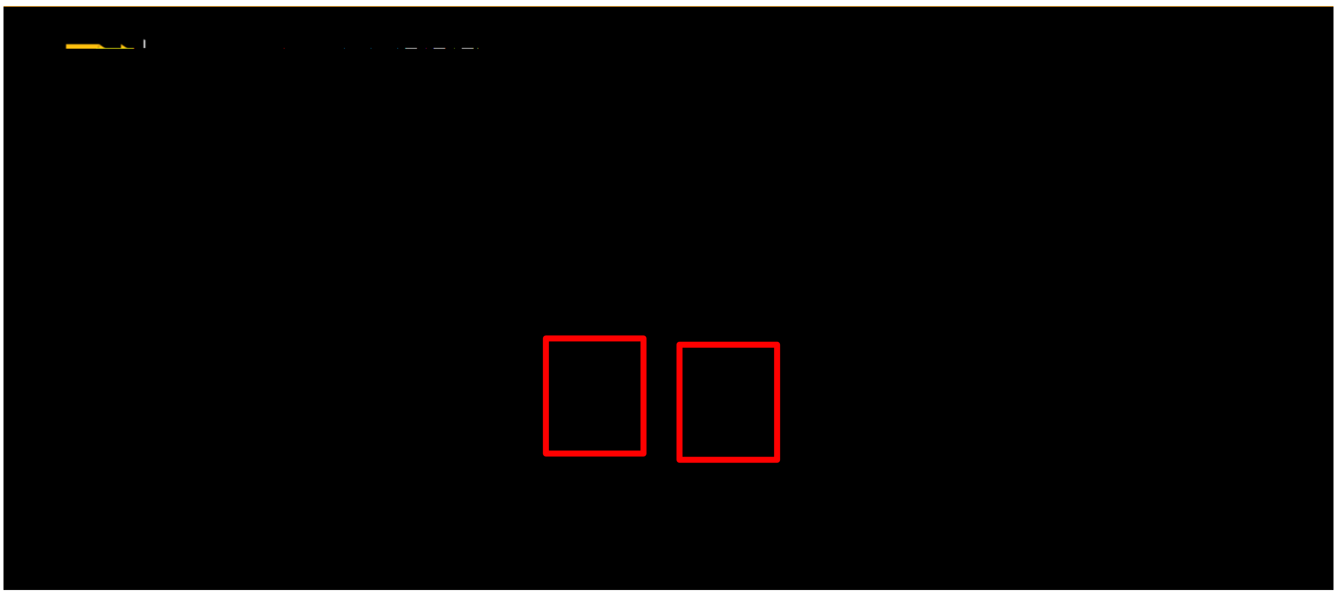
Receivables – Review Customer Accounts

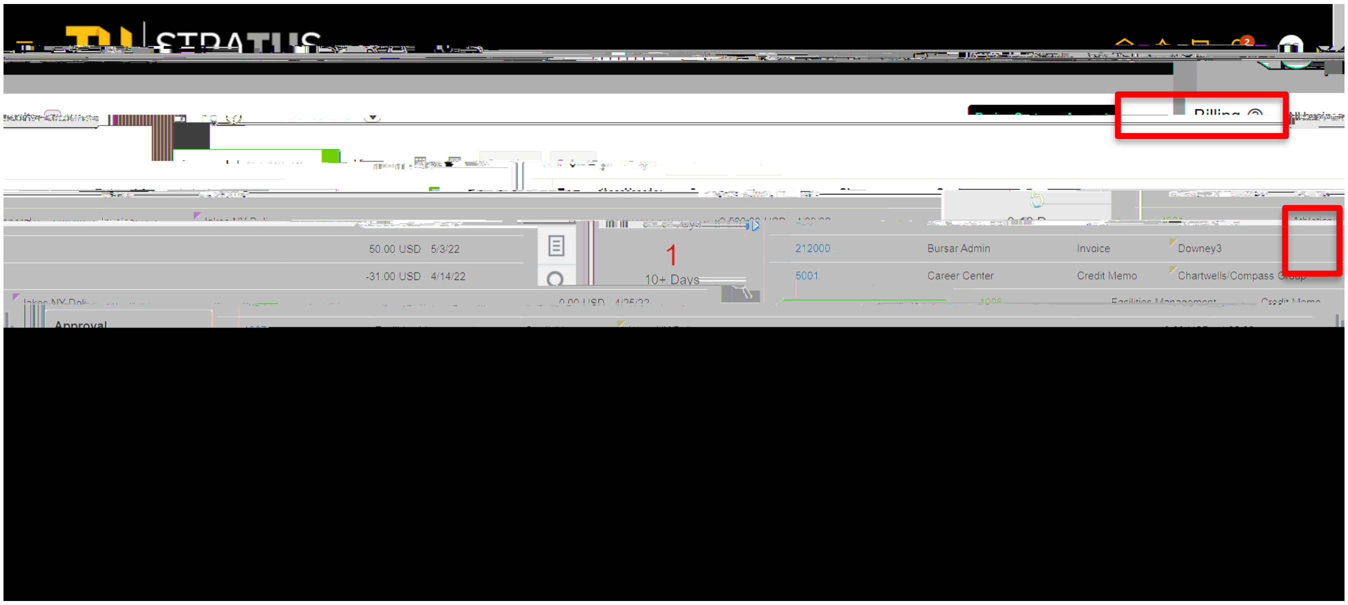
For employees reviewing customer accounts.

