# Bill Management User's Guide

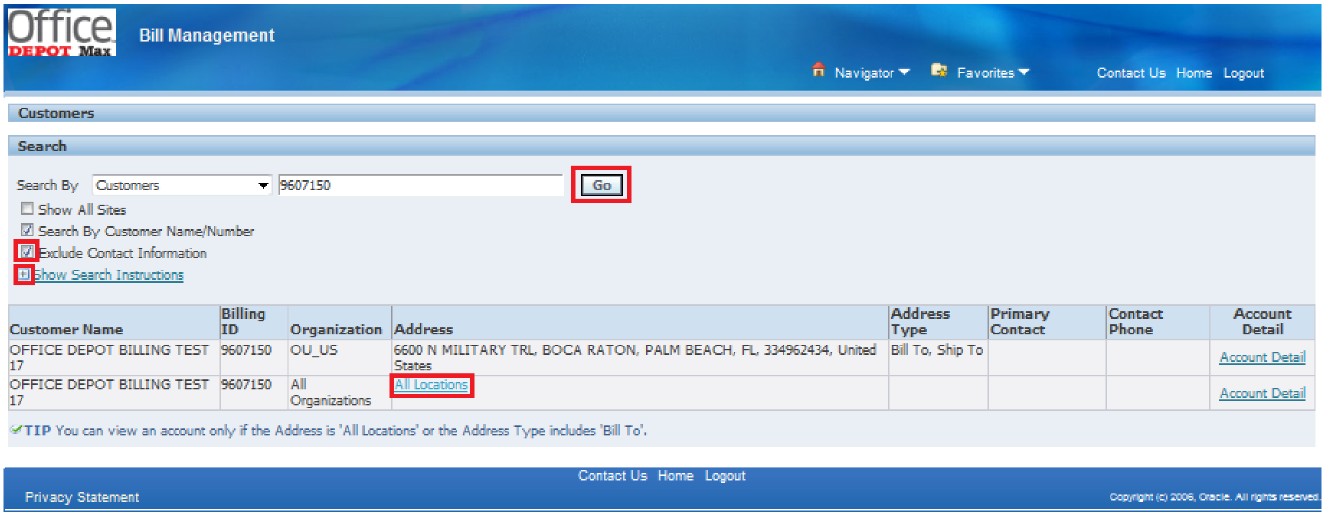
# What is Bill Management?

*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.

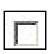
Using this newly enhanced application, accounts can be accessed 24 hours a day, 7 days a week.

# 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 

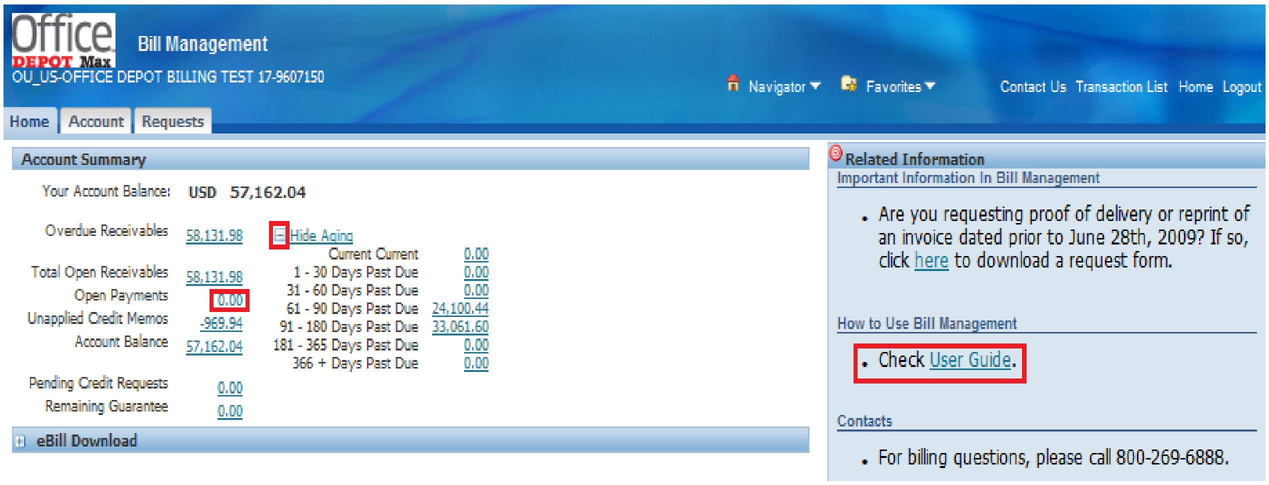
button is displayed, it must be clicked using a mouse to perform the step.

Any field that is <u>underlined</u> 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.

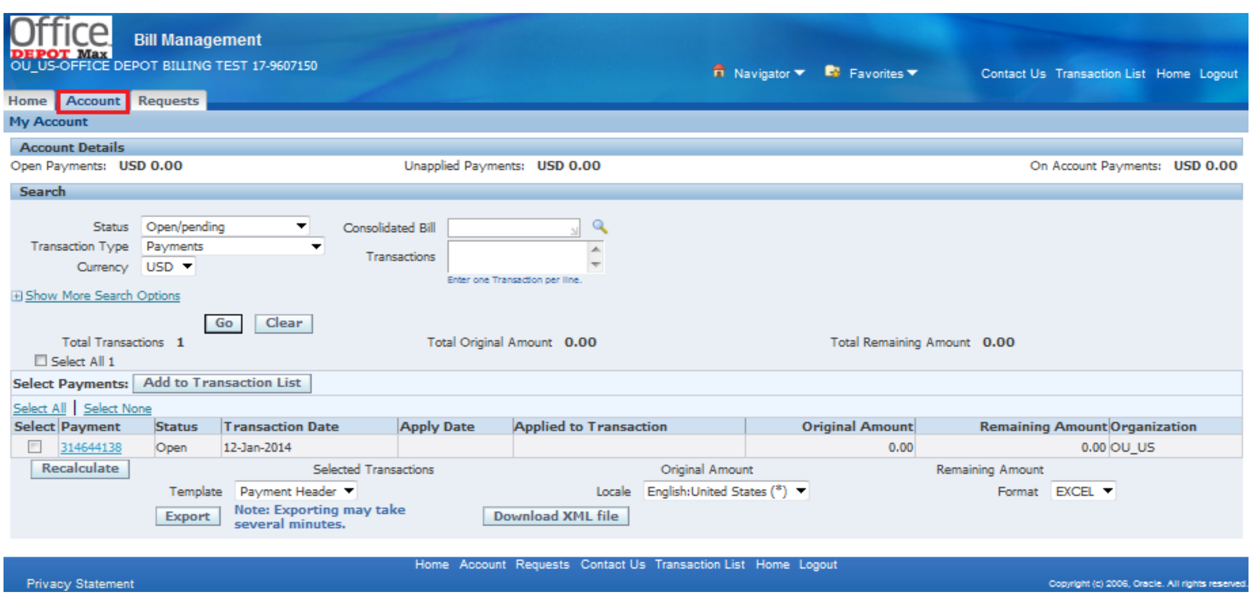
There are also links to request a Proof of Delivery (POD), an Invoice Reprint, and/or to view the User Guide.




- When the blue box ⊟ contains a negative sign all available information is displayed. To hide this information click on the ⊟ box.

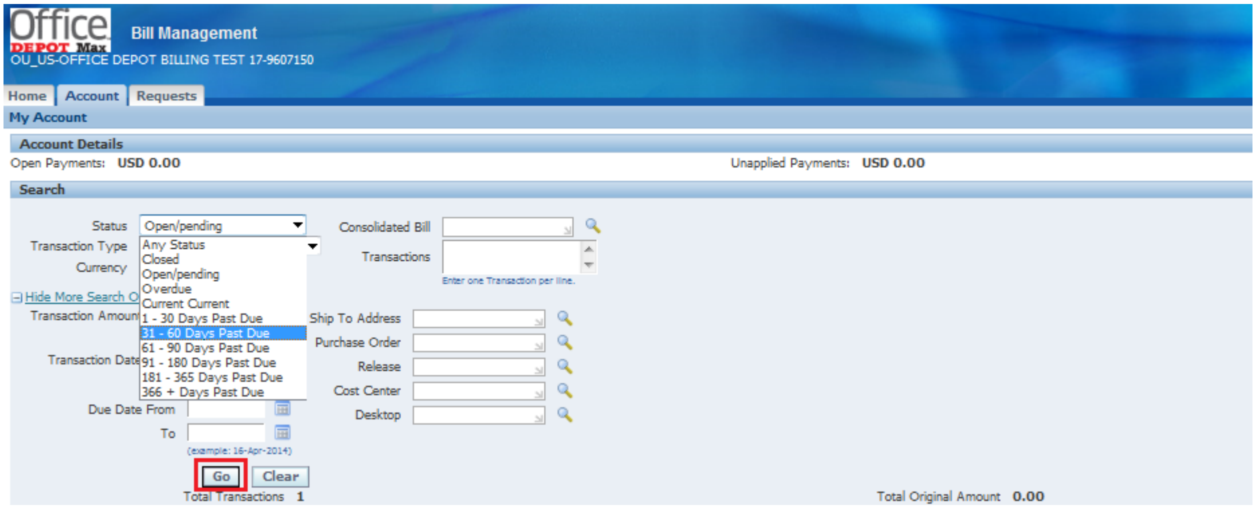
- The account's *Aging* is displayed, broken down by number of days past due.

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



- 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.

