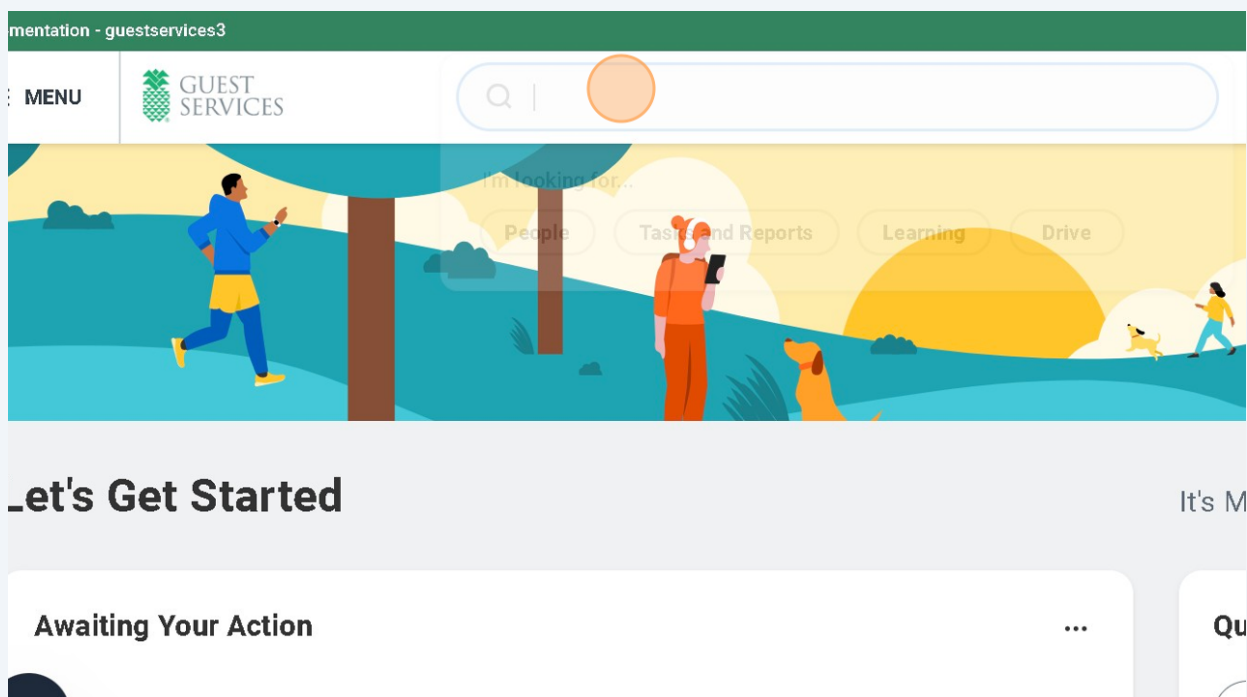


# How To Create A Customer Invoice

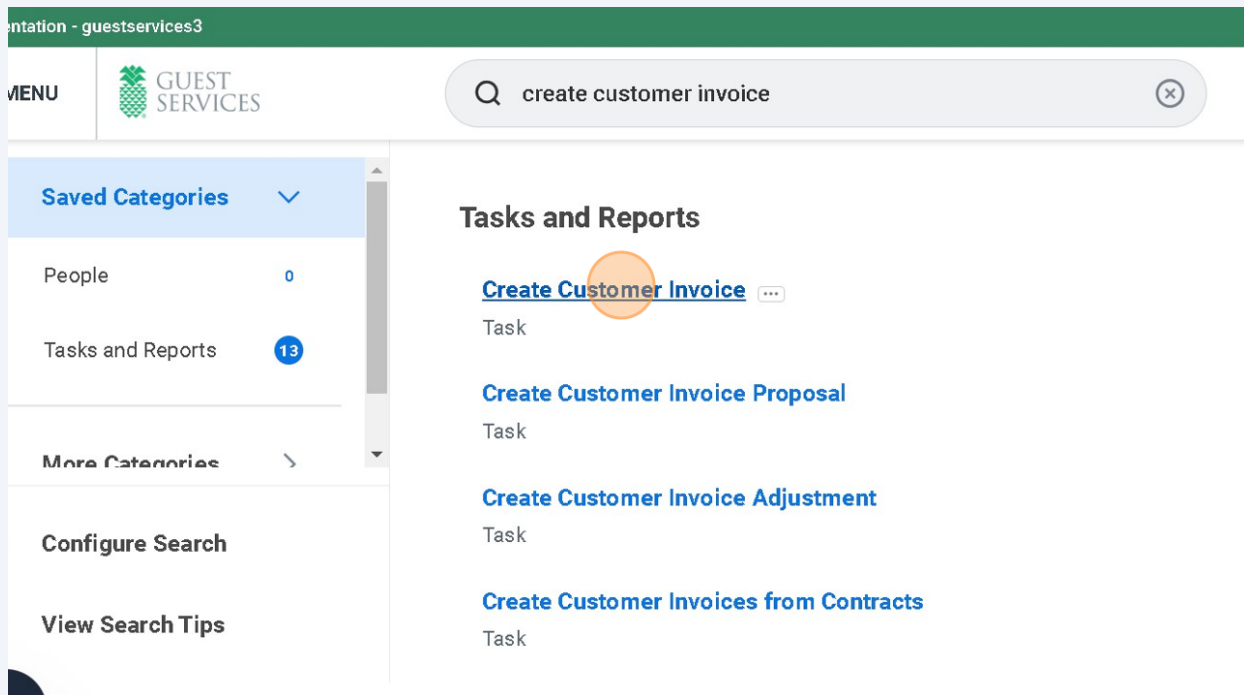
- 1 Navigate to your Workday home screen

- 2 Click the "Search" field.

