



# **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](http://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:

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



# 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:

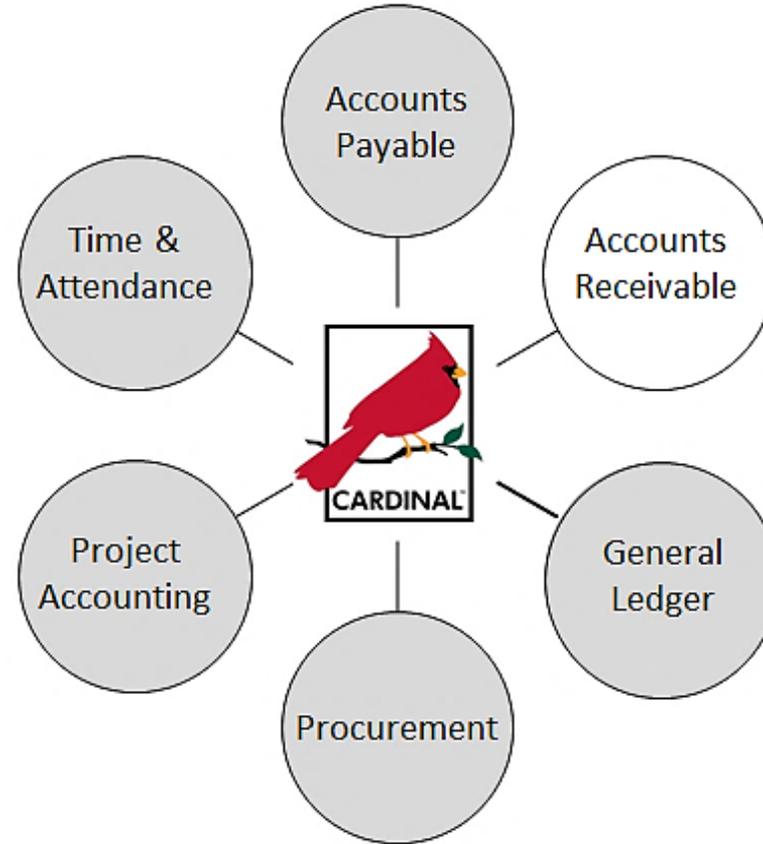
## Accounts Receivable

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

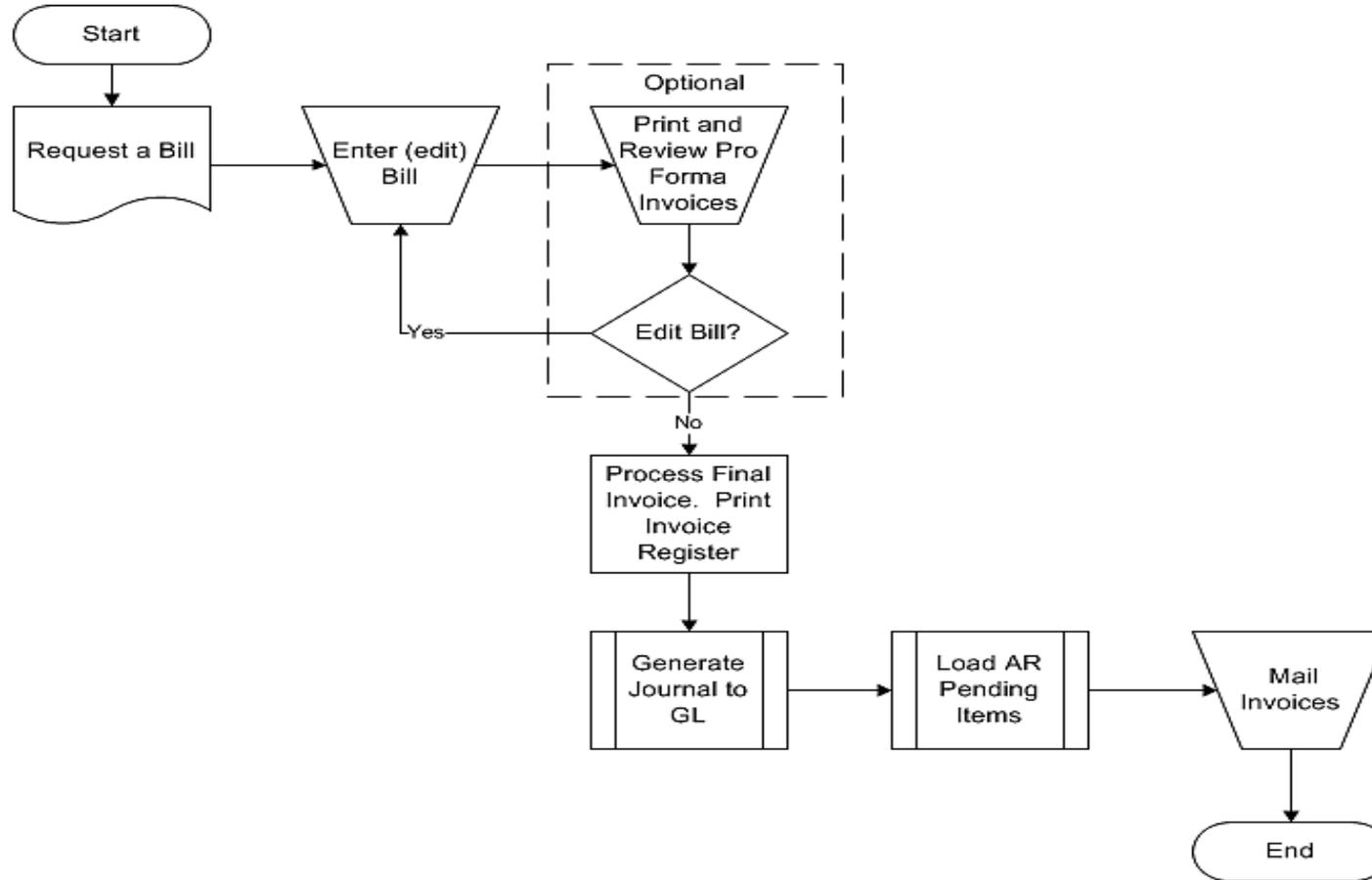
Some key concepts in creating and processing bills include:

- 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

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



# 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.

Bills Invoiced

\*Unit 50100 \*Currency Option Transaction Currency

\*Bill To Customer \*ID 000000001 Search

0.000 / 0.00

Bill Search Results Personalize | Find | View All | First 1 of 1 Last

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**

\*Unit  \*Currency Option   
 \*Bill To  \*ID

1 To 2 Of 2 0.00 / 0.00

**Bill Search Results** Personalize | Find | View All | First 1-2 of 2 Last

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		

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



# 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 Bill To 0000000001 Invoice Amt 5,000.00 USD  
 Invoice INVS000072 PIEDMONT CONCRETE CONTRACTORS INC. Max Rows 100

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

Seq	Line	Net Extended
1	1	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 <input checked="" type="checkbox"/> Accumulate
	Gross Extended 5,000.00	Tax Code <input type="checkbox"/> Tax Exempt
	Less Discount 0.00	Exempt Cert
	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.

