Accounts Receivable Invoice creation – Sundry Invoice

A Sundry invoice is used for entering a debtor's invoice into Finance One where:

- The invoice is for a "one off debtor" (not likely to be used again) and;
- The debtor does not have a debtor account in Finance One and;
- The invoice total is for a value of NZD $5,000 (GST inclusive) or less.

A sundry invoice allows the debtor details to be entered at the time of invoice creation with no need to set the debtor up in Finance One. The invoice will be created against the sundry debtor account.

The Accounts Receivable Team will check the debtor your Sundry Invoice is being made out to, as part of the review and posting to the ledger step, to confirm the debtor does not have an account in Finance One. If Accounts Receivable advise there is an active debtor account, they will go through the process with you to credit the sundry invoice and create an invoice on the debtor account.

Invoices once created and accepted will be reviewed and posted to the ledger by Accounts Receivable within 2 business days.

At month end all invoices must be accepted by midday, 2 business days prior to the end of the month to ensure the income is posted to cost centre account codes for month end. We cannot guarantee invoices accepted after this time will be posted to the ledger for month end.

Important

- Sundry invoices can only be raised in New Zealand dollars. If you need to raise an invoice in a foreign currency you must create the invoice against a debtor account set up for the debtor in Finance One. If you need to create an invoice for a currency other than New Zealand dollars, please contact Accounts Receivable, receivables@otago.ac.nz
- Invoices are only created for external customers. If an amount is to be charged to another University Cost Centre, no invoice should be raised, instead a journal needs to be created.
- No invoice should be coded to internal income codes (dissection codes beginning with a 7).
- Invoices should always be coded to income dissections (dissection codes beginning with a 1) with the exception of expense recoveries to S accounts which can only be coded to dissections between 2000 and 4000.

What if my debtor has a debtor account in Finance One?

If the debtor has a debtor account in Finance One, you need to create an invoice against their debtor account.

Please use the Please use the Accounts Receivable Invoice creation - Debtor Invoice instructions to create an invoice on a debtor account.

Creating an invoice

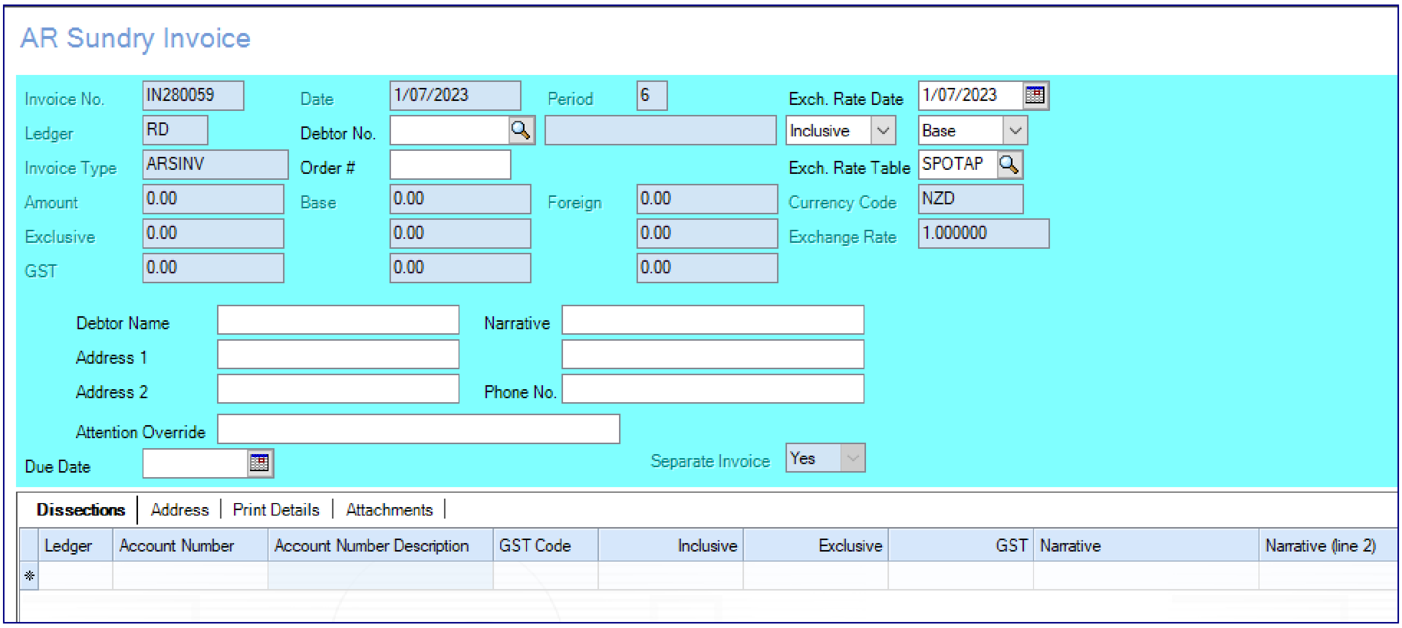
- Log into Finance One and select the role **OU AR Officer**
- Along the top of the screen, click on the **Transaction Entry** tab
- From the left hand menu box **New** select the format type **AR Sundry Invoice (ARSINV).**

