UNIVERSITY OF HAWAII

Customer Invoice
User Guide

Fiscal Services Office

June 2022
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Customer Invoice Procedures

The Customer Invoice (INV) eDoc allows you to prepare, save, and submit an invoice to a customer from your organization. Users with one of the three AR roles (AR Cash Manager, AR Biller and AR Processor) are allowed access to the AR module functions. The AR Biller or AR Processor role can create invoices. The types of invoices that can be prepared are for goods and services rendered, reimbursement of expenditures, dishonored checks, and salary overpayments.

For Contract and Grant (CG) invoices (CINV), contact or consult the Office of Research Services (ORS) or your CG Representative.

Customer Invoice Workflow

Customer Invoice Business Rules

- The 'Billing Organization' must be associated with the 'Processing Organization' in the Organization Options Maintenance table.
- The customer must be active.
- The customer must have at least one active address.
- The item quantity must be greater than zero.
- The item unit price must be greater than zero.
- The invoice due date must be within 31 days of the billing date.
- Invoice Recurrence period cannot exceed 1 year.
- The object code must be on the list of allowable object codes set up by General Accounting (GA).
- Salary overpayment (SA) or return check (DM) INVs, route to the respective Offices; UH Payroll Office (KFS-AR InvoiceTypeReview SA) or UH Treasury Office (KFS-AR InvoiceTypeReview DM), respectively.
- SA and DM INV eDocs, have a system generated FYI routing to the Initiator on finalized (approved) INVs.

For procedures for dishonored (returned) checks (DM INVs), see Processing a Dishonored Check. For SA INVs, contact Payroll Office.
Creating a Customer Invoice

Main Menu tab → Transactions → Accounts Receivable → Customer Invoice

The Customer Invoice eDoc contains the standard document header, 10 tabs, and 6 action buttons.

For more information about the standard document header, tabs, and workflow action buttons, please refer to the Standard KFS eDoc Layout User Guide.
Document Overview Tab

For SA or DM invoices, specific data is required to be included in the Document Overview tab.

- **Description (Required)** - Starts with the 3 digit Fiscal Office Code followed by a brief description of the transaction.
- **Explanation:**
  - **Customer (S) (Optional)** – May include a more detailed description of the transaction.
  - **Salary Overpayment (SA) (Required)** – Enter in the Bargaining Unit (BU: ##), and the Payroll Number (PR: F##).
  - **Dishonored Checks (DM) (Required)** – Enter the following: Maker of Check, Check Number, Check Date (format = mm/dd/yy), and Check Amount.
- **Organization Document Number:**
  - **Customer (S) (Optional)** - Enter in an Organization Document Number.
  - **Salary Overpayment (SA) (Required)** – Enter in the SAxxxxx assigned by the Payroll Office on the Salary Overpayment worksheet.
  - **Dishonored Checks (DM) (Required)** – Enter the DMxxxxx assigned by the Treasury Office.

Organization Tab

The Organization tab identifies the Processing and Billing Organizations associated with the organization qualified with the AR qualifier on role 54.

- **Processing Chart Code** – (View only) A value that identifies the chart that is associated with the processing of the customer invoice. The Processing Chart Code is defaulted based on the Billing Chart Code and Billing Organization Code.
- **Processing Organization Code** – (View only) In association with the Processing Chart Code, this value references the processing organization for this invoice. The Processing Organization Code is defaulted based on the Billing Chart Code and Billing Organization Code.
• **Organization Invoice Number** – (Optional) The number assigned to this invoice record as it exists in the billing organization's internal department system/records. This field is 9 spaces.

• **Billing Chart Code** – (Required) A value that identifies the chart that is associated with the billing of the customer invoice. The Billing Chart Code will default to the initiator’s AR qualifier Chart Code on their Role 54 qualifier.

• **Billing Organization Code** – (Required) An organization that bills customers for goods or services that generate revenue. The Billing Organization Code will default to the initiator’s AR qualifier Organization Code on their Role 54 qualifier. Enter the appropriate code or select the code from the Organization Lookup. The organization must be designated as a billing organization in the Organization Options document before you can use it in the Accounts Receivable module. It must also be under the Processing Chart-Organization listed above (also designated in the Organization Options table). If you need to establish a Billing Chart-Organization or the INV shows a wrong Processing Chart-Organization, contact the General Accounting Office.

  o **Note:** If you are assigned the AR Processor role, you will need to update the Billing Organization Code by using the Organization Lookup. If you do not select a valid AR Billing Organization Code, the system will return the error message, “Processing Organization CHART/ORG must exist in Organization Options for Billing Organization CHART/ORG” when the invoice is submitted.

### Recurrence Details Tab

To have KFS auto generate this invoice periodically, the user needs to complete the Recurrence Details tab.

![Recurrence Details Tab](image)

**Recurrence Details tab definition**

• **Recurrence Interval Code** – (Optional) Select an option from the dropdown menu to specify the duration between invoices (M – Monthly or Q – Quarterly).

• **Recurrence Begin Date** – (Required if Recurrence Interval Code is populated) Use the calendar tool to select the date of the first invoice recurrence. Note: Must be later than current day.

• **Recurrence End Date** – (Required if Recurrence Interval Code is populated) Use the calendar tool to select the date of the last invoice recurrence.
  o You may enter this date and/or the total number of recurrences (see below). If both are entered, the date entered here must match the date of the final recurrence.

• **Active Indicator** – (Required if Recurrence Interval Code is populated) Default is NO (unchecked). Click to place a check mark within the check box to specify the active indicator for search and reporting purposes.

• **Total Number of Recurrences** – (Required if Recurrence Interval Code is populated) Enter a numeric value to indicate how many invoices will be produced during the specified time frame.
  o You may enter the total number of recurrences and/or a recurrence end date (see above). If both are entered, the date of the final recurrence must match the recurrence end date specified.

• **Invoice Initiator** – (Required if Recurrence Interval Code is populated) Enter or use the Person lookup to search for and select the username of the individual who is responsible for initiation of the invoice.
After submitting the INV, with the Recurrence Details tab filled in, the INV routes for approval to the account’s Fiscal Officer and AR Invoice Recurrence Instance Reviewer (General Accounting [GA]), before the INV is finalized. The finalized INV generates an Invoice Recurrence eDoc.