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

### Bill Entry

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

Business Unit

Invoice

Bill Type Identifier

Bill Source

Customer

Invoice Date

Accounting Date

[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

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

### 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.

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

### Bill Entry

Find an Existing Value | Add a New Value

Business Unit: 50100 🔍

Invoice: NEXT

Bill Type Identifier: OTH 🔍

**Bill Source: CALCU 🔍**

Customer: 🔍

Invoice Date: 📅

Accounting Date: 📅

Add

Find an Existing Value | Add a New Value

### Look Up Bill Source

SetID: 50100

Bill Source: begins with ▾

Look Up | Clear | Cancel | Basic Lookup

#### Search Results

View 100 | First ◀ | 1-18 of 18 | Last ▶

Bill Source	Description
AUDIT	Audit Refund
<b>CALCU</b>	<b>Calculated Accident</b>
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
PROPDMG	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.

**Bill Entry**

Find an Existing Value | Add a New Value

Business Unit: 50100 🔍

Invoice: NEXT

Bill Type Identifier: OTH 🔍

Bill Source: CALCU 🔍

**Customer: 0000000001 🔍**

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	Invoice Date	Cycle ID DAILY
*Type OTH	Source CALCU	*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	

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

Unit 50100 Bill To 0000000001 Pretax Amt 0.00 USD  
Invoice NEXT PIEDMONT CONCRETE CONTRACTORS INC.

Paid Reference   
Paid Amount   
Fwd Balance   
Letter of Credit ID   
Letter of Credit Document ID

Prepayment Lookup  
Entry Type    
Entry Reason    
Entry Event    
Hold Until Date    
 Accrue Unbilled

**Currency Information**

Billing Currency USD		Exchange Rate	
Change Bill Currency		Rate Type CRRNT	
	Base Currency USD	Rate	<input type="text" value="1.00000000"/>

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

Page Series  
Prev Next

Save Notify Refresh Add Update/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 1 | Header - Info 2 | **Line - Info 1**

Unit 50100      Bill To 0000000001      Pretax Amt 0.00 USD  
Invoice NEXT      Piedmont Concrete Contractors Inc.

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Paid Reference	<input type="text"/>	Prepayment Lookup	
Paid Amount	<input type="text" value="0.00"/>	Entry Type	<input type="text" value="IN"/>
Fwd Balance	<input type="text" value="0.00"/>	Entry Reason	<input type="text" value="CAL04"/>
Letter of Credit ID	<input type="text"/>	Entry Event	<input type="text"/>
Letter of Credit Document ID	<input type="text"/>	Hold Until Date	<input type="text" value="11/04/2019"/>
		<input type="checkbox"/> Accrue Unbilled	

**Currency Information**

Billing Currency	USD	Exchange Rate	
Change Bill Currency		Rate Type	<input type="text" value="CRRNT"/>
		Base Currency	USD
		Rate	<input type="text" value="1.00000000"/>

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

Page Series  
Prev Next

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 is highlighted with a red box, and a 'Look Up Table' dialog box is open over it. The dialog box contains the following options:

- D Discount Table
- ID PS/Billing Charge Id**
- S Surcharge Table

The 'ID PS/Billing Charge Id' option is highlighted with a red box. The background interface shows the following details:

- Unit: 50100
- Invoice: NEXT
- Bill To: 0000000001
- PIEDMONT CONCRETE CONTRACTORS INC.
- Pretax Amt: 0.00 USD
- Max Rows: 100
- Seq: 1
- Quantity: [Field]
- Unit of Measure: [Field]
- Unit Price: 0.0000
- Gross Extended: 0.00
- Less Discount: 0.00
- Plus Surcharge: 0.00
- Net Extended: 0.00
- VAT Amount: 0.00
- Tax Amount: 0.00
- Net Plus Tax: 0.00



# 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 shows a software interface for entering a standard bill. The header section includes fields for Unit (50100), Invoice (CALC006256), Bill To (0000000001), Pretax Amt (200.00 USD), and Max Rows (100). The Bill Line section shows a table with columns for Seq, Line, Table ID, Identifier, Description, Quantity, Unit of Measure, Unit Price, Gross Extended, From Date, To Date, Line Type, Tax Code, Exempt Cert, and Net Extended. The Identifier field is set to PROPDMGAR-RICHMOND, and the Description is Property Damage A/R - Richmond. The Quantity is 1.0000, Unit of Measure is EA, and Unit Price is 200.0000. The Gross Extended is 200.00. The Net Extended is 200.00. The Net Plus Tax is 200.00. The interface also includes a 'Notes' link, a 'Refresh' button, and a 'Save' button.

Seq	Line	Table ID	Identifier	Description	Quantity	Unit of Measure	Unit Price	Gross Extended	From Date	To Date	Line Type	Tax Code	Exempt Cert	Net Extended
1			PROPDMGAR-RICHMOND	Property Damage A/R - Richmond	1.0000	EA	200.0000	200.00			REV			200.00

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: Notes, Line Info 2, Tax, Accounting, Discount/Surcharge  
Summary: Bill Search, Line Search  
Navigation: Line - Info 1  
Page Series: Prev, Next  
Buttons: Save, Notify, Refresh, Add, Update/Display



# 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.

The screenshot shows a software interface for entering a standard bill. The breadcrumb trail at the top reads: Favorites > Main Menu > Billing > Maintain Bills > Standard Billing. The 'Header - Info 1' tab is selected and highlighted with a red border. Below the tabs, the following information is displayed: Unit 50100, Invoice CALC006256, Bill To 0000000001, PIEDMONT CONCRETE CONTRACTORS INC., Pretax Amt 200.00 USD, and Max Rows 100. The 'Bill Line' section shows Seq 1, Line Identifier PROPDMGAR-RICHMOND, and Description Property Damage A/R - Richmond. The 'Bill Line Note' section includes checkboxes for 'Standard Note Flag' and 'Internal Only Flag', a 'Standard Note Code' field, and a 'Note Type' field. The 'Note Text' box is highlighted with a red border and contains the text '254 characters remaining'. At the bottom, the 'Save' button is highlighted with a red border, along with 'Notify' and 'Refresh' buttons. The 'Page Series' section shows 'Line - Note' selected in the 'Navigation' dropdown, with 'Prev' and 'Next' buttons. The footer of the interface reads '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 1 | Line - Info 1

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  
View Activity  
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

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 – 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.

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.

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       Net Extended 200.00  
Table ID  Identifier PROPDMGAR-RICHMOND Description Property Damage A/R - Richmond

Quantity 1.0000      From Date    
Unit of Measure EA      To Date    
Unit Price 200.0000      Line Type REV  Accumulate  
Gross Extended 200.00      Tax Code   Tax Exempt  
Exempt Cert

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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.