  If the format type is not displaying in the **New** menu box, click **More…**
  The formats picklist box will open and displays all format types available to you. From the listing select format name **ARSINV** AR Sundry Invoice
  The formats picklist box will close upon selection of a format type.

Data entry instructions

There are 5 steps to creating a Sundry invoice in Finance One

- [Completion of the invoice header]
- [Completion of the invoice body]
- [Invoice Finalisation and Printing]
- [Invoice Acceptance]
- [Email invoice to customer]



The instructions below follow creating an invoice field by field. The easiest way to navigate between fields is to tab between them.

1. Invoice Header – the top (blue) section of the invoice screen

Complete each section of the invoice header as follows:

FIELD	INSTRUCTIONS
Invoice No.	Each new invoice number is automatically generated by Finance One with the next available number.
Date	This is set to today's date and cannot be altered.
Period	This is set to the current period and cannot be altered.

FIELD	INSTRUCTIONS
Ledger	This is set to RD (AR debtors ledger) and cannot be altered.
Invoice Type	This is set to ARSINV and cannot be altered.
Debtor No.	Enter the applicable Sundry debtor account number. • In most cases you will be entering the invoice on the Sundry General debtor account - the debtor number for this account in 2023 is 99239. • Sundry debtor account numbers are in the following format: 999YYN The other Sundry debtor account numbers in 2023 are: • 99233 – Sundry Debtor – ITS • 99234 – Sundry Debtor – OU Print • 99237 – Sundry Debtor – WellSleep • 99238 – Sundry Debtor – Library At this stage you will also see 5 errors and warnings display in the left hand menu box, Document File. This is okay and the message will clear once you enter the required information into the invoice document.
Inclusive	Select whether the invoice amounts are to be entered as: GST inclusive (GST is automatically deducted from the invoice total) or, GST exclusive (GST is added to the invoice total). The default is GST inclusive.
Exch. Rate Date	Leave as default value which should be today's date
Currency of Invoice	Leave as default value of Base (meaning the invoice amount is entered in NZ dollars)
Exch. Rate Table	Leave as default value of SPOTAP
Currency Code	This is set to NZD and cannot be altered.
Exchange Rate	This is set to 1.000000 and cannot be altered.
Order Number	Enter the order number provided by the organisation. • Most organisations require an order number. If you have not been provided with one please check with the organisation before proceeding. Order numbers are extremely important as they are written authority from the organisation for the services which are being invoiced and help to reduce queries.
Debtor Name	Enter the name of person or organisation which needs to display on the invoice.
Address 1	Enter the first line of their address.
Address 2	Enter the Suburb, City and Postcode.
Narrative	Enter a narration, which should be descriptive and clear. There are 3 fields of 40 characters available for you to utilise. • The first two narrative fields will automatically populate the invoice grid (dissections entry section) in the Invoice body below the header.
Phone Number	Enter the contact phone number for the person or organisation the invoice is being issued to.
Attention Override	Enter the email address for the person or organisation. • Accounts Receivable use this email address for following up unpaid invoices and will not post your invoice if an email address is not entered.
Due Date	This will default to the default payment terms on the debtor account (20th of the month following invoice).
Separate Invoice	This is set to Yes and cannot be altered.

