Billing And Accounts Receivable
- non-sponsored
Agenda

• Overview of A/R at UVM
• Definitions
• Responsibilities
• Bill Creation
• Monthly Processes
• Payments
• Customer Analysis
• Month End
• Year End
• What’s coming?
• Resources
Student Financial Services
• individuals through Banner
• FY 14 - $413 Million

Sponsored Project Administration
• sponsored research
• FY 14 - $118 Million

General Accounting
• non individual, non sponsored billing
• FY 14 - $40 Million
• 30 departments, 3,000 bills/yr
In PeopleSoft:

– Billing module – where UVM departments enter bills for external customers each month
– AR module – where payments received from external customers are credited
– Through AR module, your department has already received the credit
– Accuracy of the annual financial report
Definitions

• Accounts Receivable - a claim against a debtor, carried on open account, usually limited to debts due from the sale of goods and services.
  – A module in PeopleSoft

• Business Unit - the Business Unit is a group of compatible billing entities. The UVM Business Unit in the receivables module is AR001 and is used for both sponsored and non-sponsored billing.

• Billing Business Unit – Each department which creates bills is identified by its own code, called a Billing Business Unit (ex: BI001 – BI039).

• Bill Type - One Bill Type for each activity. Each business unit has an invoice prefix called a Bill Type, e.g., the bookstore would have a bill type (an invoice prefix) of BKS-xxxxxxxx (x’s being the number portion of the invoice number.)
Definitions, continued

• Charge Codes - These codes simplify the process of generating bills by automatically generating the description of the service or product which is being billed. Charge codes are set up in PeopleSoft Billing for the most frequent charges for which departments bill their customers and each is unique to the department requesting the code. Departments may have multiple codes.

• Customer - Business organizations and entities which are external to the university for which UVM departments provide sales or services. The PeopleSoft customer may have multiple addresses for the same customer number.

• Customer Type - In PeopleSoft, there is a customer type indicating whether the customer is for non-sponsored or sponsored billing. The customer type of sponsored or non-sponsored must NOT be used interchangeably.
Definitions, continued

• Distribution Codes - The accounting distribution for the bills. These codes generate accounting entries by defining an established combination of chart field values when the code is entered into the bill. Billing Departments can have multiple revenue chart strings/distribution codes.

• Installment Bill - A type of bill which will create a template for repeat billing of the same dollar value and customer on an established schedule thereby generating an invoice when needed.

• Invoice ID - Invoice numbers created for each bill and start with the Bill Type.

• Payment Predictor - An automated process which matches newly received payments with open items for a customer, based on a pre-defined set of rules in the AR module.

• Project Billing – Billing of expenses charged to a project using a BLLN activity. Monthly invoices are created from the activity retrieved from the UVM Billing Project Report.
Definitions, continued

- **ProForma Invoice** - Invoices which are preliminary bills before they are posted to customer accounts. A pro forma invoice is a good way to preview what the true invoice will look like to the customer, or to make a file copy of an invoice for departmental records.

- **Recurring Bill** - A type of bill which will create a template for repeat billing, usually of the same dollar value and customer on an established schedule thereby generating an invoice when needed.

- **Standard Billing**, as a PeopleSoft (PS) process, refers to the established screens needed by the biller to issue items to bill. This format is used for generation of all types of invoices at UVM.
  - Standard Billing, as a PS Menu selection, lists all bills created, at all billing statuses by business unit.

- **Bill Status** – identifies whether a bill has been processed.
  - Invoiced, canceled, new, ready
Department Responsibilities

• Request customer creation:
  – maintenance
  – charge codes
  – distribution codes

• Forms are available on the AR Billing web page
# Request for New AR Customer ID Number or Customer Information Update

| PeopleSoft ID (for modifying an existing customer): |  |
| Address Location Description (optional) |  |
| Customer Name (the organization) up to 40 characters: |  |
| Short Name (optional) up to 10 characters: |  |
| Customer Department/Division (if applicable): |  |
| Mailing Address: |  |
| Address Line 1: |  |
| Address Line 2: |  |
| City: |  |
| State: |  |
| Postal/Zip Code: |  |
| Country (if not USA): |  |

