## Table of Contents

### Accounts Receivable

<table>
<thead>
<tr>
<th>Introduction</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>M</td>
<td>ining For Information</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>Customer Account Overview</td>
<td>13</td>
</tr>
<tr>
<td>Customer Payments</td>
<td>15</td>
</tr>
<tr>
<td>Item Activity</td>
<td>17</td>
</tr>
<tr>
<td>Item Activity From A Payment</td>
<td>20</td>
</tr>
<tr>
<td>Item List</td>
<td>22</td>
</tr>
<tr>
<td>Conversations</td>
<td>24</td>
</tr>
<tr>
<td>Aged AR Report</td>
<td>26</td>
</tr>
<tr>
<td>List of Charge Codes</td>
<td>30</td>
</tr>
<tr>
<td>List of Distribution Codes</td>
<td>32</td>
</tr>
</tbody>
</table>

### How Do I Manage and Collect My Receivables

| Billing Adjustments | 35 |
| Who Collects Accounts Receivable | 35 |
| Write-off Bad Debt | 36 |
| Acceptable Payment Methods | 37 |
| Cashiering | 37 |
| Customer Prepayments | 38 |
| How Are Returned Checks Handled | 38 |

### How Do I Get Setup To Begin Billing

| What is Required | 39 |
| Who Sets It Up | 39 |

| Contact Information | 41 |
BILLING AND ACCOUNTS RECEIVABLE – MINING FOR INFORMATION

**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. If errors are discovered on the invoice, corrections must be requested by the billing department. Find the Billing Correction request form on the University Controller’s Office (UCO) web site at [www.usf.edu/ucotraining](http://www.usf.edu/ucotraining) (under the forms option). If the request is properly documented, the UCO AR Office will create a credit to offset the original billing. If the bill needs to be re-billed, the centralized AR staff can create the re-bill or the billing department staff can create the new bill. The system will provide an audit trail between adjusted bills and the associated rebills, if any. Access to FAST menu items for creating credits and adjustments will be limited to the University Controller’s Office (UCO).

End-users will print invoices produced by the night batch processes, on local printers, using the Reprint USF Crystal Invoices process. 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.

### SCENARIOS:  
### ROLES PERFORMING:  
### DOCUMENT:

| 1) Create/maintain new bill online  
- Bill Header  
- Bill Line  | Selling Department billing Staff  | Bill Entry and Maintenance |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<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>Automated process</td>
<td>Customer Inquiries and Reports</td>
</tr>
<tr>
<td>5) Create accounting entries for an invoice</td>
<td>Automated process</td>
<td>Customer Inquiries and Reports</td>
</tr>
<tr>
<td>6) Create AR entries for an invoice</td>
<td>Automated process</td>
<td>Customer Inquiries and Reports</td>
</tr>
</tbody>
</table>
| 7) Adjust/Rebill  | Centralized AR Staff  
Selling Department Billing Staff  | Customer Inquiries and Reports |
| 8) Inquiries and Reports  | Selling Department billing staff  
Centralized AR staff  | Customer Inquiries and Reports |

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. Navigate to **Billing, Locate Bills, Bills Invoiced**
2. Enter the Business Unit “USF01” for non-grants bills or “GRT01” for grants bills
3. Enter the Customer ID
4. Click **Search**
5. The search will return a list of all invoices in the INV status for the selected customer.
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 **Notify** button to send an email message.*
### Bill Search Results

