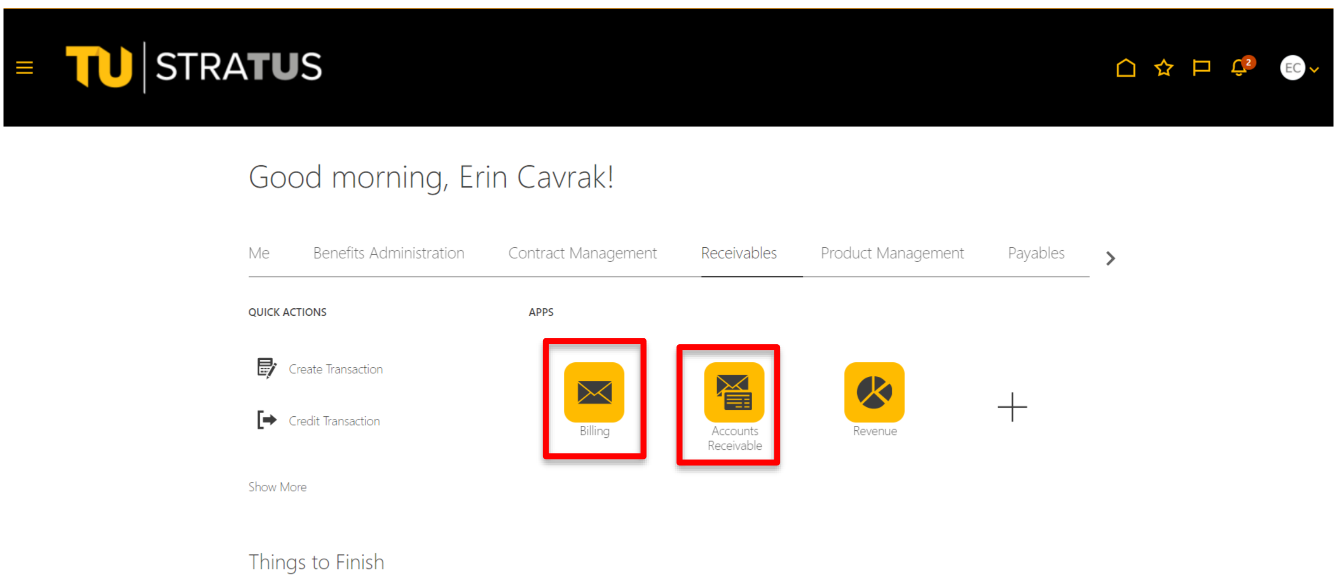
Receivables – Review Customer Accounts

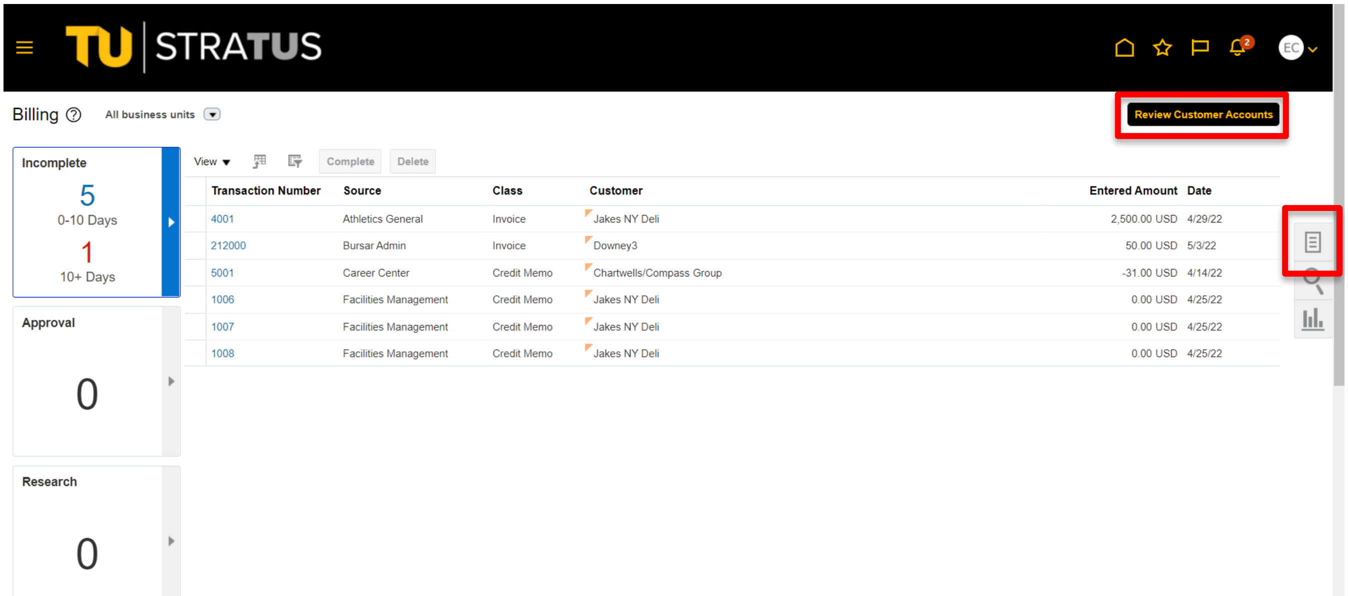
For employees reviewing customer accounts.

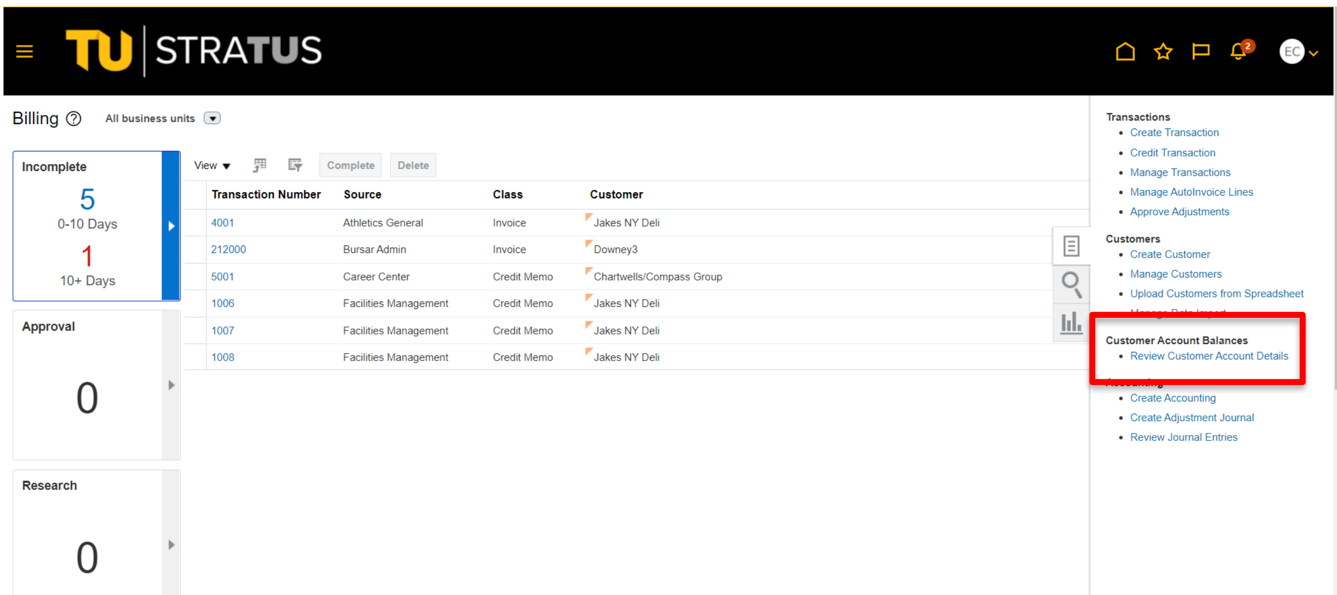
Purpose:	Review customer account details.
How to Access:	Log into the STRATUS application. Select the **Receivables** application from the Navigator.
Helpful Hints:	Be sure to keep in mind that… • Supporting documents can be attached.
Procedure:	Complete the following steps to review customer accounts:

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)

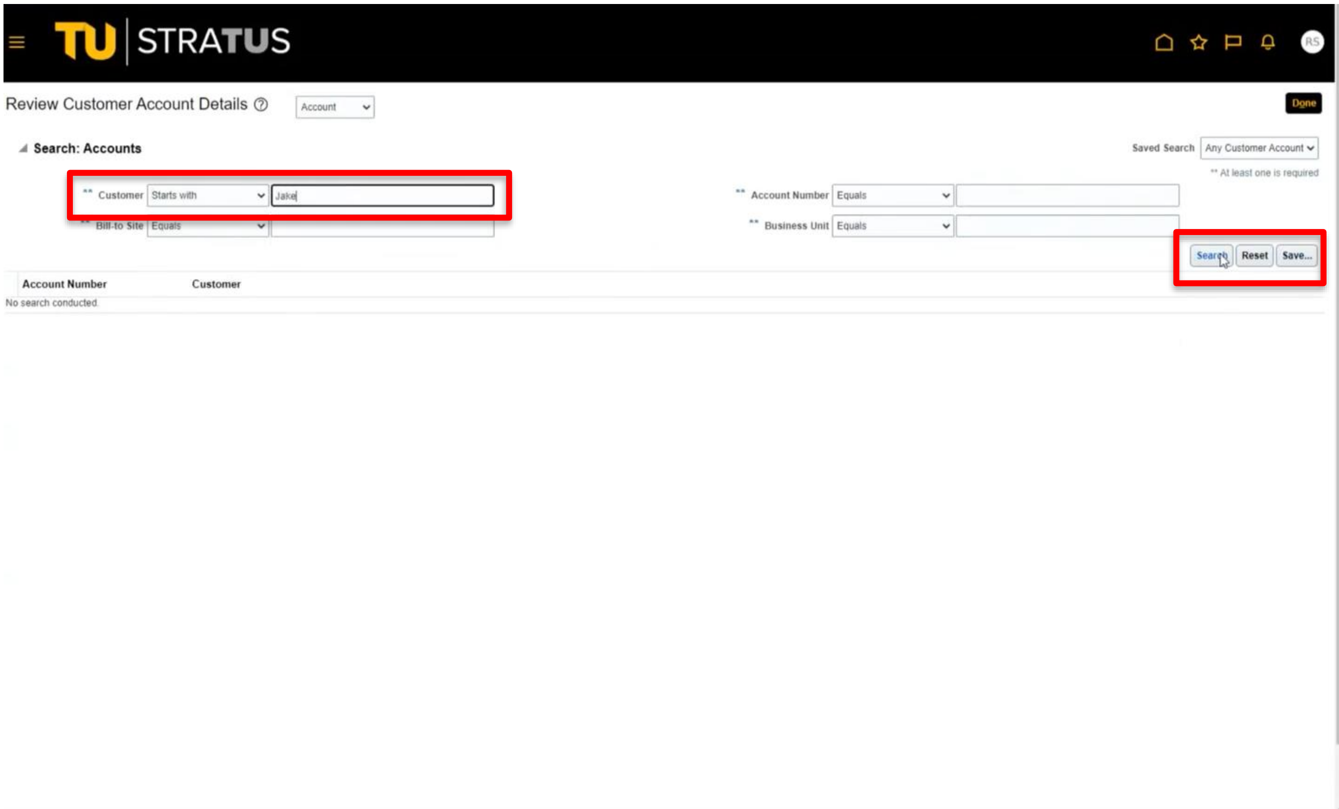


2. On the billing menu, navigate to **Review Customer Accounts** by clicking the Review Customer Accounts **button** or select the **tasks** icon on the right side of the page and select Review Customer Accounts.