The screenshot above displays a completed Recurrence Details tab.

The screenshot above displays the system generated Invoice Recurrence eDoc.
After invoice approval and finalization, the auto creation of the Invoice Recurrence (INVR) eDoc is the last step to set up a recurring invoice to be generated on a schedule (monthly or quarterly). The invoiceRecurrenceJob is run on a nightly basis to generate recurring invoices for all finalized INVR eDocs. The system automatically routes the saved invoice to the Invoice Initiator's action list at the specified recurrence periods so it can be edited, approved (submitted) and printed. **Important tip:** All fields from the Description and Accounting Lines (Chart, Account, Amount, etc) tabs are NOT editable on the recurring invoice.
The screenshot above displays the system generated INV from the Invoice Recurrence eDoc.
The General Tab is used to identify the customer to be billed and other billing information. The General tab contains four sections: Customer Information, Detail Information, Statement Information, and Invoice Type and Reason Code.

### General Tab Definition

**Customer Information section definition**
- **Customer Number** – *(Required)* A unique number assigned to identify each entity/organization as a customer. Enter the customer number or use the Customer lookup to find it.
  - This selection automatically populates field information in the Billing/Shipping tab.
- **Customer Purchase Order Number** – *(Optional)* If there is a Purchase Order (PO) associated with this invoice to this customer, enter the PO number here.
- **Customer Name** – *(View only)* The name of the customer will be auto populated based on the entered Customer Number.
- **Customer Purchase Order Date** – *(Optional)* The customer PO initiation date. Enter the date or use the calendar icon to select it.

**Detail Information section definition**
- **Billing Date** – *(View only)* The date the bill was produced. This field is maintained by the system.
- **Terms** – *(Optional)* The agreed-upon conditions of payment (typically in reference to a frequency of billing, for example, 'net 30,' or 'payable upon receipt').
- **Due Date** – *(Required)* Enter the date the payment is due to be received from the customer, after which a late penalty could be assessed. You may also use the calendar icon to select the date. This entry typically differs from both the billing and PO dates.
- **Open Invoice indicator** – *(View only)* 'Yes' or 'No' flag to signify whether or not the invoice is open for an ongoing billing relationship or closed for future billing. This field is maintained by the system.

**Statement Information section definition**
- **Header Text** – *(Optional)* The text that is to appear within the top area of the PDF invoice, usually as an identifier of the organization sending the invoice
- **Print Invoice Indicator** – *(Optional)* Use the list to select the desired option from the menu to specify information related to printing of the invoice (for example, “Do Not Print”). The default for this field is “Send to USER Queue.” The Print Invoice Indicator / Print Options are used by the Customer Invoice Generation page to create a zipped file of pdf invoices for printing or emailing. Regardless of the Print Invoice Indicator, invoices can be printed using the Print button on the invoice any time after the invoice is in a Final status.
  - Send to BILL Queue – Generated print file is placed in the billing organization’s queue.
Do Not Print – Print file not generated.
Send to PROC Queue - Generated print file is placed in the processing organization’s queue.
Send to USER Queue - Generated print file is placed in the user’s queue.

- **Attention Line Text** – (Optional) The name of an individual or department that designates a recipient or further refines who is to receive the statement.
- **Print Date** – (View only) The date the invoice was printed prior to being mailed (may be the same day). This field is maintained by the system.

### Invoice Type and Reason Code section definition

- **Invoice Type** – (Required) Select the type of invoice from the dropdown menu or use the Invoice Type lookup. (DM - Dishonored Check, S - Goods and Services, or SA - Salary Overpayment)
- **Reason Code** – (Required) The Reason Code represents the reason why the check was dishonored (DM) or why there was a Salary Overpayment (SA). Select from the dropdown menu or use the Reason Code lookup. (eg. NO-S, IA-DM, Z1-SA, etc.).

### Billing/Shipping Tab

When a customer number is selected above, the Bill To Address is filled in with the Primary Address associated with the customer. Use the lookups and refresh button as necessary (to update the respective addresses after using lookup to select the Address Identifier) to locate and specify the unique identifier for a particular customer address for both the Bill To Address and Ship To Address sections.

#### Bill To Address section definition

- **Bill To Address Identifier** – (Required) Use the Customer Address lookup and refresh tools as necessary to locate and specify the unique identifier for a particular organization address. This selection automatically populates the Bill To Address fields with the information from the Customer record, as does selection of the Customer Number in the General tab. The default value is the primary address for the customer, but any valid address on the Customer record may be selected.
- **Address Type** – (Required) Displays the type of address (Primary [P] or Alternate [A]).
- **Address Name** – (Required) The name of the organization. The system defaults the Customer Name as the Address Name. This field may be edited as applicable.
- **Address 1** – (Required) Enter the first line of the mailing address displaying primary required address information (typically a P.O. box number or street number and street name). This field is 30 spaces.
- **Address 2** – (Optional) Enter the second line of the address information of the mailing address; that is, secondary identifying information such as a suite number or ATTN name). This field is 30 spaces.
- **Email Address** – (Optional) If applicable, enter an appropriate email address. This field is 60 spaces.
- **City** – (Required) Enter in the City. This field is 25 spaces.
• **State – (Required if Country = US)** Select the State from the drop-down menu.

• **Postal Code – (Required if Country = US)** Enter the Zip/Postal Code (zip code format = xxxxx or postal code format = xxxx-xxxx). This field is 20 spaces.
  - If you receive an error message, "Postal Code Not Found", submit a [trouble ticket](#) with a request to add the postal code to KFS. Provide the City, State and Postal Code in the [trouble ticket](#).
  - For foreign postal codes, do not include any space, hyphen, or dashes. For example, Asian postal codes traditionally have a hyphen separating the postal code, e.g., “100-0023”. Input only the numbers without the hyphen, e.g., “1000023”. United Kingdom and Canadian postal codes have a space between alphas and numbers, e.g., K1N 0M3. Enter into KFS without any spaces. This postal code in KFS would look like “K1N0M3”.

