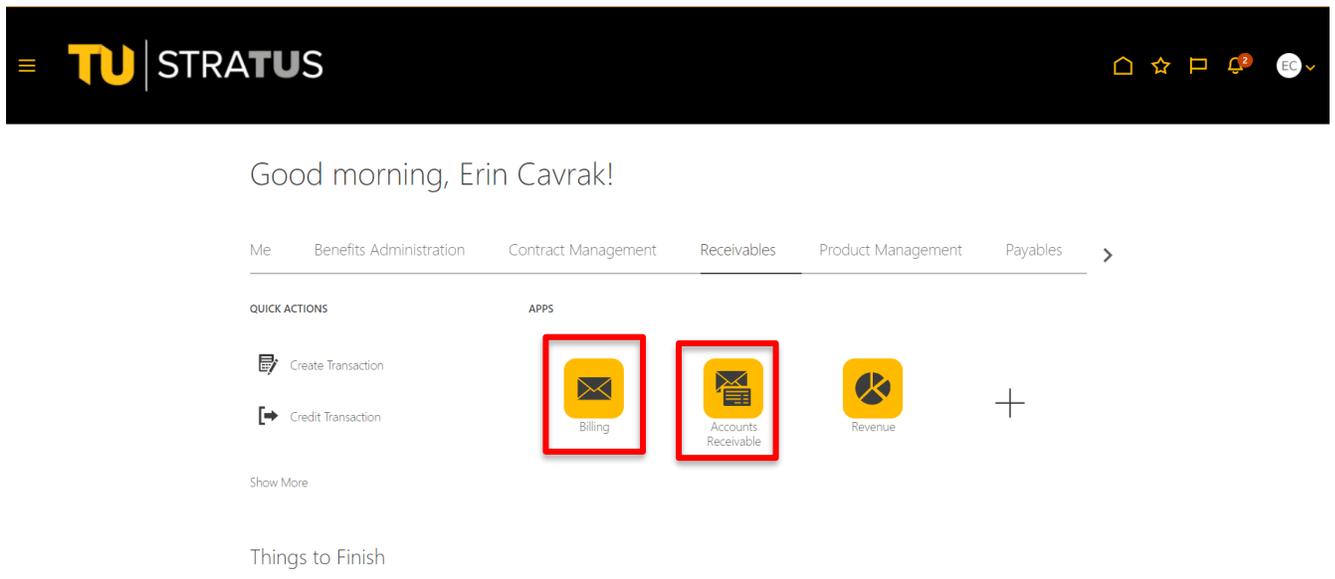


Receivables – Review Customer Accounts

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 that.. <ul style="list-style-type: none">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.

