<table>
<thead>
<tr>
<th>Customer Information</th>
<th>Page Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers Setup</td>
<td>3</td>
</tr>
<tr>
<td>Copy Customer</td>
<td>23</td>
</tr>
<tr>
<td>Customer Contact Setup</td>
<td>25</td>
</tr>
<tr>
<td>Customer Conversations</td>
<td>35</td>
</tr>
<tr>
<td>Inquires and Reports</td>
<td>45</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Bill Entry and Maintenance</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter New Bill</td>
<td>3</td>
</tr>
<tr>
<td>Header</td>
<td>4</td>
</tr>
<tr>
<td>Line Info</td>
<td>10</td>
</tr>
<tr>
<td>Bill Summary</td>
<td>14</td>
</tr>
<tr>
<td>UBIT Entry</td>
<td>15</td>
</tr>
<tr>
<td>Prepayments</td>
<td>17</td>
</tr>
<tr>
<td>Discounts/Surcharges</td>
<td>19</td>
</tr>
<tr>
<td>Change Bill Status</td>
<td>21</td>
</tr>
<tr>
<td>Copy Bill</td>
<td>25</td>
</tr>
<tr>
<td>Print Invoices</td>
<td>27</td>
</tr>
</tbody>
</table>
CUSTOMER SETUP

**OBJECTIVE**

Search for and create a new customer record in PeopleSoft

**OVERVIEW**

In order to create bills, invoices, and AR Items, and apply payments, the user must first set up a customer. Customer setup is common to both the PeopleSoft – Billing (PS-BI) and PeopleSoft - Accounts Receivable (PS-AR) modules, and is fundamental to the use of the BI and AR systems. There can be no Billing or AR transactions without a customer record.

Once set up, customer information can be changed as needed. Customer information will include the attribute codes, credit information, contacts at USF, and addresses for billing, shipping, and correspondence purposes. This information is used by the system to provide default controls for bills and invoices produced for this customer, and for management of the customer’s AR account. Only external, commercial customers will be set up in the PeopleSoft system.

Additionally, customer contacts can be created and linked to customers; these are contacts that USF staff would expect to communicate with during sales transactions and when following up during billing or AR management activities. The user can also document conversations and contacts with a customer using the online Conversations links and features, accessed through the customer pages.

Some external customers will conduct business with more than one USF department, college, or institute. Customers will be set up at the selling-department level. Customers doing business with more than one USF department will be set up once, for each related selling department. Each department-level customer setup will be created separately from any others and will have a unique Customer ID code.

However, if the same customer is set up multiple times all the occurrences of that customer will be linked to a University-level Corporate Customer. This Corporate Customer will function as the “parent” for all the related departmental-level customers. (Also see document, Corporate Customer Setup, Scenario 3, below)

**NOTE:** Each separate external commercial customer record for the same customer MUST use exactly the same Customer Name and Customer Short Name. However, different customers who share a common corporate parent may also be linked to the Corporate Customer record, and in that circumstance would have different names.

**NOTE:** The information in this guide is based on certain assumptions:

- Users have previously received training in PeopleSoft 8.9 navigation
- Control tables have been set up with needed values prior to performing the activities described in the following sections

**NOTE:** The information in this guide is accurate at the time of creation with the goal of assisting users with the use of new processes and systems at the time of the PeopleSoft go-live. The creators of this document assume that USF will maintain this document to show changes in process, systems, roles, etc., as they occur.
DOCUMENTS REQUIRED:

1) Customer maintenance form.

NOTE: Customers can be set up online, from information received in a telephone conversation, or from notes or other correspondence. However, following the initial setup, USF policy requires that any changes or maintenance to a customer's information will be done by the centralized AR group. This includes setup of Corporate Customers and linking them to departmental customers. Therefore, USF will have to develop a transmittal form to be completed by the departments, as needed, and forwarded to the centralized AR group for entry of changes into the customer’s record.

NOTE: Per the Inspector General's Office department billing staff may add and modify customer records if the four criteria below are met:

1. Changes to customer addresses must be captured in an audit log created by AR.
2. Central AR must periodically monitor the audit log (frequency determined by OUAC).
3. A quarterly anomalies report that shows customers whose addresses changed more than once per quarter will be designed, and monitored by Central A/R.
4. Units must segregate the customer set-up from the cash collection function. (This can be demonstrated by a report of new customers that the accountable officer signs off on at the end of the week) If they can't segregate - then they must have the option to have central A/R do their set-up & modify for them.

SCENARIOS: | ROLES PERFORMING: | DOCUMENT:
--- | --- | ---
1) Create new external commercial customer online | Selling Department billing staff | Customer Setup
2) Create customer contact, link to external commercial customer | Selling Department billing staff | Customer Contact Setup And Maintenance
3) Create Corporate Customer online, link to new external commercial customer | Selling Department billing staff Centralized AR staff | Corporate Customer Setup
4) Perform external commercial customer maintenance | Selling Department billing staff Centralized AR staff | Customer & Corporate Customer Maintenance (Overview Only)
5) Add conversations from customer-level access | Selling Department billing staff Centralized AR staff | Customer Conversations Setup and Maintenance
6) Inquiries and Reports | Selling Department billing staff Centralized AR staff | Customer Inquiries and Reports

NOTE: The Section in **BOLD**, above, refers to this document
CREATE CUSTOMER – GENERAL INFORMATION

SHORT GUIDE:
Step 1: Navigate to the Customer General Information component
Step 2: Search For Existing Customer
Step 3: Select Add criteria
Step 4: Enter General Information
Step 5: Enter additional Roles information
Step 6: Enter Addresses
Step 7: Enter Miscellaneous General Information, Save the entry

STEP 1
NAVIGATE TO THE CUSTOMER GENERAL COMPONENT

1.1 To open the General Information page, select Customers, Customer Information, General Information. This will generate the General Information - Find An Existing Value page.

STEP 2
SEARCH FOR EXISTING CUSTOMER

NOTE: Before entering a new customer, the user MUST perform a search of the system to ensure that the customer record does not already exist. This is essential to preventing duplicate entries of the same customer within the same selling department’s customer list.

NOTE: All external commercial customers will use the Shared SetID of USFSI

NOTE: each department’s commercial Customer ID’s will begin with a three-character Bill Source unique to the particular department. These Bill Sources must be set up in the PeopleSoft system’s Automatic Numbering function prior to adding a new customer.

2.1 For the SetID field, enter the Shared SetID of USFSI
2.2 For the Drop Down Menu change from Begins With to “Contains”

2.3 For the Name 1 field, enter a portion of the name.

2.4 Click on the [Search] button to execute the search

**General Information**
Enter any information you have and click Search. Leave fields blank for a list of all values.

- **Find an Existing Value**
- **Add a New Value**

- **Customer ID:** begins with
- **Name 1:** contains
- **Telephone:** begins with
- **City:** begins with
- **State:** begins with
- **Postal Code:** begins with

[Search] [Clear] [Basic Search] [Save Search Criteria]

Enter a portion of the customer name

2.5 Review the resulting list of existing customers with the same or similar names.

**NOTE:** First, the user must look for a customer name that has the same three-character Bill Source in the Customer ID column as the three-character Bill Source of the user’s department (i.e., if the user is entering a customer for the “CTR”-department Bill Source, look for any customers with a similar name, whose Customer ID starts with “CTR”. If such a customer is found, this means that the customer may already exist on the PeopleSoft system and may not need to be entered again.

To see the Customer’s detailed information, click on the customer’s entry in the list and check such information as addresses, contacts, etc., to ensure that this is the same customer. **If so, no new customer entry is needed.**

**NOTE:** Second, the user should look for any similar customer name that has any external commercial customer three-character Bill Source (i.e., if the user is entering a customer for the “CTR”-department Bill Source, look for customer’s with a similar name, whose Customer ID starts with “ITS”, “PPT”, or a similar three-character Bill Source).

If such a name is found, this may indicate the need for a link between the new customer and an existing Corporate Customer (the Customer ID for ALL Corporate Customers will ALWAYS have a three-character Bill Source of “USF”). If no Corporate Customer exists but there are entries for this new customer across several other departments, then a new Corporate Customer must be entered in conjunction with the entry of the new external commercial customer record. Should this be the case the user must contact central A/R at ARADJ@admin.usf.edu so that a corporate customer may be created.
If a Corporate Customer for this customer does exist, the customer will have to be linked to the Corporate Customer. The user should notify central A/R at ARADJ@admin.usf.edu to link the new customer that is created to the Corporate Customer.

**General Information**

Enter any information you have and click Search. Leave fields blank for a list of all values.

---

**Find an Existing Value**

- **SetID:**
  - USF1

- **Customer ID:**
  - USF1

- **Name 1:**
  - Tampa Port Authority Corporate

- **Telephone:**
  - 813-551-02

- **City:**
  - Tampa

- **State:**
  - FL

- **Postal Code:**
  - 33602

---

**Search Results**

- **View All**

<table>
<thead>
<tr>
<th>SetID</th>
<th>Customer ID</th>
<th>Name 1</th>
<th>Telephone</th>
<th>City</th>
<th>State</th>
<th>Postal Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>USF1</td>
<td>USF1010</td>
<td>Tampa Port Authority Corporate</td>
<td>(clear)</td>
<td>Tampa</td>
<td>FL</td>
<td>33602</td>
</tr>
<tr>
<td>USF1</td>
<td>USF109</td>
<td>Tampa Port Authority Crew Center</td>
<td>813-551-02</td>
<td>Tampa</td>
<td>FL</td>
<td>33602</td>
</tr>
<tr>
<td>USF1</td>
<td>USF108</td>
<td>Tampa Port Authority Main</td>
<td>813-551-02</td>
<td>Tampa</td>
<td>FL</td>
<td>33602</td>
</tr>
<tr>
<td>USF1</td>
<td>USF106</td>
<td>Tampa Port Authority</td>
<td>813-551-02</td>
<td>Tampa</td>
<td>FL</td>
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</tr>
<tr>
<td>USF1</td>
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<td>Tampa</td>
<td>FL</td>
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<tr>
<td>USF1</td>
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<td>Tampa Port Authority</td>
<td>813-551-02</td>
<td>Tampa</td>
<td>FL</td>
<td>33602</td>
</tr>
</tbody>
</table>

---

- **Search Criteria:**
  - **Include History:**
  - **Correct History:**
  - **Case Sensitive:**

---

The Corporate Customer may already exist.

The customer may already exist.
STEP 3 SELECT ADD CRITERIA

NOTE: All external commercial customers will use the Shared SetID of USFSI.

NOTE: Each department’s commercial Customer ID’s will begin with a three-character Bill Source unique to the particular department. **These Bill Sources must be set up in the PeopleSoft system’s Automatic Numbering function prior to adding a new customer.**

3.1 Click on the Add a New Value tab

3.2 Enter the Shared SetID of USFSI. For the Customer ID field, Click on the magnifying glass icon to generate a Lookup List page, to search for the appropriate three-character selling-department Bill Source for the Customer ID. (see Appendix for list)

3.3 Click on the Lookup button to generate a list of available three-character departmental Bill Sources. Select the correct department Bill Source from the search list.

Select the correct department Bill Source for the new customer
3.4 Click on the Add button. This will generate the Customer – General Info page.

**General Information**

Find an Existing Value | Add a New Value

SetID: USFSI

Customer ID: CTR

Add

**STEP 4 ENTER GENERAL INFORMATION AND ADDRESS**

NOTE: Certain fields in the following pages require values that must be set up on the appropriate control tables in the PeopleSoft system prior to adding a new customer.

NOTE: SetID = USFSI and Customer ID = (begins with selected three-character Bill Source) are carried from Add selections, and are not editable

4.1 Accept the following defaults:
- Customer Status: “Active”
- Date Added: “Current Date”
- Since: “Current Date”
- Level: “Regular”

4.2 Select “Type” as appropriate for this customer (“COM”, “Fed/Gov”, “St/Gov”) by using the drop-down arrow for this field

4.3 Enter the customer name in the “Name 1” field. Press the Tab-key

NOTE: The name must be spelled exactly as it should appear on all invoices, reports, and correspondence.

NOTE: If, when the customer name is entered, the system generates a “warning” message indicating that the customer name already exists:
a) If the user did NOT perform the search described in Step 2, above, before beginning the entry, then the user MUST perform the search at this point.

b) If the user DID perform the search, and found that the customer already exists for other selling departments, then click on OK and proceed to Step 4.4. When the user reaches Step 4.8, the user should execute the activities to link the new customer to an existing Corporate Customer.

4.4 Enter the desired Short Name. Press the Tab-key

4.5 If this is the Bill-To Customer, check the Bill-To Customer checkbox. Press the Tab-key

4.6 If this is the Ship-To Customer, check the Ship-To Customer checkbox. Press the Tab-key.

4.7 If this is the Sold-To Customer, check the Sold-To Customer checkbox. Press the Tab-key

4.8 If the following Roles are appropriate for this customer, accept the following defaults:
   • Correspondence Customer: the checkbox is checked
   • Remit-From Customer: the checkbox is checked
   • Corporate Customer: the checkbox is checked (also, see “NOTE”, below)

   NOTE: If this new customer is a “child” of an already-existing Corporate Customer, the user must notify central A/R at ARADJ@admin.usf.edu to link the new child customer to the corporate customer.

4.9 Accept the following defaults:
   • Broker Customer: the checkbox is blank
   • Indirect Customer: the checkbox is blank
   • Grants Management Sponsor: the checkbox is blank
   • Consolidate Customer: the checkbox is blank
   • Consolidation Business Unit: the field is grayed, and is blank

4.10 For the Currency Detail – Currency Code field, click on the glass icon to display the available values for this field. Select the “USD” value. Press the Tab-key

4.11 For the Currency Detail - Rate Type field, click on the magnifying glass icon to display the available values for this field. Select the “CRRNT” value. Press the Tab-key

4.12 For the Support Teams – Support Team Code field, click on the magnifying glass icon to display the available values for this field. Select the default “A-1” value. This feature is not being used by USF at this time, but you must select a team for the customer to be created. Press the Tab-key.

4.13 For the Support Teams – Default field: Check the checkbox.
   NOTE: AT LEAST ONE SUPPORT TEAM MUST BE CHECKED AS THE DEFAULT SUPPORT TEAM FOR THIS CUSTOMER.
4.14 For the Address Locations – Location field, if this is the first address listed, accept the default value “1”. For each additional address, enter a new location number.

NOTE: a change of address, with a new Effective Date, does not require assignment of a new Location Number.

4.15 For the Address Locations – Description field, enter the description of the Location (e.g., “Corporate Hqs”, “Main Office”, etc.)

NOTE: A customer may have different addresses for the various Roles selected on the General Information page (see Step 3, above), and may have more than one address for each Role (i.e., a customer may have several Ship To addresses). For the fields below, check only those that are appropriate to the address being entered. However, at least one address for each Role MUST be checked as the “Primary” address for that Role.

If a customer has only one address, that address will be both the appropriate address for all of the Roles, and will also be the Primary address for each Role. This is shown in the illustration below, and is used as the assumption in the values indicated for each Address/Roles field in 5.3, below.

4.16 For the following fields, check the checkbox if appropriate (see NOTE, above)
- For the Address Locations – Bill To field: check the checkbox
- For the Address Locations – Bill To Primary field: check the checkbox
- For the Address Locations – Ship To field: check the checkbox
- For the Address Locations – Ship To Primary field: check the checkbox
- For the Address Locations – Sold To field: check the checkbox
- For the Address Locations – Sold To Primary field: check the checkbox

4.17 Accept the following defaults:
- For the Address Locations – Broker field: the checkbox is blank and grayed
- For the Address Locations – Indirect field: the checkbox is blank and grayed

4.18 For the Address Details - Effective Date field, enter the “standard” Effective Date for this address: “01/01/1900’. Press the Tab-key

4.19 Accept the following defaults:
- For the Address Details – Status field: “Active”
- For the Address Details – Language Code field: “English”
- For the Address Details – Country field: “USA”

NOTE: If your customer is subject to sales tax for commercial sales, for the Address Detail – Tax Code field, click on the magnifying glass icon to display the available values for this field. Select the tax code applicable to this address. Press the Tab-key

4.20 For the Address Details – Address 1 field, enter the correct street address for this customer including Suite/Room/Attn To: up to 33 spaces. Press the Tab-key. NOTE: No punctuation in address fields, except for the dash in the zip code.

4.21 For the Address Details – Address 2 field, if the Address is more than 33 spaces, enter the street address in this field and the suite/room/atttn to: information in the
Address 1 field. Press the Tab-key.

4.22 For the Address Details – Address 3 field, enter additional street address information, if needed. Should never be used unless complete Address will not fit in Address 1 & 2 fields. Press the Tab-key.

4.23 For the Address Details – City field, enter the City for this address. Press the Tab-key.

4.24 For the Address Details – County field, enter the County for this address. Press the Tab-key.

4.25 For the Address Details – Postal field, enter the ZIP-Code for this address. Press the Tab-key.

4.26 For the Address Details – State field, click on the magnifying glass icon to display the available values for this field. Select the State for this address. Press the Tab-key.

4.27 For the Address Details – Alternate Names (1) field, if the customer uses an alternate name for this address (i.e., a d/b/a name or a store name, as opposed to the customer name) enter it here. Press the Tab-key.

4.28 For the Address Details – Alternate Names (2) field, if the customer uses an alternate name for this address (i.e., a d/b/a name or a store name, as opposed to the customer name) enter it here. Press the Tab-key.

4.29 For the Address Detail – In City Limit field: Not used by USF at this time: the checkbox is blank. Press the Tab-key.

4.30 For the Address Detail – View Phone Information hyperlink, see below. Press the Tab-key.

4.31 Click on the View Phone Information hyperlink (see Customer Address page illustration, below).

4.32 For the Phone Information – Prefix, Phone, Ext., and Fax fields, enter the telephone information for this customer at this address. Click OK, or Cancel, as appropriate, to return to the Address page.
Enter in Desired Short Name

Must have a Team Code
01/01/1900 must be entered in for the first Address Record.

Click on the hyperlink enter Phone Information
4.11 Click on the Bill-To Options tab at the top of the screen.

STEP 5 ENTER ADDITIONAL ROLES INFORMATION

NOTE: Certain fields in the following pages require values that must be set up on the appropriate control tables in the PeopleSoft system prior to adding a new customer.