Purpose:	Review customer account details.
How to Access:	Log into the STRATUS application. Select the Receivables application from the Navigator.
Helpful Hints:	Be sure to keep in mind thaté • Supporting documents can be attached.
Procedure:	Complete the following steps to review customer accounts:

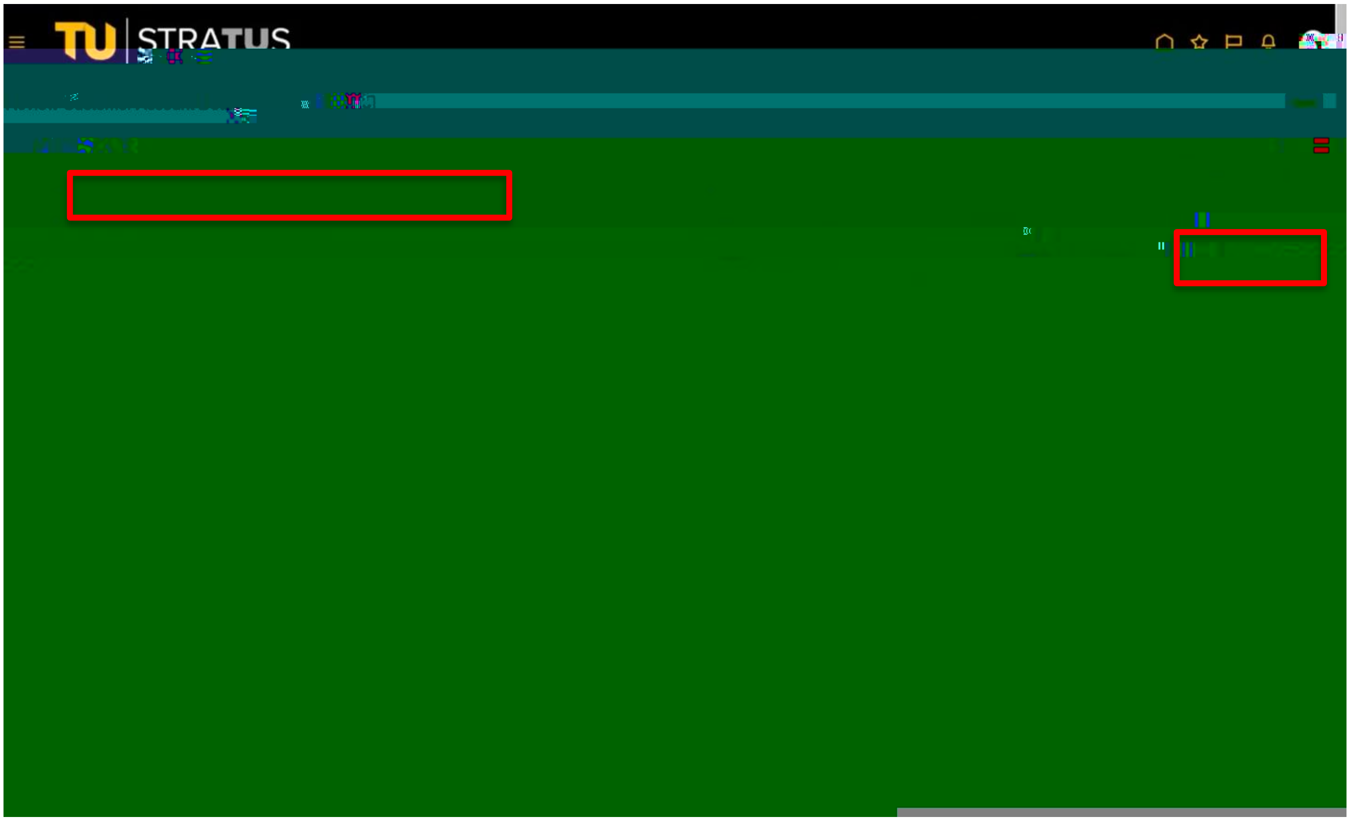
1. On the homepage, select Billing or Accounts Receivable under Receivables from the sliding menu in the center of the screen or the hamburger menu in the top left corner. (Note: this example will follow the Billing tile navigation)