It is also useful (but not mandatory) to have the following:

- **Phone Number:**
- **Fax Number:**
- **E-mail address:**
- **Contact Person:**

This form is not intended to be printed out & mailed. Please send the completed form as an e-mail attachment to:

- **Sharon.Bergeron@uvm.edu**
- **GeneralAccounting@uvm.edu**

*Customer Update:* Use to update existing data, or add more data, or another address

*New Customer:* Have you checked to be sure there is not already an existing non-sponsored customer and this is only a different address?
Charge Code Request Form

Your Name
Your Phone
Your Department
Billing Business Unit

Charge Code ID (10 Char)

Unit of Measure
(if other than EA - Each) (optional)
Description (30 Char)
Long Description (254 Char)

List Price (optional)
Revenue Distribution Code (optional)
Discounts, if any

Reason for Request:
Distribution Code Request Form

Description (30 char)  
Short Description (10 Char)

Account
Operating Unit
Department
Fund
Source
Function
Project
Program
Purpose
Property

Your Name
Your Phone
Your Department

Reason for Request
Department Responsibilities

- Request customer creation, maintenance, charge codes, etc.
- Inform General Accounting of changes in payment application, customer item application.
- Enter the bill and mark RDY for invoicing.
- Collection efforts of past due amounts.
Bill Creation

Navigation: Billing > Maintain Bills > Standard Billing > Bill Entry > Add a New Value
# Bill Creation, continued

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit</td>
<td>BI001</td>
</tr>
<tr>
<td>Invoice</td>
<td>NEXT</td>
</tr>
<tr>
<td>Attention To</td>
<td>3</td>
</tr>
<tr>
<td>Name</td>
<td>Dianne L Smith</td>
</tr>
<tr>
<td>Location</td>
<td>4</td>
</tr>
<tr>
<td># of Copies</td>
<td>1</td>
</tr>
<tr>
<td>*Invoice Media</td>
<td>Printer</td>
</tr>
<tr>
<td>Language Code</td>
<td>ENG</td>
</tr>
<tr>
<td>Email ID</td>
<td><a href="mailto:dianne.smith@vtmednet.org">dianne.smith@vtmednet.org</a></td>
</tr>
<tr>
<td>Country</td>
<td>USA United States</td>
</tr>
<tr>
<td>Address 1</td>
<td>FAHC-Neonatal Intensive Care Unit</td>
</tr>
<tr>
<td>Address 2</td>
<td>McClure 7, 111 Colchester Avenue</td>
</tr>
<tr>
<td>City</td>
<td>Burlington</td>
</tr>
<tr>
<td>County</td>
<td>VT</td>
</tr>
<tr>
<td>State</td>
<td>Vermont</td>
</tr>
<tr>
<td>Postal</td>
<td>05401</td>
</tr>
</tbody>
</table>

Go to: [Header Info 2] [Address] [Copy Address] [Notes] [Express Entry]

Summary [Bill Search] [Line Search]

Navigation: [Address Info] [Prev] [Next]
Bill Creation, continued
Bill Creation, continued

<table>
<thead>
<tr>
<th>Seq</th>
<th>Line</th>
<th>Table</th>
<th>Identifier</th>
<th>Description</th>
<th>Net Extended</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0.00</td>
</tr>
</tbody>
</table>

- **Qty:**
- **UOM:**
- **Unit Price:** 0.0000
- **Gross Extended:** 0.00
- **Line Type:** REV
- **Accumulate**
- **From Date:**
- **Through Date:**
- **Tax Code:**
- **Tax Exempt**
- **Exempt Cert.:**

**Net Extended:** 0.00
**VAT Amount:** 0.00
**Tax Amount:** 0.00
**Net Plus Tax:** 0.00
Bill Creation, continued
# Invoice Sample

**University of Vermont**  
**University Financial Services**  
333 Waterman Bldg  
85 So Prospect St  
Burlington, VT 05405-0160

**Customer No:** 00002052  
**Ben & Jerry's**  

**Attn:** Jarod Charron

For billing questions, please call 802-656-1477

<table>
<thead>
<tr>
<th>Line</th>
<th>Description</th>
<th>Quantity</th>
<th>UOM</th>
<th>Unit Amt</th>
<th>Net Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Billing Project Expenses</td>
<td>1.00</td>
<td></td>
<td>581.10</td>
<td>581.10</td>
</tr>
</tbody>
</table>

Please see the enclosed itemization of charges incurred during the previous month.