NOTE: SetID = USFSI, Customer ID = (begins with selected three-character Bill Source), and Customer Name are carried from General Information page, and are not editable

5.1 For the Effective Date field, enter the "standard" Effective Date for this Role: "01/01/1900". Press the Tab-key

5.2 Accept the following defaults:
   • Status: "Active"

5.3 For the Credit Analyst field, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key

5.4 For the Collector field, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key

5.5 For the Bill Inquiry Phone field, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key

5.6 For the Billing Specialist field, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key

5.7 For the Billing Authority field, click on the magnifying glass icon to display the available values for this field. Select the “AROFFICE" value. Press the Tab-key

5.8 Accept the following defaults:
   • Direct Invoicing: the checkbox is checked
   • Prompt for Billing Currency: the checkbox is blank
   • Freight Bill Type: “Shipping”

5.9 For the Bill Type field, click on the magnifying glass icon to display the available values for this field. Select the “COM" ("Commercial") value. Press the Tab-key
5.10 For the Billing Cycle Identifier field, for the Bill Cycle Identifier, click on the magnifying glass icon to display the available values for this field. Select the “DAILY” value. Press the Tab-key.

5.11 For the Invoice Form field, click on the magnifying glass icon to display the available values for this field. Select the “CRYSTAL” Press the Tab-key.

5.12 Accept the following defaults:
- Bill By Identifier: the field is blank

5.13 For the AR Distribution Code field, click on the magnifying glass icon to display the available values for this field. Select the “ARC” (“Commercial AR”) value. Press the Tab-key.

5.14 Accept the following defaults:
- InterUnit Billing - InterUnit Customer: the field is blank
- InterUnit Billing - General Ledger Unit: the field is blank
- Billing Consolidation Data - Consolidation Key: The field is blank
- Billing Consolidation Data - SetID: the field is blank
- Billing Consolidation Data - Customer ID: the field is blank

5.15 For the Purchase Order Option – Purchase Order Required field, if a Purchase Order will ALWAYS be required from this customer, check the checkbox. Otherwise, accept the default (the checkbox is blank).

5.16 Accept the following defaults:
- Blanket Purchase Orders – PO Number: the field is blank
- Blanket Purchase Orders – Start Date: the field is blank
- Blanket Purchase Orders – End Date: the field is blank
5.17 For the Reference Qualifier Code field, click on the magnifying glass icon to display the available values for this field. Select the Default “I” (“Item”) value. Press the Tab-key.

5.18 For the Payment Method Options – Payment Method field, click on the magnifying glass icon to display the available values for this field. Select the “CHK” (“Check”) value. Press the Tab-key.

5.19 Accept the following defaults:
- Payment Method Options – Draft Type: the field is blank
- Payment Method Options – Direct Debit Group: the field is blank
- Payment Method Options – Bank Account: the field is blank
- Payment Method Options – Draft Document Required: the field is blank
- Payment Method Options – Draft Approval: the field is blank
- Payment Method Options – Direct Debit Profile ID: the field is blank
- Payment Predictor Options – Partial Payment Switch: the field is blank
- Payment Predictor Options – Payment Predictor Hold: the field is blank
- Payment Predictor Options – Method: the field is blank

5.20 For the Payment Terms – Payment Terms ID field, click on the magnifying glass icon to display the available values for this field. Select the “IMMED” (“Due Immediately”) value. Press the Tab-key.

5.21 Accept the following defaults:
- Payment Terms – Discount Grace Days: the field is blank
- Payment Terms – Due Grace Days: the field is blank

It is very important to ensure that the fields are correctly filled out.
Bank Holiday Options – Holiday Options: “Not Applicable”
Bank Holiday Options – Days: the field is blank
Bank Holiday Options – Allow due date in next month: the checkbox is checked and grayed

Customer Roles – Payment Options page

5.22 Click on the Ship To Options tab

NOTE: SetID = USFSI, Customer ID = (begins with selected three-character Bill Source), and Customer Name are carried from the General Information page, and are not editable

5.23 Enter the “standard” Effective Date for this Role: “01/01/1900”. Press the Tab-key

5.24 Accept the following defaults:
- Status: "Active"
- Ship To Options – Distribution Network Code: the field is blank
- Ship To Options – Language Code: “English”
- Ship To Options – Store Number: the field is blank
- Ship To Options – Single Ship Flag: the field is blank
- Ship To Options – Carton Label Format ID: the field is blank
- Ship To Options – Allow Overpick: the checkbox is blank
- Ship To Options – Ship Container Label Format ID: the field is blank
Customer Roles – Ship To Options page

5.25 Click on the “Sold To Options” tab

NOTE: SetID = USFSI, Customer ID = (begins with selected three-character Bill Source), and Customer Name are carried from the General Information page, and are not editable

5.26 Enter the “standard” Effective Date for this Role: "01/01/1900". Press the Tab-key

5.27 Accept the following defaults:
• Status: “Active”
• Sold To Customer Options – Allow Product Substitutions: the checkbox is checked
• Sold To Customer Options – Restocking Fee: the checkbox is blank
• Sold To Customer Options – Freight Charge Method: the field is blank
• Sold To Customer Options – Carton Label Format ID: the field is blank
• Sold To Customer Options – Ship Container Label Format ID: the field is blank
• Order Number Preference – System Product ID: the radio button is “On”
• Order Number Preference – Customer Product ID: the radio button is blank
• Pricing Options – Grace Pricing Discount Days: the field is blank
• Pricing Options – Weight and Volume Pricing Rule: the field is blank
• Pricing Options – Exclusive Pricing ID: the field is blank
• Pricing Options – Price Rule Code: the field is blank

Customer – Sold To page

5.28 Click on the “Miscellaneous General Info” tab

**STEP 6** ENTER MISCELLANEOUS GENERAL INFORMATION, SAVE THE ENTRY

NOTE: Certain fields in the following pages require values that must be set up on the appropriate control tables in the PeopleSoft system prior to adding a new customer.

NOTE: SetID = USFSI and Customer ID = (begins with selected three-character Bill Source) are carried from the General Information page, and are not editable
6.1 For the Web URL field, if the customer has a Web-site, enter the Web address here. Otherwise, leave the field blank. Press the Tab-key.

6.2 For the Stock Symbol field, if the customer is a publicly-traded company, enter the stock symbol here. Otherwise, leave the field blank. Press the Tab-key.

6.3 Click the button to save the customer entry and create the Customer ID.

NOTE: When the user saves the customer entry (Step 6.7, above), the system:
- Validates all entries that are based on control table values and ensures that all required fields are completed.
- Creates the Customer ID, adding a sequential number to the three-character Bill Source selected on the Add page.
**ACTIVITY**

Use the general information page to create a new customer called TestCorp. Use your own department’s bill source (class instructor will provide it to you)

### General Info:
- **SETID:** USFSI
- **Customer ID:** (Use the three character Bill Source provided by the class instructor)
- **Name 1:** TestCompany
- **Bill To:** Check Box
- **Ship To:** Check Box
- **Sold To:** Check Box
- **Currency Code:** USD
- **Rate Type:** CRRRNT
- **Support Team Code:** A-1
- **Default:** Check Box

### Address:
- **Effective Date:** 01/01/1900
- **Description:** Home Office
- **Bill To:** Check Box & Select as Primary
- **Ship To:** Check Box & Select as Primary
- **Sold To:** Check Box & Select as Primary
- **Correspondence Address:** Check Box
- **Address 1:** 1410 E 24th Ave. #23
- **City:** Tampa
- **County:** Hillsborough
- **Postal:** 33612
- **State:** FL
- **Phone Prefix:** 813
- **Phone:** 999-9999
- **Fax:** 813-999-9998

### Bill To:
- **Effective Date:** 01/01/1900
- **Credit Analyst:** AROFFICE
- **Collector:** AROFFICE
- **Bill Inquiry Phone:** 813.974.4315
- **Billing Specialist:** AROFFICE
- **Billing Authority:** AROFFICE
- **Bill Type:** COM
- **Billing Cycle Identifier:** DAILY
- **Invoice Form:** CRYSTAL
- **AR Distribution Code:** ARC

### Ship To:
- **Effective Date:** 01/01/1900

### Sold To:
- **Effective Date:** 01/01/1900
CREATE CUSTOMER – COPY CUSTOMER

**SHORT GUIDE:**
Step 1: Navigate to the Customer General Information component
Step 2: Select Add criteria
Step 3: Select Copy From Customer Hyperlink
Step 5: Select Data to Copy
Step 6: Enter in Customer Name and Desired Short Name
Step 7: Change Address and Telephone Numbers
Step 8: Enter Miscellaneous General Information, Click Save.

**STEP 1** NAVIGATE TO THE CUSTOMER GENERAL COMPONENT AND ENTER BILL SOURCE INFORMATION

1.1 Follow Steps 1-3 from Create Customer – General Information above.

**STEP 2** COPY CUSTOMER INFORMATION FROM AN EXISTING CUSTOMER

2.1 From the General Information tab click on the hyperlink “Copy From Customer.”

2.2 Enter or search for an existing customer for the department to copy the information from.

2.3 Select the following Boxes:
   - General Information
   - Addresses
   - Bill To Options
   - Ship To Options
   - Sold To Options
   - Hierarchy
   - Bill To Customers
   - Ship To Customers
   - Credit Profile
   - Support Teams

2.4 Ensure to change the dates for all date fields to “01/01/1900”
2.5 Click on **OK**

2.6 Enter in the Customer Name and the desired short Name.

2.7 Ensure that the address Effective Date is "01/01/1900" If not change.

2.8 Ensure to change the address for the customer.

2.9 Ensure to click on the "View Phone Information" Hyperlink and change the phone information.

2.10 Click **Save**
CUSTOMER CONTACT SETUP AND MAINTENANCE

ROLES

COMMERCIAL BILLING PERSONNEL (AUXILIARY DEPTS., INCLUDING SDCA’S)
CENTRALIZED ACCOUNTS RECEIVABLE PERSONNEL (AUXILIARY DEPTS., INCLUDING SDCA’S)

OBJECTIVE

Create and maintain a customer contact and link it to a customer record

OVERVIEW

A contact is a person, usually part of the customer’s organization, who can be contacted by:

- Selling department staff, to initiate or follow-up on a sales transaction or answer questions about a transaction
- USF centralized Cashier’s staff, if questions arise about processing a payment for a customer
- USF centralized Accounts Receivable or Financial Services staff, if questions arise about the customer’s accounts with USF.

Contacts are set up independently from customers. An individual contact may then be linked in the PeopleSoft system to one or many customers for USF management and reporting purposes. Multiple contacts can be linked to multiple customers.

Customer contacts can be created and linked to customers; these are contacts that USF staff would expect to communicate with during sales transactions and when following up during billing or AR management activities. The user can also document conversations and contacts with a customer using the online Conversations links and features, accessed through the customer pages.

NOTE: The information in this guide is based on certain assumptions:

- Users have previously received training in PeopleSoft 8.9 navigation
- Control tables have been set up with needed values prior to performing the activities described in the following sections

NOTE: The information in this guide is accurate at the time of creation with the goal of assisting users with the use of new processes and systems at the time of the PeopleSoft go-live. The creators of this document assume that USF will maintain this document to show changes in process, systems, roles, etc., as they occur.

DOCUMENTS REQUIRED:

2) (None)

NOTE: Contacts can be set up online, from information received in a telephone conversation, or from notes or other correspondence.
<table>
<thead>
<tr>
<th>Scenarios:</th>
<th>Roles Performing:</th>
<th>Document:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Create new external commercial customer online</td>
<td>Selling Department billing staff</td>
<td>Customer Setup</td>
</tr>
<tr>
<td>2) Create customer contact, link to external commercial customer</td>
<td>Selling Department billing staff</td>
<td>Customer Contact Setup And Maintenance</td>
</tr>
<tr>
<td>3) Create Corporate Customer online, link to new external commercial customer</td>
<td>Selling Department billing staff Centralized AR staff</td>
<td>Corporate Customer Setup</td>
</tr>
<tr>
<td>4) Perform external commercial customer maintenance</td>
<td>Selling Department billing staff Centralized AR staff</td>
<td>Customer &amp; Corporate Customer Maintenance (Overview Only)</td>
</tr>
<tr>
<td>5) Add conversations from customer-level access</td>
<td>Selling Department billing staff Centralized AR staff</td>
<td>Customer Conversations Setup and Maintenance</td>
</tr>
<tr>
<td>6) Inquiries and Reports</td>
<td>Selling Department billing staff Centralized AR staff</td>
<td>Customer Inquiries and Reports</td>
</tr>
</tbody>
</table>

NOTE: The Section in **BOLD**, above, refers to this document
CREATE CONTACT – CONTACT INFORMATION

**SHORT GUIDE:**

Step 1: Navigate to the Customer Contact Information component
Step 2: Select Add criteria
Step 3: Enter Contact information
Step 4: Enter Contact Customer information
Step 5: Enter Contact Phone and Type, Save the entry
Step 6: Maintenance

**STEP 1**

**NAVIGATE TO THE CONTACT INFORMATION COMPONENT**

1.1 To open the General Information page, select **Customers, Contact Information**. This will generate the Contacts Info – Find an Existing Value page.

**STEP 2**

**SELECT ADD CRITERIA**

2.1 Select the “Add a New Value” tab

2.2 Enter the Shared SetID of USFSI

2.3 Accept the following defaults:
   - Contact ID = “NEXT”

**NOTE:** All external commercial contacts will use the Shared SetID of USFSI

2.4 Click on **Add**
STEP 3 ENTER CONTACT INFORMATION

NOTE: Certain fields in the following pages require values that must be set up on the appropriate control tables in the PeopleSoft system prior to adding a new contact.

NOTE: SetID = USFSI and Contact ID = “NEXT” are carried from Add selections, and are not editable. The Contact ID number will be automatically generated by the PeopleSoft system the first time the contact entry is saved, replacing the “NEXT” value.

3.1 For the Effective Date field, enter the “standard” Effective Date for this new contact entry “01/01/1900”. Press the Tab-key.

3.2 Accept the following defaults:
   ● Status: “Active”
     Press the Tab-key

3.3 Enter the contact name in the “Name” field. Press the Tab-key.

NOTE: The name must be spelled exactly as it should appear on all reports and correspondence.

3.4 For the Contact Flag field, click on the drop-down menu icon to display the available values for this field. Select the “External” value. Press the Tab-key.

3.5 For the Title field, enter the contact’s business title, ex: “Vice President”. Press the Tab-key.

3.6 For the Email ID field, enter the Email address for this contact. Press the Tab-key.

3.7 For the Salutation Code field, click on the magnifying glass icon to display the available values for this field. Click on the selected value, ex: “Mr.”. Press the Tab-key.

3.8 For the Preferred Communication field, click on the drop-down menu icon to display the available values for this field. Click on the selected value, ex: “Call”. Press the Tab-key.

3.9 For the Language Code field, click on the magnifying glass icon to display the available values for this field. Select the “English” value. The “XML” value refers to a Web Language not used by USF at this time.

NOTE: The Person ID field is not used by USF at this time.
STEP 4 ENTER CUSTOMER CONTACT INFORMATION

NOTE: Certain fields in the following pages require values that must be set up on the appropriate control tables in the PeopleSoft system prior to adding a new customer.

NOTE: SetID = USFSI, Contact ID = NEXT, Contact Name, and Effective Date are carried from the Contact Information page, and are not editable.

4.1 For the Link Contact To Customer – Customer Tab – Customer SetID field, click on the magnifying glass icon to display the available values for this field. Select the “USFSI” value. Press the Tab-key.

4.2 For the Link Contact To Customer – Customer Tab – Customer ID field, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key.

NOTE: The user may enter the three-character Bill Source of the customer ID in this field before clicking on the magnifying glass icon. This will limit the search to customers with that Bill Source in their Customer ID number.

NOTE: The Customer Name field will automatically display the name of the selected customer.

4.3 For the Link Contact To Customer – Customer Tab – Location field, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key.

NOTE: The Location Description field will automatically display the description of the
selected Location, if you need to verify the actual address for this location you will need to open a new window to pull up the customer record and view the address.

NOTE: The Link Contact To Customer – Customer Tab – Additional Information hyperlink will not be used by USF at this time. Press the Tab-key

4.4 Accept the following defaults:
- Primary Bill To: generated from Customer record for selected Customer ID checked or blank
- Primary Ship To: generated from Customer record for selected Customer ID checked or blank
- Primary Sold To: generated from Customer record for selected Customer ID checked or blank

NOTE: The user may link additional customers to this Contact by adding a new row on this page, using the “Add A New Row” button. Customers previously linked to this Contact ID may be deleted from the list by using the “Delete Row” button.

NOTE: The Link Contact To Customer – Customer Tab – Self Service Security tab will not be used by USF at this time.

4.5 Click on the Contact Phone and Type hyperlink

**STEP 5**

**ENTER CONTACT PHONE AND TYPE**

NOTE: Certain fields in the following pages require values that must be set up on the appropriate control tables in the PeopleSoft system prior to adding a new customer.

NOTE: SetID = USFSI, Contact ID = NEXT, Contact Name, and Effective Date are carried from the Contact Information page, and are not editable.
5.1 For the Contact Phone Information – Phone Type field, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key.

5.2 For the Contact Phone Information – International Prefix field, enter the number if appropriate for this contact.

5.3 For the Contact Phone Information – Phone Number field, enter the number for this contact, including the Area Code.

5.4 For the Contact Phone Information – Extension field, enter the extension number if appropriate for this contact.

5.5 For the Contact Type Information – Contact Type field, leave field blank. This field is currently not being used by USF.

5.6 Click the Save button to save the Contact entry and create the Contact ID.

NOTE: The User Profile hyperlink will not be used by USF at this time.

NOTE: When the user saves the Contact entry (Step 3.9, above), the system:

- Validates all entries that are based on control table values and ensures that all required fields are completed.
- Creates the Contact ID, adding a sequential number to the list of Contacts.

NOTE: The user may associate additional phone numbers to this Contact by adding a new row on this page, using the “Add A New Row” button. Phone numbers previously associated to this Contact ID may be deleted from the list by using the “Delete Row” button.
MAINTENANCE: NAVIGATE TO THE CONTACT INFORMATION COMPONENT, SELECT UPDATE/DISPLAY CRITERIA, BEGIN MAINTENANCE ENTRIES

NOTE: After creating a Customer Contact, the user can perform maintenance on the contact record to add, or change information as needed.

