

Accounts Receivable Invoice creation – Debtor Invoice

This option is used for entering a single debtor's invoice into Finance One.

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

- 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.
- Invoices should always be raised in New Zealand dollars. Other currencies are only used if there is a contract for services in that currency. If you need to raise an invoice for a currency other than New Zealand dollars, please contact Accounts Receivable, receivables@otago.ac.nz

Sundry debtors

If the debtor is a "one off debtor" (not likely to be used again) and is for an invoice total of NZD \$5,000 (GST inclusive) or less, you can create a sundry invoice.

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.

Please use the **Accounts Receivable Invoice creation – Sundry Invoice** instructions to create a sundry invoice.

Setting up a new debtor in Finance One

If you need the debtor or funder set up in Finance One, please arrange for an Account Application form to be completed. There are three different Account Application forms which reflect the different information required for account set up:

- [Accounts Receivable - Account Application - Individual](#)
- [Accounts Receivable - Account Application - Organisation](#)
- [Accounts Receivable - Account Application - Research Funder](#)

The completed form needs to be returned to Accounts Receivable via email to receivables@otago.ac.nz. The Accounts Receivable Team will let you know when the account has been set up and you can proceed with invoicing.

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 Invoice (ARINVD)**.

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 **ARINVD** AR invoice

The formats picklist box will close upon selection of a format type.

Data entry instructions

There are 5 steps to creating a debtor's invoice in Finance One

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

AR Invoice

Invoice No.	IN290124	Date	4/07/2023	Period	7	Exch. Rate Date	4/07/2023
Ledger	RD	Debtor No.		Inclusive		Base	
Invoice Type	GENINV	Order #		Exch. Rate Table	SPOTAP	Currency Code	NZD
Amount	0.00	Base	0.00	Foreign	0.00	Exchange Rate	1.000000
Exclusive	0.00		0.00		0.00		
GST	0.00		0.00		0.00		
Narrative							
Due Date		Attention Override					

Dissections | [Address](#) | [Print Details](#) | [Attachments](#)

Ledger	Account Number	Account Number Description	GST Code	Inclusive	Exclusive	GST	Narrative	Narrative (line 2)
*								

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.
Ledger	Leave as default RD - this is the AR debtors ledger.

FIELD	INSTRUCTIONS
Invoice Type	<p>This field defaults to an invoice type of GENINV – General Invoice</p> <ul style="list-style-type: none"> This information is used for amalgamating similar invoice type groups on debtor statements. <p>There are other options available which can be selected from the picklist.</p> <p>The other most common invoice type used is: RESINV - Research invoice</p>
Debtor No.	<p>Enter the debtor number if known.</p> <ul style="list-style-type: none"> If you do not know the debtor number you can search for the number by clicking on the picklist and searching for the debtor. In the search field which opens type the debtor name and click Retrieve. If you are unsure about how the debtor's name may be displayed in Finance One, you can use the % symbol (acts as a wildcard) at the start and/or end of the name you have typed and click retrieve). From the results returned click on the debtor number for the debtor. If there are no matching debtors, then you may need to have the customer set up as a debtor in Finance One (see the information at the start of these instructions). If you need any assistance with identifying the debtor please contact Accounts Receivable (receivables@otago.ac.nz). <p>Once you enter the debtor number you will see the name of the debtor populated in the field beside the debtor number. Check this information to ensure you have entered or selected the correct debtor number.</p> <ul style="list-style-type: none"> At this stage you will also see 1 errors and warnings display in the left hand menu box, Document File. This is okay and the message will clear once you enter information in the narrative field further on in the process.
GST entry (inclusive/exclusive)	<p>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.</p>
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	Leave as default value of NZD .
Exchange Rate	Leave as default value of 1.000000 .
Order Number	<p>Enter the order number provided by the organisation.</p> <ul style="list-style-type: none"> 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.
Narrative	<p>Enter a narration, which should be descriptive and clear. There are 3 fields of 40 characters available for you to utilise.</p> <ul style="list-style-type: none"> The first two narrative fields will automatically populate the invoice grid (dissections entry section) in the Invoice body below the header. The entry in the first narrative field will print on the monthly debtor statement sent to the customer.

FIELD	INSTRUCTIONS
Due Date	This will default to the default payment terms on the debtor account (20th of the month following invoice) and should not be altered.
Attention Override	Enter the name of the contact person from the organisation. The name you enter here will be printed on the invoice under the debtor's name and address.

