



501 AR323

Billing and Receivables

Instructor Led Training



Welcome to Cardinal Training

This training provides participants with the skills and information necessary to use Cardinal and is not intended to replace existing Commonwealth and/or agency policies.

This course, and the supplemental resources listed below, are located on the Cardinal website (www.cardinalproject.virginia.gov) under Training.

Cardinal Reports Catalogs are located on the Cardinal website under Resources:

- Instructor led and web based training course materials
- Job aids on topics across all functional areas
- Variety of simulations
- Glossary of frequently used terms

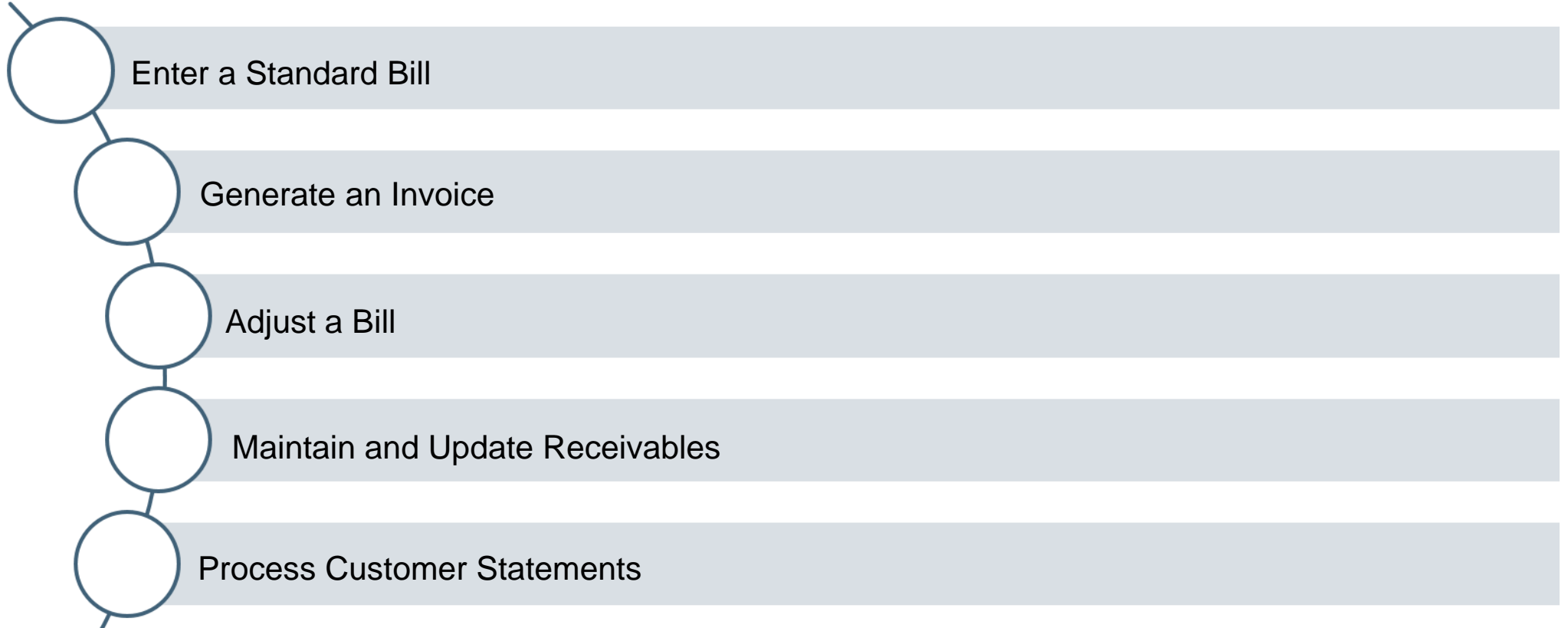
The Cardinal screenshots included in this training course show system pages and processes that some users may not have access to due to security roles and/or how specific responsibilities relate to the overall transaction or process being discussed.

For a list of available roles and descriptions, see the Statewide Cardinal Security Handbook on the Cardinal website in the Security section under Resources.



Course Objectives

After completing this course, you will be able to:





Agenda

1

Understanding Bills

2

Entering a Bill Online

3

Adjusting a Bill

4

Receivables Maintenance

5

Aging and Collections



Lesson 1: Introduction

1

Understanding Bills

This lesson covers the following topics:

- Accounts Receivable Overview
- Key Concepts
- Billing Processes



Accounts Receivable Overview

The Accounts Receivable functional area of Cardinal is composed of two modules:

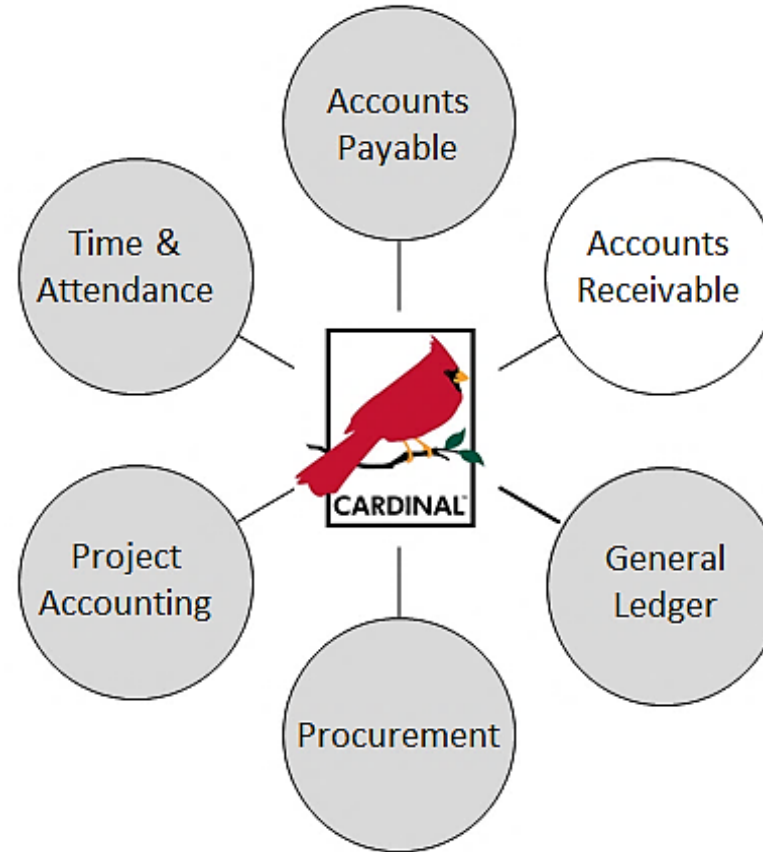
Accounts Receivable

The Accounts Receivable module manages the processing of payments that are due to the agency.

Billing

The Billing module involves creating invoices, reviewing and validating invoices, and managing billing and distribution cycles.

Cardinal Functional Areas



Modules

	Accounts Receivable	
	Billing	



Key Concepts

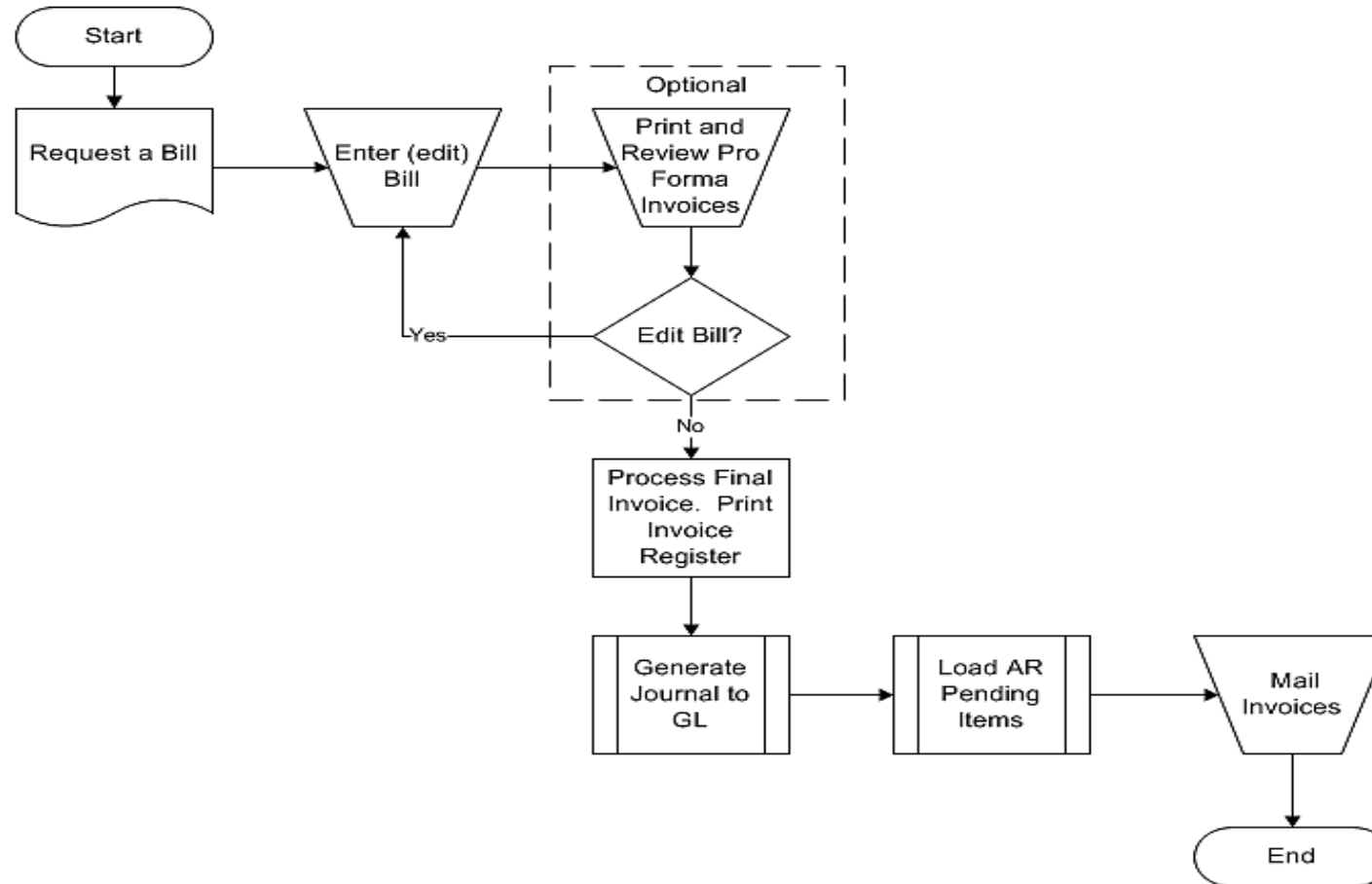
Some key concepts in creating and processing bills include:

- Billing is a separate module within Accounts Receivable.
- The user can receive various types of requests to enter a bill online. Examples include accident reports, payable invoices, or inventory disbursement documents.
- Billing processing involves entering bill information, creating billing invoices, creating Accounts Receivable items, posting Accounts Receivable items, and creating billing invoice adjustments.
- Different types of billing invoices can be created:
 - Standard
 - Recurring
 - Installment
 - Consolidated
- Cardinal allows the creation and review of pro forma invoices prior to generating final invoices.



Billing Processes

The process flows for creating and processing bills is highlighted below.





Lesson 1: Summary

1

Understanding Bills

In this lesson, you learned:

- Accounts Receivable Overview
- Key Concepts
- Billing Processes



Lesson 2: Introduction

2

Entering a Bill Online

This lesson covers the following topics:

- Searching Invoiced Bills
- Entering a Standard Bill
- Entering a Recurring, Installment, and Consolidated Bill
- Reviewing Pro Forma Invoices
- Posting Receivables
- Budget Check Errors
- Viewing a Bill in Accounts Receivable



Bill Types

In Cardinal, there are four types of bills that can be entered:

- Standard - bills created manually for one time use
- Recurring - bills or portions of bills that can be reproduced
- Installment - bills that are used to invoice customers in segments
- Consolidated - bills that are grouped or consolidated into a single invoice



Searching Invoiced Bills

Before entering a bill, first determine if the bill already exists by searching for it.

Navigate to the **Bills Invoiced** page using the following path:

Main Menu > Billing > Locate Bills > Bills Invoiced

Favorites ▾Main Menu ▾ > Billing ▾ > Locate Bills ▾ > Bills Invoiced

Bills Invoiced

*Unit 🔍

*Currency Option ▾

*Bill To ▾

*ID 🔍

0.000 / 0.00

Bill Search Results

Personalize | Find | View All |

First ◀ 1 of 1 ▶ Last

DetailsReferences

Select	Type	Status	Source	Invoice	Template Invoice Flag	Invoice Date	Invoice Amount	Currency	Created By
<input type="checkbox"/>							0.000		

Summary

Header Info 1

Address

Copy Address

Header Notes

Line Info 1

Tax

Accounting

Discount/Surcharge

Line Notes

Line Search

11



Searching Invoiced Bills (continued)

The **Bills Invoiced** page displays:

- The **Unit** defaults a business unit.
- The **Bill To** field has two options:
 - **Customer**
 - **Contract**
- This field defaults to **Customer**.
- The **ID** field is used to enter the Customer ID. Enter the Customer ID in the **ID** field or use the **lookup** icon to find it.
- Click the **Search** button.

0.000 / 0.00

Select	Type	Status	Source	Invoice	Template Invoice Flag	Invoice Date	Invoice Amount	Currency	Created By
<input type="checkbox"/>							0.000		

Summary Header Info 1 Address Copy Address Header Notes
Line Info 1 Tax Accounting Discount/Surcharge Line Notes Line Search

Notify Refresh



Searching Invoiced Bills (continued)

All bills that have been invoiced for this customer display. Check to see if the amount of the invoice to be paid is displayed in the **Invoice Amount** field.

Review the Invoices to determine whether the bill has already been entered and invoiced.

- Click the **Select** box for any item that is a possible match.
- Click the **Line Info 1** link.

Favorites > Main Menu > Billing > Locate Bills > Bills Invoiced

Bills Invoiced

*Unit50100

*Currency OptionTransaction Currency

*Bill ToCustomer

*ID0000000001

Search

1To 2Of 20.00 / 0.00

Bill Search Results

Personalize | Find | View All | First1-2 of 2Last

DetailsReferences

Select	Type	Status	Source	Invoice	Template Invoice Flag	Invoice Date	Invoice Amount	Currency	Created By
<input type="checkbox"/>	OTH	INV	INVS	INVS000080	N	08/24/2012	-5,000.00	USD	
<input checked="" type="checkbox"/>	OTH	INV	INVS	INVS000072	N	06/11/2012	5,000.00	USD	

SummaryHeader Info 1AddressCopy AddressHeader Notes

Line Info 1

TaxAccountingDiscount/SurchargeLine NotesLine Search

NotifyRefresh



Searching Invoiced Bills (continued)

Review the information on the **Line – Info 1** tab to determine whether it is a duplicate of the bill.

Favorites ▾Main Menu ▾> Billing ▾> Locate Bills ▾> Bills Invoiced > Details

Header - Info 1

Line - Info 1

Unit 50100
Invoice INVS000072

Bill To 0000000001
PIEDMONT CONCRETE
CONTRACTORS INC.

Invoice Amt 5,000.00 USD
Max Rows 100

Bill Line

Find | View All

First 1 of 1 Last

Seq 1	Line 1	Net Extended 5,000.00
	Identifier INVENTORYSALESAR	Description Inventory Sales AR
Quantity	1.0000	From Date
Unit of Measure	EA	To Date
Unit Price	5,000.0000	Line Type REV
Gross Extended	5,000.00	<input checked="" type="checkbox"/> Accumulate
		<input type="checkbox"/> Tax Exempt
		Exempt Cert
Less Discount	0.00	
Plus Surcharge	0.00	
Net Extended	5,000.00	
VAT Amount	0.00	
Tax Amount	0.00	
Net Plus Tax	5,000.00	

Go to:

Line Info 2

Tax

Accounting

Discount/Surcharge

Notes

Commit Cntrl

Summary

Bill Search

Line Search

Line - Info 1

Return to Search

Notify

Refresh

Header - Info 1 | Line - Info 1



Entering a Standard Bill

Once it is determined that the bill has not been invoiced, the user can enter the bill.

Navigate to the **Bill Entry** page using the following path:

Main Menu > Billing > Maintain Bills > Standard Billing

Select the **Add a New Value** tab.

