The Billing Process at Western

Financial Services
## Contents

**Overview** ................................................................................................................................. 3

Introduction to Billing at Western ........................................................................................................ 3

How to Use This Guide ....................................................................................................................... 3

Resources You Need ............................................................................................................................ 4

   Technology and Systems Access ..................................................................................................... 4

   Accounts Receivable Forms ........................................................................................................... 4

   Official Invoice Paper Supplies ..................................................................................................... 4

   Resources to Help You Use Western Financials ............................................................................ 5

Billing Contacts .................................................................................................................................... 5

**Roles and Responsibilities** ............................................................................................................... 6

   Issuing Departments ......................................................................................................................... 6

   Follow Up on Outstanding Invoices ................................................................................................. 6

   Terms of Payment ............................................................................................................................. 7

   One Time Invoice Requests ............................................................................................................. 7

Billing Process at a Glance .................................................................................................................... 8

   The Basic Process ............................................................................................................................ 8

   The Detailed Process ......................................................................................................................... 9

The Billing Processes .......................................................................................................................... 10

   A: Steps to Verify the Customer ....................................................................................................... 10

   B: Steps to Look-Up the Contact ..................................................................................................... 13

   C: Steps to Start a New Invoice ....................................................................................................... 15

   D: Steps to Enter Header Information ......................................................................................... 17

   E: Steps to Enter the Line Information ......................................................................................... 22

   F: Steps to Enter the Tax Information ............................................................................................ 26

   G: Steps to Enter Accounting Details ............................................................................................ 28

   H: Steps to Apply the Taxes and Preview the Invoice (Proforma) .................................................... 30

   I: Steps to Change Invoice Status to Ready ................................................................................. 32

   J: Steps to Finalize and Print the Invoice ....................................................................................... 33

**Other Tasks Related to Billing** ...................................................................................................... 35

   Steps to Copy and Modify a Bill ........................................................................................................ 35

   Steps to Cancel an Invoice .............................................................................................................. 37

   Steps to View Multiple Proforma Invoices ..................................................................................... 38

   Steps to Change the Status of Multiple Invoices .......................................................................... 41

   Steps to Finalize and Print Multiple Invoices ............................................................................... 44

   Steps to Retrieve a Report from Report Manager ......................................................................... 47
Overview

Introduction to Billing at Western

Departments produce official invoices for goods and services supplied to external customers by using the PeopleSoft Billing module in Western Financials. Departments receive credit for the official invoice in their accounts at time of issuance. Once the official invoice is created the PeopleSoft Accounts Receivable module in Western Financials keeps track of outstanding invoices. Payments are received in the Accounts Receivable Office and processed against the invoice.

How to Use This Guide

This guide lays out the processes and steps required to generate a bill for a customer of your department or unit. The billing processes (e.g. A, B, C) are laid out sequentially, however some steps within the processes (1, 2, 3) are optional, and this is indicated if it applies.

The table of contents is clickable if you are viewing the guide in pdf format; click on a heading to be taken directly to that page.

Each step in a process is indicated by a number like this: 1

Helpful information is contained in boxes like this: Helpful information

Images are used to orient you to an entire screen or to help you locate a specific area on the screen related to a specific step.

Hyperlinks will allow you to navigate to content related to your specific step, and are indicated by blue underlined text. Make note of the page you are on before clicking the hyperlink so you can easily return to the page you were on.

Navigation pathways, like the one below, are shown at the start of a process and indicate where you need to go within Western Financials.

Navigation: Customers\Customer Information\…

If you do not see navigation information listed at the start of a process it means you continue in the same location as the previous step(s).

Once you are familiar with the processes you can use the table of contents as a job aid to remind you about the processes you need to complete, or you can click on a heading to go to the specific page for step by step instructions.
Resources You Need

Technology and Systems Access

You need to use a computer with an internet browser in order to generate invoices, depending on your computer you may find one browser works better than another.

You need access to Western Financials as well. If you do not have Western Financials access complete the ITS Request for Access to Corporate Data form located on the Financial Services website, within the Financial Systems section, on the following web page:

http://uwo.ca/finance/forms/index.html

You also need access to the Billing module within Western Financials and training is required before you can use the Billing module. To arrange for training, complete the Training Request form located within the Financial Systems section on the following web page:

http://www.uwo.ca/finance/forms/index.html

After you complete the training you can request access to the Billing module by completing the Request for Billing Access Form and send it to the Accounts Receivable Office. The form is located within the Treasury & Investments section on the following web page:

http://www.uwo.ca/finance/forms/index.html

When you generate an invoice you input a Bill Type/Unit that indicates your unit/department. If your unit/department does not have a Bill Type/Unit setup yet, or if you need to update information for an existing Bill Type/Unit, complete the Request for Bill Type Authorization form and send it to the Accounts Receivable Office. The form is located within the Treasury & Investments Section on the following web page:

http://uwo.ca/finance/forms/index.html

Accounts Receivable Forms

There are various forms you may need for certain billing related processes, such as cancelling an invoice and setting up a customer or contact. The Accounts Receivable forms are located within the Treasury & Investments section on the following web page:

http://www.uwo.ca/finance/forms/index.html

Official Invoice Paper Supplies

Final Invoices that will be mailed to a customer should be printed on white perforated invoice paper. This paper can be obtained by contacting the Accounts Receivable Office.