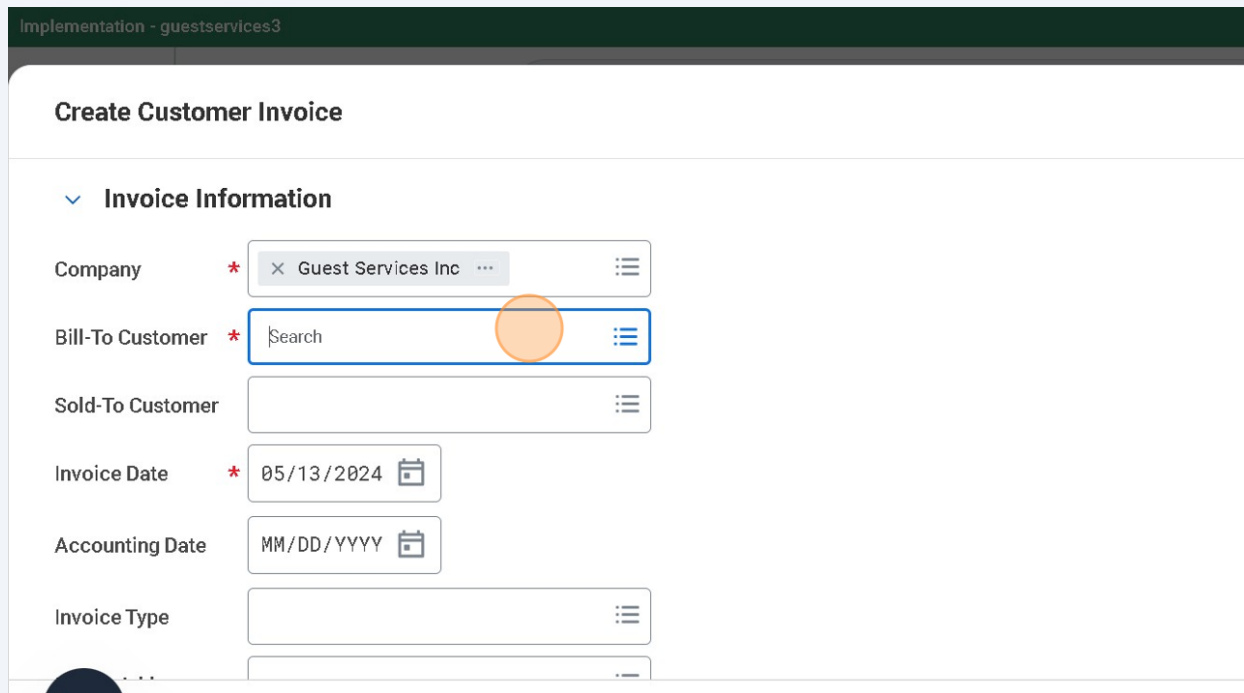


- 3 Type "create customer invoice **enter**". You can also save keystrokes and type only a few letters of each word. For example, "cre cust inv"

4 Click "Create Customer Invoice"



5 Click the "Bill-To Customer" field.



6 Click the "Bill-To Customer" field.

Implementation - guestservices3

### Create Customer Invoice

▼ Invoice Information

Company \*

Bill-To Customer \*

Sold-To Customer

Invoice Date \*

Accounting Date

Invoice Type

7 Click "Customers by Customer Category"

Create Customer Invoice

▼ Invoice Information

Company \*

Bill-To Customer \*

Sold-To Customer

Invoice Date \*

Accounting Date

Invoice Type

## 8 Click "General"

**Create Customer Invoice**

▼ **Invoice Information**

Company \*

Bill-To Customer \*

Sold-To Customer

Invoice Date \*

Accounting Date

Invoice Type

## 9 After clicking on "General", the full list of GSI customers will populate in alphabetical order. You scroll until you find the customer you are looking for. In this example, I am going to bill "Defense Intelligence Agency".

**Create Customer Invoice**

▼ **Invoice Information**

Company \*

Bill-To Customer \*

Sold-To Customer

Invoice Date \*

Accounting Date

Invoice Type



- 10 I found Defense Intelligence Agency and clicked the button.

**Create Customer Invoice**

▼ **Invoice Information**

Company \*

Bill-To Customer \*

Sold-To Customer

Invoice Date \*

Accounting Date

Invoice Type

- 11 *TIP:* There are other ways to search for the customer you want to bill: 1. Type in the 7 digit customer number; 2. Type in a few letters of customer's name

- 12 The next example is I typed in a few letters of the customer's name, which is "Defense". There are 2 GSI customers with "Defense" in the name. Click the button for "Defense Intelligence Agency".

**13** Click this radio button.

**Create Customer Invoice**

▼ **Invoice Information**

Company \*

Bill-To Customer \*

Sold-To Customer ☐ DEFENSE INTELLIGENCE AGENCY (2)

Invoice Date \* ☐ HARVEY POINT DEFENSE

Accounting Date

Invoice Type


**14** Invoice Date: Invoice Date is always today's date unless today is during the period after the month is over and before final closing. For example: today is May 5th but the invoice is for April's accounting. Change the invoice date to April 30th.


**15** Accounting Date: Accounting Date is always today's date unless today is during the period after the month is over and before final closing. For example: today is May 5th but the invoice is for April's accounting. Change the invoice date to the appropriate date in April.


- 16 Click the "Invoice Type" field. The Invoice Type is always "Standard".



implementation - guestservices3


### Create Customer Invoice

Invoice Date \* 05/13/2024 

Accounting Date MM/DD/YYYY 

Invoice Type  


Bill-To Address  200 MACDILL BLVD, SE  
WASHINGTON, DC 20340 United States of America 


Bill-To Contact 


Delivery Type [Mail](#)


- 17 Click this radio button.


### Create Customer Invoice

Invoice Date \* 05/13/2024 

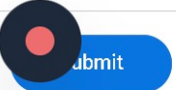


Accounting Date MM/DD/YYYY 

Invoice Type  

Bill-To Address ☐ Reimbursable Costs  
☒ Standard 

Bill-To Contact 

Delivery Type [Mail](#)

 Submit  Save for Later  Cancel

- 18 Bill-To Contact. Most invoices do not have a contact name listed on the invoice. If you do have a contact name set up, please see the next 7 steps.