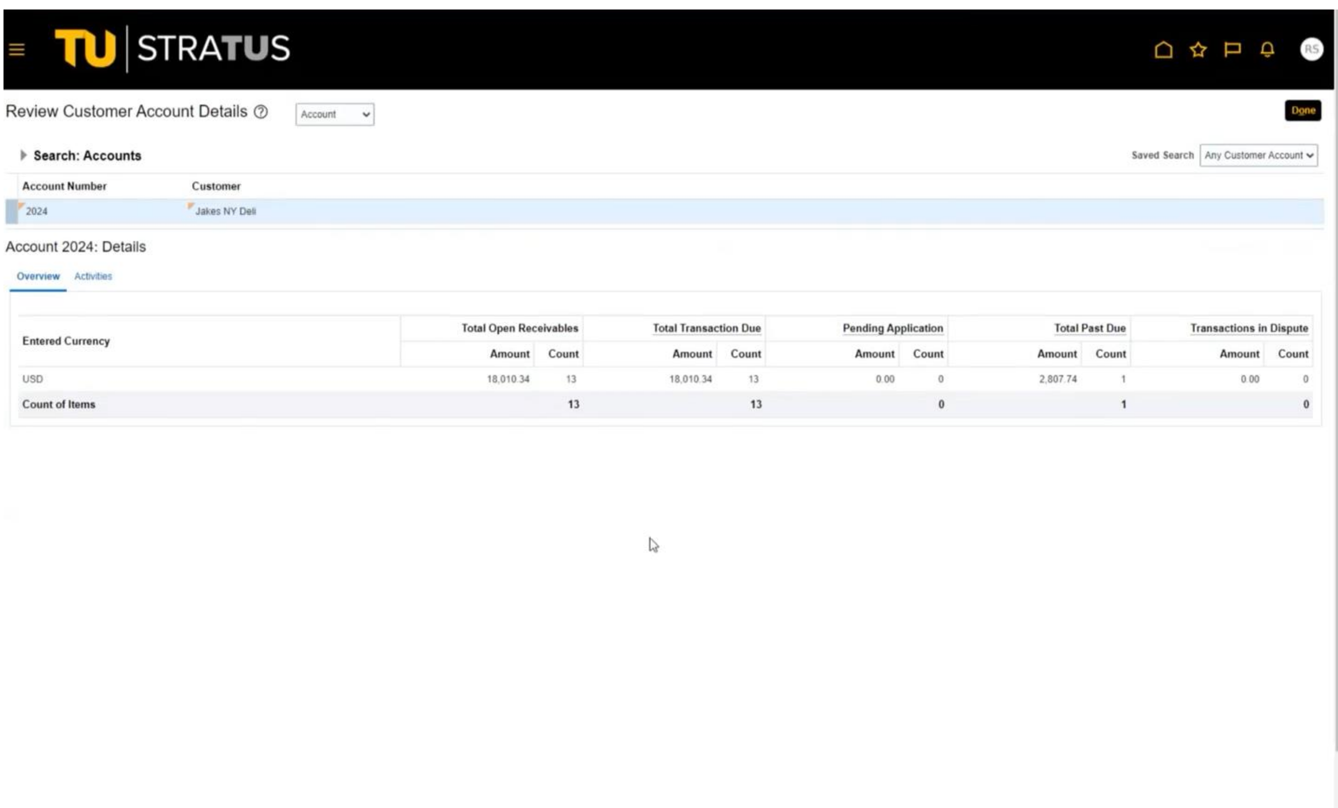




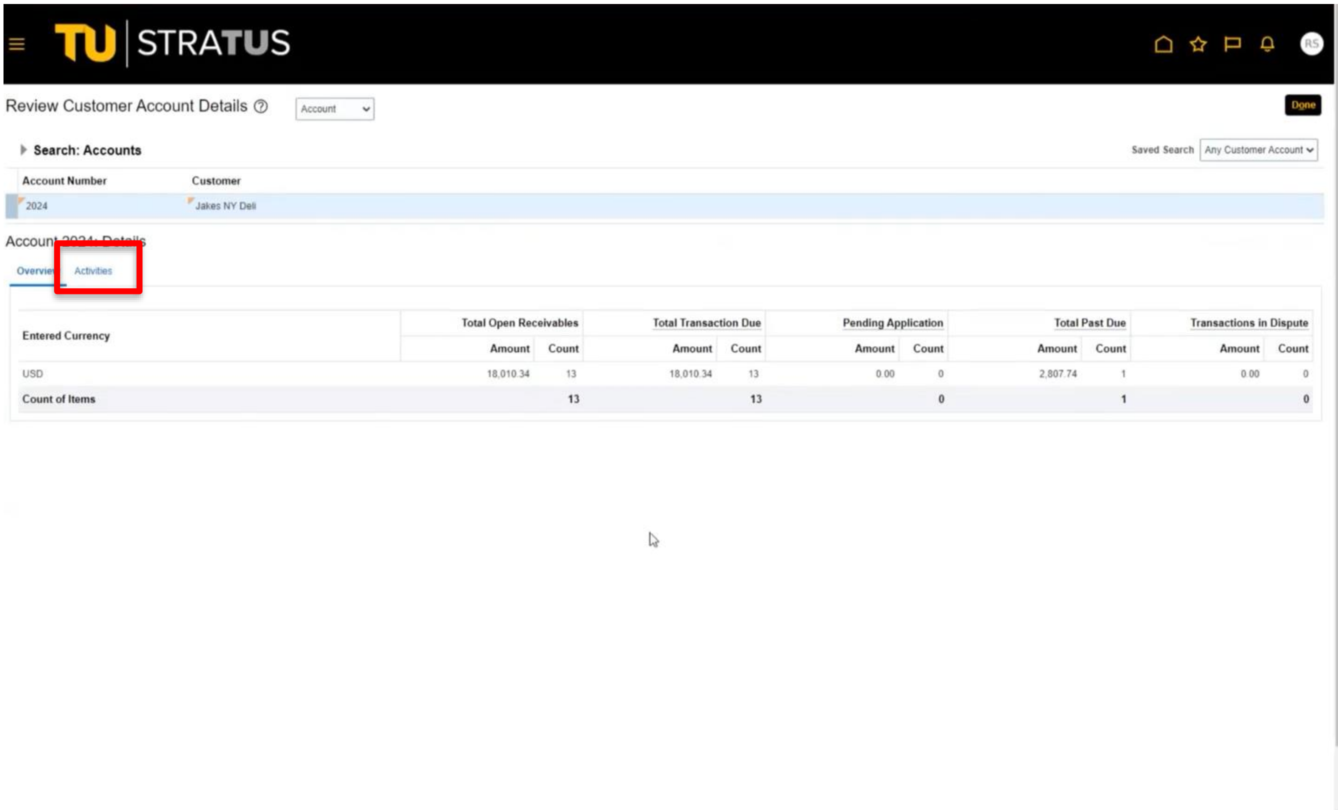
3. On the Review Customer Accounts page, search for the customer by name or account number (if known). For best results, change the dropdown to search by "**Contains**" or "**Starts with**". Click the **Save** button to save that value for future searches. Then click **Search**.



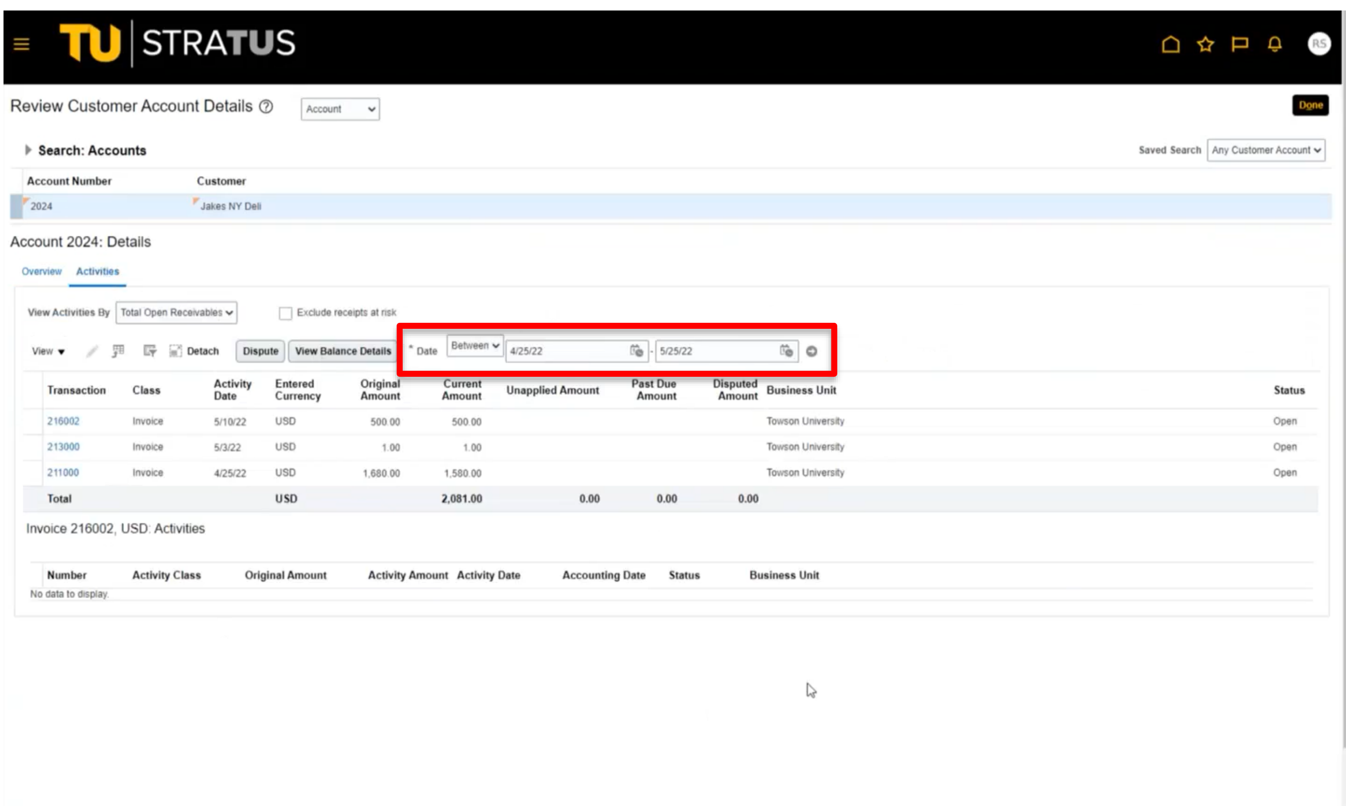
4. An overview of the customer account will display, showing the customer's open receivables, total transactions due, pending applications or unapplied payments, and total past due transactions.



