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

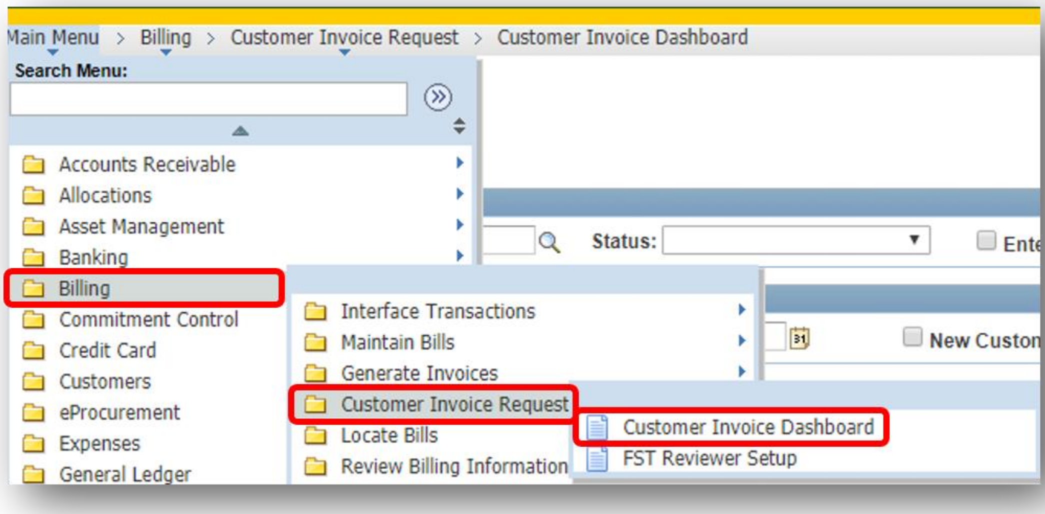
There are two ways that you can access the Customer Invoice Dashboard as a UNSW employee.

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**.