Final Invoices can also be sent by e-mail in pdf format.
Resources to Help You Use Western Financials

If you are newer to Western Financials, you may find the resources listed in the table below help you navigate within the system and orient you to common terminology used.

<table>
<thead>
<tr>
<th>Resource Name</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Navigating Western Financials</td>
<td>A PDF document that outlines the various navigation elements of Western Financials.</td>
</tr>
<tr>
<td>Overview of Western Financials</td>
<td>A video that demonstrates how to navigate in Western Financials, as well as provides some key financial and system terms.</td>
</tr>
</tbody>
</table>

These resources are located in the Financial Systems section on the following webpage:

http://uwo.ca/finance/training_reference/index.html

Billing Contacts

The Accounts Receivable Office, a part of Treasury Services, within Western’s Financial Services Division, provides services to assist in the central collection of invoices issued to external customers by various departments on campus.

How to contact us:

University of Western Ontario  
Accounts Receivable Office Suite 6100  
Support Services Bldg. London, ON  
N6A 3K7

Phone: 519-661-3870  
Fax: 519-661-3829  
E-mail: accountsreceivable@uwo.ca

Staff: Rosemarie DeFrias  
Katherine Wojtowich

Financial Systems Help Desk  
Phone: 519-661-2111 ext.85432  
E-mail: finsys@uwo.ca
Roles and Responsibilities

Issuing Departments

The ability to extend credit privileges to customers has been delegated to individual departments. See MAPP 2.3 Accounts Receivable, section 3.00 for details:

http://www.uwo.ca/univsec/mapp/section2/mapp23.pdf

Departments are responsible for preparing and issuing official invoices to external customers for goods and services supplied. The Western Financials Billing module is used to issue official invoices.

Disputes over the amount of an invoice will be referred to the issuing department for negotiation with the customer. Full or partial cancellation of an invoice will require that the Accounts Receivable Office prepare a credit note. To obtain a credit note, complete the Invoice Cancellation/Write-Off Request form located within the Treasury & investments section on the following web page:

http://www.uwo.ca/finance/forms/index.html

Follow Up on Outstanding Invoices

Collection of general accounts receivable is the ultimate responsibility of the department or unit providing the goods or services. See MAPP 2.3 Accounts Receivable, section 5.00:

http://www.uwo.ca/univsec/mapp/section2/mapp23.pdf

The Accounts Receivable Office provides the following assistance for collection of outstanding invoices.

- A reminder notice is issued to the customer requesting payment when the outstanding invoice is 60 days overdue.
  - Reminder notices continue until the invoice is collected. The reminder notice shows all invoices outstanding for the customer and finance charges at 1.5% per month on items over 30 days outstanding.
- When an invoice is 120 days overdue the Accounts Receivable Office issues a report to the Department.
  - The report is issued several times during the year. It is at this time the Department must decide if the invoice is still valid or if it should be written off as un-collectable. If it is still valid the Department should be contacting the customer to find out when payment can be expected.

Uncollectible invoices will be charged back to the issuing department. Invoices greater than $100.00 can be sent to the external collection agency for further collection. Any amounts collected will be returned to the issuing department net of service fees charged by the collection agency.
Terms of Payment

- Invoices are issued with payment terms of “On Receipt”, “2% net 10”, and “30 Days”.
- Invoices for Canadian customers should be issued in CAD funds and invoices for US customers should be issued in USD funds.
  - Invoices for Foreign customers should be issued in USD funds.
  - Contact the Accounts Receivable Office regarding use of other currencies.
- Cheque, Cash, VISA, and MasterCard are accepted in the Accounts Receivable Office.
- VISA, and MasterCard are also accepted on our secure on-line form at: http://ar.fin.uwo.ca/
- Wire transfers from Canadian, US and foreign customers are accepted; have customers contact the Accounts Receivable Office to arrange to pay by wire transfer.
- Electronic funds transfers are accepted; have customers contact the Accounts Receivable Office to arrange to pay by electronic funds transfer.

