



Queen Mary  
University of London

## **Unit4 ERP: Accounts Receivable**

**User Guide**



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# 1: Customers & Customer Groups

## 1.1 Overview

The **Customer Master File** is single place for managing all customers in the system who, in turn, may be invoiced for goods or services.

Customers may be regular domestic/foreign trade companies, students or research partners. The type of customer is defined by the **Customer Group** they belong to.

Apprenticeship Scheme	AS
Foreign Debtors Euro	DE
Foreign Debtors USD	DU
General Debtors	GN
ILAB Debtors	IL
Internal Debtors	IN
Kinetic Debtors	KX
Medical Research Debtors	RE
Non-Medical Research Debtors	RN
QM Paris	QP
Student Debtors	ST
Student debtors -Euro	ES

Customers can be created manually or imported in bulk from an external system.

## 1.2 Customer Groups

### 1.2.1 View a Customer Group

Customer group Accounts

**Customer group**

Lookup  
GN  
General Debtors

Customer group ID  
GN

Name \*  
General Debtors

**Basic settings**

Currency \*  
GBP  
Sterling Pound (GB)

Fixed

Open items

Tax system

Fixed

Description

**Terms**

Payment terms \*  
30 Days Net  
30

Fixed

Calculate payment discount on tax

**Collection**

Collection code \*  
Domestic Customers - 30 Days  
30D

Credit limit  
0.00

1. Navigate to **Accounting > Accounts Receivable > Customer Information > Customer Group**.

2. In the **Lookup** field, press [SPACE] to see all options and select the one you want.



3. [Tab] away from the field to open the record.

## 1.3 Customers

### 1.3.1 View a Customer

**Customer**

Customer | Contact information | Invoice | Payment | Relation | Action overview

**Customer**

Lookup  
50017545 ...  
Arribatec Group Ltd

Customer ID  
50017545

Customer name \*  
Arribatec Group Ltd

1. Navigate to **Accounting > Accounts Receivable > Customer Information > Customers**.
2. There are two ways to open a customer record:
  - a. In the **Lookup** field, enter the Customer code/description and select it from the list.
  - b. Click the **Value lookup** icon next to the field and find the customer using the available filter columns.
3. [Tab] away from the field to open the record.

### 1.3.2 Update an existing Customer

With the Customer record open...

1. Click into the relevant tab.
2. Amend or add the field value/s as necessary in the tabs.
3. Add any documents that may be required.
4. Once all changes have been made, click **Save** and then **OK** to the confirmation message.

The amended Customer has been saved – no approval needed.

### 1.3.3 Create a new Customer

1. Navigate to **Accounting > Accounts Payable > Customer Information > Customers**.
2. Click **New** at the bottom of the screen.



**Customer**

Lookup  
50017545 ...  
Arribatec Group Ltd

Customer ID  
[NEW]

Customer name\*  
Arribatec Group Ltd

**Classification**

Customer group\*  
General Debtors  
GN

Country\*  
United Kingdom  
GB

Language\*  
English UK  
EN

Head office\*  
Arribatec Group Ltd ...  
50017545

Sundry

**Customer identification**

Company registration number  
[ ]

VAT registration number  
[ ]

Short name\*  
ARRIBATEC

External ref\*  
LE1 1TA

Supplier ID  
[ ] ...

3. Enter the **Customer name**.
4. **Customer group** – Enter/select as appropriate.
5. **Country** – amend if necessary.
6. **Head office** – amend only if the Customer is subordinate to a parent Customer (payment recipient).
7. **Company/VAT registration number** – enter if known.
8. **Short name** – enter up to the first 10 characters of the customer's name.
9. **External reference** – enter the customer's postcode.
10. Click the *Contact information* tab and click **Add** in the *Address* table.

**Address**

<input type="checkbox"/>	Address type	Street address	Town	Region	Pos
<input type="checkbox"/>	General	Studio 3, Phoenix Square 17 Morledge St,	Leicester	Leicestershire	LE1 1TA

Add Delete

Address details

**Address**

Address type  
General

Street address  
Studio 3, Phoenix Square  
17 Morledge St,

Country\*  
United Kingdom

Post code  
LE1 1TA

**Phone numbers**

Telephone  
0333 444 1005

Fax no.  
[ ]

Mobile  
[ ]

Telephone 2  
[ ]

Home  
[ ]

**E-mail and website**

E-mail  
matt.volpato@arribatec.com

E-mail cc  
[ ]

URL  
[ ]

11. Leave the **Address type** as *General*.
12. In the *Address details* section, enter as much address information as you have in the fields provided.



13. Click the *Invoice* tab.

<b>Invoice details</b>		<b>Credit check</b>	
Currency*	Fixed Y/N	Check on head office	
Sterling Pound (GB) ...	<input type="checkbox"/>	Credit limit	0.00
GBP		Max credit age (Days)	0
Tax system	Fixed Y/N	<b>Discount information</b>	
	<input type="checkbox"/>	Discount code	
Payment terms*	Fixed Y/N		
30 Days Net	<input type="checkbox"/>		
30			
Payment discount on tax			
<input checked="" type="checkbox"/>			

14. **Currency** and **Payment** terms – amend from the default if necessary.

15. **For student customers** - Click the *Relations* tab and enter/select the **Relation values** for each row.

<input type="checkbox"/>	Relation	Relation value
<input type="checkbox"/>	Year of Study (Customer) (STUDYYR)	
<input type="checkbox"/>	Mode of Study (Customer) (STUDYMD)	
<input type="checkbox"/>	Fee Status (Customer) (FEESTAT)	
<input type="checkbox"/>	Level of Study (Customer) (STUDYLV)	
<input type="checkbox"/>	Enrolment Status (Customer) (ENRLSTAT)	
<input type="checkbox"/>	Salutation (Customer) (SALUTE)	
<input type="checkbox"/>	Gender (Customer/RESNO) (GENDER)	
<input type="checkbox"/>	Student Reason to Leave (Customer) (RSNLVE)	
<input type="checkbox"/>	Student Route Code (Customer) (ROUTECODE)	
<input type="checkbox"/>	Students Programme Code (Customer) (PRGCODE)	
<input type="checkbox"/>	Cost Centre (COSTC)	
<input type="checkbox"/>	Residence Building Code (Customer) (BUILDING)	

16. Click **Save** and click **OK** in the Auto-numbering window.

17. Click **OK** in the confirmation window.

The created Customer is now available for use in sales functions – no approval needed.



