

# **Bill Management User's Guide**

## What is Bill Management?

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*Bill Management* is an internet-based account management application that provides self-service access to accounts receivable, including the following capabilities:





- view real-time account summary and detail information
- review transaction balance, aging, and credit memo status information
- request a reprint of an invoice or proof of delivery.


Using this newly enhanced application, accounts can be accessed 24 hours a day, 7 days a week.

# Common Functions in Bill Management

*Bill Management* provides access to various functions by using buttons, checkboxes, links, drop down lists, and blue flags to search, review, print and pay invoices.

Refer to the example above to see some of the most commonly used icons in the Bill Management application:

-  Check boxes are used to make selections.
-  Plus signs are used to expand or close areas on a page. The + sign denotes there is more information to be shown if clicked.
-  Drop down lists are provided to make selections from a predefined list of values.
-  The Go button sends a command to the application to complete the function.

**Note:** Whenever the  button is displayed, it must be clicked using a mouse to perform the step.

Any field that is underlined can be clicked on to access more detailed information through a hyperlink.

While working in Bill Management, a combination of these icons, buttons, and features will be used to navigate the account's details.

After selecting and opening an account, the account's aging and three tabs will appear. The new page will always default to the *Home* tab as the *Account Summary* page. This tab displays the account summary information, as shown in the example below. The *Account Summary* page is designed to give a quick summary of an account. This screen will also display any open invoices, their age, and the account balance.

There are also links to request a Proof of Delivery (POD), an Invoice Reprint, and/or to view the User Guide.

**Office DEPOT Max Bill Management**  
OU\_US-OFFICE DEPOT BILLING TEST 17-9607150

Home Account Requests

**Account Summary**

Your Account Balance: USD 57,162.04

Overdue Receivables	58,131.98	<input type="checkbox"/> Hide Aging	
Total Open Receivables	58,131.98	Current Current	0.00
Open Payments	0.00	1 - 30 Days Past Due	0.00
Unapplied Credit Memos	-969.94	31 - 60 Days Past Due	0.00
Account Balance	57,162.04	61 - 90 Days Past Due	24,100.44
		91 - 180 Days Past Due	33,061.60
		181 - 365 Days Past Due	0.00
		366 + Days Past Due	0.00
Pending Credit Requests	0.00		
Remaining Guarantee	0.00		

**Related Information**  
Important Information In Bill Management

- Are you requesting proof of delivery or reprint of an invoice dated prior to June 28th, 2009? If so, click [here](#) to download a request form.

**How to Use Bill Management**

- [Check User Guide.](#)

**Contacts**

- For billing questions, please call 800-269-6888.

**eBill Download**

- When the blue box contains a negative sign all available information is displayed. To hide this information click on the box.
- The account's *Aging* is displayed, broken down by number of days past due.

If the highlighted link for *Open Payments* is clicked, the *Account Details* screen will open, as shown below.

**Office DEPOT Max Bill Management**  
OU\_US-OFFICE DEPOT BILLING TEST 17-9607150

Home Account Requests

**My Account**

**Account Details**

Open Payments: USD 0.00 Unapplied Payments: USD 0.00 On Account Payments: USD 0.00

**Search**

Status: Open/pending Consolidated Bill:   
Transaction Type: Payments Transactions:   
Currency: USD Enter one Transaction per line.

☐ Show More Search Options

Go Clear

Total Transactions: 1 Total Original Amount: 0.00 Total Remaining Amount: 0.00

☐ Select All 1

**Select Payments:** Add to Transaction List

Select All Select None


Select Payment	Status	Transaction Date	Apply Date	Applied to Transaction	Original Amount	Remaining Amount	Organization
<input type="checkbox"/> 314644138	Open	12-Jan-2014			0.00	0.00	OU_US

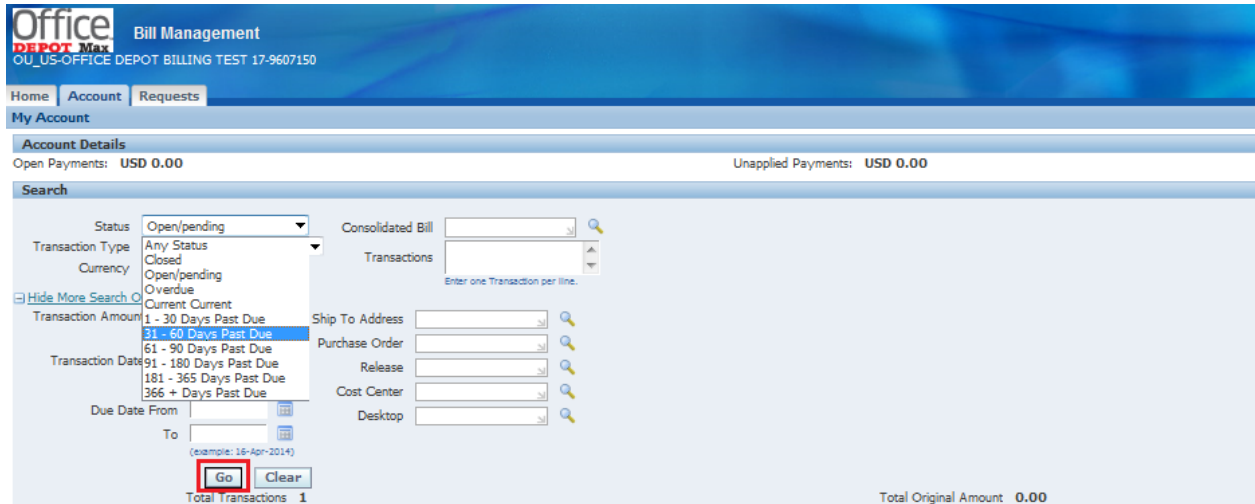
**Recalculate**


Template Payment Header Selected Transactions Original Amount Remaining Amount  
Export Note: Exporting may take several minutes. Download XML file Format EXCEL

Home Account Requests Contact Us Transaction List Home Logout

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- Clicking the transaction in the *Payment* column will open the additional details for the transaction.
- To search for a specific item or group of items, use the drop down arrow next to “Status” and click the  button.



- The drop down box is used to select the 31-60 days option in this example.
- The  button is clicked to have the application search for the information requested.

These features will be used continuously throughout Bill Management.

## Account Summary Page

The *Account Summary* page is designed to present an overview with quick and easy access to transactions. Transaction types include invoices, credit memos, and payments that are associated with an account.

Any amount that is underlined on the *Account Summary* page indicates that there is a hyperlink to additional information that will appear on the *Account Details* page. In this example, we will display the *Total Open Receivables* link on the *Account Summary* page as shown below.

**Office DEPOT Max** Bill Management  
OU\_US-OFFICE DEPOT BILLING TEST 17-9607150

Home Account Requests

### Account Summary

Your Account Balance: **USD 57,162.04**

Overdue Receivables	<u>58,131.98</u>	<a href="#">Hide Aging</a>	Current Current	0.00
Total Open Receivables	<u>58,131.98</u>		1 - 30 Days Past Due	0.00
Open Payments	0.00		31 - 60 Days Past Due	0.00
Unapplied Credit Memos	-969.94		61 - 90 Days Past Due	<u>20,083.70</u>
Account Balance	<u>57,162.04</u>		91 - 180 Days Past Due	<u>37,078.34</u>
Pending Credit Requests	0.00		181 - 365 Days Past Due	0.00
Remaining Guarantee	0.00		366 + Days Past Due	0.00

[eBill Download](#)

Clicking on the *Total Open Receivables* link opens the *Account Details* page shown below. The *Account Details* page can also be accessed by clicking on the Accounts tab at the top right corner of the *Account Summary* page.

