Billing and Accounts Receivable
(Revised for V. 8.9 September 2007 MD)
**Creating Customers in FAST**

**Overview**

Certain USF departments provide goods and services to non-USF (commercial) customers. Commercial customers include private businesses and individuals, other universities, local and state governments, UMSA, Sun Dome and the USF foundations. 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.

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**SHORT GUIDE TO ENTERING CUSTOMERS**

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<td></td>
<td>Information</td>
</tr>
<tr>
<td>Step10</td>
<td>Save the entry</td>
</tr>
</tbody>
</table>
**STEP 1 NAVEGATE TO THE CUSTOMER PAGE**

From the menu on the left, Select:
- Customers
- Customer Information
- General Information

**STEP 2 SEARCH FOR EXISTING CUSTOMER**

A. In the **SetID** field, enter the SetID of **USFSI**
B. In the **Name 1** field enter a portion of the customer name.
C. Click on the **Search** button to execute the search.
D. Review the resulting list of existing customers with the same or similar names.
E. If a same or similar customer name is found with your departmental prefix, click on the customer entry in the list to ensure that this is the same customer data. If so, no new customer needs to be created. If you do not find a same or similar customer name, proceed to step 3.

Note: Review training documentation for corporate customer procedures.

**STEP 3 ADD NEW CUSTOMER**

A. Click on the **Add a New Value** tab.
B. Enter the **SetID** of **USFSI**. For the **Customer ID** field enter only your billing source (a three letter ID for your department); if you do not know your billing source, click on the magnifying glass icon to generate a Lookup List page, to search for your bill source (example CTR is Marshall Center, CRC is Career Center, etc.)
C. Select your departmental prefix from the list.
D. Click on the **Add** button.
**STEPS**

**ENTER GENERAL INFORMATION**

A. Enter the full customer name in the NAME 1 field. Tab to or click on the Short Name field.
B. Accept the default Short Name or type over the given Short Name.
C. Enter the Currency Code (must be USD); type this value or search from the list.
D. Enter the Rate Type (must be CRRNT); type this value or search from the list.
E. Check the following:
   - Bill-To Customer checkbox
   - Ship-To Customer checkbox
   - Sold-To Customer checkbox
F. Enter the Support Team Code (must be A-1); then check the Default box.
G. Proceed down the page to the address information (see next page)
**STEP 4 ENTER GENERAL INFORMATION (CONT’D)**

A. Enter the description of this address location; notice the location field defaults to 1 for the first location.

B. Check the Bill To, Ship To and the Sold To boxes and the associated Primary boxes.

C. Change the Effective Date to 01/01/1900.

D. Do not change the Status, Language Code, Tax Code, Physical Nature or Where Performed fields.

E. Enter the Country code USA.

F. Enter the street address, City, County, Postal code, and State.

G. You may also enter up to two Alternate Names (this is optional).

H. You may also enter telephone numbers by clicking the View Phone Information link.

D. When all information has been entered, click on the **Bill-To-Options** tab.
**STEP 5 ENTER ADDITIONAL ROLES INFORMATION**

A. Enter 01/01/1900 in the Effective Date field.

B. Enter or search and then select the appropriate person for:
   - Credit Analyst field
   - Collector field
   - Billing Specialist field
   - Billing Authority field (AROFFICE is the default value)

C. Enter a phone number in the Bill Inquiry Phone (by search or direct entry)

D. For the Bill Type field enter the default of COM.

E. For the Billing Cycle Identifier field enter the default of DAILY.

F. For the Invoice Form field enter the default of CRYSTAL.

G. Leave the Bill By Identifier field blank.

H. For the AR Distribution Code field enter the default of ARC.

I. Click on the Ship-to-Options tab.
**STEP 6  SHIP TO OPTIONS**

A. Enter 01/01/1900 in the **Effective Date** field.
B. Click on the **Sold-To-Options** tab.

**STEP 7  SOLD TO OPTIONS**

A. Enter 01/01/1900 in the **Effective Date** field.
B. Click on the **Miscellaneous General Info** tab.
**STEP 9  MISCELLANEOUS GENERAL INFO**

A. Enter **Web URL** address if available (this is optional)

B. Click the **SAVE** button to save the customer entry and create the Customer ID. Once the record is saved, you’ll be given a Customer Number.

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**General Info**

<table>
<thead>
<tr>
<th>SetID</th>
<th>USF81</th>
<th>Customer:</th>
<th>CRC</th>
<th>Customer Name In Full</th>
</tr>
</thead>
</table>

**Miscellaneous General Info**

- **Name 1:**
- **Name 2:**
- **Name 3:**
- **Tax ID:**
- **Vendor SetID:**
- **Vendor ID:**
- **Workflow User:**
- **Customer Web Site:**
- **Stock Symbol:**

**Sub Customer Information**

- **SubCustomer:**
  - SubCustomer 1:
  - SubCustomer 2:

**Date Last Maintained:**

**Last Maintained By Operator ID:**

**General Info Links:**

| Save | Notify | Refresh | Add | Update/Display | Include History | Correct History |...More |
SHORT GUIDE FOR CREATING CUSTOMER CONTACT