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

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

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 a software interface for entering a standard bill. The main window shows the following details:

- Unit: 50100
- Invoice: CALC006256
- Pretax Amt: 200.00 USD
- Status: NEW (with a look up icon)
- \*Type: OTH
- \*Customer: 000000001
- Invoice Date: [empty]
- Source: CALCU
- Cycle ID: DAILY
- \*Frequency: Once
- SubCust1: [empty]
- SubCust2: [empty]
- \*Invoice Form: STANDARD
- Accounting Date: [empty]
- Remit To: REMIT
- Sales: BUSINESS
- Credit: CREDIT
- Billing Specialist: [empty]

A "Look Up Status" dialog box is open, showing a list of status options:

Look Up Status	
Select one of the following values:	
CAN	Canceled
FNL	Finalized Bill
HLD	Hold Bill
INV	Invoiced Bill
NEW	New Bill
PND	Pending Approval
<b>RDY</b>	<b>Ready to Invoice</b>
TMP	Temporary Bill
TMR	Temporary Ready Bill

The "RDY Ready to Invoice" option is highlighted with a red box. Below the dialog box, the "Save" button is also highlighted with a red box. The interface includes navigation tabs for "Header - Info 1" and "Line - Info 1", and a breadcrumb trail: "Favorites > Main Menu > Billing > Maintain Bills > Standard Billing".



# 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.

Favorites ▾ Main Menu ▾ > Billing ▾ > Maintain Bills ▾ > Create Consolidated Header

Header Address

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 000000001 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.

**Attach and Detach Bills**

Unit 50100      Bill To 0000000001      Consol Inv MISC000151  
Status NEW      Media Printer      Currency USD

**Search Parameters**

\*Key Sel 1      Bill To ID 0000000001      Ref |      Value  
Unit 50100      Type OTH      Status RDY      Source MISC

1 To 4 Of 4      Currency Option Transaction Currency      Search

**Invoices to Attach or Detach**      Personalize | Find | View All |      First 1-4 of 4 Last

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**



# Entering a Consolidated Bill (continued)

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

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



# 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.

**PRO FORMA**

<b>Please Remit To:</b> Commonwealth of Virginia Virginia Department of Transportation Attn: Fiscal Division - Cash Receipts 1401 E. Broad Street Richmond VA 23219 United States	<b>Page:</b> 1 <b>Invoice No:</b> MISC000151 <b>Status/Type:</b> NEW/Regular <b>Invoice Date:</b> 02/01/2017 <b>Customer Number:</b> 0000000001 <b>Payment Terms:</b> <b>Est. Due Date:</b> 03/03/2017
---	--

<b>Bill To:</b> PIEDMONT CONCRETE CONTRACTORS INC. 2811-B HYDRAULIC ROAD CHARLOTTESVILLE VA 22901 United States	<b>AMOUNT DUE:</b> 1,675.00 USD
---	---------------------------------

Amount Remitted

---

**Consolidation Summary**

<b>Summary of Invoices:</b>		
50100	MISC001807	575.00
50100	MISC000149	560.00
50100	MISC000150	540.00
<b>TOTAL AMOUNT DUE :</b>		<b>1,675.00</b>



# 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**.

The screenshot displays a software interface for reviewing billing information. The breadcrumb path is: Favorites > Main Menu > Billing > Review Billing Information > Summary. Two tabs are visible: 'Bill Summary Info' and 'Bill Summary Info 2'. The main content area shows details for Unit 50100 and Invoice FUEL000391. A red box highlights the 'Budget Check Status' field, which contains the value 'Error'. Other fields include 'Pre-Load Status' (Done), 'Approval Status' (Not Required), 'Date Bill Added' (09/21/2016 10:41AM), and 'Created By' (UPG\_LISA.WILSON). On the right side, there are several checkboxes: 'VAT Defaults Applied' (unchecked), 'Invoice Printed' (checked), 'EDI Sent' (unchecked), 'Currency Converted' (checked), 'GL Entries Created' (checked), and 'AR Pending Item Created' (unchecked). 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.



# 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**

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			

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 shows the CARDINAL Billing Summary 2 interface. The breadcrumb path is: Favorites > Main Menu > Billing > Review Billing Information > Summary. The 'Bill Summary Info 2' tab is selected. The main content area displays the following information:

- Unit: 50100, Invoice: FUEL000397
- 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: Valid** (highlighted in a red box)
- Approval Status: Not Required
- Date Bill Added: 01/31/2017 9:23AM
- Created By: PPS1\_STUART.HANDLAN
- Created By Process: Standard Billing

On the right side, there are several checkboxes:

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

At the bottom, there are navigation options: Go to: Header Info 1, Address, Copy Address, Notes; Bill Search, Line Search; and buttons for Return to Search and Notify.



# 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.

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
<b>Item ID FUEL000437</b>	Line		
Bus. Unit 50100	Customer 000000028	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**



# 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**

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

**Customer Relations**

Dispute Reason Date  
Dispute Amount  
 Deduction Reason Date  
 Doubtful  
 Collection Code Date  
Analyst CREDIT Credit Analyst  
Collector COL01 TAYLOR, KATHY  
Sales Person BUSINESS Business  
AR Specialist

**Payment/Draft Options**

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

**Other Options**

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.

Navigation: 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  
[Display Currency](#)

---

Balance      30,000.00      USD

**Item Activities** Find | View All    First ◀ 1 of 1 ▶ Last

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

[Split](#)    [Item Action](#)    [Add Conversation](#) [View Audit Logs](#)

[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 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.

Unit 50100 Customer 0000145635 HSC, LLC  
Item ID FUEL000398 Line Days Late 29 Status Open

Balance 30,000.00 USD

**Accounting Line Display**  
 Standard  Supplemental (Entry Event)  Both [Display](#)

Item Activity Find | View All First 1 of 1 Last

Seq 1 Entry Type IN Acctg Date 01/31/2017 Amount 30,000.00 Revenue Estimate

**Accounting Lines** Personalize | Find | [Print](#) | [Grid](#) First 1-3 of 3 Last

**Accounting Information** | [Line Information](#) | [Document](#) | [Journal Reference Information](#) | [Item 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	

Split Item Action Add Conversation [View Audit Logs](#)

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

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.

▼ Search Criteria

Business Unit	= ▾	<input type="text" value="50100"/>	<input type="button" value="Q"/>
Customer ID	begins with ▾	<input type="text"/>	<input type="button" value="Q"/>
Item ID	begins with ▾	<input type="text"/>	
Item Line	= ▾	<input type="text"/>	
Item Status	= ▾	<input type="text"/>	▾
Credit Analyst	begins with ▾	<input type="text"/>	<input type="button" value="Q"/>
Collector	begins with ▾	<input type="text"/>	<input type="button" value="Q"/>
Purchase Order Reference	begins with ▾	<input type="text"/>	<input type="button" value="Q"/>
Document ID	begins with ▾	<input type="text"/>	
Bill of Lading	begins with ▾	<input type="text"/>	
Contract	begins with ▾	<input type="text"/>	<input type="button" value="Q"/>

Case Sensitive

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



# 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.

▼ Search Criteria

Business Unit	= ▾	<input type="text" value="50100"/>	<input type="button" value="Q"/>
Customer ID	begins with ▾	<input type="text" value="0000000006"/>	<input type="button" value="Q"/>
Item ID	begins with ▾	<input type="text" value="GENE005304"/>	
Item Line	= ▾	<input type="text"/>	
Item Status	= ▾	<input type="text"/>	▾
Credit Analyst	begins with ▾	<input type="text"/>	<input type="button" value="Q"/>
Collector	begins with ▾	<input type="text"/>	<input type="button" value="Q"/>
Purchase Order Reference	begins with ▾	<input type="text"/>	<input type="button" value="Q"/>
Document ID	begins with ▾	<input type="text"/>	
Bill of Lading	begins with ▾	<input type="text"/>	
Contract	begins with ▾	<input type="text"/>	<input type="button" value="Q"/>