## 2: Sales Orders & Sales Invoices

### 2.1 Overview

Sales Orders are used to record customer debt and are entered manually into the system. They contain the product that was sold and the posting information ('GL Analysis') which indicates where the income will be posted. They become Sales Invoices by way of the Invoicing process and are sent to customers.

Negative Sales Orders that go through the invoicing process will become Credit Notes.

Sales Invoices relating to students can also be uploaded directly to the system by an interface from an external application. This process is automatic and requires no manual intervention.

This section describes the manual process of raising sales orders (positive and negative) and the invoicing process.

### 2.2 Sales Orders

#### 2.2.1 Raising Sales Orders

1. Navigate to **Customers and sales > Sales orders > Sales orders**

2. Find/enter the **Customer** being invoiced.
3. Enter the **External order ID** if needed – this will appear on the invoice.

4. Enter the relevant default **Budcode** – this will be assigned to all lines created.



Order lines										
	#	Product	Description	Unit	Quantity	Price	Curr. amount	Tax curr.		
<input type="checkbox"/>	1	* SALE1021 Non-Therapeutic Consultan...	Non-Therap...	ONE	3.00	200.00	600.00		12	

5. In the order lines table:

- Click **Add** or click anywhere in the table to create a new blank row.
- Find/enter the relevant **Product**.
- Amend the **Description** as this will appear as the main line on the Sales Invoice.
- Amend the **Quantity** and **Price** as needed.
- Amend the **Delivery date** if a specific date needs to be recorded for the goods/services provided.

Buttons: Add, Delete, Reset, Park, Close, Terminate, Search p

Section: Additional product information

Product

Product text

Extra Sales Product Info

- If you need to add extra information to the order line, enter the text in the **Product text** box below the table. This will appear as sub-text on the Invoice.
- Check that the *GL Analysis* coding at the bottom of the screen is correct and amend if necessary.

6. Repeat step 5 for any additional order lines.

Document archive (?) All documents Change view Actions Sort by

All documents 0

Sales orders ((NEW))

Sales Order Documentation

Add a document

Add a document ?

Document type\* ?

Sales Order Documentation

File name\*

SALES INFO.pdf Upload

Document title\*

SALES INFO

Document description

Save Cancel

7. If you need to add any supporting documents, click the **Documents** icon and upload your file/s to the *Sales Order Documentation* folder.



8. Once finished, click **Save** and then **Yes** to any warnings (unless the warning should prevent you proceeding).

TT	Period	Description	Next TransNo
SC	202403	External ILAB Sales Orders	53001763
SE	202403	English Class Sales Orders	8000691
SI	202403	Internal Sales Orders	50094648
SL	202403	Loan Repayment Sales Orders	52000744
SO	202403	External Sales Orders	5107115
SR	202403	Registry Sales Orders	50005078
SS	202403	Staff Debtors Sales Orders	51000174

9. Select the relevant **Posting cycle**.

**Success**  
The sales order was saved with order no: 5107115

10. Click **OK** to the confirmation which provides the Sales Order number.

The Sales Order is ready to be 'invoiced' and will become a Sales Invoice.

### 2.2.2 Raising Credit Notes

A Credit Note acts as a correction to a Sales Invoice as, on balance, it reduces the customer debt. A Credit Note is created by entering a Sales Order with a negative quantity/price.

The easiest way to perform this activity is to use the original Sales Order as the basis for the Credit Note, which means most of the values are already filled in for you.

To create a Credit Note:

1. Navigate to **Customers and sales > Sales orders > Sales orders**.

Order number	Supplier/Customer	Responsible	External reference	External order ID	Requested by
5107115	50017545	QT22758	123456789	QT22758	20

2. Click **Open** at the bottom of the screen and find the Sales Order being corrected using the Order Number.

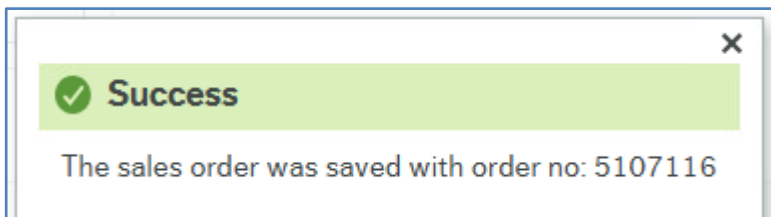
3. Select the result to open it in the main screen



4. Click **Copy sales order** at the bottom of the screen.
5. Make the necessary adjustments:
  - a. Amend the **External order ID** if necessary.

Order lines									
<input type="checkbox"/>	#	Product	Description	Unit	Quantity	Price	Curr. amount	Tax	
<input type="checkbox"/>	1	SALE1021 Non-Therap...	Main Sales F	ONE 1	1.00	-200.00	-200.00		

- b. Amend the negative **Quantity/Price** so that the total is the expected reduction.
  - c. Amend the **Product text** box below the table to indicate this is a credit note.
6. Repeat step 5 for any other order lines that require a credit.
7. **Delete** any order lines that do not require a credit.
8. Once finished, click **Save** and then **Yes** to any warnings (unless the warning should prevent you proceeding).
9. Select the relevant **Posting cycle** (usually the same as the original Sales Order).



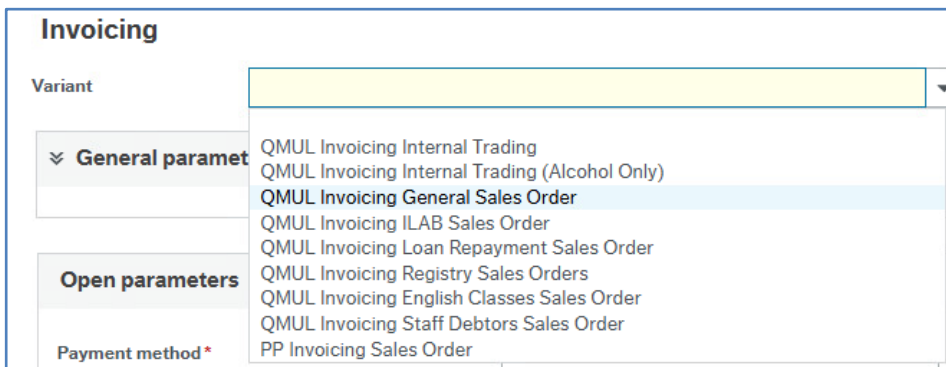
10. Click **OK** to the confirmation which provides the Sales Order number.  
The Sales Order is ready to be 'invoiced' and will become a Credit Note.