• **International Province – (Required if International)** Enter in the International Province. The name of a province for a customer address outside of the United States such as in Canada. This field is 45 spaces.

• **International Postal Code– (Required if International)** Enter in the International Postal Code. The applicable postal code for a customer address outside of the United States. This field is 20 spaces.
  - Note: No spaces are allowed.

• **Country – (Required)** Select the Country from the drop-down menu. Existing countries may be selected from the list or from the Country Lookup.

**Ship To Address section definition**

• **Ship To Address Identifier– (Required)** The address to which goods were shipped; if no shipping address is specified, then goods are treated as picked up at the billing organization’s location. Use the Customer Address lookup and refresh tools as necessary to locate and specify the unique identifier for a particular organization address. This selection automatically populates the Ship To Address fields with the information from the Customer record, as does selection of the Customer Number in the General tab. The default value is the primary address for the customer, but any valid address on the Customer record may be selected.

• **Address Type – (Required)** Displays the type of address (Primary [P] or Alternate [A]).

• **Address Name – (Required)** The name of the organization. The system defaults the Customer Name as the Address Name. This field may be edited as applicable.

• **Address 1 – (Required)** Enter the first line of the mailing address displaying primary required address information (typically a P.O. box number or street number and street name). This field is 30 spaces.

• **Address 2 – (Optional)** Enter the second line of the address information of the mailing address; that is, secondary identifying information such as a suite number or ATTN name). This field is 30 spaces.

• **Email Address – (Optional)** If applicable, enter an appropriate email address. This field is 60 spaces.

• **City – (Required)** Enter in the City. This field is 25 spaces.

• **State – (Required if Country = US)** Select the State from the drop-down menu.

• **Postal Code – (Required if Country = US)** Enter in Zip/Postal Code (zip code format = xxxxx or postal code format = xxxx-xxxx). This field is 20 spaces.
  - If you receive an error message, "Postal Code Not Found", submit a [trouble ticket](#) with a request to add the postal code to KFS. Provide the City, State and Postal Code in the [trouble ticket](#).
  - For foreign postal codes, do not include any space, hyphen, or dashes. For example, Asian postal codes traditionally have a hyphen separating the postal code, e.g., “100-0023”. Input only the numbers without the hyphen, e.g., “1000023”. United Kingdom and Canadian postal codes have a space between alphas and numbers, e.g., K1N 0M3. Enter into KFS without any spaces. This postal code in KFS would look like “K1N0M3”.

• **International Province – (Required if International)** Enter in the International Province. The name of a province for a customer address outside of the United States such as in Canada. This field is 45 spaces.
• **International Postal Code**– *(Required if International)* Enter in the International Postal Code. The applicable postal code for a customer address outside of the United States. This field is 20 spaces. Note: No spaces are allowed.

• **Country** – *(Required)* Select the Country from the drop-down menu. Existing countries may be selected from the list or from the Country Lookup.

### Accounting Lines Tab

The Accounting Lines tab contains several fields that are specific to the customer invoice in addition to the fields found on the standard Accounting Lines tab. For more information about the standard Accounting Lines tab, see [Standard KFS eDoc Layout User Guide, Accounting Lines Tab](#). The accounting line information will be automatically populated based on the Organization Accounting Defaults or from the Invoice Item Code, if they exist for the Billing Organization. Alternatively, you can enter them manually.

![Accounting Lines Tab](image)

#### Accounting Lines definition

- **Invoice Item Code** – *(Optional)* Enter the Invoice Item Code or search from the Customer Invoice Item Code Lookup.
- **Invoice Item Quantity** – *(Required)* Enter the quantity to be invoiced for this line item.
- **Invoice Item Description** – *(Optional)* Enter the description of this line item. Clicking the pencil icon opens a larger window where the complete item description is displayed. This field is 40 spaces.
- **Invoice Item Service Date** – *(Optional)* Enter the date of service or use the calendar tool to select the date for this line item.
- **Invoice Item Unit of Measure Code** – *(Required)* Enter the unit of measure for this line item or search from the Unit Of Measure Lookup. The default entry is 'EA' for Each.
- **Invoice Item Unit Price** – *(Required)* Enter the unit price of the item.
- **Amount** – *(View only)* The amount is updated after the 'refresh' or 'add' is selected. This field is calculated by multiplying the Invoice Item Quantity by the Invoice Item Unit Price.

#### Accounting Lines Tab - Record a Discount

Once an Accounting Line has been added, the discount can be added as a line item on the invoice when completing the accounting lines. Click the "discount" button on the accounting line, update the object code and amount, and click the "recalculate" button. Another accounting line will be added where the discount amount can be entered.
The initial Accounting Lines tab, with the editable fields.

Accounting Lines tab (Discount item line)

- **Object - (Required)** ‘0704’ is entered (system populated with 8361).
- **Invoice Item Description - (Optional)** System populated with “DISCOUNT – SINGLE LINE C.” The system adds “DISCOUNT – “ to the Invoice Item Description for the line that is being discounted.
- **Invoice Item Unit Price - (Required)** ‘-10’ is entered (system populated with 813).

