



# NS Financials Billing

## Customer Invoice Dashboard: Getting Started Guide

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## Welcome to the Customer Invoice Dashboard

This tool provides employees with ability to raise and update invoice requests and manage requests via functions such as copying requests, raising bulk requests and requesting the cancellation of requests.

# Getting Started Guide

## Signing In to the Customer Invoice Dashboard

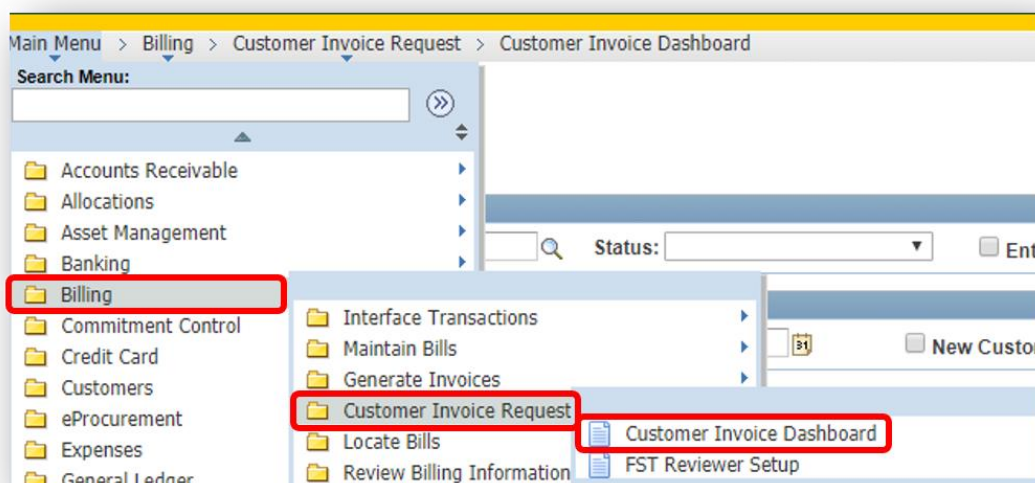
There are two ways that you can access the Customer Invoice Dashboard as a UNSW employee.

1. From the **MyUNSW Home page > Sign on > My Finance > My Finance Portal.**
2. From the [Finance Home page](#) > Log into **Finance Portal.**

Whichever one you use, log in using your **Z-ID** and **ZPass**.

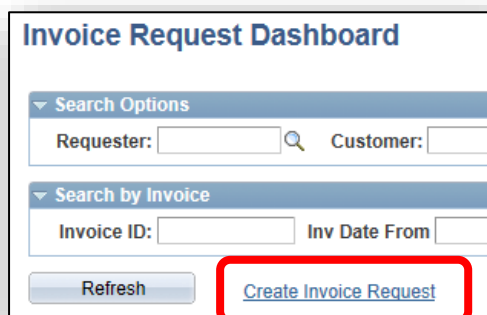
## Home Screen

- To navigate to the dashboard, select **Main Menu > Billing > Customer Invoice Request > Customer Invoice Dashboard.**



## How to Raise an Invoice Request using an Existing Customer

- From the **Customer Invoice Dashboard**, select **Create Invoice Request**.



- The first screen that opens is the **Requester Setup** screen.

UNSW Finance  
Invoice Generation

Customer Invoice Request Process

Invoice Request ID: CIN000322

**Requestor**

Complete for someone else?

\*Requester: Z3165756

Phone:

Email ID:

Organization:

\*Business Unit:

Who is the customer's UNSW Contact?

- If filling an invoice for someone else, you have the option of selecting **Complete for Someone Else**.
- Your ZID has already been filled out and is not editable unless you select **Complete for Someone Else**.
- Enter the **Business Unit Code** or click on the Search icon to search for Business Unit code or description.
- Fill in or search for the **Customer's UNSW Contact's** ZID or name.
- Scroll down, select **Save** and then **Next** in the top right to move to the next screen.
- The next screen is the **Customer Setup**.

UNSW Finance  
Invoice Generation

Customer Invoice Request Process

Invoice Request ID: CIN000322

**Customer**

Customer:

New Customer Status: Not Applicable

Save

- Search for the Customer via the **Customer ID/Name/Business Number**.
- Select the Customer and you can view the **Address Details** and **Contact Information**.
- Each of these fields has a look-up where you can search for the correct address or contact.

- Select **Save and Next**.