## 2.3 Invoicing

### 2.3.1 Generating Sales Invoices & Credit Notes

To transfer Sales Orders to Sales Invoices and/or Credit Notes:

1. Navigate to **Customers and sales > Invoicing > Invoicing.**



2. Select the relevant **Variant** and [TAB] – the parameters below will change.



**Open parameters**

Order number from \*

Order number to \*

3. Enter the Sales Order number/s in the **Order number from** and **Order number to** fields.

**Success**

Successfully saved. The report output has order number 37746 and is available in Your ordered reports.

4. Click **Save** and then **OK** to the confirmation.

5. Click **Your ordered reports** at the bottom of the screen.

**Ordered reports**

<input type="checkbox"/>	Show report	User	Report name	Report ID	Order numb...	Scheduled	Completed	Server queue	File name	Status	Zoom	Show log
<input type="checkbox"/>		QT227...	QMUL Invoici...	SO13	37746	20/12/2024	20/12/2024	DEFAULT-64	so13jb_3774...	Finished		
<input type="checkbox"/>		QT227...	QMUL Invoici...	SO13	37746	20/12/2024	20/12/2024	DEFAULT-64	so13jb_3774...	Finished		

6. Click **Refresh** until the **Status** is 'Finished'.

7. Click **Show report** icon on the **SO13** lines to view the summary report (*so13b...*) and the **Sales Invoices/Credit Notes** (*so13jb...*) that have been generated.

**INVOICE**

Invoice Number: 60067070  
 Order No: 5107115  
 Account Code: 50017545  
 Invoice Date: 20/12/2024  
 Due Date: 19/01/2025

**Queen Mary University of London**  
 Queen's Building  
 Mile End Road  
 London E1 4NS  
 United Kingdom  
 VAT Reg No: GB 248 8379 11  
 For Enquiries(Finance)  
 Telephone: 020 7882 3032  
 Fax: 020 7882 3024  
 E-mail: agresso-training@qmul.ac.uk

To: Arribatec Group Ltd  
 Studio 3, Phoenix Square  
 17 Morledge St,  
 Leicester  
 LE1 1TA  
 United Kingdom

Number	Description	VAT %	Unit Price	Net Amount	VAT Amount
3.00	Main Sales Product Description	20.00	200.00	600.00	120.00
	Extra Sales Product Info				

Bank Details :  
 Barclays Bank  
 QMUL Main Account  
 1 Churchill Place  
 London

**TOTAL AMOUNT DUE (€) STERLING 720.00**

IMPORTANT: All orders are accepted subject to our Conditions of Sale

**CREDIT NOTE**

Invoice Number: 60067071  
 Order No: 5107116  
 Account Code: 50017545  
 Invoice Date: 20/12/2024  
 Due Date: 19/01/2025

**Queen Mary University of London**  
 Queen's Building  
 Mile End Road  
 London E1 4NS  
 United Kingdom  
 VAT Reg No: GB 248 8379 11  
 For Enquiries(Finance)  
 Telephone: 020 7882 3032  
 Fax: 020 7882 3024  
 E-mail: agresso-training@qmul.ac.uk

To: Arribatec Group Ltd  
 Studio 3, Phoenix Square  
 17 Morledge St,  
 Leicester  
 LE1 1TA  
 United Kingdom

Number	Description	VAT %	Unit Price	Net Amount	VAT Amount
1.00	Main Sales Product Description	20.00	-200.00	-200.00	-80.00
	Extra Sales Product Info				

Bank Details :  
 Barclays Bank  
 QMUL Main Account  
 1 Churchill Place  
 London E14 5HP

**TOTAL AMOUNT DUE (€) STERLING -280.00**

IMPORTANT: All orders are accepted subject to our Conditions of Sale

These can be printed and sent to the customer as necessary.



### 2.3.2 Generating Copy Invoices

If a copy of a Sales Invoice or Credit Note is required:

1. Navigate to **Customers and sales > Invoicing > Copy Invoice**.

Copy invoice

Variant

General parameter

- QMUL Copy Sales Invoice
- PP Copy Sales Invoice

2. Select the relevant **Variant** and [TAB] – the parameters below will change.

Open parameters

Invoice number from \* 60067070

Invoice number to \* 60067070

3. Enter the Invoice number in the **Invoice number from** and **Invoice number to** fields.

Success

Successfully saved. The report output has order number 31284 and is available in Your ordered reports.


4. Click **Save** and then **OK** to the confirmation.
5. Click **Your ordered reports** at the bottom of the screen.

<input type="checkbox"/> Show report	User	Report name	Report ID	Order numb...	Scheduled	Completed	Server queue	File name	Status	Zoom	Show log
<input type="checkbox"/>	QT227...	QMUL Copy ...	SO07	31284	20/12/2024	20/12/2024	REPORTSCH...	so07jb_3128...	Finished		

6. Click **Refresh** until the **Status** is 'Finished'.
7. Click **Show report** icon on the **SO07** line to view the **Copy Invoice/Credit Note** (so07jb...) that has been generated.



**COPY INVOICE**

 Queen Mary  
University of London

Queen's Building  
Mile End Road  
London  
E1 4NS  
United Kingdom

**VAT Reg No: GB 248 8379 11**

**Invoice Number** 60067070  
**Order No** 5107115  
**Account Code** 50017545  
**Invoice Date** 20/12/2024  
**Due Date** 19/01/2025

**To:** Arribatec Group Ltd  
Studio 3, Phoenix Square  
17 Morledge St,  
Leicester  
LE1 1TA  
United Kingdom

**For Enquiries(Finance)**  
Telephone: 020 7882 3032  
Fax: 020 7882 3024  
E-mail: agresso-  
training@qmul.ac.uk

Number	Description	VAT %	Unit Price	Net Amount	VAT Amount
3.00	Main Sales Product Description Extra Sales Product Info	20.00	200.00	600.00	120.00

**Bank Details :**  
Barclays Bank  
QMUL Main Account  
1 Churchill Place  
London

**TOTAL AMOUNT DUE (£) STERLING** 720.00

IMPORTANT: All orders are accepted  
subject to our Conditions of Sale

This can be printed and sent to the customer as necessary.



## 3: Customer Statements & Reminders

### 3.1 Overview

Sales Invoices and Credit Notes can be viewed against the Customer record in a number of ways.

