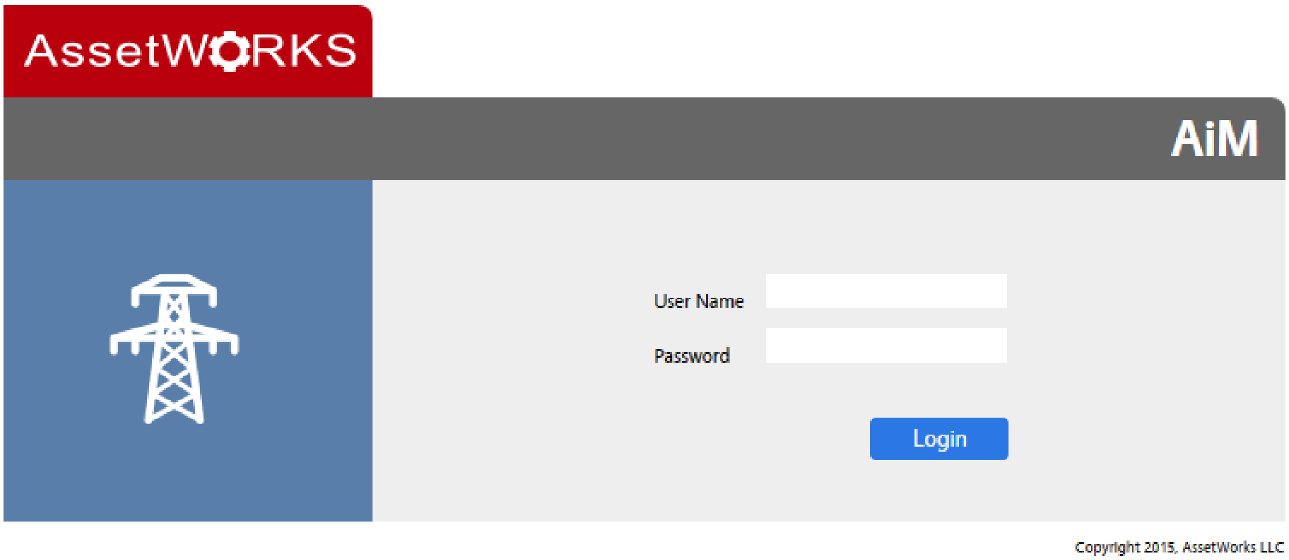
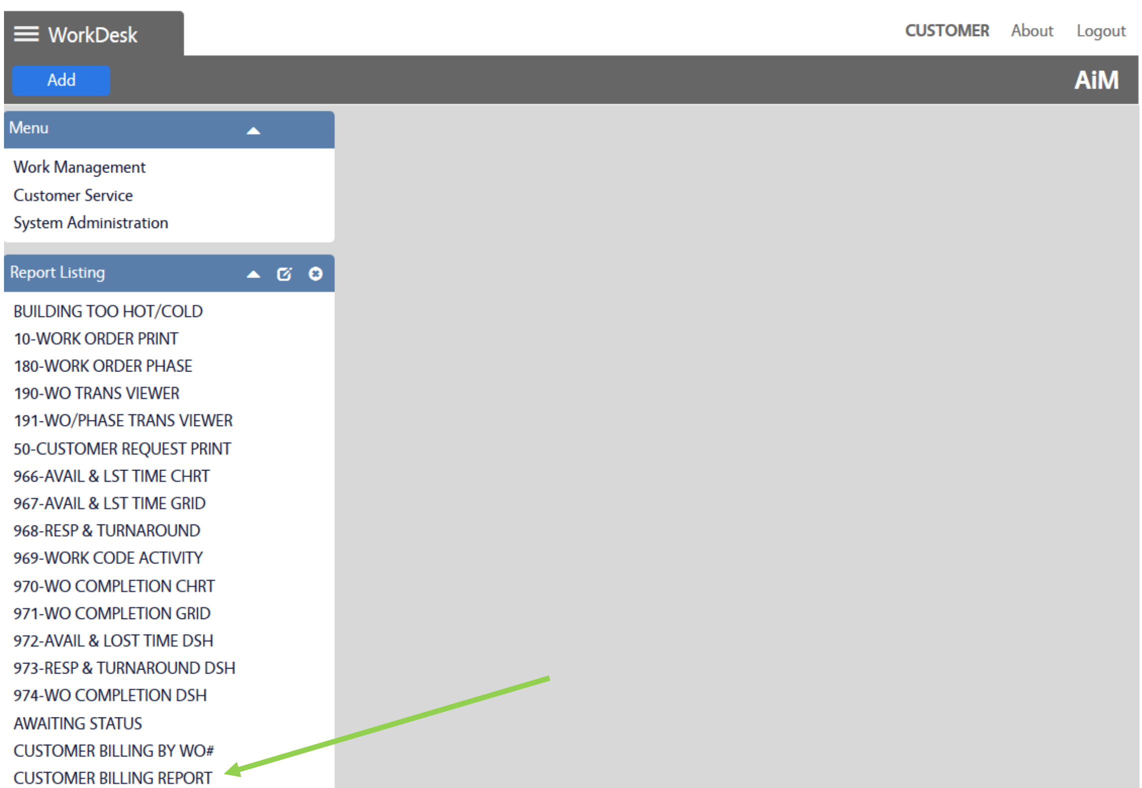
Customer Billing