If you don't have a contact, skip to step 27.

- 19 In the Bill-To Contact box, the default contact will appear. If you don't want this contact, click the "x" to the left of the contact name to remove it.

- 20 Click the "x"

Implementation - guestservices3

### Create Customer Invoice

Bill-To Contact ✕ ADMISSIONS OFFICE ⋮

Delivery Type [Email](#)

Invoice to Rebill ⋮

Additional Information

From Date  📅

To Date  📅

Billable Project ⋮

Amount Information

Currency \* ✕ USD

Default Tax Code

Net Invoice Amount 0.00

21 Click on the 3 horizontal lines

Implementation - guestservices3

### Create Customer Invoice

Bill-To Contact

Delivery Type [Email](#)

Invoice to Rebill

Additional Information

From Date

To Date

Billable Project

Amount Information

Currency

Default Tax Code

Net Invoice Amount 0.00

22 Click "Bill-To Contact" or type a few letter of the contact name in the search bar. Click Enter

Implementation - guestservices3

### Create Customer Invoice

Bill-To Contact

Delivery Type [Email](#)

Invoice to Rebill

Additional Information

From Date

To Date

Billable Project

Amount Information

Currency

Default Tax Code

Net Invoice Amount 0.00

- 23 The list of contact names appear. Click the box of your chosen contact.

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### Create Customer Invoice

Bill-To Contact

Delivery Type Email

Invoice to Rebill

Additional Information

From Date

To Date

Billable Project

Search

← Bill-To Contact

- ☒ ADMISSIONS OFFICE
- ☐ ALUMNI OFFICE
- ☐ ART & ART HISTORY
- ☐ ARTS & SCIENCES
- ☐ ATHLETICS .
- ☐ BARNEY BARNETT SCH OF BUS.&FREE ENTERPRI .
- ☐ BIOLOGY DEPT DEPT
- ☐ BRANSCOMB AUDITORIUM
- ☐ BUSINESS AFFAIRS
- ☐ CAMPUS SAFETY

Amount Information

Currency \* x USD

Default Tax Code

Net Invoice Amount 0.00

- 24 Click this checkbox.

Create Customer Invoice

Bill-To Contact

Delivery Type Email

Invoice to Rebill

Additional Information

From Date

To Date

Billable Project

Search

← Bill-To Contact

- ☒ ADMISSIONS OFFICE
- ☐ ALUMNI OFFICE
- ☐ ART & ART HISTORY
- ☐ ARTS & SCIENCES
- ☐ ATHLETICS .
- ☐ BARNEY BARNETT SCH OF BUS.&FREE ENTERPRI .
- ☐ BIOLOGY DEPT DEPT
- ☐ BRANSCOMB AUDITORIUM
- ☐ BUSINESS AFFAIRS

Amount Information

Currency \* x USD

Default Tax Code

Net Invoice Amount 0.00

Submit

Save for Later

Cancel

- 25 Click outside the area and your contact name will populate.

**Create Customer Invoice**

Bill-To Contact

Delivery Type [Email](#)

Invoice to Rebill

**Additional Information**

Invoice Date

Due Date

Related Project

**Amount Information**

Currency

Default Tax Code

Net Invoice Amount 0.00

- 26 Please note - there are many fields that you will see on your screen that are not discussed in these instructions. Please disregard those fields.


27


Cost Center: Each customer is set up with allowed cost centers with one of allowed cost centers being the default cost center. Most invoices will use the default cost center. See the next 4 steps to change the cost center. Otherwise, skip to Step 32.

Implementation - guestservices3

### Create Customer Invoice


Memo

Cost Center × CC03023 Defense Intelligence Agency 

Additional Worktags  

Invoice Lines Tax Currency Rate Attachments Notes

Invoice Lines 1 item

	Line	Order	*Company	Sales Item	Revenue Category
					


28

If the default cost center is not the appropriate cost center, click on the 3 horizontal lines

Implementation - guestservices3

### Create Customer Invoice


Memo

Cost Center × CC03023 Defense Intelligence Agency 

Additional Worktags

Invoice Lines Tax Currency Rate Attachments Notes

Invoice Lines 1 item

	Line	Order	*Company	Sales Item	Revenue Category
					



## 29 Click "Active Cost Centers"

Implementation - guestservices3

### Create Customer Invoice

Due Date Override

Control Total Amount 0.00

Discount Date (empty)

PO Number

Memo

Cost Center

Additional Worktags

Active Cost Centers >

Active Cost Centers by Cost Center Hierarchy >

Search

CC03023 Defense Intelligence Agency

...

## 30 You will see there are 2 active cost centers set up for this customer. Choose the appropriate one. If you don't see the cost center you want to credit with this invoice, contact the Accounts Receivable Manager so it can be added to the customer as an option.

Implementation - guestservices3

### Create Customer Invoice

Due Date Override

Control Total Amount 0.00

Discount Date (empty)

PO Number

Memo

Cost Center

Additional Worktags

← Active Cost Centers

CC00015 United Association

...

CC03023 Defense Intelligence Agency

...

Search

CC03023 Defense Intelligence Agency

...

**31** Click this radio button.

### Create Customer Invoice

Due Date Override

MM/DD/YYYY

Control Total Amount

0.00

Discount Date

(empty)

Upd

PO Number

← Active Cost Centers

Memo

☒ CC00015 United Association

☐ CC03023 Defense Intelligence Agency

...

Cost Center

Search

⋮

×

CC00015 United Association

...


Additional Worktags

×

Location: United Association

...

⋮

 Submit

Save for Later

Cancel

## 32

In this section:

1. You will choose the Revenue Category where this invoice's revenue will show on your operating statement.
2. You will also be typing the invoice line description and dollar amounts.
3. You will be identifying the sales tax code, if applicable.