Account Details: OFFICE DEPOT TEST ACCOUNT:141760

Current Current: **USD 68,548.74**

Search

Status: Current Current Transaction: Transaction Type: All Receivables Currency: USD

[Show Advanced Search](#) [Go](#)

Total Transactions: 12 Total Original Amount: 68,548.74 Total Remaining Amount: 68,548.74

☐ Select All 12

Select Receivables: [Pay](#) [Add to Transaction List](#) [Apply Credits](#)

Select All | Select None

Select Transaction	Type	Status	Transaction Date	Due Date	Purchase Order	Sales Order	Original Amount	Remaining Amount
<input type="checkbox"/> 155001	Invoice	Open	02-Apr-2008	31-May-2008			532.50	532.50
<input type="checkbox"/> 155002	Invoice	Open	02-Apr-2008	31-May-2008			790.75	790.75
<input type="checkbox"/> 155003	Invoice	Open	02-Apr-2008	31-May-2008			1,065.00	1,065.00
<input type="checkbox"/> 155004	Invoice	Open	02-Apr-2008	31-May-2008			1,597.50	1,597.50
<input type="checkbox"/> 155005	Invoice	Open	02-Apr-2008	31-May-2008			234.30	234.30
<input type="checkbox"/> 155006	Invoice	Open	02-Apr-2008	31-May-2008			292.88	292.88
<input type="checkbox"/> 155007	Invoice	Open	02-Apr-2008	31-May-2008			117.15	117.15
<input type="checkbox"/> 155008	Invoice	Open	02-Apr-2008	31-May-2008			52.19	52.19
<input type="checkbox"/> 155009	Invoice	Open	02-Apr-2008	31-May-2008			105.44	105.44
<input type="checkbox"/> 155010	Invoice	Open	02-Apr-2008	31-May-2008			492.03	492.03
<input type="checkbox"/> 155015	Invoice	Open	02-Apr-2008	31-May-2008			4,153.50	4,153.50
<input type="checkbox"/> 155016	Invoice	Open	02-Apr-2008	31-May-2008			59,107.50	59,107.50

Select Receivables: [Pay](#) [Add to Transaction List](#) [Apply Credits](#)

[Recalculate](#) Selected Transactions Original Amount Remaining Amount

Template: All Receivable Transactions Header Locale: English United States (\*) Default Template Format: HTML

[Export](#)

The *Account Details* page can be used to:

- Select a transaction to view in greater detail
- Select a transaction and add it to a transaction list
- Export transactions in a variety of formats (i.e., Excel, HTML, PDF or RTF)
- Sort the displayed transactions by clicking on the column titles
- Change the type of transaction displayed by using the search feature.

The *Accounts Detail* page is also used to search for different types of transactions (i.e., Invoices, Payments, Credits), as discussed in the section on Searching for Transactions.


## Searching for Transactions

To search for transactions, use the fields at the top of the *Account Details* page, as shown in the screen shot below. This example searches for Invoices that have the status of Overdue.

1. From the *Account Details* page, select the appropriate *Status* by clicking on the drop down arrow next to *Status*. Possible *Status* selections include: closed, open/pending, overdue, current, and several past due buckets based upon number of days overdue. In this case, the search is for transactions with the status of *Overdue*.

The screenshot shows the 'Office DEPOT Max Bill Management' interface. The 'Account Details' section shows an account balance of 57,162.04. The 'Search' section has the following filters: Status: Overdue, Transaction Type: All Receivables, Currency: All Receivables. A red arrow points to the 'Consolidated Bill' field with a text box saying 'Enter the Consolidated Bill or Transaction number(s) here.' The 'Total Original Amount' is 58,131.98 and the 'Total Remaining Amount' is 632.54. The 'Select Receivables' dropdown is open, showing 'Invoices' selected. The 'Go' button is visible. Below the search filters is a table of transactions.

Select	Consolidated Bill	Transaction	Type	Status	Transaction Date	Due Date	Purchase Order	Release	Cost Center	Desktop	Original Amount	Remaining Amount	Organization
<input type="checkbox"/>		324473534002	Invoice	Overdue	13-Dec-2013	13-Dec-2013	J10	555	GGG	7G	632.54	632.54	OU_US
		324473534003	Invoice	Overdue	14-Dec-2013	14-Dec-2013	J10	555	GGG	7G	632.54	632.54	OU_US

2. Click the *Transaction Type* drop down arrow and click *Invoices*.
3. Click the  button to run the query.
4. The query runs and then all open/pending invoices are displayed.



To narrow down your search, use one of the following:

- The *Transaction* or *Consolidated Bill* number if available.
- Use the *Show More Search Options* feature to look for a transaction that occurred within a particular date range, for a certain amount, or by a special field. (See the screen shot below.)

The results can be sorted by clicking on any column title. For example to sort the transactions by date, click on the *Transaction Date* column header.

The screenshot shows a 'Search' window with the following fields and values:

- Status: Overdue
- Transaction Type: All Receivables
- Currency: USD
- Consolidated Bill: (empty)
- Transactions: (empty)
- Hide More Search Options: (checked)
- Transaction Amount From: (empty)
- To: (empty)
- Transaction Date From: (empty)
- To: (empty)
- Due Date From: (empty)
- To: (empty)
- Ship To Address: (empty)
- Purchase Order: (empty)
- Release: (empty)
- Cost Center: (empty)
- Desktop: (empty)

Buttons: Go, Clear

Results: Total Transactions 241, Total Original Amount 58,131.98

This data can be exported by using the instructions in the Exporting Search Results section.

## Exporting Search Results

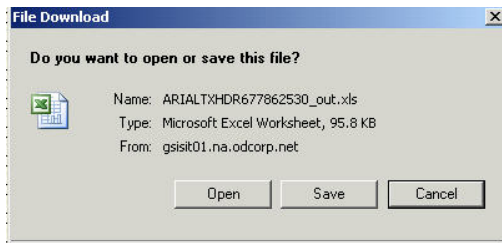
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Once the search is completed, the results can be exported to a computer drive.

1. Run a search and review the query results.
2. Sort the results as desired by clicking on one of the column titles. Clicking a new column title will sort records in ascending order and clicking the same column title again will change it to descending order.
3. Scroll down to the bottom of the page.
4. Select the format that you would like for the file (EXCEL, HTML, PDF or RTF). The default is EXCEL.



5. Click the **Export** button.
6. When prompted, select the appropriate button to open or save the file. **Note:** It is recommended to save the file before opening it.



The file opens in the format selected, the default export format is Excel.

**Note:** If HTML was chosen, the file will open in an internet browser.

## Using Links on the Account Details Page

On the *Account Details* page, as in the rest of the Bill Management application, any document or transaction that is underlined can be opened by clicking on the hyperlink. For example, to view an invoice from the *Account Details* page to see the specific items that were purchased on that invoice.