After logging into AiM with your NetID and password, you should see your WorkDesk where you typically submit customer requests.



1. **Determining if you have the reports menu:** If your screen looks like the screen shot below with a “Report Listing” section, please go to step **3.** If your screen does not have the “Report Listing” section, please continue to step 2.

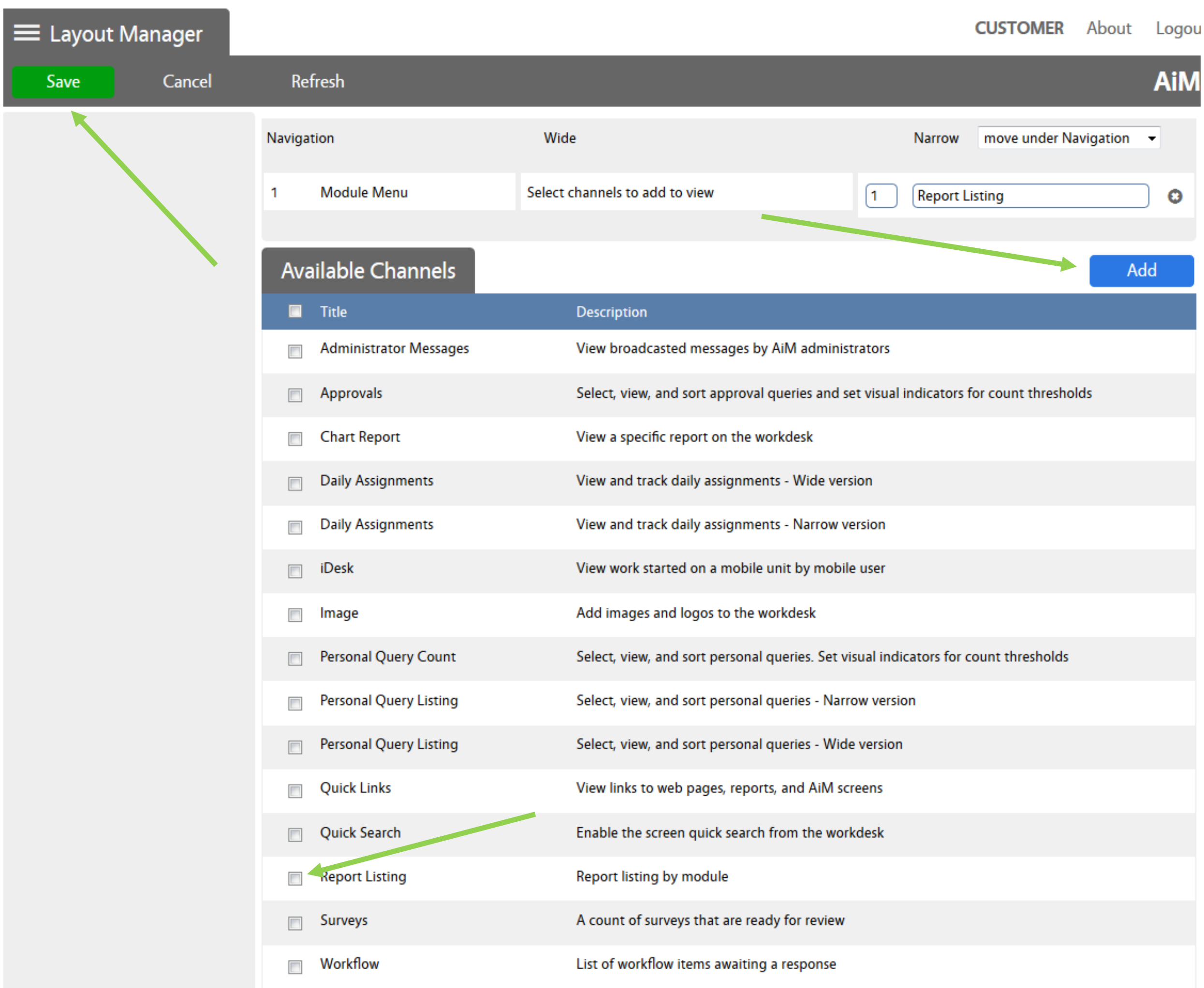


To select the report, you must have the Report Listing Box on your Work Desk Menu.

If the Report Listing box is shown, then skip to # 3.

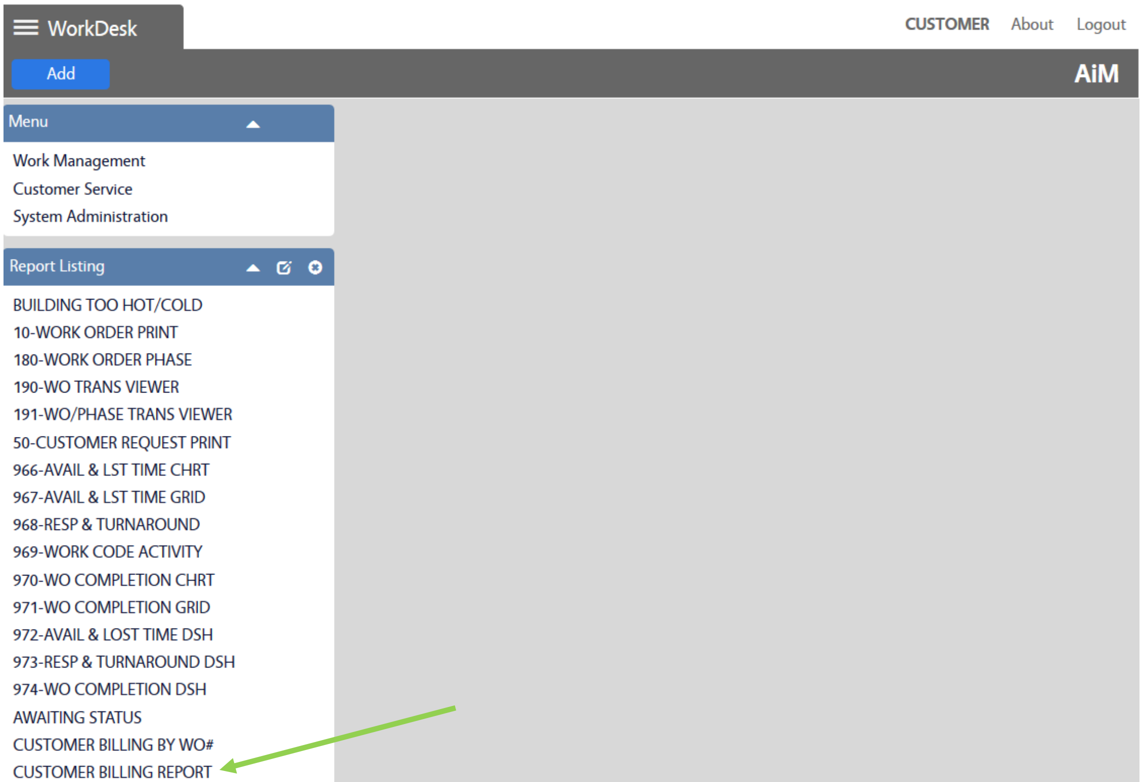
If not, click on the blue “Add” button in the left hand corner.

