Workday: View a Customer Balance Report (Summary and Detail)

KB0048150

Article Body

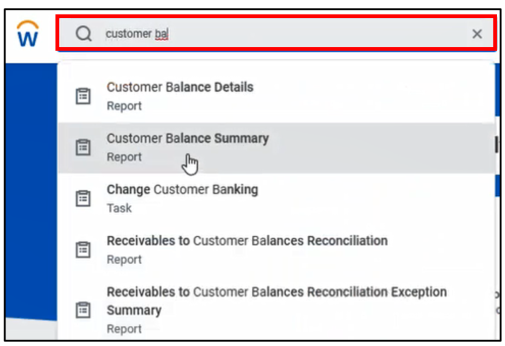
The following job aid explains how to View a Customer Balance Report (Summary and Detail).

Access Customer Balance Summary Report

From the Homepage:

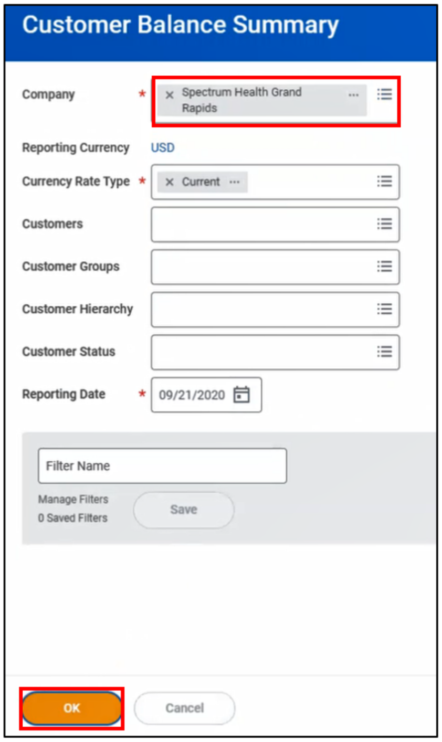
- Type **Customer Balance Summary** in the search bar.
- Click the **Customer Balance Summary** Report.

Note: This report is a high level snapshot of balances by Customer.

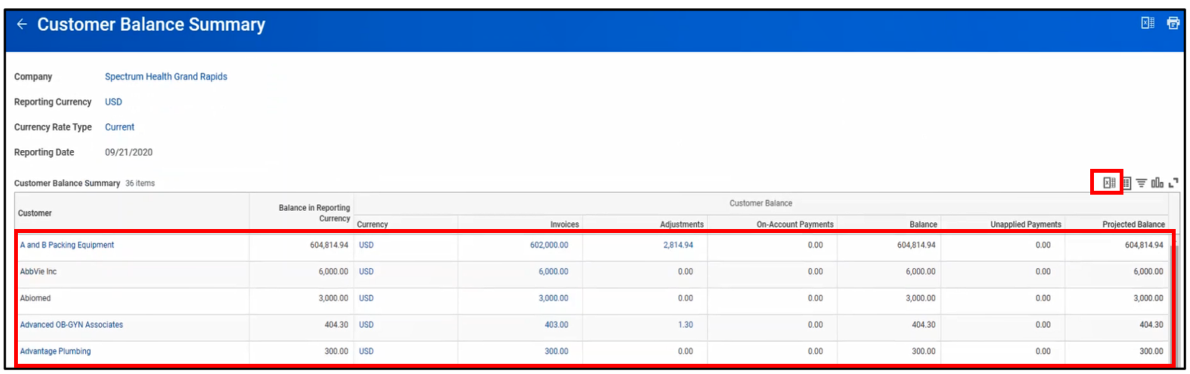


Under Customer Balance Summary:

- Search for and select the appropriate **Company**.
- Click **OK**.



- Review the Customer Balance Summary.
- If applicable, click the **Excel** icon to export the report in excel format.

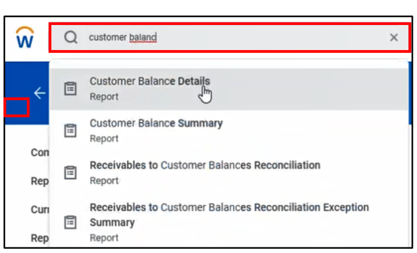


Access Customer Balance Details Report

From the Homepage:

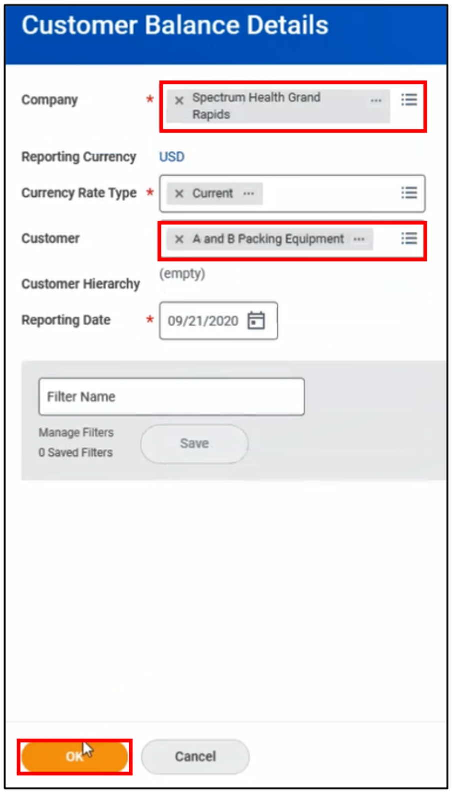
- Type **Customer Balance Details** in the search bar.
- Select the **Customer Balance Details** Report.

