

AR.030.030 – PROCESSING A CUSTOMER INQUIRY

Purpose	<ul style="list-style-type: none"> To access the Customer Information page and view customer Accounts Receivable information.
Description	This topic demonstrates how to view customer Accounts Receivable information. This information is found through the Customer Information page and contains links to various information such as account overview, item list, payment history, and credit limit.
Security Role	BOR_AR_INQUIRY
Dependencies/ Constraints	None
Additional Information	None

Procedure

Below are step by step instructions on how to navigate to the Customer Information page and provides an overview of the information provided within this page.

Step	Action
1.	Click the NavBar icon.
2.	Click the Menu icon.
3.	Click the Accounts Receivable link.
4.	Click the Customer Accounts link.
5.	Click the Customer Information link.
6.	Click the Account Overview link.
7.	Enter Customer in the Customer field.
8.	Click the Search button.
9.	Click the Payment link.
	<i>Note: Down the left-hand side you can choose different links to view details and other information about this customer.</i>