Please see the separate document "Revenue Categories for Customer Invoices" to help you select which Revenue Category for your invoice.

Frequency Rate

Attachments

Notes

Company	Sales Item	Revenue Category	Line Item Description	Quantity
<div><div>×</div><div>Guest Services Inc</div><div></div><div></div></div>	<div></div>	<div></div>	<div></div>	<div></div>

Later

Cancel

33 Click this icon.

Intelligence Agency

Currency Rate Attachments Notes

Company	Sales Item	Revenue Category	Line Item Description
<div>× Guest Services Inc ...</div>	<div>Search</div>		

Later Cancel

34 Click "Sales Items By Revenue Category"

estservices3

Customer Invoice

Intelligence Agency

Tax Currency Rate Attachments

1 item

Line	Order	*Company	Revenue Category	Line Item Description
	▼ ▼	<div>× Guest Services Inc ...</div>		

Sales Items by Item Group >

Sales Items By Revenue Category >

All Sales Items >

Sales Items Requiring Fulfillment >

Create Sales Item

Search

35

The list of available Revenue Categories will show. Scroll and choose the appropriate one for line of your invoice.

You can also search for the Revenue Category by typing in a few letters of a word in the Revenue Category. This method is shown in step 36.

Please note: In Workday, each line of the invoice can have a different Revenue Category. (This is different from Peoplesoft). For example, you can bill Catering with Fee-Taxable on one line and Catering- Wine-Taxable on the next line.

The screenshot displays the Workday interface for creating an invoice. A dropdown menu titled "Sales Items By Revenue Category" is open, showing a list of available revenue categories. The categories listed are: Administrative Fees, Admissions, Admissions - No Fee Nontaxable, Admissions - Nontaxable, Allowances, AR Conversion, and ATM - Nontaxable. A search bar is located at the bottom of the dropdown menu. The background shows a partially filled invoice form with fields for "Agency", "Agency Rate", "Attachments", "Company", and "Guest Services Inc".

**36** To search for the Revenue Category by typing a few letters of a word.

Click on the 3 horizontal lines

Intelligence Agency

Currency Rate Attachments Notes

Company	Sales Item	Revenue Category	Line Item Description
<input type="text" value="X Guest Services Inc ..."/>	<input type="text" value="Search"/>	<input type="text"/>	<input type="text"/>

Later Cancel

**37** Type "catering **enter**"

**38** You will see all Revenue Categories that contain the word "catering".

The screenshot shows a search results dropdown menu titled "Search Results (10)". The menu lists several revenue categories, each with a radio button. The first option, "Catering - Beer - Nontaxable", is selected and highlighted in blue. An orange circle highlights the radio button for this option. The other options are: "Catering - Beer - Taxable", "Catering - Liquor - Taxable", "Catering - Wine - Nontaxable", "Catering - Wine - Taxable", "Catering - Liquor - Nontaxable", and "Catering No Fee - catering". The background shows a form with fields for "Intelligence Agency", "Agency Rate", "Attachments", "Company", and "Guest Services Inc".

**39** Click this radio button.

The screenshot shows a search results dropdown menu titled "Search Results (10)". The menu lists several revenue categories, each with a radio button. The option "Catering with Fee - Taxable" is highlighted with an orange circle. The other options are: "Catering - Wine - Taxable", "Catering - Liquor - Nontaxable", "Catering No Fee - Nontaxable", "Catering No Fee - Taxable", "Catering with Fee - Nontaxable", and "Catering with Fee - Taxable". The background shows a form titled "Create Customer Invoice" with fields for "Intelligence Agency", "Invoice Lines", "Tax", "Currency Rate", "Attachments", "Company", and "Guest Services Inc". At the bottom, there are buttons for "Submit", "Save for Later", and "Cancel".

**40** Click this field.

The screenshot shows a software interface with a table. The table has four columns: Sales Item, Revenue Category, Line Item Description, and Quantity. The first row of the table contains the following data: Sales Item is 'Catering with Fee - Taxable', Revenue Category is 'Catering with Fee - Taxable', Line Item Description is an empty field with an orange circle highlighting it, and Quantity is an empty field. Above the table, there are tabs for 'Comments' and 'Notes'. To the right of the table, there are icons for a list, a table, and a window. Below the table, there is a 'Total' label.

Sales Item	Revenue Category	Line Item Description	Quantity
Catering with Fee - Taxable	Catering with Fee - Taxable		

**41** Description - the customer will see this description. Include as much information as possible for the customer. For example, you can type "Catering in Executive Conference Room 5/13/24".



42 Use the scroll bar to scroll to the right.

**Create Customer Invoice**

Intelligence Agency

Invoice Lines Tax Currency Rate Attachments Notes

Invoice Lines 1 item

	Line	Order	*Company	Sales Item	Revenue Category
			<div>× Guest Services Inc ...</div>	<div>× Catering with Fee - Taxable ...</div>	Catering with Fee - Taxable

Submit Save for Later Cancel

43 Type in your quantity.

**Create Customer Invoice**

Intelligence Agency

Invoice Lines Tax Currency Rate Attachments Notes

Invoice Lines 1 item

Revenue Category	Line Item Description	Quantity	Unit of Measure	Quantity 2	Unit of
Catering with Fee - Taxable	<div>Catering in Executive Conference Room 5/13/24</div>	<div>1</div>	<div>select one</div>	<div>0</div>	<div>select</div>

Submit Save for Later Cancel

**44** This example is a quantity of 100.

**45** Choose unit of measure by clicking the drop down arrow and selecting. Usually the UOM is "Each", but you can choose any word that is applicable.