Receivables – Review Customer Accounts

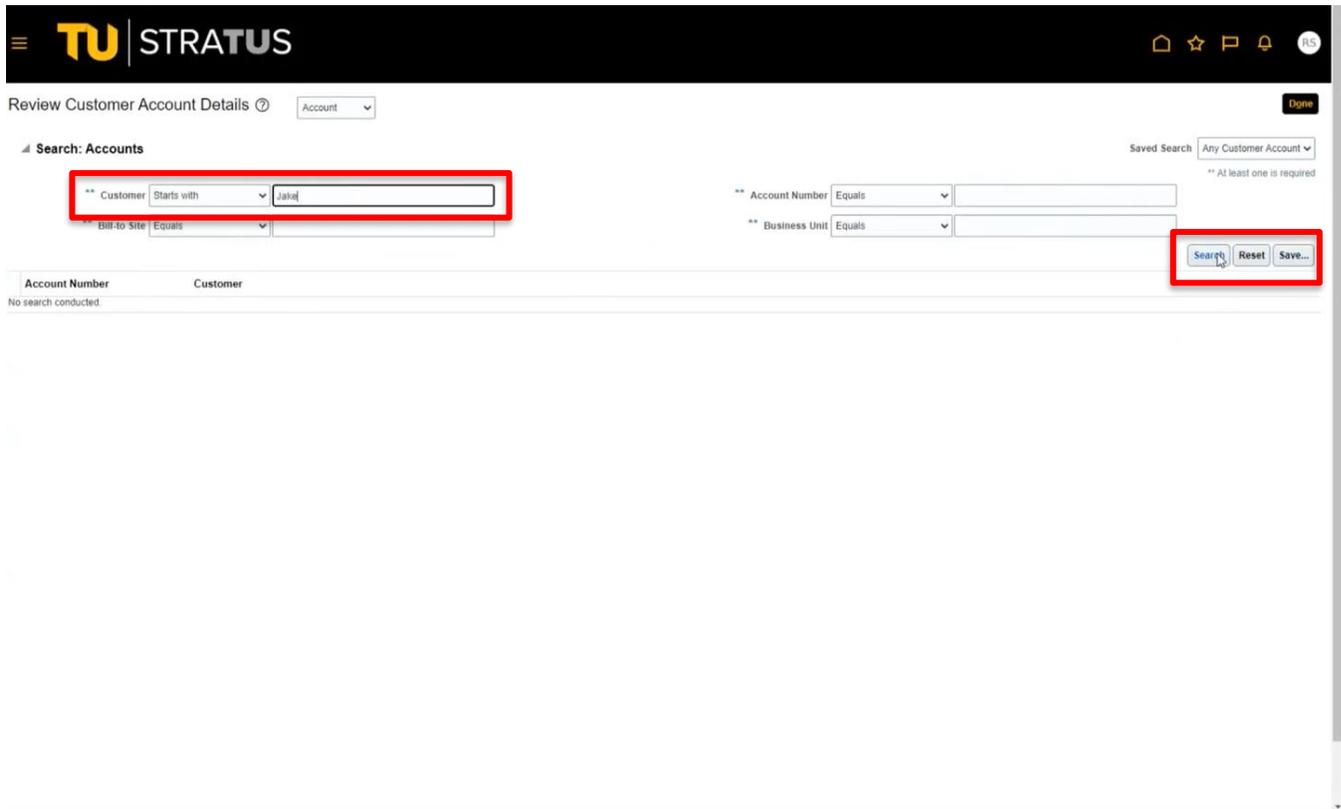
Review Customer Accounts

Transaction Number	Source	Class	Customer	Entered Amount	Date
4001	Athletics General	Invoice	Jakes NY Deli	2,500.00 USD	4/29/22
212000	Bursar Admin	Invoice	Downey3	50.00 USD	5/3/22
5001	Career Center	Credit Memo	Chartwells/Compass Group	-31.00 USD	4/14/22
1006	Facilities Management	Credit Memo	Jakes NY Deli	0.00 USD	4/25/22
1007	Facilities Management	Credit Memo	Jakes NY Deli	0.00 USD	4/25/22
1008	Facilities Management	Credit Memo	Jakes NY Deli	0.00 USD	4/25/22