Navigation: Favorites > Main Menu > Billing > Maintain Bills > Standard Billing

Bill Entry

Find an Existing Value | **Add a New Value**

Business Unit: 50100 [Search]

Invoice: NEXT

Bill Type Identifier: [Search]

Bill Source: [Search]

Customer: [Search]

Invoice Date: [Calendar]

Accounting Date: [Calendar]

Add

Find an Existing Value | Add a New Value



Entering a Standard Bill (continued)

The **Business Unit** defaults to the agency's business unit.

The **Invoice** field defaults to **NEXT**. Do not change it. Cardinal automatically assigns the number when the invoice is saved.

The **Bill Type Identifier** describes the type of entity being billed. There are four options:

- **CCT** – City County Towns
- **FED** – Federal Billing
- **OTH** – Other
- **STA** – State Agencies

Bill Entry

Find an Existing Value Add a New Value

Business Unit 50100

Invoice NEXT

Bill Type Identifier OTH

Bill Source

Customer

Invoice Date

Accounting Date

Add

Find an Existing Value | Add a New Value



Entering a Standard Bill (continued)

The **Bill Source** describes what is being billed.

Click the **Look up** icon to select the option for the bill being entered.
For this scenario, **CALCU** is selected.

Navigation: Favorites ▾ | Main Menu ▾ > Billing ▾ > Maintain Bills ▾ > Standard Billing

Bill Entry

Business Unit: 50100

Invoice: NEXT

Bill Type Identifier: OTH

Bill Source: CALCU

Customer:

Invoice Date:

Accounting Date:

Find an Existing Value | Add a New Value

Look Up Bill Source

SetID: 50100

Bill Source: begins with ▾

Basic Lookup

Search Results

View 100 First 1-18 of 18 Last

Bill Source	Description
AUDIT	Audit Refund
CALCU	Calculated Accident
COAL	Coal Severance
EMS	Equipment Management System
FED	Federal
FUEL	Automated Fuel Mgmt Program
GENER	Generic Miscellaneous
GRANT	Grant
INVS	Inventory Sales
MG&SE	Miscellaneous Goods & Services
MISC	Miscellaneous
OA	Outdoor Advertising
PHOTO	Photo Bills
PROJE	Non-Federal Project
PROPDGMG	Property Damage
RETRE	Retainage Refund
REVSH	Revenue Sharing Unmatched
REVSM	Revenue Sharing Match



Entering a Standard Bill (continued)

Enter the Customer number in the **Customer** field. If the ID is not known, use the **Look-up** icon to search for it.

The **Invoice Date** and **Accounting Date** fields default to the current date, when left blank.

Click the **Add** button.

Favorites ▾Main Menu ▾ > Billing ▾ > Maintain Bills ▾ > Standard Billing

Bill Entry

Find an Existing ValueAdd a New Value

Business Unit50100 🔍

InvoiceNEXT

Bill Type IdentifierOTH 🔍

Bill SourceCALCU 🔍

Customer0000000001 🔍

Invoice Date📅

Accounting Date📅

Add

Find an Existing Value | Add a New Value



Entering a Standard Bill (continued)

The **Header – Info 1** tab displays. The **Header** information applies to the bill. The following fields default from the **Add a New Value** page:

- **Status**
- **Type**
- **Customer**
- **Source**

The **Cycle ID** field identifies the billing cycle for the bill. Options include:

- **Daily**
- **Monthly**
- **Federal**
- **Monthly Installment**
- **Monthly Recurring**
- **Quarterly**

The **Frequency** field is used to determine the frequency of the billing cycle and defaults to **Once**. Other options include:

- **Installment**
- **Recurring**

Click the **Header Info 2** link.



Entering a Standard Bill (continued)

Favorites ▾ Main Menu ▾ > Billing ▾ > Maintain Bills ▾ > Standard Billing

Header - Info 1 | Line - Info 1

Unit 50100 Invoice NEXT Pretax Amt 0.00 USD

Status NEW *Type OTH *Customer 0000000001 View Activity

Invoice Date Invoice Date Source CALCU Cycle ID DAILY *Frequency Once SubCust1 SubCust2

Accounting Date From Date To Date Pay Method

Remit To REMIT Pay Terms NET30

Sales BUSINESS Bank Account VDOT

Credit CREDIT Bill Inquiry Phone

Billing Specialist Collector COL2

Billing Authority

Go to: Header Info 2 Address Copy Address

Notes Express Entry Attachments

Summary Bill Search Line Search Navigation Header - Info 1

Page Series Prev Next

Save Notify Refresh Add Update/Display

Header - Info 1 | Line - Info 1



Entering a Standard Bill (continued)

The **Header – Info 2** tab displays.

Click the **Entry Type** lookup icon.

Favorites ▾Main Menu ▾ > Billing ▾ > Maintain Bills ▾ > Standard Billing

Header - Info 1Header - Info 2Line - Info 1

Unit 50100Bill To 0000000001Pretax Amt 0.00 USD

Invoice NEXTPIEDMONT CONCRETE CONTRACTORS INC.

Paid Reference

Paid Amount 0.00

Fwd Balance 0.00

Letter of Credit ID

Letter of Credit Document ID

Prepayment Lookup

Entry Type

Entry Reason

Entry Event

Hold Until Date 11/04/2019

☐ Accrue Unbilled

Currency Information

Billing Currency USD

Change Bill Currency

Exchange Rate

Rate Type CRRNT

Base Currency USD

Rate 1.00000000

Go to:Header Info 2AddressCopy Address

NotesExpress EntryAttachments

SummaryBill SearchLine Search

NavigationHeader - Info 2

Page Series

PrevNext

SaveNotifyRefresh

AddUpdate/Display

Header - Info 1 | Header - Info 2 | Line - Info 1



Entering a Standard Bill (continued)

The **Look Up Entry Type** page displays.

An **Entry Type** categorizes the pending items that create or update posted items within the system. Examples of Entry Types are Credit Memos (**CR**), Debit Memos (**DR**), Invoice (**IN**), and Late Payment Penalty (**OC**).

Every receivable transaction that is entered or generated by the system must have an entry type associated with it.

Select the **Entry Type**.

Accrue Unbilled

Look Up Entry Type

Cancel

Search Results

View 100 First 1-4 of 4 Last

SetID	Entry Type
50100	CR
50100	DR
50100	IN
50100	OC



Entering a Standard Bill (continued)

The **Entry Type** displays.

Next, select the drop-down for the **Entry Reason**.

The **Entry Reason** categorizes different uses for a single entry type. The reason that is associated with an item defines which accounting entries generate and can be used for reporting purposes. Entry reasons are also used to define accounting distributions of accounts (ChartField value) for each entry type.

The **Look Up Entry Reason** page displays.

Select the **Entry Reason**.

Look Up Entry Reason

Cancel

Search Results

View 100First 1-140 of 140

SetID	Entry Type	Entry Reason
50100	IN	ADPEN
50100	IN	AUDT
50100	IN	AUDT2
50100	IN	BRTN
50100	IN	BULN1
50100	IN	BULN2
50100	IN	BULN3
50100	IN	BULN4
50100	IN	BULN5
50100	IN	BULN6
50100	IN	CAL01
50100	IN	CAL02
50100	IN	CAL03
50100	IN	CAL04
50100	IN	CAL05
50100	IN	CAL06
50100	IN	CAL07
50100	IN	CAL08
50100	IN	CAL09
50100	IN	CAL10
50100	IN	CAL11



Entering a Standard Bill (continued)

Click the **Line – Info 1** tab.

Favorites ▾Main Menu ▾ > Billing ▾ > Maintain Bills ▾ > Standard Billing

Header - Info 1Header - Info 2Line - Info 1

Unit 50100Bill To 0000000001Pretax Amt0.00 USDInvoice NEXTPIEDMONT CONCRETE CONTRACTORS INC.

Paid Reference

Paid Amount0.00

Fwd Balance0.00

Letter of Credit ID

Letter of Credit Document ID

Prepayment Lookup

Entry TypeIN

Entry ReasonCAL04

Entry Event

Hold Until Date11/04/2019

☐ Accrue Unbilled

Currency Information

Billing Currency USD

Change Bill Currency

Exchange Rate

Rate TypeCRRNT

Base Currency USD

Rate1.00000000

Go to:Header Info 2AddressCopy AddressNotesExpress EntryAttachmentsSummaryBill SearchLine Search

NavigationHeader - Info 2

Page SeriesPrevNext

SaveNotifyRefresh

AddUpdate/Display

Header - Info 1 | Header - Info 2 | Line - Info 1



Entering a Standard Bill (continued)

The **Line – Info 1** tab is used to record required charge information.

The **Table** field determines the type of options available in the **Identifier** field.

Click the **Table** lookup icon and select **ID (PS/Billing Charge ID)**.

The **Discount Table** and **Surcharge Table** are not used in Cardinal.

The screenshot displays the 'Standard Billing' application window. The 'Line - Info 1' tab is active. The 'Table' field, located next to the 'Seq' field (value 1), is highlighted with a red box. A 'Look Up Table' dialog box is open, showing a list of options: 'D Discount Table', 'ID PS/Billing Charge Id' (highlighted with a red box), and 'S Surcharge Table'. The 'Cancel' button is also visible. The background interface shows fields for 'Unit 50100', 'Bill To 0000000001', 'Pretax Amt 0.00 USD', and 'Max Rows 100'. The 'Bill Line' section contains a table with columns for 'Quantity', 'Unit of Measure', 'Unit Price', 'Gross Extended', 'Less Discount', 'Plus Surcharge', 'Net Extended', 'VAT Amount', 'Tax Amount', and 'Net Plus Tax'. The 'Go to:' section includes links for 'Line Info 2', 'Express Entry', 'Notes', 'Bill Search', 'Tax', and 'Line Search'. The bottom of the window features 'Save', 'Notify', and 'Refresh' buttons, along with 'Add' and 'Update/Display' buttons.



Entering a Standard Bill (continued)

The **Identifier** field is used to select the item that is being billed and the associated charge distribution. Click the **Identifier** lookup icon to select the appropriate option. For this example we chose **PROPDMGAR-RICHMOND**.

Once the Identifier is selected the **Description**, **Unit of Measure**, and **Unit Price** fields populate. Do not change them.

Enter the **Quantity**.

Click the **Refresh** button to see the bill total.

Notice the new **Net Plus Tax**. This is the amount that is shown on the bill.

When adding notes to the **Line**, click the **Notes** link.

The screenshot displays the 'Standard Billing' interface. At the top, there are navigation tabs: 'Favorites', 'Main Menu', 'Billing', 'Maintain Bills', and 'Standard Billing'. Below these, there are two sub-tabs: 'Header - Info 1' and 'Line - Info 1'. The 'Header - Info 1' section shows 'Unit 50100', 'Invoice CALC006256', 'Bill To 0000000001', 'Pretax Amt 200.00 USD', and 'Max Rows 100'. The 'Line - Info 1' section shows 'Seq 1', 'Table ID', 'Identifier PROPDMGAR-RICHMOND', 'Description Property Damage A/R - Richmond', 'Quantity 1.0000', 'Unit of Measure EA', 'Unit Price 200.0000', 'Gross Extended 200.00', 'Less Discount 0.00', 'Plus Surcharge 0.00', 'Net Extended 200.00', 'VAT Amount 0.00', 'Tax Amount 0.00', and 'Net Plus Tax 200.00'. The 'Net Plus Tax' field is highlighted with a red box. At the bottom, there are buttons for 'Save', 'Notify', and 'Refresh', and a 'Page Series' section with 'Prev' and 'Next' links.

Seq	Line	Table ID	Identifier	Description	Quantity	Unit of Measure	Unit Price	Gross Extended	Less Discount	Plus Surcharge	Net Extended	VAT Amount	Tax Amount	Net Plus Tax
1			PROPDMGAR-RICHMOND	Property Damage A/R - Richmond	1.0000	EA	200.0000	200.00	0.00	0.00	200.00	0.00	0.00	200.00



Entering a Standard Bill (continued)

The **Line – Note** tab displays.

Line note text can now be added in the **Note Text** box.

Notes added here will appear on the invoice under each line.

Click the **Save** button.

Notes can also be added to the Header. To add notes to the Header, click the **Header 1 Info** tab.

Navigation: Favorites ▾ Main Menu ▾ > Billing ▾ > Maintain Bills ▾ > Standard Billing

Header - Info 1 | Line - Info 1 | **Line - Note**

Unit 50100 Bill To 0000000001 Pretax Amt 200.00 USD
Invoice CALC006256 PIEDMONT CONCRETE CONTRACTORS INC. Max Rows 100

Bill Line Find | View All First 1 of 1 Last

Seq 1	Line	Net Extended 200.00
	Identifier PROPDMGAR-RICHMOND	Description Property Damage A/R - Richmond

Bill Line Note Find | View All First 1 of 1 Last

☐ Standard Note Flag Standard Note Code

☐ Internal Only Flag Note Type

Note Text

254 characters remaining

Go to: Line Info 2 Tax Accounting Discount/Surcharge

Notes Express Entry

Summary Bill Search Line Search

Navigation Line - Note ▾

Page Series
Prev Next

Save Notify Refresh Add Update/Display

Header - Info 1 | Line - Info 1 | Line - Note



Entering a Standard Bill (continued)

Click the **Notes** link.

Favorites ▾Main Menu ▾ > Billing ▾ > Maintain Bills ▾ > Standard Billing

Header - Info 1Line - Info 1

Unit 50100Invoice CALC006256Pretax Amt200.00 USD

StatusNEW

*TypeOTH

*Customer0000000001

*Invoice FormSTANDARD

Accounting Date

Remit ToREMIT

SalesBUSINESS

CreditCREDIT

Billing Specialist

Invoice Date

SourceCALCU

SubCust1

From Date

Pay TermsNET30

Bank AccountVDOT

Bill Inquiry Phone

CollectorCOL2

Billing Authority

Cycle IDDAILY

*FrequencyOnce

SubCust2

To Date

Pay MethodCheck

View Activity

PIEDMONT CONCRETE CONTRACTORS INC.

Go to:

Notes

Summary

Header Info 2

Express Entry

Bill Search

Address

Line Search

Copy Address

Attachments

NavigationHeader - Info 1

Page Series

PrevNext

Save

Notify

Refresh

Add

Update/Display

Header - Info 1 | Line - Info 1



Entering a Standard Bill (continued)

The **Header – Note** tab displays.

Header note text can now be added in the **Note Text** box.

Notes added here will appear at the bottom of the invoice.

Click the **Save** button.

Click the **Line – Info 1** tab.

Favorites ▾ Main Menu ▾ > Billing ▾ > Maintain Bills ▾ > Standard Billing

Header - Info 1 **Line - Info 1** Header - Note

Unit 50100 Bill To 0000000001 Pretax Amt 200.00 USD
Invoice CALC006256 PIEDMONT CONCRETE CONTRACTORS INC.

Customer Notes

Bill Header Notes Find | View All First 1 of 1 Last

☐ Standard Note Flag Std Note

☐ Internal Only Flag Note Type

Note Text:

Enter note here and it will be added to the bottom of the invoice.

188 characters remaining

Go to: Header Info 2 Address Copy Address
Notes Express Entry Attachments
Summary Bill Search Line Search Navigation Header - Note ▾

Page Series
Prev Next

Header - Info 1 **Line - Info 1** | Header - Note



Entering a Standard Bill (continued)

Click the **Accounting** link.

Navigation: Favorites ▾ Main Menu ▾ > Billing ▾ > Maintain Bills ▾ > Standard Billing

Header - Info 1 | Line - Info 1

Unit 50100 Bill To 0000000001 Pretax Amt 200.00 USD
Invoice CALC006256 PIEDMONT CONCRETE CONTRACTORS INC. Max Rows 100

Bill Line Find | View All First 1 of 1 Last

Seq 1 Line
Table ID Identifier PROPDMGAR-RICHMOND

Net Extended 200.00
Description Property Damage A/R - Richmond

Quantity 1.0000
Unit of Measure EA
Unit Price 200.0000
Gross Extended 200.00

From Date
To Date
Line Type REV ☒ Accumulate
Tax Code ☐ Tax Exempt
Exempt Cert

Less Discount 0.00
Plus Surcharge 0.00

Net Extended 200.00
VAT Amount 0.00
Tax Amount 0.00

Net Plus Tax 200.00

Go to: Line Info 2 Tax **Accounting** Discount/Surcharge
Notes Express Entry
Summary Bill Search Line Search Navigation Line - Info 1

Page Series
Prev Next

Save Notify Refresh Add Update/Display

Header - Info 1 | Line - Info 1



Entering a Standard Bill (continued)

The **Revenue Distribution** tab displays.

Review the accounting distribution showing in the **Acctg Information** tab and make changes if necessary. Use the scrollbar under the distribution to view all values.