Attachments Notes

Description	Quantity	Unit of Measure	Quantity 2	Unit of Measure 2	Uni
ig In :ive 'ence 5/13/24	100	select one	0	select one	

Cancel

46 Click here.

Card

Carton

Case

Centimeter

Container

Day

Dollars

Dozen

Each

Each

select one

Attachments

Notes

Quantity

100

Quantity 2

0

Unit of Measure 2

select one

Uni

Cancel

47 Type in the unit price.

Quantity 2

0

Unit of Measure 2

select one

Unit Price

0.00

Extended Amount

0.00

Tax Applicability

Tax

Cancel

**48** This example is \$75.00.

**49** Click this text field and the extended amount will populate.

CommentsNotes

y 2	Unit of Measure 2	Unit Price	Extended Amount	Tax Applicability	Tax
0	<div>select one</div>	75.00	<div>0.00</div>	<div></div>	<div></div>

**50** Click here for Tax Applicability

The screenshot shows a software interface with a table. The table has columns for Unit Price, Extended Amount, Tax Code, and Calculated Tax Amount. A blue box highlights a search field in the Tax Code column. An orange circle highlights a menu icon (three horizontal lines) next to the search field. The table contains one row with Unit Price 75.00 and Extended Amount 7,500.00. The Calculated Tax Amount is 0.00. The interface also includes tabs for Attachments and Notes, and a search bar at the top.

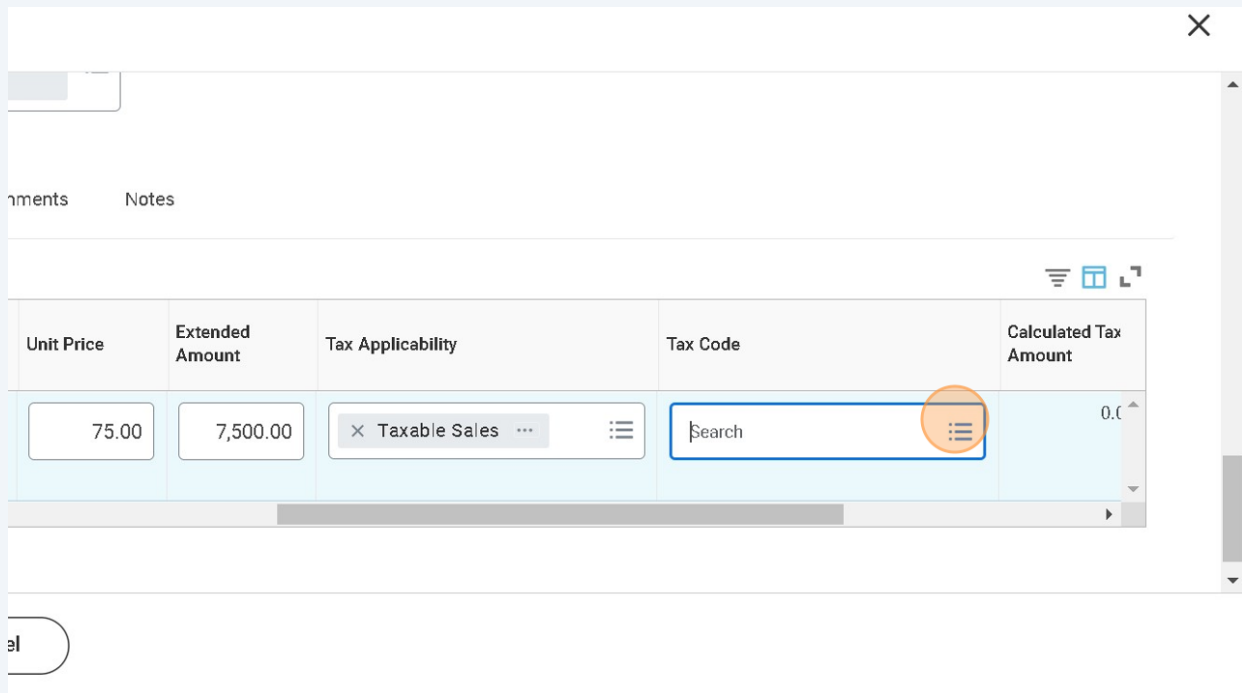
**51** For tax applicability, click this radio button. Choose either Taxable Sales or Tax Exempt.

If you chose a taxable revenue category, you should choose Taxable Sales.

If you chose a non taxable revenue category, you should choose Tax Exempt.

The screenshot shows a software interface with a table. The table has columns for Unit Price, Extended Amount, Tax Code, and Calculated Tax Amount. A blue box highlights a radio button in the Tax Code column. An orange circle highlights a menu icon (three horizontal lines) next to the radio button. The table contains one row with Unit Price 75.00 and Extended Amount 7,500.00. The Calculated Tax Amount is 0.00. The interface also includes tabs for Currency Rate, Attachments, and Notes, and a search bar at the top.