Case Sensitive

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

Basic Search  Save Search Criteria



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

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  
Dispute Amount  
 Deduction Reason Date  
 Doubtful  
 Collection Code Date  
Analyst CREDIT Credit Analyst  
Collector COL7 Jones, Tanisha (VDOT)  
Sales Person BUSINESS Business  
AR Specialist

**Payment/Draft Options**

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

**Other Options**

Revaluation Flag  Available for Netting

**Item Creation/Update Details**

Created On 07/31/2019 10:09AM Last Modified On 09/05/2019 12:15PM  
Created By AA\_CARDINAL\_BATCH\_AR Modified By ROSA.PARKS

Split Item Action Add Conversation View Audit Logs

Save Return to Search Notify Refresh

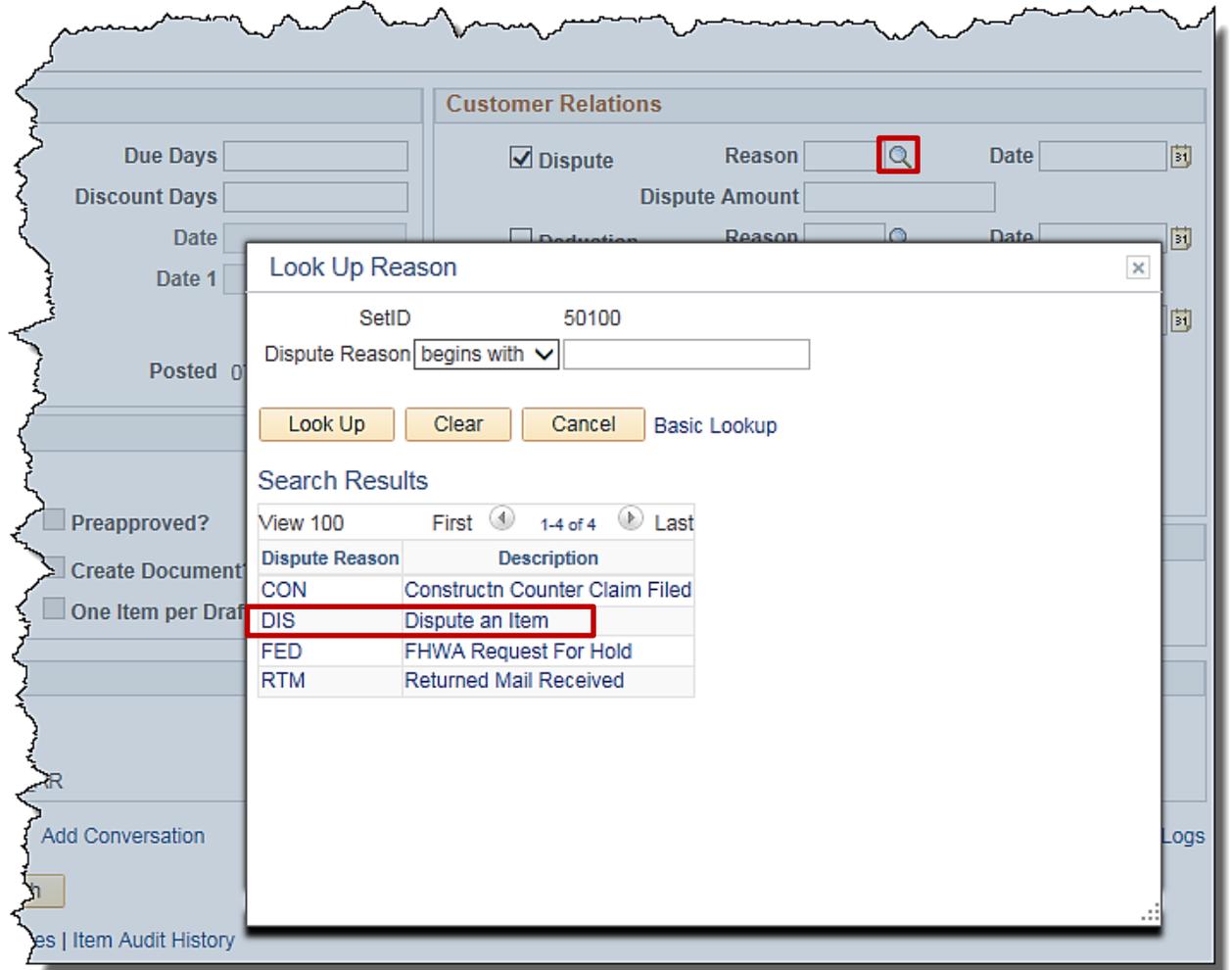
Detail 1 | Detail 2 | Detail 3 | Item Activity | Item Accounting Entries | Item Audit History



# 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**.



The screenshot shows a software interface with a 'Customer Relations' section. A 'Reason' field is highlighted with a red box, and a magnifying glass icon is next to it. A 'Look Up Reason' dialog box is open, showing search results for dispute reasons. The dialog box has a 'SetID' of 50100 and a 'Dispute Reason' dropdown set to 'begins with'. The search results table is as follows:

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

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 DIS Date 11/04/2019  
Dispute Amount 50.00  
 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  
Draft Type 1  Preapproved?  
Direct Debit Profile ID  Create Document?  
 One Item per Draft?

**Other Options**

Revaluation Flag  Available for Netting

**Item Creation/Update Details**

Created On 07/31/2019 10:09AM Last Modified On 09/05/2019 12:15PM  
Created By AA\_CARDINAL\_BATCH\_AR Modified By ROSA.PARKS