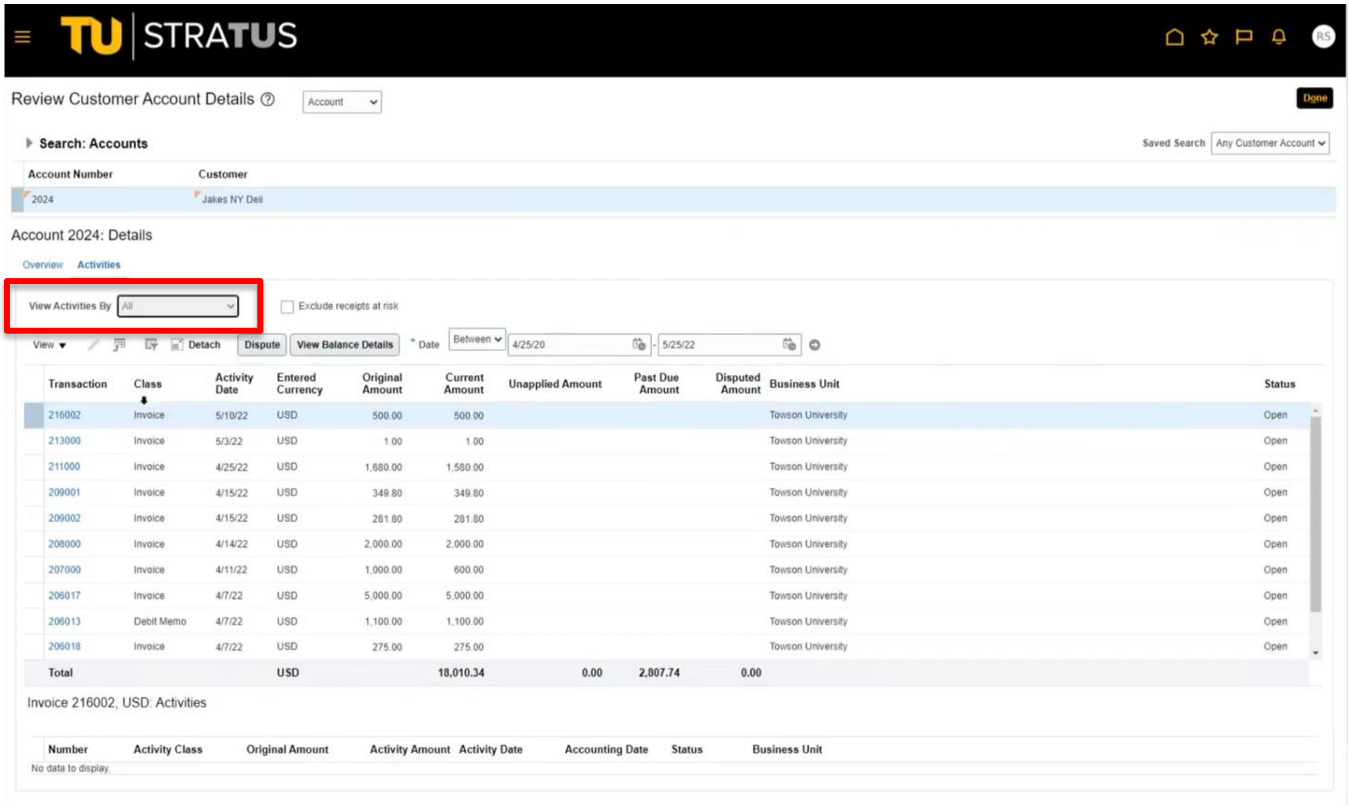
5. Click the activities header to view detailed activity for the payments and invoices.



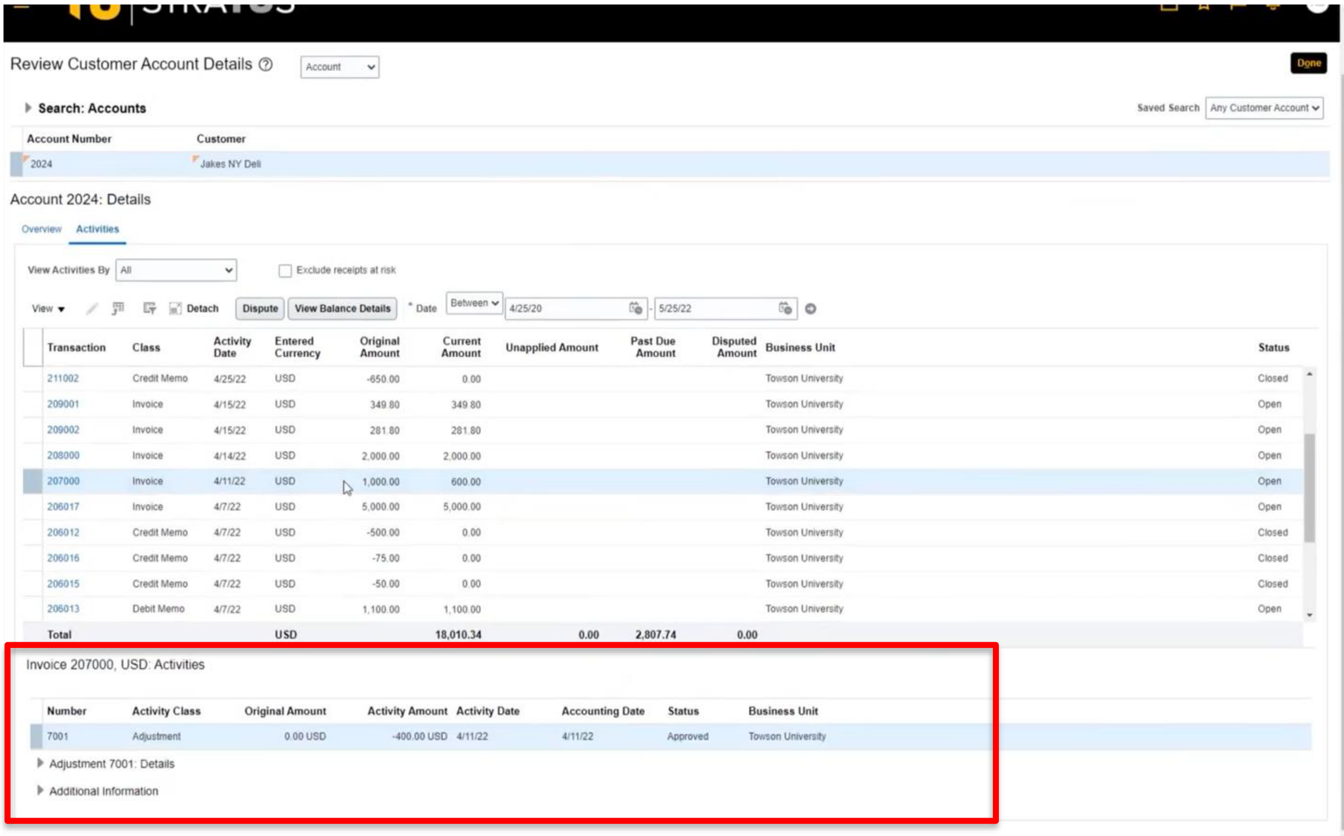
6. This screen will show you the total open receivables for the organization over the past month. To view all open receivables for the organization, select between and change the date range to fit your criteria. Click the arrow button to search (button to the right of the date fields). (Note: to view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