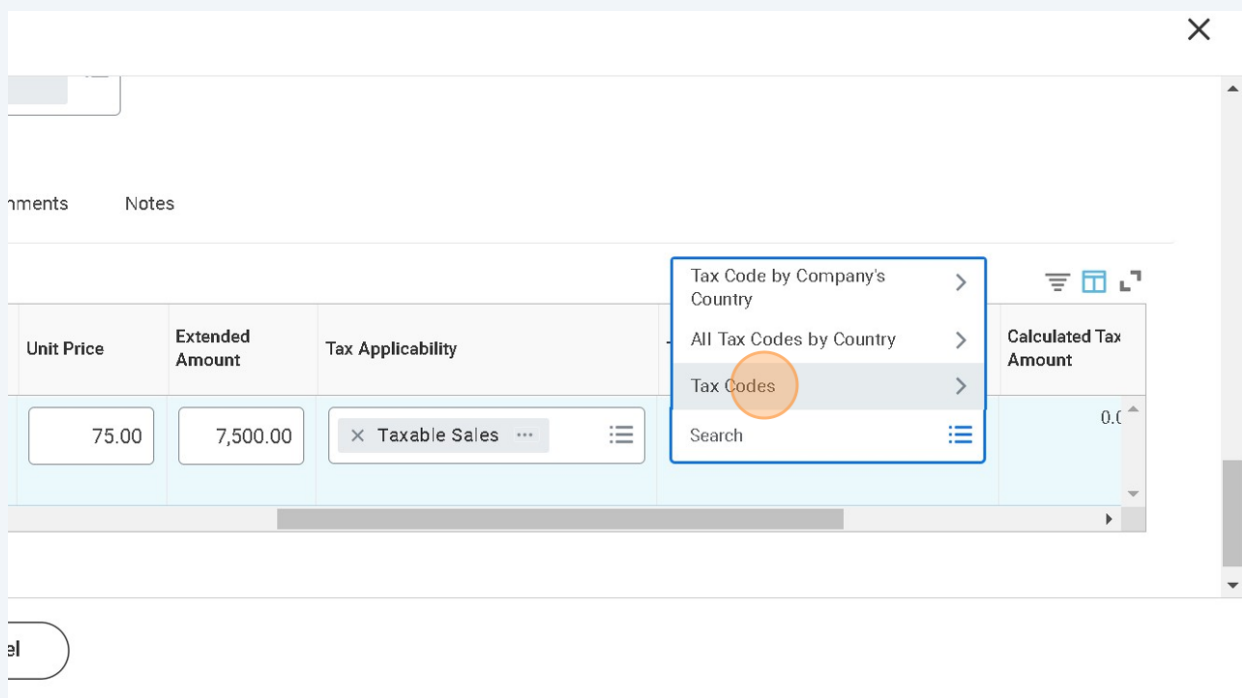
52 Click the 3 horizontal lines.



Comments Notes

Unit Price	Extended Amount	Tax Applicability	Tax Code	Calculated Tax Amount
75.00	7,500.00	× Taxable Sales ...	Search	0.00

53 Click "Tax Codes"



Comments Notes

Unit Price	Extended Amount	Tax Applicability	Tax Code	Calculated Tax Amount
75.00	7,500.00	× Taxable Sales ...	Tax Code by Company's Country All Tax Codes by Country Tax Codes Search	0.00

**54** Scroll to find the appropriate **AR** tax code for your jurisdiction.

You can also type in AR + 'enter' the search bar and the list of tax codes will show.

← Tax Codes

Tax (6%)

- ☐ AP-ABING (6%)
- ☐ AP-AK (0%)
- ☐ AP-AR (4.625%)
- ☐ AP-AZ (5.6%)
- ☐ AP-BAY (7%)
- ☐ AP-BEAR (8.375%)
- ☐ AP-BROW (7%)

Search

Unit Price	Extended Amount	Tax Applicability
75.00	7,500.00	× Taxable Sales ...

Calculated Tax Amount: 0.00

**55** This example is AR-DC1 (10%) sales tax.

← Tax Codes

- ☐ AR-DC (6%)
- ☒ AR-DC1 (10%) ...
- ☐ AR - DC - Parking (18%)
- ☐ AR-DE (0%)
- ☐ AR-DUVAL (6.5%)
- ☐ AR-EMINE (5.725%)
- ☐ AR-EXEMP (0%)

Search

Unit Price	Extended Amount	Tax Applicability
75.00	7,500.00	× Taxable Sales ...

Calculated Tax Amount: 0.00

56 When you are done, click "Save for Later"

### Create Customer Invoice

Customer NameIntelligence Agency

Invoice Lines

Tax

Currency Rate

Attachments

Notes

Invoice Lines

1 item

	Line	Order	*Company	Sales Item	Revenue Category
<div><div>+</div><div>−</div></div>		<div>▼▼</div>	<div><div>×</div>Guest Services Inc<div>...</div><div>⋮</div></div>	<div><div>×</div>Catering with Fee - Taxable<div>...</div><div>⋮</div></div>	Catering with Fee - Taxa

Submit

Save for Later


Cancel






57


Your invoice will show in the "View Customer Invoice" format. Review your invoice for accuracy. You can see the amount due is \$8,250.00, the customer name, invoice date, accounting date, etc. If the invoice looks accurate, click on the 3 horizontal dots circled below and click "Submit". The invoice will be routed to the Accounts Receivable Manager's inbox for approval. You will receive your invoice via email.

If you decide your invoice is NOT correct and want to fix it, click Edit instead of Submit and following the remaining steps.


 MENU

 GUEST SERVICES

 create customer invoice 

**View Customer Invoice** 03000104 

Invoice Status	Draft	Total Invoice Amount	Amount Due
Payment Status	Unpaid	8,250.00 USD	8,250.00 USD