Click the **Header – Info 1** tab.

Favorites ▾ Main Menu ▾ > Billing ▾ > Maintain Bills ▾ > Standard Billing

Header - Info 1 | Line - Info 1 | Revenue Distribution

Unit 50100 Bill To 0000000001 Pretax Amt 200.00 USD
Invoice CALC006256 PIEDMONT CONCRETE CONTRACTORS INC. Max Rows 100

Bill Line Find | View All First 1 of 1 Last

Seq 1 Line Net Extended 200.00
Identifier PROPDMGAR-RICHMOND Description Property Damage A/R - Richmond

BI Creates GL Acct Entries

Bill Line Distribution - Revenue Personalize | Find | View All | First 1 of 1 Last

Acctg Information | Reference Information

	Code	Account	Fund	Program	Department	Cost Center	Task	FIPS	PC Business Unit	Project	Activity
+	-	CALCUCAL0	40090604	04100		14000	11000010				

Percent 100.00 Amount 200.00 Gross Extended 200.00

Go to: Line Info 2 Tax Accounting Discount/Surcharge
Notes Express Entry
Summary Bill Search Line Search Navigation Acctg - Rev Distribution

Page Series
Prev Next

Save Notify Refresh Add Update/Display

Header - Info 1 | Line - Info 1 | Revenue Distribution



Entering a Standard Bill (continued)

Click the **Status** look up icon and select the **RDY** (Ready to Invoice) option.

After the **Status** is entered, click the **Save** button. The Invoice number field populates.

Once the invoice has been finalized and the bill status changes from **RDY** to **INV** (Invoiced), no further changes can be made to the billing data.

The screenshot displays the 'Standard Billing' application window. The top navigation bar includes 'Favorites', 'Main Menu', 'Billing', 'Maintain Bills', and 'Standard Billing'. The main form area is divided into 'Header - Info 1' and 'Line - Info 1' tabs. The 'Header - Info 1' tab is active, showing fields for 'Unit 50100', 'Invoice CALC006256', 'Pretax Amt 200.00 USD', 'Status NEW', 'Invoice Date', 'Cycle ID DAILY', '*Type OTH', 'Source CALCU', '*Frequency Once', '*Customer 0000000001', 'SubCust1', 'SubCust2', '*Invoice Form STANDARD', 'Accounting Date', 'Remit To REMIT', 'Sales BUSINESS', 'Credit CREDIT', and 'Billing Specialist'. A 'Look Up Status' dialog box is open, displaying a list of status options: CAN Canceled, FNL Finalized Bill, HLD Hold Bill, INV Invoiced Bill, NEW New Bill, PND Pending Approval, RDY Ready to Invoice (highlighted with a red box), TMP Temporary Bill, and TMR Temporary Ready Bill. The 'Save' button is also highlighted with a red box. The bottom of the window shows 'Go to:' links for 'Header Info 2', 'Address', 'Notes', 'Express Entry', 'Summary', 'Bill Search', and 'Line Search', along with 'Save', 'Notify', and 'Refresh' buttons.



Entering a Recurring Bill

A recurring bill is one that occurs on a set schedule that allows for the reproduction of bills, or portions of bills, and the generation of invoices by using templates.

Associating a recurring bill template with a predefined schedule (using the **Recurring Schedule** fields) allows the user control over when and how often recurring bills are generated. A monthly fuel expense is an example of a potentially recurring bill.

Schedules automate and control the generation of recurring bills.

Recurring bills are generated monthly in Cardinal.

To create a recurring bill template, enter information on the original invoice (Standard Bill) template and set up recurring parameters.

For more detailed information about entering a recurring bill, see the job aid entitled **501 AR323: Entering a Recurring Bill** located on the Cardinal website in **Job Aids** under **Training**.



Entering an Installment Bill

Installment billing is used to invoice customers in segments, with the total amount due divided equally, by percentage, or according to the configured definition.

Although rare, installment billing may be used when the customer is unable to pay the total amount billed at once.

Each installment bill includes the installment number, the number of installments, the installment amount due, and the total invoice amount.

Detailed installment billing information is entered manually.

For more detailed information about entering a recurring bill, see the job aid entitled **501 AR323: Entering an Installment Bill** located on the Cardinal website in **Job Aids** under **Training**.



Entering a Consolidated Bill

Consolidated bills are bills that are grouped or consolidated into a single invoice. In order to consolidate bills, select individual bills for invoicing at the same time as one group.

Navigate to the **Header** page using the following path:

Main Menu > Billing > Maintain Bills > Create Consolidated Header

Create a consolidated bill header for the group of bills selected and specify the customer for the bill in the **Customer** field.

Unit 50100 Invoice MISC000151 Pretax Amt 1,100.00 USD

Billing Control

Status NEW Bill Source MISC Invoice Type REG
*Type CCT Cycle ID DAILY Date Bill Added 01/29/2017 1:49PM

Bill To

*Customer 0000000001 Address
PIEDMONT CONCRETE CONTRACTORS INC.

Contacts

Sales BUSINESS
Credit CREDIT
Collect COL2
Biller
Bill Inquiry Phone:

From Date
To Date
Invoice Date
Pay Terms NET30
Remit To REMIT
Bank Account VDOT
*Currency USD
*Inv Form STANDARD

Save Return to Search Notify Refresh Add Update/Display

Header | Address



Entering a Consolidated Bill (continued)

To create a consolidated header, bills can be attached.

The bills the user has selected to attach to the consolidated header are invoiced at the same time as long as the bills are in **RDY** (Ready) status.

Navigate to this page using the following path:

Main Menu > Billing > Maintain Bills > Attach and Detach Bills



Entering a Consolidated Bill (continued)

Search for an invoice to attach to a consolidated header by using the **Search Parameters**, such as **Type**, **Status**, and/or **Source**. After clicking the **Search** button, all invoices matching the criteria will be returned.

From the **Invoices to Attach or Detach** section, select the appropriate invoices and click the **Attach** button. For a detailed listing of the file extensions that are allowed as attachments in Cardinal, see the appendix section of this course.

The invoice is now attached to the consolidated header.

Favorites ▾Main Menu ▾>Billing ▾>Maintain Bills ▾>Attach and Detach Bills

Attach and Detach Bills

Unit 50100Bill To 0000000001Consol Inv MISC000151
Status NEWMedia PrinterCurrency USD

Search Parameters

*Key Sel 1Bill To ID 0000000001Ref |Value

Unit 50100Type OTHStatus RDYSource MISC

Search

1 To 4 Of 4Currency Option Transaction Currency

Invoices to Attach or Detach

Personalize | Find | View All |

First1-4 of 4Last

Bill Detail 1Bill Detail 2References

Select	Bill To	Consol Unit	Consolidated Invoice	Unit	Invoice	Invoice Date	Invoice Amount	Currency
<input checked="" type="checkbox"/>	0000000001	50100	MISC000151	50100	MISC000150		540.00 USD	
<input checked="" type="checkbox"/>	0000000001	50100	MISC000151	50100	MISC000149		560.00 USD	

Return to Search

Notify

Refresh

Attach

Detach

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Entering a Consolidated Bill (continued)

The consolidated invoice will show a summary of the invoices included.

INVOICE	
Please Remit To: Commonwealth of Virginia Virginia Department of Transportation Attn: Fiscal Division - Cash Receipts 1401 E. Broad Street Richmond VA 23219 United States	Page: 1 Invoice No: FUEL000405 Invoice Date: 02/02/2017 Customer Number: 0000000003 Payment Terms: Due Date: 03/04/2017
Bill To: CHERRY, BERKART AND HOLLAND, LLP 2626 GLENWOOD AVENUE SUITE 200 RALEIGH NC 27608 United States	AMOUNT DUE: 72,000.00 USD Amount Remitted
For billing questions, please call 804-786-0537	
Consolidation Summary	
Summary of Invoices:	
50100 FUEL000403	41,000.00
50100 FUEL000404	31,000.00
TOTAL AMOUNT DUE : 72,000.00	



Pro Forma Invoices

A **Pro Forma Invoice** is a copy of the billing invoice. It contains the same information as a final billing invoice.

To generate a **Pro Forma Invoice**, click the **Pro Forma** button on the **Header - Info 1** tab.

The user is not required to create and review **Pro Forma Invoices** during the invoicing process. However, running **Pro Forma Invoices** allows for reviewing and correcting of any discrepancies before the final bill is printed.

Cardinal will only generate **Pro Forma Invoices** for bills that have not been invoiced or finalized.

Unit: 50100 Invoice: NEXT Prefax Amt: 0.00 USD

Status: ROY Invoice Date: 02/03/2017 Cycle ID: DAILY

*Type: OTH Source: MISC *Frequency: Once

*Customer: 0000000001 SubCust1: SubCust2:

PIEDMONT CONCRETE CONTRACTORS INC.

*Invoice Form: STANDARD From Date: To Date:

Accounting Date: Pay Terms: NET30 Pay Method: Check

Remit To: REMIT Bank Account: VDOT

Sales: BUSINESS Bill Inquiry Phone:

Credit: CREDIT Collector: COL2

Billing Specialist: Billing Authority:

PRO FORMA

Please Remit To:

Commonwealth of Virginia
Virginia Department of Transportation
Attn: Fiscal Division - Cash Receipts
1401 E. Broad Street
Richmond VA 23219
United States

Page: 1
Invoice No: MISC000151
Status/Type: NEW/Regular
Invoice Date: 02/01/2017
Customer Number: 0000000001
Payment Terms: Est. Due Date: 03/03/2017

Bill To:

PIEDMONT CONCRETE CONTRACTORS INC.
2811-B HYDRAULIC ROAD
CHARLOTTESVILLE VA 22901
United States

AMOUNT DUE: 1,675.00 USD

Amount Remitted

For billing questions, please call

Consolidation Summary

Summary of Invoices:

50100	MISC001407	575.00
50100	MISC000149	540.00
50100	MISC000150	540.00

TOTAL AMOUNT DUE : 1,675.00



Budget Check Errors

An invoice will not be accepted for batch processing if it contains a **Budget Check Error**.

To determine if there are **Budget Check Errors** following batch processing, navigate using the following path:

Main Menu > Billing > Review Billing Information > Summary

On the **Bill Summary Info 2** tab, check the **Budget Check Status**.

Navigation: Favorites > Main Menu > Billing > Review Billing Information > Summary

Tab: Bill Summary Info | Bill Summary Info 2

Unit 50100 Invoice FUEL000391

GL Level BI Creates GL Acct Entries
AR Level Header is AR Open Item
AR Option Use Line for Distribution
Pre-Load Status Done
Budget Check Status Error
Approval Status Not Required
Date Bill Added 09/21/2016 10:41AM
Created By UPG_LISA.WILSON UPG_LISA.WILSON
Created By Process Standard Billing

VAT Defaults Applied ☐
Invoice Printed ☒
EDI Sent ☐
Currency Converted ☒
GL Entries Created ☒
AR Pending Item Created ☐

Go to: Header Info 1 Address Copy Address Notes
Bill Search Line Search

Return to Search Notify

Bill Summary Info | Bill Summary Info 2



Budget Check Errors (continued)

If the **Budget Check Status** is **Error**, make corrections by navigating using the following path:

Main Menu > Billing > Maintain Bills > Correct Budget Check Errors

Navigation: Favorites ▾ | Main Menu ▾ > Billing ▾ > Maintain Bills ▾ > Correct Budget Check Errors

Buttons: **Acctg Entries Summary** | Line | Revenue | Discount/Surcharge | JU Expense | Statistics

Unit 50100 | Bill To 0000000008 | Invoice Amt 50,000.00 USD
Invoice FUEL000391 | S & J JANITORIAL SERVICE

☒ Display Lines with Errors Only

Bill Line Find | View All First 1 of 2 Last

Seq 1 Line 1 Net Extended 20,000.00
Identifier PROPDMGAR-BRISTOL Description Property Damage A/R - Bristol

Accounting Entries Personalize | Find | View All | First 1-2 of 2 Last

Budget Status	GL Unit	Type	Account	Fund	Program	Department	Cost Center	Task	FIPS	Project
	50100	Accounts Receivable	112054	04100		11000	11000010			
Error	50100	Recognized Revenue	40090604	04100		11000	11000010			

Buttons: Apply Correction | Go to: Bill Line Inquiry | Budget Check



Budget Check Errors (continued)

If a ChartField error(s), go to the **Revenue** tab to make corrections.

Once the ChartField data is correct, click the **Apply Correction** button.

Favorites ▾ Main Menu ▾ > Billing ▾ > Maintain Bills ▾ > Correct Budget Check Errors

Acctg Entries Summary | Line | **Revenue** | Discount/Surcharge | IU Expense | Statistics

Unit 50100 Bill To 0000000008 Invoice Amt 50,000.00
Invoice FUEL000391 S & J JANITORIAL SERVICE

Correction for Line Find | View All First 1 of 2 Last

Seq 1 Line 1 Net Extended 20,000.00
Identifier PROPDMGAR-BRISTOL Description Property Damage A/R - Bristol

Bill Line Distribution - Revenue Personalize | Find | View All | First 1 of 1 Last

Accounting | Miscellaneous | Reference Information

Seq	Rev Seq	Code	Account	Fund	Program	Department	Cost Center	Task	FIPS	Project
1	1	CALCUCAL01	40090804	04100		11000	11000010			

Apply Correction Go to: Bill Line Inquiry Budget Check

Acctg Entries Summary | Line | Revenue | Discount/Surcharge | IU Expense | Statistics



Budget Check Errors (continued)

Once the transaction is corrected, run the **Create Accounting Entries** process to regenerate the accounting entry.

Navigate using the following path:

Main Menu > Billing > Generate Invoices > Non-Consolidated > Create Accounting Entries

Click the **Run** button.

Favorites ▾ Main Menu ▾ > Billing ▾ > Generate Invoices ▾ > Non-Consolidated ▾ > Create Accounting Entries

Create Accounting Entries

Run Control ID Load_GL_Acctng_Entries Report Manager Process Monitor **Run**

Language English ▾

Load GL Selection Parameters Find | View All First 1 of 1 Last

☒ Print Load GL Report

Currency Shown on Report Transaction Currency ▾

Business Unit 50100 🔍

Range Selection

☐ All Invoiced Bills ☒ Invoice ID

☐ Bill Cycle ☐ Cust ID

☐ Date Bill Added ☐ Bill Type

☐ Range ID ☐ Bill Source

From Invoice FUEL000399

To Invoice FUEL000399

Save Notify Add Update/Display



Budget Check Errors (continued)

To verify that the transaction now passes budget check, navigate to the **Billing Summary 2** tab using the following path:

Main Menu > Billing > Review Billing Information > Summary

The **Budget Check Status** should read **Valid**.

Once the **Budget Check Status** is **Valid**, the invoice and its receivable related accounting entries are sent to the Accounts Receivable module during the batch process, Load AR Pending Items.

The **invoice** from the Billing module becomes a pending **item** in the Accounts Receivable module, where invoice information gets posted to customer accounts.

The screenshot displays the CARDINAL Billing Summary 2 interface. The breadcrumb path is: Favorites > Main Menu > Billing > Review Billing Information > Summary. The 'Bill Summary Info' tab is selected, and the 'Bill Summary Info 2' sub-tab is highlighted with a red box. The main content area shows details for Unit 50100 and Invoice FUEL000397. The 'Budget Check Status' is highlighted with a red box and shows 'Valid'. Other fields include GL Level (BI Creates GL Acct Entries), AR Level (Header is AR Open Item), AR Option (Use Line for Distribution), Pre-Load Status (Done), Approval Status (Not Required), Date Bill Added (01/31/2017 9:23AM), Created By (PPS1_STUART.HANDLAN), and Created By Process (Standard Billing). On the right, there are checkboxes for VAT Defaults Applied, Invoice Printed (checked), EDI Sent, Currency Converted (checked), GL Entries Created (checked), and AR Pending Item Created. At the bottom, there are links for 'Go to: Header Info 1', 'Address', 'Copy Address', and 'Notes', along with 'Bill Search' and 'Line Search' buttons. A 'Return to Search' button and a 'Notify' button are also present.



Posting Receivable Items

Posting Receivable Items is the execution of the ARUPDATE batch process that selects pending items generated from the billing module that are ready for posting and creates receivable items.

When items are posted in Cardinal Accounts Receivables, the system processes groups of pending items to update customer balances, item balances, and system-defined history details. In the Accounts Receivable module, the Item ID matches the invoice ID from the billing module.

The Item is edit checked and retains its valid Budget Status from the Billing module.