One Time Invoice Requests

Some Departments do not need to issue invoices on a regular basis. For one-time invoices departments are urged to use the Invoice Request form available on the Financial Services Forms page, within the Treasury & Investments section on the following web page:

http://www.uwo.ca/finance/forms/index.html

The advantages of using the form are:

- Accounts Receivable Office will create an official invoice.
- Revenue is recognized as soon as the invoice is created.
- Customer receives an official invoice from Western.
- Accounts Receivable Office does the cash handling.
- Accounts Receivable Office sends reminder notices to the customer until the invoice is paid.
- Accounts Receivable Office will contact the department if there is an issue with collection of the invoice.
Billing Process at a Glance

The Basic Process

Header
- Header Info 1
  - Bill Type
  - Customer
  - From Date
  - To Date

Adress Info
- Location
- Attention To

Summary
- calc taxes
- view or print
- RDY status

Pro Forma

Header
- Print Invoice on UWO paper
- OR send PDF by e-mail

Invoice

Lines
- Line - Info 1
  - Description
  - Quantity/Price
  - Gross Extended

Line - VAT Info
- HST

Accounting
- Account
- Fund
- Dept Id
- Program
- Project
- OR Speed Code and Account
Billing Process at a Glance

The Detailed Process

UWO Billing Detailed Overview

Header
- Header Info 1
  - Bill Type Identifier
  - Customer
  - From Date
  - To Date

Address Info
- Location
- Attention To

Header - Note
- Header OR Footer
- Standard OR Free Form

Header - Order Info
- PO #
- Contract #
- Ship To Customer
- Ship To Location

Summary
- calc
- taxes

Pro Forma
- view
- print

Header
- RDY
- status

Invoice
- Print Invoice on UWO paper
- OR send PDF by e-mail

Lines
- Line - Info 1
  - Description
  - Quantity/Price
  - Gross Extended

Line - VAT Info
- HST

Accounting
- Account
- Fund
- Dept Id
- Program
- Project
- OR Speed Code and Account

Line - Note
- Free Form

Navigation:
- Billing
- Maintain Bills
- Standard Billing Bill Entry
- Add a New Value
The Billing Processes

Verify the Customer

Overview

Before you can create an invoice, you need to ensure that your customer is active in the billing system in Western Financials.

A: Steps to Verify the Customer

Navigation: Customers\Customer Information\General Information.

1. Enter part of the customer name in the Name field.

   - E.G. enter Huron, for Huron University College, this improves the search results because it allows you to see all variations of Customer Names in case the customer is setup differently than you expect.
   - Click Search.

2. Scroll through the Search Results list and follow the appropriate step in the table below:

<table>
<thead>
<tr>
<th>If the customer is:</th>
<th>Then…</th>
</tr>
</thead>
<tbody>
<tr>
<td>Displayed in the list</td>
<td>Select the customer from the results displayed in the Search Results</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

   You may find the same customer listed multiple times, click any of the links to open and view the customer.

<table>
<thead>
<tr>
<th>Is not displayed in the list</th>
<th>Have the customer setup, by completing the Billing and Accounts Receivable Customer Request form located in the Treasury &amp; Investments section at:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><a href="http://www.uwo.ca/finance/forms/index.html">http://www.uwo.ca/finance/forms/index.html</a></td>
</tr>
<tr>
<td></td>
<td>Customers are usually setup within 48 hours.</td>
</tr>
</tbody>
</table>

Customer Name = the Organization / Company
3 Check the customer’s *Status in the system.*

Image 1 - General Info

<table>
<thead>
<tr>
<th>SetID:</th>
<th>UWO</th>
<th>Sponsor/Customer:</th>
<th>General Info Links:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>WES000677</td>
<td></td>
</tr>
</tbody>
</table>

- **Status:** Active
- **Date Added:** 09/11/2000
- **Since:** 01/01/1950
- **Name:** Huron University College
- **Name 2:**
- **Currency Code:** CAD
- **Rate Type:** CRRNT

- **Level:** Regular
- **Type:** User 1
- **Short Name:** Huron Coll

4 Follow the appropriate step using the table below, based on the customer’s status:

<table>
<thead>
<tr>
<th>If the customer is:</th>
<th>Then…</th>
</tr>
</thead>
</table>
| Active              | Write down the *Sponsor/Customer*, refer to Image 1  
|                     |   • e.g. WES000677 |
| Not Active          | If there are other listings for the same customer:  
|                     |   • Click *Return to Search* from the bottom of the screen,  
|                     |   • Select another listing for the customer, and  
|                     |     • Return to step #3  
|                     | If there is NOT another listing,  
|                     |   • Request the customer be updated by completing the *Billing and Accounts Receivable Customer Request* form located in the Treasury & Investments section at:  
| |     • [http://www.uwo.ca/finance/forms/index.html](http://www.uwo.ca/finance/forms/index.html)  
| |     • Return to Step 1 after you are notified that the customer is setup  

Customer Number always starts with *WES*. Sponsor Number always starts with *RES* and refers to Research Grants.
Verify the mailing address of your active customer.

Scroll down to the Address Location section and view the address on file in Address Details, see #1 on Image 2.

- Use View All or the navigation arrows, if you need to use another address listed for the customer, see #2 on Image 2.
- Ensure the location is active. See #3 on Image 2
- Make note of the Location Number where you want to send the invoice, see #4 on Image 2.

If the location is not active, use the Billing and Accounts Receivable Customer Request form located in the Treasury & Investment section at: [http://www.uwo.ca/finance/forms/index.html](http://www.uwo.ca/finance/forms/index.html) to have them activated.

