

# Workday: Record And Apply Customer Payment (Sponsor Invoice)

KB0048123

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## Article Body

The following job aid explains how to Record and Apply Customer Payment (Sponsor Invoice).

### Access Sponsor Invoice

From the Homepage:

- Type **Find Sponsor Invoices for Company** in the search bar.



- Click **OK**. This will display all the available Sponsor Invoices for all the Companies.

**Note: If you know the specific sponsor, then you may enter the Company and other details to refine the search.**

The screenshot shows a search form titled 'Find Sponsor Invoices for Company'. It contains various filters for invoices, such as 'Company', 'Bill-To Sponsor', 'Customer Status', 'Invoice Status', 'Invoice Types', 'Invoice Amount greater than or equal to' (set to 0), 'Invoice Amount less than or equal to' (set to 0), 'Currency', 'Invoice/Adjustment Number', 'Adjustment Reasons', and date ranges for 'Invoice Date On or After', 'Invoice Due Date On or After', 'Invoice Due Date On or Before', 'Followup Date On or After', and 'Followup Date On or Before'. At the bottom are 'OK' and 'Cancel' buttons, with 'OK' being highlighted by a red box.

In Find Sponsor Invoices for Company view:

- Click the **Related Actions** icon corresponding to the desired Sponsor Invoice.
- Hover over **Customer Payment** in the **Actions** menu.
- Click **Record**.

The screenshot shows the search results for 'Find Sponsor Invoices for Company'. It includes a sidebar for 'Current Search' with filters for 'Company' (Spectrum Health Grand Rapids) and 'Sponsor for the Award' (Spectrum Health Foundation). The main area shows a list of invoices with one item selected: 'Customer Invoice 10000440' (highlighted with a red box). To the right, the 'Customer Invoice' details for 'Customer Invoice: 10000440' are displayed, including the 'Actions' menu which has 'Customer Payment' expanded, showing 'Record' as the selected option. The invoice information includes: Company (Spectrum Health Grand Rapids), Customer (National Institutes of Health), Currency (USD), Invoice Date (06/01/2020), and various other fields like Cost Center, Location, Revenue Category, etc.

## Record Customer Payment

In the Record Customer Payment view:

- Enter the appropriate value in the **Total Payment Amount** field.
- Under **Remittance Advice**, enter the **Amount to Pay**. This should match the Total Payment Amount filled under Payment Information.
- Click **Save and Apply Payment**.

**Record Customer Payment**

<b>Payment Information</b>		<b>Payment Options</b>
Company: Spectrum Health Grand Rapids	Remit-From Customer: National Institutes of Health	Ready to Auto-Apply: <input checked="" type="checkbox"/>
Payment Currency: USD		Do Not Apply Payment to Invoices on Hold: <input type="checkbox"/>
Payment Date: 08/20/2020		Show Only Matched Invoices when Applying: <input type="checkbox"/>
Payment Type: ACH		
Total Payment Amount: 225.00		
Payments Reference:		
Memo:		
<b>Remittance Advice</b>		
Invoice Currency: USD		
Remittance Advice: 1 item	Currency Rate: 1.00	Attachments: Notes
Invoice: 10000440 - 06/01/2020 - 225.00 - USD	Bill-To Customer: National Institutes of Health	Amount to Pay: 225
<input type="button" value="Save and Apply Payment"/> <input type="button" value="Save Payment"/> <input type="button" value="Cancel"/>		

- Review the details and click **Submit**.

**Apply Customer Payment**

<b>Customer Payment</b>	Status: In Progress	Application Status: Unapplied
<b>Payment Application Information</b>		<b>Payment Application Options</b>
Company: Spectrum Health Grand Rapids	Remit From Customer: National Institutes of Health	Show Selected
Payment Date: 08/20/2020		Apply to Oldest First
Transaction Date: 08/20/2020		
Memo:		
<b>Amount Information</b>		
Currency: USD	Total Payment Amount: 225.00	
	Payment Amount to Apply: 225.00	
	Remaining Amount to Apply: 0.00	
	Amount to Place On Account: 0.00	
	Record Overpayments	
<b>Remittance Advice Lines</b> 1		
Invoice: 10000440 - 06/01/2020 - 225.00 - USD	Bill-To Customer: National Institutes of Health	Due Date: 07/01/2020
4,000.00 - USD		Amount Due: 225.00
10000214CR2 - 05/21/2020 - 4,000.00 - USD		Payment Amount: 225.00
10000214CR2 - 05/18/2020 - (\$500.00) - USD		Discount Amount: 0.00
10000214CR2 - 05/18/2020 - 1,000.00 - USD		Writtenoff: 0.00 (0)
<input type="button" value="Submit"/> <input type="button" value="Save for Later"/> <input type="button" value="Search for Invoices"/> <input type="button" value="Cancel"/>		

## Review and Complete Record and Apply Customer Payment

- Click > to view the process details and next steps.
- Click **Done**.

**Business Process Record**

Customer Payment: National Institutes of Health on 08/20/2020 for \$225.00 [Actions](#)

 Process Successfully Completed

 **Details and Process**





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Helpful?

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