Status: Overdue Consolidated Bill:  Transaction Type: All Receivables Currency: USD Transactions:

[Show More Search Options](#)

Total Transactions: **241** Total Original Amount: **58,131.98**

☐ Select All 241

Select Receivables:

[Select All](#) | [Select None](#)

Select	Consolidated Bill	Transaction	Type	Status	Transaction Date	Due Date	Purchase Order	Release	Cost Center	Desktop	Original Amount	Re
<input type="checkbox"/>		<a href="#">324473534002</a>	Invoice	Overdue	13-Dec-2013	13-Dec-2013	J10	555	GGG	7G	632.54	
<input type="checkbox"/>		<a href="#">324473534003</a>	Invoice	Overdue	14-Dec-2013	14-Dec-2013	J10	555	GGG	7G	632.54	
<input type="checkbox"/>		<a href="#">324473534004</a>	Invoice	Overdue	15-Dec-2013	15-Dec-2013	J10	555	GGG	7G	632.54	
<input type="checkbox"/>	<a href="#">4071770</a>	<a href="#">324452760007</a>	Invoice	Overdue	24-Dec-2013	23-Jan-2014	E5	0	BBB	7G	391.57	
<input type="checkbox"/>	<a href="#">4071770</a>	<a href="#">324451780007</a>	Invoice	Overdue	24-Dec-2013	23-Jan-2014	A1	555	FFF	6F	311.56	
<input type="checkbox"/>	<a href="#">4071770</a>	<a href="#">324464391007</a>	Invoice	Overdue	24-Dec-2013	23-Jan-		222	EEE	9I	11.65	

1. Click once on the transaction number to open it.

**My Account**  
Account: [My Account](#)  
Invoice 324473534002

**Invoice Information**

Bill To Address: OFFICE DEPOT BILLING TEST 17  
6600 N MILITARY TRL  
BOCA RATON, FL 334962434

Ship To Address: OFFICE DEPOT BILLING TEST  
1590 N FEDERAL HWY  
FORT LAUDERDALE, FL 333041432 USA

Remit To Address: PO Box 633211  
Cincinnati, OH 45263-3211

Please include the invoice number on all remittances and include remittance copy with postal payments.

Invoice	
Billing Date	Ship Date
13-Dec-2013	13-Dec-2013
Purchase Order	
J10	
Sales Order	
324473534002	
Shipping Reference	Ship Via
0	
Account Number	Customer Location
20102639-00001-A0	BILL TO
Billing ID	SPC (Store/Date/Reg/Trans)
9607150	
Attachments	
None	


Terms	Due Date	Salesperson	Customer Contact	Customer Phone	Customer Fax
IMMEDIATE	13-Dec-2013	Depot, Office			

Line Num	Catalog	Item Num	Description	Quantity Shipped	Unit Price	Extended Amount
1	962148		INK,HP 56A,TWIN PACK,BLACK	5	46.99	234.95
2	962148		Tiered Discount	5	-0.47	-2.35
3	234200		PEN,RT,SOFT GRIP,12PK,BLUE	4	10.99	43.96
4	234200		Tiered Discount	4	-0.11	-0.44
5	734373		PEN,BP,RTRCTBLE,GRIP,DOZEN,BLU	3	8.99	26.97
6	734373		Tiered Discount	3	-0.09	-0.27
8	334630		Tiered Discount	11	-0.27	-2.97
7	334630		RIBBON,THERMAL,OD,XX-FA93	11	26.99	296.89
<b>Sub Total</b>						596.74

2. The invoice is displayed including the following action buttons:

<a href="#">POD</a>	<a href="#">PDF Copy</a>	<a href="#">Activities</a>	<a href="#">Email/Fax Copy</a>
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Here is what these buttons do:

-  This button is used to view the Proof of Delivery for the selected invoice. This self-service option is available for POD's.

Order number	<b>690887682-001</b>		
Order date	<b>/2/14/01/0</b>		


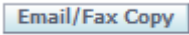
Signature image	UPS used for delivery.		
Customer ID	<b>0031579675</b>		
PO number	<b>0</b>		
Customer name	<b>DIV OF FORESTRY</b>		
Contact name	<b>FELICIA THOMAS</b>		
Contact phone	<b>3864474288</b>		
Customer instructions	<b>NATIONAL ACCOUNT</b>		

Ship-to address	Bill-to address
<b>5001 N US HIGHWAY 1</b>	<b>407 S CALHOUN ST STE 209</b>
<b>BUNNELL DIST</b>	<b>TALLAHASSEE</b>
<b>BUNNELL</b>	<b>FL 323996555</b>
<b>FL 321104349</b>	


Scheduled delivery date	<b>01/03/2014</b>
Order instructions	<b>None</b>
Number of delivered packages	<b>1</b>
Number of returned packages	<b>N/A</b>
Received by	
Delivery date	
Driver name	
Carrier name	<b>UPS</b>
Tracking number	<b>1Z22X7100378278001</b>

Amount due	<b>\$259.75</b>	
Payment details		
Tender Type	Account	Tender Amount
<b>Visa</b>	<b>*****5938</b>	<b>\$259.75</b>

Order items				
Item #	Qty Ordered	Qty Shipped	UOM	Description
<b>0344352</b>	<b>4</b>	<b>4</b>	<b>PK</b>	<b>BATTERY,MAX AA,36PK</b>
<b>0210142</b>	<b>2</b>	<b>2</b>	<b>PK</b>	<b>BATTERY,ALKALINE,M</b>
<b>0441574</b>	<b>2</b>	<b>2</b>	<b>EA</b>	<b>CAL,WAL,15X12,WRCR</b>
<b>0751054</b>	<b>2</b>	<b>2</b>	<b>EA</b>	<b>INK,HP 932XL,BLACK</b>
<b>0751108</b>	<b>1</b>	<b>1</b>	<b>EA</b>	<b>INK,OJ,933XL,MGNTA</b>
<b>0961679</b>	<b>1</b>	<b>1</b>	<b>PK</b>	<b>INK,HP 96/97,BK/CL</b>
<b>0343731</b>	<b>2</b>	<b>2</b>	<b>PK</b>	<b>BATTERY,9V,ALKA,2/</b>
<b>0288791</b>	<b>5</b>	<b>5</b>	<b>EA</b>	<b>MRKR,SHRPIE,TWIN,BLK</b>
<b>0288891</b>	<b>2</b>	<b>2</b>	<b>EA</b>	<b>MRKR,SHRP,TWINTP,BLU</b>
<b>0448972</b>	<b>1</b>	<b>1</b>	<b>PK</b>	<b>NT,FULADHSV,3X3,A</b>
<b>0690510</b>	<b>1</b>	<b>1</b>	<b>PK</b>	<b>NOTES,POP-UP,SS,10</b>

-  This button is used to view the lifecycle of the invoice, including all payments, credits, etc.
-  This button is used to fax or email a copy of the invoice.

To return to the previous page using one of the following methods:

- Use the *Account* link in the upper left hand corner of the screen
- Click the  button
- Click the *Account* tab.

**Note:** The browser's *Back* button is not recommended for use to return to a previous page, as it may cause a loss to any unsaved data. Refer to the following section for more detailed information on the following options:

- Paying for an invoice
- Requesting a POD
- Printing an invoice

## Paying Invoices

There are two ways to pay invoices. The fastest method is to select invoices from the *Account Details* page, but it is also possible to pay multiple invoices using the *Transaction List* feature.