Routing

After the Initiator completes the input and submits the INV, for S type INVs, there is no further routing and the system finalizes the INV. SA or DM type INVs are routed for approval to the respective Offices; UH Payroll Office (KFS-AR InvoiceTypeReview SA) or UH Treasury Office (KFS-AR InvoiceTypeReview DM), respectively, before being finalized by the system.
# Final Discounted Invoice

**Document Overview**
- Description: ETH-US Test Discount
- Organization Document Number:

**Financial Document Detail**
- Total Amount: $803.00

**Organization**
- Processing Chart Code: SW - Systemwide
- Billing Chart Code: SW - Systemwide
- Processing Organization Code: VPI
- Billing Organization Code: ASIT

**Recurrence Details**

**Customer Information**
- Customer Number: DEC
- Customer Name: TEST
- Customer Purchase Order Number:
- Customer Purchase Order Date:

**Detail Information**
- Billing Date: 06/22/2022
- Due Date: 05/21/2022
- Open Invoice Indicator: Yes

**Statement Information**
- Header Text:
- Attention Line Text:
- Print Indicator: Send to USER Queue

**Invoice Type and Reason Code**
- Invoice Type: 
- Reason Code: NO

**Billing/Shipping**

**Accounting Lines**

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<th>Account</th>
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<th>Sub-Object</th>
<th>Project</th>
<th>Org Bld</th>
<th>* Amount</th>
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<td></td>
<td></td>
<td></td>
</tr>
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</table>

**Total:** $803.00

**General Ledger Pending Entries**

**Notes and Attachments (1)**

**Additional Information**
- Date: 06/21/2022 02:35 PM
- Author: Unk, Hedy-Arun
- File: No file selected

**Ad Hoc Recipients**
- Show

**Route Log**
- Show
Final Salary Overpayment (SA) Invoice
Searching for a Customer Invoice

The Customer Invoice Lookup screen enables you to search for existing INVs in the Account Receivable (AR) database. The search may be based on several criteria, both individually or simultaneously. Search criteria can be entered to narrow down search results.

To search for an INV, go to the Main Menu tab → Custom Document Searches → Accounts Receivable → Customer Invoice

Customer Invoice Lookup Screen
In the Customer Invoice Lookup screen, you may search for existing INVs using the following criteria:

- **Initiator** - This field enables you to limit your search to a specific Initiator. Enter the Initiator’s UH username or search for it from the Person Lookup.
- **Document Id** - This field enables you to limit your search to a specific Document Id (INV #).
- **Date Created From** - This field enables you to limit your search to a specific from Date. Enter in the Date (format = mm/dd/yyyy) or select from the calendar.
- **Date Created To** - This field enables you to limit your search to a specific to Date. Enter in the Date (format = mm/dd/yyyy) or select from the calendar.
- **Document Description** - This field enables you to limit your search to a specific Document Description. Use the wildcard asterisk (*) before and/or after keywords when searching by a partial description.
- **Organization Document Number** - This field enables you to limit your search to a specific Organization Document Number.
- **Customer Number** - This field enables you to limit your search to a specific Customer Number. This is the number that is assigned to a customer in the KFS customer database. It is a unique identifier for the customer. Enter the Customer Number or search for it from the Customer Lookup.
- **Customer Name** - This field enables you to limit your search to a specific Customer Name. Use the wildcard asterisk (*) before and/or after the name when searching by a partial name.
- **Processing Chart Code** - This field enables you to limit your search to a specific Processing Chart Code. Select the Chart from the dropdown menu or search for it from the Chart Lookup.
Note: Processing Chart and Organizations are responsible for applying payment for invoices created by Billing Organizations.

- **Processing Organization Code** - This field enables you to limit your search to a specific Processing Organization Code. Enter the Organization or search for it from the Organization Lookup.
- **Billing Chart Code** - This field enables you to limit your search to a specific Billing Chart Code. Select the Chart from the dropdown menu or search for it from the Chart Lookup.
  
  Note: Billing Chart and Organizations are responsible for creating invoices. Each Billing Org is associated with one Processing Organization.

- **Billing Organization Code** - This field enables you to limit your search to a specific Billing Organization Code. Enter the Organization or search for it from the Organization Lookup.
- **Invoice Item Code** - This field enables you to limit your search to a specific Invoice Item Code.
- **Parent Invoice Number** - This field enables you to limit your search to a specific Parent Invoice Number.
- **Chart Code** - This field enables you to limit your search to a specific Chart Code from the Accounting Line on the invoice. Select the Chart from the dropdown menu or search for it from the Chart Lookup.
- **Organization Code** - This field enables you to limit your search to a specific Organization Code from the Accounting Line on the invoice. Enter the Organization or search for it from the Organization Lookup.
- **Account Number** - This field enables you to limit your search to a specific Account Number. Enter the Account or search for it from the Account Lookup.
- **Ledger Document Type** - This field enables you to limit your search to a specific Ledger Document Type. Enter the Ledger Document Type or search for it from the Document Type Lookup.
- **Total Amount** - This field enables you to limit your search to a specific Total Amount.
- **Search Result Type** - Select the appropriate result type (Document Specific Data (Default) or Workflow Data).
- **Name this search** - This field enables you to name the search to retrieve and use the same search again.
- **Click ‘search’ button.**

## Customer Invoice Other Features

The ‘error correction’ feature is only available on INVs created in the current Fiscal Year. It reverses (not corrects) the selected INV. If a reversal of a prior Fiscal Year’s INV is needed, a Credit Memo eDoc would have to
be processed for the remaining balance. For uncollectable outstanding INVs, contact General Accounting for the write-off procedures.

The ‘generate bill & notice’ is only available for DM INVs and generates a form fillable pdf file of the ‘Bill and Notice of Dishonored Check’ form that can be completed, printed, and/or saved. The ‘Bill and Notice of Dishonored Check’ should be sent to the Customer in lieu of the Customer Invoice. For DM INVs, please refer to the DM Invoice Procedures Documentation.
### UNIVERSITY OF HAWAII
HILO, HI 96720
FED ID #598000354

**INVOICE**

**INVOICE:** 6931419

**DATE:** 06/07/2021

**CUSTOMER NUMBER:** 6023

**ATTN:**

**SHIP TO:**
HCR 2 BOX 6031
KEAAU, HI 96749

**BILLED BY (DO NOT REMIT TO):**

**Business Office**
PHONE: (808) 934-2740
FAX: (808) 934-2741

**PREPARED BY:** Kirk Mikami

**AGREEMENT/DOC#:** DM16335
**AGREEMENT/DOC DATE:** 06/07/2021

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</tr>
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</table>

*additional invoice lines may be printed on the following pages*

**DUE UPON RECEIPT**

**PAY THIS AMOUNT:** 55.00

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**PLEASE MAKE CHECKS PAYABLE IN U.S. CURRENCY TO:** UNIVERSITY OF HAWAII

**INVOICE DATE:** 06/07/2021
**INVOICE:** 6931419
**CUSTOMER NBR:** 6023
**HA9992558**

**DUE DATE:** 07/07/2021
**AMOUNT DUE:** 65.00

**ATTN:**

**REMIT TO:** UNIVERSITY OF HAWAII
HAWAII CC - BUSINESS OFFICE
1175 MANONO STREET
HILO, HI 96720

The generated (Invoice) print file.
University of Hawai‘i

Bill and Notice of Dishonored Check
01/12/2022

Amount of Check: ____________________ Purpose of Check: ____________________
Service Charge: _________________ DM Number: ____________________
Total Due: ____________________ Student ID: ____________________

Your check has been returned by the bank on ____________ for this reason: insufficient funds.