Please contact Melissa Zelazny from University Dining Services at: (802) 656-4664 if you have any questions. Thank you.

**Due:** Due Upon Receipt  
**Invoice:** UFS-0000782  
**Invoice Date:** 9/17/2012  
**Page:** 1 of 1  
**Invoice Period:** 8/1/2012-8/31/2012  

**Amount Due:** $581.10
Invoice Sample

Please include this portion with your payment

Has your address changed? Please let us know.
Address: ______________________________
____________________________________
Phone: ( ) __________________________

Customer No: 00002052
Payment Due: Upon Receipt
Amount Due: $581.10
Invoice: UFS-0000782
Amount Enclosed

Ben & Jerry's
Jarod Charron
Davis Center, 2nd Floor
590 Main ST, Campus Mail
Burlington VT 05405

Make check payable to:
University of Vermont
and mail this portion to:
University of Vermont
P.O. Box 1389
Williston, VT 05495-1389
Taxpayer ID #: 03-0179440
Viewing the Status of Bills

Navigation: Billing > Review Billing Information > Summary > Find an Existing value
General Accounting Responsibilities

• Set up Maintenance
  – Customer creation, distribution code creation, etc.

• Preparing bills
  – for those departments that have less than 10 invoices per year.

• Invoicing process
  – including printing, stuffing and mailing.

• Receivables update process.

• Payment application and analysis.

• Receivables maintenance.

• Receivables write off, refund and aging.

• Other reports & reconciliations.
Monthly Billing Process

• A Bill Cycle is run monthly for non-sponsored billing.

• Bills are entered in PeopleSoft for non-student, non-individuals manually.
  – Customer accounts are updated with the receivable information, based on the bill entered by the department.
  – Revenue is recorded for the billing unit, based on the chart string(s) on the bill.

• Bills are marked as ‘Ready’ to be billed.
  – All bills to be mailed in that month’s cycle should be marked as Ready before the cutoff date. Cut off date is within five days before the prior month closure.

• Monthly billing process is run by General Accounting.
  – Bills in the RDY status will be processed into invoices approximately five business days after the month end close.
  – Invoices are printed on standard forms displaying the billing unit’s name, address and phone number
  – Invoices with a remittance stub are printed, stuffed and mailed centrally.

• Units monitor customer accounts.
Customer Payment Guidelines

• Payments are (ideally) mailed to UVM’s lock box bank by customers.
  — The PeopleSoft invoices are printed on special stock with a coupon stub at the bottom that is to be returned by the customer with their payment.
  — The stub identifies the address to mail the payment to the PS AR lock box.

• Daily, the bank sends UVM a file with payment information to the Cashier’s Office, which is uploaded to PeopleSoft.

• Payments sent to Cashier’s office (or to department and then Cashier’s office), are recorded manually.
  — The receiving departments use a non-sponsored customer transmittal form which identifies the customer ID and invoice ID where the payment should be applied, rather than the departmental chart string.
  — Use the Customer Transmittal Sheet to credit the customer account with the payment. Using a regular deposit slip will credit departmental revenue twice.