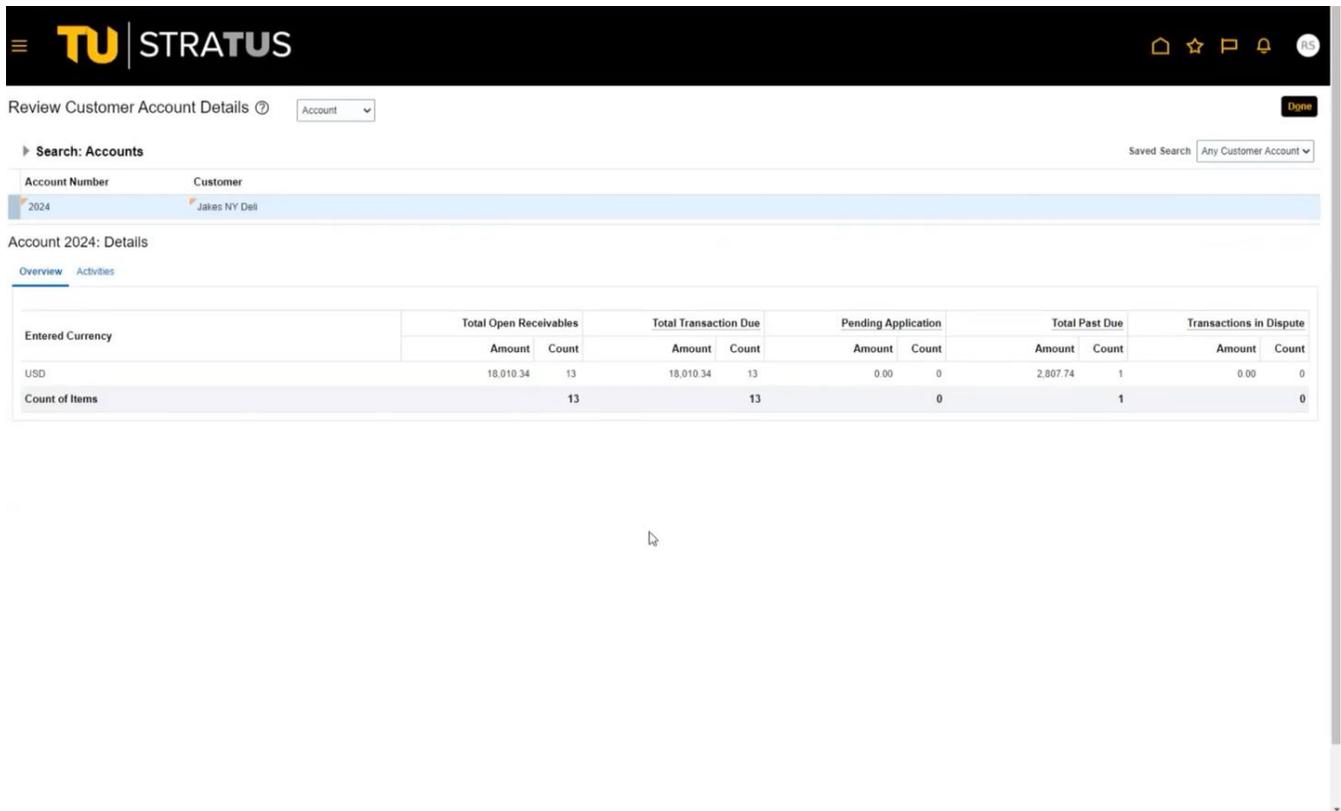
Customer Account Balances

- Review Customer Account Details

- 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 “**Contains**” or “**Starts with**”. Click the **Save** button to save that value for future searches. Then click **Search**.



- 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.



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

Receivables – Review Customer Accounts

Review Customer Account Details Account Done

Search: Accounts Saved Search: Any Customer Account

Account Number: 2024 Customer: Jakes NY Deli

Account 2024: Details

Overview **Activities**

Entered Currency	Total Open Receivables		Total Transaction Due		Pending Application		Total Past Due		Transactions in Dispute	
	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count
USD	18,010.34	13	18,010.34	13	0.00	0	2,807.74	1	0.00	0
Count of Items		13		13		0		1		0

- This screen will show you the total open receivables for the organization over the past month. To view all open receivables for the organization, select between and change the date range to fit your criteria. Click the arrow button to search (button to the right of the date fields). (Note: to view all transactions, be sure to pick a start date that is far enough in the past.)

Review Customer Account Details Account Done

Search: Accounts Saved Search: Any Customer Account

Account Number: 2024 Customer: Jakes NY Deli

Account 2024: Details

Overview **Activities**

View Activities By: Total Open Receivables Exclude receipts at risk

View Dispute View Balance Details Date Between Search

Transaction	Class	Activity Date	Entered Currency	Original Amount	Current Amount	Unapplied Amount	Past Due Amount	Disputed Amount	Business Unit	Status
216002	Invoice	5/19/22	USD	500.00	500.00				Towson University	Open
213000	Invoice	5/3/22	USD	1.00	1.00				Towson University	Open
211000	Invoice	4/25/22	USD	1,680.00	1,580.00				Towson University	Open
Total			USD		2,081.00	0.00	0.00	0.00		

Invoice 216002, USD: Activities

Number	Activity Class	Original Amount	Activity Amount	Activity Date	Accounting Date	Status	Business Unit
No data to display.							

Receivables – Review Customer Accounts

- To view all the transactions for the organization, including paid invoices, change the “View Activities By” dropdown to **All**. Again, you change the date to fit your criteria. Click the search button.

