# Non-Sponsored External Accounts Receivable & Billing

## Getting Started
- Dept contacts General Accounting (GA) to discuss billing activity.
- GA determines if the billing should be entered centrally or by the Dept.
- If the Dept is responsible for entering their own billing, a supervisor will submit a Footprint ticket, *(Functional Area & Topic = External Billing)*, to request user access.

## Set Up
- Dept provides GA with the appropriate contact information for the set up of their new bills.
- Dept submits customer information to GA to enter into PeopleSoft, *(form available on-line)*.
- Dept works with the Treasurer's Office, to make arrangements for customers wishing to pay electronically.

## Training & Resources
- GA provides training materials or in-person training.
- Dept subscribes to the CATSKILL listserv for important news & financial information.
- Dept adds General Accounting calendar on Outlook for important deadlines.
- Dept visits the University Financial Services site, for additional resources: [http://www.uvm.edu/~cntrlrs/](http://www.uvm.edu/~cntrlrs/)

## Billing
- Dept enters their bills, setting each Header at Ready status, & checks them with the RDY Bills query.
- Copies of bills sent electronically to customers should be saved, prior to setting the Header at NOPRINT.
- GA processes the invoice run approximately 5 business days after the prior month close. Printed invoices are mailed to customers. Dept should send an electronic version for customers with foreign addresses.

## Payments
- Checks sent to the AR lockbox, with the payment coupon, are automatically posted to the customer account.
- Checks or EFTs processed without the coupon, or mailed directly to UVM, need to be manually processed by the Cashier’s Office. A Customer Transmittal** offsets the open invoice on the customer’s account.
- Dept must be in compliance with the *Cash Receipts, Securing and Depositing of University Operating Procedure***.

## Customer Service
- Dept answers customer inquiries and provides invoice copies or additional documentation as needed.
- Dept works with customers with to reconcile open AR items (i.e. requesting payment, issuing a credit memo, or an AR refund).****
- GA supports the Dept with customer issues relating to payments and their account activity.

## Collection
- Dept runs the Unpaid Items query monthly, to monitor items becoming delinquent.
- Dept is responsible for contacting customers to request payment for delinquent balances.
- GA generates and mails monthly customer statements for balances 60+ days outstanding.

## Bad Debt
- GA monitors outstanding AR items & asks Depts to provide their status. If there isn’t an arranged payment arrangement, GA transfers the uncollected amount back to the departmental chartstring, under the Bad Debt account. **There is no central allowance for bad debts for non-sponsored organizations billings**.
- If payment for a reversed item is received within the same month, GA can unpost the reversal to offset the original invoice.
- If payment is received later, the Dept submits a Cash Deposit Sheet to post the revenue directly to the departmental chartstring.

## Month End
- Dept confirms that all deposits have been submitted to the Cashier’s by the end of the month.
- Dept ensures that bills to be posted, via the monthly invoice run, are at Ready status within 5 days of receiving the CATSKILL period closure message.
- Dept reviews the Unpaid Items query, to check the status of their customer items.

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*Any updated customer information should be sent to GA for entry in the system.*

**Use of a traditional Cash Deposit Transmittal will result in duplicate revenue entries.**


****A credit memo or refund is coordinated with GA, when deemed necessary.*