2. Invoice Body - the lower section of the screen where the information which will display on the actual invoice and in our ledger accounts will be entered.

Complete each tab (Dissections, Address, Print details, Attachments) of the invoice body as follows:

Dissections Tab

FIELD	INSTRUCTIONS
Ledger	Click into the field and enter the ledger chart the invoice is to be coded to. The default is GL (General Ledger), or you can use the picklist to select another ledger.
Account number	Enter the account code and ensure the dissection code is correct. You can also use the picklist to select and enter the account code.
GST Code	This field defaults to **C** being GST at the current rate of 15%. You can use the picklist to select other GST codes. If any other GST code is chosen, please check the detailed GST rules on the University web site to ensure that the rate chosen is correct. A link is provided to this website called Link to Taxation Policy under links to other functions (last menu box on the left hand menu).
Inclusive or Exclusive	Enter the amount to be allocated to this account code. This amount will be entered either as a GST inclusive amount (in the inclusive field) or a GST exclusive amount (in the exclusive field) depending on the GST option you picked in the invoice header.
Narrations	You will see the narratives for the first 2 narrative lines default to the narratives input in the header. You can use these narratives or change them. • The information entered here will display on the transaction for the ledger account code entered. • The 3rd narrative field defaults to the name of the Sundry Account you have used and cannot be changed.
Analysis code	If you need to add in Analysis codes, enter them here. The Analysis code field is not mandatory.
Employee ID	If you need to add in an employee name or ID, enter this information here. The Employee ID field is not mandatory.

Address Tab

The address tab is not available to edit in a Sundry Invoice as you have already entered the address information in the invoice header.

Print Details Tab

FIELD	INSTRUCTIONS
Print Details	The Print details tab must be completed for every invoice as it is where the words which are printed on the invoice are keyed. If print details are not entered the invoice cannot be printed.
Description	You have two options: 1. Choose load default details at the bottom of the screen to complete the fields required. The default details load with the first narrative from the first line of the dissections tab. You may then alter these words and add any additional words or lines if required (note only 40 characters per line will print). 2. Enter information to be printed on the invoice manually (note only 40 characters per line will print). If you have more than 5 lines to manually enter you may wish to consider attaching a spreadsheet with the breakdown of the charges on the invoice and load the default details and add a line to the invoice referring to the attached spreadsheet for the breakdown of costs. If you enter information manually you also need to complete the three fields listed below (these fields automatically fill when you choose to load the default details). • You can clear the print details if you need to start again by clicking Clear Print Details in the lower right hand side of the Print Details tab.
GST Tax Type	The GST tax type must reflect what was entered in the invoice body, either inclusive or exclusive.
GST Rate Code	Enter the rate code which reflects what was entered in the dissections section for the invoice amount
Amount	Enter the amount(s) for each description line (where applicable)

Variance checking on the Print Details Tab

Once all the required information is entered check the **Variance field** at the bottom of the Print Details tab **is 0.00.**

This field shows the variance between the total of what was entered on the Dissections tab and what you have entered in the Print Details tab.

If you have manually entered your own narratives and values (because you need to display the information differently on the invoice to how we need to display the information in the ledger account) you may have a small variance and need to balance your GST values to the document.