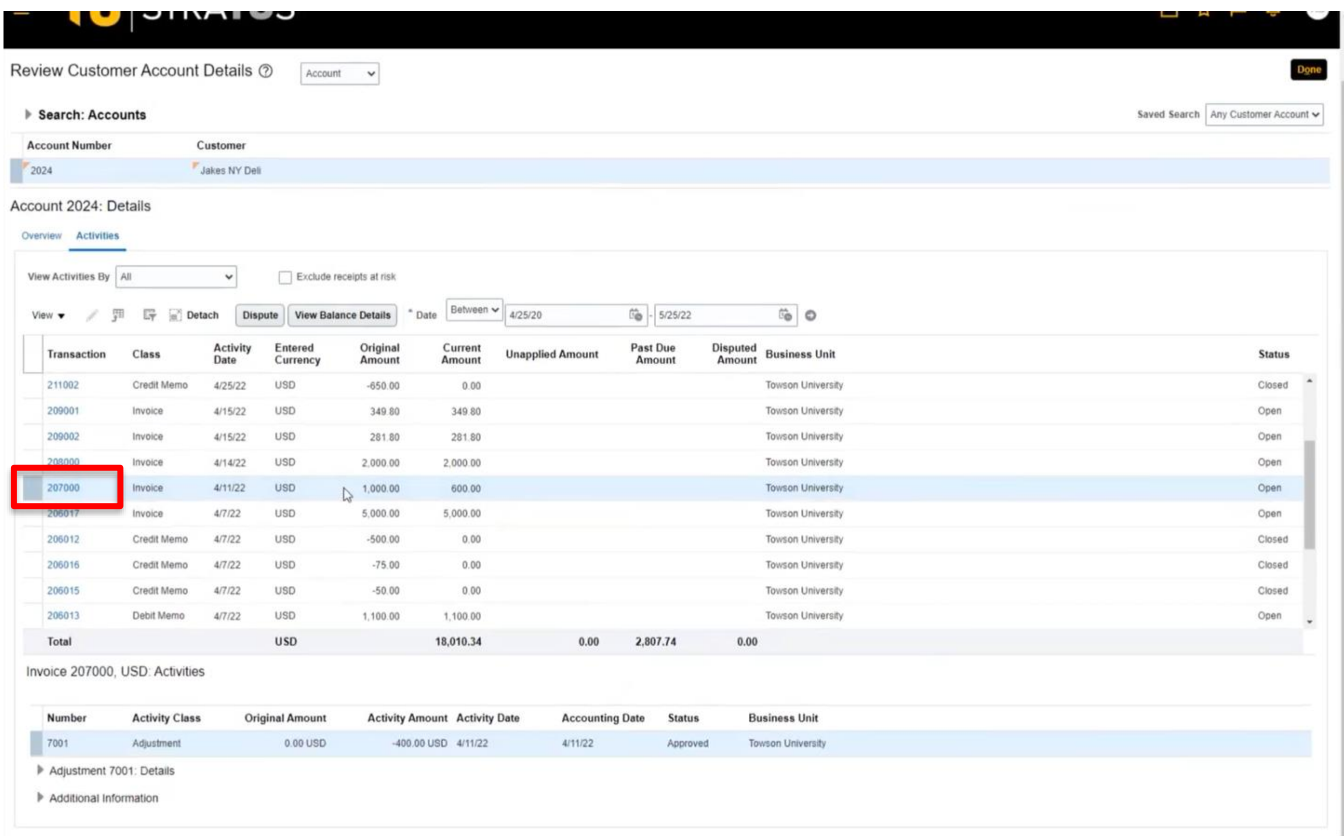
7. To view all the transactions for the organization, including paid invoices, change the "View Activities By" dropdown to **All**. Again, you change the date to fit your criteria. Click the search button.



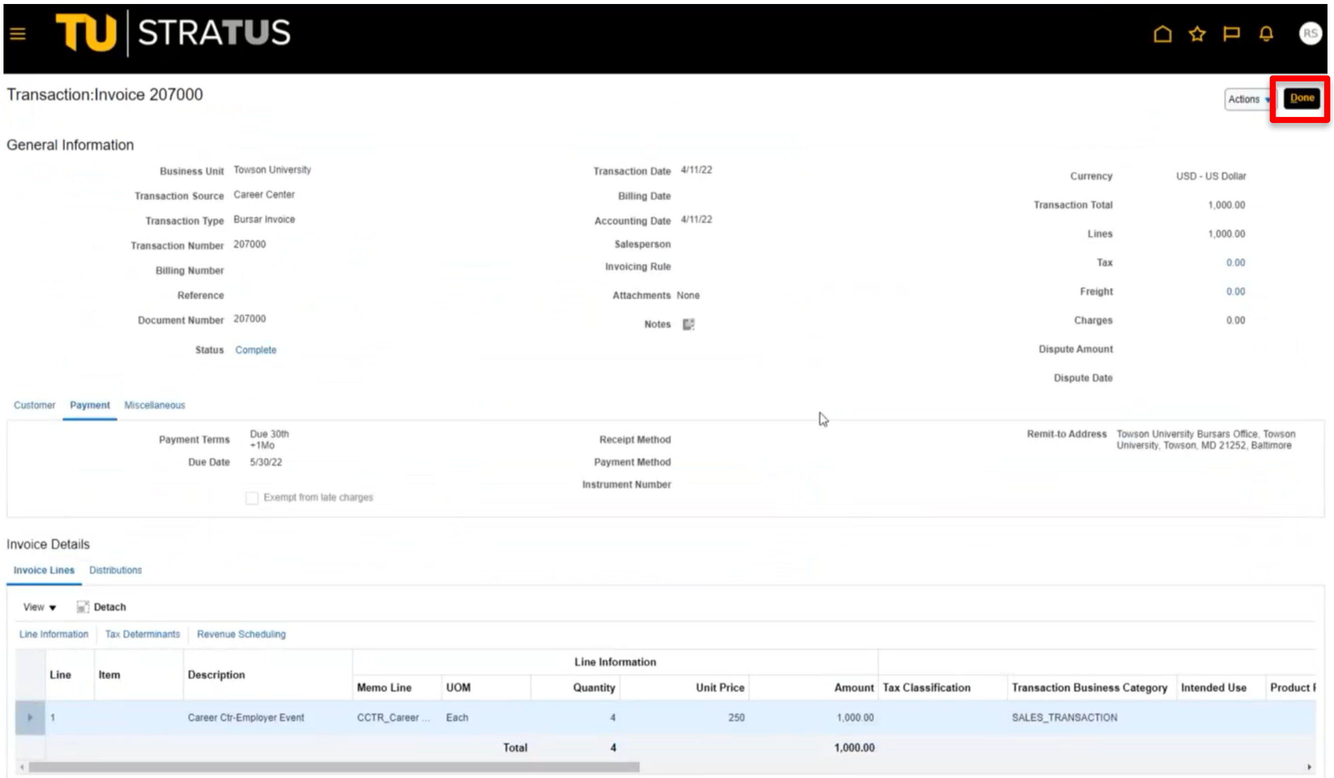
8. To view any payment or credit transactions, click anywhere on the line (except the transaction number) to highlight it. The invoice activities menu will appear at the bottom of the page below the line items.