### Paying from the Account Details Page

After logging into Bill Management, click on the *Total Open Receivables* link to open the *Account Details* page.

Home Account Requests	
Account Summary	
Your Account Balance:	USD 57,162.04
Overdue Receivables	58,131.98 <a href="#">Show Aging</a>
Total Open Receivables	58,131.98
Open Payments	0.00
Unapplied Credit Memos	-969.94
Account Balance	57,162.04
Pending Credit Requests	0.00
Remaining Guarantee	0.00

1. Click in the ☐ by the invoice(s) to pay (more than one invoice can be selected). Additionally, to pay all the open invoices, click on “*Select All*” at the top of the column where the checkboxes are.

Note, when selecting invoices ensure the “*Remaining Amount*” field does not contain a credit balance. This usually occurs when a duplicate or over-payment has been selected and is not a true credit memo. Please reach out to your Account Receivable Specialist for further assistance in applying the amount manually to open invoices, so we can properly research and ensure the proper and correct application.

Home Account Requests	
My Account	
Account Details	
Account Balance: 57,162.04	
Search	
Status: Open/pending	Consolidated Bill: <input type="text"/>
Transaction Type: All Receivables	Transactions: <input type="text"/>
Currency: USD	Enter one Transaction per line.
<a href="#">Show More Search Options</a>	
Go Clear	
Total Transactions: 241 Total Original Amount: 58,131.98 Total Remaining Amount: 58,131.98	
Query has exceeded 50 rows. Potentially more rows exist, please restrict your query.	
<input type="checkbox"/> Select All 51	
Select Receivables: Pay Add to Transaction List Apply Credits Export in CSV	
Previous 1-25 of 51 Next 25	
Select All Select None	
Consolidated	Transaction
Select Bill	Type Status Date Due Date Purchase Order Release Cost Center Desktop Original Amount Remaining Amount Organization Ship To
<input type="checkbox"/>	32447354002 Invoice Overdue 13-Dec-2013 13-Dec-2013 J10 555 GGG 7G 632.54 632.54 OU_US OFFICE DEPOT BILLING TEST, 1590 N FEDERAL HWY, FORT LAUDERDALE, FL 33304-1432, United States
<input type="checkbox"/>	324473534003 Invoice Overdue 14-Dec-2013 14-Dec-2013 J10 555 GGG 7G 632.54 632.54 OU_US OFFICE DEPOT BILLING TEST, 1590 N FEDERAL HWY, FORT LAUDERDALE, FL 33304-1432, United States
<input type="checkbox"/>	324473534004 Invoice Overdue 15-Dec-2013 15-Dec-2013 J10 555 GGG 7G 632.54 632.54 OU_US OFFICE DEPOT BILLING TEST, 1590 N FEDERAL HWY, FORT LAUDERDALE, FL 33304-1432, United States
<input type="checkbox"/>	4071720 324452760002 Invoice Overdue 24-Dec-2013 23-Jan-2014 E5 0 888 7G 391.57 391.57 OU_US OFFICE DEPOT BILLING TEST 17, 6600 N MILITARY TRL, BOCA RATON, FL 33496-2434, United States

The *Advanced Payment* window opens, where the selected invoices can be reviewed.

**Select Payment Method**

Payment Method

---

**New Bank Account**

Enter new bank account information. The routing number and account number usually appear in the lower left corner of your check, as shown in this illustration. If you are unsure of your account information, please confirm with your bank before completing this page.

Account Type

\* Routing Number

Bank Name

Branch Name

\* Account Number

\* Account Holder's Name

Bank Routing Number      Account Number      Check Number

---

**Invoice Summary**

TIP Payment date beyond the due date may attract interest or penalty if applicable

[Reset to Defaults](#)

Transaction Number	Transaction Type	Transaction Date	Due Date	Payment Terms	Amount Due Remaining	Discount Amount	Payment Amount	Service Charge	Dispute Currency Amount Code
324473534002	Invoice	13-Dec-2013	13-Dec-2013	IMMEDIATE	632.54	0.00	632.54	0.00	0.00 USD
324473534004	Invoice	15-Dec-2013	15-Dec-2013	IMMEDIATE	632.54	0.00	632.54	0.00	0.00 USD
324473534003	Invoice	14-Dec-2013	14-Dec-2013	IMMEDIATE	632.54	0.00	632.54	0.00	0.00 USD
<b>Recalculate Total</b>							<b>1,897.62</b>		

Remaining Balance 1,897.62 USD

Total Payment Amount 1,897.62 USD

Balance Due 0.00 USD

Dispute Amount 0.00 USD

If any incorrect invoices were selected, it will be necessary to perform the following steps to remove those invoices from the list of invoices to pay:

- Click the  button in the lower right side of the *Advanced Payment* window.
- Notice that when returned to the *Account Details* screen, the *Pay* button is no longer present.

OU\_US-OFFICE DEPOT BILLING TEST 17-9607150

[Home](#)
[Account](#)
[Requests](#)
[Transaction List](#)
[Home](#)
[Logout](#)

---

**My Account**

**Account Details**

Account Balance: **57,162.04**

---

**Search**

Status  Consolidated Bill

Transaction Type  Transactions

Currency

[Show More Search Options](#)

Total Transactions **241** Total Original Amount **58,131.98** Total Remaining Amount **58,131.98**

Query has exceeded 50 rows. Potentially more rows exist, please restrict your query.

☐ Select All

Select Receivables

Previous 1-25 of 51 Next 25

Select Bill	Transaction	Type	Status	Transaction Date	Due Date	Purchase Order	Release	Department	Desktop	Original Amount	Remaining Amount	Organization	Ship To
<input type="checkbox"/>	324473534002	Invoice	Overdue	13-Dec-2013	13-	J10	555	GGG	7G	632.54	632.54	OU_US	OFFICE DEPOT BILLING TEST,

- The process will then have to be restarted and the invoices to pay must be re-selected.
- Click on the *Transaction List* link at the top right side of the *Account Details* screen.
- Click on the *Clear All* button.

Office DEPOT Max Bill Management  
OU\_US-OFFICE DEPOT BILLING TEST 17-9607150

Home Account Requests Transactions

Clear All Pay Apply Credits Email/Fax Copies

Customer Name	Customer Number	Organization	Transaction	Type	Status	Date	Due Date	Purchase Order	Original Amount	Remaining Amount	Discount Amount	Currency	Remove
OFFICE DEPOT BILLING TEST 17	9607150	OU_US	324473534002	Invoice	Overdue	13-Dec-2013	13-Dec-2013	J10	632.54	632.54	0.00	USD	
OFFICE DEPOT BILLING TEST 17	9607150	OU_US	324473534003	Invoice	Overdue	14-Dec-2013	14-Dec-2013	J10	632.54	632.54	0.00	USD	
OFFICE DEPOT BILLING TEST 17	9607150	OU_US	324473534004	Invoice	Overdue	15-Dec-2013	15-Dec-2013	J10	632.54	632.54	0.00	USD	
<b>Total</b>									<b>1,897.62</b>	<b>1,897.62</b>	<b>0.00</b>		

Return to Account Details Clear All Pay Apply Credits Email/Fax Copies

Home Account Requests Contact Us Transaction List Home Logout

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- When the correct invoices are selected, click the *Pay* button at the bottom right side of the screen to pay by credit card.
- The *Credit Card* payment window will open.