Cardinal

Home

Favorites Main Menu > Accounts Receivable > Pending Items > Review Items > All Items

Group Control Pending Item 1 Pending Item 2 Pending Item 3

Group Unit 50100 Group ID 21752

Pending Item Entry Find | View All First 1 of 1 Last

Acctg Date 03/08/2017	As Of Date 03/08/2017	Sequence 1	<input type="checkbox"/> Posted
Item ID FUEL000437	Line		
Bus. Unit 50100	Customer 0000000028	CLINTON	
SubCust1	SubCust2		
Amount 2,475.00	Currency USD		
Entry Type IN	Reason CAL01	AR Dist	Entry Event
	<input checked="" type="checkbox"/> Revalue Flg		
Terms NET30	Due Date 04/07/2017	Due Days	
Disc Amt	Disc Date	Disc Days	
Disc Amt 1	Disc Date 1	<input type="checkbox"/> Always Allow Discount	
PO Ref	PO Line	BOL	
Order No	Document	Line Item	
Contract	L/C ID	Case No	
SP ID			

Created On 03/08/2017 9:16AM Last Modified On 03/08/2017 9:16AM



Viewing the Bill in Accounts Receivable

The details of the AR items are recorded on the detail, item activity, and the accounting entries pages.

To view the item that was created, navigate to the **View/Update Item Details** page using the following path:

Main Menu > Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details

Favorites ▾Main Menu ▾> Accounts Receivable ▾> Customer Accounts ▾> Item Information ▾> View/Update Item Details

Detail 1Detail 2Detail 3Item ActivityItem Accounting EntriesItem Audit History

Unit 50100Customer 0000145635HSC, LLC
Item ID FUEL000398LineDays Late 29Status Open

Accounting Date 01/31/2017Balance 30,000.00 USDBilling Unit 50100Detail
Entry Type INOriginal Amount 30,000.00 USD
Entry Reason CON01Display Currency
AR Dist Info AR-FED

Discount Options

Due Date 03/02/2017Due Days
Terms NET30Discount Days
Discount Amount 0.00Date
Discount Amount 1Date 1
☐ Always Allow Discount
As Of Date 01/31/2017Posted 01/31/2017

Payment/Draft Options

Payment Method CheckPay By Credit Card
Draft Type
Direct Debit Profile ID
☐ Preapproved?
☐ Create Document?
☐ One Item per Draft?

Customer Relations

☐ DisputeReasonDate
Dispute Amount
☐ DeductionReasonDate
☐ Doubtful
☐ CollectionCodeDate
Analyst CREDITCredit Analyst
Collector COL01TAYLOR, KATHY
Sales Person BUSINESSBusiness
AR Specialist

Other Options

☒ Revaluation Flag☒ Available for Netting

SaveReturn to SearchNotifyRefresh

Detail 1 | Detail 2 | Detail 3 | Item Activity | Item Accounting Entries | Item Audit History



Viewing the Bill in Accounts Receivable (continued)

The **Details 1** tab displays. The information that was keyed on the bill displays on this page.

Favorites ▾Main Menu ▾>Accounts Receivable ▾>Customer Accounts ▾>Item Information ▾>View/Update Item Details

Detail 1

Detail 2

Detail 3

Item Activity

Item Accounting Entries

Item Audit History

Unit 50100

Customer 0000145635

HSC, LLC

Item ID FUEL000398

Line

Days Late 29

Status Open

Accounting Date 01/31/2017

Balance 30,000.00 USD

Billing Unit 50100

Detail

Entry Type IN

Original Amount 30,000.00 USD

Entry Reason CON01

Display Currency

AR Dist Info AR-FED

Discount Options

Customer Relations

Due Date 03/02/2017

Due Days

Terms NET30

Discount Days

Discount Amount 0.00

Date

Discount Amount 1

Date 1

☐ Always Allow Discount

As Of Date 01/31/2017

Posted 01/31/2017

Payment/Draft Options

Other Options

Payment Method Check

Pay By Credit Card

Draft Type

☐ Preapproved?

Direct Debit Profile ID

☐ Create Document?

☐ One Item per Draft?

☒ Revaluation Flag

☒ Available for Netting

Save

Return to Search

Notify

Refresh

Detail 1 | Detail 2 | Detail 3 | Item Activity | Item Accounting Entries | Item Audit History



Viewing the Bill in Accounts Receivable (continued)

Next, click on the **Item Activity** tab. Use the **Item Activity** page to review all activity records for an item.

The **Entry Type** and **Entry Reason** entered on the bill are displayed here.

Favorites ▾Main Menu ▾>Accounts Receivable ▾>Customer Accounts ▾>Item Information ▾>View/Update Item Details

Detail 1Detail 2Detail 3Item ActivityItem Accounting EntriesItem Audit History

Unit: 50100Customer: 0000145635HSC, LLC
Item ID: FUEL000398Line:Days Late: 29Status: Open
[Display Currency](#)

Balance30,000.00USD

Item ActivitiesFind | View AllFirst1 of 1Last

Sequence 1	Accounting Date 01/31/2017	Posted Date 01/31/2017
Entry Type INReason CON01	Voucher ID	
Document	Amount	30,000.00USD
Group Unit 50100Group ID 21445	Billing	

SplitItem ActionAdd ConversationView Audit Logs

SaveReturn to SearchNotifyRefresh

Detail 1 | Detail 2 | Detail 3 | Item Activity | Item Accounting Entries | Item Audit History



Viewing the Bill in Accounts Receivable (continued)

Next, click on the **Item Accounting Entries** tab. Use the **Item Accounting Entries** page to view the accounting entries for each item activity.

This screen shows the receivables side of the entry created in billing; the revenue or offsetting entry has already gone to the General Ledger.

Favorites ▾Main Menu ▾>Accounts Receivable ▾>Customer Accounts ▾>Item Information ▾>View/Update Item Details

Detail 1Detail 2Detail 3Item ActivityItem Accounting EntriesItem Audit History

Unit 50100Customer 0000145635HSC, LLC
Item ID FUEL000398LineDays Late 29Status Open

Balance30,000.00USD

Accounting Line Display
☒ Standard☐ Supplemental (Entry Event)☐ BothDisplay

Item ActivityFind | View AllFirst1 of 1Last
Seq 1Entry Type INAcctg Date 01/31/2017Amount 30,000.00Revenue Estimate
Accounting LinesPersonalize | Find |

Accounting InformationLine InformationDocumentJournal Reference InformationItem Creation/Update Details

Line	Type	Ledger Group	Ledger	GL Unit	Account	Fund	Program	Department	Cost Center	Task
1	Standard	ACTUALS	ACTUALS	50100	112054	04100		19000	11000010	
2	Standard	ACTUALS	ACTUALS	50100	112054	04100		19000	11000010	
3	Standard	ACTUALS	ACTUALS	50100	112054	04100		19000	11000010	

SplitItem ActionAdd ConversationView Audit Logs

SaveReturn to SearchNotifyRefresh

Detail 1 | Detail 2 | Detail 3 | Item Activity | Item Accounting Entries | Item Audit History



Simulation: Enter a Standard Bill

You will now view a simulation that demonstrates how to **Enter a Standard Bill**.





Lesson 2: Search for a Bill Hands-On Practice

Now you have an opportunity to practice the lessons learned today in a training environment.

Your instructor will provide direction on how to log in and complete the exercise.

If you have any questions, please ask your instructor.





Lesson 2: Enter a Standard Bill Hands-On Practice

Now you have an opportunity to practice the lessons learned today in a training environment.

Your instructor will provide direction on how to log in and complete the exercise.

If you have any questions, please ask your instructor.





Lesson 2: Summary

2

Entering a Bill Online

In this lesson, you learned:

- How to search for existing bills.
- How to create a standard bill.
- Recurring bills allow for the reproduction of bills or portions of bills and the generation of invoices using templates.
- Installment bills are used to invoice customers in segments.
- Consolidated bills are bills that are grouped or consolidated into a single invoice.
- A pro forma invoice is a copy of the billing invoice. It contains the same information as a final billing invoice. You can use pro forma invoices to review bills before they are finalized.
- How to view and correct budget check errors.
- How to post receivables.
- How to view a bill in Accounts Receivable.



Lesson 3: Introduction

3

Adjusting a Bill

This lesson covers the following topics:

- Documenting a billing dispute
- Selecting an entire bill for adjustment
- Selecting a bill line for adjustment



Documenting Billing Disputes

A dispute occurs when a customer disagrees with the bill. This could be a specific line, amount or the entire bill.

If a customer disputes a bill, you can enter some basic tracking information in Cardinal. Note that when a bill is in dispute, the Dunning Letter is not sent.

To document a dispute on a bill in Cardinal access the **View/Update Item Details** page using the following path:

Main Menu > Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details

Navigation: Favorites ▾ Main Menu ▾ > Accounts Receivable ▾ > Customer Accounts ▾ > Item Information ▾ > View/Update Item Details

View/Update Item Details

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


[Find an Existing Value](#)

▼ **Search Criteria**

Business Unit	= ▾	50100	🔍
Customer ID	begins with ▾		🔍
Item ID	begins with ▾		
Item Line	= ▾		
Item Status	= ▾		▾
Credit Analyst	begins with ▾		🔍
Collector	begins with ▾		🔍
Purchase Order Reference	begins with ▾		🔍
Document ID	begins with ▾		
Bill of Lading	begins with ▾		
Contract	begins with ▾		🔍

☐ Case Sensitive

Limit the number of results to (up to 300):

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



Accessing the View/Update Item Details page for a Dispute

The **Business Unit** field defaults.

Enter your search criteria for the bill you want to dispute.

For this scenario **Customer ID** and **Item ID** are entered.

Click the **Search** button.

Favorites ▾Main Menu ▾>Accounts Receivable ▾>Customer Accounts ▾>Item Information ▾>View/Update Item Details

View/Update Item Details

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

Find an Existing Value

▼ Search Criteria

Business Unit = ▾50100 🔍

Customer ID begins with ▾0000000006 🔍

Item ID begins with ▾GENE005304 🔍

Item Line = ▾

Item Status = ▾

Credit Analyst begins with ▾ 🔍

Collector begins with ▾ 🔍

Purchase Order Reference begins with ▾ 🔍

Document ID begins with ▾

Bill of Lading begins with ▾

Contract begins with ▾ 🔍

☐ Case Sensitive

Limit the number of results to (up to 300):

Search

Clear

Basic Search 🔍

Save Search Criteria

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Entering Dispute Information

The **Detail 1** tab displays.

In this scenario, the customer is disputing \$50 of the balance.

To enter a dispute:

In the **Customer Relations** section of the page, click the **Dispute** checkbox.

Favorites ▾Main Menu ▾Accounts Receivable ▾Customer Accounts ▾Item Information ▾View/Update Item Details

Detail 1Detail 2Detail 3Item ActivityItem Accounting EntriesItem Audit History

Unit50100Customer0000000006U.S. FACILITIES

Item IDGENE005304LineDays Late66StatusOpen

Accounting Date07/31/2019Balance405.00 USDBilling Unit50100Detail

Entry TypeINOriginal Amount405.00 USD

Entry ReasonGEHM5Display Currency

AR Dist InfoAR-FED

Discount Options

Due Date08/30/2019Due Days

TermsNET30Discount Days

Discount Amount0.00Date

Discount Amount 1Date 1

☐ Always Allow Discount

As Of Date07/31/2019Posted07/31/2019

Payment/Draft Options

Payment MethodCheck

Draft Type☐ Preapproved?

Direct Debit Profile ID☐ Create Document?

☐ One Item per Draft?

Customer Relations

☒ DisputeReasonDate

Dispute Amount

☐ DeductionReasonDate

☐ Doubtful

☐ CollectionCodeDate

AnalystCREDITCredit Analyst

CollectorCOL7Jones, Tanisha (VDOT)

Sales PersonBUSINESSBusiness

AR Specialist

Other Options

☒ Revaluation Flag☒ Available for Netting

Item Creation/Update Details

Created On07/31/2019 10:09AMLast Modified On09/05/2019 12:15PM

Created ByAA_CARDINAL_BATCH_ARModified ByROSA.PARKS

SplitItem ActionAdd ConversationView Audit Logs

SaveReturn to SearchNotifyRefresh

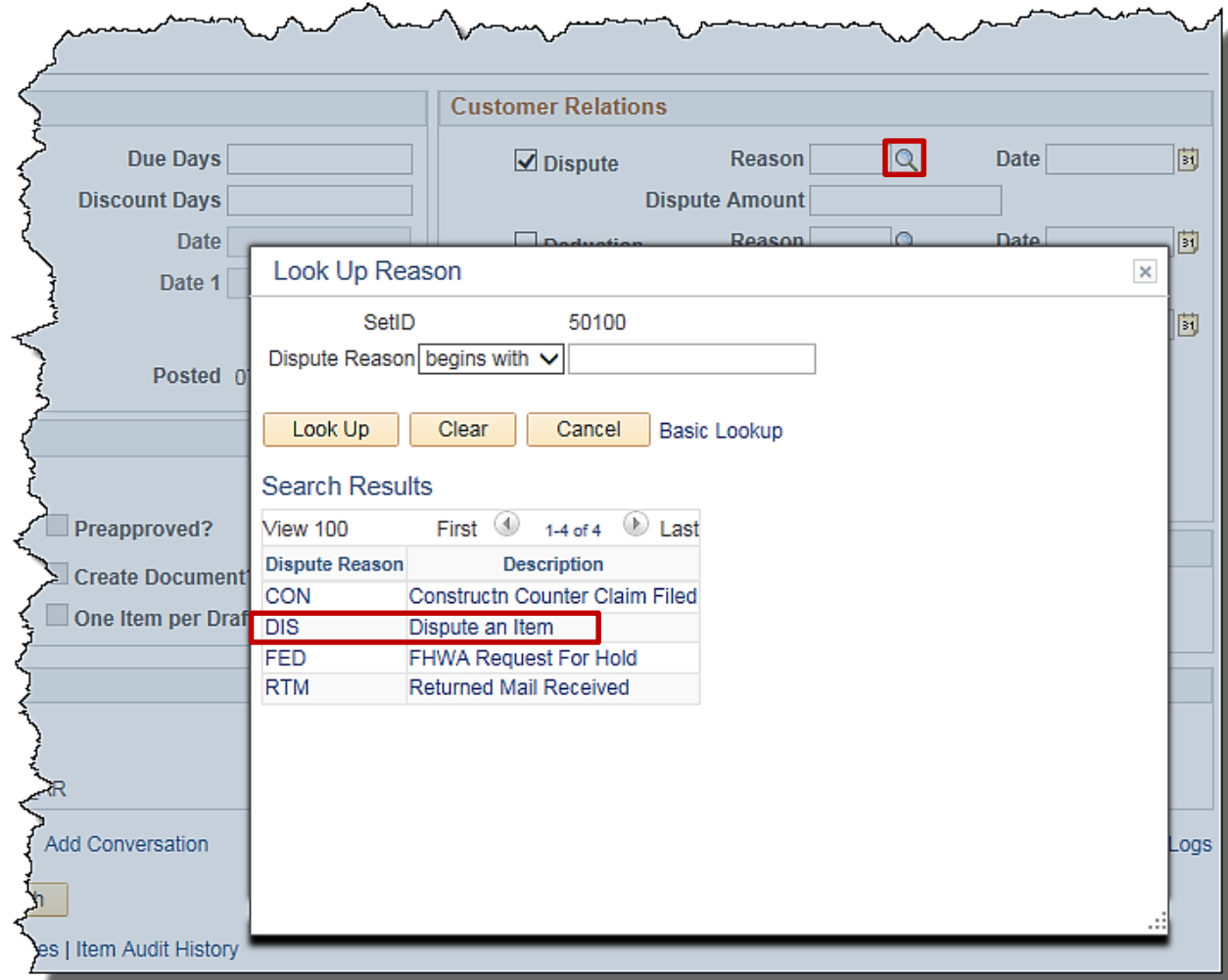
Detail 1 | Detail 2 | Detail 3 | Item Activity | Item Accounting Entries | Item Audit History



Entering Dispute Information (continued)

Click the **Reason** lookup icon to select the reason for this dispute.

For this scenario, the reason is **DIS** for **Dispute an Item**.



Customer Relations

☒ Dispute Reason Date

Dispute Amount

☐ Deduction Reason Date

Due Days

Discount Days

Date

Date 1

Posted 0

☐ Preapproved?