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 1  NAVIGATE TO THE CONTACT CUSTOMER COMPONENT

From the menu on the left, select

Customers
Contact Information

STEP 2  SELECT ADD CRITERIA

A. Select the Add a New Value tab.
B. Enter the SetID of USFSI
C. Click Add
STEP 3 ENTER CONTACT INFORMATION

A. Enter 01/01/1900 in the Effective Date field.
B. Enter the contact person in the Name field.
C. Enter contact’s business title in the Title field. (Ex: AP Supervisor)
D. Enter the Email Address in the Email ID field.
E. Enter contact’s salutation in the Salutation Code field (by search or direct entry)
F. Click on the drop down menu for the Preferred Communication field and select the proper value.
G. Click on Contact Customer Information hyperlink.

Contact Information

Set ID: USFSI  Contact ID: NEXT

<table>
<thead>
<tr>
<th>Effective Date: 01/01/1900</th>
<th>Status: Active</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name: Individuals Name</td>
<td>Contact Flag: External</td>
</tr>
<tr>
<td>Title: President</td>
<td></td>
</tr>
<tr>
<td>Email ID: <a href="mailto:lepres@empabay.rr.com">lepres@empabay.rr.com</a></td>
<td></td>
</tr>
<tr>
<td>Salutation Code: MR.</td>
<td></td>
</tr>
<tr>
<td>Preferred Communication:</td>
<td></td>
</tr>
<tr>
<td>Language Code: English</td>
<td></td>
</tr>
<tr>
<td>Person ID:</td>
<td></td>
</tr>
</tbody>
</table>

Contact Customer Information  Contact Phone and Type  User Profile  Staffing Information

Save  Notify  Add  Update/Display  Include History  Correct History
STEP 4  ENTER CUSTOMER CONTACT INFORMATION

A. For the Customer ID field, either type the customer ID directly or click on the magnifying glass icon to display the available values for this field. Click on the appropriate customer.

B. For the Location field, click on the magnifying glass icon to display the available locations for this field. Click on the appropriate location.

C. Click on the Contact Phone and Type hyperlink.

STEP 5  ENTER PHONE, TYPE AND SAVE

A. Enter a value in the Phone Type field (by search or direct entry)

B. Enter a dialing prefix in the International Prefix field if needed

C. Enter a phone number in the Phone Number field

D. Enter a number in the Extension field if needed

E. Click to save the Contact entry and create the Contact ID number.
SHORT GUIDE TO ENTERING CUSTOMER CONVERSATIONS

**Step 1:** Navigate to the Customer Conversation Component
From the menu on the left, select:
- Customers
- Conversations

**Step 2:** Add Conversation
A. Click on the **Add a New Value** tab
B. Enter the **SetID** of **USFSI**
C. Either enter the customer ID or enter your departmental prefix in **Cust ID** field, and click **Search** to search for your customers.
D. Select the appropriate Customer.
E. Click on **Add**.
STEP 3 ENTER CONVERSATION INFORMATION

A. Click on the magnifying glass to select the appropriate values for:
   Subject
   Sub-Topic

B. For the Description field, enter a mini title of the conversation.

C. Enter review days (optional). When the action is completed, check the Done box.

D. Enter a Promise to Pay date by either direct entry or select by clicking the calendar symbol (this is an optional field)

E. For the Keyword field select the appropriate option from the search list (click the magnifying glass). You may choose up to three Keywords to categorize the conversation record. Adding a Keyword can help you search for the conversation at a later date.

F. For the Contact ID field, click to display the contact name list. Click on the person’s name that you spoke with. This field is optional.

G. In the Comments field, enter a recap of the conversation and due dates.

H. Click on the References tab
STEP 4 ENTER CONVERSATION REFERENCES

A. Enter I in the Qualifier field.

B. For the Reference field, enter the invoice number or click on the magnifying glass icon to display the available values for this field. Click on the selected value.

C. For the Item Line field, click on the magnifying glass icon to display the available values for this field. Click on the selected value.

D. Click the SAVE button (lower left of the screen). This will create a conversation record.
**SHORT GUIDE TO ENTERING BILLS**

Step 1: Navigate to the Billing General Information component

Step 2: Select Add criteria

Step 3: Enter Bill Header Information

Step 4: Enter Bill Line information, including Taxes

Step 5: Change Bill Status to “Ready To Invoice”

Step 6: Perform Bill Maintenance

**STEP 1 NAVIGATE TO STANDARD BILLING**

From the menu on the left, select:

- Billing
- Maintain Bills
- Standard Billing

**STEP 2 ADD BILL INFORMATION**

A. Click the Add a New Value Tab
B. Enter the Business Unit ID of USF01
C. Enter COM in Bill Type Identifier field.
D. Enter the Bill Source. Enter directly or select the correct department prefix from the Bill Source search list (Ex. CTR)
E. Enter the customer ID directly or click to search for the customer.
F. Click Add
**STEP 3  ENTER BILL HEADER INFORMATION**

A. Click on the Address hyperlink to view the Address Info page. User can select a different location for this Bill if needed. Click on Header Info 1 tab to return to the Bill Header page.