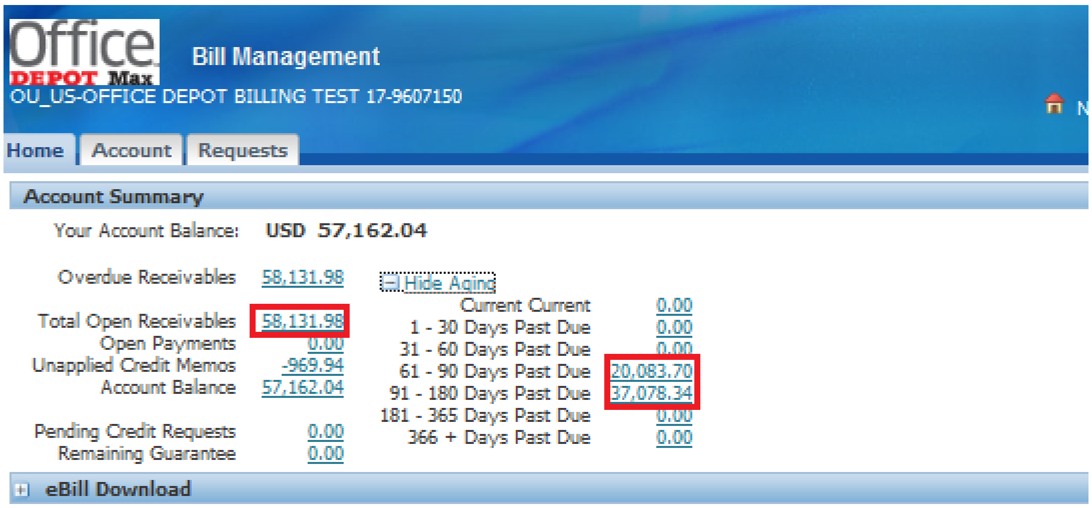
- The  button is clicked to have the application search for the information requested.

These features will be used continuously throughout Bill Management.

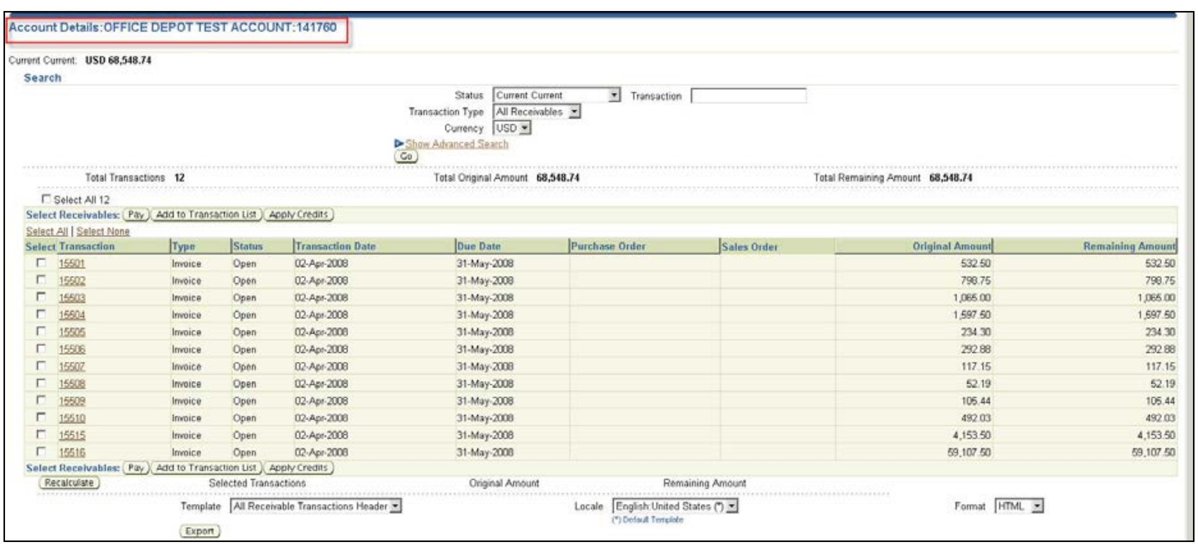
# Account Summary Page

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.




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 |
|---|---|---|---|---|---|---|---|---|---|
| | 15501 | Invoice | Open | 02-Apr-2008 | 31-May-2008 | | | 532.50 | 532.50 |
| | 15502 | Invoice | Open | 02-Apr-2008 | 31-May-2008 | | | 798.75 | 798.75 |
| | 15503 | Invoice | Open | 02-Apr-2008 | 31-May-2008 | | | 1,065.00 | 1,065.00 |
| | 15504 | Invoice | Open | 02-Apr-2008 | 31-May-2008 | | | 1,597.50 | 1,597.50 |
| | 15505 | Invoice | Open | 02-Apr-2008 | 31-May-2008 | | | 234.30 | 234.30 |
| | 15506 | Invoice | Open | 02-Apr-2008 | 31-May-2008 | | | 292.88 | 292.88 |
| | 15507 | Invoice | Open | 02-Apr-2008 | 31-May-2008 | | | 117.15 | 117.15 |
| | 15508 | Invoice | Open | 02-Apr-2008 | 31-May-2008 | | | 52.19 | 52.19 |
| | 15509 | Invoice | Open | 02-Apr-2008 | 31-May-2008 | | | 105.44 | 105.44 |
| | 15510 | Invoice | Open | 02-Apr-2008 | 31-May-2008 | | | 492.03 | 492.03 |
| | 15515 | Invoice | Open | 02-Apr-2008 | 31-May-2008 | | | 4,153.50 | 4,153.50 |
| | 15516 | 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 (*) — Format: HTML

(*) Default Template

Export

The *Account Details* page can be used to:

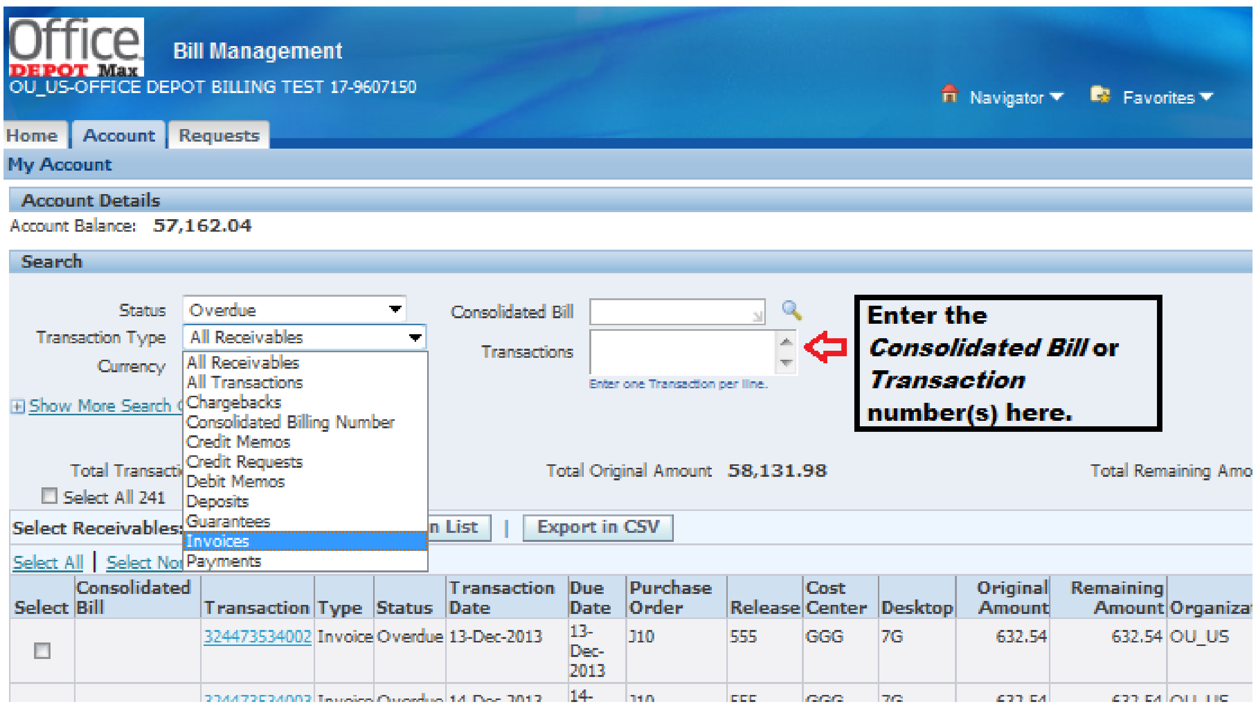
- Select a transaction to view in greater detail
- Select a transaction and add it to a transaction list
- Export transactions in a variety of formats (i.e., Excel, HTML, PDF or RTF)
- Sort the displayed transactions by clicking on the column titles
- Change the type of transaction displayed by using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




2. Click the *Transaction Type* drop down arrow and click *Invoices*.

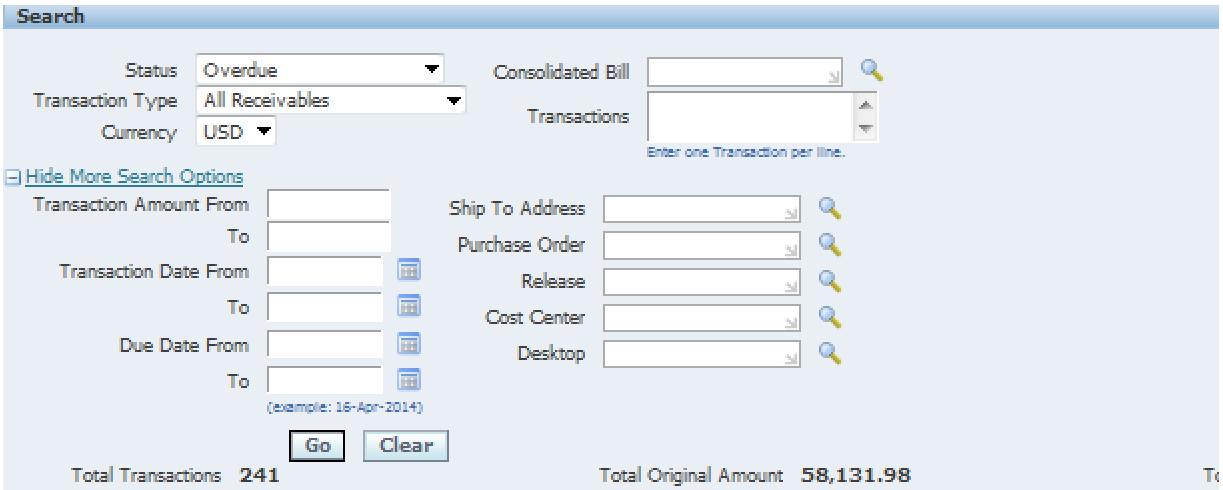
3. Click the  button to run the query.