Please remit the total due stated above by cash, cashier’s check, certified check, or money order by ____________ Cash should not be sent through the mail. This office will not accept another personal check.

A delinquent financial obligation hold has been placed against your account. If we do not hear from you by ____________, the University reserves the right to impose sanctions as listed:

1) Denial of further registration and/or cancellation of registration.
2) Revocation of all rights and privileges which were conferred by registration or enrollment;
3) Denial of transcripts, diplomas, and other entitlements.
4) Report delinquent amounts, along with other relevant information to credit bureau organizations.
5) Set off against a student’s Hawaii state income tax refund.
6) Commence legal action to recover the amount owed, including appropriate interest, collection costs, court costs and attorney’s fees.
7) Contract the services of a collection agency to recover monies owed. The collection agency may collect the applicable collection costs as authorized in a written contract with the University pursuant to federal and state law.

Thank you for your prompt attention to this matter. Should you have any questions regarding this “Bill and Notice of Dishonored Check” notice, please call (808) ____________.

An Equal Opportunity/Affirmative Action institution
Bill and Notice of Dishonored Check

06/07/2021

HCR 2 BOX 6031
KEAAU, HI 96749

Amount of Check: $40.00
Purpose of Check: PASSPORT PROCESSING
Service Charge: $0.00
SM Number: DM16335
Total Due: $565.00
Student ID: ______________

Your check has been returned by the bank on 05/25/2021 for this reason: INSUFFICIENT FUNDS.

Please remit the total due stated above by cash, cashier’s check, certified check, or money order by 06/22/2020. Cash should not be sent through the mail. This office will not accept another personal check.

A delinquent financial obligation hold has been placed against your account. If we do not hear from you by 06/22/2020, the University reserves the right to impose sanctions as listed:

2) Denial of further registration and/or cancellation of registration.
3) Revocation of all rights and privileges which were conferred by registration or enrollment;
3) Denial of transcripts, diplomas, and other entitlements.
4) Report delinquent amounts, along with other relevant information to credit bureau organizations.
5) Set off against a student’s Hawaii state income tax refund.
6) Commence legal action to recover the amount owed, including appropriate interest, collection costs, court costs and attorney’s fees.
7) Contract the services of a collection agency to recover monies owed. The collection agency may collect the applicable collection costs as authorized in a written contract with the University pursuant to federal and state law.

Thank you for your prompt attention to this matter. Should you have any questions regarding this “Bill and Notice of Dishonored Check” notice, please call (808) 934-2740.

An Equal Opportunity/Affirmative Action Institution

The Bill and Notice, with the updated fields.
Editable Fields

- **Department/College/Business Office and Address** – Enter your Department/College/Business Office name and address.
- **Bill and Notice Date** – Enter the date of the Bill and Notice.
- **Customer Name and Address** – Enter the Customer’s name and address.
- **Amount of Check** – Enter the amount of the dishonored check.
- **Purpose of Check** – Enter the purpose of the dishonored check.
- **DM Number** – Enter the DM number from Treasury.
- **Student ID** – Enter the Student ID number, if applicable.
- **Returned by the bank Date** – Enter the returned date.
- **Return reason** – Select the return reason from the drop down menu (default: insufficient funds).
- **Remit Due Date** – Enter the remit due date (default: 15 days from current date).
- **Do Not Hear From You Date** – Enter the do not hear from you date (default: 15 days from current date).
- **Phone Number** – Enter your Department/College/Business Office phone number.

Other Fields

- **Service Charge** – System populated, $25.00.
- **Total Due** – System calculated, total amount due is the sum of the Amount of Check and Service Charge.

**Customer Invoice Print File Sample**

The following legend identifies information displayed on the Customer Invoice Print File screenshot and its corresponding location on the Customer Invoice eDoc.

INV# populated from the INV eDoc attributes
OO populated from Organization Options attributes.
CUS populated from Customer attributes.
# Invoice

**University of Hawaii**
Kahului, HI 96732
FED ID #990000354

**Invoice Number:** 6994649

**Billed By:** (Do Not Remit To):

- Allied Health Department
- Phone:
- Fax:

**Prepared By:** Marlene Curtis

**Agreement/Doc #:** INV1
**Agreement/Doc Date:** 07/07/2021

**Ship To:**
COUNTY OF MAUI/DEPT OF FINANCE
CLAIMS DIVISION
200 SOUTH HIGH STREET
WAILUKU, HI 96793

**Customer Number:** 2098
**Attn:** GABBY MACARAEG

## Item Details

<table>
<thead>
<tr>
<th>QTY</th>
<th>UNIT</th>
<th>DESCRIPTION</th>
<th>ITEM CODE</th>
<th>UNIT PRICE</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.00</td>
<td>EA</td>
<td>HEP B TITERS</td>
<td>INV12</td>
<td>60.00</td>
<td>180.00</td>
</tr>
</tbody>
</table>

(Additional invoice lines may be printed on the following pages)

**Due upon receipt of invoice**

**Pay This Amount:** INV13

---

**Please make checks payable in U.S. currency to:**

- University of Hawaii

**Invoice Date:** 07/07/2021
**Invoice:** 6994649
**Customer Nbr:** 2098
**MU2245173**

**Attn:** GABBY MACARAEG
**Remit To:** UNIVERSITY OF HAWAII

**County of Maui/Dept of Finance
Claims Division
200 South High Street
Wailuku, HI 96793**

**Address:**

- UH MAUI COLLEGE-CASHIER OFFICE
  310 W. KAHHUMANU AVENUE
  KAHULUI, HI 96732-1517

**Check No:** INV13

---

The Customer Invoice Generate Print File Sample.
The Customer Invoice INV eDoc Sample.
Customer Invoice Examples

Example 1: Create New Customer Invoice

Kealoha, Andrea (andreake) needed to create a new invoice for work order #63, Mahi Pono 7/22/21 invoice. INV eDoc number 7037923 was processed.