Review Customer Account Details Account Done

Search: Accounts Saved Search Any Customer Account

Account Number: 2024 Customer: Jakes NY Dell

Account 2024: Details

Overview Activities

View Activities By: **All** Exclude receipts at risk

View * Date: Between 4/25/20 - 5/25/22

Transaction	Class	Activity Date	Entered Currency	Original Amount	Current Amount	Unapplied Amount	Past Due Amount	Disputed Amount	Business Unit	Status
216002	Invoice	5/10/22	USD	500.00	500.00				Towson University	Open
213000	Invoice	5/3/22	USD	1.00	1.00				Towson University	Open
211000	Invoice	4/25/22	USD	1,680.00	1,580.00				Towson University	Open
209001	Invoice	4/15/22	USD	349.80	349.80				Towson University	Open
209002	Invoice	4/15/22	USD	281.80	281.80				Towson University	Open
208000	Invoice	4/14/22	USD	2,000.00	2,000.00				Towson University	Open
207000	Invoice	4/11/22	USD	1,000.00	600.00				Towson University	Open
206017	Invoice	4/7/22	USD	5,000.00	5,000.00				Towson University	Open
206013	Debit Memo	4/7/22	USD	1,100.00	1,100.00				Towson University	Open
206018	Invoice	4/7/22	USD	275.00	275.00				Towson University	Open
Total			USD		18,010.34	0.00	2,807.74	0.00		

Invoice 216002, USD Activities

Number	Activity Class	Original Amount	Activity Amount	Activity Date	Accounting Date	Status	Business Unit
No data to display.							

- To view any payment or credit transactions, click anywhere on the line (except the transaction number) to highlight it. The invoice activities menu will appear at the bottom of the page below the line items.

Receivables – Review Customer Accounts

Review Customer Account Details Account Done

Search: Accounts Saved Search Any Customer Account

Account Number: 2024 Customer: Jakes NY Deli

Account 2024: Details

Overview **Activities**

View Activities By: All Exclude receipts at risk

View: Dispute View Balance Details * Date: Between 4/25/20 - 5/25/22

Transaction	Class	Activity Date	Entered Currency	Original Amount	Current Amount	Unapplied Amount	Past Due Amount	Disputed Amount	Business Unit	Status
211002	Credit Memo	4/25/22	USD	-650.00	0.00				Towson University	Closed
209001	Invoice	4/15/22	USD	349.80	349.80				Towson University	Open
209002	Invoice	4/15/22	USD	281.80	281.80				Towson University	Open
208000	Invoice	4/14/22	USD	2,000.00	2,000.00				Towson University	Open
207000	Invoice	4/11/22	USD	1,000.00	600.00				Towson University	Open
206017	Invoice	4/7/22	USD	5,000.00	5,000.00				Towson University	Open
206012	Credit Memo	4/7/22	USD	-500.00	0.00				Towson University	Closed
206016	Credit Memo	4/7/22	USD	-75.00	0.00				Towson University	Closed
206015	Credit Memo	4/7/22	USD	-50.00	0.00				Towson University	Closed
206013	Debit Memo	4/7/22	USD	1,100.00	1,100.00				Towson University	Open
Total			USD		18,010.34	0.00	2,807.74	0.00		

Invoice 207000, USD: Activities

Number	Activity Class	Original Amount	Activity Amount	Activity Date	Accounting Date	Status	Business Unit
7001	Adjustment	0.00 USD	-400.00 USD	4/11/22	4/11/22	Approved	Towson University

Adjustment 7001: Details
Additional Information

9. To view an invoice, click the transaction number hyperlink to open the invoice page.

Review Customer Account Details Account Done

Search: Accounts Saved Search Any Customer Account

Account Number: 2024 Customer: Jakes NY Deli

Account 2024: Details

Overview **Activities**

View Activities By: All Exclude receipts at risk

View: Dispute View Balance Details * Date: Between 4/25/20 - 5/25/22

Transaction	Class	Activity Date	Entered Currency	Original Amount	Current Amount	Unapplied Amount	Past Due Amount	Disputed Amount	Business Unit	Status
211002	Credit Memo	4/25/22	USD	-650.00	0.00				Towson University	Closed
209001	Invoice	4/15/22	USD	349.80	349.80				Towson University	Open
209002	Invoice	4/15/22	USD	281.80	281.80				Towson University	Open
208000	Invoice	4/14/22	USD	2,000.00	2,000.00				Towson University	Open
207000	Invoice	4/11/22	USD	1,000.00	600.00				Towson University	Open
206017	Invoice	4/7/22	USD	5,000.00	5,000.00				Towson University	Open
206012	Credit Memo	4/7/22	USD	-500.00	0.00				Towson University	Closed
206016	Credit Memo	4/7/22	USD	-75.00	0.00				Towson University	Closed
206015	Credit Memo	4/7/22	USD	-50.00	0.00				Towson University	Closed
206013	Debit Memo	4/7/22	USD	1,100.00	1,100.00				Towson University	Open
Total			USD		18,010.34	0.00	2,807.74	0.00		