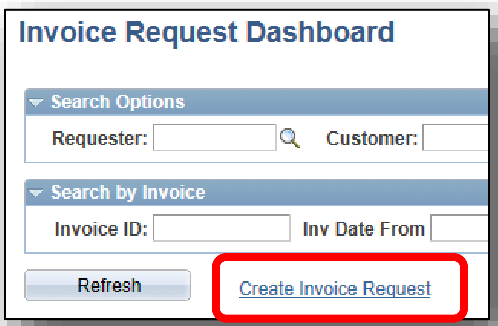
Home Screen

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

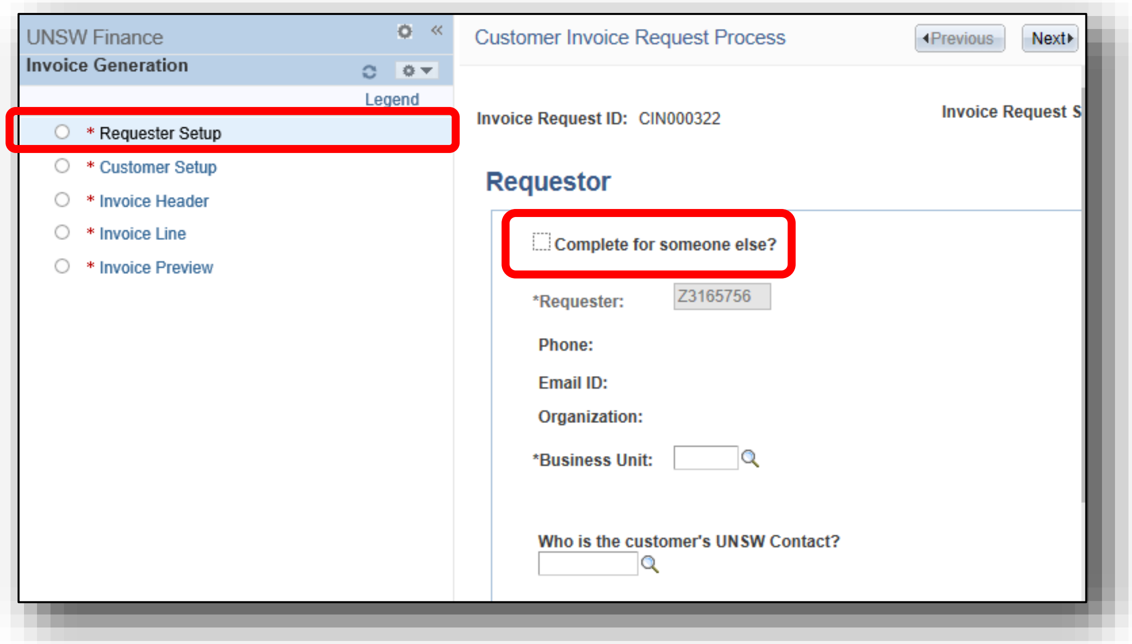


How to Raise an Invoice Request using an Existing Customer

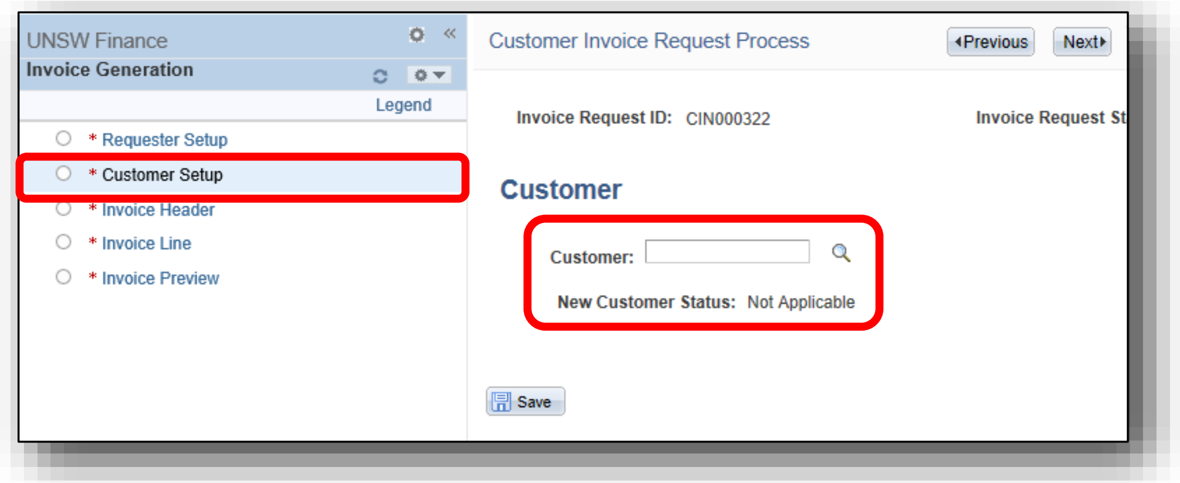
- From the **Customer Invoice Dashboard**, select **Create Invoice Request**.



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

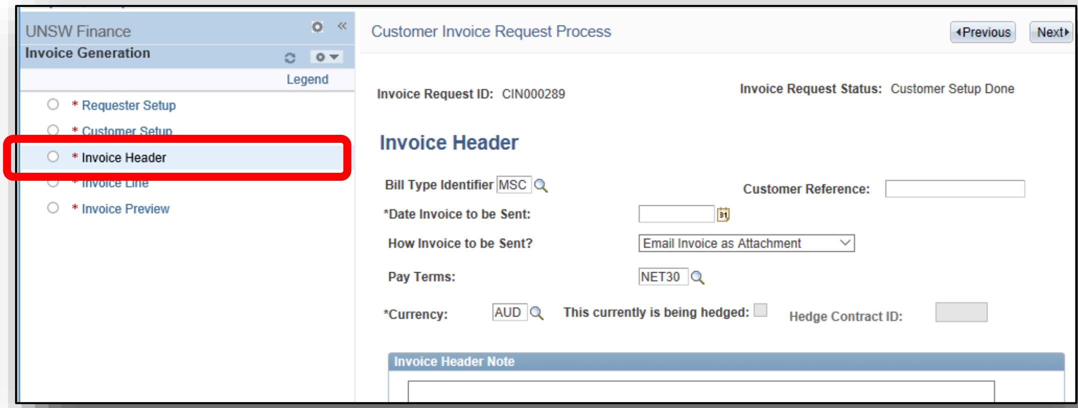


- If filling an invoice for someone else, you have the option of selecting **Complete for Someone Else**.
- Your ZID has already been filled out and is not editable unless you select **Complete for Someone Else**.
- Enter the **Business Unit Code** or click on the Search icon to search for Business Unit 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**.

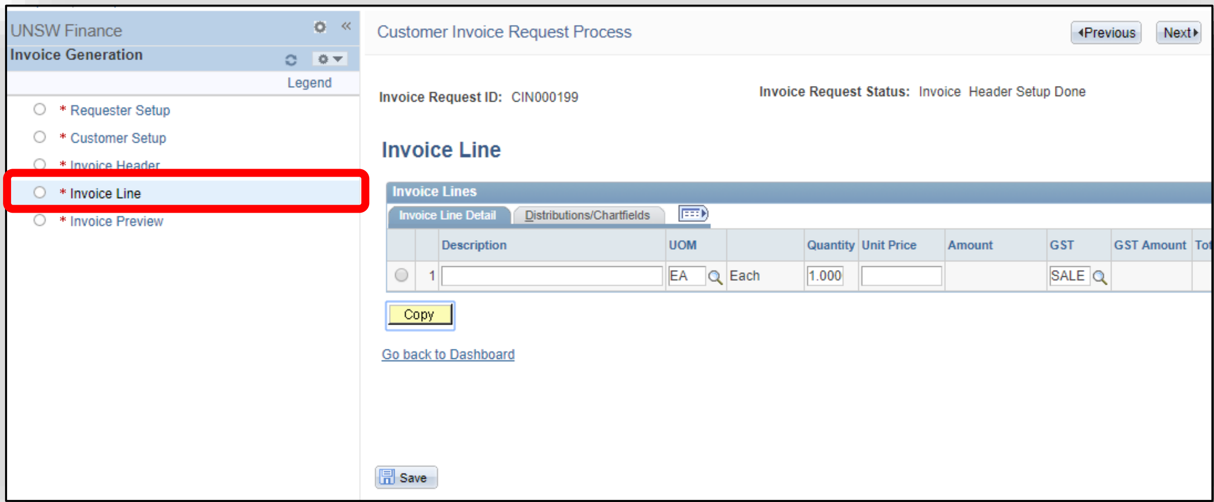


- Search for the Customer via the **Customer ID/Name/Business Number**.
- Select the Customer and you can view the **Address Details** and **Contact Information**.
- Each of these fields has a look-up where you can search for the correct address or contact.