☐ Create Document

☐ One Item per Draft

[Add Conversation](#)

[es | Item Audit History](#)

[Logs](#)

Look Up Reason

SetID 50100

Dispute Reason begins with

[Look Up](#) [Clear](#) [Cancel](#) [Basic Lookup](#)

Search Results

View 100 First 1-4 of 4 Last

Dispute Reason	Description
CON	Constructn Counter Claim Filed
DIS	Dispute an Item
FED	FHWA Request For Hold
RTM	Returned Mail Received

Entering Dispute Information (continued)

The **Date** field defaults to the current date.

The **Dispute Amount** field defaults with the full balance. If the customer is disputing a different amount, enter it in this field. For this scenario, the dispute is for \$50.

After completing your entries, click the **Save** button.

Favorites ▾Main Menu ▾>Accounts Receivable ▾>Customer Accounts ▾>Item Information ▾>View/Update Item Details

Detail 1Detail 2Detail 3Item ActivityItem Accounting EntriesItem Audit History

Unit 50100Customer 0000000006U.S. FACILITIES

Item ID GENE005304LineDays Late 66Status Open

Accounting Date 07/31/2019Balance 405.00 USDBilling Unit 50100DetailEntry Type INOriginal Amount 405.00 USDEntry Reason GEHM5Display CurrencyAR Dist Info AR-FED

Discount Options

Due Date08/30/2019Due Days

TermsNET30Discount Days

Discount Amount 0.00Date

Discount Amount 1Date 1

☐ Always Allow Discount

As Of Date07/31/2019Posted 07/31/2019

Payment/Draft Options

Payment MethodCheck

Draft Type1☐ Preapproved?

Direct Debit Profile ID☐ Create Document?

☐ One Item per Draft?

Customer Relations

☒ DisputeReason DISDate 11/04/2019

Dispute Amount50.00

☐ DeductionReasonDate

☐ Doubtful

☐ CollectionCodeDate

AnalystCREDITCredit Analyst

CollectorCOL7Jones, Tanisha (VDOT)

Sales PersonBUSINESSBusiness

AR SpecialistAR0AR Specialist - Central Office

Other Options

☒ Revaluation Flag

☒ Available for Netting

Item Creation/Update Details

Created On 07/31/2019 10:09AMLast Modified On 09/05/2019 12:15PM

Created By AA_CARDINAL_BATCH_ARModified By ROSA.PARKS

SplitItem ActionAdd ConversationView Audit Logs

SaveReturn to SearchNotifyRefresh

Detail 1 | Detail 2 | Detail 3 | Item Activity | Item Accounting Entries | Item Audit History

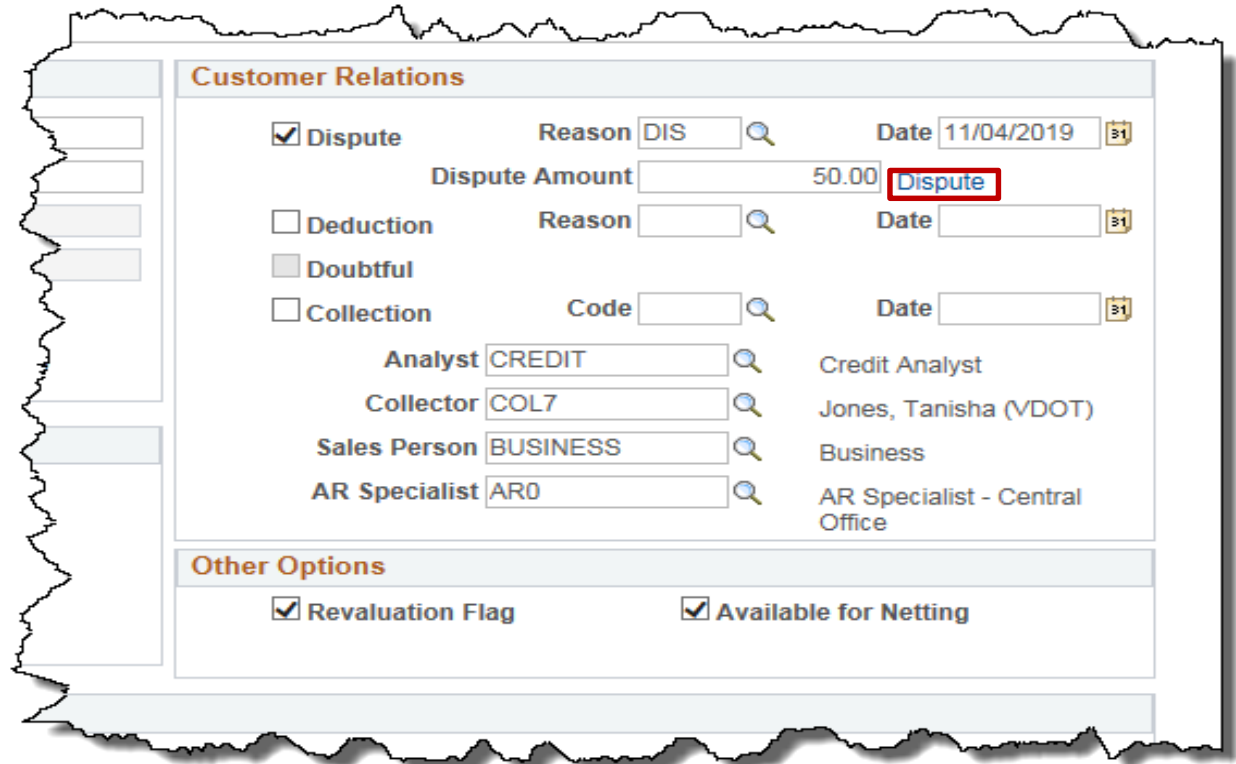
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Entering Dispute Information (continued)

After clicking the **Save** button, a **Dispute** link displays on the page next to the **Dispute Amount** field.

Click the **Dispute** link to access information about the dispute.



Customer Relations

<input checked="" type="checkbox"/> Dispute	Reason <input type="text" value="DIS"/>	Date <input type="text" value="11/04/2019"/>
Dispute Amount <input type="text" value="50.00"/>		Dispute
<input type="checkbox"/> Deduction	Reason <input type="text"/>	Date <input type="text"/>
<input type="checkbox"/> Doubtful		
<input type="checkbox"/> Collection	Code <input type="text"/>	Date <input type="text"/>
Analyst <input type="text" value="CREDIT"/>		Credit Analyst
Collector <input type="text" value="COL7"/>		Jones, Tanisha (VDOT)
Sales Person <input type="text" value="BUSINESS"/>		Business
AR Specialist <input type="text" value="AR0"/>		AR Specialist - Central Office

Other Options

<input checked="" type="checkbox"/> Revaluation Flag	<input checked="" type="checkbox"/> Available for Netting
--	---



Dispute Status Tracking

The **Dispute Status Tracking** pop-up window displays. This tracks information related to when a dispute is added or removed from an item.

Information includes:

- **Status:** the status of the Dispute (**Active** or **Inactive**)
- **Dispute Date Time:** The date and time the dispute was added.
- **Dispute Date:** Date dispute was added/removed
- **Dispute Reason:** Reason that was selected from the drop down list.
- **User ID:** User ID of the person that entered the Dispute or removed the dispute

Click the **Return** button to return to the **View/Update Item Dispute** page.

Customer Relations

Dispute Status Tracking

Unit 50100 Customer 0000000006 Item ID GENE005304 Item Line

Disputed Item

Status	Dispute Date Time	Dispute Date	Dispute Reason	Dispute Amount	User ID
1 Active	11/04/19 10:35:34AM	11/04/2019	DIS	50.00	ROSA.PARKS

Return

Create Document? ☐ Revaluation Flag ☒ Available for Netting ☒



Removing a Dispute

Once the dispute has been resolved, the Dispute status should be updated.

To remove a Dispute:

- Access the **View/Update Item Details** page.
- Uncheck the **Dispute** checkbox.
- The **Reason**, **Date** and **Dispute Amount** fields are cleared.
- Click the **Save** button.

The **Dispute** link remains on the page. This allows you to access the Dispute Status Tracking pop-up window.

When the **Dispute** link is clicked, a new line is added. The **Status** is **Inactive** to show the dispute has been removed. The **Dispute Date Time** field updates with the date and time the dispute was removed. The **User ID** field displays the ID of the person that removed it.

Unit 50100 Customer 0000000006 U.S. FACILITIES
Item ID GENE005304 Line Days Late 66 Status Open

Accounting Date 07/31/2019 Balance 405.00 USD Billing Unit 50100 Detail
Entry Type IN Original Amount 405.00 USD
Entry Reason GEHM5 Display Currency
AR Dist Info AR-FED

Discount Options

Due Date 08/30/2019 Due Days
Terms NET30 Discount Days
Discount Amount 0.00 Date
Discount Amount 1 Date 1
☐ Always Allow Discount
As Of Date 07/31/2019 Posted 07/31/2019

Customer Relations

☒ Dispute Reason Date
☐ Deduction Reason Date
☐ Doubtful
☐ Collection Code Date
Analyst CREDIT Credit Analyst
Collector COL7 Jones, Tanisha (VDOT)
Sales Person BUSINESS Business
AR Specialist AR0 AR Specialist - Central Office

Payment/Draft Options

Payment Method Check

Buttons: Save, Return to Search, Notify, Refresh

Dispute Status Tracking

Unit 50100 Customer 0000000006 Item ID GENE005304 Item Line

Status	Dispute Date Time	Dispute Date	Dispute Reason	Dispute Amount	User ID
1 Active	11/04/19 10:35:34AM	11/04/2019	DIS	50.00	ROSA.PARKS
2 Inactive	11/05/2019 10:58:25AM				TOM SUPER

Return



Adjusting a Bill

When a bill is disputed, you may need to:

- Adjust the entire bill
- Adjust a specific bill line
- Write-off the bill off

This next two topics in this lesson will address how to adjust a specific the entire bill or a specific bill line.

Write offs should be a rare occurrence and are covered in Lesson 4 of this course.



Selecting an Entire Bill for Adjustment

The **Adjust Entire Bill** function enables the functionality to adjust the bill either by crediting the entire bill or by crediting the original bill and rebilling. The credit and rebill actions are performed in one step.

The **Rebill Default Action** allows:

- **Retain Original Invoice Value** and the original customer information, or
- **Use Current Customer Value** that will display the most current customer information

After the new bill is created, make modifications as required. The credited bill is created with a status of **RDY** and the rebill is created with a status of **NEW**.

Navigate to this page using the following path:

Main Menu > Billing > Maintain Bills > Adjust Entire Bill

The screenshot shows the 'Adjust Entire Bill' web application interface. The breadcrumb navigation at the top reads: Favorites > Main Menu > Billing > Maintain Bills > Adjust Entire Bill. The title 'Adjust Entire Bill' is highlighted with a red box. Below the title, the unit '50100' and invoice 'FUEL000398' are displayed. To the right, 'Bill To' information shows '0000145635 HSC, LLC' and 'Invoice Amt' is '30,000.00 USD'. The interface is divided into two main sections: 'Select Bill Adjustment Action' and 'Adjustment Results'. The 'Select Bill Adjustment Action' section contains three radio buttons: 'No Bill Action', 'Credit Entire Bill' (which is selected), and 'Credit & Rebill'. The 'Adjustment Results' section shows '*Credit Bill' and 'Rebill Bill' both set to 'NEXT', with 'Header Info 1' displayed next to the 'Rebill Bill' field. Below these sections is the 'Rebill Default Action' section, which contains two radio buttons: 'Retain Original Invoice Value' (selected) and 'Use Current Customer Value'. This section is also highlighted with a red box. At the bottom, there is an 'Adjustment Reason' field with a search icon. The footer contains four buttons: 'Save', 'Return to Search', 'Notify', and 'Refresh'.



Adjusting Selected Bill Lines

Adjust a bill line after it has been entered, but do so before the invoice is generated

To adjust a bill line, the bill must have a status of **RDY** (Ready) or **NEW**. If the status is **INV**, the line cannot be adjusted.

Navigate to the **Adjust Selected Bill Lines** page using the following path:

Main Menu > Billing > Maintain Bills > Adjust Selected Bill Lines

Favorites ▾ Main Menu ▾ > Billing ▾ > Maintain Bills ▾ > Adjust Selected Bill Lines

Adjust Selected Bill Lines

Unit 50100 Bill To 0000145635 HSC, LLC
Invoice FUEL000398 Invoice Amt 30,000.00 USD

Line Adjustment Parameters

☐ No Bill Action
☒ Adjust Selected Lines
☐ Add to Existing Bill
Line Opt Create Net Adjustment Only ▾
Adjustment Reason Default

Line Adjustment Results

*Adjustment
Total Lines Adjusted

Set Filter Options
1 To 3 Of 3 Sort

Select Bill Lines

Personalize | Find | View All | First 1-3 of 3 Last

Select	Line	Seq Identifier	Description	Gross Extended	Net Extended	Adjustment Reason
<input type="checkbox"/>	1	1 PROPDMGAR-NOVA	Property Damage A/R - NOVA	10,000.00	10,000.00	<input type="text"/>
<input type="checkbox"/>	2	2 PROPDMGAR-NOVA	Property Damage A/R - NOVA	8,000.00	8,000.00	<input type="text"/>
<input type="checkbox"/>	3	3 PROPDMGAR-NOVA	Property Damage A/R - NOVA	12,000.00	12,000.00	<input type="text"/>

☒ **Select All** ☐ Clear All

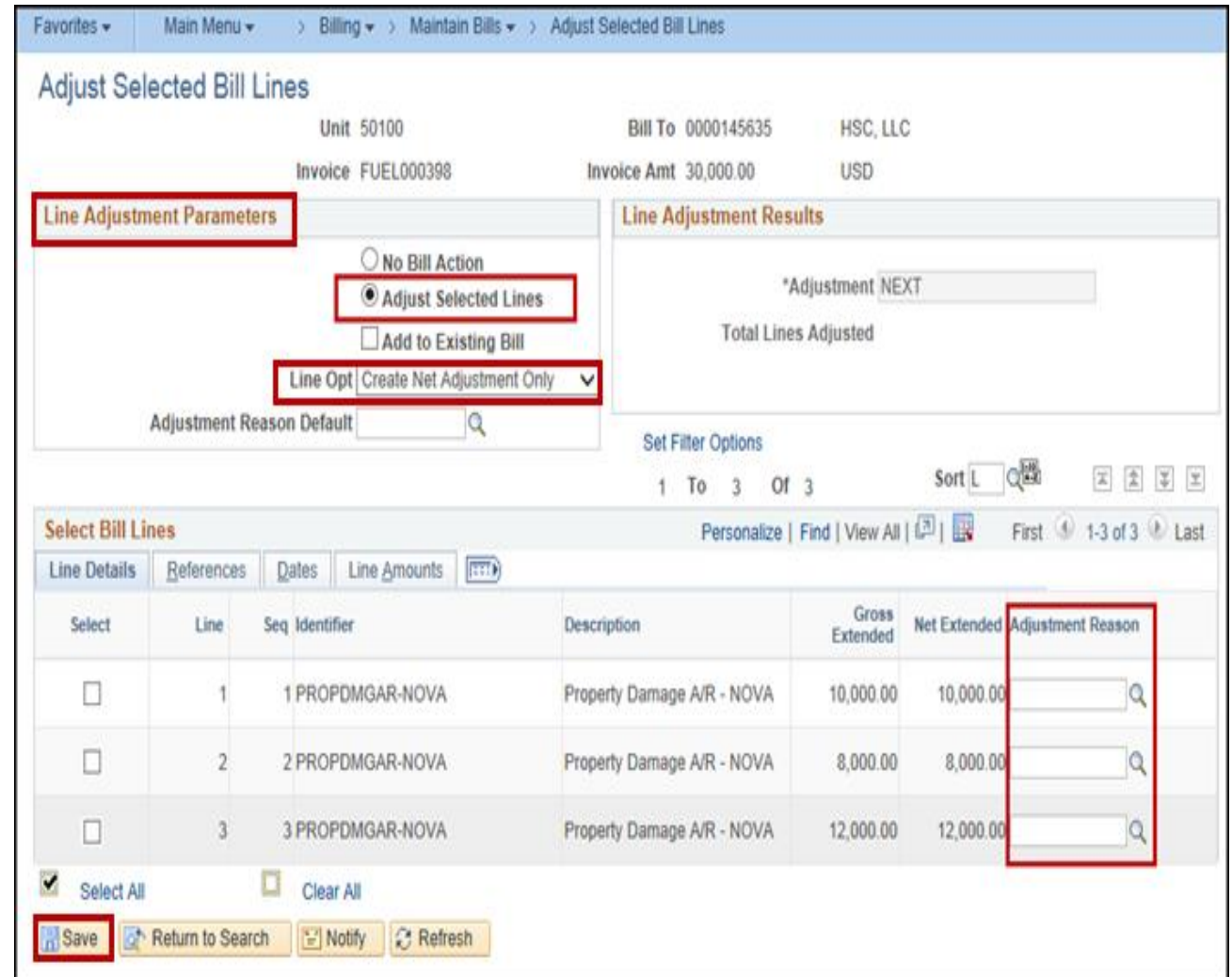
Adjusting Selected Bill Lines (continued)

Line Option under **Line Adjustment Parameters** can be populated with:

- Create net adjustment only
- Create reversal and rebill
- Credit line

The **Adjustment Reason** is then automatically set to add the lines to an existing bill or to automatically generate a new bill.