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.




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

# Exporting Search Results

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

1. Run a search and review the query results.

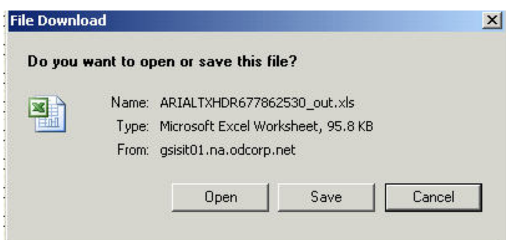
2. Sort the results as desired by clicking on one of the column titles. Clicking a new column title will sort records in ascending order and clicking the same column title again will change it to descending order.

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   button.

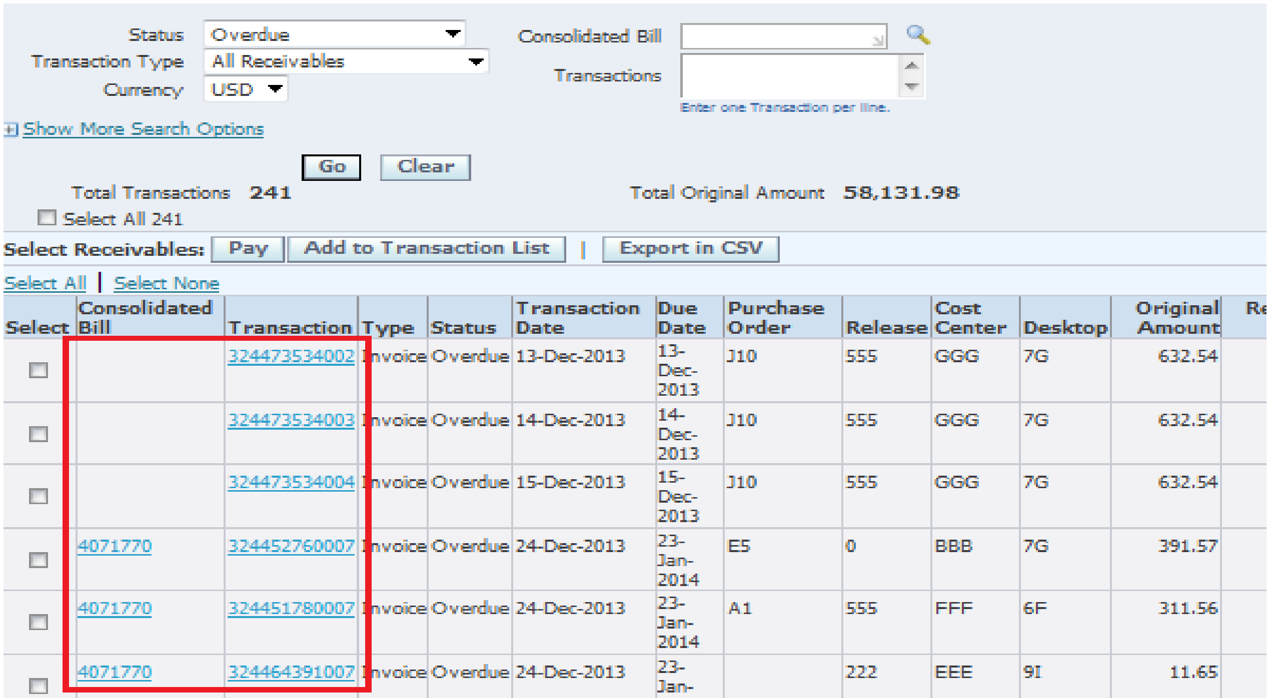
6. When prompted, select the appropriate button to open or save the file. **Note**: It is recommended to save the file before opening it.



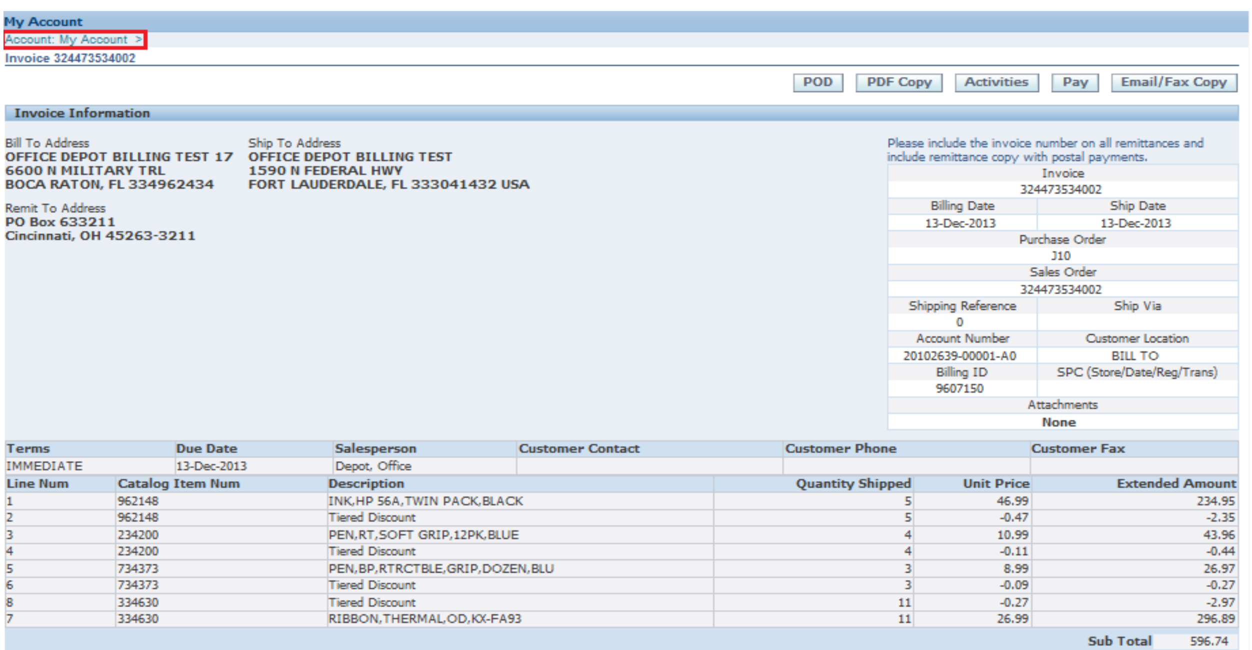

The file opens in the format selected, the default export format is Excel.
**Note**: If HTML was chosen, the file will open in an internet browser.

# 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.




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



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

| | | | |
|---|---|---|---|
| POD | PDF Copy | Activities | Email/Fax Copy |

Here is what these buttons do:

- POD 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 | **690887682-001** |
| Order date | **/2/14/01/0** |

| | |
|---|---|
| Signature image | UPS used for delivery. |
| Customer ID | **0031579675** |
| PO number | **0** |
| Customer name | **DIV OF FORESTRY** |
| Contact name | **FELICIA THOMAS** |
| Contact phone | **3864474288** |
| Customer instructions | **NATIONAL ACCOUNT** |

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

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

Amount due **$259.75**

Payment details

| Tender Type | Account | Tender Amount |
|---|---|---|
| **Visa** | ******5938 | **$259.75** |

Order items

| Item # | Qty Ordered | Qty Shipped | UOM | Description |
|---|---|---|---|---|
| 0344352 | 4 | 4 | PK | BATTRY,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,SHRP,TWINTP,BLU |
| 0448972 | 1 | 1 | PK | NT,FULADHSV,3X3,A |
| 0690510 | 1 | 1 | PK | NOTES,POP-UP,SS,10 |

- 

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:

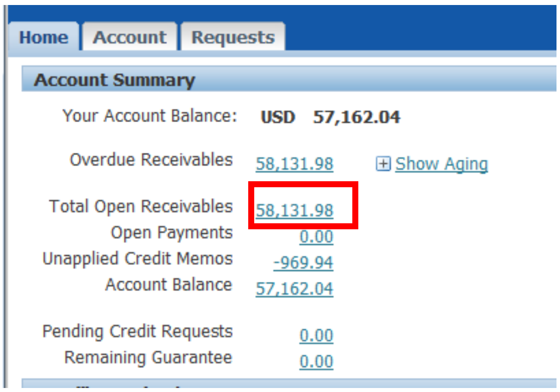
- Paying for an invoice
- Requesting a POD
- Printing an invoice