Select Payment Method

Payment Method **New Credit Card**

Select Credit Card Type

\* Card Brand **American Express**

New Credit Card

\* Card Holder Name

\* Credit Card Number

Expiration Date **XX** **2014**

Invoice Summary

Reset to Defaults

Transaction Number	Transaction Type	Transaction Date	Due Date	Payment Terms	Amount Due Remaining	Discount Amount	Payment Amount	Service Charge	Dispute Currency
324473534003	Invoice	14-Dec-2013	14-Dec-2013	IMMEDIATE	632.54	0.00	632.54	0.00	0.00 USD
324473534002	Invoice	13-Dec-2013	13-Dec-2013	IMMEDIATE	632.54	0.00	632.54	0.00	0.00 USD
<b>Total</b>							<b>1,265.08</b>		


Recalculate

Remaining Balance 1,265.08 USD  
Total Payment Amount 1,265.08 USD  
Balance Due 0.00 USD  
Dispute Amount 0.00 USD

Cancel Apply

- Complete the following fields:
  - Select the Credit Card brand or type
  - Enter the name that appears on the credit card
  - Enter the Credit Card number
  - Enter the Expiration date




5. In the *Payment Amount* column, adjust if necessary.
  - **Be sure to click the *Recalculate* button if the amounts were changed.**
  - To return back to the original amounts, click the *Restore* button.
6. Click the  button when finished.
7. The application will return with a confirmation.

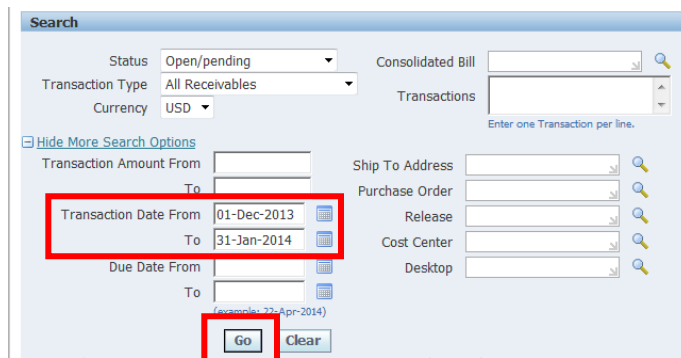
## Creating a Transaction List to Pay Invoices



The *Transaction List* is designed as a working space or holding area to allow the payment of a large number of invoices at one time.

There are multiple ways to search for the transactions to add to the list. As the invoices are located, place them on the transaction list to hold them until ready to process the payment.

The following steps explain how to build the *Transaction List* using a variety of searches.

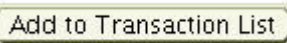
1. One option is to search for invoices using a certain transaction date range.
2. On the *Account Details* page, click on the  flag next to *Show More Search Options* to open the search option boxes.
3. In the *Transaction Date From* field, enter a date (the example below uses 01-Dec-2013) and then enter a date in the *Transaction Date To* field (the example below uses 31-Jan-2014).  
**Note:** Please use DD-MMM-YYYY format or click on the calendar next to the field, and then click on the correct day.




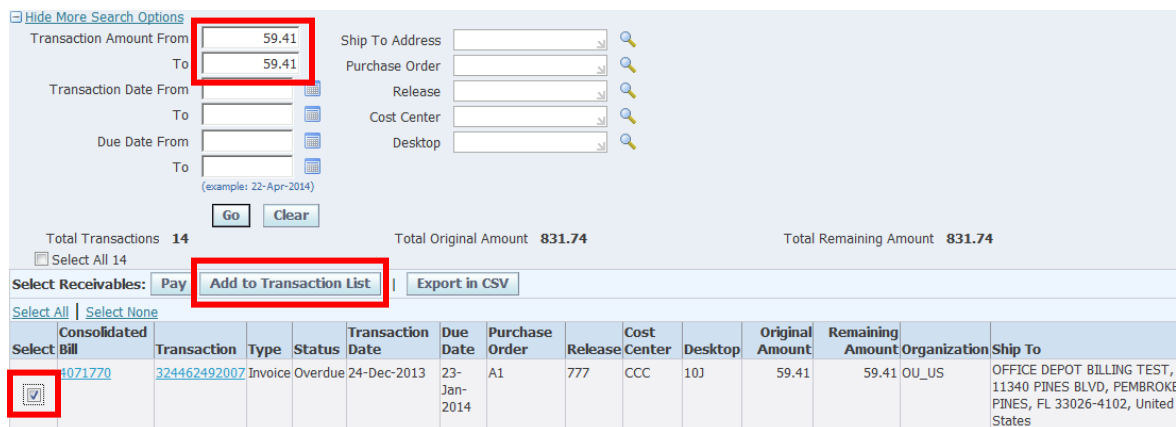
4. Select *Status* “Open/Pending” from the drop down list, and select *Transaction Type* “Invoices”. Click on the  button to activate the search.
5. When the search results are displayed, click on the  boxes to select the invoices.



Select Bill	Consolidated	Transaction	Type	Status	Transaction Date	Due Date	Purchase Order	Release	Cost Center	Desktop	Original Amount	Remaining Amount	Organization	Ship To
<input checked="" type="checkbox"/>		324473534002	Invoice	Overdue	13-Dec-2013	13-Dec-2013	J10	555	GGG	7G	632.54	632.54	OU_US	OFFICE DEPOT BILLING TEST, 1590 N FEDERAL HWY, FORT LAUDERDALE, FL 33304-1432, United States
<input checked="" type="checkbox"/>		324473534003	Invoice	Overdue	14-Dec-2013	14-Dec-2013	J10	555	GGG	7G	632.54	632.54	OU_US	OFFICE DEPOT BILLING TEST, 1590 N FEDERAL HWY, FORT LAUDERDALE, FL 33304-1432, United States



6. Click the  button and the invoices are placed on the *Transaction List*.

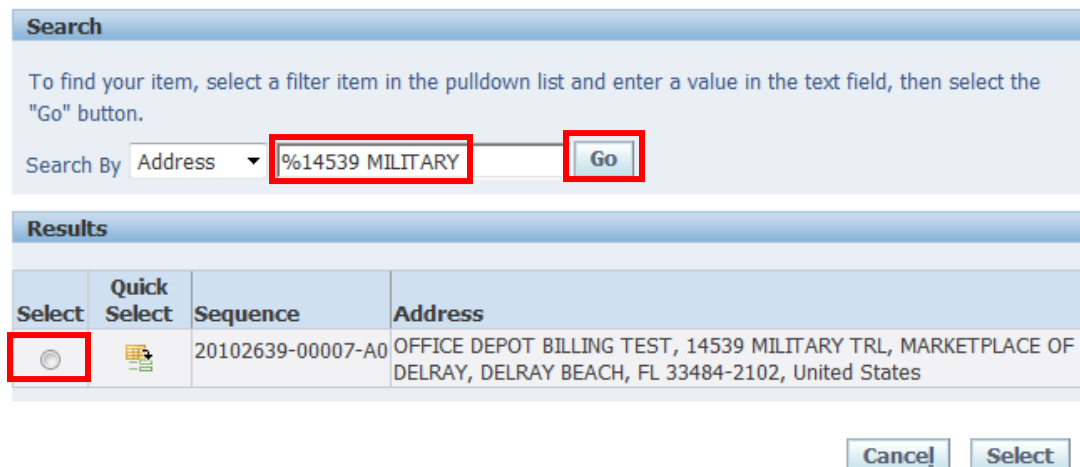
7. The next example demonstrates searching using the *Transaction Amount* assuming the exact amount of the transaction is known. The amount 59.41 was entered in both the *Transaction Amount From* field and the *Transaction Amount To* field. **Note:** An amount range can also be used for this type of search.
8. Click the  button, the results will be displayed after the search has run.




