



Workday Finance, configured by a Chartered Accountant.

ABHAYJAISWAL.COM

■ WORKDAY FINANCE · STEP BY STEP

Creating Customer Invoice

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■ Purpose

This guide provides step-by-step instructions for Creating Customer Invoices in Workday both manually and from existing contracts. This process allows you to record sales events and automate receivable accounting. By consolidating billable items from customer contracts, you can streamline your billing workflow and ensure accuracy.

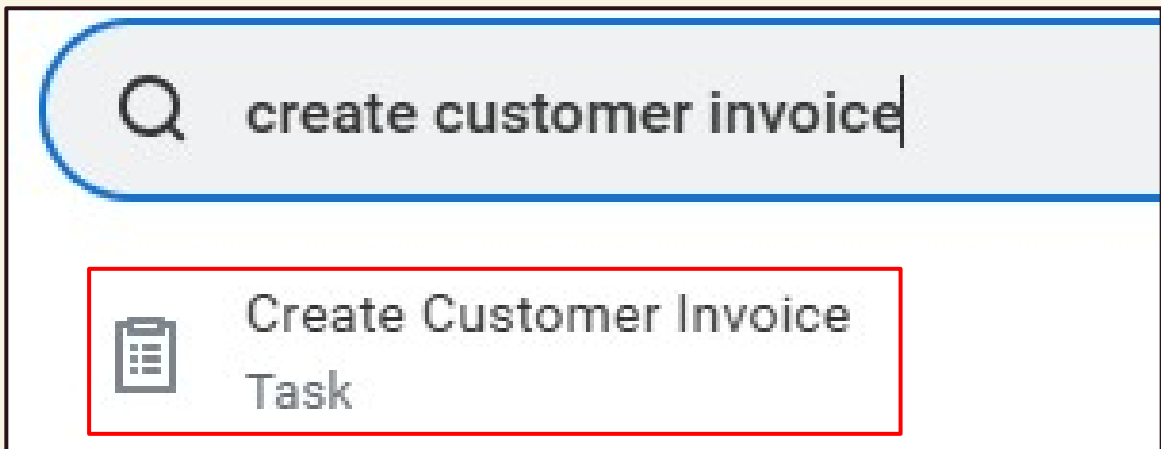
■ Prerequisites

Before *Creating Customer Invoices* ensure the following:

- You have the appropriate Workday Security role (e.g. Accounts Receivable Specialist, Collection Manager, Customer Billing Specialist)
- Configure *Customer Invoice Event* business process in *Customer Accounts* functional area.
- Configure *Security: Process: Customer Invoice - Core*.
- Configure *Reports: Customer Invoice Referenced Attachments - Supplier Invoice* domain in the *Customer Accounts* function area.
- Configure *Process: Billing- Invoice* in *Project Billing* functional area.
- Create Customer Contract, Billable Transactions, and a Consolidated Billing Schedule.

■ Create Customer Invoice

- Search for *Create Customer Invoice* and select the related task.





- Populate the required fields: *Company*, *Bill-To Customer*, and *Invoice Date*.

Note: Bill-From and Ship-From addresses automatically populate when the Company's primary address is currently in use for billing/ shipping.

Create Customer Invoice

Invoice Information

Company *

Bill-From Address

Ship-From Address

Bill-To Customer *

Sold-To Customer

Invoice Date *

Invoice Type

Bill-To Address

Bill-To Contact

Invoice to Rebill

Ship-To Customer

Additional Information

From Date

To Date

Billable Project

Payment Terms *

Payment Type

Due Date

Due Date Override

Discount Date

PO Number

Memo

Worktags

Amount Information

Currency *

Default Tax Code

Net Invoice Amount

Prepaid Amount Applied

Tax Amount

Total Invoice Amount

Less Withholding Amount

Control Total Amount

Update Tax



- Select the *Invoice Lines* tab.
- Populate the *Sales Item*.
Note: Fields may automatically populate depending on the sales item.
- Populate any additional fields that are not automatically filled in.