• Payments are posted in a nightly process by the Payment Predictor and applied to the customer’s account. General Accounting may edit a payment worksheet to manually post a payment.
<table>
<thead>
<tr>
<th>ACCOUNT</th>
<th>DU</th>
<th>DEPARTMENT</th>
<th>FUND</th>
<th>SUBTOTAL</th>
<th>ACTIVITY ID</th>
<th>PROGRAM</th>
<th>PURPOSE</th>
<th>PROPERTY</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**SUBMITTED BY (PLEASE PRINT):**

**CAMPUS ADDRESS:**

**PHONE:**

**FAX:**
# University of Vermont
## Transmittal Sheet for Cash Deposits

**DATE:**

**DEPARTMENT**

**PURPOSE (Required)**

**REASON (Required)**


<table>
<thead>
<tr>
<th>CUSTOMER ID</th>
<th>INVOICE ID</th>
<th>CHECK/PYMNT RE</th>
<th>DEPOSIT ID</th>
<th>CASH</th>
<th>CHECKS</th>
<th>Cash &amp; Checks Subtotal</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 0 0 0</td>
<td></td>
<td>CK#</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0.00</td>
</tr>
<tr>
<td>0 0 0 0</td>
<td></td>
<td>CK#</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0.00</td>
</tr>
<tr>
<td>0 0 0 0</td>
<td></td>
<td>CK#</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0.00</td>
</tr>
<tr>
<td>0 0 0 0</td>
<td></td>
<td>CK#</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0.00</td>
</tr>
<tr>
<td>0 0 0 0</td>
<td></td>
<td>CK#</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0.00</td>
</tr>
</tbody>
</table>

**SUBMITTED BY (PLEASE PRINT)**

**CAMPUS ADDRESS**

**PHONE**

**FAX**
Reviewing Payments

• To view payments:
  • Enter search criteria

• Payment activity - items associated with payments:
Customer Analysis

There are a number of options to view the customer transactions:

• Viewing the Customer Balances
  – Navigation: Accounts Receivable > Customer Accounts > Customer Information > Breakdown Balances

• Have we received payment for this invoice?
  – Customer check number
## Customer Balance Breakdown

### Customer Balances

- **SetID:** SHARE
- **Unit:** AR001
- **Customer:** 00001019
- **Sodexo Inc.**
- **Level:** No Relationship

### Add Conversation

#### Display Currency

- **Show Breakdown Balances by:** Business Unit and Customer

### Customer Balances

<table>
<thead>
<tr>
<th>Balance</th>
<th>Amount</th>
<th>Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Past Due:</strong></td>
<td>64,787.67</td>
<td>USD</td>
</tr>
<tr>
<td><strong>High Past Due:</strong></td>
<td>43,617.18</td>
<td>USD</td>
</tr>
<tr>
<td><strong>Balance:</strong></td>
<td>65,011.42</td>
<td>USD</td>
</tr>
<tr>
<td><strong>High Balance:</strong></td>
<td>161,814.76</td>
<td>USD</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Breakdown Balances</th>
<th>Balance</th>
<th>Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SetID</strong> AR001</td>
<td>00001019</td>
<td>Sodexo Inc.</td>
</tr>
<tr>
<td><strong>Balance</strong> 65,011.42</td>
<td>USD</td>
<td></td>
</tr>
</tbody>
</table>
### Customer Balance, current invoices