<table>
<thead>
<tr>
<th>Select 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>COM INV</td>
<td>LIB</td>
<td>LIB-00166</td>
<td>N</td>
<td>30/30/2004</td>
<td>66.94 USD</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Summary | Header Info 1 | Address | Copy Address | Header Notes | Line Info 1 | Tax | Accounting | Discount/Purchase | Line Notes | Line Search
---|---------------|-------|--------------|---------------|-------------|-----|------------|-----------------|------------|---------------
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>Unit</th>
<th>USF01</th>
<th>Invoice</th>
<th>CTR-01360</th>
<th>Invoice Date:</th>
<th>03/21/2006</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
<td>INV</td>
<td>Invoice</td>
<td>CTR</td>
<td>Frequency:</td>
<td>Once</td>
</tr>
<tr>
<td>Type</td>
<td>COM</td>
<td>Source</td>
<td>CTR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customer</td>
<td>CTR1360</td>
<td>Address</td>
<td></td>
<td>To Unit:</td>
<td></td>
</tr>
<tr>
<td>Bank Emphasis Month Committee</td>
<td></td>
<td></td>
<td></td>
<td>SubCust1:</td>
<td></td>
</tr>
<tr>
<td>Cycle ID</td>
<td>DAILY</td>
<td>Invoice Form</td>
<td>CRYSTAL</td>
<td>From Date:</td>
<td></td>
</tr>
<tr>
<td>Pay Terms</td>
<td>MIXED</td>
<td>Pay Method</td>
<td>CHK</td>
<td>To Date:</td>
<td></td>
</tr>
<tr>
<td>Accnt Date</td>
<td>03/21/2006</td>
<td>Account</td>
<td>12010</td>
<td>Remit To:</td>
<td>BOA</td>
</tr>
<tr>
<td>Sales</td>
<td>SALES1</td>
<td>Bill Inquiry Phone</td>
<td>813.974.5513</td>
<td>Bank Account:</td>
<td>ARB1</td>
</tr>
<tr>
<td>Credit</td>
<td>SMALLARY</td>
<td>Collect</td>
<td>AgoS</td>
<td>Billing Authority:</td>
<td>AR OFFICE</td>
</tr>
</tbody>
</table>

Go to: Header Info 2 | Address | Copy Address | Notes | Header - Info 1 | Next | Prev | Next
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. Navigate to **Billing, Review Billing Information, Review Entries by Invoice**
2. Enter the Business Unit “USF01” for non-grants bills or “GRT01” for grants bills
3. Enter the Invoice ID
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 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 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

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

<table>
<thead>
<tr>
<th>Unit</th>
<th>GL Unit</th>
<th>Account Date</th>
<th>Type</th>
<th>GL Account Code</th>
<th>Account</th>
<th>GL Account ID</th>
<th>GL Account Name</th>
<th>GL Account Code</th>
<th>GL Account Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>USF01</td>
<td>04/03/2008</td>
<td>AR</td>
<td>TPA</td>
<td>04000</td>
<td>12010</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>USF01</td>
<td>04/03/2008</td>
<td>Revenue</td>
<td>TPA</td>
<td>04000</td>
<td>44404</td>
<td>400100</td>
<td>000000</td>
<td>000000</td>
<td></td>
</tr>
<tr>
<td>USF01</td>
<td>04/03/2008</td>
<td>SalesUse</td>
<td>TPA</td>
<td>04000</td>
<td>20100</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>USF01</td>
<td>04/03/2008</td>
<td>SalesUse</td>
<td>TPA</td>
<td>04000</td>
<td>20100</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total Debits:** 1.28 USD  **Total Credits:** -1.28 USD
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 [View All] to view all accounting lines for the invoice; each billing line creates at least one accounting line.

*Click the spreadsheet symbol ![Spreadsheet](image) to download the results to an Excel spreadsheet.

*Click ![Transaction Amounts](image) to view the dollar amounts associated with each accounting line.

*Click ![Linear Display](image) to show all columns in linear display; tabs will disappear.

*Click ![Drill Down](image) To Drill Down to the invoice associate with a line.

<table>
<thead>
<tr>
<th>Journal ID</th>
<th>Journal</th>
<th>Date</th>
<th>Ledger</th>
<th>Line</th>
<th>Line Descr</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARB0033000</td>
<td>08/31/2003</td>
<td>ACTUALS</td>
<td>18</td>
<td>AR Billing</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Unit</th>
<th>Fund</th>
<th>Account</th>
<th>DeptID</th>
<th>Product</th>
<th>Initiative</th>
<th>Project</th>
<th>Budget</th>
<th>Affiliate</th>
<th>Fund</th>
<th>Affiliates</th>
<th>PC Bus Unit</th>
<th>UI</th>
</tr>
</thead>
<tbody>
<tr>
<td>TPA</td>
<td>80000</td>
<td>12010</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Base Currency</th>
<th>Base Amount</th>
<th>Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>USD</td>
<td>31,500.31</td>
<td>USD</td>
</tr>
</tbody>
</table>