Invoice 207000, USD: Activities

Number	Activity Class	Original Amount	Activity Amount	Activity Date	Accounting Date	Status	Business Unit
7001	Adjustment	0.00 USD	-400.00 USD	4/11/22	4/11/22	Approved	Towson University

Adjustment 7001: Details
Additional Information

10. After viewing the invoice details, click done to return to the customer accounts page.

Receivables – Review Customer Accounts

Transaction: Invoice 207000 Actions **Done**

General Information

Business Unit	Towson University	Transaction Date	4/11/22	Currency	USD - US Dollar
Transaction Source	Career Center	Billing Date		Transaction Total	1,000.00
Transaction Type	Bursar Invoice	Accounting Date	4/11/22	Lines	1,000.00
Transaction Number	207000	Salesperson		Tax	0.00
Billing Number		Invoicing Rule		Freight	0.00
Reference		Attachments	None	Charges	0.00
Document Number	207000	Notes		Dispute Amount	
Status	Complete			Dispute Date	

Payment Miscellaneous

Payment Terms	Due 30th +1Mo	Receipt Method		Remit-to Address	Towson University Bursar's Office, Towson University, Towson, MD 21252, Baltimore
Due Date	5/3/22	Payment Method			
	<input type="checkbox"/> Exempt from late charges	Instrument Number			

Invoice Details

Invoice Lines Distributions

View Detach

Line	Item	Description	Memo Line	UOM	Quantity	Unit Price	Amount	Tax Classification	Transaction Business Category	Intended Use	Product I
1		Career Ctr-Employer Event	CCTR_Career ...	Each	4	250	1,000.00		SALES_TRANSACTION		
Total					4		1,000.00				

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

Review Customer Account Details Account Done

** Customer Starts with ** Account Number Equals

** Bill-to Site Equals ** Business Unit Equals

Search Reset Save...

Account Number **Customer**

2024 Jakes NY Del

Account 2024: Details

Overview Activities

View Activities By All Exclude receipts at risk

View Detach Dispute View Balance Details * Date Between 4/25/20 5/25/22

Transaction	Class	Activity Date	Entered Currency	Original Amount	Current Amount	Unapplied Amount	Past Due Amount	Disputed Amount	Business Unit	Status
216002	Invoice	5/19/22	USD	500.00	500.00				Towson University	Open
213000	Invoice	5/3/22	USD	1.00	1.00				Towson University	Open
211001	Invoice	4/25/22	USD	650.00	0.00				Towson University	Closed
211000	Invoice	4/25/22	USD	1,680.00	1,580.00				Towson University	Open
211004	Credit Memo	4/25/22	USD	-100.00	0.00				Towson University	Closed
211002	Credit Memo	4/25/22	USD	-650.00	0.00				Towson University	Closed
209001	Invoice	4/15/22	USD	349.80	349.80				Towson University	Open
209002	Invoice	4/15/22	USD	281.80	281.80				Towson University	Open
208000	Invoice	4/14/22	USD	2,000.00	2,000.00				Towson University	Open
207000	Invoice	4/11/22	USD	1,000.00	600.00				Towson University	Open
Total			USD	18,610.34	0.00	0.00	2,967.74	0.00		

Credit Memo 211004, USD: Activities

Number	Activity Class	Original Amount	Activity Amount	Activity Date	Accounting Date	Status	Business Unit
211004	Invoice	1,680.00 USD	100.00 USD	4/27/22	4/25/22	Applied	Towson University