They can be seen in **Customer transactions** reports which show transactions from the AR ledger:

Customer transactions										
Sort and group by										
	Customer ID	Customer ID (T)	Order number	Invoice number	Due date	Status (T)	Currency	Amount	Rest currency amou...	Last reminded
1	50017545	Arribatec Group Ltd	5107116	60067071	19/01/2025	Active	GBP	-280.00	-280.00	
2	50017545	Arribatec Group Ltd	5107115	60067070	19/01/2025	Active	GBP	720.00	720.00	

They can be seen and amended in the **Maintenance of open items** screen as described in the next section.

When needed/requested, a **Statement of accounts** can be sent to the customer indicating their current debt situation. If the due date for a payment passes a **Reminder** letter can be sent to the customer. These processes are described in the following sections.

### 3.2 Maintenance of Open Items

#### 3.2.1 Loading Open Items

#### Maintenance of open items

##### Selection criteria

Customer \*  
50017545  
Arribatec Group Ltd

Load historical items

Period  
0

InvoiceNo

Load

##### Customer transactions

Open items | Historical items

#	Payment plan	Map	Invoice number	Invoice date	D
1			60067071	20/12/2024	19/01/2
2			60067070	20/12/2024	19/01/2
Σ					

1. Navigate to **Accounting > Accounts Receivable > Maintenance of Open Items**.
2. Enter/find the **Customer** code.
3. Optionally, enter a **Period** and/or **Invoice number** to further filter your results.
4. Click **Load**.



Customer	Transaction	Invoice	Amount	Discount	Collection agency	GL analysis
CustomerID: 50017545 Customer name: Arribatec Group Ltd Status*: Active	Transaction number: 60067070 Transaction type: AR SOP SO13 General Extr Period: 202403 Transaction date: 20/12/2024 Order number: 5107115 Description: 123456789	Invoice number: 60067070 Invoice date: 20/12/2024 Due date: 19/01/2025 Payment method: Cheque Payment recipient: CH Payment date:	Currency: GBP Exchange rate: 1.00000 Currency amount: 720.00 Rest currency amount: 720.00 Amount: 720.00 Rest amount: 720.00	Discount date: Discount %: 0.00000 Discount amount: 0.00 Complaint code: Complaint date:	Collection agency: Case number: Collection status: Reminder level: Last reminded: Interest status*: Uncharged	Account: 7150 Debtors Control - General Sponsor: Departmental Analysis:

5. Click a line to see further invoice information in the *Transaction details* section below.

### 3.2.2 Updating Open Items

For any selected line, the following fields can be amended in the *Transaction details* section:

- Status
- Due Date (this will change the 'aged debt' situation for the invoice)
- Complaint Code & Date
- Collection Status (set to 'W' to indicate the debt is to be written off)

**Save** any amendments.

### 3.2.3 Entering Notes on Open Items

For any selected line, a note can be entered and tracked via reports:

1. Select the invoice line.
2. Click the **Action overview** section at the bottom of the screen to expand it.
3. Click **Memo** (to leave a general note) or **Invoice Task** (to request that a colleague review the invoice).

Task information	
Subject	Memo Subject here.
Start date	20/12/2024
Status	Finished
Description	Memo Description here.

Task information	
Subject	Invoices Task Subject here.
Start date	20/12/2024
Due date	20/12/2024
Responsible	Alison Mavis
Status*	Active
Description	Invoices Task Description here.

4. In the **Task** screen:

- a. Enter a **Subject** and **Description**.
- b. If entering an Invoice Task – enter a **Responsible** value (the person you want to review/action the task) and amend the **Due date** (if the request is time sensitive).

5. Click **Save**.



### 3.3 Customer Statements

If a customer statement is requested or needs to be sent:

1. Navigate to **Accounting > Accounts Receivable > Customer information > Statement of accounts.**

**Statement of accounts**

Variant: **Statement of accounts**

General parameters:

- Statement of accounts
- Statement of Accounts QM
- Statement of Accounts QM-Automatic emailing
- Fees statement - self
- Fees statement - sponsor
- Accommodation statement - self

Open parameters:

- Accommodation statement - Sponsor
- Fees statement - self - Jasons Version
- Statement of Accounts QM +addresses manual process

2. Select the relevant **Variant** and [TAB] – the parameters below will change.

**Open parameters**

Account \* [ ]

Customer group \* [ ]

CustomerID from: 50017545

CustomerID to: 50017545

3. Enter the **CustomerID** in the **from** and **to** fields.
4. Click **Save** and then **OK** to the confirmation.
5. Click **Your ordered reports** at the bottom of the screen.

**Ordered reports**

<input type="checkbox"/>	Show report	User	Report name	Report ID	Order numb...	Scheduled	Completed	Server queue	File name	Status	Zoom	Show log
<input type="checkbox"/>		QT227...	Statement of ...	CU04	17643	20/12/2024	20/12/2024	REPORTSCH...	cu04a_1764...	Finished		

6. Click **Refresh** until the **Status** is 'Finished'.
7. Click **Show report** icon on the **CU04** line to view the **Customer Statement (cu04a...)** that has been generated.

**Queen Mary University of London**

Queen's Building  
Mile End Road  
London  
E1 4NS  
United Kingdom

ARRIBATEC GROUP LTD  
Studio 3, Phoenix Square  
17 Morledge St,  
Leicester  
LE1 1TA  
United Kingdom

**STATEMENT OF ACCOUNT**

Statement Date:	20/12/2024
Print Date:	20/12/2024
Our Reference:	50017545
Email:	finance@qmul.ac.uk

Page 1/1

CUSTOMER REFERENCE	INVOICE NUMBER	INVOICE DATE	DUE DATE	GBP AMOUNT
123456789	60067070	20/12/2024	19/01/2025	720.00
123456789	60067071	20/12/2024	19/01/2025	-280.00

This can be printed and sent to the customer or may be sent automatically if that variant has been selected.



### 3.4 Customer Reminders

If a reminder letter needs to be sent to a customer. A proposal needs to be created, then confirmed:

#### 3.4.1 Reminder Proposal

1. Navigate to **Accounting > Accounts Receivable > Payment follow up > Reminder > Reminder proposal.**
2. Select *QM Reminder* as the **Variant** and [TAB] – the parameters below will change.