The screenshot shows a search interface with various filters. The 'Transaction Amount From' and 'To' fields are both set to 59.41. The 'Go' button is highlighted. Below the filters, the 'Total Transactions' is 14, 'Total Original Amount' is 831.74, and 'Total Remaining Amount' is 831.74. The 'Add to Transaction List' button is highlighted. Below this, there is a table of results.

Select	Consolidated Bill	Transaction	Type	Status	Transaction Date	Due Date	Purchase Order	Release	Cost Center	Desktop	Original Amount	Remaining Amount	Organization	Ship To
<input checked="" type="checkbox"/>	4071770	324462492007	Invoice	Overdue	24-Dec-2013	23-Jan-2014	A1	777	CCC	10J	59.41	59.41	OU_US	OFFICE DEPOT BILLING TEST, 11340 PINES BLVD, PEMBROKE PINES, FL 33026-4102, United States

9. Searches can also be done using both the *Due Date* and the *Ship To Address*.
10. First, enter the *Due Date From* as 01-Dec-2013 and the *Due Date To* as 31-Jan-2014.
11. Then, select a *Ship To Address* using the  magnifying glass icon. This opens a list of values that are associated with an account. Narrow the search down to the exact street address required.
12. Clicking the  opens a new window to enter as much of the address as known.




The screenshot shows a search interface with a 'Search' section. The 'Search By' dropdown is set to 'Address' and the search text is '%14539 MILITARY'. The 'Go' button is highlighted. Below the search section, there is a 'Results' section with a table of results.

Select	Quick Select	Sequence	Address
<input checked="" type="radio"/>		20102639-00007-A0	OFFICE DEPOT BILLING TEST, 14539 MILITARY TRL, MARKETPLACE OF DELRAY, DELRAY BEACH, FL 33484-2102, United States

At the bottom right, there are 'Cancel' and 'Select' buttons.

13. In this example, a partial address is used (14539 Military).

14. The % sign is the wildcard for the application, so %14539 Military is used. Next, click the  button.

15. The query shown above returns only one address that has “14539 Military” in the name.

16. Click on either the  *Quick Select* icon or the  button.

**Search**


To find your item, select a filter item in the pulldown list and enter a value in the text field, then select the "Go" button.

Search By Address %14539 MILITARY Go

**Results**

Select	Quick Select	Sequence	Address
		20102639-00007-A0	OFFICE DEPOT BILLING TEST, 14539 MILITARY TRL, MARKETPLACE OF DELRAY, DELRAY BEACH, FL 33484-2102, United States

Cancel Select

17. The application will return to the *Search* window. Click the  button and the query runs.

☐ Select All 18

Select Receivables: Pay Add to Transaction List | Export in CSV

Select All | Select None

Select	Consolidated Bill	Transaction	Type	Status	Transaction Date	Due Date	Purchase Order	Release	Cost Center	Desktop	Original Amount	Remaining Amount	Organization	Ship To
<input checked="" type="checkbox"/>	4053878	324450290001	Invoice	Overdue	12-Dec-2013	11-Jan-2014	D4	222	EEE	3C	23.31	23.31	OU_US	OFFICE DEPOT BILLING TEST, 14539 MILITARY TRL, MARKETPLACE OF DELRAY, DELRAY BEACH, FL 33484-2102, United States
<input checked="" type="checkbox"/>	4053878	324463909001	Invoice	Overdue	12-Dec-2013	11-Jan-2014	D4	444	GGG	2B	7.41	7.41	OU_US	OFFICE DEPOT BILLING TEST, 14539 MILITARY TRL, MARKETPLACE OF DELRAY, DELRAY BEACH, FL 33484-2102, United States
<input type="checkbox"/>	4053878	324450290002	Invoice	Overdue	13-Dec-2013	12-Jan-2014	D4	222	EEE	3C	23.31	23.31	OU_US	OFFICE DEPOT BILLING TEST, 14539 MILITARY TRL, MARKETPLACE OF DELRAY, DELRAY BEACH, FL 33484-2102, United States

This table displays the results of the all receivables search.

18. The list can be sorted by clicking on the *Due Date* column title, and then select invoices by clicking in the box in the *Select* column.

19. Click the  button and the invoices are placed on the list.



20. To access the list, click the  link in the upper right hand corner of the *Account Details* screen.

## Transactions

Clear All

Pay

Email/Fax Copies



Customer Name	Customer Number	Organization	Transaction	Type	Status	Date	Due Date	Purchase Order	Original Amount	Remaining Amount	Discount Amount	Currency	Remove
OFFICE DEPOT BILLING TEST 17	9607150	OU_US	324450290001	Invoice	Overdue	12-Dec-2013	11-Jan-2014	D4	23.31	23.31	0.00	USD	
OFFICE DEPOT BILLING TEST 17	9607150	OU_US	324463000001	Invoice	Overdue	12-Dec-2013	11-Jan-2014	D4	7.41	7.41	0.00	USD	
Total									30.72	30.72	0.00		

Return to Account Details

Clear All

Pay

Email/Fax Copies

Now click on the  button to pay the invoices, or use the  icon to remove an invoice. Additionally, from the list, click on a specific transaction to view the invoice details.

# Requesting a Proof of Delivery

Immediate access to view an invoice's Proof of Delivery is available within Bill Management.

1. To display the POD for an invoice use the *Account Details* page to search for the invoice.

Select	Consolidated Bill	Transaction	Type	Status	Transaction Date	Due Date	Purchase Order	Release	Cost Center	Desktop	Original Amount	Ra
<input type="checkbox"/>		324473534002	Invoice	Overdue	13-Dec-2013	13-Dec-2013	J10	555	GGG	7G	632.54	Ra
<input type="checkbox"/>		324473534003	Invoice	Overdue	14-Dec-2013	14-Dec-2013	J10	555	GGG	7G	632.54	
<input type="checkbox"/>		324473534004	Invoice	Overdue	15-Dec-2013	15-Dec-2013	J10	555	GGG	7G	632.54	
<input type="checkbox"/>	4071770	324452760007	Invoice	Overdue	24-Dec-2013	23-Jan-2014	E5	0	BBB	7G	391.57	
<input type="checkbox"/>	4071770	324451780007	Invoice	Overdue	24-Dec-2013	23-Jan-2014	A1	555	FFF	6F	311.56	
<input type="checkbox"/>	4071770	324464391007	Invoice	Overdue	24-Dec-2013	23-Jan-2014	222	EEE	9I		11.65	

2. Click on the invoice link to display the invoice details.

Line Num	Catalog Item Num	Description	Quantity Shipped	Unit Price	Extended Amount
1	962148	INK,HP 56A,TWIN PACK,BLACK	5	46.99	234.95
2	962148	Tiered Discount	5	-0.47	-2.35
3	234200	PEN,RT,SOFT GRIP,12PK,BLUE	4	10.99	43.96
4	234200	Tiered Discount	4	-0.11	-0.44
5	734373	PEN,BP,RTRCTBLE,GRIP,DOZEN,BLU	3	8.99	26.97
6	734373	Tiered Discount	3	-0.09	-0.27
8	334630	Tiered Discount	11	-0.27	-2.97
7	334630	RIBBON,THERMAL,OD,JX-FA93	11	26.99	296.89
Sub Total					596.74

3. On the *Invoice Details* page, click on the **POD** button.
4. A new window will open displaying the proof of delivery receipt.