### Accounting Journal Entries

<table>
<thead>
<tr>
<th>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>935-00319</td>
<td>5</td>
<td>TPA</td>
<td>80000</td>
<td>12010</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>USF01</td>
<td>935-00320</td>
<td>2</td>
<td>TPA</td>
<td>80000</td>
<td>12010</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>USF01</td>
<td>935-00321</td>
<td>2</td>
<td>TPA</td>
<td>80000</td>
<td>12010</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>USF01</td>
<td>935-00322</td>
<td>2</td>
<td>TPA</td>
<td>80000</td>
<td>12010</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>USF01</td>
<td>935-00323</td>
<td>2</td>
<td>TPA</td>
<td>80000</td>
<td>12010</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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

HINT: Clicking on various hyperlinks on the Account Overview Screen will produce various pages for drilling down to additional information.
### Most Recent Activity

<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>07/22/2004</td>
<td>265.02</td>
<td>USD</td>
</tr>
</tbody>
</table>

### Summary Aging

| 05.00:   | 1 | 265.02 | USD |
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

**SelfID:** USFSI  |  **Unit:** USF01  |  **Customer:** FI01035  |  Oak Harbor High School

**From Date:** 07/01/2007  |  **To Date:** 05/31/2007

**Past Due:** 0.00 USD  |  **Balance:** 131,000.00 USD

*Display Amount Switch:*

<table>
<thead>
<tr>
<th>Unit</th>
<th>Deposit ID</th>
<th>Seq Payment ID</th>
<th>Acta Date</th>
<th>Entry Amount Current</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>USF01</td>
<td>NANCYTEST1</td>
<td>2 CK 466</td>
<td>04/25/2007</td>
</tr>
<tr>
<td>2</td>
<td>USF01</td>
<td>MAYTEST1</td>
<td>1 123</td>
<td>04/23/2007</td>
</tr>
<tr>
<td>3</td>
<td>USF01</td>
<td>MAYTEST2</td>
<td>1 124</td>
<td>04/23/2007</td>
</tr>
<tr>
<td>4</td>
<td>USF01</td>
<td>MAYTEST3</td>
<td>1 126</td>
<td>04/23/2007</td>
</tr>
<tr>
<td>5</td>
<td>USF01</td>
<td>MAYTEST3</td>
<td>2 128</td>
<td>04/23/2007</td>
</tr>
<tr>
<td>6</td>
<td>USF01</td>
<td>MAYTEST3</td>
<td>3 129</td>
<td>04/23/2007</td>
</tr>
<tr>
<td>7</td>
<td>USF01</td>
<td>MAYTEST3</td>
<td>4 130</td>
<td>04/23/2007</td>
</tr>
<tr>
<td>8</td>
<td>USF01</td>
<td>MAYTEST4</td>
<td>1 131</td>
<td>04/23/2007</td>
</tr>
<tr>
<td>9</td>
<td>USF01</td>
<td>MAYTEST4</td>
<td>2 132</td>
<td>04/23/2007</td>
</tr>
<tr>
<td>10</td>
<td>USF01</td>
<td>MAYTEST4</td>
<td>3 133</td>
<td>04/23/2007</td>
</tr>
<tr>
<td>11</td>
<td>USF01</td>
<td>040762-F102</td>
<td>1 9940</td>
<td>10/11/2005</td>
</tr>
<tr>
<td>12</td>
<td>USF01</td>
<td>040307-F10</td>
<td>1 06/22/04</td>
<td>06/25/2004</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 the customer link will drill down to the customer record.

