned Operator ID begins with

Payment Status =

Accounting Date =  📅

Entered Date =  📅

Payment Type =

Payment Predictor

Case Sensitive

[Search](#) [Clear](#) [Basic Search](#) 📄 [Save Search Criteria](#)

# Data Entry

- All Payments page displays

**All Payments**

Deposit Unit UTRNS      Deposit ID 6      Payment ID 1845879-1

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Payment Amount 2,500.00      Currency USD      User |      Group ID  
Selected Amount 0.00      Currency USD      Assigned |

Payment Status Identified      Posting Status      Unpost Reason REAPPLY  
Account CHASE VAR1      Acctg Date 05/09/2018      Entered Date 05/09/2018  
Posting Action      Attachments (0)      Posted Date      Payment Type Payment  
Created By      Modified By  
Created On 05/09/2018 10:09AM      Last Modified On 05/11/2018 5:01PM

Customer Information			Reference Information		
Personalize   Find   View All   [Print] [Grid] First 1 of 1 Last			Personalize   Find   View All   [Print] [Grid] First 1 of 1 Last		
Unit	Customer	Name	Qual Code	Reference	
UTRNS	NSP00002	RGRHOSP	Item	NS-0000004-INV	

Item Selected					
Personalize   Find   View All   [Print] [Grid] First 1 of 1 Last					
Unit	Customer ID	Item ID	Line	Payment Amount	Currency

[Return to Search](#) [Notify](#)

# Navigate

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## Aging Inquiry

 Accounts Receivable > Customer Accounts > Customer Information > Customer Aging

### Customer Aging

SetID  

Unit  

Customer  

\*Level  

# Data Entry

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- Enter
  - SetID: UTRNS
  - Unit: UTRNS
  - Customer: enter if known (i.e., NSP00002) or Lookup icon
  - Level: Defaults to 'No Relationship'

Customer Aging

SetID        Unit        Customer        \*Level       

- Click **Search** button

# Data Entry

- Customer balances by Aging category. Also has links to other inquiry pages (Add Conversation, View/Update Conversations, Balance, Past Due, ).

**Customer Aging**

SetID  Unit  Customer  Rio Grande Regiona \*Level

[Add Conversation](#) [View/Update Conversations](#)

**Aging Information**

Aged Date	05/29/2018	Aging ID	STD	
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**Customer Balances**

Balance:	362,400.500	High Balance	362,400.500	Balance Date	05/18/2018
Past Due:	0.000	High Past Due	0.000	Past Due Date	

**Customer Aging** [?](#) [Personalize](#) | [Find](#) | [View All](#) | | First 1 of 1 Last

Aging Category	Amount	Currency	Aging Count
01 Future	362,400.50	USD	5

# Data Entry

- You can change to a different customer by changing at least the **Customer** using either direct entry or lookup icon.
- If you change **Unit**, verify **SetID** is proper for the unit

Customer Aging

SetID  Unit  Customer  Rio Grande Regiona \*Level

[Add Conversation](#) [View/Update Conversations](#)

**Aging Information**

Aged Date	05/29/2018	Aging ID	STD	
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**Customer Balances**

Balance:	362,400.500	High Balance	362,400.500	Balance Date	05/18/2018
Past Due:	0.000	High Past Due	0.000	Past Due Date	

**Customer Aging** [?](#) [Personalize](#) | [Find](#) | [View All](#) | | First 1 of 1 Last

Aging Category	Amount	Currency	Aging Count
01 Future	362,400.50	USD	5




# Navigate

---

## Outstanding Items Inquiry

- ▶ Accounts Receivable > Customer Accounts > Customer Information > Customer Pending Items

Outstanding Customer Items

SetID   Unit   Customer  




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# Data Entry

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- Enter
  - SetID: UTRNS
  - Unit: UTRNS
  - Customer: enter if known (i.e., NSP00002) or Lookup icon (in most cases, the current Customer ID will already be posted)

Outstanding Customer Items

SetID        Unit        Customer       

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- Click **Search** button



# Data Entry

- Shows the Customer's pending items (they are in a billing group(s) from PS Billing but have not been posted in AR). When the groups are set to post then posted by running ARUPDATE process they would no longer show on this list. They are no longer a pending item.

**Outstanding Customer Items**

SetID  Unit  Customer  Rio Grande Regional Hospital

[Add Conversation](#) [View/Update Conversations](#)

Balance: 362,400.50 USD Last Posted Amount: 135,750.00 USD  
Past Due: 0.00 USD Last Posted Item: NS-0000017-INV 05/18/2018

\*Display Amount Switch

Outstanding Items							
Unit	Group ID	Item ID	Entry Type	Reason	Acctg Date	Amount	Currency
1	UTRNS	26	NS-0000008-INV	PY	05/08/2018	100.00	USD
2	UTRNS	50	NS-0000006-INV	WO	05/24/2018	-40,000.00	USD
<b>Totals</b>							
Total Items		2	Total Item Amount		USD -39,900.00		

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This Process Is Now Complete

Contact us at:

- If you have questions please contact: [AccountsReceivable@utrgv.edu](mailto:AccountsReceivable@utrgv.edu)

**The University of Texas**  
**Rio Grande Valley**<sup>TM</sup>

Accounts Receivable