2. Invoice Body - the lower section of the screen where the information which will display on the actual invoice and in our ledger accounts is 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.
Narrative, Narrative (line 2)	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. <ul style="list-style-type: none"> The information entered here will display on the transaction for the ledger account code entered. The 3rd narrative field defaults to the debtor's name and cannot be modified.
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.

If you need to enter another row or rows, then use the tab key to return to the ledger code field and then repeat the above process.

Address Tab

FIELD	INSTRUCTIONS
Address	Review the default address details.
Address Code	If you have been asked to address the invoice to an alternative address for the debtor then use the picklist on the Address code field to search and select the alternative address. <ul style="list-style-type: none"> If the required address is not available please contact Accounts Receivable, receivables@otago.ac.nz, to have the additional address loaded.

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	<p>You have two options:</p> <ol style="list-style-type: none">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. <p>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).</p> <ul style="list-style-type: none">• 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 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.

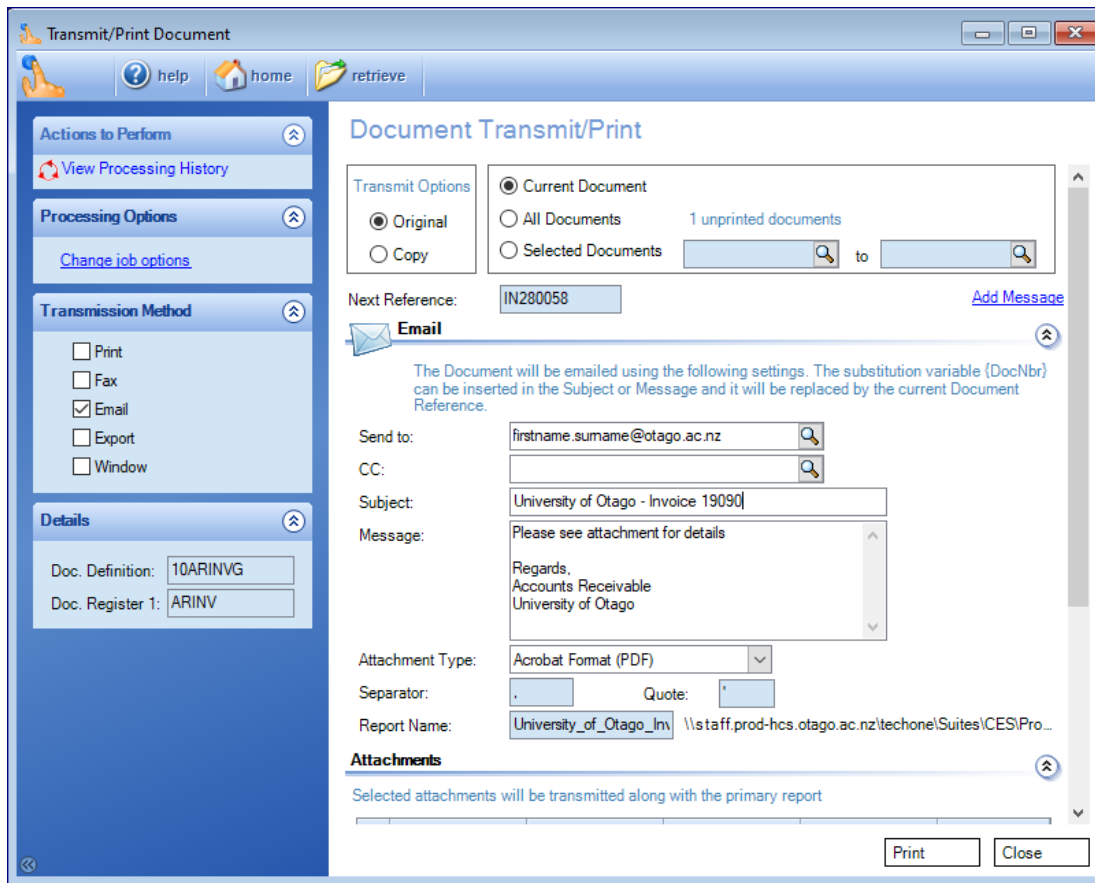
3. Invoice finalisation and printing

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**. Please do not change this.
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 and check the invoice looks correct.

- If the invoice is correct proceed to [4. Invoice Acceptance](#)
- If the invoice is not correct, 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 you can accept the document.

- 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 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 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 reviewed and 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.