# 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.

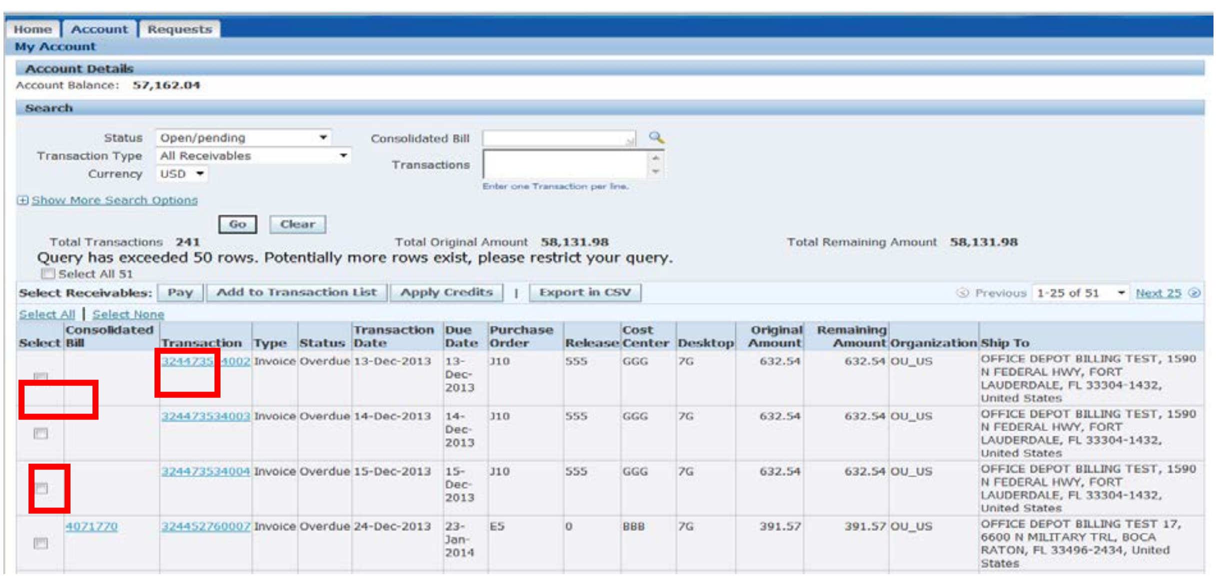
## Paying from the Account Details Page

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

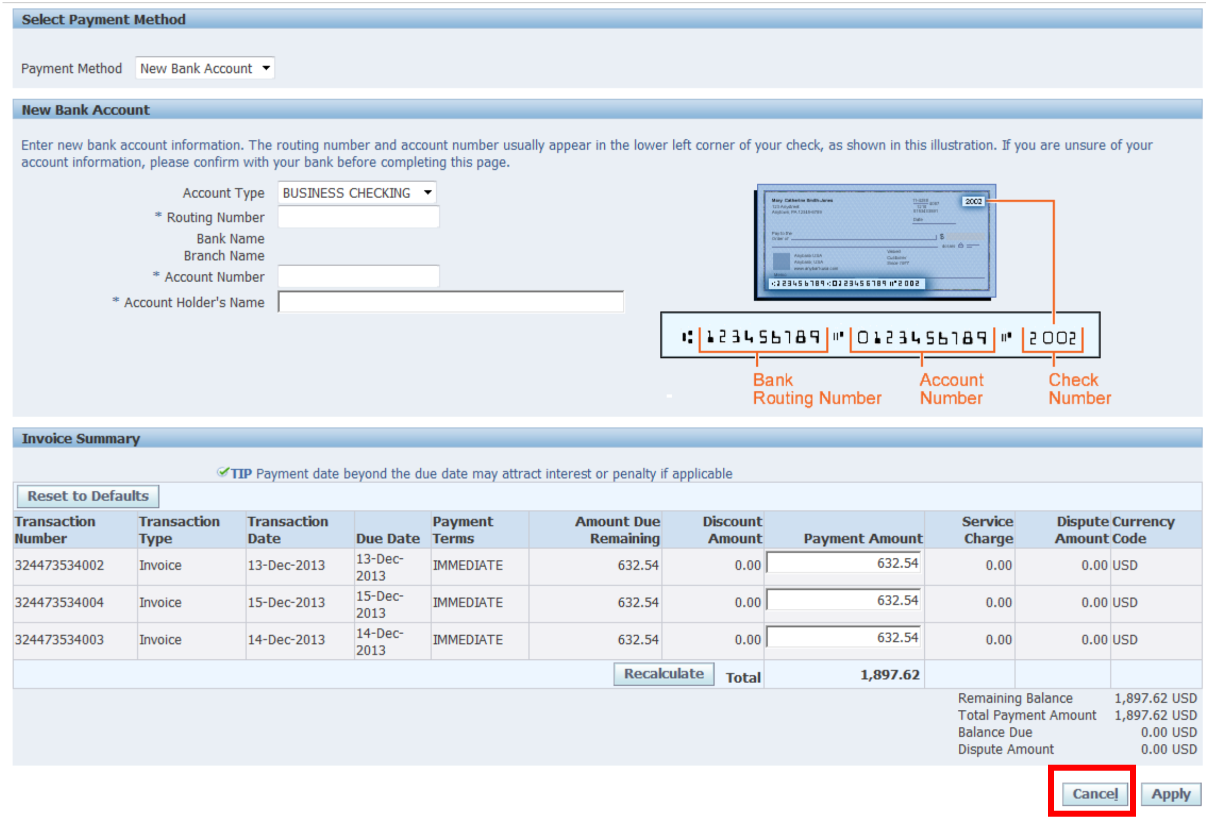



1. Click in the  by the invoice(s) to pay (more than one invoice can be selected). Additionally, to pay all the open invoices, click on "*Select All*" at the top of the column where the checkboxes are.

   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.

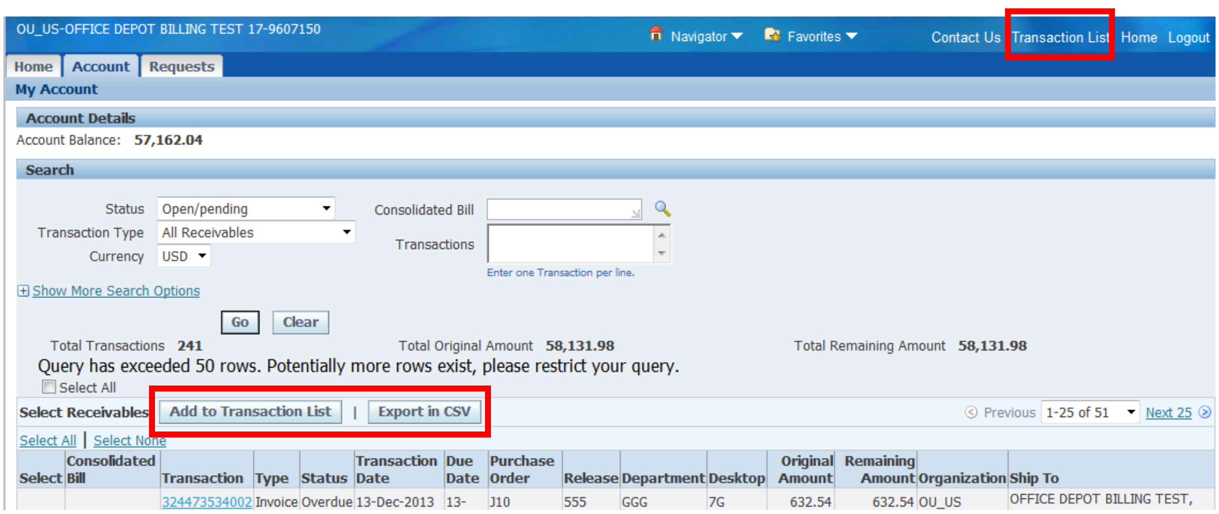


The *Advanced Payment* window opens, where the selected invoices can be reviewed.

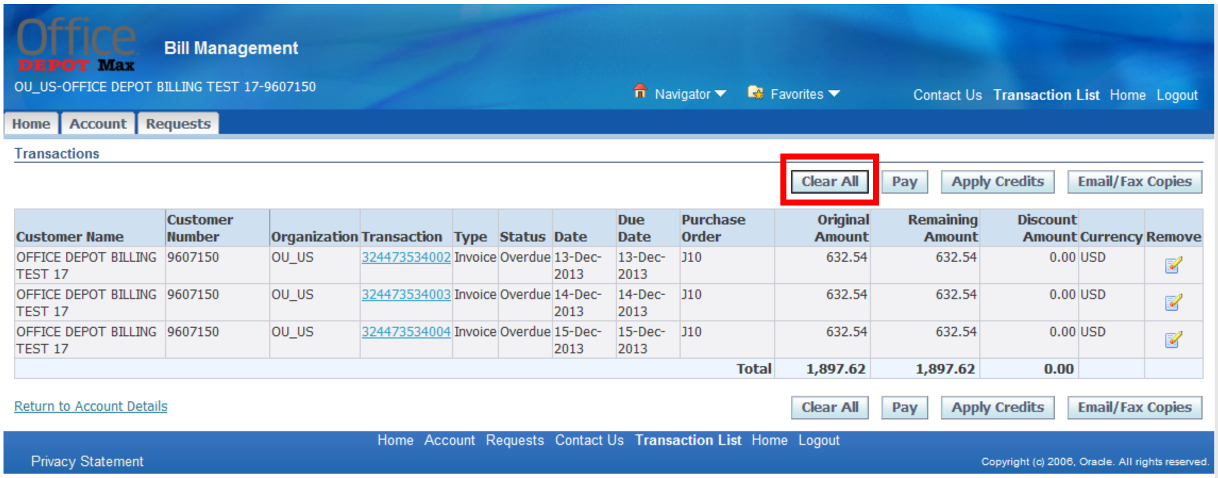



<u>If any incorrect invoices were selected</u>, it will be necessary to perform the following steps to remove those invoices from the list of invoices to pay:

- Click the Cancel 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.