**Reminder proposal**

Variant: QM Reminder

General parameters

Open parameters

BatchID \* 2412204

Reminder date \* 20/12/2024

Period 202403

Customer group \* \*

CustomerID from 50017545

CustomerID to 50017545

Pay method \* \*

Rem level \*

Transaction type \*

Status \* Both active and included in payment

3. Enter the **CustomerID** in the **from** and **to** fields.
4. Amend any other defaults (eg: **Rem level** or **Status**) as necessary.
5. Click **Save** and then **OK** to the confirmation.
6. Click **Your ordered reports** at the bottom of the screen.

<input type="checkbox"/> Show report	User	Report name	Report ID	Order numb...	Scheduled	Completed	Server queue	File name	Status	Zoom	Show log	
<input type="checkbox"/>	QT227...	QM Reminder	CU09	4160	20/12/2024	20/12/2024	DEFAULT	cu09a_4160...	Finished			Filter

7. Click **Refresh** until the **Status** is 'Finished'.
8. Click **Show report** icon on the *CU09* line to view the **Reminder** (*cu09a...*) that has been generated.



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University of London

### REMINDER

Arribatec Group Ltd Studio 3, Phoenix Square 17 Morledge St, Leicester LE1 1TA United Kingdom	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Customer Id</td><td>50017545</td></tr> <tr><td>Date</td><td>31/12/2024</td></tr> <tr><td>Your Reference</td><td>LE1 1TA</td></tr> <tr><td>Contact Tel</td><td>+44 (0) 20 7882 3032</td></tr> <tr><td>Email</td><td>finance@qmul.ac.uk</td></tr> </table>	Customer Id	50017545	Date	31/12/2024	Your Reference	LE1 1TA	Contact Tel	+44 (0) 20 7882 3032	Email	finance@qmul.ac.uk
Customer Id	50017545										
Date	31/12/2024										
Your Reference	LE1 1TA										
Contact Tel	+44 (0) 20 7882 3032										
Email	finance@qmul.ac.uk										

According to our records, the balance/s indicated below remains unpaid. We have not received a valid reason as to why payment has not been made to date. Therefore, we would appreciate it, when upon receipt of this letter, you could kindly send payment by return to cover your outstanding balance.  
If you have already sent payment to us, please ignore this request.  
Thank you in advance for your assistance and co-operation in this matter.

Invoice Number	Invoice Date	Due Date	Currency	Amount Outstanding
60067070	20/12/2024	20/12/2024	GBP	720.00
60067071	20/12/2024	19/01/2025	GBP	-280.00
<b>Total in</b>			<b>GBP</b>	<b>440.00</b>

### 3.4.2 Reminder Confirmation

1. Navigate to **Accounting > Accounts Receivable > Payment follow up > Reminder > Reminder confirmation.**
2. Select *QM Reminder confirmation* as the **Variant** and [TAB] – the parameters below will change.

**Reminder confirmation**

Variant:

---

✖ **General parameters**

---

**Open parameters**

BatchID \*

Period \*

3. Select the **BatchID** assigned in the proposal.
4. Click **Save** and then **OK** to the confirmation.
5. Click **Your ordered reports** at the bottom of the screen.

Ordered reports												
<input type="checkbox"/>	Show report	User	Report name	Report ID	Order numb...	Scheduled	Completed	Server queue	File name	Status	Zoom	Show log
<input type="checkbox"/>		QT227...	QM Reminde...	CU26	1647	20/12/2024	20/12/2024	DEFAULT	cu26b_1647...	Finished		

6. Click **Refresh** until the **Status** is 'Finished'.
7. Click **Show report** icon on the *CU26* line to view the **Reminder** (*cu26b...*) that has been generated.



This can be printed and sent to the customer as necessary.

In the **Maintenance of open items** screen (and in related reports), the **Reminder level** and **Last reminded** date can be seen for the selected invoice:

Reminder level  
1

Last reminded  
31/12/2024

Interest status\*

The sending of Reminders and Statements is also recorded as **Action overview** tasks:

Show historical data

^ Action overview

Zoom	Date	Action	Subject	Workflow	Responsible	Due date	Status
<input type="checkbox"/>	20/12/2024	Memo	Memo Subject here.	<input type="checkbox"/>	Matt VOLPATO		Finished
<input type="checkbox"/>	20/12/2024	Invoice Task	Invoices Task Subject here.	<input type="checkbox"/>	Matt VOLPATO	20/12/2024	Active
<input type="checkbox"/>	20/12/2024	Statement of accounts	Statement of accounts 20241220	<input type="checkbox"/>			Finished
<input type="checkbox"/>	20/12/2024	Reminder Letter	30 Days Overdue-1	<input type="checkbox"/>			Finished

Memo Invoice Task



# 4: Manual Payment

## 4.1 Overview

The **Manual Payment** screen serves many functions in U4 ERP Web. For AR, there are three main functions:

- **Record a Matched Customer Receipt** against existing open item.
- **Record an Unallocated Customer Receipt** as an open item.
- **Match Customer Open Items** - eg: a Sales Invoice and a Credit Note

**NB:** This screen deals with any transactions that, in Desktop, would have involved clicking the 'Payments' button from within the various Manual Payments screens.

## 4.2 Manual Payment Functions

### 4.2.1 Record a Matched Customer Receipt

If the customer is known and an invoice has been identified (or multiple) to match the receipt to, the income can be registered and matched in the same process:

1. Navigate to **Accounting > General Ledger > Manual Payment**
2. Select *AR Manual Receipts* as the **Posting cycle**.
3. Enter the **Payment reference** and **Description**.

Transaction			
Period*	Transaction Date*	Payment reference*	Description
202403	20/12/2024	Cust Trans	Customer Transaction

4. Create the Bank line:

Bank information	Customer invoice matching	Supplier invoice matching	Statement Balance
<b>Bank account</b> BARCLAYS <small>Barclay - Main Current Account</small>	<b>Currency*</b> GBP <small>Sterling Pound (GB)</small>	<b>Curr. amount</b> 440.00	

- a. Click the **Bank information** tab.
- b. Enter the **Curr. amount**.
- c. Click **Match** to move the information to the *Posting proposal* table.