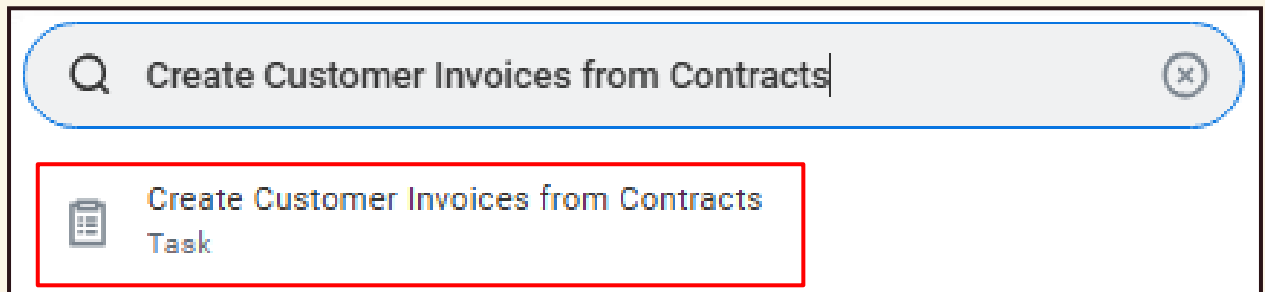
Invoice Lines
Tax
Currency Rate
Interest and Late Fees
Attachments
Notes

Invoice Lines 1 Item

Line	Order	*Company	Sales Item	Commodity Code	Revenue Category	Line Item Description	Quantity	Unit of Measure	Quantity 2	Unit of M
+	-									
		X Global Initiatives	X Consulting		Intercompany Services	Consulting Services	1	Hours	0	select

■ Create Customer Invoice from Contracts

- Search for *Create Customer Invoice from Contracts* and select the related task.





- Populate *Company*, *On or After Date/* or *On or Before Date* or any additional relevant information to narrow down your search.
- Choose preferred method for *Consolidation Options*.

Consolidation Options

Customer

Customer and Billing Schedule

Customer and Contract

Additional Consolidation Grouping

Search

☐

Bill-To Contact

☐

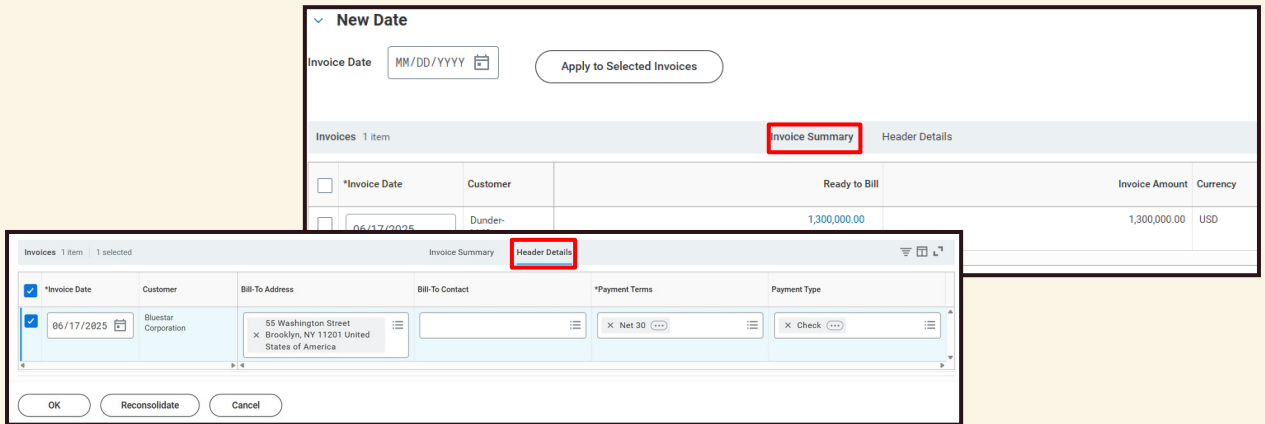
PO Number

You can use consolidation options for all bill types. Workday uses the Customer and Billing Schedule consolidation option for all bill types. You can use the Customer and Contract consolidation option for bill types that are not billed with prepaid lines.

