

Workday 2024 R2 Release Impact Analysis

Customer accounts

2024

Customer accounts



Automatically available features



Customer accounts- Clear open accounts receivable with customer payments

With the 2024R2 release, Workday now enables you to record customer payments with a payment amount of 0, so that you can quickly match multiple invoices, adjustments, and payments in a single transaction.

Additional considerations

This feature is meant to allow you to use the Apply Customer Payment task customer payment to support clearing open items without having to include a payment amount on the customer payment.

Workday doesn't support this functionality on the Put Customer Payment web service.

A zero-amount payment cannot have a related deposit, go across currencies, have any remittance advice and be selected for auto-apply.

What do i need to do?

Workday recommends that you use this feature to offset multiple invoices and adjustments that aren't tied in a single transaction in place of:

- Offsetting individual invoices and credit adjustments on the Perform Customer Invoice Maintenance task.
- Recording a customer payment for a payment amount of 0.01 or reapplying a previously applied payment.

What happens if i do nothing?

- You can continue to offset individual invoices on the Perform Customer Invoice Maintenance task.
- If you don't want to record customer payments with a payment amount of 0, you can create custom validations for Customer Payment on the Maintain Custom Validations report.

Community link



Prior to 2024 release 1	Post 2024 release 2	Impact
Offset invoices and adjustment individually on the Perform Customer Invoice Maintenance task	Record a customer payment with 0 amount and offset multiple invoices and adjustment in a single transaction.	Y/N: Yes
		Impact description:
		This feature reduces manual workarounds to offset customer invoices and adjustments which will increase productivity and improve the user experience.

Effort	1 Hours	Defect link	N/A
		Community link	https://doc.workday.com/release- notes/en-us/fincust/7870843.html

Before release



After release

Save Payment Cancel

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With the 2024R2 release, Workday enables you to configure invoice prefixes in customer payment rule sets and populates associated invoice instances and remit-from customers on remittance advice when you record customer payments from the bank statement lines. This will help you more accurately search for customer invoice numbers when creating customer payments from bank statement lines.

Additional considerations

For the Invoice Lookup Prefix, prefix values should have at least 3 characters to use the mapping table. Multiple prefix can be set up.

Workday has an order for determining the Remit-From Customer.

- First, the job will check for a default remit-from customer on the Customer Payment Rule
- Second, the job will perform an exact match lookup on invoice number and Customer ID.
- Third, the job will do an advanced lookup on the customer mapping table using the invoice prefix(es) configured on the Customer Payment Rule Set for that bank account.

What do i need to do?

This feature will need to be configured by creating a rule within the Customer Payment Rule Set task.

What happens if i do nothing?

If you don't configure an invoice prefix value rule when you create or edit a customer payment rule set, Workday won't generate a payment that identifies related invoices in a string of text from your bank statement when running the Schedule Customer Payment from Bank Statement Line task.

Community link <u>https://doc.workday.com/release-notes/en-us/fincust/7712157.html</u>



Customer accounts - Create customer payments and deposits with invoice prefixes (cont.)

Additional considerations

You can only add the addenda field as criteria once on the copy bank statement lines to customer payment section on a customer payment rule.

You can add the addenda field as criteria more than once on the bank statement filter criteria section on a customer payment rule.

Lookups on the mapping table that include "and" conditions are not supported. For example: remit-from lookup value = ABC "and" XYZ, is not supported.

If the job uses the mapping table to determine the remit-from customer, it will populate it based on the first match on the prefix it finds. You cannot specify an order in the remit-from table for the job to search through.

You can schedule the Customer Payment from Bank Statement Line job to run for multiple bank accounts, however it will only run for those bank accounts that have a customer payment rule set attached to them.

The mapping table only supports the Create Customer Payments and Deposits from Bank Statement Lines feature. It does not support any other functionality, such as Lockbox.

Avoid configuring rules that will have the job search through all the customer payment remittance advice types; it's not performant.

Left-hand side remittance is not supported for: On-behalf-of company payments, credit invoice adjustments, and credit-rebill customer invoices.