- Select **Save** and **Next**.



- The **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**.

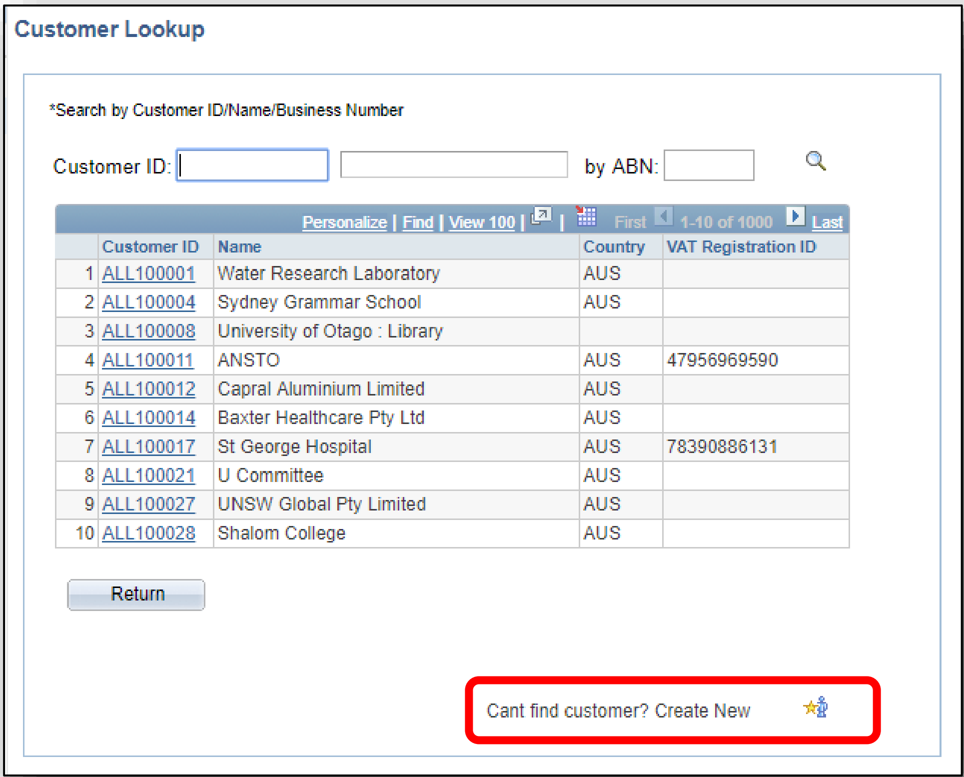


- The next screen **Invoice Line** allows you to enter and copy lines of information including **Description**, **Unit of Measure (UOM), Quantity** and **Unit Price**. The Amount will be automatically filled in.
- Continue scrolling right. You can see that the **GST** has been automatically filled in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

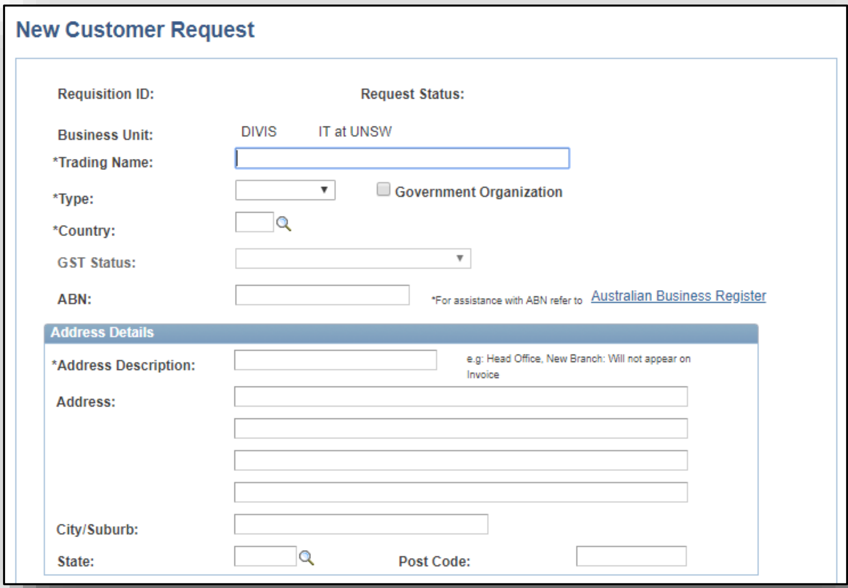
- Then select the **Distribution** Icon at the end of the line and fill in or look up the information in the 5 fields. Select **Save** and **Next** to move to the **Invoice Preview** screen.

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**.