 **Invoice Information**

Company

Guest Services Inc

Bill-To Customer

DEFENSE INTELLIGENCE AGENCY

Sold-To Customer

DEFENSE INTELLIGENCE AGENCY

Invoice Number

03000104

Invoice Type

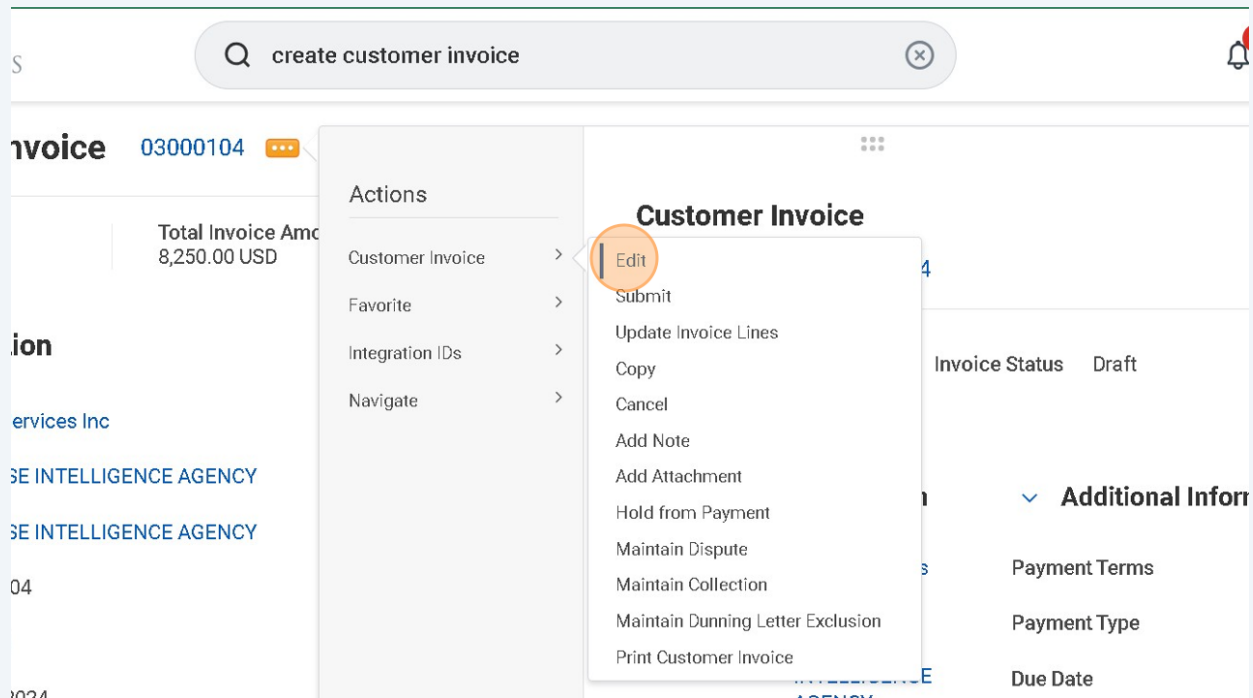
(empty)

Invoice Date

05/13/2024

58

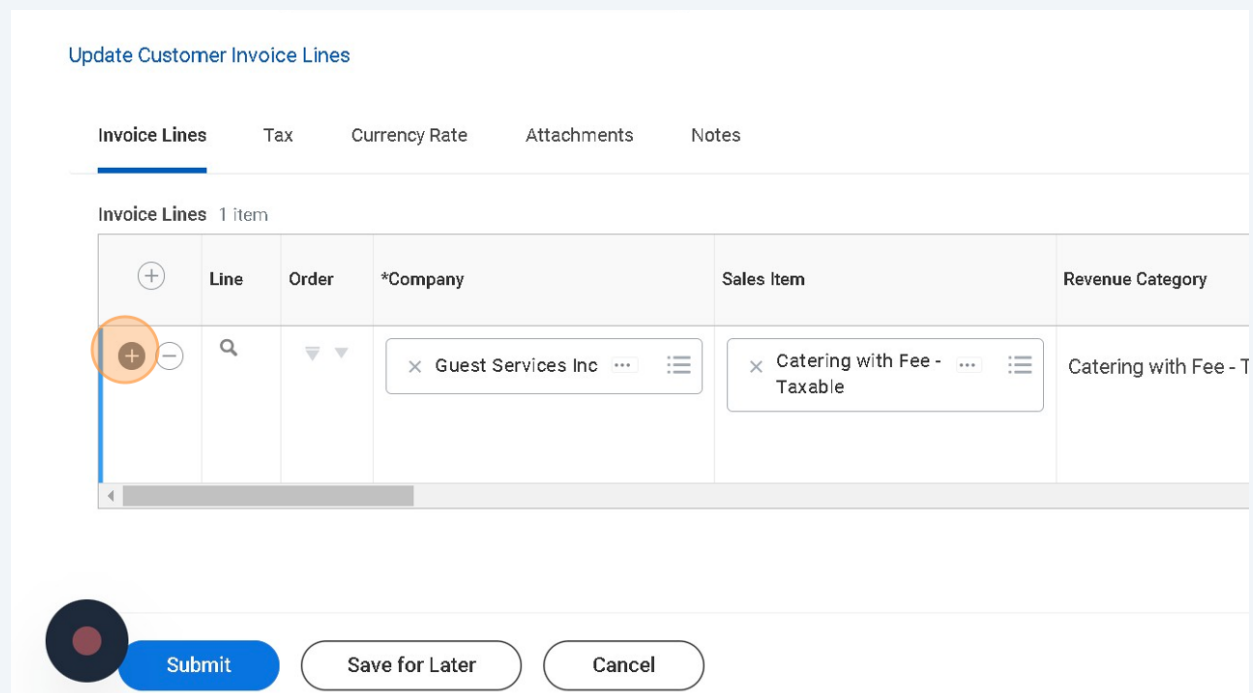
The invoice has been determined to be not correct and you do not want to submit. Click "Edit"



59

The create customer invoice screen will come back.

You have determined that the problem is that you left off 2 lines of the bill. Click the "+" button on the far left to add a row.



## 60 Choose the Revenue Category

ence Agency

Agency Rate Attachments Notes

1 Alert

Company	Sales Item	Revenue Category	Line Item Description
<input type="text" value="x Guest Services Inc"/>	<input type="text" value="x Catering with Fee - Taxable"/>	Catering with Fee - Taxable	Catering in Executive Conference Room 5/13/24
<input type="text" value="x Guest Services Inc"/>	<input type="text" value="Search"/>		

for Later Cancel

## 61 Type your description

chments Notes

1 Alert

	Sales Item	Revenue Category	Line Item Description	Quan
<input type="text" value="s Inc"/>	<input type="text" value="x Catering with Fee - Taxable"/>	Catering with Fee - Taxable	Catering in Executive Conference Room 5/13/24	
<input type="text" value="s Inc"/>	<input type="text" value="x Equipment Rental"/>	Equipment Rental		

Cancel

62

Type your quantity, UOM, unit price, tax applicability and tax code as you did for the first line.

Comments

Notes

Unit of Measure	Quantity 2	Unit of Measure 2	Unit Price	Extended Amount
Each	0	select one	75.00	7,500
Each	0	select one	0.00	0

1 Alert

Cancel

63

You also determined you need to add a 3rd line to the invoice. Click the "+" button to the far left.