Split Item Action Add Conversation View Audit Logs

**Save** Return to Search Notify Refresh

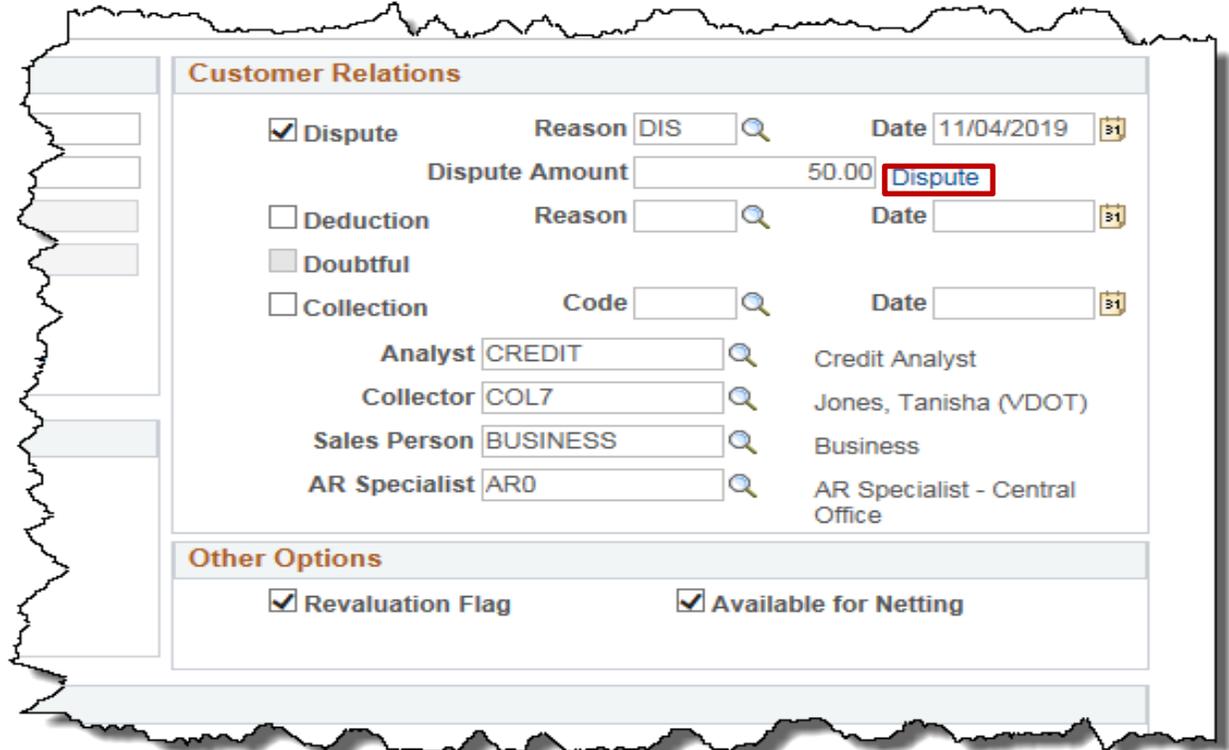
Detail 1 | Detail 2 | Detail 3 | **Item Activity** | Item Accounting Entries | Item Audit History



# 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	DIS	Date	11/04/2019
	Dispute Amount	50.00	<a href="#">Dispute</a>	
<input type="checkbox"/> Deduction	Reason		Date	
<input type="checkbox"/> Doubtful				
<input type="checkbox"/> Collection	Code		Date	
Analyst	CREDIT		Credit Analyst	
Collector	COL7		Jones, Tanisha (VDOT)	
Sales Person	BUSINESS		Business	
AR Specialist	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.

The screenshot shows a software window titled "Dispute Status Tracking" with a "Customer Relations" header. It displays metadata for a unit (50100), customer (0000000006), and item (GENE005304). Below this is a table of "Disputed Item" with one entry. A "Return" button is located below the table. At the bottom of the window, there are checkboxes for "Create Document?", "Revaluation Flag", and "Available for Netting".

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



# 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.

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



# 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**

Favorites ▾ Main Menu ▾ > Billing ▾ > Maintain Bills ▾ > Adjust Entire Bill

**Adjust Entire Bill**

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

**Select Bill Adjustment Action**

No Bill Action  
 Credit Entire Bill  
 Credit & Rebill

**Rebill Default Action**

Retain Original Invoice Value  
 Use Current Customer Value

**Adjustment Results**

\*Credit Bill NEXT  
Rebill Bill NEXT Header Info 1

Adjustment Reason  🔍

Save Return to Search Notify 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**

The screenshot shows the 'Adjust Selected Bill Lines' page. At the top, there is a breadcrumb trail: Favorites > Main Menu > Billing > Maintain Bills > Adjust Selected Bill Lines. Below this, the page title is 'Adjust Selected Bill Lines'. The page displays bill information: Unit 50100, Invoice FUEL000398, Bill To 0000145635, Invoice Amt 30,000.00, and HSC, LLC USD. There are two main sections: 'Line Adjustment Parameters' and 'Line Adjustment Results'. In the 'Line Adjustment Parameters' section, there are radio buttons for 'No Bill Action', 'Adjust Selected Lines' (which is selected), and 'Add to Existing Bill'. A dropdown menu for 'Line Opt' is set to 'Create Net Adjustment Only' and is highlighted with a red box. Below this is an 'Adjustment Reason Default' search field. The 'Line Adjustment Results' section shows '\*Adjustment NEXT' and 'Total Lines Adjusted'. Below these sections is a 'Set Filter Options' area with '1 To 3 Of 3' and a 'Sort' dropdown set to 'L'. The main part of the page is a table titled 'Select Bill Lines' with tabs for 'Line Details', 'References', 'Dates', and 'Line Amounts'. The table has columns: Select, Line, Seq Identifier, Description, Gross Extended, Net Extended, and Adjustment Reason. It contains three rows of data for 'Property Damage A/R - NOVA' with line numbers 1, 2, and 3. At the bottom of the table, there is a 'Select All' checkbox (checked and highlighted with a red box) and a 'Clear All' checkbox. Below the table are buttons for 'Save', 'Return to Search', 'Notify', and 'Refresh'.

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"/>

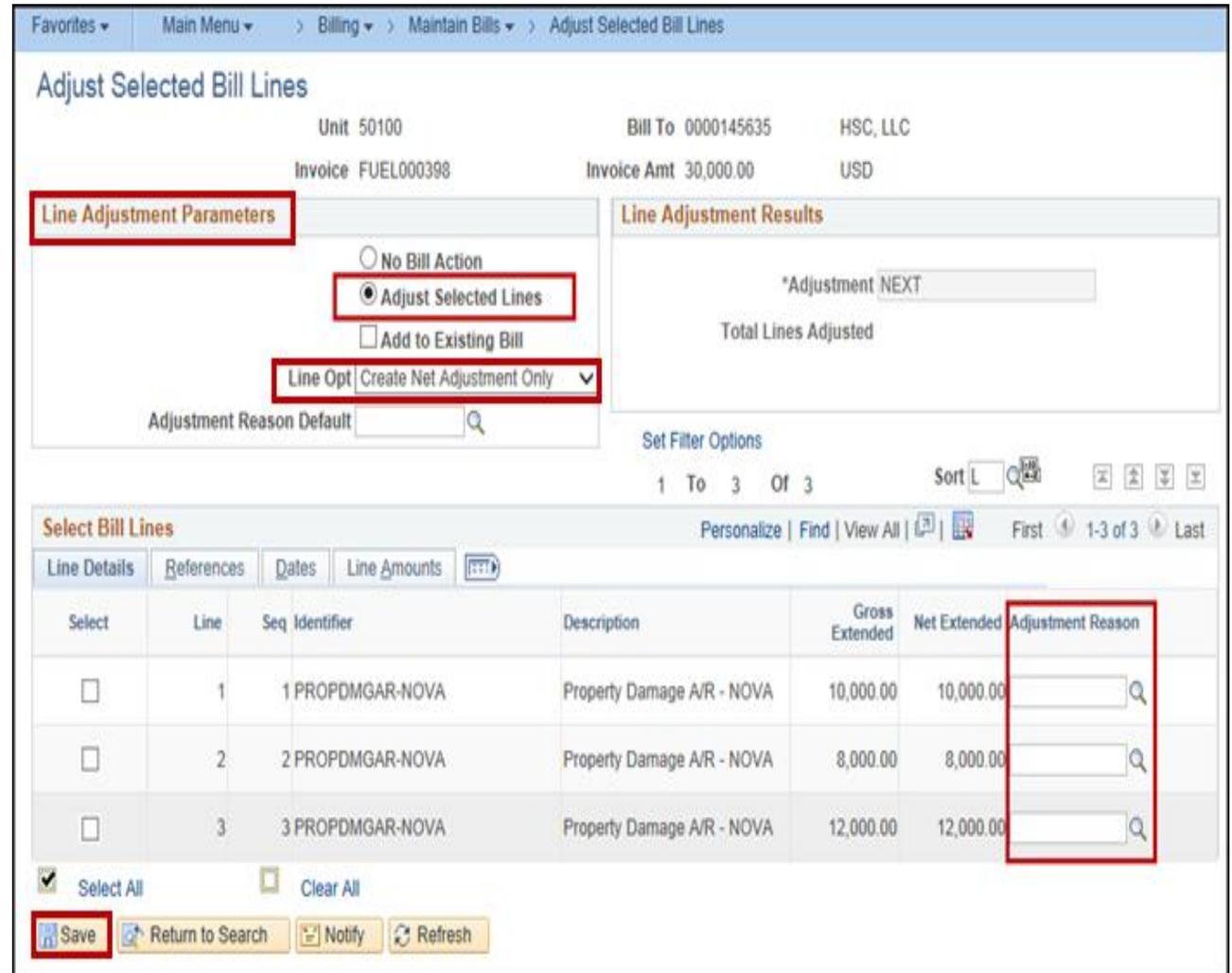
# Adjusting Selected Bill Lines (continued)