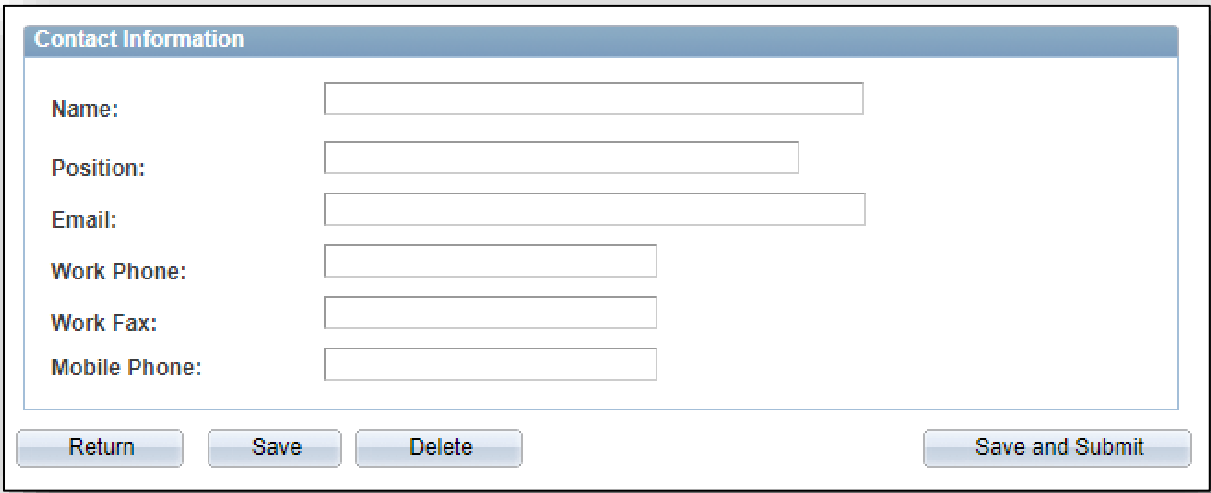


- The **New Customer Request** form will open up.



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

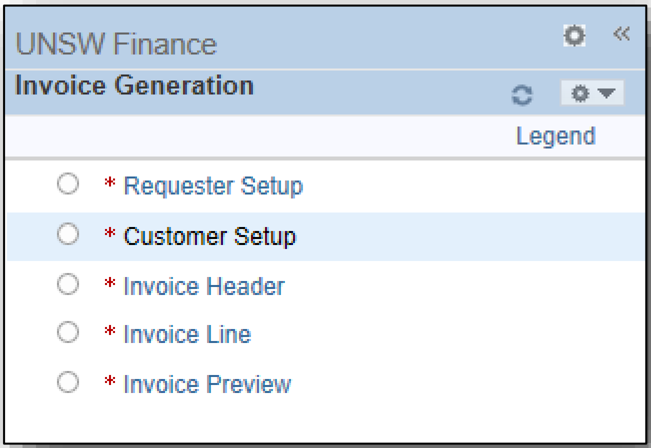
- Fill out as much information as you have available. Below this box is the new customer **Contact Information** box which is not compulsory but recommended.



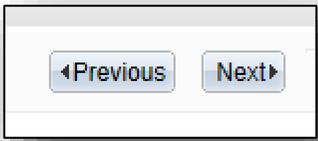
- When a new Customer request is being processed, the Customer is shown as “**NEW**” and New Customer Status is “**Awaiting Approval**”.
- If the request is approved, you will receive an Approval email. The email will include the new **Customer ID**. This will appear in the invoice request in draft mode.
- 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 3rd column.
- The menu bar on the right will be highlighted showing which stage of the process you are up to.



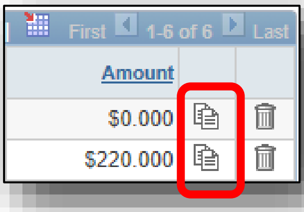
- To select a previous screen, select **Previous** on the top right. A new pop-up screen with the fields will open up. Edit the fields as needed.



- 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.

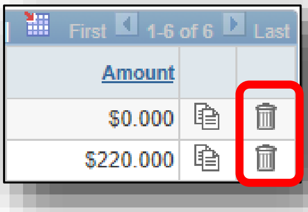


- Click **Yes** to clone the invoice request, and you will then be asked how many clones you need. Fill in the number and select **OK**.
- You will see your requested copies at the top of your invoice request list.

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



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.

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

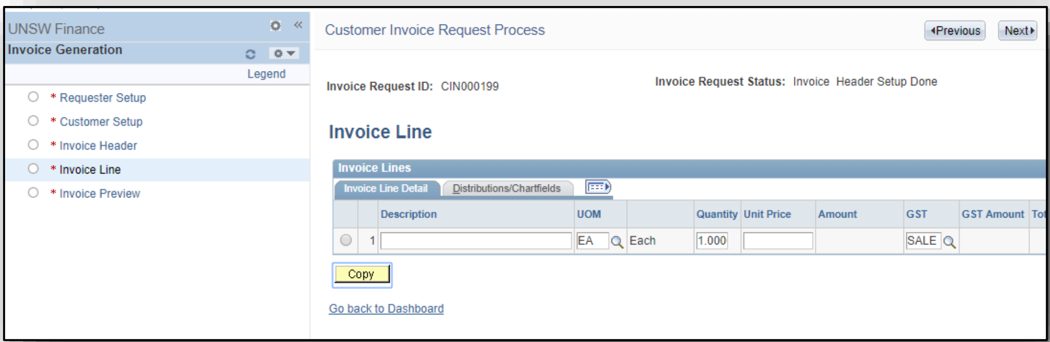
- From the **Customer Invoice Dashboard**, select **Create Invoice Request**.
- The first screen that opens is the **Requester Setup** screen.
- When filling an invoice request for someone else, select **Complete for Someone Else**.
- You will see the ZID field now becomes editable. Enter the ZID of 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