 Note: This report provides a detailed breakdown of invoices by Customer.
 Tip: You can also find the Customer Balance Details report as a related action from the Customer. To do so, click the related action icon, hover over the Customer category from the Actions menu, then select View Balance Details.

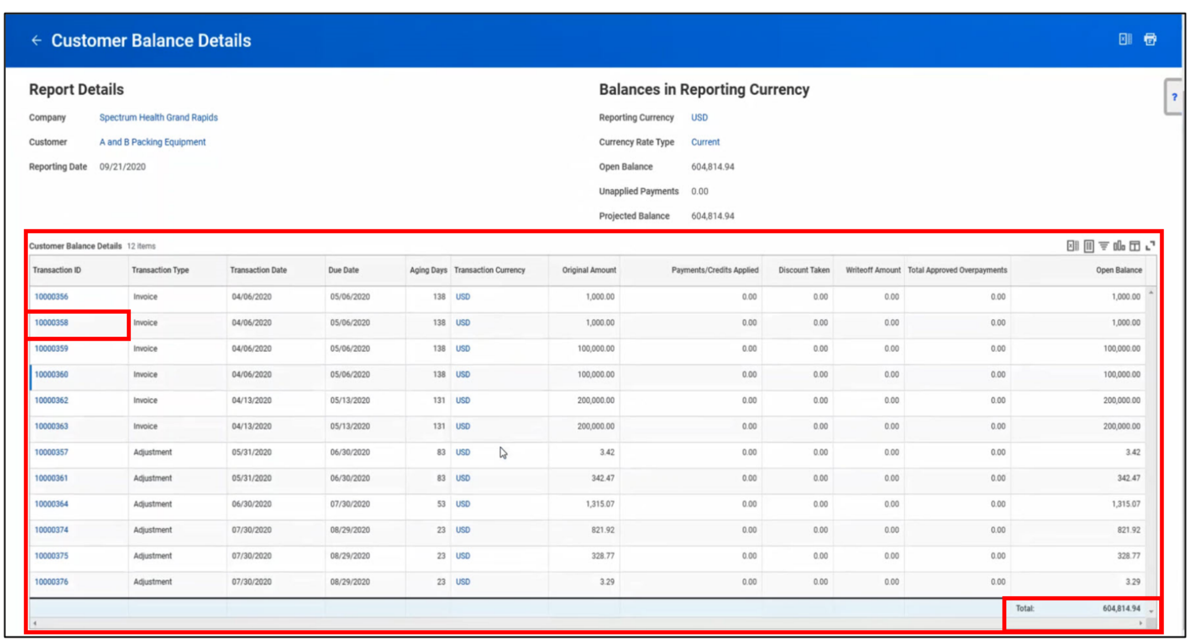


Under Customer Balance Details:

- Verify or update the appropriate **Company**.
- Search for and select the appropriate **Customer**.
- Click **OK**.



- Review the Customer Balance Details report by Customer.
- Review the Open Balance Totals.
- If applicable, click on any **Transaction ID** hyperlink to view specific invoice details.



Transaction ID	Transaction Type	Transaction Date	Due Date	Aging Days	Transaction Currency	Original Amount	Payments/Credits Applied	Discount Taken	Writeoff Amount	Total Approved Overpayments	Open Balance
10000356	Invoice	04/06/2020	05/06/2020	138	USD	1,000.00	0.00	0.00	0.00	0.00	1,000.00
10000358	Invoice	04/06/2020	05/06/2020	138	USD	1,000.00	0.00	0.00	0.00	0.00	1,000.00
10000359	Invoice	04/06/2020	05/06/2020	138	USD	100,000.00	0.00	0.00	0.00	0.00	100,000.00
10000360	Invoice	04/06/2020	05/06/2020	138	USD	100,000.00	0.00	0.00	0.00	0.00	100,000.00
10000362	Invoice	04/13/2020	05/13/2020	131	USD	200,000.00	0.00	0.00	0.00	0.00	200,000.00
10000363	Invoice	04/13/2020	05/13/2020	131	USD	200,000.00	0.00	0.00	0.00	0.00	200,000.00
10000357	Adjustment	05/31/2020	06/30/2020	83	USD	3.42	0.00	0.00	0.00	0.00	3.42
10000361	Adjustment	05/31/2020	06/30/2020	83	USD	342.47	0.00	0.00	0.00	0.00	342.47
10000364	Adjustment	06/30/2020	07/30/2020	53	USD	1,315.07	0.00	0.00	0.00	0.00	1,315.07
10000374	Adjustment	07/30/2020	08/29/2020	23	USD	821.92	0.00	0.00	0.00	0.00	821.92
10000375	Adjustment	07/30/2020	08/29/2020	23	USD	328.77	0.00	0.00	0.00	0.00	328.77
10000376	Adjustment	07/30/2020	08/29/2020	23	USD	3.29	0.00	0.00	0.00	0.00	3.29
										Total:	604,814.94

Escalation Information

Create P3 ticket and forward to Workday Finance team

Authored by James Junewick
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Helpful?

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