Click the **Balance GST to Document button** at the bottom of the screen and Finance One will calculate and complete the necessary correction to bring the variance to 0.00.

Attachments Tab

If you have a document which needs to be sent with the invoice, for example a spreadsheet with a breakdown of costs; or there is a document/note which supports the invoice creation you can attach documents into this tab.

At the Invoice finalisation and printing stage of invoice creation you can decide if any of the attachments need to be included when the invoice is emailed.

To upload an attachment:

- Click on the image on the right hand side of the screen which looks like a piece of paper with a paperclip. This will give you the option to upload a file, image, or URL.
- Click the file type you wish to attach, and this will the open your file explorer to allow you to select the relevant file.
  You can upload multiple files; you just need to upload them one file at a time.

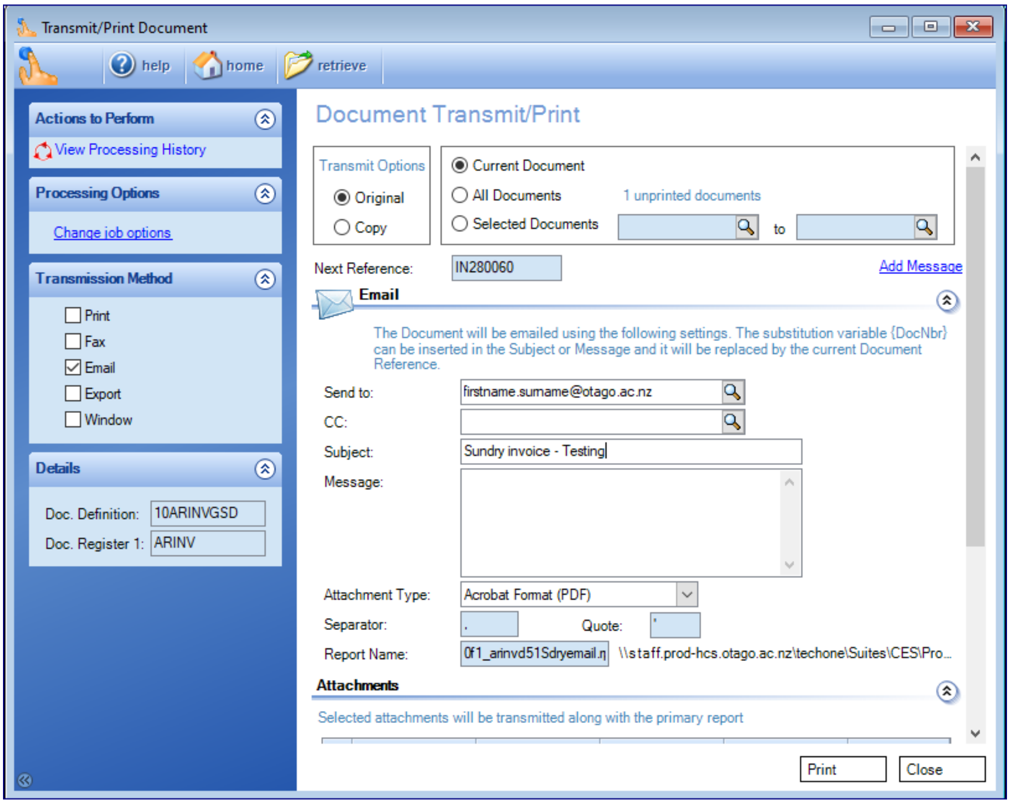
3. Invoice finalisation and printing

IMPORTANT: The invoice must not be sent to the customer at the printing stage as it needs to be reviewed by yourself and then checked and posted to the ledger by Accounts Receivable before the invoice can be sent.

The instructions below guide you through emailing the invoice to yourself and then emailing to the customer once posted to the ledger.