Invoice 211000: Details

Additional Information

Receivables – Review Customer Accounts

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

Review Customer Account Details Account Done

** Customer Starts with ** Account Number Equals Search Reset Save...

** Bill-to Site Equals ** Business Unit Equals

Account Number **2024** Customer **Jakes NY Dell**

Account 2024: Details

Overview **Activities**

View Activities By Exclude receipts at risk

View Date

Transaction	Class	Activity Date	Entered Currency	Original Amount	Current Amount	Unapplied Amount	Past Due Amount	Disputed Amount	Business Unit	Status
216002	Invoice	5/10/22	USD	500.00	500.00				Towson University	Open
213000	Invoice	5/3/22	USD	1.00	1.00				Towson University	Open
211091	Invoice	4/25/22	USD	650.00	0.00				Towson University	Closed
211000	Invoice	4/25/22	USD	1,680.00	1,580.00				Towson University	Open
211004	Credit Memo	4/25/22	USD	-100.00	0.00				Towson University	Closed
211002	Credit Memo	4/25/22	USD	-650.00	0.00				Towson University	Closed
209001	Invoice	4/15/22	USD	349.80	349.80				Towson University	Open
209002	Invoice	4/15/22	USD	281.80	281.80				Towson University	Open
208000	Invoice	4/14/22	USD	2,000.00	2,000.00				Towson University	Open
207000	Invoice	4/11/22	USD	1,000.00	600.00				Towson University	Open
Total			USD		18,010.34	0.00	2,907.74	0.00		

Credit Memo 211004, USD: Activities

Number	Activity Class	Original Amount	Activity Amount	Activity Date	Accounting Date	Status	Business Unit
211004	Invoice	1,680.00 USD	100.00 USD	4/27/22	4/25/22	Applied	Towson University

▶ Invoice 211000: Details
▶ Additional Information

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

TU STRATUS Home Star Flag Alert Profile

Transaction: Credit Memo 211004 Actions Done

General Information

Business Unit	Towson University	Transaction Date	4/25/22	Currency	USD - US Dollar
Transaction Source	Facilities Management	Billing Date		Transaction Total	-100.00
Transaction Type	Bursar Credit Memo	Accounting Date	4/25/22	Lines	-100.00
Transaction Number	211004	Salesperson		Tax	0.00
Billing Number		Invoicing Rule		Freight	0.00
Reference		Attachments	None	Charges	0.00
Document Number	211004	Notes		Dispute Amount	
Status	Complete			Dispute Date	

Customer **Miscellaneous**

Bill-to **Ship-to** **Sold-to**

Name Jakes NY Dell	Name Jakes NY Dell	Name Jakes NY Dell
Account Number 2024	Site 22302	Account Number 2024
Third-Party Tax Registration Number	Address 401 Washington Avenue, Suite 145	Paying Customer
Site 2032	Towson, MD 21204 United States	Name Jakes NY Dell
Address 401 Washington Avenue, Suite 145	Contact	Account Number 2024
Towson, MD 21204 United States		Site 2032
Contact		

Credit Memo Details

Credit Memo Lines **Distributions**

View

Line	Item	Description	Line Information

Receivables – Review Customer Accounts

Receipt: 20220406_001

Receipt Information

Status	Cleared	Receipt Date	4/6/22	Currency	USD
Business Unit	Towson University	Accounting Date	4/6/22	Entered Amount	300.00
Receipt Type	Standard	Maturity Date	4/6/22	Accounted Amount	300.00
Receipt Method	TU Check Payment	Postmark Date		Total Applied Amount	300.00
Payment Method		Receivables Specialist		Refund Amount	0.00
Instrument Number		Tax Rate Code		Credit Card Refund Amount	0.00
Payment System Order Number		Comments		Write-Off Amount	0.00
Receipt Number	20220406_001	Attachments	None	On-Account Amount	0.00
Document Number	2008			Unapplied Amount	0.00
				Unidentified Amount	
				Exchange Gain or Loss	0.00

Customer

Account Number	2024	Site	2032	Bank	
Name	Jakes NY Deli	Taxpayer Identification Number	452762121	Bank Branch	
				Bank Account	

Remittance Bank

Name	State of Maryland	Account	123456	Deposit Date	4/6/22
Branch	Towson Branch	Currency	USD	Allow Override	<input checked="" type="checkbox"/>
				Batch Number	

Additional Information

Context Value
Regional Information

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

Review Customer Account Details Account Done

** Customer Starts with ** Account Number Equals ** Bill-to Site Equals ** Business Unit Equals

Account Number 2024 **Customer** Jakes NY Deli

Account 2024: Details

Overview **Activities**

View Activities By Exclude receipts at risk

View

Activity Date	Entered Currency	Original Amount	Current Amount	Unapplied Amount	Past Due Amount	Disputed Amount	Business Unit	Status
4/7/22	USD	-500.00	0.00				Towson University	Closed
4/7/22	USD	-75.00	0.00				Towson University	Closed
4/7/22	USD	-50.00	0.00				Towson University	Closed
4/7/22	USD	1,100.00	1,100.00				Towson University	Open
4/7/22	USD	275.00	275.00				Towson University	Open
4/7/22	USD	265.00	140.00				Towson University	Open
4/6/22	USD	1,000.00	0.00				Towson University	Closed
4/6/22	USD	-300.00		0.00			Towson University	Cleared
4/4/22	USD	3,400.00	3,375.00				Towson University	Open
3/19/22	USD	3,307.74	2,807.74		2,807.74		Towson University	Open
Total	USD		18,010.34	0.00	2,807.74	0.00		