The physical address located in Address Details will print on the invoice.
Look-up the Contact Information

Overview

Once you know the Customer is active you need to consider how often you will invoice this contact and then see if the contact is setup in the system.

B: Steps to Look-Up the Contact

**Navigation:** Customers\Contact Information.

1. **Decide if you will send more than one invoice to this contact.**

<table>
<thead>
<tr>
<th>If you decide:</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, you will send more than 1 invoice to this contact.</td>
<td>Go to step B2.</td>
</tr>
<tr>
<td>No, you will not send more than 1 invoice to this contact,</td>
<td>Go to step C1 and enter the contact manually.</td>
</tr>
</tbody>
</table>

   - This process will not save the contact for use on future invoices.

2. **Enter part of the customer name in the Customer Name field.**

   - Leave ‘begins with’ as the filter/search criteria
     - E.G. for Huron University College, enter ‘Huron’.
   - Click Search

3. **Follow the appropriate step using the table below:**

<table>
<thead>
<tr>
<th>If the contact is:</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Displayed in the list</td>
<td>Select the contact you want to send the invoice to, from the Search Results.</td>
</tr>
<tr>
<td>Is not displayed in the list</td>
<td>Have the contact setup, by completing the Billing and Accounts Receivable Customer Request form located in the Treasury &amp; Investments section at: <a href="http://www.uwo.ca/finance/forms/index.html">http://www.uwo.ca/finance/forms/index.html</a></td>
</tr>
</tbody>
</table>

   - Return to Step 2 once the contact is setup.

You may find several contacts listed for the customer.
## Check the contact’s Status in the system.

![Contact Details](image)

### Follow the appropriate steps in the table below, based on the contact’s status.

<table>
<thead>
<tr>
<th>If the contact is:</th>
<th>Then…</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active,</td>
<td>Write down the <strong>Contact ID</strong>.</td>
</tr>
</tbody>
</table>
| Not Active,        | Request the contact be updated by completing the *Billing and Accounts Receivable Customer Request* form located in the Treasury & Investments section at: [http://www.uwo.ca/finance/forms/index.html](http://www.uwo.ca/finance/forms/index.html)  
  - Return to Step 2 once the contact is updated. |
Starting a New Invoice

Overview
After completing Steps A and B, follow Steps C -> H in the order given. These are the steps required to create, review, finalize and print an invoice and are sequential in nature.

Note: You must have Billing Access to view the Standard Billing pages, refer to the Resources You Need section for details.

C: Steps to Start a New Invoice
Navigation: Billing\Maintain Bills\Standard Billing

1. Enter the Bill Type Identifier for your unit / department on the Add a New Value tab.
   Click on the magnifying glass to look up the Bill Type Identifier, if you do not know the Bill Type Identifier for your unit / department.
   
   Bill Type Identifier is the number that represents your unit/department.
   The Bill Type is generated by Financial Services, Accounts Receivable department. To request a Bill Type Identifier complete the Request for Bill Type Authorization form located in the Treasury & Investments section at: http://www.uwo.ca/finance/forms/index.html

2. Enter the Customer Number from Step A in the Customer field.
   You can click on the magnifying glass to look up the customer number if you did not write it down.
   
   o This will open up the Look Up Customer screen
     ▪ Search for the Customer you want and select it from the list.
Click **Add** to create a new invoice.

This opens up the **Header- Info 1** tab.

**Image 3 – Header Info**

1. **Billing Specialist** – the USERID of the Western employee, whose name will print on the invoice.
2. **From Date and To Date** – date range for invoices where charges occurred over a period of time. This is an optional field to complete.
3. **Pay Terms** – when the payment is due.
4. **Bill Inquiry Phone** Western phone number to be printed on the invoice.
5. **Address** – link that opens up the customer address window.
6. **Navigation Drop Down** – way to navigate to other areas of the invoice, for example: the current selection here shows you are on the **Header Info 1** page.
Enter the Header Information

Overview
The first step in creating an invoice is to enter the header information; this is the information that appears at the top of the invoice.

Note: You do not need to enter the Invoice Date; the system will add an Invoice Date automatically when the invoice is finalized on the system.

D: Steps to Enter Header Information

1. Verify / change the Billing Specialist name, see #1 on Image 3.
   Verify the Billing Specialist name
   - If you want to change the Billing Specialist, click on the magnifying glass.
     ![Billing Specialist Magnifying Glass]
   - Scroll down and select the appropriate name from the list.
   The Billing Specialist is the Western staff member whose name appears on the invoice.

2. Enter From / To Date, see #2 on Image 3.
   (OPTIONAL)
   Enter a start and end date for charges that were incurred over a period of time. This will print on the invoice.
   You do not need to enter this information, but it is suggested for services that occur over a monthly, quarterly, or annual period.