The screenshot shows the 'Customer Invoice Request Process' interface. On the left, a legend lists several steps: Requester Setup, Customer Setup, Invoice Header (highlighted with a red box), Invoice Line, and Invoice Preview. The main content area displays the 'Invoice Header' form for request ID CIN000289. Fields include: Bill Type Identifier (MSC), Customer Reference, Date Invoice to be Sent (with a calendar icon), How Invoice to be Sent? (set to 'Email Invoice as Attachment'), Pay Terms (NET30), and Currency (AUD). A 'Save' button is visible at the bottom.

- The **Invoice Header** screen will open up.
- You will see a search field for **Bill Type Identifier** by Identifier, Code or Description.
- Compulsory fields marked with an \* include **Date Invoice to be Sent** and **Currency**. Fill out the **Date** and the **Pay Terms** automatically fill out. **Net 30 days** is the default setting.
- On this screen you can also upload and describe an attachment.
- Select **Save and Next**.

The screenshot shows the 'Customer Invoice Request Process' interface at the 'Invoice Line' step. The legend on the left has 'Invoice Line' highlighted with a red box. The main content area displays the 'Invoice Line' form for request ID CIN000199. It features a table for 'Invoice Lines' with columns: Description, UOM, Quantity, Unit Price, Amount, GST, and GST Amount. The first row shows a quantity of 1.000 and GST of SALE. A 'Copy' button is located below the table, and a 'Save' button is at the bottom.

Description	UOM	Quantity	Unit Price	Amount	GST	GST Amount
1	EA	1.000			SALE	

- The next screen **Invoice Line** allows you to enter and copy lines of information including **Description, Unit of Measure (UOM), Quantity and Unit Price**. The Amount will be automatically filled in.
- Continue scrolling right. You can see that the **GST** has been automatically filled in for Australian purposes as **SALE** (Standard Taxable Sales) at 10% and you can add **Line Notes**.

- Then select the **Distribution** Icon at the end of the line and fill in or look up the information in the 5 fields. Select **Save** and **Next** to move to the **Invoice Preview** screen.

Amount	GST	GST Amount	Total Amount	Line Notes	Send to Customer
\$200.0000	SALE	\$20.00	\$220.000		<input checked="" type="checkbox"/>

## How to Raise an Invoice for a New Customer

- From the **Customer Setup** screen, select the Search icon to search for a Customer. The **Customer Lookup** box will open up.
- On the bottom right of the box, select **Create New**.

**Customer Lookup**

\*Search by Customer ID/Name/Business Number

Customer ID:   by ABN:

	Customer ID	Name	Country	VAT Registration ID
1	<a href="#">ALL100001</a>	Water Research Laboratory	AUS	
2	<a href="#">ALL100004</a>	Sydney Grammar School	AUS	
3	<a href="#">ALL100008</a>	University of Otago : Library		
4	<a href="#">ALL100011</a>	ANSTO	AUS	47956969590
5	<a href="#">ALL100012</a>	Capral Aluminium Limited	AUS	
6	<a href="#">ALL100014</a>	Baxter Healthcare Pty Ltd	AUS	
7	<a href="#">ALL100017</a>	St George Hospital	AUS	78390886131
8	<a href="#">ALL100021</a>	U Committee	AUS	
9	<a href="#">ALL100027</a>	UNSW Global Pty Limited	AUS	
10	<a href="#">ALL100028</a>	Shalom College	AUS	

- The **New Customer Request** form will open up.

**New Customer Request**

Requisition ID: \_\_\_\_\_ Request Status: \_\_\_\_\_

Business Unit: DIVIS IT at UNSW

\*Trading Name:

\*Type:   Government Organization

\*Country:

GST Status:

ABN:  \*For assistance with ABN refer to [Australian Business Register](#)

**Address Details**

\*Address Description:  e.g. Head Office, New Branch: Will not appear on Invoice

Address:

City/Suburb:

State:  Post Code:

- Fill in details about the new customer including **Trading Name, Type** (select from dropdown options including **Commercial and University**), **Country, Address and ABN**.

- Fill out as much information as you have available. Below this box is the new customer **Contact Information** box which is not compulsory but recommended.