Company	Global Modern Services, Inc. (USA)
Bill-To Customers	Bluestar Corporation
Currency	USD
On or After Date	MM/DD/YYYY
On or Before Date	<input checked="" type="text" value="06/16/2025"/>
Billable Project	Bluestar Projects
Phases	Plan and Strategize
Tasks	Plan and Strategize > <input checked="" type="text" value="Billable Work (Starts: 06/16/2025)"/>
Schedule Types	Spread Even
Customer Contracts	<input checked="" type="text" value="4184: Bluestar Corporation 06/11/2025"/>
Invoice Types	<input checked="" type="text" value="Standard"/>



- On the *Invoice Summary* tab, select the invoice you wish to create.
Note: User may *Reconsolidate* the invoice if needed.
- From the *Header Detail* tab, review information and update as needed.
- Once both tabs have been reviewed, click *OK*.



The screenshot shows the 'New Date' dialog box in Workday Finance. The 'Invoice Summary' tab is selected and highlighted with a red box. The 'Header Details' tab is also visible. The 'Invoice Summary' tab displays a table with columns: Invoice Date, Customer, Ready to Bill, Invoice Amount, and Currency. The 'Header Details' tab displays a form with fields for Invoice Date, Customer, Bill-To Address, Bill-To Contact, Payment Terms, and Payment Type. The 'OK', 'Reconsolidate', and 'Cancel' buttons are at the bottom.

Invoice Date	Customer	Ready to Bill	Invoice Amount	Currency
06/17/2025	Dunder-	1,300,000.00	1,300,000.00	USD

*Invoice Date	Customer	Bill-To Address	Bill-To Contact	*Payment Terms	Payment Type
06/17/2025	Bluestar Corporation	55 Washington Street X Brooklyn, NY 11201 United States of America		X Net 30	X Check

Buttons: OK, Reconsolidate, Cancel



- From the *Batch Process in Progress* tab, click the refresh button the process is complete.
- If errors occur, find them in the far right corner under *Background Process*.
- Click *Done*.

Batch Process in Progress

Process

Create Customer Invoices for Consolidated Billing Job (New)

Request

Create Customer Invoices for Consolidated Billing (New) (10/03/2024, 4:18:10.994 PM)

Percent Complete

0

Refresh

Background Processes

1 item

Created Date and Time	Started Date and Time	Process Type	Process	Request	Status	Percent Complete	Total Processing Time	Submitted by	Errors & Warnings
10/03/2024 04:18 PM	10/03/2024 04:18 PM	Job	Create Customer Invoices for Consolidated Billing Job (New)	Create Customer Invoices for Consolidated Billing Job (New)	Initiated		00:00:00	Beau Blackham	

Done



- From the *View Customer Invoice for Consolidated Billing* page, you can review the Customer Invoice that has been created.
- Follow the necessary approval steps until the customer invoice is Approved.

View Customer Invoice for Consolidated Billing

1 Item

</

■ Common Errors and Resolutions

Issue	Description	Resolution
Contract Line Not Found When Searching	When using Create Customer Invoice from Contract task and setting the filter to Contract Lines by Customer Contract, it can return in no results.	Change parameters to display All available contract lines.
Incorrect Consolidation of Installments	When selecting an Additional Consolidation Grouping value of PO Number, installments may be incorrectly consolidated into a single invoice.	Ensure separate invoices are created for contracts with multiple installments that each have unique PO Numbers.
Missing Line Item Description	The Line Item Description on the customer invoice may not default from the customer contract line or billing schedule, resulting in blank descriptions.	Ensure the invoice is created with the correct expense item, as descriptions may vary based on the source of the invoice.

■ Best Practices

- **Implicit Consolidated Fields:** Note invoices will not consolidate if they do not share the same values for implicit consolidate fields such as Auto Submit Invoice, Bill-To Customer, Currency, Invoice Date, and Invoice Type.
- **Additional Consolidation Grouping:** Utilize additional consolidation grouping options to further refine how invoices are consolidated. For example, selecting a PO Number can help create separate invoice for installments.
- **Populate All Fields:** It is best practice to populate all fields when creating customer invoices.



Thank You

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