Invoice Lines    Tax    Currency Rate    Attachments    Notes

Invoice Lines 2 items

	Line	Order	*Company	Sales Item	Revenue Category
(+) (-)	1	▼ ▼	× Guest Services Inc ...	× Catering with Fee - Taxable	Catering with Fee - T
(+) (-)	2	▲ ▲	× Guest Services Inc ...	× Equipment Rental ...	Equipment Rental

Submit    Save for Later    Cancel

64

Repeat steps for Revenue Category, Description, Quantity, UOM, Unit Price, Tax Applicability and Tax Code.

Company Rate Attachments Notes

1 Alert

Company	Sales Item	Revenue Category	Line Item Description	Q
			Conference Room 5/13/24	
× Guest Services Inc ...	× Equipment Rental ...	Equipment Rental	Linen	
× Guest Services Inc ...	Search			

for Later Cancel

65

Click "Save for Later"

Invoice Lines Tax Currency Rate Attachments Notes

Invoice Lines 3 items

	Line	Order	*Company	Sales Item	Revenue Category
(+)(-)		▲▼	× Guest Services Inc ...	× Equipment Rental ...	Equipment Rental
(+)(-)		▲▲	× Guest Services Inc ...	× Service Charge - Nontaxable	Service Charge - No

Submit Save for Later Cancel

66

Review your invoice again. If it is correct, click the 3 horizontal dots and click Submit.

Implementation - guestservices3

MENU



create customer invoice



## View Customer Invoice 03000104



Invoice Status Draft

Total Invoice Amount  
8,860.00 USDAmount Due  
8,860.00 USD

Payment Status Unpaid

## Invoice Information

Company Guest Services Inc

Bill-To Customer DEFENSE INTELLIGENCE AGENCY

Sold-To Customer DEFENSE INTELLIGENCE AGENCY

Invoice Number 03000104

Invoice Type (empty)

67

Click "Submit"

create customer invoice



voice 03000104



## Actions

Customer Invoice

Favorite

Integration IDs

Navigate

## Customer Invoice

Edit

Submit

Update Invoice Lines

Copy

Cancel

Add Note

Add Attachment

Hold from Payment

Maintain Dispute

Maintain Collection

Maintain Dunning Letter Exclusion

Print Customer Invoice

on

Guest Services Inc

DEFENSE INTELLIGENCE AGENCY

DEFENSE INTELLIGENCE AGENCY

4

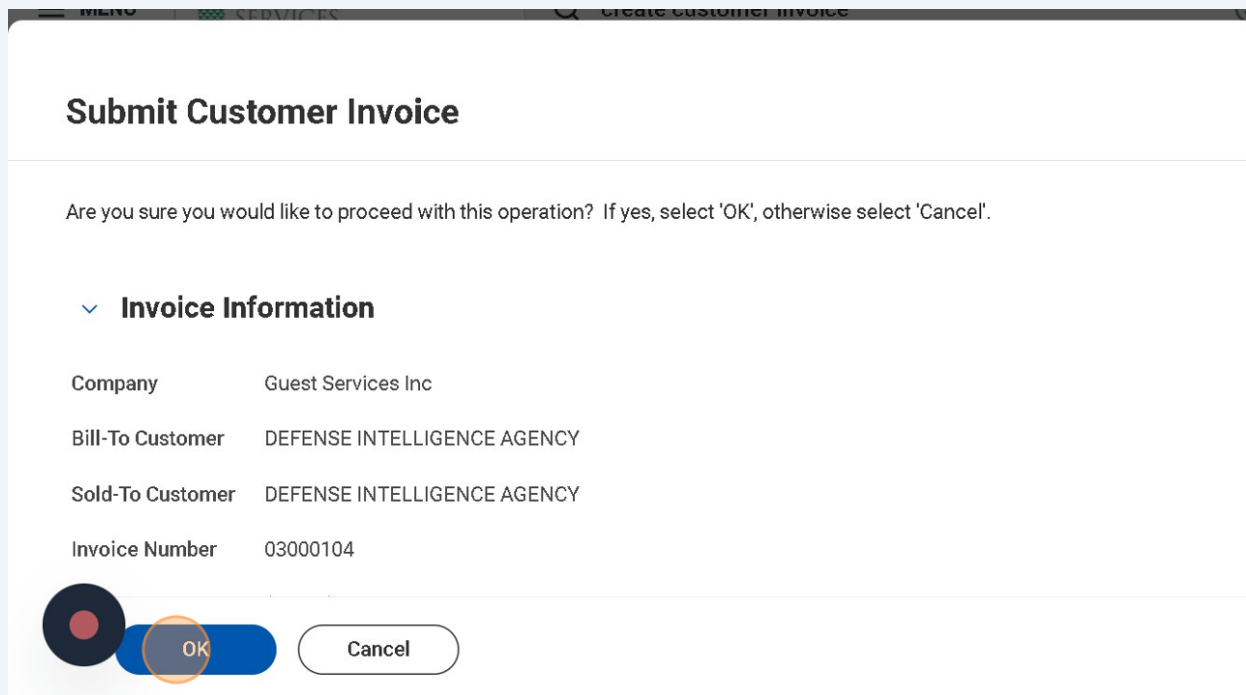
Invoice Status Draft

## Additional Information

Payment Terms

Payment Type

68 Click "OK"



**Submit Customer Invoice**

Are you sure you would like to proceed with this operation? If yes, select 'OK', otherwise select 'Cancel'.

✓ **Invoice Information**

Company	Guest Services Inc
Bill-To Customer	DEFENSE INTELLIGENCE AGENCY
Sold-To Customer	DEFENSE INTELLIGENCE AGENCY
Invoice Number	03000104

☒ OK ☐ Cancel

69 The invoice will be routed to the Accounts Receivable Manager's inbox for approval. You will receive your invoice via email.