3. Adjust the Payment Terms.
   (OPTIONAL)
   Click on the Pay Terms magnifying glass to adjust the payment terms if they are different from the system default which is: Immediate (IMMED), see #3 on Image 3.
   IMMED means that payment is due to Western upon receipt of the invoice.
Click the Address link and verify / select the billing address for the customer, see #5 on Image 3.

If the Contact Name and Address displayed do not match where you want to send the invoice:
   ○ Click on the Attention To magnifying glass and
     
     | Attention To: | 12 | Contact Name: | Accounts Payable |
     
   ○ Select the contact you looked up in Step B from the Search Results list that appears.
     ▪ Once you select the contact, the contact name will be automatically put in the Contact Name field.

   ○ If you receive a Message about changing the defaults click OK.

The contact is associated with an address Location, by clicking OK the Location will change.

You can manually type in a contact name to direct the invoice to a different contact for this invoice only:
   ○ Delete the number in the Attention To box
   ○ Press the Tab Key on your keyboard
   ○ Click OK on the message box that pops up

   ○ Enter your contact name into the Contact Name field, if you are sending the invoice to a contact that is not setup in the system.
The name you enter will be printed on the invoice but will NOT be saved in the system for future use.

Verify the address and if necessary, enter the location # from Step B in the Location field, or
- Click on the Location magnifying glass to look-up and select a location.

If the address needs to be updated complete the Billing and Accounts Receivable Customer Request form located in the Treasury & Investment section at: [http://www.uwo.ca/finance/forms/index.html](http://www.uwo.ca/finance/forms/index.html)

**Enter a Header Note.**

(REQUIRED)

Click on the Header Info 1 tab, and

- Then on click on Notes from the bottom of the screen.
  - Enter a note in the Note Text field that describes / clarifies the reason for the invoice, e.g. Data Generation Services for Project X.

Header notes print before all of the lines on the invoice.

If you use the same note consistently a standard note can be added that you can select from the Std Note magnifying glass. E-mail: accountsreceivable@uwo.ca to have a new note setup.

- To add a second note Click on the +
  - To enter a Footer note, click the Note Type magnifying glass and select Footer Note.
  - Enter your note, e.g. Thank you for doing business with us.

A Footer note will appear under all lines, at bottom of invoice.
6 **Click Header Order Info from the navigation drop down, see #6 on Image 3.**

*(OPTIONAL)*

To display the purchase order number (PO), contract number, or include another address on the invoice, follow the appropriate steps below:

- Enter the PO number in the PO Ref field
  - Some suppliers require this reference on the invoice.

  ![PO Ref field](image)

- Enter the contract number in the Contract Field

  ![Contract field](image)

- If the goods/services were sent to a different location than where the invoice is going, and you want the location that received the goods/services to be indicated on the invoice, complete the two address fields below:
  - This *does not alter* where the invoice is being sent, the mailing address is set by the information you entered in Step 4.

  - Enter the customer, i.e. WES##### in the Ship To field.

    ![Ship To field](image)

  - And then enter the location number in the Ship Loc field.

    ![Ship Loc field](image)

7 **Verify the currency by looking beside Pretax Amt at the top of the screen.**

![Pretax Amt](image)

- Invoices to Canadian Customers should be in CAD currency. Invoices to Customers in the United States should be USD currency. Invoices to other foreign countries should be in USD currency, except if payment is made by wire. Contact the Accounts Receivable Office for further details.

- To change the currency that the invoice will be billed in, click on Header Info 2 from the bottom of the screen.
- Click *Change Bill Currency*

  ![Currency Information](image)

  - Click the *New Currency Code* magnifying glass and select the currency you want.

  ![Billing Currency](image)

- Click Ok.
  - A warning will appear, click Ok on the warning message.

  ![Message](image)

---

8 **Save the invoice and record the Invoice number.**

Click on the *Header Info 1* tab.

- Click Save, this will generate an invoice number.

  ![Header - Info 1](image)

  - Write down the invoice number for future reference.

Write down the invoice number for future reference, or in case your session expires so you can find the invoice again to continue working on it.
Entering the Line Information

Overview of the Line Info Screen
Individual items are added on the Line-Info tabs. An invoice may have multiple line items and each will be entered on its own line.

Image 4 – Line Info 1

E: Steps to Enter the Line Information

1. Click on the Line Info tab, see #1 on Image 4.

2. Enter a description for the line item in the Description field, see #2 on Image 4.

The description identifies the goods / services you want the customer to pay for.

Description: MRI statistics data
3 Enter the amount to be charged for the line item, by following the steps from the table below.

<table>
<thead>
<tr>
<th>If you want to:</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter the full amount for the line item,</td>
<td>Enter the amount in the <em>Gross Extended</em> Field, see #3 on Image 4</td>
</tr>
<tr>
<td></td>
<td><em>Gross Extended</em>: 1,000.00</td>
</tr>
<tr>
<td>Break down the charge into a unit price, or</td>
<td>Enter a:</td>
</tr>
<tr>
<td>other unit of measure,</td>
<td>• Quantity</td>
</tr>
<tr>
<td></td>
<td>• Unit of measure</td>
</tr>
<tr>
<td></td>
<td>• Unit price</td>
</tr>
<tr>
<td></td>
<td>• See #4 on Image 4</td>
</tr>
</tbody>
</table>

If you leave either the Gross Extended or Unit Price blank, it will be automatically filled in when you move to another page and return to this one.