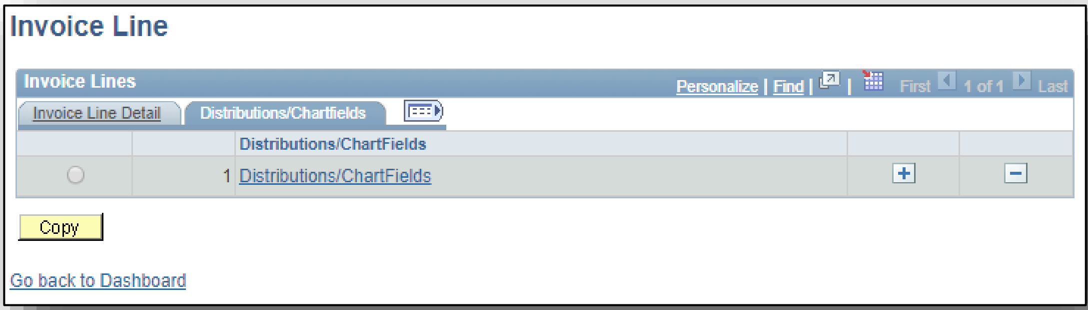
- Create an invoice request in the usual way fill out the **Requester Setup** screen.
- Save and fill out the **Customer Setup** screen. Save and move to the next screen.
- The **Invoice Header** screen will open up.
- You will see a search field for **Bill Type Identifier** by Identifier, Code or Description.
- 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.

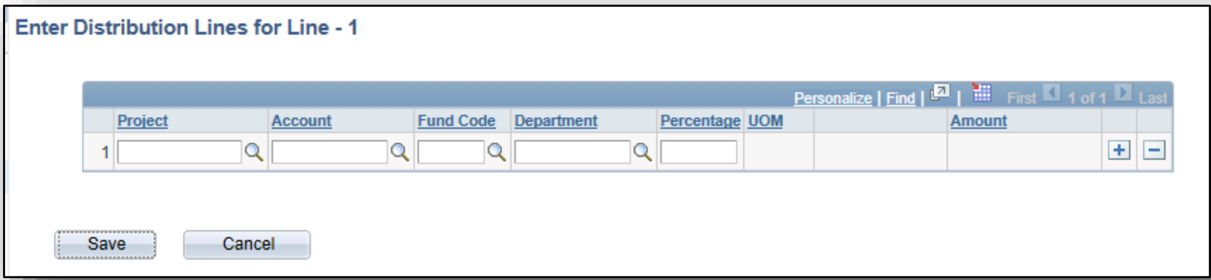


- Then select the row to open the **Distributions/Chartfields** for that Invoice Line.



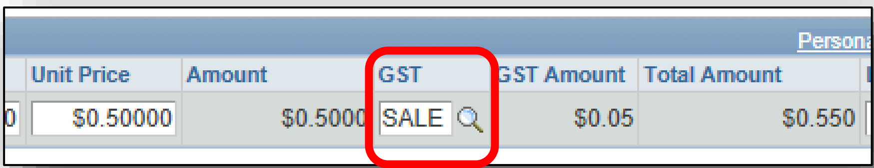
Fill out the **Project** by selecting the Look Up icon and selecting or searching for the Project.

- 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**.

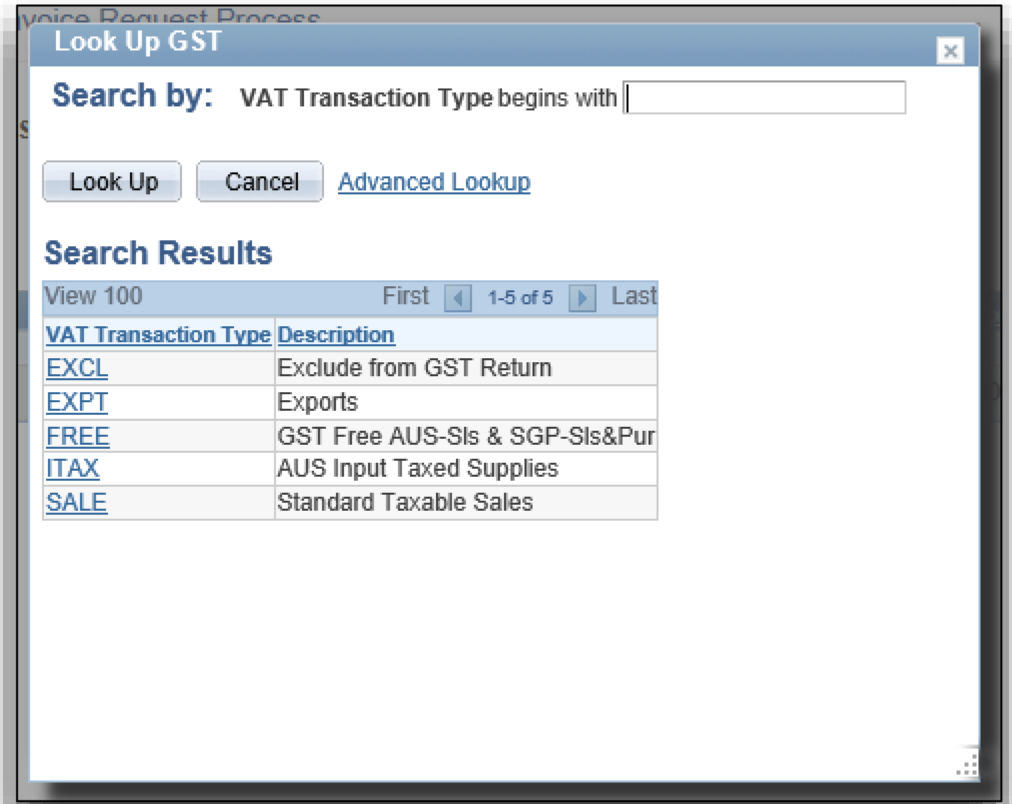


How to Create a GST and non-GST Invoice Request

- 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.