6.1 To open the General Information page, select Customers, Contact Information, Find an Existing Value tab

6.2 For the SetID field, enter "USFSI". For the Customer ID field, enter your 3 digit departmental Bill Source. Click on the Search button to generate a Search Results list of existing contacts.
Find and Existing Value page w/Search Results page

6.3 Click on the selected contact record, to access it for maintenance. The system will open the Contact page, in an Update/Display mode. Click on the Correct History button.

For maintenance, access existing record in Correct History mode

6.4 Perform maintenance as needed. Click the Save icon to save any changes. See Steps 1 through 3, above.
ACTIVITY

Use the Contact Information Page to create a new contact.

Contact Information:
Effective Date: 01/01/1900
Name: John Smith
Title: Accounts Payable Clerk
Email ID: jsmith@testcorp.com
Salutation Code: MR.
Preferred Communication: Call
Language Code: English

Contact Customer Information:
Customer ID: CTR16
Location: 1

Contact Phone & Type:
Phone Type: BUSN
Phone Number: 813-999-9998
Contact Type: Billing Contact

ACTIVITY

Correct an error made for contact, John Smith.
Phone Number should read 813-999-9997
CUSTOMER CONVERSATIONS SETUP AND MAINTENANCE

ROLES

COMMERCIAL BILLING PERSONNEL (AUXILIARY DEPTS., INCLUDING SDCA’S)
CENTRALIZED ACCOUNTS RECEIVABLE PERSONNEL (AUXILIARY DEPTS., INCLUDING SDCA’S)

OBJECTIVE

Record and make changes to a customer conversation with an external customer.

OVERVIEW

The user may record a conversation or other communication with an existing external commercial customer, by using the online Conversations functions in the PeopleSoft Customer system. The Conversation functions include documentation of contacts with the customer, and various follow-up activities including calls, action reminders, etc. Users can also search for previously documented conversation by Keywords.

Users can review documented conversations from several access points in the Customer, Billing, and Receivables systems. This allows several users to document contacts with the customer and then review a sequence of contacts in communicating with the customer for a problem, or other business purposes. The user must “Add” each new conversation record to the system, however, additional notes can be added to a conversation record through online maintenance activities thereafter, either from the Customer menu access, or from various transaction and inquiry pages in the PS-AR and PS-BI systems.

NOTE: The information in this guide is based on certain assumptions:
• Users have previously received training in PeopleSoft 8.4 navigation
• Control tables have been set up with needed values prior to performing the activities described in the following sections

NOTE: The information in this guide is accurate at the time of creation with the goal of assisting users with the use of new processes and systems at the time of the PeopleSoft go-live. The creators of this document assume that USF will maintain this document to show changes in process, systems, roles, etc., as they occur.

DOCUMENTS REQUIRED:

3) Customer maintenance form.

NOTE: Customer conversations can be recorded online. However, there may be times when the user will simply make notes to be added to the conversation records at some later time. The Customer Maintenance form should include a place for such notes, and can then be used as the source for entry by the user who made them, or some other authorized user. Therefore, USF will have to develop a transmittal form to be completed by the departments, as needed, and forwarded to the centralized AR group for entry of changes into the customer’s record (see “Customer Setup” document, “Documents Required” section)
### Scenarios:  
| 1) Create new external commercial customer online | Selling Department billing staff | Customer Setup |
| 2) Create customer contact, link to external commercial customer | Selling Department billing staff | Customer Contact Setup And Maintenance |
| 3) Create Corporate Customer online, link to new external commercial customer | Selling Department billing staff, Centralized AR staff | Corporate Customer Setup |
| 4) Perform external commercial customer maintenance | Selling Department billing staff, Centralized AR staff | Customer & Corporate Customer Maintenance (Overview Only) |
| 5) Add conversations from customer-level access | Selling Department billing staff, Centralized AR staff | Customer Conversations Setup and Maintenance |
| 6) Inquiries and Reports | Selling Department billing staff, Centralized AR staff | Customer Inquiries and Reports |

**NOTE:** The Section in **BOLD**, above, refers to this document
CREATE CUSTOMER CONVERSATION

**SHORT GUIDE:**

Step 1: Navigate to the Customer Conversations component
Step 2: Select Add criteria
Step 3: Enter Conversation Information and Save the entry; enter Conversation Details and Save the entry; enter Conversation Actions/Keywords and Save the entry
Step 4: Maintenance and Additional Activities, Save the entry

**STEP 1**

**NAVIGATE TO THE CUSTOMER CONVERSATION COMPONENT**

1.1 To open the General Information page, select **Customers, Conversations, Conversations.** This will generate the Conversations – Find an Existing Value page.

**STEP 2**

**SELECT ADD CRITERIA**

2.2 Select the “Add a New Value” tab

2.3 Enter the Shared SetID of USFSI

NOTE: All external commercial customers will use the Shared SetID of USFSI

NOTE: Each department’s commercial Customer ID’s will begin with a three-character Bill Source unique to the particular department. **These Bill Sources must be set up in the PeopleSoft system’s Automatic Numbering function prior to adding a new customer.**

2.4 Select the correct department Bill Source from the search list.
Look Up Customer ID

<table>
<thead>
<tr>
<th>Customer ID</th>
<th>City</th>
<th>Name 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTR1058</td>
<td>Tampa</td>
<td>AAA Auto Club</td>
</tr>
<tr>
<td>CTR1144</td>
<td>Key West</td>
<td>ATL Productions</td>
</tr>
<tr>
<td>CTR1263</td>
<td>Tampa</td>
<td>Abundant Life Worship Center</td>
</tr>
<tr>
<td>CTR1159</td>
<td>Clearwater</td>
<td>Action Arts</td>
</tr>
<tr>
<td>CTR1203</td>
<td>Tampa</td>
<td>Admissions Office</td>
</tr>
<tr>
<td>CTR1254</td>
<td>Tampa</td>
<td>Adult Career and Higher Education</td>
</tr>
</tbody>
</table>
NOTE: Certain fields in the following pages require values that must be set up on the appropriate control tables in the PeopleSoft system prior to adding a new conversation.

NOTE: SetID = USFSI, Customer ID, and Customer Name are carried from Add selections, and are not editable

3.1 Accept the following defaults:
- Initial Conversation DateTime (DateTime-Stamp automatically generated from System)
- Status = “New”. Press the Tab-key
NOTE: additional Status values are “Closed” and “Open”, which can be selected during maintenance

3.2 For the “Subject/Business Transaction” fields, click on the magnifying glass icon to display the available “Subject” values for this field. Click on the selected value. The “Business Transaction” field value will be automatically generated from the “Subject” selection. Press the Tab-key

3.3 For the “Sub-Topic” field, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key

3.4 For the “Description” field, enter the appropriate information. Press the Tab-key.

3.5 Accept the following defaults:
- Contact Us Notes - DateTime: carried from the DateTime –stamp, above
- Contact Us Notes - User: generated by the user’s sign-on
- Contact Us Notes - Visible: the checkbox is unchecked (Visible refers to customers who use e-bill options for payment. USF will not enable e-bill on July 1, but likely will sometime in the future. When customers have the e-bill option and e-payment option, and if the “visible” box is checked, they can view the conversations notes on-line from their own desktops.)

3.6 For the Actions & Keywords – Review – Rev Days field, enter the number of days in the future when the conversation is to be reviewed. Press the Tab-Key.
NOTE: The Review and User field values will automatically be generated by the system when the Rev Days value is entered.

3.7 For the Actions & Keywords – Review – Done checkbox, leave unchecked until the review is completed. Press the Tab-key

3.8 For the Actions & Keywords – Review – Supervisor Review checkbox, check the checkbox if appropriate. Press the Tab-key

3.9 For the Actions & Keywords – Keywords – Keyword field, click on the magnifying glass icon to display the available values for this field. Click on the selected value (up to three selections). Press the Tab-key
3.10 For the Actions & Keywords – Follow Up – Action field, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key.
NOTE: The User field value will automatically be generated by the system when the Action value is entered.

3.11 For the Actions & Keywords – Follow Up – Action – Done checkbox, leave unchecked until the Action is completed. Press the Tab-key.

3.12 For the Actions & Keywords – Follow Up – Letter field, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key.

3.13 For the Actions & Keywords – Follow Up – Letter – Done checkbox, leave unchecked until the Action is completed.

3.14 For the Contact Us Notes - Contact ID field, click on the magnifying glass icon to display the available values for this field. Click on the selected value for the Contact with whom the conversation was held. Press the Tab-key.
NOTE: The Contact Name, Telephone, and Ext will automatically be generated by the system when the Contact ID is selected.

3.15 For the Contact Us Notes – Comments field, enter the text of the conversation.
NOTE: This text should be relevant to the “Description” entered in Step 3.4, above.
3.16 Click on the References tab

NOTE: SetID = USFSI, Customer ID, Customer Name, Effective Date, Initial Conversation Date/Time, Status, Subject, Business Transaction, Sub-Topic, Description, and Contact Us Notes Detail - DateTime are carried from the Bill To Options page, and are not editable.

3.17 Accept the following defaults:
   - Contact Us Notes Detail – Include Closed Information: the checkbox is unchecked

3.18 For the Information Discussed – Qualifier field, click on the magnifying glass icon to display the available values for this field. Click on the default value of "I". Press the Tab-key.

3.19 For the Information Discussed – Reference field, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key.

NOTE: the Reference list will correspond to the Qualifier selected (step 3.10, above), i.e., if Items are selected, the Reference lookup list will contain AR Items.
3.20 For the Information Discussed - Unit field, the information will be automatically generated by the system based on the “Reference” field entry. If appropriate, the user can also override this information by clicking on the magnifying glass icon to display the available values for this field. Select the “USF01” value. Press the Tab-key.

3.21 For the Information Discussed – Cust ID field, the information will automatically be generated by the system based on the “Reference” field entry. The user can also override this information by clicking on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key.

3.22 For the Information Discussed – Item Line field, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key.

NOTE: This field refers to the Line number on the invoice. This field will not appear unless you selected “I” as the qualifier in step 3.11.

3.23 Click on the Save button to save the Conversation Details entry.

3.24 Click on the Save button to save the Conversation entry.
4.1 To review or add information to a conversation, a Conversation Call, a Follow-Up, a Review Needed, or to perform a Keyword Search, select Customers, Conversations, Update Conversations.

NOTE: Selecting each menu choice will generate a “Find An Existing Value” page. Proceed as in Steps 1 & 2, above. The Conversations choice will be used as an example, below.

4.2 For the SetID field, enter “USFSI”. Press the button.

4.3 Click on the selected conversation record, to access it for review or maintenance. The system will open the appropriate page, in an Update/Display mode.
For maintenance, access existing record by clicking on Edit Entry

4.4 Perform maintenance as needed. Click the Save icon to save any changes. See Step 3, above.

Activity

Use the Conversations Page to add a new conversation to customer CTR16.

SetID: USFSI
Customer ID: CTR16

Conversations:
Subject: PAYMENT
Sub-Topic: BALANCE DUE
Description: Promise To Pay
Contact ID: 11
Comments: Payment sent today.

Conversation Details:
Qualifier: I
Reference: CTR-00340
Item Line: 0

Conversation Action/Keywords:
Rev Days: 10
Keyword: Collection
Action: Supervisor

Activity
Edit the conversation, changing the Comments to: Sending payment tomorrow.
CUSTOMER OVERVIEW – CENTRALIZED MAINTENANCE, END-USER INQUIRIES AND REPORTS

ROLES
COMMERCIAL BILLING PERSONNEL (AUXILIARY DEPTS., INCLUDING SDCA’S)

OBJECTIVES
Run a report based on various criteria
Review a customer record based on messages or notes

OVERVIEW
Once set up, customer information can be changed as needed. Customer information will include the attribute codes, credit information, contacts at USF, and addresses for billing, shipping, and correspondence purposes. This information is used by the system to provide default controls for bills and invoices produced for this customer, and for management of the customer’s AR account. Only external, commercial customers will be set up in the PeopleSoft system.

Such changes might involve additions of new addresses or inactivation of old ones, changes in customer Roles, changes in credit limits, additions of messages or notes, etc. Much of this information is Effective Dated in the PeopleSoft Customer system, especially, in the case of customer Roles and addresses. This means, for example, that the user does not overwrite an existing address, but enters a subsequent address that will be used within the indicated Role, for all subsequent transactions involving this customer. In this way, the PeopleSoft system maintains the history of such information for all transactions that occurred before the change was made (i.e., the user can see an address used for previous bills and invoices, as well as the current address).

Additionally, a customer may have multiple addresses. In this case, the user would enter a new address but not mark it as the primary address for the Role. Departmental users would then have to search for and select the correct address to use for their purposes in dealing with the customer.

The customer’s status can be changed at the header or Role levels, with varying effects on the user’s ability to enter transactions for the customer. Such changes require entry of new Effective Dated rows to the customer’s record. Entry of this kind will be limited to centralized staff, unless department can show separation of duties (Who collects the cash in the department and who makes changes to the customer record).

NOTE: Once a customer has been set up, USF OUAC policies require that any maintenance done to the customer record will be entered online by the centralized AR group. Because the customer has already been added, all subsequent maintenance will be done in an Update/Display mode. The centralized user must therefore access the customer record in Update/Display mode, rather than in Add mode, for maintenance activities. Departmental users will have access to Add-mode ONLY, while centralized staff will have access to both Add-mode and Update/Display mode. This will prevent departmental users from making changes to a customer record after it has been added, but will allow centralized staff to add Corporate Customers across several existing departmental customers, and then link appropriate existing customer records to the new Corporate Customer.

NOTE: Per the Office of University Audit and Compliance department billing staff may add and modify customer records if the four criteria below are met:

1. Changes to customer addresses must be captured in an audit log created by AR.
2. Central AR must periodically monitor the audit log (frequency determined by OUAC).
3. Units must segregate the customer set-up from the cash collection function.
   (This can be demonstrated by a report of new customers that the accountable officer
   signs off on at the end of the week) If they can't segregate - then they must have the
   option to have central A/R do their set-up & modify for them.

NOTE: Updated information about a customer may be collected by billers or other selling-
departmental staff, Cashiers, or anyone else who contacts the customer. This includes
internal notification that a Corporate Customer record must be set up and existing
departmental customers must be linked to the Corporate Customer. See “Documents
Required”, below

NOTE: Refer to “Customer Setup” document for maintenance activities.

NOTE: The information in this guide is based on certain assumptions:
- Users have previously received training in PeopleSoft 8.9 navigation
- Control tables have been set up with needed values prior to performing the activities
described in the following sections

NOTE: The information in this guide is accurate at the time of creation with the goal of
assisting users with the use of new processes and systems at the time of the PeopleSoft
go-live. The creators of this document assume that USF will maintain this document to
show changes in process, systems, roles, etc., as they occur.

DOCUMENTS REQUIRED:

4) Customer maintenance form.

NOTE: Customers can be set up online, from information received in a telephone
conversation, or from notes or other correspondence.

SCENARIOS:                     ROLES PERFORMING:                     DOCUMENT:

1) Create new external commercial customer online  Selling Department billing staff  Customer Setup
2) Create customer contact, link to external commercial customer  Selling Department billing staff  Customer Contact Setup And Maintenance
3) Create Corporate Customer online, link to new external commercial customer  Selling Department billing staff Centralized AR staff  Corporate Customer Setup
4) Perform external commercial customer maintenance  Selling Department billing staff Centralized AR staff  Customer & Corporate Customer Maintenance (Overview Only)
5) Add conversations from customer-level access  Selling Department billing staff Centralized AR staff  Customer Conversations Setup and Maintenance

6) Inquiries and Reports  Selling Department billing staff Centralized AR staff  Customer Inquiries and Reports

NOTE: The Section in BOLD, above, refers to this document
END-USER CUSTOMER REPORTS

**SHORT GUIDE:**

Step 1: Navigate to the Customer Reports component  
Step 2: Select Report and Run Control  
Step 3: Select Report Criteria  
Step 4: Run the report  
Step 5: View the report

**STEP 1 NAVIGATE TO THE CUSTOMER REPORTS COMPONENT**

1.1 To open the Reports selection page, select **Customers, Reports component**

![Customers menu](image)

**STEP 2 SELECT REPORT AND RUN CONTROL**

2.1 Click on the menu item for the report to be run. This will generate the appropriate “Find an Existing Value” page. Report choices are:

- Customers by Unit – Not Used by USF
- Customers by SetID
- Contacts by Unit – Not Used by USF
- Contacts by SetID
  
**NOTE:** USF will use only “USFSI” for the SetID for customers and contacts

- Sold To Customer Master – Not Used by USF
- Sold To Cust Relationships – Not Used by USF
- Ship To Customer Master – Not Used by USF
- Ship To Cust Relationships – Not Used by USF
- Ship Date Exceptions - Not Used by USF
2.2 Click on the Search button to generate a list of existing Run Control IDs. Select the Run Control ID for this report (example: the Run Control ID for the Customers by Unit might be CUSTBYBU), or enter the Run Control ID in the Run Control ID field and click on the Search button. This will generate the Run Control page for this report.

NOTE: If clicking on the Search button results in the message “No matching values were found”, enter the Run Control ID into the “Run Control ID” field and click on the “Add a New Value” tab. Click on the Add button to generate the Reprint Run Control page. Click the Save icon to save the Run Control ID for future use.

STEP 3 SELECT REPORT CRITERIA

NOTE: Each Report may have different criteria from the example below.

3.1 Accept the following defaults:

- Run Control ID (carried from the Search page)
- Language - English
3.2 For the Report Request Parameters – Unit field, click on the magnifying glass icon to display the available values for this field. Select the “USF01” value. Press the Tab-key.

