The University of Texas Rio Grande Valley™

Accounts Receivable

Customer Information – Account Overview

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Updated: 07/02/18
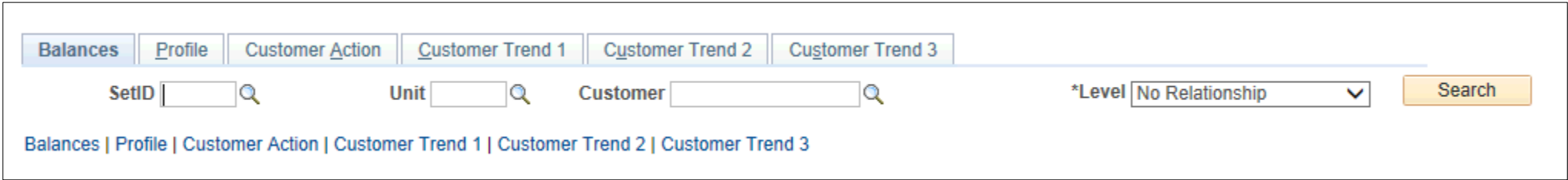
Objective

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

Navigation

- 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

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)

Data Entry

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

Data Entry

- Click on **Item List** link

Data Entry

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

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

Data Entry

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

Navigate

Customer Payments Inquiry

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

Data Entry

- 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)

Data Entry

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

Data Entry – The Drill Down

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

Navigate

Outstanding Customer Payments Inquiry

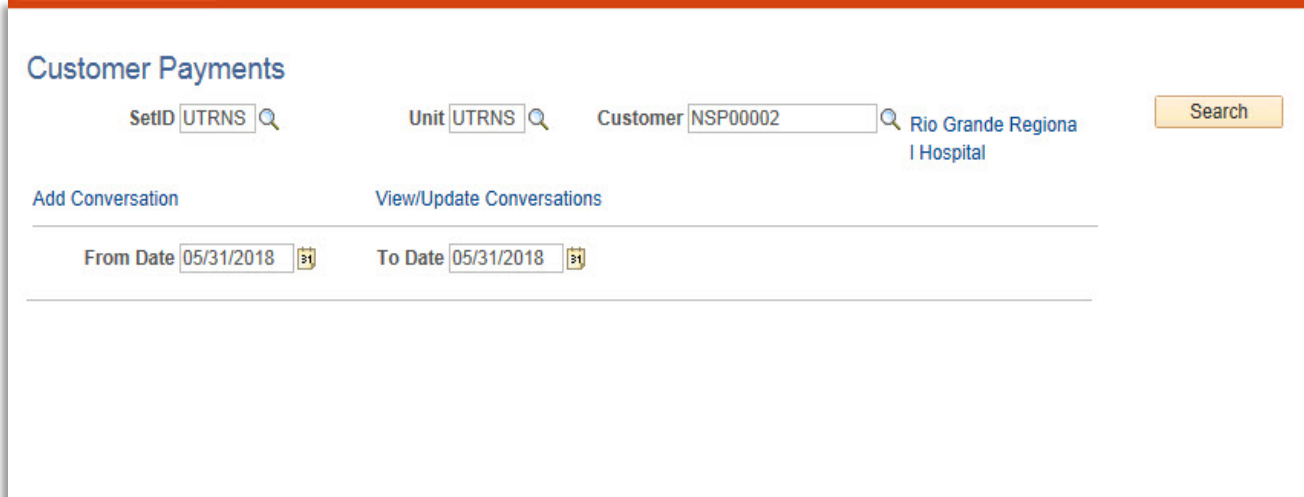NavBar: Accounts Receivable > Customer Accounts > Customer Information > Outstanding Payments

Data Entry

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

Outstanding Customer Payments

SetID UTRNS   Unit UTRNS   Customer NSP00002   Search

Add Conversation   View/Update Conversations

*Payment State All Outstanding Payments

- 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

Data Entry – The Drill Down

- Click **More Info** icon

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

Data Entry

- **All Payments** page displays

Navigate

Aging Inquiry

Accounts Receivable > Customer Accounts > Customer Information > Customer Aging

Data Entry

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

Customer Aging

SetID UTRNS 🔍	**Unit** UTRNS 🔍	**Customer** NSP00002 🔍	***Level** No Relationship ⌄	Search

- 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,).

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

Navigate

Outstanding Items Inquiry

Accounts Receivable > Customer Accounts > Customer Information > Customer Pending Items

Data Entry

- 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)

- 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 UTRNS   Unit UTRNS   Customer NSP00002   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 Entry

Outstanding Items   Personalize | Find | View All | | | First 1-2 of 2 Last

	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

Totals

Total Items	2	Total Item Amount	USD -39,900.00

This Process Is Now Complete

Contact us at:

- If you have questions please contact: AccountsReceivable@utrgv.edu

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Accounts Receivable