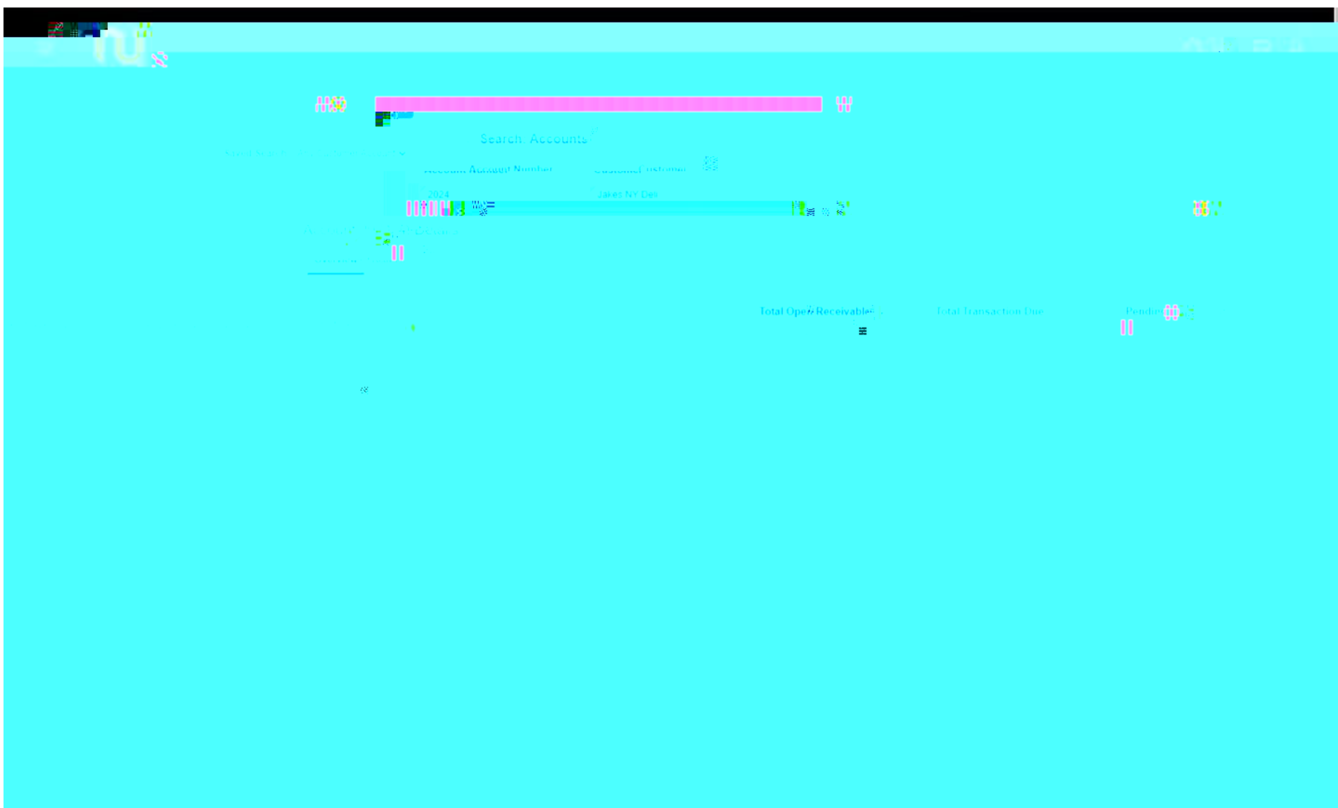
2. On the billing menu, navigate to Review Customer Accounts by clicking the Review Customer Accounts button or select the tasks icon on the right side of the page and select Review Customer Accounts.



3. On the Review Customer Accounts page, search for the customer by name or account number (if known). For best results, change the dropdown to search by ñContainsò or ñStarts withò. Click the Save button to save that value for future searches. Then click Search.



4. An overview of the customer account will display, showing the customer's open receivables, total transactions due, pending applications or unapplied payments, and total past due transactions.