#### Item List

<table>
<thead>
<tr>
<th>Seq Nbr</th>
<th>Select</th>
<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>Cur</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>BKS-0000334</td>
<td>1</td>
<td>AR001</td>
<td>0</td>
<td>00001019</td>
<td>Open</td>
<td>IMMED</td>
<td>IN</td>
<td>NONSP</td>
<td>10/15/2012</td>
<td>28</td>
<td>59.95</td>
<td>USD</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>CES-0000626</td>
<td>1</td>
<td>AR001</td>
<td>0</td>
<td>00001019</td>
<td>Open</td>
<td>IMMED</td>
<td>IN</td>
<td>NONSP</td>
<td>10/15/2012</td>
<td>28</td>
<td>70.29</td>
<td>USD</td>
</tr>
<tr>
<td>8</td>
<td></td>
<td>TSP-0007137</td>
<td>1</td>
<td>AR001</td>
<td>0</td>
<td>00001019</td>
<td>Open</td>
<td>30</td>
<td>IN</td>
<td>NONSP</td>
<td>11/14/2012</td>
<td>-2</td>
<td>223.75</td>
<td>USD</td>
</tr>
<tr>
<td>5</td>
<td></td>
<td>CES-0000627</td>
<td>1</td>
<td>AR001</td>
<td>0</td>
<td>00001019</td>
<td>Open</td>
<td>IMMED</td>
<td>IN</td>
<td>NONSP</td>
<td>10/15/2012</td>
<td>28</td>
<td>276.33</td>
<td>USD</td>
</tr>
<tr>
<td>7</td>
<td></td>
<td>TPT-0000188</td>
<td>1</td>
<td>AR001</td>
<td>0</td>
<td>00001019</td>
<td>Open</td>
<td>IMMED</td>
<td>IN</td>
<td>NONSP</td>
<td>10/15/2012</td>
<td>28</td>
<td>390.00</td>
<td>USD</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>CAL-0000032</td>
<td>1</td>
<td>AR001</td>
<td>0</td>
<td>00001019</td>
<td>Open</td>
<td>IMMED</td>
<td>IN</td>
<td>NONSP</td>
<td>10/15/2012</td>
<td>28</td>
<td>419.00</td>
<td>USD</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>CED-0000165</td>
<td>1</td>
<td>AR001</td>
<td>0</td>
<td>00001019</td>
<td>Open</td>
<td>IMMED</td>
<td>IN</td>
<td>NONSP</td>
<td>10/15/2012</td>
<td>28</td>
<td>3,608.95</td>
<td>USD</td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>TEL-0000884</td>
<td>1</td>
<td>AR001</td>
<td>0</td>
<td>00001019</td>
<td>Open</td>
<td>IMMED</td>
<td>IN</td>
<td>NONSP</td>
<td>10/15/2012</td>
<td>28</td>
<td>4,405.50</td>
<td>USD</td>
</tr>
</tbody>
</table>

#### Search Result Totals

- **Debits:** 9, **Debit Amount:** 65,011.42, **Currency:** USD
- **Credits:** 9, **Credit Amount:** 65,011.42, **Currency:** USD
- **Total:** 9, **Total Amount:** 65,011.42, **Currency:** USD
Customer Balance, invoice detail

Item ID: BKS-0000334
Line: 28
Status: Open

Accounting Date: 10/15/2012
Balance: 59.95 USD
Billing Unit: B008
Original Amount: 59.95 USD
Display Currency

Discount Days: Date:
Discount Amount: Date:
Discount Amount 1: Date 1:
Always Allow Discount

Due Date: 10/15/2012
Due Days: 
Terms: IMMED

Discount Options

As Of Date: 10/15/2012
Posted: 10/15/2012

Payment/Draft Options
Payment Method: Check
Draft Type: 
Direct Debit Profile ID: 
Preapproved?
Create Document?
One Item per Draft?

Customer Relations
Dispute
Reason:
Date:
Dispute Amount:
Date:
Deduction
Reason:
Date:
Doubtful
Reason:
Date:
Collection
Code:
Date:
Analyst: DEFAULT
Collector: COL01
Sales Person: UVM_DEF
AR Specialist:
UVM Credit Analyst
Non-Sponsored Projects Collector 01
Default Team Member

Other Options
Revaluation Flag
Available for Netting

View Audit Logs
Another tool for interaction with the customer is the Customer Statement. The report contains the invoice number, date, amount due, payments, and an aging summary.

Customer statement – a number of options available for generating and printing them. General Accounting produces monthly statements for balances over 60 days or upon request.
Customer Statement

The UNIVERSITY of VERMONT

STATEMENT

Statement Date: 10/01/2012
Customer Id: 000002052
Send payment to: University of Vermont
P.O Box 1389
Williston, VT 05495-1389
Taxpayer ID#: 03017944

If you do not have the original Invoice stub, please reference your Customer Id number and the Invoice Id number on your check stub to ensure the proper application of your payment.