4 Click on *Note* from the bottom of the *Line Info 1* screen to enter a line note, see #5 on Image 4.

(Optional)

Enter the note in the *Note Text* field.

- **MRI statistics data for cognition and rapid eye movement**

The Line Note provides details related to the good or service on this line. Use this note to give additional details to the Customer. This note will be printed right below the line.
5. Click on Line – Info 1 tab and then on ‘+’ to add another Line item, see #6 on Image 4. (OPTIONAL) Repeat steps 2-4 for each line item added.

Add multiple lines when you have multiple goods or services you want the Customer to pay for.

6. Click Save to save the line information you entered.
Entering the Tax Information

Overview
You need to enter the taxes that will be added to the invoice. HST requirements vary according to the product/service as well as the province being billed.

For further information and links to other resources about taxes that may be required, refer to the University HST web site: http://www.uwo.ca/finance/accounting/hst.html.

Image 5 – VAT Info

Click this button if you want the system to adjust the VAT Defaults on this page affected by changes you have made to this page. All changes you have made to VAT Defaults that affect other VAT Defaults will be retained.
F: Steps to Enter the Tax Information

Note: you need to follow these steps for EACH line item added

1. Click on VAT Info link from the Line - Info 1 tab, see #7 on Image 4.

2. Click Get VAT Defaults and then on Expand All Sections, see #1 on Image 5.

3. Click on the VAT code magnifying glass to look up the taxes to charge, see #2 on Image 5.

Select the appropriate taxes

- Refer to the tax tables found on the Harmonized Sales Tax webpage in the Finance>Corporate Accounting website for details about applicable taxes. http://uwo.ca/finance/accounting/hst.html

4. Click the arrow buttons to move to the next line item, when you have multiple lines, see #3 on Image 5.

- Repeat steps 1-3 for each line.
5 Click Adjust Affected VAT Defaults, see #4 on Image 5.

If you have multiple line items, you can click on this button after you complete the last line.

6 Click Line Info 1 tab.

This takes you back to the Line Info 1 window.

The taxes will not be updated until all line information has been completed.

7 Click Save.

If you are making changes to an invoice that was already created, you may receive the warning message shown below:

---

**Message**

VAT Driver information has been modified after VAT defaults were applied (9060,327)

You have modified VAT Driver information after the VAT defaults were applied, but have not reviewed the VAT information again to see if it needs updating. Press YES if you would like to go back and review the VAT information before saving. Otherwise press NO to continue saving.

---

The warning is to ensure the VAT information is correct:

- Click YES and review/update the VAT if your changes may have impacted the VAT.
- Click NO to continue saving if you are certain there are no changes that need to be made.
Treating Accounting Details

Overview
You need to enter the Western accounting information for EACH line you add to the invoice. This detail provides the accounts to be credited.

G: Steps to Enter Accounting Details

1. **Click on Accounting from the Line - Info 1 tab, see #8 on Image 4.**

2. **Enter the speedcode in the Code field and enter the account number in the Account field to indicate where to credit the funds.**

   You can click the magnifying glass next to each field to look up the ones you can use, OR

   - You can enter in the account, fund, dept. and program / project numbers instead of a speedcode and account.

   Contact the administrator or financial officer in your department to obtain the speedcode / account to be used if you are unfamiliar with this information.
3  Click the ‘+’ to add another accounting line if you are splitting the credit between accounts.

Enter speedcode and account information, as well as

- The percentage or dollar amount to be credited to each account.

4  Click the arrows at the top of the Bill Line to navigate to the next line.

Repeat steps 1-3 until you have entered the accounting detail for each line.

5  Click Save.
Apply Taxes and Preview the Invoice

Overview
In order for the taxes to be calculated and applied to the invoice you need to tell the system to do so and then you can preview the invoice and make any necessary changes before it is finalized.

H: Steps to Apply the Taxes and Preview the Invoice (Proforma)

1. Click the Summary link from the Acctg – Rev Distribution window or Line Info 1 tab, see #9 on Image 4.

2. Click Calculate Taxes.
   This will calculate and apply the taxes to the invoice.
   - Click Save.

3. Click the Proforma Icon at the top of the page.
   Three windows will open as the system runs the processes to generate the invoice.
   - The Proforma (draft invoice) will display once the processes have finished running.
     - If the Proforma does not appear, go to Report Manager to view it, see the section Steps to Retrieve a Report from Report Manager for instructions.

   Proforma allows you to preview the invoice before it is finalized.
   It will take 1-5 minutes for the Proforma to appear in the 3rd web browser window.

4. Review the Proforma, once it appears.
   Make note of any changes/edits that need to be made.
   - Close the processing and Proforma windows when you are done.