5. Click the activities header to view detailed activity for the payments and invoices.

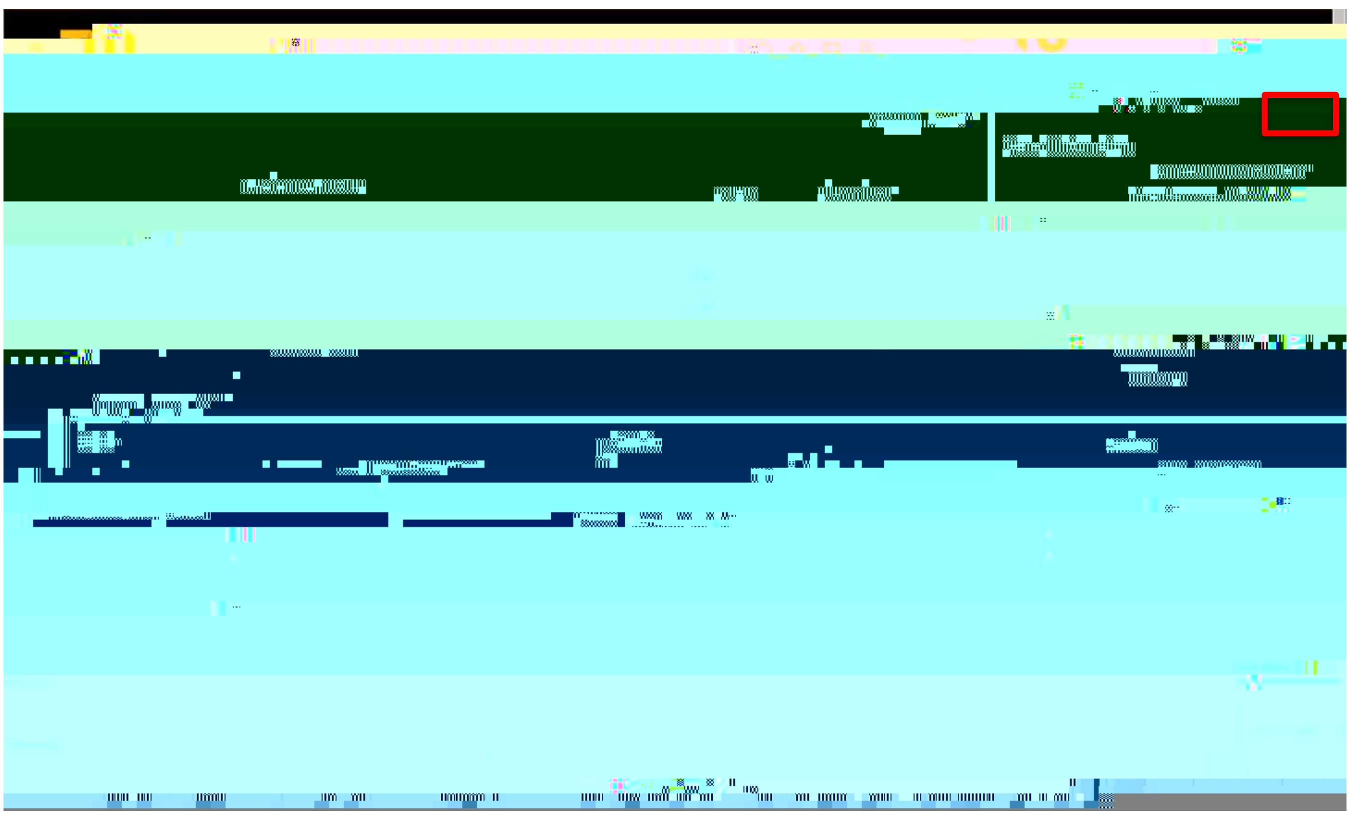
7. To view all the transactions for the organization, including paid invoices, change the ñView Activities Byò dropdown to All. Again, you change the date to fit your criteria. Click the search button.

8. To view any payment or credit transactions, click anywhere on the line (except the transaction number) to highlight it. The invoice activiti

11. To view which invoices a payment or credit transaction has paid, click anywhere on the line (expect the transaction number) to highlight the line. The details will be displayed under the payment activities menu below the line items.

12. To view the payment or credit memo information, click the transaction number hyperlink to open the receipt page.

13. After viewing the receipt or credit memo information, click done to return to the customer accounts page.



14. To view who posted the payment, created or approved an invoice, highlight the line and click About this Record under the View dropdown.