Clicking on the payment ID will drill down to the payment detail.
<table>
<thead>
<tr>
<th>Deposit Unit:</th>
<th>USF01</th>
<th>Deposit ID:</th>
<th>104752-1</th>
<th>Group ID:</th>
<th>11617</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acctg Date:</td>
<td>08/03/2004</td>
<td>Posted Date:</td>
<td>08/03/2004</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payment ID:</td>
<td>CK 5005</td>
<td>Payment Amount:</td>
<td>-10.00</td>
<td>USD</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Display Amount Switch:</th>
<th>Payment Amount</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Unit</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>USF01</td>
<td>LIB013</td>
<td>Kendal, Jerahna</td>
<td>LIB-00228</td>
<td>PY</td>
<td></td>
<td>CK 5005</td>
<td>-10.00</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. Navigate to **Accounts Receivable, Customer Accounts, Item Information, Item Activity From A Payment**

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

1. Enter a deposit ID or a payment ID and click **Search**
<table>
<thead>
<tr>
<th>Agency</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>USF01</td>
<td>Parking</td>
<td>Services</td>
<td>PTT-01179</td>
<td>PY</td>
<td></td>
<td>020207</td>
<td>-3,760.78 USD</td>
<td>USD</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 Activities Unit</th>
<th>Customer ID</th>
<th>Status</th>
<th>Terms</th>
<th>Entry Type</th>
<th>Entry Reason</th>
<th>Due</th>
<th>Days Late</th>
<th>Item Balance</th>
<th>Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>FIO-00926</td>
<td>USF01</td>
<td>Open</td>
<td>IMMED</td>
<td>IN</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>FIO-00931</td>
<td>USF01</td>
<td>Open</td>
<td>IMMED</td>
<td>IN</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>FIO-00934</td>
<td>USF01</td>
<td>Open</td>
<td>IMMED</td>
<td>IN</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>FIO-00926</td>
<td>USF01</td>
<td>Open</td>
<td>IMMED</td>
<td>IN</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>FIO-00927</td>
<td>USF01</td>
<td>Open</td>
<td>IMMED</td>
<td>IN</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>FIO-00928</td>
<td>USF01</td>
<td>Open</td>
<td>IMMED</td>
<td>IN</td>
<td></td>
<td>05/13/2007</td>
<td>-12</td>
<td>11,000.00 USD</td>
<td>USD</td>
</tr>
<tr>
<td>7</td>
<td>FIO-00929</td>
<td>USF01</td>
<td>Open</td>
<td>IMMED</td>
<td>IN</td>
<td></td>
<td>05/13/2007</td>
<td>-12</td>
<td>10,000.00 USD</td>
<td>USD</td>
</tr>
<tr>
<td>8</td>
<td>FIO-00940</td>
<td>USF01</td>
<td>Open</td>
<td>IMMED</td>
<td>IN</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:  131,000.00  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.

1.1 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

---

**Process Detail**

**Process**

- **Instance:** 1012887
- **Name:** AR30003
- **Run Status:** Success

**Description:** Aging Detail by Business Unit

**Distribution Status:** Posted

**Run**

- **Run Control ID:** AGING
- **Location:** Server
- **Server:** FSNT
- **Recurrence:**

**Date/Time**

- **Request Created On:** 06/02/2006 8:27:32AM EDT
- **Run Anytime After:** 06/02/2006 9:27:09AM EDT
- **Began Process At:** 06/02/2006 8:27:59AM EDT
- **Ended Process At:** 06/02/2006 8:28:13AM EDT

**Actions**

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

---

1.14 Click on the View Log/Trace Hyperlink

1.15 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.
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. 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

<table>
<thead>
<tr>
<th>SetID:</th>
<th>USFSI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Billing Currency:</td>
<td>begins with</td>
</tr>
<tr>
<td>Billing Charge ID:</td>
<td>begins with</td>
</tr>
<tr>
<td>Description:</td>
<td>begins with</td>
</tr>
</tbody>
</table>