3.3 Unless the report is to be limited to customers with a certain Status or a certain Customer Type, accept the following defaults:
   - Report Request Parameters – Customer Status = “ALL”
   - Report Request Parameters – Customer Type = “ALL”
   Otherwise, click on the Drop Down List icon to display the available values for this field. Click on the selected value. Press the Tab-key

3.4 Unless the report is to be limited to customers with a certain Credit Analyst, Sales Person, and/or Collector value, accept the following defaults:
   - Report Request Parameters - Credit Analyst: the field is blank
   - Report Request Parameters - Sales Person: -Not Used by USF
   - Report Request Parameters - Collector: the field is blank
   Otherwise, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key

3.5 For the Report Request Parameters – Sort Option field, click on the Drop Down List icon and select the appropriate option. Otherwise, the default is “Sort by Customer Name” and the report will be produced accordingly.
   NOTE: If the “Sort by Customer Number” value is selected, the report will list customers in the order of their three-character Bill Source, if any. “Sort by Customer Type” is not being used by USF.
STEP 4  RUN THE REPORT

4.1 Click on the Run button. This will generate the Process Scheduler Request page for this report.

Customers By Unit

Run Control ID: CUSTEYBU
Language: English

Report Request Parameters

- **Unit:** UNIVERSITY OF SOUTH FLORIDA
- **Customer Status:** All (Active and Inactive)
- **Customer Type:** All
- **Credit Analyst:**
- **Sales Person:**
- **Collector:**
- **Sort Option:** Sort by Customer Name

Run Control page

4.2 Accept the following defaults:
- User ID (carried from the Search page)
- Run Control ID (carried from the Criteria page)

4.3 For the Server Name field, click on the Drop Down List icon. Select the “PSNT” value. Press the Tab-Key.

4.4 Accept the following defaults:
- Recurrence: the field is blank
- Time Zone: the field is blank
- Run Date: system-generated
- Run Time: system-generated
- For the Select/Description/Process Name/Process Type/*Type/*Format fields, the appropriate report will have the “SEL” checkbox checked, indicating that this is the report that will be run.
4.5 Click on the OK button to start the process for generation of this report, this will return the user to the Run Control page for this report.

4.6 Click on the Process Monitor hyperlink to monitor the processing of this report. This will generate the Process List page.
4.7 The various fields on the Process List page will be defaulted from entries made on the previous pages. The process for this report will be listed on the “Instance” row. When the Run Status field = “Success”, click the Details hyperlink to pull up the Process Detail page.

Click “Refresh” to update run status during processing.
STEP 5  VIEW THE REPORT

5.1 Click on the View Log/Trace hyperlink to pull up the View Log/Trace list as illustrated below.

<table>
<thead>
<tr>
<th>Process Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instance: 1011599</td>
</tr>
<tr>
<td>Name: AR31002</td>
</tr>
<tr>
<td>Run Status: Success</td>
</tr>
<tr>
<td>Type: SQR Report</td>
</tr>
<tr>
<td>Description: Business Unit Customers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Created On: 05/05/2006 9:00:24AM EDT</td>
</tr>
<tr>
<td>Run Anytime After: 05/05/2006 9:57:00AM EDT</td>
</tr>
<tr>
<td>Began Process At: 05/05/2006 9:00:43AM EDT</td>
</tr>
<tr>
<td>Ended Process At: 05/05/2006 9:00:58AM EDT</td>
</tr>
</tbody>
</table>

5.2 Click on the report hyperlink. This will generate an online view of the report. The report can be printed from within the online view. The first time you pull up a report a new window will open and you will need to re-login into PeopleSoft.

NOTE: You can right click on the file to save the PDF file to your disk/hard drive. You can then rename the file to any name you choose.
5.3 Click on the Customers By Unit menu item (see Step 1, above). The user can now select different criteria for this same report, or can move to different reports.
BILL ENTRY AND MAINTENANCE

ROLES

COMMERCIAL BILLING PERSONNEL (AUXILIARY DEPTS., INCLUDING SDCA’S)

CENTRALIZED ACCOUNTS RECEIVABLE PERSONNEL (AUXILIARY DEPTS., INCLUDING SDCA’S)

OBJECTIVES

Create and maintain bills
Change the status of a bill

OVERVIEW

To create Bills, Invoices, AR Items, and apply payments, the user must first enter a Bill.

Bill entry and processing:

- Identifies the specific customer involved in the transaction
- Specifies the goods and/or services being charged (Charge Codes), along with associated Units-Of-Measure (UOM’s) and prices
- Calculates Sales Taxes for each Charge Code as appropriate and adds them to the bill
- Creates the revenue accounting entries associated with the invoice, to be interfaced to the PS-General Ledger (GL) system for associated accounting entries
- Creates the information to be interfaced to the PS-Receivables (AR) system for creation of an AR Item and application of subsequent payments.

Once set up, billing information can be changed as needed, until the bill is processed to produce an invoice. Pro-forma bills may be produced to use as quotes. Prepayments can be applied against a bill as it is created. Notes can also be added to a bill, to be used for internal purposes or to be printed on the invoice.

Once the bill has been changed to an invoice, it can only be adjusted (i.e., reversed) or adjusted-and-rebilled (e.g., with changes/corrections to the detail). While billing maintenance has no effect on the PS-GL or PS-AR systems, adjustment/rebilling activities reverses all entries made as a result of processing the original invoice, and replaces them with the information on the rebilled invoice.

Invoices can be printed and mailed to the customer for payment.

The bill number is automatically generated by the system the first time the bill is saved. USF will use certain PeopleSoft system features to create bill/invoice numbers that correspond to the selected customer by having the first three characters (Bill Source) of the bill/invoice number be the same as the Bill Source of the Customer ID. This will be accomplished by using the Bill Source code as the Bill Source identifier. Additionally, the invoice number is used as the Item number by the PS-AR system. Thus, all bills associated with a particular customer can be grouped for lookup, inquiry, and reporting Purposes in both the PS-BI and PS-AR systems.

NOTE: The information in this guide is based on certain assumptions:

- Users have previously received training in PeopleSoft 8.9 navigation
- Control tables have been set up with needed values prior to performing the activities described in the following sections

NOTE: The information in this guide is accurate at the time of creation with the goal of assisting users with the use of new processes and systems at the time of the PeopleSoft
go-live. The creators of this document assume that USF will maintain this document to show changes in process, systems, roles, etc., as they occur.

**DOCUMENTS REQUIRED:**

1) Bill Information Transmittal form

NOTE: Bills can be entered online, from information received in a telephone conversation, or from notes or other correspondence. However, some customers may send the selling department a purchase order, while others send in some other written order form. In lieu of receipt of these forms, USF may want to create a “generic” order form. When completed by the biller, this form can serve as a source of documentation of the customer’s order and subsequent activities in the delivery or the requested products/services, as well as for online entry of the bill.

**SCENARIOS:**

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Roles Performing</th>
<th>Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Create/maintain new bill online - Bill Header</td>
<td>Selling Department billing staff</td>
<td>Bill Entry and Maintenance</td>
</tr>
<tr>
<td>2) Generate a pro-forma invoice</td>
<td>Selling Department billing staff</td>
<td>Bill Entry and Maintenance – Pro Forma</td>
</tr>
<tr>
<td>3) Print an Invoice</td>
<td>Selling Department Billing Staff</td>
<td>Print Invoices</td>
</tr>
<tr>
<td>4) Generate Invoice from bill</td>
<td>FAST!!/IT</td>
<td>Customer Inquiries and Reports</td>
</tr>
<tr>
<td>5) Create accounting entries for an invoice</td>
<td>FAST!!/IT</td>
<td>Customer Inquiries and Reports</td>
</tr>
<tr>
<td>6) Create AR entries for an invoice</td>
<td>FAST!!/IT</td>
<td>Customer Inquiries and Reports</td>
</tr>
<tr>
<td>7) Adjust/Rebill</td>
<td>Centralized AR staff</td>
<td>Customer Inquiries and Reports</td>
</tr>
<tr>
<td>8) Inquiries and Reports</td>
<td>Selling Department billing staff</td>
<td>Customer Inquiries and Reports</td>
</tr>
</tbody>
</table>

**NOTE:** The Section in **BOLD**, above, refers to this document
ENTER/MAINTAIN NEW BILL – HEADER & LINE

SHORT GUIDE:
Step 1: Navigate to the Standard Billing Component
Step 2: Select Add criteria
Step 3: Enter Bill Header Information, including Notes
Step 4: Enter Bill Line information, including Taxes, Notes
Step 5: Change Bill Status to Produce Invoice
Step 6: Bill Maintenance

STEP 1
NAVIGATE TO THE STANDARD BILLING COMPONENT

1.1 To open the General Information page, select **Billing, Maintain Bills, Standard Billing**. This will generate the “Find an Existing Value” page. Select the “Add a New Value” tab.

STEP 2
SELECT ADD CRITERIA

2.1 Enter the Business Unit ID of USF01

NOTE: All Billing and AR transactions for external commercial customers will use the SetID of USF01

NOTE: Each department’s commercial Customer ID’s and Bill/Invoice Number ID’s will begin with a three-character Bill Source unique to the particular department. **These Bill Sources must be set up in the PeopleSoft system’s Automatic Numbering function prior to adding a new customer.**

2.2 Enter the Bill Type Identifier of COM

2.3 Select the correct department Bill Source from the Bill Source search list. Click on the magnifying glass icon
2.4 Click to select three-character department Bill Source

2.5 In the Customer Field Enter the 3 digit department Bill Source and click on the magnifying glass.
2.6 Select the desired customer from the list. Or if you know the customer number you may just enter the customer number manually on the previous screen.

## Look Up Customer

<table>
<thead>
<tr>
<th>Set ID:</th>
<th>USFSI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer ID:</td>
<td>begins with</td>
</tr>
<tr>
<td>City:</td>
<td>begins with</td>
</tr>
<tr>
<td>Name 1:</td>
<td>begins with</td>
</tr>
</tbody>
</table>

[Look Up]  [Clear]  [Cancel]  [Basic Lookup]

### Search Results

Only the first 300 results can be displayed. Enter more information above:

<table>
<thead>
<tr>
<th>Customer ID</th>
<th>City</th>
<th>Name 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>LIB1</td>
<td>Tampa</td>
<td>USF Library</td>
</tr>
<tr>
<td>LIB1001</td>
<td>Oldsmar</td>
<td>Copley Kimberly Y</td>
</tr>
<tr>
<td>LIB1002</td>
<td>Tampa</td>
<td>Kluft Jonathon</td>
</tr>
<tr>
<td>LIB1003</td>
<td>Tampa</td>
<td>McHugh Dillon L</td>
</tr>
<tr>
<td><strong>LIB1004</strong></td>
<td>Tampa</td>
<td><strong>Nessib Ali H</strong></td>
</tr>
</tbody>
</table>

2.7 Click on

### Bill Entry

- **Find an Existing Value**  **Add a New Value**

<table>
<thead>
<tr>
<th>Business Unit:</th>
<th>USF01</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoice:</td>
<td>NEXT</td>
</tr>
<tr>
<td>Bill Type Identifier:</td>
<td>COM</td>
</tr>
<tr>
<td>Bill Source:</td>
<td>LIB</td>
</tr>
<tr>
<td>Customer:</td>
<td>LIB1004</td>
</tr>
</tbody>
</table>

[Add]
NOTE: Certain fields in the following pages require values that must be set up on the appropriate control tables in the PeopleSoft system prior to adding a new bill.

NOTE: Certain fields in the following pages will contain values defaulted from both the Business Unit and Customer setups. These values must be set up on the appropriate Business Unit control tables and Customer tables in the PeopleSoft system prior to adding a new bill.

NOTE: Unit = USF01 and Invoice = NEXT are carried from Add selections; Pretax Amt: is system-generated online as Charge Codes are added. These fields are not editable.

NOTE: The use of the “Generate Pro Forma Invoice” icon will be described in a separate document. The “Generate Invoice” icons will not be used by USF at this time.

3.1 Accept the following defaults:
- Status: “NEW”
- Invoice Date: blank (to be generated by system when invoice is generated for this bill.
- Type: “COM”
- Source: three-character department Bill Source carried from Add selections.
- Frequency = Once
- Curr = blank and grayed
- Customer: Accept the customer that was entered in the previous screen.

```
<table>
<thead>
<tr>
<th>Header - Info 1</th>
<th>Line - Info 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit: USF01</td>
<td></td>
</tr>
<tr>
<td>Status: NEW</td>
<td></td>
</tr>
<tr>
<td>Invoice: NEXT</td>
<td></td>
</tr>
<tr>
<td>Type: COM</td>
<td></td>
</tr>
<tr>
<td>Source: USF01</td>
<td></td>
</tr>
<tr>
<td>Frequency: Once</td>
<td></td>
</tr>
<tr>
<td>Curr: blank</td>
<td></td>
</tr>
<tr>
<td>Customer: USF01</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pretax Amt: 0.00 USD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoice Date: blank</td>
</tr>
<tr>
<td>Subcust1:</td>
</tr>
<tr>
<td>Subcust2:</td>
</tr>
<tr>
<td>Curr: USD</td>
</tr>
<tr>
<td>Curr: Instmtl Bill Schedule</td>
</tr>
<tr>
<td>From Date:</td>
</tr>
<tr>
<td>To Date:</td>
</tr>
<tr>
<td>Billed To: USF01</td>
</tr>
<tr>
<td>Account: 12010 AR Distribution</td>
</tr>
<tr>
<td>Pay Method: CHK</td>
</tr>
<tr>
<td>Pay Terms: IMMED</td>
</tr>
<tr>
<td>Cycle ID: DAILY</td>
</tr>
<tr>
<td>Sales: SALES1</td>
</tr>
<tr>
<td>Credit: JOARLEY</td>
</tr>
<tr>
<td>Billing Authority: AROFFICE</td>
</tr>
<tr>
<td>Billing: JOARLEY</td>
</tr>
<tr>
<td>Collect: 813.974.4497</td>
</tr>
</tbody>
</table>
```

3.2 Accept the following defaults:
   - SubCust 1 = blank and grayed (not used by USF at this time)
   - SubCust 2 = blank and grayed (not used by USF at this time)

3.3 For the Cycle ID field, the default is generated from the Customer record.

3.4 For the Invoice Form field, the default is generated from the Customer record.

3.5 For the From Date and To Date fields, the default values are blank. If the bill is for work done over a period of time, these fields can be filled with the beginning/ending dates of the period covered. Use the “Calendar” icon to select a date, or enter the date manually. Press the Tab-key.

3.6 For the Pay Terms field, the default value is generated from the Customer record.

3.7 For the Pay Method, the default value is generated from the Customer record.

3.8 For the Remit To and Bank Account fields, the default values are generated from the Business Unit record.

3.9 For the Acctg Date field, the default value is blank (will be generated by system when invoice is generated for this bill).

3.10 For the Account field, the value is generated from the Business Unit or Customer records.

3.11 For the Sales, Bill Inquiry Phone, Credit, Collect, Biller, and Billing Authority fields, the default values are generated from the Customer record. The user can override these values by clicking on the magnifying glass icon and selecting a new value from the Lookup List, if needed. When finished, press the Tab-key.

NOTE: The “Go To” hyperlinks and Navigation drop-down menu can be used to navigate to the various pages in the online Bill Entry activities, as needed. The Page Series feature is not used by USF at this time.
3.12 Click the Save icon to save the Bill Entry and create the Bill/Invoice ID.

NOTE: When the user saves the Bill Entry (Step 3.17, above), the system:
- Validates all entries that are based on control table values and ensures that all required fields are completed.
- Creates the Bill/Invoice ID, adding a sequential number to the three-character Bill Source selected on the Add page. This is based on the three-character Bill Source selected in the “Source” field.

3.26 If there are Header Notes applicable to this bill, click on the Notes hyperlink. This will generate the Line – Note page for this line. IF HEADER NOTES ARE NOT APPLICABLE FOR THIS BILL LINE, SKIP TO STEP 4, BELOW.

NOTE: Unit = USF01, Bill To = CustID, Pretax Amt, Invoice ID, and Customer Name field values are carried from the Header-Info 1 page. These fields are not
NOTE: The Customer Notes hyperlink will not be used by USF at this time.

3.27 For the Bill Header Note – Standard Note Flag field, if the note is to be printed at the line level of the bill, check this checkbox. Press the Tab-Key.

3.28 For the Bill Header Note – Std Note field, if the user chooses to select from predefined notes, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key.

NOTE: The text of the selected note will be displayed in the Bill Line Note – Note Text field. The user cannot override this text.

3.29 For the Bill Header Note – Internal Only Flag field, if the note is to be available only for internal USF purposes, check this checkbox. Press the Tab-key.

3.30 For the Bill Header Note – Note Type field, if the user chooses to select from predefined notes, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key.

NOTE: The text of the selected note will be displayed in the Bill Line Note – Note Text field. However, the user can override this text and the system will change the selected Note Type to the default Note Type for the system.

3.31 For the Bill Header Note - Note Text field, the text associated with the selected Std Note or Internal Note code will be displayed. If the user has overridden the automatically generated text, the user's entry will be displayed.

3.32 Click on the Save icon to save the entry.

3.33 Click on the Line – Info 1 tab to enter detail lines for this bill (see Step 4, below).
STEP 4 ENTER BILL LINE INFORMATION

NOTE: Certain fields in the following pages require values that must be set up on the appropriate control tables in the PeopleSoft system prior to adding a new bill.

NOTE: Certain fields in the following pages will contain values defaulted from both the Business Unit and Customer setups. These values must be set up on the appropriate Business Unit control tables and Customer tables in the PeopleSoft system prior to adding a new bill.

NOTE: Unit = USF01, Bill To = CustID, Pretax Amt, Invoice ID, and Customer Name are carried from the Header-Info 1 page. These fields are not editable.

4.1 Accept the following defaults:
- Max Rows = 40
- Bill Line - Seq = 1
- Bill Line - Line = blank

4.2 For the Table field, click on the magnifying glass icon to display the available values for this field. Select the “ID” (“PS/Billing Charge Id”) value. Press the Tab-key

4.3 For the Identifier field, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key

NOTE: The user may enter the three-character Bill Source for the Charge Codes related to this selling department in this field prior to executing the search. This will generate a Lookup List limited to the Charge Codes for the selling department only.

4.4 For the Charge Code description field, description will be automatically generated in this field from the selection made in the “Identifier” field (4.3, above). Press the Tab-key

4.5 For the QTY field, enter how many of this Charge Code will be billed to the customer, in terms of the UOM value immediately following (see 4.6, below). Press the Tab-key

4.6 Accept the following defaults:
- Unit Price = amount automatically generated in this field from the Charge Code selected in the “Identifier” field (4.3, above)
  NOTE: If the Unit Price = 0, the user MUST overwrite this value with an “actual” price. The price entered should correspond to the UOM value (i.e., if the charge is for room rental, the Unit-Price should be in terms of one UOM, such as $10-per-hour, or $100-per-day)
- Gross Extended = 0. The amount is calculated as the Qty X Unit Price. It is automatically generated by the system when the page is Saved.
  NOTE: Qty is in terms of the indicated UOM for this Charge Code.

4.7 The following fields are display-only and cannot be edited by the user:
- Less Discount = 0 unless discounts are entered for this line of the bill
- Plus Surcharge = 0 (not used by USF at this time)
NOTE: Per USF business policies, freight, handling, and similar charges will be charged on an invoice as separate lines, using appropriate Charge Codes, rather than as Surcharges.