Order number	<b>690887682-001</b>			
Order date	<b>/2/14/01/0</b>			
Signature image	UPS used for delivery.			
Customer ID	<b>0031579675</b>			
PO number	<b>0</b>			
Customer name	<b>DIV OF FORESTRY</b>			
Contact name	<b>FELICIA THOMAS</b>			
Contact phone	<b>3864474288</b>			
Customer instructions	<b>NATIONAL ACCOUNT</b>			
Ship-to address	<b>5001 N US HIGHWAY 1</b> <b>BUNNELL DIST</b> <b>BUNNELL</b> <b>FL 321104349</b>		Bill-to address <b>407 S CALHOUN ST STE 209</b> <b>TALLAHASSEE</b> <b>FL 323996555</b>	
Scheduled delivery date	<b>01/03/2014</b>			
Order instructions	<b>None</b>			
Number of delivered packages	<b>1</b>			
Number of returned packages	<b>N/A</b>			
Received by				
Delivery date				
Driver name				
Carrier name	<b>UPS</b>			
Tracking number	<b>1Z22X7100378278001</b>			
Amount due	<b>\$259.75</b>			
Payment details				
Tender Type	<b>Account</b>	<b>Tender Amount</b>		
<b>Visa</b>	<b>*****5938</b>	<b>\$259.75</b>		
Order items				
Item #	Qty Ordered	Qty Shipped	UOM	Description
0344352	4	4	PK	BATTERY,MAX AA,36PK
0210142	2	2	PK	BATTERY,ALKALINE,M
0441574	2	2	EA	CAL,WAL,15X12,WRCR
0751054	2	2	EA	INK,HP 932XL,BLACK
0751108	1	1	EA	INK,OJ,933XL,MGNTA
0961679	1	1	PK	INK,HP 96/97,BK/CL
0343731	2	2	PK	BATTERY,9V,ALKA,2/
0288791	5	5	EA	MRKR,SHRPIE,TWIN,BLK
0288891	2	2	EA	MRKR,SHRPIE,TWINTP,BLU
0448972	1	1	PK	NT,FULADHSV,3X3,A
0690510	1	1	PK	NOTES,POP-UP,SS,10

5. Double click on the window to enlarge the receipt for ease of reading. Printing a copy of the POD may be done using the browser's print function.
6. Close the window by clicking the X in the upper right hand corner.





7. Click the Submit button and the invoice will be sent in the Office Depot format.

## Reprinting Electronically Billed Documents

Bill Management also contains functionality to obtain copies of electronically billed documents. To do this, follow the steps below.

1. From the *Home* tab, select *eBill Download*. When the link appears, select *eBill Document History*.
2. On the *eBill Retrieval* page, click *Go*. If information is not entered into either the date range field or the file name field, every file for the particular customer will display.


## eBill Retrieval

Use the form below to select and retrieve eBilling documents.

### Advanced Search

Specify parameters and values to filter the data that is displayed in your results set.

☒ Show table data when all conditions are met.  
☐ Show table data when any condition is met.

Bill Period End Date  is    
 File Name  is

Bill Period End Date

Select **Bill Period End Date** **File Name**

**No search conducted.**

To eMail your above checked selections:

Enter (comma separated) eMail Address(es):

☐ Click here to have any .zip file extensions renamed to \_zip if you cannot receive Zip attachments.

One eMail containing all selections	
No compression	<input type="button" value="Send"/>
Zip together into one file	<input type="button" value="Send"/>

- The files can be opened & saved by checking off the box to the right of the file name and by clicking *Zip and Download*.

## eBill Retrieval

Use the form below to select and retrieve eBilling documents.

### Advanced Search

Specify parameters and values to filter the data that is displayed in your results set.

☒ Show table data when all conditions are met.  
☐ Show table data when any condition is met.