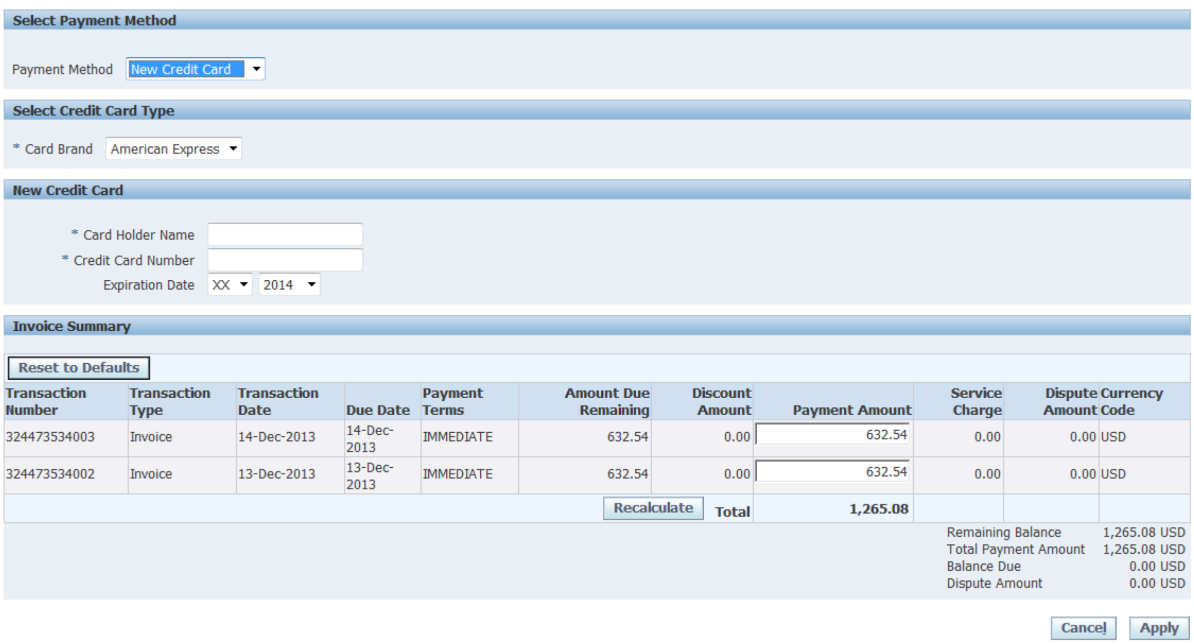


- The process will then have to be restarted and the invoices to pay must be re-selected.
- Click on the *Transaction List* link at the top right side of the *Account Details* screen.
- Click on the *Clear All* button.




2. When the correct invoices are selected, click the *Pay* button at the bottom right side of the screen to pay by credit card.

3. The *Credit Card* payment window will open.




4. 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.

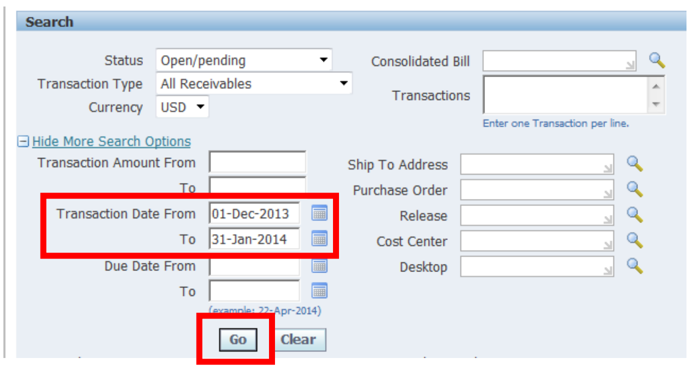
There are multiple ways to search for the transactions to add to the list. As the invoices are located, place them on the transaction list to hold them until ready to process the payment.

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.

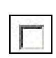
2. On the *Account Details* page, click on the  flag next to *Show More Search Options* to open the search option boxes.

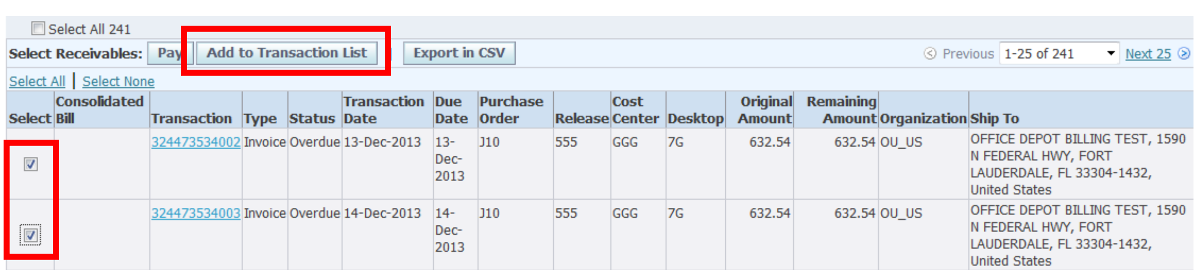
3. In the *Transaction Date From* field, enter a date (the example below uses 01-Dec-2013) and then enter a date in the *Transaction Date To* field (the example below uses 31-Jan-2014). **Note:** Please use DD-MMM-YYYY format or click on the calendar next to the field, and then click on the correct day.




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.



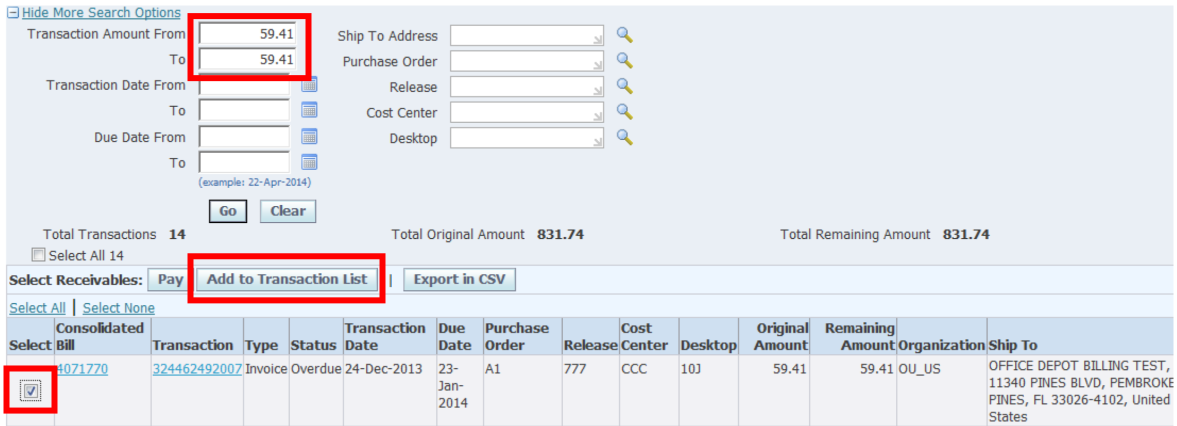

| Select | Consolidated Bill | Transaction | Type | Status | Transaction Date | Due Date | Purchase Order | Release | Cost Center | Desktop | Original Amount | Remaining Amount | Organization | Ship To |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ☑ | | 324473534002 | Invoice | Overdue | 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 |
| ☑ | | 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.

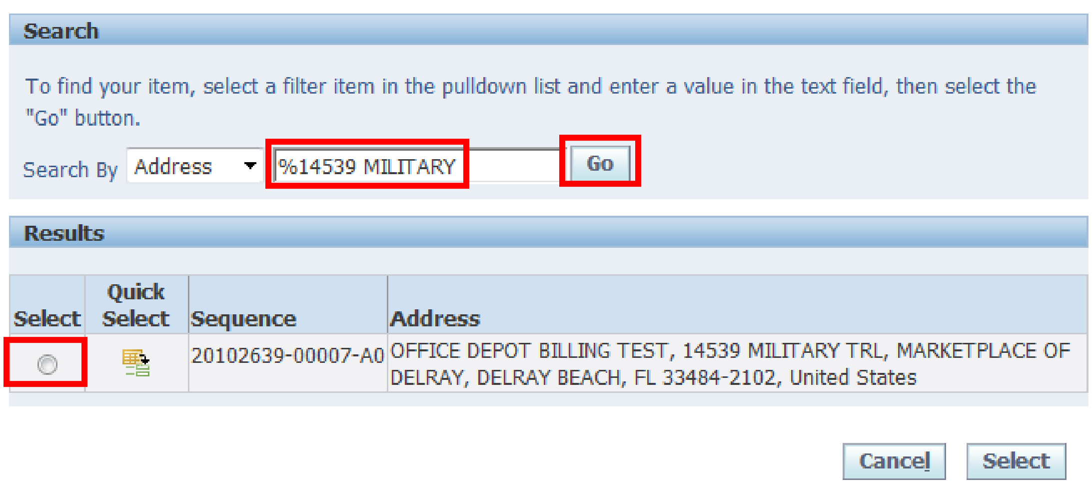



9. Searches can also be done using both the *Due Date* and the *Ship To Address*.

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.