- Net Extended = the amount of the bill line (Qty X Price)
- VAT Amount = 0 (not used by USF at this time)
- Tax Amount = 0 until taxes are calculated
- Net Plus Tax = the amount of the bill line (see Net Extended, above) plus taxes

4.8 For the Line Type field, the default value will be “REV” (“Revenue Line”). The user can override these values by clicking on the magnifying glass icon and selecting a new value from the Lookup List, if needed. When finished, press the Tab-key.

4.9 For the From Date-Through Date fields, the default is blank.

NOTE: If dates were entered in Step 3.9, above, those dates will appear in these fields as the default values.

NOTE: If the product or service being charged on this Line is NOT subject to Sales Tax, SKIP STEPS 4.10-4.12. If the charge is taxable but the customer is exempt from Sales Tax, SKIP STEP 4.10 and proceed to Steps 4.11-4.12. If the charge IS taxable and the customer is NOT exempt, see Step 4.23, below

4.10 For the Tax Code field, the default is blank. If this line on this bill is taxable for this customer, the user may click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key.

NOTE: The Tax amount will not be calculated at this point. See Step 4.26, below

4.11 For the Tax Exempt field, the default is that the checkbox is blank. If this line on the bill is not taxable because the customer is tax exempt, the user must check the checkbox. Press the Tab-key.

4.12 For the Exempt Cert field, if the Tax Exempt checkbox is checked (see 4.11, above), the user MUST enter the Exempt Certificate number in this field. Press the Tab-key.

4.13 Save the entry.
12/07 66

4.14 If there are Line Notes applicable to this Bill Line, click on the Notes hyperlink. This will generate the Line – Note page for this line. IF LINE NOTES ARE NOT APPLICABLE FOR THIS BILL LINE, SKIP TO STEP 4.43, BELOW.

NOTE: Unit = USF01, Bill To = CustID, Pretax Amt, Invoice ID, Customer Name, Seq, Line, Identifier, Description, and Next Extended field values are carried from the Header-Info 1 page. These fields are not editable.

4.15 Accept the following defaults:
- Max Rows = 40 (carried from the Line-Info 1 page)

4.16 For the Bill Line Note – Standard Note Flag field, if the note is to be printed at the line level of the bill, check this checkbox. Press the Tab-Key

4.17 For the Bill Line Note – Std Note field, if the user chooses to select from predefined notes, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key
NOTE: The text of the selected note will be displayed in the Bill Line Note – Note Text field. The user cannot override this text.
4.18 For the Bill Line Note – Internal Only Flag field, if the note is to be available only for internal USF purposes, check this checkbox. Press the Tab-key.

4.19 For the Bill Line Note – Note Type field, if the user chooses to select from predefined notes, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key.

NOTE: The text of the selected note will be displayed in the Bill Line Note – Note Text field. However, the user can override this text and the system will change the selected Note Type to the default Note Type for the system.

4.20 For the Bill Line Note - Note Text field, the text associated with the selected Std Note or Internal Note code will be displayed. If the user has overridden the automatically generated text, the user’s entry will be displayed.

4.21 Click on the Save icon to save the entry.

NOTE: The user can now enter additional Lines to this bill, by navigating to the Line-Info 1 page and using the “Add a new row” button. Existing Lines may also be deleted from the bill by using the “Delete row” button. Bills can have multiple Lines, as needed.

4.22 If there are taxes appropriate for this line (see Step 4.10 & 4.11, above), click on the Summary hyperlink. This will generate the Summary page for this bill. IF TAXES ARE NOT APPLICABLE FOR THIS BILL, SKIP TO STEP 4.30, BELOW.
NOTE: Unit = USF01, Bill To = CustID, Pretax Amt, Invoice ID, Customer Name, Seq, Line, Identifier, Description, and Next Extended field values are carried from the Header-Info 1 page. These fields are not editable.

4.23 Accept the following defaults:
- Max Rows = 40 (carried from the Line-Info 1 page)

4.24 Press the Calculate Taxes button. This will execute calculation of the taxes, and the resulting totals.

Save the entry.

4.25 If this sale is not subject to UBIT skip this step, however if this sale is subject to UBIT click on the Line Search Hyperlink. This will generate the Bill Line Search page, with a list of all the lines currently entered on this bill.
4.26 To select the Bill Line to return to, check the “Sel” checkbox for the line. Click on the Line-Info 1 hyperlink. This will generate the Line-Info 1 page for this Bill Line.

NOTE: The user may now enter additional lines, by returning to Step 4.1, above, and clicking on using the Add a New Row button to generate a new Line – Info 1 page for this bill.

4.27 If the charge on this Bill Line IS subject to UBIT Tax, make a note of the “Gross Extended” amount. Select “Line-Misc Info” from the Navigation drop-down menu list.

NOTE: Unit = USF01, Bill To = CustID, Pretax Amt, Invoice ID, Customer Name, Seq, Line, Identifier, Description, and Next Extended field values are carried from the Header-Info 1 page. These fields are not editable.

4.28 Accept the following defaults:
- Max Rows = 40 (carried from the Line-Info 1 page)
4.29 For the User Amt 1 field, enter the Gross Extended amount of the charge (BEFORE DISCOUNTS AND/OR TAXES)

4.30 Save the entry. Click on the Line – Info 1 tab to return to the Line – Info 1 page.

NOTE: If this bill involves a prepayment use the following steps to associate the prepayment with the bill. If not Skip to the next subject.

4.31 If this bill involves a prepayment, click on the Header - Info 2 hyperlink. This will generate the Header – Info 2 page.

NOTE: A prepayment Item must first have been posted to the customer’s PS-AR account. A prepayment may be a partial payment as a deposit or guarantee against the anticipated total cost of the invoice, a 100% payment to secure a price, etc.

NOTE: Unit = USF01 and Invoice ID are carried from the Header-Info 1 page. Pretax Amt: is system-generated online as Charge Codes are added. These fields are not editable.

4.32 Click on the Prepayment Lookup hyperlink. This will generate the Prepayment Lookup page.

4.33 Select from the prepayment items listed on the Prepayment Lookup page by checking the appropriate checkbox.
4.32: Click on the Prepayment Lookup hyperlink.

4.33: Select the appropriate prepayment Item from the PS-AR system for this bill.

4.34: Click the OK button. The system will return the selected prepayment information to the Header-Info 2 page.
4.35 Click the Save icon to save the link between the bill and the prepayment item and to recalculate the bill including the prepayment amount.

4.36 Click on the Summary hyperlink. This will generate the Bill Summary Info page. The “Paid Amount” field will include the selected Prepayment Item amount.

4.37 Click on the Header - Info 1 hyperlink to return to the Header – Info 1 page.

NOTE: Unit = USF01, Bill To = CustID, Pretax Amt, Invoice ID, and Customer Name field values are carried from the Header-Info 1 page. These fields are not editable.
4.38 Click on the Line – Info 1 tab

4.39 If there are discounts appropriate for this line, click on the Discount/Surcharge hyperlink. IF DISCOUNTS ARE NOT APPLICABLE FOR THIS BILL, SKIP TO STEP 4.23, BELOW. SURCHARGES WILL NOT BE USED BY USF. IF YOU HAVE A SURCHARGE YOU MUST ENTER A NEW LINE ON THE BILL WITH THE SURCHARGE AMOUNT.

NOTE: Unit = USF01, Bill To = CustID, Pretax Amt, Invoice ID, and Customer Name are carried from the Header-Info 1 page. These fields are not editable.

4.40 Accept the following defaults:
- Max Rows field = 40
- Bill Line – Seq field = 1
- Bill Line – Line field = 1
- Bill Line – Identifier field: carried from Line-Info 1 page
- Bill Line – Description field: carried from Line-Info 1 page
- Bill Line – Net Extended field = system calculated for this Line. Not editable

4.41 For the Discount/Surcharge Level – Level field: default is blank. Enter “1”. Press the Tab-key. If you wish to add more layers of discount to this line, you can add more levels (Example: If you wanted both a % Discount and a $ Amt Discount).

4.42 Accept the following defaults:
- Discount/Surcharge Level – Lvl Disc field: automatically calculated by system for this line, not editable
- Discount/Surcharge Level – Lvl Surch field: automatically calculated by system for this line, not editable
- Discount/Surcharge Level – Subtotal field: automatically calculated by system for this line, not editable
- For the Discount/Surcharge Detail – Discount/Surcharge radio buttons: Discount is selected

4.43 For the Discount/Surcharge Detail – ID field, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key.
NOTE: The Discount codes are similar to Charge Codes. Each selling department will have two Discount Codes: one for a predetermined percentage value, and one for a predetermined dollar value. The user will select one or the other and then may override the percentage or dollar values as needed for this Line. (see XXX below)

4.44 Accept the following defaults:
- Discount/Surcharge Detail – Account field: click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key
- Discount/Surcharge detail – Description field: automatically generated by system from the Discount Code (see 4.18, above)

4.45 For the Discount/Surcharge Detail – Pct field: automatically generated by the system from the Discount Code (see 4.18, above). The user can override this value by entering a new value in this field.
NOTE: Overriding the value will generate a warning message:

Press “OK” and continue, entering new value.

NOTE: This field will be blank if the Discount Code value is a dollar amount rather than a percentage.

4.46 For the Discount/Surcharge Detail – Amt field: automatically generated by the system from the Discount Code (see 4.18, above). It is calculated as the result of the percentage (if applicable) \( \times \) the price for the line, or as the amount of the dollar-value for the Discount Code if not a percentage. The user can override this value by entering a new value in this field.

NOTE: Overriding the value will generate a warning message:

Press “OK” and continue, entering new value.

4.47 Accept the following defaults:

- **Discount/Surcharge Totals – Unit field:** automatically calculated by system for this line, not editable
- **Discount/Surcharge Totals – Gross field:** automatically calculated by system for this line, not editable
- **Discount/Surcharge Totals – Discount field:** automatically calculated by system for this line, not editable
- **Discount/Surcharge Totals – Surcharge field:** value will always be 0.00 as USF does not currently use this field.
- **Discount/Surcharge Totals – Net field:** automatically calculated by system for this line, not editable

The Discount amount will be calculated and applied to the total.
Save the entry. Click on the Header Info 1 tab

**STEP 5**

**CHANGE BILL STATUS TO PRODUCE INVOICE**

5.1 For the Status field, click on the magnifying glass icon to display the available values for this field. Select the “RDY” (“Ready to invoice”) value. Press the Tab-key.

5.2 Save the entry.

**NOTE:** In order to produce an invoice from a bill, the bill must have a status of “RDY”. No other status will be recognized by the PS-BI system for processing.

**NOTE:** The user can still perform additional maintenance activities on a bill, even though the status is set to “RDY”. See Step 6, on the next page.

**Activity**

Use the Standard Billing page to create a new bill.

- **Business Unit:** USF01
- **Invoice:** NEXT
- **Bill Type Identifier:** COM
- **Bill Source:** CTR
- **Customer:** CTR16

**Line Info 1:**
- **Table:** ID
- **Identifier:** CTRAD007
- **Qty:** 2
- **Tax Code:** FLHILLS

Add any Header Notes/ Line Notes that you like

Add a Discount to the bill.
Set the Bill to RDY Status.

**STEP 6** MAINTENANCE: NAVIGATE TO THE BILLING – STANDARD BILLING COMPONENT, SELECT UPDATE/DISPLAY CRITERIA, BEGIN MAINTENANCE ENTRIES

NOTE: The user can perform maintenance activities on the bill, at any time until the Finalize and Print process is run; when this process is run, the status of the bill will change to “INV” (Invoiced”) and the bill cannot be accessed for maintenance activities.

After the Bill Status has been changed to “INV”, only the centralized AR group can perform additional maintenance on a bill unless the department has proven separation of duties between who enters the bill and who makes the changes.

6.1 Click To open the Header – Info 1 page for an existing bill with any status other than “INV”, select Billing, Maintain Bills, Standard Billing. This will generate the “Find an Existing Value” page

<table>
<thead>
<tr>
<th>Billing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interface Transactions</td>
</tr>
<tr>
<td>Manage Billing Worksheet</td>
</tr>
<tr>
<td>Maintain Bills</td>
</tr>
<tr>
<td>– Express Billing</td>
</tr>
<tr>
<td>– Standard Billing</td>
</tr>
<tr>
<td>– Installment Bill Schedules</td>
</tr>
</tbody>
</table>

6.1 For the Business Unit field, click on the magnifying glass icon to display the available values for this field, and select the “USF01” value. Press the Tab-key.

NOTE: All Billing and AR transactions for external commercial customers will use the SetID of USF01

6.3 For the Invoice field, enter the correct department Bill Source for the selling department. Click on the magnifying glass icon to display the available values for this field. The system will generate a Lookup List of bills not yet invoiced.

NOTE: Each department’s commercial Customer ID’s and Bill/Invoice Number ID’s will begin with a three-character Bill Source unique to the particular selling department. (See NOTES for Step 2.1, above)
6.4 Click on the row for the bill to be selected for maintenance. This will generate the Header – Info 1 page for this bill record, for review or maintenance. The system will open the appropriate page, in an Update/Display mode.
6.6 Perform maintenance as needed. See Steps 3 through 5, above.

6.7 Save the entries

Activity

Search for the bill you created in the previous Activity and make a change to the Qty field. Save your changes.
HINT: Did you recalculate your tax?
ENTER/MAINTAIN NEW BILL – COPY BILL

SHORT GUIDE:
Step 1: Navigate to the Copy Single Bill Component
Step 2: Select Invoice to copy From
Step 3: Select Copy action and Save
Step 4: Enter in new line items or change existing ones.
Step 5: Change Bill Status to Produce Invoice

STEP 1
NAVIGATE TO THE COPY SINGLE BILL COMPONENT

1.1 To open the General Information page, select Billing, Maintain Bills, Copy Single Bill. This will generate the “Find an Existing Value” page.

STEP 2
SELECT INVOICE TO COPY FROM

2.1 On the “Find Existing Value” tab enter in the invoice that you wish to copy from or search for the invoice by using the magnifying glass.

Copy Single Bill
Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Business Unit: [USF01]
Invoice: [Lib-80564]
Bill Status: [=]
Customer: [begins with]
Contract: [begins with]

Case Sensitive

[Search] [Clear] [Basic Search] [Save Search Criteria]
2.2 Once entered click on the search button.

**STEP 3**

**SELECT COPY ACTION AND SAVE**

3.1 Click the Copy Bill option in the Select Bill Action field.

3.2 Click the Save button.

**STEP 4**

**ENTER IN NEW LINE ITEMS OR CHANGE EXISTING ONES**

4.1 Click on the “Go To Bill Header – Gen Info Hyperlink.”

4.2 A new window should open with the new bill. The user may change the Quantities, Dollar amounts, Charge Codes, delete or add lines.

4.3 When finished updating click the Save button.

**STEP 5**

**CHANGE BILL STATUS TO READY AND SAVE**

5.1 Click on the General Info-1 Tab.
5.2 Change the status to “RDY”
5.3 Click Save.
BILL ENTRY AND MAINTENANCE – PRINT INVOICES

**ROLES**

**COMMERCIAL BILLING PERSONNEL (AUXILIARY DEPTS., INCLUDING SDCA’S)**

**CENTRALIZED ACCOUNTS RECEIVABLE PERSONNEL (AUXILIARY DEPTS., INCLUDING SDCA’S)**

**OBJECTIVES**

Locate and review bills for printing an invoice

Run job to create the USF crystal invoice

View/print the invoice

**OVERVIEW**

Once produced as an invoice, the end-user can print the bill and send it to the customer for payment. End-users will utilize the Reprint Invoices function to print invoices within a particular department. End users will be responsible for ensuring they keep a log of invoices created during the business day to print on the following business day.

An invoice is produced from a bill by processing it from an “RDY” (“Ready”) status to an “INV” (“Invoice”) status. This is accomplished by running the Finalize and Print process. USF will run this process automatically, as a “batch” job at night. All bills with an “RDY” status will be produced as invoices during this process.

**NOTE:** Refer to the “Bill Entry and Maintenance” document, Step 5.

Once an invoice has been created, it can be viewed online by the user, but cannot be changed unless it is processed through the Adjust Bills function. **The department must prove separation of duties to adjust any bill that have been invoiced.**

**NOTE:** Refer to the “Bill Entry Overview – Centralized Maintenance, End User Inquiries and Reports” document.

An invoice can be reprinted as many times as needed.

**NOTE:** See the appendix for an example of an Invoice.

**NOTE:** The information in this guide is based on certain assumptions:

- Users have previously received training in PeopleSoft 8.9 navigation
- Control tables have been set up with needed values prior to performing the activities described in the following sections

**NOTE:** The information in this guide is accurate at the time of creation with the goal of assisting users with the use of new processes and systems at the time of the PeopleSoft go-live. The creators of this document assume that USF will maintain this document to show changes in process, systems, roles, etc., as they occur.

**DOCUMENTS REQUIRED:**

2) Standard USF Invoice form

USF will use a “standardized” invoice form across all departments. This form must be designed, produced, and distributed to all billing departments.
<table>
<thead>
<tr>
<th>SCENARIOS:</th>
<th>ROLES PERFORMING:</th>
<th>DOCUMENT:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Create/maintain new bill online&lt;br&gt;- Bill Header&lt;br&gt;- Bill Line</td>
<td>Selling Department billing staff</td>
<td>Bill Entry and Maintenance</td>
</tr>
<tr>
<td>2) Generate a pro-forma invoice</td>
<td>Selling Department billing staff</td>
<td>Bill Entry and Maintenance – Pro Forma</td>
</tr>
<tr>
<td>3) Print an Invoice</td>
<td>Selling Department billing staff</td>
<td>Print Invoices</td>
</tr>
<tr>
<td>4) Generate Invoice from bill</td>
<td>FAST!!/IT</td>
<td>Customer Inquiries and Reports</td>
</tr>
<tr>
<td>5) Create accounting entries for an invoice</td>
<td>FAST!!/IT</td>
<td>Customer Inquiries and Reports</td>
</tr>
<tr>
<td>6) Create AR entries for an invoice</td>
<td>FAST!!/IT</td>
<td>Customer Inquiries and Reports</td>
</tr>
<tr>
<td>7) Adjust/Rebill&lt;br&gt;Selling Department staff</td>
<td>Centralized AR staff</td>
<td>Customer Inquiries and Reports</td>
</tr>
<tr>
<td>8) Inquiries and Reports</td>
<td>Selling Department billing staff&lt;br&gt;Centralized AR staff</td>
<td>Customer Inquiries and Reports</td>
</tr>
</tbody>
</table>

NOTE: The Section in **BOLD**, above, refers to this document
**SHORT GUIDE:**

Step 1: Navigate to the Generate Invoices Component and Run the Reprint Invoices Process
Step 2: View/Print the invoice

**STEP 1**

**NAVIGATE TO THE GENERATE INVOICES COMPONENT AND RUN THE REPRINT INVOICES PROCESS**

1.1 To print the invoice, select ** Billing, Generate Invoices, Non-Consolidated, Reprint Invoices, “Find an Existing Value” tab**

![Menu Tree](image)

**NOTE:** The Finalize and Print process produces a file of ALL printable invoices, for all customers across all departments. Using the Reprint Invoices function allows the user to select only their particular invoices for local printing, in an easier fashion than would be required in searching for specific invoices from the larger file produced by the night “batch” run.