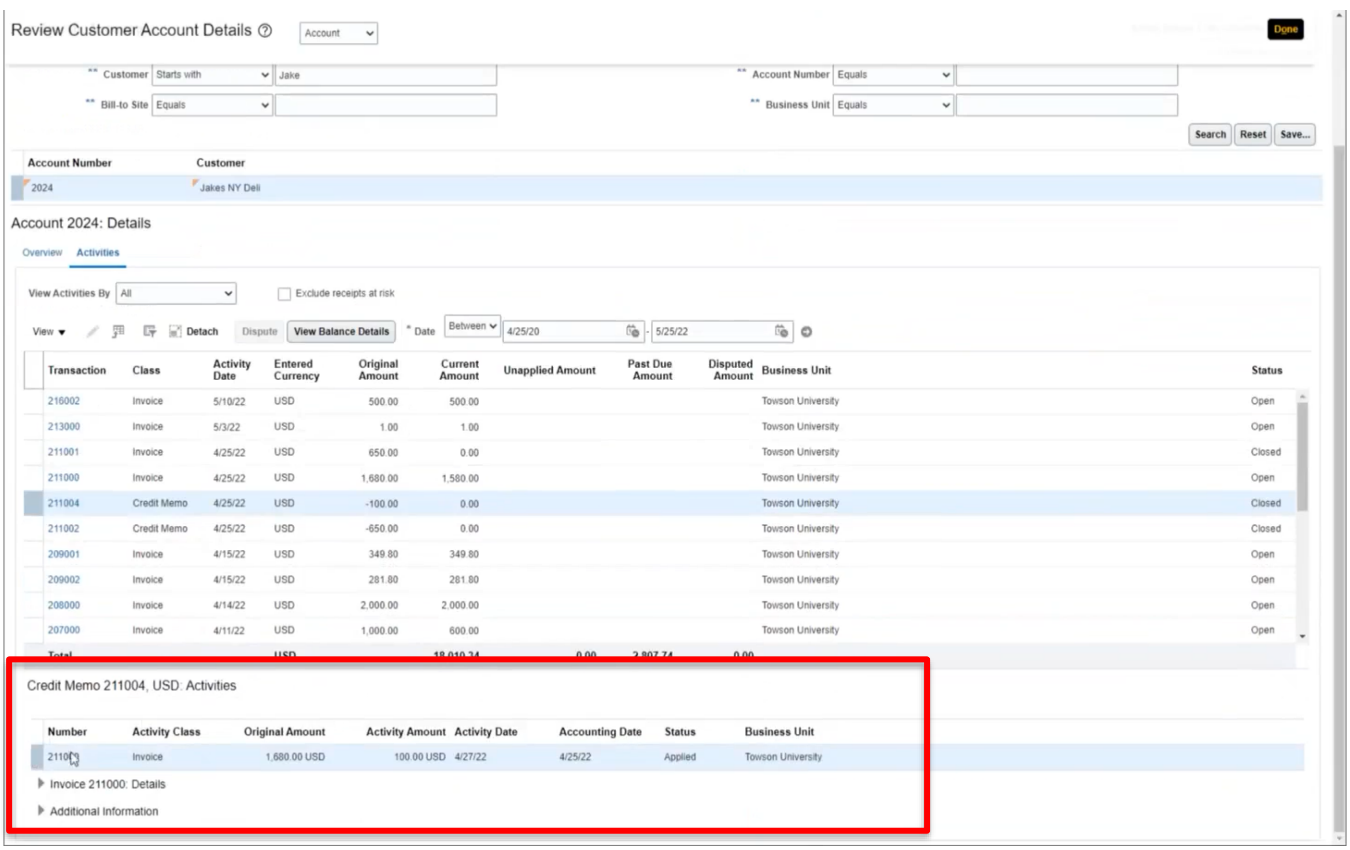
9. To view an invoice, click the transaction number hyperlink to open the invoice page.



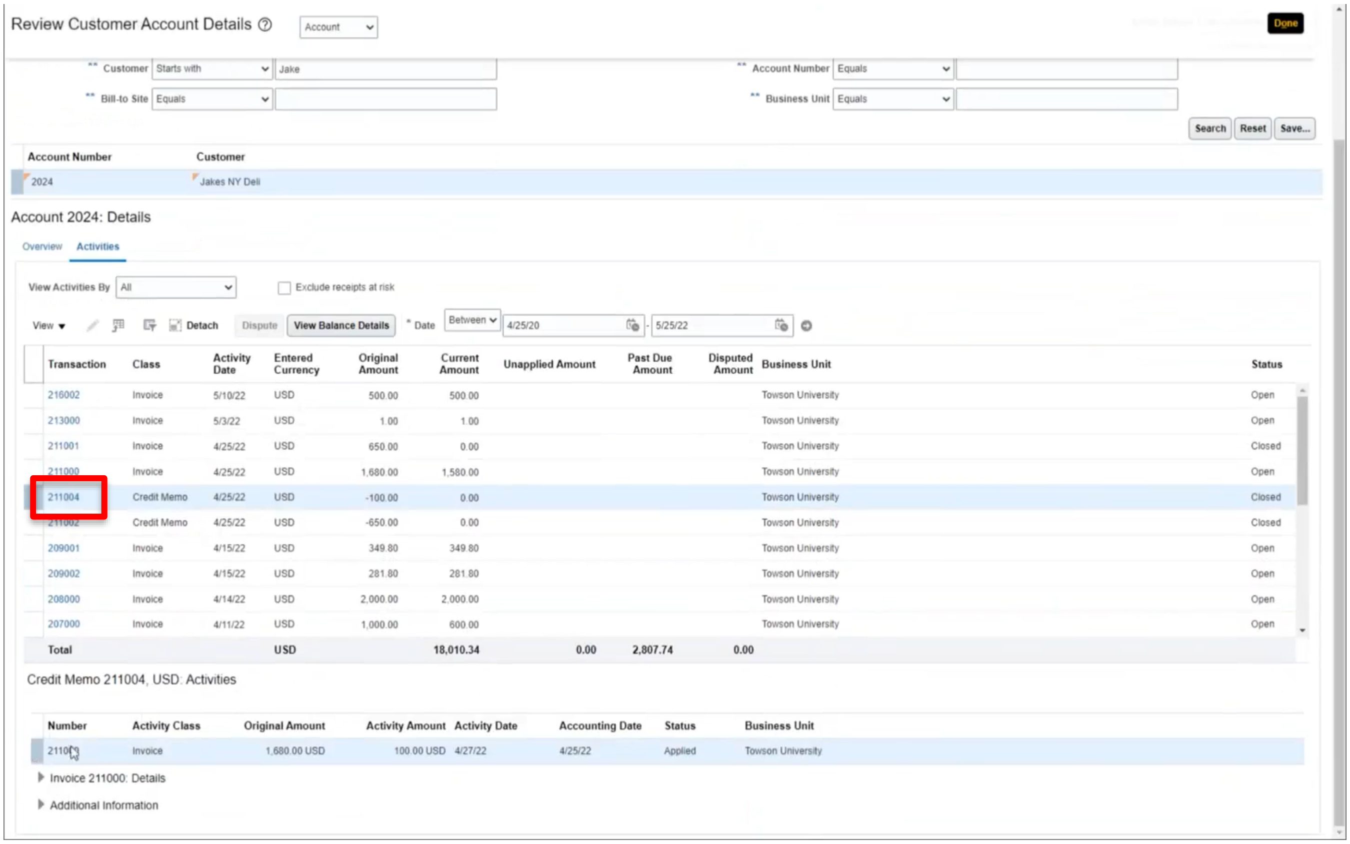
10. After viewing the invoice details, click done to return to the customer accounts page.