Ben & Jerry's
Davis Center, 2nd Floor
590 Main ST, Campus Mail
Burlington, VT 05405

Page 1 of 1

<table>
<thead>
<tr>
<th>Date</th>
<th>Invoice Id/Item Id</th>
<th>Entry Type</th>
<th>Amount Due</th>
<th>Item Activity</th>
<th>Document</th>
<th>Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/17/2012</td>
<td>TEL-0000880</td>
<td>Invoice</td>
<td>133.50</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>09/17/2012</td>
<td>UFS-0000782</td>
<td>Invoice</td>
<td>581.10</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Sub Total          714.60

Statement Total USD 714.60

<table>
<thead>
<tr>
<th>Aging Summary</th>
<th>0 - 30</th>
<th>31 - 60</th>
<th>61 - 90</th>
<th>Over 90</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of Items</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Amount</td>
<td>714.60</td>
<td></td>
<td></td>
<td></td>
<td>714.60 USD</td>
</tr>
</tbody>
</table>
The UVM General Accounting Office is the central billing area for charges originating in other university departments. For general questions about this statement, please contact us at: general.accounting@uvm.edu

Please direct specific questions regarding these invoices to the appropriate department by calling the phone# associated with first 3 letters of the Invoice Id.

<table>
<thead>
<tr>
<th>Inv Id</th>
<th>Phone</th>
<th>Inv Id</th>
<th>Phone</th>
<th>Inv Id</th>
<th>Phone</th>
<th>Inv Id</th>
<th>Phone</th>
<th>Inv Id</th>
<th>Phone</th>
<th>Inv Id</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACM</td>
<td>802-656-2206</td>
<td>AFS</td>
<td>802-656-4383</td>
<td>ATH</td>
<td>802-656-3389</td>
<td>BHL</td>
<td>802-656-8035</td>
<td>BKS</td>
<td>802-656-3290</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CAL</td>
<td>802-656-0303</td>
<td>CAL</td>
<td>802-656-0303</td>
<td>CAT</td>
<td>802-656-4501</td>
<td>CED</td>
<td>802-656-5816</td>
<td>CES</td>
<td>802-656-5665</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CIT</td>
<td>802-656-4388</td>
<td>COM</td>
<td>802-656-4073</td>
<td>CPS</td>
<td>802-656-3872</td>
<td>CSO</td>
<td>802-656-4388</td>
<td>CTL</td>
<td>802-656-1156</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DCI</td>
<td>802-656-7122</td>
<td>DCO</td>
<td>802-656-2060</td>
<td>DML</td>
<td>802-656-8698</td>
<td>DNA</td>
<td>802-656-4417</td>
<td>EDL</td>
<td>802-656-3029</td>
<td></td>
<td></td>
</tr>
<tr>
<td>GEL</td>
<td>802-656-9098</td>
<td>LIT</td>
<td>802-656-1156</td>
<td>LLC</td>
<td>802-656-4200</td>
<td>LUS</td>
<td>802-656-3861</td>
<td>MBI</td>
<td>802-656-0633</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PAL</td>
<td>802-656-8983</td>
<td>PLS</td>
<td>802-656-1037</td>
<td>PMC</td>
<td>802-656-2960</td>
<td>PTH</td>
<td>802-656-0387</td>
<td>RDS</td>
<td>802-656-2570</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SFS</td>
<td>802-656-0884</td>
<td>SFW</td>
<td>802-656-0121</td>
<td>SGA</td>
<td>802-656-7737</td>
<td>TDP</td>
<td>802-656-0097</td>
<td>TEL</td>
<td>802-656-3472</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TPT</td>
<td>802-656-1037</td>
<td>TSP</td>
<td>802-656-8740</td>
<td>UFS</td>
<td>802-656-1477</td>
<td>UPH</td>
<td>802-656-2005</td>
<td>VQM</td>
<td>802-656-2005</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Customer Aging

• PeopleSoft provides for a number of options to age receivables.
  – They can be aged by
    • business unit, AR001,
    • sponsored or non-sponsored,
    • summary or detail.
  – Produced by General Accounting.
  – Departments can run outstanding items query: UV_AR_UNPAIDITEMS_BYBILLINGBU

• Invoices delinquent 120+ days will be reversed.
### Query Results

**UV_AR_UNPAIDITEMS_BYBILLINGBU - Items o/s by BU or Cust**

Enter your BU or %: E001
Enter Cust ID or %: 00002052
1-Non Spns 2-Spnsrd,3-LL,%-All: 1