1.2 For the Run Control ID field, enter “PRINTCRYSTAL”. Click on the Search button. This will generate the Reprint Invoices Run Control page.
NOTE: If clicking on the Search button results in the message "No matching values were found", enter the Run Control ID into the "Run Control ID" field and click on the "Add a New Value" tab. Click on the Add button to generate the Reprint Invoices Run Control page. Click the Save icon to save the Run Control ID for future use.

1.3 Enter the From and To Business Unit of USF01

1.4 Enter the first invoice created from the day before in From Invoice Number field.
1.5 Enter the last invoice created from the day before in the To Invoice Number Field. *Keep a log of the invoices created during the day to ensure that you have them all.*

1.6 Click on the Run button. This will generate the Process Scheduler Request page for the Reprint Invoice job.

1.7 Accept the following defaults:
   - User ID (carried from the Search page)
   - Run Control ID (carried from the Criteria page)

1.8 Accept the default server name as blank, if it is not blank change it to such. Press the Tab-Key.

1.9 Accept the following defaults:
   - Recurrence: the field is blank
   - Time Zone: the field is blank
   - Run Date: system-generated
   - Run Time: system-generated

1.10 For the Process List – Select field, check the “USF Billing Invoice” row checkbox, indicating that this is the process that will be run. This box may already be checked.

1.11 Change the Type to Web, and the Format to PDF.

1.12 Click on the OK button to start the process for the generation of this Reprint Invoice job. This will return the user to the Run Control page for this process.
1.13 Click on the hyperlink for Process Monitor on the Run Control Page.

1.14 Continue reviewing the progress of the job by clicking the Refresh button. When the run status of the job = SUCCESS, the Invoice is ready to print from your local printer. Click the U_BIINV link.
STEP 2

VIEW/PRINT THE INVOICE

2.1 Click on View Log/Trace hyperlink to pull up the U_BIPRNT list as illustrated below.

2.2 Click on View Log/Trace hyperlink to pull up the View Log/Trace link as illustrated below.

Process Detail

| Process Name: U_BINV
| Main Job Instance: 1211535 |

Run Status: Success

Run Control ID: $0000$
Location: Server
Server: PSNT
Recurrence:
Date/Time
- Request Created On: 11/17/2006 9:11:57AM EST
- Run Anytime After: 11/17/2006 9:11:28AM EST

Actions
- Parameters
- Transfer
- Message Log
- Batch Timings
- View Log/Trace

Update Process
- Hold Request
- Queue Request
- Cancel Request
- Delete Request
- Restart Request
2.3 Click on the Report hyperlink (the U_BIPRINT PDF file hyperlink). This will generate an online view of the invoice. The invoice can be printed from within the online view. See the appendix for an example of an invoice.

NOTE: You can right click on the file to save the PDF file to your disk/hard drive. You can then rename the file to any name you choose.

ACTIVITY

Print a crystal invoice created in the Bill Entry training document
UNIVERSITY OF SOUTH FLORIDA

FAST FINANCIALS – BILLING AND ACCOUNTS RECEIVABLE TRAINING

SECTION 2 ACCOUNTS RECEIVABLE INFORMATION AND STRUCTURE
Table of Contents

Accounts Receivable

<table>
<thead>
<tr>
<th>Section</th>
<th>Page Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>3</td>
</tr>
<tr>
<td>Mining For Information</td>
<td></td>
</tr>
<tr>
<td>Locate Bills</td>
<td>5</td>
</tr>
<tr>
<td>Bill Details</td>
<td>7</td>
</tr>
<tr>
<td>Entries By Invoice</td>
<td>9</td>
</tr>
<tr>
<td>Entries By Journal</td>
<td>11</td>
</tr>
<tr>
<td>Adjustment History</td>
<td>13</td>
</tr>
<tr>
<td>Customer Account Overview</td>
<td>15</td>
</tr>
<tr>
<td>Customer Payments</td>
<td>17</td>
</tr>
<tr>
<td>Item Activity</td>
<td>19</td>
</tr>
<tr>
<td>Item Activity From A Payment</td>
<td>22</td>
</tr>
<tr>
<td>Item List</td>
<td>24</td>
</tr>
<tr>
<td>Conversations</td>
<td>26</td>
</tr>
<tr>
<td>Aged AR Report</td>
<td>28</td>
</tr>
<tr>
<td>List of Charge Codes</td>
<td>32</td>
</tr>
<tr>
<td>List of Distribution Codes</td>
<td>34</td>
</tr>
<tr>
<td>How Do I Manage and Collect My Receivables</td>
<td></td>
</tr>
<tr>
<td>Billing Adjustments</td>
<td>37</td>
</tr>
<tr>
<td>Who Collects Accounts Receivable</td>
<td>37</td>
</tr>
<tr>
<td>Write-off Bad Debt</td>
<td>38</td>
</tr>
<tr>
<td>Acceptable Payment Methods</td>
<td>39</td>
</tr>
<tr>
<td>Cashiering</td>
<td>39</td>
</tr>
<tr>
<td>Customer Prepayments</td>
<td>40</td>
</tr>
<tr>
<td>How Are Returned Checks Handled</td>
<td>40</td>
</tr>
<tr>
<td>How Do I Get Setup To Begin Billing</td>
<td></td>
</tr>
<tr>
<td>What is Required</td>
<td>41</td>
</tr>
<tr>
<td>Who Sets It Up</td>
<td>41</td>
</tr>
<tr>
<td>Contact Information</td>
<td>43</td>
</tr>
</tbody>
</table>
ROLES

COMMERCIAL BILLING PERSONNEL POSSESSING THE U_AR_BILLER SECURITY ROLE

OBJECTIVE

Understanding the reporting and inquiry capabilities of the billing and accounts receivable modules

OVERVIEW

Once a bill has been placed in a status of “RDY” (“Ready”), that evening the PeopleSoft system will automatically run the processes necessary to produce an invoice from the bill, to be mailed to the customer for payment. These processes are:

- Finalize and Print Invoices
- Load Invoices to AR
- Create Accounting Entries
- Budget checking

Per USF policies, these processes will be run as “night batch” activities, and will process all bills in the “RDY” status for all external commercial customers across all selling departments. The selling departments will not run these processes. Any failure of these processes will be rectified and reconciled by the centralized AR group the following business day.

Similarly, centralized AR staff will be responsible for running the Correct Staged Acctg Errors functions and process, or any other corrective activities as needed. Departmental billing personnel will not be able to perform this maintenance.

Once a bill has been processed as an invoice, USF policies prevent the end-user from performing any further maintenance on the bill unless they have proven separation of duties between bill creation and bill adjustment. If errors are discovered on the invoice, corrections must be made by running the Adjust Entire Bill or Adjust Selected Bill Lines processes. These processes will essentially reverse the posting of the bill to the PeopleSoft GL and AR systems. The bill can then be rebilled, or cancelled. If the bill is rebilled, the centralized AR staff can add, change, or correct any information needed before reprocessing the bill as an invoice to be sent to the customer for payment. The system will provide an audit trail between adjusted bills and the associated rebills, if any. Rebilled bills with additional errors can also be handled through the Adjust Entire Bill or Adjust Selected Bill Lines processes. Access to these processes will be limited to the centralized AR group unless the department can show separation of duties between the person that enters the bills and the person who makes the changes.

End-users will print invoices produced by the night batch processes, on local printers, using the Reprint USF Crystal Invoices process and access to the appropriate print file from local terminals. At the end of each day, end-users must note the bill ID’s of any billings that they set to RDY status. These bill ID’s will be needed for printing the invoices the following day. See “Bill Entry and Maintenance – Print Invoices” document.

NOTE: Refer to “Bill Entry and Maintenance” document for end-user maintenance activities.

NOTE: The information in this guide is based on certain assumptions:
- Users have previously received training in PeopleSoft 8.9 navigation
- Control tables have been set up with needed values prior to performing the activities described in the following sections

DOCUMENTS REQUIRED:
1) Bill Entry Error Transmittal form

NOTE: Errors on bills may be noticed by departmental billing staff when they print the bills and review them before mailing; by customers when they receive the invoice; or by centralized Cashier or AR staff when they work with the billing information or contact customers for related questions. Any corrections requiring an Adjust Bill or Adjust Selected Bill Line activity will require that USF develop a transmittal form to be completed by the departments, as needed, and forwarded to the centralized AR group for entry of changes to the invoiced bill.

<table>
<thead>
<tr>
<th>SCENARIOS:</th>
<th>ROLES PERFORMING:</th>
<th>DOCUMENT:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Create/maintain new bill online</td>
<td>Selling Department billing Staff</td>
<td>Bill Entry and Maintenance</td>
</tr>
<tr>
<td>- Bill Header</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Bill Line</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2) Generate a pro-forma invoice</td>
<td>Selling Department billing Staff</td>
<td>Bill Entry and Maintenance – Pro Forma</td>
</tr>
<tr>
<td>3) Print an Invoice</td>
<td>Selling Department Billing Staff</td>
<td>Print Invoices</td>
</tr>
<tr>
<td>4) Generate Invoice from bill</td>
<td>FAST!!/IT</td>
<td>Customer Inquiries and Reports</td>
</tr>
<tr>
<td>5) Create accounting entries for an</td>
<td>FAST!!/IT</td>
<td>Customer Inquiries and Reports</td>
</tr>
<tr>
<td>invoice</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6) Create AR entries for an invoice</td>
<td>FAST!!/IT</td>
<td>Customer Inquiries and Reports</td>
</tr>
<tr>
<td>7) Adjust/Rebill</td>
<td>Centralized AR Staff Selling Department Billing Staff</td>
<td>Customer Inquiries and Reports</td>
</tr>
<tr>
<td>8) Inquiries and Reports</td>
<td>Selling Department billing staff Centralized AR staff</td>
<td>Customer Inquiries and Reports</td>
</tr>
</tbody>
</table>

NOTE: The Section in **BOLD**, above, refers to this document.
The Locate Bills menu options are used to produce a list of bills, either not yet invoices or already invoiced, by a customer-based search. It is also possible to search by customer through Locate Bills for individual billing lines.

**NAVIGATION:**

1.1 Navigate to **Billing, Locate Bills, Bills Invoiced**
1.2 Enter the Business Unit “USF01” for non-grants bills or “GRT01” for grants bills
1.3 Enter the Customer ID
1.4 Click **Search**
1.5 The search will return a list of all invoices in the INV status for the selected customer.
1.6 Check the Select box to the left of the desired invoice, and click a hyperlink at the bottom of the page to view the invoice.

Hints:  *Click **View All** to view the entire list that is returned by the search.

*You may use the **symbol to reprint an invoice.

*Remember you can use the **button to send an email message.
<table>
<thead>
<tr>
<th>Select</th>
<th>Type</th>
<th>Stat</th>
<th>Source</th>
<th>PO</th>
<th>Invoice</th>
<th>Template</th>
<th>Inv Fig</th>
<th>Inv Date</th>
<th>Invoice Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td>INV</td>
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<td>66.84 USD</td>
</tr>
</tbody>
</table>
The Bill Details menu option is used to view a specific customer billing; every page of the bill may be viewed; the search may be conducted by customer or by the invoice number.

**Navigation:**

1. Navigate to **Billing, Review Billing Information, Details**
2. Enter the Business Unit “USF01” for non-grants bills or “GRT01” for grants bills
3. Enter the Invoice ID or the Customer ID
4. Click **Search**
5. The search will return all pages of the selected invoice (Header, Line Info 1, etc.)

**Hints:**
- Click one of the visible tabs to view other pages of the invoice.
- Click the drop down menu symbol to view other pages of the invoice.
- Click one of the hyperlinks near the bottom of the page to view other pages of the invoice.
- You may navigate through Billing/Review Billing Information/Summary, and then also view all other pages of a selected invoice.
<table>
<thead>
<tr>
<th>Status: INV</th>
<th>Invoice Date: 03/21/2006</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type: COM</td>
<td>Source: CTR</td>
</tr>
<tr>
<td>Customer: CTR1301</td>
<td>Address</td>
</tr>
<tr>
<td>To Unit:</td>
<td></td>
</tr>
<tr>
<td>Bank Emphasis: Month Committee</td>
<td></td>
</tr>
<tr>
<td>Cycle ID: DAILY</td>
<td>Invoice Form: CRYSTAL</td>
</tr>
<tr>
<td>Pay Terms: MIXED</td>
<td>Pay Method: CHK</td>
</tr>
<tr>
<td>Accrual Date: 03/21/2006</td>
<td>Account: 12010</td>
</tr>
<tr>
<td>Sales: SALES1</td>
<td>Bill Inquiry Phone: 913.974.5213</td>
</tr>
<tr>
<td>Credit: SMALLARY</td>
<td>Collect: ADOS</td>
</tr>
<tr>
<td>Go to:</td>
<td>Header - Info 1</td>
</tr>
</tbody>
</table>

---

**Unit:** USF01  | **Invoice:** CTR-01350  | **Invoice Amount:** 134.00 USD
The entries by invoice menu option allow a user to view the accounting entries for all of the lines on a specified bill/invoice. Both the debit and credit lines will appear. The search is conducted by invoice number.

**Navigation:**

1.1 Navigate to **Billing, Review Billing Information, Review Entries by Invoice**
1.2 Enter the Business Unit “USF01” for non-grants bills or “GRT01” for grants bills
1.3 Enter the Invoice ID
1.4 Click **Search**

**Hint:**

*Click **View All** to view all accounting lines for the invoice; each billing line creates at least one accounting line.

*Click the spreadsheet symbol **Excel** to download the results to an Excel spreadsheet.

*Click **Transaction Amounts** to view the dollar amounts associated with each accounting line.

*Click **Journal Information** to view the journal ID by which these accounting lines were posted to general ledger.

*Click **View** to show all columns in linear display; tabs will disappear.

*Click **Accounting Entries** to view all pages of the bill itself (Header, Line Info, Notes, etc.)
**Accounting Entries by Invoice**

Enter any information you have and click Search. Leave fields blank for a list of all values.

---

**Find an Existing Value**

- **Business Unit:** USF01
- **Invoice:** begins with LIB-00901

---

**Accounting Entries**

<table>
<thead>
<tr>
<th>Gl. Unit</th>
<th>Acct Date</th>
<th>Type</th>
<th>Oper Unit</th>
<th>Fund</th>
<th>Account</th>
<th>Discount/Charge</th>
<th>Journal Information</th>
<th>Reference Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>USF01</td>
<td>04/03/2008</td>
<td>AR</td>
<td>TPA</td>
<td>0400</td>
<td>12010</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>USF01</td>
<td>04/03/2008</td>
<td>Revenue</td>
<td>TPA</td>
<td>0400</td>
<td>44404</td>
<td>400100</td>
<td></td>
<td></td>
</tr>
<tr>
<td>USF01</td>
<td>04/03/2008</td>
<td>Sales/Use</td>
<td>TPA</td>
<td>0400</td>
<td>20100</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>USF01</td>
<td>04/03/2008</td>
<td>Sales/Use</td>
<td>TPA</td>
<td>0400</td>
<td>20100</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total Debits:** 1.28 USD  
**Total Credits:** -1.28 USD

---

**BILLING INFORMATION – REVIEW ENTRIES BY JOURNAL**
The review entries by journal menu option allows the user to view all of the accounting entries for a specified invoice by searching with a journal ID.

**Navigation:**

2. Enter the **Business Unit** “USF01” for non-grants bills or “GRT01” for grants bills
3. Enter the **Journal ID**
4. Click **Search**
5. The search may present a list of the individual lines on the journal
6. Click the desired line to view

**Accounting Entries by Journal**

Enter any information you have and click Search. Leave fields blank for a list of all values.

**Find an Existing Value**

- **Business Unit:**
  - USF01

- **Journal ID:**
  - begins with **ARB0003080**

- **Journal Date:**
  -

- **GL Journal Line Number:**
  -

- **Ledger:**
  - begins with

- **Search** **Clear** **Basic Search** **Save Search Criteria**

**Hint:** *Click to view all accounting lines for the invoice; each billing line creates at least one accounting line.*
**BILLING INFORMATION – ADJUSTMENT HISTORY**

12/07

*Click the spreadsheet symbol to download the results to an Excel spreadsheet.*

*Click to view the dollar amounts associated with each accounting line.*

*Click to show all columns in linear display; tabs will disappear.*

*Click To Drill Down to the invoice associated with a line.*

<table>
<thead>
<tr>
<th>Journal ID</th>
<th>Unit</th>
<th>Journal</th>
<th>Date</th>
<th>Ledger</th>
<th>Line</th>
<th>Line Descr</th>
<th>GL Journal</th>
</tr>
</thead>
<tbody>
<tr>
<td>USF01</td>
<td></td>
<td></td>
<td>08/31/2003</td>
<td>ACTUALS</td>
<td>16</td>
<td>AR Billing</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Open Unit</th>
<th>Fund</th>
<th>Account</th>
<th>DeptID</th>
<th>Product</th>
<th>Initiative</th>
<th>Project</th>
<th>Bud Ref</th>
<th>Affiliate</th>
<th>Fund Affi</th>
<th>PC Bus Unit</th>
<th>Ol Th</th>
</tr>
</thead>
<tbody>
<tr>
<td>TPA</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>USD</td>
<td>Base Currency</td>
<td>Base Amount</td>
<td>Currency</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>31,560.00</td>
<td>USD</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Bill Unit</th>
<th>Invoice</th>
<th>Sequence</th>
<th>Open Unit</th>
<th>Fund</th>
<th>Account</th>
<th>DeptID</th>
<th>Product</th>
<th>Initiative</th>
<th>Project</th>
</tr>
</thead>
<tbody>
<tr>
<td>USF01</td>
<td>PTS-00319</td>
<td></td>
<td>5 TPA</td>
<td>50008</td>
<td>12010</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>USF01</td>
<td>PTS-00320</td>
<td></td>
<td>2 TPA</td>
<td>50008</td>
<td>12010</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>USF01</td>
<td>PTS-00321</td>
<td></td>
<td>2 TPA</td>
<td>50008</td>
<td>12010</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>USF01</td>
<td>PTS-00322</td>
<td></td>
<td>2 TPA</td>
<td>50008</td>
<td>12010</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>USF01</td>
<td>PTS-00323</td>
<td></td>
<td>2 TPA</td>
<td>50008</td>
<td>12010</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Click Save, Return to Search, Notify.
The adjustment history menu option allows the user to identify billing adjustments made through the adjust bills action. The search is conducted by either a customer ID or an invoice number. The search will display the original invoice and any related credits and rebills.