Posting proposal											
<input type="checkbox"/>	Customer/Supplier	Customer/supplier ID	Customer/Supplier name	Description	Account	Currency	Curr. amount	Amount	Due date	Tax code	Tax system
<input type="checkbox"/>					7119	GBP	440.00	440.00		0	
Σ								440.00			

Unmatch Sundry

5. Match to existing open items:



Bank information | **Customer invoice matching** | Supplier invoice matching | Statement Balance | GL transaction

Search criteria

Customer ID: 50017545  
Arribatec Group Ltd

Invoice number: [ ]

Due date from: [ ]

Due date to: [ ]

Currency: [ ]

Order number: 0

Rest curr.amnt. from: 0.00

Rest curr.amnt. to: 0.00

Payment method: [ ]

BACS ID: [ ]

GL analysis attribute ID: [ ]

GL analysis attribute value: [ ]

Head office: [ ]

Transaction text: [ ]

Search

Open items

PP	Customer ID	Customer name	InvoiceNo	Description	Currency	Allocate	Unpaid curr.amt	Curr. amount	Discount	Due date	Status
<input type="checkbox"/>	50017545	Arribatec Group Ltd	60067071	123456789	GBP	0.00	-280.00	-280.00	0.00	19/01/2025	N
<input type="checkbox"/>	50017545	Arribatec Group Ltd	60067070	123456789	GBP	0.00	720.00	720.00	0.00	20/12/2024	N
Σ						0.00					

Match Sundry

- Click the **Customer invoice matching** tab.
- Enter/select the **Customer ID** (and any other filtering values if needed) and click **Search** to see open items that meet your criteria.
- If matching a receipt to an invoice as a partial payment – select the invoice line and enter the income amount in the **Allocate** field.

Open items

PP	Customer ID	Customer name	InvoiceNo	Description	Currency	Allocate	Unpaid curr.amt	Curr. amount	Discount	Due date	Status
<input type="checkbox"/>	50017545	Arribatec Group Ltd	60067070	123456789	GBP	440.00	720.00	720.00	0.00	20/12/2024	N
Σ						440.00					

Match Sundry

- Tick the line/s to be paid and click **Match** below the table to move the row to the *Posting proposal* table.

Posting proposal

Customer/Supplier	Customer/supplier ID	Customer/Supplier name	Description	Account	Currency	Curr. amount	Amount	Due date	Tax code	Tax system
<input type="checkbox"/>				7119	GBP	440.00	440.00		0	
<input type="checkbox"/>	Customer	50017545	Arribatec Group Ltd	7150	GBP	280.00	280.00	19/01/2025	0	
<input type="checkbox"/>	Customer	50017545	Arribatec Group Ltd	7150	GBP	-720.00	-720.00	20/12/2024	0	
Σ							0.00			

Unmatch Sundry

**NB:** In the example above, the £440 income has been matched to a £720 Sales Invoice and a £280 Credit Note. You can match open items to each other at the same time as matching them to the income.

- Check that the transaction balances – the **Remaining amount** at the top right of the screen should be 0.00.
- Click **Save** and then **OK** to the confirmation.

All open items fully/partially matched to the receipt will be transferred to a 'matched' (historical) status.

#### 4.2.2 Record an Unallocated Customer Receipt

If the customer is known but there is no clear invoice to match the receipt to, the income can be assigned to the Customer as an open item.

- Navigate to **Accounting > General Ledger > Manual Payment**



2. Select *AR Manual Receipts* as the **Posting cycle**.

3. Enter the **Payment reference** and **Description**.

Transaction			
Period *	Transaction Date *	Payment reference *	Description
202403	20/12/2024	Cust Trans	Customer Transaction

4. Create the Bank line:

Bank information	Customer invoice matching	Supplier invoice matching	Statement Balance
Bank account	Currency *	Curr. amount	
BARCLAYS Barclay - Main Current Account	GBP Sterling Pound (GB)	440.00	

a. Click the **Bank information** tab.

b. Enter the **Curr. amount**.

c. Click **Match** to move the information to the *Posting proposal* table.

Posting proposal											
<input type="checkbox"/>	Customer/Supplier	Customer/supplier ID	Customer/Supplier name	Description	Account	Currency	Curr. amount	Amount	Due date	Tax code	Tax system
<input type="checkbox"/>					7119	GBP	440.00	440.00		0	
								Σ			440.00

5. Create the income line:

Bank information	Customer invoice matching	Supplier invoice matching	Statement Balance	GL transaction				
Statement Balance								
<input type="checkbox"/>	Customer/Supplier	Customer/supplier ID	Customer/Supplier name	Account	Sponsor	Free	Currency	Allocate
<input type="checkbox"/>	Customer	50017545	Arribatec Group Ltd	7150			GBP	-440.00

a. Click the **Statement Balance** tab and **Add** a new line.

b. Enter *Customer* in the **Customer/Customer** field.

c. Enter/select the **Customer ID**.

d. Enter the *Sponsor* and *Free* values if required.

e. Enter the gross amount to be paid in the **Allocate** field (may be auto-populated).

f. Tick the line and click **Match** below the table to move the row to the *Posting proposal* table.

Posting proposal											
<input type="checkbox"/>	Customer/Supplier	Customer/supplier ID	Customer/Supplier name	Description	Account	Currency	Curr. amount	Amount	Due date	Tax code	Tax system
<input type="checkbox"/>					7119	GBP	440.00	440.00		0	
<input checked="" type="checkbox"/>	Customer	50017545	Arribatec Group Ltd		7150	GBP	-440.00	-440.00	19/01/2025	0	
								Σ			0.00

6. Check that the transaction balances – the **Remaining amount** at the top right of the screen should be 0.00.

7. Click **Save** and then **OK** to the confirmation.

An open credit item will be created on the Customer record.



### 4.2.3 Match Customer Open Items

1. Navigate to **Accounting > General Ledger > Manual Payment**
2. Select **AR Manual Receipts** as the **Posting cycle**.
3. Enter the **Payment reference** and **Description**.