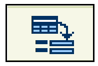
12. Clicking the  opens a new window to enter as much of the address as known.

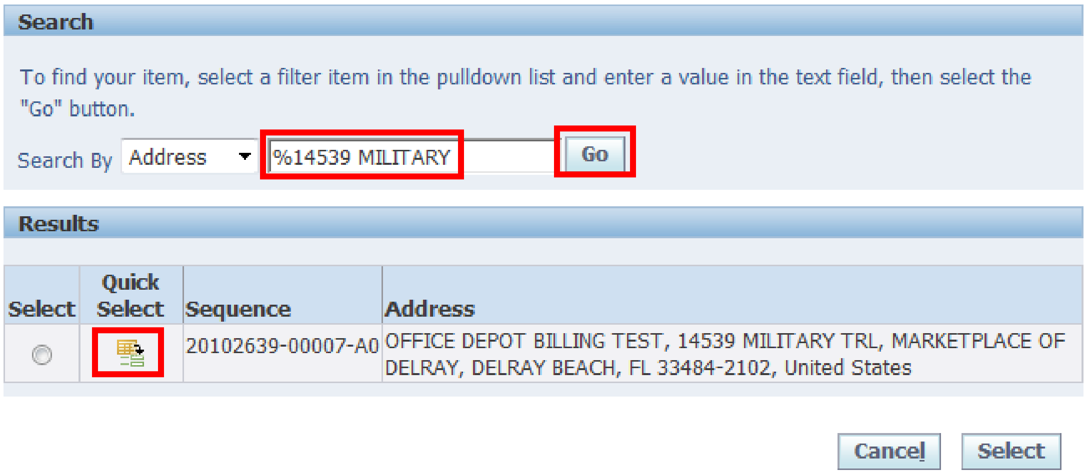



13. In this example, a partial address is used (14539 Military).

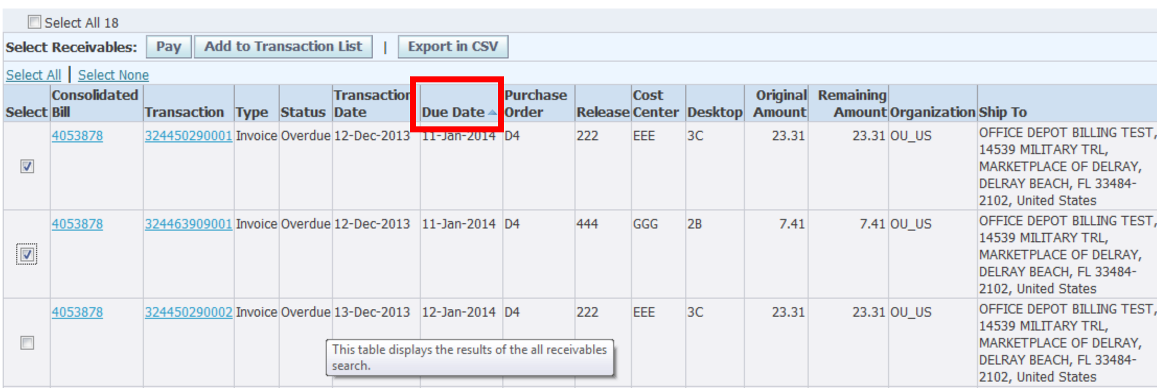
14. The % sign is the wildcard for the application, so %14539 Military is used. Next, click the Go button.

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 Select button.



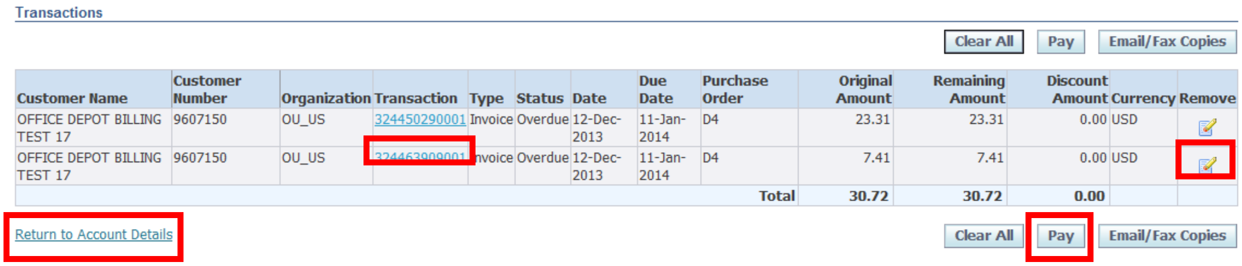

17. The application will return to the *Search* window. Click the Go button and the query runs.




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 Add to Transaction List button and the invoices are placed on the list.

20. To access the list, click the Transaction List 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 | 324463909001 | 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

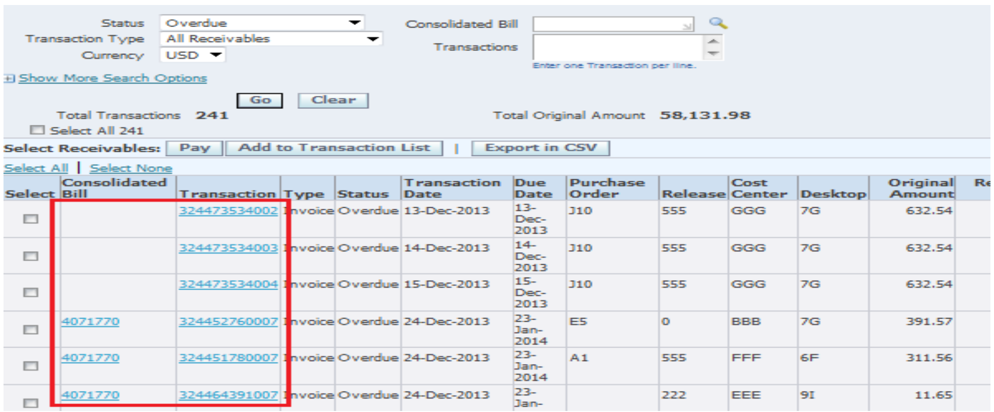
Clear All | Pay | Email/Fax Copies

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.

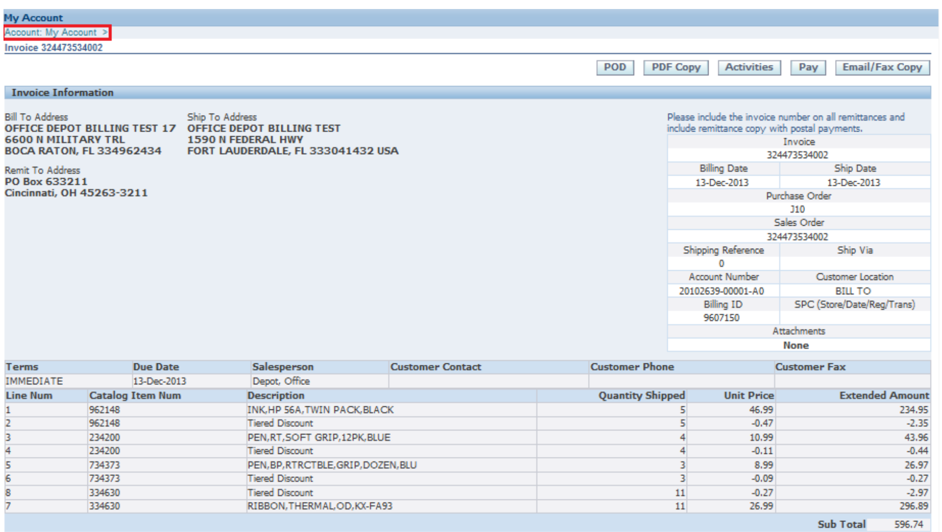
# Requesting a Proof of Delivery

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.




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




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 | **690887682-001** |
| Order date | **/2/14/01/0** |
| Signature image | UPS used for delivery. |
| Customer ID | **0031579675** |
| PO number | **0** |
| Customer name | **DIV OF FORESTRY** |
| Contact name | **FELICIA THOMAS** |
| Contact phone | **3864474288** |
| Customer instructions | **NATIONAL ACCOUNT** |

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

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

Amount due **$259.75**

Payment details

| Tender Type | Account | Tender Amount |
|---|---|---|
| **Visa** | ******5938 | **$259.75** |

Order items

| Item # | Qty Ordered | Qty Shipped | UOM | Description |
|---|---|---|---|---|
| 0344352 | 4 | 4 | PK | BATTRY,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,SHRP,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.