Prior to 2024 release 1	Post 2024 release 2	Impact
N/A	Invoice prefixes can be configured in customer payment rule set.	Y/N: Yes
	Once configured, the payment rule set can auto apply payment to the matching invoice from bank statement lines.	Impact description:
		This feature improves the user experience and helps to more accurately search for customer invoice numbers when creating customer payments from bank statement lines.

Effort	0.5 Hours	Defect link	N/A
		Community link	https://doc.workday.com/release- notes/en-us/fincust/7712157.html



Before release



After release

Customer Payment Rule Set Q				 Invoice Lookup Prefixes 	8
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Inactive				10	
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Customer accounts - Customer payment auto-application performance improvements

What's changing

With the 2024R2 release, Workday has improved the performance of the Customer Payment Auto-Application job when you process customer payments with large payment applications and credit adjustments with large volumes of customer invoices

Additional considerations

This update is available on Auto-Apply Customer Payments task & Schedule Auto-Apply Customer Payments task.

When a customer payment is being processed, it is locked by the Customer Payment Auto-Application job and you cannot perform few tasks and web services.

Workday has also added a new validation message "The Auto Apply Job is processing the customer payment. Try again later".

What do i need to do?

N/A

What happens if i do nothing? N/A

Community link <u>https://doc.workday.com/release-notes/en-us/fincust/8066818.html</u>



Prior to 2024 release 1	Post 2024 release 2	Impact
N/A	N/A	Y/N: Yes
		Impact description: This enhancement helps expedite customer payment applications and customer invoice maintenance transactions, reduce days sales outstanding, and increase Accounts Receivable team efficiency.

Effort	N/A	Defect link	N/A
		Community link	https://doc.workday.com/release- notes/en-us/fincust/8066818.html

Customer accounts- Customer activity summary performance improvement

What's changing

With the 2024R2 release, Workday has added a warning message to the Customer Activity Summary report when there are too many results.

Additional considerations

Workday recommends you refine your search by selecting filter criteria other than Company.

What do i need to do? N/A

What happens if i do nothing? N/A

Community link <u>https://doc.workday.com/release-notes/en-us/fincust/8097612.html</u>



Prior to 2024 release 1	Post 2024 release 2	Impact
N/A	There is a new warning message to the Customer Activity Summary report when there are too many results.	Y/N: No
		Impact description: N/A

Effort N/A	Defect link	N/A
	Community link	https://doc.workday.com/release- notes/en-us/fincust/8097612.html



Customer accounts- Configurable entity activity codes

What's changing

With the 2024R2 release, Workday enables you to configure multiple entity activity codes by country for your companies, customers, and suppliers.

Additional considerations

Workday has delivered below new tasks for this configuration:

- Maintain Entity Activity Code Types: to configure entity activity code types for a country.
- Maintain Entity Activity Codes: to configure entity activity codes per code type.
- View Entity Activity Code Types: to view all available entity activity code types.
- View Entity Activity Codes: to view available entity activity codes by the code type that you select.

Workday has also delivered a new report field, Assigned Entity Activity Code, on the Company, Customer, and Supplier business objects that you can use in custom reports to drill down on the details of the entity activity codes.

Workday also added report fields Entity Activity Code, Entity Activity Code Country, Entity Activity Code Description, Entity Activity Code Type, Inactive Entity Activity Code on the Entity Activity Code business object to use in custom reports. These report fields are secured to the Public Reporting Items domain.

What do i need to do?

On the Maintain Entity Activity Code Types task, configure an entity activity code type for a country.

On the Maintain Entity Activity Codes task, add 1 or more entity activity codes for the configured entity activity code type.

Assign a new entity activity code to a company, customer, or supplier.

What happens if i do nothing?

If you don't configure entity activity code types and entity activity codes, you won't be able to assign entity activity codes to a company, customer, or supplier.

Community link <u>https://doc.workday.com/release-notes/en-us/fincust/6973727.html</u>



Prior to 2024 release 1	Post 2024 release 2	Impact
N/A	You can now configure multiple entity activity codes by country for companies, customers, and suppliers.	Y/N: Yes
		Impact description: This features enhances reporting for companies, customer and supplier based on activity codes.