**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: [Search]

**Line Adjustment Results**

\*Adjustment NEXT  
Total Lines Adjusted

Set Filter Options  
1 To 3 Of 3 Sort L [Search]

Select Bill Lines Personalize Find View All [Search] 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	[Search]
<input type="checkbox"/>	2	2 PROPDMGAR-NOVA	Property Damage A/R - NOVA	8,000.00	8,000.00	[Search]
<input type="checkbox"/>	3	3 PROPDMGAR-NOVA	Property Damage A/R - NOVA	12,000.00	12,000.00	[Search]

Select All  Clear All



# 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.

The screenshot shows the 'Maintenance Worksheet' application interface. At the top, there is a navigation bar with 'Favorites', 'Main Menu', and a breadcrumb trail: 'Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Create Worksheet'. Below this, there are tabs for 'Worksheet Selection' and 'Worksheet Matches'. The main content area is titled 'Unit 50100' and 'Worksheet ID 38529'. It is divided into four main sections:

- Customer Criteria:** Includes a dropdown for 'Customer Items' and a 'Customer Reference' section. The 'Cust ID' field is highlighted with a red box and contains the value '0000140753'. Other fields include 'Business Unit' (50100), 'Name' (CRST LINCOLN SALES INC), 'Remit SetID' (50100), 'Corporate SetID' (50100), 'MICR ID', 'Rate Type' (CRRNT), 'Remit From ID' (0000140753), 'Corporate ID' (0000140753), and 'Acctg Date' (12/02/2019).
- Reference Criteria:** Includes a dropdown for 'Reference Criteria' (set to 'None') and a 'Restrict to' dropdown (set to 'All Customers'). The 'Match Rule' is set to 'Exact Match'. The 'Anchor BU' field is empty. The 'Item Reference' table is highlighted with a red box and contains one row with 'Qual Code' (I), 'Reference' (PRDM007612), and 'To Reference' (blank).
- Item Inclusion Options:** Includes radio buttons for 'All Items' (selected), 'Deduction Items Only', and 'Items in Dispute Only'. There are also checkboxes for 'Exclude Collection Items', 'Exclude Deduction Items', and 'Exclude Dispute Items'. The 'Advanced Inclusion Options' button is highlighted with a red box.
- Worksheet Action:** Includes 'Build' and 'Clear' buttons. It shows 'Created Date/Time' as 12/02/19 1:23PM and 'Number of items in worksheet' as 2.

At the bottom, there are buttons for 'Save', 'Return to Search', 'Notify', 'Refresh', 'Add', and 'Update/Display'. The footer shows '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**

Filter Items

Search Preferences

OK Cancel Clear Save Delete

**Item Selection Criteria**

AR Specialist

Credit Analyst

Broker ID

Collector

Sales Person

**Reference Data**

Item ID

Item Entry Type

Entry Reason

Invoice

Consolidated Invoice

Order No

Document ID

Proof of Delivery

Bill of Lading

Purchase Order

Claim Number

Contract

Promotion Code

Subrog Case No

Service Purchase ID

Sold To Customer

Ship To Customer

**Item Type**

Collection Code

Deduction Reason

Deduction Date

Dispute Reason

**Balances**

Balance Currency

**Dates**

Accounting Date

Due Date

OK Cancel Clear Search Preferences

Save Delete



# 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 Selection](#) | [Worksheet Matches](#)

Unit 50100      Worksheet ID 38529

---

**Customer Criteria**

\*Customer Criteria      Customer Reference      Find | View All      First 1 of 1 Last

Customer Items      Cust ID 0000140753      Business Unit 50100

Name CRST LINCOLN SALES INC

Remit SetID 50100      Remit From ID 0000140753

Corporate SetID 50100      Corporate ID 0000140753

MICR ID      Link MICR

Rate Type CRRNT      Acctg Date 12/02/2019

---

**Reference Criteria**

\*Reference Criteria      Item Reference      Personalize | Find | View All | First 1 of 1 Last

None      Qual Code      Reference      To Reference

\*Restrict to      All Customers

\*Match Rule      Exact Match

Anchor BU

---

**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**

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

---

Worksheet Selection      Worksheet Application      Worksheet Action

Worksheet Selection | Worksheet Matches



# 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 Worksheet](#) > [Update Worksheet](#)

[New Window](#) | [Help](#) | [Personalize Page](#) |

## Worksheet Application

Unit 50100    Worksheet ID 38529    Currency USD    Accounting Date 12/02/2019    Reason Code   [Anchor Information](#)

**Item Action**

Entry Type    
Reason

**Row Selection**

Choice    
Range

**Display Control**

Display

[Personalize](#) | [Find](#) | [View All](#) | | | [First](#) | [1-3](#)

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="button" value="Q"/>	<input type="text"/> <input type="button" value="Q"/>	<input type="text"/> <input type="button" value="Q"/>	50100	0000141278			Not Applicable		
	2	<input type="checkbox"/>	31,452.79	USD	PRDM002006		<input type="text"/> <input type="button" value="Q"/>	<input type="text"/> <input type="button" value="Q"/>	<input type="text"/> <input type="button" value="Q"/>	50100	0000142997			Not Applicable		
	3	<input checked="" type="checkbox"/>	1,594.24	USD	PRDM007612		MATCH <input type="button" value="Q"/>	<input type="text"/> <input type="button" value="Q"/>	<input type="text"/> <input type="button" value="Q"/>	50100	0000140753			Not Applicable		

   [Group View](#)    [Write-Off Remaining Amount](#)    [Revenue Distribution](#)

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: Offset an Item  
Reason:

**Row Selection**  
Choice: Select Range  
Range:

**Display Control**  
Display: All Items

**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	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

**Balance**

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

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

**Worksheet Action**

Unit 50100      Worksheet ID 21449      Accounting Date 02/03/2017

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

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.