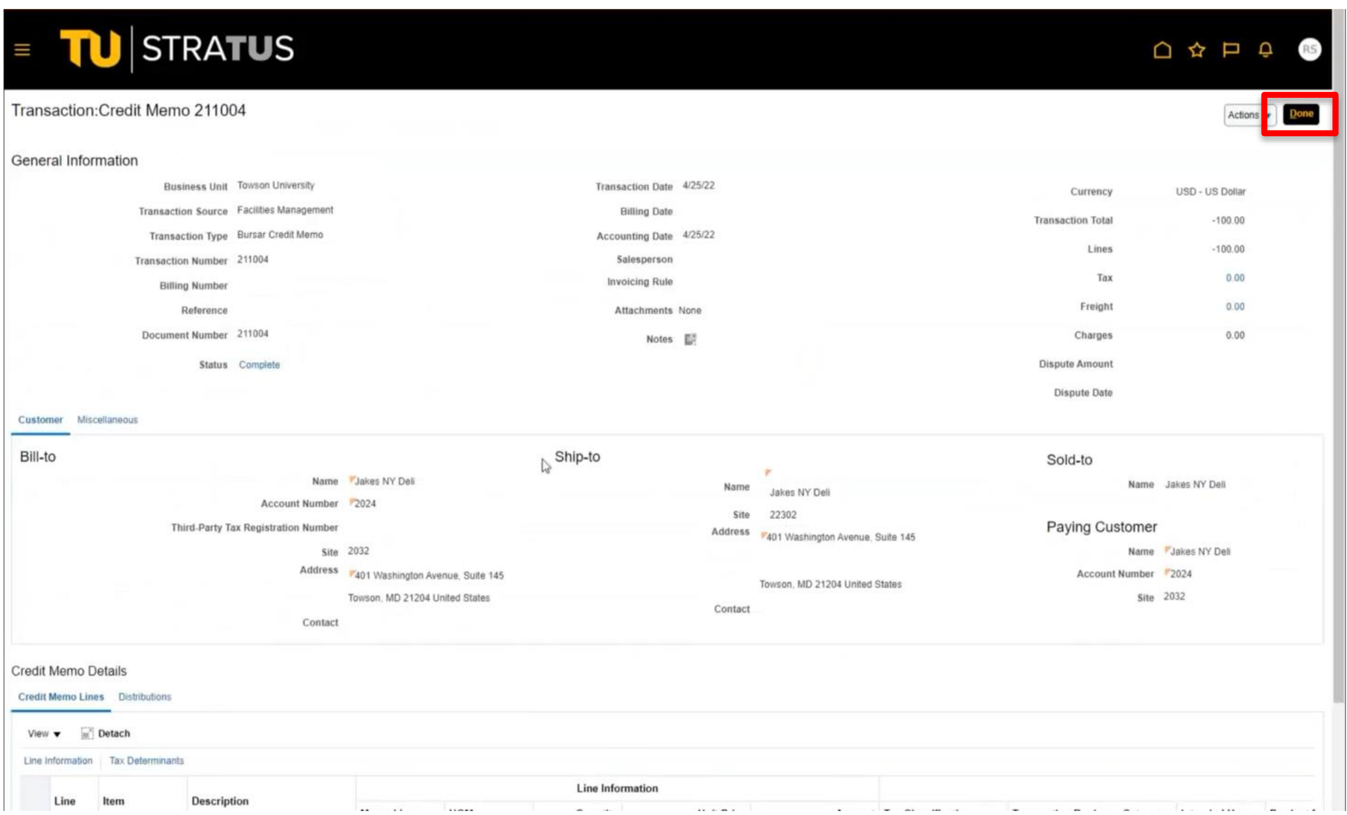
11. To view which invoices a payment or credit transaction has paid, click anywhere on the line (expect the transaction number) to highlight the line. The details will be displayed under the payment activities menu below the line items.