**Contact Information**

Name:

Position:

Email:

Work Phone:

Work Fax:

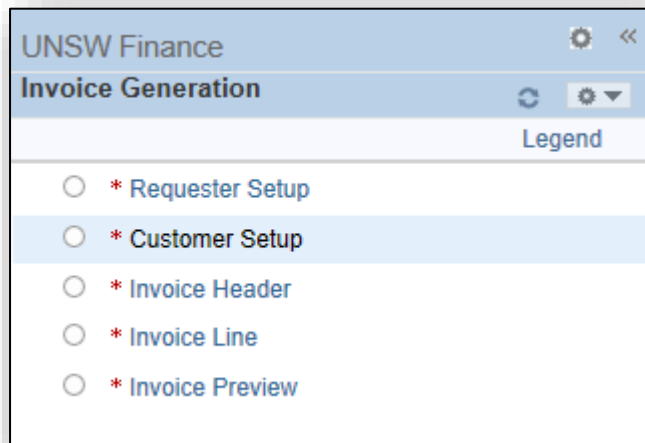
Mobile Phone:

- When a new Customer request is being processed, the Customer is shown as **“NEW”** and New Customer Status is **“Awaiting Approval”**.
- If the request is approved, you will receive an Approval email. The email will include the new **Customer ID**. This will appear in the invoice request in draft mode.
- You can go back into an existing draft request and the Customer ID will be auto-populated and you can proceed as normal.
- When a new Customer request has been denied, you will receive an email notifying you of this. The Customer is shown as **“DENIED”** and New Customer Status is **“Awaiting Approval”**.

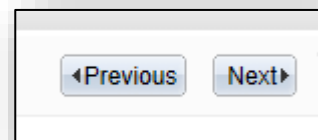


## How to Update/Change the Draft Invoice Before Submission

- From the **Customer Invoice Dashboard**, select the row of the draft invoice you would like to edit. You can see the **Process Status** in the 3<sup>rd</sup> column.
- The menu bar on the right will be highlighted showing which stage of the process you are up to.



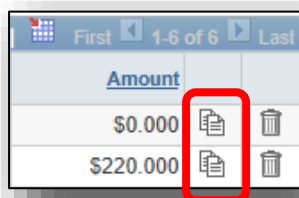
- To select a previous screen, select **Previous** on the top right. A new pop-up screen with the fields will open up. Edit the fields as needed.







- Select **Save** and **Next** to return to your original finalized screen.
- Preview the Invoice on the **Invoice Preview** screen.
- Once ready you can select **Submit for FST Review**.

## How to Copy an Existing Invoice Request

- From your **Customer Invoice Dashboard**, go to the end of the row of the invoice you would like to copy.
- After **Amount** you will see a small text icon which indicates you can select that to copy the current invoice.

A screenshot of a table with a header row "Amount" and two data rows. The first data row has "\$0.000" and the second has "\$220.000". To the right of each amount is a small document icon (copy) and a trash can icon (delete). A red rectangle highlights the copy icon for the "\$0.000" row.

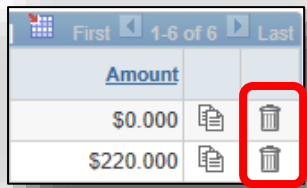
Amount	
\$0.000	 
\$220.000	 

- Click **Yes** to clone the invoice request, and you will then be asked how many clones you need. Fill in the number and select **OK**.
- You will see your requested copies at the top of your invoice request list.





## How to View and Print Invoice Request Details

- From the **Invoice Preview**, right click and select **Print**.
- The Microsoft Edge Print pop-up will open up.
- Select the printer and adjust the settings as needed.

## How to Delete an Invoice Request



The screenshot shows a table with columns for 'Amount', a document icon, and a trash bin icon. The first row has an amount of '\$0.000' and the second row has '\$220.000'. The trash bin icon in the second row is highlighted with a red box.

Amount		
\$0.000		
\$220.000		

To delete a created invoice request from the Invoice Dashboard, select the Rubbish bin icon on the far right of that row. Confirm the deletion.

If the icon is greyed out, this indicates the invoice request has been loaded as a billing invoice request and cannot be deleted. Please refer to section below to cancel an invoice.

## How to Request the Cancellation of an Invoice Request

- Once an invoice request has been submitted for FST Review, it is no longer possible to delete the invoice request.
- Instead you have to request the invoice request's cancellation.
- You can do this by contacting the AR helpdesk on 9385 3330 or emailing [financehelp@unsw.edu.au](mailto:financehelp@unsw.edu.au).