- 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**.

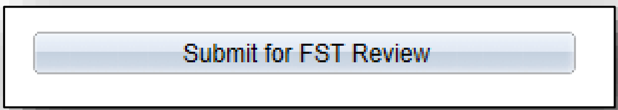


How to Confirm Preview Invoice Request is Showing Correctly

- 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.

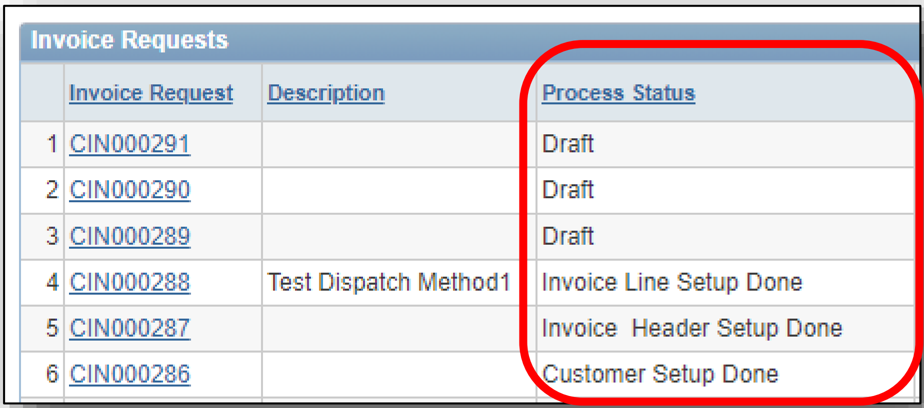
How to Submit for FST Review

- 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).

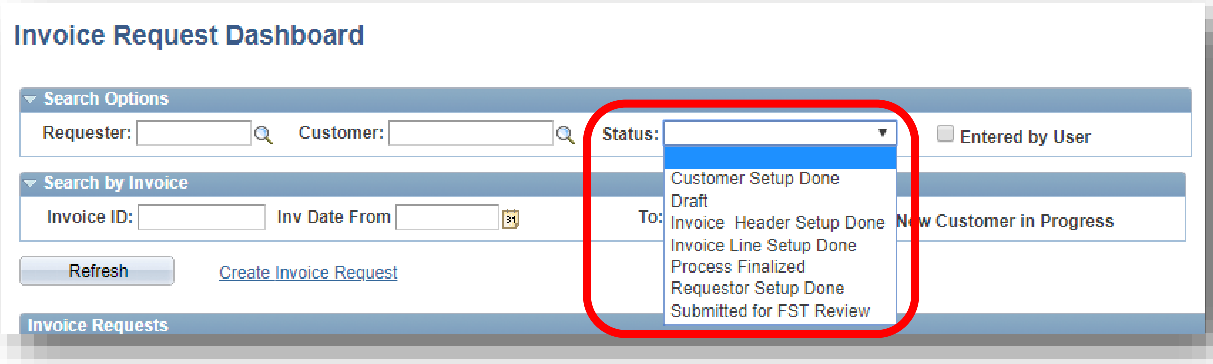


Invoice Requests

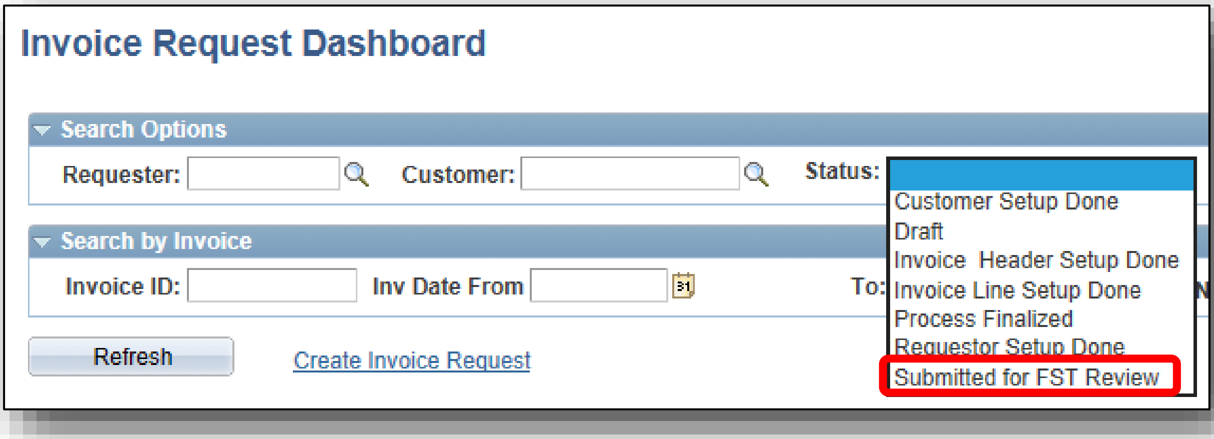
	Invoice Request	Description	Process Status
1	CIN000291		Draft
2	CIN000290		Draft
3	CIN000289		Draft
4	CIN000288	Test Dispatch Method1	Invoice Line Setup Done
5	CIN000287		Invoice Header Setup Done
6	CIN000286		Customer Setup Done