[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 USD</td>
<td>PBR-BAL FORWARD</td>
<td>PBR Balance Forward</td>
<td>EA</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>USFSI USD</td>
<td>PBR-HILLS TAX</td>
<td>Hillsborough County Sales Tax</td>
<td>EA</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>USFSI USD</td>
<td>PBR-OFFTA TOUR</td>
<td>WUSF-FM Oper Tour</td>
<td>EA</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>USFSI USD</td>
<td>PBR-READING SERVIC</td>
<td>WUSF-FM Radic Reading Service</td>
<td>EA</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>USFSI USD</td>
<td>PBR-REFUNDS</td>
<td>PBR Refunds</td>
<td>EA</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>USFSI USD</td>
<td>PBR-SERVICES</td>
<td>WUSF-FM Services</td>
<td>EA</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>USFSI USD</td>
<td>PBR-UBIT</td>
<td>WUSF-FM UBIT Sales</td>
<td>EA</td>
<td>0</td>
<td></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. Navigate to Setup Financials/Supply Chain/Common Definitions/Distribution Accounting/Distribution Codes
2. Search with SetID USFSI
3. Search for a specific code by name or for all 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 Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>USFSI</td>
<td>PBR-BALFCR PBR Balance Forward</td>
</tr>
<tr>
<td>USFSI</td>
<td>PBR-DISC Radio Discount</td>
</tr>
<tr>
<td>USFSI</td>
<td>PBR-REFUND PBR Refunds</td>
</tr>
<tr>
<td>USFSI</td>
<td>PBRHILTAX Hillsborough County Sales Tax</td>
</tr>
<tr>
<td>USFSI</td>
<td>PBRPERA WUSF FM Opera Tour</td>
</tr>
<tr>
<td>USFSI</td>
<td>PBRPREPAY PBR Prepayments</td>
</tr>
<tr>
<td>USFSI</td>
<td>PBRRRS WUSF-FM Reading Service</td>
</tr>
<tr>
<td>USFSI</td>
<td>PBRSERVICE WUSF-FM Services</td>
</tr>
<tr>
<td>USFSI</td>
<td>PBRUBIT WUSF-FM UBIT Sales</td>
</tr>
</tbody>
</table>
BILLING AND ACCOUNTS RECEIVABLE – HOW DO I MANAGE AND COLLECT MY RECEIVABLES

ROLES  COMMERCIAL BILLING PERSONNEL (AUXILIARY DEPARTMENTS)

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:

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. In 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 is 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 will 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 invoices 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 gyreater@admin.usf.edu, 974.4315, ADM 147.

Once approved by the Controller, the write off entries will be created by the AR Office. The following accounting transaction will be created:
A debit to “Allowance For Doubtful Accounts” GL account code 13010
A credit to “Accounts Receivable” GL account code 12010

Both accounting lines will use the appropriate Operating Unit and Fund ID for the billing department.
AR – ACCEPTABLE PAYMENT METHODS

Customer payments may not be received or handled by billing departments. Customers may pay by check by mailing payment with the invoice payment coupon to the USF Commercial Accounts lock box:

University of South Florida
PO Box 864568
Orlando, FL 32886-4568

Customers may also pay in person with currency, checks, traveler’s checks, money orders, Visa Card, MasterCard, or Discover Card at the USF Cashier Office (ADM0131).

Customers may also pay by Electronic Funds Transfer. To setup an EFT payment for a customer, contact the General Accounting Office for routing instructions.

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 to the university and to the credit card holder.

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 it’s 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 suspense chart field string (Fund 18570 and GL Account Code 12120). The cashier will then have to identify the customer and invoice before making a correcting deposit.
AR – CUSTOMER PREPAYMENTS

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 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-####.

AR – HOW ARE RETURNED CHECKS HANDLED

Customer check payments that are returned unpaid by the bank are accounted for centrally by the University Controller’s Office (UCO). 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 DEPARTMENTS)

**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 its 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:

Mark De Vore  974.2286  mdevore@admin.usf.edu
Daniel Van Der Meulen  974.4966  dvanderm@admin.usf.edu

For questions about billing adjustments:

Daniel Van Der Meulen  974.4966  aradj@admin.usf.edu

For questions about customer payments:

Myrtis More  974.8050
Mark De Vore  974.2286  mdevore@admin.usf.edu
Daniel Van Der Meulen  974.4966  dvanderm@admin.usf.edu

For questions about collection efforts:

Daniel Van Der Meulen  974.4966  dvanderm@admin.usf.edu

For questions about write-offs:

Glen Yeater  974.4315  gyeater@admin.usf.edu

For questions about returned checks:

Cheryl Clark  974.6051  cclark@admin.usf.edu

For questions about setting up a new billing operation:

Mark De Vore  974.2286  mdevore@admin.usf.edu