Possible reasons include **Return for Credit**, **Wrong Amount Billed**, **Wrong Customer Billed**, and **Wrong Item Billed**.



Unit 50100 Bill To 0000145635 HSC, LLC
Invoice FUEL000398 Invoice Amt 30,000.00 USD

Line Adjustment Parameters

☐ No Bill Action
☒ Adjust Selected Lines
☐ Add to Existing Bill

Line Opt Create Net Adjustment Only ▼

Adjustment Reason Default

Line Adjustment Results

*Adjustment NEXT
Total Lines Adjusted

Set Filter Options
1 To 3 Of 3 Sort L

Select Bill Lines Personalize Find View All First 1-3 of 3 Last

Select	Line	Seq Identifier	Description	Gross Extended	Net Extended	Adjustment Reason
<input type="checkbox"/>	1	1 PROPDMGAR-NOVA	Property Damage A/R - NOVA	10,000.00	10,000.00	
<input type="checkbox"/>	2	2 PROPDMGAR-NOVA	Property Damage A/R - NOVA	8,000.00	8,000.00	
<input type="checkbox"/>	3	3 PROPDMGAR-NOVA	Property Damage A/R - NOVA	12,000.00	12,000.00	

☒ Select All ☐ Clear All

Save Return to Search Notify Refresh



Simulation: Adjusting a Bill and Bill Line

You will now view a simulation that demonstrates how to **Adjust a Bill and Bill Line**.





Lesson 3: Adjusting a Bill Hands-On Practice

Now you have an opportunity to practice the lessons learned today in a training environment.

Your instructor will provide direction on how to log in and complete the exercise.

If you have any questions, please ask your instructor.





Lesson 3: Summary

3

Adjusting a Bill

In this lesson, you learned:

- The Adjust Entire Bill function enables you to adjust the bill either by crediting the entire bill or by crediting the original bill and rebilling.
- You may need to adjust a bill line after it has been entered, but do so before the invoice is generated. To adjust a bill line, the bill must have a status of RDY (Ready) or NEW. If the status is INV, the line cannot be adjusted.
- The process for setting up and removing a dispute in Cardinal.



Lesson 4: Introduction

4

Receivables Maintenance

This lesson covers the following topics:

- Maintaining and Updating Receivables
- Using a Maintenance Worksheet
- Writing-off a Bill



Maintaining and Updating Receivables

The Receivables Maintenance process helps users to accurately maintain receivables.

Maintenance is performed using a maintenance worksheet. A maintenance worksheet is a workspace for offsetting items, write-offs, or adjustments to clean up posted items.

In Cardinal, receivables maintenance transactions can be credit or debit memos, adjustments, on-account payments, or matches. Maintenance worksheets are used to refund an item with a credit balance or to create a new refund item for a credit remaining from maintenance tasks.

To create a maintenance worksheet, navigate using the following path:

Main Menu > Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Create Worksheet

Click the **Add a New Value** tab.

Click the **Add** button.

Favorites ▾ Main Menu ▾ > Accounts Receivable ▾ > Receivables Maintenance ▾ > Maintenance Worksheet ▾ > Create Worksheet

Create Worksheet

Find an Existing Value Add a New Value

Worksheet Business Unit 50100 🔍

Worksheet ID NEXT

Add

Find an Existing Value | Add a New Value



Maintenance Worksheet

When creating a worksheet, specify **Customer Criteria**, **Reference Criteria** or a combination of the two.

For example, select a single **Customer ID** and an item by **Item Reference** as your search criteria.

Select all items for a customer without narrowing searches by leaving the **Item Reference** information blank.

Use the **Advanced Inclusion Options** for more extensive Search criteria.

Note: If you do not need to use the **Advanced Inclusion Options**, click the **Build** button.

Navigation: Favorites > Main Menu > Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Create Worksheet

Unit: 50100 Worksheet ID: 38529

Customer Criteria

*Customer Criteria: Customer Items (dropdown)

Customer Reference

Cust ID: 0000140753 (highlighted with red box)

Name: CRST LINCOLN SALES INC

Remit SetID: 50100

Corporate SetID: 50100

MICR ID: (input field) Link MICR (button)

Rate Type: CRRNT

Business Unit: 50100

Remit From ID: 0000140753

Corporate ID: 0000140753

Acctg Date: 12/02/2019

Reference Criteria

*Reference Criteria: None (dropdown)

*Restrict to: All Customers (dropdown)

*Match Rule: Exact Match (dropdown)

Anchor BU: (input field)

Item Reference (highlighted with red box)

Qual Code	Reference	To Reference
I	PRDM007612	

Item Inclusion Options

☒ All Items ☐ Deduction Items Only ☐ Items in Dispute Only

☐ Exclude Collection Items ☐ Exclude Deduction Items ☐ Exclude Dispute Items

Advanced Inclusion Options (highlighted with red box)

Worksheet Action

Build (button) Clear (button)

Created Date/Time: 12/02/19 1:23PM Number of items in worksheet: 2

Worksheet Selection Worksheet Application Worksheet Action

Save (button) Return to Search (button) Notify (button) Refresh (button) Add (button) Update/Display (button)

Worksheet Selection | Worksheet Matches



Advanced Inclusions Options

When you click the **Advanced Inclusion Options** link the **Filter Items** pop-up window displays. You can create, edit, and save selection criteria for items to include in the worksheet.

Filter items using:

- **Item Selection Criteria**
- **Reference Data**
- **Item Type**
- **Balances**
- **Dates**



Maintenance Worksheet

After entering additional criteria, click **OK**. Cardinal returns the user to the **Worksheet Application** page.

Click the **Build** button.

Favorites ▾Main Menu ▾>Accounts Receivable ▾>Receivables Maintenance ▾>Maintenance Worksheet ▾>Create Worksheet

Worksheet SelectionWorksheet Matches

Unit 50100Worksheet ID 38529

Customer Criteria

*Customer Criteria

Customer Items ▾

Customer Reference

Cust ID 0000140753 🔍

Name CRST LINCOLN SALES INC

Remit SetID 50100

Corporate SetID 50100

MICR ID 🔍

Rate Type CRRNT 🔍

Business Unit 50100 🔍

Remit From ID 0000140753

Corporate ID 0000140753

Link MICR

Accctg Date 12/02/2019 📅

Find | View All

First ⏪ 1 of 1 ⏩ Last

Reference Criteria

*Reference Criteria

None ▾

*Restrict to

All Customers ▾

*Match Rule

Exact Match ▾

Anchor BU

🔍

Item Reference

Personalize | Find | View All | 📄 📅

First ⏪ 1 of 1 ⏩ Last

Qual Code	Reference	To Reference
I 🔍	PRDM007612 🔍	🔍

Item Inclusion Options

☒ All Items

☐ Deduction Items Only

☐ Items in Dispute Only

Advanced Inclusion Options

☐ Exclude Collection Items

☐ Exclude Deduction Items

☐ Exclude Dispute Items

Worksheet Action

Build

Clear

Created Date/Time 12/02/19 1:23PM

Number of items in worksheet 2

Worksheet Selection

Worksheet Application

Worksheet Action

📄 Save

🔍 Return to Search

📧 Notify

🔄 Refresh

➕ Add

📄 Update/Display

Worksheet Selection | Worksheet Matches

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Worksheet Application

The **Worksheet Application** page displays.

Item(s) that match the information entered on the **Worksheet Matches** tab, display with a check in the **Sel** (Selection) column.

Favorites ▾Main Menu ▾Accounts Receivable ▾Receivables Maintenance ▾Maintenance Worksheet ▾Create WorksheetUpdate Worksheet

New Window | Help | Personalize Page |

Worksheet Application

Unit 50100Worksheet ID 38529Currency USDAccounting Date 12/02/2019Reason Code

Item Action
Entry Type
Reason

Row Selection
Choice
Range

Display Control
Display

Item List

Personalize | Find | View All | | | First 1-3 of 3

View Detail	Seq Nbr	Sel	Item Balance	Currency	Item ID	Line	Type	Reason	Event	Unit	Customer	Service Purchase ID	Installment Number	Tax Status	Conv	Amount selected
	1	<input type="checkbox"/>	247.84	USD	PRDM001533		<input type="text"/>	<input type="text"/>	<input type="text"/>	50100	0000141278			Not Applicable		
	2	<input type="checkbox"/>	31,452.79	USD	PRDM002006		<input type="text"/>	<input type="text"/>	<input type="text"/>	50100	0000142997			Not Applicable		
	3	<input checked="" type="checkbox"/>	1,594.24	USD	PRDM007612		MATCH	<input type="text"/>	<input type="text"/>	50100	0000140753			Not Applicable		

Balance						
Dr	Cr	Adj	Net	WO	Ref	
1,594.24	0.00	0.00	1,594.24	0.00	0.00	

Worksheet Selection

Worksheet Application

Worksheet Action

Attachments (0)

View Audit Logs



Worksheet Application

Enter an **Entry Type** and **Reason** under **Item Action**.

Select an item in the **Item List**. Select the **Type** and **Reason** in the **Item List**.

Click the **Save** button.

Click the **Worksheet Application** link.



Worksheet Application

The **Worksheet Application** page displays. Enter an **Entry Type** and **Reason** under **Item Action**.

Select an item in the **Item List**. Select the **Type** and **Reason** in the **Item List**.

Click the **Save** button.

Click the **Worksheet Application** link.

Worksheet Application

Unit 50100 Worksheet ID 21449 Currency USD Accounting Date 02/03/2017 Reason Code

Item Action

Entry Type Reason

Row Selection

Choice Range

Display Control

Display Go

Absolute Value Sort

Item List

Detail 1 Detail 2 Detail 3 Detail 4 Detail 5 Detail 6

View Detail	Seq Nbr	Sel	Item Balance	Currency	Item ID	Line	Type	Reason	Event	Unit	Customer	Service Purchase ID	Installment Number	Tax Status	Amount selected
	1	<input checked="" type="checkbox"/>	10,000.00	USD	FUEL000398		MATCH			50100	0000145635			Not Applicable	10000.00
	2	<input checked="" type="checkbox"/>	-10,000.00	USD	FUEL000408		MATCH			50100	0000145635			Not Applicable	
	3	<input type="checkbox"/>	20,000.00	USD	FUEL000398					50100	0000145635			Not Applicable	20000.00

Add Item

Group View

Revenue Distribution

Balance
Dr 10,000.00 Cr -10,000.00 Adj 0.00 Net 0.00 WO 0.00 Ref 0.00

Worksheet Selection

Worksheet Application

Worksheet Action

Attachments (0)

View Audit Logs

Save

Return to Search

Notify

Refresh



Worksheet Action

The **Worksheet Action** page displays.

Click **Create/Review Entries** to view the accounting entries. Then change the **Posting Action** to **Batch Standard**. If your role does not allow you to make this change, you will need to contact your Supervisor. This field must be changed in order for the Batch to process.

To delete a Worksheet on this page use the **Delete Worksheet** button.

Click the **Save** button.



Writing-off a Bill

Write-offs are created using maintenance worksheets. Write-offs are applied to items for such reasons as the account is in collections and the balance is over 1 year, the OAG deemed an account uncollectible, or the department does not have sufficient documentation to substantiate a receivable. Even though a write-off is entered, the debt is not forgiven, and other measures can be taken to collect the outstanding balance.

To write off a bill start by accessing the **Create a Worksheet** page. You can access this page using the following path:

Main Menu > Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Create Worksheet

Click the **Add a New Value** tab.

The **Worksheet Business Unit** defaults to **50100** and does not need to be changed.

Click the **Add** button.



Writing-off a Bill (continued)

The **Worksheet Selection** page displays. Enter or select the following:

- **Cust ID:** Enter or select the customer ID number.
- **Business Unit:** Enter the business unit of 50100

In the **Item Reference** section:

- **Qual Code:** Select I for Item
- **Reference field:** Enter or select the item number
- Click the **Build** button.

Navigation: Favorites > Main Menu > Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Create Worksheet

Worksheet Selection | Worksheet Matches

Unit 50100 Worksheet ID NEXT

Customer Criteria

*Customer Criteria: Customer Items (dropdown)

Customer Reference

Cust ID: 0000154763 (search icon)

Business Unit: 50100 (search icon)

Name: ROGELIO CASTRO

Remit SetID: 50100

Corporate SetID: 50100

MICR ID: (input field) [Link MICR]

Rate Type: CRRNT (search icon)

Remit From ID: 0000154763

Corporate ID: 0000154763

Acctg Date: 11/26/2019 (calendar icon)

Reference Criteria

*Reference Criteria

Item Reference

Qual Code: I (search icon)

Reference: EMS000233 (search icon)

To Reference: (input field)

None (dropdown)

*Restrict to: All Customers (dropdown)

*Match Rule: Exact Match (dropdown)

Anchor BU: (input field) (search icon)

Item Inclusion Options

☒ All Items ☐ Deduction Items Only ☐ Items in Dispute Only [Advanced Inclusion Options](#)

☐ Exclude Collection Items ☐ Exclude Deduction Items ☐ Exclude Dispute Items

Worksheet Action

Build (highlighted) Clear

Created Date/Time: Number of items in worksheet: 0

Worksheet Selection Worksheet Application Worksheet Action

Save Notify Refresh Add Update/Display



Writing-off a Bill (continued)

The **Worksheet Application** page displays.

- Under the **Item Action** section:
 - Entry Type:** select **Write-off a Debit** or **Write-off a Credit** based on which is appropriate. For this scenario, **Write-off a Debit** is selected.
 - Reason:** select the appropriate reason **BADDT** (Bad Debt)
- In the **Item Balance** field, change the amount if not writing off the full debit. For this scenario the full debit is being written off so there are no changes needed.

Worksheet Application

Unit 50100 Worksheet ID 38525 Currency USD Accounting Date 11/26/2019 Reason Code

Item Action Entry Type **Write-off A Debit** Reason **BADDT**

Row Selection Choice **Select Range** Range Go

Display Control Display **All Items** Go

Absolute Value Sort

Item List Personalize | Fin

View Detail	Seq Nbr	Sel	Item Balance	Currency	Item ID	Line	Type	Reason	Event	Unit	Customer	Service Purchase ID	Installment Number	Tax Status
	1	<input checked="" type="checkbox"/>	1,402.03	USD	EMS000233		WOFFD	BADDT		50100	0000154763			Not Applicable

Add Item Group View Revenue Distribution

Balance

Dr	Cr	Adj	Net	WO	Ref
0.00	0.00	0.00	0.00	1,402.03	0.00

Worksheet Selection Worksheet Application Worksheet Action Attachments (0) View Audit Logs

Save Return to Search Notify Refresh



Writing-off a Bill (continued)

- In the **Type** field, select **WOFFD**.
- After you select the **Type**, the **Reason** field defaults if you selected it in the **Item Action** section.
- Click the **Save** button.

Note: If a pop-up window displays indicating you are not able to write-off the amount, you will need to submit a Help Desk ticket to have the amount you can write off increased. This requires the approval of the Fiscal Division Administrator documented in an email that can be attached to the Help Desk ticket.

- Click the **Worksheet Action** link at the bottom of the page.

Worksheet Application

Unit 50100 Worksheet ID 38525 Currency USD Accounting Date 11/26/2019 Reason Code

Item Action Entry Type Write-off A Debit Reason BADDT

Row Selection Choice Select Range Range Go

Display Control Display All Items Go

Absolute Value Sort

Item List

View Detail	Seq Nbr	Sel	Item Balance	Currency	Item ID	Line	Type	Reason	Event	Unit	Customer	Service Purchase ID	Installment Number	Tax Status
	1	<input checked="" type="checkbox"/>	1,402.03	USD	EMS000233		WOFFD	BADDT	<input type="text"/>	50100	0000154763			Not Applicable

Add Item Group View Revenue Distribution

Balance

Dr	Cr	Adj	Net	WO	Ref
0.00	0.00	0.00	0.00	1,402.03	0.00

Worksheet Selection Worksheet Application **Worksheet Action** Attachments (0) View Audit Logs

Save Return to Search Notify Refresh



Writing-off a Bill (continued)

The **Worksheet Action** page displays.