   The invoice will show PRO FORMA in the centre of the Header.
Click on the *Header Info 1* link from the *Bill Summary Info* tab.

Make any required changes/edits to the *Header, Line Info, Taxes or Accounting* Information (Steps C-G),

- View the Proforma again to verify changes made.
- Repeat this process until the Proforma is accurate and complete.
Change Invoice Status to Ready

Overview
Once you have created the invoice, added accounting details, applied the taxes and previewed the invoice, you need to change the status so that it can be finalized and sent to the customer. Follow the steps in the table below to change the invoice status.

I: Steps to Change Invoice Status to Ready

1. Click on the Status magnifying glass on the Header Info 1 tab:

   Status:  
   RDY  

   Select the RDY (ready) status.

2. Click Save.

   If you have missed any information, such as accounting details, you will receive an error message and be unable to save the invoice with the RDY status. If this occurs, change the status back to new and correct the error(s) noted in the error message and return to step 1.
Finalize and Print the Invoice

Overview
Once the invoice status is changed to RDY (ready) you can finalize it and generate the invoice.

- Once an invoice is finalized it cannot be edited / changed.

J: Steps to Finalize and Print the Invoice

1. Click on the Invoice Icon, from the Header Info 1 tab.

   The invoice icon will only appear after you change the invoice status to RDY and click save.

2. Click Ok on the message that pops up.

   After you click the Invoice Icon, the invoice is final and cannot be edited.

   **Message**

   Invoicing initiated successfully. No further changes to this bill will be allowed during Bill Entry.

   User has selected to invoice this bill. Once invoicing is initiated against a bill, you cannot perform any additional add or update action on the bill while still in Bill Entry.

   - Three process windows will appear as the system generates the invoice.
   - The invoice will be in the third window once the processes are done.
     - If the invoice does not appear, go to Report Manager to view it, see the section Steps to Retrieve a Report from Report Manager for instructions.

   The invoice will now show INVOICE in the centre of the Header.

To cancel a finalized invoice complete the Invoice Cancellation/Write-off Request form located in the Treasury & Investments section at: [http://uwo.ca/finance/forms/index.html](http://uwo.ca/finance/forms/index.html), and email it to: accountsreceivable@uwo.ca
3 Send the Invoice to the customer.

Print the Invoice on perforated paper, OR

- Save a PDF version and attach it to an email.

Invoice paper is available from accountsreivable@uwo.ca

4 Close the processing and the invoice windows when you are done.
Other Tasks Related to Billing

Copy and Modify a Bill

Overview
If you need to generate a bill for a customer that you have invoiced in the past, you can copy a previous invoice to create the new one. This saves you time by reducing the amount of information you need to input.

Steps to Copy and Modify a Bill

**Navigation:** Billing\Maintain Bills\Copy Single Bill

1. **Enter the Invoice number of the bill you want to copy.**
   - Click Search.

2. **Select Copy Bill under Select Bill Action.**
   - Ensure that you are copying the correct invoice.
     - Check the Customer and the Invoice Amt.

3. **Click Save.**
4 Write down the new Invoice Number from the *Copy Bill field.

<table>
<thead>
<tr>
<th>Copy Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Copy Bill: T417653</td>
</tr>
</tbody>
</table>

5 Click *Go to Bill Header - Gen Info* link.

6 Edit the invoice to match the current product / service being billed.

Complete Steps C-I starting on page 15 as need to:

- Edit the Header – to modify the from/to date, billing specialist, add header notes.
- Edit Line Info – to add or modify the line items being charged, add line notes.
- Edit Accounting Detail – to change the speed code or accounts to be credited.
  - This needs to be entered / edited for every line item.
- Adjust VAT Info - calculate taxes.
- Change invoice status to RDY.
  - Finalize and Print the invoice after all modifications are complete.

For Units that prepare monthly or quarterly invoices to the same customers a Group Copy process is available. For additional information or to have the appropriate access added, email: accountsreceivable@uwo.ca.
Cancelling an Invoice

Overview
Before an invoice is finalized/invoiced (i.e. still with status NEW), it can be canceled by following the steps listed below.

- If an invoiced has been finalized and printed, complete the Invoice Cancel/Write-off form located, in the Treasury & Investments section on the following web page: http://uwo.ca/finance/forms/index.html and email it to accountsreceivable@uwo.ca.

Steps to Cancel an Invoice

Navigation: Billing\Maintain Bills\Standard Billing

1. Click the Find an Existing Value tab.

2. Enter the invoice number.
   - Click Search

3. Click the Status magnifying glass.
   - Select CAN from the option list to cancel it.

4. Click Save.
View Multiple Proforma Invoices

Overview
You can view multiple Proforma Invoices at a time, this is useful when you have created a number of invoices and want to review them before finalizing and printing.

Steps to View Multiple Proforma Invoices

**Navigation:** Billing\Generate Invoices\Non-Consolidated\Print Pro Forma

1. **Search and select an existing Run Control ID.**
   
   OR
   - select Add a New Value,
   - enter a new Run Control ID such as 'proforma'.

