

Accounts Receivable: Tips to Review Specific Customer Activity

Overview

- This job aid provides tips to help the Accounts Receivable Specialist review activity associated to Specific Customers

Accounts Receivable: Tips to Review Specific Customer Activity

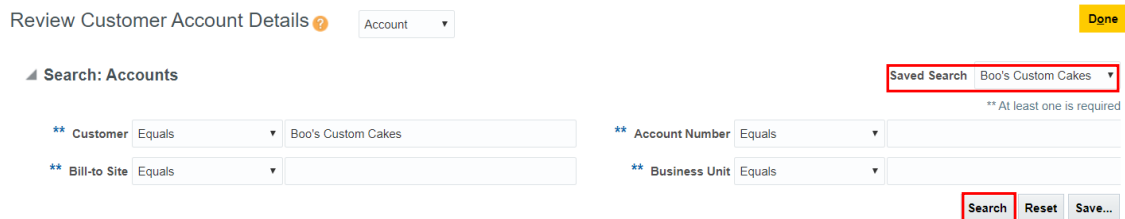
I. How to Review a Specific Customer Account

Note: This can be done from either the Billing or Accounts Receivable modules – the process and results are the same.

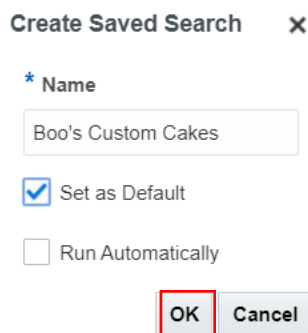
1. From the **Receivables** module, select **Accounts Receivable**. Then click **Review Customer Accounts** in the top right corner.



2. Note: The customer search previously created in the Billings module is also available in the Accounts Receivables module. Simply click **Search** or select another Saved Search. Then click **Search**.



3. Use the Customer Name to Create a Saved Search, then click **OK**.



4. Click Search at the bottom right of the screen.



Accounts Receivable: Tips to Review Specific Customer Activity

- The **Overview** tab of this Customer will provide the Total Open Receivables, Total Transactions Due, Pending Applications, Total Past Due and Transactions in Dispute.

Search: Accounts Saved Search Boo's Custom Cakes

| Account Number | Customer |
|----------------|--------------------|
| 1011 | Boo's Custom Cakes |

Account 1011: Details

Overview Activities

| Entered Currency | Total Open Receivables | | Total Transaction Due | | Pending Application | | Total Past Due | | Transactions in Dispute | |
|-----------------------|------------------------|----------|-----------------------|----------|---------------------|----------|----------------|----------|-------------------------|----------|
| | Amount | Count | Amount | Count | Amount | Count | Amount | Count | Amount | Count |
| USD | -100.00 | 1 | 0.00 | 0 | -100.00 | 1 | 100.00 | 0 | 0.00 | 0 |
| Count of Items | | 1 | | 0 | | 1 | | 0 | | 0 |

- Click on the **Activities** tab to view specific transaction details.

Search: Accounts Saved Search Boo's Custom Cakes

| Account Number | Customer |
|----------------|--------------------|
| 1011 | Boo's Custom Cakes |

Account 1011: Details

Overview **Activities**

View Activities By: Total Open Receivables Exclude receipts at risk

View Dispute Adjust View Balance Details * Date Between 03/28/2020 - 04/28/2020

| Transaction | Class | Activity Date | Entered Currency | Original Amount | Current Amount | Unapplied Amount | Past Due Amount | Disputed Amount | Business Unit | Status |
|--------------|---------|---------------|------------------|-----------------|----------------|------------------|-----------------|-----------------|---------------|-----------|
| 20101 | Invoice | 04/28/2020 | USD | 75.00 | 75.00 | | | | BAYLOR | Open |
| ck 1805 | Payment | 03/31/2020 | USD | -100.00 | | -100.00 | | | BAYLOR | Confir... |
| Total | | | USD | | 75.00 | -100.00 | 0.00 | 0.00 | | |

- Click on the **transaction hyperlinks** to review each specific transaction.

- Click **Done** in the top right corner when review of this customer is complete.

Review Customer Account Details Account

Done