

## Step-by-Step Guide



### Running a Customer Statement Report

**Background:** The Customer Statement Report is a useful tool for those working in billing and accounts receivable. This step-by-step guide will explain how to run the report.

1.	Log in to PeopleSoft through the <b>Financials</b> Login ( <a href="http://www.uvm.edu/~erp/portal">www.uvm.edu/~erp/portal</a> ).
2.	Click the <b>UVM Reports</b> link.
3.	Click the <b>UVM Customer Statement Report</b> link.
4.	With the <b>Find an Existing Value</b> tab selected, click the <b>Search</b> button to use an existing Run Control ID. Choose an ID from the <b>Search Results</b> table. (If you have no Run Control IDs, or if you prefer to create a new one, choose the <b>Add an Existing Value</b> tab, enter a name (no spaces) and press <b>Add</b> . Be aware that you cannot delete Run Control IDs once they have been created.)
5.	The Customer Statement page will open, looking similar to the one reproduced below. (Note that you may need to adjust dates and the Business Unit.)

#### Customer Statement

Run Control ID: CUST\_STMT [Report Manager](#) [Process Monitor](#)

Language:  ▼

**Report Request Parameters**

From Date:   To Date:

Business Unit:   University Of Vermont

SetID:   CORPORATE SETID

**Select Customer Set**

Customer:

Note: Specify Multiple Customers with Wildcard (%)

OR

Customer Type:

**Select Report Type**

Invoice Report  Activity Report

## Step-by-Step Guide

6.	<p>The Customer Statement Report is actually made up of two separate reports:</p> <ol style="list-style-type: none"> <li>1) <b>The Invoice Report</b> – This report can only be run for customers who have a balance &gt; \$0.00. The report will be printed with a remittance stub similar to the one on the invoice, so that the customer can pay on the basis of the statement if need be. (However, the bank requires the stub to be printed on special paper in order to be processed through Lockbox.)</li> <li>2) <b>The Activity Report</b> – This report can be run for any customer who owes the University (or vice versa). The remittance stub will not be printed for this report, since this would typically be used only for internal analysis.</li> </ol> <p>Choose the type of report you want by clicking on the radio button at the bottom.</p>
7.	<p>In the top part of the Customer Statement page, adjust the dates to return the information which you are seeking.</p> <p>The Business Unit must always be <b>AR001</b> and the Set ID must be <b>SHARE</b>.</p>
8.	<p>The report can be run for either a specific customer or a group of customers.</p> <ol style="list-style-type: none"> <li>1) For a <b>specific customer</b>, enter the <b>Customer ID</b> in the customer field and leave the customer type field blank.</li> <li>2) For a <b>group of customers</b>, use the wildcard (%). (To find all customers starting with 000011, enter 000011% in the customer field.)</li> <li>3) The <b>customer type field</b> is more useful for General Accounting where they can run the report for specific customer types. The three customer types available are: Non-Sponsored customers; Sponsored customers; Leased Land customers.</li> </ol>
9.	<p>After you have selected your parameters, click on <b>Run</b> to start the process of creating the report. You will be taken to the Process Scheduler Request page.</p>

### Process Scheduler Request

User ID: sramaswa      Run Control ID: CUST\_STMT

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Server Name:       Run Date:

Recurrence:       Run Time:      

Time Zone:

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input checked="" type="checkbox"/>	UV_CUSTST	UV_CUSTST	Application Engine	Web <input type="button" value="v"/>	TXT <input type="button" value="v"/>	<a href="#">Distribution</a>

## Step-by-Step Guide

10.	Ensure that the UV_CUSTST process line is checked, as shown above. Click <b>OK</b> .
11.	Click on the <b>Process Monitor</b> link to go to the Process Monitor page. Click the <b>Refresh</b> button until the Process List shows a Run Status of <b>Success</b> and a Distribution Status of <b>Posted</b> .  If you are running an Invoice Report, click on the <b>Details</b> link for the UVCUSTST process. If you are running an Activity Report, click on the <b>Details</b> link for the UVCUSTAC process.  Click on the <b>View Log/Trace</b> link.  Click on the <b>.PDF</b> link to view your report.
12.	End of Procedure.