B. Click to save the Bill Entry and create the Bill/Invoice ID.

C. Click on Line - Info 1 tab.

**STEP 4  ENTER BILL LINE INFORMATION**

A. Enter ID in the Table field (by search or direct entry)

B. For the Identifier (Charge code) field, click on the magnifying glass icon to display the available values for this field. Click on the needed charge code.

C. For the QTY field, enter how many of this Charge Code will be billed to the customer.

D. Enter the UOM (Unit of Measure) for this line (by search or direct entry)

E. Enter the Tax Code in the Tax Code field (by search or direct entry) only if this bill line is subject to sales tax. Leave blank otherwise.

F. Click to save the entry.
**STEP 5  CALCULATE TAXES**

A. If there are taxes appropriate for this line, click on the Summary hyperlink.

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

C. Click Save to save the entry.

D. If you have more lines to enter for this bill, navigate to the Line-Info 1 page by clicking the Header Info 1 hyperlink and then the Line-Info 1 tab.

E. Click + to generate a new Line – Info 1 page for this bill. Continue with step 4 of Enter Bill Line Information.
**STEP 6 ENTER UBIT NOTE**

A. If there is a Bill Line that is subject to UBIT Tax, select Line-Misc Info from the Navigation drop-down menu list.

B. For the User Amt 1 field enter the Gross Extended Amount (before discounts and/or taxes)

C. Click to save the entry.

**STEP 7 CHANGE BILL STATUS**

A. Navigate to the Header – Info 1 page.

B. For the Status field, enter RDY (either by search or direct entry)

C. Click the to save the entry.
SHORT GUIDE TO PRINTING AN INVOICE

| Step 1: | As invoices are created and set to the RDY status, make note of the Invoice numbers. |
| Step 2: | Run the Print USF Crystal Invoices Process |
| Step 3: | View and Print the Invoice(s) using official USF customer invoice stock (available at Campus Stores). |

PRINTING CUSTOMER INVOICES IN FAST

Overview

Once the invoice (bill) has been created and is ready to be finalized, set the bill status to “RDY” or Ready To Invoice. Later the same night, batch processing jobs will run that will audit and finalize the bill and create a printable file in pdf format.

The next morning, you may print your invoices by using the invoice (bill) numbers (for example NMR-00009). Customer invoices may be re-printed at any time in the future again using the invoice number.
**Step 2  Run the Print USF Crystal Invoices Process**

A. From the menu on the left, select **Billing**
   - **Generate Invoices**
   - **Non-Consolidated**
   - **Reprint Invoices**

B. Click **Find an Existing Value** tab

C. For the Run Control ID field, enter your Run Control ID. Then click **SEARCH**.
   Then click the Run Control ID to advance to the Invoice Print setup page.

   **If you do not yet have a Run Control ID.......**

A. Click the **Add A New Value** tab

B. Enter a Run Control ID (must be one string of letters and/or numbers with no spaces; For example “PRINT”).

A. Then click **ADD**
Step 2  Run the Print USF Crystal Invoices Process

A. Make sure the Invoice ID button is checked.
B. Enter the From Business Unit as USF01.
C. Enter the To Business Unit as USF01.
D. Enter the From Invoice ID
E. Enter the To Invoice ID
F. Click on the Run button.
G. On the next page, accept all default values.
H. Click on OK button.
Step 2  Monitor the Printing Job

A. Click on the **Process Monitor** hyperlink to monitor the processing of this invoice. Look for the U_BIINV process name.

B. Click **Refresh** to update run status during processing.

C. When the Run Status = Success and the Distribution Status = Posted, the process is completed and the invoice is ready to print.

D. Click the **Process Name** U_BIINV to advance to the **Process Detail** page.

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On the **Process Detail** page, click the line with the seven digit number followed by **U_BIPRNT Success**. This will advance you to another page.
**Step 3  View/Print Invoice(s)**

A. Click on **View Log/Trace**

B. The invoice will be presented as a PDF file.
C. The reference will be U_BIPRNT followed by a seven digit number followed by PDF.
D. Click that PDF reference to view the invoice.
### Step 3  View/Print Invoice(s)

A. The invoice(s) will be presented.
B. A summary page will appear at the end.
C. You may print the invoice.
D. You may save the PDF file to your computer.

#### Information Technology

<table>
<thead>
<tr>
<th>Item Description</th>
<th>Quantity</th>
<th>Unit</th>
<th>Rate</th>
<th>Amount</th>
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<tbody>
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<td>2,835.50</td>
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<table>
<thead>
<tr>
<th>Calculations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subtotal:</td>
</tr>
<tr>
<td>Less: PrePaid Amount:</td>
</tr>
<tr>
<td>AMOUNT DUE:</td>
</tr>
</tbody>
</table>
Find the full documentation at www.usf.edu/odt

Register for in-class training at www.eusf.admin.usf.edu

Find many helpful resources on the FAST website at www.usf.edu/fast

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