## How to Raise Multiple Invoice Requests

- Follow the instructions for "How to Copy an Existing Invoice request".
- When asked in the pop-up screen how many clones you need, specify the number needed.

## How to Raise Invoice Requests on Behalf of Others/Change Requester's Details

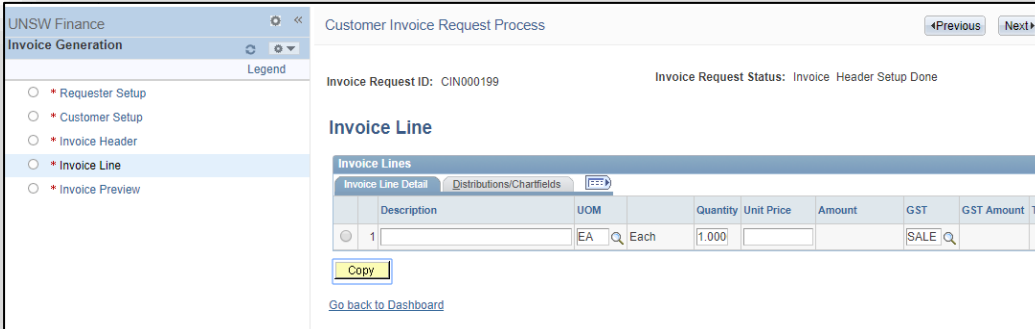
- From the **Customer Invoice Dashboard**, select **Create Invoice Request**.
- The first screen that opens is the **Requester Setup** screen.
- When filling an invoice request for someone else, select **Complete for Someone Else**.
- You will see the ZID field now becomes editable. Enter the ZID of the person for whom you are raising an invoice request.
- Enter the **Business Unit Code** or click on the Search icon to search for Business Unit code or description.
- Fill in or search for the **Customer's UNSW Contact's ZID** or name.
- Select **Save** and then **Next** in the top right to move to the next screen.
- Move through the following screens in the same way as usual.

## How to Create an Invoice Request with an Attachment

- Create an invoice request in the usual way fill out the **Requester Setup** screen.
- Save and fill out the **Customer Setup** screen. Save and move to the next screen.
- The **Invoice Header** screen will open up.
- You will see a search field for **Bill Type Identifier** by Identifier, Code or Description.
- Compulsory fields marked with an \* include **Date Invoice to be Sent** and **Currency**. Fill out the **Date** and the **Pay Terms** automatically fill out.
- On this screen you can also upload an describe an attachment. Select **Upload** and browse for the file. Type in an **Attachment Description**.
- Select **Save** and **Next**. Fill out the following screen **Invoice Line** in the usual way.

## How to Create an Invoice Request using Split Distribution Across One or More Invoice Lines

- From the **Invoice Line** screen, select the **Distributions/Chartfields** tab. You will first need to fill out the Invoice Line information.



The screenshot displays the 'Customer Invoice Request Process' interface. On the left, a navigation pane shows 'Invoice Generation' with a legend containing: Requester Setup, Customer Setup, Invoice Header, Invoice Line (selected), and Invoice Preview. The main area shows 'Invoice Request ID: CIN000199' and 'Invoice Request Status: Invoice Header Setup Done'. Below this is the 'Invoice Line' section with tabs for 'Invoice Line Detail' (selected) and 'Distributions/Chartfields'. A table with columns 'Description', 'UOM', 'Quantity', 'Unit Price', 'Amount', 'GST', and 'GST Amount' is visible. The first row contains '1', 'EA', 'Q', 'Each', '1.000', and 'SALE'. A 'Copy' button and a 'Go back to Dashboard' link are at the bottom.

- Then select the row to open the **Distributions/Chartfields** for that Invoice Line.

The screenshot shows the 'Invoice Line' interface. At the top, there are tabs for 'Invoice Line Detail' and 'Distributions/Chartfields'. The 'Distributions/Chartfields' tab is active, showing a table with one row: '1 Distributions/Chartfields'. Below the table is a 'Copy' button and a 'Go back to Dashboard' link.

Fill out the **Project** by selecting the Look Up icon and selecting or searching for the Project.

- The **Fund Code** and **Department** will automatically populate.
- The **Percentage** will automatically populate as 100%. To allocate across multiple projects, type in the percentage and select + to add a new line.
- Select **Save** and then **Next**.