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.**



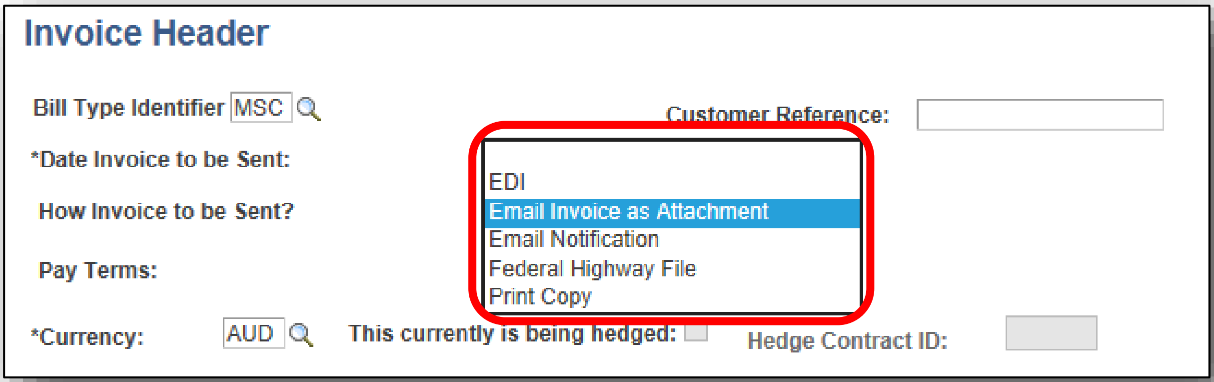
How to Review Submitted Requests



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

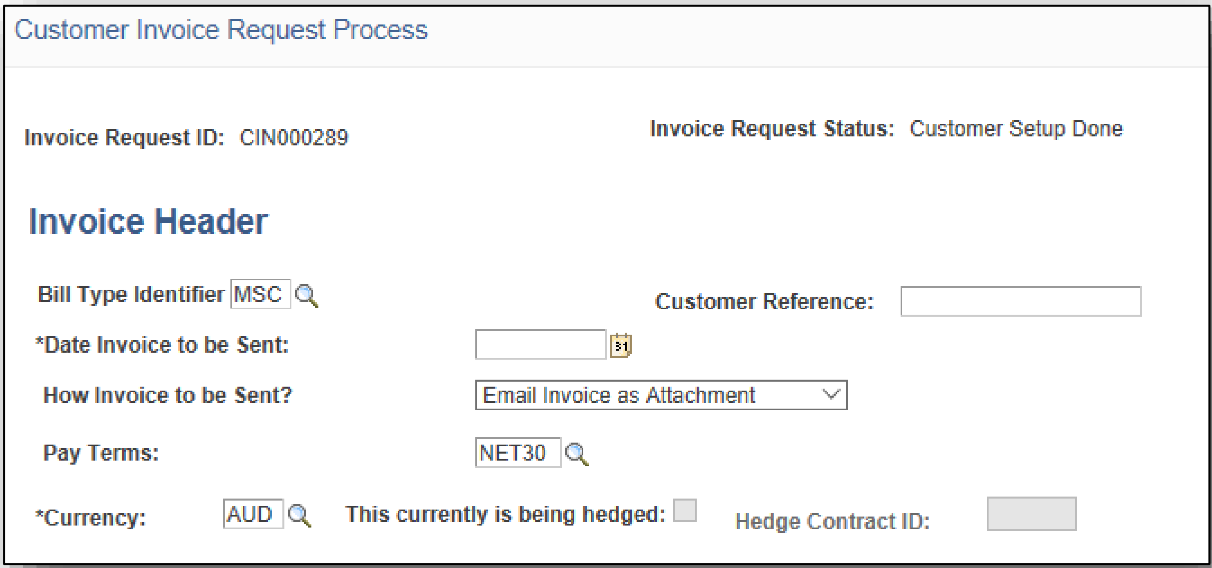
How to Adjust Sending Preferences

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



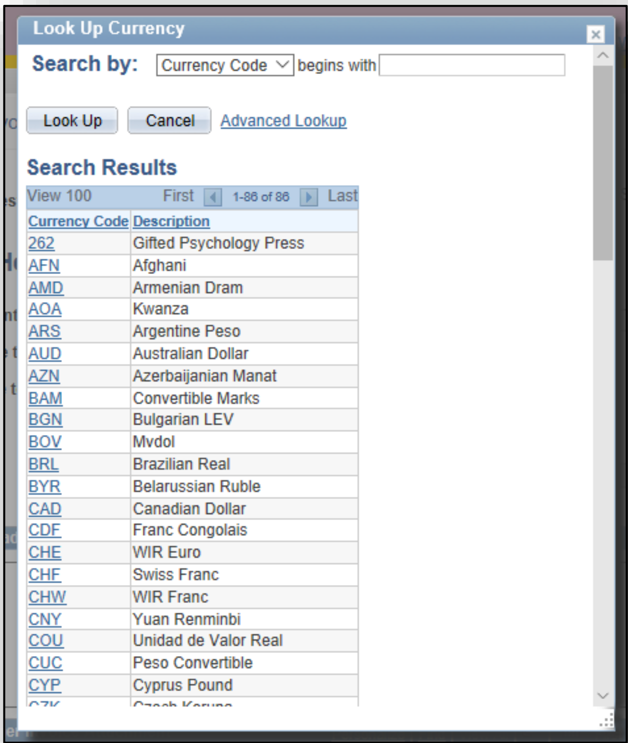
How to Adjust Invoice Request Header

- 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**.