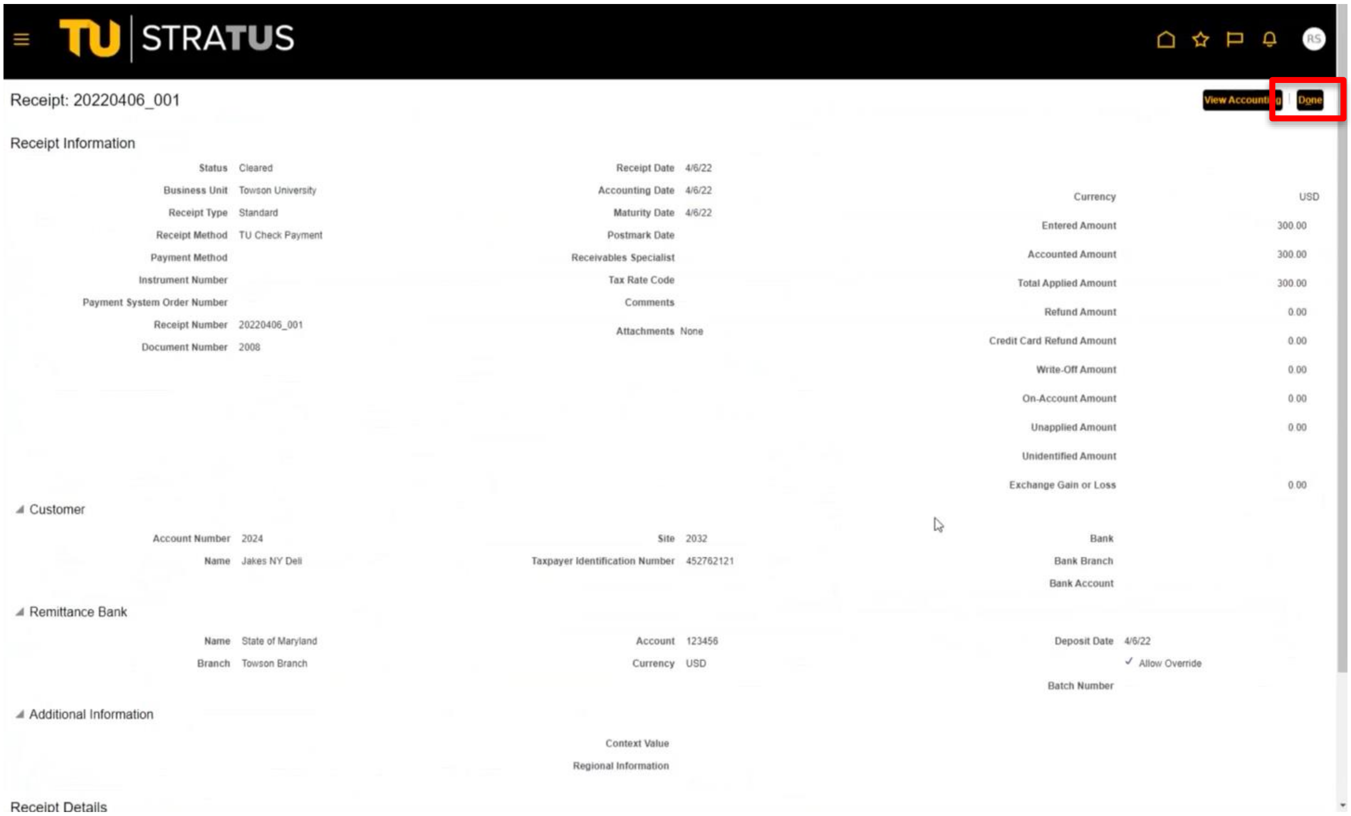


12. To view the payment or credit memo information, click the transaction number hyperlink to open the receipt page.

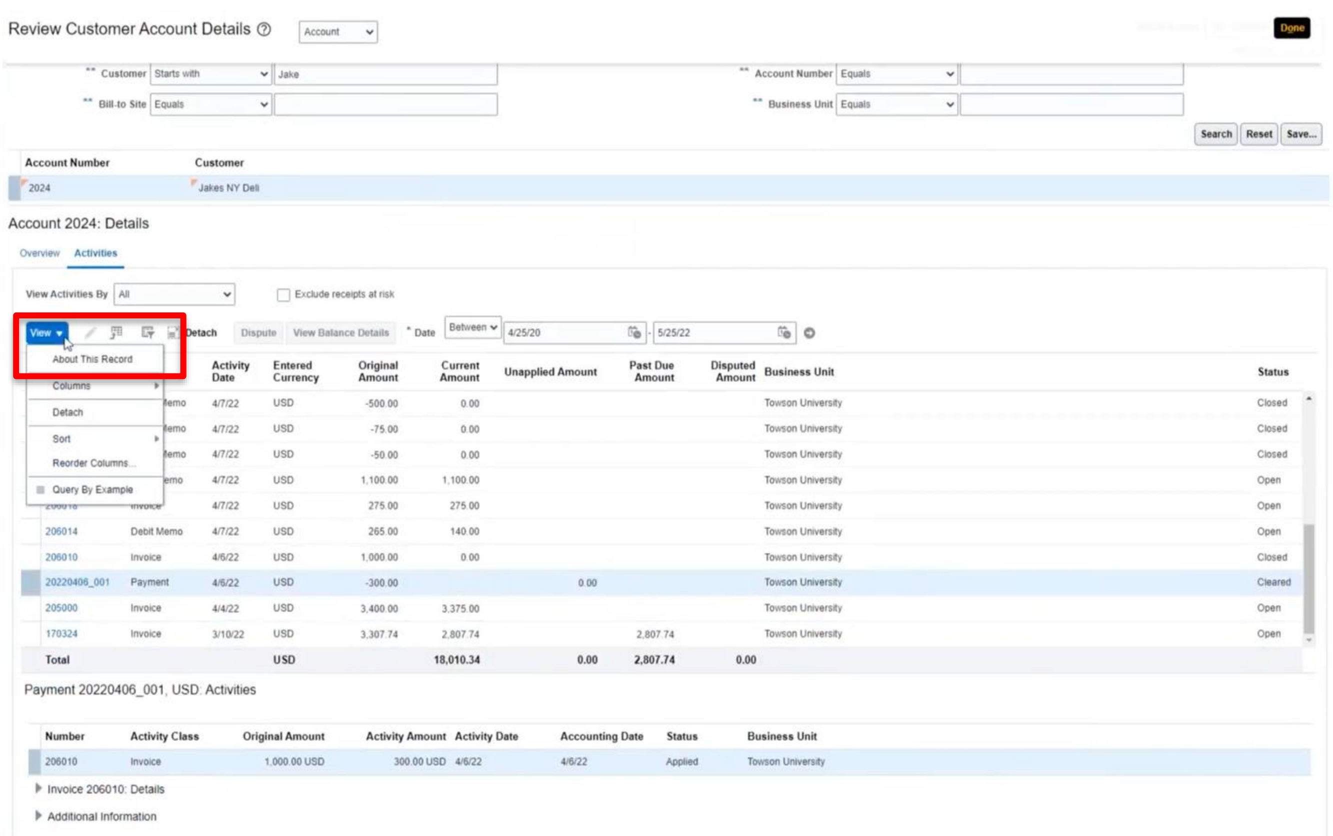


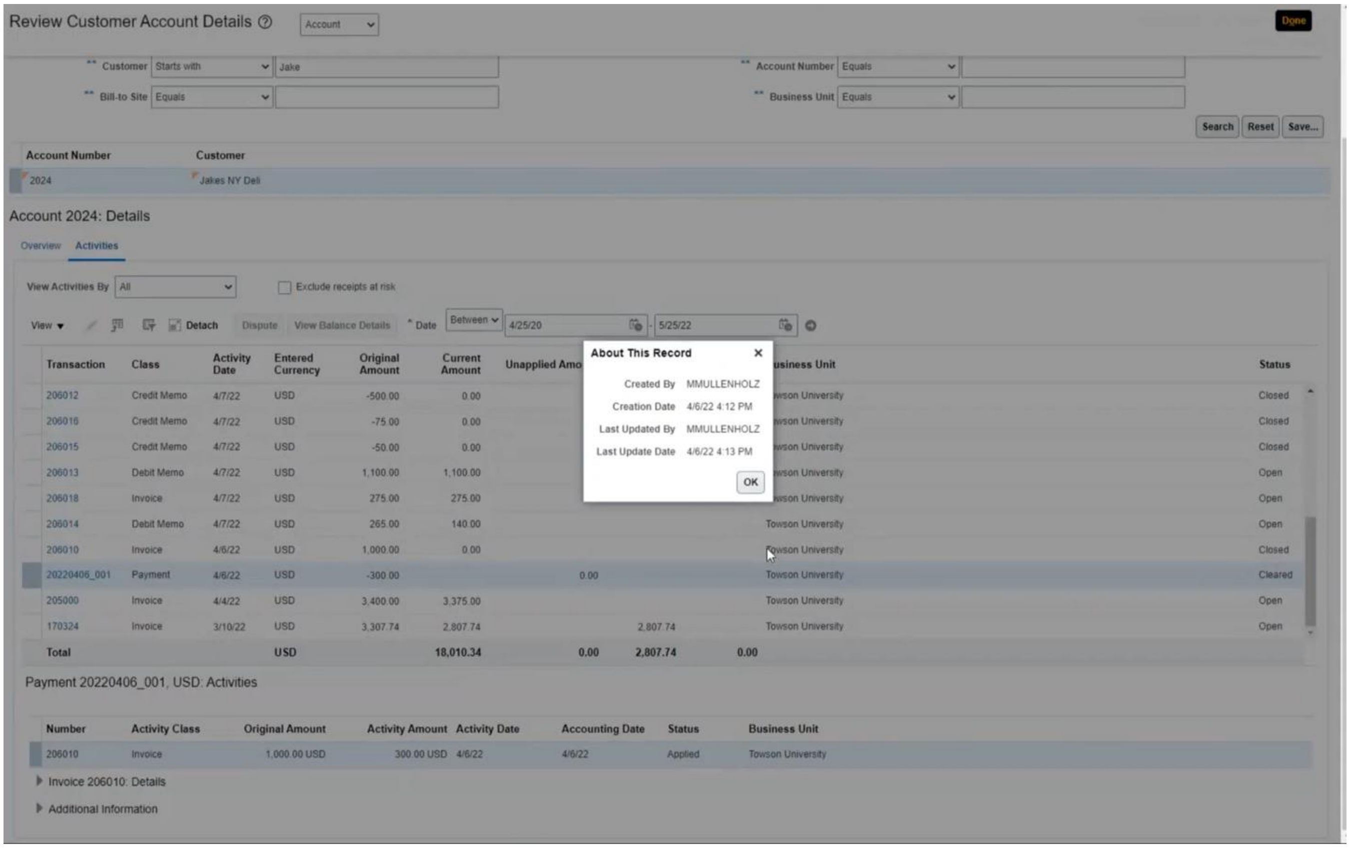
13. After viewing the receipt or credit memo information, click done to return to the customer accounts page.





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





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