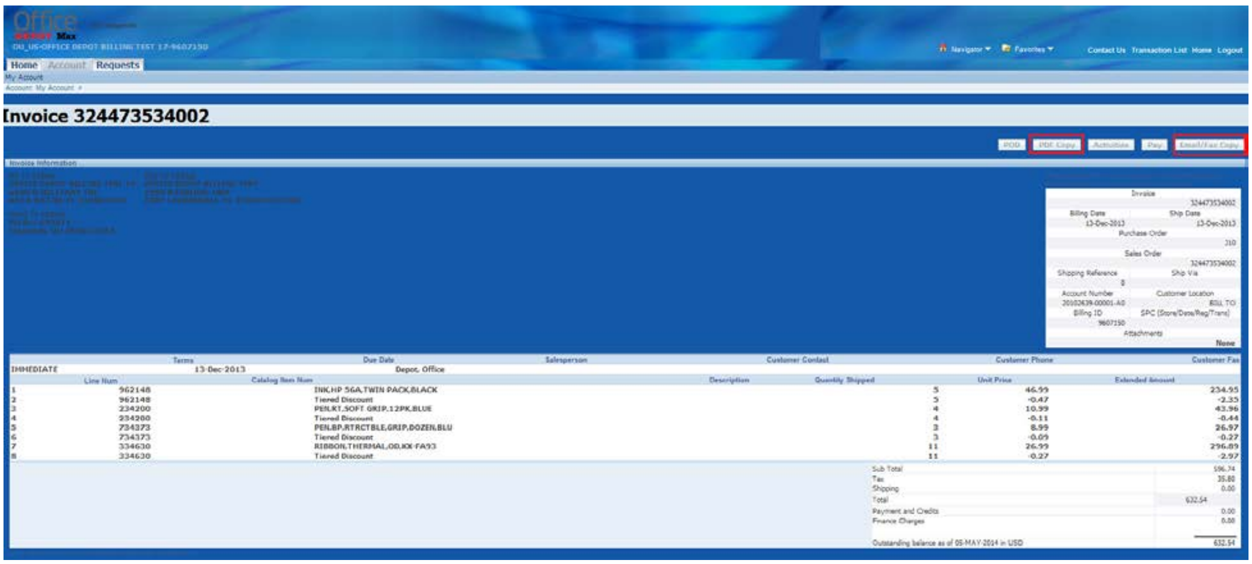
# Printing an Invoice

## Printing Invoices

There is the ability to print a current invoice from within Bill Management using the browser's print functionality. The format will be as displayed on screen.

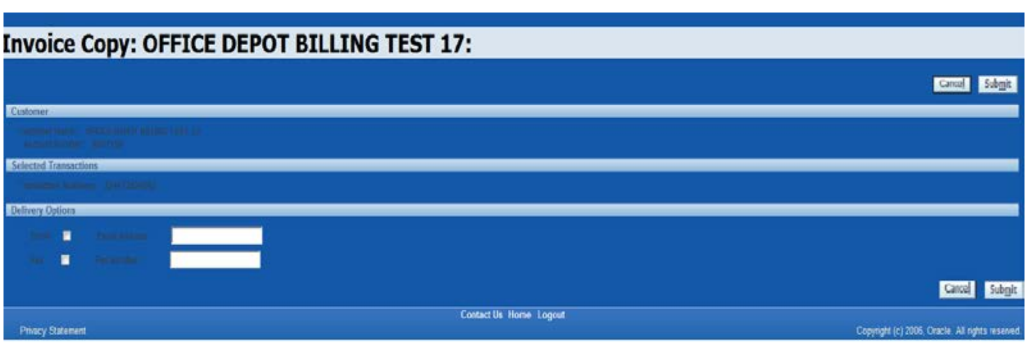
1. From the *Account Summary* page, click on the *Total Open Receivables* link

2. Click on an invoice link on the *Account Details* page. The invoice will display as shown below.




3. Click on PDF Copy. A PDF reprint of the original invoice will open in a new window. This document can either be saved or printed.

4. To have the invoice e-mailed or faxed to a contact, click on Email/Fax Copy.




5. Click the check box for the appropriate option, email or fax.

6. Enter the corresponding information, Email Address or Fax Number.

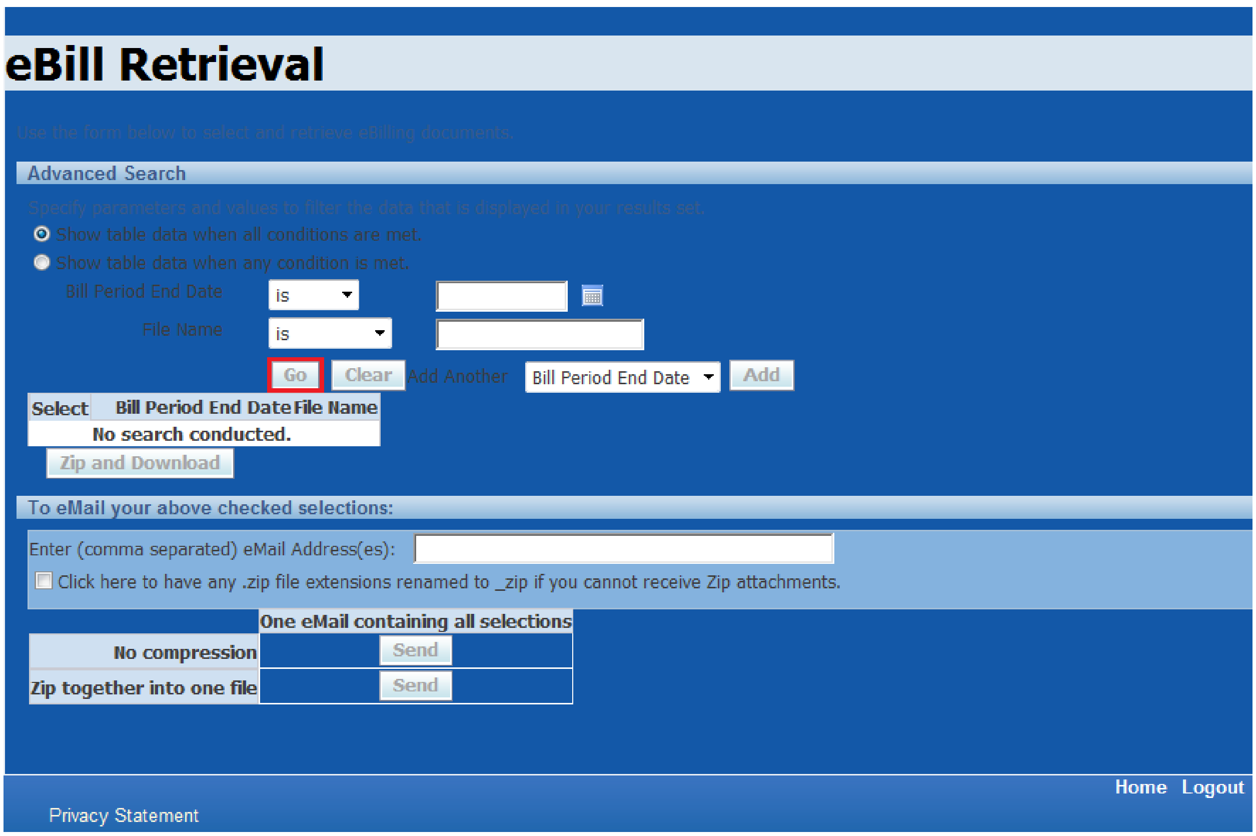
7. Click the Submit button and the invoice will be sent in the Office Depot format.

### Reprinting Electronically Billed Documents

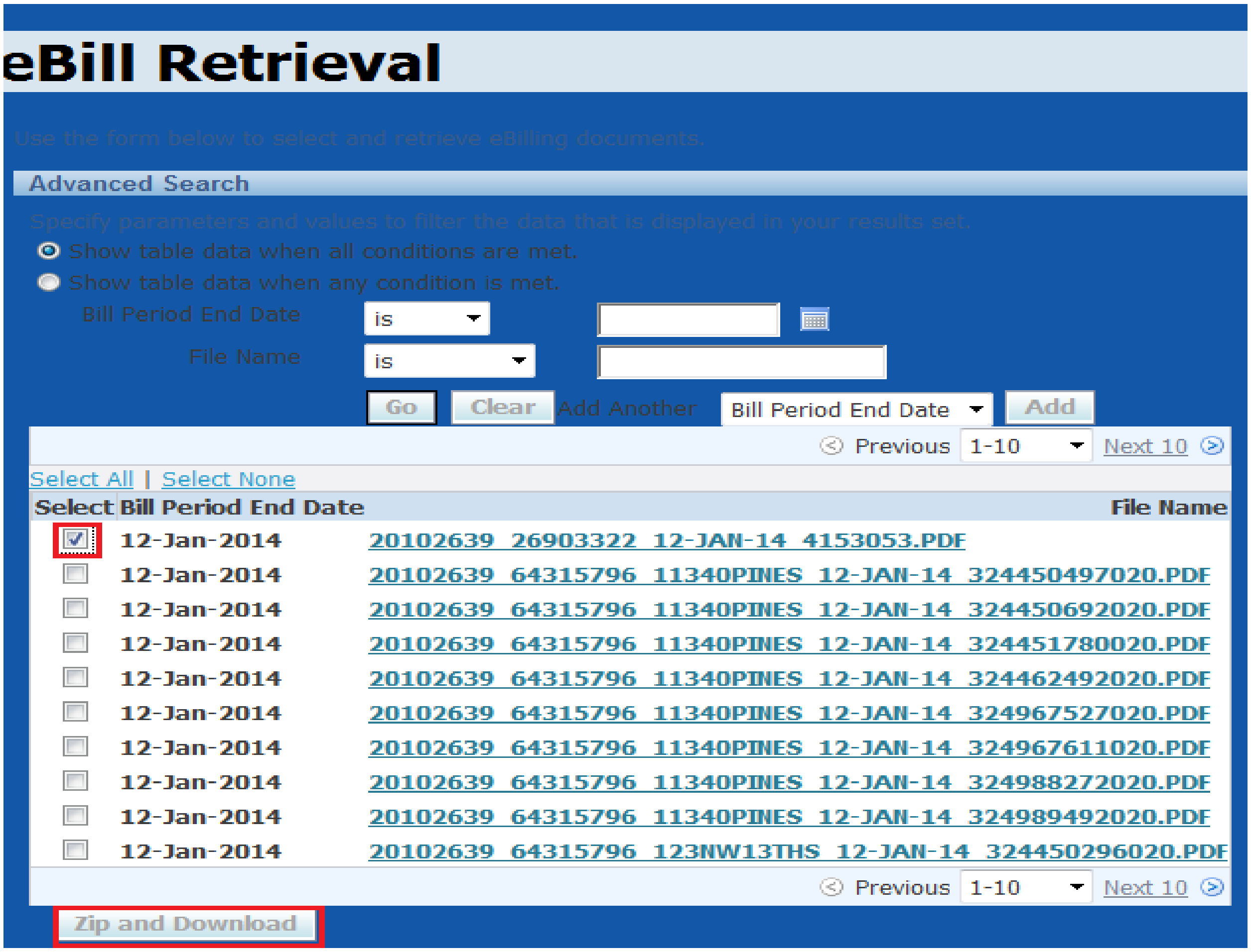
Bill Management also contains functionality to obtain copies of electronically billed documents. To do this, follow the steps below.