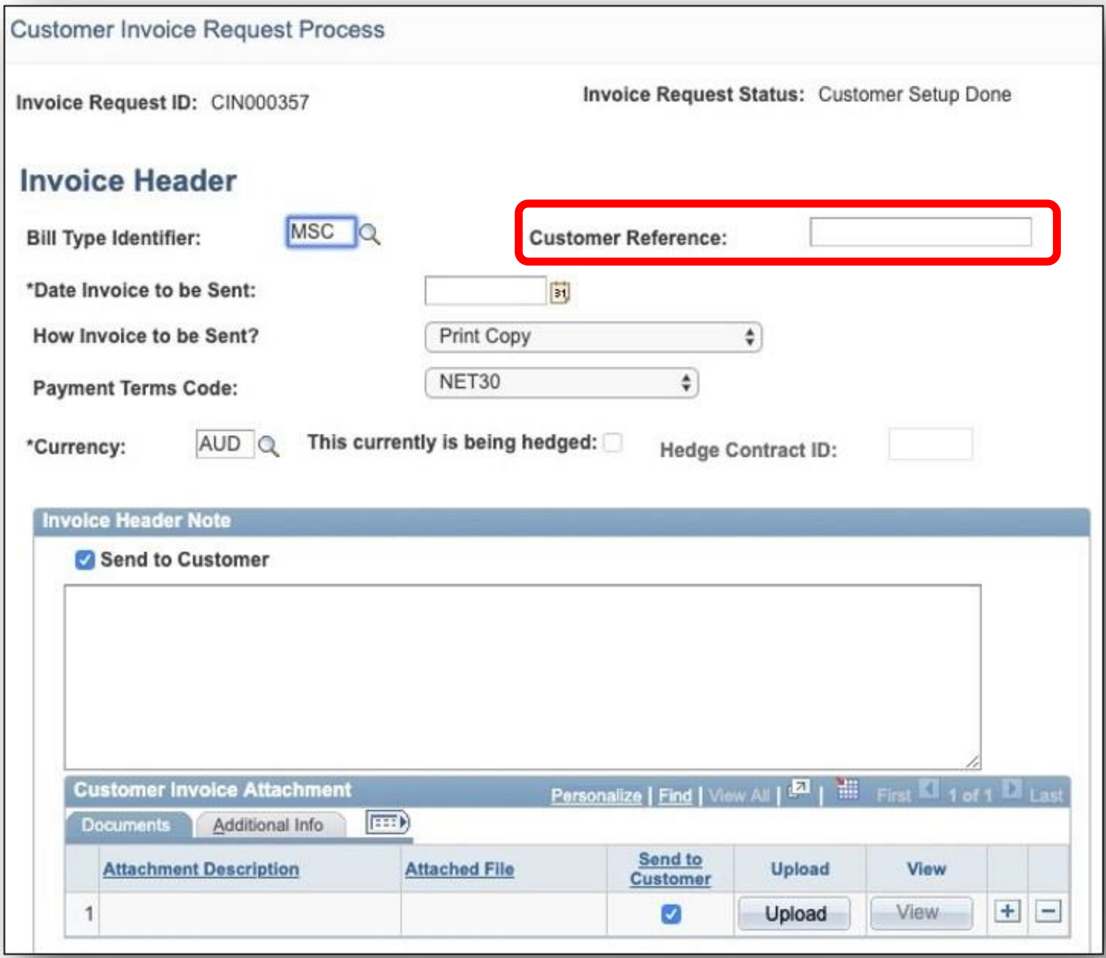
How to Create an Invoice Request using a Foreign Currency Vendor

- 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**.



How to Use a Customer Reference when Generating an Invoice Request

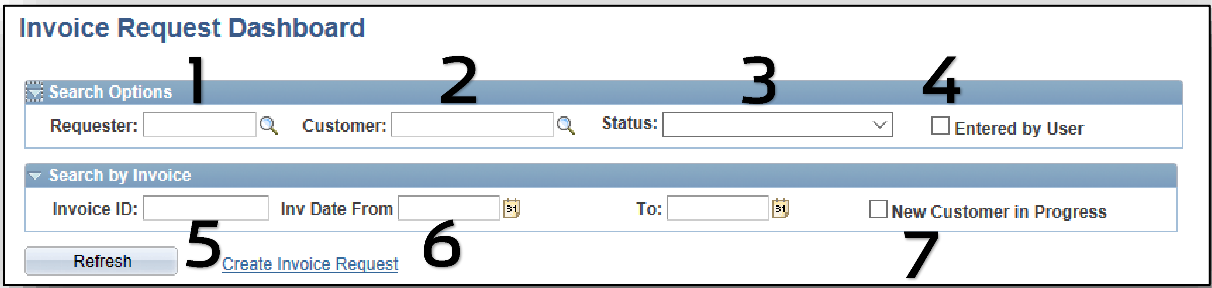
- You will see an **Invoice Request ID** is automatically created when you **select Create Invoice Request**.
- To add a Customer Reference ID such as a Purchase Order Number or Contract Number, continue setting up the Invoice Request.
- When you get to the Invoice Header screen, type the Customer Reference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



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.



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.*

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.