- Under the **Posting Action** section, in the **Action** field select **Batch Standard**. If your role does not allow you to make this change, you will need to contact your Supervisor. This field must be changed in order for the Batch to process.
- Click the **OK** button.

Worksheet Action

Unit 50100 Worksheet ID 38525 Accounting Date 11/26/2019

Status Do Not Post

Worksheet Action

Delete Worksheet

Delete Maintenance Group

Posting Action

Action: Batch Standard OK

Accounting Entry Action

Create/Review Entries

Worksheet Selection Worksheet Application Worksheet Action

Save Return to Search Notify



Writing-off a Bill (continued)

Click the **Save** button. The page is saved and the write off will process in batch. The batch process runs periodically during the day and overnight.

Favorites ▾Main Menu ▾Accounts Receivable ▾Receivables Maintenance ▾Maintenance Worksheet ▾Create Worksheet >Update Worksheet >Finalize Worksheet

New Window | H

Worksheet Action

Unit 50100Worksheet ID 38525Accounting Date 11/26/2019

Status Batch Standard

Worksheet Action

Delete Worksheet

Delete Maintenance Group

Posting Action

Action: Batch Standard ▼OK

Accounting Entry Action

Create/Review Entries

Worksheet SelectionWorksheet ApplicationWorksheet Action

Save

Return to Search

Notify



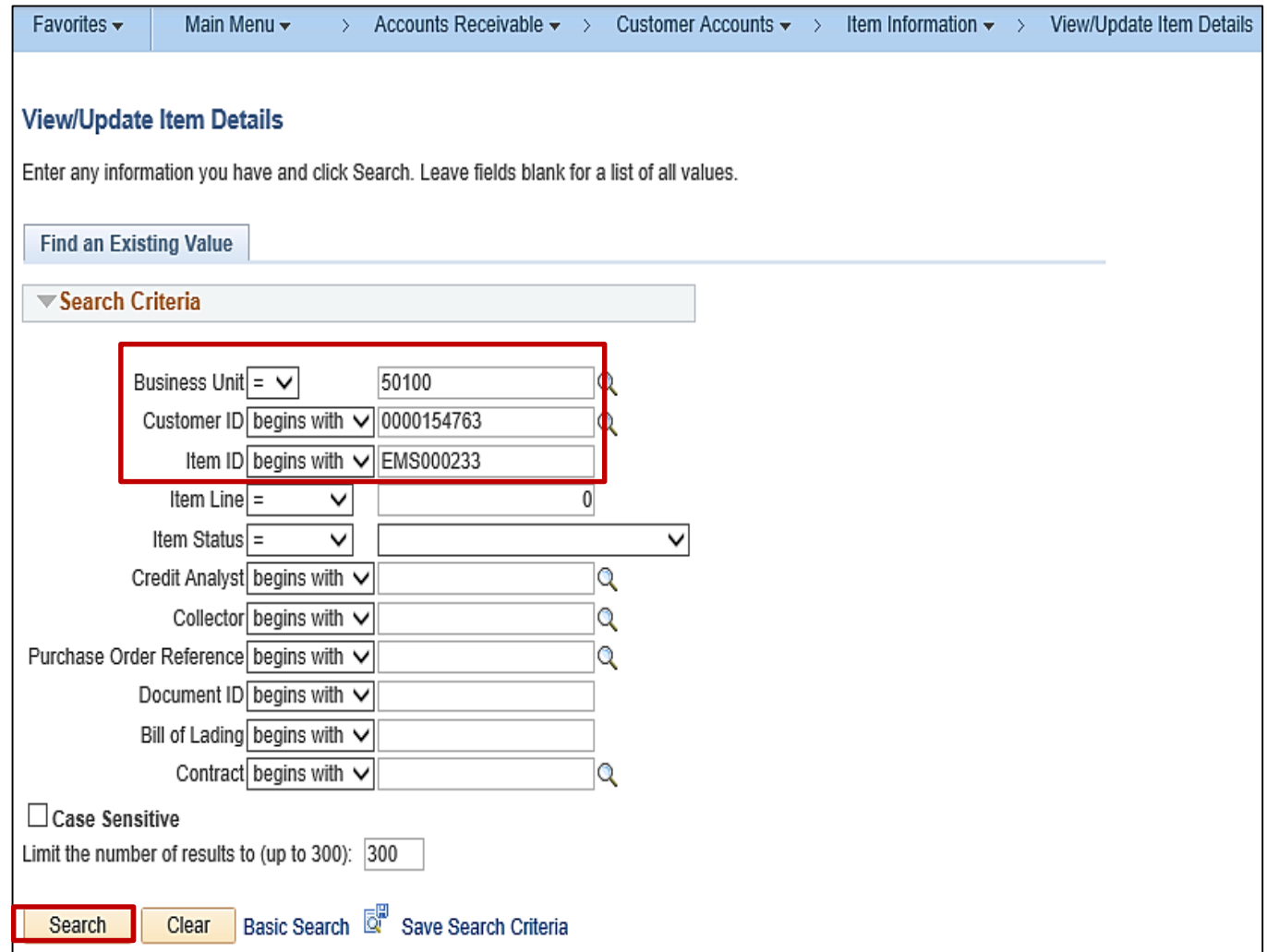
Reviewing a Write-Off after Processing

To verify that the write-off processed, access the **View/Update Item Details** page, using the following path:

Main Menu > Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details

- The **Business Unit** defaults to **50100** and should not be changed.
- **Customer ID** – enter the Customer ID
- **Item ID** – enter the item ID number

Click the **Search** button.



The screenshot shows the 'View/Update Item Details' page in a web application. The breadcrumb navigation at the top reads: Favorites > Main Menu > Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details. Below the breadcrumb is the page title 'View/Update Item Details' and a search instruction: 'Enter any information you have and click Search. Leave fields blank for a list of all values.' There is a 'Find an Existing Value' button. A 'Search Criteria' section contains several search fields. The first three fields are highlighted with a red box: 'Business Unit' (dropdown set to '= 50100'), 'Customer ID' (dropdown set to 'begins with 0000154763'), and 'Item ID' (dropdown set to 'begins with EMS000233'). Other fields include 'Item Line' (dropdown set to '= 0'), 'Item Status' (dropdown set to '= '), 'Credit Analyst' (dropdown set to 'begins with '), 'Collector' (dropdown set to 'begins with '), 'Purchase Order Reference' (dropdown set to 'begins with '), 'Document ID' (dropdown set to 'begins with '), 'Bill of Lading' (dropdown set to 'begins with '), and 'Contract' (dropdown set to 'begins with '). At the bottom of the search criteria is a checkbox for 'Case Sensitive' and a text input for 'Limit the number of results to (up to 300): 300'. At the very bottom are buttons for 'Search' (highlighted with a red box), 'Clear', 'Basic Search', and 'Save Search Criteria'.



Reviewing a Write-Off after Processing (continued)

Click the **Item Activity** tab.

In the **Item Activities** section of the page, you will be able to see that the write-off processed.

Favorites ▾Main Menu ▾>Accounts Receivable ▾>Customer Accounts ▾>Item Information ▾>View/Update Item Details

Detail 1Detail 2Detail 3Item ActivityItem Accounting EntriesItem Audit History

Unit: 50100Customer: 0000154763ROGELIO CASTRO

Item ID: EMS000233Line: Days Late: 82Status: Closed

Display Currency

Balance0.00USD

Item ActivitiesFind | View AllFirst1-2 of 2Last

Sequence 1	Accounting Date 08/06/2019	Posted Date 08/06/2019
Entry Type INReason EQDM1	Voucher ID	
Document	Amount	1,402.03 USD
Group Unit 50100Group ID 38471	Billing	
Sequence 2	Accounting Date 11/26/2019	Posted Date 11/26/2019
Entry Type WOFFDReason BADDT	Worksheet Reason	Voucher ID
Document	Match Group ID 99999	Amount
Group Unit 50100Group ID 38525	Maint	-1,402.03 USD

SplitAdd ConversationView Audit Logs

SaveReturn to SearchNotifyRefresh

Detail 1 | Detail 2 | Detail 3 | Item Activity | Item Accounting Entries | Item Audit History



Simulation: Adjusting Receivables – Credit Memos

You will now view a simulation that demonstrates how to **Adjust Receivables – Credit Memos** .





Lesson 4: Summary

4

Receivables Maintenance

In this lesson, you learned:

- How to Maintain and Update Receivables
- How to use a Maintenance Worksheet
- How to write-off a bill



Lesson 5: Introduction

5

Aging and Collections

This lesson covers the following topics:

- Aging and Collection Process
- Processing Customer Statements
- Past Due Notices



Aging and Collections Process

The Aging Process in Cardinal tracks the number of days a bill/invoice is unpaid.

Aging involves grouping receivables into past due categories.

The collection process involves using the **Items Eligible for Collections** Report to identify which items need to be sent for collections.

Navigate to this report using the following path:

Main Menu > Accounts Receivable > Receivables Analysis > Receivables Reports > Items Eligible for Collections

Report ID: RAR007

Commonwealth of Virginia
ITEMS ELIGIBLE FOR COLLECTIONS

Run Date: 01/24/2017
Run Time: 11:50 00

Page No. 1 of 93

Business Unit: 50100
Aging Category: All
Dunning Letter Number: All
Bill Type:
With Tax: Y

Customer ID	Item	Name	Dept	Contract	Project ID	Balance Amount	Days Late	Due Date	Actn Code
0000133366	MGSR001757	LOUIS BERG	10003			392.00	198	07/10/2016	
0000133366	MGSR001773	LOUIS BERG	10003			98.00	167	08/10/2016	
Department ID: 10003 Total Amount Due for 2 items \$490.00									
0000000001	MISC000128	PIEDMONT C	10007			8,344.50	52	12/03/2016	TAXE
Department ID: 10007 Total Amount Due for 1 items \$8344.50									
Department ID: 10011 Total Amount Due for 1 items \$600.00									
0000000147	RETR000668	B&BSIGNAL	10015		0000098019	7,162.71	188	07/20/2016	
0000010106	RETR000669	ARTHUR	10015		0000106242	19,233.95	188	07/20/2016	TAXE
0000012011	GENR003121	RICHMOND M	10015			260,545.33	150	08/27/2016	TAXE
0000104538	RETR000637	VIRGINIA P	10015		0000104578	15,092.70	242	05/27/2016	TAXE
0000104538	RETR000679	VIRGI						8/27/2016	TAXE
0000104538	RETR000680	VIRGI						8/27/2016	TAXE
0000109490	RETR000628	BASIC						5/13/2016	TAXE
SUMMARY									
			Department	Number of Items	Amount				
			10003	2	490.00				
			10007	1	8,344.50				
			10011	1	600.00				
0000117817	RETR000673	ADAMS	10015	33	1,139,241.43		8/27/2016		TAXE
0000117817	RETR000681	ADAMS	10020	3	25,893.00		8/27/2016		TAXE
0000119204	RETR000672	ORDER	10021	1	15,294.87		7/21/2016		TAXE
			10044	3	157,328.80				
			10049	75	247,902.73				
			10056	55	9,990.00				
			10057	5	37,287.72				
			10074	1	10,072.94				
			10108	4	25,661.24				
			10113	4	16,095.30				
			10144	2	21,831.20				
			10182	4	6,465.42				
			10183	3	36,829.12				
			10184	3	23,101.31				



Collections Process

Once an item is ready for the collections process, update the **Detail 1** tab.

The collection code is **INH (In House)** until the account is sent to an outside collection agency.

The screenshot displays the 'View/Update Item Details' screen in the CARDINAL system. The 'Detail 1' tab is selected and highlighted with a red box. The item being viewed is FUEL000435, with a balance of 19,000.00 USD. The 'Customer Relations' section contains a red box around the 'Collection' checkbox, which is checked, with a code of 'DAG' and a date of '03/06/2017'. Other options like 'Dispute', 'Deduction', and 'Doubtful' are unchecked. The 'Other Options' section shows 'Revaluation Flag' and 'Available for Netting' checked. The bottom of the screen includes buttons for 'Save', 'Return to Search', 'Notify', and 'Refresh', along with a 'View Audit Logs' link.

Cardinal Home | Worklist | Add to Favorites

Favorites ▾ Main Menu ▾ > Accounts Receivable ▾ > Customer Accounts ▾ > Item Information ▾ > View/Update Item Details

New Window | Help | Personalize

Detail 1 | Detail 2 | Detail 3 | Item Activity | Item Accounting Entries | Item Audit History

Unit 50100 Customer 0000000028 CLINTON ATOYE WINSTON
Item ID FUEL000435 Line Days Late -30 Status Open

Accounting Date 03/06/2017 Balance 19,000.00 USD Billing Unit 50100 Detail
Entry Type IN Original Amount 19,000.00 USD
Entry Reason BULN3 Display Currency
AR Dist Info AR-FED

Discount Options

Due Date 04/05/2017 Due Days
Terms NET30 Discount Days
Discount Amount 0.00 Date
Discount Amount 1 Date 1
☐ Always Allow Discount
As Of Date 03/06/2017 Posted 03/06/2017

Payment/Draft Options

Payment Method Check
Draft Type 1 ☐ Preapproved?
Direct Debit Profile ID ☐ Create Document?
☐ One Item per Draft?

Customer Relations

☐ Dispute Reason Date
Dispute Amount
☐ Deduction Reason Date
☐ Doubtful
☒ Collection Code DAG Date 03/06/2017
Analyst CREDIT Credit Analyst
Collector COL2 Wanda Jackson
Sales Person INDIV Individual
AR Specialist

Other Options

☒ Revaluation Flag ☒ Available for Netting

Item Creation/Update Details

Created On 03/06/2017 4:13PM Last Modified On 03/06/2017 4:18PM
Created By V_AR_STATE_BILLING_SPECIAL Modified By V_AR_SUPERVISOR

Split Item Action Add Conversation View Audit Logs

Save Return to Search Notify Refresh



Past Due Notices

Past Due/Dunning Notices are sent to customers at two different intervals:

- 31 to 59 days past due
- Over 60 days past due

If a receivable is over 60 days past due and is not written off or sent to a collection agency, additional collection activities are initiated including:

- Sending statements of accounts
- Initiating debt set-off programs
- Follow up letters and telephone calls
- Placing customers in collection status

As receivables age, dunning letters generated by Cardinal become increasingly severe.



Past Due Notices (continued)

The dunning letter is used to notify customers of past due receivables as their accounts become delinquent.

A batch process runs monthly to prepare and print dunning letters. To view dunning letter history and letter content, use the following path:

Main Menu > Accounts Receivable > Customer Interactions > Dunning Letters > History of Letters

HomeWorklistAdd to Favorites

FavoritesMain MenuAccounts ReceivableCustomer InteractionsDunning LettersHistory of Letters

New WindowHelpPersonalize

Dunning LettersLetter Content

SetID 50100Customer C10000000CinderellaDunning Number 149Letter Code 1Sequence 1Delete N

Dunning Date 12/23/2016Date Modified

Dunning Letter Details

Location 1Letter Total 1,001.00 USDItem Balance 1,001.00 USD

Unit	Customer	Short Name	Item ID	Line	Letter Amount	Currency	Display Letter Amount	Display Currency	Entry Type	Reason	Item Bal Amt	Balance Currency	Display Balance	Display Currency
150100	C10000000	Cinder	DUNTEST001		1,001.00	USD	1,001.00	USD	IN	CAL01	1,001.00	USD	1,001.00	USD

Return to SearchPrevious in ListNext in ListNotify

Dunning LettersLetter Content

VA Dept of Transportation
VDOT Central Office
1401 E. Broad St.
Richmond, VA 23219

12/23/2016

Cinderella
1600 SW Castle Blvd.
Fairytale, CA 12345
United States

Customer C10000000Cinder

Dear Sir/Madam,

This is to inform you that the items listed below are PAST DUE. Please remit payment within thirty (30) days to avoid penalty.

Sequence	Invoice No.	Invoice Type	Balance	Due Date	Invoice Date	Days Late
1	DUNTEST001	CAL01	1,001.00 USD	12/22/2016	11/22/2016	1

PLEASE REMIT PAYMENT TO THE ADDRESS BELOW:

Virginia Department of Transportation
Attn: Fiscal Division - Cash Receipts
1401 E. Broad Street
Richmond, VA 23219



Past Due Notices (continued)

If in-house collection activities are not successful, the past due receivables are sent to the Office of the Attorney General (OAG) or a private collection agency.