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](#)



# 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.

The screenshot shows the 'Worksheet Selection' page with the following details:

- Unit:** 50100
- Worksheet ID:** NEXT
- Customer Criteria:** Customer Items (dropdown)
- Customer Reference:** Cust ID 0000154763, Business Unit 50100, Name ROGELIO CASTRO, Remit SetID 50100, Corporate SetID 50100, MICR ID (empty), Rate Type CRRNT, Acctg Date 11/26/2019.
- Reference Criteria:** Reference Criteria (empty), Item Reference: Qual Code I, Reference EMS000233.
- Item Inclusion Options:** All Items (selected), Deduction Items Only, Items in Dispute Only, Exclude Collection Items, Exclude Deduction Items, Exclude Dispute Items.
- Worksheet Action:** Build (highlighted), Clear, Created Date/Time, Number of items in worksheet 0.



# 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.

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

Anchor Information: New Window | Help | Personalize 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** (selected)  
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	Installation Number	Tax Status
	1	<input checked="" type="checkbox"/>	<b>1,402.03</b>	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.

The screenshot shows the 'Worksheet Application' interface. At the top, there is a breadcrumb trail: Favorites > Main Menu > Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Create Worksheet > Update Worksheet. The page title is 'Worksheet Application'. Below the title, there are several fields: Unit 50100, Worksheet ID 38525, Currency USD, Accounting Date 11/26/2019, and Reason Code. There are three main sections: 'Item Action' with 'Entry Type' set to 'Write-off A Debit' and 'Reason' set to 'BADDT'; 'Row Selection' with 'Choice' set to 'Select Range' and 'Range' empty; and 'Display Control' with 'Display' set to 'All Items'. Below these is an 'Absolute Value Sort' button. The 'Item List' table has columns: View Detail, Seq Nbr, Sel, Item Balance, Currency, Item ID, Line, Type, Reason, Event, Unit, Customer, Service Purchase ID, Installment Number, and Tax Status. The first row has Seq Nbr 1, Sel checked, Item Balance 1,402.03, Currency USD, Item ID EMS000233, Type WOFFD, Reason BADDT, and Tax Status Not Applicable. Below the table is an 'Add Item' button and a 'Revenue Distribution' table with columns: Dr, Cr, Adj, Net, WO, Ref. The 'Balance' table shows Dr 0.00, Cr 0.00, Adj 0.00, Net 0.00, WO 1,402.03, and Ref 0.00. At the bottom, there are links for 'Worksheet Selection', 'Worksheet Application', 'Worksheet Action' (highlighted in red), 'Attachments (0)', and 'View Audit Logs'. At the very bottom, there are buttons for 'Save' (highlighted in red), 'Return to Search', 'Notify', and '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.

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

New Window | H

## 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

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

---

Status Batch Standard

Worksheet Action	Posting Action	Accounting Entry Action
<p>Delete Worksheet</p> <p>Delete Maintenance Group</p>	<p>Action: Batch Standard ▾ OK</p>	<p>Create/Review Entries</p>

Worksheet Selection      Worksheet Application      Worksheet 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.

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 ▾	0000154763	🔍
Item ID	begins with ▾	EMS000233	🔍
Item Line	= ▾	0	
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



# 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.

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

Item Information: Unit: 50100, Customer: 0000154763, ROGELIO CASTRO, Item ID: EMS000233, Line: , Days Late: 82, Status: Closed

Balance: 0.00 USD

Item Activities		Find	View All	First	1-2 of 2	Last
Sequence 1	Accounting Date 08/06/2019	Posted Date 08/06/2019				
Entry Type IN	Reason EQDM1	Voucher ID				
Document		Amount	1,402.03 USD			
Group Unit 50100	Group ID 38471	Billing				
Sequence 2	Accounting Date 11/26/2019	Posted Date 11/26/2019				
Entry Type WOFFD	Reason BADDT	Worksheet Reason				
Document	Match Group ID 99999	Voucher ID				
Group Unit 50100	Group ID 38525	Maint	Amount	-1,402.03 USD		

Buttons: Save, Return to Search, Notify, Refresh

Footer: 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**

CARDINAL		Commonwealth of Virginia		ITEMS ELIGIBLE FOR COLLECTIONS		Run Date: 01/24/2017		Run Time: 11:50 00	
Report ID: RAR007								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	MGE8001757	LOUIS BERG	10003			392.00	198	07/10/2016	
0000133366	MGE8001773	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	GENE003121	RICHMOND M	10015			260,545.33	150	08/27/2016	TAXE
									TAXE
0000104538	RETR000637	VIRGINIA P	10015		0000104578	15,092.70	242	05/27/2016	TAXE
									TAXE
0000104538	RETR000679	VIRGI						8/27/2016	
0000104538	RETR000680	VIRGI						8/27/2016	
0000109490	RETR000628	BASIC						5/13/2016	TAXE
									TAXE
0000117817	RETR000673	ADAMS	10007			8,344.50		7/23/2016	TAXE
			10011			600.00			TAXE
0000117817	RETR000681	ADAMS	10015			1,139,241.43		8/27/2016	TAXE
			10020			25,893.00			TAXE
0000119204	RETR000672	ORDER	10021			15,294.87		7/21/2016	TAXE
			10044			157,328.80			
			10049			247,902.73			
			10056			9,990.00			
			10057			37,287.72			
			10074			10,072.94			
			10108			25,661.24			
			10113			16,095.30			
			10144			21,831.20			
			10182			6,465.42			
			10183			36,829.12			
			10184			23,101.31			

SUMMARY		
Department	Number of Items	Amount
10003	2	490.00
10007	1	8,344.50
10011	1	600.00
10015	33	1,139,241.43
10020	3	25,893.00
10021	1	15,294.87
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 'Detail 1' tab of the 'View/Update Item Details' page. The interface includes a navigation bar with 'Home', 'Worklist', and 'Add to Favorites'. The breadcrumb trail shows 'Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details'. The 'Detail 1' tab is highlighted in red. The main content area shows item details for Unit 50100, Customer 0000000028, and Item ID FUEL000435. The 'Accounting Date' is 03/06/2017, and the 'Balance' is 19,000.00 USD. The 'Billing Unit' is 50100, and the 'Original Amount' is 19,000.00 USD. The 'Customer Relations' section is highlighted with a red box, showing the 'Collection' option checked with a code of 'DAG' and a date of 03/06/2017. The 'Other Options' section shows 'Revaluation Flag' and 'Available for Netting' checked. The 'Item Creation/Update Details' section shows the item was created on 03/06/2017 at 4:13PM by V\_AR\_STATE\_BILLING\_SPECIAL and last modified on 03/06/2017 at 4:18PM by V\_AR\_SUPERVISOR. The bottom of the page features a toolbar with 'Save', 'Return to Search', 'Notify', and 'Refresh' buttons.