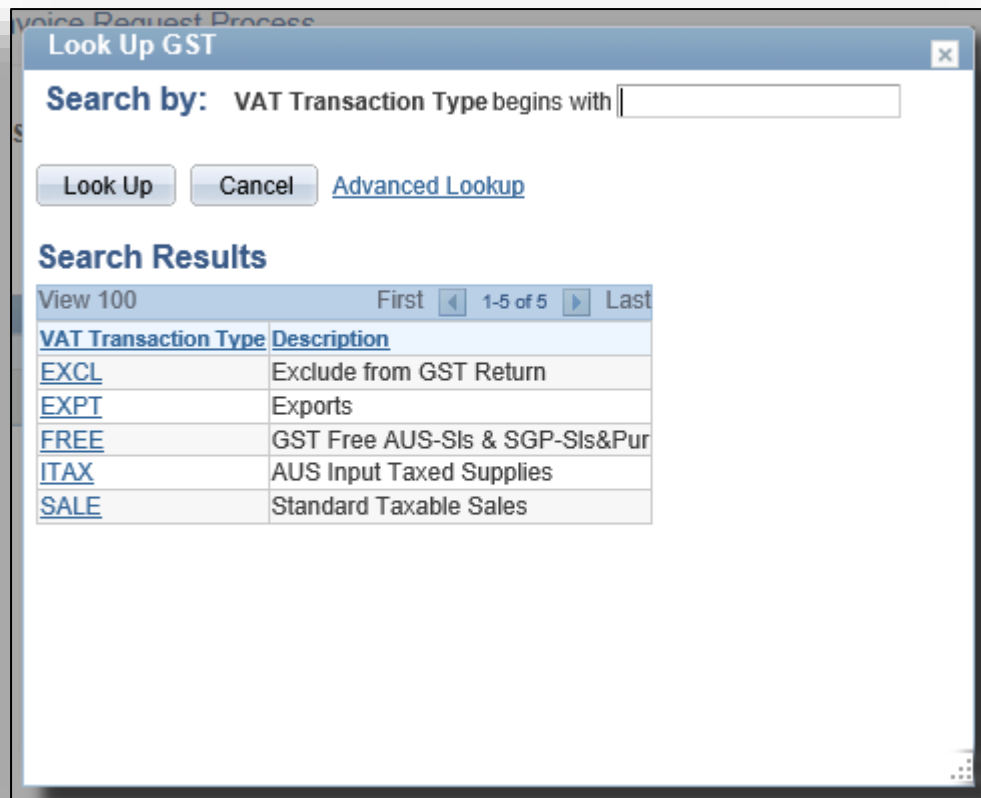
The screenshot shows the 'Enter Distribution Lines for Line - 1' form. It has a table with columns: Project, Account, Fund Code, Department, Percentage, UOM, and Amount. Each of the first four columns has a search icon (magnifying glass) next to it. Below the table are 'Save' and 'Cancel' buttons.

## How to Create a GST and non-GST Invoice Request

- Once you are in Invoice Line, scroll across until you get to **GST**.
- You can see the GST is automatically filled in with the word "SALE", referring to Standard Taxable Sales. The GST of 10% has automatically been calculated and appears in the **GST Amount** field.

Unit Price	Amount	GST	GST Amount	Total Amount
\$0.50000	\$0.50000	SALE	\$0.05	\$0.550

- To create a non-GST invoice request, select the search icon next to the GST. Select the category that fits the GST-free item, such as **FREE** (GST-free AUS SIs). Select **Save** and **Next**.

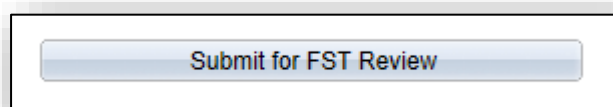


## How to Confirm Preview Invoice Request is Showing Correctly

- You will not be able to move to the **Preview Invoice** screen until the compulsory fields have been filled out during the previous 4 screens.
- From this screen you can view the **Preview Invoice**.
- This invoice request will be the same as the actual invoice request, minus the header. For additional functions, you can choose to **Select All**, **Print** or **Read Aloud** by right clicking.

## How to Submit for FST Review

- From the **Preview Invoice** screen, select **Submit for FST Review** on the bottom left corner.



## How to Check Process Status

- There are five steps in the Invoice Request creation process:
  1. Requester Setup
  2. Customer Setup
  3. Invoice Header
  4. Invoice Line
  5. Invoice Preview, and the final post-creation stage
  6. Submitted for FST Review
- To check what stage an invoice request is up to, review the Process Status column. You can also sort your invoice requests by Process Status (ascending or descending order).