Document Overview tab

- **Description**: Starts with the 3 digit Fiscal Office Code of 058 followed by a brief description of the transaction.
- **Organization Document Number**: The default for this field is blank. For this example, the Organization Invoice Number is not used, so the default is used.
- **Explanation**: Includes a more detailed description of the transaction, in this example no description entered. In this example, none was entered, so the default is used.

The initial Organization tab, with the editable fields.

Organization tab

- **Processing Chart Code**: System assigned (MU - UH Maui College, based on user’s AR qualifier and Organization Options).
- **Processing Organization Code**: System assigned (MU, based on user’s AR qualifier and Organization Options).
- **Organization Invoice Number**: The default for this field is blank. For this example, the Organization Invoice Number is not used, so the default is used.
- **Billing Chart Code**: System assigned (MU - UH Maui College, based on user’s AR qualifier).
• **Billing Organization Code**: (STEM, based on user’s AR qualifier). Remember, if you have a Processor profile, you will need to update the Billing Organization Code by using the Organization Lookup.

The initial Recurrence Details tab, with the editable fields.

**Recurrence Details tab**

• For this example, the Recurrence information is not used, so the fields are left blank.

A screenshot of the initial General tab with highlighted editable fields is displayed above.

**General tab**

• **Customer Information section definition**
  o **Customer Number**: ‘5754’ is entered.
  o **Customer Purchase Order Number**: Default is blank, not filled in.
  o **Customer Name**: ‘MAHI PONO LLC’ filled in by the system.
  o **Customer Purchase Order**: Default is blank, not filled in.

• **Detail Information section definition**
  o **Billing Date**: ‘07/22/2021’ filled in by the system.
  o **Terms**: ‘NET 30 DAYS’ is entered.
  o **Due Date**: ‘08/21/2021’ is populated by the system and is used.
  o **Open Invoice indicator**: Default is 'Yes' this field is maintained by the system.

• **Statement Information section definition**
  o **Header Text**: Default is blank, not filled in.
- **Print Invoice Indicator**: Default is ‘Send to USER Queue’ and not updated.
- **Attention Line Text**: Default is blank, not filled in.
- **Print Date**: ‘07/22/2021’ is filled in and maintained by the system.
- **Invoice Type and Reason Code section definition**
  - **Invoice Type**: ‘S’ (Goods and Services) is entered.
  - **Reason Code**: ‘NO’ (Not Applicable) is entered. For S INVs, NO should be used.

A screenshot of the initial Billing/Shipping tab with the editable fields is displayed above.

**Billing/Shipping tab**

**Bill to Address section definition**
- **Bill To Address Identifier**: ‘4959’ is system returned. This selection automatically populates the Bill To Address fields with the information saved in the record. The default value is the primary address for the customer.

**Billing/Shipping definition**
- **Ship To Address Identifier**: Default shows blank (this selection also automatically populates the “Ship To Address,” is blank on customer profile). No shipping address is specified, so goods are treated as picked up at the billing organization’s location.
A screenshot of the initial Accounting Lines tab with the editable fields is displayed above and a completed Accounting Lines tab is displayed below.

**Accounting Lines tab**
- **Chart**: ‘MU’ is entered.
- **Account**: ‘2303334’ is entered.
- **Sub-Account**: Default is blank, not filled in.
- **Object**: ‘0750’ is entered.
- **Sub-Object**: Default is blank, not filled in.
- **Project**: Default is blank, not filled in.
- **Org Ref Id**: Default is blank, not filled in.
- **Invoice Item Code**: Default is blank, not filled in.
- **Invoice Item Quantity**: Default is ‘1’, and updated to ‘6.’
- **Invoice Item Description**: ‘ECOLI’ is entered.
- **Invoice Item Service Date**: ‘07/21/2021’ is entered.
- **Invoice Item Unit of Measure Code**: Default is ‘EA’ and used.
- **Invoice Item Unit Price**: ‘45’ is entered.
- **Amount**: The amount is calculated or updated after the ‘refresh’ or ‘add’ is selected. This field is maintained by the system.
• Actions Taken
  o After submittal, the INV eDoc in this case is also immediately finalized (completed). Since the INV type is not a SA, DM, or CINV, the system does not route the INV eDoc to a Central Office and does not send an FYI request to the Initiator (Kealoha, Andrea).

For more information about the standard document header, tabs, and workflow action buttons, please refer to the the Standard KFS eDoc Layout User Guide.
Final Version of Customer Invoice eDoc 7037923.
### INVOICE

**UNIVERSITY OF HAWAII**

Kahului, HI 96732

FED ID #996000354

**INVOICE 7037023**

**CUSTOMER NUMBER** 5754

**ATTN:**

**SHIP TO:**

**BILLED BY (DO NOT REMIT TO):**

Science, Technology Engineering & Math Dept

**PHONE:** (808) 984-3257

**FAX:**

**PREPARED BY:** Andrea Kealoha

**AGREEMENT/DOC#:**

**AGREEMENT/DOC DATE:** 07/22/2021

<table>
<thead>
<tr>
<th>GRT</th>
<th>UNIT</th>
<th>DESCRIPTION</th>
<th>ITEM CODE</th>
<th>UNIT PRICE</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.00</td>
<td>EA</td>
<td>ECOLI</td>
<td>45.00</td>
<td>270.00</td>
<td></td>
</tr>
</tbody>
</table>