Record this on the receivable in the comments/conversation panel and on the Customer Item Inquiry **Detail 1** tab by updating the **Code** to **OAG** or **EXT** (for External Collection) and entering the **Date** sent.

CARDINAL

Favorites ▾ Main Menu ▾ > Accounts Receivable ▾ > Customer Accounts ▾ > Item Information ▾ > View/Update Item Details

Detail 1 | Detail 2 | Detail 3 | Item Activity | Item Accounting Entries | Item Audit History

Unit 50100 Customer 0000000028 CLINTON ATOYE WINSTON.....

Item ID FUEL000435 Line Days Late -30 Status Open

Accounting Date 03/06/2017 Balance 19,000.00 USD Billing Unit 50100 Detail
Entry Type IN Original Amount 19,000.00 USD
Entry Reason BULN3 Display Currency
AR Dist Info AR-FED

Discount Options

Due Date 04/05/2017 Due Days
Terms NET30 Discount Days
Discount Amount 0.00 Date
Discount Amount 1 Date 1
☐ Always Allow Discount
As Of Date 03/06/2017 Posted 03/06/2017

Payment/Draft Options

Payment Method Check ▾
Draft Type 1 ☐ Preapproved?
Direct Debit Profile ID ☐ Create Document?
☐ One Item per Draft?

Customer Relations

☐ Dispute Reason Date
Dispute Amount
☐ Deduction Reason Date
☐ Doubtful
☒ Collection Code OAG Date 03/06/2017
Analyst CREDIT Credit Analyst
Collector COL2 Wanda Jackson
Sales Person INDIV Individual
AR Specialist

Other Options

☒ Revaluation Flag ☒ Available for Netting

Item Creation/Update Details

Created On 03/06/2017 4:13PM Last Modified On 03/06/2017 4:18PM
Created By V_AR_STATE_BILLING_SPECIAL Modified By V_AR_SUPERVISOR

Split Item Action Add Conversation View Audit Logs

Save Return to Search Notify Refresh



Past Due Notices (continued)

Debt Set-Off/Taxation information is located on the **Item Action** page/hyperlink.

Item Action

Unit 50100

Customer 0000109400 COMMONWEALTH EXCAVATING INC

Item ID CALC006264

Item Line

Days Late 107

Status Open

Action Detail

Personalize | Find |

First 1-4 of 4 Last

Action Status	Action	Description	Condition	Assigned	Action Owner	Due Date	Action Parm
Completed	TAX	Sent to Taxation	Online selection by user	A-PETER.MCGARRITY	McGarrity, A-Peter (VDOT)	01/17/2017	
Completed	TAXR	Returned from Tax,claim number	Online selection by user	AA_CARDINAL_BATCH_AR	Control-M Batch User AR Team	01/18/2017	
Completed	TAXE	Sent to Taxation - End of Year	Online selection by user	AA_CARDINAL_BATCH_AR	Control-M Batch User AR Team	01/18/2017	
Completed	TAXE	Sent to Taxation - End of Year	Online selection by user	AA_CARDINAL_BATCH_AR	Control-M Batch User AR Team	01/19/2017	

Add Action

OK

Cancel

Apply



Past Due Notices (continued)

Debt Set-Off /Taxation information is also located on the **Customer Item Inquiry** in the **Detail 2** tab.

CARDINAL Home Worklist Add to Favorites

Favorites Main Menu > Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details New Window Help Personal

Detail 1 **Detail 2** Detail 3 Item Activity Item Accounting Entries Item Audit History

Unit 50100 Customer 0000109449 COMMONWEALTH EXCAVATING INC

Item ID CALC006264 Line Days Late 107 Status Open

Balance 2,793.00 USD

Reference Information

Related Unit	50100	Document	
Related Invoice	CALC006264	OM Business Unit	
Related Invoice Date	10/20/2016	Order Number	
Claim Date	12/28/2016	Purchase Order	
Claim Number	69822441	Contracts BU	
Letter of Credit		Contract	
AG Number		Contract Line	
Service Purchase ID		Reference Reason	CAL01
Subrog Case No			

Contacts & Shipping

Sales Person 2		Carrier ID	
Broker		Proof of Delivery	
Ship From Site		Bill of Lading	
Sold To Customer		Location	1 PRIMARY ADDRESS
Ship To Customer			

Product Information

Family		Trade	
Class		Division	

Split Item Action Add Conversation View Audit Logs

Save Return to Search Previous in List Next in List Notify Refresh

Detail 1 | Detail 2 | Detail 3 | Item Activity | Item Accounting Entries | Item Audit History



Past Due Notices (continued)

The Debt Setoff process creates a custom extract of non-project customer and past due receivable data that is sent to Taxation for Debt Setoff.

Taxation compares the non-project customer Social Security Number (SSN) or Employer Identification Number (EIN) to those of payees receiving payments for any state agency. If a match is found, the payment is intercepted and used to offset the past due debt.

Non-project receivables between 31-59 days are included in the Debt Setoff process.



Past Due Notices (continued)

If a non-project receivable is over 60 days past due and is manually sent to OAG (or another collection agency), this information is recorded on the **Conversations** tab and **Customer Relation** area of the **Customer Inquiry** screen.

The screenshot shows the CARDINAL Customer Inquiry screen, specifically the Conversations tab. The interface includes a top navigation bar with 'Home' and a breadcrumb trail: 'Accounts Receivable > Customer Interactions > Conversations > View/Update Conversations'. Below this, there are tabs for 'Conversations', 'References', and 'Attachments'. The main form area contains several sections: 'SetID 50100', 'Business Unit 50100', 'Customer 0000000077', and 'Description COLLECTION ACTIVITY'. A red box highlights the '*Status' dropdown menu, which is currently set to 'New'. Other fields include 'Subject', 'Promise of Payment' (checkbox), 'Review' (with Date, Review Days, User ID, and Supervisor Review checkboxes), 'Follow Up' (with Action, User ID, Letter, and Date fields), and 'Reference Totals' (with Amount, Currency, and Promise Date fields). Below these are 'Keywords' (Keyword1, Keyword2, Keyword3) and 'Conversation Entries' (with Contact ID, Email ID, Telephone, Extension, and Comments). The bottom of the screen features a status bar with 'Created On 07/26/16 4:57PM', 'Created By TANISHA.JONES', 'Last Modified On 08/28/16 3:28PM', and 'Modified By PPLSFT'. Navigation buttons at the bottom include 'Save', 'Return to Search', 'Previous in List', 'Next in List', 'Notify', 'Add', and 'Update/Display'.



Processing Customer Statements

The Process Customer Statements function is run when customer statements are needed.

Customer statements provide an overview of the account status and are used by customers to verify and/or reconcile their accounting records.

Navigate to the **Create Customer Statements** page using the following path:

Main Menu > Accounts Receivable > Customer Interactions > Statements > Create Customer Statements

The screenshot shows the 'Create Customer Statements' page in the CARDINAL system. The breadcrumb trail at the top is: Main Menu > Accounts Receivable > Customer Interactions > Statements > Create Customer Statements. The page is divided into two main sections: 'Statements Parameters' and 'Report Request Parameters'.

Statements Parameters:

- Run Control ID: 01AR0503B
- Language: English (dropdown)
- Buttons: Report Manager, Process Monitor, Run

Report Request Parameters:

- As of Date: 11/28/2016 (calendar icon) ☐ Use System Date
- Unit: 50100 (lookup icon) VA Dept of Transportation
- SetID: 50100 (lookup icon) VA Dept of Transportation
- Customer: 01AR0503B (lookup icon) Snow White
- Correspondence Customer: % (lookup icon)
- Statement Group: All Statement Groups (dropdown)
- Balance Forward Due Date: 11/28/2016 (calendar icon)
- Options: ☒ Open Item, ☐ Open Item Include Drafts, ☒ Balance Forward, ☐ Balance Forward Re-run

Footer Buttons: Save, Return to Search, Previous in List, Next in List, Notify, Add, Update/Display




Processing Customer Statements (continued)

The customer statement includes all the activity for each item:

- Invoice
- Payments
- Matches
- Credit Adjustments

The statement also shows the number of items, the aging category, and the total amount by aging category.



STATEMENT

Statement Number: 375
Statement Date: 02/07/2017
Account Number: 01AR0503B
Statement Due Date: 02/07/2017
Send payment to: Virginia Department of Transportation
Attn: Fiscal Division - Cash Receipts
1401 E. Broad Street
Richmond, VA 23219
USA

Snow White
1700 SW Castle Blvd.
Fairytale, CA 12345
USA

Accounting Date	Item ID and line	Entry Type	Item Activity	Payment	Document	PO	Discount
Account: Snow 01AR0503B 50100							
	Balance Forward USD			1,415.00			
JUL/24/2016	FED001572	Invoice		12,310.00			
OCT/24/2016	FED001573	Invoice		9,521.20			
JAN/16/2017	TEST DUNNING III	Invoice		300.00			
Total For Snow				23,546.20			
Total for 50100				23,546.20			
Statement Total USD				23,546.20			

1 of 1



Simulation: Processing Customer Statements

You will now view a simulation that demonstrates how to **Process Customer Statements**.





Lesson 5: Summary

5

Aging and Collections

In this lesson, you learned:

- The Aging and Collection Process
- How to process Customer Statements
- How to generate Past Due Notices



Course Summary

AR323

Billing and Receivables

In this course, you learned:

- Enter a Standard Bill
- Generate an Invoice
- Adjust a Bill
- Maintain and Update Receivables
- Process Customer Statements



Course Evaluation

Congratulations! You successfully completed the **501 AR323: Billing and Receivables** course.

Your instructor will provide instructions on how to access the evaluation survey for this course.





Appendix

- Key Terms
- Allowed Extensions on Attachments in Cardinal
- Flowchart Key



Key Terms

Accounting Distribution Code: ChartField string that defines how a transaction is charged (i.e., which fund, program, department, account, etc.). Distribution codes simplify the process of generating accounting entries by defining a valid combination of ChartField values.

Billing Charge Code: Identifies the item or service being billed to the customer.

Bill Header: Overall bill information that applies to all lines in the bill including:

- Where the bill came from (bill source)
- Bill type
- Where the bill is going
- Customer information
- When the bill is sent to the customer
- Payment terms
- **Header - Info 1** contains general information and **Header - Info 2** contains additional information. This information is added when entering a regular bill.

Bill Line: An individual item on a bill that contains descriptive information such as name, quantity, and price.



Key Terms (continued)

Bill Source: Describes what the user is billing for.

<u>Bill Source:</u>	<u>Description:</u>
AUDIT	Audit Refund
CALCU	Calculated Accident
COAL	Coal Severance
EMS	Equipment Management System
FED	Federal
FUEL	Automated Fuel Mngt System
GENER	Generic Miscellaneous
GRANT	Grant
INVS	Inventory Sales
MG&SE	Miscellaneous Goods & Services
MISC	Miscellaneous

Bill Source:

MISC

PHOTO

PROJE

PROPDMG

RETRE

REVSH

REVSM

Description:

Miscellaneous

Photo Bills

Non-Federal Projects

Property Damage

Retainage Refund

Revenue Sharing Unmatched

Revenue Sharing Match



Key Terms (continued)

Bill Statements:

- **Invoice:** In the Accounts Receivable functional area, bill issued by the agency after having provided products or services to the customer.
- **Customer Statement:** A periodic summary of a customer's account activity that lists goods and/or services provided, billings, payments, etc.
- **Dunning Letter:** A request for payment that is past due.

Bill Status: A classification that identifies the bill's processing stage:

- **NEW:** bill has just been created
- **RDY:** bill is ready for batch processing
- **INV:** bill has been processed and is ready to go out
- **PND:** bill has been adjusted and is ready for review and approval

Bill Type: A category of activity that should be grouped together on a particular bill. Set default values at the bill type level.

There are four bill types entered in Cardinal:

- **Standard:** bill created manually for one time use
- **Recurring:** bills or portions of bills that can be reproduced
- **Installment:** bills that are used to invoice customers in segments
- **Consolidated:** bills that are grouped or consolidated into a single invoice



Key Terms (continued)

Bill Type Identifier: field is used to select the item that is being billed and the associated charge distribution. Click the **Identifier** lookup icon to select the appropriate option. Example: **BULLNOSE2**.

- **Bill Type Identifiers have a Charge Code:** For the **Identifier BULLNOSE2**, the **Charge Code** is **CALCOST**.
 - The **CALCOST Charge Code** populates the related accounting distributions as follows:
 - Billing: Revenue Side of GL entry – goes to GL
 - AR: AR side of GL entry – goes to AR

Business Unit: An operational subset of an organization. In Virginia, each state agency is an operational subset (or business unit) of the Commonwealth. The business unit number identifies each operational subset or agency of the Commonwealth.

Customer: Any entity responsible for paying the agency for goods and/or services. There are four general customer types in Cardinal which are used as **Bill Type Identifiers**:

- **CCT:** City, County, Towns
- **FED:** Federal Billing
- **OTH:** Other
- **STA:** State Agencies



Key Terms (continued)

Cycle ID: Identifies the billing cycle for the bill. Options include:

- Daily
- Monthly
- Federal
- Monthly Installment
- Monthly Recurring
- Quarterly

Entry Type: Categorizes pending items that create or update posted items within the system. Every receivable transaction must have an **Entry Type** associated with it. Examples of **Entry Types** include:

- Credit Memos (**CR**)
- Debit Memos (**DR**)
- Invoice (**IN**)
- Late Payment Penalty (**OC**)

Entry Reason: Categorizes different uses for a single entry type. The **Entry Reason** associated with an item defines which accounting entries generate and can be used for reporting purposes.

- **Entry Reasons** are used to define **accounting distributions** for each **Entry Type**.
- Example → **BULLNOSE3/BULLN3** → **CALCOST/Acctg Distribution Code**



Key Terms (continued)

Frequency: Entity used to determine the frequency of the billing cycle. Defaults to **Once**. Other options include:

- Once
- Installment
- Recurring

Note: **Invoice Status** uses the same codes.

Invoice Status: The processing stage of the invoice. **Invoiced** means that an invoice has been printed and an invoice number has been assigned. A non-invoiced bill is one that has not been printed. **Invoice Status** values are the same values used for Bill Status. The most common statuses are:

- **NEW**
- **RDY** (ready)
- **PND** (pending)
- **INV** (invoiced)

Table: Field that determines the type of options available in the **Identifier** field. Click the **Table** lookup icon and select **ID (PS/Billing Charge ID)**.





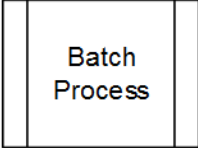
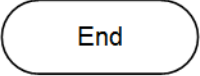
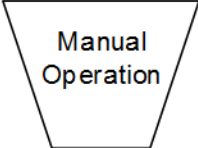
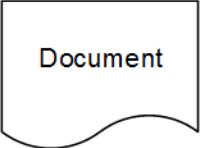
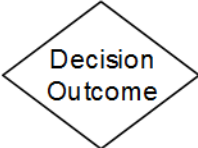
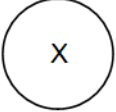
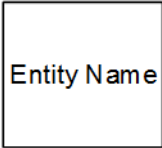
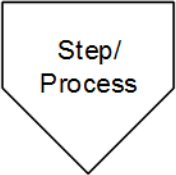
Allowed Extensions on Attachments in Cardinal

The following is a list of file extensions that are allowed on attachments uploaded to Cardinal. You should only attach key supporting documents that either enhance the electronic Cardinal transaction approval process or are instrumental as part of the transaction history. The Cardinal system should not be relied upon to maintain agency documentation and should not be considered the official retention source of the agency. Supporting documents, as required by all applicable regulatory/governing bodies, should be maintained by the agency apart from the Cardinal attachment functionality.

Allowed Extensions on Attachments in Cardinal		
.BMP	.CSV	.DOC
.DOCX	.JPE	.JPEG
.JPG	.MSG	.PDF
.PNG	.PST	.RTF
.TIF	.TIFF	.TXT
.XLS	.XLSX	.XML



Flowchart Key

	Depicts a process step or interface.		Indicates point at which the process begins. Does not represent any activity.
	Specifies a batch process.		Indicates point at which the process ends. Does not represent any activity.
	Depicts a process step that is preformed manually.		Depicts a document of any kind, either electronic or hard copy.
	Defines the possible outcomes of a decision or analysis that took place in a step immediately preceding.		Indicates an on-page or intra process connector. Used to avoid complex overlapping connector lines or to continue a process on a subsequent page.
	Represents an entity (person, organization, etc.).		Connects steps between business processes.