**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

**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**

Home | Worklist | Add to Favorites

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

Dunning Letters | Letter Content

SetID 50100 Customer C10000000 Cinderella  
 Dunning Number 149 Letter Code 1  
 Sequence 1 Delete N  
 Dunning Date 12/23/2016  
 Date Modified

Dunning Letter Details

Location 1  
 Letter Total 1,001.00 USD Item 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 Search | Previous in List | Next in List | Notify

  
 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 C10000000 Cinder

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.

The screenshot displays the 'View/Update Item Details' page in the CARDINAL system. The breadcrumb trail is: Favorites > Main Menu > Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details. The 'Detail 1' tab is selected and highlighted with a red box. The main header shows Unit 50100, Customer 000000028, and CLINTON ATOYE WINSTON. Below this, Item ID FUEL000435, Line, Days Late -30, and Status Open are listed. Accounting Date is 03/06/2017, Balance is 19,000.00 USD, and Billing Unit is 50100. Original Amount is 19,000.00 USD. Entry Type is IN, Entry Reason is BULN3, and AR Dist Info is AR-FED. The 'Discount Options' section includes Due Date (04/05/2017), Terms (NET30), Discount Amount (0.00), and As Of Date (03/06/2017). The 'Payment/Draft Options' section shows Payment Method (Check) and Draft Type (1). The 'Customer Relations' section has 'Collection' checked, with Code 'DAG' and Date '03/06/2017' highlighted by a red box. Other options include 'Revaluation Flag' and 'Available for Netting'. The 'Item Creation/Update Details' section shows Created On 03/06/2017 4:13PM by V\_AR\_STATE\_BILLING\_SPECIAL and Last Modified On 03/06/2017 4:18PM by V\_AR\_SUPERVISOR. At the bottom, there are buttons for Save, Return to Search, Notify, and Refresh.



# Past Due Notices (continued)

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

Item Action

**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.

The screenshot displays the CARDINAL software interface for a Customer Item Inquiry. The top navigation bar includes 'Home', 'Worklist', and 'Add to Favorites'. The breadcrumb trail shows: 'Main Menu > Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details'. The 'Detail 2' tab is selected among other tabs like 'Detail 1', 'Detail 3', 'Item Activity', 'Item Accounting Entries', and 'Item Audit History'. The main header shows 'Unit 50100', 'Customer 0000109449', and 'COMMONWEALTH EXCAVATING INC'. Below this, 'Item ID CALC006264', 'Line', 'Days Late 107', and 'Status Open' are displayed. A 'Balance 2,793.00 USD' is shown. The 'Reference Information' section is expanded and contains several fields: 'Related Unit 50100', 'Related Invoice CALC006264', 'Related Invoice Date 10/20/2016', 'Claim Date 12/28/2016', and 'Claim Number 69822441' (highlighted with a red box). Other fields include 'Document', 'OM Business Unit', 'Order Number', 'Purchase Order', 'Contracts BU', 'Contract', 'Contract Line', 'Reference Reason CAL01', 'Letter of Credit', 'AG Number', 'Service Purchase ID', and 'Subrog Case No'. The 'Contacts & Shipping' section includes 'Sales Person 2', 'Broker', 'Ship From Site', 'Sold To Customer', 'Ship To Customer', 'Carrier ID', 'Proof of Delivery', 'Bill of Lading', and 'Location 1 PRIMARY ADDRESS'. The 'Product Information' section has 'Family', 'Class', 'Trade', and 'Division' fields. At the bottom, there are buttons for 'Save', 'Return to Search', 'Previous in List', 'Next in List', 'Notify', and 'Refresh', along with a 'View Audit Logs' link. The footer shows the breadcrumb trail: '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 displays the 'View/Update Conversations' screen in the CARDINAL system. The interface includes a navigation breadcrumb: 'Accounts Receivable > Customer Interactions > Conversations > View/Update Conversations'. The main header shows 'SetID 50100', 'Business Unit 50100', 'Customer 000000077', and 'SOUTHEASTERN TRANSPORTATION PARTNERS'. A dropdown menu for '\*Status' is set to 'New' and is highlighted with a red box. The 'Description' is 'COLLECTION ACTIVITY'. Below this are sections for 'Review', 'Follow Up', and 'Reference Totals'. The 'Review' section includes fields for Date, Review Days, User ID, and Supervisor Review. The 'Follow Up' section includes Action, User ID, Letter, and Date. The 'Reference Totals' section includes Amount (0.00), Currency, and Promise Date. The entry was created on 07/26/16 at 4:57:43PM by TANISHA.JONES and last modified on 08/28/16 at 3:28PM by PPLSFT. The 'Keywords' section has three input fields for Keyword1, Keyword2, and Keyword3. The 'Conversation Entries' section shows a single entry with a comment: '7/26/16 SENT CUSTOMER STATEMENT - REMINDER OF PAYMENT 8/1/16 Rec a called. I was informed that payment was sent out in may for this invoice. We have not rec any payment. they are going to do a sto payment and reissue for this invoice. - Jones'. The entry was created on 07/26/16 at 4:57PM by TANISHA.JONES and last modified on 08/28/16 at 3:28PM by PPLSFT. At the bottom, there are navigation buttons: 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' interface in the CARDINAL system. The breadcrumb path is: Main Menu > Accounts Receivable > Customer Interactions > Statements > Create Customer Statements. The 'Statements Parameters' section includes 'Run Control ID' (01AR0503B) and 'Language' (English), with a 'Run' button. The 'Report Request Parameters' section contains several input fields: 'As of Date' (11/28/2016), 'Unit' (50100), 'SetID' (50100), 'Customer' (01AR0503B), 'Correspondence Customer' (%), 'Statement Group' (All Statement Groups), and 'Balance Forward Due Date' (11/28/2016). There are also checkboxes for 'Use System Date', 'Open Item', 'Open Item Include Drafts', 'Balance Forward', and 'Balance Forward Re-run'. At the bottom, there are navigation buttons: Save, Return to Search, Previous in List, Next in List, Notify, Add, and 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.



**CARDINAL**

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

1 of 1

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

Accounting Date	Item ID and line	Entry Type	Item Activity	Payment	Document	PO	Discount
<b>Account: Snow 01AR0503B 50100</b>							
	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			
	<b>Total For Snow</b>			23,546.20			
	<b>Total for 50100</b>			23,546.20			
	<b>Statement Total USD</b>			23,546.20			



# 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.

**Bill Source:**

AUDIT

**Description:**

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

**Description:**

Miscellaneous

PHOTO

Photo Bills

PROJE

Non-Federal Projects

PROPDMG

Property Damage

RETRE

Retainage Refund

REVSH

Revenue Sharing Unmatched

REVSM

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)**.



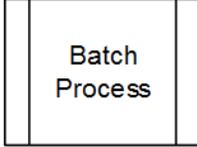
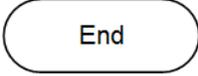
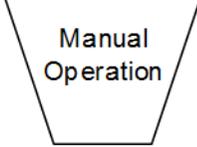
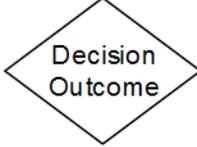
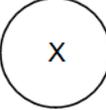
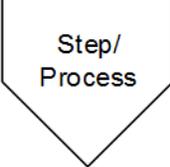
# Allowed Extensions on Attachments in Cardinal

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.