**Navigation:**

1.1 Navigate to **Billing, Review Billing Information, Adjustment History**

1.2 Enter an invoice number and click **Search**

1.3 The Adjustment History screen should appear showing any Credits and/or Re-bills associated with the item.
### Adjustment History

**Unit:** USF01  
**Invoice:** LIB-00863  
**Bill To:** LIB1634  
**Origin:** LIB-00863  
**Prior:**  
**Next:** LIB-00863CR  
**Latest:** LIB-00863RB

---

<table>
<thead>
<tr>
<th>Invoice</th>
<th>Status</th>
<th>Inv Type</th>
<th>Inv Date</th>
<th>Invoice Amount</th>
<th>Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>LIB-00863</td>
<td>INV</td>
<td>REG</td>
<td>02/09/2006</td>
<td>71.15 USD</td>
<td>USD</td>
</tr>
<tr>
<td>LIB-00863CR</td>
<td>INV</td>
<td>ACR</td>
<td>03/09/2006</td>
<td>-71.15 USD</td>
<td>USD</td>
</tr>
<tr>
<td>LIB-00863RB</td>
<td>INV</td>
<td>ARB</td>
<td>03/09/2006</td>
<td>10.00 USD</td>
<td>USD</td>
</tr>
</tbody>
</table>

---

*Return to Review Billing Information*

- Return to Search  
- Previous in List  
- Next in List  
- Notify
AR INFORMATION – ACCOUNT OVERVIEW

This menu option will display a customer’s overall balance due to the university by aging category with appended pages that provide a list of the specific billings that compose that balance due.

1.1 Navigate to Accounts Receivable, Customer Accounts, Customer Information, Account Overview

1.2 Enter the customer number and click on Search

HINT: Clicking on various hyperlinks on the Account Overview Screen will produce various pages for drilling down to additional information.
<table>
<thead>
<tr>
<th>Item ID</th>
<th>Date</th>
<th>Amount</th>
<th>Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>LIB-00208</td>
<td>07/23/2004</td>
<td>295.02</td>
<td>USD</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Count</th>
<th>Amount</th>
<th>Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0.00</td>
<td>USD</td>
</tr>
<tr>
<td></td>
<td>0.00</td>
<td>USD</td>
</tr>
<tr>
<td>1</td>
<td>295.02</td>
<td>USD</td>
</tr>
<tr>
<td>1</td>
<td>295.02</td>
<td>USD</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Item</th>
<th>Count</th>
<th>Amount</th>
<th>Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pay History Days</td>
<td>0.00</td>
<td>USD</td>
<td></td>
</tr>
<tr>
<td>Credit Limit</td>
<td>0.00</td>
<td>USD</td>
<td></td>
</tr>
<tr>
<td>Balance</td>
<td>1</td>
<td>295.02</td>
<td>USD</td>
</tr>
<tr>
<td>Due Date</td>
<td>1</td>
<td>295.02</td>
<td>USD</td>
</tr>
<tr>
<td>Deductions</td>
<td>0</td>
<td>0.00</td>
<td>USD</td>
</tr>
<tr>
<td>Disputed</td>
<td>0</td>
<td>0.00</td>
<td>USD</td>
</tr>
<tr>
<td>Outstanding</td>
<td>0</td>
<td>0.00</td>
<td>USD</td>
</tr>
<tr>
<td>Collections</td>
<td>0</td>
<td>0.00</td>
<td>USD</td>
</tr>
<tr>
<td>Vendor Balance</td>
<td>0</td>
<td>0.00</td>
<td>USD</td>
</tr>
<tr>
<td>Draft Amount</td>
<td>0</td>
<td>0.00</td>
<td>USD</td>
</tr>
<tr>
<td>High Balance YTD</td>
<td>295.02</td>
<td>USD</td>
<td></td>
</tr>
<tr>
<td>Sales YTD</td>
<td>0.00</td>
<td>USD</td>
<td></td>
</tr>
<tr>
<td>Last Year Sales</td>
<td>0.00</td>
<td>USD</td>
<td></td>
</tr>
</tbody>
</table>

Summary Aging:

<table>
<thead>
<tr>
<th>Aging Chart</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-5</td>
</tr>
</tbody>
</table>

View Adjusted Balance
AR INFORMATION – PAYMENTS

This menu option will display a customer’s payment record based on the time frame requested in the search.

1.1 Navigate to Accounts Receivable, Customer Accounts, Customer Information, Payments
1.2 Enter SetID USFSI and the appropriate business unit (USF01 or GRT01)
1.3 Enter the Customer ID and the desired FROM and TO dates
1.4 Click Search

HINT: To view a complete history of the customer’s payments, use a FROM date of 07012003.
Customer Payments

From Date: 07/01/2008  To Date: 05/01/2007

Past Due: 0.00 USD  Balance: 131,000.00 USD

*Display Amount Switch: Entry

<table>
<thead>
<tr>
<th>Unit</th>
<th>Deposit ID</th>
<th>Seq Payment ID</th>
<th>Acct Date</th>
<th>Entry Amount Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 USF01</td>
<td>NANCYTEST1</td>
<td>2 CK456</td>
<td>04/25/2007</td>
<td>-1,000.00 USD</td>
</tr>
<tr>
<td>2 USF01</td>
<td>MAYTEST1</td>
<td>1 123</td>
<td>04/23/2007</td>
<td>-11,000.00 USD</td>
</tr>
<tr>
<td>3 USF01</td>
<td>MAYTEST2</td>
<td>1 124</td>
<td>04/23/2007</td>
<td>-11,000.00 USD</td>
</tr>
<tr>
<td>4 USF01</td>
<td>MAYTEST3</td>
<td>1 126</td>
<td>04/23/2007</td>
<td>-11,000.00 USD</td>
</tr>
<tr>
<td>5 USF01</td>
<td>MAYTEST3</td>
<td>2 128</td>
<td>04/23/2007</td>
<td>-11,000.00 USD</td>
</tr>
<tr>
<td>6 USF01</td>
<td>MAYTEST3</td>
<td>3 129</td>
<td>04/23/2007</td>
<td>-11,000.00 USD</td>
</tr>
<tr>
<td>7 USF01</td>
<td>MAYTEST3</td>
<td>4 130</td>
<td>04/23/2007</td>
<td>-11,000.00 USD</td>
</tr>
<tr>
<td>8 USF01</td>
<td>MAYTEST4</td>
<td>1 131</td>
<td>04/23/2007</td>
<td>-11,000.00 USD</td>
</tr>
<tr>
<td>9 USF01</td>
<td>MAYTEST4</td>
<td>2 132</td>
<td>04/23/2007</td>
<td>-11,000.00 USD</td>
</tr>
<tr>
<td>10 USF01</td>
<td>MAYTEST4</td>
<td>3 133</td>
<td>04/23/2007</td>
<td>-11,000.00 USD</td>
</tr>
<tr>
<td>11 USF01</td>
<td>040762-F102</td>
<td>1 9940</td>
<td>10/11/2005</td>
<td>-90.00 USD</td>
</tr>
<tr>
<td>12 USF01</td>
<td>040307-F10</td>
<td>1 06/22/04</td>
<td>06/25/2004</td>
<td>-140.00 USD</td>
</tr>
</tbody>
</table>

Totals

Payment Count: 12  Total: -100,220.00 USD
This menu option will display a customer’s invoicing activity based on a search by either customer ID or invoice ID.

1.1 Navigate to **Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details**
1.2 Enter an invoice number and click **Search**
1.3 The Detail 1 Tab should appear with information on the Item.

**HINT:** From this page details may be seen of: Customer, Days Late, and Status. Click on the Item Activity Tab to view any payments that were applied to the invoice. Clicking on the Hyperlinks for the Payment ID will drill down to the Payment Detail.
Clicking on the payment ID will drill down to the payment detail.
<table>
<thead>
<tr>
<th>Unit</th>
<th>Customer</th>
<th>Name</th>
<th>Item ID</th>
<th>Line</th>
<th>Type</th>
<th>Reason</th>
<th>Payment ID</th>
<th>Payment Amount</th>
<th>Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>USF01</td>
<td>LIB01013</td>
<td>Kender, Jeratena</td>
<td>LIB-00228</td>
<td>PY</td>
<td></td>
<td></td>
<td>CK 5085</td>
<td>-10.00 USD</td>
<td>USD</td>
</tr>
</tbody>
</table>

**Total:** 1  **Total Amount:** -10.00  **Currency:** USD
This menu option will display an accounting of the items that were paid (either partially or fully) by a specific payment on a deposit.

1.1 Navigate to **Accounts Receivable, Customer Accounts, Item Information, Item Activity From A Payment**

1.2 Enter the appropriate Deposit Unit (USF01 or GRT01); use the same value for the business unit

1.3 Enter a deposit ID or a payment ID and click **Search**
Item Activity From A Payment

<table>
<thead>
<tr>
<th>Deposit Unit</th>
<th>Deposit ID</th>
<th>Group ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>USF01</td>
<td>210000345-1</td>
<td>37123</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Acct Date</th>
<th>Posted Date</th>
<th>Payment ID</th>
<th>Payment Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>02/05/2007</td>
<td>02/09/2007</td>
<td>020207</td>
<td>-3,760.78 USD</td>
</tr>
</tbody>
</table>

Display Amount Switch: Payment Amount

<table>
<thead>
<tr>
<th>Item Activity</th>
<th>Customer</th>
<th>Name</th>
<th>Item ID</th>
<th>Line Type</th>
<th>Reason</th>
<th>Payment ID</th>
<th>Payment Amount</th>
<th>Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity 1</td>
<td>PTT1001</td>
<td>Parking Services Taxable Sales</td>
<td>PTT-01179</td>
<td>PY</td>
<td>020207</td>
<td>-3,760.78 USD</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total: 1  Total Amount: -3,760.78  Currency: USD
This menu option will display a customer’s invoicing activity including each invoice’s dollar amount based on a search by either customer ID or invoice ID.

1.1 Navigate to Accounts Receivable, Customer Accounts, Item Information, Item List
1.2 Enter SetID USFSI and the appropriate Deposit Unit (USF01 or GRT01)
1.3 Enter the Customer ID
1.4 Click Search
<table>
<thead>
<tr>
<th>Item</th>
<th>Line</th>
<th>Activities</th>
<th>Unit</th>
<th>Customer ID</th>
<th>Status</th>
<th>Terms</th>
<th>Entry Type</th>
<th>Entry Reason</th>
<th>Due Date</th>
<th>Days Late</th>
<th>Item Balance</th>
<th>Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>FIO-000826</td>
<td>1 USF01 FIO1035</td>
<td>Open</td>
<td>IMMED IN</td>
<td></td>
<td></td>
<td></td>
<td>05/13/2007</td>
<td>-12</td>
<td>11,000.00 USD</td>
<td>USD</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>FIO-000831</td>
<td>1 USF01 FIO1035</td>
<td>Open</td>
<td>IMMED IN</td>
<td></td>
<td></td>
<td></td>
<td>05/13/2007</td>
<td>-12</td>
<td>11,000.00 USD</td>
<td>USD</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>FIO-000834</td>
<td>1 USF01 FIO1035</td>
<td>Open</td>
<td>IMMED IN</td>
<td></td>
<td></td>
<td></td>
<td>05/13/2007</td>
<td>-12</td>
<td>11,000.00 USD</td>
<td>USD</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>FIO-000825</td>
<td>1 USF01 FIO1035</td>
<td>Open</td>
<td>IMMED IN</td>
<td></td>
<td></td>
<td></td>
<td>05/13/2007</td>
<td>-12</td>
<td>11,000.00 USD</td>
<td>USD</td>
</tr>
<tr>
<td>5</td>
<td></td>
<td>FIO-000837</td>
<td>1 USF01 FIO1035</td>
<td>Open</td>
<td>IMMED IN</td>
<td></td>
<td></td>
<td></td>
<td>05/13/2007</td>
<td>-12</td>
<td>11,000.00 USD</td>
<td>USD</td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>FIO-000838</td>
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<td>Open</td>
<td>IMMED IN</td>
<td></td>
<td></td>
<td></td>
<td>05/13/2007</td>
<td>-12</td>
<td>11,000.00 USD</td>
<td>USD</td>
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<td>FIO-000839</td>
<td>2 USF01 FIO1035</td>
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<td></td>
<td></td>
<td></td>
<td>05/13/2007</td>
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<td>USD</td>
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<td></td>
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<td>Open</td>
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<td></td>
<td></td>
<td></td>
<td>05/13/2007</td>
<td>-12</td>
<td>11,000.00 USD</td>
<td>USD</td>
</tr>
</tbody>
</table>

**Search Result Totals**

- **Debits:** 12  
  **Debit Amount:** 131,000.00  
  **Currency:** USD
- **Credits:**  
  **Credit Amount:**  
  **Currency:** USD
- **Total:** 12  
  **Total Amount:** 131,000.00  
  **Currency:** USD
This series of pages is used to record conversation notes for a specific customer, usually referencing specific invoices or documents. It is also used to review previous conversation notes.

1. Navigate to **Accounts Receivable, Customer Interactions, Conversations, View/Update Conversations**

1.2 Search for an existing conversation or create a new conversation by clicking the Add A New Value tab

1.3 On the Add A New Value tab, make sure the SetID is USFSI and enter the Customer ID

1.4 Click **Add**
For specific instruction on creating a customer conversation record, see the Customer training document.

Invoices ending in a CR are a credit, those ending in RB are RE-Bills.
This delivers a complete report of outstanding invoices for a specific customer. Report parameters also allow reporting all outstanding invoicing for all customers for a department based upon the billing source.

1.1 Navigate to Accounts Receivable, Receivables Analysis, Aging, Aging Detail by Unit Rpt
1.2 Search for or Add a new Run Control ID for the Run Control Process.

Aging Detail by Unit Rpt
Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value  Add a New Value

Run Control ID: begins with ▼ AGING

Case Sensitive

Search  Clear  Basic Search  Save Search Criteria

1.3 Accept the default for Language as “English”, As of Date as of “the day the report is requested”, Unit of “USF01”, SetID of “USFSI”, Amount Type as “Base Curr”, Display Option of “Include All”.
1.4 Enter for Aging ID “0-90”, Rate Type as “CRRNT”, Customer ID “Three digit bill source followed by a %”,
1.5 Click Save
1.6 Click Run

1.7 Server Name select a blank option.
1.8 Accept the default check mark next to Aging Detail by Business Unit
1.9 Ensure that the type is “Web” and the format is “PDF”
1.10 Click OK
1.11 Click on the Process Monitor Hyperlink to go to the process monitor page.
1.12 Click Refresh until the Run Status shows “Success’ and the Distribution status shows “Posted”.

1.13 Click on the “Details” Hyperlink

1.14 Choose from the page the link for the PDF file. The file may be viewed and printed from the screen or it may be saved to a local hard drive or network drive for later reference.
1.16 The following page contains a sample of what a page from the aging report will look like.
Use this search page to identify all of your department’s charge codes used for customer commercial billings. As a practice, all charge codes begin with your bill source ID followed by a dash. For example in the illustration below, all Public Broadcasting Radio charge codes begin with PBR-. New charge codes may be requested at any time by simply submitting the Distribution Code/Charge Code form. This form is available on the FAST web site at [www.usf.edu/fast](http://www.usf.edu/fast). Navigate through Forms/Forms Alphabetical to find it. Once you have completed the form, email it to mdevore@admin.usf.edu.
1.1 Navigate to Setup Financials Supply Chain/Product Related/Billing/Setup/Charge Code
1.2 Search with SetID USFSI
1.3 Search for a specific charge code by name or for all of a department’s charge codes by using the bill source (for example PBR for Public Broadcasting Radio)

**Charge Code**
Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value [Add a New Value]

- **SetID:**
- **Billing Currency:** begins with
- **Billing Charge ID:** begins with
- **Description:** begins with

[Include History] [Correct History] [Case Sensitive]

Search [Clear] [Basic Search] [Save Search Criteria]

The search will produce a complete list of the department’s charge codes similar to the list just below.

### Search Results

<table>
<thead>
<tr>
<th>SetID</th>
<th>Billing Currency</th>
<th>Billing Charge ID</th>
<th>Description</th>
<th>Unit of Measure</th>
<th>List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>USFSI</td>
<td>USD</td>
<td>PBR-BAL FORWARD</td>
<td>PBR Balance Forward</td>
<td>EA</td>
<td>0</td>
</tr>
<tr>
<td>USFSI</td>
<td>USD</td>
<td>PBR-HILLS TAX</td>
<td>Hillsborough County Sales Tax</td>
<td>EA</td>
<td>0</td>
</tr>
<tr>
<td>USFSI</td>
<td>USD</td>
<td>PBR-OPERA TOUR</td>
<td>WUSF-FM Opera Tour</td>
<td>EA</td>
<td>0</td>
</tr>
<tr>
<td>USFSI</td>
<td>USD</td>
<td>PBR-READING SERVICE</td>
<td>WUSF-FM Radio Reading Service</td>
<td>EA</td>
<td>0</td>
</tr>
<tr>
<td>USFSI</td>
<td>USD</td>
<td>PBR-REFUNDS</td>
<td>PBR Refunds</td>
<td>EA</td>
<td>0</td>
</tr>
<tr>
<td>USFSI</td>
<td>USD</td>
<td>PBR-SERVICES</td>
<td>WUSF-FM Services</td>
<td>EA</td>
<td>0</td>
</tr>
<tr>
<td>USFSI</td>
<td>USD</td>
<td>PBR-UBIT</td>
<td>WUSF-FM UBIT Sales</td>
<td>EA</td>
<td>0</td>
</tr>
</tbody>
</table>
Use this search page to identify all of your department’s distribution codes used for customer commercial billings. A distribution code is simply a complete chart field string to direct the accounting that is created by a customer billing. As a practice, all distribution codes begin with your bill source ID. For example in the illustration below, all Public Broadcasting Radio distribution codes begin with PBR. New distribution codes may be requested at any time by simply submitting the Distribution Code/Charge Code form. This form is available on the FAST web site at www.usf.edu/fast. Navigate through Forms/Forms Alphabetical to find it. Once you have completed the form, email it to mdevore@admin.usf.edu.

