



Business Process Document
PS FIN Grants Suite Inquiries and Reports: Customer
Activity

Department	
Responsibility/Role	
File Name	Customer Activity_BUSPROC.doc
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Customer Activity

Trigger:

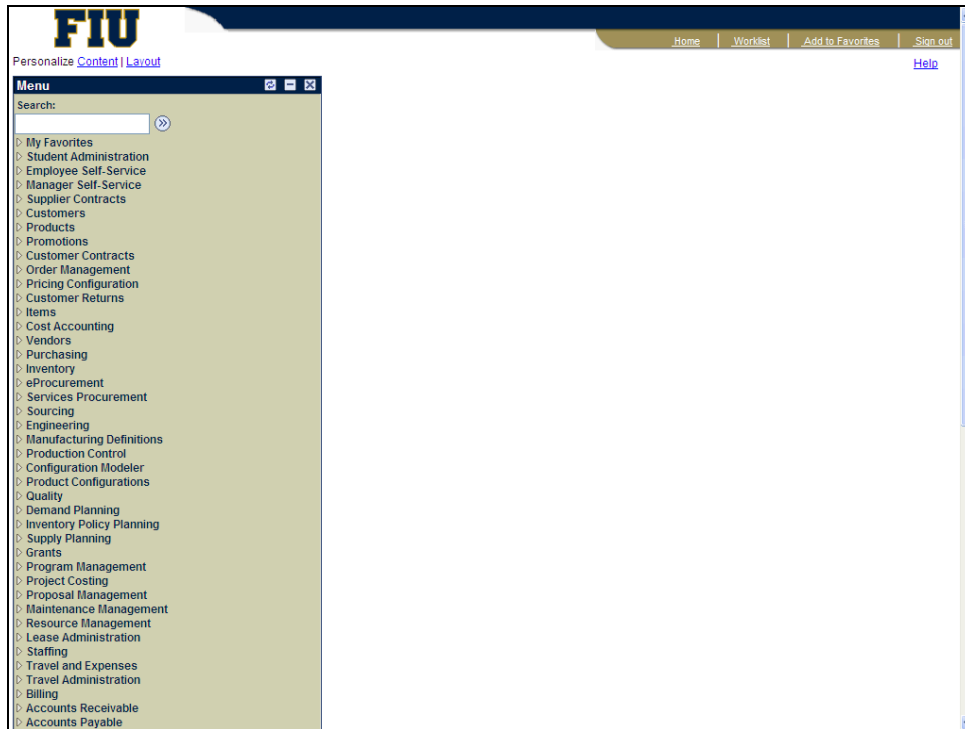
Required Field(s)	Comments


Output - Results	Comments

Additional Information

Procedure

The **Customer Activity Inquiry** allows users to view customer activity details for a specific customer and date range. Available information includes Item ID, Entry Types, Entry and Amounts.



Step	Action
1.	Click the Accounts Receivable link. 



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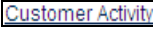





Step	Action
2.	Click the Customer Accounts link. ▶ Customer Accounts
3.	Click the Customer Information link. ▶ Customer Information

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Step	Action
4.	Click the Customer Activity link. 
5.	Click in the Set ID field.
6.	Enter the desired information into the Set ID field. Enter " FSR01 ".
7.	Click in the Unit field. <input data-bbox="370 1297 444 1331" type="text"/>
8.	Enter the desired information into the Unit field. Enter " FSR01 ".
9.	Click the Look up Customer (Alt+5) button. 
10.	Note: This page will allow you to select the Customer ID that you would like to view. However, for the purposes of this UPK, select the highlighted Customer ID hyperlink. 
11.	Click the Search button. 
12.	Note: The Search Results will display all of the Awards associated with the specified Customer.



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Step	Action
13.	<p>Note: This page will allow you to select the Award ID that you would like to view. However, for the purposes of this UPK, select the highlighted Award ID hyperlink</p> <p>AWD000000000362</p>
14.	<p>Note: This page displays the outstanding Balance as well as some basic information in regards to Discount Options, Payment/Draft Options, and Customer Relations details such as the Analyst, Collector, and Sales Person.</p>

The screenshot displays the 'Customer Activity' page for FIU. The top navigation bar includes 'Home', 'Worklist', 'Add to Favorites', and 'Sign out'. Below the navigation, there are tabs for 'Detail 1', 'Detail 2', 'Detail 3', 'Item Activity', 'Item Accounting Entries', and 'Item Audit History'. The main content area shows the following details:

- Unit: FSR01, Customer: 0000004 FIU Foundation
- Item ID: AWD000000000362, Line: 8, Days Late: 38, Status: Open
- Accounting Date: 05/05/2009, Entry Type: CR, Billing Unit: FSR01
- Balance: -14,024.00 USD, Entry Reason: , Original Amount: -14,024.00 USD
- AR Distribution Code: AR

There are three main sections for configuration:

- Discount Options:** Includes fields for Due Date (05/05/2009), Terms (IMMED), Discount Amount, and Always Allow Discount.
- Payment/Draft Options:** Includes Payment Method (Check), Draft Type, and Direct Debit Profile ID.
- Customer Relations:** Includes Analyst (CRAN001 David M Rice), Collector (COLL01 David M Rice), and Sales Person (FI-01).

At the bottom, there are buttons for 'Split', 'Add A Conversation', 'OK', 'Cancel', 'Apply', and 'Refresh'.

Step	Action
15.	<p>Click the Item Accounting Entries tab.</p> <p>Item Accounting Entries</p>
16.	<p>Note: This page displays Accounting Line information associated to the specific Award ID. Accounting Line details displayed include such details as the associated Department, Account Class, Fund Code, PC Business Unit, and Project ID.</p>
17.	<p>Click the OK button.</p> <p></p>

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FIU Home | Worklist | Add to Favorites | Sign out

New Window | Help | Customize Page | Saved


Item Activity | Direct Journal

SetID: Unit: Customer: Level:

Acctg Date From: to Acctg Date To:

Activity 1	Activity 2	Activity 3	Activity 4	Activity 5	Activity 6
05/05/2009	AWD000000000019				
05/05/2009	AWD000000000362				
05/05/2009	AWD000000000258				
05/05/2009	AWD000000000151				
05/05/2009	AWD000000000182				
05/05/2009	AWD000000000676				
05/05/2009	AWD000000000738				
05/05/2009	AWD000000000426				
05/05/2009	AWD000000000021				
05/05/2009	AWD000000000039				
05/05/2009	AWD000000000502				
05/05/2009	AWD000000000372				
05/05/2009	AWD000000000343				

Item Activity | Direct Journal

Step	Action
18.	Click the Home link. 
19.	Congratulations. You successfully ran an inquiry for Customer Activity End of Procedure.