*(additional invoice lines may be printed on the following pages)*

**NET 30 DAYS**

**PAY THIS AMOUNT:** 270.00

---

**Detach & Return Lower Portion with Payment**

**PLEASE MAKE CHECKS PAYABLE IN U.S. CURRENCY TO:** UNIVERSITY OF HAWAII

**INVOICE DATE:** 07/22/2021

**INVOICE:** 7037923

**CUSTOMER NBR:** 5754

**MU2303334**

**ATTN:**

**REMIT TO:** UNIVERSITY OF HAWAII

UH MAUI COLLEGE-CASHIER OFFICE

310 W. KAʻAHUMANU AVENUE

KAHULUI, HI 96732-1617

**DUE DATE:** 09/21/2021

**AMOUNT DUE:** 270.00

000000027000 00007037923 000005754 0

---

Final pdf version of Customer Invoice eDoc 7037923.
Example 2: Create New Customer Invoice with Item Code

Ah Nee, Malia (maliaka) needed to create a new INV, “Polycom room use, Kaaie 103, on 10/4/18 from 830am - 1130pm.” INV eDoc #3667217 was processed.

Document Overview tab
- **Description:** Starts with the 3 digit Fiscal Office Code of 058 followed by a brief description of the transaction.
- **Organization Document Number:** The default for this field is blank.
- **Explanation:** Includes a more detailed description of the transaction, the default for this field is blank. For this example, details for the room rental are filled in.

Organization tab
- **Processing Chart Code:** System assigned (MU - UH Maui College, based on user’s AR qualifier and Organization Options).
- **Processing Organization Code:** System assigned (MU, based on user’s AR qualifier and Organization Options).
- **Organization Invoice Number:** The default for this field is blank. For this example, the Organization Invoice Number is not used, so the default is used.
- **Billing Chart Code:** System assigned (MU - UH Maui College, based on user’s AR qualifier).
- **Billing Organization Code:** (ITS, based on user’s AR qualifier).

The initial Recurrence Details tab, with the editable fields.
Recurrence Details tab

- For this example, the Recurrence information is not used, so the fields are left blank.

The initial General tab, with the editable fields.

General tab

- **Customer Information section definition**
  - Customer Number: ‘3894’ is entered.
  - Customer Purchase Order Number: Default is blank, not filled in.
  - Customer Name: ‘COURTROOM CONNECT’ filled in by the system.
  - Customer Purchase Order: Default is blank, not filled in.

- **Detail Information section definition**
  - Billing Date: ‘10/17/2018’ filled in by the system.
  - Terms: Default is blank, not filled in.
  - Due Date: ‘11/16/2018’ is populated by the system and is used.
  - Open Invoice Indicator: ‘No,’ this field is maintained by the system, default is ‘Yes’.

- **Statement Information section definition**
  - Header Text: ‘Facilities Rental Fee’ is entered, default is blank.
  - Print Invoice Indicator: ‘Send to BILL Queue’ is selected, default is ‘Send to USER Queue’.
  - Attention Line Text: Default is blank, not filled in.
  - Print Date: ‘01/09/2019’ is filled in and maintained by the system.

- **Invoice Type and Reason Code section definition**
  - Invoice Type: ‘S’ (Goods and Services) is selected.
  - Reason Code: ‘NO’ (S – Not Applicable) is selected. For S INVs, NO should be used.
A screenshot of the initial Billing/Shipping tab with the editable fields is displayed above.

Billing/Shipping tab
Bill to Address section definition
- **Bill To Address Identifier**: ‘3035’ is system populated after the CUS # is entered. This selection automatically populates the Bill To Address fields with the information saved in the record. The default value is the primary address for the customer.

Billing/Shipping definition
- **Ship To Address Identifier**: Default shows blank (this selection also automatically populates the “Ship To Address,” is blank on customer profile). No shipping address is specified, so goods are treated as picked up at the billing organization’s location.

The initial Accounting Lines tab, with the editable fields.
Accounting Lines tab

- **Chart:** ‘MU’, per Customer Invoice Item Code.
- **Account:** ‘2263532’, per Customer Invoice Item Code.
- **Sub-Account:** Default is blank, not filled in.
- **Object:** ‘0750’, per Customer Invoice Item Code.
- **Sub-Object:** Default is blank, not filled in.
- **Project:** Default is blank, not filled in.
- **Org Ref Id:** Default is blank, not filled in.
- **Invoice Item Code:** Enter the Invoice Item Code (RENTAL) or search from the Customer Invoice Item Code Lookup (see screenshot below).
- **Invoice Item Quantity:** Default is ‘1’, and is used.
- **Invoice Item Description:** ‘FACILITIES RENTAL CHARGES 10/4/18’ is entered. Per Customer Invoice Item Code: “FACILITIES RENTAL CHARGES” is used and updated.
- **Invoice Item Service Date:** ‘10/04/2018’ is entered, default is blank.
- **Invoice Item Unit of Measure Code:** Default is ‘EA’, and is used.
- **Invoice Item Unit Price:** ‘450’ is entered.
- **Amount:** The amount is calculated or updated after the ‘refresh’ or ‘add’ is selected. This field is maintained by the system.
Customer Invoice Item Code “RENTAL.”

A screenshot of the initial Notes and Attachments tab with the editable fields is displayed above.

Notes and Attachments tab

- **Note Text:** ‘Polycom room use: 3 hours 8 $150 per hour, totals $450’ is entered.
- **Note Text:** ‘Per Courtroom Connect, the address has changed to 3901 Roswell Rd | Suite 302 | Marietta, GA 30062’ is entered.
- **Note Text:** ‘Closed by Awana, Liane with APP 3972879.’ is system generated. The notes is generated when the Application (APP) eDoc, generated by the Control (CTRL) eDoc, applies the payment to the INV in the AR module is finalized.
- **Attached File:** ‘Default is blank, not filled in.’
- **Actions Taken**
  - After submittal, the INV eDoc has no additional routing and is finalized (completed).