1.1 Navigate to Setup Financials/Supply Chain/Common Definitions/Distribution Accounting/Distribution Codes
1.2 Search with SetID USFSI
1.3 Search for a specific code by name or for a all of a department’s codes by using the bill source (for example PBR for Public Broadcasting Radio)
The search will produce a complete list of the department’s charge codes similar to the list just below.

<table>
<thead>
<tr>
<th>SetID</th>
<th>Distribution Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>USFSI PBR-RALFOR</td>
<td>PBR Balance Forward</td>
<td></td>
</tr>
<tr>
<td>USFSI PBR-DISC</td>
<td>Radio Discount</td>
<td></td>
</tr>
<tr>
<td>USFSI PBR-REFUND</td>
<td>PBR Refunds</td>
<td></td>
</tr>
<tr>
<td>USFSI PBRHILTAX</td>
<td>Hillsborough County Sales Tax</td>
<td></td>
</tr>
<tr>
<td>USFSI PBR OPERA</td>
<td>WUSF FM Opera Tour</td>
<td></td>
</tr>
<tr>
<td>USFSI PBR PREPAY</td>
<td>PBR Prepayments</td>
<td></td>
</tr>
<tr>
<td>USFSI PBR RRS</td>
<td>WUSF-FM Reading Service</td>
<td></td>
</tr>
<tr>
<td>USFSI PBR SERVICE</td>
<td>WUSF-FM Services</td>
<td></td>
</tr>
<tr>
<td>USFSI PBR UBIT</td>
<td>WUSF-FM UBIT Sales</td>
<td></td>
</tr>
</tbody>
</table>
BILLING AND ACCOUNTS RECEIVABLE – HOW DO I MANAGE AND COLLECT MY RECEIVABLES

Roles

Commercial Billing Personnel (Auxiliary Depts., including SDCA’s)
Centralized Accounts Receivable Personnel (Auxiliary Depts., including SDCA’s)

Objective

Understanding the university guidelines for pursuing collection of customer debt and management of accounts receivable

Overview

Certain USF departments provide goods and services to non-USF (commercial) customers, including Federal and State agencies. These commercial sales activities involve use of the FAST!! PeopleSoft Customer, Billing, and Receivables modules to set up customers, prepare bills, produce bills and invoices, maintain resulting receivable accounts, and apply payments.

Both online entry and background processes will be used. The online data entry method provides detailed setup of customers, entry of bills, cash application, and receivables maintenance.

The Billing background processes will:
- Compile and produce printable invoices
- Load invoice records to the PeopleSoft AR staging tables for additional processing to post the balances to the customer’s AR account
- Load revenue and related AR journal entries to GL staging tables for additional processing to post the amounts to the PeopleSoft General Ledger (PS-GL)

The Accounts Receivable background processes will:
- Post balances from invoices generated by the PS-BI system and USF SDCA systems, and staged as External Pending Items, to the customer’s AR account
- Post balances from manually entered sales entries for POS (Point-of-Sale - Cash) sales and POS - Credit Card sales as Pending Items, and staged as Online Pending Items, to the customer’s AR account
- Post manually entered payments to the customer’s AR account.
- Post manually entered maintenance items and adjustments to the customer’s AR account
- Generate revenue, cash, and related AR journal entries to GL staging tables for additional processing to post the amounts to the PeopleSoft General Ledger (PS-GL)

The general flow of a bill from the PeopleSoft Billing (PS-BI) system through the PeopleSoft Receivables (PS-AR) system may be illustrated as follows:

Billing:
- Department staff create the customer Record.
- Department staff create the billing.
- Central Units process the bills each evening.
- Department staff print the invoices and mail them to the customer.

Receivables:
- Customer:
  - Customer Information (online)
  -- Customer Setup
  -- Contacts
  -- Conversations
  -- Corporate Customer
- Billing:
  - Maintain Bills
    -- Bill Entry (online)
    -- Bill Maintenance (online)
During the first 90 days, department staff respond to customer needs. Customer payments must be directed to the Cashier Office for deposit. Central Units will handle the recording and collection of returned checks.

During the first 90 days, department staff pursue collection from the customer. After 90 days, the AR Office will offer to assist in the collection effort. With department’s consent, the AR Office will place delinquent accounts in collection. Departments will request all write-offs of bad debts.

AR – BILLING ADJUSTMENTS

Department billing staff will create invoices to send to customers. However, if an invoice needs to be changed or credited, this action must be taken by central AR Office staff. Once an invoice has been finalized by batch processing, it is placed in the INV status. Once reaching that status, no changes of any kind may be made to the invoice itself by any user. The business procedure is to have the AR Office create a credit bill offsetting the invoice. Credit requests should be submitted on a Billing Correction form which you may find on the FAST web site at www.usf.edu/fast. Navigate through Forms/Forms Alphabetical. Once you have completed the form, send it by email to ARADJ@admin.usf.edu. Pay special attention to the justification section. Please provide a thorough explanation of why the adjustment is needed.

To help you identify adjustments and the related invoices, a special numbering scheme is used. For example imagine the original invoice was XXX-01001. If you request a credit bill, it will be numbered XXX-01001CR. If you also wanted a re-bill, it would be numbered XXX-01001RB.

AR – WHO COLLECTS ACCOUNTS RECEIVABLE

During the first 90 days of age of an invoice, the billing department takes the lead in collecting the debt from the customer. The billing department may use whatever collection method is deemed successful. You might send a copy of the bill to the customer every 30 days. It could be accompanied by a note or could be stamped Past Due. You may follow-up collection with a phone call or additional mailings. You are free to suspend service to a customer at any point if there are outstanding accounts receivable.

The central AR Office will review all accounts receivable that is 90 days or older and then offer their assistance, working in collaboration with the billing department. The AR Office may send out additional letters (they have designed very effective collection letters) or they may suggest placing the debt with a professional collection agency. There are specific agencies contracted with the university to be selected from. Once a debt has been placed with collection, all customer calls should be referred to the central AR Office.

If you do place debt with a collection agency, the agency will charge a fee that is contingent upon collection. If they collect nothing, you pay nothing. If the agency does collect part of the debt, the university owes a fee to the agency, generally 25% of the amount actually collected. The collection fee invoice will carry a suffix of XF.
There are two options for payment of the collection fee. If the billing department adequately notifies the customer in advance that the customer may be liable for any collection related expenses, the collection costs may be charged to the customer. In that case, the AR Office will add the collection cost to the customer’s FAST account receivable. Call Glen Yeater in the central AR Office (974.4315) for more details about how you might notify the customers and how to write the notification. If the billing department has not adequately notified the customers about collection costs, the billing department must cover the costs from their own funds. At the time a debt is placed with the collection agency, the AR Office will require a valid chart field string from the billing department.

AR – WRITE OFF BAD DEBT

Write off of old debt should be considered only after all reasonable collection effort has been attempted and has failed. At a minimum, the billing department should have made multiple attempts by mailing and telephone and the AR Office should have assisted with professional collection effort. The collection effort should be carefully documented. Use the Conversations functionality in Billing and AR to record all contact with the customer whether by mail, telephone, email, or fax. Record detailed notes of the conversations and collection attempts, including any change in address, telephone number, contacts within the customer’s organization, etc.

The flow of write off is:
- Department identifies potential write off debt
- Department submits request with adequate supporting documentation
- AR Office reviews the request and validates documentation
- AR Office submits the request to the Controller for approval
- If the Controller approves the request, the AR Office creates the write off entries.

To adequately support a write off request the department must identify:
- A list of all invoices to write off including the invoice numbers and customer ID’s
- Customer Name
- The invoice date
- The original amount of the invoice
- The amount to be written off
- A description of the collection effort

Send the write off request to Glen Yeater in the central AR Office. Glen’s contact information is gyeater@admin.usf.edu, 974.4315, ADM 147.

Once approved by the Controller, the write off entries will be created by the AR Office. One line of the accounting entries will reduce accounts receivable; the second line of accounting will charge an expense to a chart field string that includes account 57500 and the department’s fund. You will need expense budget allocated to that chart field string.
AR – ACCEPTABLE PAYMENT METHODS

Customers may pay by currency, check, traveler’s check, money order, Visa card, MasterCard, Discover card, or electronic funds.

In all cases, the customer must be directed to pay directly to the USF Cashier Office. The standard USF invoice stock includes a remit to address of ADM 131. It is also designed to make payment application easy. The bottom one-third of the invoice is a perforated payment coupon. The customer should return the coupon and payment to the university at ADM 131. The payment coupon includes the customer name, customer ID, invoice number, and amount of the invoice. This is what the cashier needs to correctly apply the payment.

In the case of credit cards, the customer must pay in person at the cashier office or over the web. The Cashier Office is not allowed to take credit card payments over the telephone. Credit card payments taken over the telephone present a high risk and create the potential for large fines to the university.

AR – CASHIERING

There are three ways the Cashier Office may receive payments. The payment may be accompanied by the customer ID and the invoice number, it may be accompanied by either the customer ID or the invoice number, or it may be an unidentified payment (no customer ID and no invoice number).

If the payment is accompanied by the customer ID and the invoice number, the cashier is able to correctly apply the payment. The deposit will close the invoice (if full payment is received) and the funds will be directed to the correct department fund. The customer’s account receivable balance will also decrease by the amount of the payment.

If the payment is accompanied by the customer ID only with no invoice number, the cashier will apply the payment on-account to the customer’s account. With the help of the billing department, the cashier will then have to identify the correct invoice and then make a correcting entry to remove the payment from on-account and apply it against the invoice. While the payment is on-account, it will carry a unique ID or its own in the format OA-####.

If the payment is accompanied by the invoice number but no customer ID, the cashier will have to look up the invoice in accounts receivable to learn the customer ID. The cashier may then proceed with the deposit.

If the payment is not accompanied with either the customer ID or the invoice number, the payment will be deposited to a generic suspense customer ID, USF2. It will also be recorded as an on-account payment with an ID in the format OA-####. The cashier will then have to identify the customer and invoice before making a correcting deposit.

It is very helpful if billing departments conduct a timely reconciliation of their billings, accounts receivable and deposits. This could help with the identification of suspense payments.
On occasion, customers will prepay for services. If the prepayment is correctly recorded, it will feed into PeopleSoft functionality that allows the payment to be incorporated into the invoice. For example, a customer prepays $100. When the invoice is eventually produced for $500, it is possible to reference the $100 prepayment and include it in the invoice showing a balance due of $400.

The payment must be tagged as a prepayment at the time of the deposit. The cashier uses a field on the special page of the deposit to do this. When the invoice is created, the prepayment may be added to the invoice.

On the customer’s account, the prepayment will appear as a normal on-account payment (because of course at the time of deposit there was no invoice). The prepayment will appear with an ID in the format OA-####.

Customer check payments that are returned unpaid by the bank are accounted for centrally by the UCO (University Controller’s Office). Two sets of accounting entries are made; the first to reverse the check from the bank account and the second to charge the returned check fee to the customer.

The reversal of the payment will debit (increase) the customer accounts receivable and will credit (decrease) the bank balance. The charging of the bank fee ($25) will debit (increase) the customer accounts receivable and will credit an expense code offsetting the fee the university paid to the bank.

The returned check accountant sends a series of letters to the customer notifying them of the returned item and demanding payment. If the customer does not pay the debt, it may be turned over to a professional collection agency.
BILLING AND ACCOUNTS RECEIVABLE – HOW DO I GET SETUP TO BEGIN BILLING

ROLES
COMMERCIAL BILLING PERSONNEL (AUXILIARY DEPTS., INCLUDING SDCA’S)

OBJECTIVE
Defining what needs to be setup in PeopleSoft tables. Identifying how to provide the information.

OVERVIEW

a) What Is Required To Setup a Department Billing Operation
PeopleSoft tables are managed and updated by central unit staff only. But the information needed in the tables is provided by departmental end users. End users also participate in the setup by creating customer records.

The required setup for a new billing department is:

- A Bill Source
- Customer Invoice numbering scheme
- Charge Codes
- Distribution Codes
- Identification of
  - Billing Specialist
  - Collector
  - Credit Analyst
  - Billing telephone number
- Customer records
- Assignment of security roles

b) A Bill Source
A bill source is simply a three letter prefix identifying the billing department. The three letters will appear on all customer invoices, all customer ID’s, all charge codes, and all distribution codes. One purpose of a bill source is to make it easier to search for a specific group of data, for example a specific department’s customers. Examples of existing bill sources are CTR for Marshall Center, NMR for Nuclear Magnetic Resonance, and REC for Campus Recreation. Bill sources are determined by collaboration of department staff and the Billing SME. Bill sources are created only by the Billing SME. Departments may request them with a simple email.

c) Customer Invoice Numbering Scheme
The university standard for customer invoice numbers is XXX-#####. XXX represents the department’s bill source. It is followed by a dash. The dash is followed by five numbers; the first invoice produced by a department will always be XXX-00001. All subsequent invoices will automatically be system assigned in sequence. The numbering scheme is created by the Billing SME. No information is needed from the department.

d) Charge Codes
Charge codes are one of the primary building blocks of an invoice. They are simply codes that are used to create billing lines on an invoice that identify what the customer is being billed for. For instance, in the College of Visual and Performing Arts, a bill might include charge codes for stage rental, lighting equipment rental, sound equipment rental, or technical staff. All charge code ID’s begin with the bill source, followed by a dash, followed by a short acronym or description limited to a total length of 18 characters.
Charge codes also have an associated description that is 30 characters in length. Both the charge code ID and the description will appear on the customer invoice. Find the form to request charge codes on the FAST web site www.usf.edu/fast. Navigate through Forms/Forms Alphabetical. Send the completed form by email to mdevore@admin.usf.edu.

e) Distribution Codes
Distribution codes are simply chart field strings that drive the accounting entry for recording the revenue recognized when an invoice is created. Every charge code must have a distribution code associated with it. A department may use one chart field (distribution code) with all of it's charge codes or each charge code may have an individual distribution code. The choice rests with the department. Distribution codes always begin with the bill source, followed by a dash, followed by a short acronym or description limited to a total length of 10 characters. The distribution code does not appear on the invoice and is not visible when the invoice is being created. The billing department and the Billing SME collaborate to determine an appropriate distribution code. Find the form to request charge codes on the FAST web site www.usf.edu/fast. Navigate through Forms/Forms Alphabetical. Send the completed form by email to mdevore@admin.usf.edu.

f) Identification of Roles
When a customer record is created, there are three required roles to set up. The roles identify responsibilities of staff within the billing department. The roles are Billing Specialist (the person(s) who will create the billings, Collector (the person(s) who will pursue collection from the customer, and the Credit Analyst (the person(s) who review the credit worthiness of the customer). Depending on staffing within the billing department, one person may fill all three roles or separate individuals may be assigned to the roles. Please note, the billing specialist name associated with the customer will appear on the invoice. A fourth element to set up is the departmental telephone number for customers to call with questions. The telephone number also appears on every invoice. The billing department determines who is assigned to each role and what telephone number to use. This information should be provided to the Billing SME by a simple email; the Billing SME will set up the information.

g) Customer Records
Customers must have a customer ID which includes among other things customer name, address, contact information, and other required setup elements. The billing department will set up all customer records. No action is needed by the Billing SME.

h) Assignment of Security
Departmental billers must first complete both sections of Billing and AR training before being assigned a security role. Once trained, the billers must complete a FAST security request which may be found on the FAST web site at www.usf.edu/fast. Navigate through Forms/Forms Alphabetical.
**BILLING AND ACCOUNTS RECEIVABLE – PRIMARY CONTACTS**

For questions about customer records, billings, lookup pages, and reports:

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mark De Vore</td>
<td>974.2286</td>
<td><a href="mailto:mdevore@admin.usf.edu">mdevore@admin.usf.edu</a></td>
</tr>
<tr>
<td>Daniel Van Der Meulen</td>
<td>974.4966</td>
<td><a href="mailto:dvanderm@admin.usf.edu">dvanderm@admin.usf.edu</a></td>
</tr>
</tbody>
</table>

For questions about billing adjustments:

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daniel Van Der Meulen</td>
<td>974.4966</td>
<td><a href="mailto:aradj@admin.usf.edu">aradj@admin.usf.edu</a></td>
</tr>
</tbody>
</table>

For questions about customer payments:

<table>
<thead>
<tr>
<th>Name</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Myrtis More</td>
<td>974.8050</td>
<td><a href="mailto:mdevore@admin.usf.edu">mdevore@admin.usf.edu</a></td>
</tr>
<tr>
<td>Mark De Vore</td>
<td>974.2286</td>
<td><a href="mailto:dvanderm@admin.usf.edu">dvanderm@admin.usf.edu</a></td>
</tr>
<tr>
<td>Daniel Van Der Meulen</td>
<td>974.4966</td>
<td><a href="mailto:dvanderm@admin.usf.edu">dvanderm@admin.usf.edu</a></td>
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</tbody>
</table>

For questions about collection efforts:

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daniel Van Der Meulen</td>
<td>974.4966</td>
<td><a href="mailto:dvanderm@admin.usf.edu">dvanderm@admin.usf.edu</a></td>
</tr>
</tbody>
</table>

For questions about write-offs:

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Glen Yeater</td>
<td>974.4315</td>
<td><a href="mailto:gyeater@admin.usf.edu">gyeater@admin.usf.edu</a></td>
</tr>
</tbody>
</table>

For questions about returned checks:

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cheryl Clark</td>
<td>974.6051</td>
<td><a href="mailto:cclark@admin.usf.edu">cclark@admin.usf.edu</a></td>
</tr>
</tbody>
</table>

For questions about setting up a new billing operation:

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mark De Vore</td>
<td>974.2286</td>
<td><a href="mailto:mdevore@admin.usf.edu">mdevore@admin.usf.edu</a></td>
</tr>
</tbody>
</table>