Effort	0.5 Hours	_	Defect link	N/A
			Community link	https://doc.workday.com/release- notes/en-us/fincust/6973727.html



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Company Geoco	Crevenpy net					
General Setup	VAT on Payment	Tax IDs	Tax Statuses	Third Party Tax Options	1099 Reporting	
Company Tax Re	covery Pro Rata Facto	r Percentage	100%			

After release

Edit Company Tax Details

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Customer accounts- Remit-to address settings on customer refunds

What's changing

With the 2024R2 release Workday now enables you to select the payee remit-to address when creating customer refunds.

Note: To use this enhancement, you must opt in to the Customer Refunds Optimization feature on the Maintain Feature Opt-Ins report. After you opt-in to this feature, you can't opt-out.

Additional considerations

You can select a different remit-to address using these new prompt filters or leave it blank:

- Default Remit-To Address
- All Remit-To Addresses

Workday delivers a new Payee Remit-To Address report field on the Customer Refund business object (secured to the Public Reporting Items domain) that you can use in custom validations or custom reports when you copy the Find Customer Refunds standard report.

What do i need to do?

Configure a custom validation for customer refunds using the Payee Remit-To Address report field to ensure that customer refunds have the payee remit-to address specified.

Copy the Find Customer Refunds standard report to create a custom report for customer refunds that populates the Payee Remit-To Address value when available.

Copy the Find Customer Refund Payments standard report to create a custom report for customer refund payments that populates the Remit-To Address value when available.

Community link <u>https://doc.workday.com/release-notes/en-us/fincust/6973720.html</u>



Customer accounts- Remit-to address settings on customer refunds (cont.)

Additional considerations

Before the customer refund is approved in the review and revise business process steps, Workday enables you to change the payee remit-to address, automatically populates an updated address when you update the payee remit-to address on the customer profile or displays a validation message prompting you to change the address when the payee remit-to address is no longer valid.

What do i need to do?

When you create customer refunds, Workday automatically populates the Payee Remit-To Address field with the payee's latest effective address with remit-to usage.

When you approve customer refunds, Workday uses the payee's latest effective address with remit-to usage to generate the refund payment through settlement run and print the check when the refund payment is settled.

Community link <u>https://doc.workday.com/release-notes/en-us/fincust/6973720.html</u>



Prior to 2024 release 1	Post 2024 release 2	Impact
N/A	When you create/edit a customer refund, Payee Remit-To Address can be selected.	Y/N: Yes
		Impact description: This enables you to print checks for customer refund payments with the payee remit-to address on the customer refund document The new Payee Remit-To Address report field can help to create custom validations or custom reports.

Effort	0.5 Hours	Defe	ect link	N/A
		Com		https://doc.workday.com/release- notes/en-us/fincust/6973720.html

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Setup required features





Customer A/c - Customer invoice supply location options

What's changing

With the 2024R2 release, Workday enables you to configure company billing and shipping supply locations on customer invoices and invoice adjustments.

Additional considerations

N/A

What do i need to do?

You must opt into this feature on the Edit Customer Account Options task or from the Put Customer Account Options web service.

To verify transaction tax IDs for your bill-from and ship-from addresses on customer invoices, you must first configure tax details by address.

What happens if i do nothing?

If you don't opt into this functionality, you won't be able to access the Bill-From Address and Ship-From Address prompts on customer invoices and invoice adjustments

Community link



Prior to 2024 release 1	Post 2024 release 2	Impact
N/A	If opted-in, Bill-From and Ship-From Address can be configured on customer invoice and invoice adjustments.	Y/N: Yes
	These addresses will reflect only once you select Company in Create Customer Invoice task or Create Customer Invoice Adjustment task	Impact description: Bill-From and Ship From addresses can now be configured on customer invoice and invoice adjustment

Effort	0.5 Hours	Defect link	N/A
		Community link	https://doc.workday.com/release- notes/en-us/fincust/7000885.html



Workday release 2 setup based features

Before release



After release **Create Customer Invoice** Invoice Information \sim × Global Modern Services, \equiv Company (•••) Inc. (USA) 🗙 3939 The Embarcadero San := Bill-From Address Francisco, CA 94111 United States of America 🗙 3939 The Embarcadero San := Ship-From Address Francisco, CA 94111 United States of America \equiv Bill-To Customer * \equiv Sold-To Customer





Thank you