1. From the left hand menu box Document Actions, select **Save Document**
   - This will allocate a document file number and alert you to any errors or warnings which may exist in your document. Errors and warnings display in the left hand menu box, Document File. If you have any errors and warnings click on the link which will give you information on the errors and warnings. You need to correct any errors and warnings before proceeding.
2. From the left hand menu box Document Actions, select **Save and Print**
   - This is the start of the process that enables you to print your invoice for checking.
   - The default transmission method for invoices is **Email**. <u>Please do not change this.</u>
3. In the Email section of the Document Transmit/Print screen you need to:
   - Remove all email addresses which have populated and replace with your own @otago.ac.nz email address.
   - Update the subject line to add information to help identify the invoice when it comes into your inbox. This can be as simple as adding in the debtor number or name.
   - Scroll to the Attachments section and tick the attachments which you need to be included with the invoice. When the email is sent these will be included as attachments in the email with the invoice which makes it easier when you forward the invoice on to the customer.
   - Click **Print**
     You will now see the document transmission window. Once you can see the job has started you can close out of this window

Example after updates to email fields below:



Check the invoice

Once the email with the invoice (and attachments if applicable) has been received into your inbox, check the invoice looks as expected and there are no errors.

- If there are no errors procced to 4. Invoice Acceptance
- If there are errors, please follow the steps for Invoice alteration after Printing.

If you have not received the email in your inbox, please check your junk email folder.

What if I am not ready to finalise and print the invoice?

If after entering your invoice details, you are not ready to proceed to finalising and printing the invoice you can save what you have entered and come back to at a later stage. The document sits with a status of Suspended in the Accounts Receivable posting queue in Finance One which lets them know it is not yet completed.

To save your document prior to printing:

- From the left hand menu box Document File Actions, select Save Document File
- You will be asked if you wish to proceed saving without printing, click Yes
- The document will now move to a status of Suspended.

To go back and complete your invoice:

- Click on the Transaction Entry tab
- Along the top of the screen, you will see a field which says All Unposted Document Files, click the down arrow and select My Document Files
- Click Retrieve

  Your suspended AR document files will now be displaying.

- Click on the relevant document file and the invoice entry screen will open with all information previously entered displaying.
- Proceed with completing your invoice.

Please note the Accounts Receivable Team will reach out to you if you still have an AR document with a status of Suspended at month end. It is good practice to not leave a document suspended for more than five days.

4. Invoice acceptance

Once you have checked your invoice and there are no errors:

- From the left hand menu box Document File Actions, select **Accept**
  Finance One will now return you to the AR documents screen and your AR sundry invoice will now move to sit in the AR Document Files posting queue for the Accounts Receivable Team to review and Post to the ledger.

If the Accounts Receivable Team note any issues with your sundry invoice, for example a Purchase Order number is missing, or your GST coding may be incorrect, they will reach out to you before they Post the document to the ledger. This allows you to complete the step of voiding the document and making the corrections without having to raise a credit note.

5. Email invoice to Customer

Once Accounts Receivable have posted your invoice to the ledger you can proceed with emailing your invoice (and any applicable attachments) to the customer.

You can check if your invoice has been posted by Accounts Receivable by one of two methods:

a. Reviewing via the Transaction Entry tab

- Go to the **Transaction Entry** tab
- Click on the down arrows beside **Search** which will open search criteria fields
- In the first field click on the down arrow and choose **Created By**
- In the second field leave as the default entry of **Like**
- In the third field enter your user name
- Choose **All Unposted Document Files**
- Click on **Retrieve**
  This will return any AR documents you have created which are yet to be posted. If your invoice document is not displaying, then it has been posted and you can email your invoice to the customer.

b. Set up an alert in Finance One to easily see your unposted AR documents

- Go to the **Home** tab
- Click **Configure** at the top right of the Alerts Portlet
- In the Alerts Configuration section of the screen scroll down to Accounts Receivable Debtors and click on the down arrows to open the alert options.
- Scroll down to **My Unposted AR Document Files**
- Click **Enable**
- From the left hand menu box Actions to Perform, select **Save**

- Click **Close** – you should now see the alert on the Home tab. By clicking on the hyperlink for the alert you will be taken directly to the documents which remain unposted.