1. From the *Home* tab, select *eBill Download.* When the link appears, select *eBill Document History.*

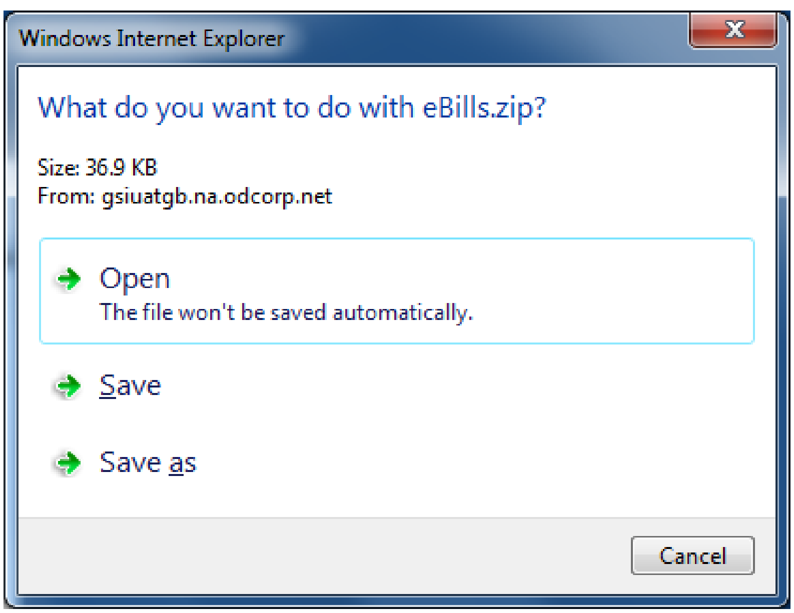
2. On the *eBill Retrieval* page, click *Go.* If information is not entered into either the date range field or the file name field, every file for the particular customer will display.



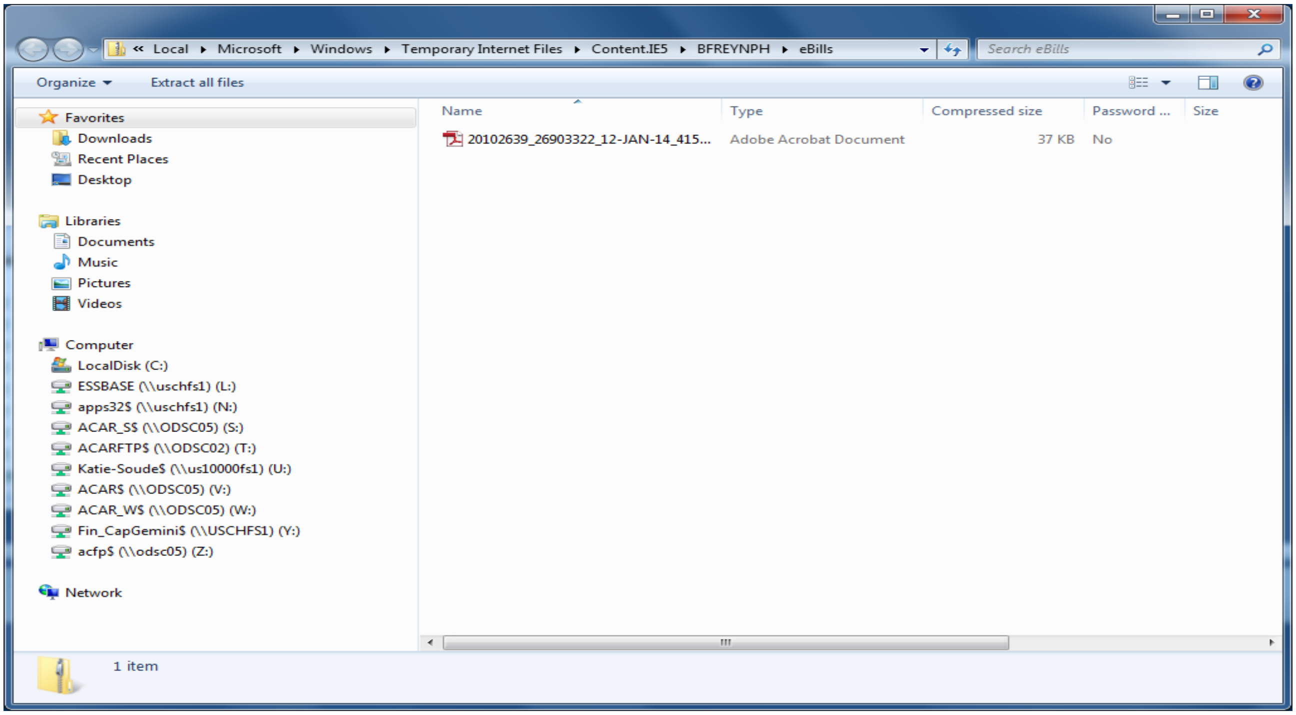
3. The files can be opened & saved by checking off the box to the right of the file name and by clicking *Zip and Download.*



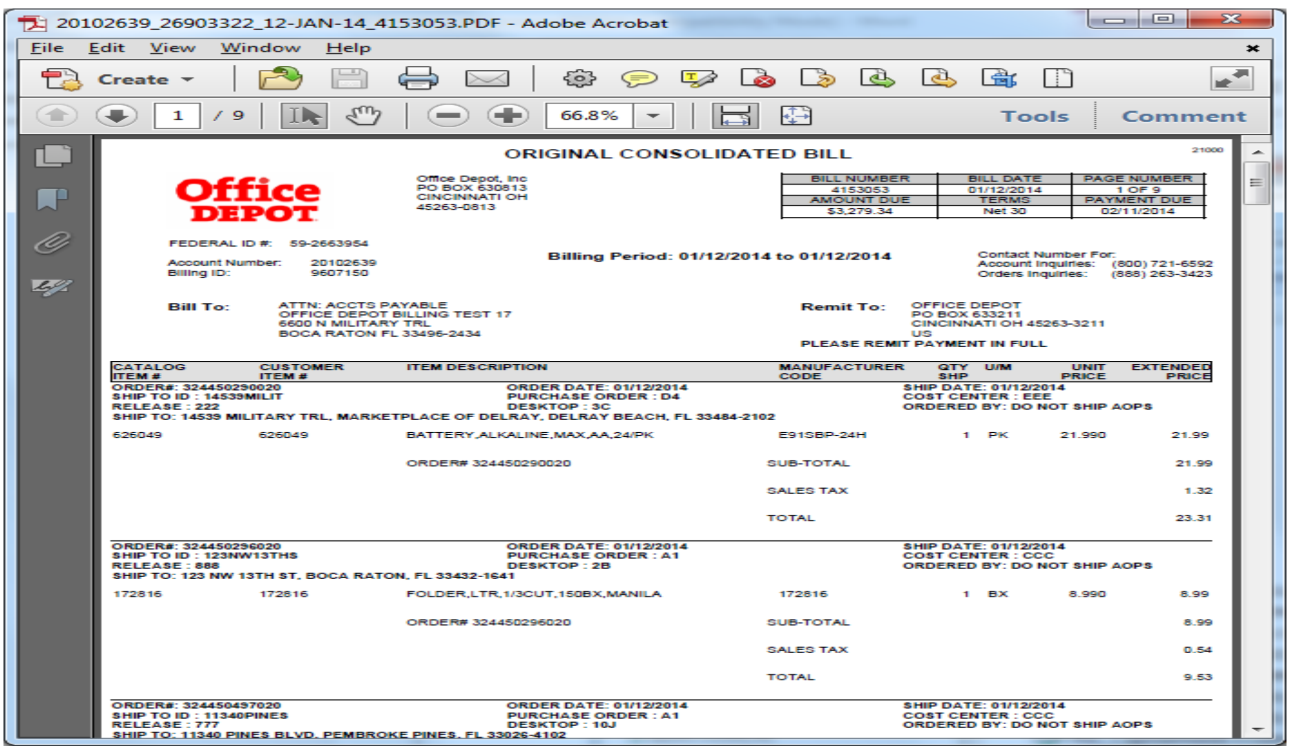

4. Click the appropriate option on the pop-up.



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.