Payment 20220406_001, USD Activities

Number	Activity Class	Original Amount	Activity Amount	Activity Date	Accounting Date	Status	Business Unit
206010	Invoice	1,000.00 USD	300.00 USD	4/6/22	4/6/22	Applied	Towson University

[Invoice 206010: Details](#)
[Additional Information](#)

Receivables – Review Customer Accounts

Review Customer Account Details Account Done

** Customer Starts with ** Account Number Equals ** Bill-to Site Equals ** Business Unit Equals

Search Reset Save...

Account Number: 2024 Customer: Jakes NY Deli

Account 2024: Details

Overview **Activities**

View Activities By: All Exclude receipts at risk

View * Date: Between

Transaction	Class	Activity Date	Entered Currency	Original Amount	Current Amount	Unapplied Amount	Past Due Amount	Disputed Amount	Business Unit	Status
206012	Credit Memo	4/7/22	USD	-500.00	0.00				Towson University	Closed
206016	Credit Memo	4/7/22	USD	-75.00	0.00				Towson University	Closed
206015	Credit Memo	4/7/22	USD	-50.00	0.00				Towson University	Closed
206013	Debit Memo	4/7/22	USD	1,100.00	1,100.00				Towson University	Open
206018	Invoice	4/7/22	USD	275.00	275.00				Towson University	Open
206014	Debit Memo	4/7/22	USD	265.00	140.00				Towson University	Open
206010	Invoice	4/6/22	USD	1,000.00	0.00				Towson University	Closed
20220406_001	Payment	4/6/22	USD	-300.00		0.00			Towson University	Cleared
205000	Invoice	4/4/22	USD	3,400.00	3,375.00				Towson University	Open
170324	Invoice	3/10/22	USD	3,307.74	2,807.74		2,807.74		Towson University	Open
Total			USD		18,010.34	0.00	2,807.74	0.00		

Payment 20220406_001, USD: Activities

Number	Activity Class	Original Amount	Activity Amount	Activity Date	Accounting Date	Status	Business Unit
206010	Invoice	1,000.00 USD	300.00 USD	4/6/22	4/6/22	Applied	Towson University

Invoice 206010: Details
Additional Information

15. When finished reviewing customer accounts, click Done to return to the Billing page.

Review Customer Account Details Account Done

Search: Accounts Saved Search: Any Customer Account ** At least one is required

** Customer Starts with ** Account Number Equals ** Bill-to Site Equals ** Business Unit Equals

Search Reset Save...

Account Number: 2024 Customer: Jakes NY Deli

Account 2024: Details

Overview **Activities**

View Activities By: All Exclude receipts at risk

View * Date: Between

Transaction	Class	Activity Date	Entered Currency	Original Amount	Current Amount	Unapplied Amount	Past Due Amount	Disputed Amount	Business Unit	Status
209001	Invoice	4/15/22	USD	349.00	349.00				Towson University	Open
209002	Invoice	4/15/22	USD	281.00	281.00				Towson University	Open
208000	Invoice	4/14/22	USD	2,000.00	2,000.00				Towson University	Open
207000	Invoice	4/11/22	USD	1,000.00	600.00				Towson University	Open
206017	Invoice	4/7/22	USD	5,000.00	5,000.00				Towson University	Open
206012	Credit Memo	4/7/22	USD	-500.00	0.00				Towson University	Closed
206016	Credit Memo	4/7/22	USD	-75.00	0.00				Towson University	Closed
206015	Credit Memo	4/7/22	USD	-50.00	0.00				Towson University	Closed
206013	Debit Memo	4/7/22	USD	1,100.00	1,100.00				Towson University	Open
206018	Invoice	4/7/22	USD	275.00	275.00				Towson University	Open
Total			USD		18,010.34	0.00	2,807.74	0.00		

Invoice 206018, USD: Activities

Number	Activity Class	Original Amount	Activity Amount	Activity Date	Accounting Date	Status	Business Unit
No data to display.							