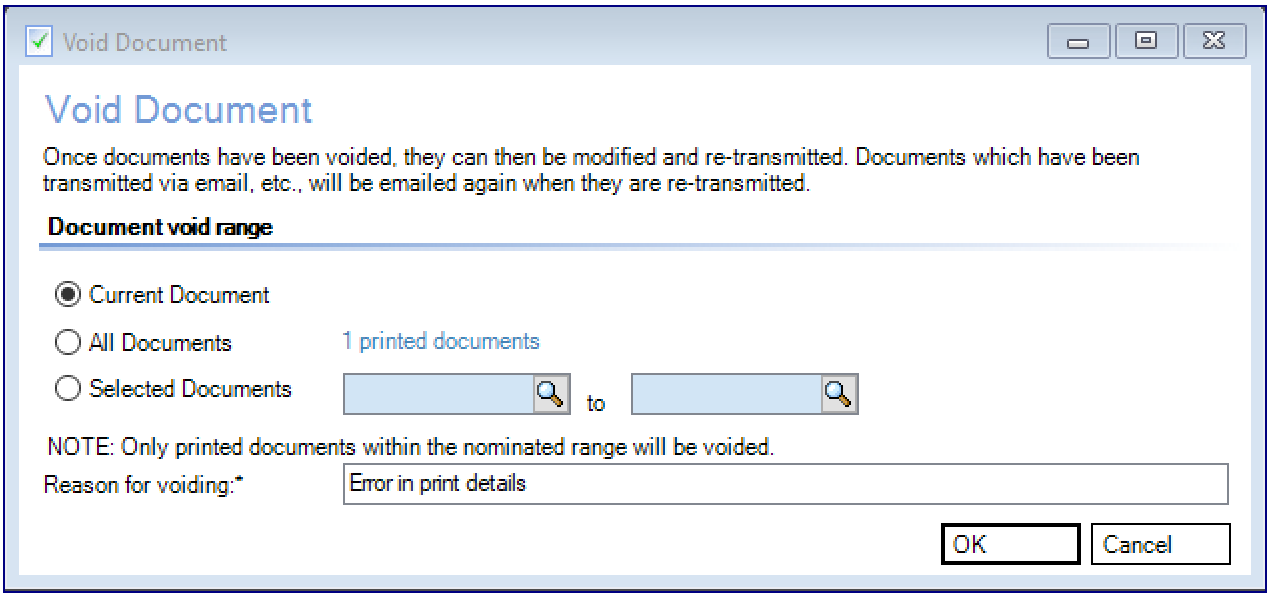
Invoice alteration after Printing

Once the AR invoice has been printed, all fields will change colour (grey out) and subsequent alterations will not be permitted.

If your invoice has not been posted to the ledger by Accounts Receivable, you are able to use the Void document function to void the document which will release the fields which greyed out after printing your invoice document and allocate a new invoice number. All other information you entered in the invoice document remains the same.

To Void a Document

- From the left hand menu box Document Actions, select **Void Document**
- The Void Document screen will open
- The screen defaults to voiding the current document.
- Enter a reason for voiding into the Reason for voiding field (note this is mandatory)



- Click OK
- You can now make the necessary corrections to your invoice and then complete the Invoice finalisation and printing step.

You should delete the email with the original invoice, so you do not inadvertently send out the incorrect invoice.

What if my invoice has been posted to the ledger and now needs to be changed?

If you discover an error after the invoice has been posted to the ledger or the customer advises you of an issue after they receive the invoice you will need to follow the instructions for creating an **AR Credit Note.** Once you have created your AR Credit Note, you may need to create a new invoice for the customer with the correct details.