**Download results in:** Excel Spreadsheet, CSV Text File, XML File (1 kb)

<table>
<thead>
<tr>
<th>Acctg Date</th>
<th>Customer</th>
<th>Name</th>
<th>Location</th>
<th>Item ID</th>
<th>Orig Item Amt</th>
<th>Item Balance</th>
<th>Contract</th>
<th>Customer Type</th>
<th>Due</th>
<th>Payment Terms ID</th>
<th>Days Late</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/15/2012</td>
<td>00002052</td>
<td>Ben &amp; Jerry's</td>
<td>2</td>
<td>UFS-00000804</td>
<td>499.980</td>
<td>499.980</td>
<td>Non Sponsored Customers</td>
<td>10/15/2012</td>
<td>IMMED</td>
<td>29</td>
<td></td>
</tr>
</tbody>
</table>
Collections

• The billing departments are responsible for monitoring their customer accounts, contacting customers and collecting delinquent invoices.

• General Accounting reviews the AR aging report monthly and contacts billing departments about balances that are between 90 and 120+ days old, requesting that department contact their customers about payment.

• If there is no arranged payment plan, General Accounting transfers the amount to the bad debt account in the department chart string.

• If at a later time the money is collected, it should be deposited into the department’s revenue chart string. If the revenue is collected the same month that the reversal occurred, General Accounting can unpost the reversal and apply the payment.

• There is no central allowance for bad debts for non-sponsored organizations billings.
Month End Tasks

• Prepare all invoices in PeopleSoft before the external billing deadline. Check that all invoices are at Ready (RDY) status.
  – Generally, months close 5 business days after the last calendar day of the month. UFS expects invoices to be in “RDY” status by 5 business days after the month has been closed.

• UFS, as part of the invoicing process, runs an error report and requests corrections be made by the billing department.

• Review Open AR for your external customers and follow-up on any overdue payments.
  – At any point in the month the billing unit may run the query UV_AR_UNPAIDITEMS_BYBILLINGBU.

• Make sure all deposits are made by the end of the month.
Year End Tasks

• Bills for June services with an accounting date of June 30 are entered, processed and mailed in July, for transaction in the old fiscal year.

• You may enter bills for July services, but please keep them at NEW status until the August 1st at the earliest.

• Departments are encouraged to review outstanding invoices for their customers. Any customer payments should be remitted to the Cashier’s Office before noon on June 30th to ensure they are posted in the correct fiscal year.

• Project billing activities: the last date for entering journals into those projects to be billed out will be the same as the last date for journals. Remember to change the date to 6/30/XX if the journal is created in July but is for June activity. The only place to change a journal date is on the ADD tab of “Create a New Journal Entry.”
What’s coming? RegOnline

• Event management and registration software
  – Online registration
  – Attendee management
  – Payment processing
  – Demographic data collection

• To assist departments with:
  – Non-credit course registration
  – Conferences, workshops, registration fees
  – For example: Continuing Education, Extension

• Look for spring semester implementation
University Operating Procedure

- for low dollar, low volume accounts receivable

**To determine which method should be used:**

- How many bills are generated annually? – Regularly - recurring
  - More than 4? Process the billing through PS AR/BI
  - Less than 4? Use the AR process external to PS AR/BI

- What is the dollar threshold per bill? Is the volume more than $5,000?
  - $5,000.00 or more? Process the billing through PS AR/BI
  - Less than $5,000.00? Use the AR process external to PS AR/BI

- Are fewer than 4 invoices generated per year, but they exceed the $5,000.00 threshold? Contact General Accounting.
New AR UOP

If processing the billing outside of the AR/BI module:

• Create a detailed customer invoice. Ensure that the invoice clearly states:
  • The University of Vermont
  • Your department’s complete mailing address, and phone number.
  • Check must be made payable to UVM or the University of Vermont and mailed to your department.

• Create a PeopleSoft journal.
• Attach a copy of the invoice to the PeopleSoft journal.
• When the payment is received, remit a Cash Deposit Transmittal Sheet.
• Look for spring semester implementation.
Resources

• Mini manual
• University Operations Manual
• AR/Billing Website
• Forms
Questions?