Transaction			
Period *	Transaction Date *	Payment reference *	Description
202403	20/12/2024	Cust Trans	Customer Transaction

4. Select the AR lines:

Bank information	Customer invoice matching	Supplier invoice matching	Statement Balance	GL transaction																																																
<p>Search criteria</p> <p>Customer ID: 50017545            Invoice number: <input type="text"/>            Due date from: <input type="text"/>            Due date to: <input type="text"/>            Currency: <input type="text"/>            Order number: 0            Rest curr.amnt. from: 0.00            Rest curr.amnt. to: 0.00            Payment method: <input type="text"/>            BACS ID: <input type="text"/>            GL analysis attribute ID: <input type="text"/>            GL analysis attribute value: <input type="text"/>            Head office: <input type="text"/>            Transaction text: <input type="text"/></p> <p>Search</p> <p>Open items</p> <table border="1"> <thead> <tr> <th>PP</th> <th>Customer ID</th> <th>Customer name</th> <th>InvoiceNo</th> <th>Description</th> <th>Currency</th> <th>Allocate</th> <th>Unpaid curr.amt</th> <th>Curr. amount</th> <th>Discount</th> <th>Due date</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>50017545</td> <td>Arribatec Group Ltd</td> <td>60067071</td> <td>123456789</td> <td>GBP</td> <td>0.00</td> <td>-280.00</td> <td>-280.00</td> <td>0.00</td> <td>19/01/2025</td> <td>N</td> </tr> <tr> <td><input type="checkbox"/></td> <td>50017545</td> <td>Arribatec Group Ltd</td> <td>60067070</td> <td>123456789</td> <td>GBP</td> <td>0.00</td> <td>720.00</td> <td>720.00</td> <td>0.00</td> <td>20/12/2024</td> <td>N</td> </tr> <tr> <td colspan="6">Σ</td> <td>0.00</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>Match Sundry</p>					PP	Customer ID	Customer name	InvoiceNo	Description	Currency	Allocate	Unpaid curr.amt	Curr. amount	Discount	Due date	Status	<input type="checkbox"/>	50017545	Arribatec Group Ltd	60067071	123456789	GBP	0.00	-280.00	-280.00	0.00	19/01/2025	N	<input type="checkbox"/>	50017545	Arribatec Group Ltd	60067070	123456789	GBP	0.00	720.00	720.00	0.00	20/12/2024	N	Σ						0.00					
PP	Customer ID	Customer name	InvoiceNo	Description	Currency	Allocate	Unpaid curr.amt	Curr. amount	Discount	Due date	Status																																									
<input type="checkbox"/>	50017545	Arribatec Group Ltd	60067071	123456789	GBP	0.00	-280.00	-280.00	0.00	19/01/2025	N																																									
<input type="checkbox"/>	50017545	Arribatec Group Ltd	60067070	123456789	GBP	0.00	720.00	720.00	0.00	20/12/2024	N																																									
Σ						0.00																																														

- a. Click the **Customer invoice matching** tab.
- b. Enter/select the **Customer ID** (and any other filtering values if needed) and click **Search** to see open items that meet your criteria.
- c. If partially matching a Sales Invoice to a Credit Note – select the invoice line and enter the Credit Note amount in the **Allocate** field.

Open items											
PP	Customer ID	Customer name	InvoiceNo	Description	Currency	Allocate	Unpaid curr.amt	Curr. amount	Discount	Due date	Status
<input type="checkbox"/>	50017545	Arribatec Group L...	60067071	123456789	GBP	0.00	-280.00	-280.00	0.00	19/01/2025	N
<input checked="" type="checkbox"/>	50017545	Arribatec Group L...	60067070	123456789	GBP	280.00	720.00	720.00	0.00	20/12/2024	N
Σ						280.00					

Match Sundry

- d. Tick the line/s to be paid and click **Match** below the table to move the row to the **Posting proposal** table.

Posting proposal									
Customer/Supplier	Customer/supplier ID	Customer/Supplier name	Description	Account	Currency	Curr. amount	Amount	Due date	
<input type="checkbox"/>	Customer	50017545	Arribatec Group Ltd	7150	GBP	-280.00	-280.00	20/12/2024	
<input type="checkbox"/>	Customer	50017545	Arribatec Group Ltd	7150	GBP	280.00	280.00	19/01/2025	
Σ							0.00		

Unmatch Sundry

5. Check that the transaction balances – the **Remaining amount** at the top right of the screen should be 0.00.
6. Click **Save** and then **OK** to the confirmation.



All open items fully/partially matched will be transferred to a 'matched' (historical) status.



# 5: Automatic Matching

## 5.1 Overview

Student debt is imported from the external student application into Unit4 ERP. Receipts are also imported or entered directly as transactions.

An 'auto-match' process has been setup which will match student open items and receipts based on a set of pre-defined criteria.

## 5.2 Student Debt – Auto Match

### 5.2.1 Automatic Match

To run the auto-match process:

1. Navigate to **Common > Ordered reports > AR/AP Auto Matching(ARMA) > AR/AP Automatic Matching.**

2. Select the relevant **Variant** and [TAB] – the parameters below will change.
3. Click **Save** and then **OK** to the confirmation.
4. Click **Your ordered reports** at the bottom of the screen.

<input type="checkbox"/>	Show report	User	Report name	Report ID	Order numb...	Scheduled	Completed	Server queue	File name	Status	Zoom	Show log
<input type="checkbox"/>		QT227...	Statement of ...	CU04	17643	20/12/2024	20/12/2024	REPORTSCH...	cu04a_1764...	Finished		

5. Click **Refresh** until the **Status** is 'Finished'.
6. Click **Show report** icon on the **ARMA** line to view the matches generated.

All open items matched will be transferred to a 'matched' (historical) status.



## 6: Write Off Process

### 6.1 Overview

If it becomes clear that an invoice is not going to be paid, it may be necessary to 'write off' the debt. The process creates a contra-transaction that balances out the invoice/s and moves them to a 'matched' status.

**NB:** It is important to match off any credit notes so that the correct remaining debt can be established for any invoice.

### 6.2 Write Off Process

#### 6.2.1 Marking an invoice for Write Off

To mark an invoice for write off:

1. Navigate to **Accounting > Accounts Receivable > Maintenance of Open Items**.
2. Enter/find the **Customer** code.
3. Optionally, enter a **Period** and/or **Invoice number** to further filter your results.
4. Click **Load**.

The screenshot displays a table with columns for Currency, Currency amount, Transaction number, and Rest currency amount. A row is highlighted with a blue background, showing a currency of 'pound (GB)', a currency amount of 720.00, a transaction number of 60067070, and a rest currency amount of 440.00. Below the table, there is a form with two main sections: 'Collection agency' and 'GL analysis'. The 'Collection agency' section includes fields for 'Collection agency', 'Case number', 'Collection status' (set to 'Write-off'), and 'Reminder level'. The 'GL analysis' section includes fields for 'Account' (7150), 'Debtors Control - General', 'Sponsor', and 'Departmental Analysis'.

5. Select the invoice to be written off and, in the *Transaction table* below, select *Write-Off* in the **Collection status** field.
6. **Save** your update.

#### 6.2.2 Write Off Proposal

If a customer statement is requested or needs to be sent:

1. Navigate to **Accounting > Accounts Receivable > Debt Collection > Write-off**.
2. Click **Run proposal** at the bottom of the screen.