Bill Period End Date is

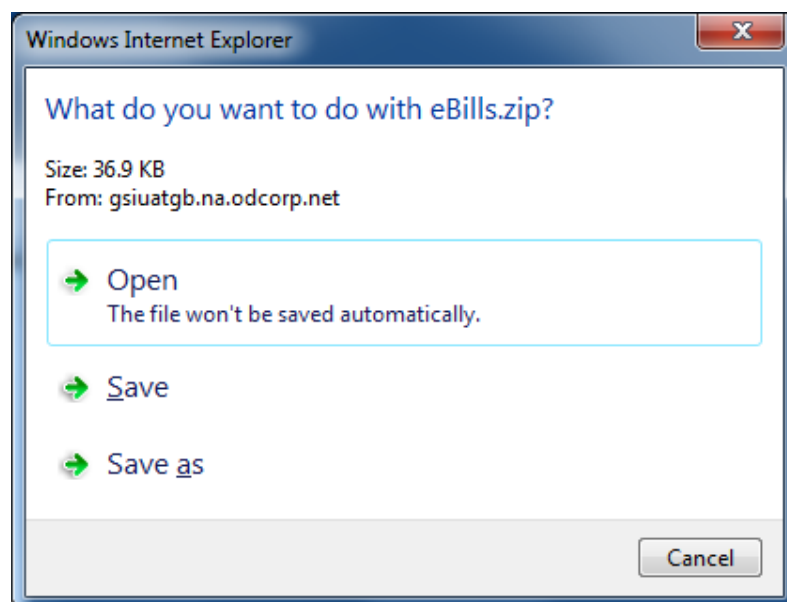
File Name is

Bill Period End Date

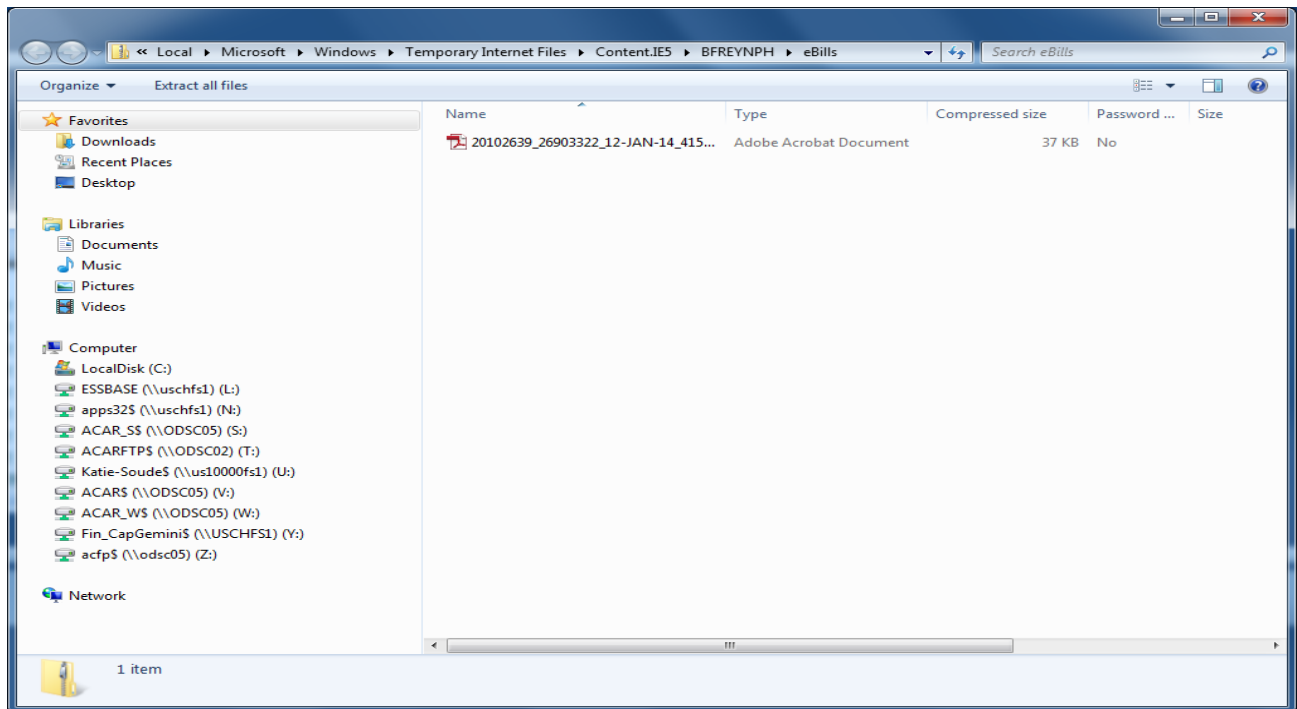
[Select All](#) | [Select None](#)

Select	Bill Period End Date	File Name
<input checked="" type="checkbox"/>	12-Jan-2014	<a href="#">20102639 26903322 12-JAN-14 4153053.PDF</a>
<input type="checkbox"/>	12-Jan-2014	<a href="#">20102639 64315796 11340PINES 12-JAN-14 324450497020.PDF</a>
<input type="checkbox"/>	12-Jan-2014	<a href="#">20102639 64315796 11340PINES 12-JAN-14 324450692020.PDF</a>
<input type="checkbox"/>	12-Jan-2014	<a href="#">20102639 64315796 11340PINES 12-JAN-14 324451780020.PDF</a>
<input type="checkbox"/>	12-Jan-2014	<a href="#">20102639 64315796 11340PINES 12-JAN-14 324462492020.PDF</a>
<input type="checkbox"/>	12-Jan-2014	<a href="#">20102639 64315796 11340PINES 12-JAN-14 324967527020.PDF</a>
<input type="checkbox"/>	12-Jan-2014	<a href="#">20102639 64315796 11340PINES 12-JAN-14 324967611020.PDF</a>
<input type="checkbox"/>	12-Jan-2014	<a href="#">20102639 64315796 11340PINES 12-JAN-14 324988272020.PDF</a>
<input type="checkbox"/>	12-Jan-2014	<a href="#">20102639 64315796 11340PINES 12-JAN-14 324989492020.PDF</a>
<input type="checkbox"/>	12-Jan-2014	<a href="#">20102639 64315796 123NW13THS 12-JAN-14 324450296020.PDF</a>

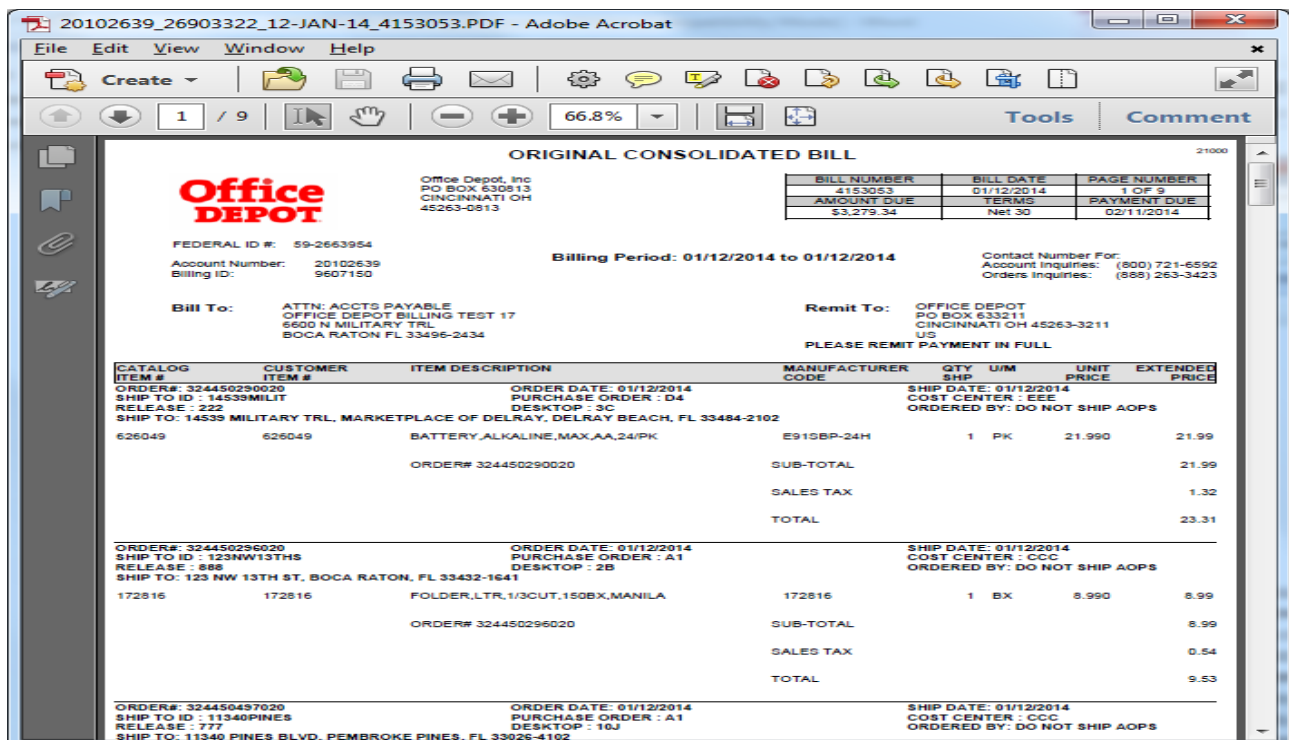
- Click the appropriate option on the pop-up.



5. Double click on the file to open it.



6. The file can now be saved, e-mailed, or printed.



## **Conclusion**

In conclusion, the Oracle® Bill Management online Accounts Receivable (AR) application provides a stable self-service system that puts the user in control of the account's AR.

For questions relating to Bill Management, please call 1-800-269-6888, and select the option Bill Management.