2. The Layout Manager window is shown, scroll down and check the box next to Report Listing. Then click the blue “Add” button. Once the windows redisplays, click the green “Save” button. The Report Listing box should now appear on the Work Desk.



3. Running the Billing Report

a. Click on the “Customer Billing Report” link



4. Entering the Billing Report Parameters

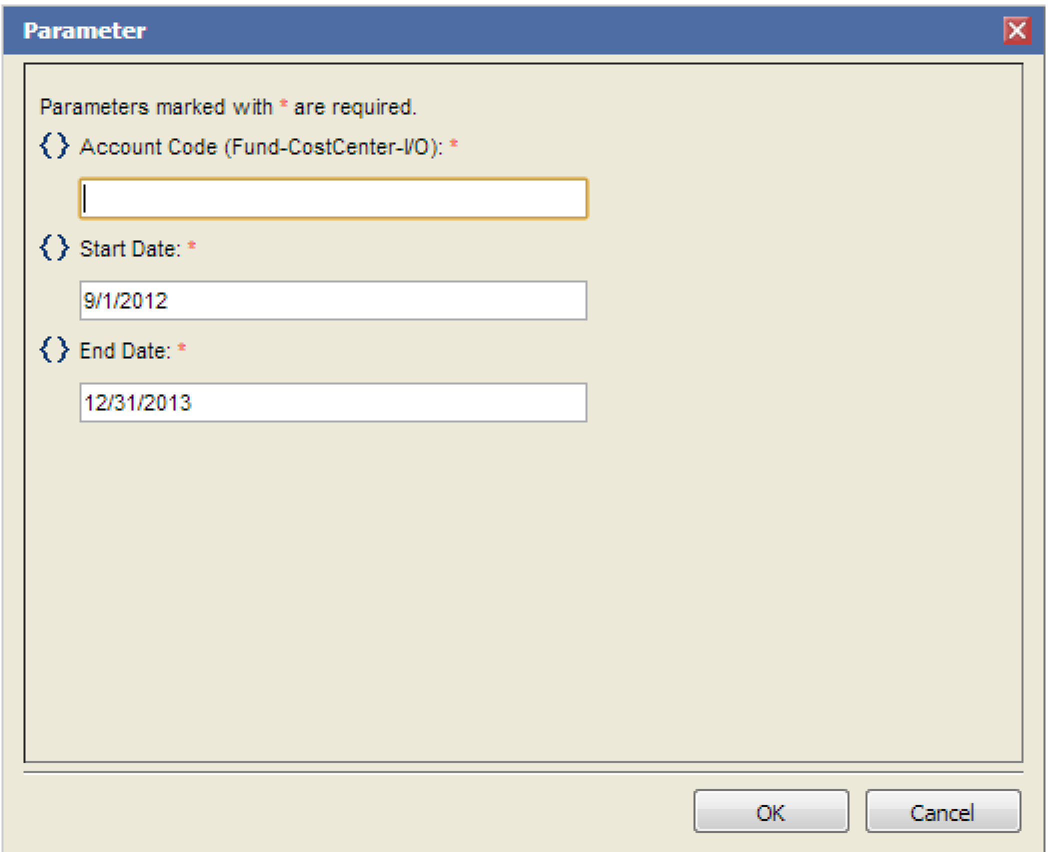
b. Account Code: Please enter in a 10 digit sequence for the Fund, Cost Center and I/O. This will look similar to 0000000000-0000000000-0000000000

  a. If your account has a year associated with it, to view the data in AiM you must replace the year with YY. i.e. Yearly accounts have the current year in location 9,10 of the Fund so Account 2000402017-0000000000-1002394000 would be input as 20004020YY-0000000000-1002394000

c. Start Date: Format the start date as MM/DD/YYYY

d. End Date: Format the end date as MM/DD/YYYY

e. Click on the OK button at the bottom of the screen.



5. Your report should display as soon as the report finishes running.

6. If you have any questions please email 'FMSystems@txstate.edu'