3. Click **Save** and then **OK** to the confirmation.
4. Click **Your ordered reports** at the bottom of the screen.

Ordered reports												
<input type="checkbox"/> Show report	User	Report name	Report ID	Order numb...	Scheduled	Completed	Server queue	File name	Status	Zoom	Show log	
<input type="checkbox"/>					<input type="text" value="20/12/2024"/>	<input type="text" value="20/12/2024"/>						<input type="button" value="Filter"/>
<input type="checkbox"/>		QT227...	Write-off pro...	CU16	2	20/12/2024	20/12/2024	DEFAULT	cu16_2.lis	Finished	<input type="text" value=""/>	

5. Click **Refresh** until the **Status** is 'Finished'.
6. Return to the **Write-off** screen and click **Refresh** at the bottom of the screen.

Sort by		Ascending <<		Write-off								
BatchID: 2412201		Sum of rest amount: 1,240.00		Transactions								
<input type="checkbox"/>	#	Invoice	CustomerID	Customer name	Invoice number	Due date	Currency	Rest currency amount	Rest amount			
<input type="checkbox"/>	1		50000307	Barts Health NHS Tr...	60067068	15/01/2025	GBP	800.00	800.00	<input type="button" value="Filter"/>		
<input type="checkbox"/>	2		50017545	Arribatec Group Ltd	60067070	20/12/2024	GBP	440.00	440.00			
									Σ	1,240.00		
<input type="button" value="Delete"/>												

The write off batch will appear with all transactions marked for write-off listed in the table.

### 6.2.3 Confirm Write-Off

To confirm the write-off and create the contra-transactions:

1. Click **Confirm proposal** at the bottom of the screen.
2. Select the **BatchID** assigned in the proposal.
3. Choose **\*\*\*\*** as the **Transaction type**.
4. Click **Save** and then **OK** to the confirmation.
5. Click **Your ordered reports** at the bottom of the screen.
6. Click **Refresh** until the **Status** is 'Finished'.

....



## 7: Reversals

### 7.1 Overview

If corrections are needed to AR transactions, they can be **Reversed**, but the way in which they are reversed depends on how they were entered/matched, and how far along the process they might be.

The reversal process must be carried out in order, but only some of the screens are mandatory:

- Reversal Selection
- Reversal Proposal
- Optional:
  - Maintenance of Reversal Proposal
  - Rerun of Updated Reversal Proposal
- Reversal Confirmation

### 7.2 Payment Reversal

#### 7.2.1 Reversal Selection

1. Navigate to **Accounting > Accounts Receivable > Reversal > Reversal selection.**
2. Select the **Reversal type**.

Reversal selection

Selection criteria

Reversal type\*  
Reverse payment transaction

Customer: 50017545 ...  
Head office: ...  
Customer group: ...  
Invoice number: ...  
Description: ...

Transaction type: ...  
Period: 0 ...  
Transaction number: 0  
Account: ...

Load

Transactions

<input type="checkbox"/>	Trans.type	Period	Transaction ...	Sequence n...	Customer ID	Invoice num...	Description	Account	Cat 1	Cat 2	Tax code	Tax system	Currency	Curr. amount	Amount	
<input type="checkbox"/>	MR	202403	19337391	2	50017545	Cust Trans	Customer Tr...	7150			0		GBP	-280.00	-280.00	
<input type="checkbox"/>	MR	202403	19337391	3	50017545	Cust Trans	Customer Tr...	7150			0		GBP	280.00	280.00	

Save

Once your choice is made:

3. Enter values in one or more of the fields below it to filter the list of items that appears.
4. Click **Load** to display matching transactions.
5. Tick the line/s you wish to reverse.
6. Click **Save** below the table and then click **OK** to the confirmation.

#### 7.2.2 Reversal proposal

1. Navigate to **Accounting > Accounts Receivable > Reversal > Reversal proposal.**



**Reversal proposal**

General parameters

Open parameters

BatchID \* 2412202

Type of transaction \* Customer  
R

Period \* 202403 Oct 2024  
202403

Transaction text \* Reference to reversed trans.  
1

User \* QT22758

2. Take a note of the **BatchID** as it will be used for the confirmation.
3. **Transaction text** – choose *Reference to and description from reversed trans.*
4. Enter your UserID in the **User** field to reverse only those items you have selected.
5. Click **Save** and then **OK** to the 'Order number' confirmation.

Ordered reports												
<input type="checkbox"/> Show report	User	Report name	Report ID	Order numb...	Scheduled	Completed	Server queue	File name	Status	Zoom	Show log	
<input type="checkbox"/>	QT227...	Reversal pro...	GL34	4409	20/12/2024	20/12/2024	DEFAULT	gl34b_4409.lis	Finished			Filter

### 7.2.3 Reversal Confirmation

**NB:** This may be set up to run automatically following the proposal. In that case you can ignore this action.

1. Navigate to **Accounting > Accounts Payable > Reversal > Reversal confirmation.**
2. Select the **BatchID** from your proposal.
3. Choose *GL Reversing Transactions* as the **Transaction type**.
4. Click **Save** and then **OK** to the 'Order number' confirmation.

To see the reversed transactions:

5. Click **Your ordered reports.**
6. Click **Refresh** until the *GL35* report has a **Status** of *Finished*.

Ordered reports												
<input type="checkbox"/> Show report	User	Report name	Report ID	Order numb...	Scheduled	Completed	Server queue	File name	Status	Zoom	Show log	
<input type="checkbox"/>	QT227...	Reversal con...	GL35	4313	20/12/2024	20/12/2024	DEFAULT	gl35b_4313.lis	Finished			Filter

7. Click the **Show report** icon to see the confirmed reversal transaction/s.



# U4ERP: Accounts Receivable User Guide

Report : GL35	Queen Mary University of London	Page: 1
Client : QM		241220
User : QT22758	Reversal confirmation	16:27:02

Per.	Account	Cat1	Cat2	Cat3	Cat4	Cat5	Cat6	Cat7	Cus/Sup	Trans. text	TC	Amount
-----												
BatchID: 241220ReverseID: 1												
-----												
TRANS	512584											
	202403	7150							R50017545	Cancelled 241220 19337391	0	280.00
	202403	7150							R50017545	Cancelled 241220 19337391	0	280.00-
-----												
											TOT Debit amount :	280.00
											TOT Credit amount :	280.00
											TOT Net amount :	0.00
=====												