For more information about the standard document header, tabs, and workflow action buttons, please refer to the the [Standard KFS eDoc Layout User Guide](#).
Final Version of Customer Invoice eDoc #3667217.
Example 3: Copy a Customer Invoice

Nakamura, Gary (garyn) needed to create a new invoice, using the copy feature, for INSTRUCTIONAL COSTS. INV eDoc #7174621 was processed.

Search for the INV to be copied from.

Click on the Document ID number to view the INV to be copied. On the bottom of the INV, select “copy” button.

Document Overview tab
- **Description**: Starts with the 3 digit Fiscal Office Code of 029 followed by a brief description of the transaction.
• **Organization Document Number**: Default is blank, not filled in.

• **Explanation**: Includes a more detailed description of the transaction, in this example no description entered, so the default is used.

A screenshot of the initial Organization tab with the editable fields is displayed above.

**Organization tab**

• **Processing Chart Code**: System assigned (WO - UH-West Oahu, based on user’s AR qualifier and Organization Options, on their Role 54 qualifier).

• **Processing Organization Code**: System assigned (WO, based on user’s AR qualifier and Organization Options).

• **Organization Invoice Number**: The default for this field is blank. For this example, the Organization Invoice Number is not used, so the default is used.

• **Billing Chart Code**: System assigned (WO - UH-West Oahu, based on user’s AR qualifier).

• **Billing Organization Code**: (BUS, based on user’s AR qualifier). Remember, if you have a Processor profile, you will need to update the Billing Organization Code by using the Organization Lookup.

A screenshot of the initial Recurrence Details tab with the editable fields is displayed above.

**Recurrence Details tab**

• For this example, the Recurrence information is not used, so the fields are left blank.
A screenshot of the initial General tab with the highlighted editable fields is displayed above.

General tab

- **Customer Information section definition**
  - Customer Number: ‘3998’ is copied and used.
  - Customer Purchase Order Number: Default is blank, not filled in.
  - Customer Name: ‘JAMES CAMPBELL HIGH SCHOOL’ filled in by the system.
  - Customer Purchase Order: Default is blank, not filled in.

- **Detail Information section definition**
  - Billing Date: ‘09/14/2021’ filled in by the system.
  - Terms: Default is blank, not filled in.
  - Due Date: Default is 90 days, filled in by the system.
  - Open Invoice indicator: Default is ‘Yes’ this field is maintained by the system.

- **Statement Information section definition**
  - Header Text: Default is blank, not filled in.
  - Print Invoice Indicator: Default is ‘Send to USER Queue’ and not updated.
  - Attention Line Text: ‘DR. RICK YAMASHIRO’ is copied and used.
  - Print Date: ‘09/14/2021’ is filled in and maintained by the system.

- **Invoice Type and Reason Code section definition**
  - Invoice Type: ‘S’ is copied and used.
  - Reason Code: ‘NO’ (S – Not Applicable) is selected. For S INVs, NO should be used.

A screenshot of the initial Billing/Shipping tab with the editable fields is displayed above.

- **Billing/Shipping section definition**
  - Bill To Address Identifier: ID 3144
  - Ship To Address Identifier: ID 3144
  - Note: When CUS # is filled in Billing & Shipping Address is populated

A screenshot of the initial Billing/Shipping tab with the editable fields is displayed above.
Billing/Shipping tab

Bill to Address section definition

- **Bill To Address Identifier**: ‘3144’ is copied and used. This selection automatically populates the Bill To Address fields with the information saved in the record. The default value is the primary address for the customer.

Billing/Shipping definition

- **Ship To Address Identifier**: ‘3144’ is copied and used. This selection automatically populates the Ship To Address fields with the information saved in the record. The default value is the primary address for the customer.

A screenshot of the initial Accounting Lines tab with the editable fields is displayed above.
Accounting Lines tab

- **Chart**: ‘WO’ is copied and used.
- **Account**: ‘2210410’ is copied and used.
- **Sub-Account**: ‘2021’ is copied and used.
- **Object**: ‘0010’ is copied and used.
- **Sub-Object**: Default is blank, not filled in.
- **Project**: Default is blank, not filled in.
- **Org Ref Id**: Default is blank, not filled in.
- **Invoice Item Code**: Default is blank, not filled in.
- **Invoice Item Quantity**: ‘15’ is copied, and updated to ‘21.’
- **Invoice Item Description**: ‘PER MEMORANDUM OF AGREEMENT ... FOR FALL 2020’ is copied and updated to ‘PER MEMORANDUM OF AGREEMENT (EARLY COLLEGE) BETWEEN THE UNIVERSITY OF HAWAII AND THE HAWAII STATE DEPT OF EDUCATION DATED 06/08/2018, WITH JAMES CAMPBELL HIGH SCHOOL ADDENDUMS A-C - INSTRUCTIONAL COSTS TO TEACH ART 112 (CRN 67525), BUSA 120 (CRN 67522), CM 120 (CRN 67869), EDEF 107 (CRN 67672), PSY 100 (CRN 67519), PSY 100 (CRN 67521) AND PSY 100 (CRN 67893) FOR FALL 2021’.
- **Invoice Item Service Date**: Default is blank, not filled in.
- **Invoice Item Unit of Measure Code**: Default is ‘EA’ and used.
- **Invoice Item Unit Price**: ‘2,000’ is copied and used.
- **Amount**: The amount is calculated or updated after the ‘refresh’ or ‘add’ is selected. This field is maintained by the system.

A screenshot of the initial Notes and Attachments tab of copied INV, with the editable fields is displayed above.
Notes and Attachments tab

- **Note Text**: ‘copied from document 6331515’ is system generated.
- **Note Text**: ‘RFI AND MOA’ is entered.
- **Attached File**: ‘Scanned from UHWO (6).pdf’ is attached.

**Actions Taken**

- After submittal, the INV eDoc is this case is also immediately finalized (completed). Since the eDoc is not a SA, DM, or CINV invoice type, the system does not route the INV to a Central Office and does not send an FYI request to the Initiator (Nakamura, Gary) prior to INV finalization.

For more information about the standard document header, tabs, and workflow action buttons, please refer to the the [Standard KFS eDoc Layout User Guide](#).
**Final Version of Customer Invoice eDoc #7174621.**