Invoice Requests			
	<a href="#">Invoice Request</a>	<a href="#">Description</a>	<a href="#">Process Status</a>
1	<a href="#">CIN000291</a>		Draft
2	<a href="#">CIN000290</a>		Draft
3	<a href="#">CIN000289</a>		Draft
4	<a href="#">CIN000288</a>	Test Dispatch Method1	Invoice Line Setup Done
5	<a href="#">CIN000287</a>		Invoice Header Setup Done
6	<a href="#">CIN000286</a>		Customer Setup Done

## How to Review Invoices Requests Approved by FST Team

- From the **Customer Invoice Dashboard**, select fill in the ID or dates to search for approved invoice requests.
- You can also see whether an invoice request has been processed, refer to the Invoice column. Once finalized you will see a GRP number.
- Once finalized the status will be “Process Finalised”. Even if the invoice number hasn’t been generated yet, you will be able to search for and locate these by looking in **the Invoice Requests – Process Status column**.

**Invoice Request Dashboard**

Search Options

Requester:  Customer:  Status:   Entered by User

Search by Invoice

Invoice ID:  Inv Date From:  To:   New Customer in Progress

Refresh [Create Invoice Request](#)

Invoice Requests

**Process Status Dropdown:**

- Customer Setup Done
- Draft
- Invoice Header Setup Done
- Invoice Line Setup Done
- Process Finalized
- Requestor Setup Done
- Submitted for FST Review

## How to Review Submitted Requests

The screenshot shows the 'Invoice Request Dashboard' interface. It features two search sections: 'Search Options' and 'Search by Invoice'. The 'Search Options' section includes fields for 'Requester', 'Customer', and 'Status'. The 'Search by Invoice' section includes fields for 'Invoice ID', 'Inv Date From', and 'To'. A 'Refresh' button and a 'Create Invoice Request' link are also present. A dropdown menu is open for the 'Status' field, listing various statuses. The status 'Submitted for FST Review' is highlighted with a red box.

**Invoice Request Dashboard**

Search Options

Requester:  Customer:  Status: 

- Customer Setup Done
- Draft
- Invoice Header Setup Done
- Invoice Line Setup Done
- Process Finalized
- Requestor Setup Done
- Submitted for FST Review**

Search by Invoice

Invoice ID:  Inv Date From  To:

Refresh [Create Invoice Request](#)

To bring up a list of your submitted requests, select the status of **Submitted for FST Review** in the **Customer Invoice Dashboard**.

## How to Adjust Sending Preferences

- From the **Invoice Header** stage, refer to **How Invoice to be Sent?** There is a dropdown, select the appropriate option. **Save** and **Next**.

The screenshot shows the 'Invoice Header' form. It includes fields for 'Bill Type Identifier', 'Customer Reference', '\*Date Invoice to be Sent:', 'Pay Terms:', '\*Currency:', and 'Hedge Contract ID:'. A dropdown menu is open for the 'How Invoice to be Sent?' field, listing several options. The option 'Email Invoice as Attachment' is highlighted with a blue background and a red box.

**Invoice Header**

Bill Type Identifier  MSC Customer Reference:

\*Date Invoice to be Sent:

How Invoice to be Sent? 

- EDI
- Email Invoice as Attachment**
- Email Notification
- Federal Highway File
- Print Copy

Pay Terms:

\*Currency:  AUD This currently is being hedged:  Hedge Contract ID:

## How to Adjust Invoice Request Header

- At the **Invoice Header** stage, it is only the Invoice ID that is fixed and all other viewable fields can be changed.
- These include **Bill Type Identifier, Customer Reference, Date Invoice to be Sent, How Invoice to be Sent, Pay Terms and Currency.**

Customer Invoice Request Process

Invoice Request ID: CIN000289      Invoice Request Status: Customer Setup Done

### Invoice Header

Bill Type Identifier  🔍      Customer Reference:

\*Date Invoice to be Sent:  📅

How Invoice to be Sent?  ▾

Pay Terms:  🔍

\*Currency:  🔍      This currently is being hedged:       Hedge Contract ID:

## How to Create an Invoice Request using a Foreign Currency Vendor

- From the **Invoice Header** stage, refer to **Currency** and select the Search icon.
- You can then see a list of currencies and search for additional ones, by **Code** or **Description**.
- You can also scroll down to see the full list. Select the currency, select **Save** and **Next**.