   Once a run control ID is added it can be reused.

   Never leave a space when adding a Run Control ID.

2. **Select Bill Type under Range Selection.**

   We recommend only selecting Bill Type so that you ONLY get your unit’s invoices. If you go by invoice ID you will get a range of invoices (sequential) which may include some that were NOT generated by your unit.

3. **Enter From Business Unit and Bill Type.**

   To Business Unit will automatically fill in.
4. Click on the *Print Options* tab.

5. Select *Customer, Invoice* from under Print Invoice Sort By.

6. Check the *Print Only Primary Copy* box.

7. Click *Pro Forma* tab.

8. Click *Run*. This will open the Process Scheduler Request window.

9. Click the *Proforma & Print* check box.
10 Select Window underneath Type, and PDF underneath Format.

11 Click OK.

This will run the processes to generate the invoices.

- If the report does not appear, go to Report Manager to view the report, see the section Steps to Retrieve a Report from Report Manager for instructions.

It takes a few minutes for the processes to run and the invoices to appear.

12 Review the Proforma invoices.

Make note of any changes/edits that need to be made and then close the processing windows.

- You can also save the Proforma invoices as a PDF to view later as well.
Change Status of Multiple Invoices

Overview
When you have created a number of invoices you can change the status for all of them at once, instead of one by one, to save yourself time.

Steps to Change the Status of Multiple Invoices

Navigation: Billing\Maintain Bills\Change Status of Bills

1. Search and select an existing Run Control ID.

OR

- Select Add a New Value,
  - enter a new Run Control ID such as 'billstatuschange'.
    
    Run Control ID: [billstatuschange]

- Click Add.

2. Select New under the From Status.

And the select Ready Bill from under To Status.
3 Select Bill Type from under Range Selection.

Select invoices by your Bill Type so that you only alter bills generated by your unit. If you select by Invoice ID you will get all bills in a sequence, including those that were generated by another unit.

4 Enter your Business Unit and Bill Type.

5 Click Run.

This will open the Process Scheduler Request window.

6 Check the Invoice Status Change box.

7 Select Window under Type and PDF under Format.
8 Click Ok.

9 Review the Results Report on the screen, or print it to see the listing of invoices that were changed.

Close the Report window when you are done viewing the report.

- If the report does not appear go to Report Manger to view the report, see the section Steps to Retrieve a Report from Report Manager for instructions.

10 Fix any invoices not in RDY status, as needed.

If you missed any required information on an invoice, such as the accounting details, the invoice will not change to RDY status.

- Double check any invoices for accuracy; correct / add the information as needed.
- Change the invoices to RDY status once corrections are completed and save the invoices.
Finalize and Print Multiple Invoices

Overview
When you are generating multiple invoices at time, you can finalize and print them all at once, instead of one by one. This will save you time, follow the steps below to learn how to do this.

Steps to Finalize and Print Multiple Invoices

**Navigation:** Billing\Generate Invoices\Non-Consolidated\Finalize and Print Invoices.

1. **Search and select an existing Run Control ID.**

   - Find an Existing Value
   - Add a New Value

   OR
   - Select Add a New Value
     - enter a new Run Control ID such as ‘print invoices’.

     - Run Control ID: `printinvoices`

   - Click Add

2. **Select Bill Type from under Range Selection.**

3. **Enter the Bill Type for your unit.**

   - Bill Type: `002`
4 Click the Print Options tab.

5 Change the Print Parameters as outlined below:

Under: Print Invoices Sort By
- Choose Bus Unit, Invoice

Under: Summarization Option
- Choose Print Detail

6 Ensure the drop box for EDI Invoice Option is set to Print Only and that the Print Only Unprinted Invoices box is checked.

7 Click the Finalize and Print tab.
Click **Run**.

This will open the Process Scheduler Request window.

Check the **Finalize & Print** box.

Select **Window** under Type, and **PDF** under Format.

Click **Ok**.

Send the Invoices to the customer by either:

- Printing the Invoice on perforated paper, OR
- Saving a PDF version and attaching it to an email.

  - Since there will be multiply invoices to different customers, you will need to create a pdf for each Invoice.

Invoice paper is available from **accountsreceivable@uwo.ca**.
Getting Your Report/Invoice from Report Manager

Overview
All reports that you run, including invoices, will be put in the Report Manager. Reports and Invoices are kept for seven days before they are deleted from the Report Manager. To access a report from the Report Manager, follow the steps below.

Steps to Retrieve a Report from Report Manager

Navigation: Reporting Tools\Report Manager

1. Click on the Administration tab to access and print invoices.

2. Click on the ‘Report Name’ from the Description column.

   - The Invoice/Report will open in a new window

For additional information about accessing reports, view the training guide ‘Report Manager and nVision Reports’ found in the Financial Systems section on the following web page:

   http://uwo.ca/finance/training_reference/index.html