Look Up Currency

Search by:  begins with

[Advanced Lookup](#)

### Search Results

View 100      First  1-98 of 98  Last

Currency Code	Description
<a href="#">262</a>	Gifted Psychology Press
<a href="#">AFN</a>	Afghani
<a href="#">AMD</a>	Armenian Dram
<a href="#">AOA</a>	Kwanza
<a href="#">ARS</a>	Argentine Peso
<a href="#">AUD</a>	Australian Dollar
<a href="#">AZN</a>	Azerbaijani Manat
<a href="#">BAM</a>	Convertible Marks
<a href="#">BGN</a>	Bulgarian LEV
<a href="#">BOV</a>	Mvdol
<a href="#">BRL</a>	Brazilian Real
<a href="#">BYR</a>	Belarussian Ruble
<a href="#">CAD</a>	Canadian Dollar
<a href="#">CDF</a>	Franc Congolais
<a href="#">CHE</a>	WIR Euro
<a href="#">CHF</a>	Swiss Franc
<a href="#">CHW</a>	WIR Franc
<a href="#">CNY</a>	Yuan Renminbi
<a href="#">COU</a>	Unidad de Valor Real
<a href="#">CUC</a>	Peso Convertible
<a href="#">CYP</a>	Cyprus Pound
<a href="#">CZK</a>	Czech Koruna



## How to Use a Customer Reference when Generating an Invoice Request

- You will see an **Invoice Request ID** is automatically created when you **select Create Invoice Request**.
- To add a Customer Reference ID such as a Purchase Order Number or Contract Number, continue setting up the Invoice Request.
- When you get to the Invoice Header screen, type the Customer Reference ID into the **Customer Ref:** field.

Customer Invoice Request Process

Invoice Request ID: CIN000357      Invoice Request Status: Customer Setup Done

### Invoice Header

Bill Type Identifier:       **Customer Reference:**

\*Date Invoice to be Sent:

How Invoice to be Sent?

Payment Terms Code:

\*Currency:       This currently is being hedged:       Hedge Contract ID:

#### Invoice Header Note

Send to Customer

#### Customer Invoice Attachment

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

Documents    Additional Info   

Attachment Description	Attached File	Send to Customer	Upload	View		
1		<input checked="" type="checkbox"/>	<input type="button" value="Upload"/>	<input type="button" value="View"/>	<input type="button" value="+"/> <input type="button" value="-"/>	

## How to Search by Customer/Status/Entered by/Invoice/Date Range/New Customer

The picture below shows that it is possible to search for an invoice request by:

1. Requester
2. Customer
3. Status (stage of the process in request)
4. Entered by User
5. Invoice ID
6. Date (from and to) and
7. New Customer in progress.

The screenshot shows the 'Invoice Request Dashboard' search interface. It features two main search sections. The first section, 'Search Options', includes fields for 'Requester' (1), 'Customer' (2), 'Status' (3), and a checkbox for 'Entered by User' (4). The second section, 'Search by Invoice', includes fields for 'Invoice ID' (5), 'Inv Date From' (6), 'To' (6), and a checkbox for 'New Customer in Progress' (7). A 'Refresh' button and a 'Create Invoice Request' link are also visible at the bottom of the search area.

## How to Download the Completed Invoice (and email yourself)

From the **Home** screen, scan along your table of **Invoice Requests** until you get to **Invoice**. Once the invoice has been approved/generated, click on the link you will find in the Invoice column. This will take you to the Invoice page where you can download a pdf of the invoice.

**Note:** *If you have selected Print Copy in Invoice Header (How Invoice to be Sent?), the invoice will NOT be emailed and you should download and email to the client yourself.*

The screenshot shows a table with the following columns: Business Unit, Invoice, Curr, and Amount. The 'Invoice' column is highlighted with a red box. The table contains two rows of data:

Business Unit	Invoice	Curr	Amount		
COMEC	NA	AUD	\$220.000		
CASH2	NA		\$0.000		

## How to Configure Financial Reviewer Setup

- This is something that only FST team leaders will be able to do.
- You need to look in the main menu under **Billing**.
- Then go to **Customer Invoice Request** then go to **FST Setup**.
- FST Team setup can be split by various teams and faculties/business units according to team structure.